

WELCOME TO TRANSIT-TRAINING.COM

Student Manual

*PLEASE NOTE: this manual contains screen grabs from a fake client.
The header logo, title and color scheme will be different for you.*

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Important Notes

This manual contains screen grabs from a fake client. The header logo, site title and color scheme will be different for you once you log in with your personal account information.

Web Address: <http://www.transit-training.com>

My Username: _____

My Password: _____

If you ever run into any problems, or do not understand how to access a course, please contact your training coordinator.

Training Coordinator's Name: _____

Training Coordinator's Phone: _____

Training Coordinator's Email: _____

If you ever run into a server error or any technical issue, please send an email to technical@eyemg.com, with the following information:

- ! Your Name
- ! Your email address or phone number (however you would like us to contact you when the problem is resolved)
- ! The web address of the page you are viewing
- ! The Client Name
- ! Explain what you were doing when the problem occurred

We will use this information to troubleshoot and repair the problem right away. The more information you can give us to reproduce the problem, the better we will be able to address the issue. We will use your phone or email to respond to you when the issue is fixed.

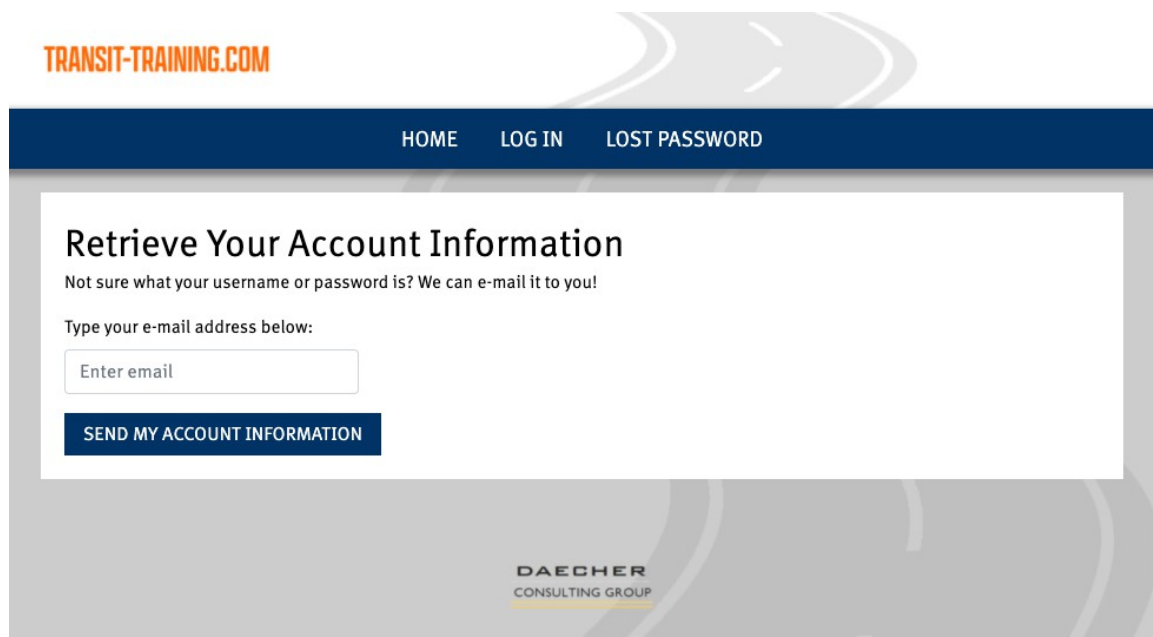
Logging in to www.Transit-Training.com

Your Username and Password

When your training coordinator assigned you a course on www.Transit-Training.com, they would have created an online account with a username and password for you. You should have received an email from the system that was titled “Transit-Training.com: ACCOUNT INFO” – it would have come from the email address: do_not_reply@transit-training.com.

That email will contain the URL (<http://www.transit-training.com>) and your username and unique password. Usually your username will be your first initial + last name (no spaces, all lowercase).

Retrieving Your Login Information



The screenshot shows the website interface for retrieving account information. At the top left is the logo 'TRANSIT-TRAINING.COM'. A dark blue navigation bar contains the links 'HOME', 'LOG IN', and 'LOST PASSWORD'. The main content area is titled 'Retrieve Your Account Information' with the subtitle 'Not sure what your username or password is? We can e-mail it to you!'. Below this is a form with the label 'Type your e-mail address below:' and an input field containing the placeholder text 'Enter email'. A dark blue button labeled 'SEND MY ACCOUNT INFORMATION' is positioned below the input field. At the bottom right of the page, the logo for 'DAEGER CONSULTING GROUP' is visible.

