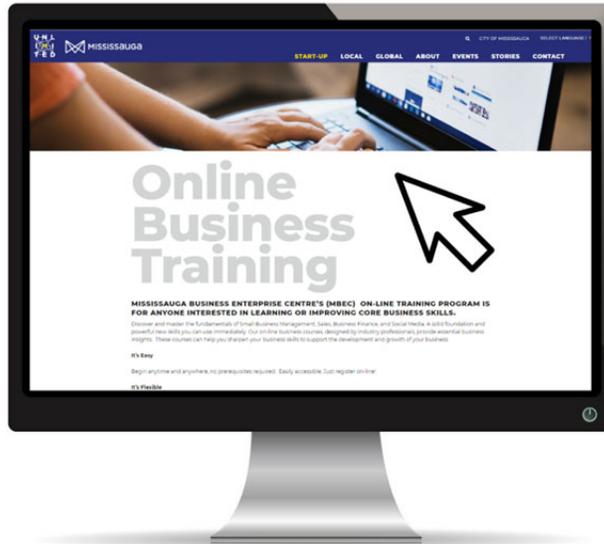


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Business training at your fingertips!

For more information, visit our website at
mississauga.ca/onlinebusinessstraining

Mississauga Business Enterprise Centre (MBEC)
Your central source for small business information, resources and guidance
905-615-4460 / mbec@mississauga.ca

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Your Online Learning Experience

MBEC's online business courses offer the opportunity to learn at your own pace with on-demand business courses designed by industry professionals. Develop sound business skills and facilitate your business to reach its full potential.

These courses are designed for:

- Anyone interested in starting or growing an established business
- Business owners and entrepreneurs who want to increase their effectiveness and leadership skills
- Business students

Choose from the following:

Small Business Management Program

Whether you are starting or growing your business, this program will provide you with the basics of marketing, finance, customer service and business management. Upon successful completion of this program you will receive a Small Business Management Certificate.

Basic Sales Courses

Sales go beyond closing the deal. To effectively generate sales leads and keep customers satisfied, there are other skills that should be developed to help support the sales process. The most successful sales people develop a wide range of sales skills which include time management, listening skills, goal setting, customer service and much more. These 11 courses will provide you and your employees with the tools to be better prepared and understand your customer so you can make those important sales.

Basic Business Finance Courses

Build a solid foundation in your small business with these two courses which will cover finance, funding, financial reporting and shareholder value which can help you with your business' financial and accounting management.

Understanding Financial Statements

This course will provide you with tools insights so that you can be better prepared and understand how you money moves within your business so that you can make those important decisions. Topics covered in this course include: Key Financial and Accounting Terminology, Ratios, and Financial Statements such as Balance Sheet, Income Statement and Cash Flow Statement.

Social Media

This course will introduce you to the world of social media and how your business can benefit. Learn the basics and different platforms of social media such as news, bookmarking, blogs, and networking, key components of a Social Media Marketing Plan and how to use social media to help you with your business' marketing and sales.

Please Note: MBEC courses are optimized to run on Windows based computers with Internet Explorer 6 or later / Firefox 3 or later and connected to the Internet. Please contact MBEC at 905-615-4460 if you experience technical difficulties.

MBEC's on-line business training courses are provided in association with VuBiz.

Registration Made Easy

Registering for a MBEC on-line course is easy and takes just a few minutes. To register for your on-line course(s), follow these three simple steps:

1. Visit mississauga.ca/onlinebusinessstraining to see a selection of our available courses.
2. Click on '**BUY NOW**' of the course you would like to select, which will take you to the course purchase page.
3. **Purchase and register** for your program or series of courses. Payments can be made by MasterCard, VISA or American Express.

That's it! Once your payment has been processed, you will receive your login information in two business days. Once you receive your login information please visit <http://www.VuBiz.com/CHaccess/MBEC> to login.

Business Program

The Mississauga Business Enterprise Centre (MBEC) offers one certificate program, the Small Business Management Program. Please find below information and a course description for this program:

Small Business Management Program Fee: \$199 for entire program

Whether you are starting or growing your business, this on-line program will introduce you to the basics of money and cash flow management, marketing, operations and key management and growth issues. These courses provide the foundation that successful business owners need.

