



CARM Training - Quick Reference Guide

For E-learning Online Training Programs

Instructions for New Trainees

The following is a short guide to get you started in the **CARM Training** online e-learning programs.

All our online programs are hosted from the www.carmtraining.com website.

Please note that the CARM Training e-learning programs can take anywhere from 60-95 minutes (using broadband) to complete. In addition, you will need to complete the online quiz at the end of the training modules. This should take you an additional 10 – 15 minutes to complete.

For first time users of online e-learning training, this training can be undertaken in stages by completing one module at a time and then logging out of the program and then logging back in at a later date to complete the training at your choosing.

These e-learning programs are self paced and self directed. You as the trainee have complete control over how you wish to undertake this training. If you are not used to e-learning as a medium then it may initially pay you to break up the learning into a number of shorter session.

This guide includes information on:-

- PC requirements – **Page 2**
- Logging on via the Internet – **Page 5**
- Printing Certificates – **Page 13**
- Forgotten passwords – **Page 15**
- Common IT errors – **Page 17**

After registration you will have access to the training program and quiz for up to 12 months.

Before you start.....

P.C. Requirements and I.T. Considerations

Client PC - Minimum IT specifications for Website delivery:

- ✓ Pentium 2+
- ✓ 128 Mb RAM+
- ✓ Flash 6+; *(this freeware can be downloaded from the CARM Training website www.carmtraining.com – go to the e-learning button and scroll to the bottom of the page for the link)*
- ✓ Internet Explorer 5.5+
- ✓ Windows 98+
- ✓ Sound card
- ✓ Video card
- ✓ Adobe Acrobat Reader 5+ *(this freeware can be downloaded from the CARM Training website www.carmtraining.com – go to the e-learning button and scroll to the bottom of the page for the link)*
- ✓ Internet connection
 - The best connection and download speed will be achieved through using either a Broadband or ADSL connection, which will allow the programs to be completed in the specified time frames.

PC Configuration and Information Section

Common Problems	Solutions
Web site viewing and loading problems	<p>To view the website you will need to be running locally Microsoft Internet Explorer 5 or greater on your computer. In addition you will need Macromedia Flash and Adobe Reader.</p> <p>For maximum viewing screen resolutions should be set to 800 by 600 pixels.</p> <p>In addition Browsers should be set to display the newest version of each page. To do this while Internet Explorer is open:</p> <ul style="list-style-type: none">• Select 'Tools' on the menu bar• Click on 'Internet Options', and• Press the 'Settings' button <p>Where it says 'Check for newer versions of stored pages', you should select the option 'every time you visit the page'.</p> <p>The above must be checked before you commence the training.</p> <p>Your internet security settings will also need to be set to accept cookies, as without this you may not be able to access the quiz.</p>
Navigation buttons	<p>Forward and back arrows are used to navigate through the training. They are located at the bottom of each screen. By clicking on these arrows, you will be taken to the previous or next screen.</p> <p>Please note: It is important that you click only once on the forward or back arrows. The response time can vary due to download time and you may miss a screen if you click an arrow more than once.</p>

Basic Common Problems	Solutions
Scroll bar usage	A scroll bar appears on the right hand side of the screen when there is more information to be viewed on the screen. You must keep an eye out for the scroll bars and use them. Otherwise, you may miss some material or specific terms and conditions, which you may need to accept before you can progress further with the program.
Program running too slow	Sometimes, during heavy internet usage or internal network usage the program may run slower than usual. This can cause the program to time out / log out, which means the trainees, can only access the program by re-entering through the login screen again.
Checking current Flash version	If you can't see the opening flash screen at the top of the CARM Training home page, then you need to install Flash. Refer to the CARM website and click on the e-learning drop down menu and scroll to the bottom of the page for a link and instructions on how to complete this task.
Printing Certificates	<p>You will only be able to print a certificate once you have successfully completed and passed the quiz. You will be prompted to "print your certificate" immediately after you have completed the quiz. Refer to page 13 for more detailed instructions.</p> <p>Please note that printing a certificate is optional. The CARM Learning Management System records your results regardless of whether you print a certificate or not, which is made available to your training administrator.</p>
Authorisation Code	As part of the learner documentation you will receive from your Authorised Training Administrator, the course specific authorization code to be used during your self registration process. Please note these codes are confidential and are only used on initial registration.

