

Behavioral Tech Online Learning FAQ

A. SYSTEM REQUIREMENTS FOR ONLINE LEARNING

To access the course, your computer will need to meet the following minimum criteria.

1. **Browser/Windows:** If you are using Windows (2000/XP/Vista/7) you will need to open the course in either Internet Explorer 7 or higher, or Firefox 3.0 or higher. (We are no longer able to support IE6. We are not yet able to support Google Chrome or Opera.)
 - If you are using Internet Explorer 9, you will have to open the course in Compatibility Mode. You can find instructions on how to do this here: <http://windows.microsoft.com/en-US/windows7/why-do-some-webpages-look-incorrect-in-internet-explorer-9>
 - Update or download Mozilla Firefox: <http://www.mozilla.com/en-US/firefox/personal.html>.

Browser/Mac: If you are using a Mac (OS X or higher), you will need to open the course in Firefox 3.0 or higher. (Sorry, we cannot support Safari at this time.)

- Download Firefox for Mac. <http://www.mozilla.com/en-US/firefox/personal.html>.

iPad/Mac: iPad does not support Flash-based programs. You cannot access Online Learning Courses on iPad at this time.

If you are not sure what browser you are using, you can use the Browser ID page: <http://www.thismachine.info/> (Note: If this site is blocked on your computer, you will need to check in with your IT Department.)

2. **Pop-ups:** You will need to set your pop-up blocker to allow pop-ups from *webclasses.behavioraltech.net*, or you will need to turn off your pop-up blocker entirely.
 - Instructions for Internet Explorer: <http://windows.microsoft.com/en-US/windows-vista/Internet-Explorer-Pop-up-Blocker-frequently-asked-questions>.
 - Instructions for Firefox: <http://support.mozilla.com/en-US/kb/Pop-up+blocker>.
 - If you have additional Tool Bars in your browser (from Google, Yahoo, EarthLink, or AOL), you may need to set them to allow pop-ups from the Online Learning site as well.
3. **Cookies:** You will need to enable “cookies” in your browser.
 - Instructions for Internet Explorer: <http://support.microsoft.com/kb/196955>.
 - Instructions for Firefox: <http://support.mozilla.com/en-US/kb/enabling+and+disabling+cookies>.
4. **Flash:** You will need to enable your Flash player, and make sure that you have installed Flash 9.0 or higher.
 - Update your Flash player: <http://www.adobe.com/support/flashplayer/downloads.html>.
5. You will need **high-speed internet access**.
6. You will need either **head-phones or speakers** so that you can listen to the audio portions of the trainings. In *Transforming Difficult Moments in Therapy* there is an exercise that requires the use of a **microphone**.
7. **Acrobat Reader:** You will need a PDF reader in order to open some of the supplemental materials and to open your certificate when you complete the training.
 - Download Adobe Reader for free: <http://www.adobe.com/products/reader/>.

If you cannot meet these criteria then the course will not likely run on your computer.

**If your course is not working and you are not sure why,
please call the Customer Care Coordinator at (206) 675-8588 x121, or email learn@behavioraltech.org.
We are available Monday through Friday, from 8am to 5pm Pacific Standard Time**

Questions? Please call us at 206.675.8588 or email learn@behavioraltech.org

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B. GENERAL QUESTIONS ABOUT ONLINE LEARNING AND DBT TRAINING

1. Do these courses have the same content as your instructor-led trainings?

Our Online Learning Courses are designed to complement our other training options.

DBT Skills Training will teach you about the DBT Skills, and give you some training in how to teach clients about the Skills and to coach their use in a DBT Skills Training Group.

The *DBT Chain Analysis* and *DBT Validation Strategies* courses will teach you some skills that are used mainly to develop the relationship between the client and their individual therapist.

Mastery of Your Anxiety and Panic for Adolescents (MAP-A) is designed for a diverse audience and will translate well for anyone who treats adolescent clients with panic disorder. It describes how to diagnose this disorder in your clients, how to perform the treatment, and how to orient your client and their parent or guardian to the disorder and the treatment as well as how to keep them motivated in the treatment.

Transforming Difficult Moments in Therapy is designed to help train clinicians of all levels of training and experience to help identify and address therapy interfering behaviors.

2. I am not currently on a DBT team. Are these appropriate for me?

Our Online Learning Courses and all of our 2-Day trainings are open to every one; however they are designed to teach clinical staff in how to provide the therapy.

