# OSAP-DALE Foundation Dental Infection Prevention and Control eHandbook™ Navigation and Functionality
## Answers to Commonly Asked eHandbook Questions

## I purchased the eHandbook. Where do I go to access it?

Thank you for your purchase of the OSAP-DALE Foundation Dental Infection Prevention and Control eHandbook. To access the eHandbook, log in to your DALE Foundation account. Once logged in, proceed to your account dashboard if you are not there already. To access your account dashboard, click "Hello, <your name>" in the right-hand corner of the webpage:
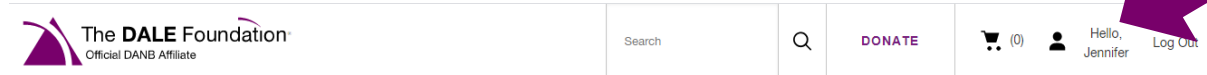


From your account dashboard, click on the "My Courses" tab or the "Go to My Courses" button.
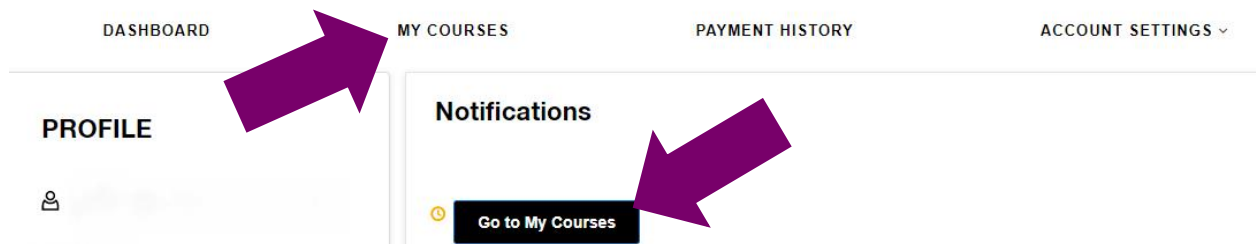


From My Courses, click the name of the course, OSAP-DALE Foundation Dental Infection Prevention and Control eHandbook to launch the course.
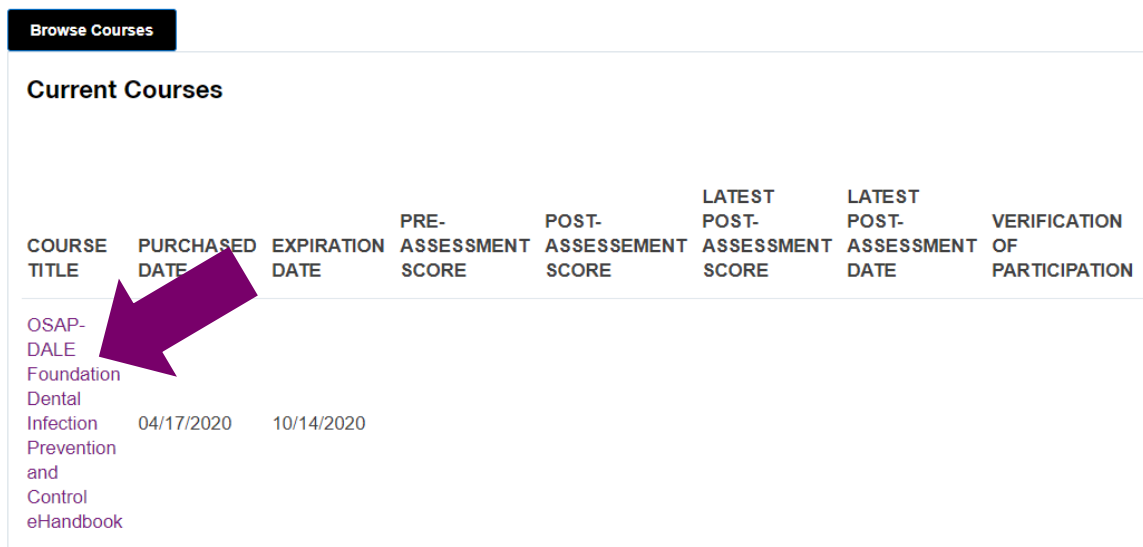


Please note, your browser's pop-up blocker must be disabled to launch the course.