Learners registering onto the CARM website for the first time via the Internet

Note: Process is the same for all the online e-learning courses

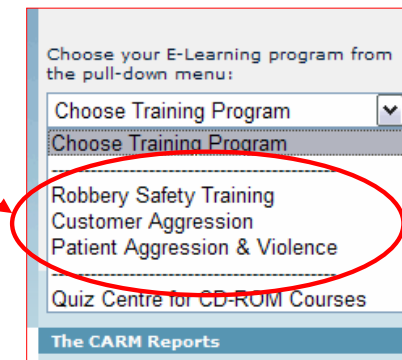
1 Go to the URL www.carmtraining.com



2 Select the e-Learning program you have been nominated to complete from the drop-down menu on the top right hand side of the home page



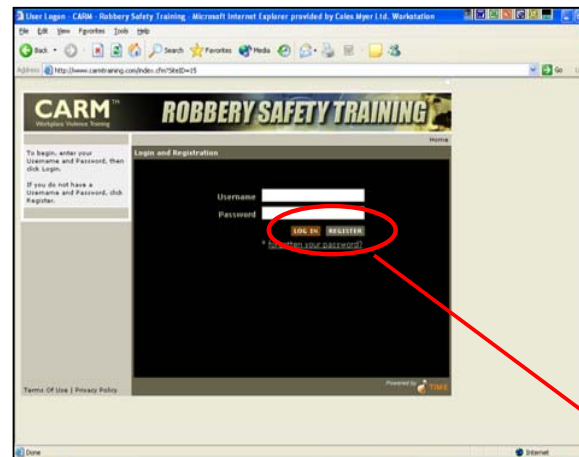
i Select an e-learning training program from the drop down menu



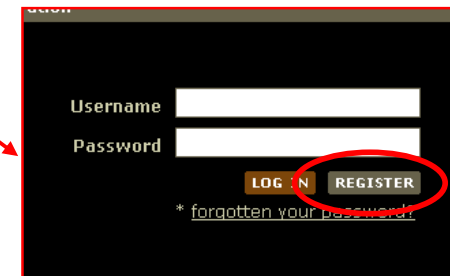
3 Click the "Registration / log on" button



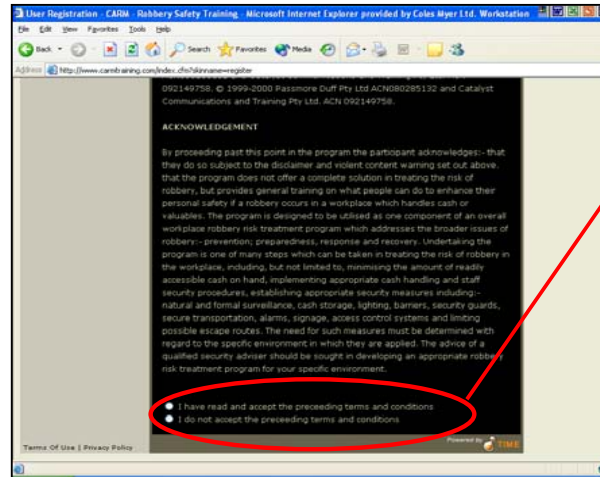
4 Click the "REGISTER" button



i You are required to click on the "Register" button if this is your first time accessing the online training. From this point on you must fully complete the registration process otherwise your codes will be locked out of the system. Once you have completed registration and the course has started then you can log out if you wish.



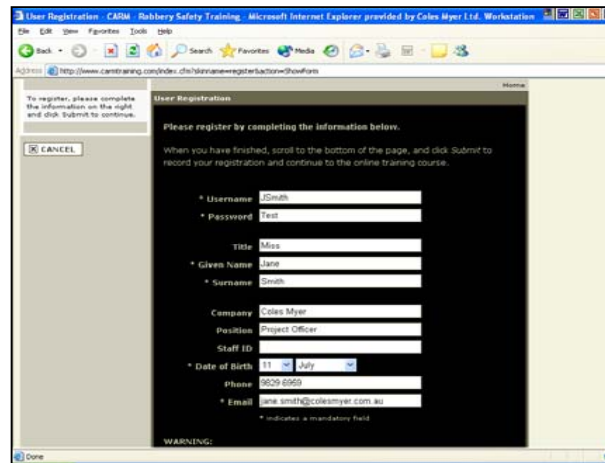
- 5** Read the “terms and conditions” of use and then click **“I have read and accept the preceding terms and conditions”**”



- I have read and accept the preceding terms and conditions
- I do not accept the preceding terms and conditions

- 6** Complete the self registration information on this page and then click “SUBMIT”

Don't forget to record your **User Name** and **Password** in a safe place so you can access the training program at a later date. (Remember the codes are case sensitive).



