

CJI Online Training Quick Start Guide

Welcome to CJI on-line learning. This **Quick Start Guide** should provide you with the information necessary to complete your online training.

Notice to Students:

When logging into any of our online courses, **DO NOT** Internet Explorer (IE), there seems to be a bug in the IE program that Microsoft has not updated. Use Mozilla Fire Fox or Google Chrome. Microsoft Edge may work in some cases, but there is no guarantee.

At the end of 2020, Adobe is removing Flash Player from use so CJI is in the process of transitioning courses into HTML5 content. What this means to you: when a course is transitioned to HTML5, your course manager will let you know and you will be able to access the course using smart devices, i.e. tablets, iPads, etc. We do not recommend using smartphones, even though courses can be accessed via smart phones, the smart phone screens may not allow full visibility of the course content.

Logging in: New Users

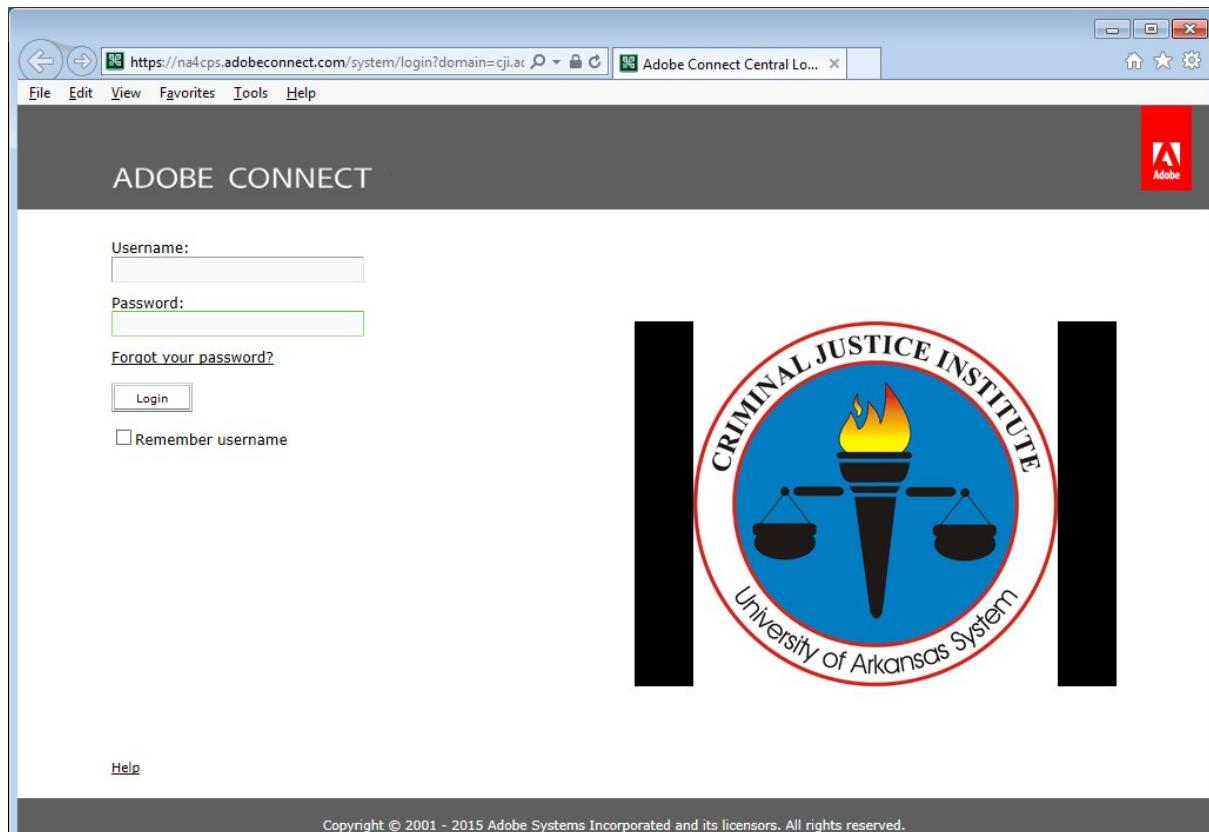
The website URL: <https://cji.adobeconnect.com> will take you to the CJI Adobe Connect site. Enter the login and password you have been assigned. When logging into the system for the first time, you will be prompted to change your password. Please remember your login and password and use them for all your CJI online courses.

