

**Missouri Health Care Association & We Care Online
Online Workshops Enrollment Packet
Frequently Asked Questions**

When do I have to be online to take this course?

This is the beauty of online courses: You don't have to be online at any particular time of the day or week. As long as the course work is completed within the time allotted, you can access your course anytime! Day or Night! On your schedule!

What is in We Care's courses to help me learn?

We Care believes that the more senses involved in learning, the more you will retain! Therefore, they utilize course reading, videos, games and textbooks. They strongly encourage (and sometimes require) using our discussion board. Sometimes learning comes from chatting with your peers who are also taking the course.

How does your course benefit me as a Long-Term Care Facility?

We Care Online courses can be an extremely valuable asset to your facility. Sometimes you just can't provide enough manpower to cover students while they are out taking classes! With this online course, you don't have to worry about travel expenses, such as hotel, food and gas. Students can log-on anytime of the day and can work at home, the library or at a computer you provide.

What are the system requirements?

Firefox or Google Chrome web browsers (*Internet Explorer is no longer supported or updated by MicroSoft*)

How do I register?

Go to www.mohealthcare.com, click on the Education Tab and then click **OnLine Education**. Next, click on the desired course and select the date for when you want to take the course. Fill out the personal information boxes and be sure to include a VALID email address. Your instructor will use this email address for all correspondence. This email address should be an address that is unique to the student, not the administrator or other - an email address cannot be re-used in the future by another student from that facility, we recommend the student use their own personal email if a unique address has not been provided by the facility.

Can I register anytime?

You can register for a class anytime until Noon the Friday before the class begins, however the registration must be PAID IN FULL before you will be enrolled. All classes begin on a Tuesday and are 4 weeks in duration.

How do I pay?

MHCA accepts MasterCard, Visa, and American Express. You can supply your credit card information on the registration page or call the office at 573.893.2060 and make your payment over the phone. Check or Money Orders may be mailed to our office for payment, but must be received before the course is scheduled to begin in order for enrollment.

How can I get a copy of my credit card receipt?

You should automatically receive an emailed copy of your paid invoice to the email

address you entered on the payment information, but if you do not receive one you can email Karina Schnieders at karina@mohealthcare.com and a copy will be emailed to you.

How do I access the course?

You will receive an email from We Care on the first day of class that will include your username and password and a link to the online workshop. Once you click on the link provided, enter your username and password and then follow the instructions. You will NOT be able to access the course prior to the start date.

I still have more questions regarding this course – who do I contact?

Missouri Health Care Association will be glad to help you! Simply email either Michelle Walters (michelle@mohealthcare.com) or Karina Schnieders (karina@mohealthcare.com). You can also call them directly at 573.893.2060. If they are unable to answer your questions, they will find someone who can.