



# **FVAP Learning Site**

## **Training Instruction Manual**

**August 2012**

# Training Instruction Manual for the FVAP Learning Site

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## Introduction

This Training Instruction Manual (TIM) contains information on how to use the FVAP Learning Site for FVAP Web-based Training courses. In order to use this site to access and complete your training, you must first verify your workstation settings by following the instructions that follow.

## Verifying Your Workstation Settings

### Verifying Your Workstation Settings on a Local Workstation

When accessing the FVAP Learning site on your local workstation, you should verify that the workstation's internet options are appropriately set. It is recommended that you verify settings for Temporary Internet Files, Flash, Trusted Sites, and Pop-up Blockers to avoid complications when accessing the FVAP Learning site and loading courses.

### Temporary Internet Files

1. From the Internet Explorer (IE) browser menu, select **Tools > Internet Options**.

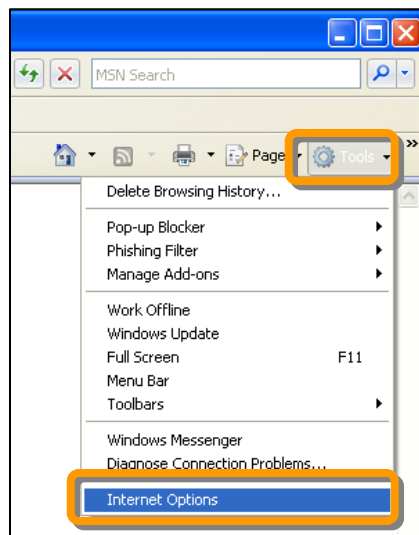


Figure 1 - Microsoft Explorer Internet Options Tab

2. In the *General* tab of the **Internet Options** window, under *Browsing History*, click **Settings**.

**Note:** This screen will display differently depending on what version of Internet Explorer is on your workstation,

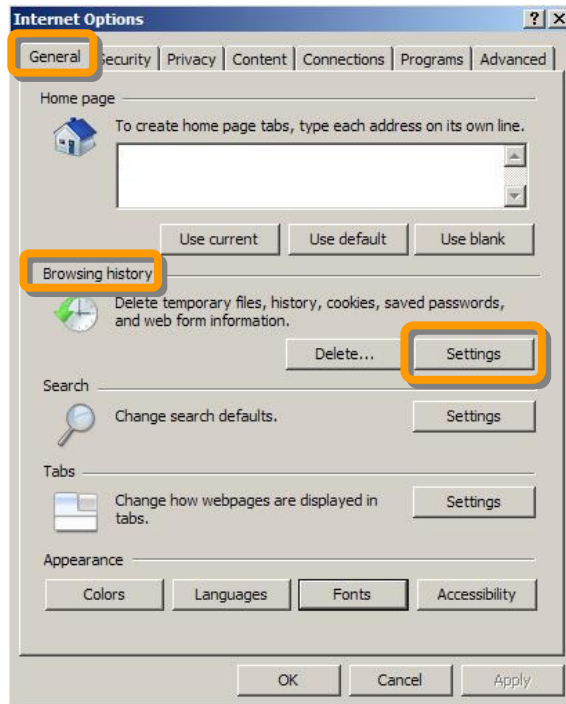


Figure 2 - Internet Options Window

3. Verify that your browser is checking for new versions of stored pages.
  - a) Confirm **Every visit to the page** is selected.
  - b) Click **OK**.

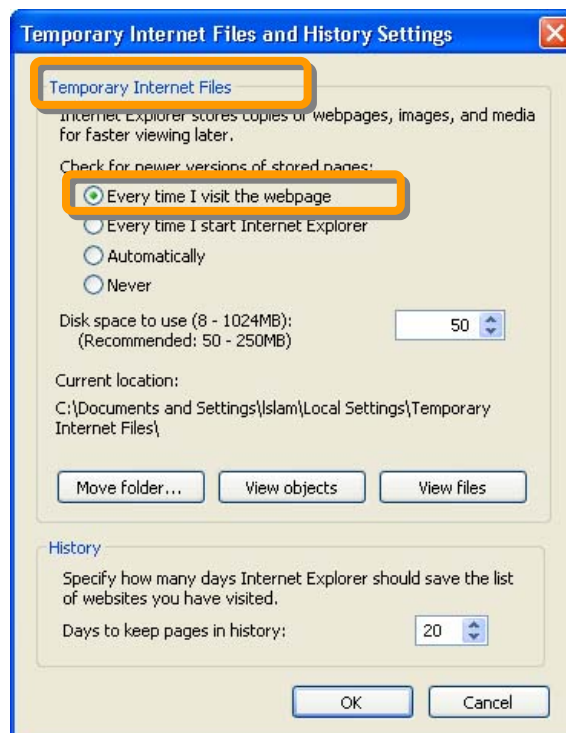


Figure 3 - Settings Window under Temporary Internet Files

4. Verify that temporary internet files are cleared.
  - a) In the *General* tab of the **Internet Options** window, under *Browsing History*, click Delete
  - b) Click on Delete files under Temporary Internet Files
  - c) Click on Delete cookies under Cookies.

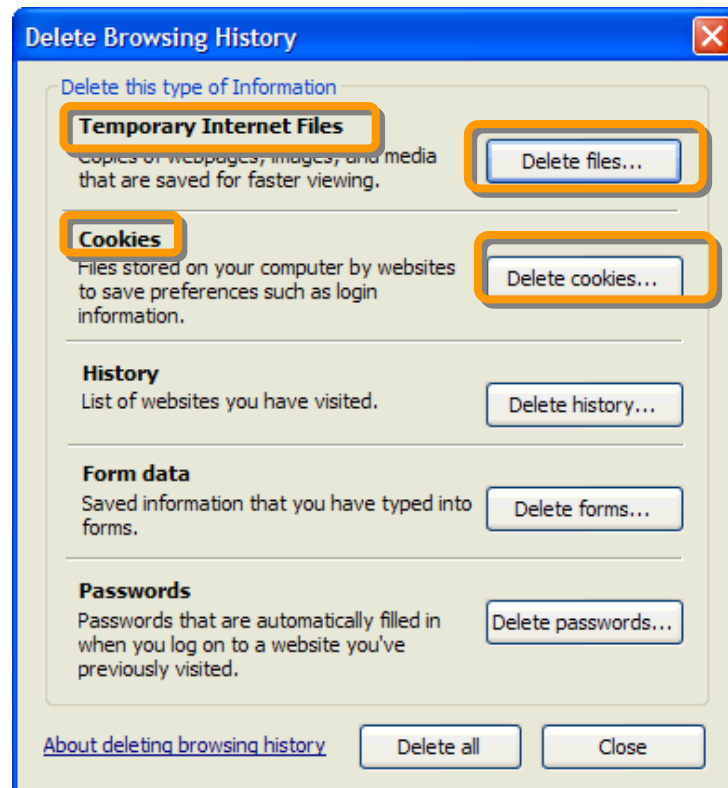


Figure 4 - Internet Options Window

**If you need assistance with your *Temporary Internet Files Settings*, please contact your local Network Administrator.**

#### Flash

1. Verify that you have Flash Version 7 or higher installed.
  - a) Browse to: [www.adobe.com/software/flash/about](http://www.adobe.com/software/flash/about)
  - b) Confirm Your Player Version is 7 or higher.

