

## Contents

<b>General Questions</b> .....	1
How do I request group enrollment? .....	1
Why does the facilitator have to complete the online course before being eligible? .....	1
Should each facilitator from the same organization create their own account? .....	1
What type of record keeping should I maintain for this training? .....	2
Will my staff be issued certificates of completion? .....	2
Who do I contact if I have questions? .....	2
<b>Technical Questions</b> .....	2
Can I use the same Boston University login name to register for group enrollment? .....	2
What are the technical requirements to login to the Boston University Blackboard Learning Management System? .....	2
How can I share my screen for a group training? .....	3
Can multiple people use the same Boston University login? .....	3

## General Questions

### How do I request group enrollment?

Submit the [LGBT Aging in Massachusetts Group Enrollment](#) to begin the process. Once you submit the request, you will receive an email with your next steps. Requests that meet the criteria for group enrollment will be sent a link to the group enrollment registration. Facilitators that have not completed the **LGBT Aging in Massachusetts** course will be asked to complete the course before registering for group enrollment.

### Why does the facilitator have to complete the online course before being eligible?

EOEA wants to ensure that if an organization chooses to train their staff, interns and volunteers with the group learning option that the facilitator has taken the course and is familiar with the both the content and layout of the training.

### Should each facilitator from the same organization create their own account?

If one facilitator is conducting all the group learning sessions than the organization only needs one account. If there are multiple facilitators, they each need their own account.

### What type of record keeping should I maintain for this training?

Organizations that opt to train using the group learning format for *LGBT Aging in Massachusetts* will be expected to keep a list of all who complete the training and make the list available during routine compliance reviews.

### Will my staff be issued certificates of completion?

Certificates of completion for staff, volunteers and/or interns of organizations choosing to train with the group learning format will have to print a blank version of the certificate and insert the information. Certificates from the training are tied to individual email addresses.

### Who do I contact if I have questions?

For questions about:

- group enrollments
- hosting the course in a different training platform
- in-person training
- course feedback
- eligibility
- accessibility concerns/comments

Please contact:

Allison M. Staton (pronouns: she/her/hers)  
Project Manager  
Executive Office of Elder Affairs  
[Allison.M.Staton@mass.gov](mailto:Allison.M.Staton@mass.gov)

For technical issues/concerns please [submit a tech support form](#).

## Technical Questions

Can I use the same Boston University login name to register for group enrollment?

We strongly recommend the facilitator submits the [LGBT Aging in Massachusetts Group Enrollment](#) request form using the same email address they used to complete the online course in the Boston University online course system. This way we can easily verify completion.

What are the technical requirements to login to the Boston University Blackboard Learning Management System?

To login you will need:

- A computer with [supported hardware and operating system](#)
- A [supported web browser](#)
- An [Internet connection](#) capable of supporting video

How can I share my screen for a group training?

We recommend you project the online course. We also recommend planning to include discussion about the course material to engage staff participation.

Can multiple people use the same Boston University login?

For security reasons, one account cannot be logged in to the same course from multiple devices at the same time. If everyone is planning to login independently, you should create a schedule with assigned time slots.