



Training Coordinator Guide

On-Line Courses

Student Help Desk

(877) 396-6261

Mon – Fri 8:00 am – 4:30 pm (CST)

When calling after hours please leave your name and phone number and your call will be returned on the next business day.

If you are having issues with logging on or printing your certificate please provide your username in addition to the above information.

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Logging In

To begin, you will need a username and password, which was sent to you via e-mail after your payment was received. Next, you will need to find a computer with Internet access. Open a web browser.

1. In the address bar type <http://www.rctclearn.net>
2. Press the **Enter** key.
3. Click the **Log In** button



4. **Type** the **Username** (also called a User ID) you have been provided and it's associated **Password** and click the **Login** button.

RCTCLEARN.NET
Learning for those who care

Log in

Home
About Us
Services
Catalog
Support
Log in

Welcome
Returning Students

Course log in below

Contact US!
1-877-396-6261

Preview
a Course

UserName:

Password:

Please note the system is case sensitive.

Login

Important
Server Updates

The system will be unavailable for a software upgrade from June 5, 6:00 PM to June 9, 11:00 AM

This update will be a major improvement in our delivery of education.
If any question please [contact us](#).

Reminders:

Lower-case letters:

All user names and passwords use lower-case letters. Make sure the CAPS LOCK key is NOT in the “on” position. Also, it is best to use the numbers across the top of your keyboard and not the key pad.

Use Zeros:

A common mistake when entering a user ID is to type the **letter** “O” or “o” instead of the **number** zero, “0”. When in doubt, enter a zero. If your user ID still does not work after trying the above instructions, contact the person who gave you the username and password.

My Home

Congratulations, you have successfully logged into your online training program! Now let's learn how to take a course.

The screenshot shows a web dashboard for 'Your Online University'. At the top, there is a navigation bar with 'My Home' and 'Your Online University' links, and a user profile for 'Example Student'. Below this is a blue header with the university name. A secondary navigation bar includes 'Course Home' and a 'Logout' button. The main content area is divided into several sections: 'Welcome' with a logo placeholder and 'Log Out' link; 'Course Alerts' with a warning about nearly completed courses; 'Learning News' with 'Server Updates' and 'Course Downtime' sections; 'Welcome Center' with a personalized greeting for 'Example Student', 'My CEU' icon, and a list of 'Last Accessed Courses' including 'myCEU_2013', 'HOSP_HBP_2013', and 'newCEU_2013'; 'My Courses' with a 'Student Services' section and a list of courses under 'End of Life Care - Paraprofessional and Volunteer'; 'News' with a 'Welcome' message and 'Show All News Items' link; and 'Popular Courses' with a list of courses like 'Basic Infection Control for the Paraprofessional' and 'HIPAA Regulations: Confidentiality and the Law'.

Viewing the Class List

In the middle of screen you will see the “My Courses” listing of the courses available to you.

Opening a Course

To open a course, click on the link, for example Module 1 – OASIS Overview.

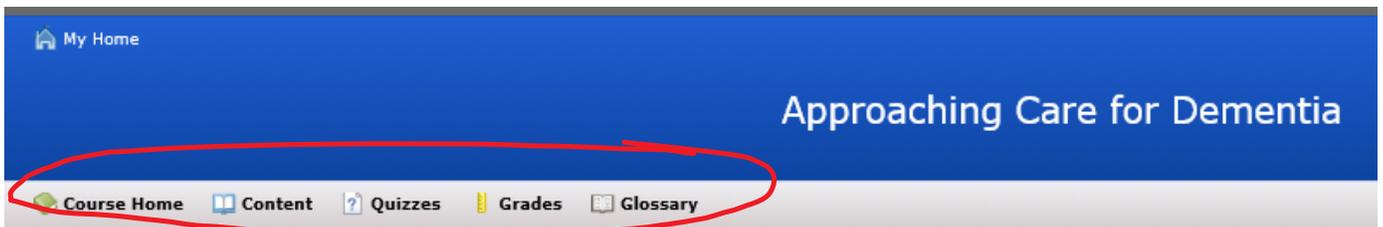
Course Home

Each course has its own “Course Home” page which is the main page of any course.