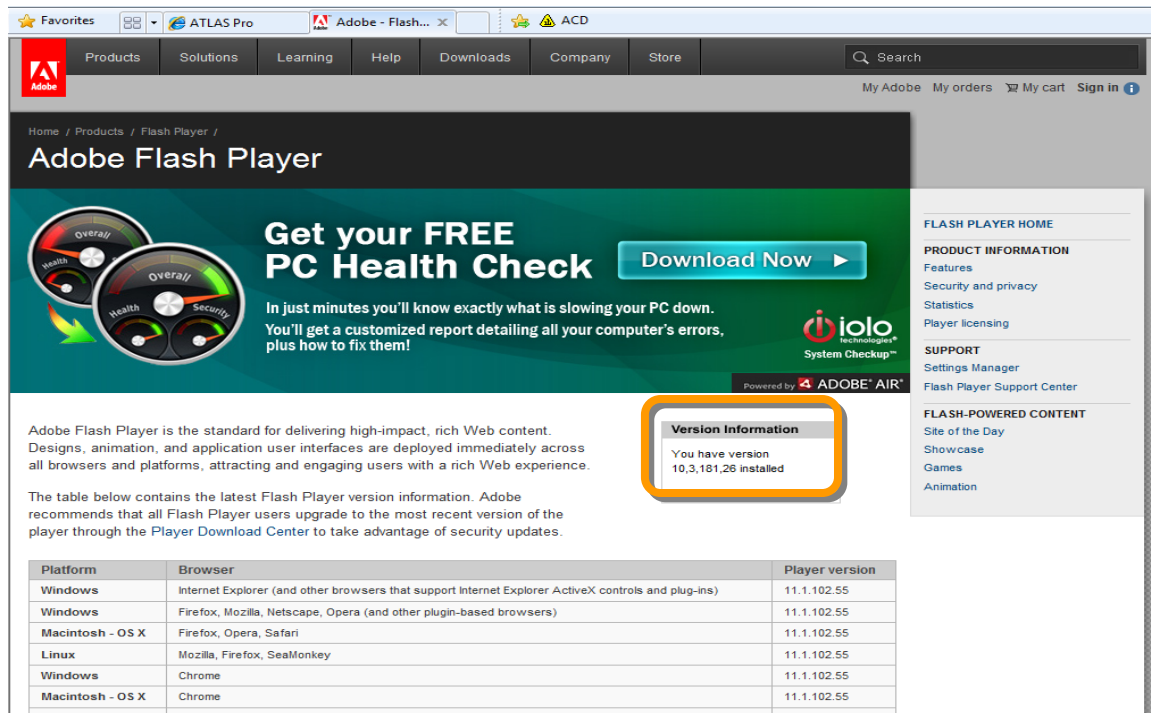


Figure 5 - Adobe Flash Version Test

**If you do not have Flash Player Version 7 or higher installed, please contact your local Network Administrator.**

### Trusted Sites List

1. From the Internet Explorer (IE) browser menu, select **Tools > Internet Options**.

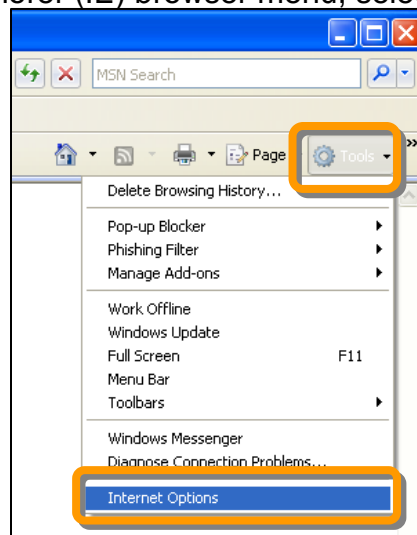


Figure 6 - Microsoft Explorer Internet Options Tab

2. Verify the FVAP Learning Site is listed as a Trusted Site on your workstation's browser.
  - a) Click the **Security** tab in the Internet Options window.



Figure 7 - Internet Options Window

- b) Click on the **Trusted Sites** icon
  - c) Click on **Sites** to open the Trusted Sites window.

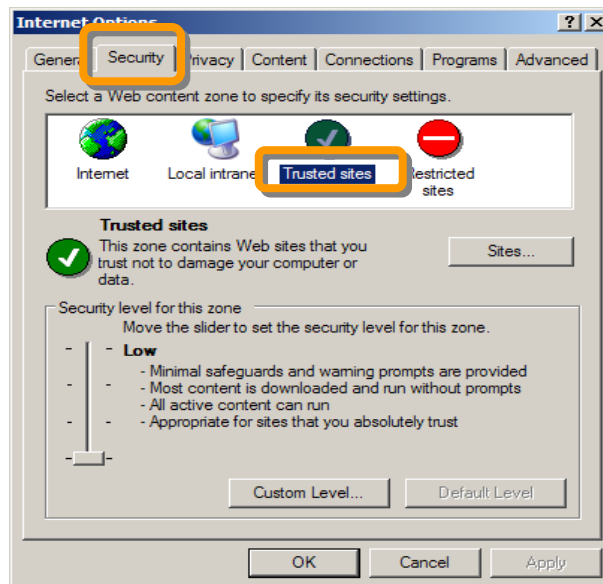


Figure 8 - Internet Options Trusted Sites Icon

3. If the FVAP Learning website is not listed under "Web sites:" within the Trusted Sites window, add the site to the Trusted Sites List.

- a) Click in the text field titled “Add this Web site to the zone” and type in the URL in the image below.
- b) Click on **Add** to add the FVAP Learning Site as a trusted site.

