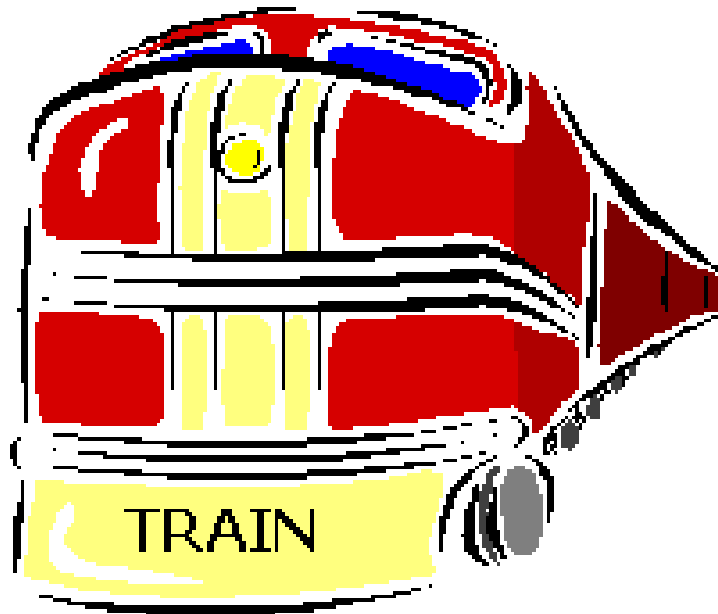# WISCONSIN

TIME SYSTEM

Training Materials

Training Resources Available on the Internet

What is TRAIN?

TRAIN - Training Resources Available Internet is the Department of Justice initiative that makes TIME System training available online. TRAIN was developed to help agencies meet the federally mandated training for TIME System access. TRAIN allows agency staff to obtain initial TIME certification via the Internet and allows personnel to re-certify at any location with Internet access. TRAIN also makes individual training records available online for each agency to access as needed. We encourage agencies to utilize the various functions of TRAIN that meet their needs to the fullest extent.

All persons holding any TIME System certification are in the TRAIN database and identified as a user, also referred to as a learner. *Agency personnel not in the TRAIN database will need to be added prior to online registration.* This can be accomplished by sending an e-mail to cibtrain@doj.state.wi.us and must include the following: the person's complete last name, first name, middle initial, agency, and job/certification level. Also include any alias, maiden or former names the person has used, and include the agency names of any other Wisconsin criminal justice agency that the user is working/has worked at. Each agency that wishes to become involved with TRAIN must assign at least one TRAIN administrator. These local agency administrators will have authorization to register for training, generate reports and assign training. Your agency's TIME Agency Coordinator (TAC) can assign a TRAIN administrator by sending a request to cibtrain@doj.state.wi.us.

New Terms for Existing Concepts

The TRAIN software uses some new terms for some established TIME System training concepts. Each person is referred to as a *learner*. Learners must achieve a level of TIME System certification which reflects their use of the system: *e*TIME, MDT/MDC, Basic, Advanced, etc.

Certifications are obtained in one of two ways. Learners may either attend a class or they may complete an online module. In either case, a learner must demonstrate their knowledge by passing an exam. If they successfully do so, the knowledge they have demonstrated is documented in this database as a certification they have acquired. Online certifications acquired mirror the topics covered in TIME System training. Certifications acquired expire biennially, two years from the date they were acquired. TIME System Validation and TIME Agency Coordinator (TAC) certifications are non-expiring. Agency Assigned Instructor certification expires when the individual's Basic or Advanced certification expires.