The screenshot shows the course home page for 'Approaching Care for Dementia'. At the top, there is a blue header with the course title and a navigation bar with links for 'Course Home', 'Content', 'Quizzes', 'Grades', and 'Glossary'. Below the header, there is a 'Welcome - New Look for 2013' section with a message and links to a 'New Overview of Version 10 Changes' and a 'RCTCLEARN Channel'. A 'Navigation' sidebar on the left contains links for 'Start Course', 'Course Syllabus', 'Support', 'Copyright', and 'Certificate Status'. Below the sidebar, there is a 'Certificate' section with a message and a downward arrow. The main content area features a 'Start Course' button and a 'Description' section with text about dementia and a 'Delivery' section with text about the course format. An 'Objective' section lists several bullet points related to aging changes, dementia definition, signs, and types of dementia illnesses. A sketch of a person's head is also visible on the right side of the main content area.

Course Tools

Each course has a simple navigation bar across the top to the major components in the course.



Course Home returns to the first page of the course.

Content provides a linked listing of all the lesson and topics.

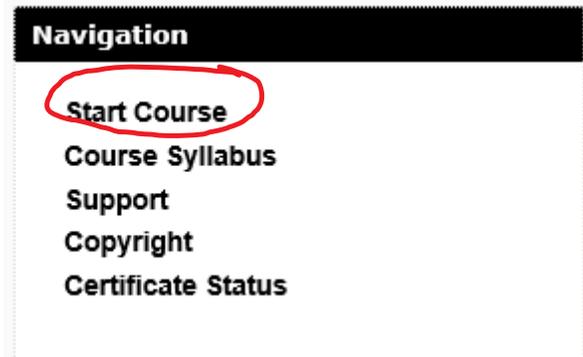
Quizzes provides a list of all the quizzes in the course and will also provide scores if they have been attempted.

Grades a listing of the completed grade items in the course.

Glossary provides is a listing of all the important terms for the course.

Start a Course

Click on the “Start Course” link on the Course Home page.



Navigating Course Content

After the course module is loaded, you can use several locations to move to the next topic.

Learning Experiences

Job Aids, Activities, Flash Interactions and Sound

The courses have a variety of learning experiences. Some have scenario based activities, flash interactions, videos, sound and also job aids. Each type of learning experience comes with its own screen instructions on how to go through the experience.

Book Marking

In daily life it is rare when we find the time to sit down and take an entire course from start to finish. For this very reason the system allows bookmarking.

The courses will automatically prompt you on return if you want to resume where you left off.

Taking a Quiz

At the end of many lessons there will be a quiz. Quizzes may have different instructions depending on the types of media and questions so **be sure to read the instructions in the Quiz window.**

Important Note: Professional Courses that are WNA/ANCC approved will have a final exam and may or may not have self-checked quizzes throughout the lessons. This exam must be passed at 70% or higher to receive a certificate of completion. The courses that are WNA/ANCC approved will be indicated as such in the course syllabus.

Starting and Submitting a Quiz

Approaching Care for Dementia

[Course Home](#) [Content](#) [Quizzes](#) [Grades](#) [Glossary](#) [Logout](#)

[Quiz List](#) [Summary](#)

Summary - HHDC_Quiz1 ▾

Quiz Details

Current Time
8:44 AM [Update](#)

Current User
mhca student (username: mhca.student)

Quiz Period
always

Time Allowed
unlimited (estimated time required: 2:00:00)

Attempts
Allowed - unlimited, Completed - 0

Instructions

You can "Save" your response to each question as you work through the quiz. When you navigate to the Next Page or Previous Page, all your responses on the current page will be automatically saved.

Before you submit the quiz, you will have the opportunity to return to questions that you may have missed or have not yet answered. You can submit your quiz responses at any time.