If for some reason you did not receive your username and password, go to the login screen at <http://www.transit-training.com> and click on the link in the paragraph that says “Not sure what your username or password is? We can e-mail it to you!”

You will be asked to enter your email address. An email will be sent to that address. The email will contain the URL (<http://www.transit-training.com>) and your username and unique password. Usually your username will be your first initial + last name (no spaces, all lowercase) – this is entirely dependent on whether your training coordinator used that method of naming accounts, though. If for some reason you cannot locate an account, it is possible that your training coordinator did not set up an account yet. **Please contact your training coordinator and tell them you cannot gain access to Transit-Training.com. They should be able to help you.**

Logging In

Once you have your username and password, you can log into the online training system. Go to <http://www.transit-training.com> and you will be presented with a “Please Log In” screen asking for your username and password. Enter your username and password and click Log In to enter your personal welcome page.

TRANSIT-TRAINING.COM

HOME LOG IN LOST PASSWORD

Please Log In

This is a secure application. Please enter your username and password below to log in.

LOGIN

[Lost username or password?](#)

Are you an administrator? [Log in here >>](#)

DAECHER
CONSULTING GROUP

Your Welcome Page

PLEASE NOTE: this manual contains screen grabs from a fake client. The header logo, title and color scheme will be different for you.

Once you log in, you will be taken to the Welcome Page. This page will have all links to the tools you will need.

The screenshot shows the LMS Training interface for ABC BUS, INC. The header includes the company logo and the text "LMS Training". A green navigation bar contains the following links: HOME, MY COURSES, MANAGE MY ACCOUNT, CONTACT/HELP, and LOGOUT. The main content area is titled "Welcome, Student!" and features four interactive cards:

- My Courses:** Includes a laptop icon and a button labeled "VIEW MY COURSES ▶".
- Contact / Help:** Includes a question mark icon and a button labeled "GET HELP ▶".
- Manage My Account:** Includes a person icon and a button labeled "MANAGE MY ACCOUNT ▶".
- Log Out:** Includes an exit door icon and a button labeled "LOG OUT ▶".

My Courses

Your training coordinator will most likely have assigned courses to you. All of the courses assigned to you will appear in the “My Courses” page.

ABC BUS, INC. LMS Training

HOME MY COURSES MANAGE MY ACCOUNT CONTACT/HELP LOGOUT

Welcome,
Below are the courses that have been assigned to you. If you have any questions, please contact [Ray Kennedy](#).

Available Courses

 **Fatigue Awareness: Driver Edition**
BEGIN This training module is designed to train drivers on fatigue awareness and a proactive and comprehensive approach to fatigue management.

 **Fatigue Awareness: Management Edition**
BEGIN This training module is designed to train management staff on fatigue awareness and how to communicate and train drivers on a proactive and comprehensive approach to fatigue management.


Completed Courses


  **Transit: Vehicle Orientation and Operation - PASSED QUIZ on August 18, 2016 @ 12:02PM**
REVIEW CERTIFICATE This training module is designed to help professional operators better understand vehicle operations. This module

Icons You Might See on the “My Courses” Screen

When you enter your “My Courses” screen – you may see one course, or many. The courses may be at different stages (You may have passed or failed some of the courses in the past, or you may have begun a course and are coming back to review it before you take the quiz).

Under “Available Courses:”

 **BEGIN** When a course is first assigned to you, it will show a “BEGIN” icon. Clicking on the icon will take you to the instruction screen for the course, and let you begin the course.

 **RESUME** If you ever begin a course and then leave the system (without taking the quiz), you will see a “RESUME” icon. Clicking the “RESUME” will take you to the last screen of

the course that you visited and let you resume the course from that point (You will also be able to review any course pages already visited. This is explained later in the manual).

Under “Completed Courses”



REVIEW If you have taken a course and passed the quiz, you may see a “REVIEW” icon – If your training coordinator allows it, course review is an option if you want a refresher on the course materials. You will not be able to take the quiz at the end of a reviewed course.



