# The Change Companies®

## eTraining Support

Thank you for participating in The Change Companies® eTraining services. These electronic resources will help you and your organization effectively train and educate in a dynamic, cost-effective manner. This support sheet provides a list of basic technical requirements, as well as answers to Frequently Asked Questions, to ensure you are receiving the full advantages of these interactive, online materials.

## Basic Technical Requirements

In order to participate in eTraining modules offered by The Change Companies®, please review the following list to make sure you have...

- Speakers or headphones to hear the audio presentation.

- A high-speed Internet connection

- Enabled "cookies" in the Internet browser you will be using.

- The latest web browser of your choice. Click on the links below to download the latest versions:
    **Google Chrome** - https://www.google.com/intl/en/chrome/browser/
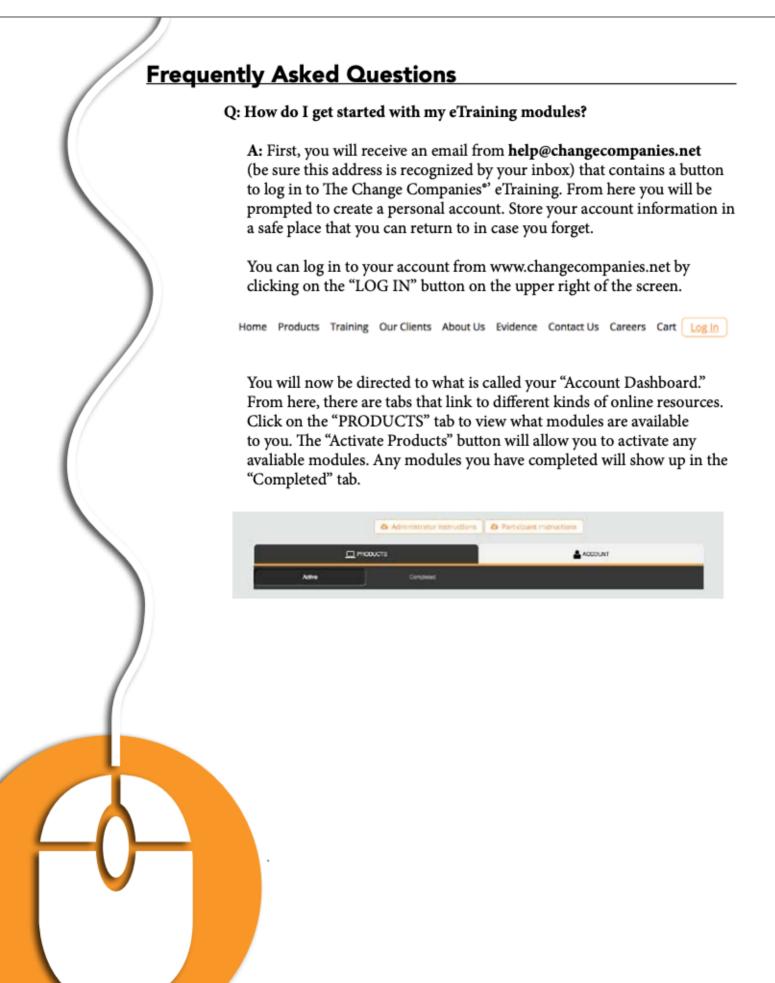    **Firefox** - http://www.mozilla.org/en-US/firefox/new/
    **Safari** - http://www.apple.com/safari/download/

## Quick Test

To quickly determine if your computer is currently capable of at least playing these eTraining modules (remember, you will still need to be sure you meet the other requirements), follow these steps:
1) Click on this link: **www.changecompanies.net/elearning**
2) Choose any of the new courses shown on screen, then click on the button that says "View Sample"
3) If an eTraining screen pops up and begins playing, your computer model and browser are ready to play eTrainings!

# Frequently Asked Questions

**Q: How do I get started with my eTraining modules?**

**A:** First, you will receive an email from **help@changecompanies.net** (be sure this address is recognized by your inbox) that contains a button to log in to The Change Companies®' eTraining. From here you will be prompted to create a personal account. Store your account information in a safe place that you can return to in case you forget.

You can log in to your account from www.changecompanies.net by clicking on the "LOG IN" button on the upper right of the screen.

Home   Products   Training   Our Clients   About Us   Evidence   Contact Us   Careers   Cart   Log In

You will now be directed to what is called your "Account Dashboard." From here, there are tabs that link to different kinds of online resources. Click on the "PRODUCTS" tab to view what modules are available to you. The "Activate Products" button will allow you to activate any avaliable modules. Any modules you have completed will show up in the "Completed" tab.

Administrator Instructions    Participant Instructions

PRODUCTS    ACCOUNT

Active    Completed

# Frequently Asked Questions

**Q: Why aren't my module's links and document attachments loading?**

**A:** Some eTraining modules have additional documents and PDFs you can download. If you are having trouble accessing these, it likely has to do with your computer's security settings. Check with your local tech support to adjust these settings.

**Q: I still can't get the files and links to work, is there anything else I can try? Can you send me the materials?**

**A:** Any additional materials needed to complete an eTraining module are available for download in your Account Dashboard. Click on the "Resources" button (next to the Play button) for that module to download the files. Keep in mind that some modules do not have downloadable resources.

**Q: Can I work on this module at work, then complete it when I go home?**

**A:** Not unless you're bringing home your work computer. Your eTraining progress is stored using cookies that are on the computer first used to access the eTraining module. It is strongly advised that you start and finish your eTraining modules on one computer.

## Questions? Give us a call!

The **Change** Companies®

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**www.changecompanies.net/elearning**