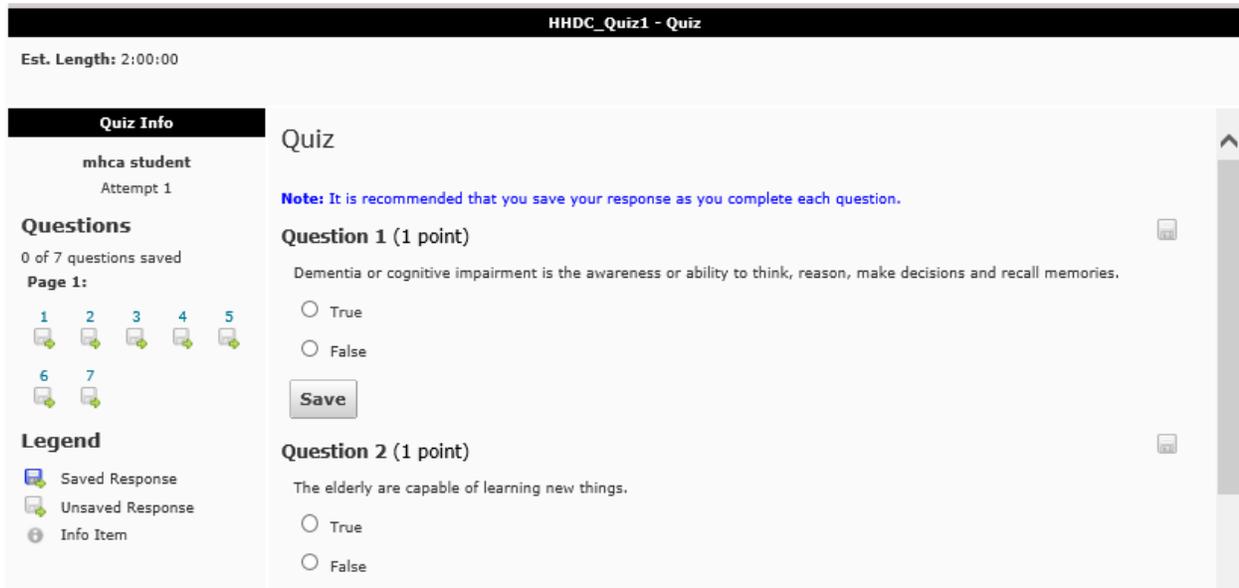
When you have finished reviewing these instructions, click on "Start Quiz" to begin Attempt 1.

Note: Your quiz may take a few minutes to be set up.

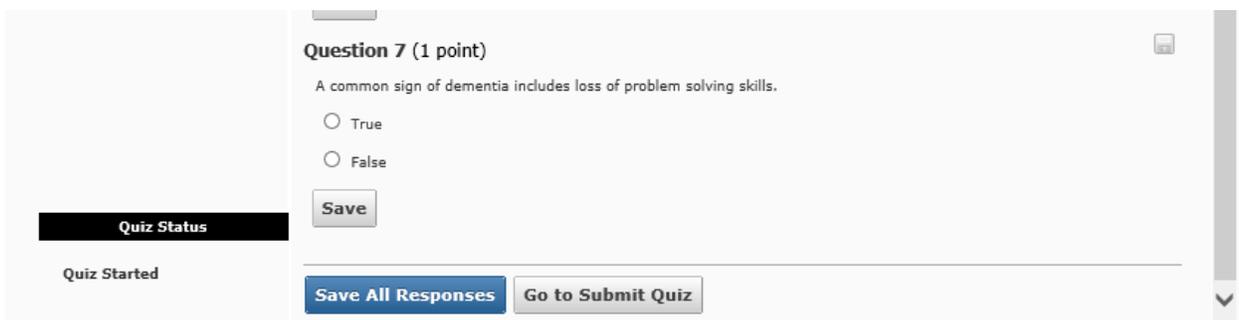
[Start Quiz!](#)

1. Start the quiz by clicking the words **Start Quiz!**
2. Click **OK** to confirm starting the quiz. After answering each question click **Save**.