CERTIFICATE When you pass a course quiz, a printer-friendly certificate will be available to you. Clicking on the “CERTIFICATE” icon will open the certificate in a new window (with title of course, course description, your name and the date the course was passed).



QUIZ FAILED If you ever fail a quiz more than the maximum number of tries (set by your training coordinator), you will see a “QUIZ FAILED” icon along with the date you failed

the quiz. You will not be able to re-take the quiz until the training coordinator re-assigns the course to you.

Starting a Course

IMPORTANT: Your computer must be able to play video and audio as the course contains video with narration.

When you begin a course, you will be presented with an instruction screen. Please read the instructions as they will allow you to navigate through the course and get to the quiz:

The screenshot shows the ABC BUS, INC. LMS Training interface. At the top, there is a navigation bar with links for HOME, MY COURSES, MANAGE MY ACCOUNT, CONTACT/HELP, and LOGOUT. Below this, the main content area is titled "BEFORE YOU BEGIN: Instructions". The instructions are as follows:

- Please make sure that your audio is turned up - our courses contain audio and video.
- Advance through the course using the previous and next buttons.
- Once you have read or watched a portion of the course, the review tab will appear and you can click it to go back to a table of contents page and review the course.
- If you ever leave the course, the "RESUME" tab will appear when you open the course again - this will take you to the last page you were on before you left the course.

At the bottom of the instructions, there is a green button labeled "CONTINUE ON TO COURSE ▶".

The screenshot also shows a video player interface for a slide titled "Fatigue Awareness: Driver Edition Importance of Sleep". The video player has a red progress bar and a play button. The text on the slide reads: "Many of us try to sleep as little as possible. There are so many things that seem more interesting or important than a few more hours of sleep, but just as exercise and nutrition are essential for optimal health and happiness, so is sleep. The quality of your sleep directly affects the quality of your life, including your mental sharpness, productivity, emotional balance, creativity, physical vitality, and even your weight. Poor sleep contributes to cardiac conditions, diabetes, obesity, psychological disorders, and other medical conditions. Good sleep promotes wellness, high performance, and happiness." Below the text, there is a video player with a play button and a progress bar. The video player is currently paused.

Annotations on the screenshot provide additional instructions:

- Click "REVIEW COURSE" to review the course materials already covered. Click "RESUME COURSE" to go to the page where you left off.
- Click "CLOSE COURSE" to exit the course and save progress.
- Use the Previous and Next icons to advance through the slides. At the end you will be presented with a "TAKE THE QUIZ" icon to enter the quiz.
- Click the play button to watch the video. When it is playing, there will be a pause button which allows you to stop the video.

Taking a Course - Instructions:

Please make sure that your audio is turned up - our courses contain audio and video.

Advance through the course using the previous and next buttons.

Once you have read or watched a portion of the course, the review tab will appear and you can click it to go back to a table of contents page and review the course.

If you ever leave the course, the "RESUME" tab will appear when you open the course again - this will take you to the last page you were on before you left the course.

To begin the course, click the "Continue on to course" button at the bottom of the page. Below is an example course page:

The screenshot shows a course interface with a red navigation bar at the top containing links for HOME, MY COURSES, MANAGE MY ACCOUNT, CONTACT/HELP, and LOGOUT. Below this is a sub-navigation bar with three buttons: REVIEW COURSE, RESUME COURSE (highlighted in red), and CLOSE COURSE. The main content area is titled "Fatigue Awareness: Driver Edition" and "Importance of Sleep". It features a text block on the left and a video player on the right. The video player has a play button, a progress bar, and a pause button. At the bottom of the content area, there are navigation arrows and a "PAGE 2 OF 28" indicator.

Click "REVIEW COURSE" to review the course materials already covered. Click "RESUME COURSE" to go to the page where you left off.

