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companies

Advise • Certify • Train

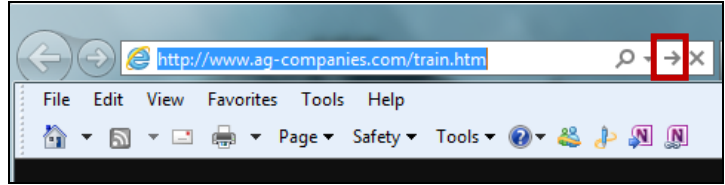
Learning Management System (LMS) Student Instructions

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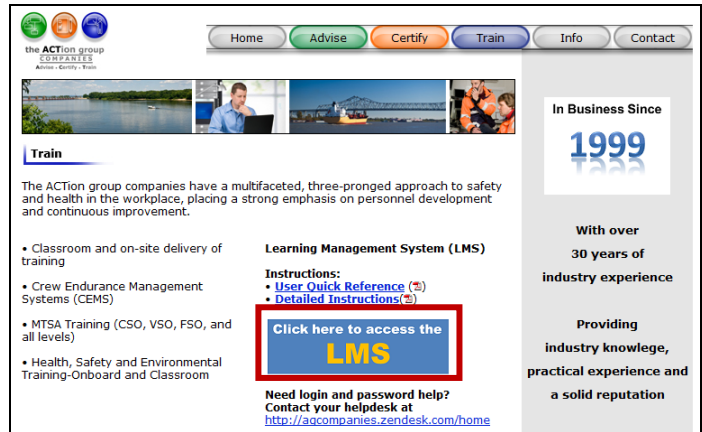
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How do I log on to the learning management system (LMS)?

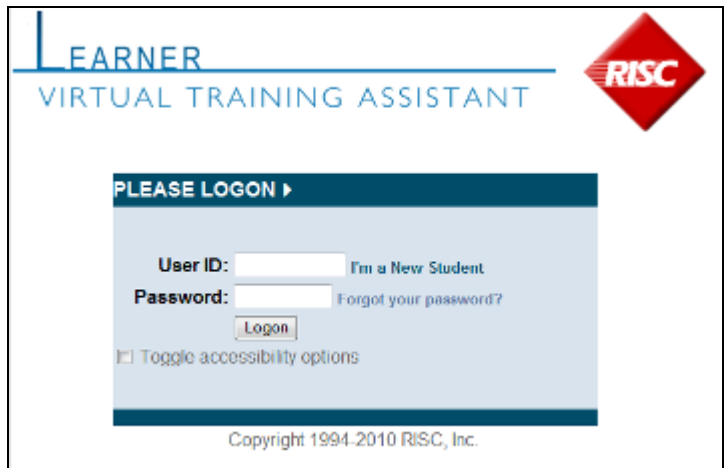
1. Open your web browser and enter the Action Group Companies' web address, <http://www.ag-companies.com/train.htm> in your web browser's address bar and click **GO**.



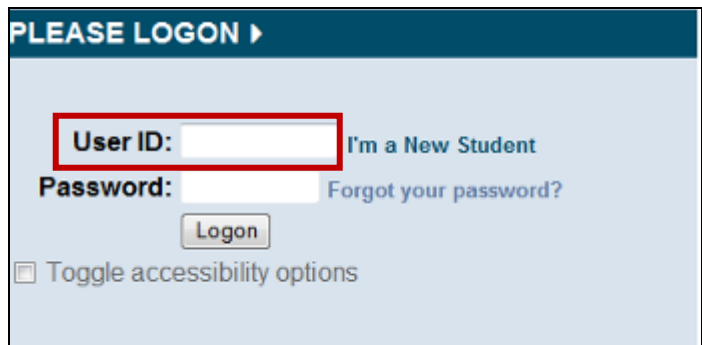
2. Click the LMS icon on the page.



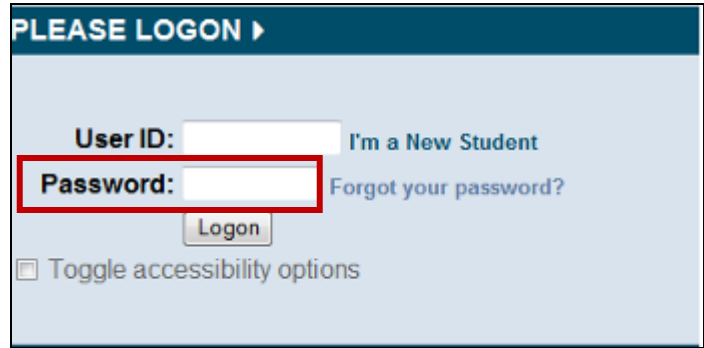
3. The main log-in page appears.



4. Click in the **USER ID** box and enter your User ID.



5. Click in the **PASSWORD** box and enter your password.



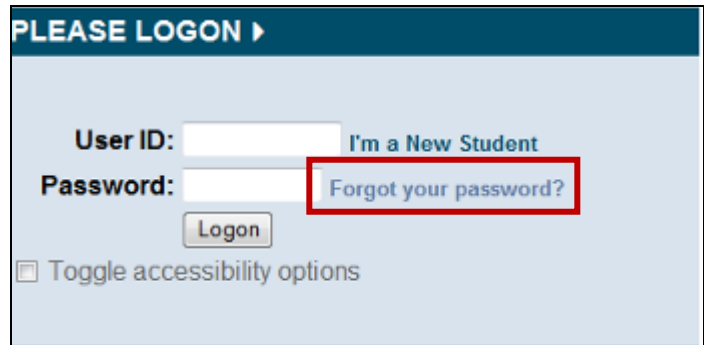
PLEASE LOGON ▶

User ID: I'm a New Student

Password: [Forgot your password?](#)

Toggle accessibility options

6. If you forget your password, click **Forgot your password?** on the LMS Login page.



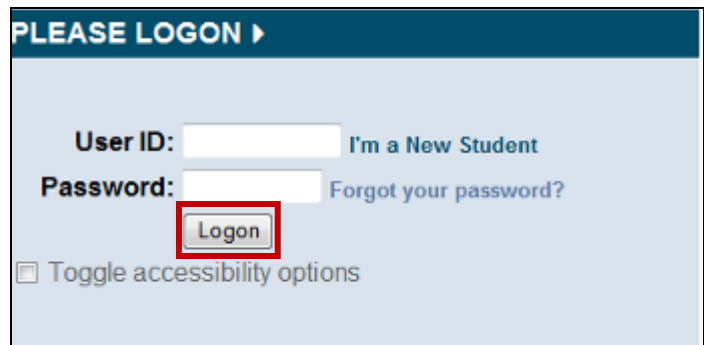
PLEASE LOGON ▶

User ID: I'm a New Student

Password: **[Forgot your password?](#)**

Toggle accessibility options

7. Click **Logon**.



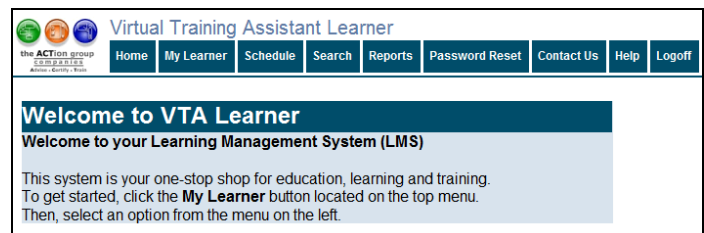
PLEASE LOGON ▶

User ID: I'm a New Student

Password: [Forgot your password?](#)

Toggle accessibility options

8. Your Home page opens.



Virtual Training Assistant Learner

the ACTION group
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Home My Learner Schedule Search Reports Password Reset Contact Us Help Logoff

Welcome to VTA Learner

Welcome to your Learning Management System (LMS)

This system is your one-stop shop for education, learning and training. To get started, click the **My Learner** button located on the top menu. Then, select an option from the menu on the left.