This program offers four learning modules, with a total of 20 on-line hours of content. Each learning module contains an on-line exam. Once you achieve the passing grade of 70% for each learning module you will receive a Small Business Management Certificate.

LEARNING MODULE #1: FOCUS ON THE BASICS

How to make the most of your money. Cash is the lifeblood of your business. This module will introduce you to the importance of cash and how you need to make money work for you, your business and your customers. You will also learn marketing basics, which will guide you on how to generate customers and create cash.

Course 1 – Managing Your Cash

Cash has been described as the life blood of any business. A business may

generate profit but if it does not generate sufficient cash flow it will encounter financial difficulties. Even a business with a high level of sales will not necessarily have the cash needed for its daily operations. This course will provide you with step by step instructions for preparing a cash flow forecast that will help you to keep an eye on your cash flow and keep your business healthy. Finally, you will be provided with tips for managing your cash.

Course 2 – Financing Your Business

The challenge of raising funds can be a business owners' biggest source of frustration. In this course you will find out about the different types of financing available to small business as well as their advantages and disadvantages. You will learn how to use the Internet to research sources of financing plus some tips on how to approach lenders and investors

Course 3 - Understanding Financial Statements

Financial statements provide valuable information that guide business decisions. It is therefore essential that business owners have a good understanding of financial statements. This course provides information about the fundamentals of reading and understanding financial statements. Including how various work activities affect the financial health of an organization. The course introduces concepts, examples and knowledge that every business owner should know.

Course 4 - Marketing Basics

Marketing affects every aspect of your daily life. The products you purchase and the stores where you shop have been influenced by the advertising you see and hear. Learn about the Four P's (Product, Placement, Positioning and Price) and the influence they have on your business and your customers. This course introduces the basics of marketing and how to use marketing to obtain and retain customers.

EXAMINATION - This module concludes with an on-line exam. Once you achieve the passing grade of 70% for each module you will receive a Small Business Management Certificate. *The Focus on the Basics Module is brought to you by the Canadian Federation of Independent Business (CFIB), Scotiabank, and the Canadian Institute of Chartered Accountants (CICA).*

LEARNING MODULE #2: FOCUS ON THE CUSTOMER

How to bring people in and keep them coming back. To generate the cash necessary to keep your business operating, you need customers. This module will introduce you to key marketing concepts and guide you to understanding why people do what they do. Topics include, marketing mix, customer service, how to keep customers satisfied and how to communicate effectively with them.

Course 1 - Marketing Opportunities

In this course the process that is undertaken to seek out attractive marketing opportunities will be highlighted. You will learn to identify viable opportunities through market research analysis. Market research helps will help you to profile your potential customers, examine consumer needs, wants and buying behaviour. These combine will determine your marketing efforts.

Course 2 – The Marketing Mix

This course will teach you how each of the four Ps interact with each other and how to find the right balance of product, place (or distribution), promotion, and pricing. This result should satisfy your consumer needs and achieve your business' goals.

Course 3 – Marketing and Customer Service

In this course the six key steps in setting up an effective customer service program will be explored. You will learn how to ensure that your program addresses your customers' expectations and that it fits in with the rest of your marketing strategy.

Course 4 – Introduction to Customer Service (with Video)

How many times a day are you a customer? Are you treated with warmth, courtesy, and respect? Isn't that what you as a customer expect? Customers appreciate exceptional service. The quality of your service and your attitude of commitment and caring helps your customers feel satisfied. When they are pleased with your service they will become loyal customers. This course will help increase the professionalism of your interactions with your customers. It will also highlight the important of quality service to achieve continued success.

Course 5 – Understanding Why People Do What They Do (with Video)

How do we make spur of the moment decisions as well as the important

decisions in our lives? What do you consider when you make a decision? This course will highlight the importance of ensuring that every client interaction is a positive one. You will learn the value of positive interactions as well as how to ensure that you communicate effectively.

Course 6 – Feelings: Customer Care – Part One

“An organization must know its customers' level of expectations for these reasons: Do less than customers expect and service is bad. Do exactly what customers expect and service is good. But do more than customers anticipate, and service is perceived as superior.” - John Tschohl, Author of Achieving Excellence Through Customer Service. This course will teach you to use positive communication to build consistent quality service, how to use goal-setting to aid in providing quality service, and how to avoid negative communication with clients.