Initial MDC and Basic Training is available via TRAIN. Basic and MDC certification training has been broken down into individual modules. Each module covers a specific topic in detail, and includes test questions about the material covered. Once the user successfully completes a module they acquire the associated certification. Full *e*TIME Certification requires the completion of Modules 1, 2, 3, and 5. However, users may certify in only the modules applicable to their job duties. Additional modules will be required for *e*TIME as additional transactions are added. To successfully achieve MDC certification using TRAIN, personnel must complete modules 1-6. Basic certification is achieved by successfully completing modules 1-8.
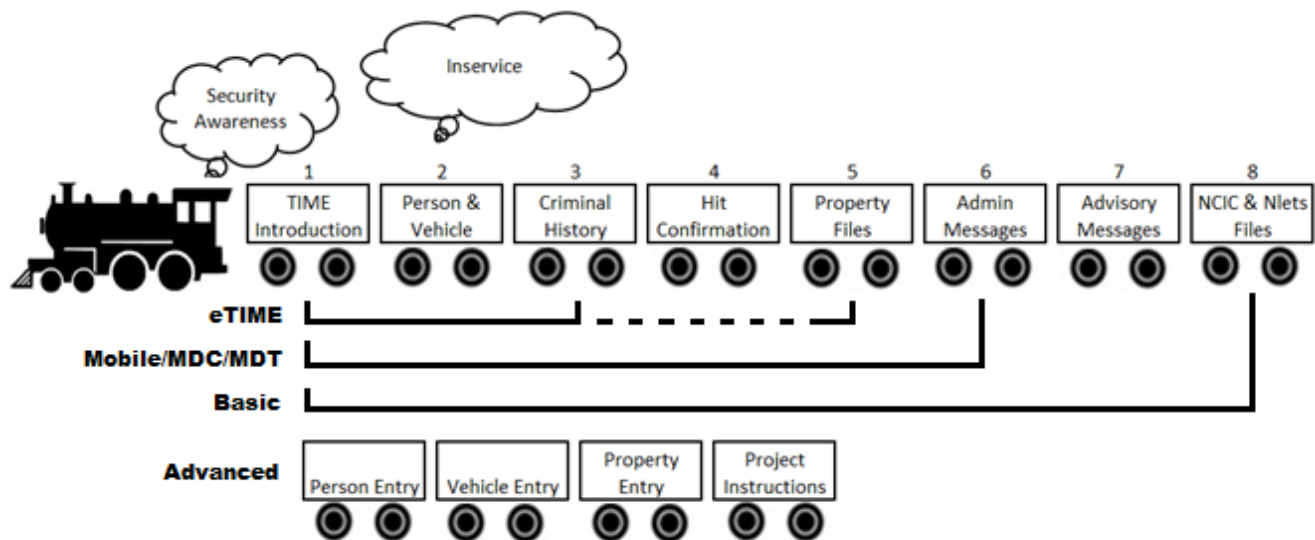
Advanced Time System Training is also available via TRAIN and consists of three instructional modules and one project module. These modules are for personnel who have successfully attained Basic TIME System certification and will perform entry, modify, supplement and cancel transactions.

Offering TIME System certification via TRAIN provides agencies with another way to comply with federal regulations and policy. TRAIN also allows agency personnel to take recertification exams online for the *e*TIME, MDC, Basic or Advanced level certifications.

In summary, an employee accessing the TIME System requires specific certifications to be acquired. The certifications are obtained when the employee completes the required courses. The courses are broken down into individual classes or modules.

Accessing TRAIN

TRAIN is accessed via wilenet.org. Click on the CIB link of the menu, then click on the TRAIN link that appears in the drop down menu. This will take you to a page titled "TRAIN – Training Resources Available Internet". You do *not* need to log onto WILEnet to access TRAIN.
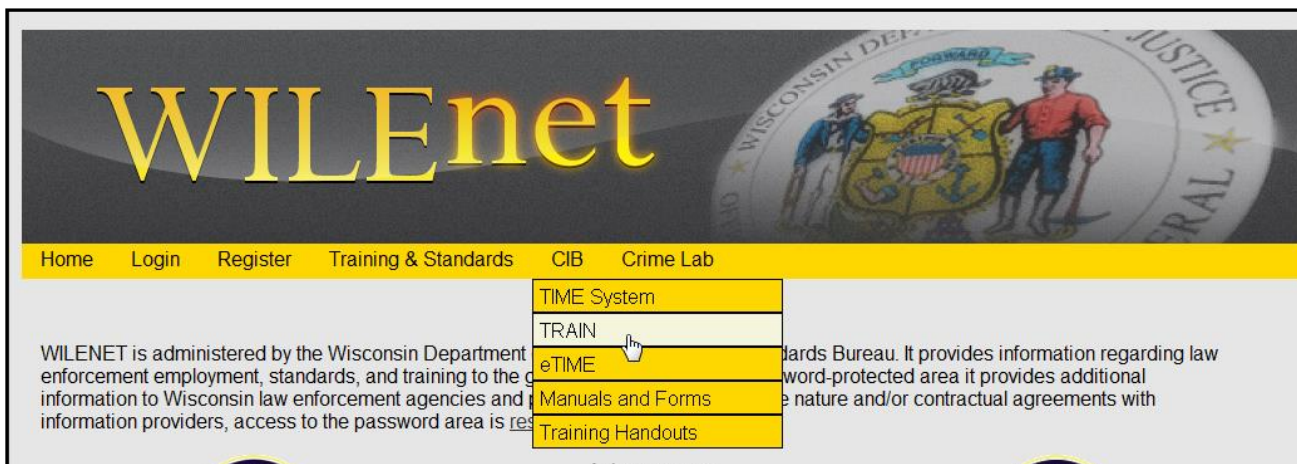
Scroll to the bottom of the page and click on the hyperlink in the sentence "To access the TRAIN logon click **here**"

