



Online 55+ Driver Improvement FAQ

Welcome to the Online 55+ Driver Improvement Program!

Thank you for choosing our online training. We know you have questions, and we have answers. Please reference the links below to find answers to questions you may have before, during or after completing this course. If you can't find the information you need here, please contact us at mhsrc-dip@stcloudstate.edu. Course support is provided during our business hours of 8 am to 4 pm, weekdays.

Click on the links below to answer common questions regarding our online courses:

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How do I purchase and take the course?

You simply choose your course from the [Courses and Pricing](#) menu, and follow the registration/payment steps. Visit our [step-by-step instructions](#) for more details.

I purchased the course, how do I start it?

Open the [login page](#) and login to the site with your username and password. Scroll down to the course you purchased and click on the “**Start**” button next to the course. Close all the windows of the course when you want to take a break (or have left it sitting inactive). Each time you come back to the course, follow the same steps to return. Visit our [step-by-step instructions](#) for more details.

Are your courses approved accident prevention courses?

Yes, both our 8-hour and 4-hour driver improvement programs are approved accident prevention courses as recognized by the Minnesota Department of Public Safety.

How do I know if I should take an 8-hour or 4-hour course?

You must take an initial 8-hour accident prevention course to receive your insurance premium discount. Your initial certificate will expire 3 years from the date of issue. You will receive a reminder email prior to expiration. Check with your insurance company to confirm their requirements.

Do the insurance premium discounts work the same with all insurance companies?

Not necessarily. You should check with your provider to be sure you understand the details of their requirements.

What if my insurance provider is not in Minnesota?

MHSRC Accident Prevention courses are approved by the Minnesota Department of Public Safety. Minnesota statute 65B.28 requires any insurer, who is approved by the department of commerce in MN, to provide a 10% discount on insurance for private passenger vehicles to anyone 55 years or older who has completed an approved accident reduction course.

Do my spouse and I need to take the course separately with our own unique login?

Yes. Each certificate is issued individually and will show your first and last name exactly as entered when you sign up for the course.

What if I misplace my certificate?

You will want to make a note of your login and password for the course so that you can go back and re-print/e-mail your certificate if you need an additional copy. You will be able to access the certificate until it expires. If you are unable to access the certificate from the site, request a copy by e-mail to mhsrc-dip@stcloudstate.edu

What are the online courses like?

Both the 8 and 4-hour courses consist of 5 required chapters. Each chapter contains a series of interactive slides and videos followed by a quiz style review. You will have to provide input and remain engaged with the material throughout the course. You'll have **60 days** to complete the required material. You can take a break at any time, please close all course windows and log-out. When you are ready to resume, log back in.

How long will it take me to complete a course?

The 55+ Driver Improvement course durations are set by the state of Minnesota. If taking the 8-hour course, it should take you 8 hours to complete. Likewise, the 4-hour course will take 4 hours to complete. The actual time it will take you will vary, depending on how quickly you are able to respond to the interactive pieces and how many additional links you choose to explore.

What equipment and settings do I need in order to access the course site and material?

In order to access the course online, you will need:

- Computer or mobile device connected to the Internet
- Minimum 512MB of [RAM](#)
- 900MHz [Processor](#).
- [High speed Internet](#) connection: Minimum 1.5 Mbps
- A [web browser](#): Internet Explorer 9 or higher, [Firefox](#) 3 or higher, Safari 5 or higher, or [Google Chrome](#).
- Soundcard and speakers.
- Current Adobe Flash Player [add-on](#) (Desktop and laptop users) For instructions getting, installing and enabling this free software visit <https://helpx.adobe.com/flash-player.html>
- Adobe Acrobat Reader. This is only needed to directly download and open your certificate. If you don't want the reader, you can contact us at mhsrc-dip@stcloudstate.edu to request a copy of the certificate that can be opened without the reader. Download free reader here: <http://get.adobe.com/reader/>

What is a web browser?

A [web browser](#) is the software you use to access the internet. Most computers and devices come with a default browser (Safari on Mac or Explorer\Edge on a PC). You can also download free browsers that may fit your needs better. The most common are [Firefox](#) and [Google Chrome](#).

How your web browser interacts with content on the web is based on its default settings and [add-ons](#), unless you choose to make changes. It is always a good idea to be familiar with these settings and adjust them as needed. Your browser, and the settings you choose for it, can greatly influence your web experience and the content you see.

Each browser is different, so you'll need to consult the "Help" section of your browser for more information on the available settings and how to change them.

What are cookies, pop-ups and Flash Player, why do I need these and how can I allow/enable them?

Cookies are small files placed on your computer by websites. They store information about your actions and profile on the website. Cookies are required to identify you when you log into the site and track your progress in the course. Check your browser "Help" section for information on how to adjust the settings.

Pop-ups are required to view material attached to the course. Your course **Home Page** will show a list of titles in a table of contents on the left side of the screen. Clicking each title will open a new window or tab on your Internet browser. Check your browser "Help" section for information on how to adjust the settings.

Adobe Flash Player is a web browser [add-on](#), or plugin, that allows you to run the interactive content on our course site. You'll need a current version of the Flash player. You'll also need to be sure the player is enabled in your browser. Many browser's default will not let the Player automatically run. You can find information on installing and enabling the player here <https://helpx.adobe.com/flash-player.html>

What do I do if I forget my username or password?

If you remember your username but not your password, you can click on the "forgot password" link on the [login page](#) and follow the instructions to reset your password.

If you forgot both the username and password, e-mail mhsrc-dip@stcloudstate.edu to retrieve your username and have a new password set.

I started the course but I'm having trouble opening or viewing the content/chapters. What might cause this?