Course 7 – Understanding the Effects of Positive and Negative Communications (with Video)

Excellence in quality customer service can only be achieved through practice and hard work. This course will help you to develop effective, positive communication and listening skills.

Course 8 – Feelings: Customer Care – Part Two

This course is a continuation of Course 6 - Feelings: Customer Care – Part One

Course 9 - The Art of Satisfying Customers (with Video)

In this course you will concentrate on two other types of quality service: performance and learning. You will also learn ways of dealing with problem situations and what the concept of quality service can do for your business in the long run.

EXAMINATION - This module concludes with an on-line exam. Once you achieve the passing grade of 70% for each module you will receive a Small Business Management Certificate.

The Focus on the Customer Module is brought to you by Vubiz and Service Quality Institute (SQI).

LEARNING MODULE #3: FOCUS ON MANAGEMENT

How to work on your business and not in your business. This module will introduce you to management skills and how to recognize the traits necessary to help you take your business to the next level. Topics covered include using technology in your business, operations and policies to engage your employees.

Course 1 - Enabling the Next Generation Enterprise

Today's companies are confronting new market realities that require fundamental changes to the way you create, produce, and distribute goods and services. A Next Generation Enterprise (NGE) is a

business that has the skills and attributes to succeed in this complex new environment. This course will give you an overview of NGEs. You will learn the realities of today's business environment and the characteristics of an NGE. Finally you will learn the steps an owner must take in order to turn their business into a Next Generation Enterprise.

Course 2 - Implementing Self-Directed Work Teams (SDWTs)

Faced with intense global competition in a rapidly changing marketplace, business owners are looking for ways to reduce paperwork, increase worker motivation, and encourage continuous improvement. SDWTs are one of the breakthrough approaches that companies are using to increase motivation and productivity as well as the quality of products and services. This course will give you an introduction to the advantages and disadvantages of SDWTs. You will learn the differences between self-directed work teams and traditional work groups and the reasons for implementing SDWTs. Finally, you will learn a practical five-stage plan for successful implementation.

Course 3 - Introduction to IT Consulting

The current business environment is characterized by constant change. This is especially true of business technology. It is clear that there is a growing need for business owners to obtain the services of outside experts

to assist them in managing information technology. You will start with an overview of IT planning and its relation to the business's overall strategy. You will learn how strategy is translated into reality by your IT professionals. Finally, you will learn about the current and future trends in technology and IT management.

Course 4 - Introduction to Operations Management

Operations management is the system by which the business's efforts are transformed into results. The goal is to ensure that all required resources are made available at the right time, in the right quantity and in the right place so that the work can be accomplished most effectively.

Operations management is an essential element in effective management. This course will provide you with an introduction to operations management beginning with a brief overview of the topic's history. You will review product and process development, followed by logistics management, work management, facilities management and service operations.

Examination - This module concludes with an on-line exam. Once you achieve the passing grade of 70% for each module you will receive a Small Business Management Certificate.

The Focus on Management Module is brought to you by the Canadian Society of Management Accountants of Canada (CMA) as well as management

of information and operations courtesy of the Canadian Association of Management Consultants (CAMC).

LEARNING MODULE #4: FOCUS ON BUSINESS ISSUES

How to use rules, regulations, communication and leadership skills to grow your business.

This module will introduce you to effective leadership skills that will help with communicating with employees, the protection of your employees and customers privacy, and an introduction to international trade.

Course 1 - Primer on Privacy

All organizations that collect, use or disclose personal information in the course of a commercial activity are covered by the Personal Information Protection and Electronic Documents Act (PIPEDA). PIPEDA is Canadian law that covers the misuse of personal information. The Act has a broad scope and impacts all types of businesses. This course was developed by the Canadian Institute of Chartered Accountants to introduce privacy definitions and concepts, explain why privacy is such an important issue in Canada and around the world, review the purpose and scope of PIPEDA, and outline the responsibilities of employees with respect to privacy.

