

ACSA

Administration Guide

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Accessing your training portal

The link to your training portal will be sent to you via email when you are set up as a Site Manager. You should see the following screen when you are ready to log in.



Login

First Name:

Last Name:

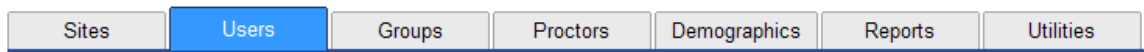
Birthdate:

Password:

To access the system as the administrator enter the provided credentials and press the login button.

Note: *Users should not have access to this login. This is to be used by the administrators of the program only and should never be deleted.*

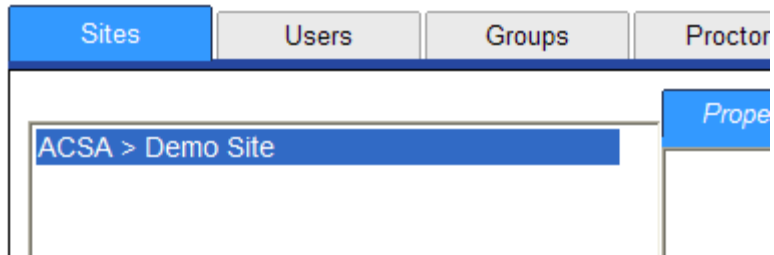
Once you are logged in you will see a series of tabs (pictured below) which are used for navigating the Administrator side of the CSTS-09 program.



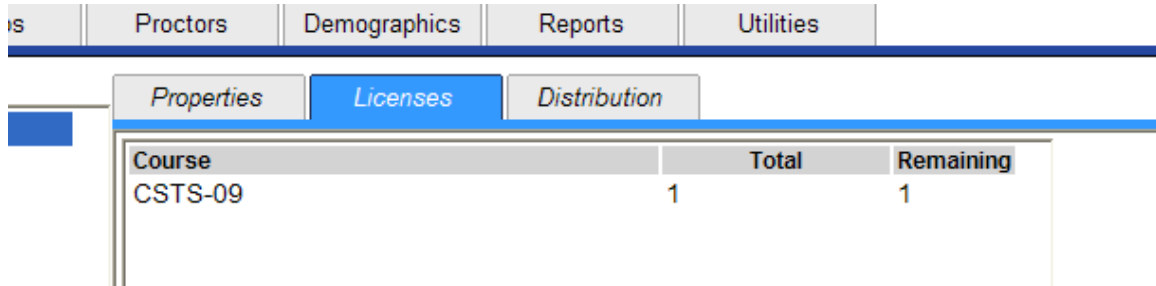
Licenses

Checking Licenses

Select the Sites tab from the top of the window.



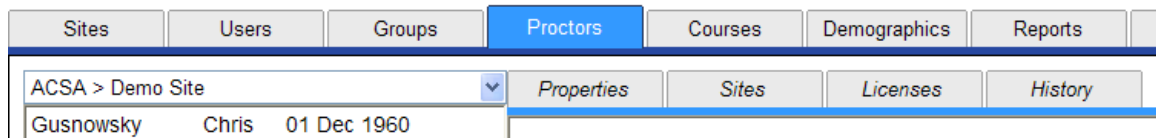
Click on the Licenses sub-tab.



If you see a total of 0 remaining licenses please contact us at 1-800-661-2272 toll free in Alberta or 780-453-3311 from outside the province for additional licenses. A credit card may be required in order to purchase additional licenses.

Proctor licenses

Proctors assigned to your company website are viewable under the Proctors tab along the top of the page.



Selecting a proctor will show you some basic information about them but will not show their confidential code. The licenses tab will show you how many licenses have been assigned to that proctor and how many of those are still available for use.

Proctors	Courses	Demographics	Reports	Licenses
▼	Properties	Sites	Licenses	History
Date	Total	Remaining	Site	
2011-Oct-18 09:31:41	10	10	Demo Site	

When a proctor runs low on licenses please have them contact us at 1-800-661-2272 toll free in Alberta or 780-453-3311 from outside of the province.

Proctors are subject to audits on their usage and may be required to provide additional information about their training before being issued additional licenses.

Users

User Roles

There are three roles available to choose from when adding a new user to the website:

- Student
 - A person who will be taking a course on the site.
- Training Facilitator
 - Capable of registering new students on the site as well as performing administrative tasks.
- Site Manager
 - This level of user is able to add and remove users in the system at both the student and student levels as well as perform administrative tasks.

