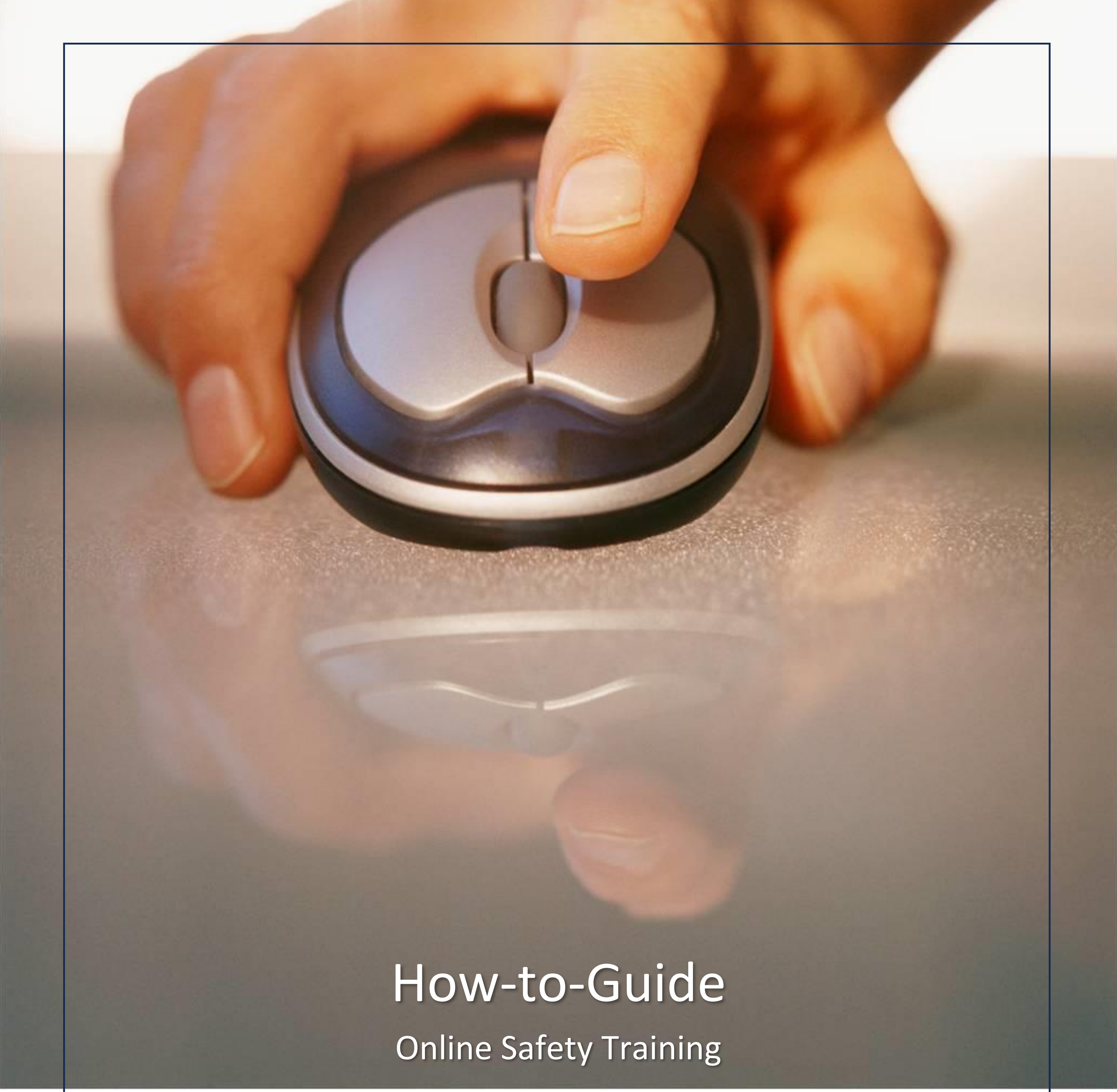


How-to-Guide

Online Safety Training

WASTE INDUSTRY TRAINING

"The Industry's Educator"

Version 2024.09.25

Contents – Make a Selection

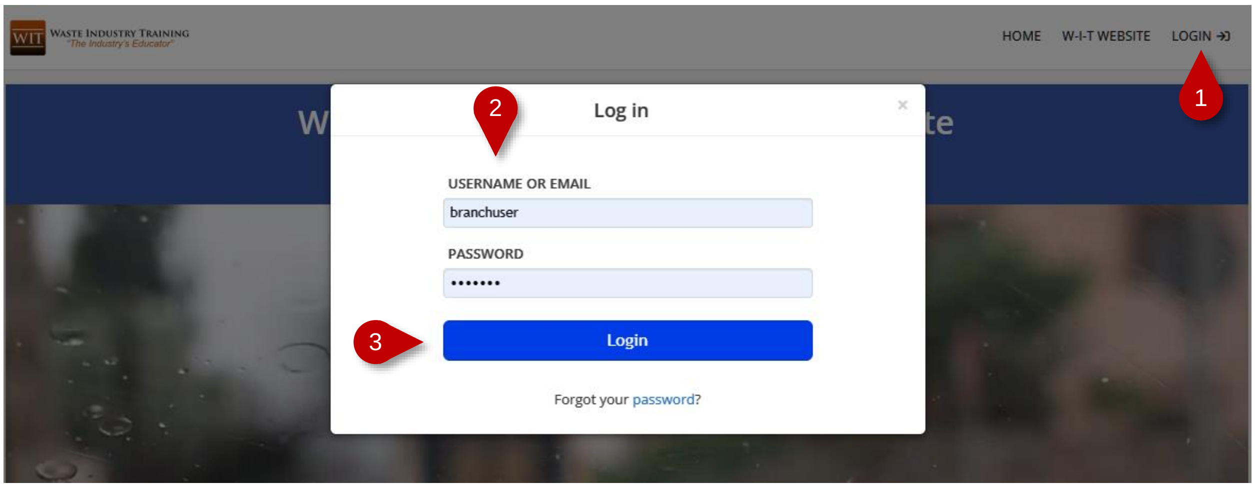
SECTION ONE: Learner Role (Users)

Logging In

Go to your company portal page. The URL will have your employer's name abbreviated, as shown in the example below in red. If you don't have it, ask your supervisor for the abbreviation. The abbreviation will typically be three or four letters. Your employer's name will show on the login page.

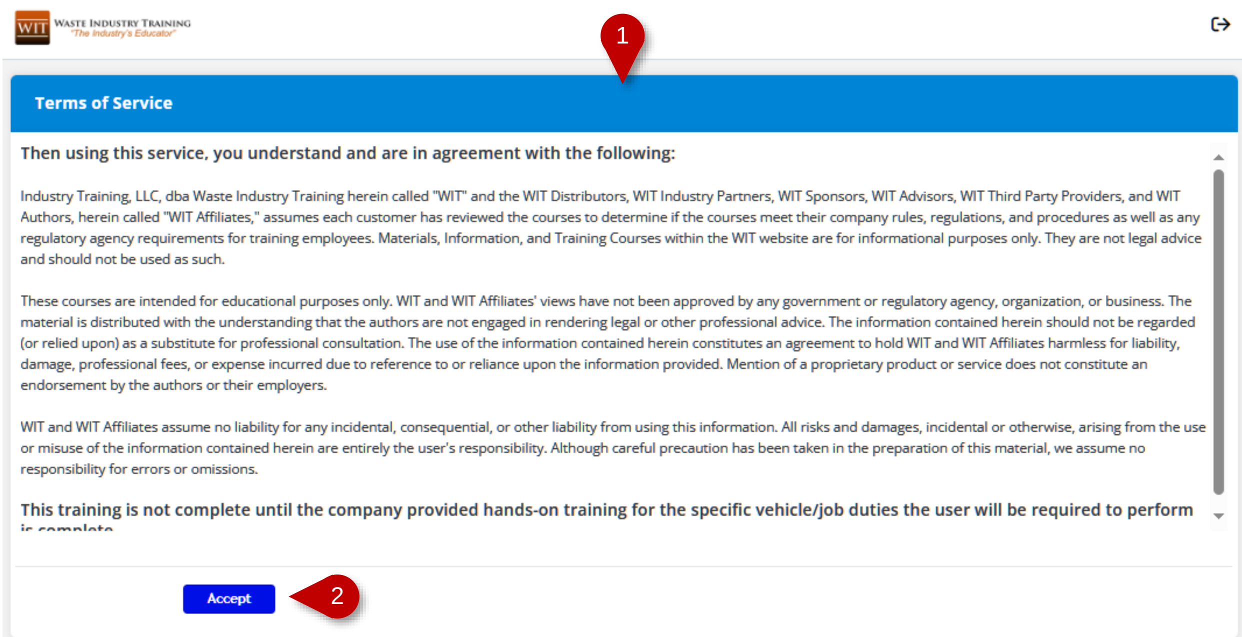
EXAMPLE PORTAL: https://demo.Login.WasteIndustryTraining.com

Select the LOGIN link (1) to start logging in. **Enter the username and password (2)** your employer gives you, then **select the login button (3)**.



Terms of Service (All Roles)

On your initial login, or when the Terms of Service change, you must accept our Terms of Service to continue. **Read the Terms of Service (1),** then press the **accept button (2)** if you agree. If you disagree, press the back key on your keyboard to exit.

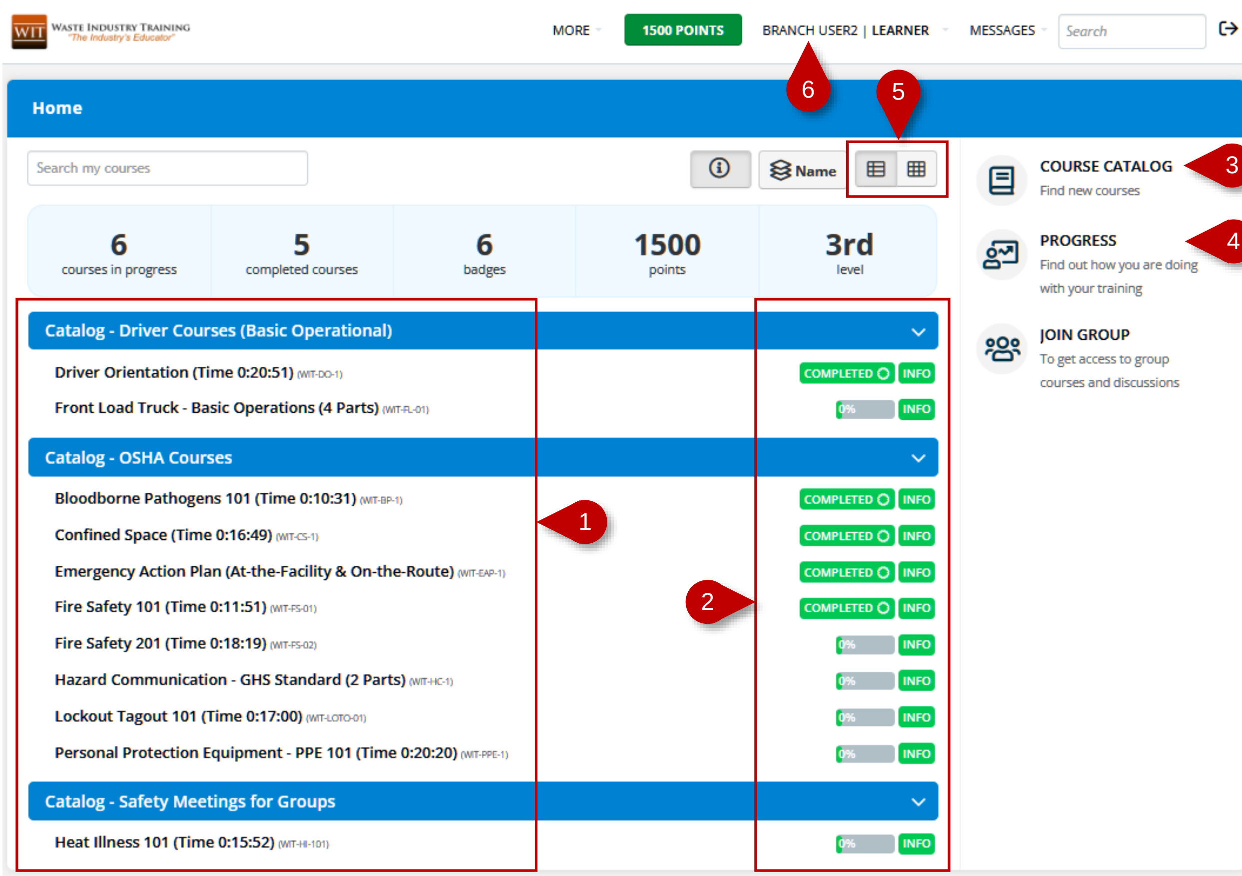


Navigating the Dashboard

The Home Dashboard will show when you log in. All your **assigned courses (1)** will show in your list along with the **course completion status (2)**.

Select the **course catalog (3)** to see the available courses. If you see a course you want to review, click the "Get this course" button. The course will now be shown on your home dashboard.

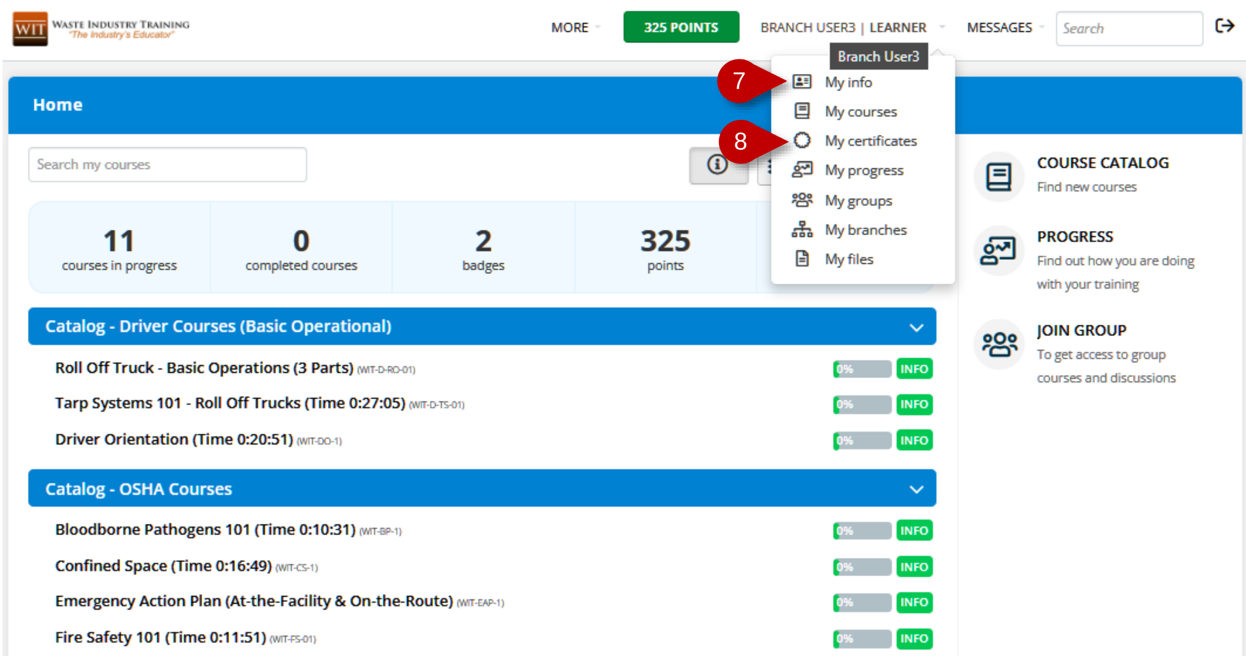
Select **PROGRESS (4)** for details on each course you have completed.



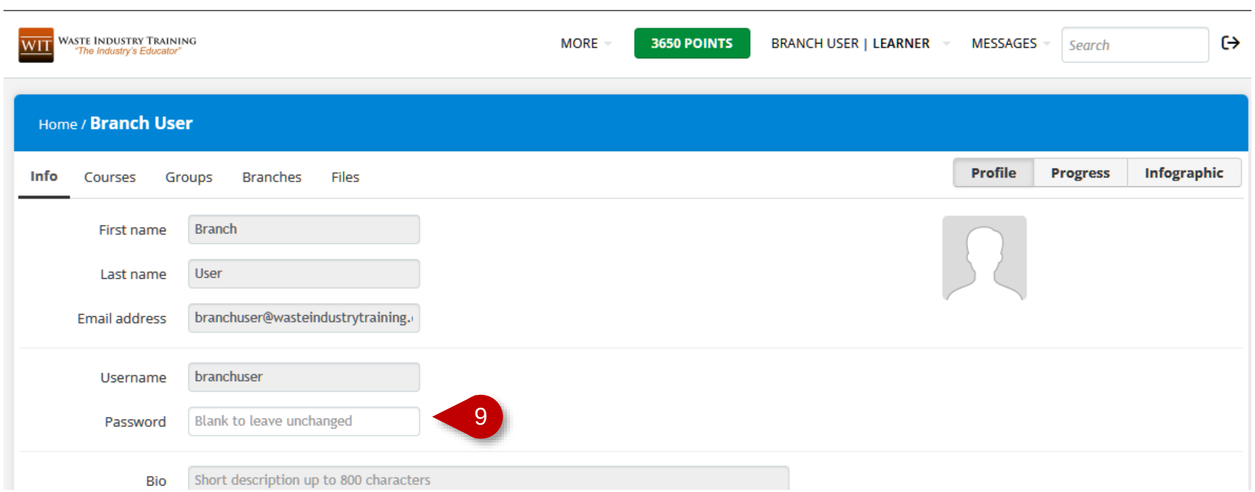
You can **change the view of your dashboard (5)**. Give it a try.

To **change your password**, select your name to **view your profile (6),** then select **My Info (7)**.

The drop-down lets you view and print your training certificates for completed courses by selecting **My Certificates (8)**.



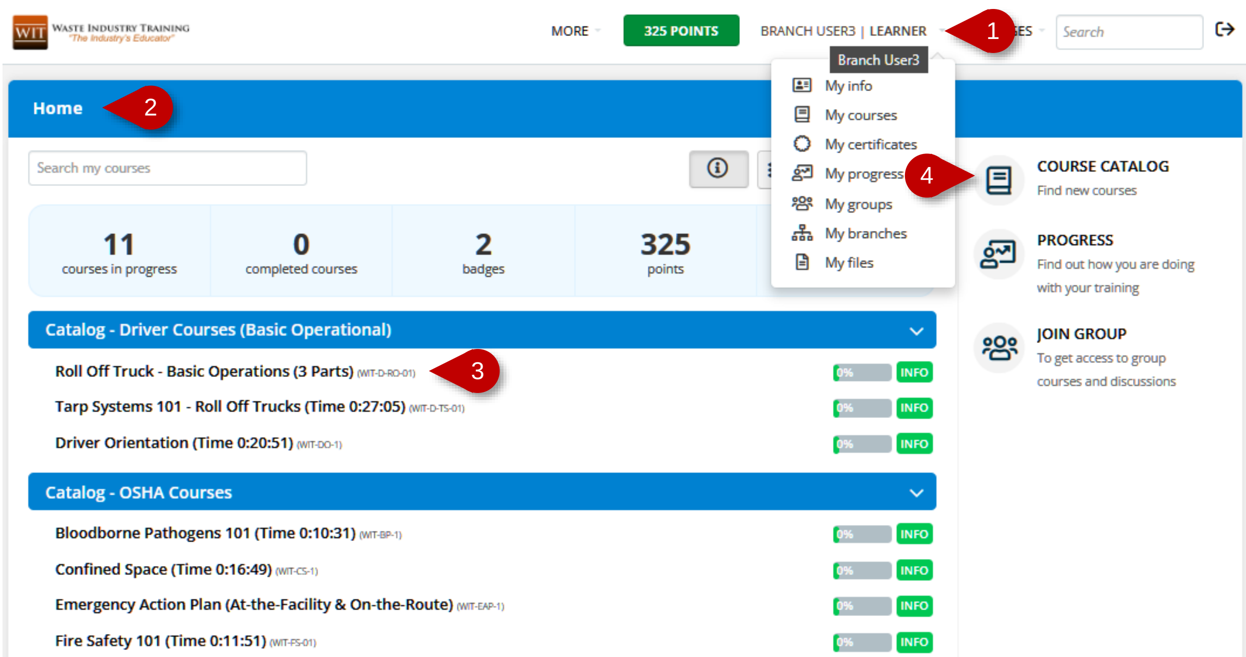
After selecting **My Info (7)**, then type your new password in the **password field (9)**, followed by selecting the **Update user button (10)**.



