

# TRAKSTAR/MINDFLASH TRAINING TUTORIAL

## How to Log in and start your program

The Laser Training Institute  
Professional Medical Education Assn  
<https://LaserTraining.org>

v2302

Once you have registered for one of our online Laser Training programs, you'll receive an email with a link that takes you to the Mindflash website with your "Course Dashboard" to get started. It's pretty intuitive and straightforward, so don't make it any more complicated than it is. It's very simple but you do have to read the instructions. The program is so intuitive that you don't really need all these advance instructions, but these help if you run into issues.

***In a nutshell..... You go to the Mindflash login page and create your own password. We have no access to that*** and cannot set it up for you. If you forget, there is a link to click about "forgetting your password" on the login page. That sends the password back to your email (not to us).

Here I'll show you a screenshot of the login process for one of our Course Series that involves many different modules. Some of our shorter courses have only one module so the process is the same but much simpler since it's only the one course module.

### **SOME POSSIBLE PROBLEMS AND ISSUES WITH CONNECTING:**

***GETTING EMAILS*** ..... Some of your emails will come from our office directly including me (Gregory Absten), and some will be automated emails coming from the Mindflash system that simply has my name on them. POTENTIAL ISSUE - if you're not getting the welcome emails check your SPAM folder. Unblock those emails from lasertraining.org AND the /TrakstarMindflash system.

### ***BAD INTERNET CONNECTIONS*** ....

***ACCESS YOUR PROGRAM 24x7 from anywhere in the world with a reliable internet connection.*** It is accessible from both Windows and MAC systems any time of the day, any day of the week. If for some reason you have a very bad internet connection, you will probably have a hard time accessing and loading the programs. You may get "buffering" error messages, or the graphic just keeps "spinning" and nothing happens. It's your connection most of the time, and not the online program itself. You can check your ping times and your upload and download rates at [www.speedtest.net](http://www.speedtest.net). If your connection is not good, you'll have to work that out with your internet provider. We can't help with that end of things. (See the link and our own connection speeds in the summary at the end of this).

### ***USE OF SMART PHONES TO TAKE THE COURSE....***

This is ***HIGHLY DISCOURAGED*** and is a gross disservice to getting the information you need. There just is not enough display area on smart phones to adequately display the material in these slides and videos. Larger screen IPADS and TABLETS are usually fine.

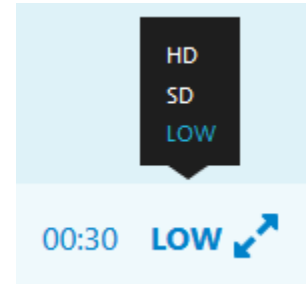
### ***CONNECTION SPEEDS AND SCREEN RESOLUTION***

When in the mindflash slide programs, at the bottom right of your screen you'll see either "HD", "SD", or

"LOW" for the resolution that you're viewing the program. "HD", or High Definition is the default setting.

If you do get a Buffering error message it will suggest that you use a lower resolution for viewing. A screenshot of that area at the bottom right of your screen is:

Also, if you do have a slow connection then do not click the diagonal arrows. That will expand it to full screen and slow you down even more. If you do have a good connection, then you can choose the "HD" viewing and even go full screen if you want.



### ***I.T. DEPARTMENTS THAT BLOCK MINDFLASH TYPES OF SITES (FLASH PLAYERS)***

Large companies or Hospitals sometimes block access to the mindflash types of sites (flash players). If this occurs, you'll either need your I.T. Dept to bypass their block for you (it's easy) to access it, or alternatively you'll need to access the program from your home or other computer connection.

### ***BROWSER ISSUES***

Sometimes the Internet Browser on your computer just does "strange" things and won't bring up the pages correctly. This doesn't happen often – usually it's an internet connection – but it does happen. The only way to troubleshoot this is just to try different browsers. This is particularly true if you contact us and we determine that the program works fine for us, and you can't find other issues on your computer that is causing it. Then try a different browser. A recent problem for one registered student on their IPAD was that the Safari browser just would not show the course correctly. They switched to Chrome for IPAD and all of their problems went away. If all else fails .... SWITCH BROWSERS. Those include Internet Explorer, Microsoft Edge, Mozilla Firefox (the one I use), Chrome, Safari, etc..

