**Tips for the MA State Ethics Commission Online Conflict of Interest Training Program:**

* If you are having trouble starting the video for this exam, try using Internet Explorer as your browser.
* You can now use a mobile device to complete the program. **However, the audio and video will not auto-start until you either click the Slide button or the audio controller on each page to begin the audio and video segments.**To save a completion certificate using a smartphone, you can take a screenshot of it by pressing the power and Home buttons simultaneously on an iPhone or the power and volume down buttons on an Android device. You can then attach the completion certificate to an e-mail.
* If you need to print a completion certificate, please make sure your computer is connected to a printer. **Please note that if the certificate appears cut-off on the print page, depending on which browser you are using, you may need to either change the page layout from portrait to landscape or adjust the scale to a smaller size**.
* **Please retain a copy of your completion certificate.**The online training program does not store completion records, so the Commission will not have any record that you completed the program.

If you have an older computer or are not using an updated browser, you MAY have trouble accessing the program. If all else fails, you can always access a computer at Town Hall to complete the program. Contact the Town Clerk at 978.768.7111 with questions.