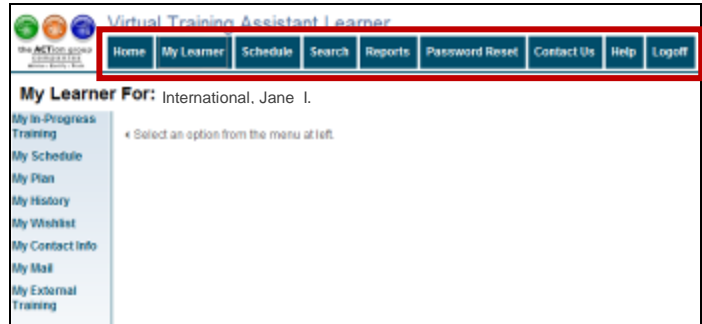
How do I log off of the learning management system (LMS)?

1. To log off of the LMS, simply click **Logoff** on the top menu bar.

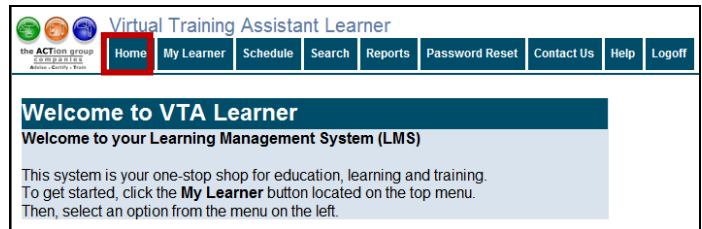


Navigation

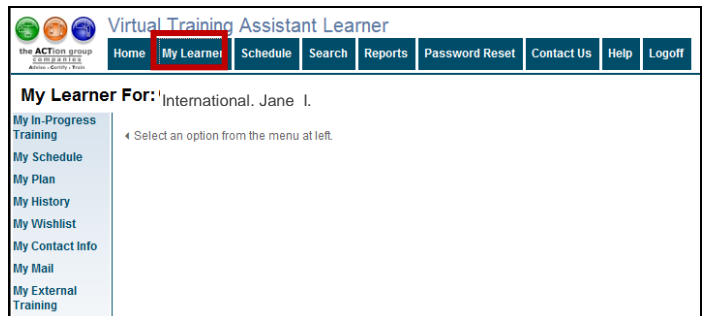
1. The **menu bar** is located along the top of the page, and contains dark blue buttons with links to different pages within the LMS.



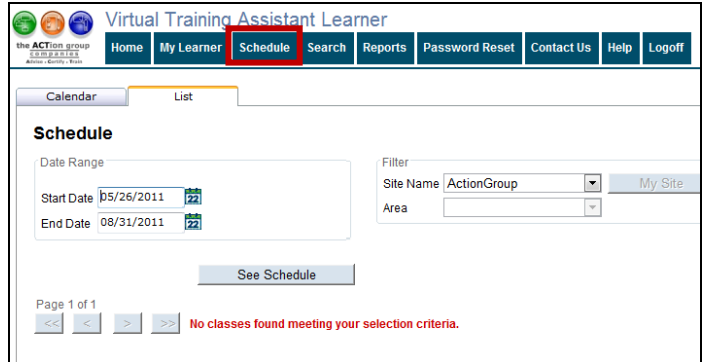
a. Clicking the **Home** button at the top left of any LMS page returns you to the LMS Home page.



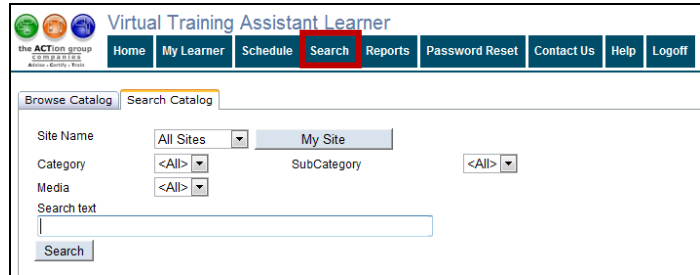
b. **My Learner**, located on the top menu, is a place for you to quickly find information about your **In-Progress Training**, **My Schedule**, and **My History** pages.



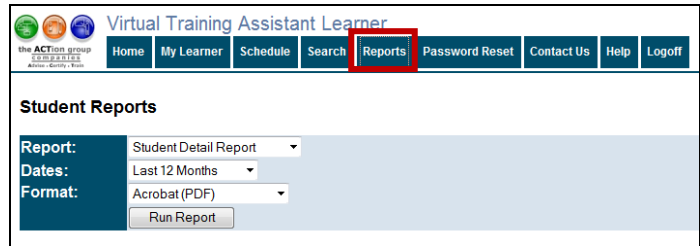
c. To view the class schedule, click **Schedule** located in the top menu bar. You can view a list of classes meeting certain criteria, review class descriptions, enroll in classes, or cancel your enrollments from this page



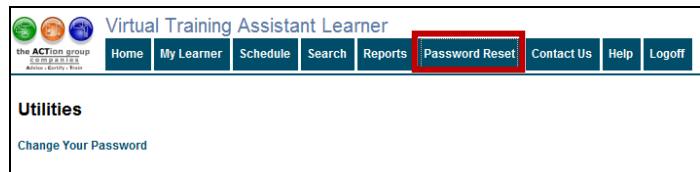
d. Click **Search** located in the top menu bar. This page is used to search the course catalog for any word or combinations of words. The system will return a list of courses that match your search statement. The course title, course description, and course objectives are searched.



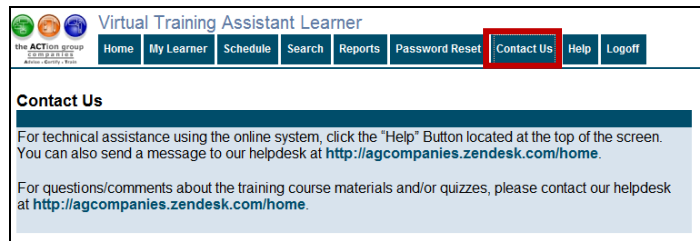
e. You can use the LMS to view reports on your training history and your class schedule. Click **Reports** located in the top menu bar. Select the desired output format using the Report Format pull-down. Then click the button next to the report you would like to view.



