



CUES Online University

Administrator  
Access Guide

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# Welcome to CUES Online University

Welcome!

This Access Guide is designed to answer your questions about how to introduce, run, maintain, and evaluate your **CUES Online University** program. Please read the following suggestions thoroughly to provide the most efficient and effective eLearning as possible. It is important you keep this packet of information as it contains valuable information.

## **Logging in to “Training Central” – Your Administrative Tools**

Training Central®, your **CUES Online University** Administrator’s Tool is a very valuable asset! As the Administrator, you have the ability to access ALL users’ information. This is helpful to see which employees have taken a particular course, everyone’s Final Exam scores, dates when courses were taken, etc. This is also a vital tool to get your customized **CUES Online University** course experience up and running as well as to maintain your account after the initial set up. You can access these pages at any time to view and print reports, customize the specific terms throughout your training courses, create training schedules for each employee, customize the course menu, change or update contact information, and much more!

Using any browser, sign in with this information:

**URL:** <https://www.credituniontrainingonline.com/cues/admin>

**Credit Union ID:** [you have been provided this in an email]

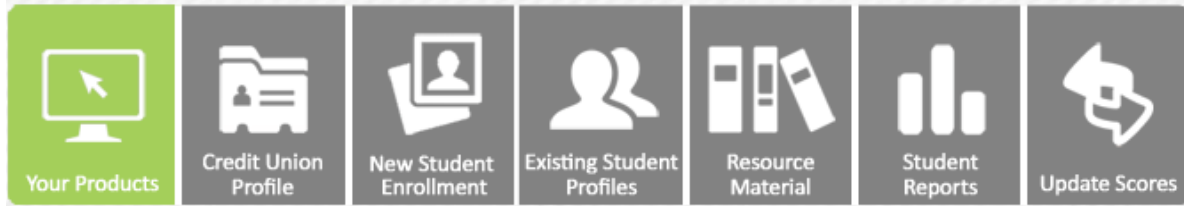
**Admin Password:** [you have been provided this in an email]

## **Employee Information for Logging in to the CUES Online University Courses**

- Go to <https://www.credituniontrainingonline.com/cues>
- Type in your log-in information:
  - **User ID:** [you have been provided this in an email]
  - **Institution Password:** [you have been provided this in an email]
  - **Unique Employee ID:** You will create a unique Employee ID for each employee. See Page 6 for additional information.

Note: In order to run **CUES Online University** properly, please turn off all pop-up blockers for our site. We are a SPAM free site, and will not sell your information. By not turning off pop-up blockers on our site, you may have trouble logging in to the courses.

# Setting Up Training Central



## **Step 1: Credit Union Profile:**

Go to the “Credit Union Profile” button to make sure all of the contact information and branch information is accurate and up to date. From here you can:

- Add, update, or delete branch location information
  - Note that it does not have to be a physical location, but could be Call Center, Administrative Center, etc.
  - There is no limitation to the number of locations you have
- Add, update, or delete Administrator information
- Update the acceptable passing grade for your employees’ courses
- Update the maximum tries allowed (0 provides unlimited tries) and choose if you should be emailed when an employee reaches the maximum number of tries
- Select if employees are allowed to skip directly to the exam when opening a course
- Email Administrators to give them their log-in information or to just keep in contact with them
- Check on your **CUES Online University** customer status
- View contact information for CUES for when assistance is needed
- Email your CUES Account Representative

To add a new location:

- Select the “Add New Location” button
- Enter the Location/Branch name
- Add the address and phone numbers associated with this branch/location
- Click the “Add New Location” button at the bottom of the page

To delete a location:

- Select the “Delete” button next to the location you wish to delete
- Press the “OK” button
  - Keep in mind any branch you delete will delete the information associated with that branch
- **Note:** If there are employees assigned to that branch, you will not be able to delete the branch without first assigning the employees to a different branch. You will know the branches that have employees assigned to that branch because it will have the words “Students Assigned” next to the branch name.

