



# Frequently Asked Questions

## How do I access FIU Connect?

To access the FIU Connect homepage, follow the link: <https://manchestercf.blackboard.com/>. Your login credentials will be provided by your course administrator. For optimal results when logging into Blackboard we suggest using the latest versions of Google Chrome or Mozilla Firefox.

## How do I access the courses?

After logging into FIU Connect, select “Courses” from the left navigation menu. This will take you to the “Current Courses” page. Select your course under “Assorted Dates” and the FIU Connect course titles will appear. Scroll through the course titles and click on a course cover image to access the material for that course: eg, *FIU CONNECT (Trade-Based Money Laundering) – TBML*. From there, browse through the course either by using the page arrow-key navigator on the right side or from the **Table of Contents** on the left side. Initially opening a course will show some or all of the following course components:

- **Course Overview**
- **Course Topics\***
- Three **computer-based training modules:**  
“Click to Launch” each module and follow the instructions provided within the module.\*
- **Digital Textbook**
- **References**
- **Glossary**
- **Knowledge Assessment**

\* Not offered in all courses.

## The course will not load. Is something wrong?

Pop-ups may be blocked. Check your browser preferences to ensure that you are not blocking pop-ups from <https://manchestercf.blackboard.com/>. Your organisation may have instituted controls that limit your access to certain websites. Check with your course administrator or IT department regarding access to external websites.

## I am having difficulties opening and clicking through the course components. Is something wrong?

When accessing FIU Connect, for the best results we recommend that you clear the cache of your browser. We also suggest using the latest versions of Google Chrome or Mozilla Firefox.

## Are courses available for download?

FIU Connect courses are updated frequently. To ensure that information provided by ManchesterCF is current and reliable, the download feature is not available. For continued access to the latest version of the courses, as well as access to future new courses, you can purchase FIS Plus: [https://www.manchestercf.com/fi\\_plus/](https://www.manchestercf.com/fi_plus/).

## I completed a computer-based training module but did not pass. Can I retake it?

The **Knowledge Checks** within the computer-based training modules do not count towards your grade. **Knowledge Checks** are designed as self-checks only. You can skip **Knowledge Checks** as they come up or even resubmit your answers until a correct response is given. The **Knowledge Assessment** for the course will determine your grade and this can be found at the end of each course within the **Table of Contents** menu.

## I did not pass the Knowledge Assessment. What can I do?

For each **Knowledge Assessment**, you are given three attempts to pass. Try again!

## How do I know if I have completed a course?

While logged in to FIU Connect, select “Grades” from the left navigation menu. Select your course and the “My Grades” page will appear. This page shows which **Knowledge Assessments** have been completed, if any. Select **Graded** along the top navigation bar to see only the courses with completed **Knowledge Assessments**. The **My Grades** page only shows the grades received for completed **Knowledge Assessments**; it does not show completed modules or completed **Knowledge Checks**. Your course grade is ultimately determined when you **Save and Submit** a completed **Knowledge Assessment**.

## I have completed 12 FIU Connect courses. How do I get a Financial Intelligence Specialist (FIS) certificate

After you have completed 12 FIU Connect courses within a one-year period and achieved a grade of 80% or higher in each course, you are eligible for the FIS designation. To obtain your certificate, email [fiuconnect@manchestercf.com](mailto:fiuconnect@manchestercf.com) to let ManchesterCF know you have achieved the designation requirements. Once your grades have been verified, you will be issued your certificate.

## I am working on achieving my FIS designation. Is there a specific order I should follow when taking the courses?

You can choose any 12 FIU Connect courses and complete them in any order you would like.

## What is a Credly badge? How do I share it on social media?

A Credly digital badge is a verifiable credential. After we confirm you have met the credential requirements, an email from Credly will be sent to you. In case you don't see it, check if the email has been routed to a spam folder or is blocked by your company's domain filters. To learn how to accept Credly badges and share them over social media, visit <https://support.credly.com/>. See all the Credly badges offered by ManchesterCF at <https://www.credly.com/organizations/manchestercf/badges>.

