TRAINING MANAGEMENT SYSTEM MANUAL

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Safe Passage Training Management System

Overview
Includes:

- Introduction – Introduces you to the Safe Passage® Training Management System and the philosophy behind its success.
- About Safe Passage and You – Discusses the features and benefits of the Training Management System within a given design area.
- Installation Process – Provides system requirements and installation directions.
- Understanding Safe Passage – Describes basic components of the Training Management System.
- Logging into Safe Passage – Provides the procedure for logging into Safe Passage.
- Using Your Personal Home Page – Details the functions available from your Personal Home Page.
- Administrator Tools – Provides instructions on how to use the Administrator Tools and discusses the features available to administrators and instructors.
- Glossary – Provides a comprehensive summary of terminology and icons used.
- Getting Help – Lists support options available.

Introduction
At Safe Passage, we understand the need to offer engaging and instructionally effective Web Based Training (WBT) that is simple to navigate.

Our focus on developing and refining our authoring system permits us to develop courseware in any off-the-shelf tool, but within the framework of our own presentation, ergonomic, data management, and instructional design standards.

Our mission is to maximize our customers’ employee performance by providing the most innovative and effective computer based training products. Our mission implies that we prefer to define state-of-the-art CBT rather than duplicate it. To this end, we offer the best software and personnel. We model both our company and our courseware on the structure-process-outcomes paradigm. We believe that the best tools and trained staff, guided by consistent, effective and time-honored design techniques, will produce innovative and effective CBT. We constantly strive to maintain this standard for both our company and courseware.

Safe Passage International is a leading provider of WBT courseware. We combine the latest advances in learning theory, instructional design and information technology to create dynamic, interactive, multimedia courseware. We develop and sell courseware under our own brand. We also develop custom courseware for clients who wish to supplement their in-house training, and for clients who wish to provide value-added customer training to accompany the sophisticated machinery or equipment they manufacture and sell. Our courseware can be delivered over the Internet, over company Intranets, or by CD-ROM depending on the audience and training environment.

We can develop sophisticated, state-of-the-art courseware quickly and effectively due primarily to our proprietary development engine—the Safe Passage authoring system. Our authoring system utilizes architectural prompts that ensure good ergonomic quality, a consistent look and feel, media elements captured in reusable form, and most importantly, sound instructional design. Our authoring system ensures that the training we develop is structurally sound. With these standards assured, we can focus our time and effort on course content and information structure.

The Safe Passage Training Management System is the heart of our courseware. Our proprietary Training Management System houses sophisticated testing, and record keeping that may be activated separately or in total.
Today our branded courseware is used in countries and continents throughout the world. Our courseware is delivered in various languages.

As organizations expand globally through joint ventures and strategic alliances, consistent, cost effective delivery is essential to their success. We believe that training, especially CBT, is the glue that holds these relationships together. We believe that our CBT history, coupled with our experience addressing the needs of international clients, uniquely qualifies us to address any customer’s CBT requirements.

About Safe Passage and You

Safe Passage is designed to provide features that will benefit you. The training design makes Safe Passage the most powerful training solution ever created.

Software

<table>
<thead>
<tr>
<th>Features</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ MS Windows based</td>
<td>✓ Easy to use</td>
</tr>
<tr>
<td>✓ Multimedia</td>
<td></td>
</tr>
<tr>
<td>✓ Interactive</td>
<td>✓ Pleasant training experience</td>
</tr>
<tr>
<td>✓ Hands-on labs (real-life applications)</td>
<td></td>
</tr>
<tr>
<td>✓ Randomized testing (exams)</td>
<td>✓ Cost effective</td>
</tr>
<tr>
<td>✓ Automatic student tracking</td>
<td></td>
</tr>
<tr>
<td>✓ Friendly graphical user interface</td>
<td></td>
</tr>
<tr>
<td>✓ Automatic curriculum customization</td>
<td></td>
</tr>
<tr>
<td>✓ Downloadable from the World Wide Web</td>
<td></td>
</tr>
<tr>
<td>✓ Administrative functions</td>
<td>✓ Familiar look-and-feel of user interface</td>
</tr>
<tr>
<td>✓ Reporting functions</td>
<td>✓ Intuitive</td>
</tr>
<tr>
<td>✓ Password and ID protected</td>
<td>✓ Graphical with recognizable icons</td>
</tr>
</tbody>
</table>

Training

<table>
<thead>
<tr>
<th>Features</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Attention to audience requirements</td>
<td>✓ Increased student retention up to 60%</td>
</tr>
<tr>
<td>✓ Clearly stated instructional objectives &amp; goals</td>
<td></td>
</tr>
<tr>
<td>✓ Current information</td>
<td>✓ Time effective</td>
</tr>
<tr>
<td>✓ Individualized instruction</td>
<td>✓ Customized, personalized training</td>
</tr>
<tr>
<td>✓ Self-paced approach</td>
<td></td>
</tr>
<tr>
<td>✓ Modularized design</td>
<td>✓ Easy to follow and understand</td>
</tr>
<tr>
<td>✓ Remedial training</td>
<td></td>
</tr>
<tr>
<td>✓ Recurrent training</td>
<td>✓ Increased employee effectiveness</td>
</tr>
<tr>
<td>✓ Final exam</td>
<td></td>
</tr>
<tr>
<td>✓ Continuous updates</td>
<td>✓ Increased return on investment</td>
</tr>
</tbody>
</table>
Understanding Safe Passage

Before you log into Safe Passage for the first time, it is important to understand the structure of the Safe Passage Training Management System. The Safe Passage Training Management System is a sophisticated and secure training records management system. Anyone wishing to access Safe Passage training programs must have a valid user account. The information stored in the user account allows the Training Management System to track training progress for that user and provides access to various components of the training programs.

Using Safe Passage for the First Time

When you first install Safe Passage, all of the data files are empty waiting for your input. This means that there are no user accounts set up yet. To log into Safe Passage and set up your user account, you will need the Master ID Number and Password provided to you from Safe Passage Customer Service. This account is preset by Safe Passage and should only be used to access the program for the first time to set up your account. Please keep this account information confidential, anyone with access to it has administrator level privileges. Additionally, you should not use this user account for ordinary use of the program.

