CJI Quick Start Guide for Online Courses Using Flash Player

Welcome to CJI's online course training. This **Quick Start Guide** is provided for students taking online courses that are published in **Adobe Flash Player** format.

Internet Explorer 11

For students using Internet Explorer 11: It has been noted that Microsoft Internet Explorer 11 contains an error in its browser software. The Microsoft webpage indicates this error will not be updated because they are removing Internet Explorer software from their products and are recommending users switch to Microsoft Edge.

Due to this error, courses published in Flash Player may have technical issues in Internet Explorer 11. Some students have been experiencing:

a. Video delays, known as "buffering" or videos not playing correctly.
b. Courses requiring students to restart a course from the beginning instead of where they left off. Internet Explorer does not seem to be able to "bookmark" where the student left off in the course. To avoid this from occurring, it is recommended browsers such as Mozilla FireFox or Google Chrome to be used.
c. Microsoft does mention that courses in Flash Player, may work more effectively in Internet Explorer 9 or Microsoft Edge.

Adobe Flash Player Installation

If the computer you are using has **Adobe Flash Player** installed, continue to the **Enabling Flash Player** paragraph below. If it is not installed, do the following:

Note: If the student is using a computer or laptop that belongs to their department, they may not have access to install Flash Player and will require their IT Administrator's assistance.

a. Go to **https://get.adobe.com/flashplayer/npapi**. (**See Figure 1**)
b. Uncheck the "**Optional Offers**" boxes in the middle portion of the screen.
c. Read the **Terms & Conditions** portion of the **Adobe Flash Player** requirements.
d. Click on the "**Install Now**" button in the lower right portion of the screen.

e. Once Flash Player installs, follow the instructions per Adobe.

Figure 1 Adobe Flash Player Installation Screen
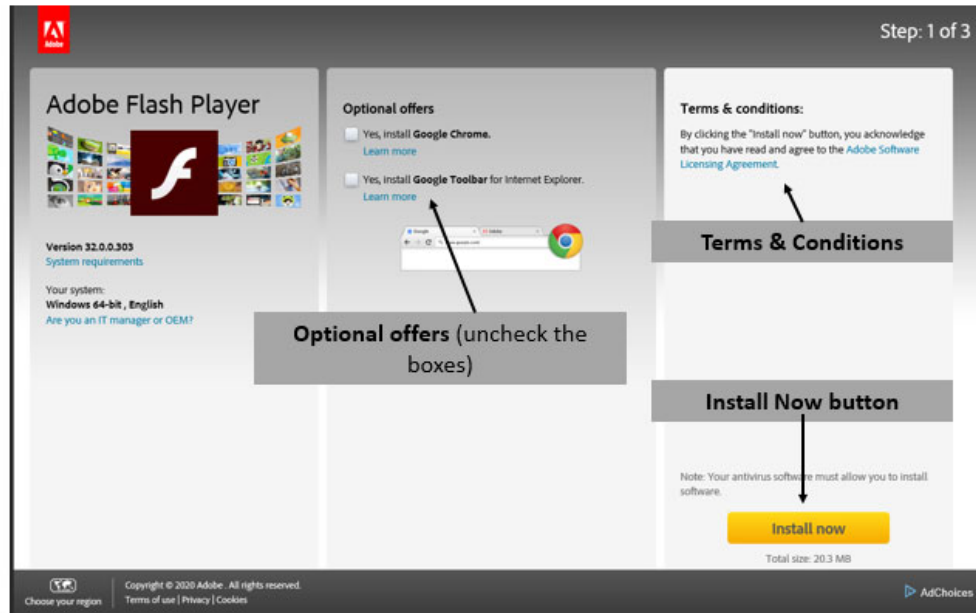

Enabling Flash Player

Before accessing online courses, verify that the internet browser that you are using has Adobe Flash Player enabled. If you do not have access to the computer settings, contact your IT administrator for assistance.

The following are instructions for enabling Adobe Flash Player for Google Chrome, Mozilla FireFox, Internet Explorer, Microsoft Edge.

Google Chrome

a. Open the Google Chrome browser and type **"chrome://settings/content"** into the address bar then press **Enter.**

b. **Note:** In Google Chrome a popup window will display, "optional offers," uncheck the two boxes, as it causes a person to download unnecessary information.

c. Scroll down to find the **Flash** menu option and click on it. **See Figure 2**.

