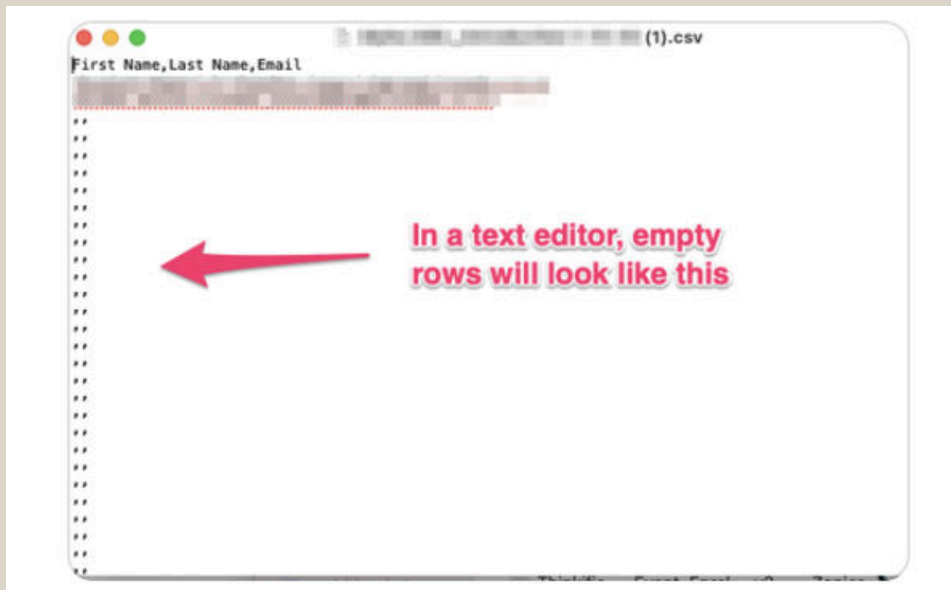
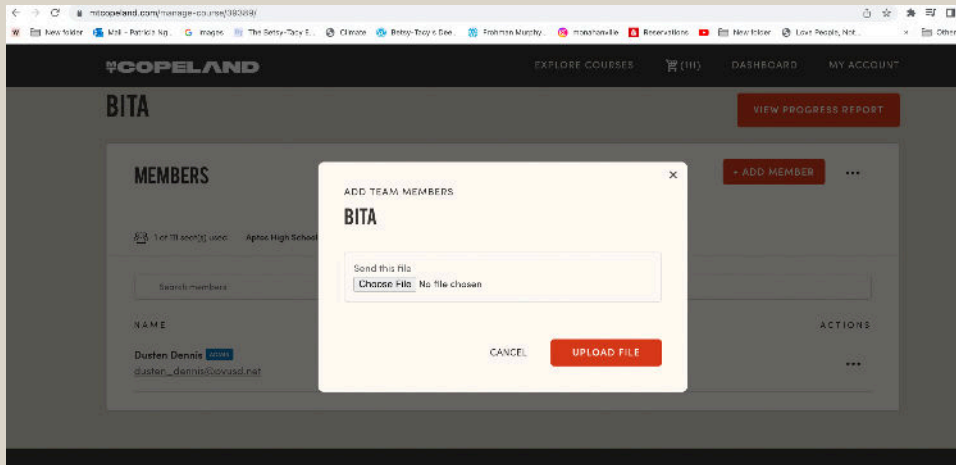


COPELAND

Frequently Asked Questions

How can I enroll an employee(s)? Once your corporate account is created, you can enroll employees at any time during the year in your dashboard. There are two ways to do this —

1. One route will be to use our bulk upload system. Head to your "Dashboard" and click on one of the course tiles. From there, please click the three dots next to "Add Member". Then, create a worksheet with the first name, last name, and email address. Make sure there are no additional rows before converting it to a csv. file. You can upload the attached worksheet into each course. For more information on how to upload a csv file, and to access a template worksheet, go here: <https://support.thinkific.com/hc/en-us/articles/360030351214-Import-Students-from-File>



