

## **CJI Quick Start Guide for Online Courses Using HTML5**

Welcome to CJI's online course training. This **Quick Start Guide** is provided for students taking online courses that are published in **HTML5** format.

CJI is in the process of transitioning all online courses to **HTML5** format, which will allow students the ability to access online courses from their smart devices, i.e. tablets, iPads, smartphones, etc. Students will still be able to access online courses through a computer or laptop. This transition is necessary due to Adobe's decision to disable Flash Player by the end of 2020.

### **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 HTML5 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 HTML5, may work more effectively in Internet Explorer 9 or Microsoft Edge.

### **CJI Online Course Web Portal Login**

#### **CJI Online Course Website**

The CJI online course website located at: **<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. 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.

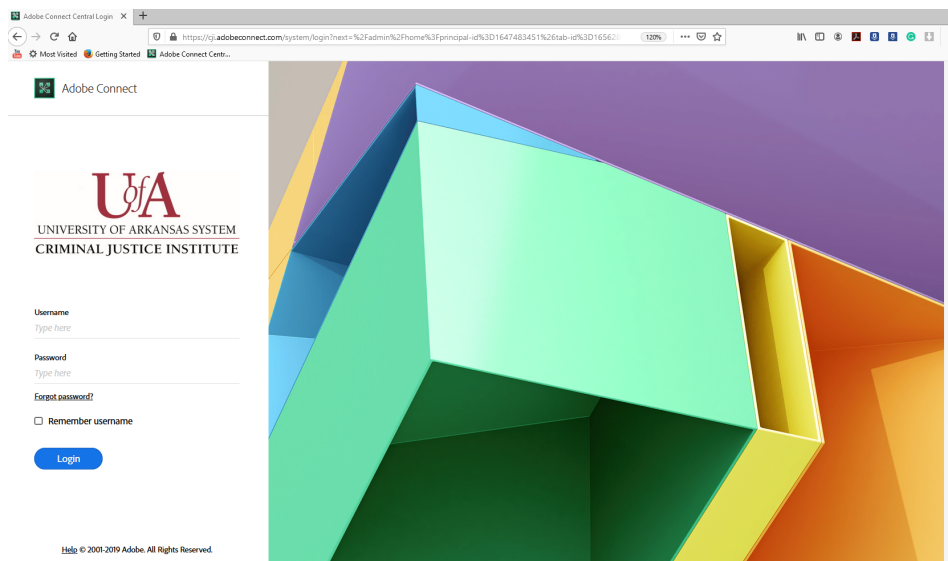
## Existing Students

- 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 1**.

*Figure 1 CJI Online Course Website Login Screen*



- Ensure that the website display on your screen matches that in **Figure 1**, if not, then the website is incorrect.
- If the browser does not display the CJI portal, verify that the web address is correct.
- 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

### My Training Folder

- After logging into the website, students will be taken to a **Home** page tab, which is where the student's **My Training** folder is located.
- The **My Training** folder contains a complete history of the student's online courses.
- The course status will show one of the following to the right of each course title: **"Complete," "In Progress,"** or **"Not Taken."** See **Figure 2** for My Training folder details.

*Figure 2 Student Online Course "My Training" Folder*

The screenshot displays the Adobe Connect interface for the 'My Training' folder. The top navigation bar includes 'Home', 'Content', 'Training', and 'My Profile'. The 'Home' tab is selected, and the 'My Training' folder is highlighted. Below the navigation bar, there is a 'Filter view' button and a 'Show Details' toggle. The main content area shows a table of online courses with columns for Name, Status, Opens, Closes, Complete, and Score.

| Name  | Status      | Opens              | Closes              | Complete | Score |
|---|-------------|--------------------|---------------------|----------|-------|
| Communications for Law Enforcement Class 2020 Apr   | Not Taken   | 04/09/2020 8:00 AM | 04/17/2020 4:00 PM  | False    |       |
| Practice  | Not Taken   | 01/02/2020 8:00 PM | 01/02/2021 8:00 PM  | False    |       |
| Racial Profiling Test 2020 January #1               | Not Taken   | 01/02/2020 8:00 AM | 01/08/2020 11:00 PM | False    |       |
| Racial Profiling Class 2020 January #1              | In Progress | 01/02/2020 8:00 AM | 01/08/2020 11:00 PM | False    | 0/0   |
| Behavioral Health and Crisis Response Test 2019 Nov | Not Taken   | 11/04/2019 8:00 AM | 11/11/2019 4:00 PM  | False    |       |
| virtual   | Complete    | 09/18/2019 7:45 AM | 09/18/2019 8:00 AM  | True     | 0     |