Course 2 - A Primer on International Trade

This primer introduces you to the world of international trade as seen through the eyes of the exporter. You

will learn about the export transaction with special emphasis on the export contracting process and the export contract itself. You will also learn about risks and how to manage the risks inherent in an export transaction.

Course 3 - An Introduction to International Trade

Some of the biggest challenges facing exporters are: lack of information, inadequate preparation, and poor planning. This course seeks to address these factors as a way of increasing the success rate of new exporters.

Course 4 - Effective Communication

The ability to communicate effectively is critical to success in the workplace. At work, the people you communicate with may include managers, co-workers, staff, customers, suppliers and the general public. Effective communication improves your job performance and enhances your day-to-day contact with others. In this course, you will look at three components of effective communication: listening well, expressing ourselves through talking, and being assertive.

Course 5 - Effective Leadership

Becoming an effective leader takes insight into the things that motivate employees to give their best. It also takes skill in handling the challenges of interpersonal conflict and negativity. It takes coaching skills too. An effective

leader knows how to mentor employees as they take on new projects and strive to grow professionally. In this course you will learn how to develop effective leadership skills.

Course 6 - Delegating I

Woodrow Wilson said, "I not only use all the brains I have, but all that I can borrow." He must have understood the value of delegating. To become a successful manager it is important to learn the value of delegating tasks to employees as both a time management and a skill building strategy.

Course 7 - Delegating II

In Delegating I, we looked at the fundamentals of delegating. In this course, you will learn strategies to delegate effectively and explore ways to handle delegated tasks that get stalled or successfully completed.

Examination - This module concludes with an on-line exam. Once you achieve the passing grade of 70% for each module you will receive a Small Business Management Certificate.

The Focus on Business Issues Module is brought to you by the Canadian Institute of Chartered Accountants (CICA), work skills from Vubiz, and international trade from Export Development Canada (EDC) and the Forum for International Trade Training (FITT).

D) Business Courses

The Mississauga Business Enterprise Centre offers a series of on-line courses in Basic Sales, Basic Business Finance, Understanding Financial Statements, and Social Media.

Basic Sales Courses

Fee: \$89 for 11 courses

Sales go beyond closing the deal. To effectively generate sales leads and keep customers satisfied, there are other skills that should be developed to help support the sales process. The most successful sales people develop a wide range of sales skills which include time management, listening skills, goal setting, customer service and much more. These courses will provide you and your employees with the tools to be better prepared and understand your customer so you can make those important sales.

Each course contains an on-line test. Once you achieve the passing grade of 80% for each course, you will receive a Certificate of Completion.

Course 1 - Employee Time Management

This course provides a broad overview of the importance of time management. In it you will learn how to manage your time effectively, reduce clutter and disorganization, cope with stress in a productive manner, and to help you develop concrete steps for managing your time and your employees.

Test - This course concludes with an on-line test. Once you achieve the passing grade of 80% for this course you will receive a Certificate of Completion.

Course 2 - Individual Priority Management

In this course you will learn how to define priorities. You will learn about specific techniques for setting

priorities, how priorities are ranked, how to adjust priorities, and how to remove obstacles that can block your priority achievement.

Test - This course concludes with an on-line test. Once you achieve the passing grade of 80% for this course you will receive a Certificate of Completion.

Course 3 - Customer Loyalty Improvement

This course teaches about the importance of customer loyalty and the high costs of losing customers. Learn how to identify the source of customer dissatisfaction, and explore techniques for dealing effectively with unhappy customers in a professional and helpful way.

Test – This course concludes with an on-line test. Once you achieve the passing grade of 80% for this course you will receive a Certificate of Completion.

Course 4 - Individual Listening Skills

This course emphasizes the importance of listening. You will learn how to determine your listening skills level, understand the meaning of active listening, recognize the reasons why people do not listen effectively, and identify the four distinct levels of listening.

Test – This course concludes with an on-line test. Once you achieve the passing grade of 80% for this course you will receive a Certificate of Completion.

Course 5 - Individual Anger Management

This course teaches the fundamentals of anger management. You will learn to define anger and understand why it is important, understand the difference between appropriate and inappropriate anger, identify the various responses to anger, and differentiate between emotions and the expression of emotions.

