

Frequently Asked Questions: eCourse Ops Your Online Course Management Tool

What do I need to use the eCourseOps Online Course Management Tool?

The eCourseOps system was programmed to work with a minimum (or higher) Web browser of **Microsoft Internet Explorer 7.0, Mozilla Firefox 3.6, Apple Safari 4, Google Chrome 10**, or any other Web browser that is fully compatible with these browsers. Please be sure to update your browser to meet these standards prior to using the eCourseOps system.

In addition, you will need **Adobe Reader** installed if you wish to view and print invoices and reports from eCourseOps.


How Can I Become Familiar with the new eCourseOps Online Course Management Tool?

You can learn more about *eCourseOps* by viewing the **Webinar Link** which demonstrates the step-by step process, or select the **Take A Tour Button**, where you will get a quick overview of each area. The **Webinar Link** can be found on the landing page for *eCourseOps*. The **Take A Tour Button** can be found on your Home Page.

There is also a help document called “How to Navigate eCourseOps” found on the landing page of *eCourseOps*. To return to the landing page from your Home Page, click on the **Help** button at the top of the screen.

Managing New and Upcoming Courses


How Can I Add A New Course?

You can create a new course by selecting the **Add Course** button found in the left and right margins of your Home Page. You can also Copy an existing course by selecting the **Copy icon**  under the **Upcoming or Past Courses**. Refer to the help document *How to Navigate eCourseOps* for more direction.

How can I Reschedule a Course?

Select the course you want to reschedule and change the start and end dates; don't forget to select **Next** and **Save and Finish** to complete the process. Note the new course number provided on the confirmation page.

How Can I Cancel an Existing Course?

From your *eCourseOps* Home Page, find the course you wish to cancel and click on the red X Cancel icon  on the right side of the page. The screen will bring you to a confirmation that your course has been cancelled. You will no longer see the course in

the list of upcoming courses. (In order to cancel a past course, you must contact Course Operations at 847-460-4120 or 1-800-942-0011, or CourseOps@ena.org.)

How Can I Change Estimated Participants?

Select the course and change the number of expected participants; don't forget to select **Next** and **Save and Finish** to complete the process. A change to the expected participants will affect an early invoice for indirect fees.

How Can I Order Manuals? 🛒

1. An order can be placed from the confirmation window immediately after you schedule the course, **or**
2. An order can be placed under **Upcoming Courses**, select the **Manual Icon** 🛒 on the right side of the upcoming course, **or**
3. An order can also be placed from your Home Screen **Purchase Manuals**. If you orders manuals from this area, your order will not be directly linked to a specific course. Please use the above two options when you are ordering manuals for a specific course.

Please note that Manuals will be shipped UPS Ground once payment is received. Expedited shipping is available at your own expense.

How Can I Arrange for Expedited Shipping of the Manuals? 🛒

When ordering manuals, you will have an opportunity to select expedited shipping at your own expense. You will receive a separate invoice after the shipping charges have been calculated.

How Can I Pay for Indirect Fees? 💰

Find the course number and select the orange **Indirect Fee Icon** 💰. You can create the invoice to pay now or pay later. For those courses where early fees apply, you will receive the early price if the indirect fees are paid prior to the course start date. If indirect fees are not paid before the course, an invoice will be sent after you enter the "actual" number of students to the course, or the Summary Performance Report is received by ENA.

How Can I Pay for Fees Using my Course Credits?

On your *eCourseOps* Home Page, you can scroll down to the **Course Credits** section, or you can select **Course Credits** from the left margin to see a full listing of all available credits and credits that have already been used. The available credits can be applied to outstanding invoices or you can request a refund. In order to use your credits to pay for an invoice, or to request an invoice, please contact the ENA Finance Department at 800-900-9659.

In order to see the detail of the credit, click on the green + sign to the left of the credit memo number.

Managing Recent Orders

How can I check the status of my recent invoices for manuals and indirect fees?