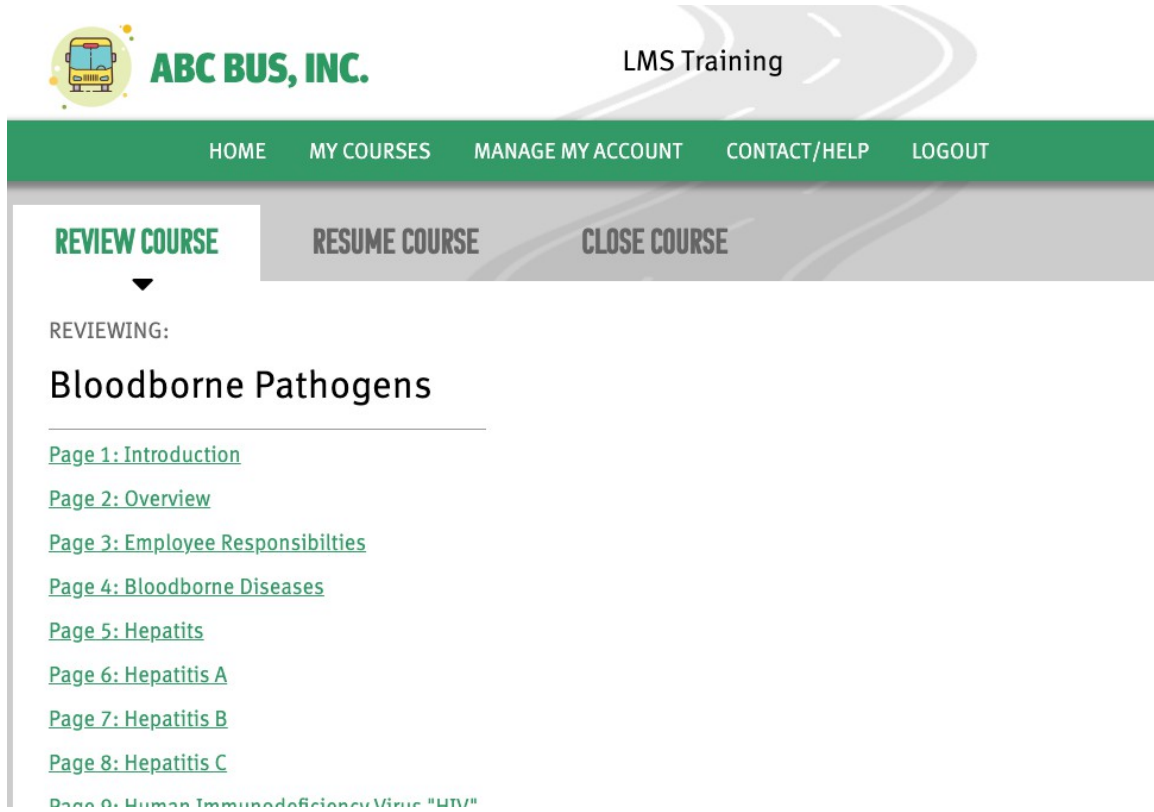
Click "CLOSE COURSE" to exit the course and save progress.

Use the Previous and Next icons to advance through the slides. At the end you will be presented with a "TAKE THE QUIZ" icon to enter the quiz.

Click the play button to watch the video. When it is playing, there will be a pause button which allows you to stop the video.

Reviewing a Course

At any time while the course is in progress you can review the materials you have already viewed by clicking the “Review” tab at the top of the screen. This will take you to a table of contents of the pages you have already viewed. Clicking on “Resume” will take you to the last page of the course that you had viewed.



The screenshot shows the LMS Training interface for ABC BUS, INC. The top navigation bar includes links for HOME, MY COURSES, MANAGE MY ACCOUNT, CONTACT/HELP, and LOGOUT. Below this, a secondary navigation bar features three tabs: REVIEW COURSE (which is highlighted with a green background and a downward arrow), RESUME COURSE, and CLOSE COURSE. The main content area displays the text 'REVIEWING:' followed by the course title 'Bloodborne Pathogens'. Below the title is a list of course pages, each with a green underlined link:

- [Page 1: Introduction](#)
- [Page 2: Overview](#)
- [Page 3: Employee Responsibilities](#)
- [Page 4: Bloodborne Diseases](#)
- [Page 5: Hepatits](#)
- [Page 6: Hepatitis A](#)
- [Page 7: Hepatitis B](#)
- [Page 8: Hepatitis C](#)
- [Page 9: Human Immunodeficiency Virus "HIV"](#)

Completing a Course and Taking the Quiz

On the last page of a course will be a button that allows you to take the quiz. Clicking this link will take you to the following screen: Do not click the “Take the quiz” button until you are SURE you want to take the quiz. We track how long it takes you to complete the quiz after clicking “Take the quiz”. If you want to review the course one more time, simply click “Review the course before taking the quiz”

ABC BUS, INC. LMS Training

HOME MY COURSES MANAGE MY ACCOUNT CONTACT/HELP LOGOUT

REVIEW COURSE RESUME COURSE CLOSE COURSE

INTRO:

Fatigue Awareness: Driver Edition

Are you ready to take the quiz?

