

Frequently Asked Questions about end user functions.

For questions not covered here, please contact your organization's system administrator.

Q: I don't remember my mLP User Name/Password. How can I find that information?

A: As long as your email address is entered into your user profile, you can retrieve this information by clicking the **Forgot your user name/password** link on the mLP homepage and entering your email in the field provided. When you click the **Send Account Information** button, if you are notified that your email is not in our records, your account is inactive or that you have multiple mLP accounts you must contact your site administrator to obtain the information or have your password reset.

Q: Why am I getting an error message when I enter the User Name and Password sent to me by myLearningPointe?

A: Be sure you are entering the password exactly as it appears. You must include symbols, like underscores (_). Contact your site administrator with any questions.

Q: Why is a course I completed still showing in the My Training list?

A: First check the due date and course transcript to make sure that what you are seeing is not a new assignment of the course. For online courses, if you don't see the course on your transcript, you may not have passed the course test. You must re-enter and pass the course test before you will be given credit. If it is a Classroom Course, the entry will remain until your site administrator enters class attendance.

Q: I wasn't shown a test at the end of the course and it's still showing in the My training list. How do I complete the test?

A: This can happen if your mLP sign-in times out before you have completed viewing the course. To get to the test, sign-out and sign-in again. Click the start button for the course and if asked if you want to resume the course, answer Yes. When the course begins to play, close the course window and the test will be available for completion.

The only exception is if the course ends with a Take the Test slide. In this situation, navigate to this slide using the course player menu, if needed, and click the slide icon.

Q: Why doesn't anything happen when I click an online course start button?

A: Check to be sure pop-ups are allowed from www.mylearningpointe.com in your browser. For some courses, Adobe Flash Player is required for the course to play.

Q: I started a course assigned to me as an elective, but I had to stop before I completed the course test. Why can't I find the course in the My Electives section to finish it?

A: When an elective course is started but stopped before the final test has been passed, it is moved to the bottom of the My Training list in your mLP inbox in order to easily locate and resume the course when ready.