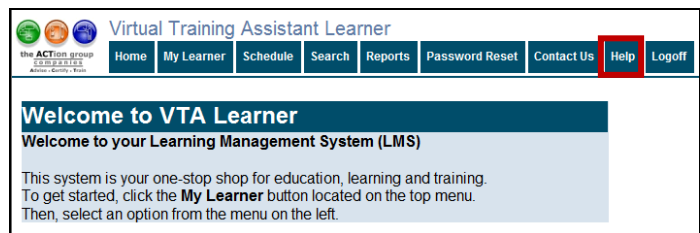
f. Click **Password Reset** if you wish to change your password.



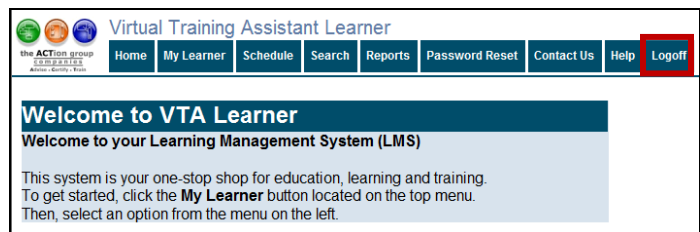
g. Click **Contact Us** to send a message to our helpdesk at <http://agcompanies.zendesk.com/home> for questions and comments about the training course materials and/or quizzes.



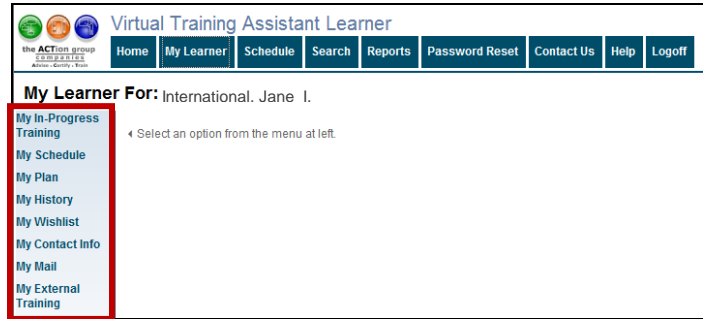
h. Clicking **Help** in the upper right-hand portion of a specific page gives you help for that page.



i. When you are ready to log out of the LMS, click **Logoff** to end your session.



2. The **navigation panel** is located on the left-hand side of the screen. It contains many of the features you will use for your training.



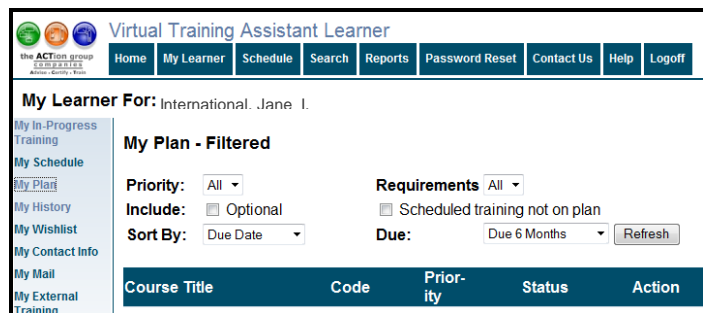
a. The **My In-Progress Training** page displays training that you have started but not yet completed. For example, if a course requires completion of a web-based training module and a performance test, you can monitor your progress using this page.



b. The **My Schedule page** displays scheduled classes in which you are enrolled. From this page you can check course logistics such as time and location. This page also allows you to cancel enrollments.



c. The **My Plan** page displays a list of required training events that have been assigned to you.



d. The **My History** page displays courses that you have completed. You can select a time period to view all training completed within that time frame, and print your results from this page, as well.

Virtual Training Assistant Learner

Home My Learner Schedule Search Reports Password Reset Contact Us Help Logoff

My Learner For: International, Jane I.

My In-Progress Training My Schedule My Plan My History My Wishlist My Contact Info My Mail My External Training

My History

Page 1 of 1

Dates: Last 12 Months Apply Filter

Format: Acrobat (pdf)

Course Title	Code	Completed	Hours	Lessons
WBT: Drug and Alcohol Awareness	DAAWBTW01	5/31/2011	0	View
WBT: First Aid and CPR Awareness	ERFWBTW01	5/31/2011	0	View
WBT: Hazardous Communications	SAFWBTW04	5/12/2011	0	View
WBT: Back Safety	SAFWBTW01	5/11/2011	0	View
WBT: Benzene Awareness	SAFWBTW02	5/8/2011	0	View

e. **My Wishlist** contains courses in which you have expressed an interest. You can add courses to your wishlist from the **Course Description** pages.

Virtual Training Assistant Learner

Home My Learner Schedule Search Reports Password Reset Contact Us Help Logoff

My Learner For: International, Jane I.

My In-Progress Training My Schedule My Plan My History My Wishlist My Contact Info My Mail My External Training

My Wishlist

Page 1 of 1

Course Title	Request Date
Leadership Training	5/26/2011
WBT: Back Safety	5/26/2011

Delete

f. The **My Contact Information** page allows you to update your information directly into the system. Make the necessary changes, and click **OK** at the bottom of the page to save them.

Virtual Training Assistant Learner

Home My Learner Schedule Search Reports Password Reset Contact Us Help Logoff

My Learner For: International, Jane I.

My In-Progress Training My Schedule My Plan My History My Wishlist My Contact Info My Mail My External Training

My Contact Info

Student Mobile Phone: 713-555-1234

Line Manager

Name: Ima Boss

Phone: 713-555-0888

Alternate Phone: 713-555-1198

Emergency Contact

Name: Theresa International

Relationship: Sister

Phone: 713-555-0078

Alternate Phone: 832-555-9043

Special Needs: None

OK

g. The ACTION Group is not using the **My Mail** function at this time.

Virtual Training Assistant Learner

Home My Learner Schedule Search Reports Password Reset Contact Us Help Logoff

My Learner For: International, Jane I.

My In-Progress Training My Schedule My Plan My History My Wishlist My Contact Info My Mail My External Training

My Mail

Page 1 of 1

You do not have any mail.

- h. The **My External Training** is used at this time to keep track of licenses, renewal dates, and medical information, as well as tracking the training received from outside sources.

The screenshot displays the 'Virtual Training Assistant Learner' web application. At the top, there is a navigation bar with the following menu items: Home, My Learner, Schedule, Search, Reports, Password Reset, Contact Us, Help, and Logoff. Below the navigation bar, the user's name 'International, Jane I.' is displayed. The main content area is titled 'My External Training' and shows 'Page 1 of 1'. A table lists the training records:

Title	Date	Category	Added By
Date of last drug/alcohol screen	5/2/2011	Annual Drug/Alcohol Screen	Administrator

On the left side of the interface, there is a sidebar menu with the following options: My In-Progress Training, My Schedule, My Plan, My History, My Wishlist, My Contact Info, My Mail, and My External Training.

How do I access My Schedule?

