

EASE Online Frequently Asked Questions

How do I register for EASE Online?

Go to the [EASE registration page](#) on the Healthy Minds BC website, fill out the registration form, and click the 'Submit' button. Please note that in order to be eligible to register for EASE Online, you must provide a valid BC school district or independent school email address.

I registered for EASE Online, can I begin the course right away?

It may take 1-2 business days for registrations to be approved. Once approved, you will receive an email from the site administrator with login instructions. Please note that this automated email may end up in your junk/spam email folder.

Once your registration is approved, you will access EASE Online using the username and password created when you registered for EASE Online.

I registered for EASE Online and I have not received the approval email with login instructions — why not?

This automated email may end up in your junk/spam email folder. If you cannot find it, email MCF.EverydayAnxietyStrategiesforEducators@gov.bc.ca for support.

I have exceeded the maximum number of login retries and am locked out of the course — now what?

The system has a maximum number of login attempts. Once three attempts have been made, users will be locked out of the system for 10 minutes. Further login attempts can be made after 10 minutes.

How can I change/reset my password?

Go to the [EASE Online Login page](#) and click on the "Lost your password?" link. Enter the email address you used to register for the course and a Password Reset email will be sent to you. Follow the instructions in the email to update your password. This automated email may end up in your junk/spam email folder.

How long will I have access to EASE Online once my registration has been approved?

You can enter and leave the course as often as needed.

I can't take EASE Online right now. How do I cancel my registration?

If you are taking the EASE Online course independently, there is no need to cancel your registration. You can take the course any time you wish.

If you have registered for a facilitated EASE Online session within your school district, please contact your school district contact (trainer) to cancel your **session registration**. You can remain registered in the EASE Online course and independently work through it at a later date.

My registration was not accepted. Why?

Currently, only BC educators with a valid school email address are eligible to take the EASE Online course. Check that you used your school/district email address to register.

Who is eligible to take EASE Online?

All BC educators with a valid school email address can take this course. The course was developed for use in grades K-7 but can be modified for other age groups.

The EASE lessons are written for classroom teachers, but they can be adapted for use by school counsellors, administrators and support staff.

Can I still take EASE Online if I teach older grades?

The course was developed for use in grades K-7 but can be modified for other age groups.

I am not a K-7 classroom teacher, rather I am an educational assistant. Am I eligible to take EASE Online?

Yes — The EASE lessons were developed for use by classroom teachers, but they can be adapted for use by school counsellors, administrators and support staff.

Email MCF.EverydayAnxietyStrategiesforEducators@gov.bc.ca to discuss your situation.

How do I access the EASE classroom resources and lessons plans?

These resources are available for download at the end of the course.

Is there a fee to take EASE Online?

No.

Do I have to complete the whole course to get my completion certificate?

Yes, all six sections of the course need to be completed to access the certificate of completion.

How do I get my certificate of completion?

The final page of the course has a “Print Your Certificate” button.

How long does EASE Online take to complete?

The average completion time is approximately three hours — this is based on a pilot conducted with BC educators; however, completion time may vary based on learning styles and degree of interaction.

I've logged in to the course and it is not displaying on the page properly. Why?

The software or browser you are using may be impacting your display capabilities. Software requirements include either the Windows 7 or greater operating system or the OSX Snow Leopard or greater operating system. Chrome, Firefox, Safari are the recommended browsers. Microsoft Edge and Internet Explorer are **not** recommended browsers.