2. The other route is to add an employee(s) individually without the bulk upload tool and you can do so by clicking "Add Member" in each course then entering the first name, last name and email

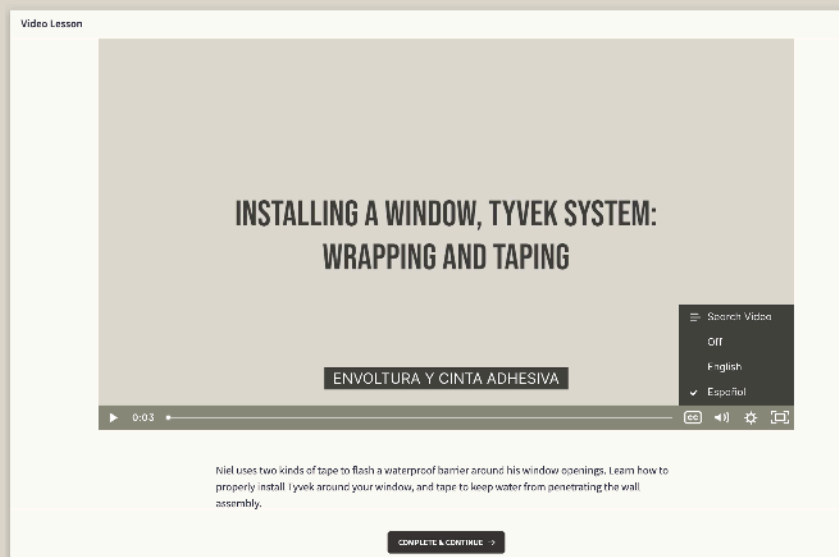
- address. Please do not make anyone else an admin unless you have designated others for this role, as that will enable them to view the team's progress.

I've enrolled an employee(s), how will they access MT Copeland? Once an employee(s) are enrolled, they will get an Automatic email from MT Copeland with login details (*Please let the employee(s) know to check their spam or junk folder, just in case the email does not appear at the top of their inbox*)

How do employees access a course(s)? Employees can access their course(s) by clicking the "Student Dashboard" in their account. They can watch the videos as many times as needed on any device (*iPad, phone or desktop*) and use the downloadable resources in the introductory section. These can be printed and referenced at home or in the office.

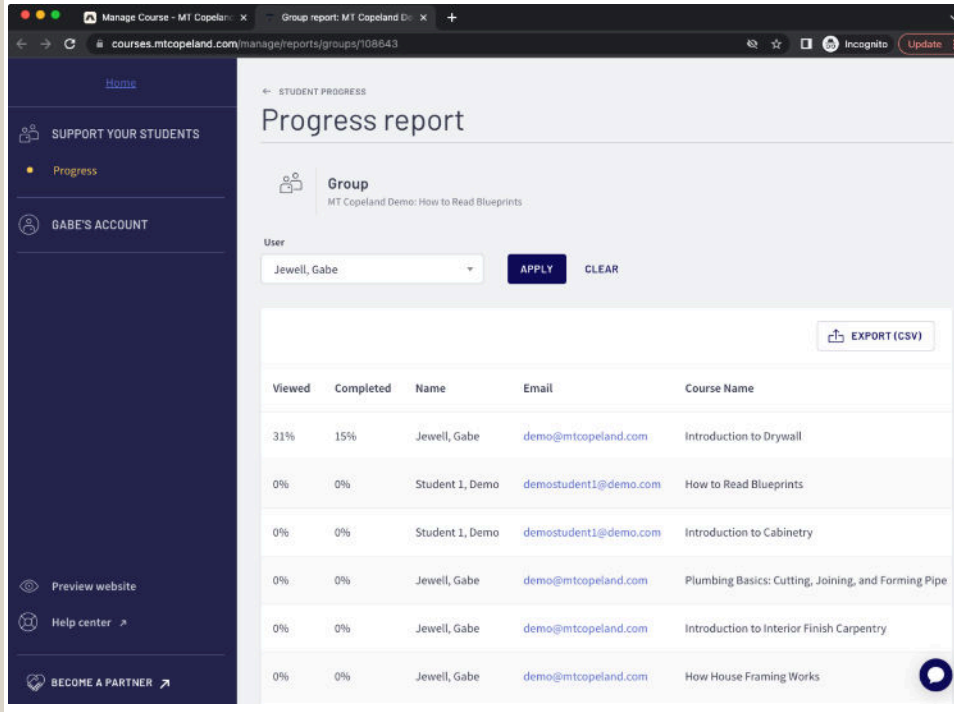
When will an employee receive their Certificate of Completion? Once an employee passes the final exam or quizzes with 70% or higher (*they can take these as many times as needed*), they will receive a Certificate of Completion. This is available in the course dashboard once they have 100% completed and passed a course.