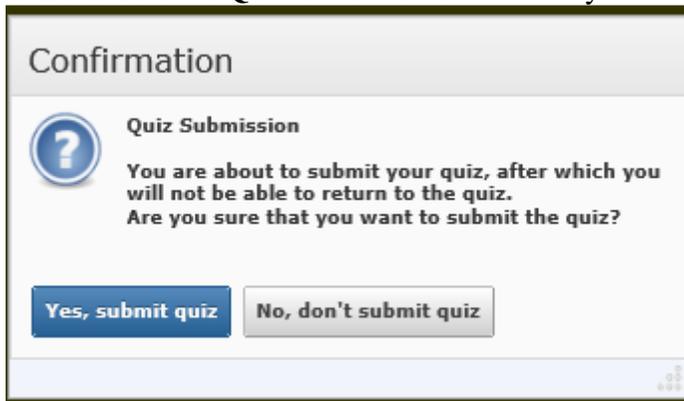
- In the figure below, the first two questions have been answered and saved. The third question has not been answered or saved.
- Use the scroll bar to move down the page to **answer all questions and to submit your quiz**.



- Once all of the questions have been answered click the **Save all Responses** button (just to be safe).
- Click the **Go to Submit Quiz** button.



- Another screen will open (not shown here) that will ask you to confirm submission of the quiz. Click the **Go to Submit Quiz** button to confirm that you want to submit the quiz now.



- Click **Yes, submit quiz** to confirm submission again.

Reviewing Quiz Feedback

After submitting the quiz, the system will provide the quiz with feedback on what was answered correctly and incorrectly. Click the Feedback link for more specific feedback for each question.

Reminder: This is just the first quiz from the first lesson. There are more lessons within each course, so

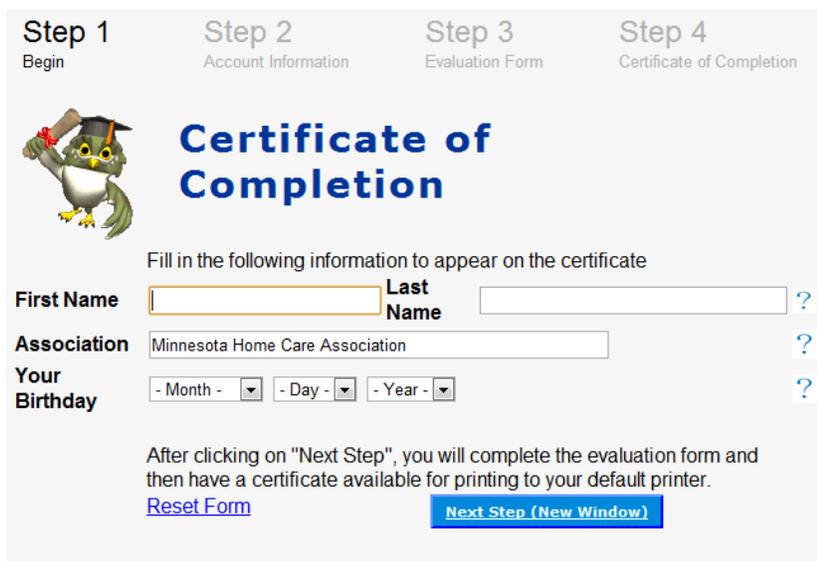
be sure to click the Next  button to proceed with the course.

Important Note: Professional Courses that are WNA/ANCC approved will have a final exam. This exam must be passed at 70% or higher to receive a certificate of completion. The courses that are ANCC approved will be indicated as such in the course syllabus.

The Final Quiz does not give the same feedback as do quizzes in the course. The feedback is the overall score of the Final Quiz.

Certificate of Completion

1. After successfully completing the course, or the final exam for WNA/ANCC courses, go to the **Course Home**.
2. **Click the certificate link** to the right of the screen as outlined in red below and the Certificate of Completion Screen will open.
3. The certificate process screen has 4 steps.
4. The first step shown below is where you type your first and last name and birth date (birth date is optional). Then click the **next step button**.



