



Commonwealth of Massachusetts

Executive Office of Public Safety and Security

[Frequently Asked Questions \(FAQ\)](#)

1. What software is required to take the Crowd Manager Online Course?

We recommend that you use one of the following Internet Browsers:

- Mozilla Firefox latest version – 36+ (PC and Mac)
- Internet Explorer version 8.4 or later – preferably version 10 or 11+

Additionally the course requires:

Name	Description
Adobe Acrobat Reader	To view and print the certificate http://get.adobe.com/reader/
Adobe Flash Player	To view course and take the test http://get.adobe.com/flashplayer/

2. I don't have an email account. How do I sign up to take the crowd manager program?

There are several sites that you can sign up for a free email account. Partial list of sites are: *www.yahoo.com*, *www.google.com*, and *www.outlook.com*. If you search the web you can find other sites too.

3. I did not receive an email after I registered

The return email with the link and instructions to confirm your account after registration may be in your spam/junk folder or have been filtered by your e-mail provider. The message will be from an address at "Remote-Learner.net" and contain "EOPSS Training and Certification: account confirmation" in the subject line.

Check the "Spam" or "Junk Folder" in your e-mail client for a message with the link to confirm your account. Additionally you can click the "Lost Password" link under the Login box to receive another email message.

4. Can more than one user share the same login?

Each user that requires a Certificate for Crowd Manager Training will need to create an individual course registration with a unique e-mail address.

In order to identify each participant and trained Crowd Manager using this Online Course a unique login and email address is required to register for the training. The name that you supply for this

registration will be the name that is printed on the certificate after successful completion of the test.

If your company only has one e-mail address – employees will find various free services on the internet where an e-mail account can be created. (*Examples: gmail, yahoo, outlook*)

5. **The course does not play after I have clicked on Step 1**

Your version of Adobe Flash Player most likely needs to be updated. Most users accessing this training need to have the most up to date version of Adobe Flash Player. (Current at version 32.0.0.238)

You can download/update adobe flash for free over the internet at this website:

<http://get.adobe.com/flashplayer/>

Follow the instructions on the website and click the download now button. After the new version of Adobe Flash Player is installed, we recommend that you restart your internet browser and login to the On-Line Training again with your username and password.

After you click on Step 1 – With your Pop-Up Blocker disabled a new windows should appear and the training program should start playing automatically.

6. **I cannot print my certificate**

Your version of Adobe Acrobat Reader needs to be updated or installed. Most users will need the most up to date version of Adobe Reader. (Minimum of version 10)

You can download/update adobe reader for free over the internet at this website:

<http://get.adobe.com/reader/>

Follow the instructions on the website and click the download now button. After the new version of Adobe Reader is installed we recommend that you restart your internet browser and login to the On-Line Training again with your username and password.

After you click on the Step 3 – Print your Certificate of Successful Completion – With your Pop-Up Blocker disabled a new window should appear with a picture of your Certificate. Look along the menu bar surrounding the certificate for a printer icon.

7. **After completing the step above and you still cannot print your certificate:**

If the Crowd Manager online course is complete – both the Video and Quiz sections have checkmarks – but no link to the “2014 Certificate” appears, follow the steps below:

1. Click your name in the top right hand corner
2. Click on **PROFILE**.

3. Under **User Details** click: **EDIT PROFILE**
4. Scroll down to **Agency User Set**, change to **DFS**
5. **Select a course/program to register for**, change to **CROWD MANAGER CERTIFICATION**
6. Click **Update Profile**

Once this is completed, go back into the course and click: "Step 3-Crowd Manager – Credentialing Certificate". The link to your certificate will be active.

8. If you still cannot print your certificate after following the steps above, try the following:

1. If you have not already, please log back into your account.
2. Under the ELIS Administration click on the "+" next to Program
3. Then click on "Certificate List"
4. The link to your newest certificate will be available. Click on the link and your certificate will appear in a new window. Now you can view, save or print.

9. Where can I go for help?

If you are unable to get the training program or test to function on your computer – You may need to try using another computer, perhaps at a Public Library or at your place of employment.

Unfortunately the Commonwealth of Massachusetts – Department of Fire Services is unable to provide technical support or assistance with issues on your personal/business computer.

Additional resources and support may be obtained through commercial support vendors, computer retailers, or information technology support companies.