

Frequently Asked Questions

How to Register? [Here is a link](#) that will walk you through the registration process.

Why am I getting the message that my screen name has been taken?

1. Your screen name has to be unique in our database. If you haven't registered before please try adding a middle initial or number (ex. Jsmith23) to make the screen name unique in our system. The registration should then go through.

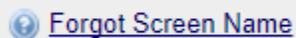
Why won't the "Save" button highlight so I can save my registration?

1. Please know that ALL fields are required in order for the "Save" button to activate.
2. Check the District/Coop field. As you type in your district/coop/agency the system should predict what you are typing below the field. You must click on the name as it displays under the box to fill the field in order for the "Save" button to activate and move forward.

Signing In

Why am I getting the "invalid information" message and unable to sign in?

1. Either your screen name or your password is incorrect. The password is case sensitive.
2. Please try resetting your password by clicking the button at the bottom of the screen

or contact Infinitec web support by calling

800.361.0270 or emailing infinitecwebsupport@ucpnet.org

Video troubleshooting

I have watch several videos and now I am getting the "No Audio" message when watching a video presentation.

1. Please try clearing the cache and cookies on your web browser and then restart the web browser. This should allow the video to play with Audio again.
2. If you are getting "No Audio" in all videos, please try re-installing Adobe FlashPlayer.

Why am I getting the Adobe Connect Sign-In page when trying to view a video presentation or take a quiz?

1. This will often happen if the website is idle after 90 minutes of being inactive. Please close the window with the Adobe Connect sign in page. Then sign out of the website and back in, this will clear the message and open the video or quiz.
2. If that doesn't work, please make sure your web browser is up-to-date.
3. If you are still getting the Adobe Connect sign in page, contact Infinitec Web Support ASAP 800.361.0270 infinitecwebsupport@ucpnet.org

Can I view the videos that open in a new window and take quizzes using my iPad, iPhone or Android device?

Yes! Apple's App Store and Google's Play Store have an app that supports Adobe FlashPlayer called Puffin. Using this app to access the www.myinfinitec.org website will allow you to use your Apple or Android handheld device to complete training modules in the Online Classroom.

How can I view and print my quiz results throughout the year?

You can access your quiz results once you are signed in by going to the Online Classroom and selecting the "Review Quiz Results" button. This will open a popup page on top of the screen.

To print your individual certificates, click the words "Certificate of Participation" to the right of each quiz result. This will open the certificate in a new window and allow you to print it.

To print your list of results, please click the words "Print My Results" located in the lower left hand side of the popup. Your printer must be set up with your computer for this to open the print menu and allow you to print the list.

Where are my results from 2 years ago?

Please note that as you retake quizzes each year the most updated quiz result will replace your old results so make sure you print your certificates as you go.