

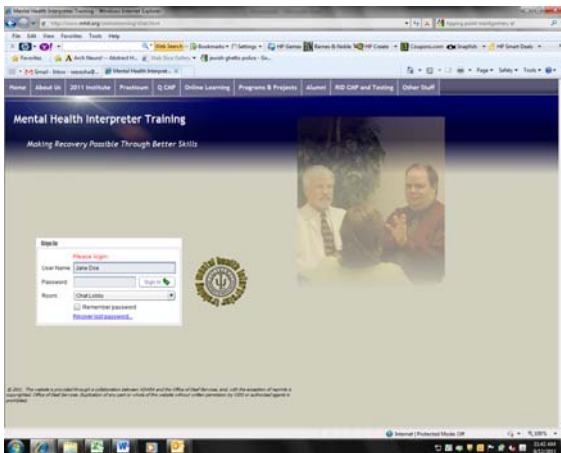
## Frequently Asked Questions for the MHIT Online Discussion Program

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### 1) Why don't I have a password?

- a) The most likely reason is that you have not registered and paid the \$25 annual fee. This fee is used to keep up the license for the software that operates our chat room and to cover expenses related to the website and maintaining RID CMP provider status. One year's fee is included in the registration costs for MHIT Interpreter Institute. Considering that you can get at least 12 contact hours a year while lounging in your PJs and bunny slippers in the comfort of your home, this is a pretty good deal.
- b) Occasionally, email gets caught in your spam filter. If you have paid your registration fee, and you haven't received your credentials, check your spam filter first and then send us an email. ([Back](#))

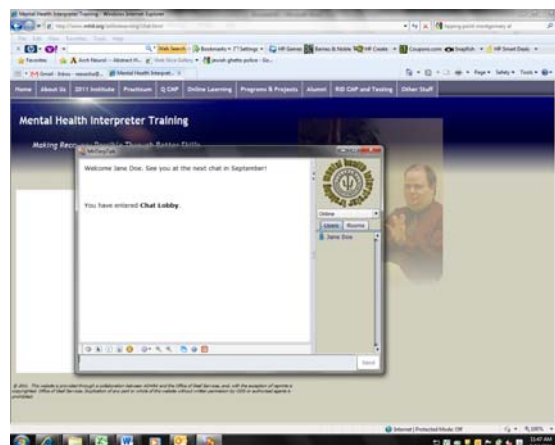
### 2) Where do I log in?

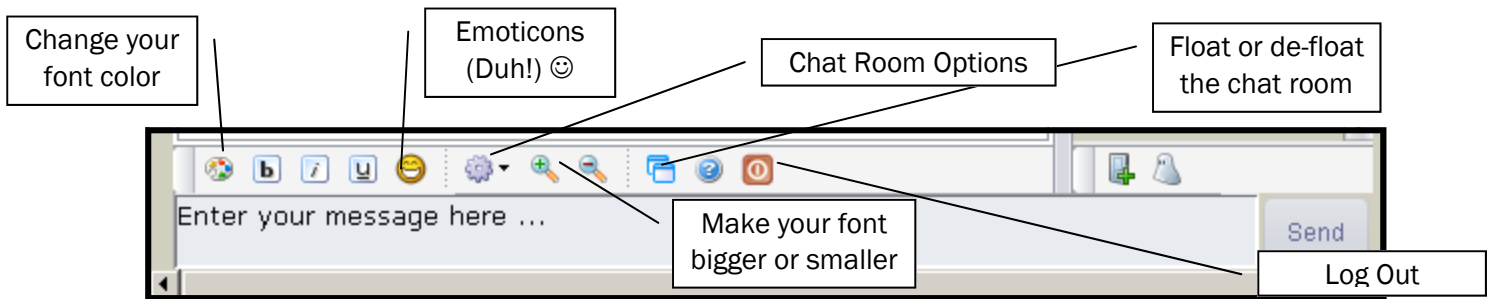


- a) There are several ways to get to the chat room. The easiest is to click on <http://mhit.org/onlinelearning/chat.html>, and then book mark it for future reference. But you can do it through the navigation tabs. Go to <http://mhit.org>, click on the "Online Learning" tab and select chat room. There is also a link inside the announcement of each online discussion.
  - i) You will see this screen. You must sign in using first and last name and your assigned password. **Warning: Password is CaSe SensiTive!**