To add a new Administrator:

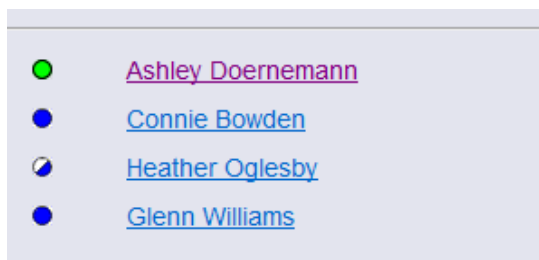
- Select the “Add New Administrator” button
- Enter the Administrator’s first and last name
- Enter the Administrator’s branch location (select from drop-down menu)
- Enter the Administrator’s email address
- Enter the Administrator’s phone number
- Create a *unique* password for that Administrator to use when signing on to Training Central™. [They can change the password to something else when they sign in to Training Central™.]
- Select an Administrator Rights option from drop-down menu
  - Full Access allows the Administrator to add/delete/merge employees, run reports, assign training schedules, etc.
  - Reports Only allows the Administrator to only run reports for the branch for which they are associated. (This is a good option for Branch Managers so the employees of his/her location can be accessed.)
- Click the “Add Administrator” button at the bottom of the page

To email an Administrator:

- Select the “Email” button next to the Administrator you wish to email. This will start an email in your Outlook.
- Type your message in the window that pops up
- Press the “Send” button
- Note the email will be sent through your Outlook and no copy will appear in Training Central™
- YOU MUST ADD THE LINK TO THE EMAIL. Copy and paste this into the email so he/she knows where to go: <https://www.credituniontrainingonline.com/cues/admin>

Administrator Codes:

- The Administrator with a solid green circle indicates he/she is CUES’ main contact person
- The Administrator with a solid blue circle indicates he/she has Full Access privileges
- The Administrator with half white/half blue indicates he/she has Reports Only privileges



To edit an Administrator:

- Select the “Edit” button next to the Administrator you wish to edit
- Edit the appropriate information
- Press the “Update Administrator” button to save changes

To delete an Administrator:

- Select the “Delete” button next to the Administrator you wish to delete
- Press the “OK” button

To Set and Reset Course Tries

- If desired, you can limit the number of exam attempts for employees.
  - Place a number in the box next to “Max Tries (CUTO:)”
  - 0 is unlimited tries
  - Click Update
- Select “Yes” for the dropdown to notify you when an employee needs their tries reset
  - Click Update
- When an employee requests to have their scores reset, you may do so.
  - Click Update Scores & Reset # Tries
  - Choose the employee to reset scores for
  - Click Reset Tries next to the course needing reset
  - Confirm your choice with the pop-up option

To enable/disable Skip to Assessment option

- By default, your employees will not be able to skip directly to the assessment portion of the course
- You can allow employees to skip to the assessment by selecting “Yes” in the dropdown
- Click Update

### **Step 2: Customized Terms:**

Go to the “Customized Terms” button to make sure all of the customized terminology within the courses is up to date. To change any information, simply type in the new term, and click the “Update Terms” button.

The terms you select will immediately be incorporated into all of your courses.

### **Step 3: Customize Course Menu:**

Go to the “Customize Course Menu” button to select which option you would like to have for the online course menu.

### Course Menu Options:

- **Option 1** – Allow all employees to view the entire course menu. If you don't want to worry about creating separate course menus per person or per job category, you can select this option to allow all employees to view the entire course menu.
  - Open Enrollment allows anyone with the User ID and password to sign in to take courses without prior Administrator enrollment. This is a great option if you want to begin training right away without having to go through a “set-up” process. Please note: if a student signs in differently each time, a duplicate record will result with different Employee IDs for the same student. This will require monitoring and merging of student records on a consistent basis unless you switch to Closed Enrollment at a later date.
  - Closed Enrollment allows employees to view and take all available courses while maintaining consistency and order. An Administrator is required to enroll students. This method does not allow duplicate record creation. If an employee signs on incorrectly, an error message appears prompting re-entry. Note: Employee has ability to email CUES' Customer Support for help with the password and/or Employee ID.
- **Option 2** – Create your own prescribed menu for each job category or person. By selecting this option, you will be able to take full advantage of customizing and personalizing your course menu.
  - Select the “Add New Category” button
  - Enter a title for this job category or select a name from the drop-down list
  - Select the courses you would like to be associated with this job category, by placing a checkmark in the box next to the name
  - Press the “Update Category” button at the bottom of the page to save your input



Note: If you prefer CUES add your employees, schedules, etc., we can do this using our Switch Assist service. With Switch Assist, CUES staff will load all of your employee data, branch information, branch locations, and much more into CUES U Learning Management System. This includes your staff's names, user ID's, administrators, job categories, training schedules and due dates, locations and other pertinent information. There is a nominal fee for this service. If you would like us to do this, or have questions, please email [sharon@cues.org](mailto:sharon@cues.org).

