eBased Academy Troubleshooting Tips

Below are common issues that may prevent eBased academy from working properly. If the below tips do not work and you need further technical assistance, please e-mail: MHAhelpdesk@mha.ohio.gov.

- eBased Academy will not work on a phone or a tablet. You must complete the courses on a laptop or desktop computer.

- You must take the course in sequential order (Part 1 before Part 2, etc.).

- You must complete all quizzes and surveys at the end of each section before you advance to the next section.

- Use the web browser Google Chrome to complete the courses (this web browser works best).

- Is this a home network, or a business network, see if there are:

  - Lock outs being done by your business network restriction
  - Performance issues with the network

- If the above suggestions do not work, try a different computer. If you do not have access to a different computer, there are computers available at most public libraries.

Please note:

- For courses with tests, you must score better than 80%.
- There is a limited number of times you can attempt to take the test per day.

To retrieve a lost password in the e-Based academy, you will need to select "Lost Password" from the e-Based academy homepage (www.ebasedacedmy.org). Here you will enter the e-mail address that you used to register for the e-Based academy. E-based academy will send a link to your e-mail that you can use to re-set your password.