Frequently asked questions for public employees

1. **How do I access the new online learning platform?**

If this is your first time accessing the new online learning platform, you will first need to register for an account by visiting www.MassEthicsTraining.SkillBurst.com and clicking on the 'Create Your Account' button.

Next, enter the following information:

- **_E-mail address_**: Use your work e-mail address if you have one. Otherwise, use a personal e-mail address.

- **_Name_**: Enter your first and last name in the appropriate fields.

- **_Organization_**: Select your organization from the list.

When all required information is entered, click on the 'Get Access' button. An e-mail message will then be sent to the e-mail address that you specified with instructions for creating your password.

Your password must be a minimum length of 8 characters and include at least one upper case letter, one lowercase letter, and one number. When entered, click the 'Save Password' button. You will then be prompted to log into the system.

2. **Do I need an email address to access the new system?**

Yes, you must have an e-mail address to access the system. A work or personal e-mail address can be used. Your e-mail address will become your username to sign into your account. Most internet providers can provide you with an e-mail address of your own. You may contact your internet provider or use a free e-mail provider, like Gmail, Outlook, or Yahoo.

Note: The information about providers are provided as a convenience and for informational purposes only and does not constitute an endorsement or recommendation by the State Ethics Commission of any of their products, services, or opinions.

3. How do I launch the course?

When you log into the system, you will see a box with the course title and a thumbnail image. This will also include the course due date, a course progress indicator, and two buttons. The progress indicator will read 'Not Started,' 'In Progress,' or 'Complete' depending on how much of the course you have reviewed. You can click on one of the two buttons to either read a brief description of the course (the '**i**' button) or begin taking the course (the 'Launch' button). Upon launch, the course will open in a new window.

4. How do I launch an annual acknowledgment?

Similar to launching the course, you can click on the appropriate 'Launch' button to access an Annual Acknowledgment. Please note that you may need to access and complete more than one Annual Acknowledgment (state, county, or municipal) based on your specific role.

5. Can I pick up where I left off?

Yes, you can exit the course at any time and will be given the option to pick up where you left off the next time you log in. You can even start the course on one device (like a desktop) and resume the course on another (like a smartphone). You can click on the 'Resume' button upon launching the course again.

Note: When you resume your course, you will start at the beginning of the chapter you were reviewing when you last exited the course, not at the exact location within that chapter.

6. How do I let my organization know I have completed the course?

When you have successfully completed the course (or one of the Annual Acknowledgments), the system will generate a Certificate of Completion, which will be e-mailed to you immediately and will be available under the 'Your Certificates' button in the system as well. The certificate and associated completion information is automatically recorded in the system and made available to your organization. Unless directed otherwise, you do not need to manually submit your certificate to your organization.

7. **Where can I find my Certificates of Completion?**

When you have successfully completed the course (or one of the Annual Acknowledgments), the system will generate a Certificate of Completion, which will be e-mailed to you immediately. You can also access any of your certificates from the 'Your Certificates' button on the top right of the page at any time.

8. **What if I lose my internet connection while taking the course?**

If you lose your internet connection while taking the course, there is a chance that the course will continue playing even after the connection is lost. Though you still may be able to interact with the course, any progress you make while the connection is down may be lost. If you suspect that your internet connection has been interrupted, it is best to close the course and browser and then resume the course once you are back online.

9. **Is your personal information protected?**

In compliance with the Commonwealth's Enterprise Information Security Policies and Standards, all safeguards reasonably needed to ensure the security, confidentiality, and integrity of electronic personal data and personal information are being observed to prevent unauthorized access to electronic personal data or personal information from any public or private network.

The Commission redacts personally identifiable information for public records requests, such as personal e-mail addresses. Please note that the Commission recommends that you implement safety measures to ensure your protection against unauthorized access to your password and to your computers, devices, and applications, such as using a unique password for your account and signing out after using a shared computer.

Troubleshooting

1. **I am having trouble logging in.**

If you are having trouble logging in, click on the 'Forgot your password' link to create a new password. You will then be prompted to enter the e-mail address you used when you first accessed the system. When entered, click the 'Reset Password' button. Within a few minutes, you will receive an e-mail with the subject "Massachusetts Conflict of Interest Law Training - Password Reset". You can click on the link to create a new password and then log in using your new password.

If you are still having trouble, please try creating a password that does not include any special characters ($, %, &, @, #, etc.). Please remember that your password must be at least 8 characters long and include at least one upper case letter, one lowercase letter, and one number.

2. **I am having trouble launching the course.**

The course and Annual Acknowledgments are designed to open in a new browser window. If you do not see your course after clicking the 'Launch' button, it is possible that your browser may be blocking this new tab or window from opening. Please check your browser to see if there is an indication that it is blocking the course from opening in a new window.

The course and Annual Acknowledgments should launch on any current browser and do not require plug-ins of any kind. Please make sure you are accessing the courses from a recent version of any of the following browsers: Google Chrome, Microsoft Edge, Mozilla Firefox, or Apple Safari, either on a desktop or mobile device. If a course does not play on any of those browsers, please restart your device before trying again. You may also want to be sure that you have sufficient internet bandwidth.

3. **My course is not resuming where I left off.**

*Note: When you resume your course, you will start at the beginning of the chapter you were reviewing when you last exited the course, not at the exact location within that chapte*r.

If your course does not resume in the chapter where you last left off, please ensure that you selected the 'Resume' option upon relaunching the course rather than the 'Restart' option. If you attempted to resume

but are not picking up the course in the chapter where you left off, it is possible that you may have lost your internet connection while reviewing, and the course was unable to communicate your progress to the system during that period.

4. **I have completed the course, but the system is not showing as 'Complete.'**

The course is divided into multiple chapters, each of which needs to be completed in its entirety in order for the system to mark the course as 'Complete.' If the course is not showing as 'Complete,' please review the course menu and ensure that all chapters have a checkmark icon, which indicates that the respective chapter was accessed. If a chapter(s) in the menu does not include a checkmark icon, please click on the option and review that chapter in its entirety.