

## FAQs- Frequently Asked Questions for Continuing Education

### **What are the system requirements?**

You must have one of the following installed on your computer to access our courses:

- Internet Explorer (7 or 8)
- Mozilla Firefox (3.0 to 3.6)
- Safari 3.6

### **What kind of technical support do you provide?**

- You have 24/7 access to technical support. If you are having problems regarding technical issues, please email [mapERCsupport@digitalignite.com](mailto:mapERCsupport@digitalignite.com). For any questions about courses or CE credits, please email [MAPERC@ucdenver.edu](mailto:MAPERC@ucdenver.edu) or call 303.724.7813 for assistance.

### **What types of credits do your courses offer?**

- We offer a variety of courses that have been authorized by ABIH, AAFP, ASSE, DORA, and the University of Colorado School of Medicine to award CE credits and CM points.

### **How do I receive my certificates?**

- On the website ([CHWE.ucdenver.edu](http://CHWE.ucdenver.edu)) under the “My Learning” tab, you can keep track of your credits, grades, and your certificates on the Learning Management System. Once you have completed a CE activity, the certificate will be emailed directly to you. If you would like it re-sent, simply go to “My Learning,” select the course you received credit for, and click the certificate link.

### **Need more help?**

**Please contact us** if you have more questions and can't find the answer:

- **Visit our website:** [www.CHWE.ucdenver.edu](http://www.CHWE.ucdenver.edu) - Click on the “Help” page
- **Email us:** [MAPERC@ucdenver.edu](mailto:MAPERC@ucdenver.edu) or [Kaylee.Rivera@ucdenver.edu](mailto:Kaylee.Rivera@ucdenver.edu)
- **Call us:** 303.724.7813