# *Massachusetts*
## Children's Access to Meals Planned Smart

## Frequently Asked Questions

**1. What are the technology requirements for this course to run properly?**
   To view the presentations in this course you will need:

   a. A computer (PC or Mac) with internet access.
   b. An updated version of your Internet Browser. Google Chrome or
      Mozilla Firefox are preferred:
      Google Chrome is available for FREE at:
      https://www.google.com/chrome/browser/desktop/
      Firefox is available for FREE at:
      http://www.mozilla.com/en-US/firefox/upgrade.html
   c. You will need to have **Adobe Flash Player** installed on your
      computer to open and view the modules. If you do not already have
      this program, you can download it here for FREE:
      https://get.adobe.com/flashplayer/otherversions/
      When the browser window opens, follow the download instructions.
   d. Your computer must be equipped with speakers to listen to the
      module.

**2. Can I take this course on my smart phone, iPad or tablet?**
   No, you must take this on course on a computer because it requires Adobe
   Flash Player.

**3. How much time should I expect to spend on each module?**
   Each module should take about one hour to complete.

**4. Why can't I view the presentation?**
   Either you have not completed step 1 of the module or you need to update
   Adobe Flash Player.

**5. Why can't I move on to the next step/module?**
   You may need to refresh/reload your page.

**6. What happens if I leave my computer in the middle of a module?**
   The system will remember where you have left off. Look for the green
   arrow directing you to the next step if you have forgotten where you left
   off.

**7. Why don't I see my certificate of completion?**
   You must complete all six modules as well as the course evaluation before
   the certificate becomes available. Once you've completed these steps, the
   certificate should appear in your downloads as a PDF file which can be
   printed for your records.

**8. Who can I contact if I have questions not addressed here?**

Feel free to email us if you are still having trouble:
masscamps@framingham.edu