Adding a User

Click the Add button at the bottom of the Users tab.

The screenshot shows a web interface for managing users. At the bottom of the 'Users' tab, there is a large, empty rectangular form area for entering user details. Below this form area are two buttons: 'Add' (highlighted with a yellow border) and 'Delete' (with a blue border).

Enter in the information for the user, including their name, date of birth and a password.

Please do not use apostrophes when entering a student, names such as O’Connell should be entered as OConnell.

The screenshot shows a web interface with a navigation bar at the top containing four tabs: "Profile" (highlighted in blue), "Courses", "Lessons", and "Sites". Below the navigation bar is a form with the following fields:

- First Name:
- Last Name:
- Birthdate:
- Password:
- User Level:
- Site:

Below the form is a yellow "Add" button.

The correct date of birth must be used when creating a student profile or they will not be able to receive a reprint of their card or confirmation of training from us.

Click the Add button to complete the registration. The user’s name will now appear in the User list on the left hand side of the window.

Assigning Licenses

After creating a user you may need to assign a license, in order to allow them to begin their training. Select the Sites tab, click on the company name and then select the Distribution sub-tab to get started.

The screenshot shows a web interface with a navigation bar at the top containing six tabs: "Sites" (highlighted in blue), "Users", "Groups", "Proctors", "Demographics", and "Reports". Below the navigation bar is a list of sites, with "ACSA > Demo Site" selected. To the right of the list is a sub-tabbed interface with three tabs: "Properties", "Licenses", and "Distribution" (highlighted in blue). Below the "Distribution" tab is a "Licenses:" label followed by a drop-down menu.

Once there select CSTS-09 from the “Licenses” drop-down and then Users from the “Distribute to” drop down. Select the name of the user that you wish to assign a license to and then click the Assign button at the bottom of the page.

Licenses: CSTS-09 (1 licenses available) ▼

Distribute to: Users ▼

Last Name	First Name	Birthdate
Gusnowsky	Chris	01 Dec 1960
Smith	Bob	01 Dec 1960

Getting the User Started

In order to begin their course the user needs to access the training portal and enter their information into the login fields. Once done they will be taken directly into the course to begin their training.

Correcting names

If a mistake is made when entering a learner and their name, date of birth or password needs to be changed you can do so by selecting their name from the User list.

Correct the profile as needed and then press the Update button to save the changes.

Proctors

This tab contains a list of people who have applied and been accepted as proctors by the ACSA. The application form for becoming a proctor can be found at <http://www.acsa-elearn.org/proctor>, see below for an overview of proctor responsibilities.

As part of our plan to bring more e-Learning style courses to our members, the ACSA is implementing and registering individuals to be proctors of selected e-Learning exams. The new Construction Safety Training System (CSTS) will be our first course requiring a proctor to complete the test and receive certification

Proctor Application Information and Guideline

A proctored exam is a supervised exam managed by an individual. A designated individual, as the "proctor", is someone in an official position that is approved by the Alberta Construction Safety

Association (ACSA). A proctoring test facility will be of an institutional/business nature (accredited educational institute, public library, government facility, private business office or ACSA accredited facility).

Students who request testing in areas outside of the ACSA offices can refer to the posted list of approved facilitation centres on the ACSA Web Site or do their own research to locate an acceptable proctor. There are qualifications that a proctor must meet and when one is located, the ACSA has the discretion to approve or disapprove the proctor and/or the testing environment. Below are example for students when locating an acceptable proctor and testing site.

Proctor locations that could be acceptable

1. ACSA registered and approved Testing Centres, like: Construction Association Office, private business offices, etc.
2. Provincial or private universities, colleges, or K-12 schools
3. Provincial or city public libraries
4. Provincial, County, or City offices, like: City Hall; City Clerk; Chamber of Commerce; Board of Education, etc.

Proctors that could be acceptable within the above locations

1. An employee of an Association or Union training centre
2. An ACSA recognized National Construction Safety Officer (NCSO) or Health & Safety Administrator (HSA)
3. An Employee of a registered CSTS-09 Company (requires co-signature by an ACSA recognized NCSO or HSA)
4. A Principal Owner of the company (minimum 5 seat license purchase required)
5. Registered clergy (those registered in their province to perform weddings)
6. Public Library Employee
7. A public official of the province, county, or local government
8. A Faculty member at any public education facility

Unacceptable proctors

1. Any person related to the student, their family, or who has family ties
2. A close friend, coach, or peer level co-worker

Proctor Guidelines

A person willing to accept the position of proctor must be a trusted individual who can take a supervisory role in the administration of any test offered by the ACSA.

