



Online Education Center FAQ

How do I access my educational activities?

- Once you have purchased an educational activity, go to the Online Education [page](#) on the NAON website and select “Click here to Access the Online Education Center”. Your courses will be available on the Dashboard and in your My Learning Tab. Once there you can click on the course name to view the different modules. You can also click “Launch” and the course will open in a new window.

I purchased a product and received the email, but when I accessed my Online Education Center profile the product is not in the “My Courses” section.

- Check to make sure you fully processed your purchase. On the NAON website, navigate to your profile, then select the “Transactions” tab to see your recent purchases. You should see the product in your transactions, and if the status in the far right-hand column does not read “Complete,” you did not complete your purchase and must do so to add the course to your Online Education Center courses. If you do not see the product in your transactions, or if it shows as complete but does not show in your Online Education Center courses, please contact NAON at naon@orthonurse.org or 800.298.6266 and we will look into the issue.

How do I view and print my certificates?

- All certificates earned in the Online Education Center will automatically be added to your “Grades” under “My Learning”. Select 'Certificate', found under the name of each product. Once open, you will be able to download and/or print each Certificate.

I've completed the activity, but can't find the evaluation. Where do I locate it?

- Once an activity (recording or module) has been completed, the evaluation will display along the left-side menu options. If the evaluation listing does not do so automatically, then you can generate it by selecting the “Refresh” button found along the top of the menu.

How do I search for educational activities?

- You can find new courses in the [NAON Online Store](#) or under the Course Catalog tab, once you are logged in to the Online Education Center. Here you can search for the name of the course, narrow down course options by selecting topic areas, or search by keywords.

What does the “End Date” column in My Learning mean?

- This is the date that products will be pulled from your “My Learning” profile as well as from the Online Education Center catalog. This is so we do not provide a product with expired contact hours.



Where are the recorded webinars that I purchased?

- Live and recorded webinars are currently not included in the Online Education Center. To access your purchased recorded webinars, visit the NAON File Library for Online Store Downloads. Be on the lookout for a communication later this year about integrating NAON's webinars into our Online Education Center.

Technical Specifications

Browsers that support The Online Education Center:

- ☐ Internet Explorer: supported on IE 7 and up (although, please note that Microsoft has itself warned against versions older than IE 8.0)
- ☐ Mozilla Firefox: most recent 2 public versions
- ☐ Google Chrome and Safari: most recent 2 public versions

Operating Systems and Devices that support The Online Education Center:

- ☐ Windows versions XP and above
- ☐ Mac OS X 10.5 (Leopard) and above
- ☐ Active support for the 2 most recent public versions of Android and iOS device platforms

Connection Speed:

Connection speeds from standard broadband access will improve the learning experience within courseware itself.

Plug-Ins, Add-on Components, and Multimedia Support:

There are no required downloads for The Online Education Center; however, courseware and learning material requirements vary and will depend on the content itself and its publisher's requirements. It is our experience that most e-learning courseware typically requires specific plug-ins such as Adobe Flash to view multimedia.