ONLINE TRAINING ASSISTANCE

For online training assistance Monday-Friday 0800 - 1700 contact Matt Marsteller at 434-455-6187

For after hours assistance please call Ron Staton at 434-665-7994

SYSTEM REQUIREMENTS

How can I tell what version of Internet Explorer is installed on my PC?

Online training works best with Internet Explorer 7.0 or newer. You should check the version of Internet Explorer
 STEP 1
Open Internet Explorer. (you may already have it open if you are reading this page on the Internet)

 STEP 2

From the Help Menu select ?About Internet Explorer?.

Windows XP with Internet Explorer 7: (Doesn't Require upgrading) Any version older than Explorer 7 will need upgrading

The easiest way to download and install the latest version of Internet Explorer is to visit
www.microsoft.com/ie

Mozilla Firefox Browser (Optional)

Online training will also work with Mozilla Firefox browser. For the latest version if you use or wish to use this browser vist **Mozilla | Firefox web browser & Thunderbird email client**

How to install the newest version of Windows Media Player.

The easiest way to download and install the latest version of Windows Media Player is to visit **Windows Media Player - Microsoft Windows**

How to install the newest version of Adobe Acrobat Reader

The easiest way to download and install the latest version of Adobe Acrobat Reader is to visit **Adobe - Adobe Reader download**

Unless you want to add Free Google Toolbar, click on the box with the check mark listed as Include in your download to remove the check mark. It is not required.

HOW IT WORKS
Helpful Hints

On-line Training Sessions

Normally run 10 weeks. For example, January 1, 2011 through March 15, 2011. At midnight (2359 hours) on March 15th-the computer software will automatically shut down. You must have completed reviewing all materials and testing by midnight on the ending date. The software cannot let you back into a course after the ending date. You will have to be re-enrolled in the next session to begin the course again from the beginning.

Once a person is enrolled in a course, he/she will be assigned a user name and password. Initially, it will be their first and last names and if a person already exists with the same name in the system, the last 4 of their SSN is used in conjunction with the name to allow a unique identifier. Once an officer signs into the system using the user name and password provided in the email, he/she can change it to something of their liking by clicking on the PROFILE TAB in their account. If you lose or forget your password that you changed-we cannot see what you changed it to. If you call the Central Va Criminal Justice Academy (434) 455-6190, we can reset your access/password back to your initial password as explained above.

Dashboard

Once logged in, you are taken to what we call the "dashboard". The dashboard displays the classes that the individual officer is entered into within the current session and by clicking on the course name-you begin the training for that module. The dashboard will advise how you are progressing in the training module by displaying the information. For example, you have completed 2 of 7 assignments complete.   The "dashboard" has two other tabs: "completed courses" and "profile".

Completed Courses

This Tab shows you all of the courses completed in a previous session. So if you are enrolled in four classes in the current session, as you complete a course - it does not move to the completed tab. It remains on your dashboard. Once the session ends, the completed courses move to the "completed courses" tab.

Profile

This allows the officers a chance to place additional information into their account that is not known to us upon registration. For example, the system automatically places a "default" email address into each user's account (For Example: **lcmsadmin@lynchburgva.gov**).

If the officer wants a completion certificate emailed directly to them upon successful completion for their record-the individual officer needs to enter their email address in the appropriate box. Adding a personal email will also allow each officer to obtain an email of an enrollment into all future classes directly. Your academy of record will get an email regardless.