The screenshot shows the 'Step 1: Begin' section of the 'Certificate of Completion' process. It features a progress bar with four steps: Step 1 (Begin), Step 2 (Account Information), Step 3 (Evaluation Form), and Step 4 (Certificate of Completion). The main heading is 'Certificate of Completion' with an owl icon. Below the heading, it says 'Fill in the following information to appear on the certificate'. The form includes fields for 'First Name', 'Last Name', 'Association' (pre-filled with 'Minnesota Home Care Association'), and 'Your Birthday' (with dropdown menus for month, day, and year). There are question mark icons next to the 'Last Name', 'Association', and 'Your Birthday' fields. At the bottom, there is a 'Reset Form' link and a blue 'Next Step (New Window)' button. A note at the bottom states: 'After clicking on "Next Step", you will complete the evaluation form and then have a certificate available for printing to your default printer.'



Step 2 asks for more detailed information.

Fill in the fields. Fields with **red stars** must be filled in to receive a certificate of completion.

Then click the **Next Step** button.

5. **Select** if you are a **Professional or Paraprofessional**.

If you select professional a box will appear that will ask you to enter license information.

6. Step 3 requires you to fill out a course evaluation. **Select the appropriate radio buttons and options then click the Next step** button.

7. Step 4 generates the certificate and shows a completed Certificate of Completion. A partial certificate is shown below.

You can **print the Certificate or the combination of Certificate and Syllabus**.

Note: You **do not** have to print there certificate at this point. Once this certificate is generated it will be stored with the course for the entire calendar year. You can go back and reprint it at any time before December 31st.

The screenshot shows a web form titled "Step 2 Account Information". It includes a progress bar at the top with four steps: Step 1 (Begin), Step 2 (Account Information), Step 3 (Evaluation Form), and Step 4 (Certificate of Completion). The form contains several input fields, some marked with a red asterisk: First Name (Peggy), Last Name (Harris), Address (123 Main Street), City (Rochester), State (Minnesota), Postal Code (55904), Country (United States), and Email. There is also a Birthday field with dropdowns for Month (April), Day (21), and Year (1975). A "Save Account Information" button is at the bottom. On the right side, there is a section titled "*Which best describes your job role?" with two radio button options: "Professional" (with a description: Registered Nurse, Licensed Practical Nurse, Physical Therapist, Speech Therapist, Social Worker, other Business or Industry professional) and "Paraprofessional" (with a description: Certified Nursing Assistant, Home health Aide, Home Services Worker, Personal Care Assistant, other Business or Industry paraprofessional). Below this is an "Industry Licenses" section and a "Next Step" button.

The screenshot shows a form titled "License or Registration Information". It has several dropdown menus: "Category" (Healthcare), "Type" (Registered Nurse (RN)), "Issuing State" (Selected State), "Month", "Day", and "Year" for "Origination Date", and "Month", "Day", and "Year" for "Expiration Date". There is a text input field for "Number". At the bottom, there is a button labeled "Add License with My Information".

The screenshot shows a web page titled "Step 4 Certificate of Completion". It features a progress bar at the top with four steps: Step 1 (Begin), Step 2 (Account Information), Step 3 (Evaluation Form), and Step 4 (Certificate of Completion). The main content area displays a congratulatory message: "Congratulations! You may print the Certificate or Certificate/Syllabus". Below this are three buttons: "Print Certificate/Syllabus", "Print Certificate", and "Close Window". The central focus is a framed certificate that reads: "RCTCLEARN.NET e-learning for those who care", "Certificate of Completion", "Peggy Harris", "is hereby awarded", and "2 contact hour(s) based on 50 minute contact hour".

My CEU Tool

The My CEU Tool allows users to reprint Certificates of Completion. Course search functions can also be completed in the My CEU Tool. Users can search courses by time (this month, last month, this year and last year) or type (courses entered, nearly complete and finished).