Test – This course concludes with an on-line test. Once you achieve the passing grade of 80% for this course you will receive a Certificate of Completion.

Course 6 - Individual Goal Setting

This course teaches about individual goal setting. You will learn about the nature of goals and why they are important to your business success. You will identify the three key fundamentals of effective goal setting, how to seize opportunities throughout life to set and enhance your goals, and how to recognize the difference between a wish and a goal.

Test – This course concludes with an on-line test. Once you achieve the passing grade of 80% for this course you will receive a Certificate of Completion.

Course 7 - Customer Support

This course explores elements of customer support. You will learn how to provide on-line customer satisfaction and support, understand how marketers use the internet to lower customer support cost, how personalization can benefit consumers, and understand the four main personalization systems to increase your business and customer value.

Test – This course concludes with an on-line test. Once you achieve the passing grade of 80% for this course you will receive a Certificate of Completion.

Course 8 - Individual Goal Personalization

In this course you will learn how to personalize and establish clear goals, how to take ownership of your internal and external goals, adopt positive words, phrases, statements, and

practices that will help you to achieve your personal goals.

Test – This course concludes with an on-line test. Once you achieve the passing grade of 80% for this course you will receive a Certificate of Completion.

Course 9 - Individual Goals and Challenges

Building upon what you learned in Individual Goal Personalization, this course provides you with valuable tools for setting, pursuing and achieving your goals. You will learn how to deal with challenges when producing a timeline for achieving your goals, how to enhance the speed and efficiency with which you pursue and achieve goals and adopt a proven easy to use format for committing your goals to paper.

Test – This course concludes with an on-line test. Once you achieve the passing grade of 80% for this course you will receive a Certificate of Completion.

Course 10 - Individual Goal Contract

Building upon what you learned in Individual Goals and Challenges, this course will show you how to develop effective self-initiated goal contracts

that reinforce your efforts to help you achieve the results you want. You will also learn how to strengthen your commitment to goal achievement by sharing your contract with a spouse, significant other, co-worker, friend, or relative, and how to establish deadlines and learn how to make them work for you and your business.

Test – This course concludes with an on-line test. Once you achieve the passing grade of 80% for this course you will receive a Certificate of Completion.

Course 11 - Customer Support On-line

This course is design to teach you the importance of interaction between individuals and internet marketers. It will also help you to understand the difficult and challenging environment that the internet can be for users. You will also be taught how to identify the ways in which consumers on-line behaviour differs from their behaviour in the real world.

Test – This course concludes with an online test. Once you achieve the passing grade of 80% for this course you will receive a Certificate of Completion.

Basic Business Finance Courses

Fee: \$89 for two courses

Learn the fundamentals of small business finance, funding, financial reporting and shareholder value which can help you with your business' financial and accounting management.

Each course contains an on-line test. Once you achieve the passing grade of 80% for each course, you will receive a Certificate of Completion.

Course 1 - Business Finance Basics

In this course you will learn the basic fundamentals of business finance, identify the sources and types of funding available to today's businesses along with the advantages and disadvantages of each. You will get a breakdown of the financing language by learning definitions of commonly used financial terms; recognize the contents and uses of three important financial reports including: balance sheets, income statements, and cash flow statements.

Test - This course concludes with an on-line test. Once you achieve the passing grade of 80% for this course you will receive a Certificate of Completion.

Course 2 - Shareholder Value Creation

In this course you will gain knowledge to help you understand why increasing shareholder value is the ultimate purpose of a corporation and why someone would want to invest in your business. You will learn how to identify the factors that will increase stock prices, how economic value and net cash flow are measured, and recognize why net cash flow is an important measure to the future success of your business.

Test - This course concludes with an on-line test. Once you achieve the passing grade of 80% for this course you will receive a Certificate of Completion.

Understanding Financial Statements

Fee: \$39

Financial Statements are an essential part of your business. Financial statements provide business owners valuable information that guides their decisions. This course will provide you with tools insights so that you can be better prepared and understand how you money moves within your business so that you can make those important decisions. Topics covered in this course include: Key Financial and Accounting Terminology, Ratios, and Financial Statements such as Balance Sheet, Income Statement and Cash Flow Statement.