1. Click **My Schedule** on the navigation panel on the left-hand side of the page.



2. Your scheduled training appears on the page.

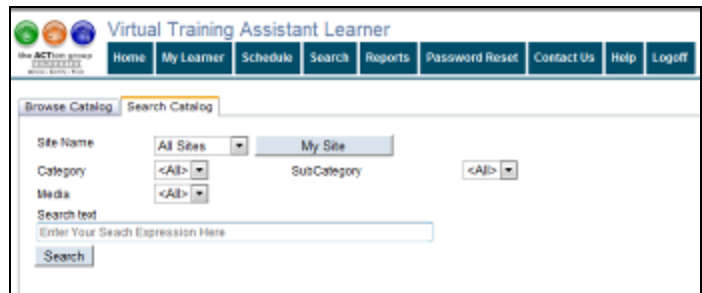


How do I search for a course?

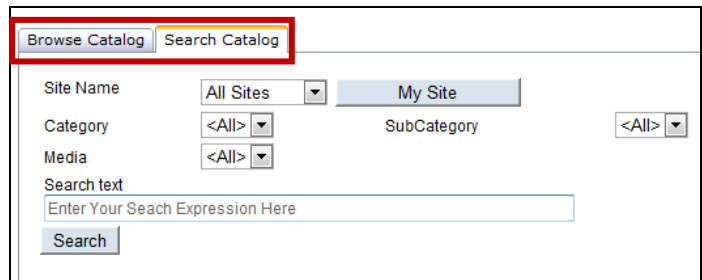
1. Click **Search** on the menu bar at the top of the page.



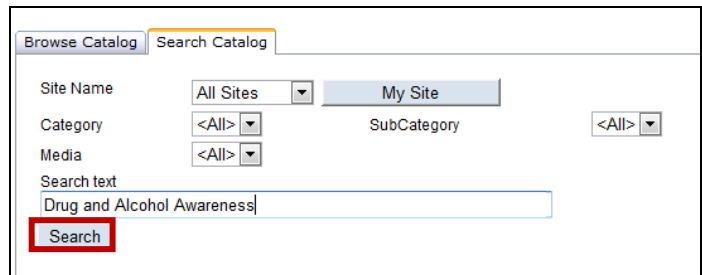
2. The **Search** page opens.



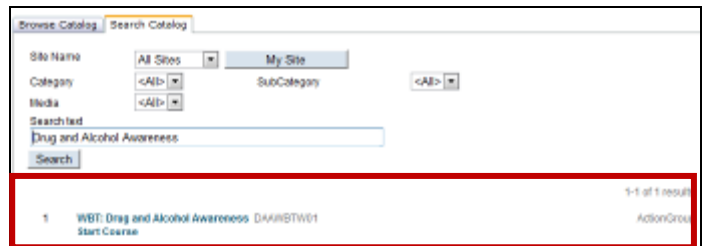
3. You will see two tabs:
a. **Search Catalog**
b. **Browse Catalog**



4. On the **Search** Catalog page, enter a search term in the **Search text** field, and then click **Search**.

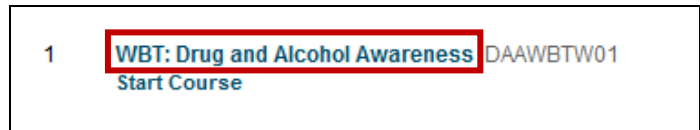


5. The results of the search appear on the bottom of the screen.

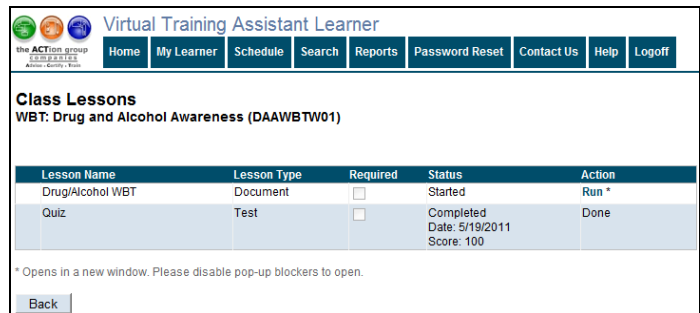


How do I start a course?

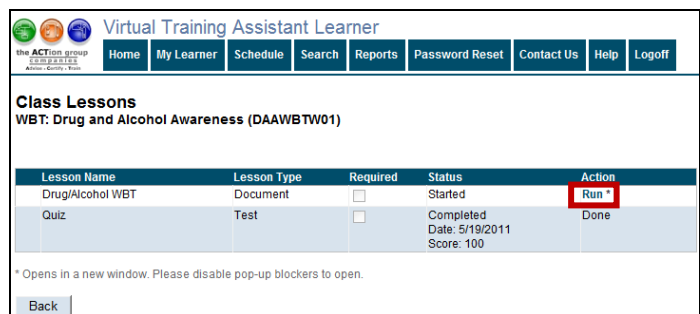
1. Click **Start Course** beneath the course title to launch the training.
 - a. To view the **Course Description**, click the title of the course, which appears as a hyperlink.
 - b. To launch the course from the **Course Description** screen, click **Start** in the upper left-hand corner of that screen.



2. The **Class Lessons** page opens.



3. Click **Run** to launch the course.



How do I take a course?

1. Click **Run** to launch the course from the **Class Lessons** screen.

Lesson Name	Lesson Type	Required	Status	Action
Drug/Alcohol WBT	Document	<input type="checkbox"/>	Started	Run
Quiz	Test	<input type="checkbox"/>	Completed Date: 5/19/2011 Score: 100	Done

- a. **NOTE: Courses open in a new browser window. Be sure that you do not have a pop-up blocker program running, or the course will not open.**

IMPORTANT NOTICE on Popup Blockers:

If you are using a toolbar in Microsoft Internet Explorer, such as the Google, MSN or Yahoo toolbar, PLEASE note that these toolbars may prevent popup windows. VTA e-Learning courses are launched as popup windows, therefore you will need to disable any popup blockers in toolbars that you may have installed. To disable pop-up blockers, right click on the toolbar and uncheck the pop-up blocker in the menu.

Windows XP Service Pack 2 popup blocker - Make sure to allow popups for the VTA site by click "Always Allow Popups from this site ..." in the Information Bar.

If you are still unable to open the content due to a popup blocker, you can hold the control key (ctrl) while clicking the "RUN" link on the previous page. In Internet Explorer 7, this key combination has been changed to ctrl + alt + click. This will temporarily override the popup blocker and allow the content to open.

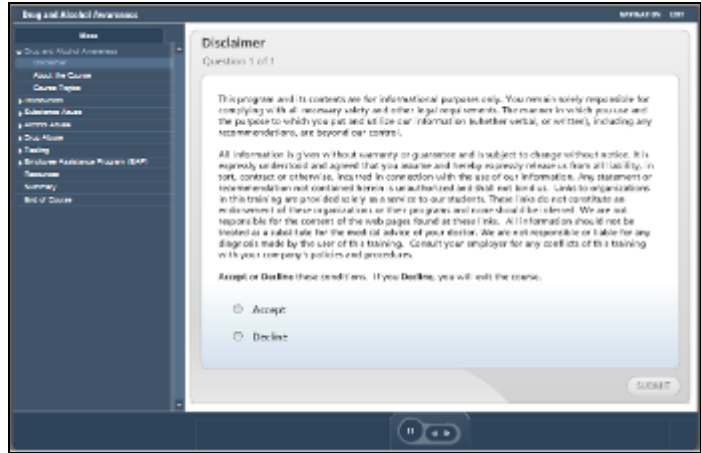
2. Once the course has launched in the new browser window, it will advance automatically.