Can an employee(s) view a course in Spanish? Yes! If an employee would like to turn on Spanish Captions, they can do so by clicking on the CC in any video lesson



How can I add another employee(s) to a course? You can add new team members to a course by clicking on your dashboard, followed by the specific course, then clicking on "Add Member." From there, any number of seats can be added to purchase.

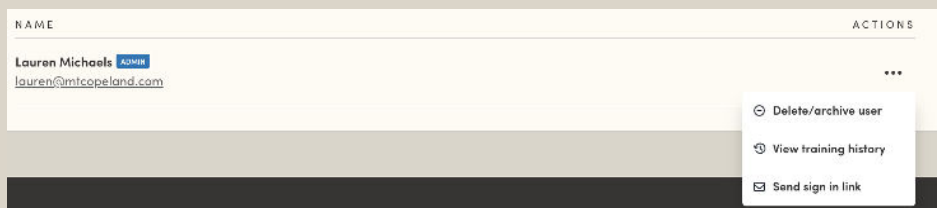
Can I check the team's progress? Yes! To check employee progress, please head to your dashboard, click on an individual course, then click on "View Progress Report" to see how the team is doing with the material. Or, you can head to your dashboard, click on an individual course, then click on the three dots by any employee name and view an individual's training history. You will see view and completion rate, along with course enrollment and last login activity. To note, we do not provide assessment (quiz or exam) results at this time. You can also download reports as a CSV file along the way.



What happens when an employee leaves our company? You can delete this employee(s) from their seat in your corporate account. When you click into any course, just click on the three dots to the right of any name and you can delete an individual. Once deleted, their history will no longer be available to use.

I need to replace an employee's email address. How can I do this? When you click into any course from your dashboard, just click on the three dots to the right of any name, then delete and re-add the employee into their seat. Please note that an employee's learning history will be associated with the previous email address, so when adding in a new address, you will no longer be able to view their past progress. Once re-enrolled, an employee will receive an automatic email from MT Copeland shortly after with login details. *(Please let the employee(s) know to check their spam or junk folder, just in case the email does not appear at the top of their inbox)*

Our employee lost their password. How do I send them a new one? When you click into any course from your dashboard, just click on the three dots to the right of any name, then "send sign-in link." and the individual will receive an automatic password reset email from MT Copeland shortly after with details. *(Please let the employee(s) know to check their spam or junk folder, just in case the email does not appear at the top of their inbox)*



Do you provide certificates of completion? Yes, if a learner completes a course and scores over 70% on the assessment at the end of the course, they'll automatically receive a certificate of completion with their name on it.

What happens if someone fails an assessment? Can they retake the course? Yes, they can take the course or the assessment again to attempt to achieve a passing score.

How many times can I retake a course? You can retake a course as many times as you'd like, or watch individual videos as many times as you'd like, as long as you have access to the course.

What's included in the monthly subscription? Our monthly all-access subscription includes over 30 courses that you'll have access to as long as you continue to pay for the subscription month-to-month. For a complete list of the courses included, go here: <https://mtcopeland.com/courses/monthly-access/>

Can I purchase additional new courses in my team account? You can purchase additional courses for a team account, with the requirement of at least 2 members/course.