Annotations in the image point to the 'Home' tab, the 'My Training' folder, the 'Online Course List' (the table), the 'Course Status' (the 'Status' column), and the 'Course Open and Close Dates' (the 'Opens' and 'Closes' columns).

## Course Access

- a. 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, like 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 3**.
- d. “**Click**” on the arrow to access the course or test.

*Figure 3 Course and Test Access*

| Name  | Status    | Opens              | Closes              | Complete | Score |
|---|-----------|--------------------|---------------------|----------|-------|
| Communications for Law Enforcement Class 2020 Apr | Not Taken | 04/09/2020 8:00 AM | 04/17/2020 4:00 PM  | False    |       |
| Racial Profiling Test                             | Not Taken | 2:15 PM            | 01/06/2021 11:00 PM | False    | Open  |
| Racial Profiling Course                           | Not Taken | 2:00 PM            | 4:00 PM             | False    | i ↗   |

- 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 4**.

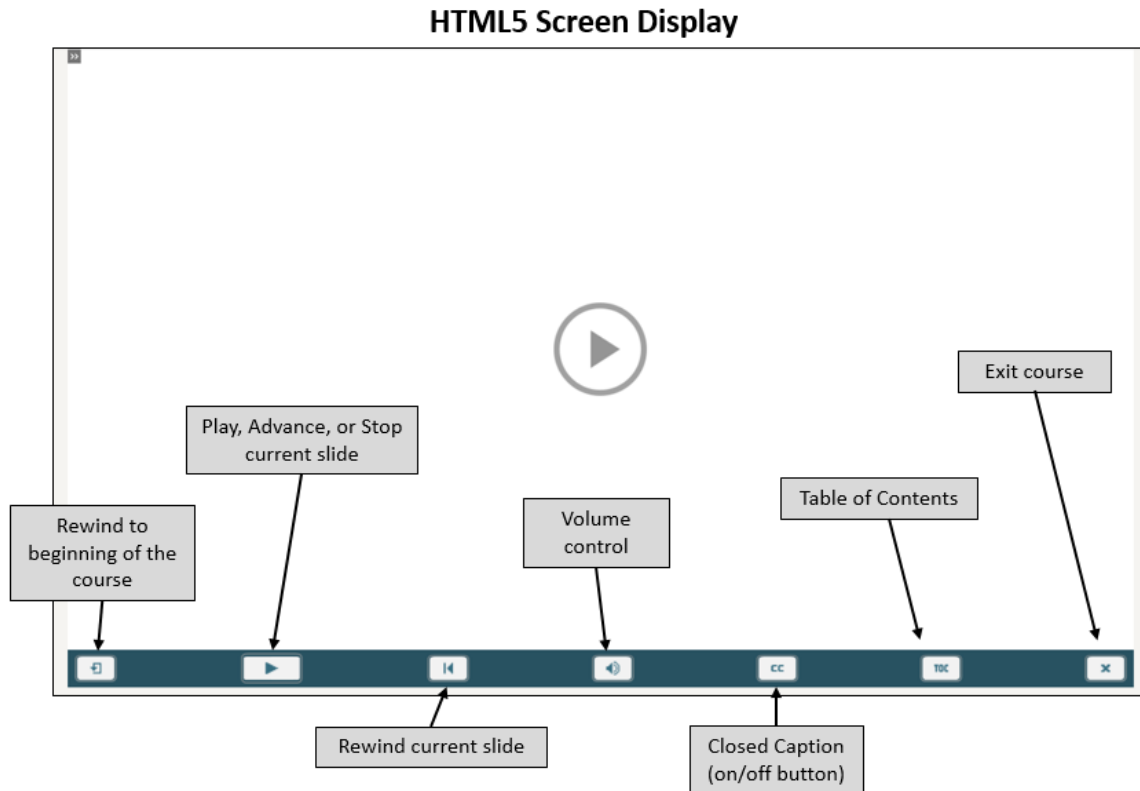
**Figure 4 Course Overview Screen**



## Course Navigation

- a. Online course navigation using HTML5 formatting is different from students navigating courses through Adobe Flash Player.
- b. See **Figure 5** to view the HTML5 course display.