TIP: The courses have sound. Make sure your computer sound is turned on and you have headphones or speakers attached.

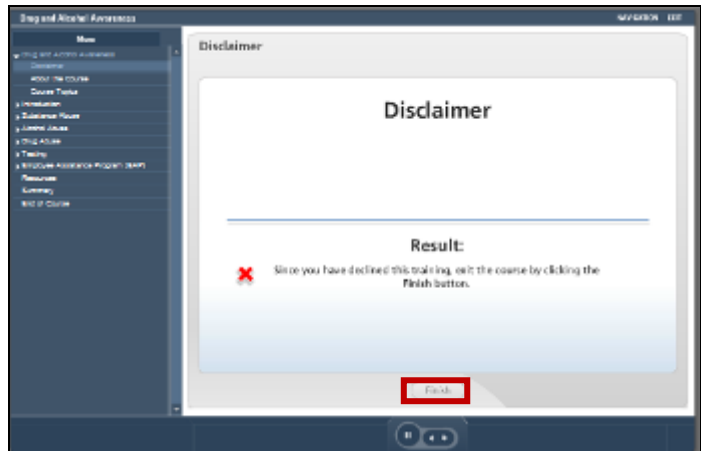
3. Click **NAVIGATION** in the top right-hand corner of the course window to open a drop-down explanation of how to navigate the course.



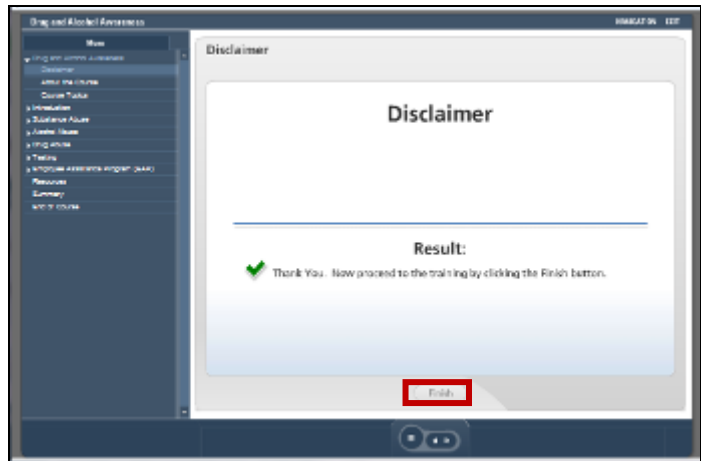
4. The second slide is a **Disclaimer**. Please listen to and/or read the *entire disclaimer*. You must then select either **Accept** or **Decline**, and click **Submit**.



a. If you **Decline**, you will exit the course. Click **Finish** to close the browser window.



b. If you **Accept**, the course will continue. Click **Finish** to advance to the next screen.

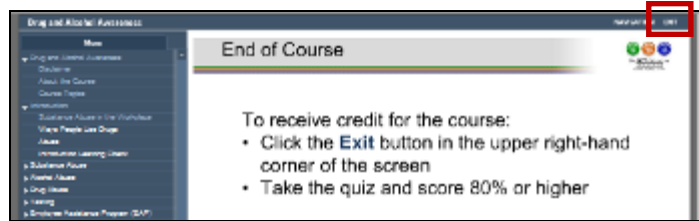


5. There are some interactive screens in the course. On each of the interactive screens you will be given instructions on how to continue.

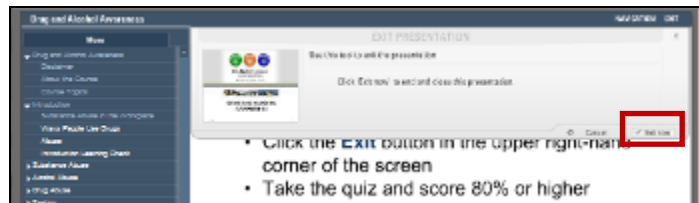


How do I exit a course?

1. To exit the course, click **Exit** in the upper right-hand corner of the screen.



2. Next, click **Exit now**.



How do I take a quiz?

1. You must complete a course before you can take the quiz for that course. Click **Continue** when the course window closes.

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Home My Learner Schedule Search Reports Surv

Training Launched

Lesson Started

Lesson **Drug/Alcohol WBT** started.

Please allow a few seconds for the lesson window to appear.

Continue

2. Once you have completed the entire course, there is a short quiz.
 - a. You *must* receive a score of 80% or better to pass the course.
 - b. You *must* pass the quiz in order to receive credit for the course.
 - c. You may *retake* the quiz if you do not pass the first time.

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Home My Learner Schedule Search Reports Password Reset Contact Us Help Logoff

Class Lessons
WBT: Drug and Alcohol Awareness (DAAWBTW01)

Lesson Name	Lesson Type	Required	Status	Action
Drug/Alcohol WBT	Document	<input type="checkbox"/>	Completed Date: 5/25/2011	Run *
Quiz	Test	<input type="checkbox"/>	Not Started	Start Test *

3. Click **Start Test** in the **Action** column to launch the quiz.

Virtual Training Assistant Learner

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Home My Learner Schedule Search Reports Password Reset Contact Us Help Logoff

Class Lessons
WBT: Drug and Alcohol Awareness (DAAWBTW01)

Lesson Name	Lesson Type	Required	Status	Action
Drug/Alcohol WBT	Document	<input type="checkbox"/>	Completed Date: 5/25/2011	Run *
Quiz	Test	<input type="checkbox"/>	Not Started	Start Test *

4. The quiz opens in a new window. Click **Start Test** to begin.

Instructions Giraud-Best, Monica C.

Test Name: Drug & Alcohol

Description:

1. You should read all the instructions on this page. When you are ready to begin the test, press the Start button at the bottom of this page.
2. This test may include several types of questions, including multiple choice, check-all-that-apply, fill-in-the-blank, matching and true-false.
3. This is not a timed test.
4. When you have finished, the test will be graded.
5. You will need a score of 80 to pass the test.
6. If you leave this test before completing it, the test will be **graded AS IS!**
7. You should maximize this window for the best view of the test questions.
8. This test does not require supervisor/proctor approval to begin.
9. You can move backwards and forwards through the test questions as desired. You may also jump to any question number using the "go" button.

Start Test Cancel

5. Be sure to read the instructions for each question. For example, to answer this question correctly, you must **Check all that apply**.

6. Click **Next** to advance to the next question in the quiz.

7. At the end of your test, click **Finish**.

8. Then, click **Grade Test**.

9. The LMS will grade your test and then display your score. Click **Done**.

10. The **Class Lessons** page displays, showing the dates and times of completion for the course and test.

Class Lessons
WBT: Drug and Alcohol Awareness (DAAWBTW01)

Lesson Name	Lesson Type	Required	Status	Action
Drug/Alcohol WBT	Document	<input type="checkbox"/>	Completed Date: 5/25/2011	Run *
Quiz	Test	<input type="checkbox"/>	Completed Date: 5/25/2011 Score: 85.7	Done

* Opens in a new window. Please disable pop-up blockers to open.