The responsibilities of a proctor are outlined below. We ask that all proctors adhere to these responsibilities when administering a test. The proctor is required to have an e-mail address, access to the Internet and be able to understand and communicate in English.

The person agreeing to be a proctor must complete the Proctor Application Form and submit it to the ACSA for approval once testing arrangements have been made between the test candidate and proctor. Proctors will be requested to provide straight-forward information regarding their relationship with the student and accurate contact information on the application form. The ACSA will need two (2) business days to approve or disapprove application.

Responsibilities:

1. Provide or approve an appropriate location for taking the test, free of distractions and comfortable for test taking.

2. Verify the identity of the candidate with Government issued Photo ID.
3. The Proctor is required to personally type in their access code to administer the test(s).
4. The Proctor should not share their access code. The registered proctor will be held responsible for all tests unlocked by their access code.
5. The candidate should not be left unattended for any length of time during the course of the test. The proctor should be able to perform other tasks at the time they are proctoring a test, but they must be physically present during the test.
6. The proctor will be expected to retain the integrity of the testing procedure by limiting interaction with the student to include answering questions on test taking procedures, but not questions/answers on test content. If after the student has failed the test three (3) times on their own and the proctor feels comfortable with assisting the student, the proctor may engage the student in discussion around why the student has chosen the wrong answer and try a simple rewording of the question to a familiar situation to guide the student to the right answer.

Proctor confirmation

If a person has agreed to register as a proctor, they must be able and willing to provide:

1. A completed application form attached to a faxed memo or email with official business letterhead, including business phone and address
2. A confirmation on company letterhead by an ACSA recognized National Construction Safety Officer (NCSO) or Health & Safety Administrator (HSA) co-signing application (if Project/Site manager, supervisor or foreman without an ACSA recognized designation)
3. The date and time that will be arranged for the test (this applies only to proctors outside of approved centres)

Approve/Disapprove Proctor application

An ACSA representative reviews the proctor request form noting the proctor, the relationship of the proctor to the student, etc. The ACSA representative approves or disapproves the proctor requested.

In the case of a questionable request or process evaluation, the ACSA representative contacts the proctor with a list of the following questions:

- What is your relationship to the student?
- Do you have access to an appropriate testing environment?
- Will you be able to monitor the student during the test?
- Do you have any questions or concerns?

Based on the information obtained, and following the criteria for approving a proctor, the ACSA representative approves or disapproves the proctor.

Approve Status Process

The ACSA representative will contact the person applying for proctor status via email with the proctor's personal access code to be used during testing. If the testing is to be completed online the ACSA representative will add the proctor to the online database using an internal process. If the testing will be done on a local install, the ACSA representative will contact the training centre and add the proctor through a cryptic process with a system administrator.

Disapprove Status Process

The ACSA representative will contact the person applying for proctor status via phone and/or email with explanation for disapproval. The ACSA representative will also contact the student requesting to use the proposed proctor with notification of disapproval.

Each proctor has their own unique code and is provided licenses for their code that will need to be refilled over time. If you are a proctor who has run out of licenses please contact the ACSA at 780-453-3311 in order to request additional licenses. Unlike training licenses on the Sites tab, there is no cost for proctor licenses.

Reports

Temporary confirmation of training can be obtained through the Reports tab. After selecting the Reports tab, choose Student Progress from the report listing and then the desired student from the user list that appears and then click Run Report.

The screenshot shows a web interface for generating reports. On the left, a sidebar menu contains 'CSV', 'Student Progress' (highlighted in blue), and 'Student Progress Detail'. A 'Filter' tab is visible above the main content area. The main area is titled 'Selected Users:' and contains the following elements:

- 'Site:' dropdown menu with 'ACSA > Demo Site' selected.
- 'Group:' dropdown menu.
- A list of users: 'Gusnowsky' and 'Smith' (highlighted in blue).
- A 'Select All' button at the bottom of the user list.
- 'Date Range:' section with 'From' and 'To' labels, each followed by three dropdown menus for day, month, and year.
- A 'Run Report' button at the bottom.

Reports do not contain certificate numbers.

Troubleshooting Tips

There are several known issues that may be experienced by a user taking a course in our LMS however, not all issues may be listed here. For additional support please contact us at 1-800-661-2272 toll free in Alberta or 780-453-3311 from outside of the province.