## Can I get a print copy of the eHandbook?

The eHandbook is an online product that is not available in print. There are fantastic resources available for download and print within the eHandbook.

## Why won't my eHandbook launch?

Your browser's pop-up blocker must be disabled to launch the eHandbook. To disable pop-up blockers:

Google Chrome:
1. In the top-right corner of Chrome, click the Customize and control Google Chrome icon > go to Settings.
2. At the bottom of the Settings page, click Advanced.
3. Select Content Settings.
4. Select Pop-ups and redirects. In the Allow section, select Add > enter *learning.dalefoundation.org* and select Add.
5. Close and re-open your browser to access your course.

Mozilla Firefox:
1. In the top right corner, click the Open menu icon and choose Options.
2. Select Privacy and Security on the left of the screen.
3. To disable the pop-up blocker, uncheck the Block pop-up windows box below Permissions.

Microsoft Edge:
1. In the top right corner, click the Settings and more icon and choose Settings.
2. Scroll down and select View Advanced Settings.
3. Ensure Block pop-ups is turned off.

Safari (Macintosh)
1. From the Safari menu, select Preferences.
2. Click Websites at the top of the window.
3. Select Pop-up Windows.
4. To disable the pop-up blocker, select Allow next to When visiting other websites.
5. To allow specific pop-ups, navigate to the web page, follow steps 1-3 and then select Allow next to the name of the site.

Internet Explorer 11:
1. Click the Tools icon and select Internet Options.
2. Select the Privacy tab.
3. Uncheck Turn on Pop-up Blocker to disable the pop-up blocker.
4. Click the Settings button to disable pop-up blockers for specific sites.

iPhone/iPad App:
1. Tap the customize and control icon > Settings.
2. In the "Advanced" section, tap Content Settings.
3. Tap Block Pop-ups to choose your preferred setting.

Android App:
1. Tap the customize and control icon > Settings.
2. In the "Advanced" section, tap Site settings.
3. Tap Pop-ups to choose your preferred setting.

## I can't scroll down the page or advance to the next screen. What should I do?

Your browser window must be maximized and/or positioned so the window is centered in your screen (this pop up window may have tiled itself in a position where not all scroll and button functionality is visible). To maximize the eHandbook window, click the maximize button (to the left of the 'x' in your browser window):
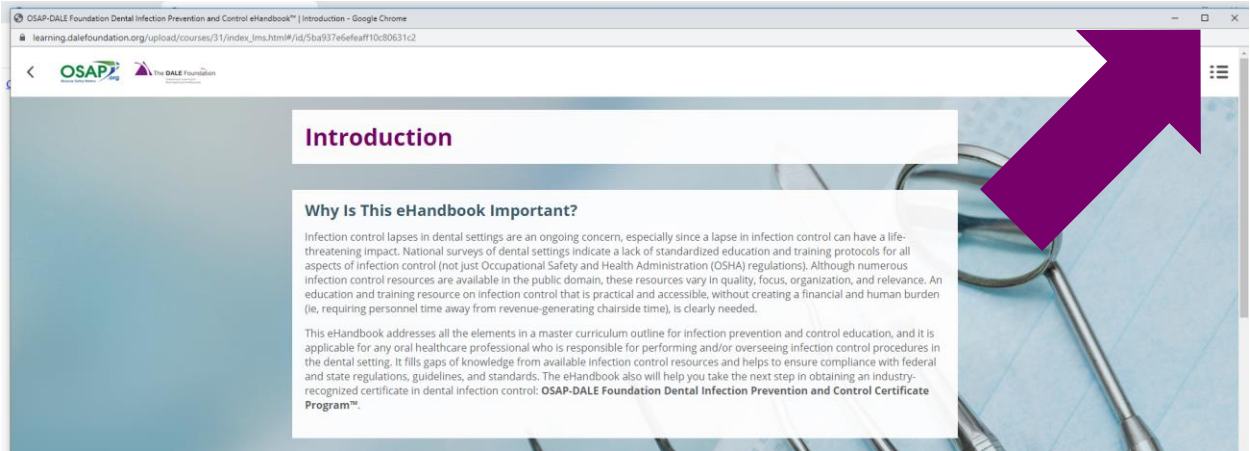