- Reboot (i.e. shut down and restart) your modem and router, as often this can solve connection issues. For an explanation of why this works, check out this [Quora](#) article.
- Several things could cause the course content not to open, content to run slowly, audio to overlap, or screens to freeze. The most common issues are related to internet connectivity, Flash Player, or browser settings. Here are a few things you can try:
 - Close all browser windows and re-boot (shut down and restart) your computer or device and try logging into the course without any other programs running.
 - Try opening the course in another type of browser, such as [Firefox](#) or [Google Chrome](#).
 - Make sure you have [enabled cookies, pop-ups and Flash in your browser settings](#).

- If you have any toolbar add-ons, such as Google or Yahoo toolbars, it is recommended to disable them.
- Check your computer or device for any virus, malware or apps that run data in the background. Often other programs are sending and receiving data via the Internet in the background and you may not even be aware they are running. These things can slow down your computer and Internet connection.
- You may also find a stronger signal by moving your Wi-Fi device closer to the router and by making sure other Wi-Fi devices are turned off. On a laptop, consider temporarily connecting your Ethernet cable directly to your computer.
- Check your Internet connection speed at [Ookla's Speedtest.net](https://www.speedtest.net). You'll also find more ideas there for troubleshooting connection problems.

The system didn't save my place, or I completed a chapter, but didn't get credit for it.

The best way to avoid this is to stay present and active with the content; and to make sure that your computer is not set to automatically go into sleep or hibernation mode after a short period of inactivity. Even if you are watching the content, there are areas where it may be several minutes before you need to take any action. Keep the computer "awake" for at least 30 minutes or more and close the chapter window if you will be taking a break (or have to let it run unattended for over 30 minutes). For more information on how to adjust these settings on your machine, try one of these sources:

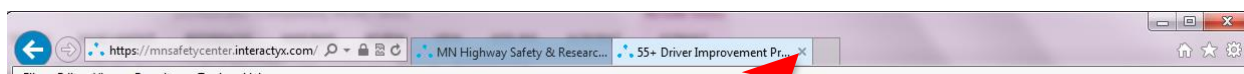
PC: <https://support.microsoft.com/en-us/help/13770/windows-shut-down-sleep-hibernate-your-pc>

Mac: <https://support.apple.com/en-us/HT201714>

What are "Browser Tabs" and "Browser Windows" and how do I close them?

Each title opens an interactive video in a new tab\window within your web browser. All browsers and computers (or tablets) look a little different, but you will see something similar to the below example at the top of your screen while you are viewing each video.

The course is still open on the first tab and the video is open on the second tab.



Click the "x" on the video tab to close that tab.
Close the video before closing your browser.

Will I be graded?

Courses are not graded. Throughout each chapter there are places where your input is required to continue.

Can I skip the videos and just complete the quizzes to show I understand the material?

No, the state of Minnesota requires that drivers complete a full 8-hour initial course and then a 4-hour refresher course every 3 years in order to qualify and maintain an insurance premium discount.

Experienced drivers will be familiar with most of the material, but the reality is that many things have changed since we obtained our licenses and, as driving becomes routine and mundane; we forget to focus on some of the important safety issues. The insurance premium discount may be the primary reason many take this course, but the real reason for the course is to allow the participant time to focus and reflect on traffic related changes, traffic safety issues, and age related changes to driving ability.

Do I have to complete the full course all at one time?

You do not have to complete the entire course all at once, but you do have to complete all of the required material **WITHIN 60 DAYS** of registering in order to print your certificate.

What happens if I do not complete the course within 60 days?

Your course access will expire 60 days from your date of purchase. If you do not complete all of the required material by then, contact us by e-mail to request an extension. One extension will be granted at no additional charge, but starting over will reset the course material and you will have to start from the beginning.

What is your refund policy?

Officially, there are no refunds for the online course. For full details on our refund policies, visit <http://www.stcloudstate.edu/continuingstudies/mhsrc/PolicyLinks.asp>

What personal information is collected and how is it used?

We require your full name, address, e-mail, phone number and date of birth to sign up for the course. This information is kept confidential and will never be used or shared for any marketing or solicitation purposes. Your credit card information is needed to complete the purchase via a secure online banking form. No credit card information is retained in our system.

Your purchase receipt and notifications from our system will be sent to the e-mail address you provide.

Your name will appear on your certificate exactly as entered in the first and last name fields.

For full details of our security and privacy policies, visit:

<http://www.stcloudstate.edu/continuingstudies/mhsrc/PolicyLinks.asp>

Can I access the course on my mobile device?

Yes, you can view the course on most tablets, but completing the course with a mobile phone is not recommended. Some devices will have trouble running embedded content. In most cases, you'll see a blank screen until the content has run through and then be able to continue on. If using a mobile

device, use a Wi-Fi connection. The course requires a significant amount of data, and is not recommended for a cellular connection, especially if you do not have an unlimited plan.

Can I adjust the volume?

You can adjust the volume of the audio with the audio controls of your speakers, or by clicking on the speaker icon at the bottom of the interactive video player.

Can I turn off the sound and is there a transcript for the audio narration?

Yes, you can view the narration transcript by clicking on the **Transcript** tab on the interactive video player (upper left corner). Although the course includes a transcript, some embedded YouTube videos may not.

Who can I contact if I still have questions or problems accessing the course?

If you have any problems with the course, please contact us at mhsrc-dip@stcloudstate.edu. Course support is provided during our business hours of 8 am to 4 pm, weekdays.

We can also be reached at 888-234-1294 during business hours for help making a purchase, updating your password, logging in or requesting an extension. If you are having trouble installing Flash, troubleshooting connection issues, or any other general computer problems we recommend transferring to an in person class. We offer classes at locations throughout Minnesota and you can find the current schedules here: <https://www.stcloudstate.edu/continuingstudies/mhsrc/55-plus/default.aspx>