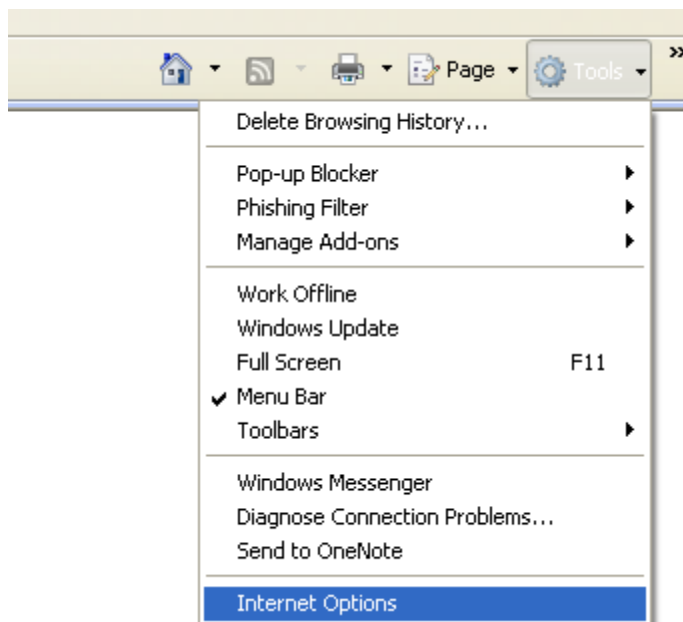
CSTS-09 Tips

All troubleshooting tips are provided for Microsoft Internet Explorer but may also apply to other browsers.

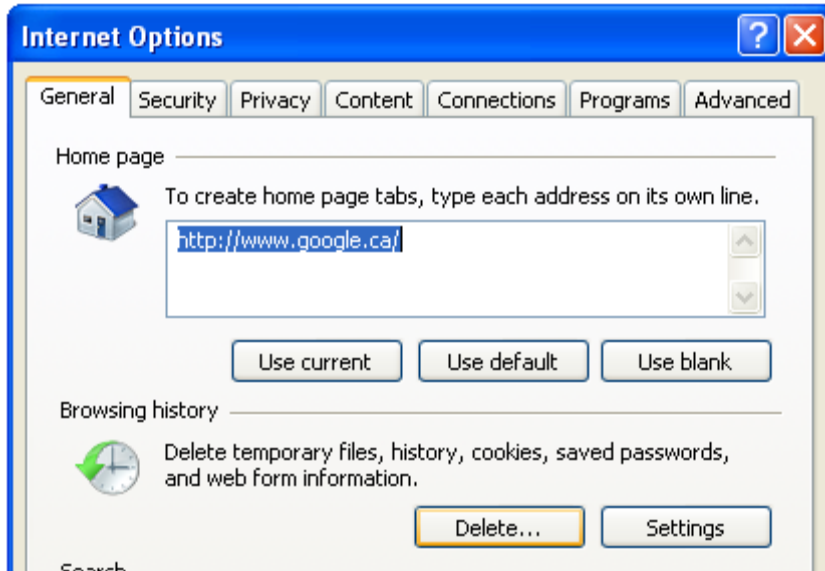
Video stopped/frozen

This issue may be experienced when a user is disconnected from the server while attempting to download video content for their course, resulting in a corrupt file. The program will remain responsive to user interaction including menu navigation and lesson selection but specific videos may only partially play regardless of how many times they are reloaded by the user. The fix for this issue is to remove the corrupt files from your internet cache.