### **HOW TO GET STARTED WITH YOUR ONLINE TRAINING COURSE:**

#### **STEP ONE - RECEIVING YOUR INVITATION EMAIL FROM MINDFLASH ....**

Here's the automated email you'll receive from MINDFLASH once you're set up. It has my name on it but I never see these as they go out (they're automated – see below):

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**From: Professional Medical Education Assoc.**

Hi Gregory,

You have been enrolled in the following series of online courses, Aesthetic Laser & Light Based Procedures v14. Please click on the links below to begin. This series is required to be taken in the order shown below:

**Aesthetic Laser I, part 1 v14:**

<https://sso.m-ft.co/v64m6q6-0>

**Aesthetic Laser 1, Part 2 v14**

**Aesthetic Laser II, Part 1 v14**

**Aesthetic Laser II, Part 2 v14**

**Aesthetic Laser III v14**

**Aesthetic Laser IV, Part 1 v14**

**Aesthetic Laser IV, Part 2 v14**

**Aesthetic Laser V, Part 1 v14**

**Aesthetic Laser V, Part 2 v14**

**Aesthetic Laser V, Part 3 v14**

**Aesthetic Laser VI, Part 1 v14**

**Aesthetic Laser VI, Part 2 v14**

**Aesthetic Laser VII v14**

**Aesthetic Laser VIII, Part 1 v14**

**Aesthetic Laser VIII, Part 2 v14**

**Aesthetic Laser IX v14**

**Aesthetic Laser X, Part 1 v14**

**Aesthetic Laser X, Part 2**

**v1Aesthetic Laser XI v14**

**Aesthetic Laser XII v14**

Thanks, Gregory Absten

**Mindflash**

Easy Online Training

[www.mindflash.com](http://www.mindflash.com)

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Notice that in this course there is a series of modules to be completed. Only the first module has an active link because you must complete them one by one before it will let you advance. When you complete the prior one and go back to your course dashboard on their website, the link will be active for the next course.

**STEP 2 - FOLLOW THE LINK TO YOUR COURSE DASHBOARD and create your own Password.....**

Click on the link that is provided to you in your invitation email to go to the login page.  
(ALTERNATELY - If you trash or lose that email you can access it directly from the front page of our LaserTraining.org website by clicking on the "Trakstar Course Login" link toward the top left of the front page. Or ... that login page is located at <https://lasertraining.learn.trakstar.com/> .

**When you follow the link you'll see this first time login page:**



**Professional Medical Education Assoc.**

The Laser Training Institute: not-for-profit medical education, est. 1980

### Set a password to continue

Email: student@lasertraining.org

Please set a password in order to log in.

Password

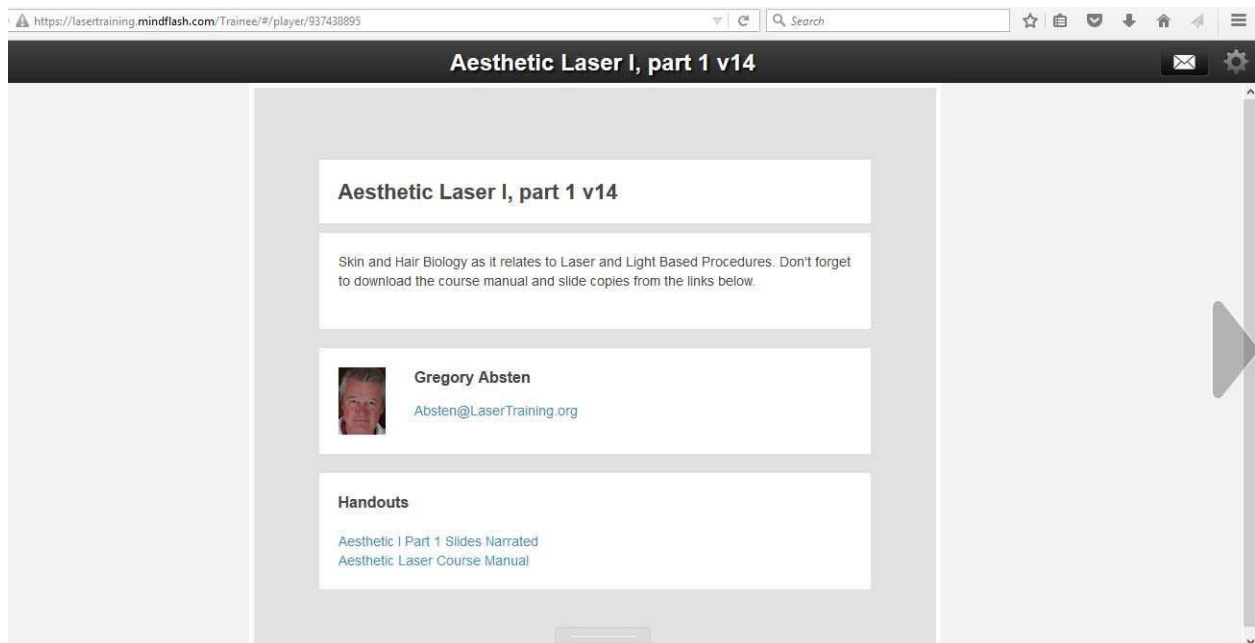
Must contain at least 8 characters, one uppercase and lowercase letter, number, and symbol

