

BurnEducation.Com FAQs

Q: Do I have to have an account to browse the courses?

A: An account is not required to browse the site using a web browser to read course overviews, but an account is required to access content in the Moodle app or to register/participate in a course online or in the app.

Q: Why am I required to enter my license credentials and Facility Organization when setting up an initial account?

A: **1** - License credentials are used to auto-populate fields in the accreditation certificates you receive after completing a course.
2- Facility Organization is required for users with facilities that have organization-specific activities or certificates. If you are not sure if your facility has specific requirements, select Standard in this field.

Q: How do I search for a course?

A: From a web browser:

1. Use the Navigation tabs at the top left at the top left of site.
 - a. "All Courses" will display all courses included in On-Site/Live Courses and On-Demand Courses.
 - b. "On-Site/Live Courses" displays a list of Emergency Burn Care courses currently scheduled for specific facilities. You must have an enrollment key to register for one of these courses.
2. Click on a specific icon box in the middle of the page to access a list for specific types of classes (On-Site/Live Courses or On-Demand Courses).
3. If you were pre-registered by someone else for the course, click on the gray profile circle in the top right of the screen then select "Profile." You can access the course by clicking on the name of the course under "Course Details."

From the Moodle app:

1. From the main Site page, select "Available courses" and scroll to find the course you want to review/register for.
2. Under "Search Courses," enter a keyword to find a course (i.e., pediatric, chemical, etc.) then view the list of courses you can review/register for.

Q: How do I enroll in a course?

A: Different courses have different enrollment methods. Users can self-enroll or be manually enrolled by an educator. Courses that are closed to a specific facility/group will have a  symbol to the right of the course listing. These courses require participants to enter an enrollment key from their organization. All other courses allow self-enrollment.

Q: I was told my organization has content/certificates specific to my facility, but I do not see them in the course. Where is this information?

A: If you are part of an organization that has specific certificates or courses accessible only to your facility, you must have your facility name selected in your user profile settings under “Facility Organization” to view the protected content.

Q: Can I access courses on a mobile device?

A: Yes. Download the Moodle App in the Apple App Store or Google Play Store then follow these steps:

1. From the Moodle home page, click on **I’m a Learner**.
2. Under Your Site, type “BRCA” and wait for the **BRCA Burn Education** site to appear. Select this option and click **Create New Account**.
3. Complete all required profile fields and select **Create My New Account**. If you are a licensed provider, be sure to enter the correct credentials in the license fields, as these are reported on your continuing education certificates.
4. You will receive a mobile notification and email notification confirming the account creation. Confirm your account by clicking on the link in the email. This will take you to the Moodle log-in page.
5. Enter your username and password you created previously then click on **Log in**.
6. Select your course from there.

Q: I cannot enroll in the On-Site Training for my facility without an Enrollment Key code. Where do I get this code?

A: Enrollment keys are provided by BRCA to the education coordinator at the facility who set up the training. Reach out to your facility training administrator for this code.

Q: I am logged in, but I don’t see a place to access the course I enrolled in.

A: To find the list of courses you have previously enrolled in, once you are logged in, click on the gray user profile circle in the top right corner of your screen. Select “Profile,” and you will be taken to your profile page. In the top left navigation bar, click on My Courses. The list of courses you are enrolled in or have taken will appear here.

Q: I cannot find playback controls on the video and need to pause to view later. What do I do?

A: Since every course that is accredited requires participants to view video content in its entirety, playback controls in videos have been disabled. When you exit out of the video, it saves your place and opens back up to that spot when you log back into the course to resume the video.

Q: What should I do if I forget my password?

A: From the home page, click on “Log In,” which is located on the top right corner of the screen. Select “Lost Password” under the Username and Password fields then search by username or email address. If you supplied valid information, you will receive a mobile notification (if turned on) and email to the email address on file. If that does not work, send a request to reset your password to education@burncenters.com. Include your full name, email address and/or username on file.

Q: Where do I get my certificate for completing a course?

A: Once you complete the required components of a course, your certificate can be viewed and or downloaded/printed from within the course.

Q: Who do I contact for support using the site or accessing course information?

A: Email education@burncenters.com or call 855-863-9595 and ask for the education department.