

Addictions Education Trouble Shooting Guide

BVBH strives to keep this course free of technological problems, but occasionally users can encounter common issues with the functioning. For assistance please email saeducation@bvbh.net or call Ashley at 402-873-5505. Please note most issues can be resolved using this trouble shooting guide.

WordPress Account


You will need to create a WordPress account to complete this course. If you did not do so during the registration process, please go to <https://wordpress.com/> and create a free user account. If you leave the course, please log back into wordpress to resume. It may also be beneficial to clear your browser cache/history if you are having difficulty remaining logged into wordpress.

Moving Forward in the Course

All lessons, quizzes, and content must be viewed/completed in order to successfully complete this course. The course will automatically pause if you open other windows.

The order of course progression is to view the content, complete any interactive videos/questions from pop up windows, take the quiz, then select next lesson. Repeat this process until all sections on the right side panel are checked and you have reached the Congratulations section. This section will guide you to a survey and provide details on how to receive your certificate.

An error message as shown below will populate if you have not fully completed the previous lesson.

 YOU DON'T HAVE ACCESS TO THIS LESSON

Please complete the prerequisites to view this lesson content.

Be sure to click the “Complete Lesson” button so that your responses and progress are saved before moving on to the next section.

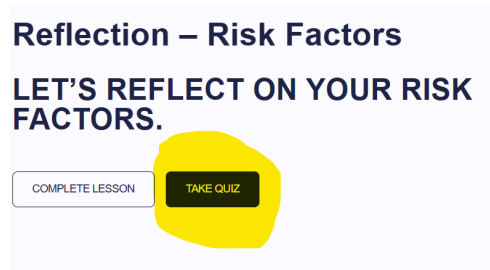
COMPLETE LESSON (1/1)

Simply click the previous lesson from the side panel to restart a section if you missed any items.

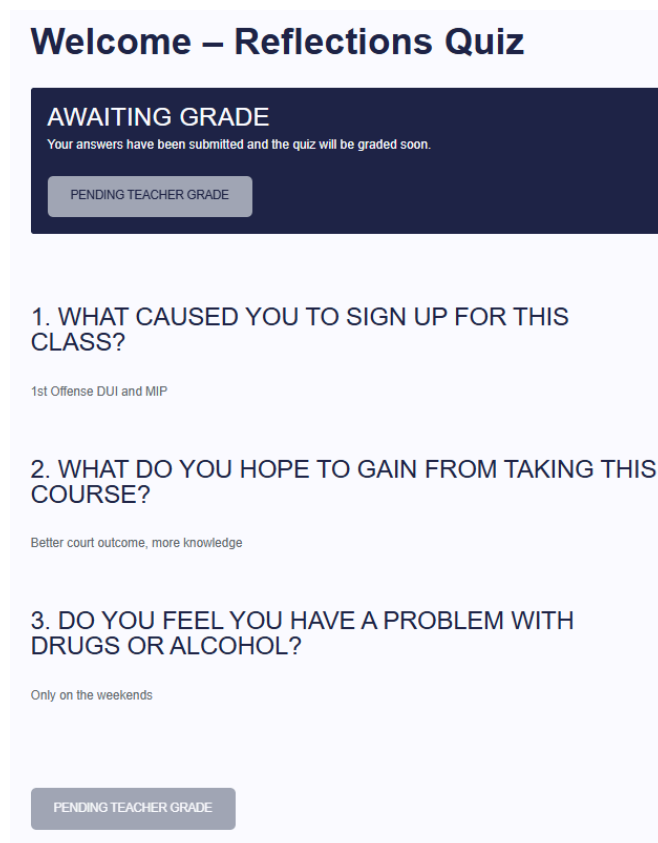
Reflections

Interactive questions are embedded throughout the course within the content of lessons and as stand-alone sections. If a quiz doesn't auto load, select "Quiz" from the side panel menu to view the quiz. Its important to take the quiz first, *then click "complete lesson" to move forward*.

Examples are shown below:



Reflections/Quizzes are not autograded. You will see a message noting grading is pending as shown below; however, **you will still be able to move forward with the course**. Grading by a licensed addictions counselor occurs after the course is finished.



