

Frequently Asked Questions

What will I need to take a course?

Each course is designed as a stand-alone module for one person to take at a time. Each course is a computer based ELearning module that requires a monitor and sound. The courses are timed so keep track of the time for each course for CEU credits were applicable.

How to log in & create an account.

Make sure to login in to access your courses. Is this your first time here? You will need to create a new account. You will need to create a user name and a password.

The username MUST be all lower case letters and no numbers or symbols.

The password MUST have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s).

Your email you use is important!

When you are paying for your selected courses, You MUST use the same user email that you designated when you set up your account with WastewaterELearning. If the emails do not match your ELearning account, when you pay, you will not automatically register you for the class.

How do I pay for each course?

You can select one or more courses. When you are paying for your selected courses, You MUST use the same user email that you designated when you set up your account with WastewaterELearning. If the emails do not match when you pay it will not automatically register you for the class. You will be directed to our PayPal payment portal. You do not need a PayPal account. Pay with your credit card or debit card. You can use, different from your own, credit cards or debit cards (for example: your companies credit card), you must use the same email though as your ELearning account email when you pay.

Do I need to purchase any training manuals?

No, only each course will have a charge. All the extra resources will be included with the course. Each wastewater training section will contain a variety of resources. Each course will have a training module, quiz, and class completion certificate. There will be work sections included in each course with each specific topic, troubleshooting, handouts documents, worksheets, videos, flash shows, movies or photo shows. Resources can include files, Webpages, video, images, and other things. These resources are listed on the course main page. To access a resource, click the title of the resource as you see it on your course main page. Some resource document are Pdf documents that usually show in a new window for ease.

How can I take more than one course?

When you plan to enroll for a course, check each course that you would like to take in the drop down payment button. Check the proper fees for each course and make sure that you have selected them before checking out and paying. You will be emailed an enrollment Key after proper payment is received. This Key will last for 30 days.

How long will I have to take each course?

Each course has a 30 day window that you can open and reopen the course. You cannot "fast" forward on the training module, but you can go backwards for review. The feature ensures that you have satisfactorily earned that amount of time. However, after completing a course module, you can then go forward or

backward to review the materials or handouts. Which is highly suggested.

Will I get a certificate with my course?

Each course is designed for a set amount of time and a completion certificate will be emailed to you after completion of the training module. Many states will count this towards CEU's for your wastewater license. Check to see with your local EPA, DNR or your designated state organization.

How do I gain access to a course?

Locate / search for the desired course & click on the course name. You will find course categories with multiple courses in each category. You will find a payment button at the bottom of each course with a drop down menu as well. This will allow you to add multiple courses to your cart for payment. Then follow the steps to make the proper payment.

We use a payment portal from PayPal. You Do Not Need a PayPal account to make a payment. When you click the payment button to pay, choose the 2nd option in the payment window which says use your credit card here. Other forms of payment you will have to contact us for. You will notice a payment button on the bottom of each course. These buttons will have a drop down to order multiple courses. Once you are enrolled in a course you will receive an email confirmation. Click on it and in the ELearning Wastewater Training site, your course will appear under "My courses" any time that you are logged into that ELearning Wastewater training site.

Why can't I log in?

There could be many reasons but the most probable is you have simply forgotten your password, are trying the wrong one or are entering it incorrectly. Some other things to think about include:

- Does your username contain ALL LOWER case letters or password contain a mixture of upper and lower case letters? It should be entered exactly the way you created it.
- Are cookies enabled on your browser

How do I jump between my courses?

- 'My Courses' block if it has been added to the page you are on
- Go back to the homepage (see below) and then use the main course block (if it has been added!)

How do I get back to the homepage?

Use the navigation bar at the top left of the page or the button at the very bottom of the course/ You can also use the bread crumb navigation bar just in the upper left of page.

Where can I get help or how do I contact the Instructor/Administration with a Question:

You can always email us or Call us if you cannot find your answers on the FAQ.

Please contact our office at 630-906-9791 or email Support@WasteWaterELearning.com

Can I stop in the middle of a course and come back?

The training module will allow users to pick up where they left off if they leave the slide and come back to it at a later time.

Tracking your progress

Instructors have the option to enable completion tracking in the course, and if your instructor has done this you will see check-boxes on some or all resources and activities listed on your course main page. These boxes will either get checked off automatically for you as you complete items (automatic boxes will have a dotted border), or you may have to check some or all of them off yourself (manual boxes will have a solid border). It will just depend upon how your instructor has set up the completion tracking.

Can I bookmark my course, or places inside my course?

Yes you can. If you access the bookmark when you are not logged in to the class site, it will require you to enter your username and password. Once you do that, it will show you the bookmarked page.

How do I navigate within my ELearning Courses?

The navigation block appears on every page of the site. It contains an expanding tree menu which includes My Home, Site Pages, My Profile, and Courses. Also, the bread crumb navigation trail bar.

1 - My home-This takes the user directly to their personal dashboard

2 - My courses-This takes the user to their My Home page where they see the courses they are enrolled in.

