

# FAQ



Do you have questions about [Kin U](#) ?

Please check the following list to see if you have any of the questions outlined below.

The links below will take you to solutions that have worked for other Kin members.

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If you don't find the question and /or answer for your Kin U challenge, please email [education@kincanada.ca](mailto:education@kincanada.ca)



# F A Q



## 1 Help! I forgot my password! My password isn't working. What can I do?

Your username will be your first initial and last name (lowercase letters).

Your password is your first and last initial (capital letters) followed by your member ID number.

**Note:** If you have a "0" in your member ID, it is the number zero on your keyboard and not the letter O.

**Example:** *Karen Smith with Member ID 123456*

**Username** ksmith

**Password** KS123456

## 2 I am not able to access Kin U. I think my password is not working?

1. Ensure that you are accessing the proper URL for the site.
2. Check to make sure that you are accessing [Kin U](#) and not on [iKin](#) as there are slightly different log in details.
3. To access [Kin-U](#),

Your **username** will be your first initial and last name (lowercase letters).

Your **password** is your first and last initial (capital letters) and your member ID number.

Please note that if you have a "0" in your member ID it is the number zero on your keyboard and not the letter O.

## 3 I have a Kin MS Teams account and am not able to access Kin U

Anyone on a district team or national committee has been given access to Microsoft Teams already. Use your existing kincanada.ca account and password to login to Kin U. When you login your user name will be your first initial last name (you do not need to add @kincanada.ca on Kin U)

1. And you password will be the same as what you currently use for MS Teams (most likely your first and last initial (capital letters) and your member ID number.

We have tried to simplify processes by minimizing passwords.

## 4 I am not able to open the course. What can I do?

**Example** that may be visible on your screen:

### Course - Bullying, Violence and Abuse Prevention

It appears that popup windows are blocked, stopping this SCORM package from playing. Please check your browser settings before trying again.

[PREVIOUS ACTIVITY](#)

[Syllabus - Bullying, Violence and Abuse Prevention](#)

[NEXT ACTIVITY](#)

[Group Completion Resources for Clubs](#)

- The Kin U courses are set to open in a new window so that they can be full screen view for optimal viewing.
- Since the course opens in a new window, it is called a pop-up.
- By allowing the pop-up you will be able to see the course.

## 5 How do I allow pop-ups on Kin U?


The following instructions will guide you change your settings to allow pop-ups on Kin U.

### If you are using **Microsoft Edge**


#### Edge (Windows 10 only)

1. Click the ellipsis icon (...) in the upper right corner of your web browser, and then click **Settings**.
2. In the Advanced **settings** section, click View advanced **settings**.
3. In the Block **pop-ups** section, click the switch to Off. **Pop-ups** are now allowed.
4. To block **pop-ups** once again, click the switch to On.

### If you are using **Chrome**

By default, Google Chrome blocks pop-ups from automatically showing up on your screen. When a pop-up is blocked, the address bar will be marked Pop-up blocked .


#### Turn pop-ups on

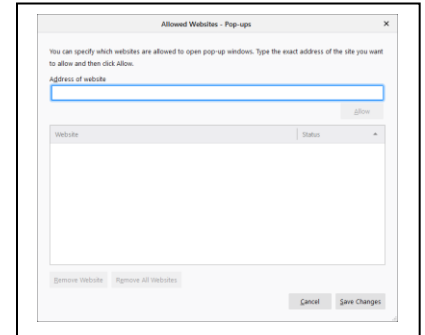
1. On your computer, open Chrome.
2. At the top right, click More  > Settings.
3. Under "Privacy and security," click Site settings.
4. Click Pop-ups and redirects.
5. Add [www.kin-u.ca](http://www.kin-u.ca) to Allow.

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To access the pop-up blocker settings on **Mozilla Firefox**:

1. Click the menu button  and select **Options**.
  - Select the Privacy & Security panel.
  - Under the **Permissions** section, uncheck the box next to **Block pop-up windows** to disable the pop-up blocker altogether.
  - A click on **Exceptions...** opens a dialog box with a list of sites that you want to allow to display pop-ups.
  - The dialog box offers you the choice to add sites:  
**Allow:** Click this to add a website ([www.kin-u.ca](http://www.kin-u.ca)) to the exceptions list.



## 6 Why do I need to allow pop-ups on Kin U?

The Kin U courses are set to open in a new window so that they can be full screen view for optimal viewing. Since the course opens in a new window, it is called a pop-up. By allowing the pop-up you will be able to see the course.

## 7 I am not sure about Cookies? Why do I need to allow them on Kin U?

Cookies are needed for Kin U, to keep track of your session on the site, and information needed for course tracking and certificates.