Figure 2 Google Chrome Flash Player Settings
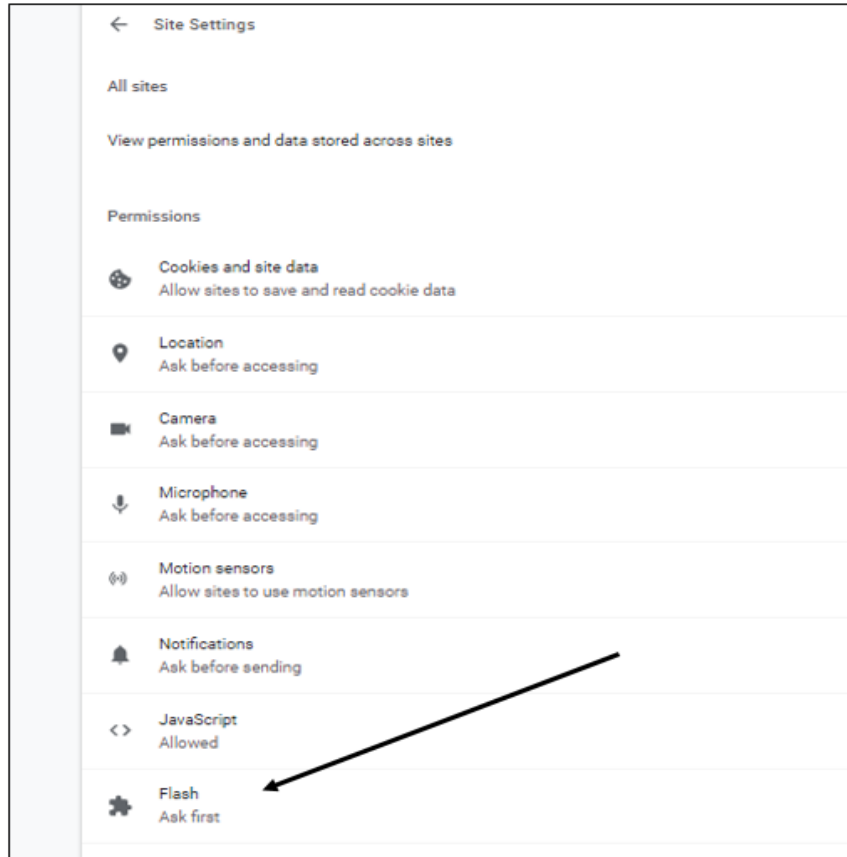

d.   From the **Flash** submenu, turn on the **Ask first** option for the **Flash** settings.

e.   Close the browser then reopen to begin accessing the online course website.

Mozilla Firefox

a.   Open the Firefox internet browser

b.   Click the three stripes in the top right corner and select "**Add-ons**" from the menu.

c.   Select "**Plugins**" from the "**Add-on**" submenu.

d.   Locate the Shockwave Flash option and select "**Ask to Activate**" option. See **Figure 3**.

e. Close the browser then reopen to begin accessing the online course website.

**Figure 3 Firefox Flash Player Settings**
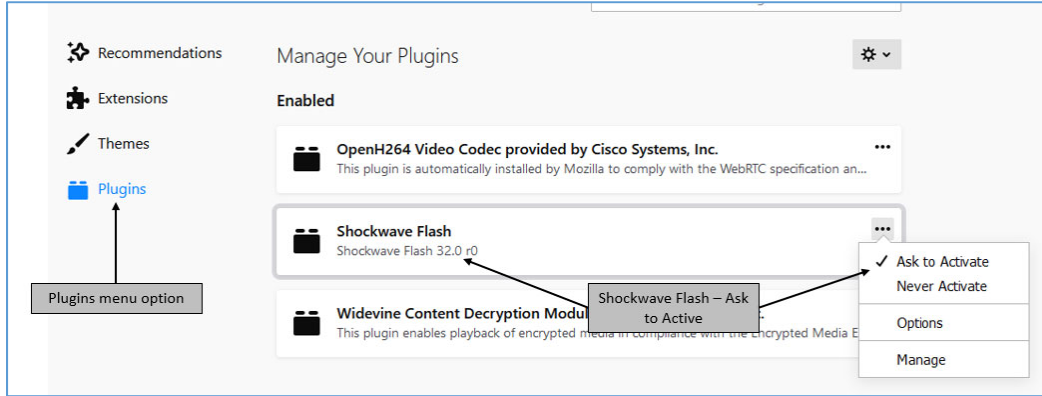
Microsoft Edge

a. Open the Edge internet browser and click on the three dots in the top right corner of the screen.