# Enrolling Employees

## **Step 4: New Student Enrollment:**

Go to the “New Student Enrollment” button to enroll employees that will be taking the **CUES Online University** courses. (If you selected Option 1 above, you do not need to do this, go to Step 5.)

To Add a Student:

- Enter the employee’s first and last name
- Enter the employee’s email address. This is not mandatory; however, if the email address is not listed here, you will not be able to take advantage of the email feature in Training Central™, or the Email Notification service about an upcoming due date. The email feature is a great way to communicate with employees to let them know about their log-in information, courses they need to take, past due status, etc.
- Create an Employee ID for this person to use when signing in to the courses. (The Employee ID is that person’s personal, unique password they will use to get into the courses)
  - **Note: When creating a student, you MAY NOT use any of the following characters in the name or employee ID: , ' ? % & ~ # \$ / \ ”**
  - CUES suggests you make the Employee ID as unique as possible.
- Select the branch location for this employee
- Select the Job Category associated with this employee. For those people who wear more than one hat, you may assign up to four Job Categories per employee. See below.
- The Enrollment Date will be generated by your computer, but can be changed
- Enter the employee’s Job Title and Hire Date (not required fields)
- Click the “Add New Student” button to enroll this employee

The screenshot shows a form titled "Step 5: Select Job Category:". It contains the following fields and options:

- CUTO Job Category:** A dropdown menu with "Teller" selected and a "Not Shown?" button with a plus sign.
- CUTO Due Date:** A text field with the value "Updated in the CreditUnionTrainingOnline Training Schedules section."
- Multiple Job Categories:** A checkbox that is checked, with the text "- check this box if the student has multiple job categories (select up to 3)."
- Job Category 2:** A dropdown menu with "Head Teller" selected.

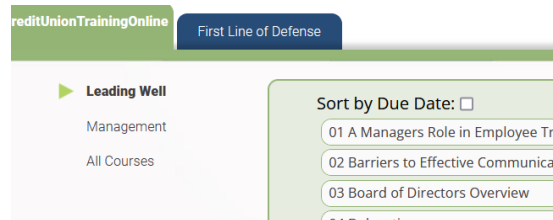
## **Multiple Job Category Assignment**

To assign Multiple Job Categories, click the small box until the checkmark appears. That will then provide a drop-down menu. Select the second Job Category for that person. As needed, select Job Category 3 and Job Category 4.



If a student is assigned multiple job categories, the CUES Online University menu will look different when they sign into the training site. Each job category will be listed on a separate tab.

If a course is part of more than one job category, the student will only need to complete once to satisfy completion. For example, Bank Secrecy Act could be part of the Head Teller and Teller menus. The student will see it listed on both. But once the course is taken and successfully passed, both tabs will show the course completed.



### **Step 5: Existing Student Profiles:**

Go to the “Existing Student Profiles” button to make any changes to any employees you have already enrolled.

To make a change to an employee:

- Click on the blue hyperlink of the name, or select the “Edit” button
- If you want to change the branch location, select the “Change” button and select the appropriate branch location from the drop-down menu for this employee
- To change their status, check or uncheck the “Inactive Student” box
  - This is a good suggestion for those people on medical or some type of leave, summer employees, etc. Those employees marked as Inactive will not appear in Past Due reports, etc.
- To edit the name, job title, hire date, or email address, type in the updated information in the appropriate fields
- To change the job category, select the “Change” button and then select the appropriate job category from the drop-down list
- Press the “Update Student Profile” button once you are finished making updates to the employee’s profile
- Note: You cannot change an Employee ID. If you would like to do that, you will need to create a ‘new employee’ with the new Employee ID and then merge the two records together. See next step below.