Confirm Password

Go ahead and create your own password. We have no access to it and cannot set it for you nor retrieve it for you. If you forget it later on there is a button to click to have it resent to you from the system. **Their password rule is stated clearly on that page. It must have at least 8 characters, including one uppercase and lowercase letter, a number, and symbol. (subject to change by Mindflash)**

OK.....I created a password and click "submit".

This immediately takes me to the first page of my first module in the course series, the example in the Aesthetic Series shown here:

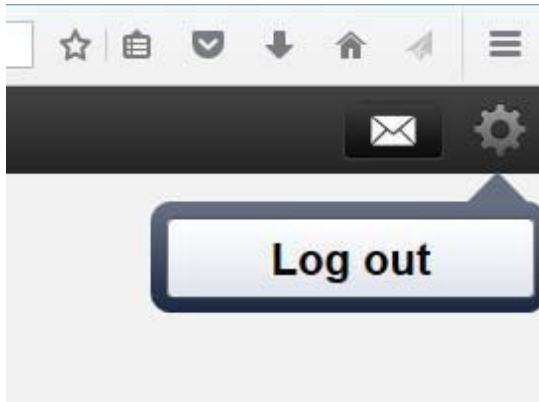


**IMPORTANT: Notice the bottom of this first slide has "handouts".** These are the PDF files for the printed slides and course manual. You MUST download them from the beginning here. After you finish a module you can't go backwards to get them. Just save them to your computer somewhere and then at your option print them or just read them on your computer. That stays with you.

Notice the arrow on the right-hand side. This is how you advance to the next slide. Most (but not all) of the slides have audio narration so let it play through until you advance to the next slide.

**STEP 3 - LOGGING OUT:**

When you're ready to quit (even part way through a module, just click on the icon in the top right of the slide as shown here:



When you come back the program will remember where you were.

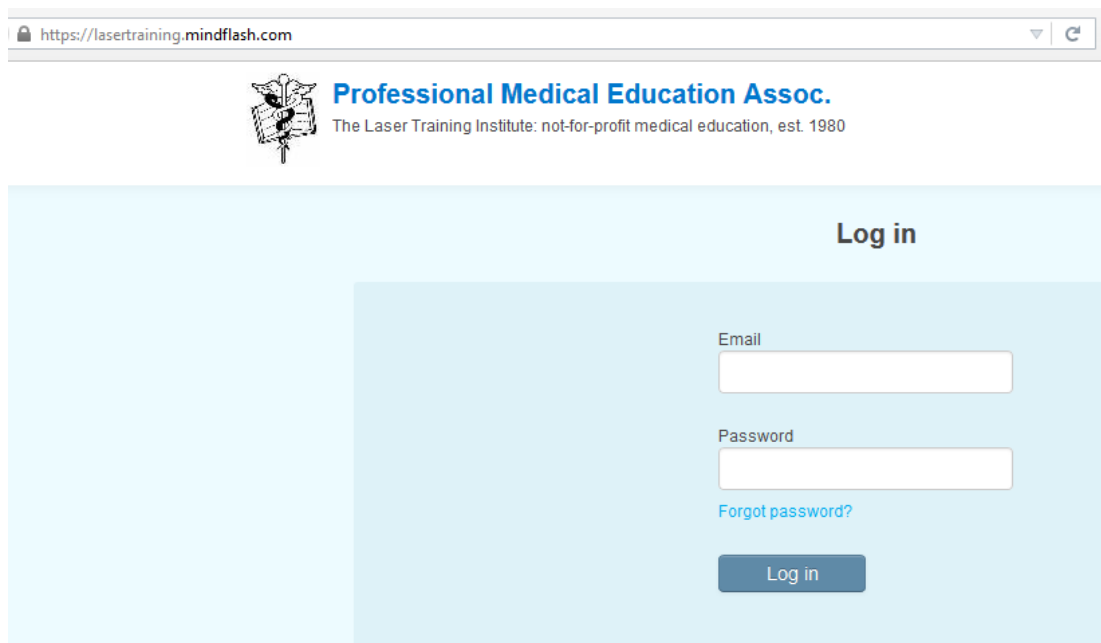
If you have a question as you go along just click on the envelope icon to the left of the logout icon and you can send me an email (me personally - not automated). A screen will pop up to allow you to send the email.

