E-learning General Login Guide
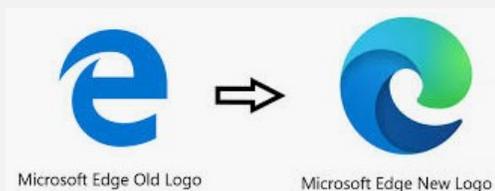

Before you Log In:

Before you log in for your course, please review the following computer system requirements:

- PC, Apple, tablet computer or mobile device
- A Hi-speed internet connection
- Any modern web browser:

- Google Chrome, *Microsoft Edge Chromium, Mozilla Firefox, Safari, Brave. Please ensure you are using the latest version of your browser.

*Note: Microsoft Edge browser was originally a part of the Windows 10 operating system. This version used an icon that looked like the one below on the left. This version is now old. Download and use the **newer MS Edge Chromium** version browser with the icon on the right (or else use Chrome or Firefox or Safari). If you are doing the **Food Safety for Food Handlers** course, using the older edge browser will cause problems!

Important: 'Popup windows' must be allowed in your browser from www.skillstracking.com for courses to open – see the technical tips further down for how to do this.

- Audio recommended but not required
- A webcam and audio capability is required if you are doing a course with electronic proctoring (like the '**Food Safety for Food Handlers**' course) and will write the final exam from home. Note: this is NOT a requirement for WHMIS and other un-proctored courses.

Note: Sorry – as much as we loved Microsoft Internet Explorer web browser- it is now obsolete and not recommended – if you must use it ensure it is Version 11 or later, turn 'Compatibility view' off for 'www.kccsoft.com'and 'www.skillstracking.com'. If you experience problems move to a newer browser.

Accessing your course:

- Go to the custom company URL address that was emailed to you, or this URL: General Elearning Login

- A login screen will appear. Enter your company number, personal loginID and personal password as issued to you by your manager or via email. It's case sensitive! Type (or better, paste) your loginID and password exactly as they are in the login email.

See the notes below for technical issues.

First Login

First Time Login:

Go to the login URL you have been provided, or go to General Elearning Login

Enter your personal login information into the top of the form that looks like the one below:

CompanyID number
Personal LoginID
Personal Password
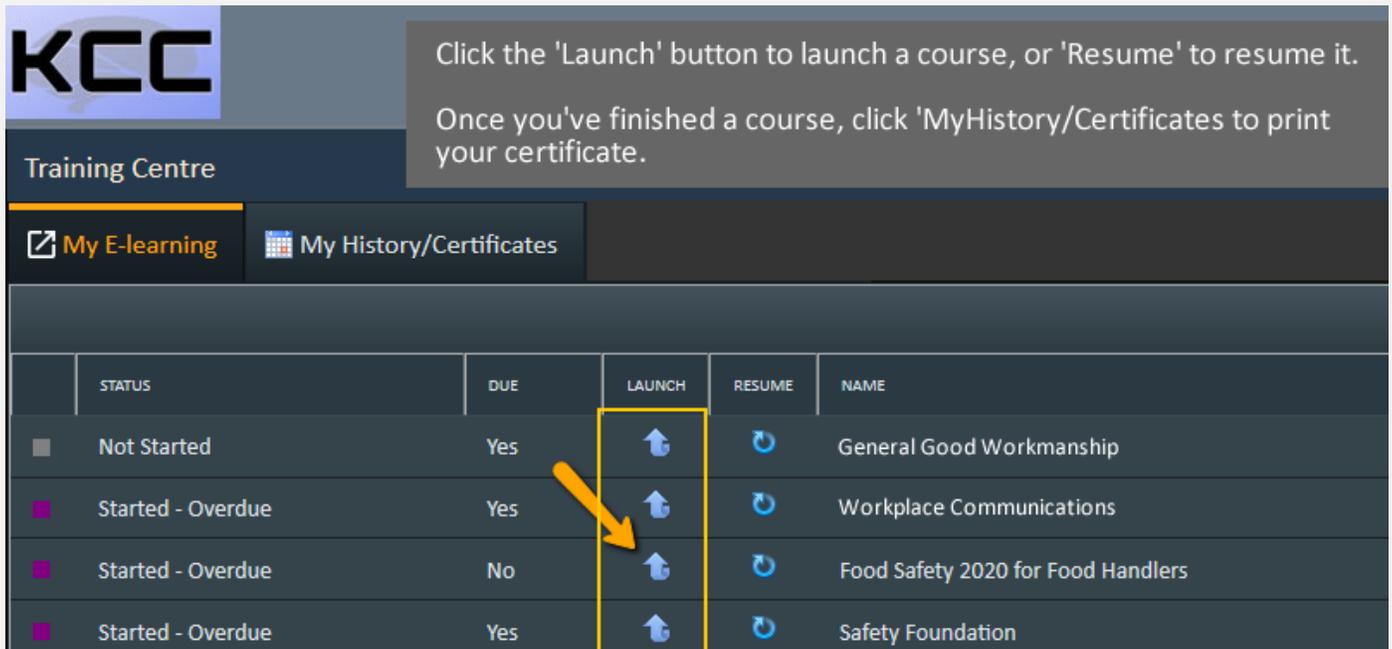
Then click the 'Log In' button.