To merge employees:

IMPORTANT. Because so much of the programming is built around an employee’s ID, you will have to change that in a several step process.

- You will first click on New Student Enrollment and create the person as if they are a new employee. Save changes.

- Go to Existing Student profiles.
- Click the Merge Employees button at the top left of the screen
- Select the two employee names you wish to merge by putting a checkmark next to their name, and click the Next button
- Using the radio buttons next to the data for each employee, select which information you would like to keep (it is **imperative** you keep the older of the two dates so test scores from that point on are saved)
- Click the Merge Profiles button
- Click OK from the alert box to confirm that you would like to merge the profiles
- Click the Yes, Retain Scores button to merge the scores together from the two profiles
- The “two” employees will now be merged into the new Employee ID and all previous training experiences will be saved for them

To delete an employee:

**It is suggested before you delete an employee that you first run a Student Report of any training they might have done and save a copy of the Excel report for your files**

- Keep in mind when you delete an employee, you are deleting all of that person’s scores and information as well and it CANNOT be retrieved
- Select the “Delete” button next to the employee you wish to delete
- Press the “OK” button

To email an employee:

- Select the “Email” button next to the employee you wish to email
- Pre-formatted language will appear in your Outlook that includes the employee’s email address and sign-on information. YOU MUST ADD THE LINK TO THE EMAIL. Copy and paste this into the email so they know where to go: <https://www.credituniontrainingonline.com/cues>
  - If you wish to use different verbiage, simply delete the text, and type your message.
- Press the “Send” button when you are finished with the email language of your preference
  - If you did not enter the employee’s email when you enrolled the employee, it will not come up with an email address. So, go back to the “Existing Student Profiles” button from the Main Menu to update an employee’s information.
  - Note: The email will be sent through your Outlook, but no copy will appear in Training Central™. A copy will be in your Sent file.

To batch email multiple employees:

- Under the “Add to Batch Email” column, put a checkmark in the checkbox for each employee that you wish to include in the batch email

- For your convenience, if you wish to send to all employees, simply press the “Select All” button at the top to select each of the employees at once
- Select the “Batch Email” button at the top of the screen
- Type the message that you wish to send in the email
- Press the “Send” button when you are finished with the email
  - If you did not enter the employee’s email when you enrolled the employee, it will not come up with an email address. So, go back to the “Existing Student Profiles” button from the Main Menu to update an employee’s information.

# Assigning Courses

## **Step 6: Job Categories:**

Use Job Categories to create sub-menus for your employees. Employees can be assigned up to four different Job Categories. Job Categories make it easy to assign a block of courses to a large number of employees at one time.

- Select the “Customize Menu” button from the home page
- Ensure Option 2: Create your own menu for each customized job category, is selected
- Choose “Add New Category”
- Give your category a title such as “Compliance” or “Teller” that will describe who the courses in the category are for
- Add courses to the category by selecting the checkbox next to each course
- Select “Create Category”

If a course is part of more than one job category, the student will only need to complete once to satisfy completion. For example, Bank Secrecy Act could be part of the Head Teller and Teller menus. The student will see it listed on both. But once the course is taken and successfully passed, both tabs will show the course completed.

## **Step 7: Training Schedules:**

Go to the “Training Schedules” button to create due dates for an employee or group of employees for any courses on their course menu. When the employee logs into their course menu, there is a calendar icon they can click on at any time to view what courses have been assigned for them, and when they are due.