Immediately create your own account after you log in using the master user account for the first time. Refer to the Add User Accounts section of this manual for directions to do so. Once your account is created, exit the program and log back using your new Identification (ID) Number and Password. This ensures that all information you enter is accurate and tracked.

User ID Numbers

Each user account requires an ID Number. Refer to the Add User Accounts section of this manual for directions to do so. For now, it is important to understand that the ID Number is a unique number. Once assigned, you can neither delete a user's ID Number nor can you reuse it for another user. Even if you delete the user, you will not be able to reuse that ID Number.

In most cases, it is appropriate to use staff numbers or employee numbers for user account ID Numbers. This makes it easy for the employee to remember.

Passwords

As an instructor, you create user accounts by assigning ID Numbers and passwords. Although the ID Number must be unique for each user, the password does not have to be. When you first create a user account, assign a temporary password to the account and click the RESET ON NEXT LOGIN box. Provide the user with the ID Number and password. The user who logs in for the first time uses the temporary password. Once verified by the Training Management System, the user is prompted to create a personal and private password. The system will not track changes to user passwords. Therefore it is important that each user maintain their password. In the event, that a user loses his or her password, an Instructor or Administrator will be able to assign a new one to the user account.

Access Levels

There are four access levels available. It is important to distinguish and assign the correct access level to users of the system. These access levels are assigned from selecting Administrator, Instructor, Student, or Auditor when creating an account in the User Manager section of the Administrator Tools. Access to system functions will depend greatly on the access level initially assigned.

Different functions are available based on a user’s access level. A summary of the different functions available from your Personal Home page, based on your access level, is provided.

<table>
<thead>
<tr>
<th>Function</th>
<th>Administrator</th>
<th>Instructor</th>
<th>Student</th>
<th>Auditor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Class List*</td>
<td>Full</td>
<td>Full</td>
<td>Full</td>
<td>None</td>
</tr>
<tr>
<td>Reports*</td>
<td>Full</td>
<td>Full</td>
<td>Full</td>
<td>None</td>
</tr>
</tbody>
</table>
Personal Home Page

Your Personal Home Page allows you access to the feature of Safe Passage that you wish to use. Available features will be based on the access level granted to you. These features may include:

- Class List
- Reports
- User Configuration
- Messages
- Administrator Tools

Class List

All users in the Safe Passage Training Management System have the ability to view available classes on the Class List.

Reports

The reports function allows the user to view various reports regarding the status of their courses. Users wishing to view available reports from their own training records may access reports from their Personal Home page.

User Configuration

This function allows users the ability to manage their own user password. Each user account has access to the User Configuration section to change his or her password. For more information, refer to the Changing your Password section of this manual.

Messages

This feature allows users to retrieve and reply to messages. Messages may be sent by students wishing to communicate with an instructor. Instructors may then reply to a student’s message using the convenient Reply feature. Students may not use this feature to send a message to another student.

Administrator Tools

The Administrator Tools section of the Training Management System is only available to users with an Administrator, Instructor, or Auditor level access. A summary of the different functions available from your Administrator Tools page, based on your access level, is provided.

<table>
<thead>
<tr>
<th>Function</th>
<th>Administrator</th>
<th>Instructor</th>
<th>Auditor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Manager</td>
<td>Full</td>
<td>Full</td>
<td>None</td>
</tr>
<tr>
<td>Report Manager</td>
<td>Full</td>
<td>Full</td>
<td>Full</td>
</tr>
<tr>
<td>User Manager</td>
<td>Full</td>
<td>Full</td>
<td>None</td>
</tr>
<tr>
<td>System Manager</td>
<td>Full</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

Course Manager

The Course Manager function gives Administrators and Instructors the ability to change configuration settings associated with the courses. Administrators and Instructors can configure the passing score for
Unit Tests and Content Exams, adjust the passing score for Simulator Course Final Exams, enable/disable Simulator Mark Threat features, and manually configure practice bag counts for Simulator Practice Sessions. Using the Course Manager, Administrators and Instructors can also enable or disable classes for users to access.

**User Manager**

The User Manager allows Administrators and Instructors to add, edit or delete users to and from the system. The type of user account you are able to manage is limited by your access level. Users with Administrator level access have the ability to manage all types of user accounts including other administrators, instructors and student accounts. Instructor level access gives users the ability to manage student accounts.

The User Manager also allows Administrators and Instructors to add, edit, configure and delete groups. This makes sorting and reviewing user records easier by defining them into user groups.

**Report Manager**

The Report Manager allows Administrators, Instructors, and Auditors access to configure, view and print a variety of reports, Certificates of Achievement, and exams for users in the system. The users you are able to view is limited by your access level. Administrators and auditors are able to configure, view and print reports and certificates for all other user accounts. Instructors are able to configure, view and print reports and certificates for student accounts.

The Report Manager also allows Administrators, Instructors, and Auditors to review users’ simulator sessions.

**Launching Safe Passage**

**Logging into Safe Passage**

1. Launch Internet Explorer and type in the web address provided to you by Safe Passage.
2. To view the screen full screen, press F11. If the browser window does not display correctly, check your computer’s display settings. The site is best viewed when set to 1280 x 800 resolution.
3. At the Standby screen, click LOGON or click QUIT to return to the desktop.
4. Enter your ID number using the number keys on your keyboard or by clicking the appropriate on-screen number keys. Click NEXT to continue or click CLEAR to delete your entry.
5. Enter your Password using the number keys on your keyboard or by clicking the appropriate on-screen number keys. If you make a mistake, click CLEAR to delete your entry.
6. To submit your log in information, click LOGON. You will be taken to your Personal Home Page.

Note: During your initial login, you may be required to set a new Password for your user account. This happens when you are assigned a temporary password for your initial login.

**Setting Your Password**

Administrators and instructors have the option of allowing the student to create his or her own private password when initially logging onto the system.

