

HGAR On Line Education Course Frequently Asked Questions:

Getting Started

For full access to HGAR courses you'll need to take a minute to create a new account for yourself on this web site. Here are the steps:

1. Click the **Create New Account** link under the **Log In Button** on the Home Page and complete the form with your information.
2. An email will be immediately sent to your email address.
3. Read your email, and click on the web link it contains.
4. Your account will be confirmed and you will be logged in.
5. Now, select the course you want to participate in.
6. Enter and submit your payment information via PayPal.
7. You can now access the full course. From now on you will only need to enter your personal username and password (in the form on this page) to log in and access any course you have enrolled in.
8. Print a copy of the [FAQs](#) for your records.

How does this work? The courses are interactive tutorials that present information and will periodically require input from the student to monitor their progress and allow them to continue with the course. Courses are broken down into Units or Articles. Students must complete the course "Unit/Articles" in sequence and must meet requirements such as passing a "Quiz" upon completion of a Unit in order to proceed. Each course has a menu of Lessons and Quizzes that must be **Completed in Order** and **Marked Complete** before you can proceed to the next stage. The site will automatically monitor your progress and mark a Unit or Quiz as "completed". The process updates few minutes so you may need to wait just a bit for your progress to be updated before you can proceed to the next stage.

What do I need? A computer with a high speed internet connection and a current/supported Browser are necessary.

How long will this take? All courses are designed to take about the same amount of time to complete as the number of Continuing Education Credits/Course Hours indicated. You won't be able to speed through a three hour course in an hour or even two hours.

Can I pause during a course? There is no "Pause" option however the courses are designed for student interaction which requires the student to perform some "action" such as Answering A Question or clicking the Next/Continue button to move through the course. These are the points in the courses that would allow you to take a short "Pause". For the *Ethics In Action With and Without CE Credit*, you must complete an Article once it has been started. The course will NOT allow you to pause in the middle of an Article and will NOT save your work if you exit before the completion of an Article.

Is there a time out? Yes, the system monitors student participation and if there is no student response/activity for more than **15 minutes** from the point in which the course requires a student "action", the system will "time you out" and you will have to log in again. The system **WILL NOT SAVE YOUR WORK** if you are timed out!

How long do I have to complete a course once I've started? You have 180 days from when you started a course, to complete it.

Can I exit a course before I've completed it? Yes, you can Exit a course but must do so at an appropriate point. For the *Ethics in Action Courses*, you must wait until you have completed an Article before you Exit. For the other courses, wait until you must CLICK to continue or are Asked to respond to a Question before you Exit. When you are at one of these points in the Course, click **EXIT ACTIVITY** from upper right hand corner of the screen to EXIT. Do **NOT JUST CLOSE THE BROWSER WINDOW**. This will result in the system NOT saving your exit point and you will have to start again.

Can I skip ahead? The courses are designed to present information in a logical format and often build on information provided in a previous section so we advise that you to **NOT** skip forward in the courses and the site has been designed to limit this ability.

How can I review again what I've already gone through? While viewing a Course Unit, the *Back* button will show up when you have the ability to go "Back" a slide or two. (For *Ethics in Action* you must wait until the Article review has completed then Play it again) This is good for repeating a brief segment of the lesson. If you need a more detailed review, wait until you are prompted to "continue" or enter info, *Exit* the Unit lesson by using the *Exit* link in the upper right hand corner of the screen, then you can Start the Unit Lesson again from the Beginning as an option rather than starting from where you left off.

How do I start from where I left off if I exit a course? If you waited for an appropriate time and Exited the lesson properly, you will be able to return to that Lesson and choose to start from where you left off. When you log back into the site you will be on the MY COURSES page. Select the Course and Unit you want to continue with. If it has been awhile and you want to Start over, that will also be an option for you.

How do I contact for Help? Send an Email to OLedu@hgar.com

HGAR School Policies

School Records - HGAR will maintain for a period of 5 years the following information in each student record; the students name, address, state registration number, course title and date of enrollment and completion.

Refunds – Generally HGAR On Line Course Fees are not refundable however request for refunds will be considered on a case by case basis. Submit request to OLedu@hgar.com