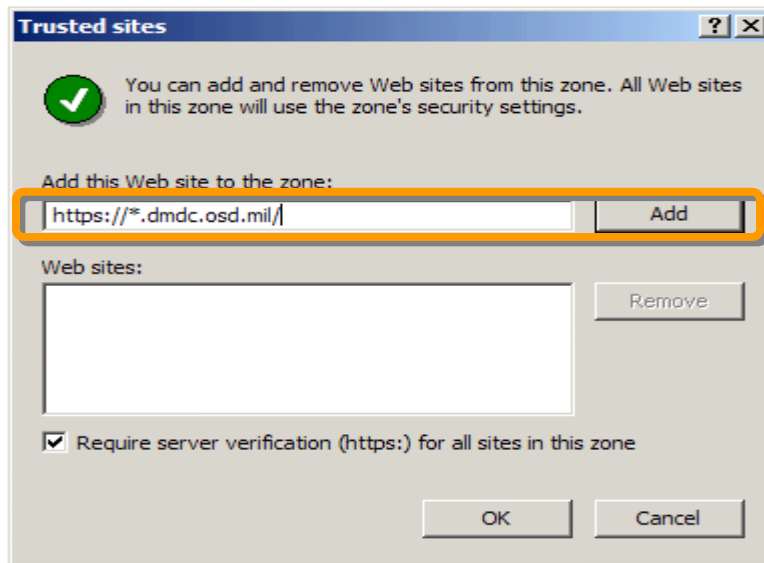


Figure 9 - Trusted Sites Window

4. Verify FVAP Learning Site is in “Web sites” list and then click OK

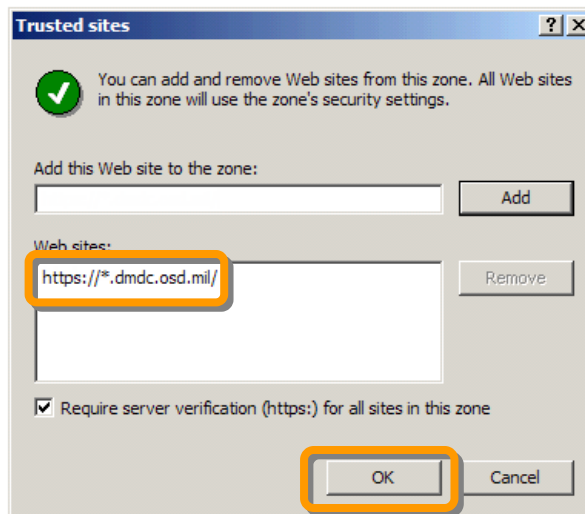


Figure 10 - Populated Trusted Sites Window

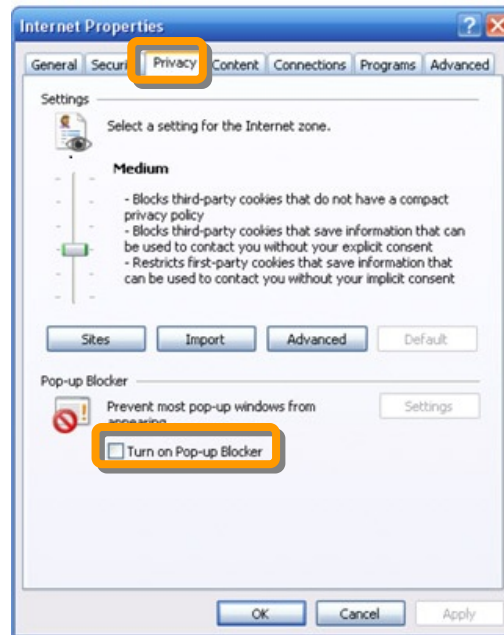
**If you need assistance with your *Trusted Sites List settings*, please contact your local Network Administrator.**

## Pop-up Blocker



If you are unable to open Course Completion Notices, your browser's Pop-up Blocker may be enabled. Please follow the steps below to disable your Pop-up Blocker.

1. Verify that your workstation's Pop-up Blocker is turned off.
  - a) From the Internet Explorer (IE) browser menu, select **Tools > Internet Options> Privacy**
  - b) Ensure that Turn on Pop-up Blocker is *unchecked*



**Figure 11 - Pop-up Blocker Settings**

**Note:** If you are unable to disable the Pop-up Blocker due to insufficient privileges on your workstation, please contact your local system administrator for assistance

## Screen Resolution

FVAP web-based training courses are designed for 1024 x 768 screen resolutions or higher. If you have trouble viewing courses and find that course pages, graphics, and animations are cut off the screen; try changing your screen resolution. Follow the steps below to change screen resolution to 1024 x 768 or higher.

1. From the **Start** menu, go to the **Settings** tab and click on **Control Panel**.

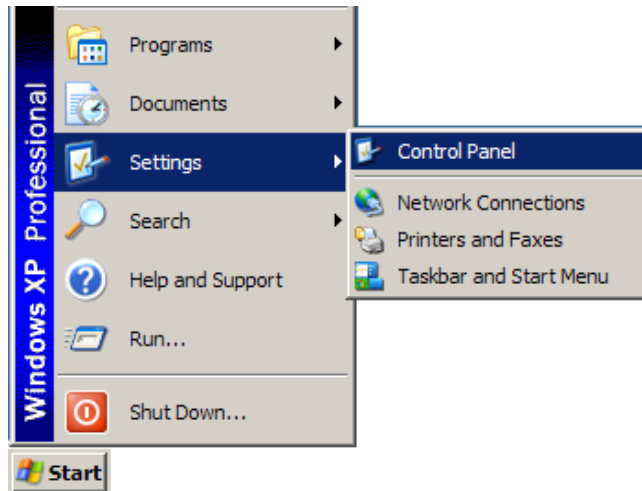


Figure 12 - Windows Control Panel

2. When in the **Control Panel**, open the **Display** icon.



3. In the **Display Properties** window, click on the **Settings** tab and adjust the resolution to **1024 by 768 pixels or higher**. Click **Apply** and then **OK**.