When you are assigned to change your password, your Personal Home Page will display the User Configuration Screen after your initial login. You must set a new password. Your old password will be filled in for you in the Enter Your Old Password field.
To set your new password:
1. Enter your new password using the number keys on your keyboard or by clicking the appropriate on-screen number keys in the appropriate field. Click NEXT to continue or click CLEAR to delete your entry.
2. Reenter your new password using the number keys on your keyboard or by clicking the appropriate on-screen number keys in the appropriate field. If you make a mistake, click CLEAR to delete your entry.
3. To submit your new password, click SAVE.
4. A dialog box will appear confirming your password was successfully changed.
5. Click OK to close this box and select another option from your Personal Home Page to continue.

Using Your Personal Home Page

User Configuration
The User Configuration Option allows users to change their password.
1. At your Personal Home page, click USER CONFIGURATION.
2. Enter your old password using the number keys on your keyboard or by clicking the appropriate on-screen number keys in the appropriate field. Click NEXT to continue or click CLEAR to delete your entry.
3. Enter your new password using the number keys on your keyboard or by clicking the appropriate on-screen number keys in the appropriate field. Click NEXT to continue or click CLEAR to delete your entry.
4. Reenter your new password using the number keys on your keyboard or clicking the appropriate on-screen number keys in the appropriate field. If you make a mistake, click CLEAR to delete your entry.
5. To submit your new password, click SAVE.
6. A dialog box will appear confirming your password was successfully changed.
7. Click OK to close this box.

Reports
The reports function allows the user to view and print a summary of their progress for specific or all courses. This function also allows users to view and print their Certificates of Achievement.

Viewing reports:
1. At your Personal Home page, click REPORTS.
2. The available reports will appear on the Report Listing page. Click the REPORT you wish to view.
3. For some reports, you have the ability to filter the amount of information provided. Filter information as desired and click CONTINUE to display the requested report.
4. When you have completed viewing the report, you have the option to print* the selected report or you can click RETURN to go back to the previous screen.
5. Click EXIT to return to your Personal Home page.

Viewing certificates:
1. At your Personal Home page, click REPORTS.
2. At the Reports Screen, click COMPLETION CERTIFICATES.
3. Click DISPLAY NAME AS LAST, FIRST to change the format of the default name display (First, Last) if so desired.
4. To print a Certificate of Achievement for a class, click DISPLAY CLASS CERTIFICATES.
5. To print a Certificate of Achievement for a specific course, click DISPLAY COURSE CERTIFICATES.
6. Select the course/class Certificate of Achievement(s) you wish to view or print from the drop down menu.
7. Click CONTINUE to proceed or click CANCEL to return to the Reports function.
8. When the certificate appears, you may click PRINT to print out the certificate or click RETURN to go back to the previous screen.
9. Click EXIT to return to your Personal Home page.

Class List
The Class List displays classes that you have been assigned access to view (see Manage User Class Access for more information).

Selecting a Class
1. At your Personal Home page, select a Class from the Class List by clicking on the CLASS NAME.
2. Select a Course from the Class Menu by clicking on the COURSE NAME. Your selected course will load and display.
Note: For additional information regarding a specific class or course, refer to its corresponding manual.

Credit Allocation
Credits allocated to a class will display at the Class List. Each available Class will provide you with a series of messages to indicate the level of access available. The table below summarizes the possible messages you may encounter.

<table>
<thead>
<tr>
<th>Message</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Available</td>
<td>Credits are available for student use</td>
</tr>
<tr>
<td>Date</td>
<td>Student has accessed the class; date indicates when access to the class will expire</td>
</tr>
<tr>
<td>Expired</td>
<td>Student access to the class has expired; if additional credits available, student may access the class</td>
</tr>
<tr>
<td>No Credits</td>
<td>Credits are unavailable for student use; contact Safe Passage International to obtain additional credits</td>
</tr>
</tbody>
</table>

Messages
This feature is enabled if you have received a message.

Reading a New Message
1. At your Personal Home page, click MESSAGES.
Note: If the Messages option is disabled, there are no messages to be read.
2. Select a message from the Messages Control Panel by clicking on it. The message will display in the window below. Additionally, the Read state will also change from No to Yes.
Responding to a Message

1. At your Personal Home page, click MESSAGES.
   Note: If the Messages option is disabled, there are no messages to be read.
2. Select a message from the Messages Control Panel by clicking on it. The message will display in the window below.
3. Click REPLY.
4. A dialog box will appear. Type your message.
5. Click SEND.
6. A Message Sent dialog box will appear to confirm the message was sent. Click OK to close this box.

Deleting a Message

1. At your Personal Home page, click MESSAGES.
   Note: If the Messages option is disabled, there are no messages to be read.
2. Select a message from the Messages Control Panel by clicking on it. The message will display in the window below.
3. Click DELETE. Your message will be permanently deleted.

Administrator Tools

This next section provides further detail on the functions within the Administrator Tools. These tools may be accessed by Administrators or Instructors only.

User Manager

Add User Accounts

Each user must have a valid user account with an assigned identification number to access the courseware.

To create a new user account:
1. At the Personal Home page, click ADMINISTRATOR TOOLS, USER MANAGER, and ADD NEW USER.
2. Use your keyboard to provide user data for the fields listed in the table below. You may use the Tab key to move to the next field.

<table>
<thead>
<tr>
<th>Last Name</th>
<th>Reset on Next Login</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Access Level*</td>
</tr>
<tr>
<td>User ID</td>
<td>Address</td>
</tr>
<tr>
<td>MI (Middle Initial)</td>
<td>Phone Number</td>
</tr>
<tr>
<td>Password</td>
<td>Date of Birth</td>
</tr>
<tr>
<td>Confirm Password</td>
<td>Group Membership**</td>
</tr>
</tbody>
</table>

*Your Access Level determines the Access Level you may assign to others. See Access Levels for more information.

