


STEP #1

Go to your training portal as listed in your notification email. Type in your User ID and Password, then click **Sign In**.

STEP # 2

The system will open up on the **Home**  tab, displaying a list of your **Incomplete Courses**. Click a **Start** Button to select a class to begin.

STEP #3


You will then see the **Course Menu** for the class you selected. Click the **Launch** button for the Introduction to begin viewing lessons.

STEP #4

When the course opens up – it will open in a new window.* Click the arrow buttons at the bottom to navigate through the course.
* Make sure your Pop-Up Blockers are turned off.

STEP #5

Once you have reviewed all the content sections you may move on to the **Test**, listed as the last section. You will pass the course with 80% or higher, and may retake the test if needed.

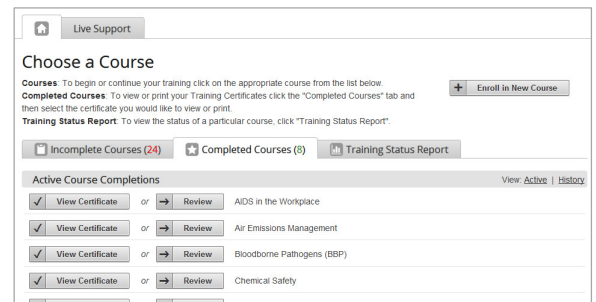
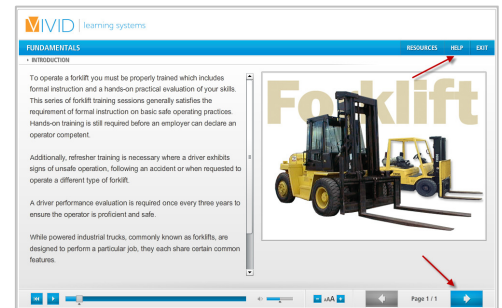
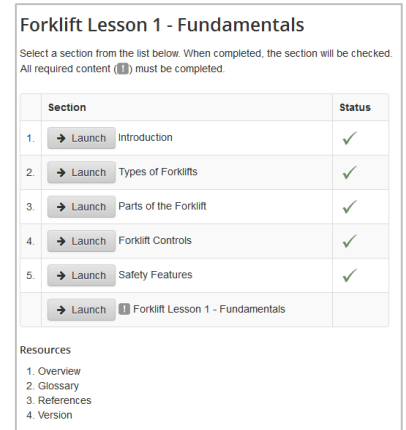
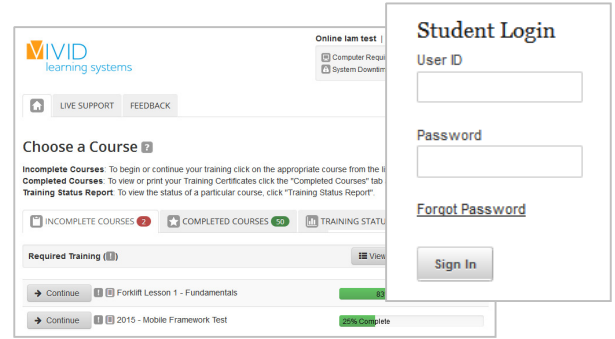
After completing a course, your class will display on the **Completed Courses** tab under the **Home**  tab, where you may click on **View Certificate** to print your certificate.

To begin another class, click on the **Incomplete Courses** tab and click another **Start** button.

STEP #6

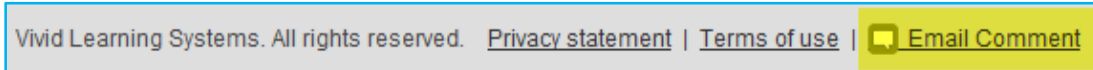
You may also view/print a **Training Status Report**. It lists the Course Title, Completion Date and time you spent on each module, with a total Time Spent at the bottom. Click on **Print Report** to print. From this view you may also view or **Email** your diploma using the icons to the right of the “Completed” designation.

HAVE QUESTIONS OR NEED HELP?
Contact Vivid Learning Systems Customer Service at (800) 956-0333 or customerservice@learnatvivid.com

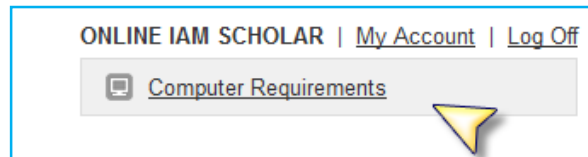


Course	Req/Opt	Status	Completion Date	Training Time
Aerial Lift Safety	Required	Completed	03/19/2015	-
Asbestos Exposure Prevention	Required	Completed	03/19/2015	-
Avoiding Falling Object Hazards	Required	Completed	03/19/2015	0 hrs 1 mins
Bloodborne Pathogens Protection	Required	Completed	03/19/2015	-
Chemical Safety	Required	Completed	03/19/2015	-


If you are having trouble, you may use the **Email Comment** link at the bottom of the page to Email Customer Support.



You may also click on the **Computer Requirements** link at the top of the page. It will test a few settings on your computer and let you know if your system needs adjusting.



Settings that cannot be tested may also need attention.

Issue	Recommended Solution
<p>“I have reviewed all the sections of a course, but my checkmarks are not being recorded.”</p>	<ul style="list-style-type: none"> ➔ Update your Internet Browser Cache setting ➔ Tools Menu (or  icon) > Internet Options > General tab > Browsing History > Settings button ➔ Check the option for: Every time I visit the webpage
<p>“I clicked on the next course and it displays one I have already completed.”</p>	<p>Update your Internet Browser Cache setting. See instructions above</p>
<p>“The course window seems stuck on loading dots.”</p>	<ul style="list-style-type: none"> ➔ Check to be sure your machine/network is not blocking streaming media ➔ Check to be sure you have Adobe FlashPlayer version 11 or later installed. To check what version you have, click here ➔ Check to be sure your Adobe FlashPlayer Settings are set to allow at least 100MB of data to be downloaded to your machine
<p>“The course window loads, but the center is white (no loading dots).”</p>	<p>Check to be sure you have Adobe FlashPlayer version 11 or later installed. To check what version you have, click here</p>
<p>“I clicked on the ‘Launch’ button for a course and nothing happened.”</p>	<p>Turn off all your Pop-Up Blockers (check your internet browser and all toolbars)</p>
<p>“My certificate printed on two pages.”</p>	<p>Adjust your printer setting to “Shrink to one page” or “Scale to fit”</p>

If the recommended solutions above do not fix the problem, please contact Vivid Learning Systems Customer Service at (800) 956-0333.