


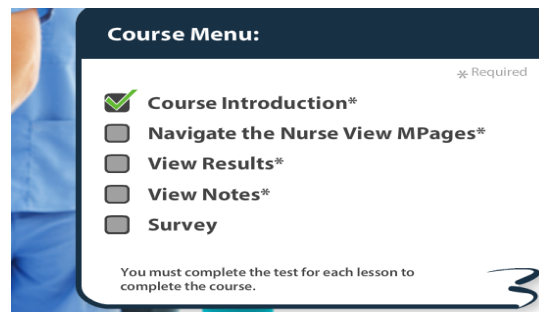
PROBLEM: I am having trouble opening or accessing PromisePoint courses.

- When accessing PromisePoint from home **DO NOT** go through The Hub; go directly to the website by typing <http://www.promisepoint.com/baystate> in the address bar of your browser.

- Check your browser. Make sure you are using Chrome  for best results.

PROBLEM: I did all my learning but my assignment is showing as incomplete.

- Most often this is because you did not listen to the entire Course Introduction. Confirm that you have a green check mark next to your Course Introduction. If not, simply click on the words and let it run to the end.



PROBLEM: I am getting “incorrect” in the test section but I am doing it right.

- In the test sections, after the allotted number of tries, PromisePoint will show you the correct answer and then move on to the next question. If you click the correct answer at this point, it considers it your answer to the next question and marks it incorrect.
- Be sure to mirror back what you have been taught in the Interactive Demonstration. Baystate is using the system to teach the best recommended practice and there is only one answer to the PromisePoint question even when there are other ways to complete a task.

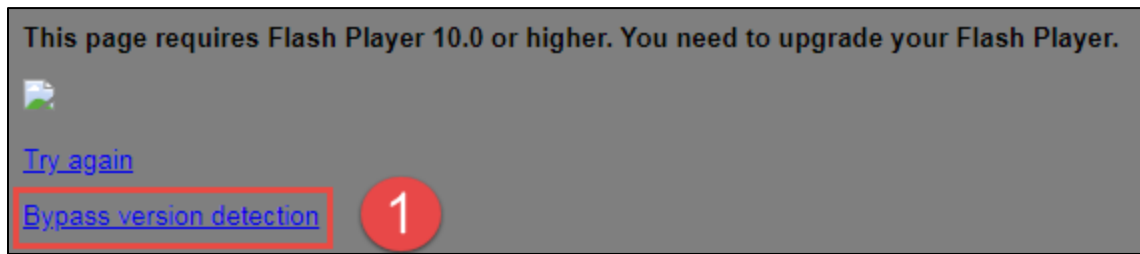
Technical Requirements

- High Speed Internet
- Pop Up Blockers should be turned OFF
- Latest Version of Adobe Flash Player
- We recommend using Chrome. Acceptable Browsers include: Explorer 9 or higher, Chrome, Firefox (Safari is not supported – MAC users should use a different browser)

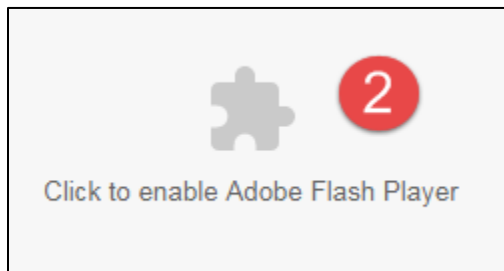
PROBLEM: I am getting a Flash Player Upgrade Error Message.

- Follow these steps to bypass the Flash Player Upgrade Error Message

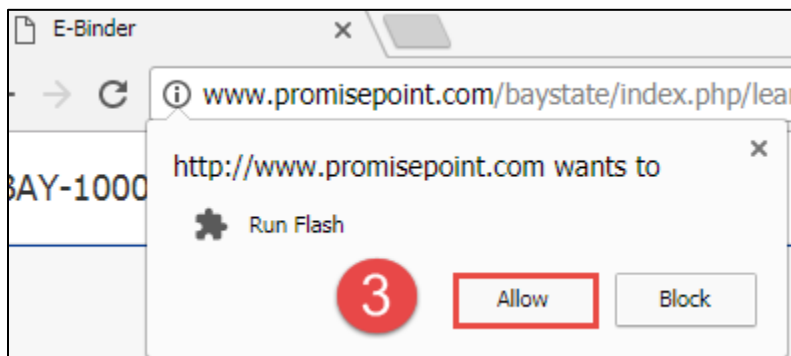
1. Click on Bypass version detection.



2. This message will appear. Click on it.



3. Click "Allow"



4. Your page will reset and you will be able to access your assigned learning.

Clinical Informatics Education

Creating meaningful learning to provide excellent patient care