### To create a new Training Schedule for an entire Job Category/Group of Employees:

- Click the “Create Group Schedule” button
- Select the Job Category which you would like to create a training schedule for by clicking the “Create” button next to the category
- Enter a due date in the field next to the course you would like to set a due date (mm/dd/yyyy), or by clicking the calendar button, and selecting the appropriate date
  - You can provide access to a course, but not include a due date. That would like mean (to the employee) that they can take it, but it is not mandatory.
- Click the “Student Selection” button to choose the students you want included in the group
- Click the “Create Group Schedule” button once you are finished selecting students

### To create a new Training Schedule for an individual employee:

- Click the “Create Employee Schedule” button

- Select the employee for which you would like to create a training schedule by clicking the “Create Schedule” button next to their name
- Enter a due date in the field next to the course(s) you would like to set a due date (mm/dd/yyyy), or by clicking the calendar button, and selecting the appropriate date
- Click the “Create Training Schedule” button at the bottom of the page when you are finished setting the due date(s)

To edit an existing Training Schedule:

- Scroll down to the bottom of the page, under “Edit or Delete Existing Group Training Schedule(s)”
- Click the “Edit” button next to the group schedule that you wish to modify
- Update the dates to meet your needs
- Click Student Selection
- Click Update Group Schedule

Email Reminders:

- For each CUES U training solution, you have the ability to set reminders when a due date is approaching and a course has not been completed.
- Students will receive email(s) automatically from the system, based on your selections and can be sent when there are 3, 7, and/or 10 days before a course’s due date is approaching.
- In addition, based on your input, the system will send an email reminder when a course is 3, 7, and/or 10 days past the due date.
  - To take advantage of this service, you must have entered email addresses for each student. If that has not been done, you can follow Step 5 on Page 8.
  - You may want to notify your IT Department of these emails so they do not get blocked or marked as spam.
- Refer to Step 5 above – email or batch email employee(s) to let them know new training schedules have been created.

To add course to Multiple Job Categories

- Go to Customize Menu blue button
- In Step 1, select the course from the drop-down menu you want to add to Job Category
- In Step 2, put a checkmark next to the Job Category to which you want to add that course
  - You can select as many Job Categories as you wish, including Select All
- In Step 3, click on Add Course to Categories button
- Add the due date you want to apply to this course for everyone
- Note: if you prefer that no Due Date be assigned, the course will still be included in that Job Category, but no Due Date will appear
- Click on Update Group Schedule(s) button

- When you have updated the group schedules, a screen will appear showing the Job Categories to which THAT course was added, including the Due Date and students assigned

# Running Reports

## **Step 8: Student Reports:**

Go to the “Student Reports” button to view any of the scores and course information that any of the employees have taken. From here you can sort or filter any of the reports by date, branch, course, employee, score, etc. You can look at past due courses, courses not taken, schedules, and course totals.

### To create a report:

- Click the “Student Report” button
- Under “Sorting” choose one or more categories from the drop-down menus
- Enter or select any filtering options you’d like to incorporate
  - You can filter by:
    - Date(s)
    - Branch
    - Student Name
    - Job Category
    - Course
    - Or... a combination of all of the above!
- Export the report to Excel to save and/or print the reports by putting a checkmark in the box next to “Export”
- Click the “Show Report” button to produce the report

### To print/save a report:

Once you have created the report you wish to save, you may do one of two things:

- Print the page as is right from the browser window by going to File, and then Print
- Export the report to Excel to save and/or print the reports by putting a checkmark in the box next to “Export” and clicking the “Show Report” button again. Then click on the link to download the file.
- For an employee who is no longer with you, you can save the report with that person’s name and the date the report was generated; and then save to the computer drive of your choice for safekeeping.

### To get a report of courses that are past due:

- Click the “Past Due” button.
- Choose any sorting or filtering options you’d like to use
- Click the “Show Report” button
  - From there, it allows you to view the courses that are past due, and allows you to email the employee

To get a report of courses assigned by using the “Training Schedule” feature, but have not been taken yet:

- Click the “Not Taken” button
  - From there, it allows you to view the courses still due, as well as allows you to email the employee as a reminder, etc.






To get a report of schedules:

- Click the “Schedules” button
- Sort and filter as desired
- Click the “Show Report” button
- Click the “View Schedule” button next to any student whose schedule you’d like to view

To view a report of how many students have taken each course:

- Click the “Course Totals” button
  - A list of all courses will show with the number of students that have taken them to the left of the course name
- Click on a course name to view the details of students who have taken the course, the test date, their score, etc.