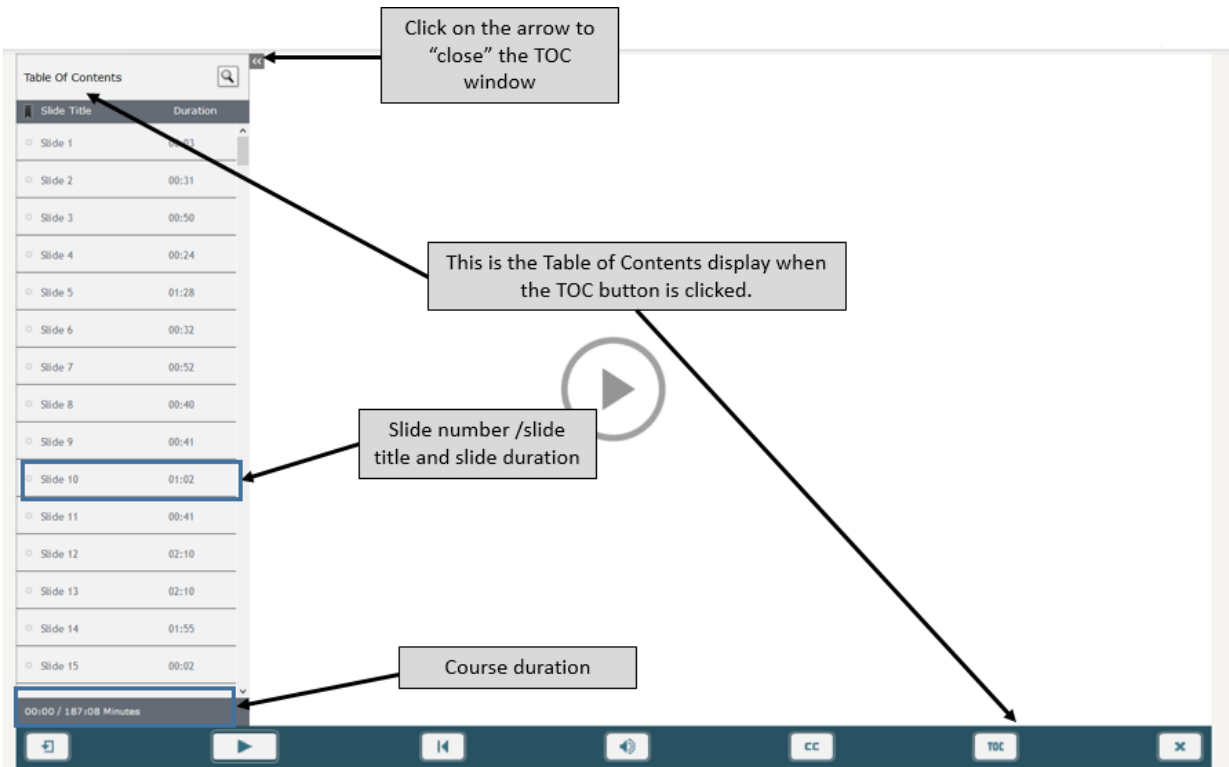
*Figure 5 Course Display*



- c. Courses can be started by either clicking on the middle of the screen or using the **“Play, Advance, or Stop”** button.
- d. There is a **“Rewind”** button for students to use if they would like to start the course from the beginning and a separate **“Rewind”** button to only replay the current slide.
- e. To control the volume or mute, click the **“Volume”** button.
- f. To view **“Closed Captioning,”** click the **“CC”** button.
- g. To **exit** the course, click the **“X”** button.

**Note:** Courses no longer display the Slide Notes as they did in Flash Player. If students would like to view and follow the slide narration, click on the **“CC”** button. The closed caption will appear at the bottom of the course window.