Logging in: Current Users

The website URL: <https://cji.adobeconnect.com> will take you to the CJI Adobe Connect site. If you have taken a course with us in the past, you should have your login and password. Please remember this login and password and use them for all your CJI Online courses. If you cannot remember your login or need a new password, contact CJI.

You will see the CJI logo if you are at the correct website. If you do not see the logo, type the URL into your address bar. Using a search engine, such as Google or Bing, will likely take you to the wrong website.

Once you are logged in, click on the **My Training** folder and you will see your course(s). When you locate your course title, hover over it, or over the right side of the screen in the score column. You should see an arrow. Clicking this arrow will take you to your course. Complete all sections of the course as well as the evaluation.



Viewing

Once you open a course be sure to close the window when finished. Opening the same item or course in multiple windows, simultaneously, may lock you into Review Mode incorrectly. There are quizzes to complete throughout the course. Be sure to answer the questions, otherwise your course may show "In Progress" rather than "Complete."

Navigating Flash Player Courses

Flash Player

Adobe Flash Player 13.0 or later is required to run your online course. Most computers today have Flash Player. If you experience problems with audio, it may be that you need to update your version of Adobe Flash Player. You can go to Adobe.com to download a free, recent version of Adobe Flash Player.

Most of course is set up to be advanced by you, the user. The **Control Bar** gives you information and allows you to control presentation playback.

The **Navigation buttons** allow you to advance through the slides. You can click the play button or the advance button. There are some slides that allow backward movement. If the back button is gray it means the backward movement feature is not available at that time.

You may see an image of a lock appear and then fade. This indicates a **locked slide**, that is, the user cannot skip the slide. Navigation buttons are disabled for locked slides until the slide has been viewed completely at least one time.

The **Current Slide Number** tells you which slide you are on and how many slides are in that Section. Don't be discouraged by the number of slides in a Section! Most of the slides have about 30 seconds of audio apiece. And remember you can always take a break by logging out and logging back in later.

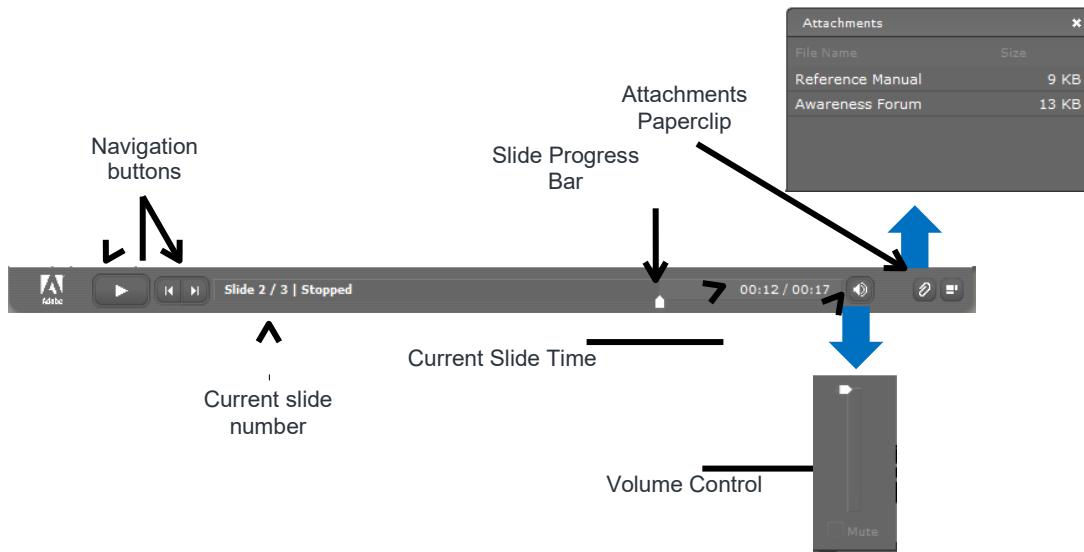
The **Current Slide Time** shows how far along the current slide is and the total slide time.

