

Frequently Asked Questions

1. What is the refund policy?

“No Refund” Policy

All sales are final. There are no refunds. An overview of the course objectives is provided. Be sure to read the course objectives information before you sign up for the course.

2. What is the privacy policy?

eLearningCompass.com

PRIVACY STATEMENT

Whitby Consulting, LLC (doing business as “eLearning Compass.com”) recognizes the importance of protecting consumer privacy. We are strongly committed to protecting the privacy of your personal information and providing a safe and secure environment for our users.

This Privacy Policy describes how we use and do not use information provided to us and the steps we take to protect it.

PERSONAL INFORMATION WE COLLECT ONLINE

When you make a purchase on eLearningCompass.com, we ask for your name, address, phone number, email address and other personal information necessary to monitor and fulfill your order. For purposes of billing, you will need to provide your credit card type, number, expiration date and billing address for the card.

ACCESSING AND UPDATING USER INFORMATION

When you enroll in a paid course, you will receive an email containing your Account information. You may change saved account information at anytime. Simply enter your course using your Login ID and password, click on the Settings link, then update your new information. We will not sell, share, or rent this information to others in ways different from what is disclosed in this statement.

THE USE OF COOKIES, LOG FILES AND IP ADDRESSES

eLearningCompass uses standard "cookie" and web server logs to collect information about how our website is used. Cookies are pieces of data that a website transfers to a

visitor's hard drive for record-keeping purposes. Cookies placed on our website may be set directly by our servers or by third parties providing analytics and technical services to us. Please note that you can set your browser to refuse all cookies or to indicate when a cookie is being sent, however some portions of our website may not work properly if you refuse all cookies. A temporary cookie may also be used to record visitors who arrive on our site in response to advertisements. No personally identifiable information is stored and the cookie terminates after 30 days.

eLearningCompass also uses IP addresses to examine trends, administer the site, track user movement, and gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information.

SECURITY

This website takes every precaution to protect our users' information. When users submit sensitive information via the website, all information is protected both online and off-line.

When users are prompted to enter sensitive information (such as credit card number), that information is encrypted and is protected with the best encryption software in the industry - SSL. While on a secure page, such as our order form, the lock icon will appear in the address bar, or status bar of your web browser software.

While we use SSL encryption to protect sensitive information online, we also do everything in our power to protect user-information off-line. All of our users' information, not just the sensitive information mentioned above, is restricted in our office. Only employees who need the information to perform a specific job (for example, our billing clerk) are granted access to personally identifiable information. Finally, the servers where we store personally identifiable information are protected by industry standard technologies, including password protection and firewalls.

NOTIFICATION OF CHANGES

If we decide to change our privacy policy, we will post those changes on our Homepage so our users are always aware of what information we collect, how we use it, and under circumstances, if any, we disclose it. We will use information in accordance with the privacy policy under which the information was collected.

PRIVACY CONCERNS

If you have any concerns about the security or privacy of your personal identifiable information, please send a written inquiry or notification to:

eLearningCompass.com
c/o Whitby Consulting, LLC
3589-3 N. Shiloh # 157

Fayetteville, AR 72703

Please remember to include your postal address, e-mail address and phone number with your correspondence.

This policy is effective as of August 15, 2008

3. How long will I have access to the course?

Refer to the course overview information to determine the duration of your course access.

4. What software is required for me to be able to view the course Handouts formatted as pdf's?

An Adobe Acrobat Reader 7 is required and can be downloaded for free at <http://www.adobe.com>

5. What are the system requirements?

eLearningCompass.com strongly recommends a broadband (cable modem or DSL) Internet connection.

800 x 600 and larger monitor

Cookies enabled

Headphones or speakers for audio

The minimum software requirements for viewing the course presentations include the following:

- Flash Player 6,0,79 or later (<http://www.macromedia.com/go/getflash>)
- One of the following browsers:

Windows:

Operating System	Supported Browsers
Windows 98	Microsoft Internet Explorer 5.x, Netscape 4.7, Netscape 7.x, Firefox 1.x, AOL 8, and Opera 7.11
Windows Me	Microsoft Internet Explorer 5.5, Netscape 4.7, Netscape 7.x, Firefox 1.x, AOL 8, and Opera 7.11
Windows 2000	Microsoft Internet Explorer 5.x, Netscape 4.7, Netscape 7.x, Firefox 1.x, CompuServe 7, AOL 8, and Opera 7.11
Windows XP	Microsoft Internet Explorer 6.0, Netscape 7.x, Firefox 1.x, CompuServe 7, AOL 8, and Opera

	7.11
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Macintosh:

Operating System	Supported Browsers
Mac OS 9.x	Microsoft Internet Explorer 5.1, Netscape 4.8, Netscape 7.x, Mozilla 1.x, and Opera 6
Mac OS 10.x	Microsoft Internet Explorer 5.2, Netscape 7.x, Mozilla 1.x, AOL 7, Opera 6, and Safari 1.0 (Mac OS 10.2x or later only)

6. Can I earn college credit by taking an eLearningCompass course?

No, the courses offered by eLearningCompass cannot be taken for college credit.

7. Are the course materials mailed to me when I enroll in a course?

No. None of the eLearning Compass courses are mailed to learners. Your course materials will be accessible online.

8. I just upgraded to Adobe Flash Player 10 and now my presentations are not viewable.

A note for visitors using the latest Adobe Flash Player 10

If you have recently upgraded to the latest version of the Flash Player (Adobe Flash Player 10), you will need to follow these steps to view the presentations properly:

In Internet Explorer 6 and Internet Explorer 7 (Windows), you may view the presentations by simply closing your browser and relaunching it.

Other browsers, including Firefox (Windows and Mac) and Safari (Windows and Mac), may require you to clear your cache in order to view the updated versions of your presentations.

Steps for clearing your Firefox cache:

1. On the menu bar, select the "Tools" menu.

2. Next, Select “Clear Private Data.”
3. The Clear Private Data window will open, allowing your to select which private data you want to clear.
4. Place a check mark by “Cache” to clear the browser’s cache.

Steps for clearing your Safari Memory Cache:

Step1: Open up the Safari Web browser.

Step2: Click on the heading 'Safari' and choose 'Empty Cache' from the pull down menu. It will then ask you if you really want to delete the cache.

Step3: Click on 'Empty' if you are ready to clear Safari's memory cache.

Step4: Close and reopen the Safari Web browser.