

Do you have questions about your MEP account? Check the troubleshooting list below to see if it's something we're working on.

1. Can't log-in, or forgot your password? Call 630 505 0160 for password support.
2. Whenever experiencing an issue, first check your browser compatibility. TREK is best experienced with following browsers:
Chrome version 36 and above ([Download Here](#))
Firefox version 31 and above ([Download Here](#)) – this browser may work better for Macs experiencing issues with Chrome.
Internet Explorer version 11 and above ([Download Here](#))
Safari version 7 and above for Mac and iOS ([Instructions Here](#))
Windows 10 Users: Use Internet Explorer browser ONLY (not Microsoft Edge) to access this site.
 
Please make sure your Windows PC is set to download the latest version of Adobe Flash. ([Download Here](#))
Please make sure you meet minimum bandwidth requirements of 3Mbps (recommended 6 Mbps). (Try this website for a free bandwidth test: <http://www.bandwidthplace.com/>)
3. Occasionally, even when using a compatible browser, a Knowledge Base activity won't award credit for opening the article. If you've completed any of these Knowledge Base activities and are not awarded credit, please email education@wqa.org, and please include the specific step name, to receive credit.
4. Not getting checkmarks.
Check your browser compatibility (see #2 above) if you are not receiving checkmarks for completed activities. Or, see #3 above. If you've checked both steps, then contact WQA for support.
5. Photo button slow to upload photo.
Check the file size limitations by hovering over the "Photo" button.
6. Slowness when submitting a Portfolio activity.
Please refresh the page (it will automatically save your work) and if the activity says "awaiting mentor approval" then it was successfully submitted.
7. iOS devices (i.e. iPad, iPhone) eLearning pages are blank.
This is an issue with the Storyline HTML5 code, which the software provider does not have much control over. If possible, please use a desktop computer if you are experiencing this issue.
8. Dashboard percent completion is wrong.
First, double-check you are comparing the right Modules. Be aware the Dashboard only displays 2 Modules at a time.
If the Dashboard is wrong, contact Education@wqa.org for assistance.
9. Slowness opening e-learning (or blank blue screen)
Close the page and launch the activity again. If it still won't load, check your bandwidth meets the minimum requirements (3Mbps/ recommended 6 Mbps).
10. What the icons mean:
 - a.  =Completed activity
 - b.  =Hands on learning activity drafted/started/opened, but not submitted to Mentor yet
 - c.  =Hands on learning activity submitted to mentor (waiting for mentor approval)
 - d.  =Yellow conversation bubble means the mentor reviewed the portfolio

If you are using a compatible browser and your issue is not listed, please notify Education@wqa.org.

Changing the password in your TREK (MEP) profile:

Your username and password is the same for the MEP site as it is for the member area of the WQA website, wqa.org. The password is changed through the wqa.org website and the change will be effective both for wqa.org and for the MEP site.

The new password will be active for wqa.org within 15 minutes, and the following morning for the MEP.

Procedure:

1. Log into <http://wqa.org> using the Member Login at the top right, using your MEP username and password.
2. Scroll about ½ way down on your member page to see the Change Your Password option. Click the link and follow the directions.

My Profile

| Committee | Title | Term Start | Expires On |
|---|----------------|------------|------------|
| Member Status: Current | | | |
| Member Professional Development Committee | Staff Liaison | 10/1/2005 | 12/31/2099 |
| Mentor Recruitment Task Force | Staff Observer | 11/13/2014 | 11/13/2016 |
| Professional Certification and Training Committee | Staff Liaison | 12/31/2015 | 12/30/2099 |
| Technical Task Force | Member | 4/1/2012 | 5/1/2020 |
| Member Status: Past | | | |

My Downloads

| Title | Available Until | Format | Download |
|------------------------|-----------------|--------|----------|
| No records to display. | | | |

Change Your Password

[Click here](#) to change your password.

Tanya Lubner,
PhD "Tanya"

Professional Certification Director
Water Quality Association

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Business Phone 630 505 0160
Mobile Phone
Home Phone 630 929 2513
Fax 630 505 9637
Web Site <http://www.wqa.org>

Edit

My Company

Water Quality Association - WQA

Water Quality Association
4151 Naperville Road
Lisle, IL 60532
US

Web Site <http://www.wqa.org>
E-mail mfotre@wqa.org
Main Phone 630 505 0160
Fax 630 505 9637
Primary Contact Jackie Price Osafo

Company Details

Remove