If you've lost or can't remember your login information, click the 'Forgot Login Information' link.

Don't 'Create New Account' unless your manager has specifically advised you to do so and supplied you with company login information. Otherwise if you have more than one account your may not receive credit for training.

Can't Get Logged In?

We know how frustrating this is!

Everybody's crazy now about security on the web, so we've made our security more robust.

Your LoginID and Password are now both 'case sensitive' – which means that small letters and capital letters are critical.

The loginID '**RonDavis**' is different than '**Rondavis**' and '**ronDavis**' and '**rondavis**'! This is the number one cause of login failures and frustration – please make sure you are using the right capital letters!

LoginId / Password Recovery

Use the **'Recover Login info / Change password'** link on the login page to recover your information and if you desire to change your password.

Note that you must have a <u>unique email address</u> in the database for this to work. If not, please contact your training manager for this information. This security

system is a balance between privacy and security and convenience, it's not perfect!

Once you are logged in:

Once you are logged in you will see the Training Centre with your course(s) listed like below. Click the 'Launch' button to start a course, or the 'Resume' button to resume it.
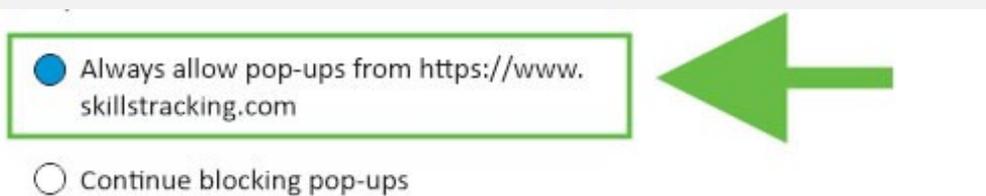

Allow those Popup Windows!

Wait! The first time you run a course from www.skillstracking.com you are likely going to get a message in your web browser asking you to 'allow pop up' windows. This is normal from any website that opens other windows, and you should say 'yes' or 'allow'.
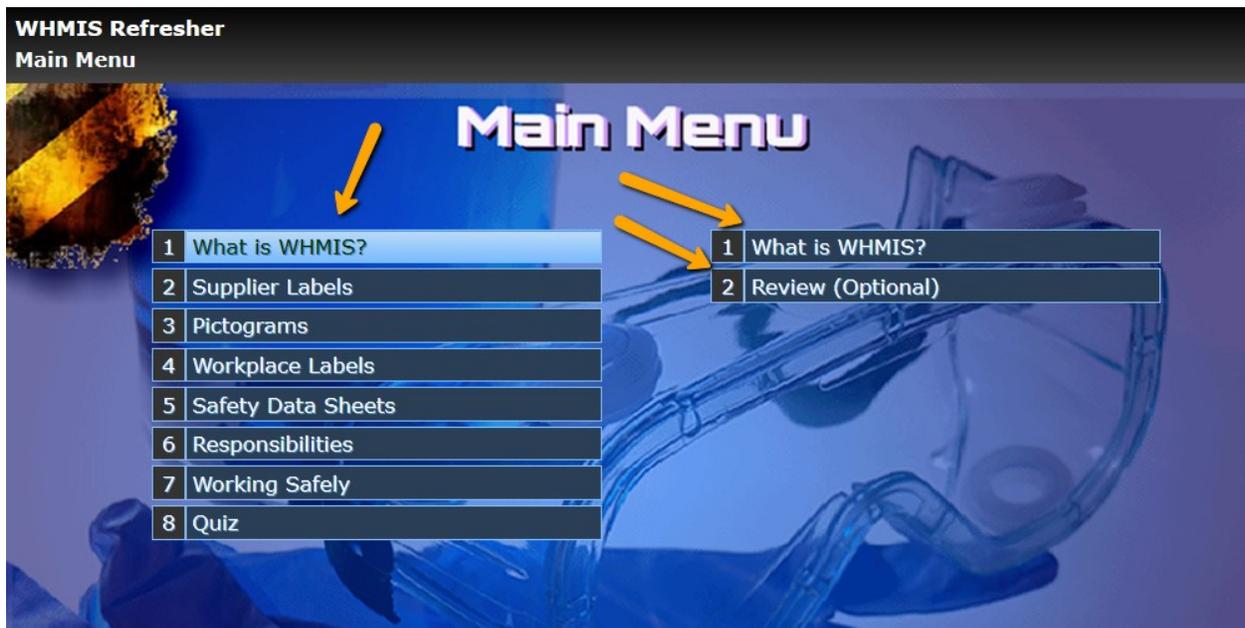
This message may look different depending on what browser you are using. It may open up a box like the one below, or it may show up as a message on the top or bottom of the browser or just as a small icon with a red 'X'. Choose to allow popups for the www.skillstracking.com website and your course will open.

