

Frequently Asked Questions:

- **How can I add a new user?**
 - From the Admin tab select "Add User" You will need to enter their name, email, group and password.
 - If you have more than 10 users to add, contact MTS to request a User Upload Spreadsheet that can be uploaded directly to your account.
- **I tried to add a new user, and it gave me the error message that this email/userID already exists. I've looked thru all my users to make certain that this person is not already registered, what do I do?**
 - The system has recognized that this UserID is already registered. It could be that this is a past user that had been deleted, or perhaps they are a user at another facility with this same email address. Please call or email MTS customer service and we will help locate this userID to have it properly set up in your group.
- **One of my users has forgotten their password, how can I help them?**
 - You may help your user in this situation a number of ways. You may either call or email MTS to request their password, or ask your user to do so. If their UserID is their email address you may send them a notification out of the site. The email notifications automatically include each user's UserID and password. Lastly, you may change their password and then let them know what you've changed it to. To do this select "Edit User" and locate your user, highlight the *** in the password section and type in the new password and hit save. You may then let your user know what their new password is.
- **How can I add a new Administrator?**
 - Please call or email MTS with your new Administrator's first and last names, email address and which group(s) you would like your new Administrator to have access to.
- **How can I add a new group?**
 - Please call or email MTS with what you would like your new group to be called and who should have administrative access.
- **How often are the competency tests reset?**
 - The competency test questions are all reset twice a year, January and July 1st. The test topics stay the same, only the questions change.
- **How often are the Training Library tests reset?**
 - The training test questions are reset every other year. To see when a training was reset and when it will be reset again, click on any test name in the library. The first screen that comes up should show you a course description, intended audience as well as the P.A.C.E. Course Number. If this number ends in a 08 that means that it was last reset on January 1st, 2008 and will be reset again on January 1st, 2010. If the course number ends in a 09 that means that it was just reset and will not be again until January 1st, 2011.
- **How often do you add new tests/training? What if there is a topic that I don't see available and would like to request?**
 - MTS is always expanding our test selection. We try to add 1-2 new training modules each year as well as 2-3 new competency tests. We welcome your suggestions as to what test topics would help meet your training and competency needs. Please email with any new test suggestions.
- **What score do I need to earn CE?**
 - You must score 80% or higher to earn CE.
- **I scored 80%, why isn't the test I just took available for CE?**

- You must apply for a minimum of two competency assessment tests per period to receive P.A.C.E. credit. Take at least one more competency test, and score above 80% and both tests will now be available on the CE page.
- Some of our competency tests are not available for CE. All competencies under the PPM Procedures, POCT Competencies, Abbott and hospital specific tests are not available for Continuing Education. Competencies under the Analytic and Pre-Analytic as well as all Training Library courses are all available for CE.
- **How do I reset my test score?**
 - You will need to ask your administrator to reset any test scores that are below 80%. If you do not know who your administrator is please use the Send Feedback link on the Support tab to request this information from MTS.
- **Why aren't the videos playing?**
 - If the videos are not playing, try this test link to isolate if the issue is Media Player: <http://easylink.playstream.com/mts/Gram/34.wvx>
 - If the test video plays: There is likely a problem with the way Internet Explorer and Media Player are working together. Try reinstalling medial player to fix the problem. The latest version of Media Player can be downloaded for free at <http://www.microsoft.com/windowsmedia>
 - If the test video does not play: This is likely a fire wall issue. Please request that your IT/IS support team enable access to the following streaming media provider:
www.playstream.com (IP range = 63.251.167.1 – 63.251.167.62). Here is the link to a document from Microsoft that describes what ports need to be open on the firewall for Windows streaming media to work:
<http://www.microsoft.com/windows/windowsmedia/serve/firewall.aspx>
 - If you are using a browser other than Internet Explorer, you will want to make sure you have Flash Player downloaded. Flash Player can be downloaded for free at http://flashplayer.9-downloadcenter.com/index.asp?aff=103&camp=gg_flash_us&se=google

For any additional questions, please contact Customer Service at MTS
1-800-681-6700 option 2
customerservice@medtraining.org