From your *eCourseOps* Home Page, scroll down to **Recent Orders**, or select **Recent Orders** from the left margin, and you will be able to review all of your invoices. Select an unpaid invoice to print a copy, or to pay for it. Invoice balances must be paid in full; partial payments will not be taken. You can also print a copy of a receipt for a paid invoice in this section.

Managing Your Past Courses

How Can I Add the Actual Number of Participants and Instructors?

Under Past Courses, find the course number and enter the number of participants by selecting the **Enter Actuals** link. A message will appear to remind you that once you enter the actuals, no other changes can be made to the course.

How Can I Pay and/or Print Invoices?

From your *eCourseOps* Home Page, scroll down to **Recent Orders**, or select **Recent Orders** from the left margin. You will be able to review recent orders/invoices to pay the balance and/or print receipts.

How Can I Transfer my Course Credits or get a refund?

On your *eCourseOps* Home Page, you can scroll down to the **Course Credits** section, or you can select **Course Credits** from the left margin to see a full listing of all available credits, and credits that have already been used. The available credits can be applied to outstanding invoices or you can request a refund. In order to use your credits to pay for an invoice, please contact the ENA Finance Department at 800-900-9659.

Searching for Something?

You will be able to use the **Search Feature** to look for: **Credits, Instructors, Invoices, Past Courses, Upcoming Courses, etc.** The **Search Feature** can be located in the right margin of each topic. Simply type in your parameter, such as "PP2010" and only the ENPC provider courses you held in 2010 will appear in the list of **Past Courses**. Once you clear "PP2010" from the search area, all past courses will again appear.

Past courses

Show entries

Search:

Course Number	Date	Location	Estimated	Actuals
PP20101111-06B	11/11/2010	Steamboat Springs,CO	12	8



Also, on the actual screen, you will notice little triangles to the right of each column heading. You can click on any triangle to affect the sort of the courses shown. For instance, if you click on the triangle by date, the list of courses will sort by date order.

Miscellaneous Questions

What does the Red “Notices” Button mean on my Home Page?

You will receive notification when your ENA Membership is about to expire or your invoices are overdue. Those invoices will also be highlighted in red in the **Recent Orders** section.

How Can I Check My Course Director/Instructor Status?

At the top of your *eCourseOps* Home Page, your TNCC and/or ENPC as well as your ENA Membership status is listed. There is also a link to renew your membership.

How Can I Add A New Course Director?

All new Course Directors must register their first course through the ENA Course Operations Department. Applications can be sent via email: courseops@ena.org or by fax: 847-460-4001. Once a new course director's first course has been processed, he/she will receive an automatic email with the course number. At this time, the new Course Director will have access to *eCourseOps* and the Course Director Only section.

How Can I Add an Authorized Administrator?

From your *eCourseOps* Home Page, in the left margin, select **Authorized Admin Users**. There you will be able to add an Authorized Administrator to add courses and manage your courses and invoices for you.

How can I Purchase Manuals Not Connected to a Course?

From your *eCourseOps* Home Page, in the left margin, select **Purchase Manuals**. Manuals will be shipped UPS Ground once payment is received.

What if I don't need any scantrons or certificates for my course?

When you are adding your course, you will see a checkbox to indicate if you do not need any course materials. If you click on that checkbox, no materials will be sent for that course.

How Can I View Automatic Email Correspondence Sent From the ENA Database?

From your *eCourseOps* Home Page, in the left margin, select **Email Correspondence** where you can access course confirmations and other emails that have been sent to you automatically from the ENA database.

Who Can I contact for Online Help?

The Course Operations Department will be available during the usual ENA business hours of 8:30 a.m. through 5:00 p.m. Central Time, Monday through Friday at 847-460-4120 or 1-800-942-0011. You can also email them at courseops@ena.org. If you are emailing, please be very specific in detailing what you are trying to do so that we can understand and assist you.