You will then be presented with the TRAIN logon screen. You must enter your unique user name. If you do not know your user name, contact your agency TRAIN administrator to obtain it. First time users should enter the password provided by their agency TRAIN administrator or TIME Agency Coordinator in the password field and click on 'Log On'. You will then be prompted to assign your own password.

If you have forgotten your password, you must click on the "**Forgot My Password**" link shown below and correctly answer your challenge question

If you answer your challenge question correctly, you will be allowed to change your password.

There is also a link on the logon screen (shown above) for "Frequently Asked Questions" which may provide help if you are having problems accessing the TRAIN System.

TRAIN may be accessed directly at https://ealogin.justice.wisconsin.gov.

NOTE: Your user name and password for TRAIN are the same as those assigned for access to the Portal 100 software, the *e*TIME browser, and the WIJIS application. They may *not* be the same as those assigned for access to WILEnet.

TRAIN and the Internet

To ensure TRAIN functions correctly, ensure you are using the correct internet browser. Before registering users for their classes or modules you should review your Internet browser's Compatibility Settings. The Compatibility Settings should be reviewed before users launch the certification modules to ensure that the module launches properly and records the score received. Below are the Compatibility settings for ensuring TRAIN functions correctly:

1. TRAIN supports the use of Windows operating systems up to/including Windows 10. TRAIN is compatible with Internet Explorer 7, 8, 9, 10 and 11.

2. If using a newer computer with **Windows 10**, the default browser **EDGE is not compatible** with TRAIN.

3. **If using IE10 or IE11, first set your browser to Compatibility Mode.**
   a. **In IE10** click the broken page icon in the address bar to the top right. If the broken page icon is not in your address bar, click on "Tools" then select "Compatibility View."
   b. **In IE11** click on the "Tools" menu, then select "Compatibility View Settings". A popup box will open. In the space labeled "Add This Website" type wisconsin.gov and click "Add", then also type state.wi.us and click "Add", then click "Close". If this doesn't solve the issue, continue with the instructions that follow:

4. **Check to see if a pop-up blocker is in place** on your computer. If a pop-up blocker is in play _**anywhere**_ on the system, certain TRAIN functions will be prevented from displaying. Pop-up blockers can be found almost anywhere - **check your internet browser software** (In Internet Explorer, check the click on 'Internet Options' on the 'Tools' menu and check the 'Privacy' tab), **your internet service provider, your server, firewall, your network**, etc. TRAIN users have found pop-up blocking software in place in all of these locations. **If an agency is using any additional tools/toolbars to surf the web (such as AOL, Google toolbar, Yahoo toolbar, etc.) there may be a pop-up blocker associated with that service/toolbar that will also need to be disabled**. To check to see if a popup blocker is installed on your PC, go to http://www.popuptest.com/popuptest1.html.   this site will attempt to open ten popup windows. If you do not see them, you likely have a popup blocker turned on and will need to turn it off.

5. In addition, **enable cookies**. In Internet Explorer, check the click on 'Internet Options' on the 'Tools' menu and check the 'Privacy' tab. The slider here should be set to 'Medium'. In earlier versions of Internet Explorer, check the 'Security' tab, 'Custom Level' to make sure 'Allow Cookies' is checked.

6. **Enable Active X controls.** Once again, in Internet Explorer, click on 'Internet Options' on the 'Tools' menu and check the 'Security' tab. Click on 'Custom Level', scroll down to the ActiveX section, and make sure 'Run ActiveX Controls and Plug-Ins' is marked as enabled.

