TNCC 7th Edition Provider Pre-course Frequently Asked Questions

Q: How many modules are there?

A: There are 5 online modules including the following:

- Chapter 4: Biomechanics, Kinematics, and Mechanisms of Injury
- Chapter 16: Special Populations: The Pregnant Trauma Patient
- Chapter 18: Special Populations: The Older Adult Trauma Patient
- Chapter 19: Special Populations: The Bariatric Trauma Patient
- Chapter 20: Special Populations: The Interpersonal Violence Trauma Patient

Q: Is there a final exam online?

A: There is no final exam online; all exams will be given in the classroom setting.

Q: I don't have an access code to enter for TNCC, who do I contact?

A: Please contact your Course Director and they will be able to give you the access code for TNCC.

Q: Are there system requirements for viewing modules in the ENA LMS?

A: Yes, please refer to the requirements below:

Flash Player 10 or later, and one of the following browsers:

Windows XP, Vista, 7 and 8:

Internet Explorer 6 and later, Firefox 1.x and later, Safari 3 and later, Google Chrome, Opera 9.5 and later

Mac:

Safari 3 and later, Firefox 1.x and later, Google Chrome

Linux:

Firefox 1.x and later, Google Chrome

HTML5:

Google Chrome 14 or later on Windows or Mac

Safari 5.1 or later on Windows or Mac

Mobile Safari in Apple iOS 5.0 or later on iPad

Apple iOS:

Articulate Mobile Player; Apple iOS 5.0 or later on iPad

**In addition, you will need *Adobe Reader* installed if you wish to view and print attached references

Q: Can I exit out of the module, and then come back later to pick up where I left off?

A: Our ENPC modules are recorded webinars, so if you need to leave the presentation and come back at a later time, make sure you bookmark or record the time of the presentation you are pausing at. When you come back you can retrieve your bookmark and pick up where you left off.

Q: The modules aren't launching from my computer, or it is continuously *LOADING*.

A: Please try using a different web browser, like Google Chrome to access the modules.

Q: Do I receive credit for the modules? If so, how many hours and do I get a certificate?

A: You will receive the total contact hours for the course, including the time to review these modules, from your Course Director, at the completion of the course.

Q: I have a clinical question on the content who should I contact?

A: Prior to the course, please email elearning@ena.org so we may work with one our nurses to get an accurate and timely response to you. Otherwise you can ask the course director for the course you are attending.

Q: I have a question on accessing the 7th Edition Provider Course Online Learning Modules in the Learning Management System and the new website. Who should I contact?

A: Please contact elearning@ena.org or ENA's Education Department at 847-460-4123.