**Assigning Group Membership is only available when there are groups defined.

3. To create a Temporary Password and require the user to change his or her password, click the RESET ON NEXT LOGIN box. This will require the user to change their password on their next login.
4. You must enter information in all of the mandatory fields. Mandatory fields are identified using red text. The other fields are optional and can be used to create a complete personnel file.
5. To save the new user account, click SAVE or to clear the form without saving the information into the system, click CANCEL.

6. If you chose to cancel the new user account, an Abandon Changes dialog box will appear. Click YES to continue or click NO to return to the user account information screen.

7. Once you have saved the new user account, a message will appear asking you if you want to assign access to classes for the new user. Click YES to manage the new user’s class access or click NO to return to the USER MANAGER.

8. To exit from the User Manager, click EXIT.

Change User Passwords

A common activity with the User Manager is reassigning a new password to a user who has forgotten his or her password.

To change a user’s password:
1. At the Administrator Tools, click USER MANAGER.
2. Highlight the user’s name in the list and click EDIT. The user account information will appear.
3. Click the CHANGE PASSWORD box. This will allow you to change the user password.
4. Enter a new password.
5. Reenter the password in the Confirm Password box.
6. If you would like the user to change their password on their next login, click the RESET ON NEXT LOGIN box. This will require the user to change their password upon their next login. Otherwise, they may change the password using User Configuration from the Personal Home Page.
7. Click SAVE to save the new password or click CANCEL to clear all changes.
8. If you chose to save the new password, you may now give the new password to the user to login.
9. To exit from the User Manager, click EXIT.

Edit User Information

As a reminder your Access Level determines the user account you are able to access and edit. You may use the User Manager to edit any user account information except for the User ID’s.

To edit User Account information:
1. At the Administrator Tools, click USER MANAGER.
2. Highlight the user’s name in the list and click EDIT.
3. The user account information will appear.
4. You may change any personal information about the user.
   It is important to note that you cannot change an employee’s ID Number. It is permanent.
5. Click SAVE to save changes or click CANCEL to clear all changes.
6. To exit from the User Manager, click EXIT.

Delete User Account

In some cases, you may want to delete a user account from the program. This procedure moves the user account from the Active User list to the Inactive User list. Once a user account is deleted, that person will not be able to access the Safe Passage Training Management System. Deleted users may be reinstated at a later date if so desired.

To delete a user:
1. At the Administrator Tools, click USER MANAGER.

2. Highlight the user’s name in the list and click DELETE USER.

3. A dialog box will appear to confirm your request. Click YES.

4. The user account will be deleted. To help you identify deleted users, the light bulb icon next to the user’s name will be turned “off”. You may hide or display inactive users by checking or un-checking the HIDE INACTIVE USERS box.

5. To exit from the User Manager, click EXIT.

**Reinstate User Account**

Deleted user accounts are archived in the system forever. If you need to reinstate a user account to print past records or because the person is rehired, you perform this operation in the User Manager.

To reinstate deleted user accounts:

1. At the Administrator Tools, click USER MANAGER.

2. If you do not see the user’s name, uncheck the HIDE INACTIVE USERS box. Doing so will display both active and inactive user accounts.

3. Highlight the user’s name in the list you wish to reinstate.

4. To reinstate the user account, click RESTORE USER.

5. To exit from the User Manager, click EXIT.

**Manage Class Access**

Administrators and Instructors have the ability to provide students with access to only view classes that have been assigned.

To manage class access for a user:

1. At the Administrator Tools, click USER MANAGER.

2. Highlight the user’s name in the list and click MODIFY ACCESS.

3. The User Access Manager will appear. Classes that a user has been assigned access to will appear on the right.

4. To add class access to a user, select a class from the left menu and click on the ADD CLASS TO USER button. You can use the ADD ALL CLASSES TO USER button to provide user access to all available classes.

5. To remove user access from a class, select a class from the right menu and click on the REMOVE CLASS FROM USER button. You can use the CLEAR CLASS LIST button to remove all classes from the user access list.

Note: You can manage class access for other users on this panel by using the drop down menu on the right to select another user.

To manage class access where credit to access the class by the user has expired:

1. At the Administrator Tools, click USER MANAGER.

2. Highlight the user’s name in the list and click MODIFY ACCESS.

3. The User Access Manager will appear. Classes that a user has been assigned access to will appear on the right.

4. If a user has been assigned a class and the class has the ASSIGN CREDIT TO EXPIRED CLASS icon next to it, the user’s credit to access the class has expired. Click this icon to allocate a new credit to grant access.
5. If you would like to reset the class and assign a new credit to the expired class, click RESET AND ASSIGN CREDIT TO EXPIRED CLASS.

Reset User Timer

Administrators and Instructors have the ability to view and reset the class timer for students for recurrent training purposes
1. At the Administrator Tools, click USER MANAGER.
2. Highlight the user’s name in the list and click RESET TIMER.
3. A list of classes will appear. Selecting a class will display the class minimum training requirement, the students overall duration to date, the last date a student accessed the training and the training status.
4. To reset a timer, select a class and click on the SAVE button. A dialog box will appear to confirm your request. Click OK or CANCEL to proceed.

Manage Group

For easy management, you may want to organize your users into groups. The groups feature allows you to add, edit, and delete customized groups of users. Once a group has been created, you assign users to the group.

Add Groups
1. At the Administrator Tools, click USER MANAGER, and MANAGE GROUPS.
2. Click ADD GROUP.
3. If there are no groups defined, a dialog box will appear that states, “There are no defined groups. Would you like to add one now?” Click YES to continue or click NO to cancel.
4. Enter the Group Name that you want.
5. Click SAVE. Your new group will display.
6. You may select users to add or remove from the list using the associated arrows. Highlight the user you wish to add or remove and click the appropriate arrow.
7. When you have completed adding or removing users, click SAVE.
8. You may continue adding more groups as necessary.
9. To exit from the User Manager, click EXIT.

Delete Group

Note: Deleting a group will not remove the user accounts from the system.
1. At the Administrator Tools, click USER MANAGER, and MANAGE GROUPS.
2. If more than one group is available, select the appropriate group from the dropdown box on the right side of the screen.
3. Click DELETE GROUP.
4. A dialog box will appear asking if you want to delete this group. Click YES.
5. To exit from the User Manager, click EXIT.