7. If the above steps do not work, please contact the **TSCC at 608-266-7633 and the TSCC operator may be able to provide you with advanced technical support.**

Home Page/News

Upon successfully logging in the learner's home page will be displayed. This home/news page allows CIB to provide users with current information and updates without waiting for the next training class or newsletter. This page may also list reminders regarding upcoming classes, current training classes, or certification expiration dates. These reminders only appear as the significant date nears. Current registrations listed here would be courses an employee has been registered for and has not yet completed.

Click this arrow to expand or shrink section

The left-hand side of the screen lists a variety of options, including Search, Quick Links, Favorites and Current Registration. Which choices are displayed here may vary if the learner has changed their display preferences as described later. Quick Links provides shortcut links to many common tasks in TRAIN. The Favorites feature allows learners to designate various TRAIN pages or courses as favorites and provides a shortcut to the favorite page. Current Registration lists what courses you currently have in progress and/or upcoming. Each of these lists may be expanded to display more information or shrunk, as the learner desires, by clicking on the arrow icon in the corner. When you are finished with the TRAIN system click on 'Log Off' in the upper right hand corner.

<u>Training</u>

TRAIN users may use the system to locate information on TIME System training offered by CIB, presented either online or in a classroom format. Simply go to the section below the news message. Here you will find an area listing the various categories of TIME System training available. Some of the categories are further broken down to better describe offerings as either classroom or online courses. The categories provide a shortcut to specific training topics.

If you wish to view offerings for a specific course, click on the type of course (classroom or online) you prefer to see the offerings. For Basic classroom course offerings, click on "Classroom" under the Basic heading.

A page appears that lists the Basic Certification course offerings. For further information and class locations, click on the arrow to the left of the title and a list of class dates and locations will appear.

When registering yourself, choose the class in which you wish to enroll and then click Register. The next page will confirm the course for which you registered. Click submit. A new screen will appear with "Activity Details and show the course and status. If the status says "Registered," the process was successful. You can begin your course from this page by clicking on the green start arrow.

Activity Details

Module 1 TIME System Intro (rev 16)

					Name	Status
		Start →				
		Start →			CBT Course: Module 1 TIME System Intro (rev 16)	Registered