To keep moving forward in the course, ensure you have clicked “complete lesson” and the next section should autoplay.

Welcome – Reflections

QUIZ COMPLETED Awaiting grade View quiz >

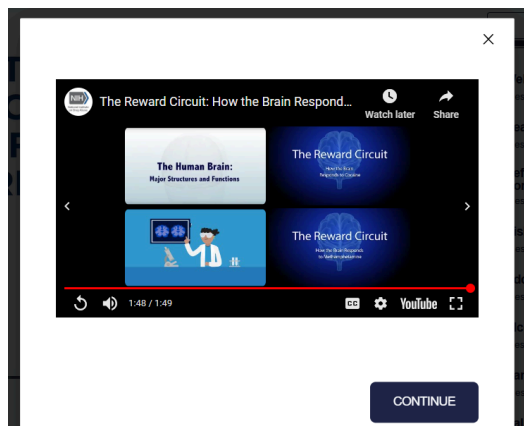
**BEFORE WE BEGIN, LET’S REFLECT
ON WHY YOU’VE ENROLLED AND
WHAT YOU HOPE TO GAIN**

COMPLETE LESSON

Imbedded Videos

There are numerous imbedded videos throughout the course. BVBH reviews the class periodically to ensure all external videos are operational; however, sometimes videos become unavailable from their hosting sites. If this is the case a video player screen will not be available. Please reach out to saeducation@bvbh.net to report unavailable videos. If a video is unavailable, simply click “Next Lesson” to move forward.

Imbedded videos are viewed through a pop up box within the course at the appropriate time within the lesson. You will need to play the video before pushing the “continue” button to move forward in the course. Video player controls are available within the media player. Be sure to click continue to move forward in course content. Often you will stay stuck on a section if you do not push continue after playing a video.



Some sections, as shown below, have multiple break points with videos and questions. The highlighted small squares indicate there is an interactive feature that will need completed in order to move forward in the course. Sections with multiple videos or activities are noted within the class; however some items do not appear until all videos are viewed.

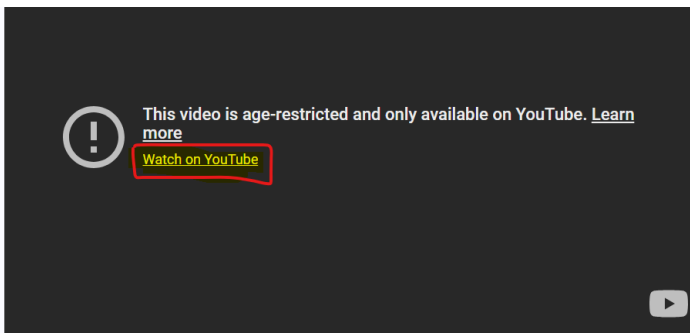
Effects of Addiction – Brain

UNDERSTANDING THE PHYSIOLOGY OF ADDICTION

- Addiction is a disease of the brain
- Dopamine is a feel good chemical naturally occurring in the brain
- Drugs activate the reward system in the brain and release synthetic dopamine
- The overstimulation of this reward creates euphoric effects
- Your brain gets used to the synthetic dopamine so it starts producing less



Additionally, some videos are age restricted which will require you to select a link to open youtube in another video.



Unable to Finish the Course

Once all items are completed, you will receive an email (within in minutes), stating the course is finished. If you do not receive this email there may be incomplete sections. If you are unable to finish the course or advance to the next lesson, please go back and ensure you have answered all questions in each section. Often questions with no responses will prevent you from successfully finishing. Double check the side panel for check marks on each lesson and verify there were no blank submissions to questions.

Definitions & Disease Concept



Disease Concept & Definitions



Reflections – Disease
Concept & Definitions

Quiz

Please reach out if there are issues with submitting responses. Your quiz may have been submitted incomplete if the section doesn't show the option to view the quiz as noted in the picture below.

QUIZ COMPLETED Awaiting grade

[View quiz >](#)

Certificates

Once you've completed all content your certificate will be emailed to the account you provided during registration within 3 business days. If there were blank submissions from questions BVBH will attempt to reach you by phone and email to rectify this issue and complete the course.