3. Will I receive any additional materials with my Online Learning Course?

DBT Chain Analysis, DBT Validation Strategies, and Transforming Difficult Moments in Therapy

All of the materials you will need for these courses are included within the courses themselves. There are a number of useful PDF documents within these courses that you will be able to download and store for continued use.

DBT Skills Training

Parts of this course make reference to a workbook. This workbook is the [Skills Training Manual for Treating Borderline Personality Disorder](#). It is available on our website here:

(<http://behavioraltech.org/products/details.cfm?pc=GP04>).

This book is recommended to anyone who wishes to run a DBT Skills Training group.

Mastery of Your Anxiety and Panic for Adolescents

Each license to this course is sold with a copy of the 2008 manual [Mastery of Your Anxiety and Panic for Adolescents](#). **This book will be automatically shipped to the address listed on your account when you register for the course.** The cost of the book and shipping charges are included in the cost of your Online Learning license for this course.

If you have purchased multiple licenses, or have purchased a license for someone else, the manual will be automatically shipped to the ship-to address associated with the purchasers account. You will receive one manual for each license that was purchased. *If you need to make alternate shipping arrangements for these manuals, please contact the Customer Care Coordinator at (206) 675-8588 x121, or learn@behavioraltech.org, before you place your order so that we may assist you.*

The client workbook referred to in the training is called [Riding the Wave](#) and is also available via the Behavioral Tech website <http://behavioraltech.org/products/details.cfm?pc=OUPW08>. It is not automatically shipped with a purchase of this course.

Questions? Please call us at 206.675.8588 or email learn@behavioraltech.org

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4. Can I use these materials for....

Can I use these hand-outs with my Skills Training group?

Absolutely, that is what they are for.

Can I use these in a presentation for my class or for my co-workers?

Standard copyright protections allow you to use these handouts in an educational setting without any additional special permission. We require that you keep the copyright information on each sheet and be sure to accurately cite the source of these materials.

Can I use these for (something else)?

Please contact us at (206) 675-8588, or email info@behavioraltech.org.

We will need your name and contact information, as well as detailed information on what materials you would like to use and what you are using them for.

5. Can I transfer a course to a new person if an employee leaves?

Due to CE regulations, we can only transfer access to a course if that course has not already been opened. If you assign a course to an employee who starts the course, we cannot re-assign the course. If you assign a course to an employee who does not start the course, we can re-assign that license for a \$20 administrative fee.

6. Do you have group rates for shorter amounts of time?

The current group rates reflect the license durations that users have reported to us as the most useful. For technical reasons, we are not able to sell licenses for durations other than those listed above.

7. How do I go about purchasing Online Learning Courses for a group?

You can place your order online, fill out this order form (<http://www.behavioraltech.org/ol/olorderform.pdf>) and return it to us by mail or fax, or call us at (206) 675-8588.

Once your order has been placed, you will receive an email with a Course Key. To get your users set up, all you will have to do is forward them the information. They will use this information to each set up their own accounts at www.behavioraltech.org.

8. Do all the members of a group have to start the course at the same time, or can we have a rolling start date?

Your course begins to expire from the first time that the individual user opens the course itself. For example, if you purchase the license in August, but are not able to start until September, you will not lose the month. You can also purchase licenses in bulk to be assigned as you identify users and train staff. Please call us at (206) 675-8588 or email learn@behavioraltech.org if you have any questions about this process.

9. Can users share licenses?

Our Online Learning licenses are set up to allow only one user per license. Allowing multiple users on Online Learning licenses affects our ability to offer Continuing Education credits for these courses. We cannot endorse or support the sharing of Online Learning licenses.

10. Can I continue to access the material once I've completed the course?

Yes. You will be able to access all of the course material for the duration of your license.

11. If I am unable to complete the course in the allotted time, can I get an extension?

Yes, extensions of your existing license are available for an extra charge. Please call us at (206) 675-8588 or email learn@behavioraltech.org.

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12. What types of payments do you accept? Do you accept Purchase Orders?

We can process payment via VISA, MasterCard, or Discover credit card. We can also process a check or a money order. We can respond to a faxed or mailed Purchase Order with a pro-forma invoice, but are not able to start Online Learning licenses without payment. If you have any questions about our payment processes, please call the Customer Care Coordinator at (206) 675-8588 x121.

