



FREQUENTLY ASKED QUESTIONS

Where do the Programs or Courses take place?

Each course is designed to best meet the facilitation and learning requirements.

Your course may be:

- ▶ Fully online with you running through the course on your own (self-paced)
- ▶ A mix of online self-paced activities and online live sessions, or
- ▶ A mix of in person sessions with some work online pre- and post- session.

Refer to each course's landing page for more information specific to your course.

What is the latest I can enroll in a Course or Program?

The deadline for enrollment depends on the course. If you are taking a completely self-paced course, with no live sessions, you can enroll and start at any time.

If you are taking a course that has live-facilitation (in person or online), the deadline for enrolment is dependent on the amount of pre-work required to successfully prepare for the course. Any applicable deadline for enrollment will be posted on the course landing page.

For our courses with live facilitation, we strongly encourage you to enroll as soon as possible, as these courses may only run if we have enough participants.

Note that we have a very generous cancellation policy should you change your mind after enrolling (see our Terms and Conditions for more information)!

What if I must cancel partway through a Course?

We fully understand that sometimes life just happens to get in the way. Because of this we have a very generous cancellation policy that allows you to either apply your FULL paid tuition towards another course or future offering of the same course, or allows you to request a refund of your choice (minus an administrative fee).

Please refer to our Terms and Conditions for more information.

What kind of equipment or software will I need to participate in Being First's online learning Programs, Courses or Community Groups?

At a minimum, you will need the following to participate in our online courses:

Computer or Web Enabled Tablet or Smart Phone:

All Mac, PC or smart devices with internet access should be compatible with our online learning programs. Your device should also have audio and video playback capabilities.

Internet:

Internet connection, either via wi-fi, land line or hot-spot will be required to participate in our online courses and activities. You will also need internet connectivity to participate in any online forums that you will be provided access to as part of your training program.

The speed or bandwidth offered by your internet provider will affect your overall experience, so we do suggest at least 2.5mbps up and down speed. And we strongly suggest you do not have background programs running while working within the Learning Management System, Community or Zoom as it could affect the software performance.

Web Browser:

We suggest using Google Chrome, Microsoft Edge, Firefox or Safari. However, Google Chrome is most compatible with our Learning Management System (LMS).

PDF Reader and Editing or Printing Capabilities:

In many of the courses you will be asked to complete self-guided worksheets, questionnaires, assessments, or other documents. Most of these will be provided in PDF format and will require you to download them to either print or fill in electronically.

If you prefer to fill them in electronically, make sure your PDF Reader of choice allows that functionality.

What kind of additional Equipment or Software will I need to participate in Instructor Lead or "live" Learning Sessions Online?

In addition to the minimum equipment & software listed above, you will also need the below items to participate fully in our live interactive sessions:

Zoom:

We will have any Live Facilitation conducted as part of the program run through Zoom. We strongly encourage you to use the Zoom Client (rather than the web platform) as it provides the best user interface.

You can download the Zoom Client on their website [here](#). You will also be prompted to do so when you try to login for the first session.

Please see our separate Zoom Cheat Sheet (in the Materials Tab) and the How-To's included in this course for additional information about the tools we will use in these sessions.

Webcam and Microphone:

In our live sessions, you will be requested to share your video and to answer questions. This will require a webcam and microphone. Any integrated or external model is fine for our courses.

How do I access Programs, Courses, Community Groups or Resources?

All of our programs, courses and communities can be found online at www.breakthrough.beingfirst.com. Some items require you to have a Breakthrough Member account. You will set up your account when you enroll in your first course, program, or community, or access your first resource that requires such an account. Once your account is established you will continue to use that same account to access any further resources or courses. You will login on the site using the login button on our [home page](#). On rare occasion we may set up your account for you. In those instances, we will email you your confirmation of enrollment and login information separately.

Once you have set up a Breakthrough Member account, all of your programs, courses and communities will be easily accessible from your Member Dashboard (home page). Many users find this handy for navigating the system, so even if you are not required to have an account, you may find value in creating one anyway! For more information about your member home page and how to navigate it, see our separate LMS Member Dashboard Cheat Sheet (in the Materials Tab).

What if I forget my password?

You will be able to reset your password should you forget it from the [login page](#). If you still have trouble, you can always reach out to us at clientservices@beingfirst.com or 970-385-5100 for support.