



NAVIGATION INSTRUCTIONS

The course is designed to be compatible with all browsers and mobile devices. Should you have trouble accessing the course, please call (312) 363-6210.

OVERVIEW OF THE PLAYER

The screenshot shows a video player interface. On the left is a dark sidebar menu with a purple header containing the number '2' and the course title. Below the header, the word 'INTRODUCTION' is displayed. Underneath, there are three sections for 'Scenarios': 'Margaret Miller' with four numbered buttons (1-4), 'Sanjay Chopra' with three numbered buttons (1-3), and 'Jennifer Williams' with two numbered buttons (1-2). Below the scenarios is a purple header for 'CONCLUSION' and the text 'Page 1 of 3'. The main video area shows a woman in a business suit talking to two men at a conference table. A white callout box with a red arrow points to the first button in the Margaret Miller scenario, containing the text: “Menu” bar: Use it to view your progress through the parts of the online course. Each part is disabled until completed. Another white callout box with a red arrow points to a refresh button in the bottom right of the video player, containing the text: “Refresh” button: Use it to listen to a screen again or redo an exercise. The bottom of the video player features a blue progress bar with a play/pause button on the left, a refresh button in the middle, and a 'NEXT >' button on the right.

“Play/Pause” button: You’ll be able to play and pause the player bar by pressing this button.

“Player” bar: This will show your progress through each screen, including the dialogue and exercises.

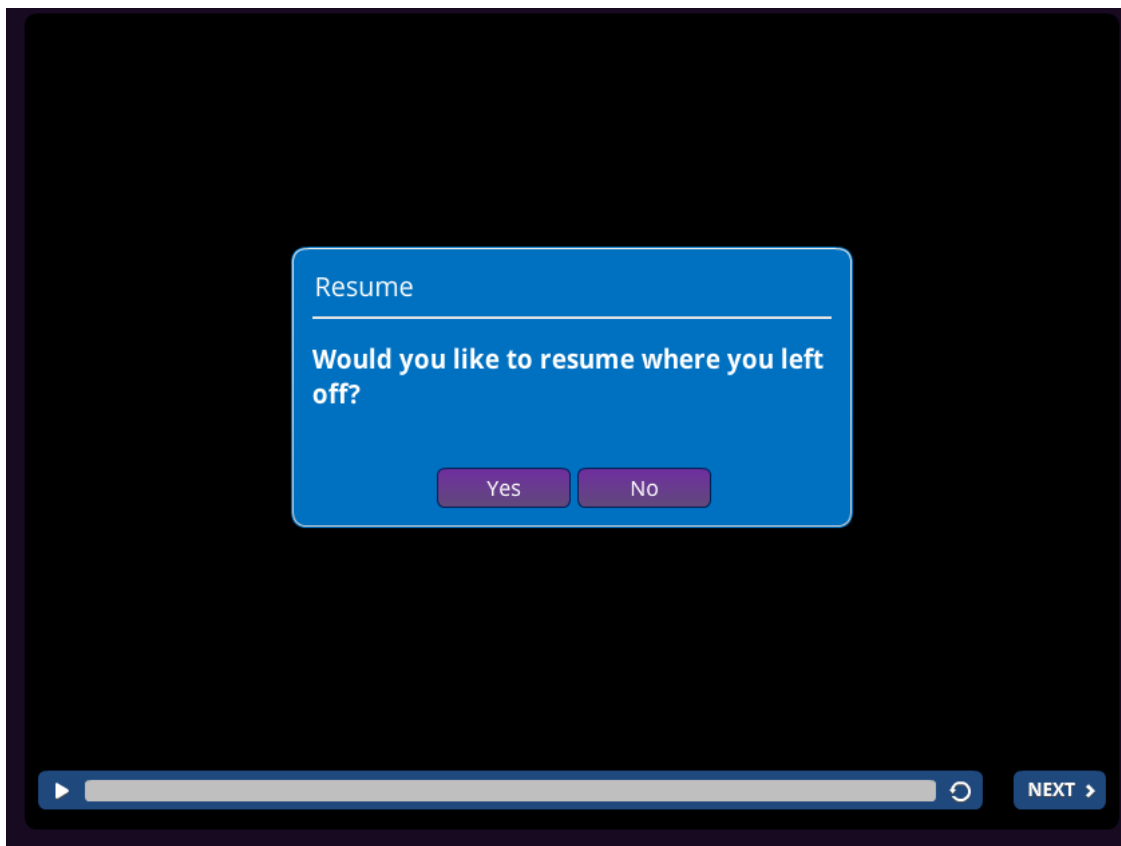
“Next” button: This will be disabled until the player bar is complete. Click on it to proceed to the next screen.

The Next button will take you to the next screen when it is enabled. For some screens, the Next button will be disabled and you will have to click on buttons such as “Continue,” “Reviewed,” “Submit,” etc. The choice of button will be clear on the screen.

RESUMING THE COURSE

In most cases, the course can be resumed after closing out your browser so long **as you reopen the course in the same browser on the same computer or device**. Your web browser also has to not automatically empty cached files upon exiting. Please note that many employers' computers use the "Empty Cache" browser setting as standard.

In the event you are able to resume the course, you will see the screen below. Select "Yes" if you wish to resume the course, or "No" if you wish to restart.



RECEIVING YOUR CLE CERTIFICATE

When you click on the "Certificate" button at the end of the course, your web browser will take you to the Feedback & CLE Credit form. If the webpage does not open, ensure your pop-up blocker is turned off. Once you complete the form, you will receive your CLE certificate via email within the next five minutes. If you do not receive your certificate, please call (312) 363-6210.