Here's a closer view:
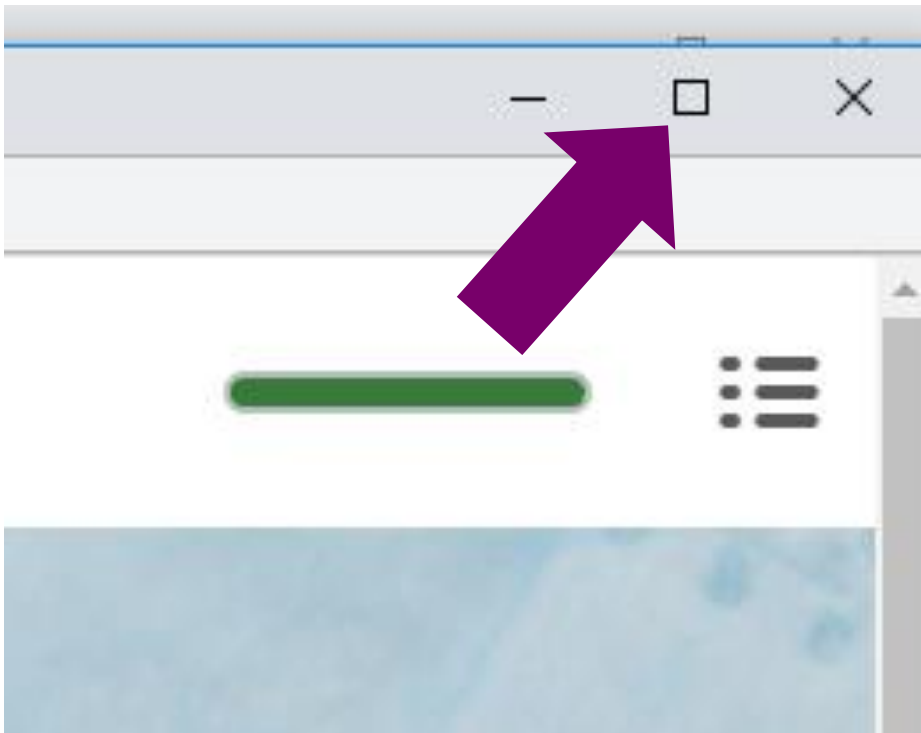
## How do I navigate through the eHandbook?

The eHandbook has an introduction and three units with a total of nine chapters. From the home screen, navigate to a unit by selecting View:



The units and chapters of the eHandbook can be completed in any order.
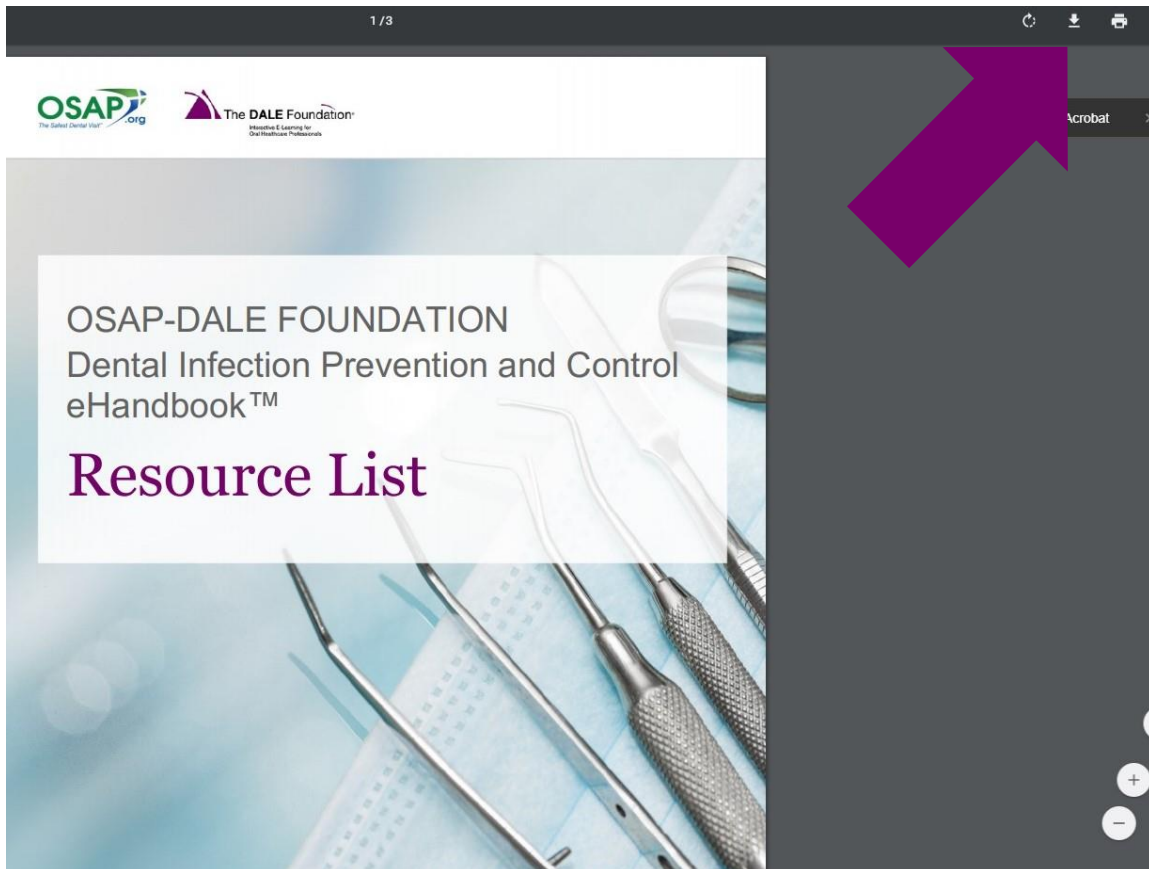
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At the end of each chapter, select the Home icon to return home, or the arrow button to navigate to the next chapter. Please note, when leaving and returning to the course, you will be brought to the last place you were in the eHandbook. If you finish chapter three but do not advance to chapter four, the next time you open the eHandbook, you will be brought to chapter three.
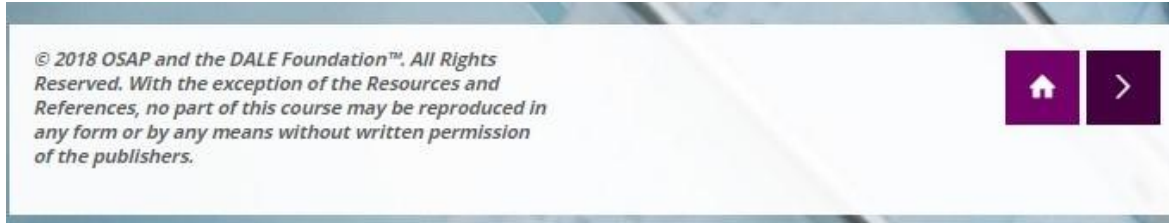
## What resources are available in the eHandbook?