- If you are not sure how to do this in the different browser types, go to www.youtube.com and in the search window type 'allow popup window' for the type of browser you are using.

- Do you have two monitors on your computer? If so the course may have opened on the other monitor

– have you checked?

Main Menu – Parts and Modules:

CLICK THE 'PARTS' ON THE LEFT – THEN THE RELATED 'MODULES' ON THE RIGHT!

Many courses are built with 'Parts' on the left, and related 'Modules' on the right. Click on the 'Part' on the left, then on the 'Module' on the right you want to go to. When you are in a module, just keep clicking on the 'Next Page' button in the lower right – at the end of the module you'll be back at the menu and a checkmark will be turned on!

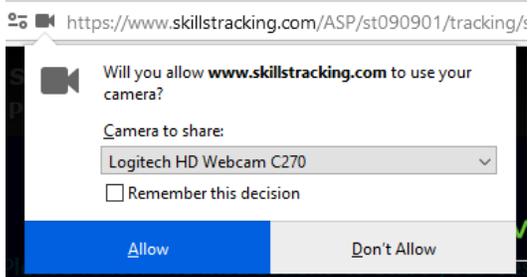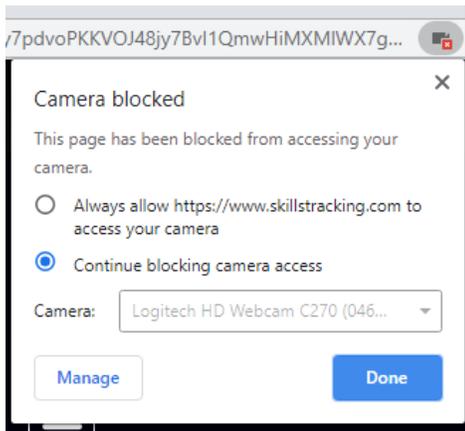# Doing an electronically proctored final exam?

You'll need a webcam, audio, and a government issued PhotoID like a driver's license.

NOTE! If your webcam is not working, go here: https://support.integrityadvocate.com/hc/en-us

Electronic Proctoring System: Please watch this video before doing an electronically proctored exam, such as for the Food Safety for Food Handlers course:
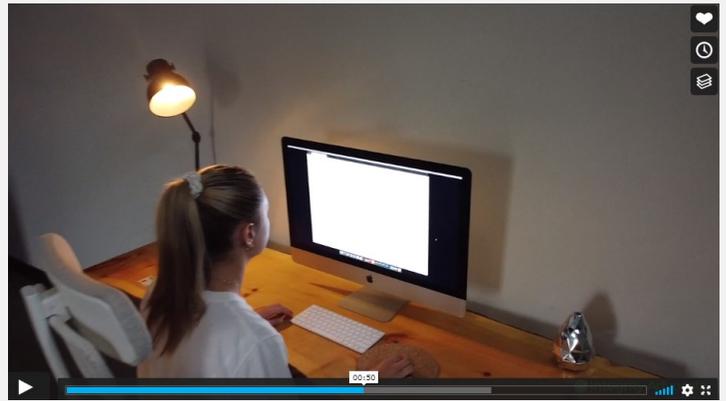
Note: This section applies only to special courses like 'Food Safety for Food Handlers' with proctored exams.