*If you do not select the **Update User button (10)**, the new password will not be saved!*

View Courses, the Course Catalog, and Enrolling in a Course

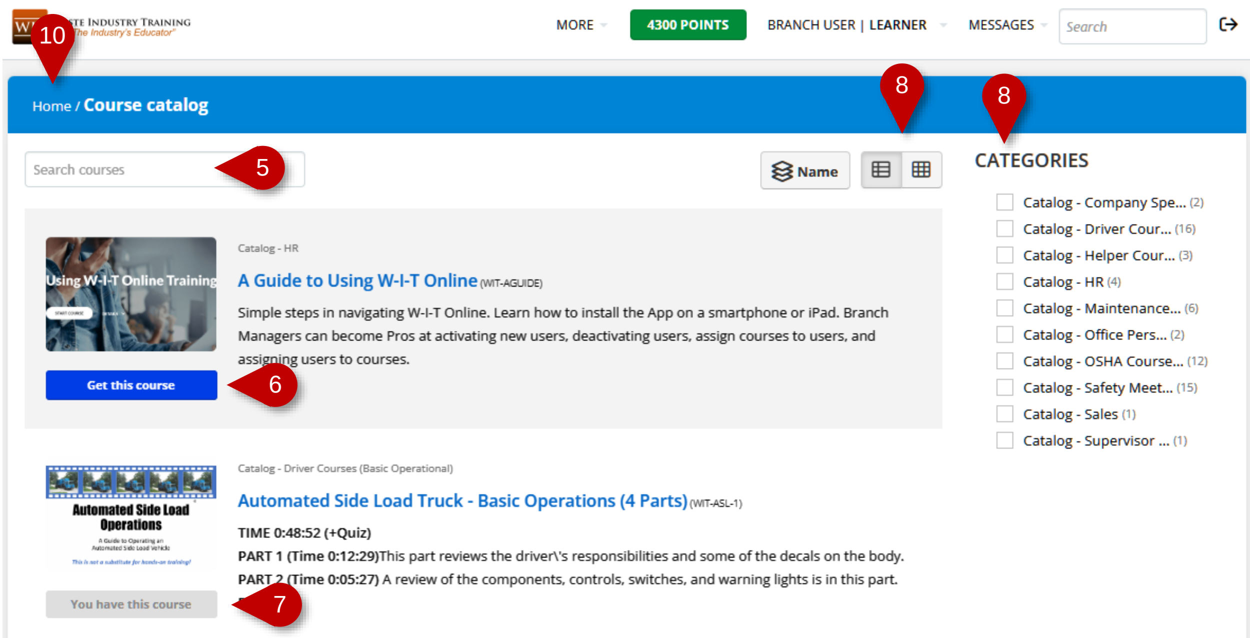
Your Role must be a Learner (1) to view a course. Administrators and Instructors must change their roles to view courses and the course catalog. For more information, see Changing Roles up next. As mentioned above, all the courses you are enrolled in will appear on your **Dashboard**, also known as your **Home screen (2)**. To view a course, **select the Course Title (3)**. To view the Course Catalog and enroll in a course, **select the Course Catalog (4)**.



Once you select the course catalog, you will see a list of available courses. You can **search for a course (5)**. A course not on your Dashboard will have a blue button labeled **"Get this course" (6)**. Selecting the button will place the course on your Dashboard. If you are already enrolled in a course, the grey button will be labeled **"You have this course" (7)**.

You can **view the courses in a column or in a grid view (8**) or filter them **by Category (9)**.

To **return to the Dashboard, select Home (10)**.



Course Player Navigation (User)

The course navigation may vary depending on the course. But it will be similar to the point that you can figure it out. You may also see a help menu in most of the courses.

1. To View/Open the hamburger menu select the hamburger icon (1). Not all courses will have this option.
2. Play/Pause selection (2).
3. Fast Forward/Rewind (3).
4. Restart (4).
5. Volume/Mute (5).
6. Full Screen (6) is not available on all courses.
7. Previous/PREV (7).
8. Next (8).
9. Help (9).

> **NOTE:**
> 1. Scroll down to view the images.
> 2. Continue to scroll a page for older course navigation.

10. To close the hamburger menu select it again (10).

Course Navigation – Return to Dashboard (User)

SECTION TWO: SUPERVISORS (Limited Administrator & Learner)

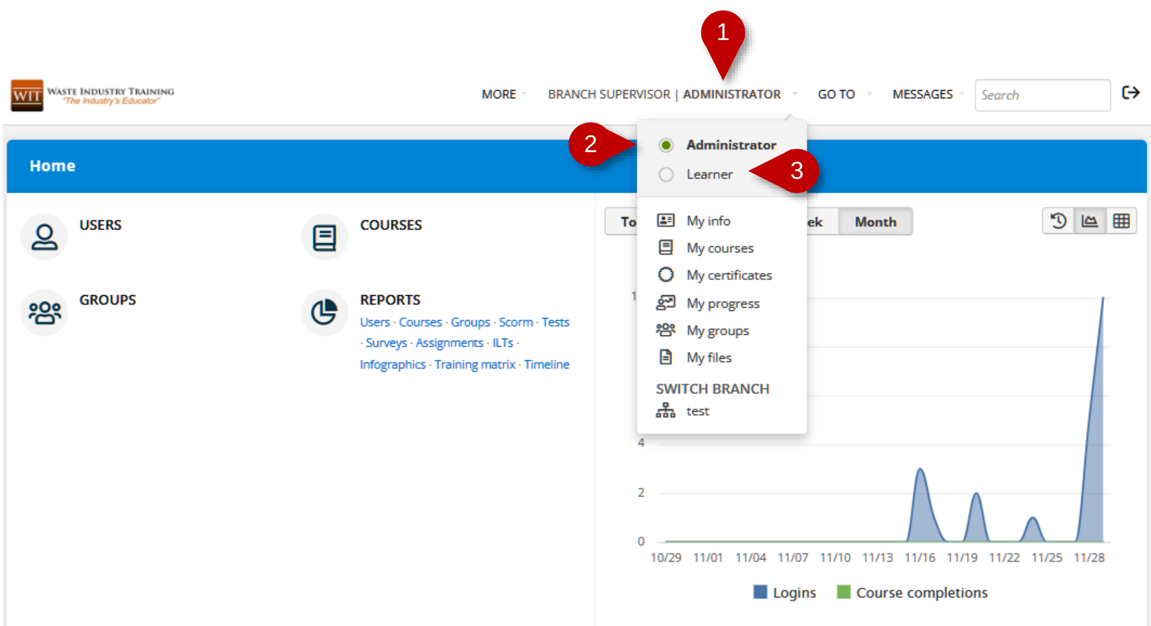
Changing Roles (Administrator or Learner)

Supervisors have two roles: a limited Administrator for assigning training and reporting and as a Learner to take courses. Let's change the role.

1. **Select the role (1)** to change.

2. The Administrator's Role (2) is limited to a Supervisor. You can view and print reporting on a user's status and course completions and add courses to a user or users to courses.

3. Selecting the **Learner Role (3)** allows you to take courses. When switching to this role, your dashboard will change to the Learner's dashboard, showing your enrolled courses and which ones you have completed.



Remember, if you cannot view courses, check to see which role you are in. Typically, you are in the administrator role. If you cannot view reports or add a course for a user, you are probably in the learner role.

How to Add Users to Courses

W-I-T lets you manually enroll users in courses (or unenroll users, if needed) with a few clicks to manage your training efficiently.

A user can enroll themselves in a course, but you, as a Branch Administrator or Supervisor, can assign a course(s) to a user**.**

There are two options:

A. **From Course settings (adding users to a course). Best when adding multiple users to a course.**

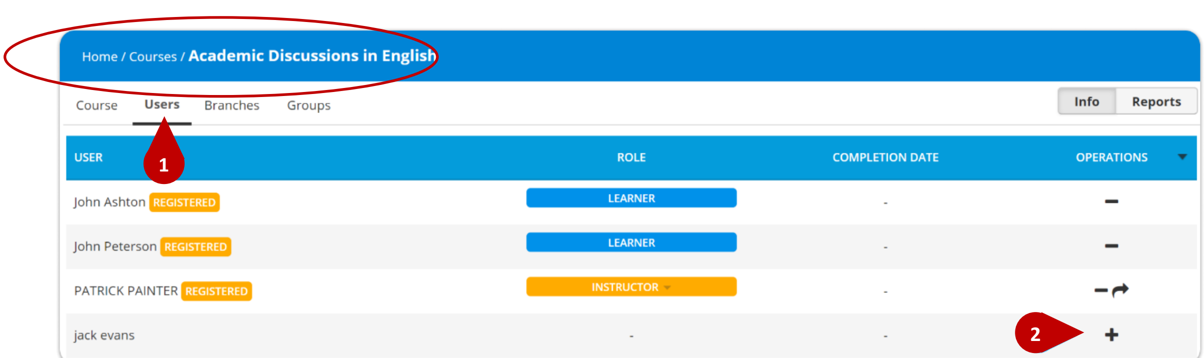
B. **From User settings (adding courses to a user). Best when adding multiple courses to a user.**

Let's have a closer look.

A. From Course Settings

1. Sign in to your W-I-T portal, make sure your **role is Administrator**.
2. Go to **Home > Courses**, then search for and select the course you want to add a user(s). The **breadcrumbs (circled)** will show your location.
3. Select the **Users tab (1)**. If your user is not shown, search for and select the user.
4. Last, select the **add symbol "+" (2)** for each user you want to add to the course.

> **Note**: A **minus "-" sign** denotes a user is already enrolled. Clicking the minus **"-"** symbol will remove the user from the course and from their dashboard.

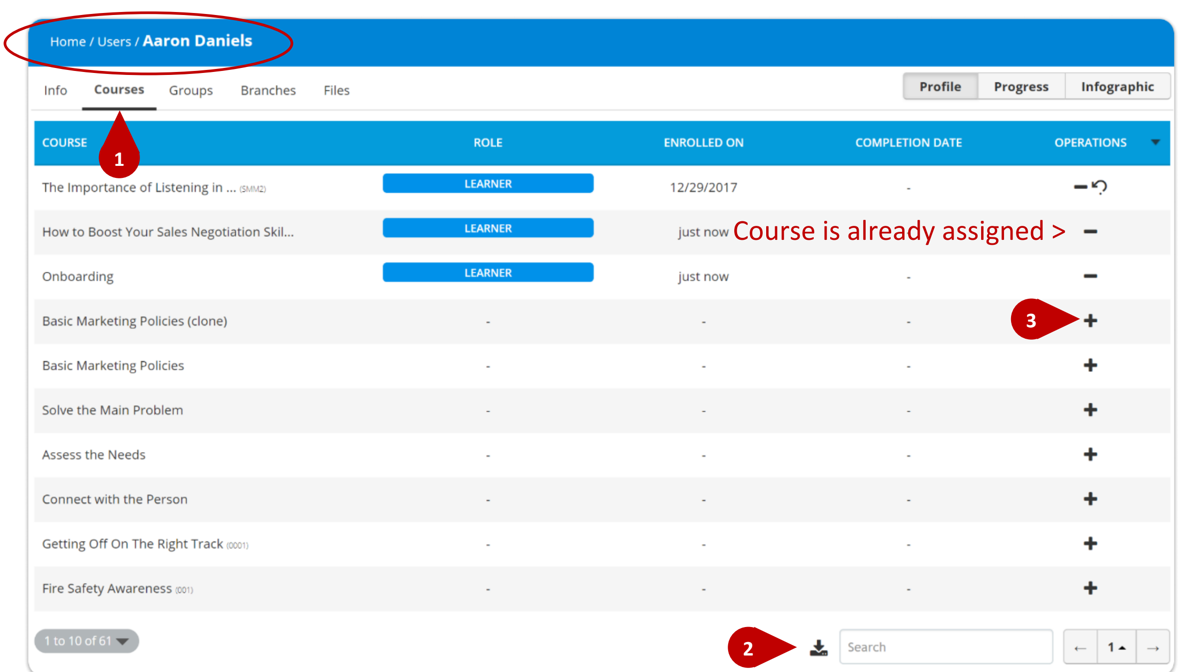


HINT: Repeat steps 3 and 4 to add additional users to the course. Keep in mind, if you are adding multiple courses to a user, follow the instructions below.

B. From User Settings

1. Sign in to your W-I-T portal, make sure your **role is Administrator**.
2. Go to **Home > Users**, then search for and select the user (**circled**) you want to add to the course(s). The **bread crumbs (circled)** will show your location.
3. Go to the **Courses Tab (1)**.
4. If the course is not shown, **search (2)** for the course.
5. Select the **plus "+" symbol (3).** The user will now see it on their dashboard.

Note: Courses with a minus "-" sign are already assigned. Assigned courses will always show on top of the list.



HINT: Repeat steps 3 and 5 to add additional courses to the user.

How to View Reports

There are several different ways to view reports, depending on whether you have selected a Learner, Supervisor, or Administrator role.

1. A **Learner** will select "Progress," as shown in Navigating the Dashboard.

2. The **Supervisor** can view their Progress report as a Learner by changing their role to Learner. If team user reports or individual team member reports are required, then your role would need to be changed to an Administrator, giving you access to all reports (user, course, timeline, etc.)

3. An **Instructor** can view their Progress report in the Learner Role, Course, and User reports in the Instructor role.

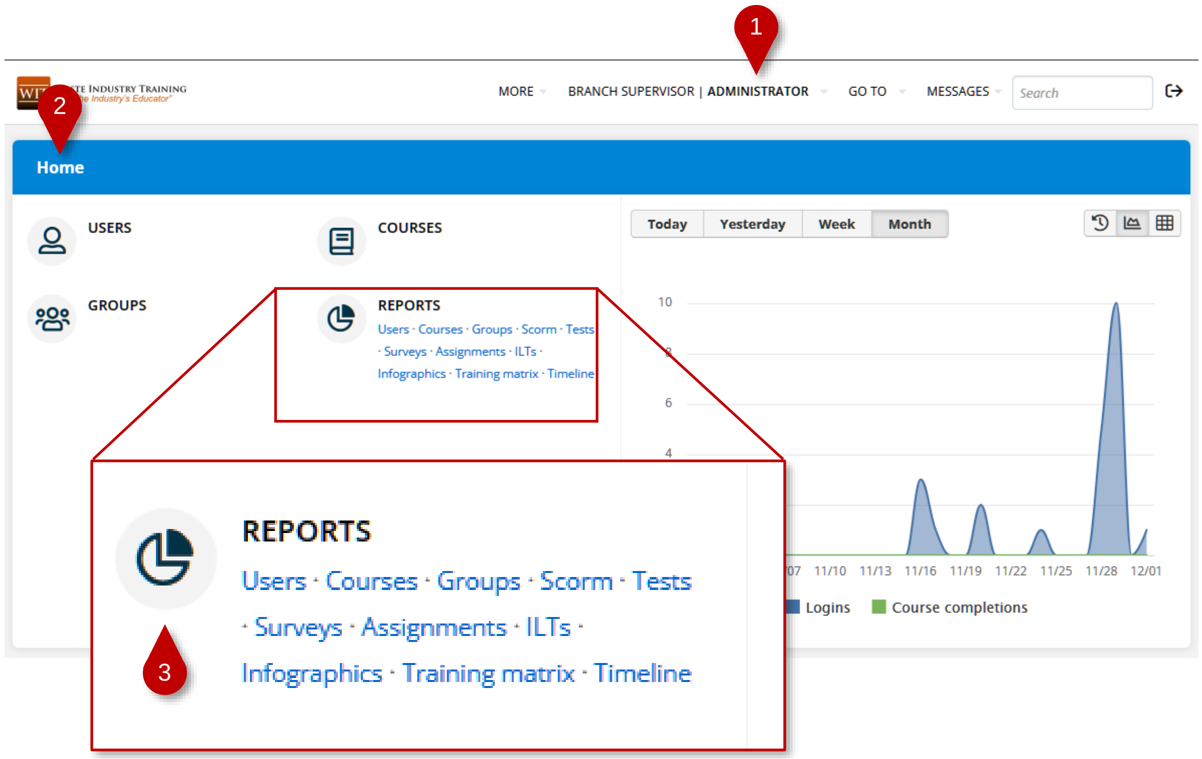
4. **Administrators** can view their progress in the Learner Role and the Administrator Role; they will be able to view, download, or print reports for a user, multiple users, a course, multiple courses, a timeline, etc.

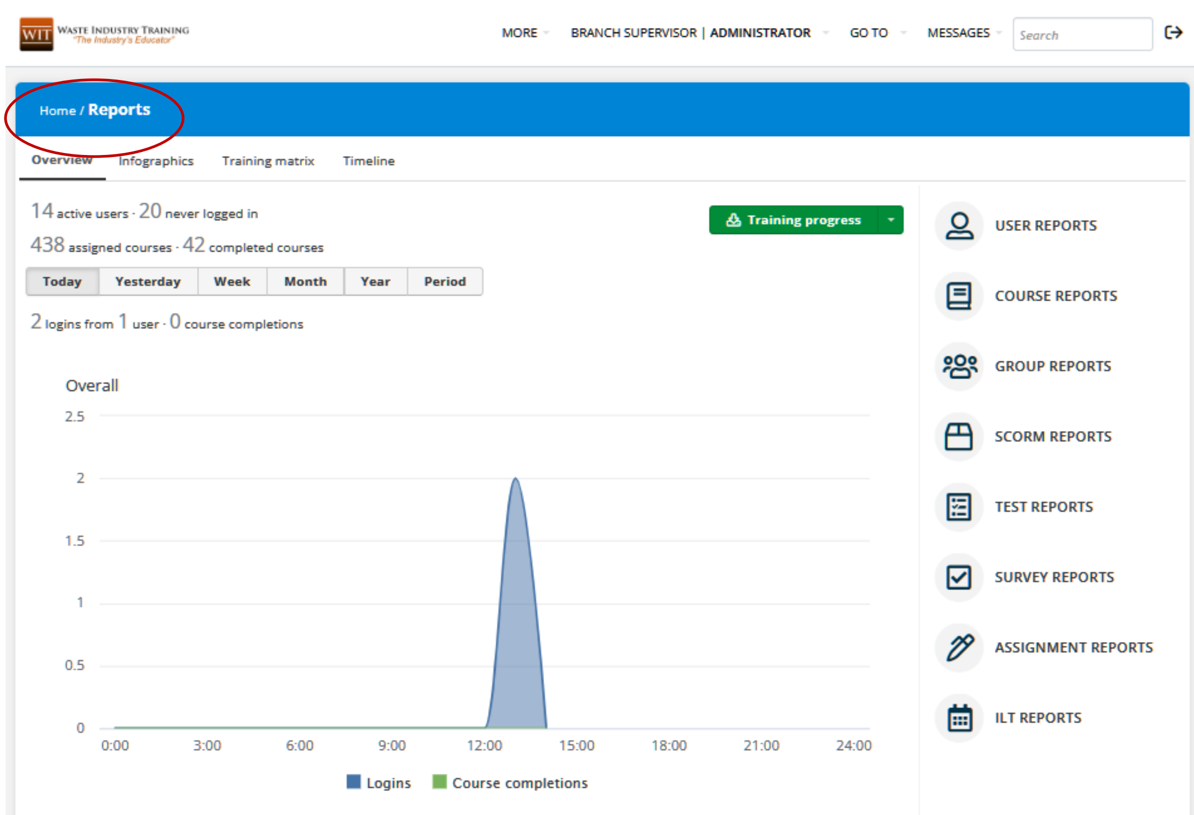
TIPS: You can download most reports. Typically, a filter icon allows you to view only Active Users and narrow the report down to a Group (e.g., a Learning Plan (LP). If you choose the LP for Roll-Off Drivers, you will only see Roll-Off Drivers in the report.

Some supervisors will have the Administrator Role only for the ability to view Reports. Otherwise, you will only be able to view reports for each user and not as a group report. The following steps will show you how to view reports.

1. You must be in the **Administrator Role (1)** to view reports on individual team members or for all team members. The **Administrators Home Dashboard (2)** should be showing. If not, select **Home (2)**.