In order to complete this course, you must take the following quiz and pass by answering at least 80%% of the questions correctly.

[Take the quiz](#)

[Review the course before taking the quiz](#)

QUIZ

A Note About Rushing Through a Course

There are settings in the system that will send an email to your training coordinator if you rush through the course and take the quiz in an impossible amount of time. This is to prevent users from guessing answers on the quiz.

A Note About Passing and Failing Quizzes

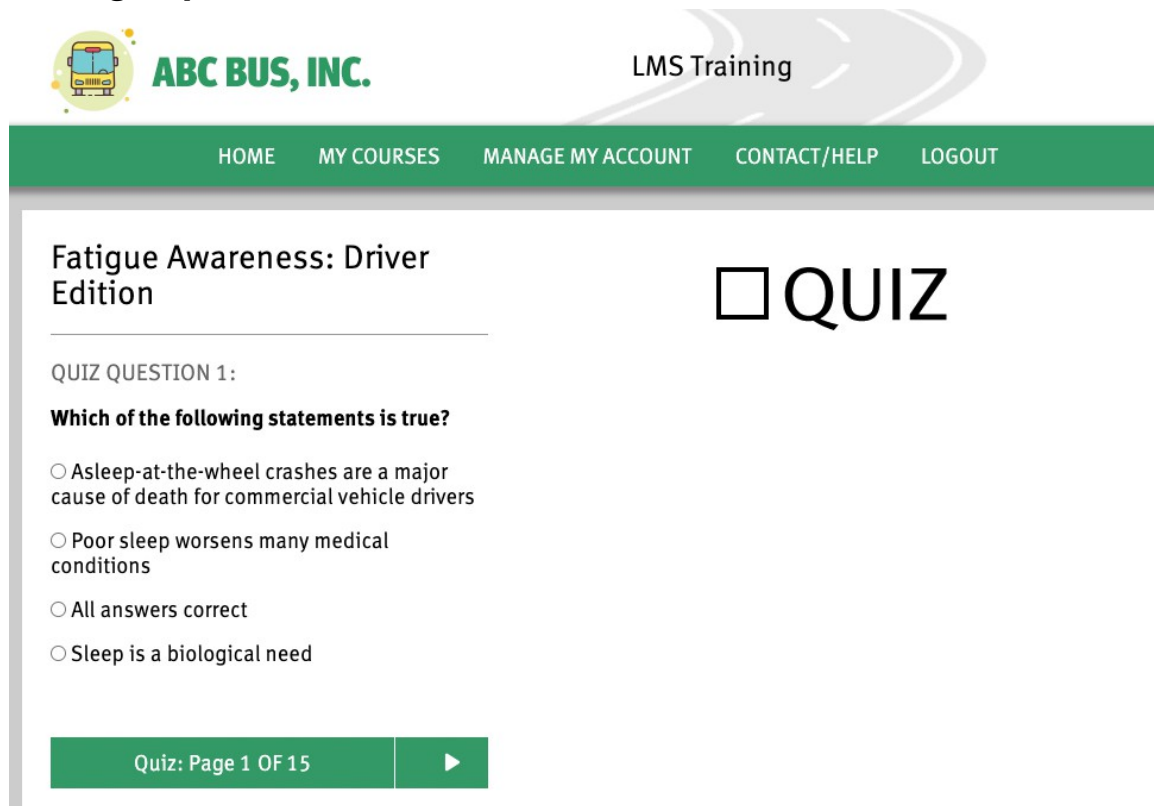
Note that on your welcome page it tells you what your pass/fail percentage is for any course quiz. For example, it might say “To pass a course, you must get at least 75% of the quiz questions correct.” This percentage may be different for you, as it is set by your training coordinator and is the same for all courses/quizzes – and it does not change per student. You MUST get at least this percentage correct or you will fail a quiz.

A Note About Failing Multiple Times

Your training coordinator has the ability to set the maximum number of times to fail. If you fail a course quiz that many times, you will not be able to take the quiz again until the coordinator re-assigns the course to you. PLEASE NOTE: every time you are

assigned a course, it may cost your company money. So please take your time and review the course fully, and make sure you can pass the quiz before taking it.