Use the hamburger menu in the top right corner of the eHandbook to access a glossary, a search feature, and other resources including a downloadable/printable PDF Companion Workbook, References, and Resource List.
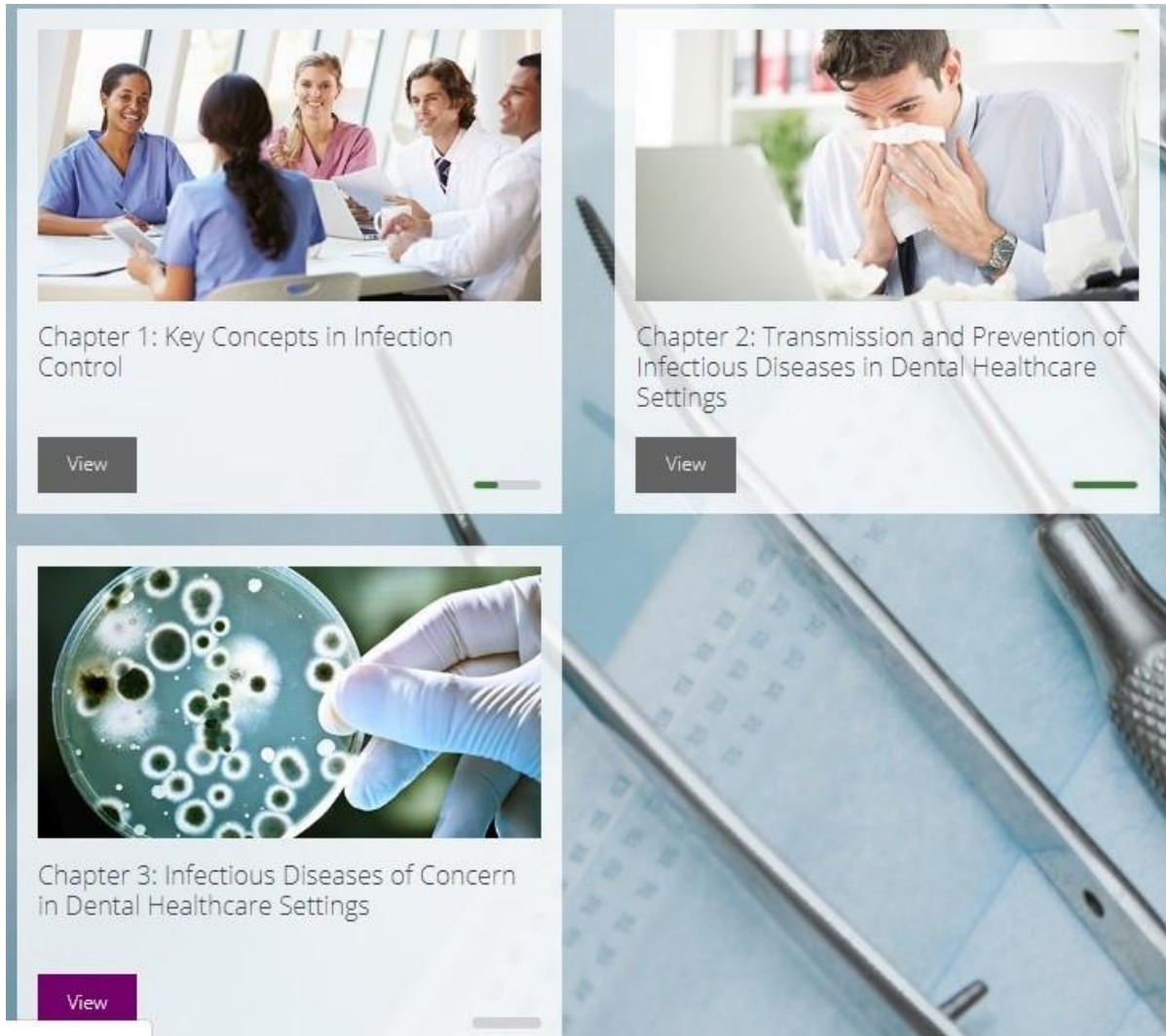
Downloading and/or printing of these resources may vary slightly depending on the web browser being used. In most instances, click on the download or print buttons (top right corner in Google Chrome) or right click on the document and select Save as or Print.