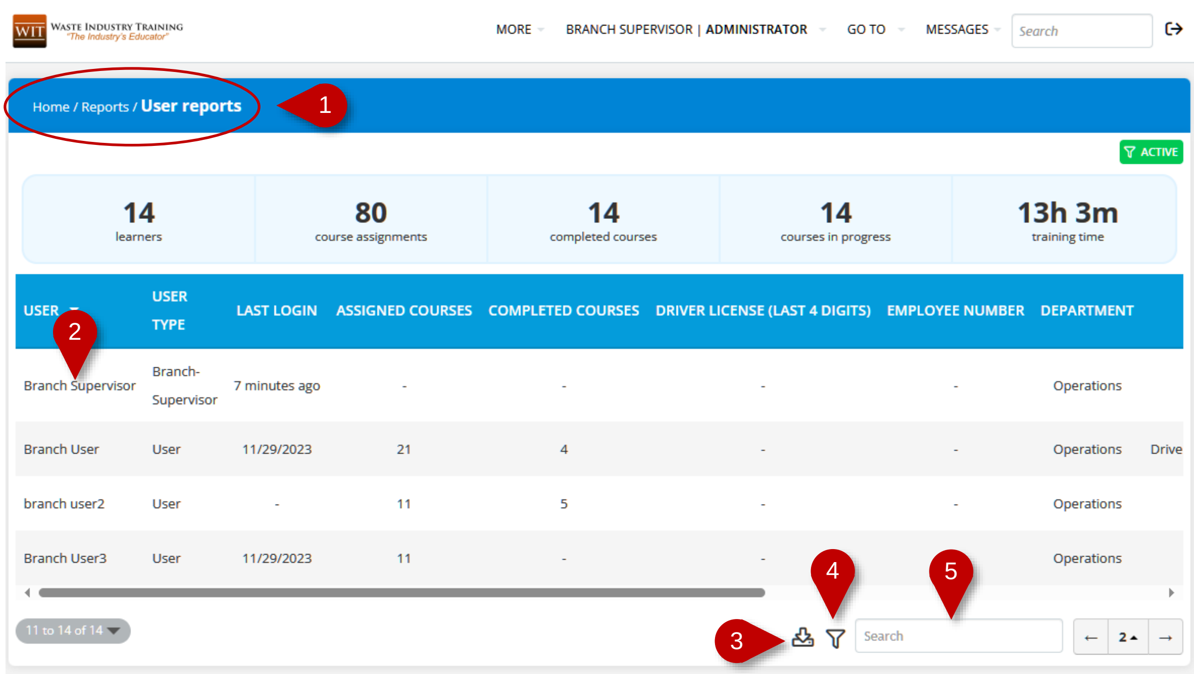
2. Select Reports or the **Reports Icon (3)**. Alternatively, you can go straight to the report under Reports on the Home Dashboard.





Below is what you would see if you selected **Reports (3)** above.

The following is an example of a **report on the users (1)**. You can **select an individual user (2)** to view a report on that user. **Download the report (3)**. **Filtering reports (4)** allows you to narrow the search to active users and a group, such as all users enrolled in the Roll-Off Learning Plan (RO). And finally, you can search for a user in the **search box (5)**.

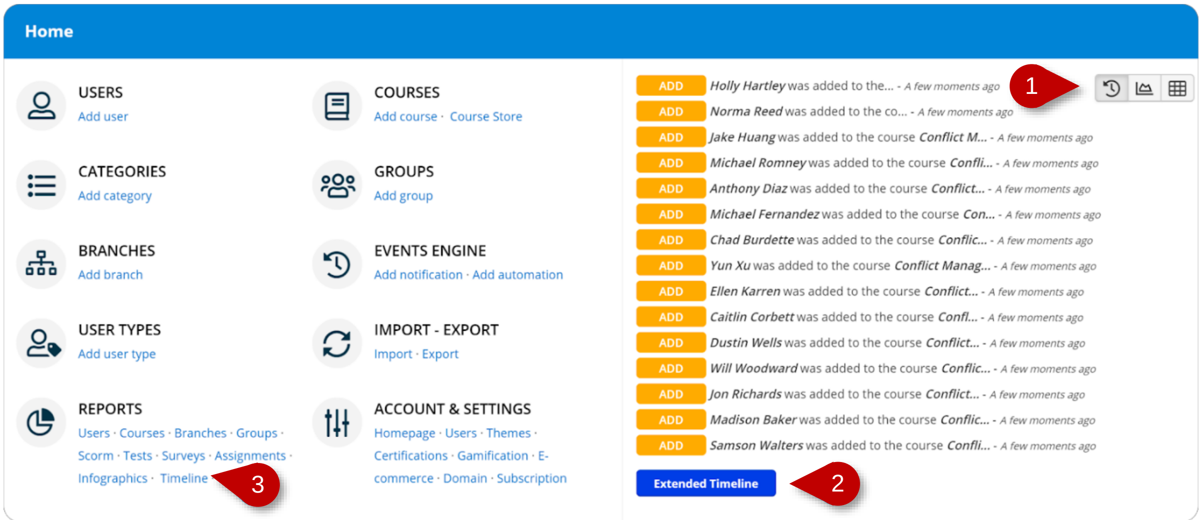


How to Work with the Extended Timeline

The W-I-T Extended Timeline lets you track current and previous portal activity closely. It's ideal for examining a user's training completion. If you reset or reassign a course for the user to take again, you will see a history of their previous course completions for that course.

To view the Extended Timeline, you must:

1. Sign in to your W-I-T portal, make sure your **role is Administrator** then click the **timeline symbol (1)** on the right-hand panel.
2. Click the **Extended Timeline (2)** button.



Note: Alternatively, you can go straight to **Home** > **Reports** > **Timeline (3)**.

By default, your extended timeline displays all portal activity during the last month.

However, you can filter the displayed activity data by:

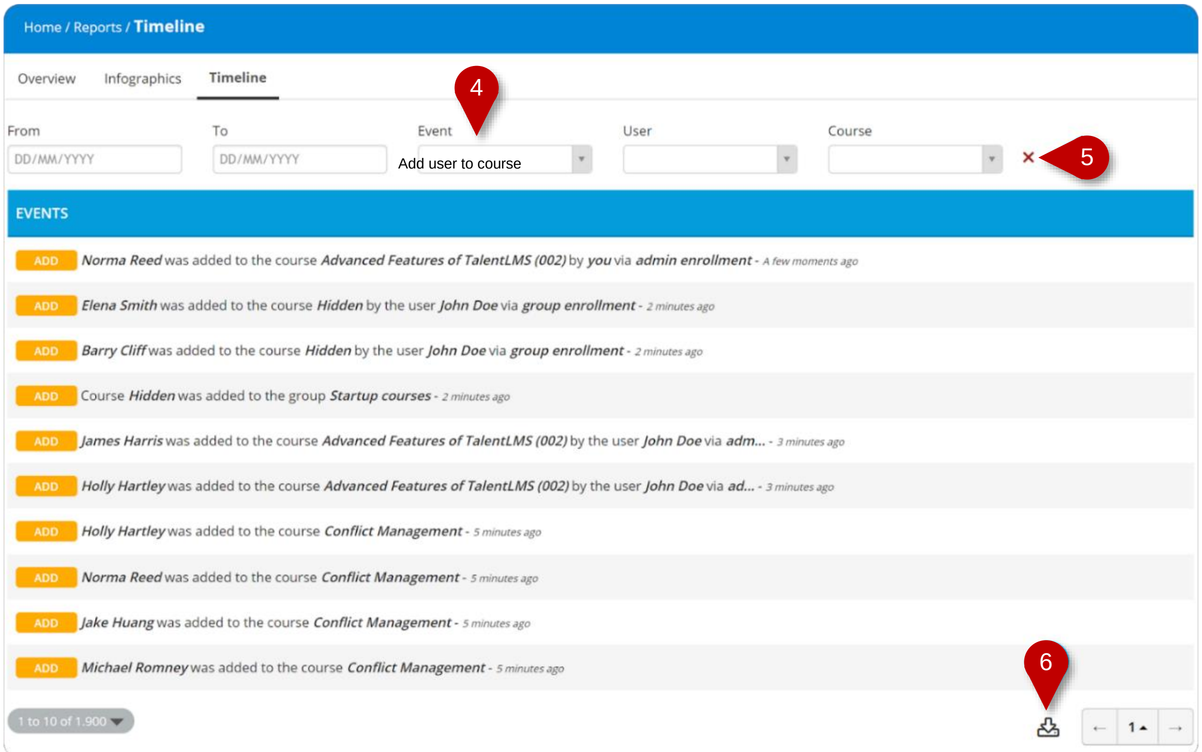
- Date range (**From-To**)
- **Event**
- **User**
- **Course**

For example, to see who has added users to courses in the last month, set the date filters to reflect the previous month and select **Add user to course (4)** from the Event drop-down menu.

The Timeline will display:

- The name of a user added to a course
- The name of the course
- The name of the user who performed this action
- How did the action occur (e.g., via group enrollment, admin enrollment, etc.)?

When done, click the **x symbol (5)** to reset your filters and begin a new search.



To export your results to a CSV file, click the **download symbol (6)**.

> **Note:** The current row limit for exporting data in CSV format is 50000 rows.

> ***HOME > USERS > Select User > PROGRESS BUTTON > TIMELINE TAB***
>
> **Note:** When viewing an individual user's timeline and wanting to see specific events, select the event (colored bar), and the system will filter down to just those events. Select the event again, and all other events will reappear.
>
> EXAMPLE: If you wanted to see every time a user logged in to the system, you would go to the user, select the PROGRESS Button, and then the Timeline Tab. Select any login event, which will filter out all other events, leaving just the login events.

That's it!

Happy Training…

SECTION THREE: INSTRUCTORS

Changing Roles (Administrator, Instructor, or Learner)

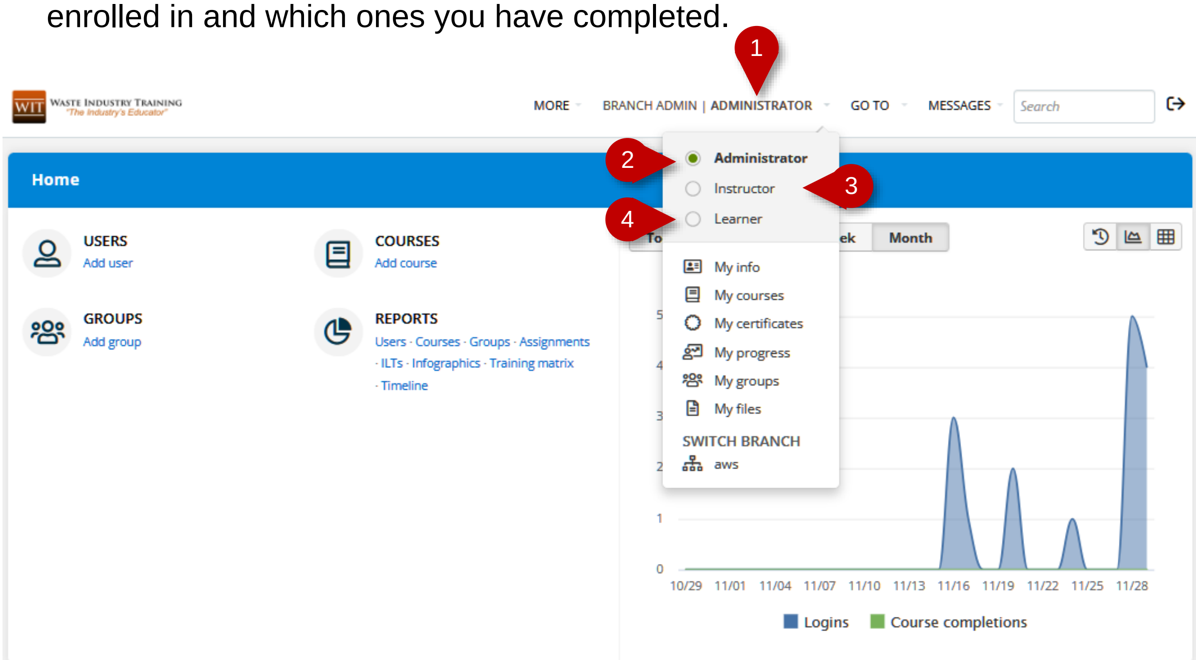
Instructors have three roles: an Administrator for reporting, an Instructor to give and create courses, and a Learner role to take courses. Let's review how we change our roles.

1. **Select the role (1)** to change.

2. The **Administrator's Role (2)** as a Supervisor and Instructor is limited. You can view and print reporting on a user's status and course completions and add courses to a user or users to courses.

3. In the **Instructor Role (3)**, you can create courses and add content (e.g., PowerPoints, Word Docs, PDFs, Videos, Images, etc.). Give safety meetings and complete the meeting attendees through the course.

4. The **Learner Role (4)** allows you to take courses. When you switch to this role, your dashboard will change to the user dashboard, showing the courses you have enrolled in and which ones you have completed.



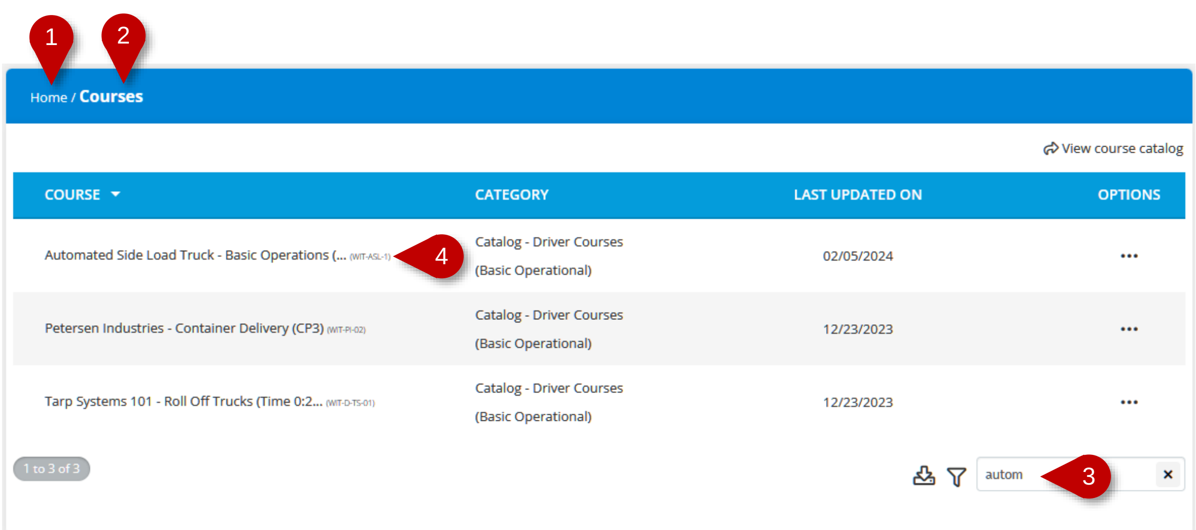
IMPORTANT: For the Instructor to be able to work with courses, they must become an Instructor. First, you enroll in the course, then go to the Course and view the users enrolled. Find your name and change the Role from a Learner to an Instructor.

Become an Instructor of a Course

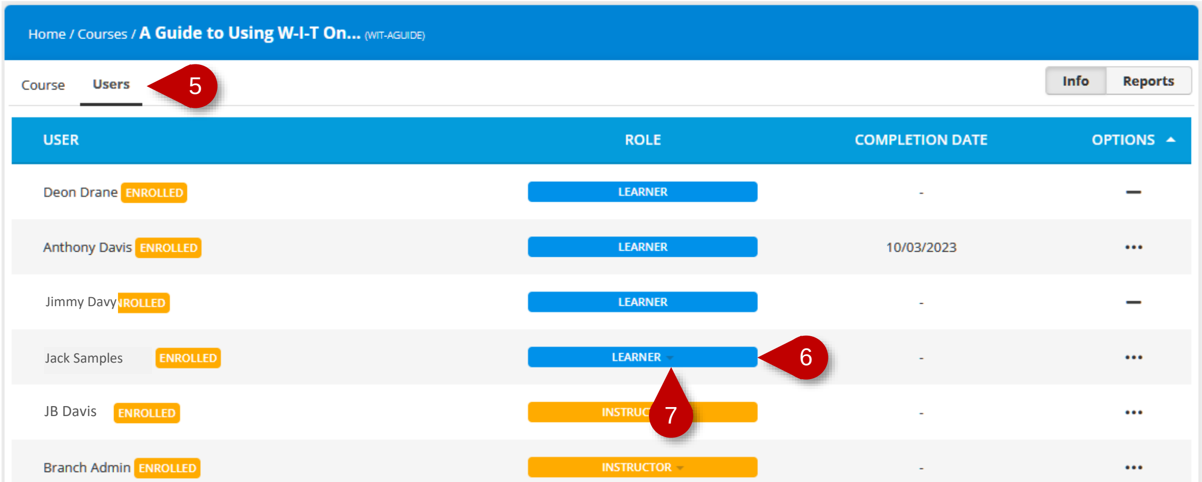
First, you must be enrolled in the course. To do so, change your role to a Learner (see "Changing your Role"). Then, you must be enrolled in the course, see "Viewing Course, the Course Catalog, and Enrolling". Once you are enrolled in the course…

Home > Courses > User Tab > Select the Course > Find Your Name > Change Your Role

1. From your **Dashboard (1)** as an Administrator.
2. Select **Courses (2)**.
3. **Search (3)** for your course.
4. **Select (4)** the Course name



5. Select the **USER TAB (5)**, then find your name.
6. Next **change your Role to an Instructor (6)**.



Note: There should be a small drop-down arrow on the right side of the role **(7)**. If it does not show, then you are not enrolled in the course. Go back and enroll yourself in the course.

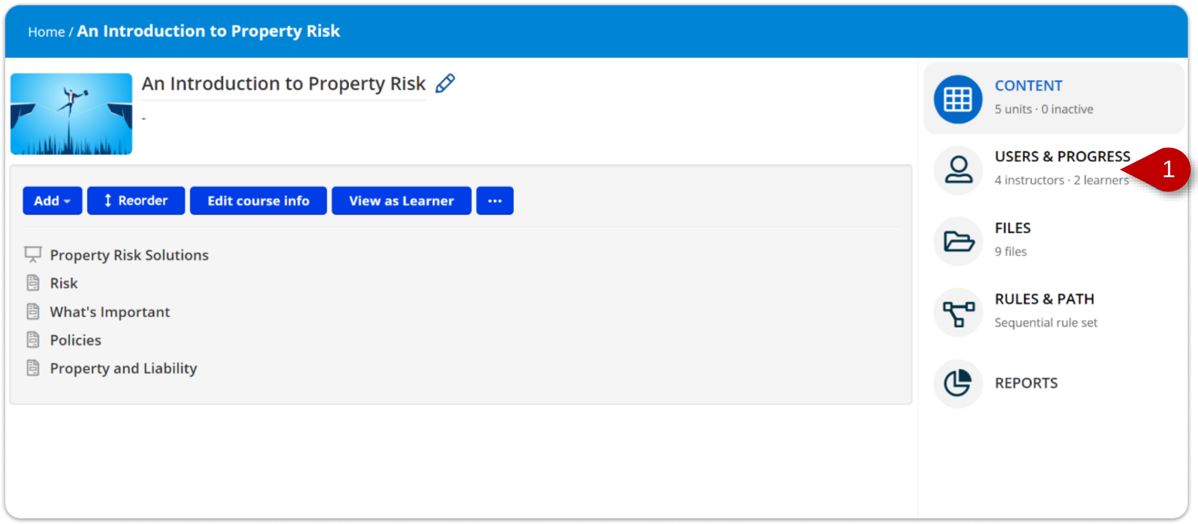
How to Change the Expiration Date of a Course for...

You put time limits on courses to prompt users to complete them on time according to your training plan. However, when a user has missed their deadline, you also have the option to extend it for them.