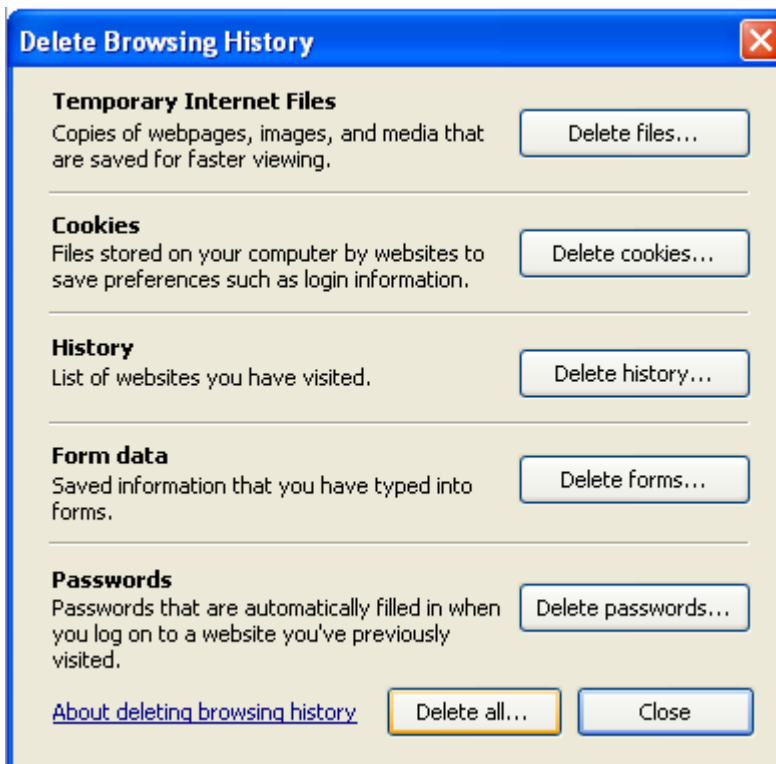
After logging the student out of the course begin by selecting “Tools” from the top of your web browser window. Find the Internet Options and click on it to open the options window.



Next, select the “Delete...” button under the Browsing history portion of the General tab.



When the following screen appears, select the “Delete all...” button and then close the window. The student should now be able to log back into the program and continue training as per normal.



Some security settings will prevent users from clearing their own temporary internet files, if this is the case please contact your local system administrator for assistance.

Question frozen

On occasion, after a question has been answered during the learning portion of the course the system will sit idle and not progress forward to the next question or to the end of the module. If this occurs press the Help button in the top right hand corner of the course three times. The first time the button is pressed the “How to use” video will play, pushing the button a second time will end the video and return you to the course. Pressing the button a third time will trigger the system to check for a stall in the loading process and allow it to proceed.



Lessons locked

There may be times when a user is unable to navigate to different lessons due to locks appearing next to all of the lessons within the main menu. This situation is caused by the Adobe Flash Player plug-in that is used to run the course. Updating your Adobe Flash Player is easy to do and is free of charge. Log the student out of the course and then visit <http://www.adobe.com/downloads> and then select the Adobe Flash Player plug-in to begin the download.

Some computers may be locked by your local administrator in order to prevent software from being installed by users, if you experience an issue installing the Flash plug-in please see your local network administrator for assistance.

Quiz not opening

Access to the quiz is based on completion of all of the corresponding lessons within a given module before a proctor is even able to unlock a quiz for the user. Progress is tracked at the end of each lesson, marking it complete as the user moves into the following lesson. On occasion a user may find that they reach a quiz with all of their lessons checked off as complete but their quiz remains locked.

In order to determine the cause of the error an administrator will need to log into the website and select the user's name followed by the Lessons sub-tab to the right of the Users list. A series of objectives will be displayed, showing the student's progress. Lessons that are complete are marked as **Yes**, incomplete lessons will be marked as **No**. Even though a user may see all of their lessons marked complete on their end a quick look at this tab will show you which lessons are incomplete and must be viewed again in order to allow them to access the quiz.

Profile	Courses	Lessons	Sites
Course:			
CSTS-09			
Lesson	Mastery	Attempts	
Introduction	Yes		
Introduction	Yes	6	
How to Use	Yes	1	
Your Worksite and the Law	No		
Legislation Awareness	Yes	1	
Employer Responsibilities	No	1	
Employee Responsibilities	Yes	1	
Training and Competency	Yes	1	
Reporting Requirements	No	1	

In the example above, the user will need to review the Employer Responsibilities and Reporting Requirements lessons in order to be able to access the quiz for this module.

Blank white screen

A small selection of users may experience a blank white screen with a message on the bottom of the web browser saying “Error on page.” (see below)



This error is caused by two easy to identify factors and can be quickly fixed. The first cause is a user with an apostrophe in their name trying to log in. To correct this simply log in as the administrator and remove the apostrophe from the student's name and then update the page. If there is no apostrophe in their name then the issue is that Adobe flash is not installed as a plug-in on the browser that is being used. Downloading the Adobe Flash Player is easy to do and is free of charge, visit <http://www.adobe.com/downloads> and then select the Adobe Flash Player plug-in to begin the download. Once the plug-in is downloaded you can return to your training site and log the user back in.