View completion

- Once you have finished the course, click **My History** in the left-hand navigational panel.



- A list of all the courses you have completed appears on the screen. For each course, click **View** in the **Lessons** column.

The screenshot shows the 'My History' page. It includes a navigation sidebar on the left and a main content area. The main content area has a header 'My History' and a table of completed courses. The table has columns for 'Course Title', 'Codigo', 'Completed', 'Hours', and 'Lessons'. The 'Lessons' column contains 'View' links for each course. Below the table is a 'Total Hours for Selected Dates' row showing 0 hours.

Course Title	Codigo	Completed	Hours	Lessons
WBT: Drug and Alcohol Awareness	DAAWBTW01	5/31/2011	0	View
WBT: First Aid and CPR Awareness	ERPWBW01	5/31/2011	0	View
WBT: Hazardous Communications	SAFWBTW04	5/12/2011	0	View
WBT: Back Safety	SAFWBTW01	5/11/2011	0	View
WBT: Benzene Awareness	SAFWBTW02	5/8/2011	0	View
WBT: Confined Spaces Awareness	SAFWBTW03	5/8/2011	0	View
Total Hours for Selected Dates			0	

- A detailed **Class Lessons** page for the chosen class appears. The status, date, and score are displayed in the **Status** column.

The screenshot shows the 'Class Lessons' page for 'WBT: Drug and Alcohol Awareness (DAAWBTW01)'. It includes a navigation sidebar on the left and a main content area. The main content area has a header 'Class Lessons' and a table of lessons. The table has columns for 'Lesson Name', 'Lesson Type', 'Required', 'Status', and 'Action'. The 'Status' column contains 'Completed' with the date '5/25/2011' and a score of '85.7' for the 'Quiz' lesson.

Lesson Name	Lesson Type	Required	Status	Action
Drug/Alcohol WBT	Document	<input type="checkbox"/>	Completed Date: 5/25/2011	Run *
Quiz	Test	<input type="checkbox"/>	Completed Date: 5/25/2011 Score: 85.7	Done

* Opens in a new window. Please disable pop-up blockers to open.

View history

1. Click **My History** in the navigation panel on the left side of the screen to view the list of your completed courses.



2. A list of all the courses you have completed appears on the screen.

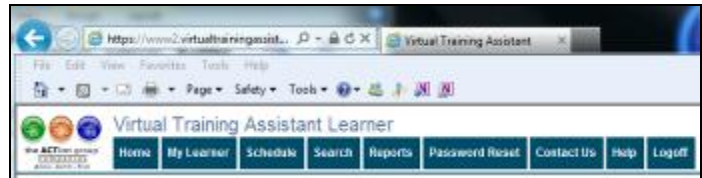
The screenshot shows the 'My History' page. It includes a navigation menu on the left with 'My History' selected. The main content area displays a table of completed courses. At the top of the table, there are navigation controls: 'Page 1 of 1', a date range selector set to 'Last 12 Months', an 'Apply Filter' button, and a 'Format' dropdown set to 'Acrobat (pdf)'. The table has columns for Course Title, Code, Completed, Hours, and Lessons. The data shows five completed courses, all with 0 hours and 0 lessons. A total row at the bottom shows 'Total Hours for Selected Dates' as 0.

Course Title	Code	Completed	Hours	Lessons
WBT: Drug and Alcohol Awareness	DAAWBTW01	5/31/2011	0	View
WBT: First Aid and CPR Awareness	ERPWBW01	5/31/2011	0	View
WBT: Hazardous Communications	SAFWBTW04	5/12/2011	0	View
WBT: Back Safety	SAFWBTW01	5/11/2011	0	View
WBT: Benzene Awareness	SAFWBTW02	5/8/2011	0	View
WBT: Confined Spaces Awareness	SAFWBTW03	5/8/2011	0	View
Total Hours for Selected Dates			0	

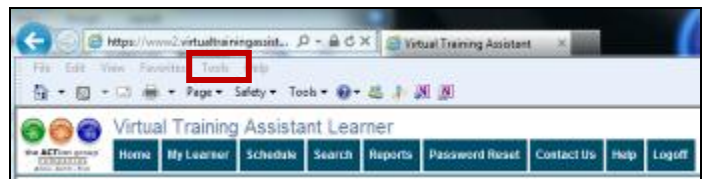
Troubleshooting

Why won't my training course start?

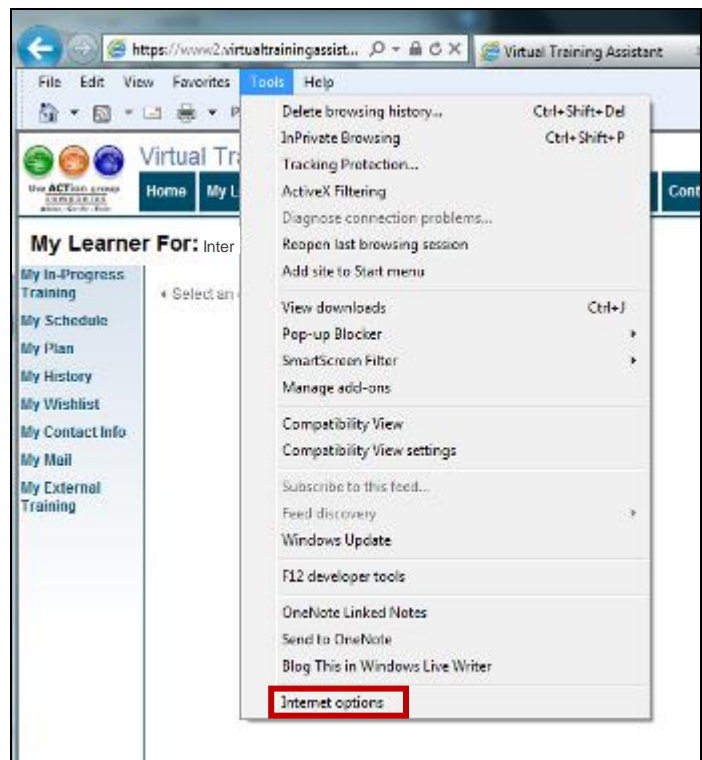
1. Having problems getting a course to start? It may be your web browser pop-up blocker. To turn off the pop-up blocker in **Internet Explorer**:



