



## MCME 2021 FAQ

### I'm having to complete the same portion of the module multiple times; how do I prevent this from happening?

Please note that the Paramedic Portal will time out after a designated amount of time. If you allow your session to time out, you may find that your progress within the modules does not save upon your return. Please do not allow your session to timeout. If you are unable to complete a module, please 'Log Out' of your PPO account manually. This will ensure your progress through the module has been saved and you will be able to resume your session where you left off.

*Please note:* Leaving the Paramedic Portal logged in to your account while you are away from the computer is a **major security risk**.

### Which internet browsers work best for accessing the MCME modules through PPO?

The following browsers will allow you to access the PPO and the MCME Modules:

#### **Google Chrome (*Recommended*)**

Firefox

Microsoft Edge

Safari

**Internet Explorer is NOT recommended.** Internet Explorer 11 has been replaced by Microsoft Edge and will no longer be supported by Microsoft as of June 2022:

<https://blogs.windows.com/windowsexperience/2021/05/19/the-future-of-internet-explorer-on-windows-10-is-in-microsoft-edge/>

### How do I update my browser to ensure I'm having the best user experience?

#### Updating MS Edge:

<https://support.microsoft.com/en-us/topic/microsoft-edge-update-settings-af8aaca2-1b69-4870-94fe-18822dbb7ef1>

#### Updating Chrome:

[https://www.google.ca/chrome/?brand=YKLZ&gclid=EAlaIQobChMIif6z8q\\_R8gIVBa\\_ICh3ELAmBEAAYASAAEgKd8vD\\_BwE&gclsrc=aw.ds](https://www.google.ca/chrome/?brand=YKLZ&gclid=EAlaIQobChMIif6z8q_R8gIVBa_ICh3ELAmBEAAYASAAEgKd8vD_BwE&gclsrc=aw.ds)



## Updating Firefox:

<https://support.mozilla.org/en-US/kb/update-firefox-latest-release>

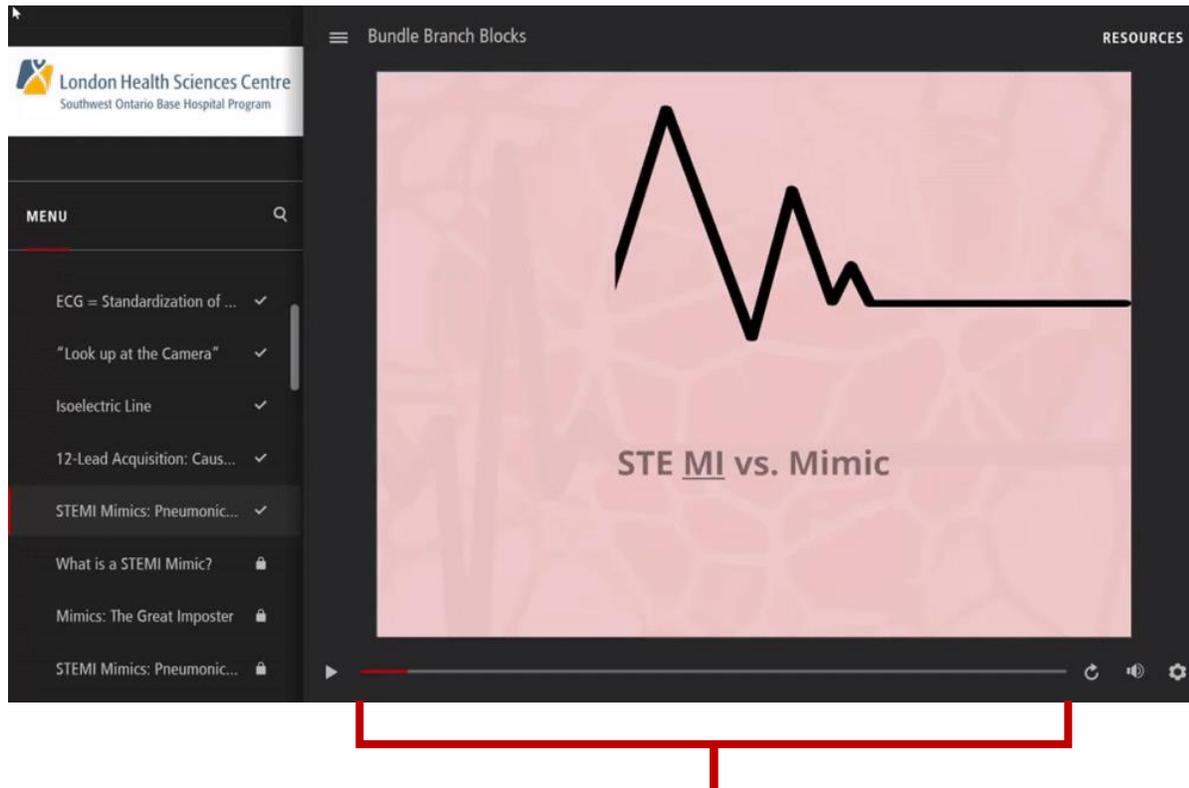
## Updating Safari:

<https://support.apple.com/en-us/HT204416>

## Am I able to rewind/fast forward the slides within each module?

Yes, once a slide has been completed it will unlock. You can view an unlocked slide at anytime and rewind/fast forward to any point in the slide by using the seek bar in the module.