**Figure 6 Table of Contents Display**



### Table of Contents (TOC) Button

- Unlike Flash Player courses, the HTML5 design contains a new **“TOC”** button for displaying the course table of contents.
- When the student clicks on the **“TOC”** button, the table of contents appears in the left side of the course display, see **Figure 6**.
- The **TOC** screen opens from the left and closes by clicking the double arrows at the top of the side window.
- The **TOC** displays all slides by the slide number or slide title and its duration.
- A highlighted slide in the **TOC** indicates current slide in progress.
- A check mark in the Status panel indicates the slides that have been viewed.
- A course progress bar is located at the bottom of the **TOC** that indicates current course duration and total course duration (00:00 / 147:06 Minutes).

## Advancing Through the Course

- a. The courses are designed to automatically progress for three to four slides without the student clicking the **“Play”** or **“Advance”** button.
- b. When a slide requires student action for advancing to the next slide, the **“Play”** button will change from two horizontal lines back to the sideways triangle image.

## Exiting a Course

- a. Students have the ability to exit the course at any time by clicking the **“X”** in the navigation bar or by closing the browser window.
- b. The browser will **“bookmark”** the course where the student left off.

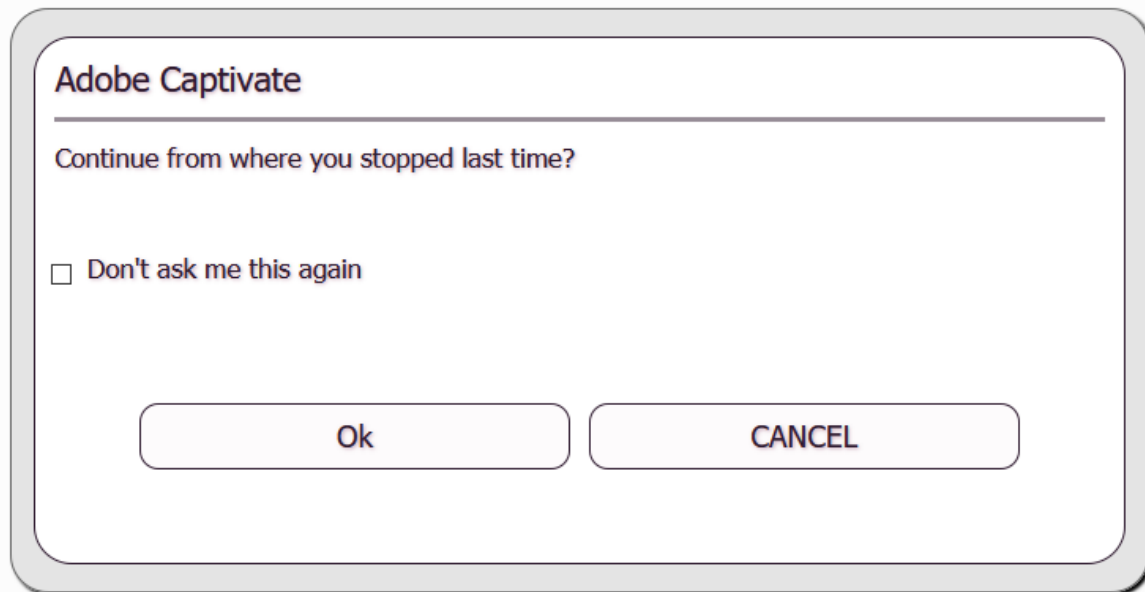
**Note:** There are some instances when a student uses **Internet Explorer**, the browser will not **“bookmark”** student progress and require the student to begin the entire course over. To avoid this occurring, it is recommended browsers such as **Mozilla FireFox** or **Google Chrome** be used.

## 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.
- c. When the student clicks on the **“open”** course icon, they will receive a **“popup”** window asking if the student would like to continue where they left off, see **Figure 6**.
- d. Click **“Ok”** in this window to continue.