The **Slide Progress Bar** moves as the slide plays. You can drag it forward or back in the current slide to change your location within the slide playback. This is your best option for reviewing a slide.

The **Volume Control** shows the volume level that is set for the slide.

The **Attachment Paperclip** displays a small window showing attachments. These are various documents that will be available to you for saving or viewing.

Control Bar



Panes

When a course opens it is displayed in two panes. The Slide pane is on the left and the Notes pane on the right. The courses were designed to have you view the slides and listen to the instructor. You can read along with the Notes if you want to, but don't expect the audio and the notes to always match exactly!

Sometimes instructors say things their own way or include additional comments.

Navigating HTML5 Courses

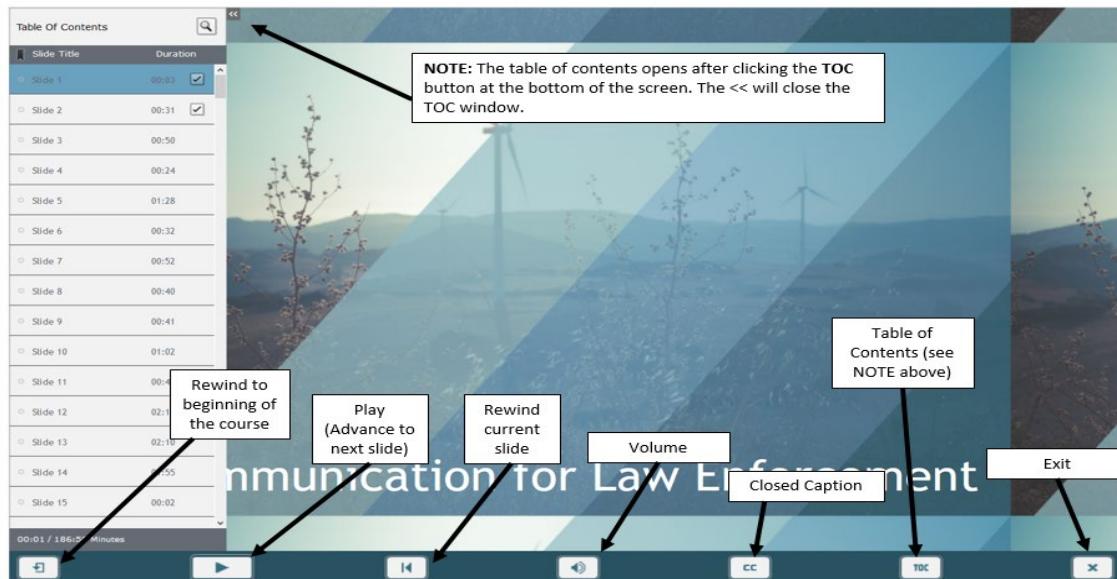
When you are enrolled in a newly transitioned course (HTML5 format) navigation is different than courses using Flash Player. Courses are no longer broken into separate sections, all sections have been consolidated along with the Participant Evaluation/Feedback. The only separate link to access is the course examination.

Courses are set up where slides will advance automatically and others will require the user to advance to the next slide. Be sure to advance through the entire course, including the last slide of the course in order to receive completion credit.

The **Navigation buttons** allow users to **Play**, **Rewind current slide**, **Rewind entire course**, turn on/off **Closed Captioning (CC)**, **Volume control**, and **Exit**.

There is an additional navigation button, **TOC**, when a user selects the TOC, the left side of the screen will display the course Table of Contents. The TOC allows the user to view

each slide and slide narration time and to view how many slides the user has completed (with a check mark) and how many more slides to complete the course. Users are unable to advance during course narration.



Logging out

You log off by simply closing the CJI Adobe Connect window. You can log in and out at any time. If you complete a portion of the training, you will be able to go right back to the slide you were on when you logged off.

