



MSF BASIC RIDER COURSE ONLINE ECOURSE

System Requirements	
Operating System	Windows (7 or above)
	Mac (ver 10.5 or above)
Browser Support	Chrome
	Safari (ver. 6 or above)
	Firefox (ver. 15 or above)
	Internet Explorer (ver. 9 or above)
Internet Connection	Broadband connections are best
Display Resolution	Minimum 1024x768
Other Requirements	JavaScript
	Adobe Flash
	Printer (to print completion certificate)
	NOT compatible with iPads or other tablets
	NOT optimized mobile phones

Frequently Asked Questions

1) When I enter the eCourse, I only see a blank white page.

Is this an issue often experienced with Internet Explorer. Try to either minimize or maximize your screen. If this doesn't work, please make sure you have the latest version of Adobe Flash Player. Lastly, if neither of the above work, try another browser.

2) The eCourse does not load correctly on my iPad.

The MSF eCourse is not currently compatible with iPads or other tablets. Please use a desktop or laptop computer.

3) My completion certificate is not enabled even though I've completed the eCourse.

This occurs when the last slide of the presentation does not play through completion (until the voice-over ends). Please re-launch the eCourse and let the last slide play all the way through and try the certificate link once again.

4) My certificate is showing an incorrect date.

This occurs when the last slide of the presentation does not play through completion (until the voice-over ends). Please re-launch the eCourse and let the last slide play all the way through and try the certificate link once again.

5) I forgot my password or have locked myself out.

Please contact MSF at msfsupport@msf-usa.org or (949) 727-3227 x3158. Please include your username/email address.

6) Need further assistance?

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