



The Change Companies® eTraining Support

Thank you for participating in The Change Companies® eTraining services. These electronic resources will help you and your organization effectively train and educate in a dynamic, cost-effective manner. This support sheet provides a list of basic technical requirements, as well as answers to Frequently Asked Questions, to ensure you are receiving the full advantages of these interactive, online materials.

Basic Technical Requirements

In order to participate in eTraining modules offered by The Change Companies®, please review the following list to make sure you have...

- Speakers or headphones to hear the audio presentation.
- A high-speed Internet connection (DSL or cable recommended).
- Enabled “cookies” in the Internet browser you will be using.
- The latest web browser of your choice. Click on the links below to download the latest versions:
Google Chrome - <https://www.google.com/intl/en/chrome/browser/>
Firefox - <http://www.mozilla.org/en-US/firefox/new/>
Safari - <http://www.apple.com/safari/download/>

Quick Test

To quickly determine if your computer is currently capable of at least playing these eTraining modules (remember, you will still need to be sure you meet the other requirements), follow these steps:

- 1) Click on this link: www.changecompanies.net/elearning
- 2) Choose any of the new courses shown on screen, then click on the button that says “View Sample”
- 3) If an eTraining screen pops up and begins playing, your computer model and browser are ready to play eTrainings!



Frequently Asked Questions

Q: How do I get started with my eTraining modules?

A: First, you will receive an email from **help@changecompanies.net** (be sure this address is recognized by your inbox) that contains a button to log in to The Change Companies' eTraining. From here you will be prompted to create a personal account. Store your account information in a safe place that you can return to in case you forget.

You can log in to your account from www.changecompanies.net by clicking on the "login" button on the upper right of the screen.



You will now be directed to what is called your "Account Dashboard." From here, there are tabs that link to different kinds of online resources. Click on the "eTrainings" tab to view what modules are available to you. Any modules you have completed will show up in the "Completed eTrainings" tab.



For Administrators: The "Account" tab on your Account Dashboard will also contain links for inviting and managing other users. For more information, see the final two pages of this document.

Q: What do I do if the eTraining module does not load?

A: Check to make sure you are using the latest version of your browser of choice, whether Internet Explorer, Firefox, Safari or Chrome (see links provided on the previous page).

Q: Why aren't my module's links and document attachments loading?

A: Some eTraining modules have additional documents and PDFs you can download. If you are having trouble accessing these, it likely has to do with your computer's security settings. Check with your local tech support to adjust these settings.

Frequently Asked Questions

Q: I still can't get the files and links to work, is there anything else I can try? Can you send me the materials?

A: Any additional materials needed to complete an eTraining module are available for download in your Account Dashboard. Click on the "Resources" button (next to the Play button) for that module to download the files. Keep in mind that some modules do not have downloadable resources.

Q: Can I work on this module at work, then complete it when I go home?

A: Not unless you're bringing home your work computer. Your eTraining progress is stored using cookies that are on the computer first used to access the eTraining module. It is strongly advised that you start and finish your eTraining modules on one computer.

Q: I lost my certificate and I need to print another one. How can I do that?

A: Visit the "Completed eTrainings" section of your Account Dashboard to reprint any of the certificates you have earned.

Questions? Give us a call!

 **The Change Companies**[®]

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www.changecompanies.net/elearning



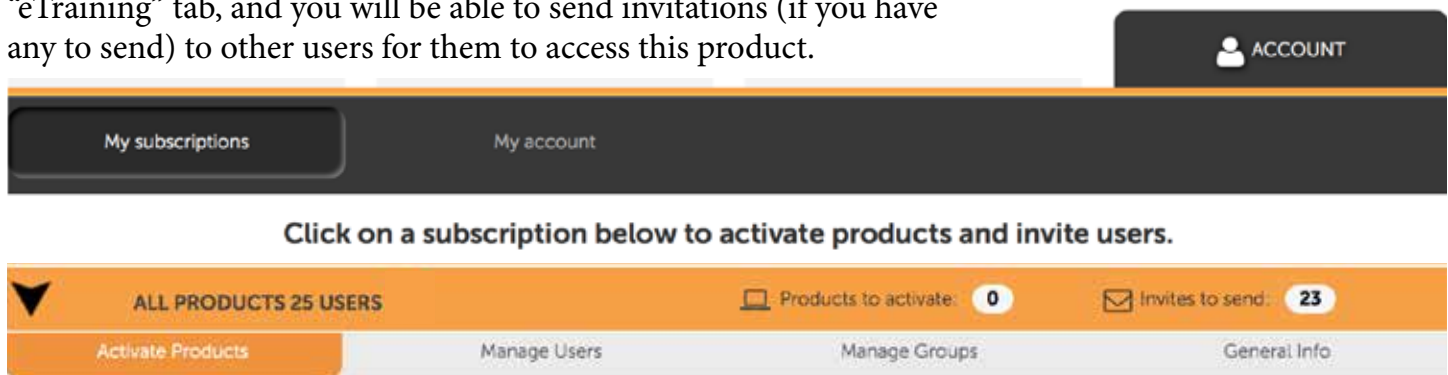
Administrative Support

The information provided here will assist administrators in managing products and users within The Change Companies® eTraining system. If technical questions arise, administrators can also refer to the early pages of this document for troubleshooting.

