

Summit Trainingweb® Frequently Asked Questions

Below is a list of frequently asked questions about Trainingweb®. The questions are divided into two categories, those for program users, and those for program administrators. Some questions are shown twice, as they are appropriate for both groups.

What are the system requirements?

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

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

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

How do I self-register?

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

How do I get back to the course menu?

Click the Summit Trainingweb Logo at the top of the screen to return to the course list.

How do I print a certificate?

If the administrator has the option enabled in the course manager, you may find the PRINT CERTIFICATES link on the last quiz of each course or in the

scores window. The administrator may also print the certificates within the course manager?

When I click CONTINUE the screen jumps back to the login screen?

Clicking the CONTINUE button launches a new window that is sized for the courseware. Pop-up blocker software will cause this function to fail. This issue could also manifest as error information on the screen or a blank popup window. For the full functionality of Summit Trainingweb®, pop-up blockers must be disabled.

How long does my password have to be?

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

How do I change my password?

Contact your administrator to change your password.

How can I change my login information?

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

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

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

The course keeps locking up in the quizzes.

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