Edit Group/Group Name
1. At the Administrator Tools, click USER MANAGER, and MANAGE GROUPS.
2. If more than one group is available, select the appropriate group from the dropdown box on the right side of the screen,
3. You may add or remove user accounts from this screen.
4. Click SAVE.
5. If you want to change the Group Name, click EDIT GROUP NAME.
6. Enter a new group name.
7. Click SAVE.
8. Your new group name and list will display.
9. To exit from the User Manager, click EXIT.

**Review Group**

1. At the Administrator Tools, click USER MANAGER, and MANAGE GROUPS.
2. The first available group will display on the right side of the window.
3. User accounts assigned to the group will also be displayed.
4. If more than one group is available, select the appropriate group from the dropdown box on the right side of the screen, to view user accounts.

**Reset Class Data**

The User Manager also allows you to reset class data for a user. This process will clear all training records for a specific user’s selected class.

Note: Once the class data has been reset, training records belonging to the user will still be available across a variety of reports. Check the Include Reset Data box to display reset data in a report.

1. At the Administrator Tools, click USER MANAGER.
2. Highlight the user account that you would like to reset the class data for.
3. Click RESET CLASS.
4. A window listing available classes will appear.
5. Select the class you wish to reset and click SAVE.
6. A dialog box will inform you that you will reset the class data and this process cannot be undone. Click YES to continue.
7. If the class contains a simulator course, a dialog box will appear noting this. An option will display to reset the practice data for the simulator as well. Click Yes to continue or click NO if you do not want to reset the simulator.
8. If the class contains a course that is shared across other classes, an option will appear to reset the other class(es) as well. This is highly recommended. Click Yes to reset the other classes as well.
9. A dialog box will appear confirming that the class data has been reset. Click OK.
10. To exit from the User Manager, click EXIT.

**Report Manager**

Reports provide automated summaries of course related information. You have the ability to configure, view, and print the report for users based on your access level. Reports can be viewed by course, by groups or by specific individuals.

You may also review a user’s simulator session and view or print Certificates of Achievement. The following table identifies the various options available from this function.

<table>
<thead>
<tr>
<th>Completion Certificates</th>
<th>Generates Certificates of Achievement for completed courses or classes.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Results Report – Content Course</td>
<td>Generates progress report of all students registered for a</td>
</tr>
</tbody>
</table>
Results Report – Simulator Course
Generates progress report of all students registered for a specific simulator course.

Roster Report – Group
Generates a list of all students in a group registered for a specific course.

Roster Report – Individual
Generates list of all students registered for a specific course.

Student Test Results
Allows you to review a specific student’s response to each question answered during a final exam.

Time Tracking Report
Generates report regarding a specific student’s time spent in course(s).

Transcript Report – Content Course
Generates report regarding a specific student’s content course(s) progress.

Transcript Report – Simulator Course
Generates report regarding a specific student’s simulator course(s) progress.

X-ray Simulator – Practice Review Session
Allows you to review a specific student’s X-ray Simulator session.

Selecting and Viewing Reports
1. From your Personal Home Page, click ADMINISTRATOR TOOLS and REPORT MANAGER.
2. The available reports will appear on the Report Listing page. Click the REPORT you wish to view.
3. For some reports, you have the ability to filter the amount of information provided. Filter information as desired and click CONTINUE to display the requested report. Filter options include:
   a. The display format of a user's name
   b. Whether to include archived (reset) data in the report
   c. Viewing data at the course or class level
4. When you have completed viewing the report, you have the option to print* the selected report or you can click RETURN to go back to the previous screen.
5. To exit from the Report Manager, click EXIT.

*For more information about printing a report, refer to the Printing a Report/Certificate section of this manual.

Selecting and Viewing Certificates of Achievement
1. From your Personal Home Page, click ADMINISTRATOR TOOLS and REPORT MANAGER.
2. Click COMPLETION CERTIFICATES.
3. Select a USER from the User List.
4. Click DISPLAY NAME AS LAST, FIRST to change the format of the default name display (First, Last) if so desired.
5. To print a Certificate of Achievement for a class, click DISPLAY CLASS CERTIFICATES.
6. To print a Certificate of Achievement for a specific course, click DISPLAY COURSE CERTIFICATES.

7. Select the course/class Certificate of Achievement(s) you wish to view or print from the drop down menu.

8. Click CONTINUE to display the certificate or click CANCEL to return to the Reports List.

9. When you have completed viewing the certificate, you have the option to print* it or you can click RETURN to go back to the previous screen.

10. To exit from the Report Manager, click EXIT.

*For more information about printing a certificate, refer to the Printing a Report/Certificate section of this manual.

Review a Student’s X-ray Interpretation Practice or X-ray Interpretation Final Exam

Students can only select one of their own simulation sessions to review, but an auditor/instructor/administrator can review any simulator session taken by any employee at any time using the Report Manager feature.

1. From your Personal Home Page, click ADMINISTRATOR TOOLS and REPORT MANAGER.

2. The available reports will appear on the Report Listing page. Click X-RAY SIMULATOR - PRACTICE SESSION REVIEW.

3. Highlight the user’s name in the list.

4. Highlight the course which contains the simulator session you would like to view using the Select a Simulator Course drop down menu.

5. Click SAVE.

6. Simulator sessions will begin to load and a list of available simulations will be provided. Click on the session you would like to review.

7. A Simulation Review Screen will open. Click on an individual bag in the Baggage Check Counter to view details about the bag and to review the user’s responses.