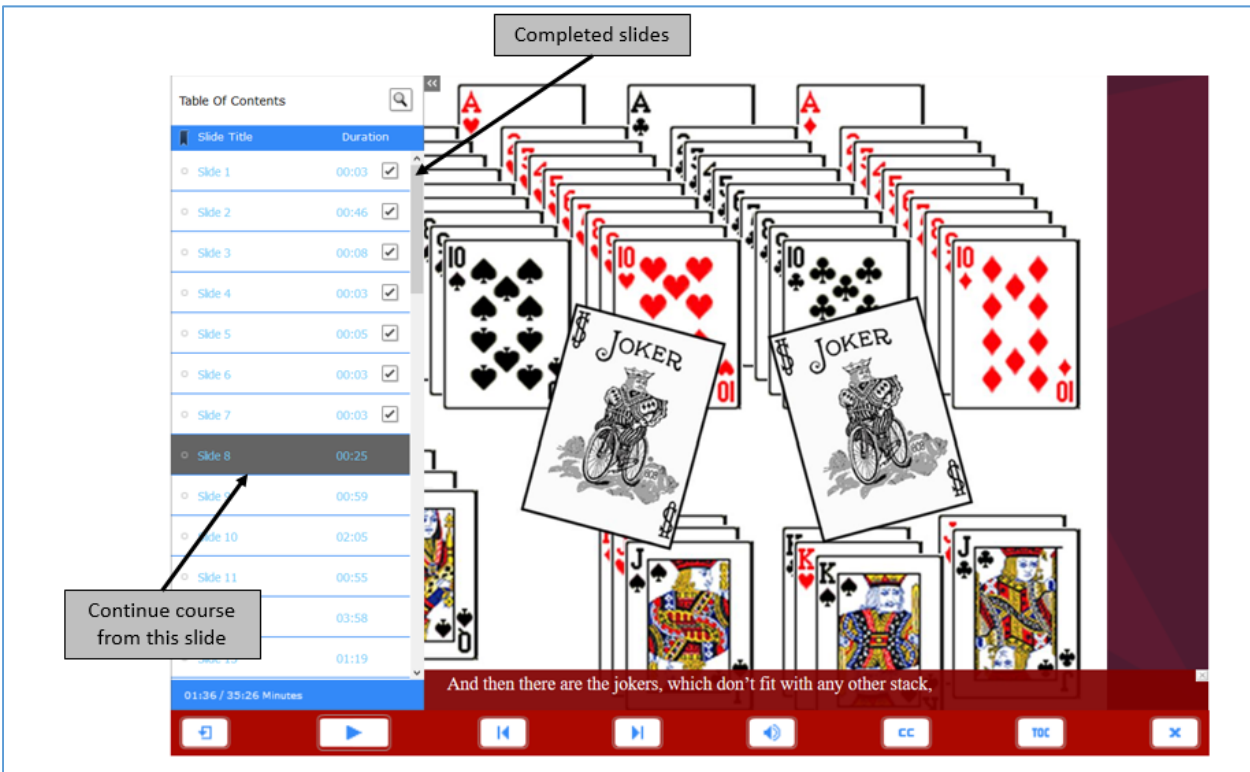


*Figure 7 Return to Course Display*



- e. When the course reopens, the display will look the same as it did in **Figure 5**.
- f. Open the TOC and notice the check marked slides indicating which slides have been completed.
- g. Click on the slide below the last check marked slide and continue with the course (the slide will play automatically). See **Figure 7**
- h. **Course not returning to bookmarked area:** If the course does not reopen to the last slide the student left off on, click on the TOC button at the bottom to open the table of contents.
- i. The table of contents display shows a check mark on each completed slide.
- j. Scroll to the last check marked slide and click on the slide below it to begin where you left off. **See Figure 7.**

*Figure 8 TOC Progress and Continue Course*



## Course Completion

- To receive full credit for course completion, navigate through all the slides in the course.
- The **participant evaluation** (student feedback) questions are located at the very end of the course.
- After exiting the course and closing the browser, return to the **My Training** folder to ensure that the course Status displays “**Passed**” or “**Complete**.”
- If the course requires a test, **click** on the course test link and complete the test.

## Course Completion Certificates

- 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](mailto:lgspicer@cji.edu) or Dee Hamby at 501-570-8076 or [dmhamby@cji.edu](mailto:dmhamby@cji.edu).
- b. For other questions or concerns, contact us at our main number at 501-570-8000.