#### **STEP 4 - LOGGING BACK IN .....**

If you still have the original invitation email and link just use that.

Or..... enter the URL directly as <https://lasertraining.mindflash.com/>

Or ..... **Go to our <https://LaserTraining.org> website and click on the "Mindflash Login" link toward the top left of the page.** The screenshot of this login page is:



The screenshot shows a web browser window with the address bar displaying <https://lasertraining.mindflash.com>. The page header features the logo of the Professional Medical Education Assoc. (The Laser Training Institute: not-for-profit medical education, est. 1980) on the left and the text "Professional Medical Education Assoc." in blue on the right. Below the header, the main content area is light blue and contains a "Log in" section. This section includes two input fields: "Email" and "Password", both with white text and light blue borders. Below the "Password" field is a blue link labeled "Forgot password?". At the bottom of the login section is a dark blue button with the text "Log in" in white.

Notice that you now must enter your EMAIL AND PASSWORD that you created previously. Use the email address that you registered with. Use the Password that you created the first time you logged in to the mindflash system. Notice the "Forgot Password" link..... if you forget it just click this link and the system will send it back to your email address. We have no access to that.

In the example here of the Aesthetic Laser series, it takes me back where I left off:

The screenshot shows a web browser window with the URL <https://lasertraining.mindflash.com/Trainee/#/>. The page header includes the logo for Professional Medical Education Assoc. and the text "The Laser Training Institute: not-for-profit medical education, est. 1980". The user's name, Gregory Absten, is displayed in the top right corner.

The main content area is titled "My Courses" and features a search bar and a list of courses. The first course in the list is "Aesthetic Laser I, part 1 v14". To the right of the course list is a detailed view for "Aesthetic Laser I, part 1 v14". This view includes a course card with the title "Fundamentals of Aesthetic Laser & Light Based Procedures" and a "Resume Course" button. Below the course card is a "Handouts" section with two items: "Aesthetic I Part 1 Slides Narrated" and "Aesthetic Laser Course Manual". To the right of the handouts is a user profile for Gregory Absten, showing his email address as [Absten@LaserTraining.org](mailto:Absten@LaserTraining.org) and his last activity on 21 Oct 2015.

At the bottom of the page, it says "Powered by Mindflash" and "Privacy Policy".

Since I had not yet finished module I, I can still download the handouts, but when I finish this module, I can't go back and do this. Just click on the "Resume Course" to pick up where you left off. That takes me to the last slide where I quit.

#### **ACCESS YOUR COURSE ROUTINELY TO COMPLETE IT:**

We have only so many "seats" available at any one time in our online courses. For that reason, if someone is registered but sits for weeks or months without accessing it, it ties up our available spots to register new students. We are now starting to set time limits on some of our programs - very conservatively at 3 months total time to complete (most of these can be completed in a few days to a week). After that time, you will have to pay a re-instatement fee to continue the course. Most of our courses however have no such time limit on them yet. However, if you don't access your program at least once every 30 days you will be "archived" and no longer be able to access your program until you call or email to be re-activated. Please just make steady progress on your program. That's most helpful to you as well to get the most out of the training and retain what is being taught.