8. To return to the Simulation List to select another session, click NEXT.

9. To return to Administrator Tools, click EXIT.

Printing a Report/Certificate

1. Check that your printer is connected to your PC and turned on.

2. From your Personal Home Page, click ADMINISTRATOR TOOLS and REPORT MANAGER.

3. Follow the directions provided previously to view the report or certificate you wish to print.

4. Click PRINT.

5. A Print window will open. Configure options as desired.

6. Click PRINT to print the report/certificate or click CANCEL.

7. When you have completed printing the report/certificate, click RETURN to go back to the previous screen.

8. To exit from the Report Manager, click EXIT.

Course Manager

View Class/Course Information

Administrators and Instructors have the ability to view information on available courses using the Course Manager.
1. At the Administrator Tools, click COURSE MANAGER.
2. A list of available classes will display. Highlight a class to view a detailed summary of the class.
3. To view available courses in a class, click on the ARROW next to its title. Its courses will display.
4. Highlight a course to view a detailed summary of the course.
5. To exit from the Course Manager, click EXIT.

**Disable Class**
Administrators and Instructors may disable access to a particular class by disabling it using the Course Manager.

1. At the Administrator Tools, click COURSE MANAGER.
2. A list of available classes will display.
3. Highlight the class you wish to disable and click DISABLE CLASS.
4. The status of the class will change from enabled to disabled.
5. To exit from the Course Manager, click EXIT.

Note: Disabling a class will disable its associated courses.

**Enable Class**
Administrators and Instructors may enable access to a particular class by enabling it using the Course Manager.

1. At the Administrator Tools, click COURSE MANAGER.
2. A list of available classes will display.
3. Highlight the class you wish to enable and click ENABLE CLASS.
4. The status of the class will change from disabled to enabled.
5. To exit from the Course Manager, click EXIT.

Note: Enabling a class will enable its associated courses.

**Manage User Access**
Users only have access to view classes that have been assigned to them.

1. At the Administrator Tools, click COURSE MANAGER.
2. A list of available classes will display.
3. Highlight the class you wish to manage access for and click MODIFY ACCESS.
4. The Class Access Manager will appear. Users that have been assigned access to the class will appear on the right.
5. To add user access to a class, select a user from the left menu and click on the ADD USER TO CLASS button. You can use the ADD ALL USERS TO CLASS button to provide class access to all available users.
6. To remove user access from a class, select a user from the right menu and click on the REMOVE USER FROM CLASS button. You can use the CLEAR USER LIST button to remove all users from the class access list.

Note: You can manage class access for other users on this panel by using the drop down menu on the right to select another class.
To manage class access where credit to access the class by the user has expired:
1. At the Administrator Tools, click COURSE MANAGER.
2. A list of available classes will display
3. Highlight the class you wish to manage access for and click MODIFY ACCESS.
4. The Class Access Manager will appear. Users that have been assigned access to the will appear on the right.
5. If a user has been assigned a class and the class has the ASSIGN CREDIT TO EXPIRED CLASS icon next to it, the user’s credit to access the class has expired. Click this icon to allocate a new credit to grant access.
6. If you would like to reset the class and assign a new credit to the expired class, click RESET AND ASSIGN CREDIT TO EXPIRED CLASS.

Manage Timer Functionality
Administrators and Instructors may assign a minimum timer requirement for a class. Classes that have a minimum timer requirement will track student time spent in a class.
1. At the Administrator Tools, click COURSE MANAGER.
2. A list of available classes will display
3. Highlight the class you wish to manage the minimum timer requirement for and click MODIFY TIMER
4. Enter or change the minimum time requirement in hours and minutes
5. To save the minimum time requirement, click SAVE or click CANCEL to cancel changes

Review/Edit Passing Score
Administrators and Instructors may change the passing scores for a content course’s Unit Tests and Final Exam.
1. At the Administrator Tools, click COURSE MANAGER.
2. A list of available classes will display.
3. Click on the arrow next to the Class you wish to edit to display its associated courses.
4. Highlight the course you wish to review or edit.
5. Click EDIT.
6. The default Unit Test Passing Score and the Content Final Exam Passing Score will display.
7. To edit either passing score, click the UP or DOWN arrows next to the value you wish to change. Clicking the UP arrow will increase the passing score. Clicking the DOWN arrow will decrease the passing score.
8. To save all changes, click SAVE or click CANCEL to cancel changes.
9. To exit the Course Manager, click EXIT.

Reset Passing Score
You have the ability to reset the passing scores for the Unit Tests and Content Final Exam.
1. At the Administrator Tools, click COURSE MANAGER.
2. A list of available classes will display.
3. Click on the arrow next to the Class you wish to reset to display its associated courses.
4. Highlight the course you wish to reset.
5. Click EDIT.
6. To reset the passing scores, click on the RESET TO DEFAULT VALUES button located in the Final Exam Passing Score box.
7. To save all changes, click SAVE or click CANCEL to cancel changes.
8. To exit the Course Manager, click EXIT.

Configure Threat Object Matrix

You have the ability to determine the bag type that will display in an X-ray Interpretation Practice Session. This is a useful feature that can be used to focus your training sessions on specific threat objects.

1. At the Administrator Tools, click COURSE MANAGER.
2. A list of available classes will display.
3. Click on the arrow next to the Class you wish to configure.
4. Highlight the simulator course you wish to configure.
5. Click EDIT.
6. Click the Manually Configure Practice Bag Count box.
7. Use the Up and Down arrows next to the threat count you wish to alter.
8. To save the new configuration, click SAVE or click CANCEL to cancel changes.
9. To exit the Course Manager, click EXIT.

Reset Threat Object Matrix

To return the Threat Object Matrix to its default settings:

1. At the Administrator Tools, click COURSE MANAGER.
2. A list of available classes will display.
3. Click on the arrow next to the Class you wish to configure.
4. Highlight the simulator course you wish to configure.
5. Click EDIT.
6. To reset the passing scores, click on the RESET TO DEFAULT VALUES button located in the Threat Object Matrix box.
7. To save all changes, click SAVE or click CANCEL to cancel changes.
8. To exit the Course Manager, click EXIT.