To get a Full report, select the “Full Report” button:

- A report will be generated with **ALL** of the information for all of the courses taken, etc. (To view entire report, use the scroll bar at the bottom of the page.) The information shown will be:
  - Student Name
  - Employee ID (Student’s Employee ID for the courses)
  - Branch
  - Job Category
  - Course Title
  - Due Date (The date the course is due, if you created a training schedule for them. If it was not due at a certain point, it will say “Not Set”)
  - Days to Complete
  - Test Date
  - Status (i.e. not started , started , complete , overdue but started , completed but overdue  .
  - Clickpath (This checks the units the employee entered. This is a nice feature to look at what the employee did while in the course... did they just jump right to the Final Exam, or did they actually take the course?)
    - The Click Path tells a story of what the user is experiencing. It looks confusing, but once you figure it out, it is a great tool. 0 is the main menu, 1 represents Unit 1, 2 represents Unit 2, etc. F represents Final Exam; C means they completed Final Exam. An example of a Click Path for a user who went through the entire course might look something like this: 01234FC. An example of a user who jumps right to the Final Exam would be: 0FC.



- Tries (How many times the employee took the Final Exam)
- Score
  - To sort and filter the full report, use the sort and filter tools at the top of the page, and then press the “Show Report” button
  - Note Training Central™ will keep track of the number of attempts (tries) a student has taken a course and the most current date and score will update and appear
- Because of the amount of data to be incorporated into this Full Report, it may take a minute or two for the report to be generated.

**Note:** To see a step-by-step guide how to do reports, access the Common Reports Guide from the Resource Material button on Training Central®.

### **Step 9: Update Scores**

Occasionally there is a momentary interruption in an internet connection. If an employee reports to you a score did not post, but they have a Certificate of Completion showing it was, you can easily update the score. **Please note from a compliance point of view, it is important you only change scores that did not post correctly.** This happens rarely, but it does happen on occasion.

- Click on blue hyperlink of employee’s name
- Click on blue hyperlink of course to be updated
- Change Date Completed and/or Score
- Click on Update Score button
- When screen refreshes, you will see your name as the Administrator who updated the score, the date modified, and the new score

Please note from a compliance point of view, it is important you only change scores that did not post correctly. This happens rarely, but it does happen on occasion.

# Customizing or Adding New Content

## Step 10: Upload Your Content

You may upload training you have developed in-house, for a nominal, additional cost.

- Select the type of file you are uploading by clicking the radio button next to it.
  - Browse your computer and find the file you would like to upload.
  - Follow the steps.
  - Check the box if you want to track the document is accessed. Check the box if you would like the student to confirm he/she has received/reviewed the information in the document.

CUES will receive email notification if you upload any documents. There is a 72 business hour turnaround time for us to upload your content into the system.

The fees for your upload:

- Word Document - \$50 per 5KB document to include programming to acknowledge student received/read document. Additional \$100 for the creation of a final exam to be scored and tracked (up to 15 questions, \$100 for each block of 15 thereafter).
- PowerPoint Presentation – \$50 per 5KB PPT to include programming to acknowledge student received/read presentation. Additional \$100 for the creation of a final exam to be scored and tracked (up to 15 questions, \$100 for each block of 15 thereafter).
- PDF Document - \$50 per 5 KB document to include programming to acknowledge student received/read document. Additional \$100 for the creation of a final exam to be scored and tracked (up to 15 questions, \$100 for each block of 15 thereafter).
- Full Course – You can upload and track a full non-TRC course. Price to be quoted. Contact your TRC Representative under Credit Union Profile.

## Step 11: Manage Your Content

To assign your uploaded content, and/or view reports, follow these easy steps:

- Click Assign Your Content button.
- Step 1 – Click option 1 to allow all employees to view your uploaded content, or
- Step 2 – Create a menu to add the content to your training menu of courses
- If Option 2 is chosen, click Update Course Menu button.
- When screen refreshes, click Job Category you would like to add this uploaded content, or  
click Add New Menu button
- If you would like to Add New Menu, select from drop-down menu list or create the name of a new Job Category
- Select the courses you would like to add to the new Job Category
- Step 3 – Click on Create Category

### **Step 12: Customize Existing Content**

At times you may wish to alter an image, text, or exam comment within an existing course. This alteration would cost \$50 per slide change.