- i** You are required to enter all requested details. You will need to set-up a **username** and **password** of your choice for each program. Please create a **unique username and password** so you can successfully complete the self registration process. You may like to use the first three letters of your surname and last three letters of your Christian name etc. For your password use eight digits and include numerals as well.

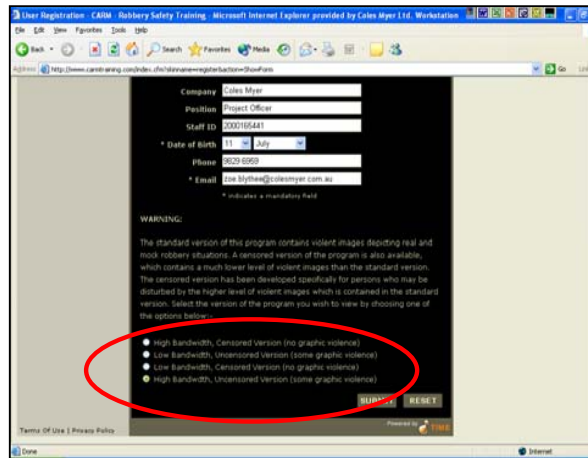
- i** Ensure that you record your username and password as you will need them to login to the program at a later if you choose to log-out before completing the course in one sitting.

- i** All fields marked with an * are mandatory

7 For Robbery Safety Training ONLY

At the bottom of the screen you will have the option to select "high" or "low" bandwidth settings. You will also have the option to select "censored" or "uncensored" versions.

8 Click "SUBMIT"



i Choose high bandwidth only if you are connected via broadband or ADSL

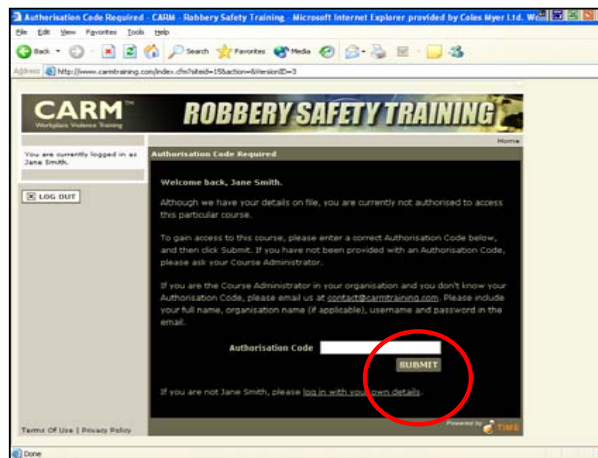
i The censored version limits some of the more graphic video and image content. This option may be preferable for those sensitive to violent images or persons previously involved in a robbery incident.

i If you are unsure of the correct version to select please contact your training administrator for further assistance

9 Enter in the Authorisation Code

The authorisation code will be provided to you by your Training Administrator

10 Click "SUBMIT"




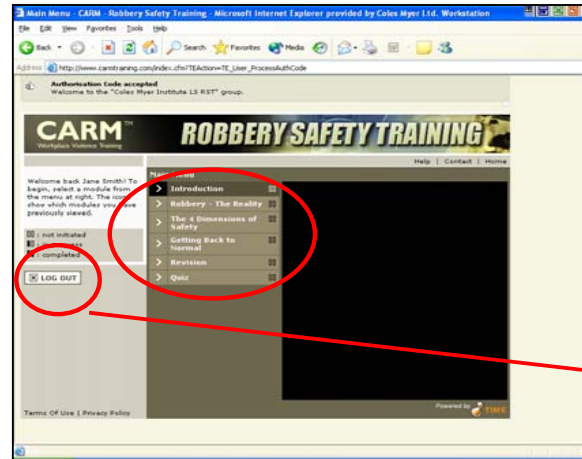
i You will only be asked to enter in an authorisation code when you register for the first time.


i An authorisation code has been provided to your Training Administrator. Please refer to them if you do not have a code as you will not be able to complete registration without one.