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Dental Infection Prevention and Control
eHandbook™

Resource List

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## I thought I completed the eHandbook (or a specific chapter or unit), but it is not marked as complete. What do I do?

Completion of chapters and unit is indicated by a green completion bar. If a chapter or unit is not complete, the bar will be incomplete/not full. All sections of the eHandbook must be accessed by clicking on each section including all "+" drop down boxes and tabs within the chapters. Please note, this does include the Learning Objective—all sections must be completed.

In the example below, chapter one is partially complete (half green/half gray bar), chapter two is complete (full green bar), and chapter three has not been started yet (full gray bar):

Check to see which sections of a chapter have been completed and those that still need to be completed by clicking on the green completion bar within a chapter.
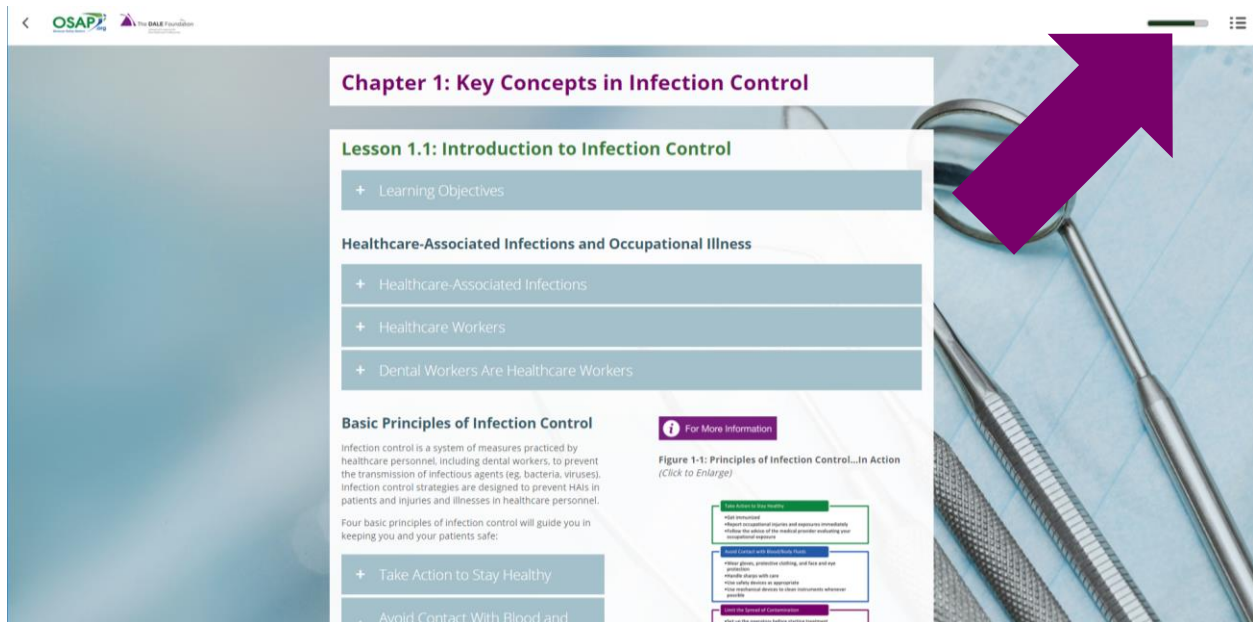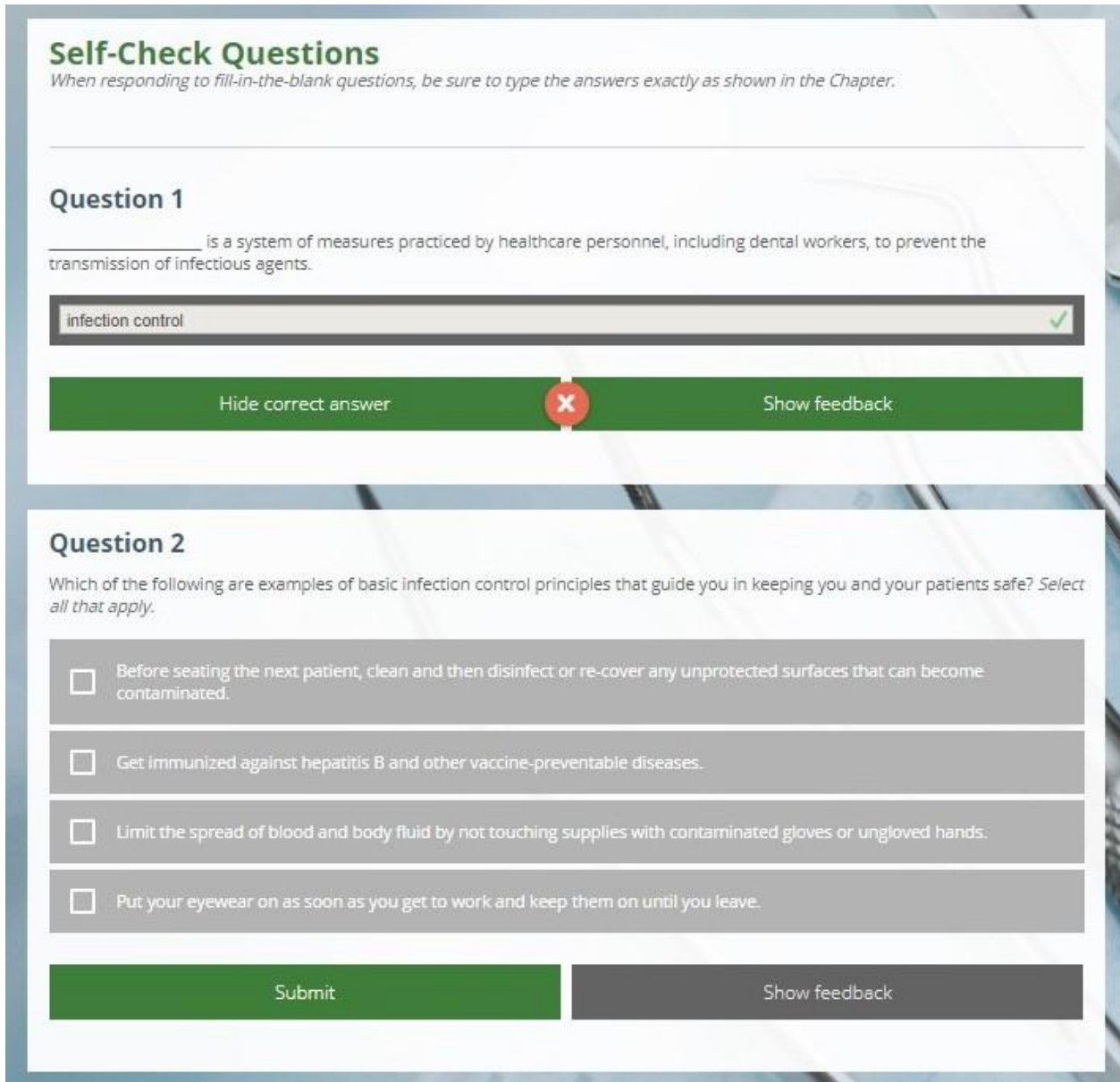


