



## FREQUENTLY ASKED QUESTIONS

### Course Pre-work

- **How do I access the pre-work?**  
You will receive an email from a point-of-contact at your organization that contains the link to the pre-work in the ProProfs learning management system.
- **Do I need to complete the pre-work in one sitting?**  
This does not need to be completed in one sitting. However, the quiz at the end of the pre-work must be completed in one sitting.
- **How will I know when I have successfully completed the pre-work?**  
Towards the end of the pre-work, you will be asked to take a quiz. You must complete the quiz in one sitting and receive 80% to pass. You will have unlimited opportunities to retake the quiz, as needed.
- **Does it really take 2 hours to complete the pre-work?**  
The prework is self-paced and can vary for each person completing it. We can only confirm that it is 2 hours of content based on best adult learning practices.

### 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, which will be available for the entirety of your three-year certification.



## 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.
- **(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. Since this is a certification course, 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 pets to join!
- **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 earn the MHFA certification.
- **When and how do I receive my certificate of completion?**

After you complete the instructor-led training session, you will need to return to the ProProfs system to complete the post-work. Upon completion of the post-course survey, you will be able to download your certificate of completion through the ProProfs system.
- **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)).