### **Step 13: Track Other Training**

To add miscellaneous training to your menu and be able to track your employees, follow these steps:

To add training you wish to track:

- Click on Add Course button
- Type in information to identify course you are uploading
- If you would like a Certificate to be associated with this course, left click in box next to Certification
- Click on Add Training

To run a report of your employee's training experience:

- Click Full Report button

To schedule training dates for your employees:

- Click on Students button next to name of course
- Either type in date (or select calendar option) of when training should be completed and click Date to apply to all students, or
- Type in date for individual students

If training is document that is to be read, you can mark Score with 100%.

- To add this to all students, type 100 in top Score column
- Click on Score button to populate, or
- Type in Score for individual students

Click Update Status button.

# Additional Resources

## **Resource Materials**

This is where you will find any resource materials that might be helpful to you in working with Training Central or the CUES Online University program.

To download any of the available resources, click the button next to the file.

## **Review Text**

The employees can easily download and print any course's verbiage. This is also helpful for you, as the administrator, when an Examiner wants to see what is covered in a particular course.



When the yellow button with the magnifying glass is clicked, Review text appears:

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Anti-Money Laundering

**Unit 1 - Introduction**

Our individual and business customer[ ]s generally utilize our products and services for completing various legitimate financial transactions. However, it is possible that a new or existing customer[ ] may intend and attempt to complete financial transactions that are connected to criminal activity such as acts of terrorism, drug trafficking, embezzling, gambling rings, organized crime, bubble talking, or tax evasion.

Money that is obtained through illegal activities must be somehow integrated into the financial system to make it legal. This is accomplished by an activity known as money laundering.

Money laundering is the process of making illegally-gained proceeds ("dirty money") appear legal ("clean"). Typically, it involves three steps:

- Placement
- Layering
- Integration

**Placement**

Illegitimate funds are secretly introduced into the legitimate financial system.

**Layering**

The money is moved around to create confusion, sometimes by wiring or transferring through numerous accounts.

**Integration**

The money is integrated into the financial system through additional transactions until the "dirty money" appears "clean."

A number of federal laws require our assistance in identifying these criminals, tracking their financial dealings that may be derived from illegal activities, and eliminating their illegal operations. These laws have provisions relating to opening new accounts, verifying the identity of prospective customer[ ]s, and managing existing customer[ ] relationships that place serious responsibilities on you as a financial institution employee.

And...for those who best learn by reading...a simple click on the Print button allows the student to print the Review text.



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## **Unit 1 - Introduction**

# Getting Ready for CUES Online University

## Preliminary Needs

### Computer Requirements

In order for all the features of the program to run properly, you need to have the following:

- Color Monitor
- 1024 x 768 screen resolution
- 16 Bit Color display or better
- Standard Graphic Card
- High speed connection
- Additional fonts used will be part of the graphic so that no additional fonts need to be distributed.
- SWF files will be limited to less than 300K
- Master files will be HTML, SWF, graphics, and other files necessary to deliver the required training through the internet

## Trainee Orientation to eLearning

It is recommended you take the time to review the **CUES Online University** courses thoroughly with your Trainees. This will help build their comfort and confidence level and increase efficiency.

Some things you might consider covering are:

- Accessing the Internet
- Logging on to the **CUES Online University** site
- Sign-on procedures
- Selecting the appropriate course(s) from the menu
- Basic design of the courses
  - Sign-on screens
  - Course submenu/navigating throughout the course
  - Self-Check Exercises
  - Quick Recaps
  - Final Exam
- What to do/questions/problems
  - Content
  - Program lockup
  - Taking breaks
  - Reviewing courses
  - Retaking Final Exams

### Testing

It is suggested you monitor your participants while they do a practice course before leaving them entirely on their own. Of course you would want to check each participant's progress through the eLearning courses in order to assure all of the courses are completed in the allotted time, and any suggested order you have given.

Each **CUES Online University** course has a Final Exam. The number of questions varies depending on the content of the course. The same pool of questions is available, but they are presented in random order.

## If You Need Assistance

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- Product Manager Sharon Messmore  
[sharon@cues.org](mailto:sharon@cues.org) and 608.288.5334