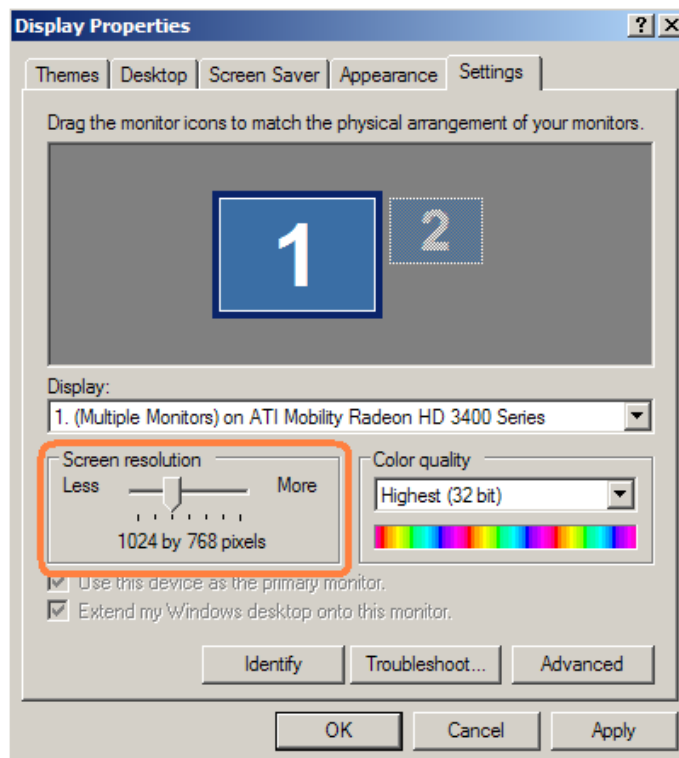


Figure 13 - Screen Resolution Display Properties

**If you need assistance changing your *Screen Resolution*, please contact your local Network Administrator.**

## **Registering to the FVAP Learning Site**

### **Creating a User ID**

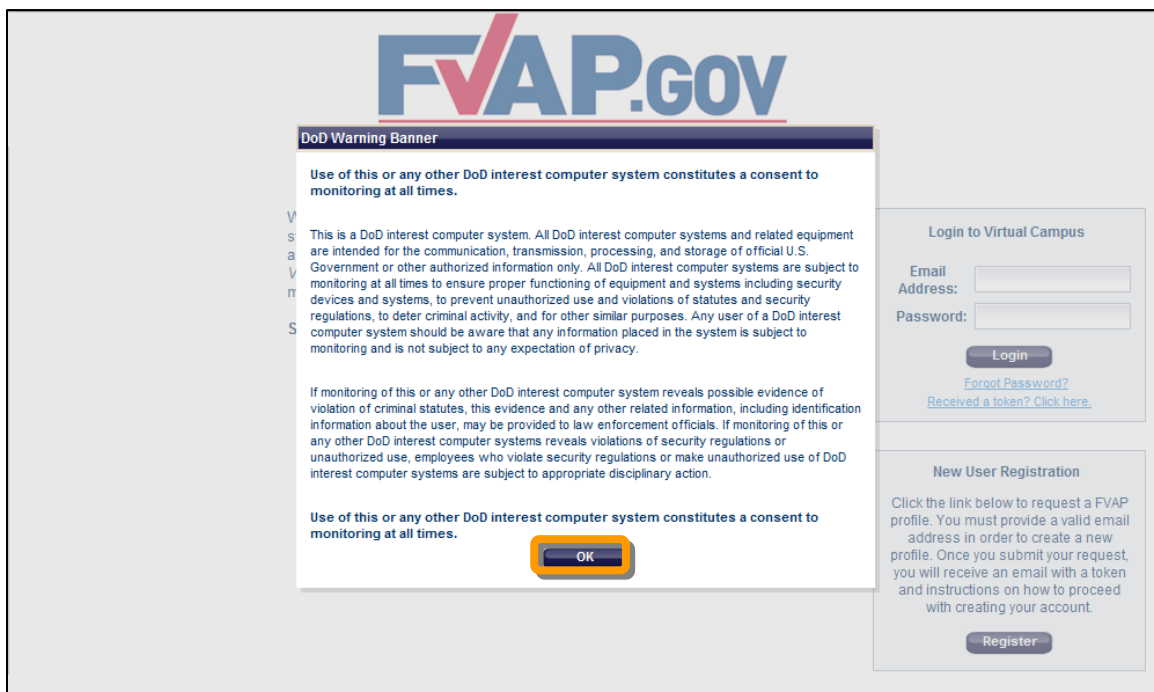
Before you can enroll in a course on the FVAP Learning Site, you must register to the site. In order to register, you will need a valid email address for your user ID.

#### **IMPORTANT!**

- 1. The email address you provide becomes your user ID.**
- 2. Once you have completed the site registration process, you must wait 24 hours for the system to activate your account before you can log in to access your training.**

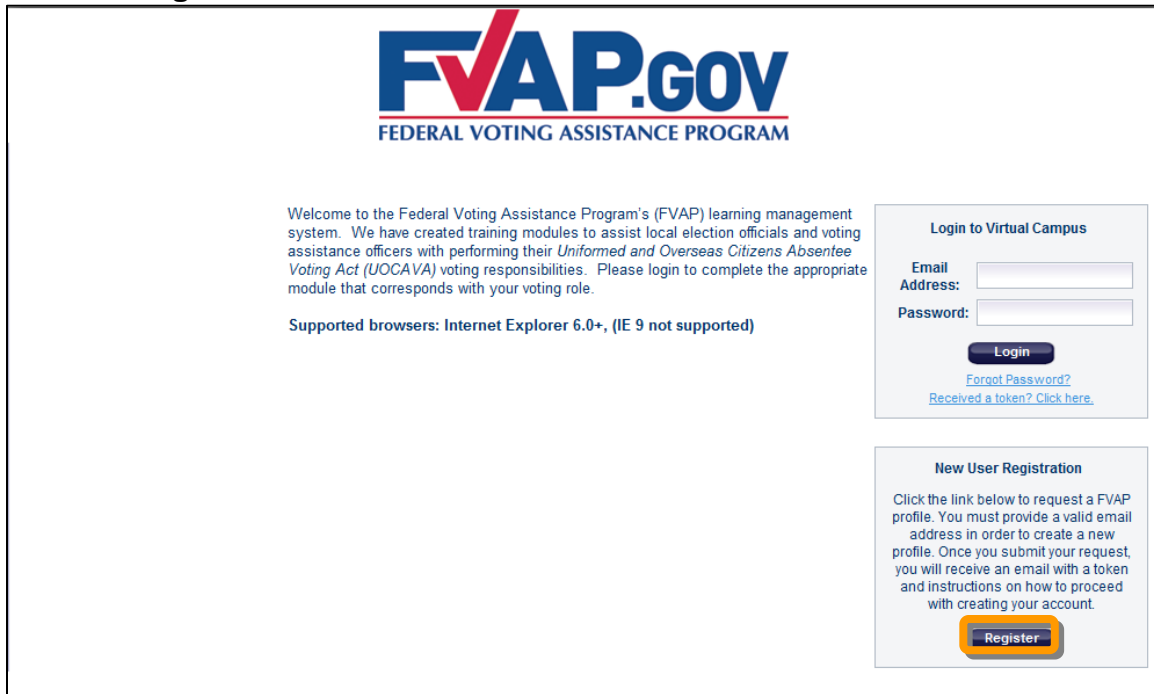
To create your user ID, complete the following steps:

1. Navigate to <http://learning.dmdc.osd.mil/fvap.html>
2. Click **OK** to acknowledge the DoD Consent to Monitoring Warning Banner.



**Figure 14 - DoD Warning Banner**

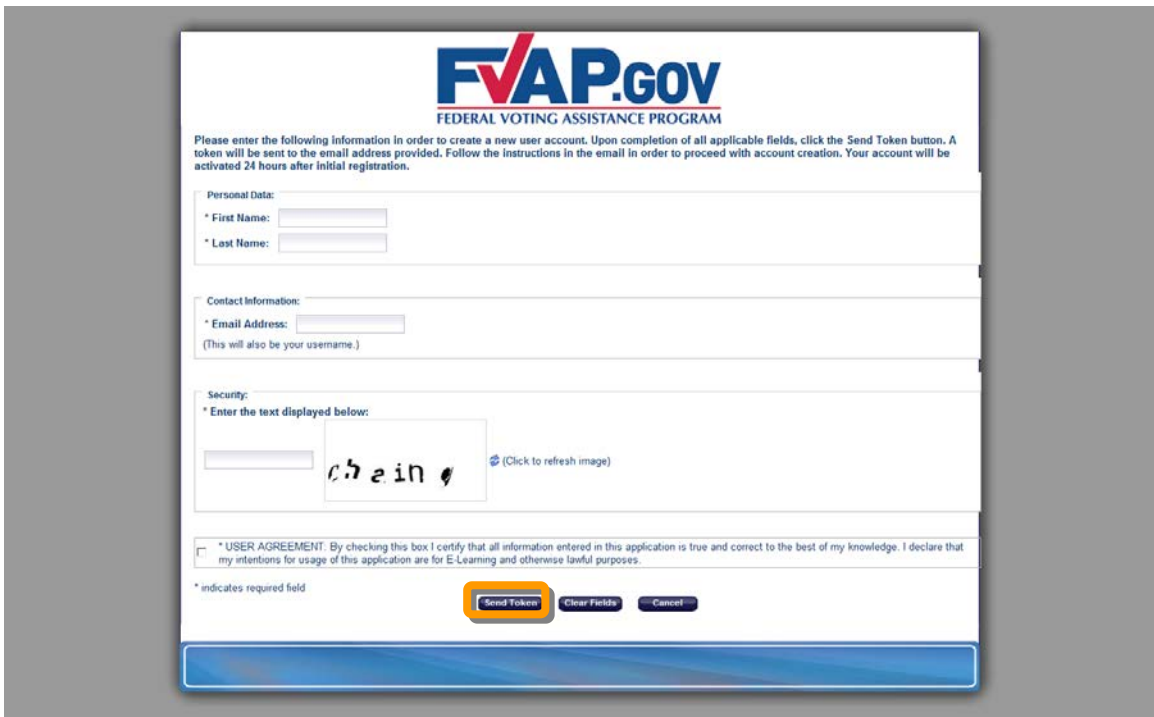
3. Click **Register**.



