



Virtual Learning FAQs

Directorship Essentials

- **How long after I begin the course will I have access?**
 - Your access to this course does not expire.
- **How long is the exam?**
 - The final exam consists of 12 multiple-choice questions.
- **What if I don't pass the assessment the first time?**
 - You can retake the final exam as many times as needed. However, each time you retake the exam, the questions will be different.
- **What is the passing score for the assessment?**
 - You must answer 9 out of 12 questions correctly to pass.
- **Can I print out the slides?**
 - There are no slides to download. However, there is an "All Resources" section at the end of the course where you can easily access all additional resources provided during the course.
- **Am I able to print out the answers/notes I've taken?**
 - During the course, you will have several opportunities to reflect on your own risk experience by typing responses to open-ended questions directly into the course module. Your responses are for your own use; no one else will see them, and they will not be stored permanently. While you cannot print out the answers to these questions, you will be able to review them all on the "Detailed summary" page at the very end of the course. If you would like to keep your responses, we recommend writing them down or typing them out elsewhere on your device, such as in a Word document.

Art of Directorship

- **How long after I begin the course will I have access?**
 - Your access to this course does not expire.
- **How long is the exam?**
 - The final exam consists of 12 multiple-choice questions.
- **What if I don't pass the assessment the first time?**
 - You can retake the final exam as many times as needed. However, each time you retake the exam, the questions will be different.
- **What is the passing score for the assessment?**
 - You must answer 9 out of 12 questions correctly to pass.
- **Can I print out the survey results?**
 - During the course, you will have several opportunities to respond to survey questions and then compare your answers with responses from NACD's recent surveys of public- and private-company directors. While you cannot print out these comparisons, you can access the referenced surveys and others on the [Analytics page](#) of NACD's website.
- **Am I able to print out the key takeaway summary?**
 - Each module of this course ends with a key takeaway and links to additional resources. The final module of the course reviews all key takeaways and lists all additional resources by module. While you cannot print out the summary of key takeaways, you can access all additional resources there or at any time using the "Resources" menu in the top-right corner of your screen.

Other

- **Are there any computer or system requirements?**

Supported Browsers: LearnUpon supports the following browsers and versions:

- Chrome Latest + Last
- Firefox Latest + Last
- Safari Latest + Last
- Internet Explorer 11
- Edge Latest + Last

Browser Settings: These are browser settings required for LearnUpon to work correctly across the above browsers:

- Cookies should be enabled in order for logins to work.

- Flash should be enabled where SCORM, Tin Can, and video have been set to playback with Flash. Where Flash is not enabled, those mediums revert to playback with HTML5.
- JavaScript should be enabled.
- Pop-up blockers can cause problems on some browsers from time to time, so if the users can add LearnUpon to their pop-up blocker exception list that would be preferable.

Operating Systems:

- Windows – Desktop: LearnUpon currently supports Windows versions 7, 8, and 10. However, there are some browser limitations, as outlined below:
 - Internet Explorer 11 will be fully supported for Windows 8 and 10
 - Internet Explorer 11 for Windows 7 will be fully supported for the foreseeable future, however, this will be further reviewed at the end of 2019.
 - Mac – Desktop: LearnUpon currently supports that last two major macOS releases.
 - Mobile/Tablet:
 - iOS – We recommend using at a minimum iOS 11.0.
 - Android – We recommend using at a minimum using Android 6.0.
- **I have additional questions that are not answered in this document. Who can I contact?**
- For additional information, contact virtual@NACDOnline.org.