#### **QUIZZES AT ENDS OF MOST MODULES:**

Most modules have a quiz you must take and pass. For that reason, don't rush through a module just browsing through it. Take the time to read and listen to each slide. You'll be tested on it. You should also have downloaded the course manual at the start of the course and may use that for help with questions. Some questions even refer you to the specific chapter in the manual. You must have a 70% or better to pass. If for some reason you don't pass a module you can go back to your course "Dashboard" and reset yourself so that you don't have to wait for us. If you have issues though just let us know and we'll reset you at no charge for that module. We received automated notices when someone does not pass a quiz.



## **FINISHING THE COURSE AND RECEIVING YOUR ACCREDITED CERTIFICATE OF LASER TRAINING:**

When you finish your last module, we'll receive an automated email that tells us. You will also have an email about finishing, and that contains a link for you to download a PDF color copy of your Certificate of Training.

## **RETAKING SOME COURSES THAT ALLOW RETAKES:**

All of our online courses are designed for ONE TIME USE by the student. You can't go back and retake modules if you passed them, nor the course overall. The courses do have PDF printouts of the narrated course slides, course manual, etc. available at the beginning of the program for you to download. You keep those so you can go back and review whenever you want.

A few programs, most notably the practice Laser Certification Exams, are set for a limited number of days of availability. They'll time out on you if you don't complete them before that expiration date. However, they are also set so that you can go back and "retake" the practice exam an unlimited number of times during that period. You must finish it to the end of course (practice exam). When you log back in, you'll see an option to "Review" the course (practice exam), but if you scroll down further, you'll see an option to "Retake" it. The "Review" lets you look back at all of the questions the way that you answered them and whether it was right or wrong. The "Retake" resets the tests and lets you take it again, grading you as you go along. Some people miss that "Retake" link because they don't scroll down the page to look. You cannot keep nor download either quizzes from our regular courses, or the practice exams for these tests. If you are studying to take an NCLC Laser Certification exam, then go to that website and download the free "Review Outlines" for the various exams. Those are located on the page [https://lascertification.org/exam\\_reviews.html](https://lascertification.org/exam_reviews.html).

## **SUMMARY OF TROUBLESHOOTING PROBLEMS:**

Fortunately, the system works well for most everyone most of the time. But sometimes "stuff" happens. If you call or email with problems using the Mindflash system, here's the sequence of things we (and you) check out. Mindflash does have links in the program to contact their support people, but our office usually responds faster as long as it's not an issue with Mindflash itself. Remember that we are on U.S. East Coast Time. Look through this list and see if you can troubleshoot from your end as well:

1. We'll go into the Mindflash system ourselves to see if it works OK for us. We'll use the email address that you used to register and ask you for your password so that we can login as you, to see what you see. If it works fine for us, then it's a different problem – not Mindflash per se.
2. We'll ensure that you're NOT trying to access the program to take the course on your smartphone – use a laptop computer, or at least a notebook one.
3. Check your internet connection speed and "ping" rates to ensure it's not a slow connection. You can go to <https://www.speedtest.net/> to check. Right now, I just checked my speeds on my home internet connection, and they read:



4. Blocking firewalls or antivirus: Try individually, and momentarily, turning off your antivirus, and then your firewall. See if that makes any difference.
5. If you're using hospital or large company connections, then you'll want to see if the I.T. dept is blocking the Mindflash program because of flash player. You can test this by going home to try

from your home connection and see if it works there. I.T. Departments can set their system to allow specific connections like Mindflash if asked. We do large numbers of hospital staff training and frequently encounter this.

6. If you're using an Apple computer or IPAD, try switching to a Windows computer to see if that makes a difference, and vice versa if you have that availability.
7. Try using a different Internet Browser to see if that helps. Options include Firefox, Google Chrome, Microsoft Edge, Internet Explorer, Safari, etc.. I think that all are available as free downloads if you need to try a different browser. I use Firefox to access the Mindflash system as a student taking a course, and it works fine for that. When I try to access it as administrator, then Firefox has glitches and won't display things properly. I then switch to Microsoft Edge (not my preferred choice for regular web browsing) and the system works fine for me.

### **QUESTIONS?**

Email Gregory Absten: [Absten@LaserTraining.org](mailto:Absten@LaserTraining.org)

Call the office at 01-305.851-8081 or 01-800-342-2704 in the U.S. (East Coast time)

<https://LaserTraining.org>