b. Select "**Settings**" from the menu

c. Select "**Advanced**" from the submenu then turn on the **Use Adobe Flash. Player** option. See **Figure 4**.

d. Close the browser then reopen to begin accessing the online course website.

Figure 4 Microsoft Edge Flash Player Settings
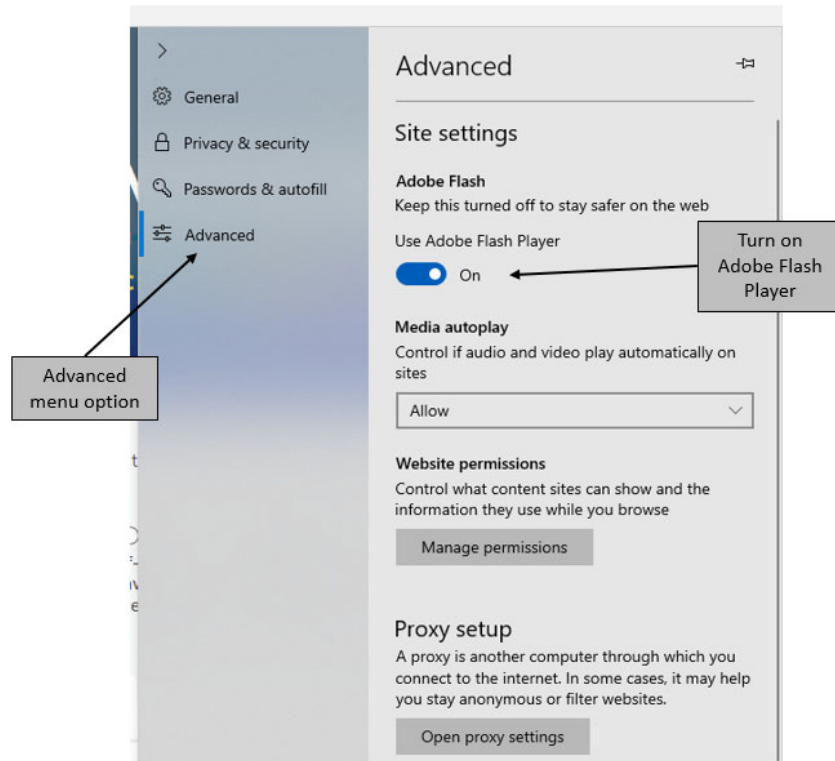
Internet Explorer

Open the Internet Explorer browser and use one of two options to access the browsers settings:

    a.   **Option 1:**

        i.   Select **Tools** from the menu bar at the top left corner of the screen below the address bar.

        ii.   Select Manage **Add-ons** from the submenu.

        iii.   In the box that opens, find and click the Tools and Extensions option.

        iv.   In the lower left of the window, find the **Show** and click on the drop-down menu then click on **All add-ons**.

        v.   In the right side of the screen, scroll down to find **Shockwave Flash Object** and click on it.

        vi.   In the bottom portion of the window, click on the Enable button. If there is a **Disable** button, then **Flash Player** is already enabled.

        vii.   Close the **Add-on** window.

        viii.   Close the browser then reopen to begin accessing the online course website.

    b.   **Option 2:**

        i.   Click on the "**gear**" icon in the upper right corner of the screen.

        ii.   Select **Manage Add-ons** from the menu options.

        iii.   Continue with steps iv through viii from **Option 1** above.