The screenshot shows the FVAP.gov login page. At the top center is the logo for FVAP.GOV, FEDERAL VOTING ASSISTANCE PROGRAM. Below the logo is a welcome message: "Welcome to the Federal Voting Assistance Program's (FVAP) learning management system. We have created training modules to assist local election officials and voting assistance officers with performing their *Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA)* voting responsibilities. Please login to complete the appropriate module that corresponds with your voting role." Below this is a note: "Supported browsers: Internet Explorer 6.0+, (IE 9 not supported)". On the right side, there are two boxes. The top box is titled "Login to Virtual Campus" and contains fields for "Email Address:" and "Password:", a "Login" button, and links for "Forgot Password?" and "Received a token? Click here.". The bottom box is titled "New User Registration" and contains text explaining the registration process: "Click the link below to request a FVAP profile. You must provide a valid email address in order to create a new profile. Once you submit your request, you will receive an email with a token and instructions on how to proceed with creating your account." A "Register" button is highlighted with a yellow border.

Figure 15 - Register Button on FVAP Login Page

4. Complete the required fields and click **Send Token**.



The screenshot shows the FVAP.gov registration screen. At the top center is the logo for FVAP.GOV, FEDERAL VOTING ASSISTANCE PROGRAM. Below the logo is a message: "Please enter the following information in order to create a new user account. Upon completion of all applicable fields, click the Send Token button. A token will be sent to the email address provided. Follow the instructions in the email in order to proceed with account creation. Your account will be activated 24 hours after initial registration." The form is divided into sections: "Personal Data:" with fields for "\* First Name:" and "\* Last Name:"; "Contact Information:" with a field for "\* Email Address:" and a note "(This will also be your username.)"; "Security:" with a field for "\* Enter the text displayed below:" and a CAPTCHA image showing the word "chain" with a "(Click to refresh image)" link. Below the form is a checkbox for "\* USER AGREEMENT" with the text "By checking this box I certify that all information entered in this application is true and correct to the best of my knowledge. I declare that my intentions for usage of this application are for E-Learning and otherwise lawful purposes." and a note "\* indicates required field". At the bottom are three buttons: "Send Token" (highlighted with a yellow border), "Clear Fields", and "Cancel".

Figure 16 - Registration Screen

5. The FVAP Learning Site sends an automatically generated security token to the email address you provided.

6. Once you receive your token via email, from the FVAP Learning Site log in page, click the *Received a token? Click here* link.

**FVAP.GOV**  
FEDERAL VOTING ASSISTANCE PROGRAM

Welcome to the Federal Voting Assistance Program's (FVAP) learning management system. We have created training modules to assist local election officials and voting assistance officers with performing their *Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA)* voting responsibilities. Please login to complete the appropriate module that corresponds with your voting role.

Supported browsers: Internet Explorer 6.0+, (IE 9 not supported)

**Login to Virtual Campus**

Email Address:

Password:

Login

[Received a token? Click here](#)

**New User Registration**

Click the link below to request a FVAP profile. You must provide a valid email address in order to create a new profile. Once you submit your request, you will receive an email with a token and instructions on how to proceed with creating your account.

Register

Figure 17 - Received a new token link

7. Then type your email address and your token in the required fields and click **Submit**.

**FVAP.GOV**  
FEDERAL VOTING ASSISTANCE PROGRAM

If you have received your token please enter your user name and token to reset the password

Email Address:

Token:

Submit Cancel

Figure 18 – Submit Token

8. Then ***follow instructions on the page for creating a strong password***. Enter your password, confirm your password and click **Reset Password**.

Please enter a password of your choice. You may not reuse a password you have used in the past. Password must not contain personal information such as names, telephone numbers, account names, birthdates, or dictionary words. Upon successful password change, you will be redirected to the Login Page to login with your new password. You should also receive an email confirming your password change. For any additional assistance, please call the HELP DESK.

Your new password must be at least 15 characters in length and must include at least:

- one lowercase alphabetic character
- one uppercase alphabetic character
- one non-alphanumeric (special) character !#\$%&'()\*+,-./:;<=?@[\^\_`{|}
- one numeric character

New Password:

Confirm New Password:

**Figure 19 - Reset Password Button**

**9. In 24 hours, your user ID will be active and you may return to the site to Log in.**

**Log in to the FVAP Learning Site using your active account**

To log in to the FVAP Learning Site, complete the following steps:

1. Navigate to <http://learning.dmdc.osd.mil/fvap.html>
2. Click **OK** to acknowledge the DoD Consent to Monitoring Warning Banner.

**FVAP.GOV**

**DoD Warning Banner**

Use of this or any other DoD interest computer system constitutes a consent to monitoring at all times.

This is a DoD interest computer system. All DoD interest computer systems and related equipment are intended for the communication, transmission, processing, and storage of official U.S. Government or other authorized information only. All DoD interest computer systems are subject to monitoring at all times to ensure proper functioning of equipment and systems including security devices and systems, to prevent unauthorized use and violations of statutes and security regulations, to deter criminal activity, and for other similar purposes. Any user of a DoD interest computer system should be aware that any information placed in the system is subject to monitoring and is not subject to any expectation of privacy.

If monitoring of this or any other DoD interest computer system reveals possible evidence of violation of criminal statutes, this evidence and any other related information, including identification information about the user, may be provided to law enforcement officials. If monitoring of this or any other DoD interest computer systems reveals violations of security regulations or unauthorized use, employees who violate security regulations or make unauthorized use of DoD interest computer systems are subject to appropriate disciplinary action.

Use of this or any other DoD interest computer system constitutes a consent to monitoring at all times.

**Login to Virtual Campus**

Email Address:

Password:

[Forgot Password?](#)  
[Received a token? Click here.](#)

---

**New User Registration**

Click the link below to request a FVAP profile. You must provide a valid email address in order to create a new profile. Once you submit your request, you will receive an email with a token and instructions on how to proceed with creating your account.