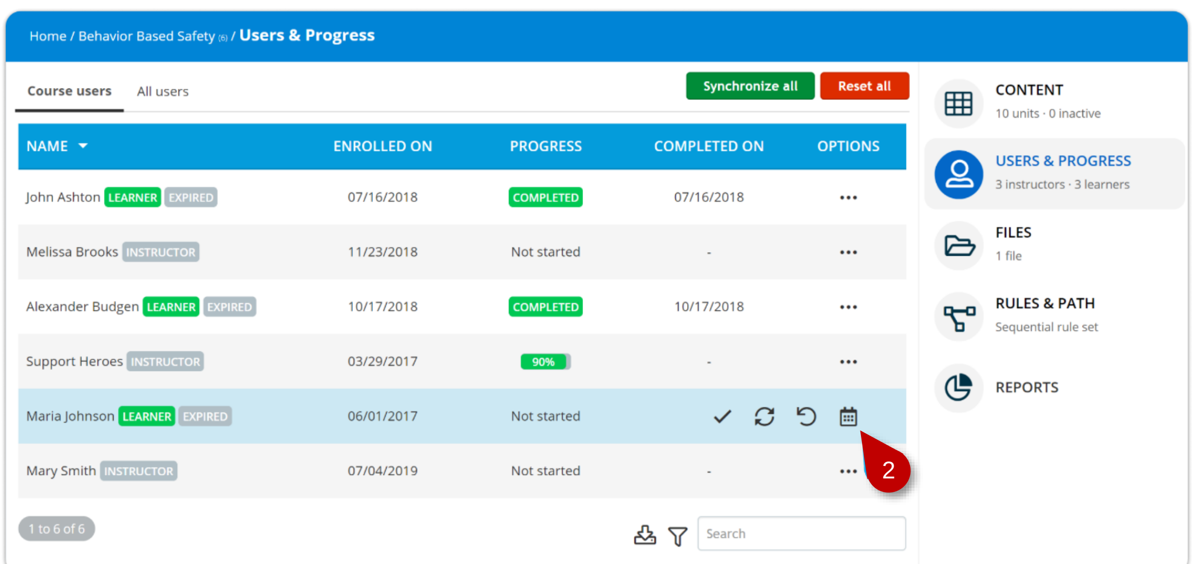
Here's how to change a user's course expiration date in five steps:

1. Sign in to your W-I-T portal and verify your role is an **Instructor** then go to the course you'd like to extend the deadline for.

2. On the right-hand panel, click **USERS & PROGRESS (1)**.

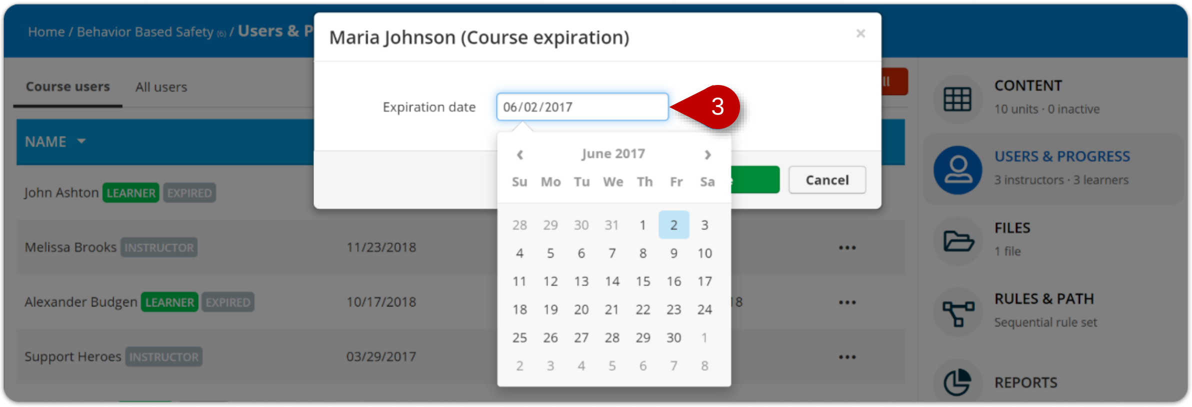


3. Users that have missed their deadlines have an **Expired** label displayed next to their name. Pick a user and click the **calendar symbol (2)** in the **Operations** column.



4. On the dialog box that pops up, click the **Expiration date (3)** field and, from the pop-over calendar, choose a new deadline for the current user.

5. Click **Save** to update your user's status.



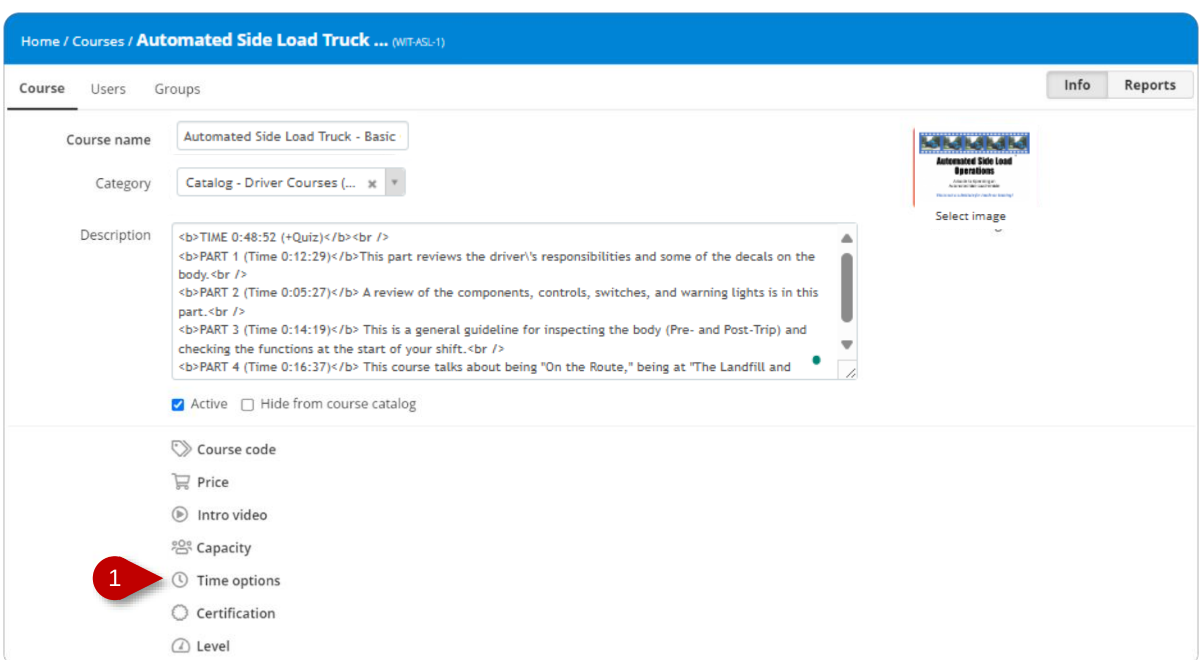
How to work with Time Limits and Expired Courses

You can set time limits for courses so that users complete them on time according to your training plan. When a user misses their course deadline, the course expires, and their access is revoked.

A. How to set time limits for courses

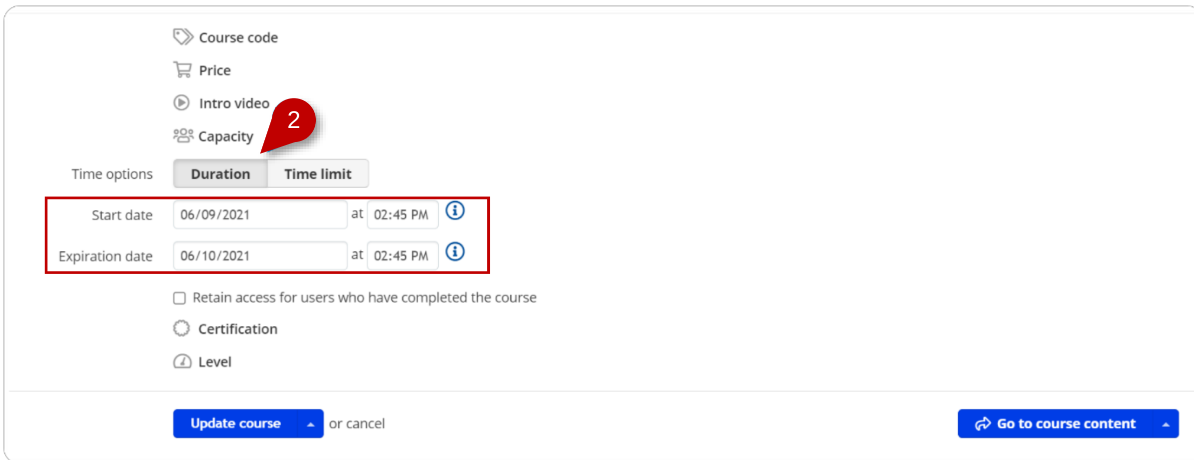
To set a time limit for a course, follow these steps:

1. Sign in to your portal as **Administrator** and go to **Home > Courses**.
2. Go to the page of the course you want to modify and click **Time Options (1)**.

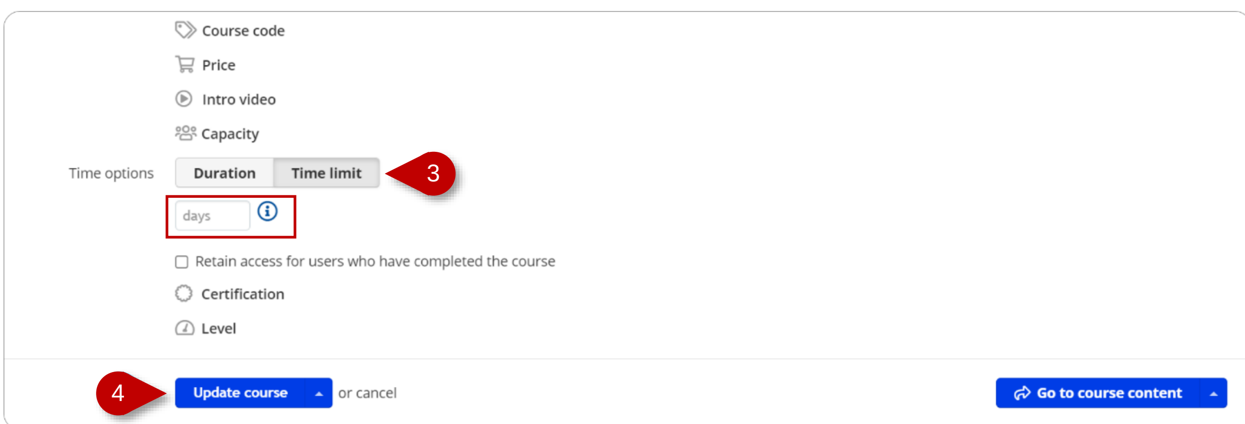


You have two options - setting a specific duration or a time limit.

- Click **Duration (2)** to add a start and/or expiration date to the course. After the selected *start* date and time, learners will be able to access the course's content. After the selected *expiration* date and time, the course will expire for all learners.



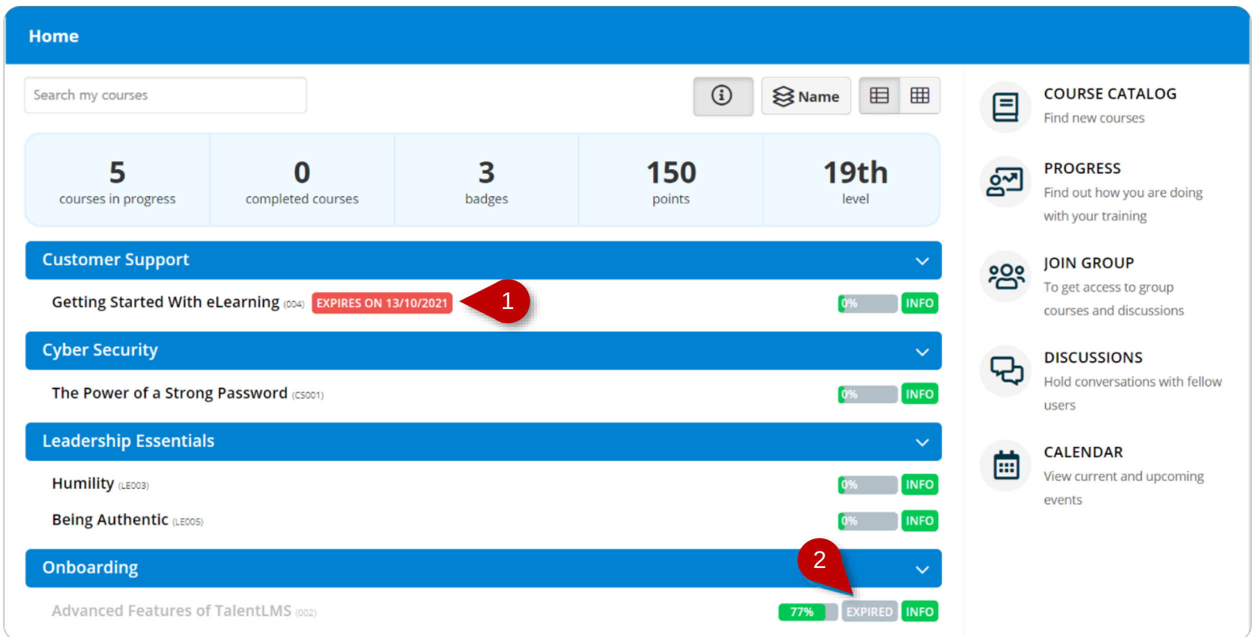
- Click **Time Limit (3)** and type the number of days you want the course to remain active for your learners. The course expires when the selected number of days have passed from a learner's enrollment in the course.



3. Click **Update course (4)** to save your changes.

B. How to work with expired courses

On their dashboard, learners see the current expiration date next to each course (if that course has a time limit) **(1)**. When a course has expired, an **Expired (2)** label is displayed next to the course progress bar.



You can reset the expiration date for any single user without affecting their course progress by unenrolling them from an expired course and enrolling them again.

To do that:

1. Go to **Home** > **Users**, click the user you want to update and go to the **Courses** tab.

2. To unenroll the user from an **Expired** course, locate the course, and in the **Operations** column, click the **remove symbol.**

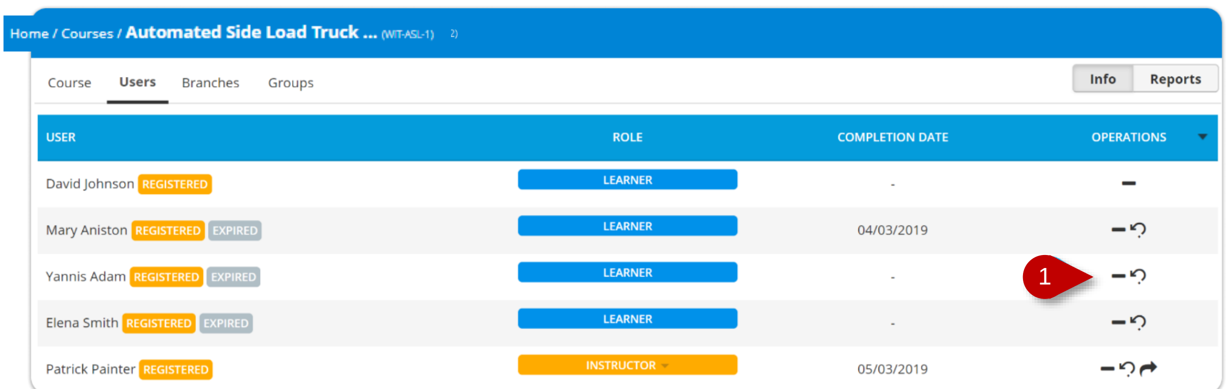
3. To enroll the user again and reset their expiration date, click the respective **add symbol** in the **Operations** column.

Note: You can also reset a user's expiration date from the page of the expired course.

You can remove the time limit from a course any time you want. When you do that, users that are already enrolled in that course **do not** still see it as **Expired** and they can now access it again. To reset their expiration dates, you must remove users from the course manually, and then, reassign that course to them.

To do that:

1. Go to **Home** > **Courses**, click the course you have removed the time limit from and go to the **Users** tab.
2. To remove a user with an **Expired** label, click the respective **remove symbol (1)** in the **Operations** column.
3. To add the user again, click the respective **add symbol** in the **Operations** column.



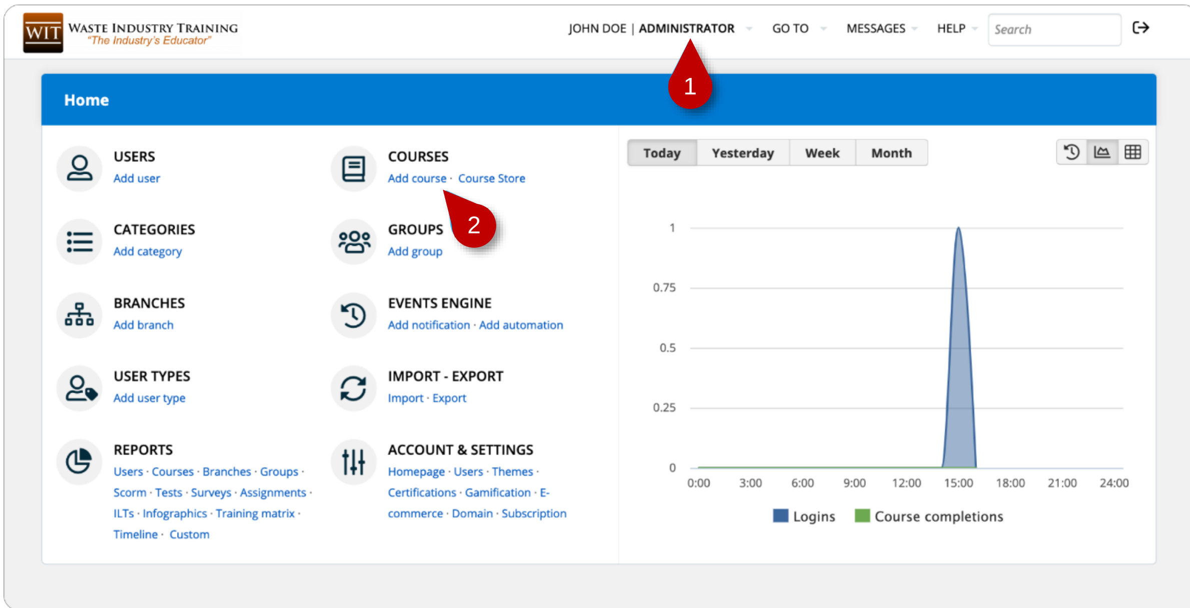
Before you start working with time limits, you should also know that:

- When you change the time limit for a course, the expiration date also changes automatically for users (i.e., Expiration date = enrollment date + time limit).
- When a course has expired for a user, and, with the new time limit, the expiration date is ***later*** than the current date (i.e., Expiration date = enrollment date + time limit), the user's course status changes to **Active** so they can access the course again.
- When a course is active for a user, and, with the new limit, the expiration date ***has passed*** (i.e., Expiration date = enrollment date + time limit), the user's course status changes to **Expired** and their access is revoked.
- When a course with a time limit has a prerequisite course, the time to course expiration starts counting, not on the enrollment date, but on the date that the prerequisite course has been completed.

