Step by Step Instructions User

These instructions are intended for those who will be participating in Training Department. The following instructions are a step by step process for taking the training and logging your results.

Step 1. Go to www.nationaltrainingcenter.net

Step 2. Click on the Login Button in the upper right

Step 3. Enter your Login and Password (if you do not know what your login and password are, contact us at NTC).
Step 4. From the Welcome screen, you can:

- Scroll down to see your available courses
- Click Start/Continue My Training to see your available courses
- Click View My Test Results to see status and scores from all of your courses
- Click Renew/Purchase to renew your subscription or purchase more training
Step 5. To start a course, select GO TO COURSE to the right of the title or click on the course title.

Step 6. To start a lesson, click on START LESSON to the right or on the lesson title.
Step 7. Click on START LESSON to start lesson

Step 8. Lesson will begin (enjoy!)
Step 1. Click on course name

Step 2. Click on lesson name, then RESULTS DETAIL (below)
Step 3. See Results Detail, click GENERATE REPORT to export (CSV, Excel, XML)

IMPORTANT NOTE:

Our training uses SCORM to track student attentiveness.

If you skip any slides in the presentation, the system will log your training as INCOMPLETE.

This DOES NOT affect any quiz/test score logging.
Troubleshooting

NOTE: depending upon the speed on your internet connection and the processing power of your device, it can take up to 30 seconds for content to load

If content in Training Department does not display properly, there are a couple of things you can try:

1. Our content uses Flash, which is NOT natively supported on Apple or some Android devices. If you are using an Apple (iPad, iPhone, Mac) or Android (phone, tablet) device, you can try downloading a browser that supports Flash. Here are some recommended by our students:
   - Photon Flash
   - Puffin
   - Flash Fox
   - Virtual FireFox
   - Chrome
   - FireFox

2. Our content works best with a HARDWIRED connection to your router. Wi-Fi signals are not as stable as a physical connection. Try connecting your device directly to your router or network with a Cat5/Cat6 patch cable.

3. Try a different web browser. Apple's Safari browser does not support Flash, and some versions of Internet Explorer can have issues with Flash. We have found the Chrome and Firefox work quite well with our content.

4. Clear your browser's memory cache. The easiest way to do this:
   - Power down completely
   - Physically disconnect AC power (unplug device)
   - If using a laptop, remove the battery
   - Let device set for 15 seconds
   - Plug everything back in and power up

5. Check your firewall settings. Add BOTH NationalTrainingCenter.net -AND- www.NationalTrainingCenter.net to the firewall whitelist. It is important to add BOTH to the whitelist!

If you continue to have trouble, please contact us at CS@NationalTrainingCenter.net or 702-648-8899.