**Figure 20 - FVAP Login Screen**

3. Type your email address and password, and then click **Login**.

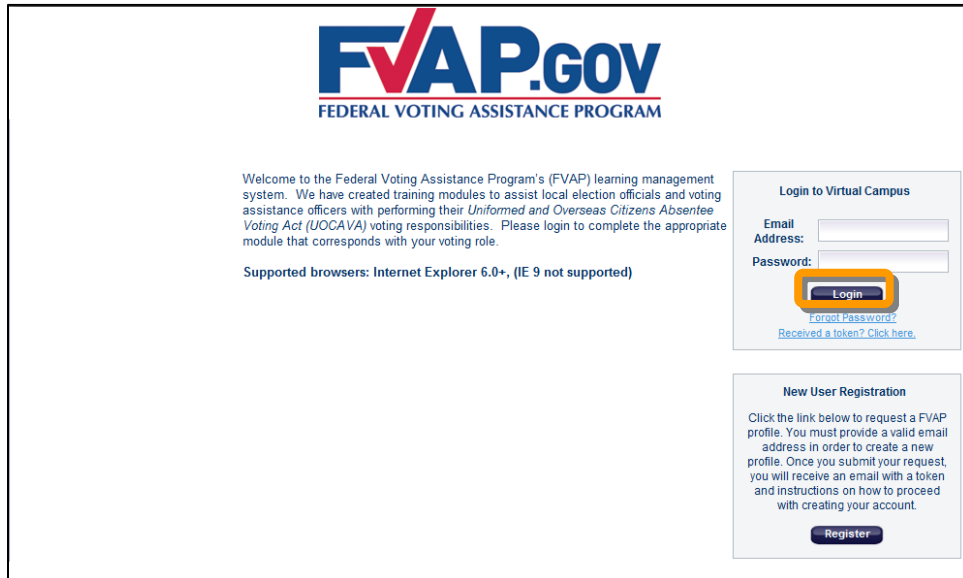


Figure 21 - Login button

Upon your first time logging in, you must first complete your user profile:

4. Follow the instructions on the screen to update the profile information that **applies to your role**, then click **Save**.

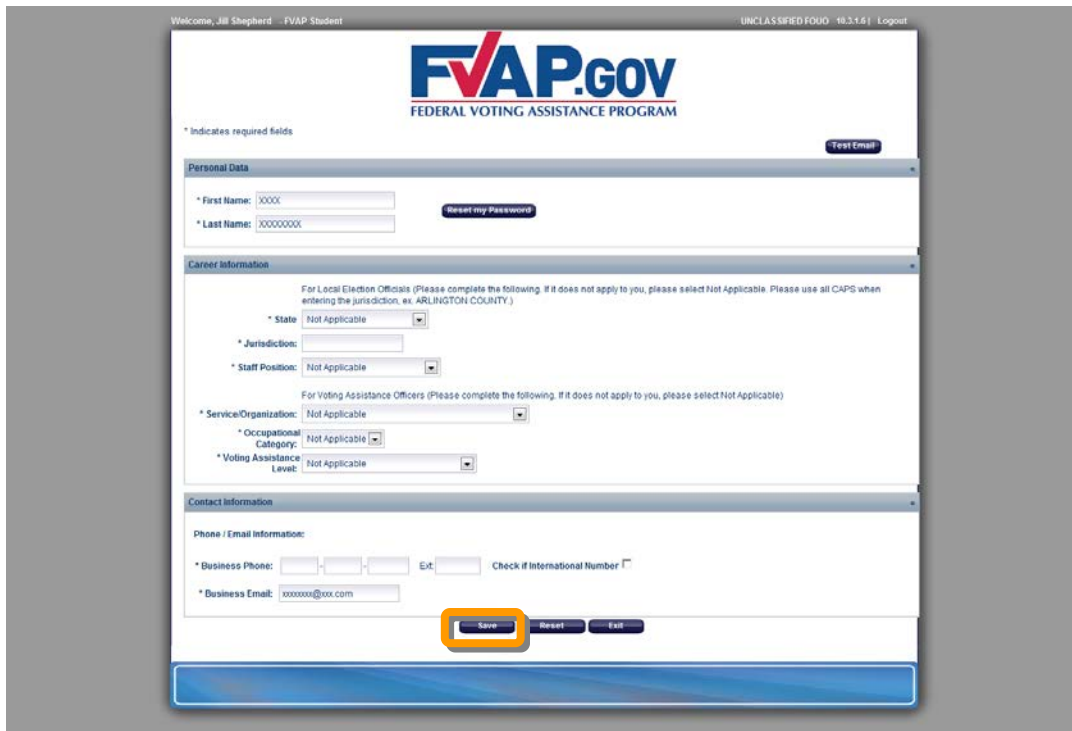


Figure 22 - Profile information

# Accessing and Completing an FVAP Course

## Enrolling in an FVAP course

1. Log in to the FVAP Learning Site as described in *Logging in to the FVAP Learning Site*.
2. Click **Course Catalog**.

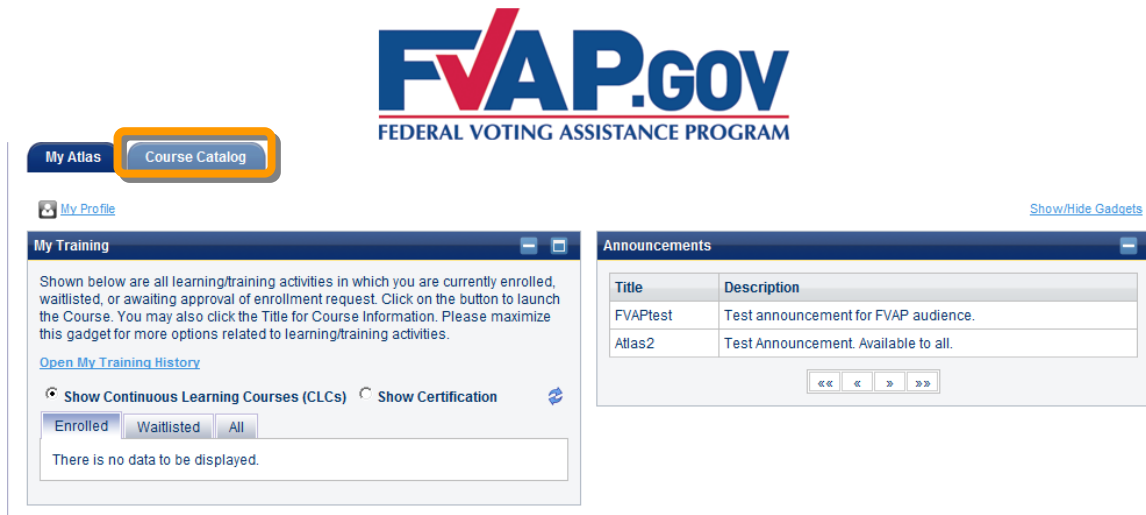


Figure 23 - Student homepage

3. Locate your course in the *Browse Course Catalog* gadget and click **Enroll**.

**IMPORTANT!** – In order to receive credit for completing a course, you must enroll into the course following the instructions provided within this document. You will NOT receive credit if you complete the course using the **Preview** button shown in the figure below.



Figure 24 - Enroll button



4. Click **Continue**.

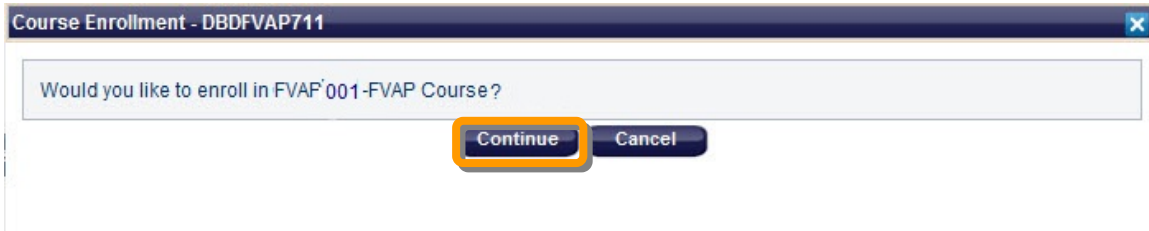


Figure 25 - Continue course enrollment

5. You will see a message at the top of the screen confirming your enrollment.

## Launching an FVAP Course

1. Log in to the FVAP Learning Site as described in *Logging in to the FVAP Learning Site*.
2. Enroll in the course as described in *Enrolling in an FVAP Course*.