Please see below:

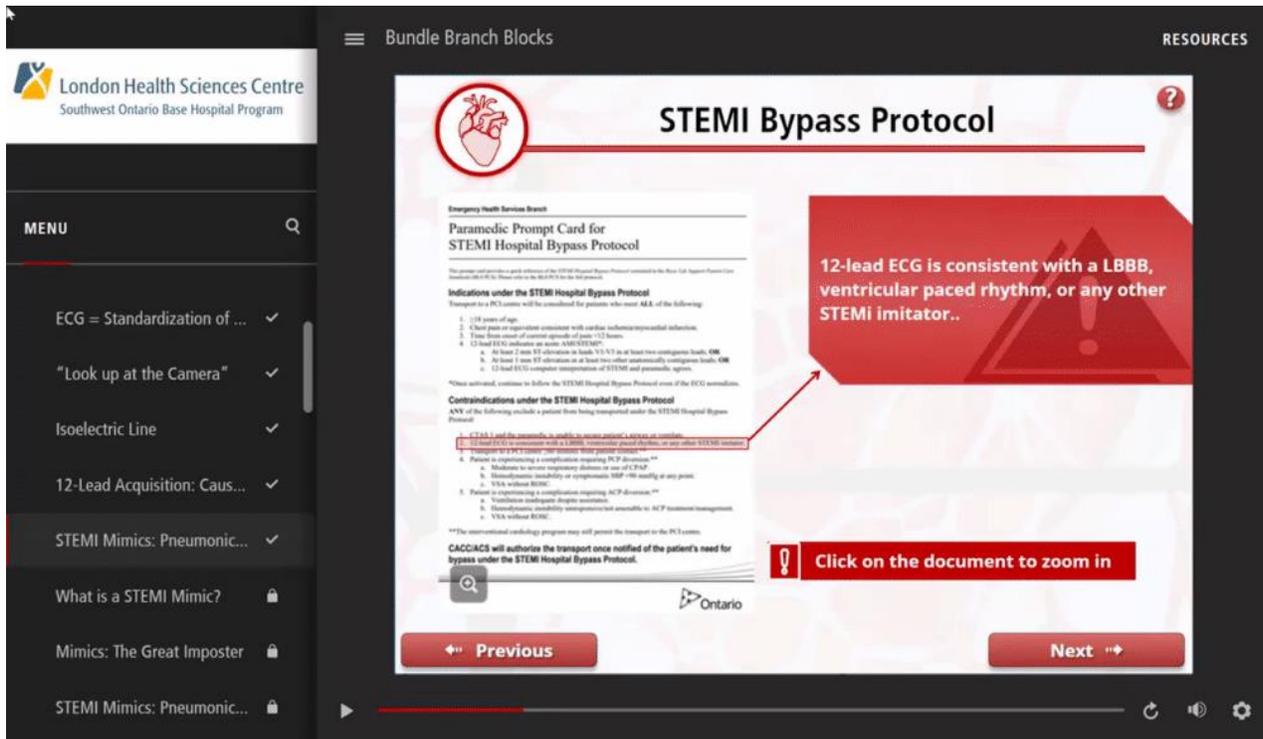


The seek bar as seen above can be used on any **unlocked slide** to view/listen to any part of that slide.

I've finished a slide, but I want to go back to review it... How do I do this?

When a slide has been completed, the lock icon beside it in the menu will turn into a checkmark. You can click on any slide title that has a checkmark beside it to view it at any point during the presentation.

Please see below:



The screenshot shows a presentation interface. On the left is a dark grey menu with the title 'MENU' and a search icon. The menu items are: 'ECG = Standardization of ...' (with a checkmark), '"Look up at the Camera"' (with a checkmark), 'Isoelectric Line' (with a checkmark), '12-Lead Acquisition: Caus...' (with a checkmark), 'STEMI Mimics: Pneumonic...' (with a checkmark), 'What is a STEMI Mimic?' (with a lock icon), 'Mimics: The Great Imposter' (with a lock icon), and 'STEMI Mimics: Pneumonic...' (with a lock icon). The main area displays a slide titled 'STEMI Bypass Protocol' with a heart icon. The slide content includes a 'Paramedic Prompt Card for STEMI Hospital Bypass Protocol' and lists 'Indications under the STEMI Hospital Bypass Protocol' and 'Contraindications under the STEMI Hospital Bypass Protocol'. A red callout box on the slide says '12-lead ECG is consistent with a LBBB, ventricular paced rhythm, or any other STEMI imitator..'. At the bottom of the slide, there is a red button that says 'Click on the document to zoom in'. The presentation controls at the bottom include 'Previous' and 'Next' buttons, a progress bar, and icons for refresh, volume, and settings.