Taking a quiz

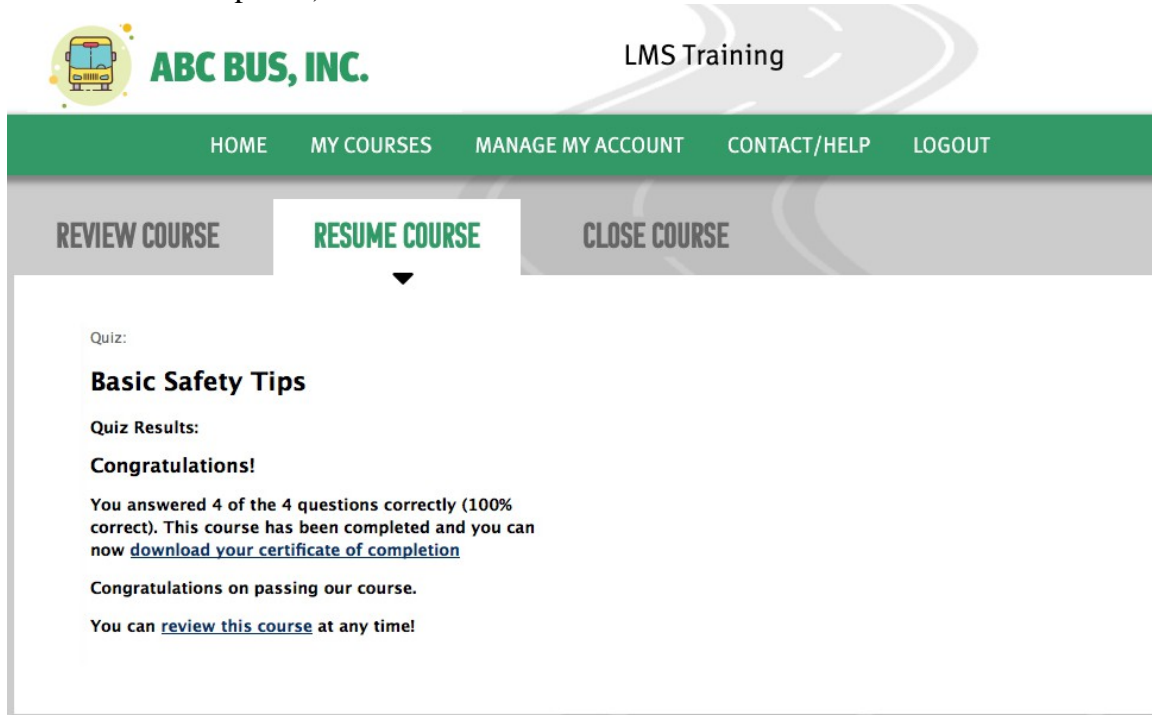


The screenshot shows the ABC BUS, INC. LMS Training interface. The header includes the company logo and name, and the text 'LMS Training'. A green navigation bar contains links for HOME, MY COURSES, MANAGE MY ACCOUNT, CONTACT/HELP, and LOGOUT. The main content area displays the quiz title 'Fatigue Awareness: Driver Edition' and a large 'QUIZ' button. Below the title, the first question is shown: 'QUIZ QUESTION 1: Which of the following statements is true?'. The question has four radio button options: 'Asleep-at-the-wheel crashes are a major cause of death for commercial vehicle drivers', 'Poor sleep worsens many medical conditions', 'All answers correct', and 'Sleep is a biological need'. At the bottom of the question area, there is a green bar with the text 'Quiz: Page 1 OF 15' and a right-pointing arrow.

A quiz can have any number of questions in it (quizzes are set up by your training coordinator). You must pass the quiz (pass rate is determined by your training coordinator and is shown on your welcome page). You must also pass the quiz within the specified number of times that you are allowed to take the quiz. If you fail too many times, the system will turn off your ability to take the quiz again, and the training coordinator will need to re-assign the course to you again.

Passing a Quiz

If you answer enough questions correctly (this pass rate is set by your training coordinator and is displayed on your welcome page), you will pass the quiz and be offered a link to your certificate. This certificate will also be available on your “My Courses” page, along with the date you passed the course. You may also be able to review the course later (if your training coordinator decided to allow students to review courses once completed).