**NOTE:** The first time you log in to the FVAP Learning Site after you have enrolled in the course, you will be prompted to click an "I Acknowledge" button to acknowledge the enrollment.

3. Locate the course in the *My Training* gadget and click **Launch**.

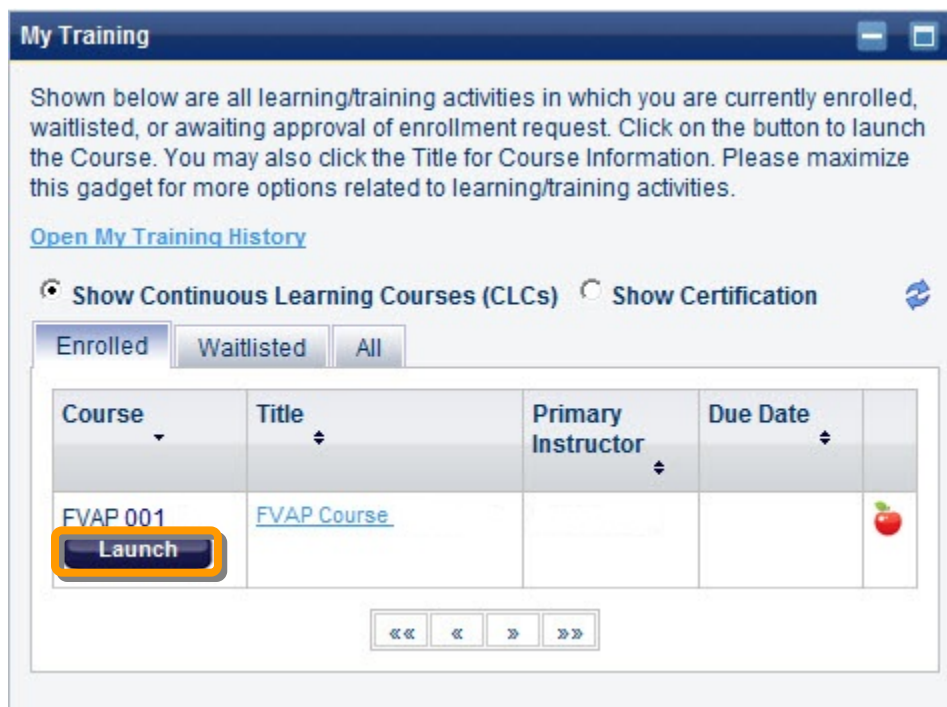


Figure 26 - Launch course button

- The course launches in a new browser window. Wait for the course settings to load.

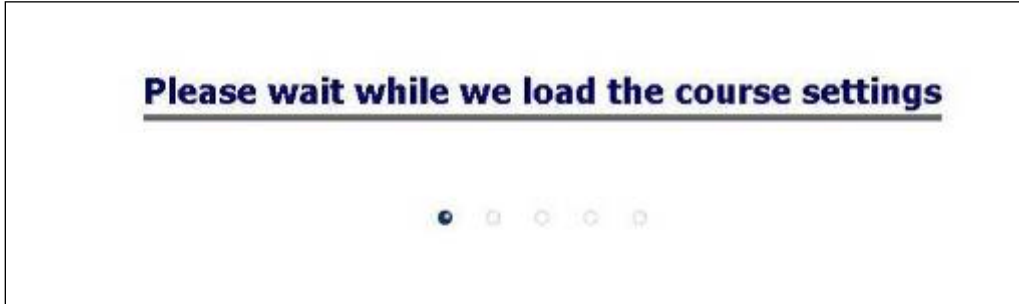


Figure 27 - Course Loading Screen

- Click **Start**.



Figure 28 - Start button

**IMPORTANT!** – Once you have completed your course, you **MUST** exit the course by clicking **Exit Course** in order to successfully graduate the course. In order to receive and view your course completion certificate, you **MUST** log out of the FVAP Learning Site. ***Your certificate will be available to you the NEXT time you log in to the site.***

## Navigating an FVAP course

There are two levels of navigation:

- The first level (Learning Site Level)** allows you to move between lessons, bookmark your page, and exit the course. Review the following chart to learn how to navigate the top level of the course.

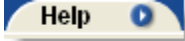



	Click the <b>Help</b> button to access contact numbers and user's guides for the course.
	Click the <b>Suspend</b> button if you want to bookmark your current place in the training for easy access the next time you enter the course. Note that there is only one bookmark stored at a time.
	Click the <b>Exit Course</b> button to close the training window and return to the FVAP window that launched the training.
	Click the <b>Resume</b> button to return to the set bookmark the next time that you enter the course.

Figure 29 – Learning Site Level navigation buttons




- 2) **The second level (Course Level)** allows you to control what is happening in the main content window. The course gives specific guidance on how to navigate the content pane.



Figure 30 - Course Level content navigation

## Tracking Your Progress

As you complete the lessons, use the icons in the Table of Contents (located in the left panel of the course page) to follow your progress:

Icon	Description
	<b>Not started:</b> The lesson has not been started.
	<b>In progress:</b> Some pages in the lesson have been viewed but it has not been completed. The icon will not become a checkmark until you have viewed all of the pages in the lesson.
	<b>Completed:</b> The lesson was completed by reviewing all lesson pages.

## Reviewing completed course material

You can review material from a course you have completed at any time. To access your completed courses, use the instructions below:

1. Log in to the FVAP Learning Site as described in *Logging in to the FVAP Learning Site*.
2. From the *My Training* gadget, click **Open My Training History**.

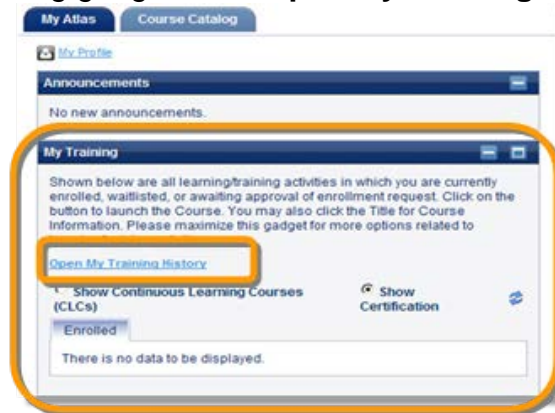


Figure 31 - My Training gadget

3. Click the course ID you want to review (ex. FVAP 001).
4. After the course has successfully reloaded, click the lesson link in the Table of Contents (TOC) that you wish to review.



Figure 32 - Reviewing lessons in a completed course

## Viewing and Saving a Copy of Your Course Completion Notice

1. Click **Exit Course** within the course window to return to the *Student Homepage*.
2. **Log out of the FVAP Learning Site and log back into the site.**
3. Click the **My Atlas** tab.
4. Click **Open My Training History** under the *My Training* gadget.
5. Click the **Certificate** icon link next to the course to view the notice.