Modify Timer

To set time limits for Simulator practice sessions and/or exam sessions:

1. At the Administrator Tools, click COURSE MANAGER.
2. A list of available classes will display.
3. Click on the arrow next to the Class you wish to configure.
4. Highlight the simulator course you wish to configure.
5. Click MODIFY TIME REQUIREMENT.
6. To set image time limits for practice sessions, click on the practice sessions Each Image box. 
   – Then click the UP or DOWN arrows to set the number of seconds that the student will be given 
     to resolve each image.
7. To set image time limits for exam sessions, click on the exam sessions Each Image box. 
   – Then click the UP or DOWN arrows to set the number of seconds that the student will be given to 
     resolve each image.
8. To set session time limits for practice sessions, click on the practice sessions Each Session box. 
   – Then click the UP or DOWN arrows to set the number of minutes that the student will be given to 
     complete each session.
9. To set session time limits for exam sessions, click on the exam sessions Each Session box. 
   – Then click the UP or DOWN arrows to set the number of minutes that the student will be given to 
     complete each session.
10. To save all changes, click SAVE or click CANCEL to cancel changes.
11. To exit the Course Manager, click EXIT.

Modify Exam Settings
To set perimeters that must be met in order to enable the Simulator final exam:
1. At the Administrator Tools, click COURSE MANAGER.
2. A list of available classes will display.
3. Click on the arrow next to the Class you wish to configure.
4. Highlight the simulator course you wish to configure.
5. Click FINAL EXAM SETTINGS.
6. Select ANY or ALL from the drop down menu. If ANY is selected, the final exam will be enabled when 
   any of the final exam perimeters are met. If ALL is selected, the final exam will be enabled only when 
   all of the final exam perimeters are met
7. To set final exam perimeters based on the number of practice sessions the student has completed, 
   click on the Number of Practice Sessions box. 
   – Then click the UP or DOWN arrows to set the number of practice sessions that the student must 
     complete to enable the final exam.
8. To set final exam perimeters based on the amount of time the student has spent taking practice 
   sessions, click on the Duration of Practice in HH:MM box.
   – Then key the number of hours and minutes that the student must spend taking practice sessions in 
     order to enable the final exam.
9. To set final exam perimeters based on the student's User Certification level, click on the User 
   Certification Level box. 
   – Then use the drop down menu to set the User Certification level required to enable the final exam.
10. To save all changes, click SAVE or click CANCEL to cancel changes.
11. To exit the Course Manager, click EXIT.
## Glossary

This Glossary is comprehensive and defines terminology and icons related to all Safe Passage products.