11 Begin your training

To begin, select a module from the menu on the left hand side of the browser. If you have not undertaken the training before, you should start from Module 1 and numerically work your way to the quiz at the end of the program.

The  icons alongside the module name will show you which modules you have previously viewed and what percentage of those modules you have completed.



 Each time you want to exit the course please ensure that you click on the **“LOG OUT”** button located on the left hand side of the page (circled)



Log on Instructions for Learners who have previously registered for CARM Training

Note: Process is the same for all the online e-learning courses

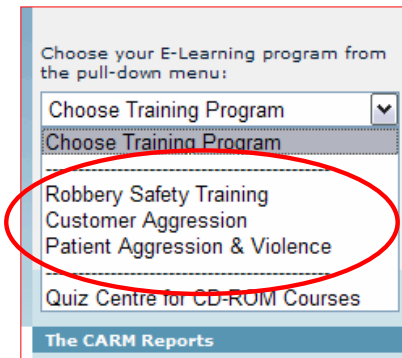
- 1 Go to the URL www.carmtraining.com



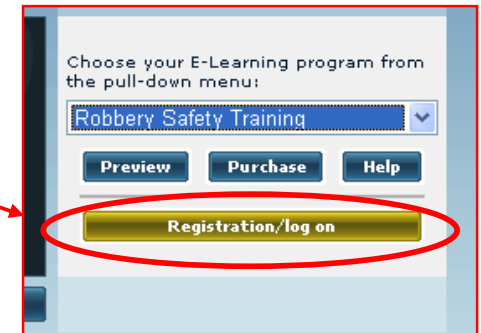
- 2 Select the e-Learning program that you have been nominated to complete from the drop-down menu on the top right hand side of the browser



- 3 Select an e-learning training program from the drop down menu

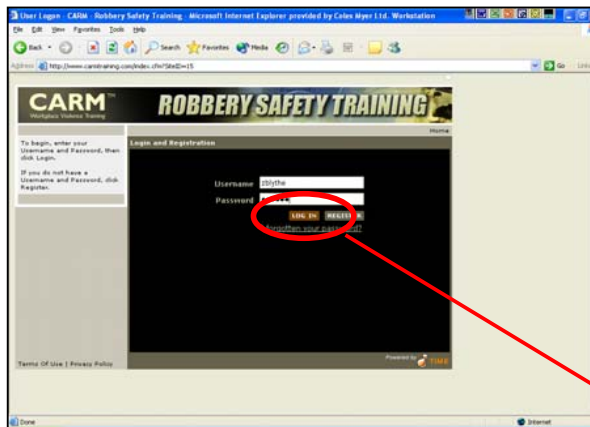



3 Click the "Registration / log on" button

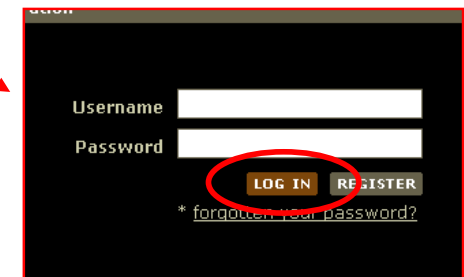


4 Enter your Username and Password

5 Click "LOG IN"

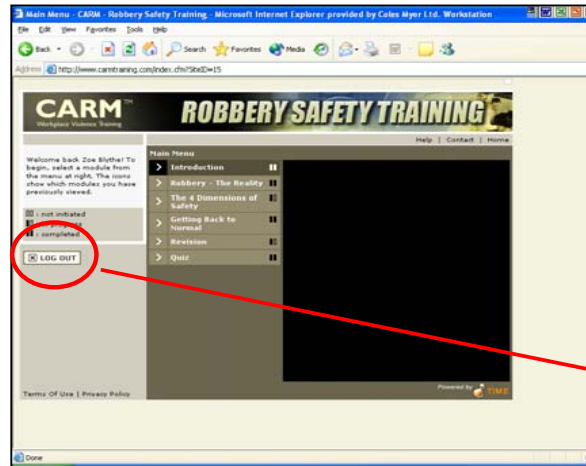



 This will launch the program. If instead you are prompted for an authorisation code, this is because your access has now expired or you have previously failed to fully complete the initial registration process and activation of the program. Re-registering at this point will utilise a new user licence (Refer to page 8 for new registrations)



