

Prevent Harassment: Promote Respect

Frequently Asked Questions for Managers and Employees

1. **How do I access the program?**

Go to <http://www.employertraining.com>. On the home page, you will see a LOG ON button. Click the LOG ON button.

You will see a screen welcoming you to "Prevent Harassment: Promote Respect." Click CREATE USER.

1. **First Name:** Enter your first name.
2. **Last Name:** Enter your last name.
3. **User Name:** Enter the user name assigned by your employer's program administrator. (e.g., your e-mail address or your employee I.D.).
4. **Password:** Enter a unique password that you create. The password should be a combination of letters and numbers four to seven characters long.
5. **Company ID:** Enter the Company ID assigned by your employer's program administrator.

You will enter the program at the Introduction.

2. **What happens if I enter the information but I don't get to the program?**

Make sure that you have entered the Company ID correctly. Try entering the Company ID again and check with your employer's program administrator to make sure you have the correct ID. Each time that you access the program, you must enter the user name, password and Company ID correctly or you will not be able to access the program.

3. **Do I have to complete the program at one time, or can I logon again?**

You do not need to finish the program in one sitting. If you are interrupted or want to take a break, click Exit.

When you are ready to resume the training, go to <http://www.employertraining.com> and click the LOG ON button. Enter your user name, password and Company ID and click LOG IN. This will take you to the Introduction. You can click "Skip Intro" if you wish.

You will automatically be taken to the next exercise that you have yet to complete.

4. **What if I have forgotten or lost my password?**

You should contact your employer's program administrator.

5. **How do I complete the program?**

You must complete each of the four modules of the program and pass a Quiz at the end of the program. User progress in the modules is not scored. However, you will need to answer 80% of the Quiz questions correctly (12 of the 15 questions in the employee version; and 16 of 20 questions in the standard manager version and 22 of 25 in the extended manager version.)

6. **What are the minimum hardware/software/modem connection requirements for accessing the program?**

You should refer to the Software Requirements link above.

7. What happens if my computer doesn't have a sound card or my employer doesn't want me to play sound at work?

You can still take the program even if your computer does not have a sound card or your employer does not want you to play the sound at work.

Troubleshooting

1. When I log on I get a screen telling me that the Flash plugin is not installed, what do I do?

You may already have a Flash player that will work with the Employer Training program. Click on "click here" to see if you can log in. If you see a login screen appear, then you have a version of the Flash plugin that is compatible with the Employer Training program. If you only see a blank screen, then you need to install a new Flash plugin.

Close the blank window and click on "Log On" again. When the Flash plugin screen appears again, click on the "Macromedia Flash Player" link. This will take you to the Macromedia website where you can download and install the Flash plugin.

Macintosh

1. Click on the "download .hqx file" link, the computer will ask you if you want to open the file, or save it to disk. Choose to open it with Stuffit Expander.
2. Follow the installation instructions on the Macromedia page to install the plugin.

Windows

1. Click one the "download now" or "install now" button.
 2. Follow the installation instructions on the Macromedia page to install the plugin.
- 2. I can't see the entire program on my screen. I need to use the up and down arrows.**

This may be because you have a small screen. You can improve your viewing space by changing the "pixels" on you computer.

Directions for changing screen resolution:

1. Right-click on your desktop and select Properties (or click Start > Settings > Control Panel > Display).
2. Click Settings tab
3. In the Screen Area section slide the cursor to the right, to 1024 by 768
4. Click OK

This should change your screen resolution to an appropriate size.

3. When I click on the LOG ON button, nothing happens.

This is for one of two reasons. Either you do not have the most current version of software that you need, (Flash), or you are not using one of the recommended browsers.

Recommended browsers. If you are running Microsoft Windows, you should use Internet Explorer 6.0 SP1 or Firefox.

If you are using a Macintosh, you should use Safari or Firefox.

Downloading Flash. The most current version of Flash can be downloaded at no cost at <http://www.macromedia.com/shockwave/download/> Note: It should only take 1-2 minutes on a 56K modem to download the Flash plug-in.

4. I logged in successfully, but the program has disappeared.

The training window may be behind your main browser window. Try minimizing your browser window (and any other windows you have open) to see if the program is there.

5. I have tried everything you suggested, but I am still having problems.

You can contact your employer's program administrator or send an email to tech@employertraining.com

When you send the e-mail, please include:

1. your name
2. the name of your employer and Company ID
3. a clear description of the problem that you are having
4. what platform you are on (PC or Mac)
5. what version of the operating system you are using (Windows 98/XP/2000) or Mac
6. what browser you are running (IE, Firefox or Safari)
7. whether you have the latest version of the flash plug-in
8. the speed at which you are connecting to the Internet (DSL, Cable, or T1)

Your employer's program administrator should be able to help if you are uncertain about any of this information.

6. I do not hear the sound in some parts of the program.

Not every part of the program has sound. You will only hear sound at certain points when you are going through the program.

7. The sound on my computer is too loud or too soft.

You can adjust the volume by doing the following:

Click Start, point to Programs, Point to Accessories, point to Entertainment, and then click Volume Control.

Frequently Asked Questions for Administrators

1. How do I access the administrator part of the program?

Go to <http://www.employertraining.com>. On the home page, you will see a CUSTOMERS tab. Click the CUSTOMERS tab.

You will see a link for administrators. (The link says Prevent Harassment: Promote Respect Administrators). Click on the link. When you get to the log in screen, you will need to enter the following information.

1. **User Name:** Enter the name that you have given to Employer Training as your username.
2. **Password:** Enter your last name.
3. **User Name:** Enter the user name assigned by your employer's program administrator. (e.g., your e-mail address or your employee I.D.).
4. **Password:** Enter the password that you have selected for purposes of logging in to the program to track user progress.
5. **Company ID:** Enter the unique company identifier that has been confirmed for use by your organization.