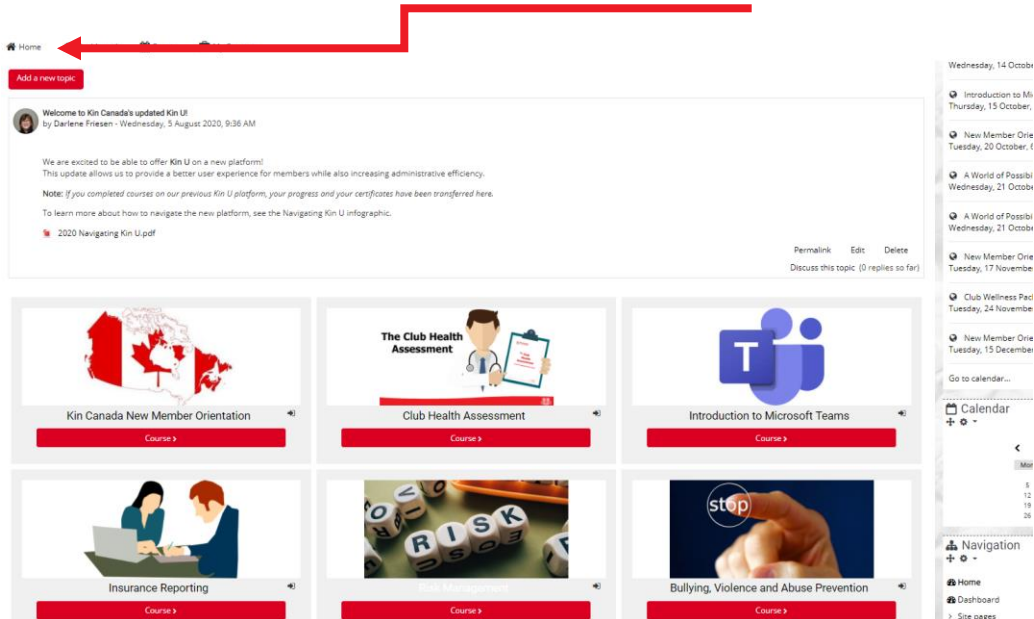
- Functionality cookies are useful for remembering your username in the login field, maintaining your session and remembering previous actions, keeping you logged in (if selected), and more.
- Preferences cookies store your preferences, such as language and text size, so that they can be remembered the next time you log in.


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## 8 How do I find the course that I want to enrol in?

Once you are logged into Kin U, you will be taken to the Home page



- On the Home page, all of the available courses can be seen by scrolling through the icons.
- By clicking on any of the course icons, you are able to select the enrol me button 
- Once enrolled, you will be taken to the course page and be able to complete the course

The courses that you have enrolled in will always be accessible to you from the Dashboard and My Course tab at the top of the page. You will be able to go back to a course and pick up where you left off and continue on in the course.

The checklist will be auto populated when all aspects of the course are complete.

### How To Use Social Media To Promote Your Club

-  [Syllabus - How To Use Social Media To Promote Your Club](#)
-  [Course - How To Use Social Media To Promote Your Club](#)

Using social media to get people's attention and build an engaged audience is becoming an essential digital skill set to keep up with one of the fastest growing industries in the world.

Social media is a fantastic way for your club to reach out to others in your community.

In this course, you will get started with the basics!

-  [Certificate - How To Use Social Media To Promote Your Club](#)
-  [Feedback - How To Use Social Media To Promote Your Club](#)

**A feedback survey will also be accessible for completion.**

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## 9 I am not able to access a Certificate when I complete the course.

Once you have completed a course, the certificate will be available in the course folder. Prior completion of course requirements, it will say it is restricted.

**Restricted** Not available unless: The activity **Course - How To Use Social Media To Promote Your Club** is marked complete

Course certificates can also be accessed under your profile as outlined in the following instructions.

A **certificate** of completion will be available when a course has been completed. It can be downloaded and/or accessed later.

Click the dropdown arrow by your username (top right corner) to view your profile and access certificates for completed courses. Click on **More** tab.

The screenshot illustrates the navigation process to access certificates. At the top right, the user's name 'Kin Learner' is displayed with a dropdown arrow. A menu is open, listing options: Dashboard, View profile, Edit profile, Grades, Preferences, Calendar, and Log out. Below this, a horizontal navigation bar contains tabs: 'About me', 'Courses', 'More', and 'Edit profile'. The 'More' tab is selected and highlighted in purple. A dropdown menu is open under 'More', listing: 'Miscellaneous', 'My certificates', 'Forum posts', 'Forum discussions', and 'Learning plans'. A red arrow points from 'My certificates' to a sample certificate. The certificate is titled 'CERTIFICATE OF COMPLETION' and states: 'This certificate acknowledges that Kin Learner has completed one of Kin Canada's educational courses Risk Management'. The date 'JAN 26, 2020' and the name 'KIN' are also visible on the certificate.