6 Begin your training

To begin, select a module from the menu on the left hand side of the browser. The icons show you which modules you have previously viewed



 Each time you want to exit the course please ensure you click on the "LOG OUT" button located on the left hand side of the page (circled)



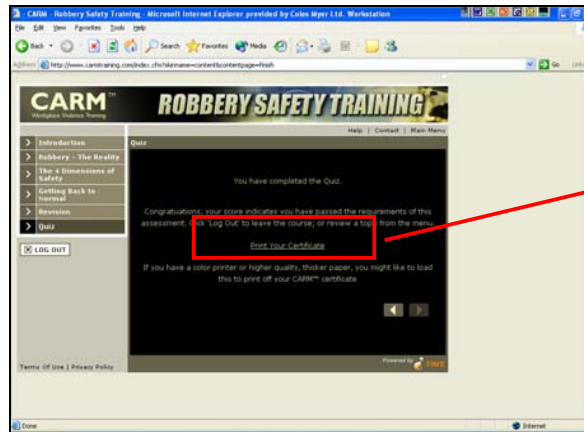
7 Don't forget to print your certificate once you have successfully completed the quiz

Printing Certificates

Note: Process is the same for all the online e-learning courses

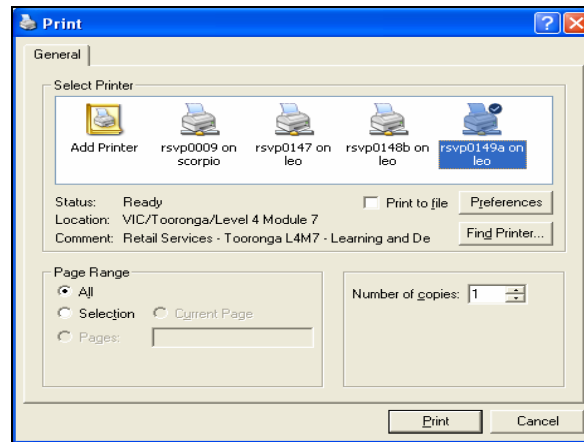
Once you have successfully completed the quiz, the following screen will appear

Click on the link " **Print Your Certificate**" button



Print Your Certificate

Select the appropriate printer (if applicable)

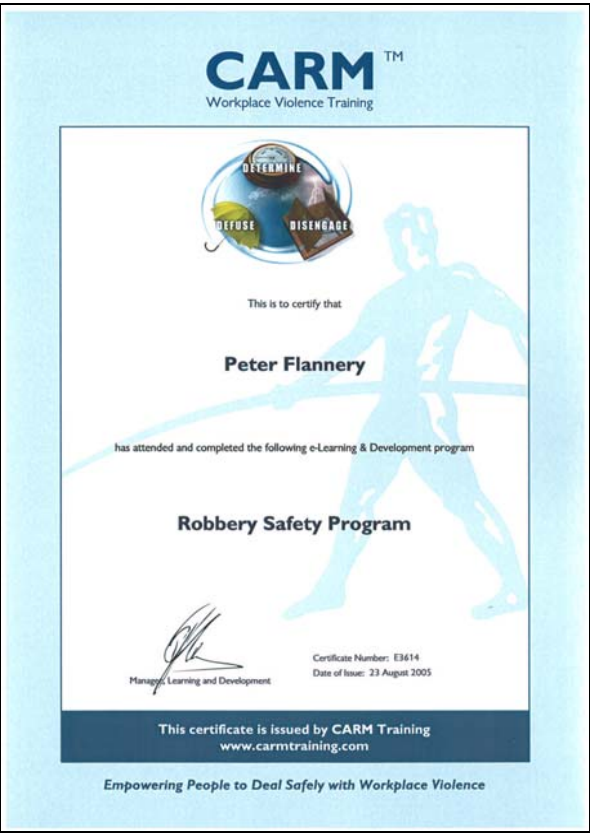


i Before you click on 'print' button ensure that there is paper in the printer. If you want a good quality print, ensure you load the appropriate quality paper for your certificate.

If you want a colour copy you may need to select colour print copy on your machine.

i Please note that printing a certificate is optional and only available when you complete your quiz- your results will be still be recorded regardless of whether print a certificate or not.

