E-LEARNING & CHEX PERFORMANCE EXAM
FREQUENTLY ASKED QUESTIONS

E-Learning Questions:

1) I am taking my training from home and don’t remember my Citrix username/password.
   From https://my.childrenscolorado.org, your username and password are your standard Children’s Hospital Colorado username and password. If you forget or have trouble with these, contact the Help Desk (720-777-4357).

2) When I access Citrix (https://my.childrenscolorado.org), the screen is black and does not show login fields.
   If you have Windows 8 or Internet Explorer 10, you will encounter this issue. You must enable Compatibility View—there are several ways to do this: 1) click the broken page icon within the address bar; 2) from the top right menu, click Page > Compatibility View; or 3) from the top menu, click Tools > Compatibility View.

3) When I launch the course, nothing appears.
   Only certain operating systems and internet browsers are supported. Windows PCs and Macs should both work as long as they have Adobe Flash Player. To download Flash Player, click here.
   If you are using Internet Explorer, you may have to enable Compatibility View depending on your version. In IE 9, this can be found within the Tools dropdown menu. In IE 10, click the broken page button within the address bar.
   If you are using Safari, ensure Pop-up Blocker is disabled.

4) When I launch the course, I can’t see the full screen.
   Each e-learning module will open at a set size. We recommend you maximize your browser window. If your screen cannot accommodate the full size (e.g., viewing from a laptop), using your internet browser settings, zoom out until you can see the full screen. You may also try pressing CTRL- (CMD- for Macs).
   Note: If your screen is too small, it may impair your ability to see the necessary detail to complete your training. You may contact the training team to reserve the use of a training computer as needed by contacting CAStraining@childrenscolorado.org.
5) **When I launch the course, the screen is too small to see any detail.**

   If you are using Internet Explorer, enable Compatibility View—there are several ways to do this: 1) click the broken page icon within the address bar; 2) from the top right menu, click Page > Compatibility View; or 3) from the top menu, click Tools > Compatibility View.

   If you are using Firefox or Chrome, using your internet browser settings, zoom out until you can see the full screen. You may also try pressing CTRL+ (CMD+ for Macs).

   Note: If you are unable to view the course, you may contact the training team to reserve the use of a training computer as needed by contacting CAStraining@childrenscolorado.org.

6) **Can I complete my e-learning from my iPad or iPad Mini?**

   Not at this time. Our e-learning courses are built with Flash and can be viewed from any device that supports Flash. iPad and iPad Mini do not support Flash due to their memory limitations, and Apple has not announced any plans to begin supporting it.

7) **I am already familiar with Epic. Do I have to take every module?**

   You are responsible for knowing the content contained in the CBT, which can be completed at your pace and in the time you find convenient. Though we provide each module for you, the time you spend in each module is entirely up to you. Modules and the final performance exam can be taken in any order and as often as you wish.

8) **I only need limited functionality within Epic. Do I really need to take the full course/exam?**

   Children’s Hospital Colorado does not issue custom access to Epic when users will use only limited functions. All users are granted full access, and therefore, you are required to take and pass the full exam.

**Performance Exam (CHEX) Questions:**

1) **I am taking my training from home and don’t remember my Citrix username/password.**

   From [https://my.childrenscolorado.org](https://my.childrenscolorado.org), your username and password are your standard Children’s Hospital Colorado username and password. If you forget or have trouble with these, contact the Help Desk (720-777-4357).

2) **I don’t remember my CHEX username/password.**

   Your CHEX username is “chco” plus your Children’s Hospital Colorado employee number (E.g., chco123456). Your CHEX password is your full last name with uppercase first letter (E.g., Johnson). If you have any further problems, email CAStraining@childrenscolorado.org.
3) **The exam won’t load after I click it in CHEX, or it isn’t loading correctly.**

Only certain operating systems and internet browsers are supported. You must use a Windows PC with either Internet Explorer or Mozilla Firefox to complete the final exam. For more help, see question #6.

4) **After clicking a test, I see a window that says, “Your course is currently running in another window”, but I can’t see the test.**

The test window may no longer be on top. Try clicking Show Course. Also look to see if the window is behind any other open windows or programs.

Also, ensure that Pop-up Blocker is disabled.

5) **I started the exam and left in the middle. Do I have to start over?**

No. You should be brought back to where you left off. If you are experiencing troubles, see question #6.

6) **I started the exam and left in the middle. Now when I try to launch it again, the page just spins and never loads.**

You must withdraw and launch the exam again from within the course menu (this can also be found from within My To Do list). If you cannot withdraw yourself, contact CAStraining@childrenscolorado.org for further assistance.

7) **I passed the final exam, but my score in CHEX is showing that I failed.**

Take a screenshot of your passing score in the exam, and email it to CAStraining@childrenshospital.org. Please also include your operating system and version, and your internet browser and version.

8) **I am struggling to pass the exam. Can you help?**

You are required to pass the exam with a minimum score as dictated by the course. We recommend you take the exam with a mouse rather than a laptop touchpad to help ensure precision when clicking answers. Also, the exam is open notes, so you are welcome to look up answers as you need. If you need to work with an instructor or schedule a private training session, contact CASTrainTeam@childrenscolorado.org.

**Need More Help?**

a) For computer related issues, contact the Help Desk at 720-777-4357.
b) If at Memorial Hospital Central, for computer related issues, contact the Help Desk at 719-365-6789.
c) For training related issues, contact CAStraining@childrenscolorado.org.
d) To schedule time with a trainer or to use a computer within the Village Pavilion Training Center, contact CASTrainTeam@childrenscolorado.org.