



The State Bar of California

E-LEARNING PORTAL FREQUENTLY ASKED QUESTIONS

General FAQs

What is an e-learning portal?

An e-learning portal is a personalized website for accessing e-learning courses and other educational content.

What activities can I perform in the e-learning portal?

You can:

- View and complete courses.
- Download MCLE certificates or certifications of completion for completed courses.
- View announcements and messages.
- Generate reports.

What is a Dashboard? How can I use it?

The dashboard provides a bird's-eye view of your course availability and completion. The dashboard presents:

- New courses that have been launched recently.
- Messages: Check this section for important messages from the site administrator.

What is an Announcement?

Announcements are messages from the site administrator. Announcements can be viewed by clicking the announcement tab on the top menu. They provide updates and notices for all e-learning portal users.

How can I see the Messages section?

All messages sent by the site administrator will appear in the Messages section. Above the calendar, click the tab labeled "Message," to view messages. Click a specific message to view the full message.

What is a Learning Page?

The Learning Page organizes the courses under two tabs: To-Do and Completed. The To-Do tab lists courses that are in-progress or that you have not started. The Completed tab lists courses that you have completed.

How do I view my courses?

Click the Learning page on the top menu bar and click the To-Do tab to view all available courses. Click the Completed tab to view courses that you have completed.

Do I need to complete a course in one sitting?

No. E-learning courses can be completed on your schedule, at your own pace. Leave the course at any time and your progress will be saved until you return. Depending on the type of screen you are on when you exit, the course will resume at that point or at the beginning of the same section. Once you complete the course, you will be given access to a certificate that can be saved or printed to document course completion.

IMPORTANT: Upon returning to the course, you must answer “Yes” to the introductory question “Would you like to resume where you left off?” If you answer “No” to the introductory question, the course will be reset to the beginning and any record of your prior progress will be lost.

What reports are available for my e-learning account?

There are three types of reports:

- Overall Course Credit Report
- Classroom Course Usage Report
- Online Course Report

What is the Overall Course Credit Report? How can I display it?

The overall course credit report is a graphical representation depicting the total number of courses completed and the associated credit hours earned. To display it, select the option Overall Course Credit Report from the Reports tab.

How do I locate my MCLE Certificate or Certificate of Completion?

Go to your Learning page, and then click on the Completed tab. Once there, click the “+” icon for the course you want the certificate for. Click on the ribbon icon to view your completion certificate. Download/save a copy of the certificate for your records. The certificate will be available for only 30 days from the date of completion.

How do I log out of the e-Learning portal?

Click the **← MY STATE BAR PROFILE** button at the top right of the e-Learning Portal to log out and return to your My State Bar Profile page.

FAQs for Troubleshooting Common Issues

I am trying to complete my course but can't get the 'NEXT' button to work.

Make sure that you have completed all interactive elements on the screen. The "NEXT" button will only activate once all of the screen elements have been completed. In addition, please allow the screen seek bar to progress on its own. If you manually drag it to complete the course, the next button may not activate properly.

The course is stuck on a particular screen and won't proceed or progress from that point.

Make sure that you have completed all interactive elements on the screen. The "NEXT" button will only activate once all of the screen elements have been completed. In addition, please allow the screen seek bar to progress on its own. If you manually drag it to complete the course, the next button may not activate properly.

I have completed all of the screen elements and the course remains stuck or frozen on a particular screen.

Your device may be referring to an earlier memory cache (version) of the course and may not be refreshing correctly. Try carrying out each of these options until you resolve the issue:

1. Clear your browser's memory cache/history
2. Try using a different Internet browser. The following are optimal:

<u>Operating System</u>	<u>Browser</u>
Windows 7/10	Google Chrome
Windows 7/10	Internet Explorer 11 or above
iOS	Safari

3. Try launching the course on a different device.

I returned to complete a course and it is not resuming where I left off.

Depending on the type of screen you are on when you exit, the course will resume at that point or at the beginning of the same section. However, if this is not the case, your device may be referring to an earlier memory cache (version) of the course and may not be refreshing correctly. Try carrying out each of these options until you resolve the issue:

1. Clear your browser's memory cache/history
2. Try using a different Internet browser. The following are optimal:

<u>Operating System</u>	<u>Browser</u>
Windows 7/10	Google Chrome
Windows 7/10	Internet Explorer 11 or above
iOS	Safari

3. Try launching the course on a different device.

I completed a course but it still shows that course as “in progress” or takes me back to the beginning.