Figure 5 Internet Explorer Flash Player Settings
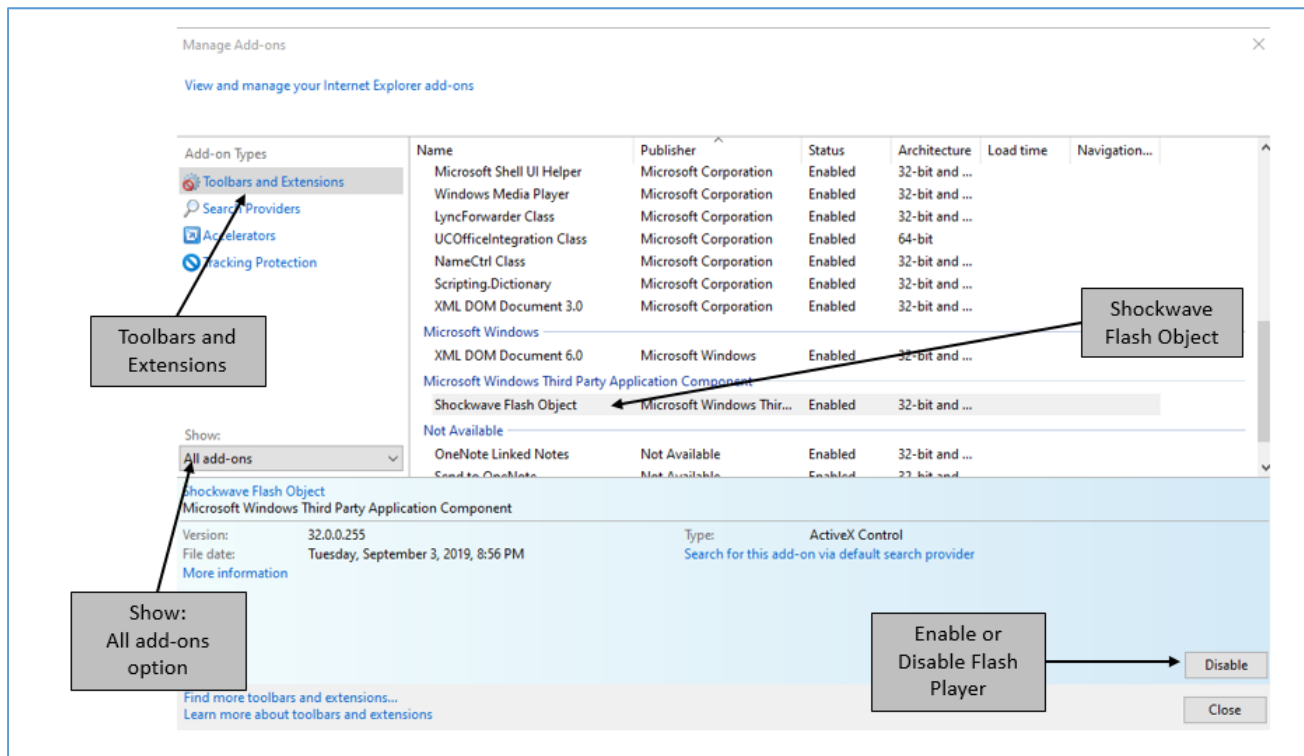
CJI Online Course Web Portal Login

CJI Online Course Website

    a.   The CJI online course website is located: **https://cji.adobeconnect.com.**

New Students

      a.   New students will be assigned a login and a temporary password upon enrollment of the first online course.

      b.   After logging into the system for the first time, students will be prompted to change the temporary password.

**Note:** The assigned login is used for every online course.

Existing Students

      a.   Existing students have been assigned a username and a password.

      b.   If a student forgets their username or password, contact the CJI course manager using the contact information in the enrollment email.

      c.   Students may also "click" on the "**Forgot password?**" link on the login screen.

      d.   When using the "**Forgot password**" link from the login screen, be sure to use the email address that matches the one in the Adobe Connect database.

      e.   If no email is received within 15-20 minutes, check the email "**spam**" or "**junk mail**" folder to ensure the email was not directed to that location.

CJI Online Course Login Screen

      a.   The CJI online course website displays the CJI logo. See the **Figure 6**.

