

Dear future MHFA Ersthelfer*in (Mental Health First Aider),

We hope you enjoyed our MHFA Ersthelfer course. You will receive your MHFA Ersthelfer certificate after successfully completing the exam. The email “MHFA Ersthelfer course: link to survey and exam” contains your personal link leading to the exam. In general, this link works fine. However, if you should experience any problems, we have some suggestions for you:

- Generally, you can take the exam on all devices with WiFi access. However, in event it doesn't work correctly on your smartphone, please use a **device with a bigger screen**.
- If the exam website doesn't show after clicking on the link, please **copy it into your browser** instead.
- The security settings of some companies prevent proper functioning of the exam website. In that case, please **take the exam from home**.
- If it still doesn't work, please try using a **different web browser** (e.g. Mozilla Firefox, Chrome or Edge).

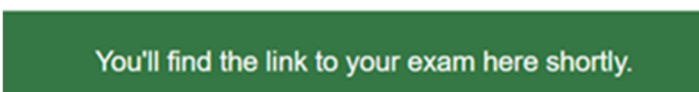
Information regarding the survey: With your personal link you can only participate in the survey once and only before taking the exam. Should you have problems with the survey, please contact us at info@mhfa-ersthelfer.de.

Step by step to the exam:

Please click on the link in your email and then on “Begin the survey”, even if you have already participated (in that case you'll see the text “Thank you for participation”). You should then see the following bar:



In the lower right corner, you should now see the following bar:



It can take 3 to 5 minutes until this bar changes to “Start exam” – please wait until this has happened and **do not refresh** the website. By pressing that button, you start the exam.



If you still have problems, please contact us at info@mhfa-ersthelfer.de.
We wish you good luck for the exam!

With kind regards
Your MHFA Ersthelfer team