13. What are the courses like? How much time can I expect to spend on them?

Our Online Learning Courses are Flash-based rather than instructor-led. This means that you will be able to work on the training at your leisure, in your home, in your office or any other place where you have a high-speed internet connection. There are no assignments or scheduled times for when you need to be logged on.

DBT Skills Training has been approved for 20 CEU hours; however most users have reported requiring 25 to 30 hours to complete the course.

DBT Chain Analysis has been approved for 8 CEU hours, but it may take 10 to 12 hours to complete.

DBT Validation Strategies has been approved for 4 hours, but it may take 5 to 7 hours to complete.

Mastery of Your Anxiety and Panic for Adolescents has been approved for 7.5 hours.

Transforming Difficult Moments in Therapy has been approved for 10 hours of CE.

The most successful Online Learning users are able to set aside a protected piece of time either each day or several times a week to work on the course.

Many groups have reported that setting due dates for each module and then meeting to discuss the material was very helpful to them in completing the course and assimilating the information.

We have a demo version of the Online DBT Skills training courses on our website at

<http://behavioraltech.org/ol/>.

You can view a demo version of the MAP-A course on our website at

http://behavioraltech.org/ol/mapa_comm.html.

You can see a demonstration of *Transforming Difficult Moments in Therapy* on our website here:

<http://behavioraltech.org/ol/tdmdemo.cfm>

14. What is your return policy if I don't like the course or can't complete it?

If you are dissatisfied with one of our Online Learning Courses for any reason, please contact us immediately at (206)675-8588 or email learn@behavioraltech.org.

15. Will these courses count towards certification in DBT?

Behavioral Tech is not a certifying agency.

Currently, there is no certification/accreditation process that has been sanctioned by a licensing or certifying body. There is a certification and accreditation process in development through the University of Washington and the International Society for the Improvement and Teaching of DBT. (<https://isitdbt.org/>)

16. Are these courses compliant with the Americans with Disabilities Act?

Our current courses have not been developed to the ADA standard.

For more information on the ADA, please follow this link: <http://www.ada.gov/pubs/ada.htm>.

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C. COMMON TECHNICAL SUPPORT PROBLEMS

If you experience a technical problem that is preventing you from completing your Online Learning Course, please contact us as soon as possible. You can call us at (206) 675-8588 x121 or email learn@behavioraltech.org. We are available Monday through Friday, from 8am to 5pm Pacific Standard time.

1. Can I increase the font size of the text in the courses?

Unfortunately, there was no function for this built into the course. You may be able to zoom in on the text using your internet browser's functions.

2. I purchased an online learning course, or one was purchased for me. What happens next?

If you purchased a license for yourself, all you need to do is to login to your course at www.behavioraltech.org. *You should not have to enter a course key.*

- From the **My Account** menu, select **Online Learning**.
- From **My Account: Online Learning** select **Login to Learning Management System**.
- The Learning Management System (LMS) will open in a new window or tab (depending on your settings) in your browser.
- The website will have automatically sent you an email with instructions on how to login to the course from learn@behavioraltech.org. If you did not receive this email, please check your Junk Email box or add this email address to your address book.

If you would like to call or email us, we would be happy to re-send you this information.

If someone has purchased a course for you, they should have forwarded a Course Key to you. In order to add this Course Key to your Account:

- Log in to your course at www.behavioraltech.org.
- From the **My Account** menu, select **Online Learning**
- From **My Account: Online Learning** select **Register a New Course Key**.
- Enter or Copy-and-Paste your Course Key into the field when prompted and click on "Submit".
- Your Administrator will receive an email prompting them to approve your course. You will be able to start your course once that Administrator has approved you.
- If you have not received this email, please check your email account's Junk Email box or add learn@behavioraltech.org to your address book.

3. I am in the Online DBT Skills Training Course. When I open the course, I only get audio without any video.

When you log into DBT Online Skills Training, you will have two options for each module; one will say "Gallery", the other will say "DBT Skills".

If you select "DBT Skills", you will be taken to the online DBT Skills Training course.

If you select "Gallery", you will be taken a gallery of *supplemental* streaming mp3 files and PDFs. This is not the actual DBT Skills Training course.

If you have selected "DBT Skills" and the course is not loading properly. Please refer back to the system requirements located at the beginning of this document.

If your computer meets the system requirements for the course and you continue to have difficulty accessing the course, please call the Customer Care Coordinator at (206) 675-8588 x121 or email learn@behavioraltech.org.

