

HIPAA Enforcement Training for State Attorneys General



FAQ Guide

Unable to View Course Modules

If you are experiencing problems viewing the course, ensure that you have Adobe Flash Player version 9 or higher installed on your system.

Select the link below to visit the Adobe web site to download Adobe Flash Player.



Adobe Flash Player

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

Unable to Open PDF reference files

If you are experiencing problems accessing the PDF reference files, ensure that you have Adobe Reader installed on your system.

Select the link below to visit the Adobe web site to download Adobe Reader.



Adobe Acrobat Reader

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

I loaded the CD but it did not start automatically

If you load the CD and it does not start automatically, go to the CD directory and select the **"START COURSE.exe"**.

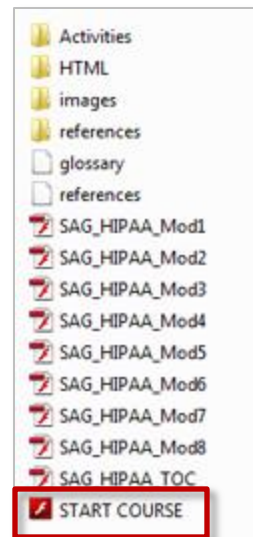


Figure 1

How to Load the Course to Your Hard Drive or Shared Directory

If you would like to run the course from your hard drive or load it on a shared drive for access by multiple users, open the CD on your computer and select the HTML directory (Figure 2).

Open the HTML directory and select all the files and folders, copy all the files to a single folder on your system or shared directory (Figure 3).

Select “**SAG_HIPAA_Intro.html**” to launch the course from your system or shared drive.

MAC USERS ONLY: To view this course, you will need to load the course to your hard drive or a shared directory.

NOTE: Please ensure that the directory structure remains intact when files are loaded in a new location, and all files are located in one folder.

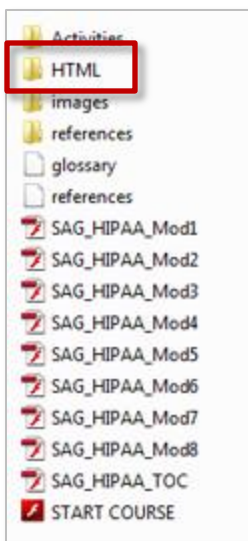


Figure 2 – Main Directory

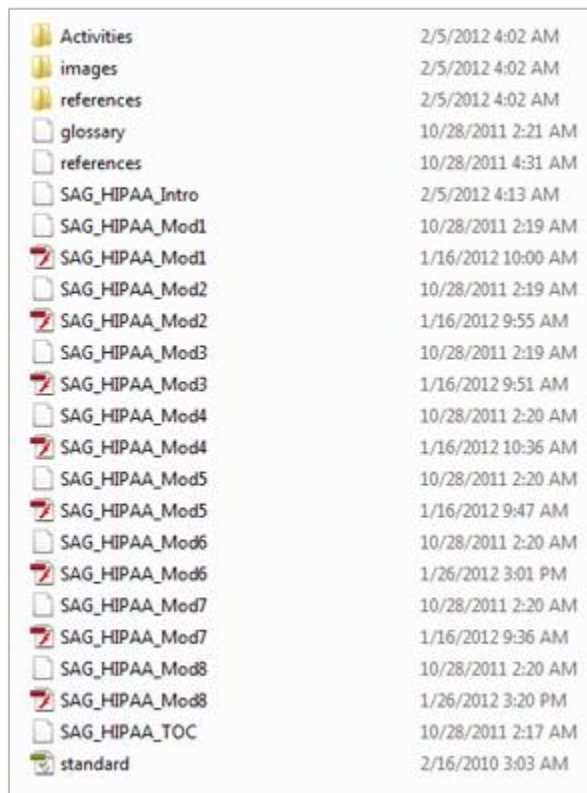


Figure 3 – Individual Files Locates in the HTML Directory

I previously viewed a module and would like to access only that module

If you have previously viewed the course and want to access a specific module, you can open any module in the course by selecting the “**SAG_HIPAA_TOC.html**” in the HTML directory or the “**SAG_HIPAA_TOC.swf**” in the main directory. You can launch specific modules from either of these files.

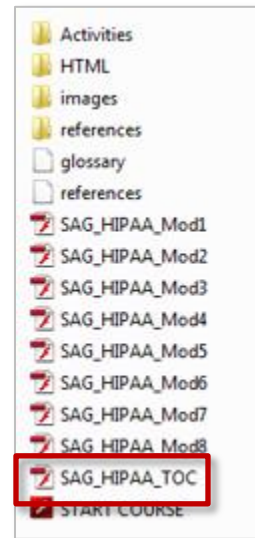


Figure 6