

EASE Frequently Asked Questions

Who is eligible to take the EASE courses?

All B.C. educators with a valid school email address can take the EASE courses.

How do I register for an EASE course?

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 for your registration request to be approved, you must provide a valid B.C. school district, independent school or First Nations' email address.

I work at an independent school in B.C. that does not have school email addresses. What do I do?

If you are a B.C. educator with an independent or First Nations' school and do not have a school email address, please email MCF.EverydayAnxietyStrategiesforEducators@gov.bc.ca for registration support.

Do I have to fill out a registration form for each EASE course I wish to take?

No, you only need to fill out the registration form one time. Once your registration request has been approved you can access all of the EASE courses, including the French translation, Apaiser l'Anxiété : Interventions et stratégies pour les éducateurs/trices (AISE).

I submitted a registration form, can I begin an EASE course right away?

It may take up to one business day for registration requests to be reviewed.

Once approved, you will receive an email from the site administrator with log in instructions. Then you can [log in](#) to the My Courses page using the username and password created when you registered and begin any of the EASE courses. Please note that this automated email may end up in your junk/spam email folder, so please check there.

My registration was denied — why?

Currently, only B.C. educators with a valid school email address are eligible to take the EASE online courses. Check that you used your school/district email address to register.

If you are an educator with an independent or First Nations' school and do not have a school email address, please email MCF.EverydayAnxietyStrategiesforEducators@gov.bc.ca for registration support.

I'm not an educator, but my child experiences anxiety. Can I take an EASE course?

The EASE courses were designed for B.C. educators. The only EASE resources open to the public are the [EASE at Home activities](#). These EASE activities were adapted for use by parents and caregivers and are available for viewing and download on the Healthy Minds BC website.

I submitted an EASE registration form 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 log in attempts and am locked out of the course — now what?

The system has a maximum number of three log in attempts. Once three attempts have been made, users will be locked out of the system for 15 minutes. Additional log in attempts can be made after 15 minutes.

How can I change/reset my password?

Use the “[Lost your password?](#)” link on the [EASE Log in page](#). 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. If you cannot find it, email MCF.EverydayAnxietyStrategiesforEducators@gov.bc.ca for support.

After my registration request is approved, how long will I have access to my EASE course?

You can enter and leave any of the courses whenever you wish and as often as needed. You can still access the course after you complete it.

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

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

If you have also registered for a facilitated EASE session with your school district, this registration process is managed by your district, not the Healthy Minds BC website. Please contact your school district contact (trainer) to cancel your **district session registration**. You can remain registered in the EASE course and independently work through it at a later date.

I am not a classroom teacher, rather I am an educational assistant. Am I eligible to take an EASE course?

Yes — EASE is available to all B.C. educators. The EASE lessons were developed for use by classroom teachers, although they can easily be adapted for use by school counsellors, administrators and support staff.

How do educators in B.C. access the EASE classroom resources and lessons plans?

EASE K–7 lesson plans are available for download at the end of the course in English and French.

EASE 8–12 classroom resources are available for download throughout the course and as a package at the end of the course.

How many EASE courses are there?

There are two online courses available: one for grades K–7 and the other for grades 8–12. EASE K–7 is also available in French.

Will there be a French translation of EASE 8–12 too?

Yes — a French translation of the EASE 8–12 course and classroom resources will be available before the end of the 2021/22 school year.

Is there a fee to take an EASE course?

No.

How do I obtain my certificate of completion?

Once you have completed an EASE course, you will see a “Print Your Certificate” button on the final page.

How long does it take to complete an EASE course?

The average completion time is approximately three hours — however, completion times may vary based on learning styles and degree of interaction.

I’ve logged into the course, why it is not displaying on the page properly?

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