Figure 6 CJI Online Course Website Login Screen
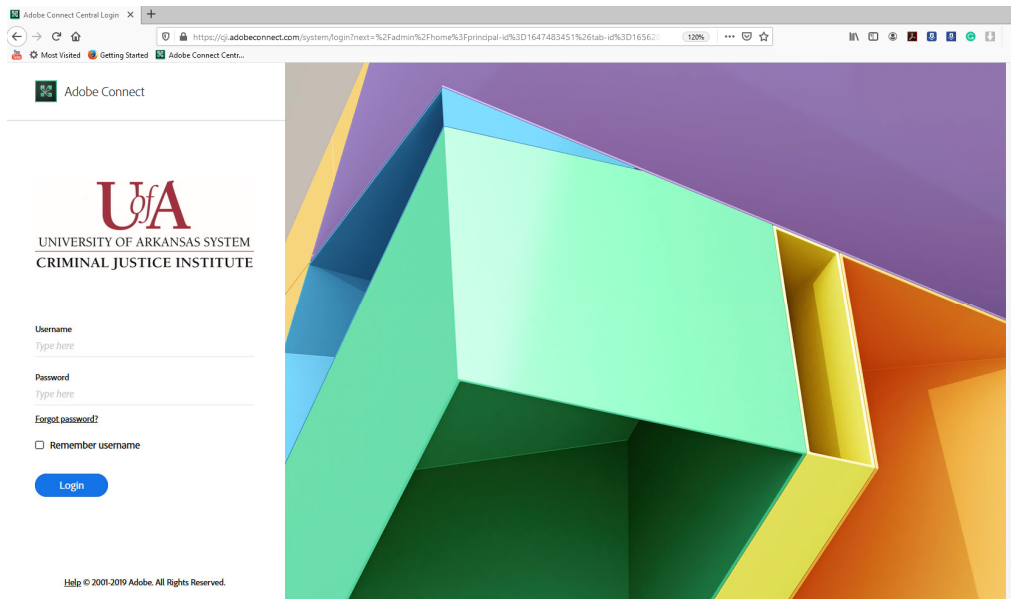

b. Ensure that the website display on your screen matches that in **Figure 6**, if not, then the website is incorrect.

c. If the browser does not display the CJI portal, verify that the web address is correct.

d. The enrollment email that students receive will provide a link to the CJI online course website or the student can manually type: **https://cji.adobeconnect.com/.**

CJI Online Course Navigation

a. **My Training Folder**

i. After logging into the website, students will be taken to a **Home** page tab, where the student's **My Training** folder is located.

ii. The **My Training** folder contains a complete history of the student's online courses.

iii. The course status will show one of the following to the right of each course title: "**Complete,**" "**In Progress,**" or "**Not Taken**." See **Figure 7** for **My Training** folder details.