How to Create a New Course

To create a new course:

1. In **Administrator mode (1)**, under **Courses,** select **Add Course (2)**.



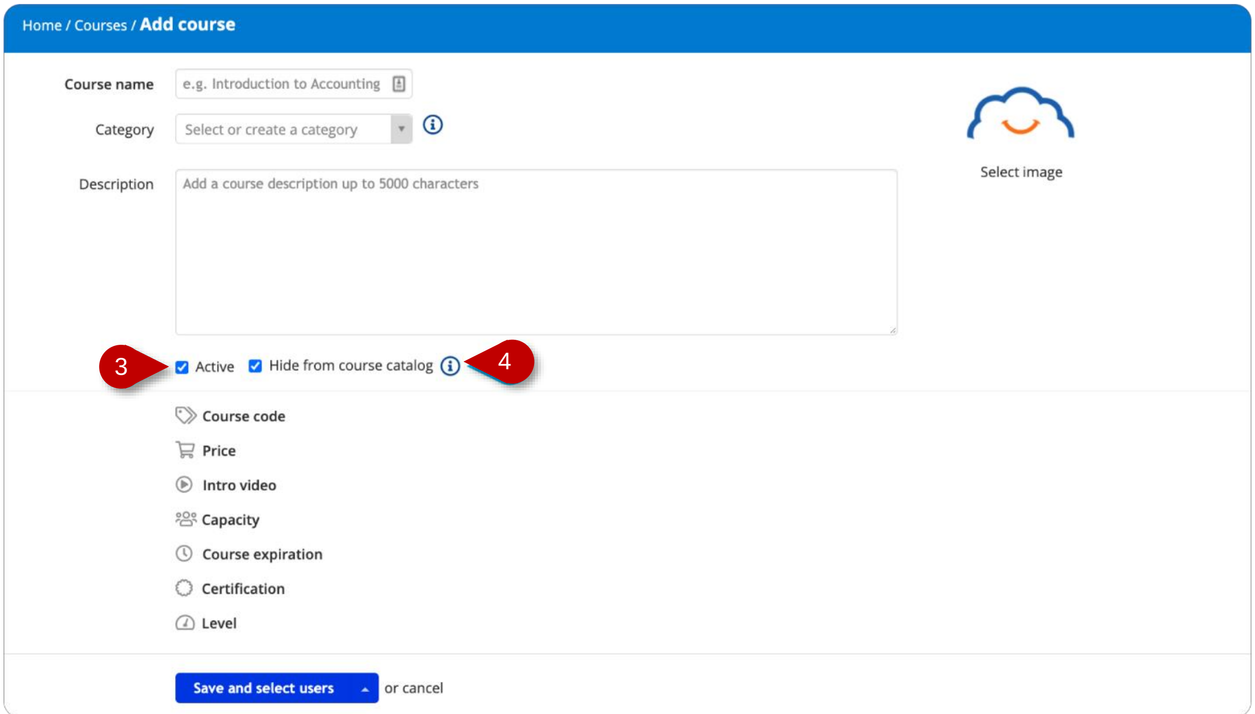
2. In the **Course name** tab, insert the name you'd like to give to your course. Select a **category** the course will belong to, add a **description** to your course, and select an image.

> **Note:** Course images should be sized at a minimum of **480×320 px** and follow a **3:2** aspect ratio, ideally.

3. Set the course as **Active (3)** to be available to the users, or un-check it to be inactive for as long as you're working on it.

> **Note:** Remember to activate the course as soon as it is ready.

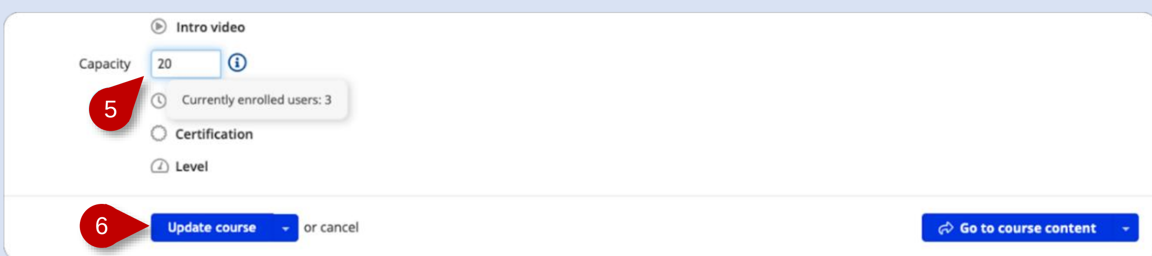
4. Tick the **Hide from catalog option (4)** to provide access only to users you assign the course to.



5. Add a **course code** and a **price** to the course, if desired.

6. Adjust the **Capacity (5)** to reflect the maximum number of users that can enroll in the course.

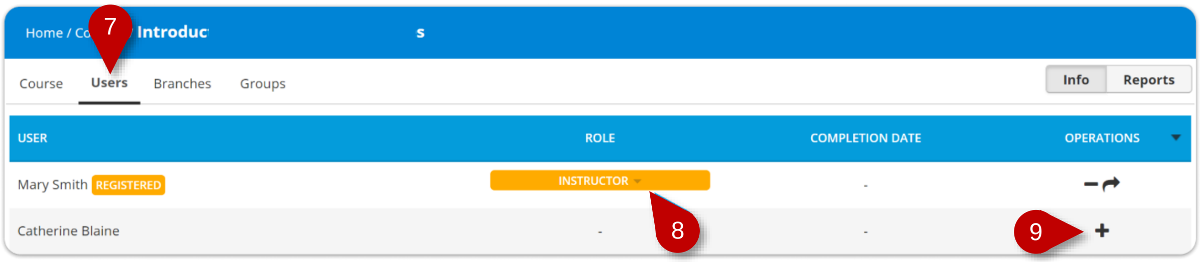
Note: The default course capacity is unlimited. To see the number of enrolled users in the course, click on Capacity and pass the cursor over the number until the message 'Currently enrolled users' appears.



7. Set a **time limit** for completing the course, and select a **certification** to award your Learners after completion.

8. Set a **level** for the course to be available. The Learner will have to reach that level to take the course. It works as a learning path.

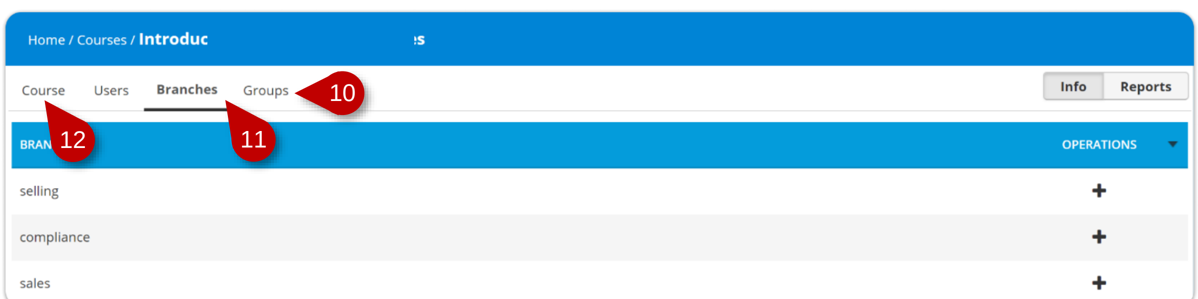
9. Click **Update course/Save (6),** then **select Users** to update the settings and move to the **Users tab (7)**. You can find all the users to whom you can assign the course in this list. When adding a course, you will automatically be added as a **course instructor (8)** to the course.



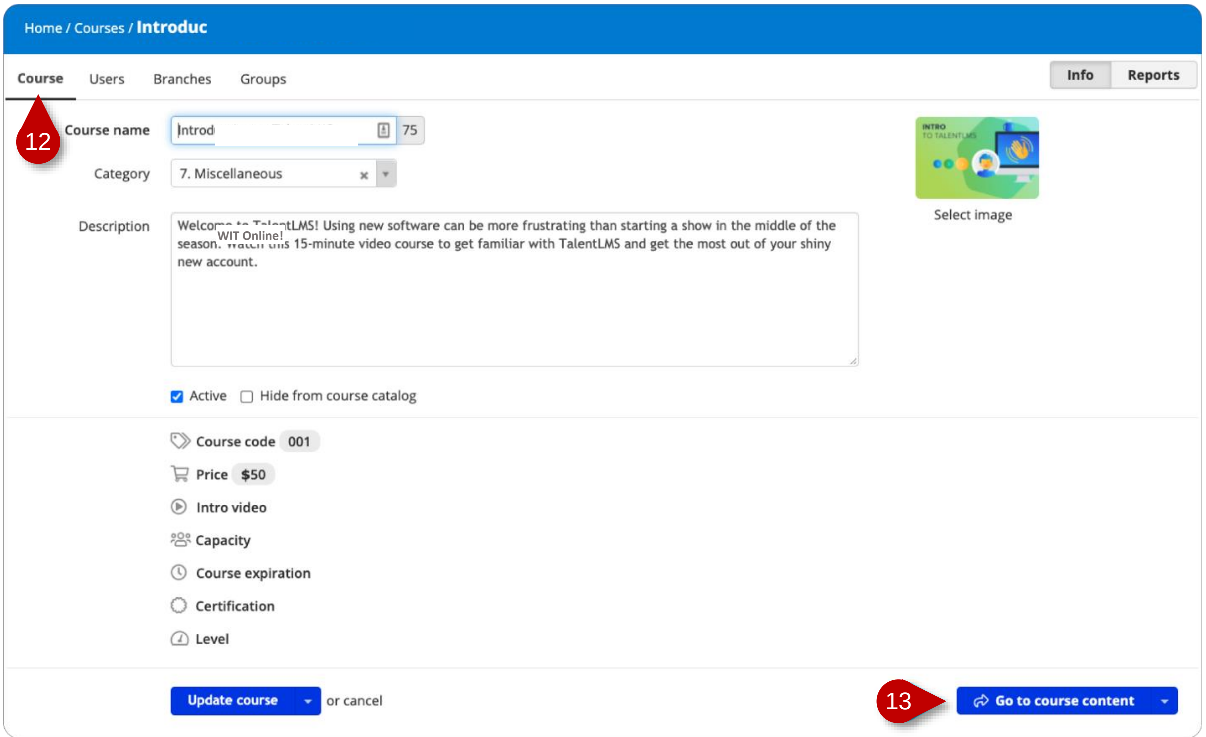
10. **Select the users** you want to add to the course by selecting the **plus + sign (9)**. You can change each user's role by clicking on the current role.

Note: Only users with Instructor permissions within their user type can act as course instructors (Admin Types, Trainer Types).

11. If you work with **groups (10)**, the system allows you to add the course to a group. Branches (11) are not available.



12. Switch back to the **Course tab (12)**. The bottom right of the page has a **Go to course (14)** button. This option will switch your role to Instructor so you can start adding content (see next "How to Add Content to a Course").



How to Add Content to a Course

W-I-T's course builder allows you to manage the composition of your course and its units in the course outline.

To add content to a course:

First, from the Instructor role, either create a course or select an existing one to edit its content.

Note: Content can only be created or edited by the assigned Instructors. Your profile must have the course assigned before accessing the course content. Administrators who want to edit a course must first assign the course to them to have the rights to edit the content when in the Instructor role.
Note: A course's total number of units and sections cannot exceed 1000 items.

There are two ways to start adding content:

A. Drag-and-drop files.

Simply **drag and drop** the files you want in the content area.

If you select to upload a video, PDF, and SCORM file simultaneously, you automatically create three different types of units. You can edit to change their names and use the unit completion method.

B. Click the ADD unit button.

Click the **Add** button to specify the type of unit you want to add first from the drop-down list. The options are:

1. **Content**: type your text, upload images, and use our editor to customize the content further.
2. **Web Content**
3. **Video: upload your file**.
4. **Audio**: upload your file.
5. **Presentation/Document:** upload your file.

> **Note:** Uploaded documents (e.g., PDF, PPT) are converted by default into web-compatible formats and displayed through a third-party service. When administrators disable the Modern Viewer option from the portal settings, users cannot view the documents on mobile browsers.

- **SCORM | Tin Can | cmi5:** upload your file.
- **iFrame:** insert other website pages as iframe units. These can be viewed as embedded or in a new window.
- **Test:** to test your learner's knowledge.
- **Survey:** to collect feedback.
- **Assignment:** if you want to review and grade the answer.
- **Instructor-Led Training**
- **Sections:** help to organize the course material into logical entities

> **Note:** If you leave the unit name blank, the system automatically adds a number as the unit name, which is the current unix timestamp. It represents the time of the unit creation.

Let's create a course on "How to Boost your Sales Negotiation Skills" with one Video, Presentation, and Audio unit.

Video:

1. Click **Add** and select **Video**
2. Search YouTube and type *Sales Negotiation Skills*.
3. Select your video.
4. Define how the unit will be completed:
   - **Simple checkbox:** A user can click the button to complete and continue.
   - **Question:** To complete the unit, your user must answer the question correctly.
   - **After some time:** Your learner must wait X seconds for the unit to be automatically completed.
5. Once done, you must select **Save** before leaving the screen.

Your first unit is now created.

Note: The answer is not saved in reports in the Question option. If you want to see your learners' answers, create a short Test unit.

Note: If you want to set the video to Autoplay, edit the video unit, select **Options,** and enable **Autoplay.** Then, click **Save.**

Presentation:

1. Click **Add** and select **Presentation/Document**
2. Upload the file from your desktop.
3. Define how the unit will be completed
4. Click **Save**.

Audio:

1. Click **Add** and select **Audio**
2. Record audio.
3. Define how the unit will be completed
4. Click **Save**.

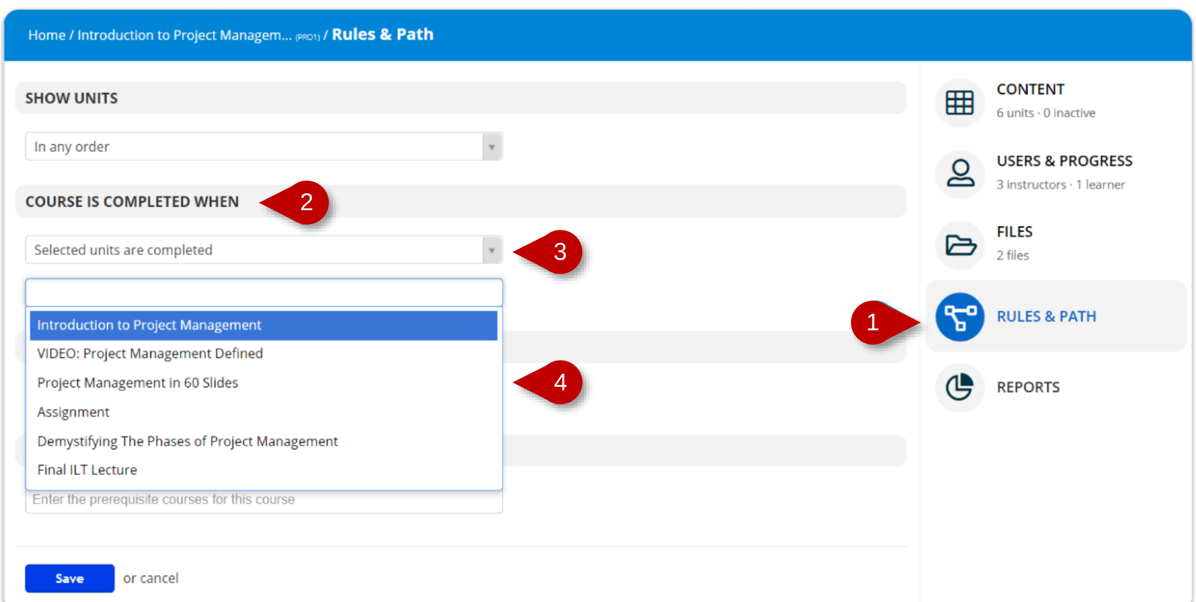
Note: The audio file is also available in the course files for later use and sharing.

How to Set Completion Rules for Courses

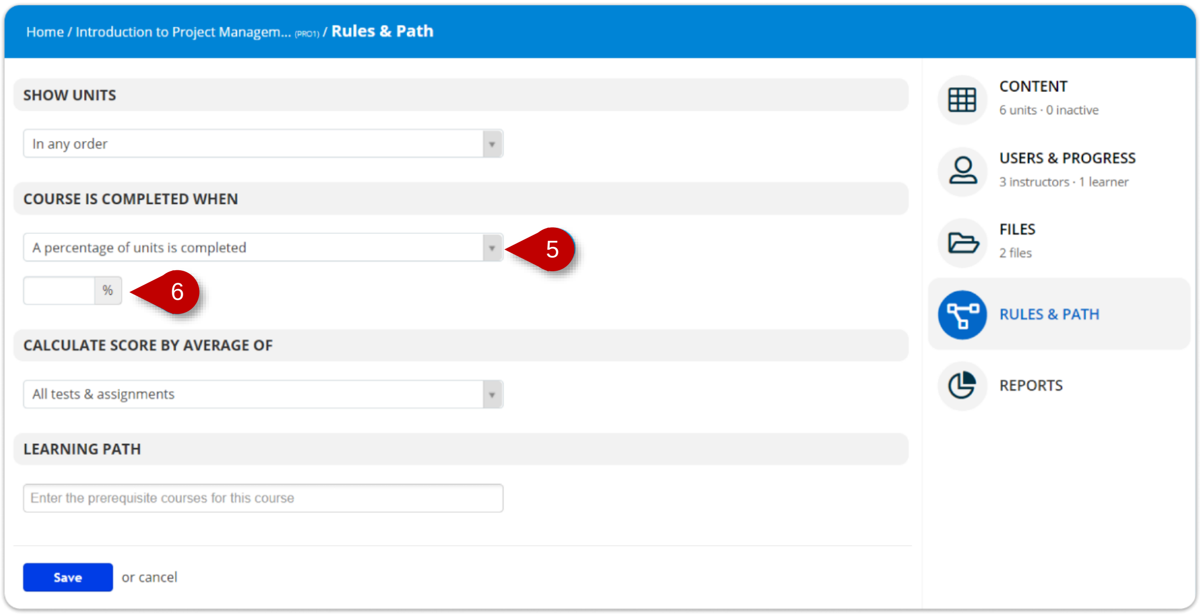
W-I-T allows you to define what users must do to complete a course. Users can move on to the next course when the completion condition is met.

1. **To set a completion rule, follow these simple steps:**
   - Sign in to your W-I-T account as an **Instructor** and go to a course page.
   - Select **Rules & Path (1)** on the right panel.
   - From the **Completion Rules (2)** drop-down list, choose one of the available completion conditions:
   - **All units are completed** (default)
   - **Selected units are completed (3)**: Specify one or more required units from the **Units (4)** drop-down list.

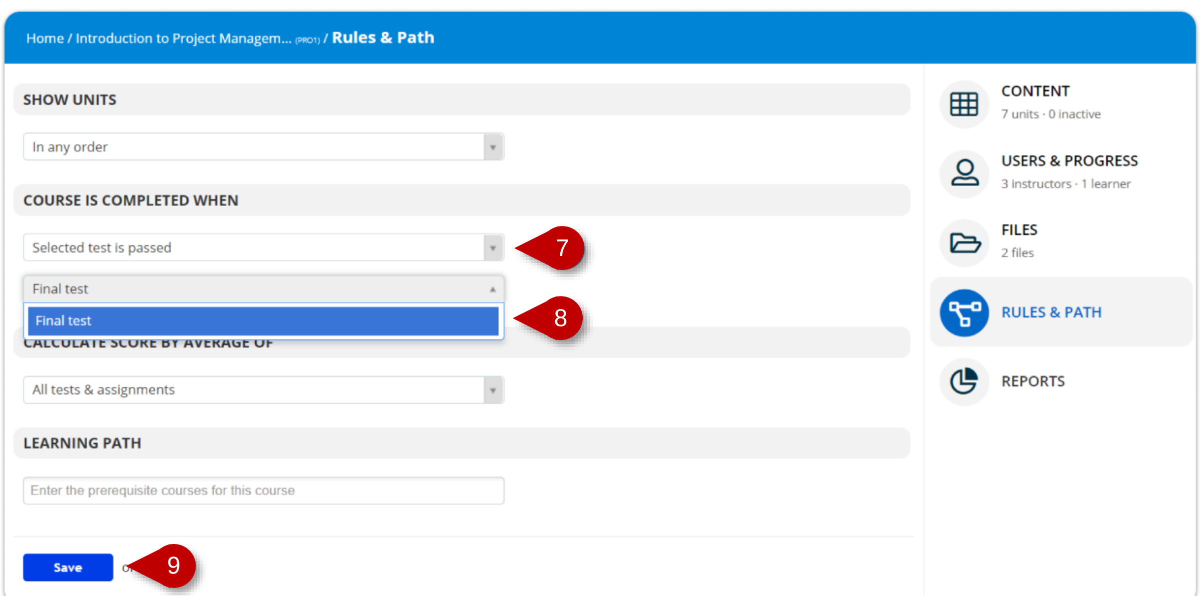
> **Note:** Use this rule when some units are optional.



2. **A percentage of units completed (5)**: Type the required percentage of completed units in the **Percentage** field **(6)**.



3. **Selected test is passed (7),** then from the **Test (8) drop-down** list, choose the test users must pass to complete the course.



Note: If a course has no tests, the **Selected test is passed** rule is unavailable.

