

# WHMIS FOR EVERYONE - THE ESSENTIALS CD ROM

## FREQUENTLY ASKED QUESTIONS

### **The most common problem**

REMEMBER– CLICK NEW USER THE FIRST TIME USING THIS CD

Next Time You Use It Just Enter Your Name And Password And Press Enter

### **The CD won't let me download the QuickTime™, it says that a program is running.**

Generally that means that you have older version(s) of QuickTime™, running on your computer. The CD uses QuickTime 5 and can be operated with QuickTime 6 but older versions will have to be removed. Go into Control Panel, Add and Remove Programs and remove all QuickTime versions, which could include QuickTime 32 and QuickTime 3 if you have run a program called the "Principal Problem". You will also have to do a search of your system to remove other QuickTime files not automatically removed. If you have problems, contact your IT personnel. Note: When you install QuickTime, after removing the old versions, just press enter when you are prompted to enter a serial number.

### **The CD asks for a user name and a password that is not supplied. What do I enter?**

This CD is not password protected. The user of the CD should enter their full name, as this will be the name printed on the Certificate of Completion once the quiz at the end of the CD has been answered correctly.

The password could be the users choice or better yet, you should assign one password to be used by everyone. A very small file will be stored on the workstation being used. This file allows the user to stop the program and restart it at a later time. The next time the user logs onto the CD on the same workstation, there will be a prompt asking if they wish to start at the beginning or where they left off. **E.g. User Name: Tracy Byng**

**Password: orientation**

### **As the H&S manager, I have purchased 5 CD's to be used on 5 separate workstations.**

**How do I know who has been on each workstation and can I access a file to tell me who has completed the program and who is still working on it.**

On each workstation, a text file of user names, logins and other information has been created.

The program places the INI file into the My Documents folder. The Folder is called "ISNM\_CD". This area is not restricted and no matter what level of access you have, you can always read and write to this folder. You can print off this text file and have a list of usernames and passwords of everyone who has logged on to this CD on the specific workstation.

I would suggest that you supply the user with instructions regarding their user name and password. The user name should be his or her full name and have everyone use the same password. **The way to determine if individuals have completed the CD is to request a copy of the certificate to put in their file.**

### **My employee says he/she completed the quiz but did not print a copy. Can this be printed again?**

If you go back into the CD using his/her name and password, and advance to the quiz, the last results entered by the participant will still be there. Just press the submit button and reprint the certificate for your employee file when prompted. If the user exited after printing the quiz, the last visited page will be the congratulatory page where you can reprint the CD.

**Can we use this CD on our intranet or over the Internet?**

We designed and priced this CD to work on individual workstations and have not advertised this as net-workable. We will be investigating the cost and feasibility of this in the future.

**How many different users can log on to this CD**

When we designed this CD we specifically asked the company who produced it this exact question. The answer we received was that there is probably a limit but they did indicate that we should be comfortable stating that up to 1,000 users could use one CD but normal wear and tear on the CD could affect this number.

**Who do I contact for technical support on this product.**

If you are having problems running this CD please contact your internal IT support. The problem may be easily identifiable to someone familiar with your systems and software. If you do not have internal support or still need assistance, please contact us via email [esao@esao.on.ca](mailto:esao@esao.on.ca) or call 416-250-8005 ext 108.

**Can I loan this CD to a colleague for trial?**

Yes! We have a number of libraries around the province purchasing these CD's to put on the shelf as loaners. In the future, we will post the addresses on the web site where these CD's can be obtained on loan.

**Why won't a certificate print out after having hit the submit button?**

The software is set up in such a way that you must achieve 100% before the program allows the printing of the certificate. If the certificate doesn't print, that means you have either missed answering a question or have a question wrong. Use the arrow button to see what questions are missed or wrong, click the "**Review**" button to go back to the specific location on the CD which relates to the question and when you think you understand click the "**Back To Quiz**" button to correct your answer(s) and resubmit the quiz.

**Note: If you exit the CD with out submitting the quiz, none of your answers will be saved.**

**What is the policy if I'm not satisfied with the CD? Can it be returned for a full reimbursement?**

Just like any seller of software, we cannot accept back any opened packages. If you are in the Toronto Area, please feel free to come to our office to preview the CD. This CD is also being previewed at **ESAO client network meetings** throughout Ontario, please read the newsletter, located on our web site for future dates of these events. All of our ESAO consultants have a copy for previewing with clients. We will also be attending a number of conferences in the future where the CD can be previewed.

- May 28, 29 & 30<sup>th</sup> – ESAO 2003 Conference - Bridging the Gap
- Oct 2003 – Forum East Ottawa
- Nov 2003 – Forum North Thunder Bay

**I was told that there are files available on the CD that can be printed off. What are they and where can I find them?**

There are numerous forms that can be printed from this CD. By asking your staff to print off all forms, you can ensure that all modules and sections have been reviewed. These forms are located:

**In What We Provide Module:**

- Joint Health and Safety Committees – Page 2
  - JHSC Contact list

**In What the Law Says Module:**

- Rights – Your rights under the OHSA - Page 2
  - Sample Work Refusal Chart

**In What You Can Learn**

- Labels - WHMIS Supplier Labels Page 2
  - Consumer Symbols Poster
- Labels - WHMIS Supplier Labels Page 2
  - Sample Supplier Label
- MSDS – MSDS Information
  - Sample MSDS
- Hazard Assessment – Chemical Hazards – Page 7
  - Sample Bleach Label and Cautions
- Accident/Incident Reporting – duty to Report – Page 2
  - Sample Accident/Incident Report Form

**WHMIS Glossary**

Pull up the Glossary by clicking on a linked word or click on the icon “ABC” in the tool bar and click on the print icon in the bottom left hand corner to print off a full glossary of WHMIS Terms.

**Brain Teasers**

To reinforce the training we have also included 3 Brain Teasers to complete before the final quiz may be accessed. These are located

**In What You Can Learn**

- Labels - WHMIS Supplier Label Brain Teaser
- MSDS - MSDS Brain Teaser
- Hazard Assessment - Routes of Entry Brain Teaser

**Web links**

Also available on the CD is a Web Link (In What the Law Says) located on the right hand side of the screen, which connects you to the Provincial and Federal Occupational Health and Safety Acts Links – From this page you can click on your provincial or Federal link.

**When I click the icon to continue to the quiz a page comes up telling me that I have not completed all of the pages, how do I get to the quiz.**

This message comes up so that you can view the missing pages. We have programmed this CD to track all of the screens/pages to ensure this phase of your training is complete. You cannot get to the quiz if you have not completed all of the pages/screens.

You must click on the site map to view the pages you have missed. When the Site map comes up click on all boxes marked with a red "X" to go directly to the missed sections.

If a whole section is missed click on the first red "X" and then proceed through the CD until you complete the missing sections and all check boxes have a green checkmark. See Below.