The screenshot displays the LMS Training interface for ABC BUS, INC. The header includes the company logo and name, and the text "LMS Training". A green navigation bar contains links for HOME, MY COURSES, MANAGE MY ACCOUNT, CONTACT/HELP, and LOGOUT. Below this, a grey bar features three buttons: REVIEW COURSE, RESUME COURSE (which is highlighted with a white background and a downward arrow), and CLOSE COURSE. The main content area shows the following text:

Quiz:
Basic Safety Tips
Quiz Results:
Congratulations!
You answered 4 of the 4 questions correctly (100% correct). This course has been completed and you can now [download your certificate of completion](#)
Congratulations on passing our course.
You can [review this course](#) at any time!

Clicking on “download your certificate of completion” will open a new window with your certificate (suitable for printing):



ABC BUS, INC.

CERTIFICATE OF COMPLETION

This is to certify that

Glenn Somodi

has passed the following course:

**Course: Transit: Vehicle Orientation
and Operation**

This training module is designed to help professional operators better understand vehicle operations. This module includes core elements of transit vehicle inspections, operation and controls, and passenger safety/assistance.

August 18, 2016

Failing a Quiz

If you answer enough questions incorrectly (this pass rate is set by your training coordinator and is displayed on your welcome page), you will FAIL the quiz and be told how many questions you answered incorrectly. If you have not taken the quiz the maximum number of times allowed, you will be offered a link to review the course materials and take the quiz again:

If you have met the maximum number of times allowed, you will see a message stating you will not be able to take the quiz again. Your training coordinator will need to re-assign the course again.


The screenshot displays the LMS Training interface for ABC BUS, INC. The top navigation bar includes links for HOME, MY COURSES, MANAGE MY ACCOUNT, CONTACT/HELP, and LOGOUT. Below this, a secondary navigation bar features REVIEW COURSE, RESUME COURSE (highlighted), and CLOSE COURSE. The main content area shows a quiz titled "Basic Safety Tips" with the following results:

Quiz:
Basic Safety Tips
Quiz Results:
Sorry!
You answered 2 of the 4 questions incorrectly (50% correct). You must answer 75% of the questions correctly in order to pass.
You have taken the quiz a total of 1 times. You may re-take the quiz up to 4 times.
Please [review this course](#) and try again.

Manage My Account

If you ever need to change your name, email address, phone number or password, click “Manage My Account” and complete the resulting form (shown below). You will need to enter your current password to save any changes.

NOTE: Due to system requirements (reports are tied to your username), your username cannot be changed.

 **ABC BUS, INC.** LMS Training

HOME [MY COURSES](#) [MANAGE MY ACCOUNT](#) [CONTACT/HELP](#) [LOGOUT](#)

Manage My Account

Your username cannot be changed, but feel free to make any changes to the information below. :