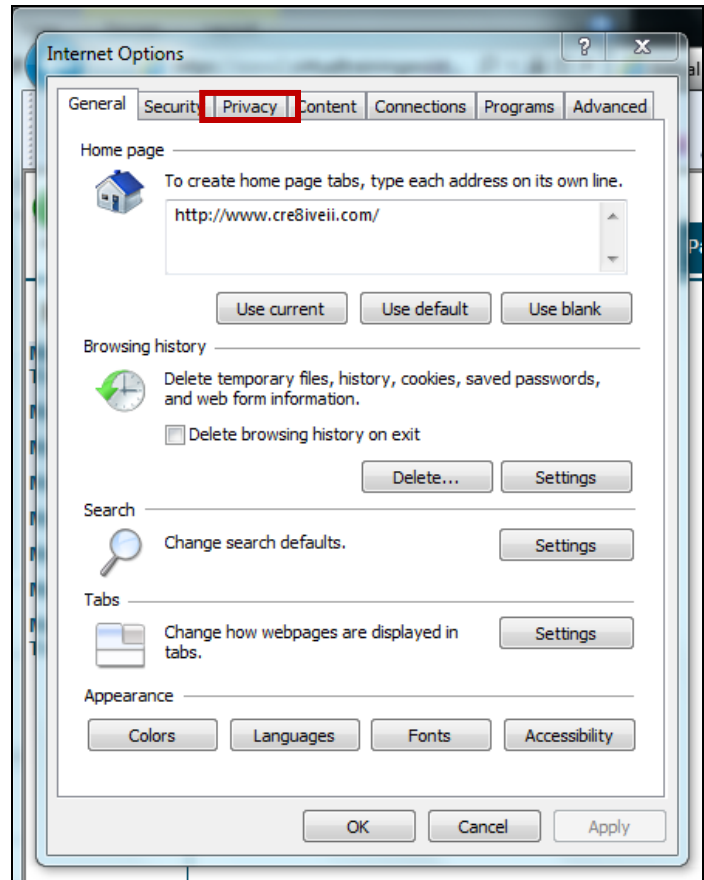
a. Click **Tools** from the drop-down menu in your Internet browser.



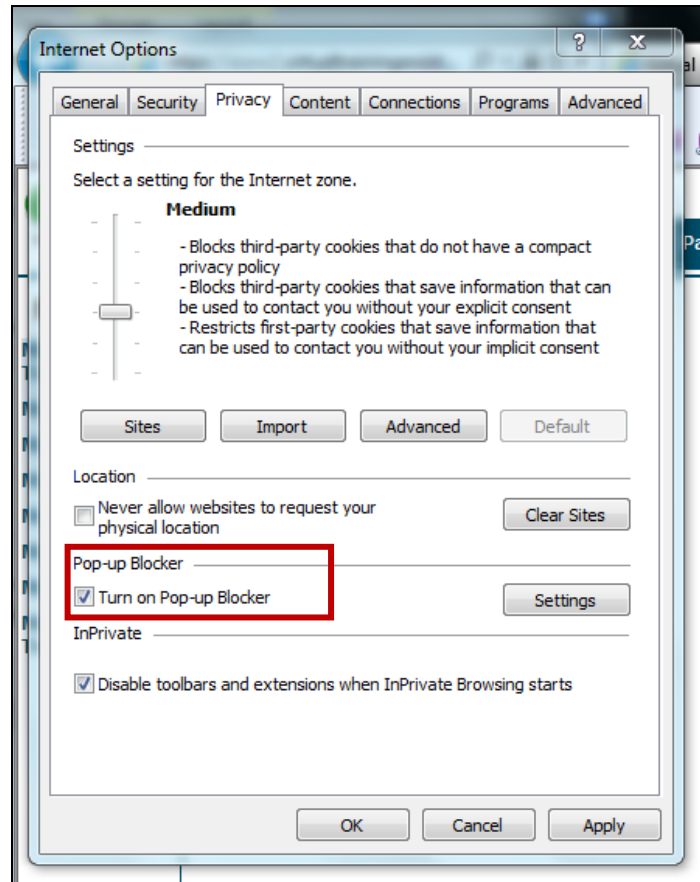
b. Choose **Internet Options**.



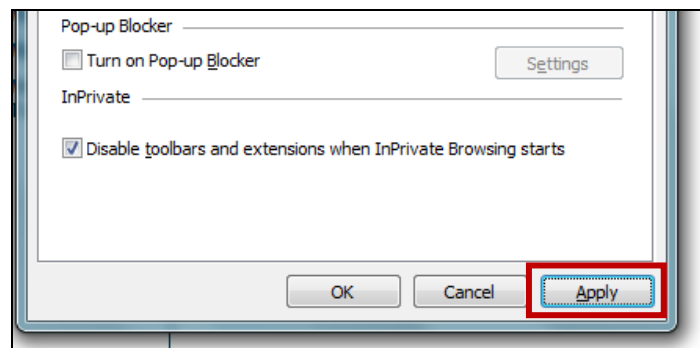
c. Click the **Privacy** tab.



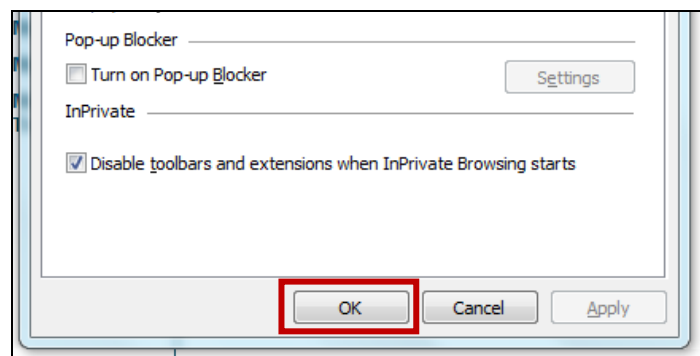
- d. Uncheck the box labeled **Turn on pop-up blocker**.



- e. Click **Apply**.



- f. Click **OK**.



IMPORTANT NOTICE ON POP-UP BLOCKERS

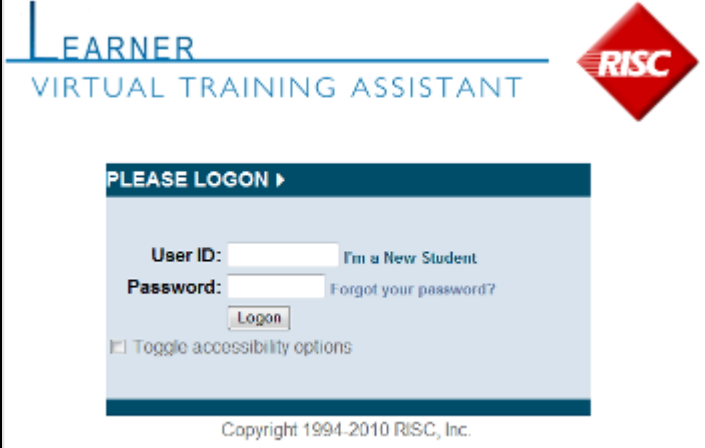
Toolbar pop-up blocker: If you are using a toolbar in Microsoft Internet Explorer (such as the Google, MSN, or Yahoo toolbars), *please note* that these toolbars may prevent pop-up windows. VTA e-Learning courses are launched as pop-up windows; therefore, you will need to disable any pop-up blockers in toolbars that you may have installed. To disable pop-up blockers, right-click the toolbar and uncheck the pop-up blocker in the menu.

Windows XP Service Pack 2 pop-up blocker: Make sure to allow pop-ups for the VTA site by clicking "Always Allow Pop-ups from this site..." in the Information Bar.

Temporary Override: If you are still unable to open the content due to a pop-up blocker, you can hold the control key (ctrl) while clicking **Run** on the start page. (In Internet Explorer 7, this key combination has been changed to ctrl + alt + click.) This will temporarily override the pop-up blocker and allow the content to open.