In this one hour course, learn the primary sources of capital, recognize the contents and uses of important financial statements, explore how key metrics can help guide your decisions to enhance business success and understand key financial and accounting terminology.

Test: This course concludes with an online test. Once you achieve the passing grade of 70% for this course you will receive a Certificate of Completion.

Social Media

Fee: \$49

Whether you are starting or growing your business, social media is rapidly transforming how business and customers interact with each other. Surveys show that as much as 70% are using some form of social media and over 50% of businesses are using social media to track the image of their business or their competitors. This course will introduce you to the world of social media and how your business can benefit.

In this one hour course, learn the basics and different platforms of social media such as news, bookmarking, blogs, and networking, key components of a Social Media Marketing Plan and how to use social media to help you with your business' marketing and sales.

Test: This course concludes with an online test. Once you achieve the passing grade of 80% for this course you will receive a Certificate of Completion.

Frequently Asked Questions

Purchase/Registration

Q. How do I make my purchase in the City of Mississauga's estore?

A. To help you find your way around Mississauga's estore, please go to Mississauga estore's 'Instruction for Use' page at <http://www.mississauga.ca/portal/services/instructions> which will help you make your purchase.

Q. Once I have registered for my program/course, how do I get my login passcode?

A. You will receive your login passcode via an e-mail from MBEC staff three to seven business days after your transaction has been completed at City of Mississauga's estore. Please make sure to print out the page with your password information or write it down and keep your password in a safe place.

Q. I've paid for my course, but did not receive my login password. What do I do?

A. Login passwords are e-mailed to purchasers of our program/courses in three to seven business days from date of purchase. If you have not received your passcode in seven business days, please send an email to MBEC at mbec@mississauga.ca. Your access will then be set-up manually. Please allow a minimum two business days for turn around for a manual set-up.

Q. I've forgotten my login password. What do I do?

A. Contact mbec@mississauga.ca with the name of your course and the approximate date you purchased the course. Also, if the course was purchased under a name different than your own (i.e. not your own credit card), please let us know the credit card holder's name.

Q. I have lost my receipt. Can you help?

A. To request a receipt e-mail your name, the date of purchase and which program you purchased to mbec@mississauga.ca and our support team will reply with your receipt by e-mail.

Q. What is your refund policy?

A. No refunds will be processed unless there is a technical issue that we cannot resolve that prevents a learner from effectively studying the course. Refund requests must be received within 30 days of the date of purchase. For more information

regarding this policy, please contact MBEC at mbec@mississauga.ca .

Q. What is your privacy policy?

A. For information on the City of Mississauga’s privacy policy please visit <http://www.mississauga.ca/portal/helpfeedback/privacy>.

For more information on making your purchase on Mississauga’s estore, visit the estore’s ‘Instructions for Use’ page at <http://www.mississauga.ca/portal/services/instructions> and estore’s Frequently Asked Questions at <http://www.mississauga.ca/portal/services/faqs>

MBEC On-Line Business Training Programs/Courses

Q. Who are the courses designed for?

A. These Courses Are Designed For:

- Anyone interested in starting or growing an established business
- Business owners and entrepreneurs who want to increase their effectiveness and leadership skills
- Business students

Q: I’m only thinking of starting a business would these courses help me?

A: The most important part of the thinking phase of starting a business is the planning aspect. These courses will help provide you with the skills to develop your business plan and evaluate your business idea.

Q. Is there a limit of time on the courses I purchase?

A. You have 90 days to complete your purchase. After 90 days your login password will expire and you will be unable to access the course.

Q: How much time do I have to spend on each course?

A: While the amount of time that you dedicate to each course is ultimately up to you. You are able to proceed through the courses at your own pace and according to your schedule. However, the following are the estimated program lengths for the certificate program:

- Small Business Management Certificate: 20 on-line hours of content

The estimated program length for the Basic Sales Module is 11 hours and two hours for the Basic Finance Module.

Q. Can I extend access to a course I purchased?

A. We do not extend access to a course except under unusual circumstances. If you feel that you have exceptional reasons why you think your access should be extended past the time you're purchased, please send an e-mail outlining these reasons to mbec@mississauga.ca

Q: Is there an in-class component to these courses?

