

FAQ - Online Learning

BCFSC Online Learning Centre - FAQ

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Computer Requirements

What kind of device can I use?

You may access your courses via a browser on a Desktop computer or mobile device such as; tablet or smart phone. Many courses have narration or sound so speakers or earphones are required.

Note: when using mobile devices, be sure to consider device screen size.

Do I need an internet connection?

Yes. To login you go to: <https://learn.bcforestsafe.org/login/index.php>

Can I use any browser?

Yes. You can access the Learning Centre via Mozilla, Firefox, Netscape, Internet Explorer, etc.) on any platform (PC, Mac, etc.) with Internet access. **However,** Firefox is the recommended Internet browser. While using other browsers you may occasionally notice problems such as embedded videos not loading or more popups to block

How do I disable pop-up blockers?

Search for instructions on how to turn them off for the specific browser you are using – instructions do change for different systems and updates.

Tips: A pop-up blocker may appear as a button on the toolbar that can be turned on and off by clicking on the button. If the button allows you to "Allow all pop-ups from learn.bcforestsafe.org", then do so. If a button does not appear on the toolbar, you may be able to disable it by looking for pop-up blockers in your browser settings under Privacy & Security.

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I could use more instruction on using the online learning center – is there another resource?

Yes! To view our video on using the online Learning center [click here](#).

Registration – Step 1

Do I have to be registered on the BCFSC Learning Center to take an online course?

Yes. If you have taken an online course before with BCFSC you are likely already registered. You can check when you go to the login page.

If you haven't taken an online course you can create an account on the Learning Center [login page](#).

Note: SAFE Companies Small employer OHS Training and BASE Internal Auditor Training must register & enrol through SAFE Companies: phone: 250-824-5183; email: safeco@bcforestsafesafe.org

Course Enrolment & Access – Step 2

How do I enrol in BCFSC online training?

There are two ways to enrol in BCFSC courses: 1. Self enrolment and 2. enrolment form sent to the BCFSC office .

1. Self-registrations can be done immediately on the BCFSC Learning Center [login page](#).
2. Complete and submit an enrollment form to BC Forest Safety via email or fax. See the [BCFSC Course List](#) page for a description of the course and the enrollment form. Once your enrollment is processed you will receive an email with your online Learning Center username and password and instructions to access the training

How long will it take for BCFSC staff to send me a username & password?

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After sending your completed form to BCFSC, it may take up to 48 hours, depending on the course you have registered for. We aim to have your login information to you within a few hours.

Note: Check your junk mail if you do not see a response within this time. You may also receive a call or email response for further information. Be sure to fill out the enrolment form completely and accurately.

Do I have to finish my course on a specific day?

Possibly. if you registered in a course through the BCFSC office or your employer or your College/University and received a specific completion date.

How long do I have access to my online course?

180 days after your enrolment date, access to the course content will expire. You may enrol again, using the current enrolment method shown on the course information on the website.

Training Service & Support

How do I contact BC Forest Safety?

Office hours are 8:00 am to 4:30 pm Monday-Friday. Our offices are closed during weekends and statutory holidays.

Toll Free: 1-877-741-1060 - Nanaimo Office Tel: 250-741-1060 - Prince George Office: **Tel:** 250-562-3215

Email: info@bcforestsafe.org