This displays a menu of the complete/incomplete sections within a chapter. Lesson 1.2 is displayed as not complete in the example below while the completed sections have solid white completion bars.
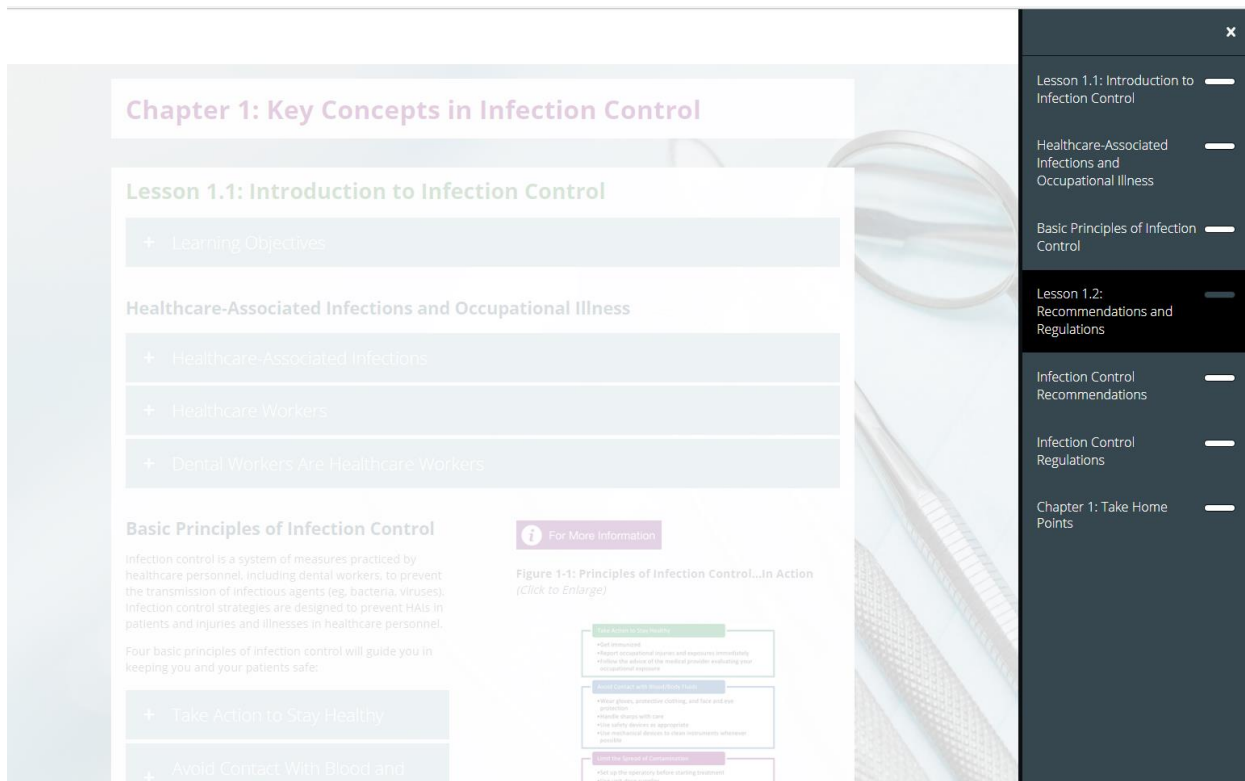
## How do the self-assessment questions work? Why aren't my answers saving?

The self-assessment questions allow for two attempts before the system will display the correct answer. Hit Submit after answering a question; if the answer is incorrect, select the Reset button to try again. If answering incorrectly the second time, the correct answer will display. Select the Show feedback button to receive more feedback.



**Please note:** question responses are not saved to allow you to retake the questions for practice. As long as questions were completed once, they are marked as complete.

## I've completed the eHandbook. What is next?

Congratulations! To download your Verification of Participation completion certificate, click on the download link in your course dashboard.



If you completed both the eHandbook and the Understanding the CDC's Summary of Infection Prevention Practices in Dental Settings course, you are eligible to take the eHandbook Assessment, the third and final step of the OSAP-DALE Foundation Dental Infection Prevention and Control Certificate Program™.

To purchase the eHandbook Assessment, click the "Buy Now!" button from this account dashboard.



If you have any additional questions regarding the eHandbook, please contact the DALE Foundation via email or by calling 877.510.3253.