MS Edge
(not OK)

MS Edge Chromium
(OK)

A Note on the Microsoft Edge web browser: *MS Edge was originally part of the Windows 10 operating system. This has changed in early 2020 and newer versions of Edge Chromium now need to be manually downloaded and installed. The older version of MS Edge and Internet Explorer will not work properly. Please ensure you have the latest version of MS Edge Chromium if you must use that browser, otherwise please use Google Chrome, Brave, Mozilla Firefo, or Safari.*

https://vimeo.com/459066758/e5e8a8082f

Some courses, like Food Safety for Food Handlers, have an electronically proctored final exam.
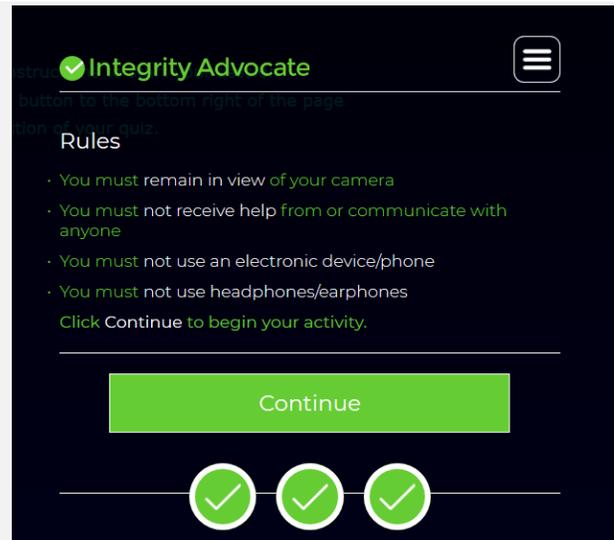
In order to access the Food Safety for Food Handlers exam you first need to spend the required amount of time (at least 6 hours) going through each part and module of the course sequentially. You'll need checkmarks on all parts and modules, and you need to score 100% on the practice quiz in each part for the checkmark to turn on. You will need to finish the course and pass the exam within 30 days of starting, otherwise by regulation the course must be 'reset' and you must repeat it.

You'll need a webcam and audio capability on your computer to use the electronic proctoring system. Have a quiet and uninterrupted place to do the exam, and have your government issued PhotoID ready (like a driver's license or passport) as the system will need to verify your identity. Sit directly in front of the webcams field of view during the entire exam.
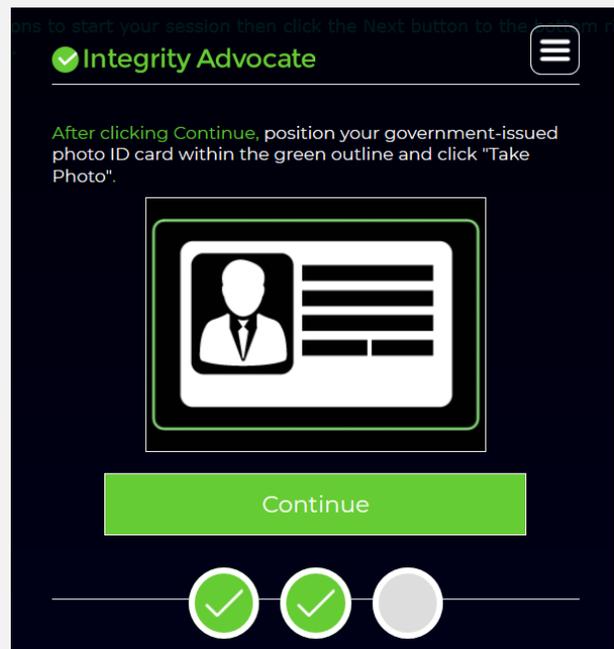
Read the rules and follow the directions on the form that appears before the exam begins. You will need to allow the system to use your webcam. The system will ask you to position yourself in an area on the screen then take your picture. Next it will ask for you to hold your PhotoID card up to the webcam and take a picture of it, in order to compare your image to that on your ID card.