<table>
<thead>
<tr>
<th>Term</th>
<th>Picture</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACTIVE BUTTONS</td>
<td></td>
<td>Active buttons will appear throughout the course in color (not grayed out). The feature represented by the button is available and may be selected.</td>
</tr>
<tr>
<td>ACTIVE USER ACCOUNT</td>
<td>![Icon]</td>
<td>Accounts that are active will display this icon next to the user's name.</td>
</tr>
<tr>
<td>ADD ALL USERS/CLASSES</td>
<td>![Arrow]</td>
<td>Adds all users to class when assigning class access. Adds all classes to user when assigning user access.</td>
</tr>
<tr>
<td>ADD COMPANY</td>
<td>![Building]</td>
<td>Allows you to add a Company (see Manage Companies for more detail).</td>
</tr>
<tr>
<td>ADD GROUPS</td>
<td>![People]</td>
<td>Allows you to add groups to sort user accounts within your system.</td>
</tr>
<tr>
<td>ADD NEW USER</td>
<td>![User]</td>
<td>Allows you to add users to your system. Each user must be assigned a unique ID number. Users may also be assigned a temporary or permanent password.</td>
</tr>
<tr>
<td>ADD USER/CLASS</td>
<td>![Arrow]</td>
<td>Adds user to class when assigning class access. Adds class to user when assigning user access.</td>
</tr>
<tr>
<td>ADMINISTRATOR TOOLS</td>
<td>![Wrench]</td>
<td>One of several components available in the Safe Passage Operating System that is intended for the administration of the training programs by an authorized individual. Allows for the entry of information on personnel taking the training, system and course configuration and reporting capability on the progress of the training.</td>
</tr>
<tr>
<td>ASSIGN CREDIT TO EXPIRED CLASS</td>
<td>![IED Re]</td>
<td>Allows you to provide immediate access to a class that a student has access to at a future date</td>
</tr>
<tr>
<td>BACK/NEXT</td>
<td>![Arrows]</td>
<td>Navigation buttons used to go back to the previous page or to go to the next page of the training program.</td>
</tr>
<tr>
<td>CANCEL</td>
<td>![X]</td>
<td>Displayed throughout the program; its general function is to cancel actions or to reset the screen to its default values.</td>
</tr>
<tr>
<td>CLASS LIST</td>
<td>![Scroll]</td>
<td>Displays classes and courses available for you to complete.</td>
</tr>
<tr>
<td><strong>CLEAR BUTTON</strong></td>
<td>Displayed throughout the program; its general function is to clear the contents of the selected field or reset the screen to its default values.</td>
<td></td>
</tr>
<tr>
<td><strong>CONTINUE</strong></td>
<td>The administrator clicks on Make Report button to generate a report on the training progress of employees within the Administrator Tools program.</td>
<td></td>
</tr>
<tr>
<td><strong>COURSE MANAGER</strong></td>
<td>The Course Manager is used to view course listings and information, configure, activate and deactivate courses and simulations.</td>
<td></td>
</tr>
<tr>
<td><strong>DELETE GROUP</strong></td>
<td>Allows you to delete a group. This feature will not deactivate the user accounts listed in the group.</td>
<td></td>
</tr>
<tr>
<td><strong>DELETE USER</strong></td>
<td>Used primarily to delete a user file within the User Manager of the Administrator Tools. The user then becomes inactive (see Inactive User Account for more detail).</td>
<td></td>
</tr>
<tr>
<td><strong>DISABLE</strong></td>
<td>Allows you to disable access to a specific class/course, which would otherwise be available to all users.</td>
<td></td>
</tr>
<tr>
<td><strong>EDIT</strong></td>
<td>Represent a general editing function used throughout the Administrator Tools functions; click on this button to modify an existing entry.</td>
<td></td>
</tr>
<tr>
<td><strong>EDIT GROUP NAME</strong></td>
<td>Used to edit the name or users defined in the group.</td>
<td></td>
</tr>
<tr>
<td><strong>EXIT</strong></td>
<td>Click on this button to leave the part of the program that you are in and go to the previous screen. This button may also be selected to exit the Safe Passage program at login.</td>
<td></td>
</tr>
<tr>
<td><strong>GLOSSARY</strong></td>
<td>This button lists glossary terms to review throughout the course. This function is not available during course exams.</td>
<td></td>
</tr>
<tr>
<td><strong>GROUP TAB</strong></td>
<td>Allows you to view a list of available groups in the system.</td>
<td></td>
</tr>
<tr>
<td><strong>HELP</strong></td>
<td>Used to retrieve Help information on the use and navigation of the Safe Passage program.</td>
<td></td>
</tr>
<tr>
<td>Button</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>--------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>INACTIVE BUTTONS</td>
<td>Inactive buttons will appear throughout the course as grayed out. These buttons cannot be selected by the user. The feature represented by the button is not available.</td>
<td></td>
</tr>
<tr>
<td>INACTIVE USER ACCOUNT</td>
<td>Accounts that have been deleted or inactivated will display this icon next to the user name.</td>
<td></td>
</tr>
<tr>
<td>LAB</td>
<td>Indicates that a Lab Activity is available; the user must complete the lab to proceed with the training program.</td>
<td></td>
</tr>
<tr>
<td>LOGON</td>
<td>Displayed at the login screen. After entering the User ID and Password, the user clicks on this button to log into the program.</td>
<td></td>
</tr>
<tr>
<td>MANAGE GROUPS</td>
<td>Allows you to add, edit, or delete employees or group information within the User Manager of the Administrator Tools.</td>
<td></td>
</tr>
<tr>
<td>MANDATORY FIELDS</td>
<td>Mandatory fields are identified using red text when adding or editing a user account. These fields must be filled before the information on the employee can be saved.</td>
<td></td>
</tr>
<tr>
<td>MODIFY ACCESS</td>
<td>Provides you with the ability to assign students access to a class.</td>
<td></td>
</tr>
<tr>
<td>MODIFY TIMER</td>
<td>Allows you to modify the timer settings for a class.</td>
<td></td>
</tr>
<tr>
<td>OBJECTIVES</td>
<td>The objectives button lists the learning objective for a particular page in the course. Learning objectives inform the user what they should know and be able to do.</td>
<td></td>
</tr>
<tr>
<td>PASSWORD</td>
<td>Upon account creation, the Instructor creates a password for a student record, containing 4-10 digits. If enabled, the user can make changes to his or her own password.</td>
<td></td>
</tr>
<tr>
<td>PASSWORD FIELD</td>
<td>The user enters a Password provided by the Instructor during the initial login, which is displayed as asterisks on the Password field.</td>
<td></td>
</tr>
<tr>
<td>PRINT</td>
<td>Print training reports.</td>
<td></td>
</tr>
<tr>
<td>QUIT</td>
<td>Quits the Windows application and returns you to your Desktop.</td>
<td></td>
</tr>
<tr>
<td><strong>REMOVE USER/CLASS</strong></td>
<td>Removes user from class when assigning class access. Removes class from user when assigning user access.</td>
<td></td>
</tr>
<tr>
<td>-----------------------</td>
<td>---------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>REMOVE USERS/CLASSES</strong></td>
<td>Removes all users from class when assigning class access. Removes all classes from user when assigning user access.</td>
<td></td>
</tr>
<tr>
<td><strong>REPORT MANAGER</strong></td>
<td>The Report Manager is a function of the Administrator Tools that allows you to generate, view, print and configure reports on users in the system.</td>
<td></td>
</tr>
<tr>
<td><strong>REPORTS</strong></td>
<td>The Reports feature can be found at your Personal Home Page. Users may generate, view or print reports regarding their status in the course.</td>
<td></td>
</tr>
<tr>
<td><strong>RESET TIMER</strong></td>
<td>Provides the ability to reset a timer for a student.</td>
<td></td>
</tr>
<tr>
<td><strong>SAFE PASSAGE</strong></td>
<td>Click on this button at the Standby screen to launch the Safe Passage program. You will need a valid User ID and password to login.</td>
<td></td>
</tr>
<tr>
<td><strong>SAVE</strong></td>
<td>The Save button is displayed as a screen option within the Administrator Tools program. Click on this button to save files within the Course Manager, System Manager and User Manager.</td>
<td></td>
</tr>
<tr>
<td><strong>SYSTEM MANAGER</strong></td>
<td>The System Manager is used to set up and alter default system settings, network configuration, language setup, multiple company setup, and custom stand-by screen.</td>
<td></td>
</tr>
<tr>
<td><strong>USER BUTTON PANEL</strong></td>
<td>Located right of the User ID field. The user enters their User ID and Password using this panel.</td>
<td></td>
</tr>
<tr>
<td><strong>USER CONFIGURATION</strong></td>
<td>The User Configuration feature can be found at your Personal Home Page. Users may change their password.</td>
<td></td>
</tr>
<tr>
<td><strong>USER ID</strong></td>
<td>The user is assigned a unique ID, which cannot be duplicated. This allows the Instructor to track the user’s performance.</td>
<td></td>
</tr>
<tr>
<td><strong>USER ID FIELD</strong></td>
<td>The user enters a User ID.</td>
<td></td>
</tr>
<tr>
<td><strong>USER MANAGER</strong></td>
<td>The User Manager is used to view student roster, add, edit, delete users, create user groups, assign courses and reset scores.</td>
<td></td>
</tr>
</tbody>
</table>
USER TAB  Allows you to view a list of available users in the system.
Getting Help

Support is available Monday through Friday (excluding U.S. Holidays) from 8:30 AM to 5:30 PM Eastern Standard Time via:

- E-mail at support@safe-passage.com
- Telephone at +1 585 292 4910, ext. 230 or Toll-Free at 1 800 955 6552

When you contact us, please be prepared to provide:

- Your name, company name, address, and telephone number
- General information about your system configuration
- Your product name and identification number