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4. How do I print my CE certificate?

Your CE certificate will become available in the LMS once you have completed the following elements of each course:

- a Demographic Survey
- a Pre-Assessment (if you are in Skills, there is a pre-assessment at the beginning of each module)
- pass the Post-Assessment (if you are in Skills, there is a post-assessment at the end of each module)
- a Satisfaction Survey

If you are not certain that you have completed each element of the course, you will see a list of the different elements of the course if you click on the Curriculum link in the **My Courses** screen in the LMS.

If you have passed the post assessment and completed the survey, you will be able to print out your CE Certificate from the Learning Management System. This certificate will remain available to you, even after your access to the course itself has expired.

- Click the My Transcript button on the upper left hand navigation menu.
- Below the Courses listing you will find a heading titled "Completed Curriculum Certificates".
- Click on the Curriculum link of the course for which you need to print a certificate.
- Select the appropriate Continuing Education Type from the drop down menu.
- Type your Licensure Number.
- Click the Submit button.
- After the certificate appears, hold the CTRL key and the P key at the same time (MAC users use the Apple Key and P). A Print Dialog box will appear. Make sure the correct printer is selected and click the Print button.

Infrequently, our users are unable to read or open the PDF file that indicates you have completed your training hours. If you are unable to open this certificate, please make sure that your Adobe Reader is up-to-date. <http://get.adobe.com/reader/>

If you are still unable to open your certificate, please call us at (206) 675-8588 or email learn@behavioraltech.org, and we will create one for you.

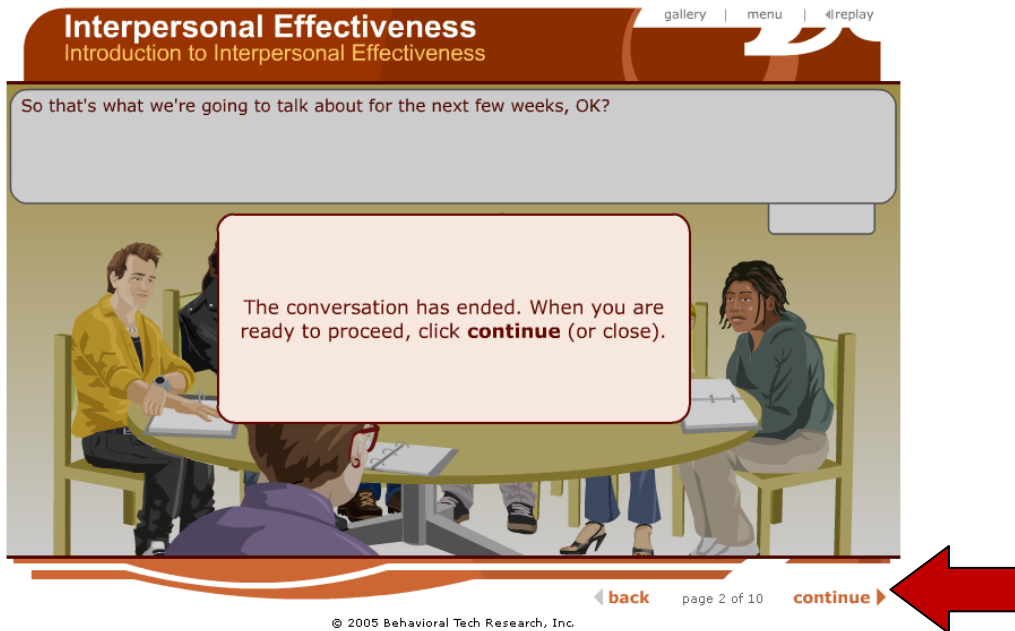
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5. I can't see the Continue button.


While you are in the Online DBT Skills Training Course, you should see a screen that looks like this:

If you can see the **Back** button at the bottom of the screen:

The **Continue** button will not appear until you have completed each activity on the page.



If you cannot see the **Back** button at any time, there are two common solutions to this problem:

- Please be sure that the window is maximized (use the  button on the upper right-hand corner of your browser).
- Please make sure that your screen resolution is at least 1024 x 768.

Instructions for how to Adjust your Screen Resolution

Windows XP: <http://windows.microsoft.com/en-US/windows-xp/help/setup/change-monitor-resolution>

Windows Vista and 7: <http://windows.microsoft.com/en-US/windows-vista/Change-screen-resolution>

MAC OS X: <http://support.apple.com/kb/ht2490#12>

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6. My course is not marked as complete. The computer is not saving or keeps losing my progress. OR I keep getting kicked out of the course.