4. Click **Save (9)** to update your course.

How to Change a User's Course Completion Status (New Content)

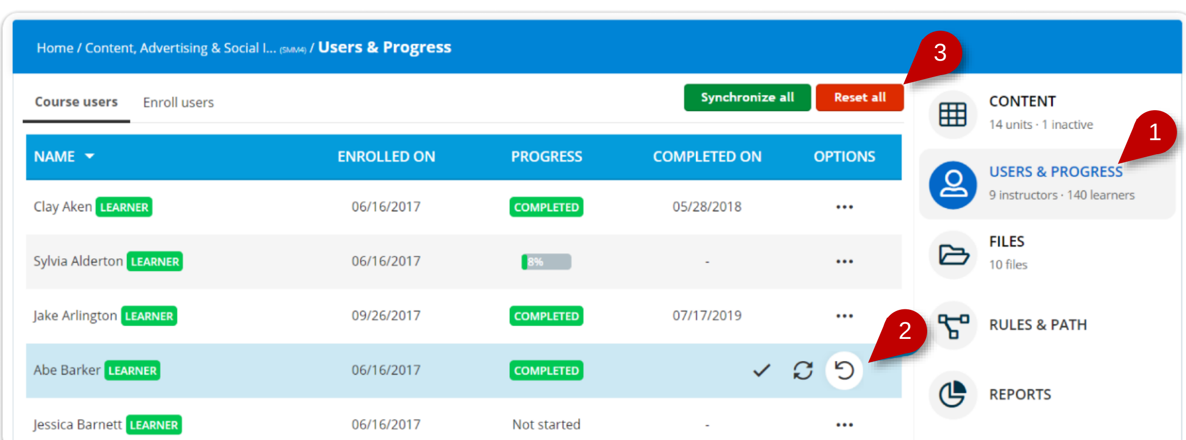
If you are giving a course out of a Learning Plan or the course catalog for courses not categorized as an ILT course, this is the procedure to pass users through the course.

REMEMBER: For the Instructor to be able to work with courses, they must become an Instructor. First, you enroll in the course, then go to the Course and view the users enrolled. Find your name and change the Role from a Learner to an Instructor.

See "How to Add Users to Courses" if you need to add a user who is in the group training. Once a user is enrolled in the course and has attended the group meeting, the procedure below will step you through completing a user through the course.

To change a user's status:

1. Sign in to your W-I-T account as an **Instructor** and go to the course page you want to update.
2. On the right-hand panel, click **Users & Progress (1)**.
3. In the **Options** column, hover your mouse and choose one of the following options for each user:
   - Click the **reset symbol (2)** to reset a user's progress in the course. To reset progress for all users at once, click the **Reset all (3)** button.

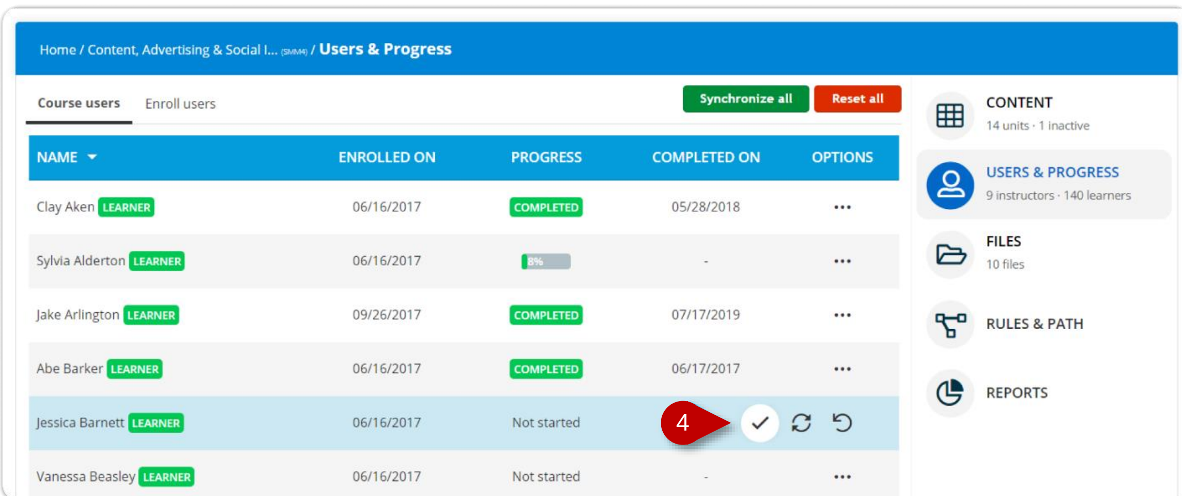


CAUTION

Be cautious when using the **Reset All (3)**.

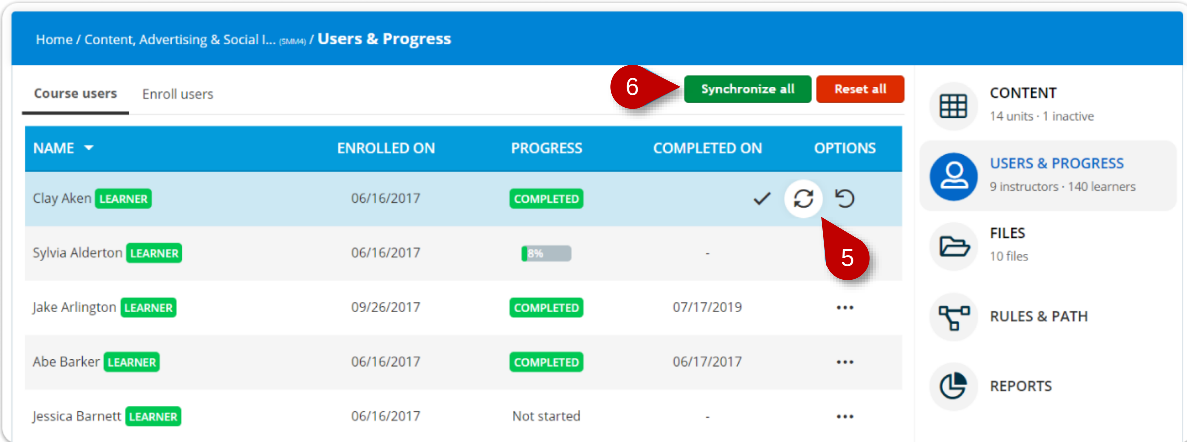
This feature will reset everyone that is in the course.

4. Click the **complete symbol (4)** to manually complete a course for a specific user. If needed, change the enrollment/completion dates in the dialog box that pops up.

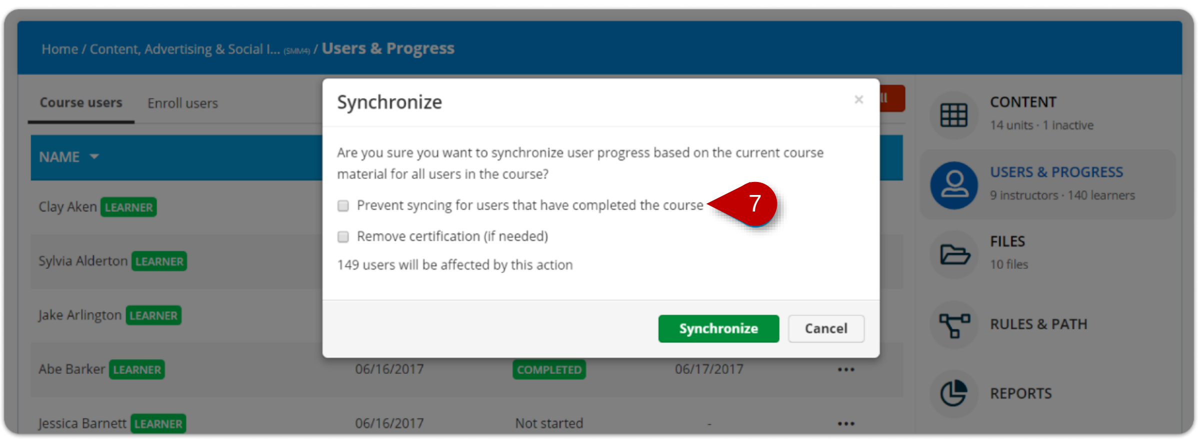


5. Click the **sync symbol (5)** to update a single user's progress when you have added new content to the course. Synchronization revokes the **Complete** status for users who have completed the course but haven't completed the new units.

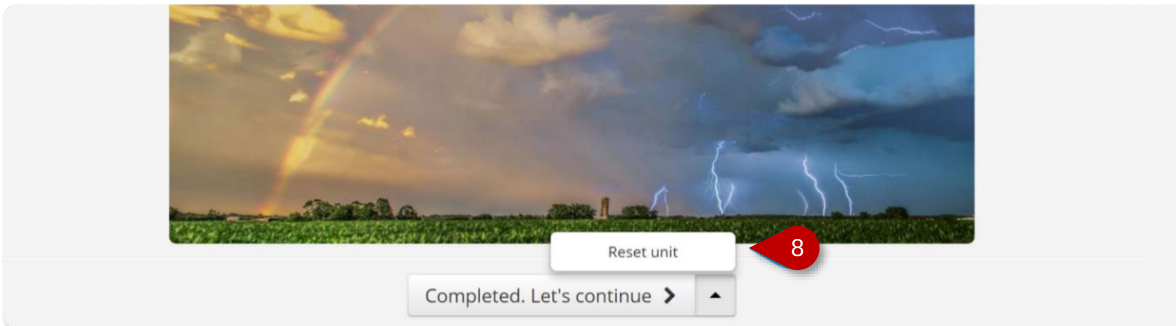
6. Click the **Synchronize all (6)** button to update all the users' progress.



7. A pop-up allows you to **not sync for users who have completed the course (7)**. This way, they won't lose their completion status. Click **Synchronize** when you're ready.



Note: When you go over a course you've created as an instructor to test it, you're provided with the option to reset your progress on each individual unit. Click the **drop-down symbol** next to the **Completed. Let's continue** button below the unit and click **Reset unit (8)** to reset your progress. That's quite useful, for example, when testing different unit completion criteria.



How to Complete a User through a Course (Group Meetings)

If you are new to W-I-T and would like to hold group meetings to get everyone on the same page, you can project the training to a Smart TV, screen, or wall. Users must be enrolled in the course. See "How to add Users to Courses."

The following instructions are for completing the existing users through a course. If you need to add group attendees to the course, see "How to Add Users to Courses."

To change a user's completion status:

1. Sign in to your W-I-T Portal account and chose the **Instructor** role, then go to the course you want to update (***Home > Select Course > Search > Select the Course***).

2. On the right-hand panel, click **Users & Progress (1)**.

3. In the **Options** column, hover your mouse and choose one of the following options for each user:

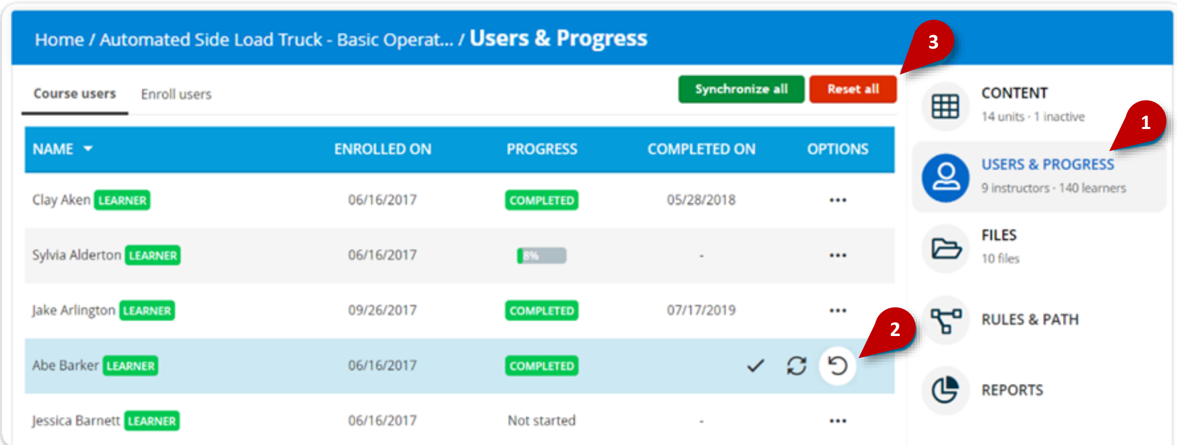
   - If the user has previously completed the course and is retaking it, click the **reset symbol (2)** to reset a single user's progress.

   - To reset the progress for all users at once, click the **Reset all (3)** button.

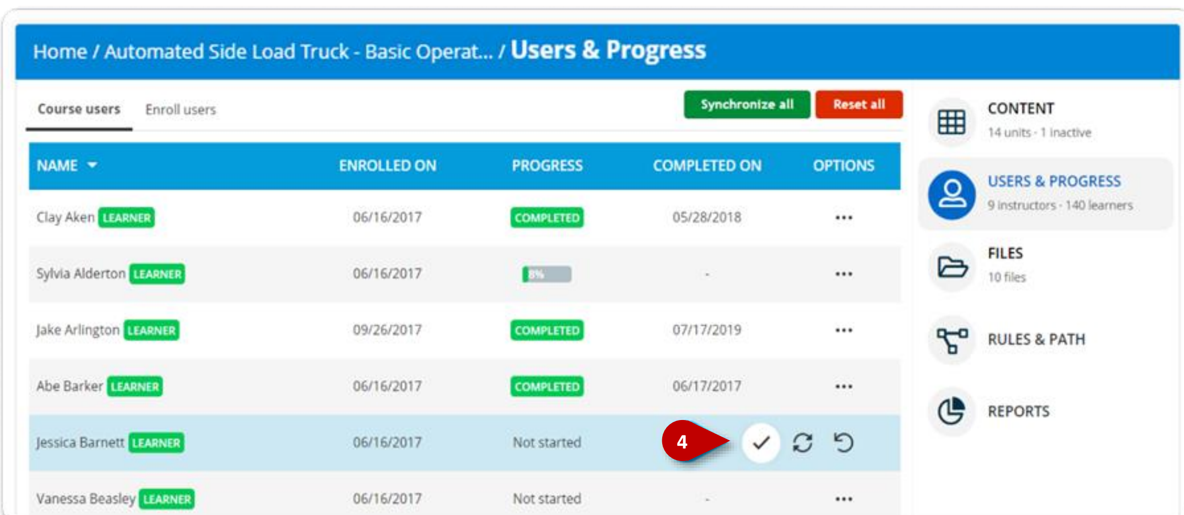
CAUTION

Be cautious when using the **Reset All (3)**.

This feature will reset everyone that is in the course and is not recoverable.



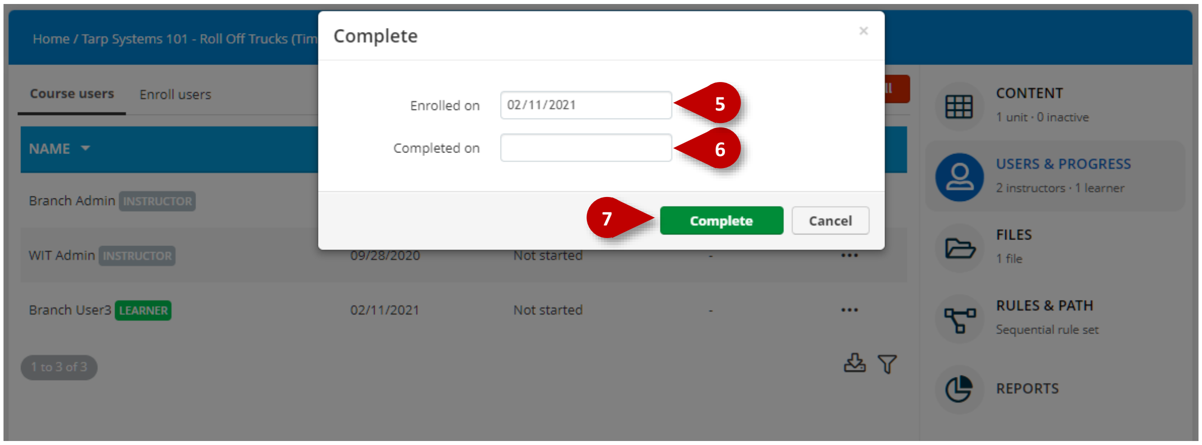
4. Select the **complete symbol (4)** to manually complete a single user in the course. If needed, change the enrollment/completion dates in the dialog box that pops up.



5. You can change the **enrollment date (5)**.

6. **Enter the Completed date (6)** for the Group/Safety Meeting.

7. Once you enter the completion date, **select the Complete button (7)**.

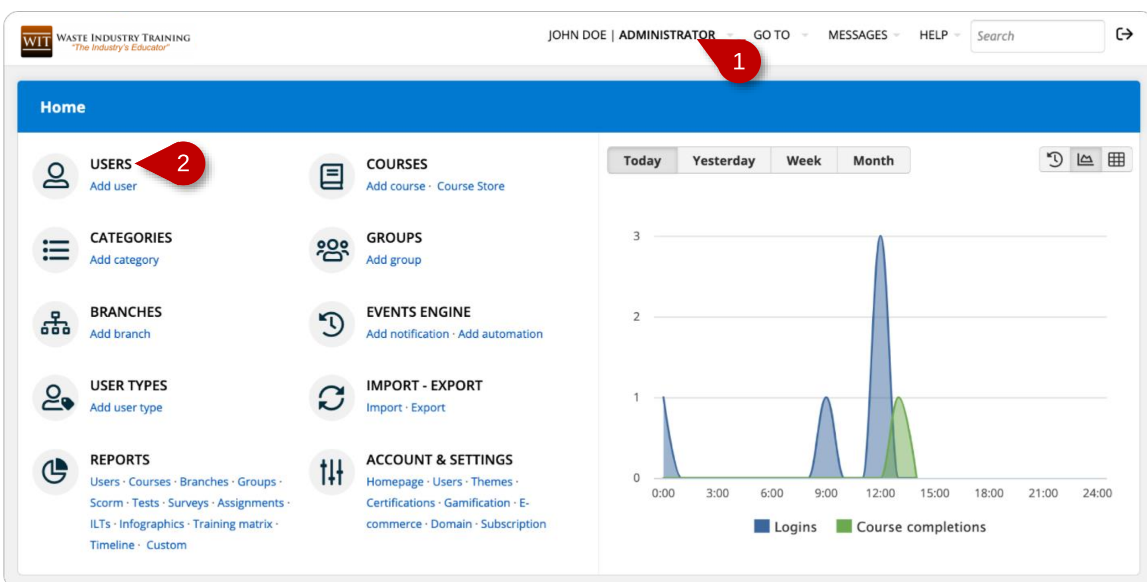


How to Reset a User's Progress in a Specific Course

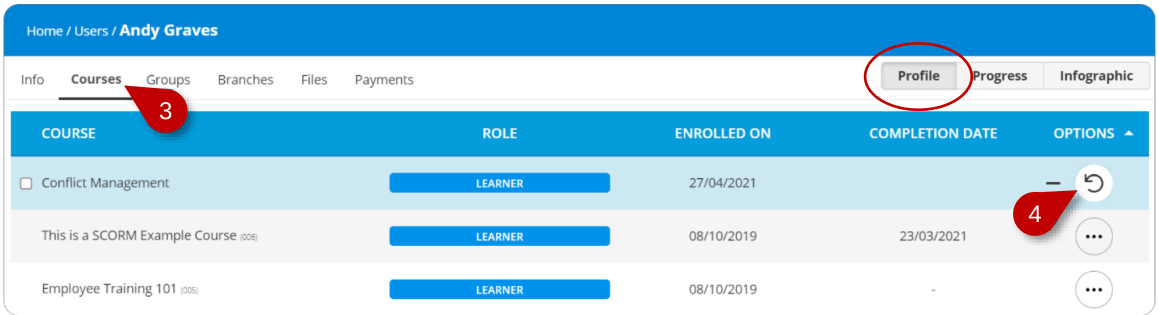
W-I-T lets you reset a user's progress in a single course if necessary.

Here's how in a few steps:

1. Sign in to your W-I-T portal as **Administrator (1)** and go to **Home** > **Users (2)**.



2. Go to the user's profile page whose progress you want to reset.
3. Go to the **Courses (3)** tab.
4. Find the course you want and click the reset symbol in the Options column **(4)**.