A: No. These courses are designed to be completed from the comfort of your home or office on your own schedule. If you need any help you can contact MBEC via e-mail at mbec@mississauga.ca or (905) 615-4460

Q. The exams are confusing. Can you help?

A. All exams have precise starting instructions that are important for you to read. Our exams are all multiple choice questions taken in groups of 5 questions, called "banks". When you have finished a bank you can logout and return later to continue at the next bank. i.e. if you are taking an exam and complete the first two banks (or 10 questions) and then click next to go to the page between bank pages and then sign off, when you next sign in to take the exam, your previous answers have been stored and you will start at question 11, or the 3rd bank of questions.

Here is a copy of the exam instructions:

- this exam consists of XX questions;
- you require XX% to pass and be granted an on-line certificate;
- if you do not get XX% on the first pass, you can try again X times;
- if you still do not pass, you cannot take this exam again;
- the exam presents a bank of 5 questions with no time limit;
- once a bank is presented you must answer all 5 questions;
- between banks, you may exit the exam to review content or simply sign off;
- when you the exam you will be positioned at the next bank;
- upon successful completion of this exam you will be able to print out a copy of your certificate on your local printer - keep this certificate for your reference;
- all activities are logged - please do not try to "trick" the system;
- DO NOT REFRESH ANY PAGE NOR USE YOUR BACK ARROW AT ANY TIME!

If you have any problems please contact MBEC at mbec@mississauga.ca or 905-615-4460 detailing the issue. Remember to provide the name of the course/examination.

Q. I'm having a problem printing my Certificate. Can you help?

A. You may have difficulties seeing or printing the certificate if you have a pop-up blocker enabled on your computer. Please ensure you have all pop-up blockers disabled. If you think you have disabled your pop-up blocker or don't think you have one on your computer and are still having problems please contact MBEC at mbec@mississauga.ca or 905-615-4460 detailing the issue. Remember to provide the name of the course/examination.

Q. I have lost my certificate. Can you help?

A. You can re-print your certificate by logging into the site and clicking on the Examination link. If you have already passed the exam, your certificate will appear when clicking on this link.

Technical Questions

Q. What are the minimum requirements for my PC in order to take a course?

A. MBEC courses are optimized to run on Windows based computers with Internet Explorer 6 or later / Firefox 3 or later and connected to the internet.

- Ensure you have no pop-up blockers installed
- Pentium class computer
- 300+ MHz processor
- 128 MB RAM
- SVGA monitor capable of 16-bit color and 800 x 600 screen resolution
- Sound card with speakers or headphones (some content contains multimedia)
- Adobe Flash 6 Player or later / Shockwave Player. Both players are downloadable for FREE.
- Minimum 56.6 Kbps Internet connection (High Speed cable, DSL-class or broadband access recommended)

Q. Can I use my Mac (or other computers)?

A. Newer MAC computers with a recent version of the Firefox browser will perform well. Older systems and the use of other browsers on a MAC are not supported.

Q. Do pop-up blockers cause problems?

A. Yes, they create HUGE problems. These blockers prevent pop-up windows from opening which we require for our courses and assessments. You must disable ALL pop-up blockers - i.e. ensure your browser allows pop-ups.

Q. How do I disable pop-up blockers?

A. If the Browser Test results indicate that you have a pop-up blocker problem, ensure that you have turned off ALL pop-up blockers (sometimes called banner or ad blockers) on your computer then run the Browser Test again to see if any are still causing problems.

Where do pop-up blockers come from? Very often, they are part of customized toolbars that Web companies such as Google, Yahoo! and AOL allow you to download and install in your browser. You may not even be aware that you have a pop-up blocker running on one of these toolbars. The 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 vubiz.com", then do so. If a button does not appear on the toolbar, you may be able to disable it by opening your browser, click on View, Toolbars; click on Web Features; click on the name of the toolbar you wish to disable.

You may have more than one source of pop-up blockers. The Web browser Internet Explorer itself and most security and/or virus software programs also contain pop-up blockers and they must all be turned off. Ensure that you have turned off ALL pop-up blockers then run the Browser Test again to see if any are still causing problems. How are pop-up blockers turned off? This will vary according to the source of the pop-up blocker.

