

**IMPORTANT POINTS
PRIOR TO CLASS****• EMAIL COMMUNICATIONS:**

- about the course will come from courseops@ena.org
- The course director receives the roster three weeks prior to the course
- The email listed on the roster is where the communication from ENA will go
- You must respond to this first email in order to complete the ENA registration process
 - During this process, you can enter any preferred email
 - **HEALTH ONE STUDENTS:** Health Stream auto populates your work email when you register in Health Stream. You can click on your personal profile and change this to your personal email if needed.
- Once you have completed the ENA registration, you will immediately receive a second email granting you access to the online modules.
- Follow the links in the email to gain access.

• ONLINE MODULE COMPLETION IS MANDATORY

- Students will NOT be allowed to attend the class if the pre-course modules are incomplete.
- PRINT a copy of your completion certificate as your ticket to enter the class.

• TECHNICAL ISSUES with the online modules?

- The initial assessment simulation exercise will ONLY work on a desktop or laptop computer.
- INTERNET EXPLORER IS NOT SUPPORTED AND WILL NOT WORK
- Try the following
 - Clear your browser history/cache
 - Use another browser (Chrome, Firefox)
 - Use another computer

• CONTACTING ENA

- Contact Course Operations (Monday through Friday, 8:30 am to 5pm Central Time)
- 1-800-900-9659. Option 2 for Departments, Option 2 again for Course Operations
- The course number can be found on the EHC Consulting course page under course schedules.