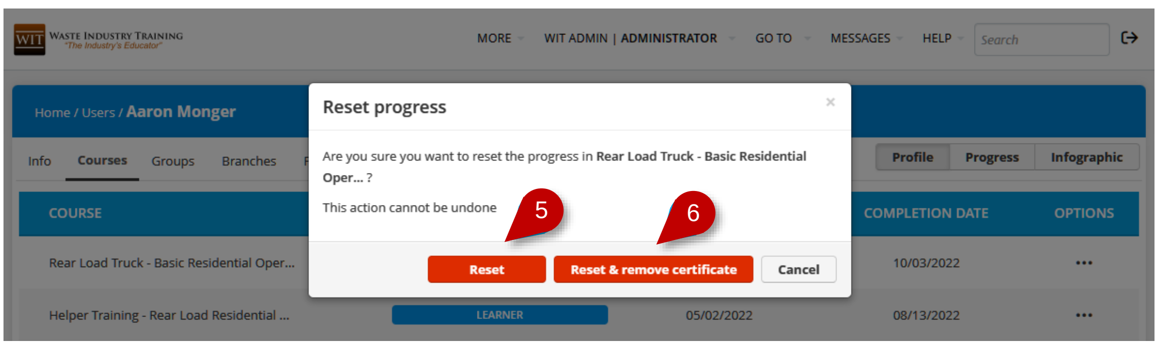


5. On the **Reset progress** dialog box, select either,

   a. Click **Reset (5)**.

   OR

   b. Click **Reset & Remove Certificate (6)**.



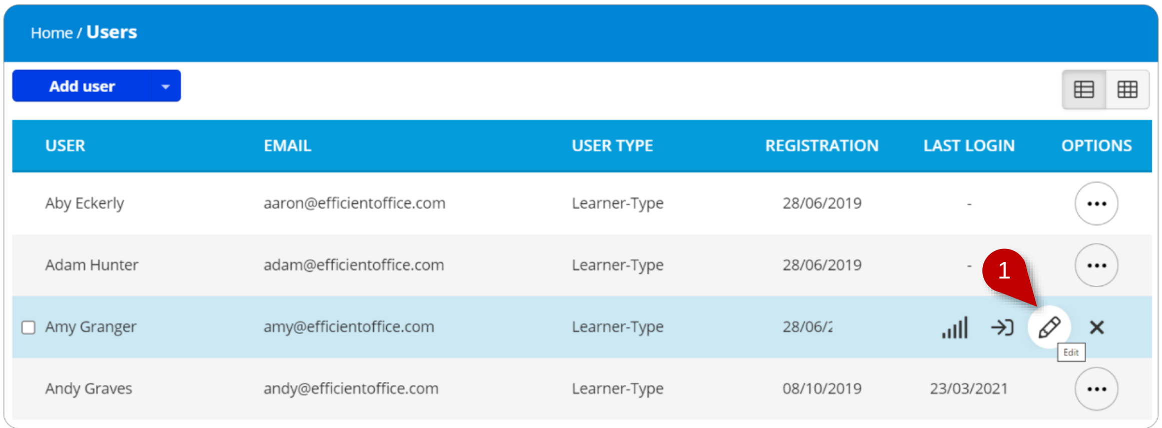
Note: The **Reset progress** action CANNOT BE UNDONE, and it's only available to administrators with permission to update users. Reset keeps the original certificate.

How to Reset a User's Progress in All Their Courses at Once

W-I-T lets you reset a user's progress in all their assigned courses with a single action to save you time and effort.

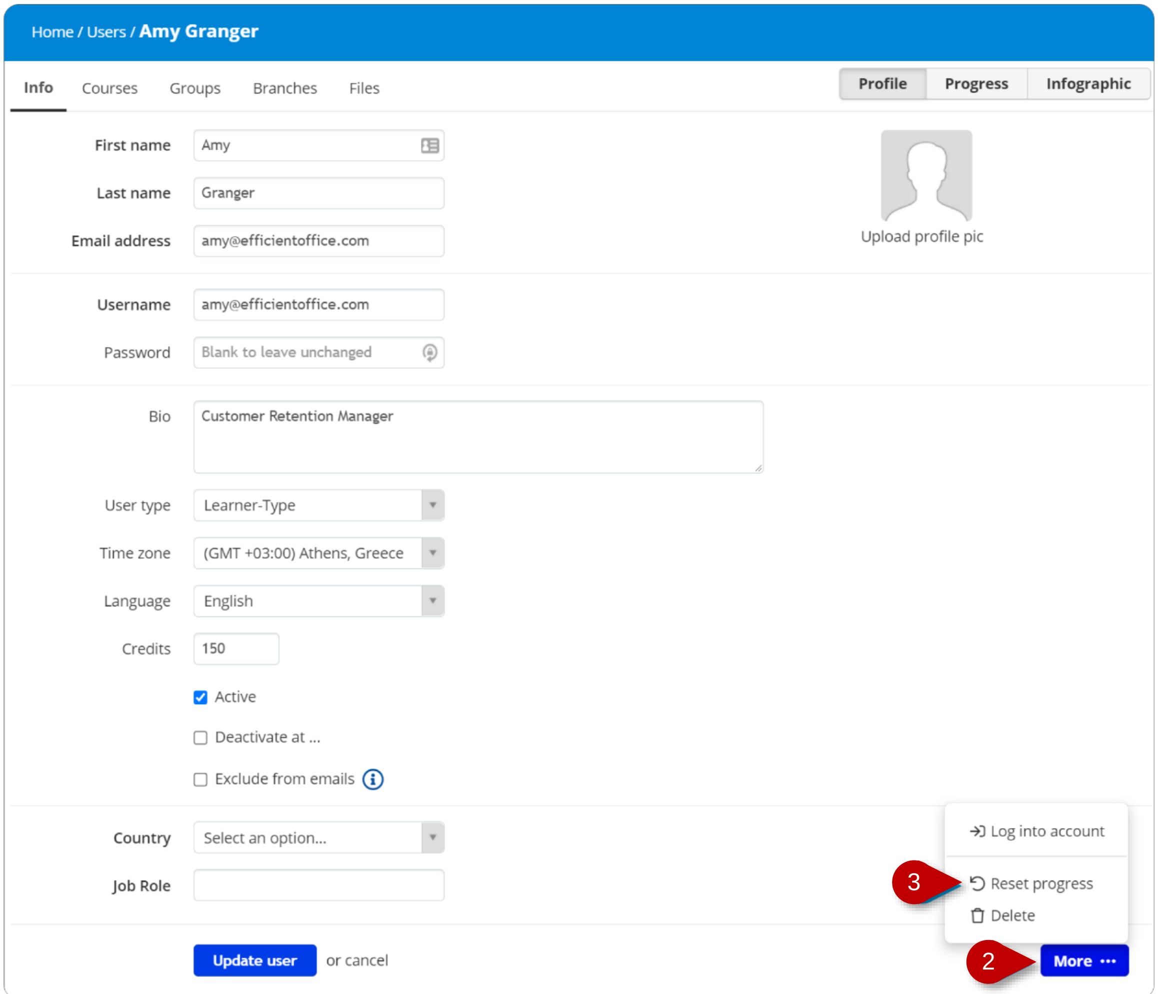
Here's how in a few steps:

1. Sign in to your W-I-T Portal account as **Administrator** and go to **Home** > **Users**.
2. Click the user whose progress you want to reset across their courses **(1)**.



3. Click **More… (2)** and choose **Reset progress (3)** from the drop-down list.
4. On the confirmation dialog box that pops up, click **Reset**.

Note: The **Reset progress** action **CANNOT BE UNDONE.**



That's it!

Easy Peasy…

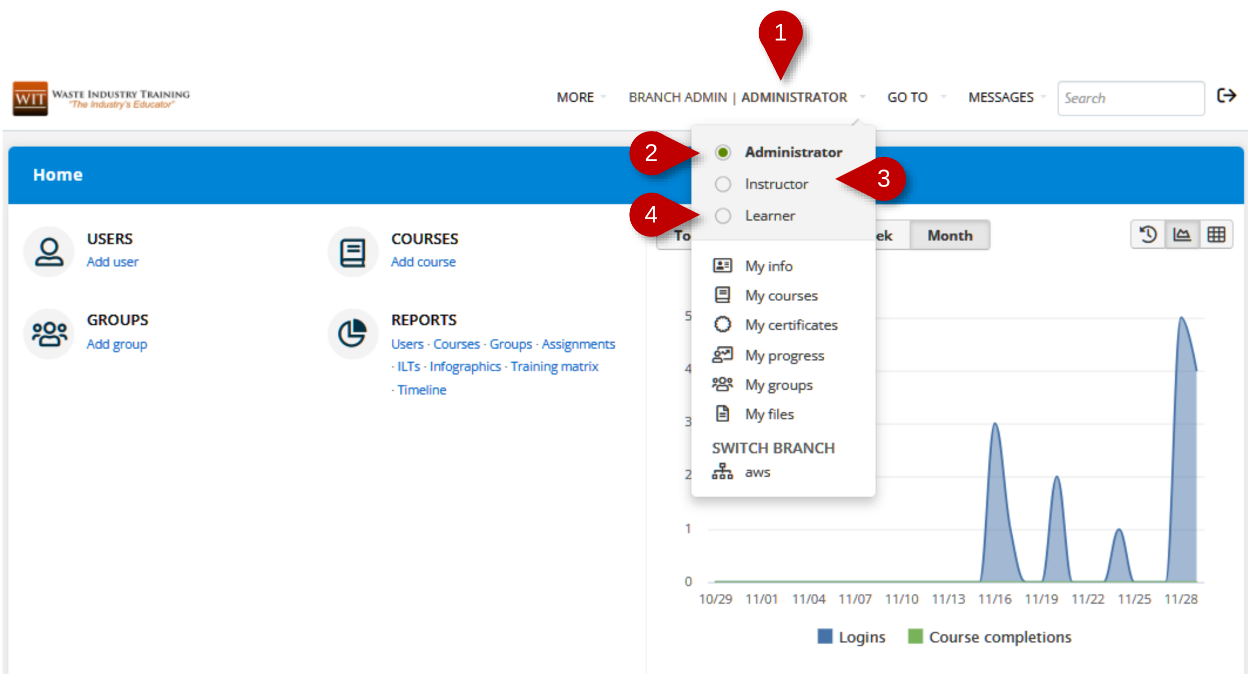
SECTION FOUR: ADMINISTRATORS

Changing Roles (Administrator, Instructor, or Learner)

Instructors have three roles; select **the role (1)** to change. The **Administrator's Role (2)** is limited to a Supervisor and Instructor. You can view and print reports on a user's status and course completions and add courses to a user or users to courses.

As an Instructor, you can create courses and add content (e.g., PowerPoints, Word Docs, PDFs, Videos, Images, etc.). To do this, you must select the **Instructor Role (3)**.

The **Learner Role (4)** allows you to take courses. When you switch to this role, your dashboard will change to the user dashboard, showing your enrolled courses and which ones you have completed.



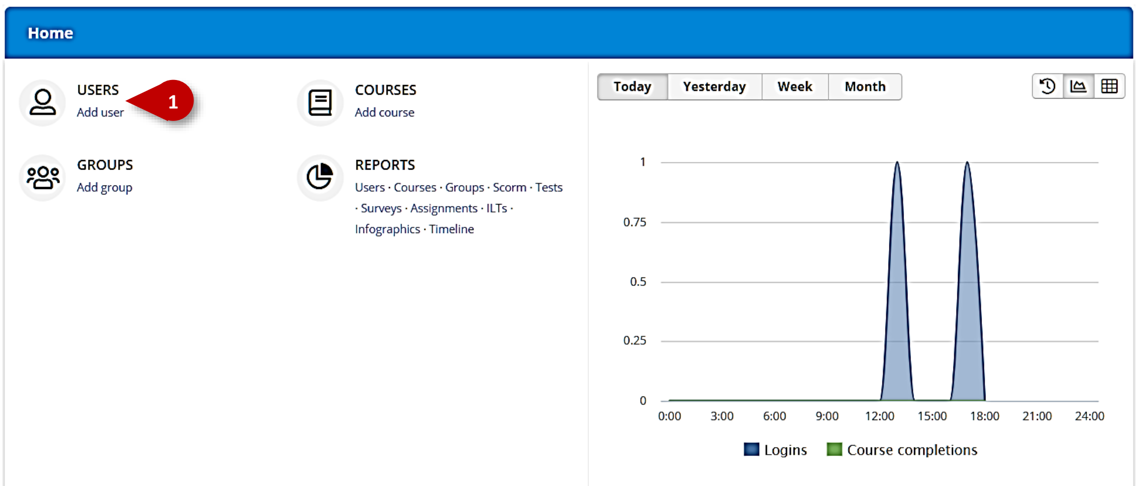
IMPORTANT: For the Instructor to have the ability to work with courses, they must enroll in the course to perform any of the following "How To" for the Instructor.

How to Add a New Hire (User)

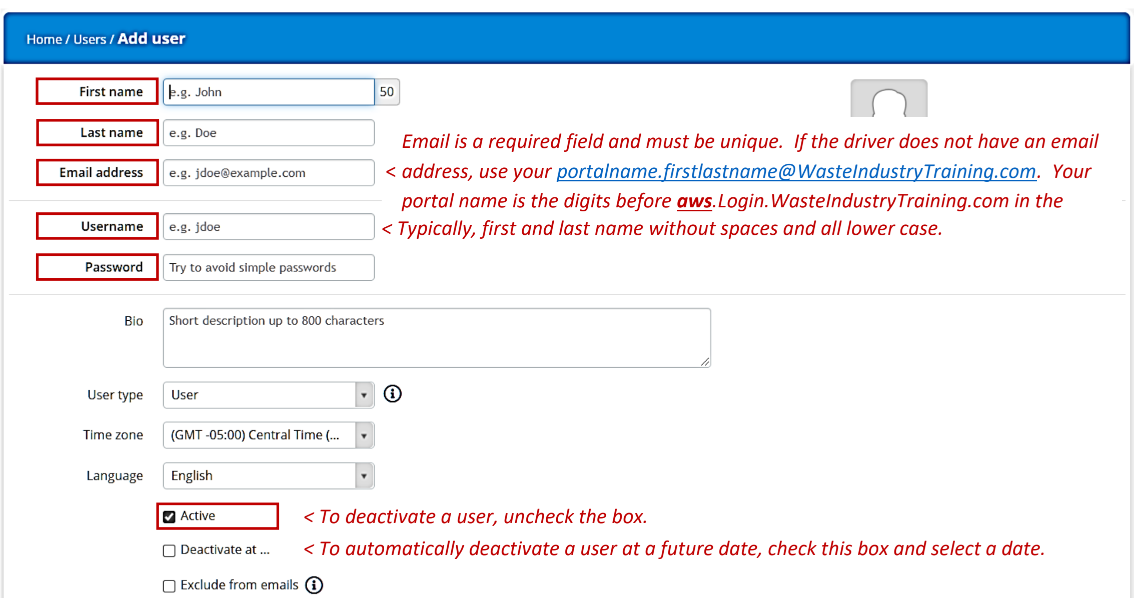
Annual subscription customers can add new users at their convenience to expedite the enrollment of a new hire.

Here is how to enroll your new hire in a few steps:

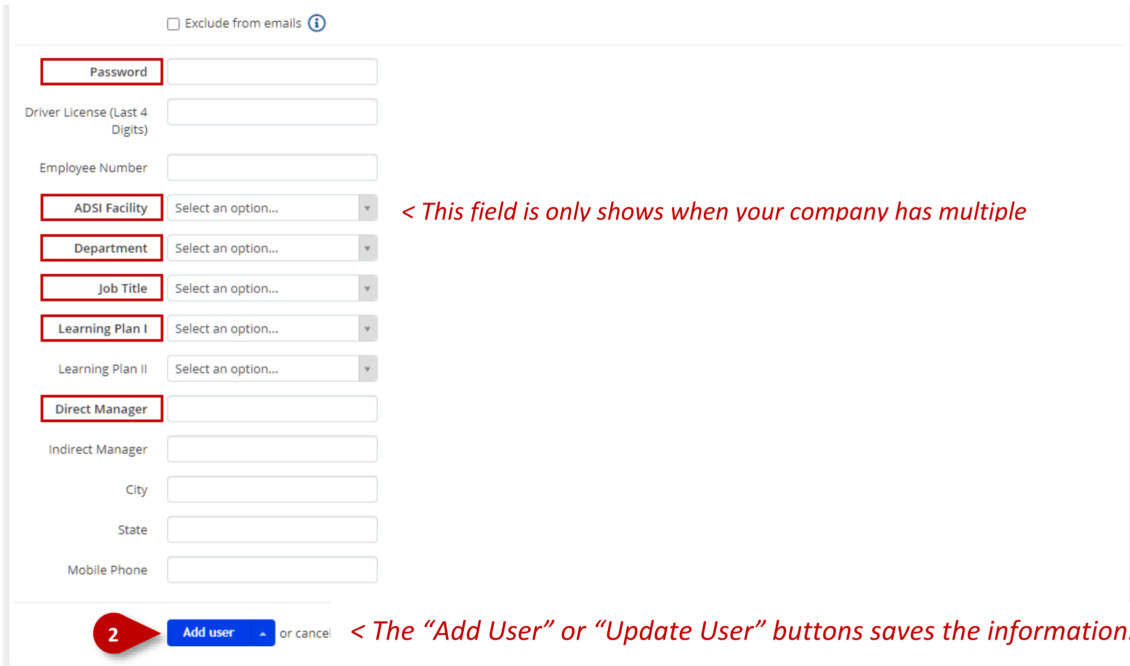
1. Sign in to your W-I-T account as a **Branch Administrator** and go to **Home** > **Users (Add User) (1)**.



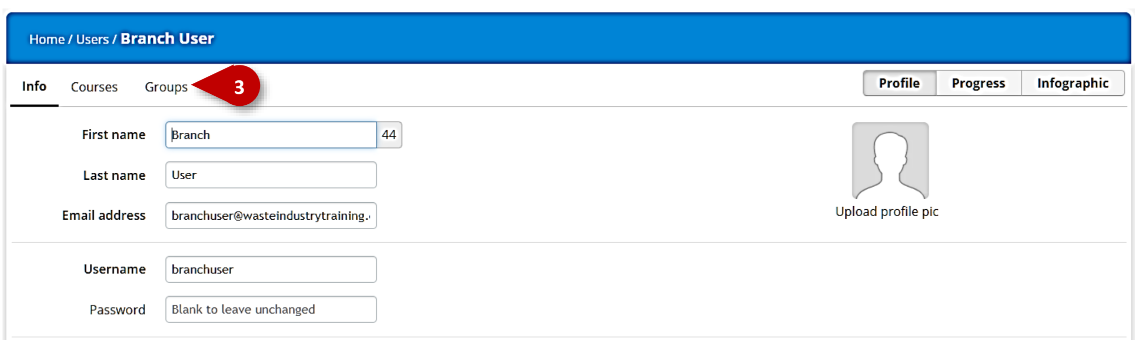
2. Complete the Form. Bolded fields are required to be completed.



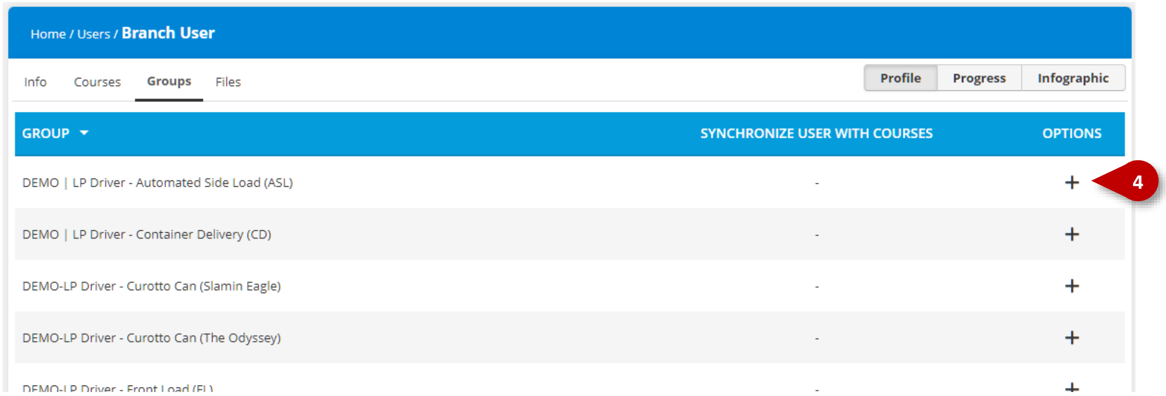
3. Not all fields are mandatory. Once done, scroll to the bottom of the form and click **Add User (2).** Whenever you change a user's information, you must select the "Add User" button to save the changes made.