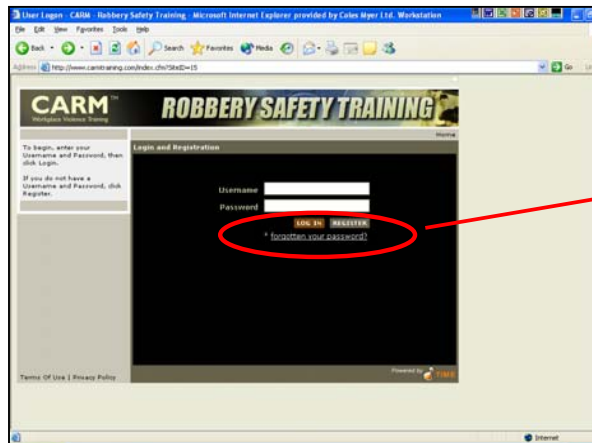
This is what your certificate will look like in colour



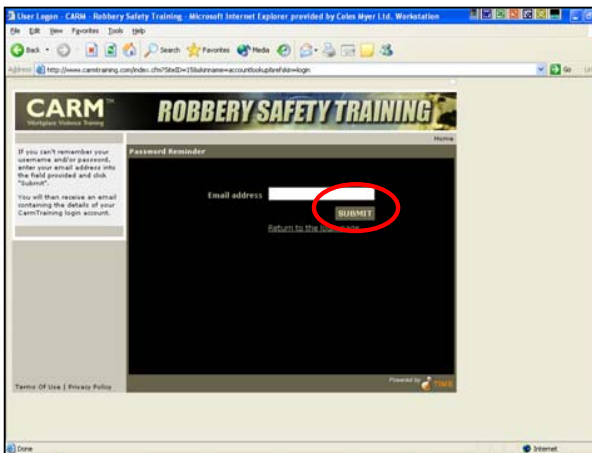
Forgotten or incorrect Usernames and Passwords


Note: Process is the same for all the online e-learning courses

If you can't remember your username and/or password, or upon entering your details you receive a message advising that you're username or password are invalid, click on the **"forgotten your password"** link

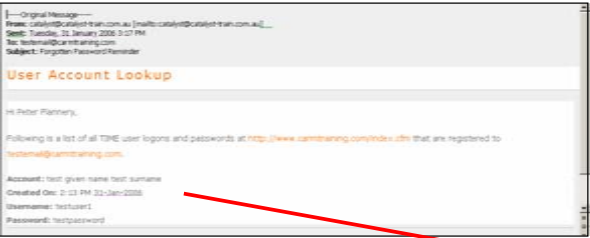


Enter your email address into the field provided and click "Submit".



 Note that the email address you enter must correspond to the email address that you entered during the registration process in order for this information to be provided to you.

You will then receive an e-mail containing the details of your CARM Training login account (the information will be sent to your nominated e-mail account, which you entered in the registration process)



Account: test given name test surname
Created On: 2:13 PM 31-Jan-2006
Username: testuser1
Password: testpassword

Technical Support – Common I.T. Errors

Common Problems	Solutions
Typing incorrect URL / Website addresses	Please ensure you type in the correct web address for the training which is www.carmtraining.com
Typing incorrect access codes	Incorrect or miss spelt registration / logon names, passwords, company codes, email address and names are also common mistakes. Remember codes are case sensitive and the (numeral 0) is sometimes mistake for the (letter O) and vice versa
Registration and login process	<p>The first time you use an e-Learning program you are required to go through the registration process (self registration) up to and including entering the Authorisation Code. After initial registration you should then enter the program through the login screen using the login name and password, which you created during the registration process.</p> <p>Trainees must not register more than once for the training program. As doing so will mean duplicate results and also take up unnecessary seat/licence allocations.</p>
Caps Lock	Caps lock either on / off is another common problem. You are required to type in your login details exactly as you did when first registering for the program and remember these codes are case sensitive.
Forgotten passwords	Please ensure you record your login name, password and other information, which you generate during the registration screen. These codes should be kept in a safe place, which you can access at a later date to do the training. This information will be requested at login screen when returning to do the program.
Timed out	When doing the training or assessment / quiz, you must not leave your computer for more than 20 minutes as the program will time out. If timed out during an assessment / quiz, you will have to re login and start the assessment / quiz again.