You can turn off the pop-up blocker embedded in your browser (Internet Explorer, in this example) under the Tools menu. For more information regarding turning off pop-up blockers from different sources, please click on the hyperlinks below for specific information on each:

- Internet Explorer Browser
- Firefox Browser
- Google Toolbar
- Yahoo Toolbar
- Norton Internet Security or Anti Spam
- McAfee
- Ad-Aware
- AOL

Q. How do I sign in?

A. After your purchase is complete you will receive a conformation e-mail with your login password and where to sign in for your course. Once you receive your login password, go to <http://www.VuBiz.com/CHaccess/MBEC>, enter your login passcode and click 'Go'. Click on the 'My Content' tab to access the course. If you are unsure, please contact MBEC at mbec@mississauga.ca or 905-615-4460.

Q. Do I need to be connected to the Internet to take the course?

A. Yes. We sell on-line courses that can only be taken while connected to the Internet. If your connection breaks while you are signed into the course, it will automatically sign you out of the platform and you must sign in again.

Q. Why is the course asking for Shockwave/Flash?

A. Most of our courses require the Flash Player (or the Shockwave Player). These allow us to offer animation and other advanced features to enhance the learning experience. They are available for free from the Adobe website at <http://adobe.com> (Download Players).

Q. Why does my status say Not Started even though I have reviewed the course?

A. It's most likely that there some settings in your browser that are interfering with the correct tracking of your activity on our system. Please go to the link below which will bring up a Help document of all of the problems we currently know about that will interfere with our system. Please try taking the browser test at the bottom of the page and see if it pinpoints anything. If so, try to correct the problem by following the suggestions in the Help document and do the Browser Test again. If you're STILL having trouble, it's important that you run the Browser Test again and let us know the results. We need to know if you can launch a test module from the Browser Test screen and also we need to see the results that show up on the Browser Test screen - a screen capture is great if you can get one. Here is the link to the Browser Issues Help page:

<http://vubiz.com/V5/Public/BrowserIssues.html>

Q. I got a message saying I have timed out. What is happening?

A. Whenever the service can't communicate properly with your browser it will disconnect ("Time Out"). Here is a detailed list of why your browser cannot connect properly with the Vubiz service:

- You left the service unattended for 20 minutes or more.
- You have set your browser security settings too tight. The default settings are normally perfect to run the Vubiz service. If you (or your organization) have tightened them you may not be able to connect to Vubiz. These browser settings are in "Tools/Internet Options/Security" (may vary with different versions).
- You clicked your "Back button" on your browser at the wrong spot. It's best to NEVER use your browser back button!
- You have your "cookies" disabled on your browser. Ensure you set your browser to enable cookies.

- You accessed Vubiz within a "pseudo" browser, such as Outlook. To access Vubiz you must open the Internet Explorer browser and access our service from there. Pseudo browsers do not maintain connectivity with servers.
- You right clicked on a link within the site which will open that page in a new window. This is a No-No - never right click on a link as the service needs all the component frames to work properly.
- You launched the site from an invalid bookmark. You must start the service at the beginning where you signed in - you cannot bookmark the service and start from there.

Q. I'm still having problems and I haven't left my computer or clicked the back button.

A. If you are still having difficulties then contact MBEC at mbec@mississauga.com or 905-615-4460 with this information:

- Your platform (PC, Mac)
- Your operating system (Windows 2000, Windows XP, OSX, etc)
- Your browser and browser version
- (IE: internet explorer 6.0, Netscape 7.1 etc)
- Your connection type (cable, DSL, modem etc)
- Your network type (Home? Behind an office router?)

Have More Questions?

If you have any more questions or concerns, please contact MBEC at mbec@mississauga.ca or 905-615-4460.

Contact Us



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Central Library - 4th Floor
Mississauga ON L5B 3Y3

Tel: 905-615-4460

E-mail: mbec@mississauga.ca

Website: mississauga.ca/mbec

Open Monday to Friday 9:00 a.m. to 5:00 p.m.



The Mississauga Business Enterprise Centre (MBEC) is your central source for small business information, resources and guidance.

Visit us on the 4th floor of the Mississauga Central Library, online at mississauga.ca/mbec or call us at 905-615-4460.