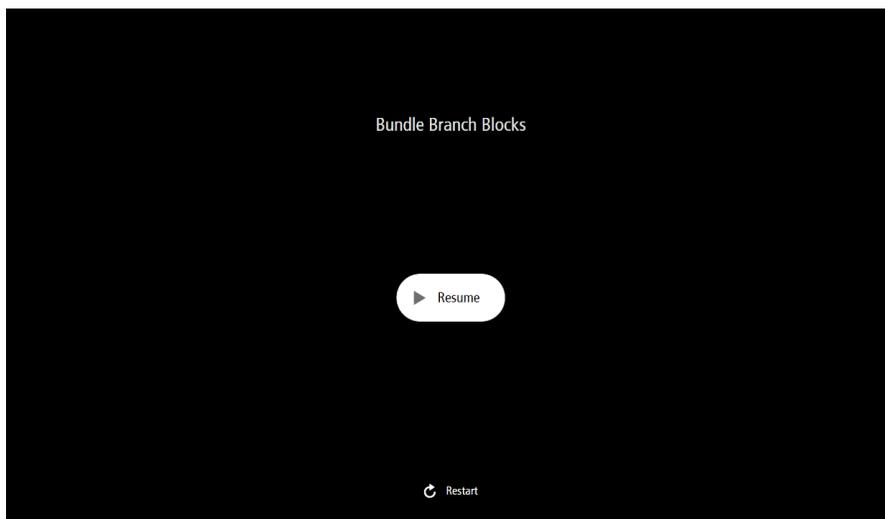


The Menu can be seen above, slides that are checked are unlocked and can be accessed at any time.

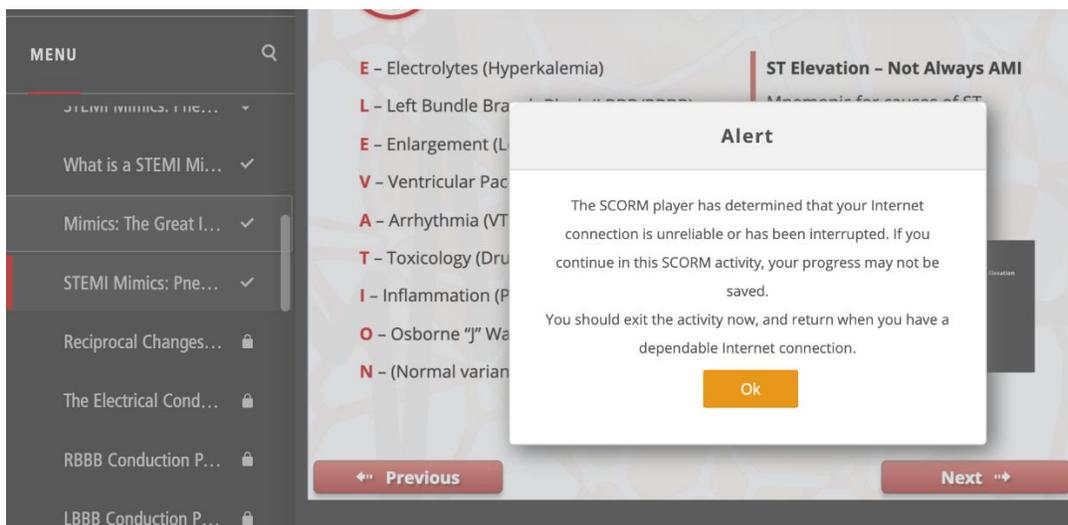
### I've received a call, how can I ensure my current progress will be saved?

You can leave the presentation at anytime by either closing your browser, or by hitting the 'Exit Activity' button in the portal.

When you leave a presentation, your progress will be saved. When you come back to the presentation you will be asked if you want to resume the presentation or restart it. Click on the RESUME button as seen below and this will bring you to the last slide that you completed, allowing you to pick back up where you left off.



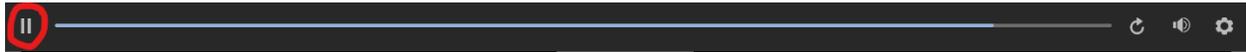
**PLEASE NOTE:** The error message shown below indicates there has been an interruption in your internet connection. Your progress through the module **MAY NOT SAVE** in this case. Please ensure you have a stable internet connection **BEFORE** attempting any of the modules.





## Am I able to pause the modules should I need to get up briefly?

Yes, the modules can be paused at anytime by clicking on the pause button to the left of the seek bar (found directly below the slides in the presentation). When you are ready to continue, simply click on the play button to proceed (see below).



## What should I do if the audio is intermittently stopping?

If you find that your audio is stopping halfway through the slide, you may be experiencing a glitch within the player. To resolve this, go to the previous slide and then hit next to go back to your current slide. This should reset the audio. If you are having persistent interruptions to the audio, please try an alternate internet browser such as:

1. **Google Chrome (Recommended)**
2. MS Edge
3. Firefox
4. Safari

## Who should I contact if I'm experiencing issues with the MCME?

If you are experiencing issues with the MCME Modules, please contact us at [paramedicportalontario@lhsc.on.ca](mailto:paramedicportalontario@lhsc.on.ca), or call us at 1-866-544-9882, Option 3