My Courses
~Student Services
_My CEU (Listing of Course Completions Certificates) - myCEU_2013
Your Online University - Example_U
End of Life Care - Paraprofessional and Volunteer
Healthy Boundaries and Healing Hearts for Paraprofessionals - HOSP_HBP_2013
Overview of Hospice: Care Beyond Cure for Paraprofessional - HOSP_OVP_2013
What Do I Say? Facing Challenges in Communication - HOSP_CC_2013
What to Expect: Physical and Emotional Symptoms of Dying - HOSP_PS_2013
End of Life Care - Professional
Difficult Decisions: Managing Communication Challenges - HOSP_PC_2013
Healthy Boundaries and Healing Hearts - HOSP_HB_2013

Click on the “_My CEU Listing of Course Completions Certificates” or the My CEU logo.



As a Training Coordinator, you will have a special login to view courses entered, nearly completed or finished by your agency users. The My CEU Tool enables you to view courses based on time-this month, last month, this year and last year. You will also have the ability to reprint certificates of completion for all agency users.

On your spreadsheet there is a special login that ends in “.trainer”. As the Training Coordinator, the “.trainer” login gives you a special view of the My CEU Tool.

The My CEU Tool allows you to sort and filter the Course Activity list by time and type. In the graphic below you can see the listing of users within your agency.

Course Activity		Dashboard					
Status: Courses Entered Courses Nearly Complete Courses Finished							
Course Activity -> Courses Finished For Last Year							<input type="button" value="Print View"/> <input type="button" value="Excel File"/>
Display <input type="text" value="30"/> Records Per Page	Search: <input type="text"/>						<input type="button" value="X"/>
Showing 1 to 7 of 7 Records							
User Name ▲ ▼	Certificate Date ▲▼	Course Name ▲▼	CEU Hours ▲ ▼	Course Code ▲ ▼	First Name ▲ ▼	Last Name ▲ ▼	Actions
example7003	August 13, 2012 3:18 pm	Basic Temperature Measurement Training	1.9	HHTM_2012	Mike	Kronebusch	Reprint Certificate
example7005	August 13, 2012 3:18 pm	Supporting Proper Food and Fluid Intake	3.3	HHPF_2012	John	Walch	Reprint Certificate
example7003	August 13, 2012 3:18 pm	Basic Temperature Measurement Training	1.9	HHTM_2012	Mike	Kronebusch	Reprint Certificate
example7005	August 13, 2012 3:18 pm	Supporting Proper Food and Fluid Intake	3.3	HHPF_2012	John	Walch	Reprint Certificate
example7002	August 13, 2012 3:16 pm	Basic Temperature Measurement Training	1.9	HHTM_2012	Terri	Hansen	Reprint Certificate
example7001	August 13, 2012 3:16 pm	Supporting Proper Food and Fluid Intake	3.3	HHPF_2012	Jessica	Stevens	Reprint Certificate

You can search for a student by name or course name.

Course Activity Dashboard

Status: Courses Entered Courses Nearly Complete Courses Finished

Print View Excel File

Course Activity -> Courses Finished For Last Year

Display Records Per Page Search: >> X

Showing 1 to 7 of 7 Records

User Name ▲ ▼	Certificate Date ▲▼	Course Name ▲▼	CEU Hours ▲ ▼	Course Code ▲ ▼	First Name ▲ ▼	Last Name ▲ ▼	Actions
example7003	August 13, 2012 3:18 pm	Basic Temperature Measurement Training	1.9	HHTM_2012	Mike	Kronebusch	Reprint Certificate
example7005	August 13, 2012 3:18 pm	Supporting Proper Food and Fluid Intake	3.3	HHPF_2012	John	Walch	Reprint Certificate
example7003	August 13, 2012 3:18 pm	Basic Temperature Measurement Training	1.9	HHTM_2012	Mike	Kronebusch	Reprint Certificate
example7005	August 13, 2012 3:18 pm	Supporting Proper Food and Fluid Intake	3.3	HHPF_2012	John	Walch	Reprint Certificate
example7002	August 13, 2012 3:16 pm	Basic Temperature Measurement Training	1.9	HHTM_2012	Terri	Hansen	Reprint Certificate
example7001	August 13, 2012 3:16 pm	Supporting Proper Food and Fluid Intake	3.3	HHPF_2012	Jessica	Stevens	Reprint Certificate

script//

