

# MENTAL HEALTH FIRST AID AT WORK



Mental Health  
FIRST AID

from NATIONAL COUNCIL FOR  
MENTAL WELLBEING

## FREQUENTLY ASKED QUESTIONS

### Course Participation

- **What should I do to prepare for this General Awareness training?**

You should have received an email from a point-of-contact at your organization that contains instructions for how to access the ProProfs system. Here, you will complete a 5-7 minute pre-course survey prior to joining the instructor-led session. After the training, you will be asked to return to ProProfs to complete a short post-course survey.

- **How is my attendance and participation confirmed with my organization?**

During the training, the instructor will provide a QR code and/or link for you to submit your attendance, which is later shared with your organization. If you experience any challenges, please notify your organization's point-of-contact.

### Training Materials

- **Where are my training materials and how do I access them?**

You should have received an email from a point-of-contact at your organization that contains instructions for how to access the ProProfs system. You will find your electronic training materials in this system, which you should access prior to the instructor-led training. For in person trainings, materials will also be shipped to your training site.

- **What materials can I expect to receive for this training?**

- MHFA Adult Manual (*Serves as a reference during the training and on your own time*)
- Participant Processing Guide (*Please download in advance to use for notetaking during the training*)
- Training platform instructions
- Employee resources, as provided by your organization

- **I am unable to download my MHFA at Work Adult Manual. Why?**

You will have the ability to download and print all materials excluding the Adult Manual. You will need to access the manual within the ProProfs system.

### Logistics

- **What are the technology requirements needed to join a virtual training?**

- *Computer* – You will need a desktop/laptop computer or a tablet.
- *HD Webcam* – The webcam is either built into your device or you will need to use an external webcam that is connected to your computer.
- *Microphone and Speakers* – Participants whose computers do not have a microphone and/or speaker can use the dial-in option from their phone for audio.
- *Internet Connection* – We recommend an internet speed of at least 5 mbps upload/download speed.

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- **(Virtual trainings) Does my camera have to be on during the training? Why can't I join from my phone only?**  
These requirements create a participatory environment that allows everyone to feel a part of a community-like and psychologically safe classroom. The open video accommodates a variety of learning styles and ensures competency, comfort, and confidence in skill application. Joining from solely a phone will limit access to features of the learning environment. We understand that many of us are working remotely, so we openly welcome participants to join!
- **When and how do I receive my certificate of completion?**  
On the last page of your Participant Processing Guide, you can fill in your name and keep your certificate.
- **My organization is hosting an in-person training. Could I join the instructor-led portion virtually?**  
To ensure that all participants receive the same, comprehensive learning experience, trainings are only conducted for groups all in one location – virtually or in-person. We cannot blend the two delivery methods.
- **I have a scheduling conflict and need to miss part of the training. Is that acceptable?**  
Participants must be present for the entire instructor-led portion to successfully complete the training.
- **Will this training have breaks?**  
Yes, a 5-7 minute break is included at the top of every hour. This may be adjusted by the instructor dependent upon several factors, or by your organization if a meal break is requested in advance.
- **I'm having trouble with the ProProfs system. Who do I contact?**  
For general access information, such as link and join code, please contact your organization's coordinator. For technical assistance or other questions regarding pre and post-work, please email MHFA at Work ([MHFAatWork@thenationalcouncil.org](mailto:MHFAatWork@thenationalcouncil.org)).