3 - Site pages-This expands to show pages and resources available site wide, for example, what's new, library, and a calendar. Any items which have been added to the front page, such as resources/activities from the Main Menu block, or the Site News will also appear here.

ELearning Courses Minimum Requirements: Most computers now will have no problems here.

- Audio: sound card and speakers or headphones for listening
- Internet connection: 56 Kbps for self-paced courses (**caution: if video is present, it may be poor at this speed**)
- Screen resolution: at least 800 x 600 or at least 1024 x 768

Are there restrictions on when and where I can access my ELearning course content?

You can access your course content on anytime and at anywhere, you have an internet connection.

Can I use Internet Explorer, Safari, or Chrome?

Browser troubleshooting link

Chrome 11 or higher, Firefox 4 or higher, Safari 5 or higher: You have no trouble with browsers.

Cookies: Cookies need to be enabled in your browser to maintain your ELearning session (Usually cookies are enabled by default.).

Pop-Ups: Pop-ups need to be enabled in your browser, these are just document pop-ups in a different window, so that you can access a number of different resource documents and communications in your ELearning class. These are usually Pdf format documents. Depending on your computer's setup, you may or may not have to enable pop-ups in more than one place.

JavaScript: JavaScript must be enabled in your browser. Usually JavaScript is enabled by default, but you or someone else might have changed this setting. Usually no problems here or changes.

Recommended plugins and software:

- Adobe Acrobat Reader™ – Often classes will have PDF documents that students need to view. Adobe's Acrobat Reader lets you view these documents. Most computers already have this installed, but if yours doesn't you can download it free from: <http://get.adobe.com/reader>
- Adobe Flash Player™ – Occasionally classes will include multimedia content in Flash format for students to view. Most computers already have the Flash Player installed, but if yours doesn't you can download it free from: <http://get.adobe.com/flashplayer>

What kind of media files are supported by ELearning Classes?

The following media files can be viewed within the ELearning platform.

- Graphics: GIF, JPEG and PNG
- Video: .swf, .mov, .wmv, .mpg, .avi, .flv, .ram, .rpm, .rm

- Audio: .mp3, .aac, .wma, .ra

Note: Most computers these days will have built in media software. However, students may need the appropriate software and plug-ins to view the media files. Again you should have no problems.

Computer access.

Make sure users have access to fairly recent computers with fast Internet connections. A slow connection can make the ELearning training experience very frustrating. It's also worth reminding them to download the most recent browsers.

How to log on

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The password MUST have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s).

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How do I make my viewer area bigger or smaller?

Use these icons to hide or dock blocks.

Check out the [Moving/Docking Blocks Guide](#).

How do I access my profile in my ELearning Courses and change settings?

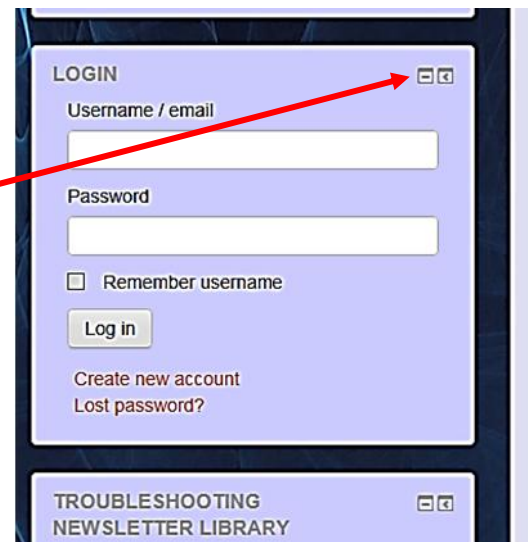
All ELearning users - students and staff - have an editable profile where you can upload a photo and add additional details about yourself. Your profile includes a number of settings that affect how your ELearning course functions and how it is displayed to you.

1. Access your profile by clicking on your name in Wastewater ELearning. (Your name is usually visible in the top right-hand corner (in the header) or at the far bottom of the page).
2. In the *Settings* block on the left or top left in upper header, click *Edit profile*.
3. Edit the fields you wish to change. Include a picture by dragging it into the field.
4. Click *Update profile* at the bottom of the page.

Why can't I log in?

