



## SPA-LTC Palliative Education Program (PEP) eLearning Module FAQ

### **1. I have asked my LTC home representative to enroll me in the eLearning program but have not received further instructions.**

Please check your junk inbox if you have not yet received an email with further login instructions. If you still do not see an email, but have confirmed your enrollment with your LTC home study representative, please visit [www.spaltc.ca/register](http://www.spaltc.ca/register) to create an account. This will lead you to your dashboard where the eLearning modules are available. To log back into your dashboard at a later time, visit [www.spaltc.ca/login](http://www.spaltc.ca/login) and enter your credentials.

### **2. How do I access the modules after logging into my account?**

After registering/logging into your account, you should see the course titled *SPA-LTC Health Care Worker (HCW) and Palliative Education Program (PEP)* under the section labelled *YOUR COURSES*. Click on this course to enter the eLearning modules.

### **3. I forgot my eLearning account password.**

If you have already registered an account, but forgot your password, please visit [www.spaltc.ca/login](http://www.spaltc.ca/login) and click on the *Forgot your password* link at the bottom of the page. This will prompt you to enter the email which you originally used to register your account, and further instructions will be sent to you via that email afterward.

### **4. Can I change my name, email, or password after creating my account?**

Yes, you are able to change your name, email, or password by logging into your account at [www.spaltc.ca/login](http://www.spaltc.ca/login) to access your dashboard and clicking on the green *Account* button on the top right corner of your page. After making your changes, be sure to click on the blue *Update Account* or *Update Password* button to confirm your edits.

### **5. Is it mandatory to complete the demographics questionnaire and Prerequisite Quiz in order to complete the program?**

No, it is not required to complete any of the questions under the Demographics or Prerequisite Quiz sections. However, you are highly encouraged to try your best in the Prerequisite Quiz even if you are unfamiliar with its concepts, as it will serve as important contributions for our research on palliative care education for staff and provide you with a reference to track your improvement.

### **6. Am I able to save my progress and return to complete the modules at a later time?**

Yes, your progress automatically saves after completing a module. However, be sure to click on the *Finish Module* button on the last slide of each module to register your completion.



**7. I am having trouble getting past a question/module.**

If you are stuck on a question and unable to obtain the correct answer, you are able to redo the question as many times until you reach the correct option, at which point you will proceed to the next question/module. If you are still unable to move forward, please contact your LTC home representative, who will direct your inquiry to the research team.

**8. Will my completion/results of this eLearning program directly affect my position at my LTC home?**

No, your completion and quiz results of the SPA-LTC eLearning modules will remain confidential with the research team and will not be shared elsewhere.

**9. None of the FAQ on the list answer my inquiry.**

If none of your inquiries have been answered in this FAQ sheet, please feel free to send a message to our Program Coordinator, Sally Shaw, at [burtens@mcmaster.ca](mailto:burtens@mcmaster.ca).