



Troop Cookie Manager Training

Frequently Asked Questions

Who do I call if I have trouble registering for the course in eBiz or cannot activate my LMS account?

The GSNETX help desk: 972-349-2400 x299

Who do I call if I can't activate my LMS account?

The GSNETX help desk: 972-349-2400 x299

When is live help available?

The Help Desk is available M-F 9am - 5pm. If you are unable to contact the Help Desk during business hours and would like to send an email, please email helpdesk@gsnetx.org and a member of our Help Desk team will reply to your email the next business day.

What do I do if the self-reporting system won't allow me to self-report?

Once you are logged in to eBiz, click on the "My Account" selection from the menu on the left of the screen. Scroll to the "My Positions" section near the bottom of the screen and select 2012. If the system doesn't give 2012 as an option, please contact the GSNETX help desk by email at helpdesk@gsnetx.org or by phone at 972-349-2400, x299 or 800-882-6468 opt 5. Scroll to the "My Positions" section near the bottom of the screen and select a position, and Troop, SU or Area, depending on volunteer position. Click on the Add Position button.

What do I need to complete this course?

You will need a computer with Internet access and a web browser to access the Learning Management System. We currently support Microsoft Internet Explorer, Safari, Firefox, and Chrome browsers.

What if I don't have access to a computer with internet?

You may request a Home Study CD version of this course that is compatible with both PC and MAC computers.

I have dial-up Internet. How will this affect the course?

The connection speed only affects the time it takes to download the course each time you access it. Once the course has successfully downloaded, it will run on your computer the same way it would with a higher internet connection speed. With dial-up internet, the TCM course may take over 30 minutes to load.

Is Flash Player necessary to take the course?

Yes (version 9 or later). You can download Adobe Flash [here](#).

Can I access this course on a MAC?

Yes! The system is compatible with MAC computers, but not iPad, iPhone, or iPod devices.

I click on a course after logging into the LMS and nothing happens.

Your browser may disable pop-ups by default. To run the course, you must enable pop-ups for this site.

I don't have time to do this all at once. If I leave the course before completing it, will it save my work?

Yes! Your work will automatically be saved & the course will start where you left off the next time you login.

What happens if I skip answering a question?

The course will not allow you to continue until all required elements are completed.

Can I go back to review slides after I answer a question?

Navigation is available on most but not all slides. If you are in a part of the course where the back button is disabled, continue forward until the navigation bar reappears and then open the *TABLE OF CONTENTS* to go back to the section you wish to repeat.

I had problems printing my certificate; can I go back and print it later?

Yes, the certificate is still available in the MY TRANSCRIPT page of the LMS even after completing the course. You may also save this document to your computer.

Can I review the course after I complete it?

Yes! To reference the course, log into the LMS (<http://easy.gsnetx.org>) and click on the MY TRANSCRIPT link near the top of your home page. You may re-enter a completed course at any time prior to the course expiration date. The course expiration dates are listed on the MY TRANSCRIPT page.

Who do I contact if I have questions or comments about the course content?

Your GSNETX Cookie Team and Service Unit Cookie Coordinator should be able to answer questions regarding the Cookie Program. You may email us at cookies@gsnetx.org