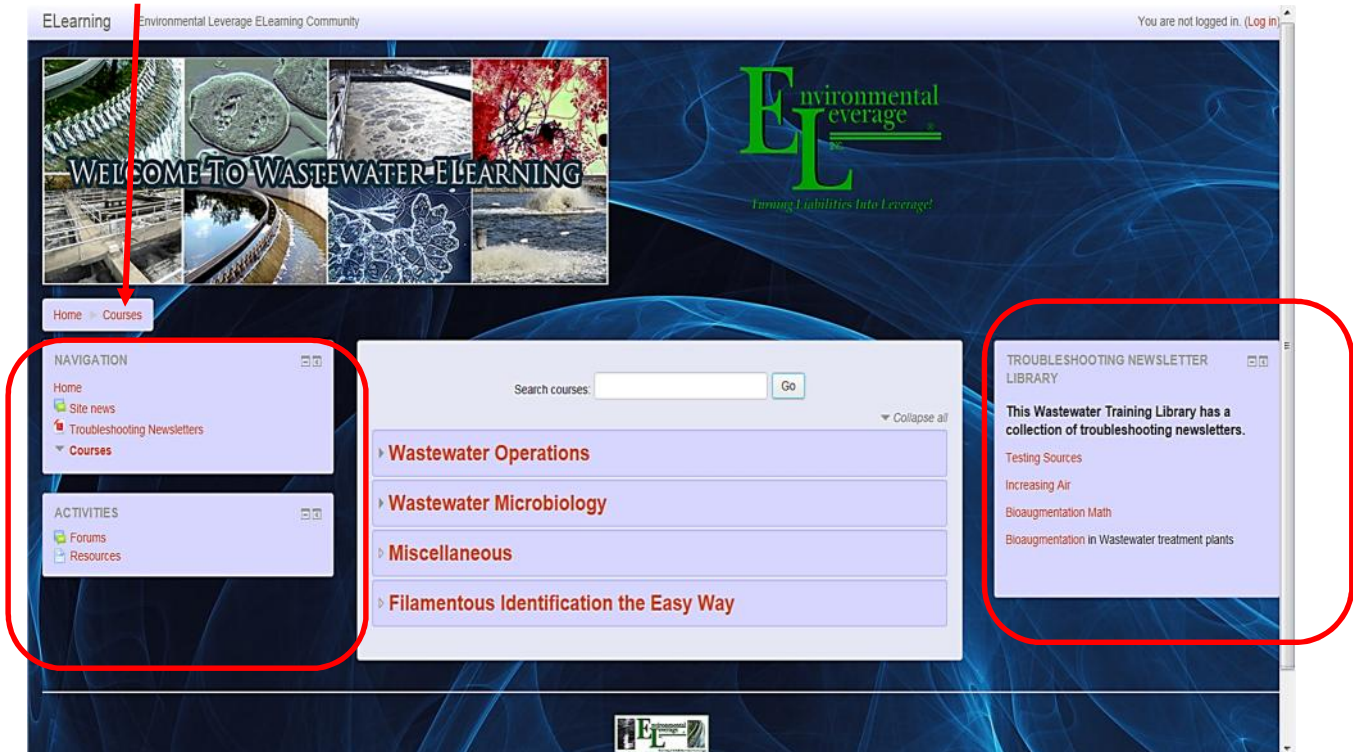
There could be many reasons but the most probable is you have simply forgotten your password, or you are trying the wrong one or are entering it incorrectly. Some other things to think about include:

- 1 Does your username contain all lower case letters with No numbers? Your password contains a mixture of upper and lower case letters with number & alphanumeric sign? It should be entered exactly as you first created it.
- 2 Are cookies enabled on your browser



How to navigate in your ELearning Courses: How to find a course

The Navigation block displays courses that reside on the current ELearning server. Use the course links in the Navigation block to navigate between courses on the same server. The blocks can be docked by the little icons in the top right corner of each block. You can minimize the block or completely dock the block to the left side which will just show a tab then. Hover over the tab and the block will show. You can also use what we call the bread crumb Trail to go backwards. Your browser back arrow works as well. The bread crumb trail will take you exactly where you want to back up though.



Why can't I log in?

There could be many reasons but the most probable is you have simply forgotten your password, or you are trying the wrong one or are entering it incorrectly. Some other things to think about include:

- Does your username contain all lower case letters with No numbers? Your password contains a mixture of upper and lower case letters with number & alphanumerical sign? It should be entered exactly as you first created it.
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When I click on the link to view a PDF file, it just hangs and doesn't download the file.

You may need to update the latest version of Adobe Reader. Go to Adobe Reader (<http://get.adobe.com/reader/>) and download the latest version. Once the install is complete, try clicking on the file link again in ELearning and the document should open immediately.

How do I change my profile?

After logging in to your ELearning course:

1. In the upper right corner in the header, select your name.
2. Under the **Administration** block, select **Edit Profile**.
3. Scroll to the far bottom and select the **Update profile** button.

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- Go back to the homepage (see below) and then use the main course block (if it has been added!)

How do I get back to the homepage?

Use the [navigation bar](#) (bread crumb trail), navigation blocks or home button at the top left of the page or the button at the very bottom of the course

How do I find course X?

If you are not already enrolled in a course you can search for it by name and description.

Course content and Payments.

You can purchase multiple courses by using the payment button drop down menu. We use a payment portal from PayPal. You Do Not Need a PayPal account to use. Just click the 2nd payment option for your credit card use when the payment window pops up. Any other form of payment you must contact us.

Where can I get help or how do I contact the Instructor with a Question:

You can always email us or Call us if you cannot find your answers on the FAQ.

Please contact our office at 630-906-9791 or email Support@WasteWaterELearning.com

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