My Atlas Course Catalog **WS\_My Training History**

[My Profile](#) [Show/Hide Gadgets](#)

Shown below are all learning/training activities in which you have been enrolled in the past. If available, you may click on the Course ID to view the Course in browse-only mode. You may also click on the Title for Course Information. Courses that are launched from this workspace will be a preview of the course previously taken and credit will not be given. If re-certification or credit is desired, please re-enroll in the latest version of the course through the Course Catalog.

Show Continuous Learning Courses (CLCs)  Show Certification [Transcript](#)

Passed All

Apply Filters Clear Filters Results Per Page: 10

Course ID	Title	Section	Primary Instructor	Mode	Passed Date	Certificate
<a href="#">FVAP 001</a>	<a href="#">FVAP Course</a>	001		Web Enabled	2012-07-13 10:33:12 AM	

Figure 33 - Save Course Completion Notice

**Note:** If you cannot view your course completion notice, you may have a pop-up blocker enabled on your workstation. Reference the section titled *Verifying Your Workstation Settings: Pop-up Blocker* for instructions on how to disable your browsers pop-up blocker.

6. Click the **Page > Save As** to save a copy of the PDF file to your computer or another location.

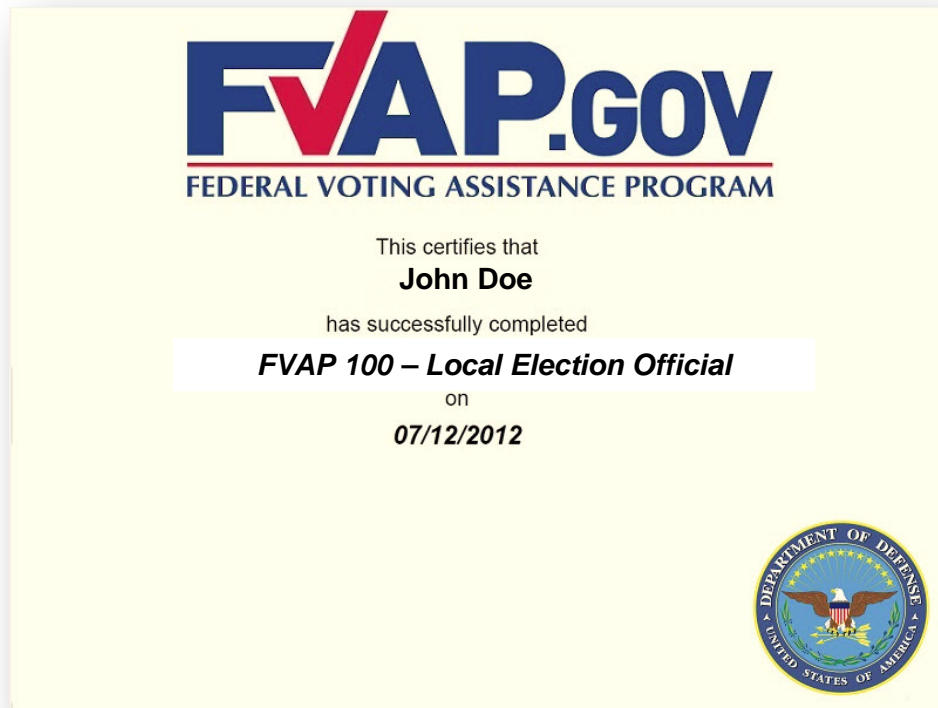
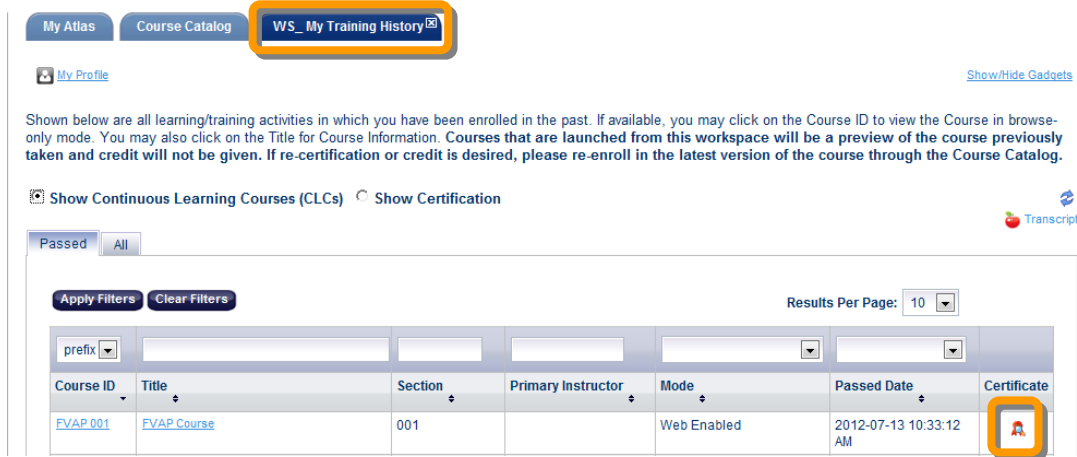


Figure 34 - Course Completion Notice

## Printing a Copy of Your Course Completion Notice

1. Click **Exit Course** within the course window to return to the *Student Homepage*.
2. Click the **My Atlas** tab.
3. Click **Open My Training History** link under the *My Training* gadget.
4. Click the **Certificate** icon link next to the course to view the notice.



The screenshot shows the 'My Training History' page. At the top, there are tabs for 'My Atlas', 'Course Catalog', and 'WS\_ My Training History' (which is highlighted with an orange box). Below the tabs, there is a 'My Profile' link and a 'Show/Hide Gadgets' link. A paragraph of text explains that the page shows learning/training activities and provides instructions on how to view course information. Below this text are radio buttons for 'Show Continuous Learning Courses (CLCs)' and 'Show Certification'. There is also a 'Transcript' icon. A filter section includes 'Passed' and 'All' buttons, and 'Apply Filters' and 'Clear Filters' buttons. A 'Results Per Page' dropdown is set to 10. Below this is a table with columns: 'prefix', 'Course ID', 'Title', 'Section', 'Primary Instructor', 'Mode', 'Passed Date', and 'Certificate'. The first row of data shows 'FVAP.001', 'FVAP Course', '001', an empty instructor field, 'Web Enabled', and '2012-07-13 10:33:12 AM'. The 'Certificate' column for this row contains a printer icon, which is highlighted with an orange box.


prefix	Course ID	Title	Section	Primary Instructor	Mode	Passed Date	Certificate
	FVAP.001	FVAP Course	001		Web Enabled	2012-07-13 10:33:12 AM	

Figure 35 - Course Completion Notice icon

**Note:** If you cannot view your course completion notice, you may have a pop-up blocker enabled on your workstation. Reference the section titled *Verifying Your Workstation Settings: Pop-up Blocker* for instructions on how to disable your browsers pop-up blocker.

5. Click the **Printer** icon to print a copy of the PDF file with your default printer.

## FVAP Learning Site Help Desk Support

For issues concerning FVAP Learning, please contact the FVAP Learning Site User Help Desk at: **703-377-4857**.

The FVAP Learning Site Help Desk is available from **8:00am – 4:00pm Eastern Time Monday – Friday**.