Each section of this Administrative Support is part of the “Account” tab, which is found on the far right of your “Account Dashboard” page that appears upon logging in. Follow the instructions to “click on a subscription below,” by clicking on the orange bar that shows your number of products and invites.

Activate Products

Use this function to activate available products. Once activated, the course will appear in your “eTraining” tab, and you will be able to send invitations (if you have any to send) to other users for them to access this product.



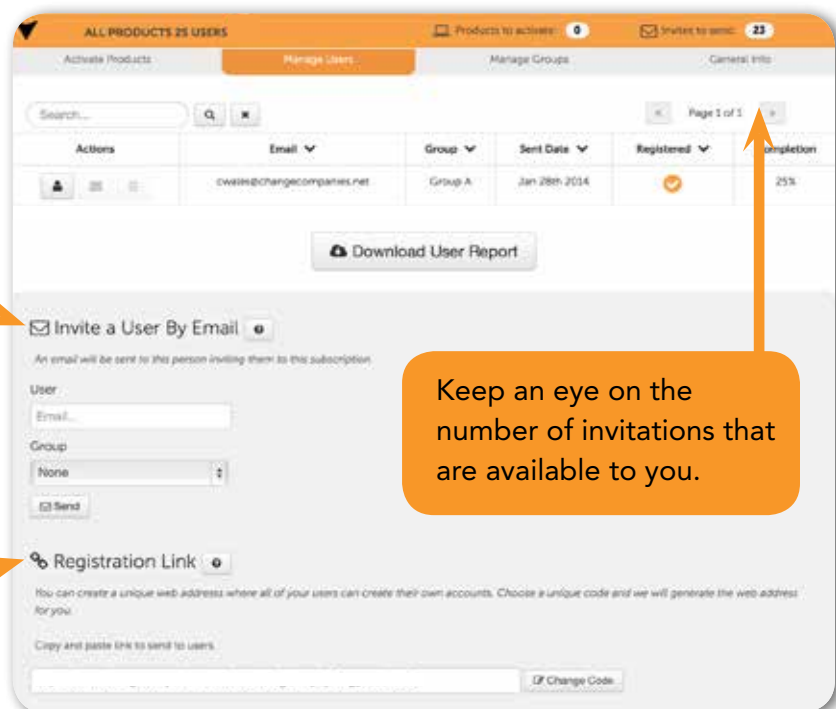
Manage Users

This screen will show you any current users you are managing. It also allows you to monitor accounts, send reminders to register, download user reports and invite new users to participate.

Inviting new users

Toward the bottom of the “Manage Users” screen is a place to invite new users to participate in your purchased eTraining modules. You can type in the email of a single new user to have a login email automatically sent to them (to learn more about “Groups,” see the next page).

If you have a large group of users to add, and don’t want to input each email one-by-one, you can create a unique registration link to send to everyone. People can click this link to register, but keep in mind that you will need to distribute this link to your user group yourself.




Managing users

The “Manage Users” tab will show your list of all current users. You can search this list for a specific account, and use the icons displayed next to the email address to track this user (which will provide a more detailed account of their progress), send a reminder if they haven’t registered, or even cancel an invitation. This screen will also show you the completion percentage a user has with the assigned material.

Actions	Email ▼	Group ▼	Sent Date ▼	Registered ▼	Completion
  	cwales@changecompanies.net	Group A	Jan 28th 2014		25%

Reporting

To view a full report of all users and their progress, click on the button that says “Download User Report.” A spreadsheet will then be downloaded to your computer.

 Download User Report

Manage Groups

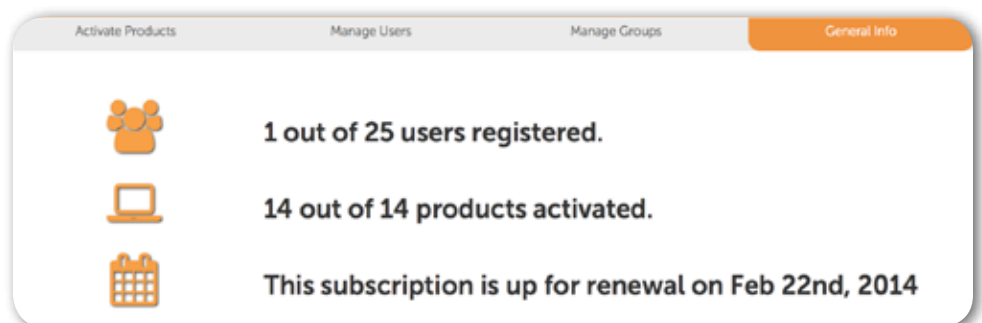
The “Manage Groups” feature allows you to create categories to group users in. If you are inviting a new user, and have an existing group you’d like to add the user to, you can select this group before sending the user an email invite. Otherwise, use this screen to create new groups. You also can edit existing groups, and add or remove users with the icons provided here.



Clicking the “Add Users to Group” icon will display a list of current users you can select and save to this group.

General Info

The final tab within the orange subscription bar provides general information about the number of registered users, active products and subscription renewals. This can give you a quick snapshot of the status of your eTraining products.



1 out of 25 users registered.

14 out of 14 products activated.

This subscription is up for renewal on Feb 22nd, 2014