

Frequently Asked Questions about the Education Course Catalog

Where are directions to help me use the Education Course Catalog?

The "Quick Guide" with instructions is found on the CAP Education page on the web site.

1. Go to <http://www.cap.org>.
2. Click the Education Programs tab.
3. Under Resources, click the Quick Guide link.

What is the difference between the Training Schedule and the Training Transcript?

The Training Schedule is a new feature to manage all of your education activities. The different views of the Training Schedule allow you to access your personal list of completed activities and certificates as well as claim credit for completed activities. Your Training Schedule also lists your registered and canceled activities. On the other hand, the Training Transcript reports all of your completed activities and related credit hours.

How can I find an activity that I'm looking for?

Browse the catalog by course or topic or use the enhanced search feature, which allows you to use the asterisk as a wildcard character. For example, you can search for "Coding*" and see a list of all CAP medical coding courses (eg, CPT Coding Tutorial and Medical Coding Basics).

What is the difference between the catalog search on the catalog page and the "My Education Home" search box?

At the top of the course catalog, the search box enables you to find specific catalog sections (e.g., Molecular Pathology), but will not search for specific activities. The My Education Home page also has a search box to use to find specific activities in the catalog (e.g., An Introduction to DNA and Technology and Diagnostic Applications.) Please read the instructions provided for each search box to understand the use of each one.

I canceled myself from an online course, and now I can't re-register. How can I get back into the course?

Please call the CAP Education Division at 800-323-4040 option 1, and we will re-register you into the course.

Why do I see two of the same activities on my Training Transcript (eg, Telepathology)? Both have the same completed date, but one has the curriculum icon, the other the mouse icon for an online course.

In some cases, two course completions may appear for a course if you completed it prior to March 23, 2009. This is a holdover from the previous system, but you are receiving the correct number of CME/CE credits.

Why can't I claim credits for a course that I completed?

Some courses include a separate online evaluation as part of the curriculum. Go to Learning Menu > Training Schedule and select your Current Registrations view. Click the curriculum name link and then the Start button next to the evaluation title. Complete the evaluation and you will then be able to claim credits and access your certificate for the curriculum and course.

Why won't the course window close when I complete a course?

Some online courses may require you to change your Java Control Panel settings. Go to Start > Control Panel > Java Control Panel > Advanced tab > Java Plug-in. Deselect Enable the next-generation Java Plug-in. You may have to restart your browser after changing this setting.

Why am I getting a trusted sites message when I try to launch courses?

This is a security message from your operating system. To prevent this message from displaying add the CAP web site or the Education Course Catalog sites to your list of trusted sites. To make this change to your browser settings, go to Tools > Internet Options > Security.

Why does my current score in the self-assessment module appear low?

The current score in the self-assessment modules calculates a running score based on the total number of questions in the assessment. When you have completed the course, your score will reflect the correct total.

Why can't I run courses on my computer?

Most common operating systems are enabled to run CAP courses. The following systems support the courses:

- [Internet Explorer 6.x and 7.x](#) - Windows XP
- [Firefox 2.0 +](#) - Windows XP
- [Internet Explorer 7.x](#) – Windows Vista
- The CAP does not recommend using a MAC to view Education courses regardless of browser version.

Note: In all cases, pop-up blockers must be turned off. For more information, see the suggestions below.

Why does the course not open, even though I am registered?

Here are a few trouble-shooting tips:

Pop-up blockers: If you get a message *“Online activity in progress. Please do not close this page. You will be redirected to the progress details page when finished”* but the course does not open, you probably need to take a couple of steps to allow pop-ups. Pop-ups are necessary to run courses.

- For Internet Explorer, click on Tools --> Pop-up Blocker --> Pop-up Blocker Settings.
- For Firefox, click on Tools --> Options --> Content.

Pop up blocker settings: You may need to add education.cap.org to your trusted sites.

Google tool bar: If you have Google tool bar it may block pop-ups too; so you will need to disable the pop-up blocker on the Google tool bar.

Why can't I register for a course/curriculum? I've found a course that I want to take by using the search engine on the CAP web site and once I click on the link, the Activity Details page on the Education site does not give me a Register button.

If you do not log in to the CAP web site and use the search to find courses, you actually enter the Education Course Catalog as a **“CAP Global Guest”**. Since you are in the Catalog as a guest, the system will not let you register for any courses. You must log in to the CAP web site in order to register for CAP Education courses.

Who should I contact if my historical information is wrong or missing?

Please call the CAP Education Division at 800-323-4040 option1 or email education@cap.org, and we will work with you to resolve the problem.

Can I download any of the online courses to review while I am traveling?

No, this feature is not available at this time.

Can I change the view on my Education Course Catalog home page?

Yes. Click the Preferences link from the top-right and change your settings.

Can I submit a question to your list of FAQs?

Submit your question in writing to education@cap.org. We continually add to the FAQ list to help our customers improve their experience in the CAP Education Course Catalog.