ii) If you did it right, you will see a screen that looks like this

- b) There are many things you can do to in the chat room to "customize it." You can change the color of your font. You can change whether the room "floats" or is embedded in the webpage. You can open a new webpage by clicking on the icon in the upper right corner (especially useful if you want to follow a link somewhere). ([Back](#))





- c) You can also select your status, i.e. Online, Away, and Not Available.
- d) When you click on the logo, you will open a new web page (or tab depending on how your browser acts).

### 3) Where's the discussion???



- a) When you log in you will be in the "Chat Lobby." The actual discussions will be held in the "Lecture Hall."
- b) Click on the "Rooms" tab and select "Lecture Hall." You can double click, select the little arrow thingy on the right side or even right-click. All will work. All online discussions will be held in this area. Usually the Webmaster will be in the lobby and can assist you in moving to the lecture all but you should know how to get there.
- c) If you absolutely MUST have a side conversation, go to the "Lounge." It won't be completely private but we can more readily keep it off the transcript. Note: If you are not participating in the chat you might not be allowed CE credits.
- d) The Board Room is not accessible to participants.



### 4) I've forgotten, lost, my dog ate, my login ID and/or password!

Email [webmaster@mhit.org](mailto:webmaster@mhit.org). ([Back](#))

### 5) Why isn't it working?

- a) You are using an operating system that is more recent than MS-DOS, right? While we have not actually tested it, we think the software is backward compatible to at least Window 95. If you are using an older Operating system, you RAM (or complete and total lack thereof) is more likely to be the problem than your OS.
- b) Are you using a reasonably current version of a common browser? While our software is compatible with most commonly used browsers. We know our software works with IE, Firefox, Safari and Netscape, provided you are using a version released in the past 10 years.
- c) Do you need to update JAVA? Often problems are solved by [updating Java](#). Please don't try to do this five minutes before the chat starts! You will get frustrated as it takes time to download and install.
- d) Are you behind a firewall? Most firewalls will allow tunnel connections to this chat room, but some do not. Depending on the level of security set on the firewall, the tunnel may not connect. This is usually not something that can be solved readily as it involves talking your IT group into opening ports, something most will not do. It is usually easier to find another place to login from! ([Back](#))

**6) Can I send private messages?**

- a) Not unless you want other people to see your messages on the transcript! Most frequently, this might result in your "private message" being seen by everyone with access to the transcript. Not a good outcome!
- b) The chat program, by default, is set to block private messages except from Administrators. If you are able to send private messages, you have hacked the program and are at risk of losing access permission and/or having a very irate webmaster do nasty things to your operating system. [\(Back\)](#)

**7) Can I save the chat?**

- a) You can, but it's complicated and we will post the transcript soon after the chat anyway, so why bother? Wait and download the cleaned up transcript a few days after the discussion.
- b) By the way, all materials produced by MHIT, including the chats, are copyrighted. You can have a copy for personal use but are not permitted to pass them around to friends and/or enemies. [\(Back\)](#)

**8) Where do I find the articles?**

- a) You will be able to download the articles and supporting documents from the Online Discussion area of mhit.org website. These will be posted before and after the chat. [\(Back\)](#)

**9) My chat room login and password won't let me into the locked areas of the website.**

- a) You're right. They are separate things. [\(Back\)](#)

**10) My practicum password and log in won't let me into the chat.**

You're right. They are separate things. The good news is that a person who is in practicum status usually is a recent participant in MHIT and probably has a login ID and password for the chat. If this is you and you can find your password, see [number 3](#). [\(Back\)](#)