FAQs

FIUCONNECT

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.

How do I access the courses?

After logging into FIU Connect, under the *My Institution* tab, in the *My Courses* panel, select your company name. This will redirect to a page with your course options. Select a course title 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 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*

How do I know if I have completed a course?

While logged in to FIU Connect, access your course homepage by selecting your company's name under *My Courses*. From the navigation bar on the left side of the page, select *My Grades*. This page will show 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*.

ManchesterCF
Financial Intelligence

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. If you would like to erase the results of a *Knowledge Check*, your administrator can reset the course. 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 multiple attempts to pass. Try again! Most administrators allow for at least three attempts to pass. If, after multiple attempts you have still not passed, contact your course administrator and they can reset your attempts or possibly exempt you from this assessment.

The course will not load. Is something wrong?

Pop-ups may be blocked. Please go into 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 external websites. Check with your course administrator or IT department regarding access to external websites.

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 three-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 to let ManchesterCF know you have achieved the designation requirements. Once your grades have been verified, you will be issued your certificate.

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 log into Blackboard using the latest version of Google Chrome.

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

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

ManchesterCF
Financial Intelligence