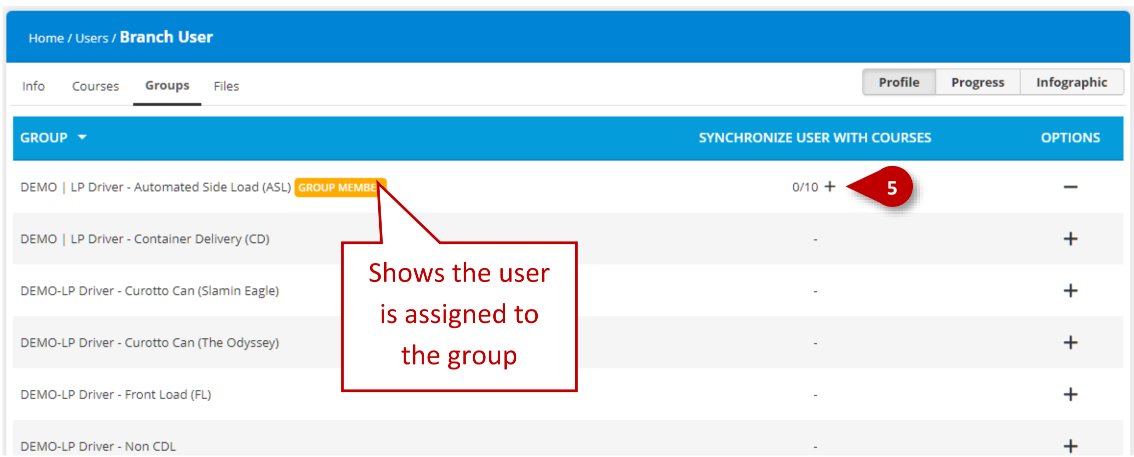
4. Once the new User is updated, it is time to assign a Learning Plan (a fancy name for a group of courses). Start by clicking on the **Groups Tab at (3)**.



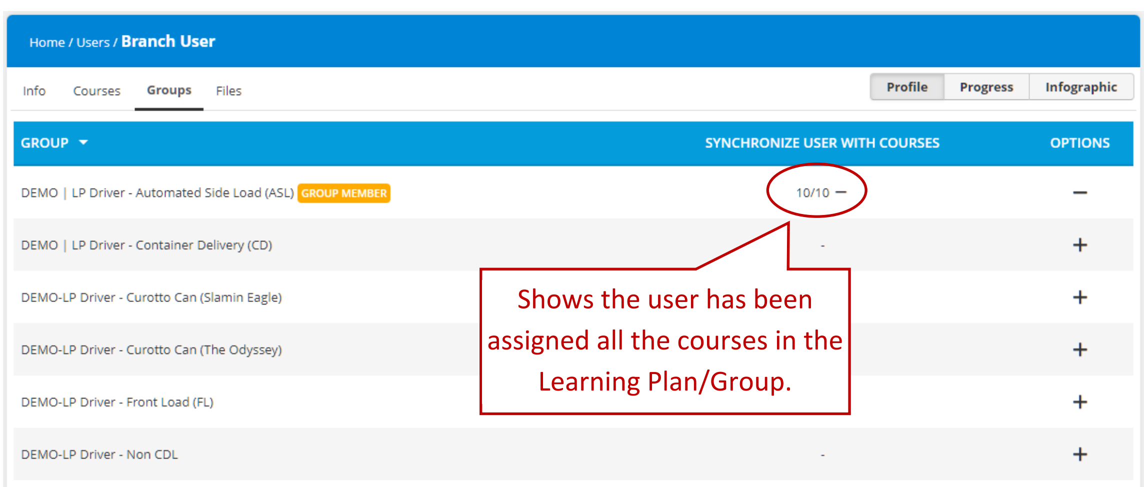
Locate the Learning Plan (LP) you want to assign to your new User. Click on the **plus "+" sign** to the right **(4)** to save your settings.



5. The group is assigned, not the courses in the LP. To assign the courses, select the **plus "+" sign** under the column **"Synchronize User with Courses" (5).**



6. Selecting the second **plus sign (5)** will assign all the courses for that Learning Plan (LP). See below

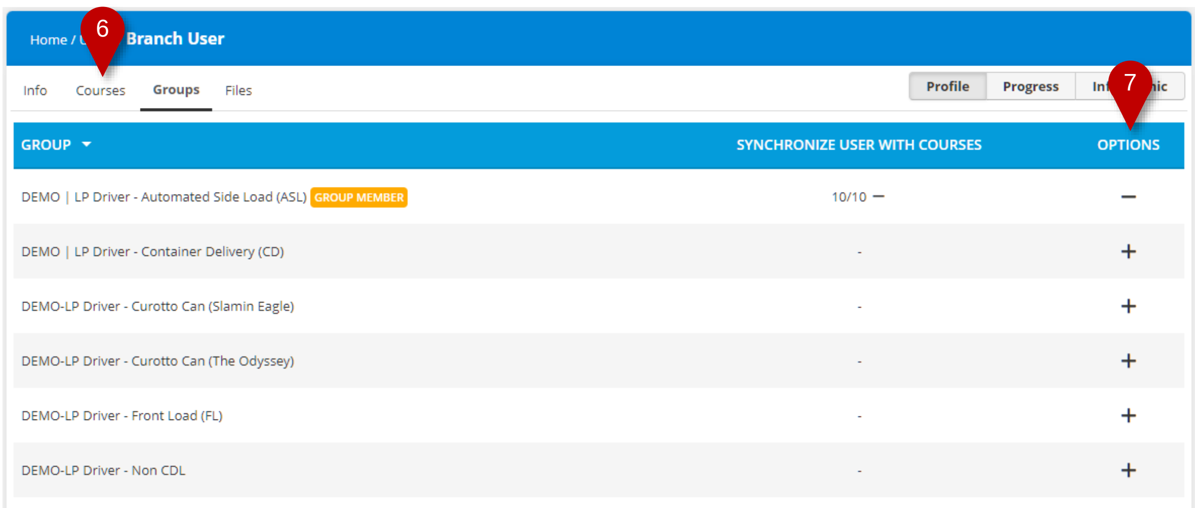


MULTIPLE LOCATIONS

If you have multiple locations, you will need to add the user to their location while you are in groups. A location group will have LOC in front of it in place of the LP for a Learning Plan.

W-I-T Learning plans typically have introductory operational courses and OSHA courses for the job position (e.g., Driver-FL, Helper-RLC, Driver-RO, Driver-ASL, Maintenance Tech, etc.).

To Add additional courses at the time of hire, select **courses tab (6)**, then search for the course followed by selecting the **options + sign (7)** to the right of the course.



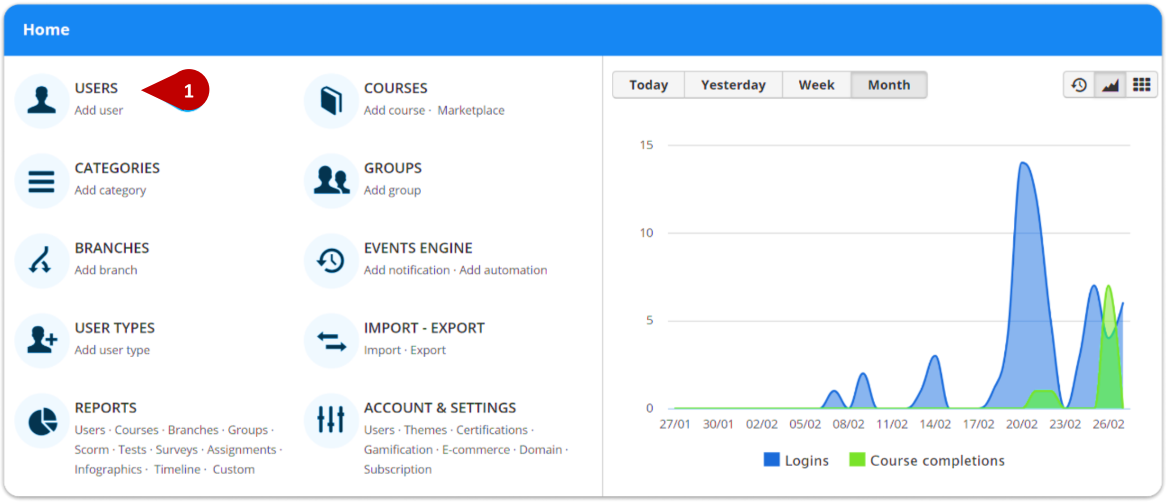
If this is a replacement hire, you should **deactivate the replaced User**. See "How to Deactivate a User."

How to Deactivate a User

W-I-T lets you set a specific date for deactivating a user to help you organize the allocation of your active user slots according to your subscription plan.

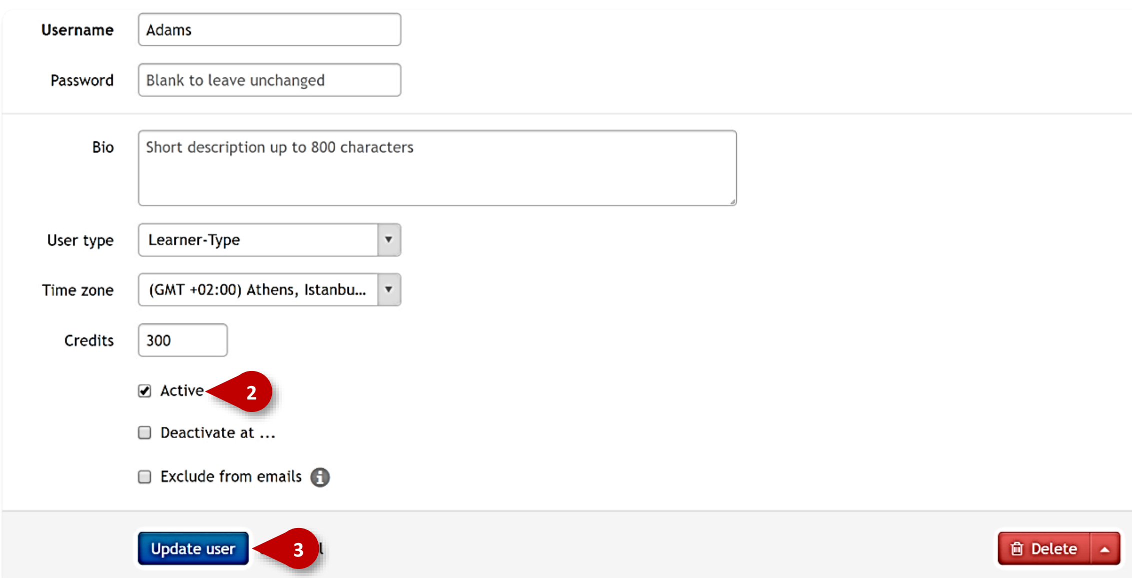
Here's how to deactivate a user in a few steps:

1. Sign in to your W-I-T account as a **Branch Administrator** and go to **Home** > **Users (1)**.



2. Find and select the user, then go to the Profile Page of the active user you want to deactivate.

3. Uncheck **Active at (2)**.



4. Click **Update user (3)** to save your settings.

IMPORTANT

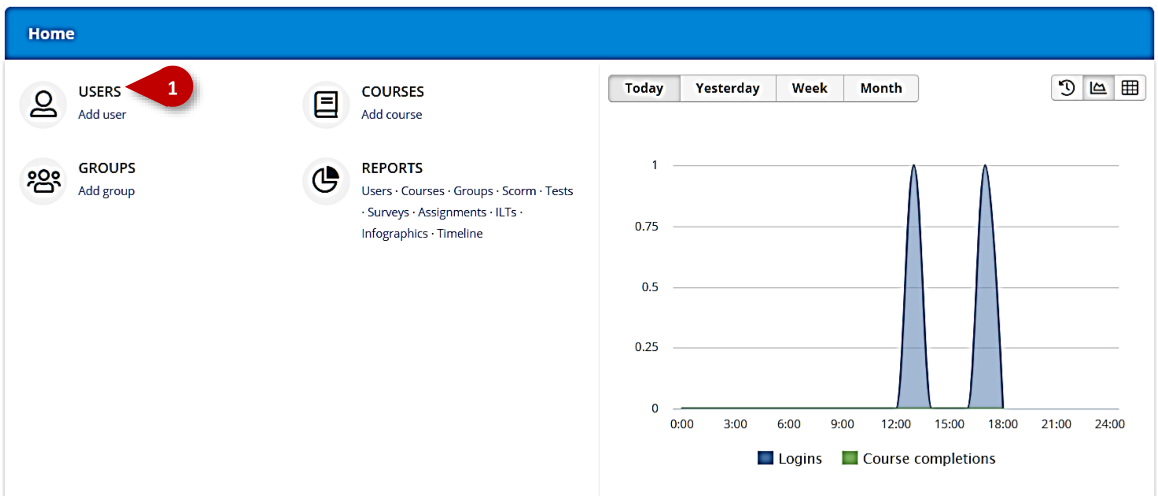
Remember, any changes made in the User's Profile will not be saved unless you select the **Update User button (3)**.

How to Add a Learning Plan (LP)

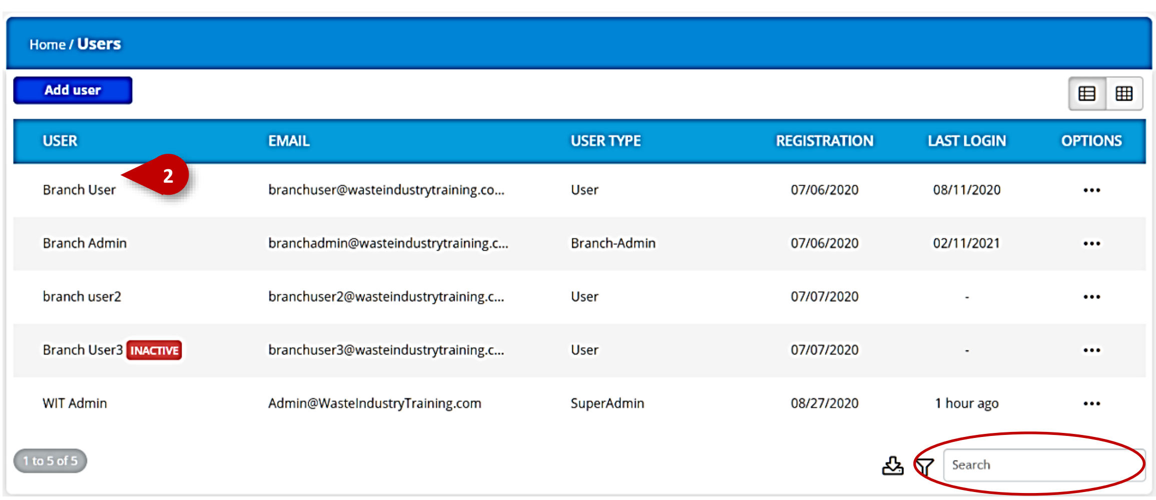
W-I-T allows annual subscription customers to add Learning Plans (LP) to users. This is a convenient way to add courses for a particular job position simultaneously.

Here's how to add one or more Learning Plans in a few steps:

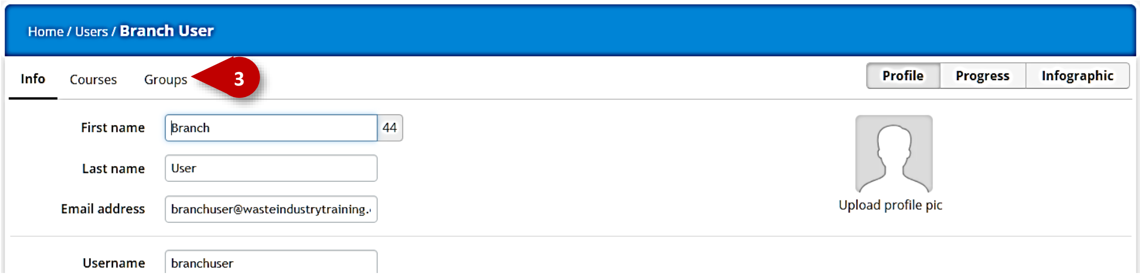
1. Sign in to your W-I-T account as a **Branch Administrator** and go to **Home** > **Users (1)**.



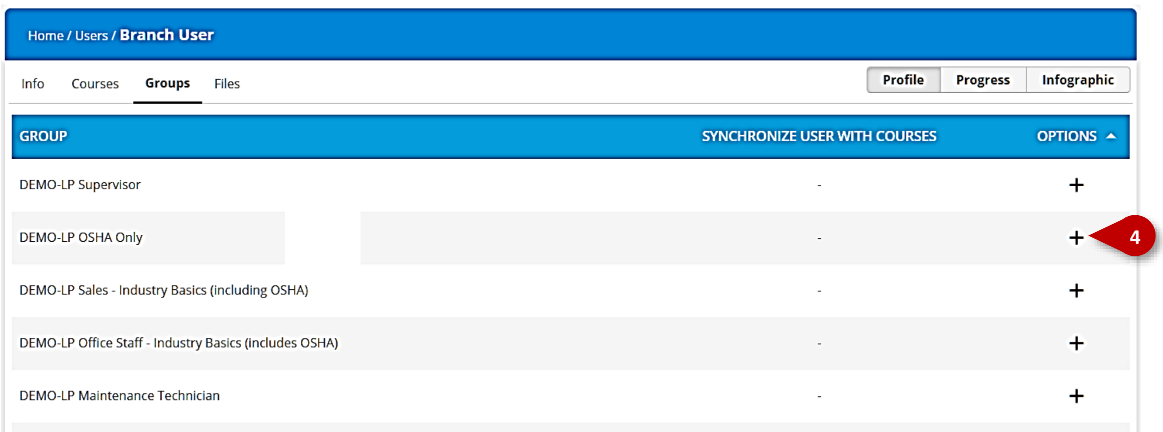
2. Find and **Select the User (2)**



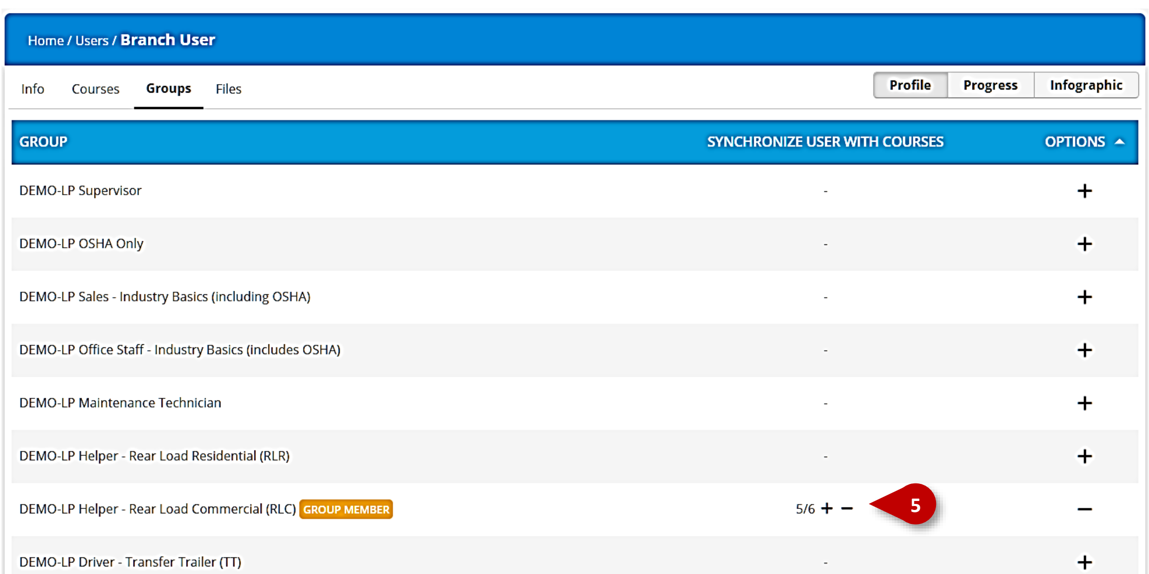
3. Select the **Groups Tab at (3)**.



4. Search for the Learning Plan (LP) you want to assign to the User. Select the **plus "+" sign (4)** to the right. This action assigns the User to the LP group but has not yet assigned the courses.



5. The group was assigned, but not the courses in the LP. To assign the courses, click on the **plus "+" sign (5)** under the column **"Synchronize User with Courses."** The User now has all the courses assigned to the Learning Plan, which will show on the User's dashboard the next time they log in.



PLACEHOLDER