

## Frequently Asked Questions About MSB From Students

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

If you think you know your user name, click the “forgot password?” link (inside the user name/password box for returning users). A pop-up window will appear, type in your user name and click submit and you will see your password reminder (or a message that the user name has not been registered in the system).

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

If you get an error message when you put in your school code, user name, 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. Try again, and if you still can't get in:

First Time Users: A valid school code is necessary to register as a new user. Check to make sure that you are using **AQUINAS** as your school code. If you enter a user name that has already been selected, you will be asked to choose another. Remember to limit user name and password choices to 8-characters or less.

Returning Users: Use the “forgot password?” link to verify your user name and view a password reminder. A message will tell you if you are trying to use a user name that has not been registered in the system. If you cannot remember your user name (or did not enter a password reminder), select a new user name and password and use your school code (**AQUINAS**) to register again as a first time user.

### **I am taking an MSB course. On some pages, I get a pop-up screen that 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 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 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 “Take a Course” on the bottom left side, and select the course you had completed (which should have a “certificate” icon next to it). 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?**

Log into the MSB site as a return user. On the homepage, click “Take a Course” on the bottom left side of the page. You will see a list of courses. Select the course you completed, and it will bring you directly to the certificate to print it out again.

**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 am using a Mac and am unable to print the certificate. Why?**

As long as the certificate appears on your web browser, you can use the browser's built-in “Print” command (click on the top left “File” drop down menu) to print out the web page, instead of using the link on the page itself. If you cannot print your web pages using the browser's built-in print function, then the problem is a larger software or hardware issue. Please contact your school's technical [IT] department, or email us at [mystudentbody@inflexion.com](mailto:mystudentbody@inflexion.com).

**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 you need a passing score, you will need to go back to MSB as a first time user, and register under a new user name 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 the word "DONE" appears 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 the word "DONE" printed next to it. If not, then complete those areas. To complete each section, you must select the "Return to Course" button at the bottom of the page. Hitting the back button will NOT register the piece as completed.

If the word DONE appears next to each article, strategy and tool, and you are convinced that you have read all course content, but you are still stuck, do the following:

1. Close your browser completely
2. Reopen it
3. Log back in to [www.mystudentbody.com](http://www.mystudentbody.com). MSB will remember where you last left off in the course, and will automatically take you back to your last stopping point after you have logged in, to continue on to the post knowledge quiz.

If this does not work, please send an email describing the problem to [techsupport@mystudentbody.com](mailto:techsupport@mystudentbody.com).

**My sound doesn't work? How do I fix it?**

You should first check your computer to make sure your speakers are correctly hooked up and turned on. Turn your speakers up to a volume that is comfortable for you, and restart the segment that uses sound. For privacy, if you are visiting MSB from a public place like a computer lab, you may want to use headphones to listen to the audio segments

**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 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.

**Why can't I view bar graphs in the Rate Myself reports?**

If you are unable to view the bar graphs in the Rate Myself risk assessment reports or in the MSB Administrator reports, then you should first go to "Internet Options" on your browser menu ("Advanced" tab), and make sure "java script" and "java applets" are enabled [check mark is ON].

If you are still unable to see the graphs, this may be because a small number of browser versions do not have the Java plug-in, or are not set to use it. Get the free plug-in and helpful tips by visiting [www.java.com](http://www.java.com).

**I don't have a printer, so I can't print the certificate of completion. I tried to print my certificate on a friend's computer, but it didn't work.**

Javascript must be enabled on your browser in order to print the course Certificate of Completion. If you do not have a printer, cannot change your browser settings, nor find a computer that will print the certificate, you may use the online form to email the certificate to the instructor or staff member who requested it.

**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.

### **What do you mean by “personalized information”?**

Based on how you answer the questions in Rate Myself, you will receive immediate tailored feedback that is relevant to you and your lifestyle. You will also be directed to content marked with a yellow checkmark that is relevant to your behaviors.

### **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.

### **There is an alcohol-related issue that should be addressed on the website. Who should I write to?**

On the bottom of each page of the website, you will see a link to "Contact Us." You can submit your comments and suggestions there.

### **What do I do if I am still having problems?**

If you have a problem while using the site, please access the “Course Help” links at the bottom of each page. You can also go to the [STAC Counseling Services](#) webpage and open the MSB file titled “Frequently Asked Questions.”

If you are having technical problems that the links cannot help you with (pages not opening correctly, tools not working) please contact [techsupport@mystudentbody.com](mailto:techsupport@mystudentbody.com) with a description of your problem, and the steps that you took immediately prior to the problem.

If you have questions about how MSB is used on the STAC campus, please feel free to contact your **STAC 101 instructor** or **Dr. Strauchler** at [ostrauch@stac.edu](mailto:ostrauch@stac.edu).