



## **Frequently Asked Questions From Students**

### **I am a return user and have forgotten my username and password. Help!**

If you think you know your username, click the “forgot password?” link (inside the username/password box for returning users).

A pop-up window will appear, type in your username and click submit and you will see your password reminder (or a message that the username has not been registered in the system).

For security reasons, your username cannot be retrieved if you have forgotten it. If you have forgotten your username, sit back and think about what you might have used for a username [pin number, nickname, etc]. If you still can’t remember, then you will have to reenter MSB as a first time user: Enter your school code (Vikings) and select a new user name and password.

### **Why am I unable to log on to the site? I get an error message when I put in my school code and select a username and password.**

If you get an error message when you put in your school code, username, and password, it may be the result of:

1) the wrong school code; 2) the wrong user name; or, 3) the wrong password.

It is likely that you have simply mistyped something.

### **I am taking an MSB course. The tools pop up says "Page Cannot Be Displayed". Why is this happening?**

If you get a message that says, “page cannot be displayed” then hit the “refresh” button on your browser. If you continue to get this page, then click the “Logout” button, close your browser completely, reopen it, and log back in. MSB will remember where you last left off in the course, and will automatically take you back there after you have logged in.

### **After passing the knowledge test and completing the satisfaction survey, I was unable to get my certificate of completion.**

#### **It sent me to an error page. Why?**

If you get an error message when you are trying to print your certificate, then hit the “back” button and click “refresh” on your browser. If you still get an error message, then click the “Logout” button, close your browser completely, reopen it, and log back in. MSB will take you back to the page of the course where you last left off. If for some reason you are taken to the homepage, then click on “Courses: Required to

be Here” on the bottom left side, and select the course that you have completed. The certificate of completion should appear for you to print.

**I have lost my certificate of completion and want to print another one out. How do I do this?**

If you know your username and password, you may print or email your certificate as many times as you like. Log into the MSB site as a return user. (Use the password reminder, if you cannot remember your password.) On the homepage, click “Courses: Required to be Here” on the bottom left side of the page. You will see a list of courses. A certificate icon will appear next to each of the courses that you have completed. Select a course that you have completed to advance directly to the certificate. Print or email the certificate from the certificate screen.

**What software applications do I need to be able to view and hear everything on the website?**

On the bottom of the homepage, you are able to download the three programs that MyStudentBody.com uses: [Adobe Acrobat Reader](#), [Macromedia Flash](#) and [RealAudio](#).

**I can't seem to see any tools or peer stories. Can you help?**

A browser plug-in is required to view our (Flash) tools and animated peer stories. If you cannot see any tools or peer stories, you probably do not have this plug-in installed on your computer. You can download the “Macromedia Shockwave Player” for free by using the link at the bottom of any MSB page or by visiting the following URL: <http://www.macromedia.com/shockwave/download>

**I failed to pass the knowledge quiz two times in a row. I want to take it again, but it won't let me. What should I do?**

The MSB course allows each student two attempts to pass the post knowledge quiz of any MSB course. Once you have taken the post knowledge quiz twice, you will receive a certificate of completion with either “PASSED” or “NOT PASSED” printed on it. If you have received a grade of “NOT PASSED” and your school mandates a passing score, you will need to go back to MSB as a first time user, and register under a new username and password, to retake the course.

**I am trying to complete the required course at MyStudentBody.com. I have read all the articles and strategies, and a checkmark appears in the box by each one, yet I can't seem to move on to the next section. What do I need to do?**

You will be automatically transitioned to the next screen once you have completed all of the course content. Take a second to run through the lists of articles, strategies and tools. Make sure each item has a checkmark in the box next

to it. If not, then complete each area that continues to display a blank box. To receive credit for each section reviewed, you must select the "Continue" button located at the bottom the article or strategy text, to return to the course outline. After reviewing tools, simply close the pop-up window. **Please note:** Hitting the back button will NOT register the piece as completed.

If a checkmark appears next to each article, strategy and tool, and you are convinced that you have read all course content, but you are still stuck then do the following: Click the "Logout" button and close your browser completely, reopen it, and log back in. MSB will remember where you last left off in the course, and will automatically take you back there after you have logged in, to continue on to the post knowledge quiz.

**I can't seem to print out the Rate Myself risk assessment feedback. What am I doing wrong?**

In order to print out your Rate Myself feedback, you need to complete the set of questions in any of the four Rate Myself areas. You will then be brought to the feedback page, where you will see a graphical display of your results at the top, and color-coded text feedback below. To print this report, select "print" on your browser and make sure your printer is connected and turned on.

If you return to MSB and want to print out a feedback report you have completed on a prior visit, click on "Rate Myself" and click on the "VIEW REPORT" icon next to the Rate Myself section you would like to print.

**Where can I get references for the content on MSB?**

All MSB content was developed with input from college students as well as experts in the field. Content is reviewed on a regular basis by our editorial staff and Advisory Board in order to keep all referenced research and statistics current. For further reading on any topic covered in MSB, click on the "references" link at the bottom of any article to find a list of related literature.

**How do I get back to the homepage?**

No matter where you are in MyStudentBody.com, you can always click on the black and white MyStudentBody.com logo at the top left of your screen. This will take you back to the MSB Lobby.

**How can I find information that relates to my school, and where I live?**

At the top right of every page of the website, you can find the EMERGENCY INFO section, which contains emergency contact information at your school. The "Alcohol State

Laws” tool in the “Trouble Brewing” section of the website contains alcohol-specific laws that you can search by state.

**I'm under 21. How do I make sure no one sees my answers about my drinking?**

All of the information you give us is completely confidential. You do not have to worry about anyone seeing it.