My First Name My Last Name

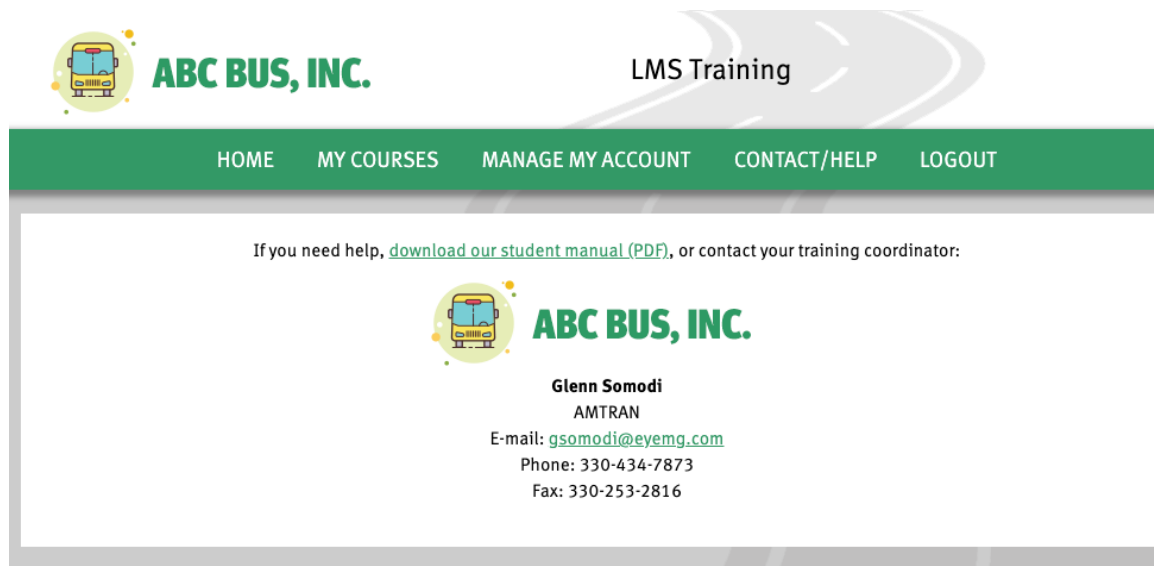
My E-Mail Address

My Phone

My Current Password

Contact/Help

If you have any questions about your account, the courses assigned to you, the quizzes or any other questions related to the course materials, please contact your training coordinator. To find their contact information, click the “Contact/Help” link at the top of any page or on your welcome page.



The screenshot shows the LMS Training website interface. At the top, there is a logo for ABC BUS, INC. featuring a yellow bus icon, and the text "LMS Training". Below this is a green navigation bar with the following links: HOME, MY COURSES, MANAGE MY ACCOUNT, CONTACT/HELP, and LOGOUT. The main content area contains the text: "If you need help, [download our student manual \(PDF\)](#), or contact your training coordinator:". Below this text is another ABC BUS, INC. logo, followed by the contact information for Glenn Somodi, AMTRAN: E-mail: gsomodi@eyemg.com, Phone: 330-434-7873, and Fax: 330-253-2816.

Log Out

If you share a computer with other students, you should log out of the system when you are done. To log out of the system, simply click the “Log Out” link. The next time you access a page in the system it will ask you to log in again.

Frequently Asked Questions

Who do I contact if I need help?

If you have any questions about your account, the courses assigned to you, the quizzes or any other questions related to the course materials, please contact your training coordinator. To find their contact information, click the “Contact/Help” link at the top of the page.

Why don't I see a quiz at the end of a course?

It is possible for a training coordinator to “turn off” the quiz on a certain course so that you can only take the quiz in a classroom setting later. This allows you to review the course materials in your own time, but take the quiz later once the training coordinator turns that option back on.

I failed a quiz a few times and now I don't get the option to take the quiz. Why?

The training coordinator has the ability to set a maximum number of times students are allowed to fail a quiz. This is to prevent someone from guessing at answers to complete the course.

What if I don't see a course assigned in “My Courses”?

Click on the Contact/Help link at the top of the Web site to get your training coordinator's contact info. Let them know you are not seeing the course in your “My Courses” page. They will need to make sure they assigned a course to you.

I do not know my login information. What do I do?

Go to <http://www.Transit-Training.com> and click on the link in the sentence “Not sure what your username or password is? We can e-mail it to you!” –If you enter your email address, your account information will be emailed to you (if you have an account in the system). If not, please contact your training coordinator and they will assign an account to you.

I cannot see or hear any video when taking a course?

It is possible you do not have the ability to view video through your computer or Web browser. If possible, write down which browser you are using (i.e. Internet Explorer 8 or Firefox 3.6.6) and what operating system you are running (i.e. Windows Vista or Mac OS X). Go to Google and search for tips on setting up your browser and/or operating system to view videos/audio. Most computers nowadays are set up with these features installed. If not, please contact your training coordinator to determine the best way for you to access the course at another computer. Click “Contact/Help” link to get your training coordinator's contact information.

I see video, but I do not hear any audio?

Make sure the volume on your computer is turned up, and also check that your speakers are connected and volume is turned up. If you still have problems, please contact your training coordinator to determine the best way for you to access the course at another computer. Click “Contact/Help” link to get your training coordinator's contact information.

What do I do if I keep getting a “Server Error”?

If you ever run into a server error or any technical issue that is preventing you from taking a course or quiz, please send an email to technical@eyemg.com, with the following information:

- ! Your Name
- ! Your email address or phone number (however you would like us to contact you when the problem is resolved)
- ! The web address of the page you are viewing when the problem occurred
- ! The client name
- ! Explain what you were doing when the problem occurred

We will use this information to troubleshoot and repair the problem right away. The more information you can give us to reproduce the problem, the better we will be able to address the issue. We will use your phone or email to respond to you when the issue is fixed.