

Summit Trainingweb® Frequently Asked Questions

Below is a list of frequently asked questions about Trainingweb®.

What are the system requirements?

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| <ul style="list-style-type: none">• 800x600 Screen Resolution• 100K internet connection speed is the recommended minimum requirement. ISDN and above is preferred.• 56k if sound and video is disabled• 16 MB Physical RAM• 4 MB Video Card• 16-bit Sound Card• 10-35 MB Free on Hard Drive• Pentium 166 | <ul style="list-style-type: none">• IE 4.01 or Netscape 4.51• Windows Media Player 6.4 + or Real Player 7+• Flash 5 Plugins |
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Is there Technical support available

Corporate administrators can call Summit support @ 1-800-842-0466 ext 219 24/7.

How fast does my connection have to be? Is Dial-up OK?

Minimum recommended speed is 100K, dual channel ISDN or better. If connecting with dial up 56K or less course functionality will be degraded. In such cases, we recommend disabling the audio in the left hand corner of the course window. Obviously, the faster the connection, the better the experience.

How do I self-register?

The administrator must enable the function in the course manager and provide the student with the appropriate URL and query string information

Can we give limited access to the Admin controls without opening up the whole site or us doing all the admin?

To address the question on administrative feedback, we can provide the customer access to their operation results w/out giving access to all of our data. the Trainingweb® program has 4 administrative levels. The company manager can assign the level of access to participant companies. In other words, the company manager is at level 3 (the corporate administrator in our case would be a t level 4), we can see all the results of the 2 levels below. The location manager would have access at level 2, and could assign departments w/in their organization to level 1. As the administrator at level 3, you can see all the location manager results. The location manager can see all his results, his departments can see their results.

Once you assign access at the location manager level, they also administer their own operation from that point down.

How do I print a certificate?

If the administrator has the option enabled in the course manager, you may find the PRINT CERTIFICATES link on the last quiz of each course or in the scores window. The administrator may also print the certificates within the course manager?

How can I change my login information? (USER)

The administrator can change the login information in the course manager. Students do not have the capability to modify their login/account information.

I can't hear any audio in the course or see any video?

Summit Trainingweb has the options in the course manager for three different media types supporting two different media players. ASF and WMV-WMA for Windows Media Player and RM for Real Media. Check with your administrator for the type and version that is required.

The course keeps locking up in the quizzes.

With each answer selected Trainingweb needs time to refresh and store the students answer. Attempting to jump ahead increases the chance of the Internet browser locking up. You should wait until Trainingweb® confirms your answer before moving to the next question.

How do I import a bunch of students?

The administrator has the option of importing a CSV file (comma separated value) from the course manager. Set the course manager guide for more information.

Can I add a company logo?

Yes. A company logo can be added by adding HTML coding to the company welcome message or the location welcome message in the course manager.

How do I archive records?

Records are set to archive after 12 months. This is a default setting that the administrator can change in the course options portion of the course manager. The administrator also has the capabilities of archiving records in the student options section of the course manager.

How can I create an account that is both administrative and student level?

Two separate accounts will need to be created. The first name and last name of the individual can be the same, but there must be two unique login IDs.

Does the message function send email to regular email systems? Can I receive my regular email in the courseware?

No. The messaging function only works within the Trainingweb product itself.

How long does my password have to be?

The administrator sets a minimum password length in the course manager. The default value is two characters.

Do I need sub-departments? Do I need departments?

Yes. All four organizational levels need to have a value in order to successfully assign courses or add users. A value of "default" or "N/A" are commonly used if departments and sub-departments do not exist.

Can I change what the organizational structure names are? (co, loc, dept, subdept)

These values can be changed in the main menu by the course manager. There is a link in the lower right corner labeled login options.

Can I edit / add my own content?

Yes. To edit or add content to an existing Trainingweb course, you would need to purchase the eMaximizer add-on product.

How do I assign courses?

The administrator can assign courses to each organizational level by clicking the course link next to the appropriate level. Refer to the eCourse Manager User Guide for a detailed explanation.

How can I recover a deleted student?

A student that has been deleted can be restored from the student options screen in the course manager. Click the VIEW DELETED link and then select the student to restore.