If your webcam is not working, check this page for support:
https://support.integrityadvocate.com/hc/en-us

Don't touch your phone in the exam!

Don't use headphones or earbuds in the exam!

Integrity Advocate

Rules

· You must remain in view of your camera
· You must not receive help from or communicate with anyone
· You must not use an electronic device/phone
· You must not use headphones/earphones

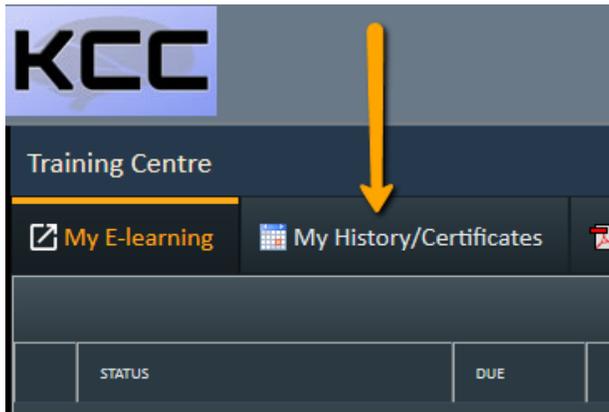Click Continue to begin your activity.

Continue

STAY IN VIEW OF THE WEBCAM WHEN DOING YOUR EXAM... GOING OUT OF VIEW OR LOOKING AT NOTES OR AWAY FROM THE SCREEN REPEATEDLY MAY BE INTERPRETED AS ATTEMPTING TO CHEAT ON THE EXAM. PUT YOUR CELL PHONE, HEADPHONES, OR EARBUDS AWAY AND DON'T USE THEM IN THE EXAM.

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After clicking Continue, position your government-issued photo ID card within the green outline and click "Take Photo".

Continue

Follow the instructions. On successful completion of a proctored exam, your certificate will be emailed directly to you. This usually happens within 15 minutes, but could be delayed up to 24 hours in the event the session needs a special review. Please be as patient as you can, we know you need that certificate! If a full day passes and you don't see an email... contact your training manager or KnowledgeWare.

Note: The Food Safety for Food Handlers certificate is sent directly to you and your school via email when you complete an electronically proctored exam.

Printing Your Certificate – Non Proctored Courses

Certificate printing for non-proctored courses may or may not be turned on - your training manager is in control of this feature. If it is turned on you can print certificates for all courses when you successfully complete the final quiz from the 'Training Center' where you logged in to do the course. Click on the 'Training History / Certificates' tab at the top of the Training Centre, then located your course in the list and click on the 'Certificates' icon on the right hand side of the row. If it is not visible, it is because you have not passed the course or certificate printing is turned off.

Food Safety for Food Handlers is a special government certified course. You cannot directly print your own Food Safety certificate. Certificates are automatically generated within about 15 minutes of a successful final quiz completion and e-mailed to you. Contact your proctor to receive your certificate.

Note: If you've written the food safety exam in front of a human proctor, the certificate will be emailed immediately to your proctor.

Need more help?

Please contact your training manager for assistance. This is about all we can put in this document without writing a book!

Troubleshooting Tips – These are rare but could occur, especially with older browsers:

Black Screen Solution:

- Adjust your browser to allow popup windows from the 'www.skillstracking.com' website

- Do you have two monitors on your computer? If so the course may have opened on the other monitor – have you checked?

Problem: Blank black screen

White Screen Solution:

- Internet explorer: Turn off 'Compatibility view' for 'kccsoft.com'. Please stop using IE! It's obsolete now.
- IE Compatibility view(youtube video)

Problem: Blank white screen

Problem - Error Message:

"WARNING: Scorm Tracking System not initialized. Please re-start this course. If the problem persists please contact Knowledgeware for assistance."

Is Javascript enabled?

Ensure that your web browser has 'javascript' enabled. This message will occur if the application cannot use javascript to do its job. Javascript is sometimes disabled on corporate networks for security reasons, but this is rare.

If you are still stuck contact KnowledgeWare at **1-800-893-9333 (604-380-0040) Pacific** or via email: techsupport@kccsoft.com

Note: KnowledgeWare help is available 8:30am - 5pm Pacific Standard Time, and usually outside these hours!