![pennsylvania DEPARTMENT OF HUMAN SERVICES]

Medication Administration:
Student Course Access and System Restore Error
ODP Announcement 21-012

AUDIENCE:

All Interested Parties, Medication Administration Trainers, Medication Administration Students

PURPOSE:

To announce that the Medication Administration Student course is accessible, and to provide guidance to users affected by an error which occurred from January 18 to 20.

DISCUSSION

Student Course (*to Pass Medications*):

The student course webcasts and *Written Documentation* exams are now available without Adobe Flash.

- Do not make any adjustments for Adobe Flash to view the webcasts or access the exams. Adobe Flash was discontinued on December 31, 2020.

During the replacement of *Written Documentation* exams, an error was identified which required a system restore to January 18. The system restore occurred on January 20 at 4:30pm. All user progress in courses between January 18 and January 20 at 4:30pm were removed. We sincerely apologize for this error and for the inconvenience caused for users during this time period.

Trainers: We apologize if any users were created during this period; please re-create their user accounts.

Students: We apologize, lesson quizzes will need to be retaken. You may skip the webcasts that you have already viewed and do not need to rewatch those webcasts.

If you run into problems or have additional questions please contact the Medication Administration Help Desk by going to www.mahelpdesk.com.

Supporting Pennsylvanians with developmental disabilities and their families to achieve greater independence, choice, and opportunity in their lives.