Buffering and Video download

At some point in the course, usually a video, you may get a message that says "buffering." Or a video may not play at all. This is usually related to the download speed on the computer you are using. It may take a few minutes to download. If you still get the message after waiting several minutes, log out and log back in or try logging in on a faster internet connection. Rebooting your computer or logging in using a different browser sometimes improves this issue. You can sometimes correct this situation by deleting your browser history. To delete your browsing history, open Internet Explorer (or whatever browser you are using), choose Tools, Delete Browsing History.

Some users have experienced problems using a wireless connection, an iPhone, iPad, or Android. We recommend that you use a Windows-based computer with a hard-wired connection.

Completing your course

You are expected to view all the slides, answer all the questions, **and complete the evaluation**. Each course has an open date and time, and a close date and time. You can work on the course any time between the course opening and closing.

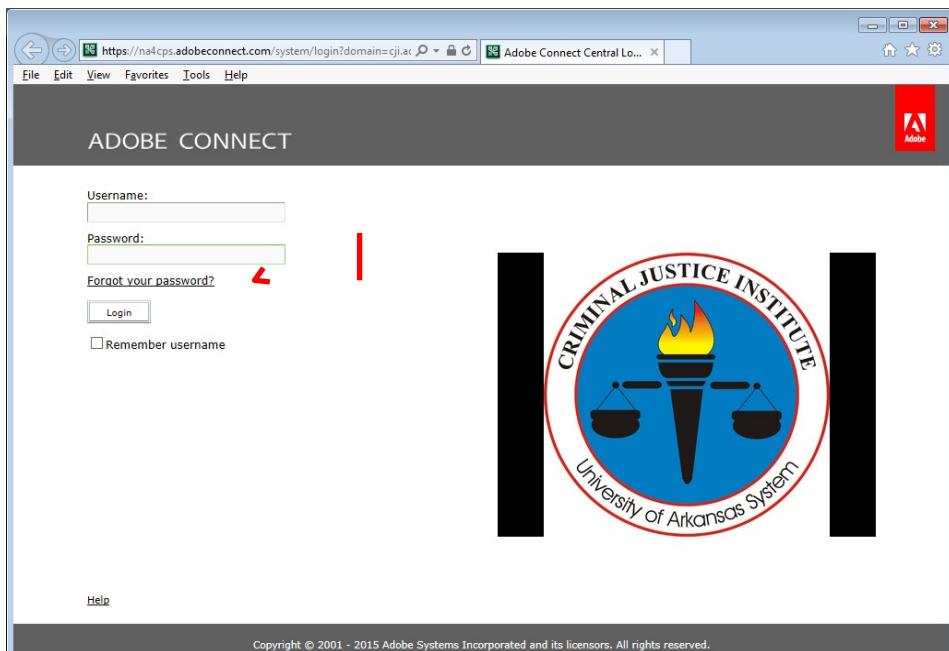
If you complete a section, but it says “In Progress” continue to the next section and contact CJI.

CLEST credit and Certificates

Participants who complete the curriculum will receive contact hours of credit from CLEST. A certificate will be emailed to you at the email address on your CJI course registration request. Certificates are mailed one to three weeks after the course close date. We will report completion of the course to CLEST.

Using Adobe Connect Forgot your password?

Adobe Connect passwords can be reset using [Forgot your password?](#) The link is located on the Adobe Connect Login Page on the left under the Password text box. You can use this link if you have forgotten your password or want to reset your existing password.



You will be asked to provide your email address. The email address you enter must match an email address in the CJI Adobe Connect database in order to receive an email from Adobe. Once you receive your email from Adobe, follow the instructions to reset your password.

Note that the email address that you enter 1) must match an email address in the CJI Adobe Connect database, 2) will be the email address used to send you an email, and 3) depending on your settings, may be caught by a spam filter and sent to your Junk email folder or quarantined.

You may also call CJI and request a new password.

Contact CJI:

For technical issues contact Lynnetta Spicer at 501-570-8085 or lgspicer@cji.edu or Dee Hamby at 501-570-8076 or dmhamby@cji.edu.

For other questions or concerns contact us at our main number 501-570-8000.