Figure 7 Student Online Course "My Training" Folder
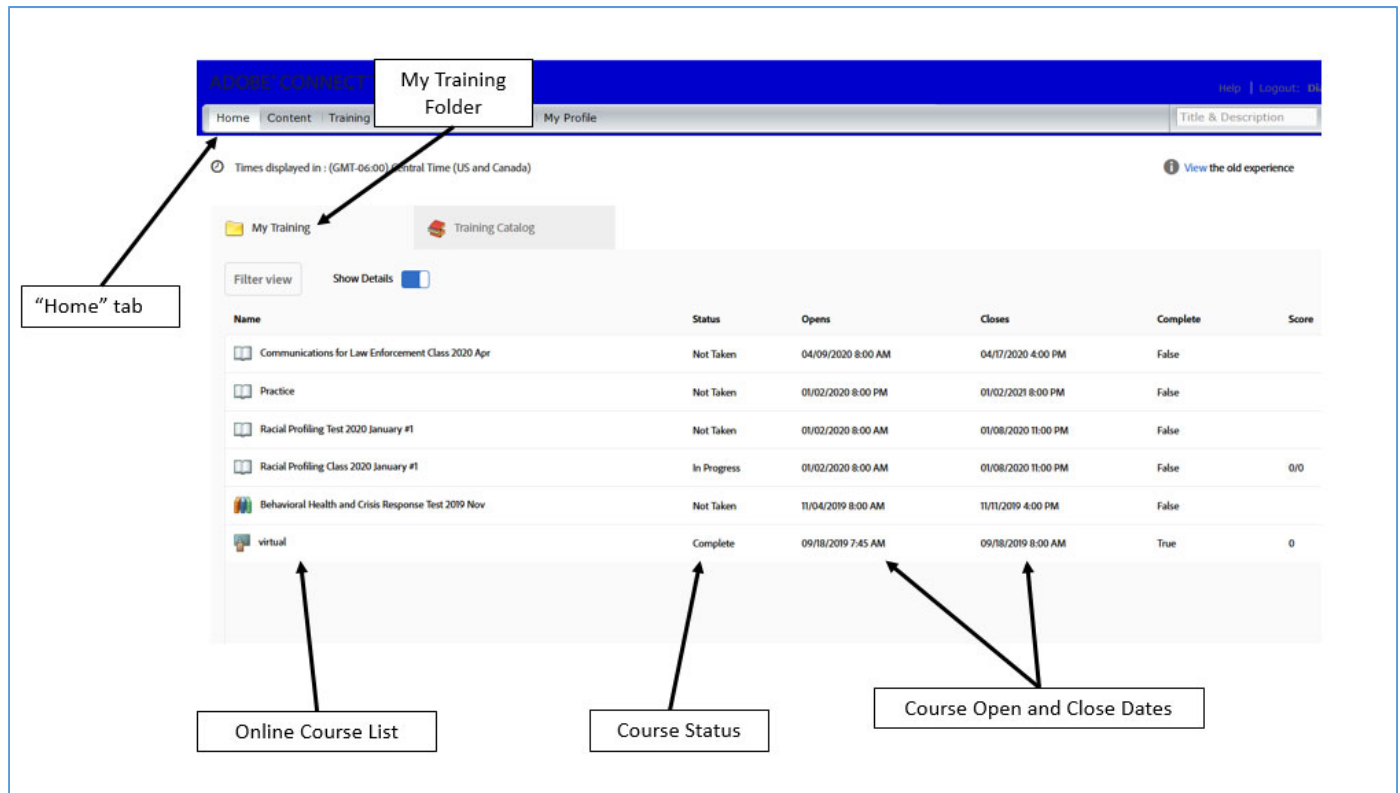
Course Access

a. Locate the course that you enrolled. The online course and the course test (if applicable) are listed as two separate links. Complete the entire course prior to accessing the course test.

Note: If the student is currently enrolled or plans to enroll in the CJI degree program, there will be a test link associated with all applicable courses. If you choose not to take the test, you will have to take the entire course over to receive degree program credit. Some of CJI's courses are grant funded, such as Naloxone Administration, and require students to complete a pre- and post-test.

b. In order to access the course or test, go the right side of the screen (aligned with the course title) and "**hover**" the mouse pointer over the "**Score**" column.

c. There will be an "**arrow**" icon appear and an image indicating "**Open**," see **Figure 8**.

d. Click on the **arrow** to access the course or test.

Figure 8 Course and Test Access

e. After clicking the "**open**" button from the **My Training** screen, another display will appear.

f. This display shows the overview of the entire course: Course Title, Open Date, Close Date, Status, Cumulative Score, Completion Requirements, Next Suggested Item, and a list of all the sections within the course.

g. To access a course section, go the right side of the screen (aligned with the section title) and "**hover**" the mouse pointer over the empty space below the **All** column. There will be an image similar to a box with the text "**open**" above it.

h. Click the image to access the course section, **see Figure 9**.

Figure 9 Course Overview Screen

Exiting a Course

a. Students have the ability to exit the course at any time by closing the browser window. The browser will "**bookmark**" the course where the student left off.

Returning to a Course "In Progress"

a. If a student exits the browser without course completion, the **My Training** folder will indicate an "**In Progress**" status.

b. Follow the same procedures to reopen the course as described in the **Course Access** paragraph above.

Course Completion

Course Credit

a. To receive full credit for course, complete all course sections within the course overview display.

b. After completing one section, continue to the next section until all sections display completion.

c. When finished close the browser and return to the **My Training** folder to ensure that the course Status displays "**Passed**" or "**Complete.**"

d. If the course requires a test, **click** on the course test link.

Course Completion Certificates

a. Students who complete the course will receive contact hours of credit from the Arkansas Commission on Law Enforcement Standards and Training (ACLEST).

b. Certificates will be emailed to students typically within one to two weeks from the course end date. CJI Course Managers will report student course completion to ACLEST.

Contact CJI

a. 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.

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