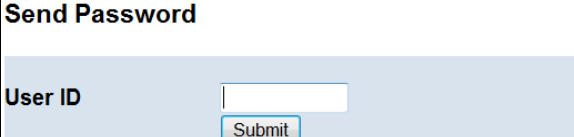
I forgot my password – I know my user name

1. If you forget your password, there is an automatic recovery built in so you can recover your password through the system screen.



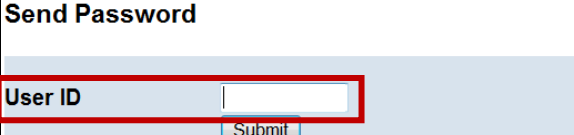
The screenshot shows the login interface for the LEARNER VIRTUAL TRAINING ASSISTANT. At the top, the text "LEARNER" is followed by "VIRTUAL TRAINING ASSISTANT" and the RISC logo. Below this is a "PLEASE LOGON" header. The main form contains fields for "User ID:" and "Password:", with links for "I'm a New Student" and "Forgot your password?". A "Logon" button is positioned below the password field. At the bottom of the form, there is a checkbox for "Toggle accessibility options" and a copyright notice: "Copyright 1994-2010 RISC, Inc."

2. Click **Forgot Password** on the login page. The **Password Recovery Page** opens.



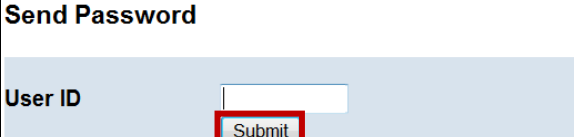
The screenshot shows the "Send Password" page. It has a "User ID" label and a text input field. A "Submit" button is located below the input field. The input field is highlighted with a red border.

3. Enter your Username.



The screenshot shows the "Send Password" page. It has a "User ID" label and a text input field. A "Submit" button is located below the input field. The input field is highlighted with a red border.

4. Click **Submit**.



The screenshot shows the "Send Password" page. It has a "User ID" label and a text input field. A "Submit" button is located below the input field. The "Submit" button is highlighted with a red border.

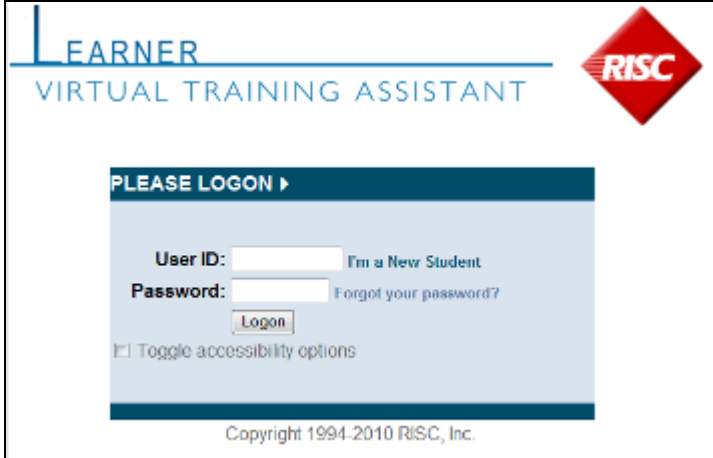
5. Your password is sent to the email address stored in your profile on the LMS.



The screenshot shows a confirmation message titled "Mail sent". The text below the title reads: "Your password was sent to: monica@cre8iveii.com".

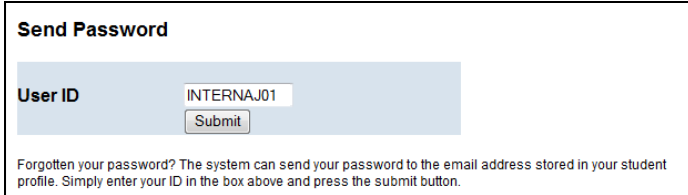
I forgot my password – I do not know my user name

1. To use the auto-recovery system for a password, you must know your username.



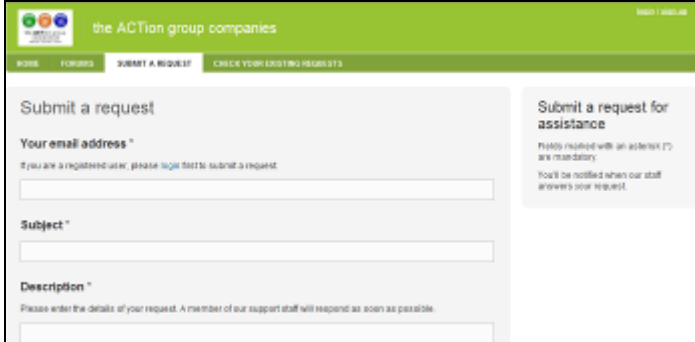
The screenshot shows the login page for the LEARNER VIRTUAL TRAINING ASSISTANT. At the top, it says "LEARNER" and "VIRTUAL TRAINING ASSISTANT" with the RISC logo. Below this is a "PLEASE LOGON" section with a "User ID:" field containing "INTERNAJ01" and a "Password:" field. There are links for "I'm a New Student" and "Forgot your password?". A "Logon" button is present, along with a checkbox for "Toggle accessibility options". The footer indicates "Copyright 1994-2010 RISC, Inc."

2. Your username is set up to be the first seven letters of your last name, your first initial, and a two-digit number, for example: **INTERNAJ01** for Jane International, or **SMITHJ03** for John Smith.
3. If you do not know your username, please contact our helpdesk at <http://agcompanies.zendesk.com/home>. Click **Submit a Request**, complete the form, and click **Submit**.

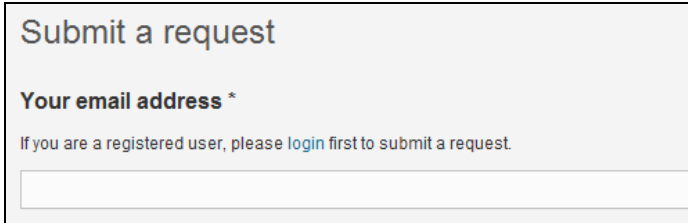


The screenshot shows a "Send Password" form. It has a "User ID" field with "INTERNAJ01" entered and a "Submit" button. Below the form, it says: "Forgotten your password? The system can send your password to the email address stored in your student profile. Simply enter your ID in the box above and press the submit button."

4. Someone will reset your password. *You must have an email account to send and receive the password reset email.*



The screenshot shows the "Submit a request" form on the ACTION group companies website. It includes fields for "Your email address *", "Subject *", and "Description *". A note says: "If you are a registered user, please login first to submit a request." There is also a "Submit a request for assistance" section with a note: "Fields marked with an asterisk (*) are mandatory. You'll be notified when our staff answers your request."



The screenshot shows a close-up of the "Submit a request" form, focusing on the "Your email address *" field. It includes the text: "If you are a registered user, please login first to submit a request."

Help – Contact Support

1. For technical assistance using the online system, click **Help** located at the top of the screen. You can also send a message to our helpdesk at <http://agcompanies.zendesk.com/home>.



2. For questions/comments about the training course materials and/or quizzes, please contact our helpdesk at <http://agcompanies.zendesk.com/home>.