You will be able to receive your CEUs or Certificate of Completion as long as you are able to pass the post-assessments at the end of each course. *(If you are taking the DBT Skills Training course, you will need to complete the Pre-Assessment at the top of each module before you will be able to access the Post-Assessment.)*

This issue will not prevent you from being able to receive your CEUs.

- a. Please make sure that you are accessing the course in a supported browser.

Browser/Windows: If you are using Windows (98/Me/2000/XP/Vista/7) you will need to open the course in either Internet Explorer 7 or 8, or Firefox 3.0 or higher. (We are no longer able to support IE6. We are not yet able to support Google Chrome or Opera.)

- Update or download Mozilla Firefox: <http://www.mozilla.com/en-US/firefox/personal.html>.

Browser/Mac: If you are using a Mac (OS X or higher), you will need to open the course in Firefox 3.0 or higher. (Sorry, we cannot support Safari at this time.)

- Download Firefox for Mac. <http://www.mozilla.com/en-US/firefox/personal.html>.

iPad/Mac: iPad does not support Flash-based programs. You cannot access Online Learning Courses on iPad at this time.

If you are not sure what browser you are using, you can use the Browser ID page:

<http://behavioraltech.org/browsertest.cfm>.

- b. The LMS will log out if you leave the course open for an extended period of time (more than 5 hours), regardless of whether the course plays in your browser. It is a good idea to close the course if you are not using it, or to back out once in a while in order to make sure that your progress is saved.
- c. Another cause could be that you are exiting the course too quickly for your progress to be recorded. If you are used to clicking on the “X” in the upper left-hand corner of the window, please try to click on the link in the upper left-hand corner of the course marked “EXIT” and wait for the course to close out properly.
- d. In a very few cases, we believe that your access could be slowed due to traffic on your internet lines, especially if you are accessing the course from home. If this is the case, try to access the course at a lower-traffic time of day (i.e. Sunday morning or after 9pm).

If you continue to have difficulty, please contact Customer Service at (206) 675-8588 x121 or email learn@behavioraltech.org

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D. QUESTIONS ABOUT CONTINUING EDUCATION

Our CE Coordinator is available from 8am to 5pm Pacific time, via phone at 206.675.8588 x105, or email ceinfo@behavioraltech.org.

1. After I complete the course, how long will it take to get my CEUs?

Once you have completed the post-assessment with a passing score, and complete a demographic survey and a satisfaction survey (for research purposes), you will find a link in the Learning Management System that will allow you to access your certificate immediately.

If you have passed the post assessment and completed the survey, you will be able to print out your CE Certificate from the Learning Management System. This certificate will remain available to you, even after your access to the course itself has expired.

- Click the My Transcript button on the upper left hand navigation menu.
- Below the Courses listing you will find a heading titled "Completed Curriculum Certificates".
- Click on the Curriculum link of the course for which you need to print a certificate.
- Select the appropriate Continuing Education Type from the drop down menu.
- Type your Licensure Number.
- Click the Submit button.
- After the certificate appears, hold the CTRL key and the P key at the same time (MAC users use the Apple Key and P).
- A Print Dialog box will appear, make sure the correct printer is selected and click the Print button Click the My Transcript button on the left hand navigation.

2. What kinds of CEU's are available?

For Online DBT Skills Training: <http://behavioraltech.org/ol/ce.cfm>.

For Online DBT Chain Analysis: http://behavioraltech.org/ol/ce_chain.cfm.

For Online DBT Validation Strategies: http://behavioraltech.org/ol/ce_validation.cfm.

For Online MAP-A: http://behavioraltech.org/ol/ce_mapa.cfm.

3. I opened my certificate, but I can't read it.

The most common solution is to update your Adobe Reader software.

- Download your free Adobe Reader here. (<http://www.adobe.com/products/reader/>)

If you still can't read it, please contact us at learn@behavioraltech.org and will create a certificate for you.

4. I need CEUs for a board that isn't listed here. Can you make one for me?

We would love to be able to offer CEU's for each and every board that our users need, however it is just not possible right now. Most healthcare licensing boards have reciprocal relationships with other, larger, licensing boards. Please check with your board to see which, if any, other boards' approval that they will accept as reciprocal.