Your device may be referring to an earlier memory cache (version) of the course and may not be refreshing correctly. Try carrying out each of these options until you resolve the issue:

1. Clear your browser’s memory cache/history
2. Try using a different Internet browser. The following are optimal:

<u>Operating System</u>	<u>Browser</u>
Windows 7/10	Google Chrome
Windows 7/10	Internet Explorer 11 or above
iOS	Safari

3. Try launching the course on a different device.

I inadvertently answered “No” to the introductory question “Would you like to resume where you left off?” and the course began at the beginning. Is there something that can be done to restore my prior progress?

If you answer “No” to the introductory question “Would you like to resume where you left off?” the course is reset to the beginning and saves over the earlier copy saved for your e-Learning account. You will need to view the course again, including all screens or modules previously completed, in order to complete the course and obtain the MCLE certificate. It is not possible to reset or restore a course to a particular location as marked in a previously saved version of the course.

I just completed a course but the course does not appear on the Completed tab in the “Overall Course Credit Report”.

Although your Dashboard and Learning page update course completion in real-time, the e-learning portal does not update completion progress for the system reports in real-time. The update of the reports will likely appear in your account the day following completion.

I have tried the troubleshooting options provided but I’m still experiencing issues. Is there someone who can help me?

If you are still experiencing issues, send an email to: elearning@calbar.ca.gov. In your email, please include the following information:

- Name
- Bar Number
- Course you are experiencing issues with
- Screen title (if applicable)
- Screenshot (if applicable)
- Description of the problem

FAQs for New Attorney Training Program

When must the New Attorney Training Program courses be completed?

All nine courses must be completed within one year following your admission date, by the final date of the month in which you were admitted.

For example:

If your admission date is: 2/15/18, your completion deadline will be: 2/28/19.

If your admission date is: 3/5/18, your completion deadline will be: 3/31/19.

You can also find your completion deadline date by logging into your My State Bar Profile or in the email you received from the State Bar about this program.

Does the New Attorney Training Program apply to attorneys licensed in other jurisdictions who have been newly admitted to the State Bar of California?

Yes. All persons newly admitted to the State Bar of California are required to complete the New Attorney Training Program.

Can I take 10 hours of continuing legal education on similar topics provided by another source to satisfy the 10 hours of MCLE required by the New Attorney Training Program?

No. All persons newly admitted to the State Bar of California must take the New Attorney Training Program courses produced by the State Bar and offered through this e-learning portal.

No other courses will satisfy completion of the New Attorney Training requirement for new admittees.

For the final assessment for each course, is a passing score required in order to receive MCLE credit for the course?

No. Although there are knowledge checks and an assessment for each course, you are not required to achieve a passing score in order to receive MCLE credit. The purpose of the assessment is to provide a self-evaluation of what you have learned following the completion of this course. If you would like to improve your score, you will have the option to retake the assessment, or the course in its entirety, after completing the course.

Can I use these courses to satisfy a portion of my full MCLE requirement?

Yes. Completion of the New Attorney Training Program can be applied to your regular MCLE requirement. By completing the entire New Attorney Training Program, you will complete 10 hours of MCLE credit, including 4 hours of legal ethics, 1.5 hours on competency, and 1.5 hours on recognition and elimination of bias.

Does the New Attorney Training Program courses qualify for participatory or self-study credit?

All New Attorney Training Program courses qualify for participatory credit.

After completing a course, will I be able access the course, my completion certificate, and the resource materials for that course?

Yes, however, access to a course completion certificate and resource materials for a course that you have completed will be available for only 30 days from the date of completion.

Do I need to report my compliance to the State Bar once I have completed all courses of the New Attorney Training Program?

No. Your completion status will be captured and reported to the State Bar automatically and display on your online My State Bar Profile. However, if you are audited for compliance, you will need to provide copies of your MCLE certificates of completion as verification.

Where can I find additional information regarding MCLE requirements?

Additional information on Minimum Continuing Legal Education (MCLE) is located at the State Bar's website: <http://www.calbar.ca.gov/Attorneys/MCLE-CLE>.