Done

Viewing Your TIME System Certifications

The TRAIN System stores information regarding the TIME System classes you have taken and the TIME System certifications you have attained. You can log on to the TRAIN System at any time to review these records and see what certifications have been attained, and more importantly, when they expire.
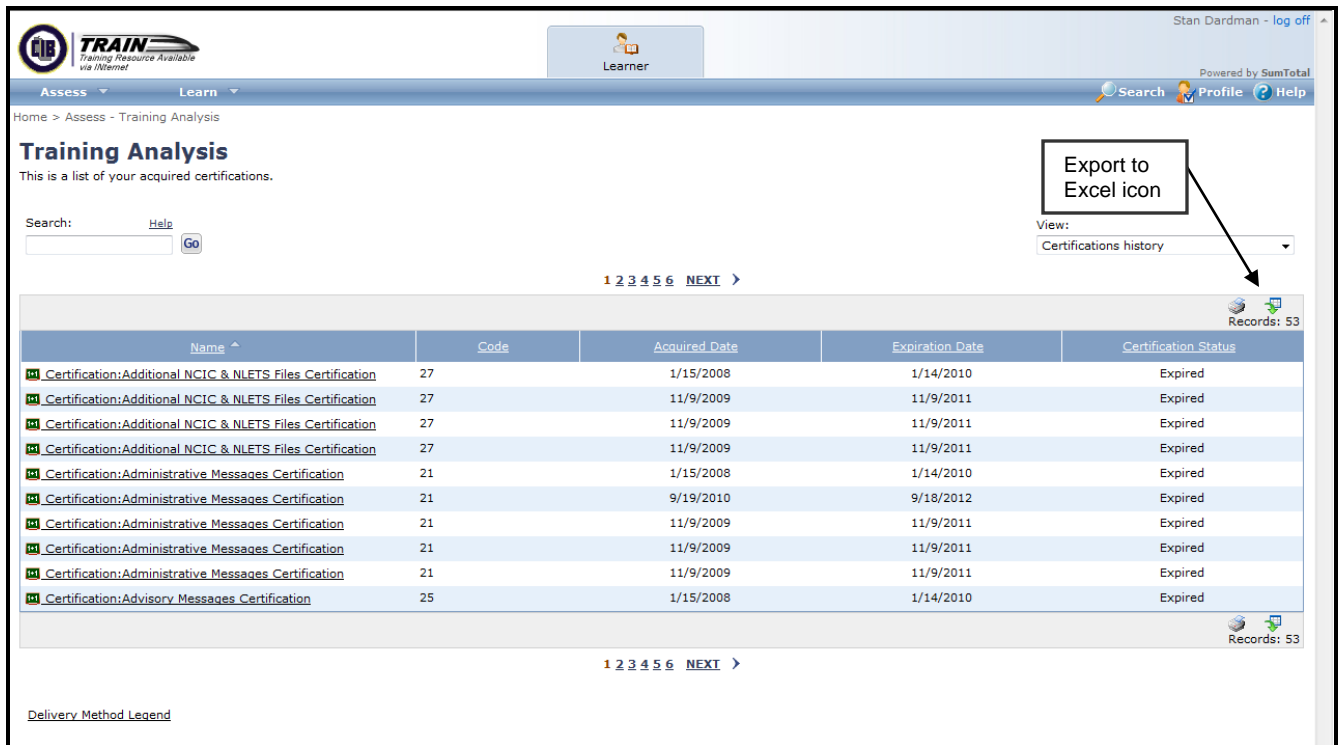
Once logged on to the TRAIN System, certification information may be found by clicking on the 'Assess' menu in the upper left and choosing 'Training Analysis'.
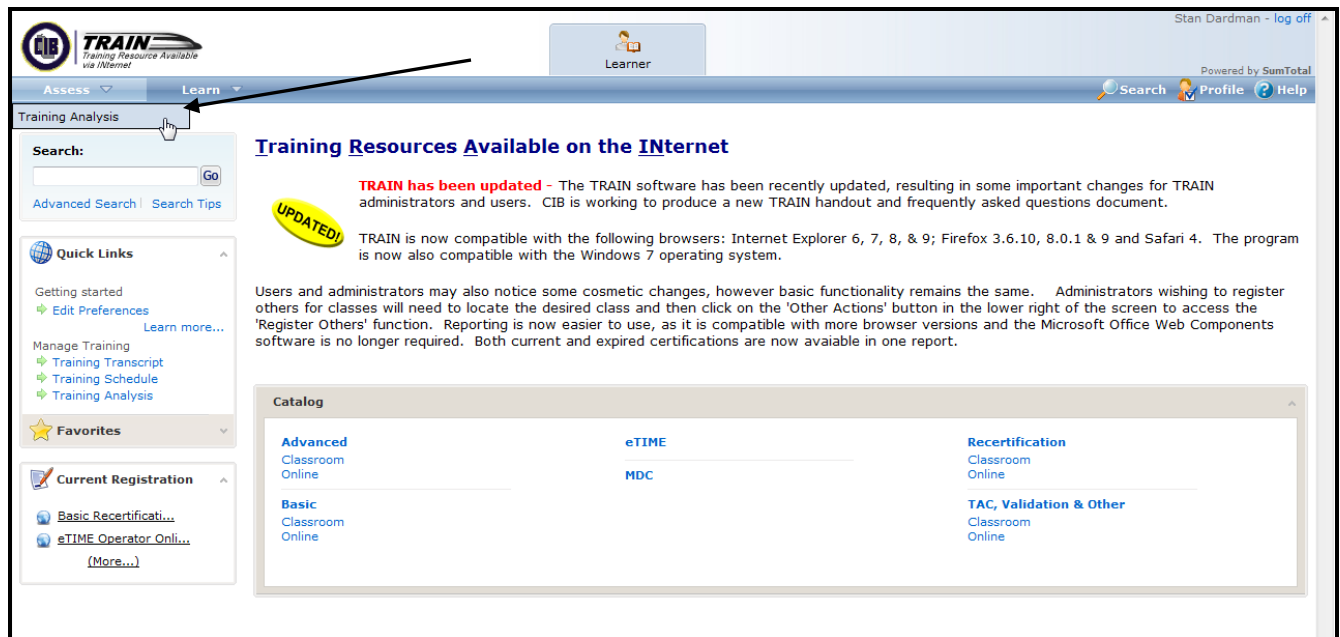
Choose 'Certifications History' in the drop-down 'Views' menu.
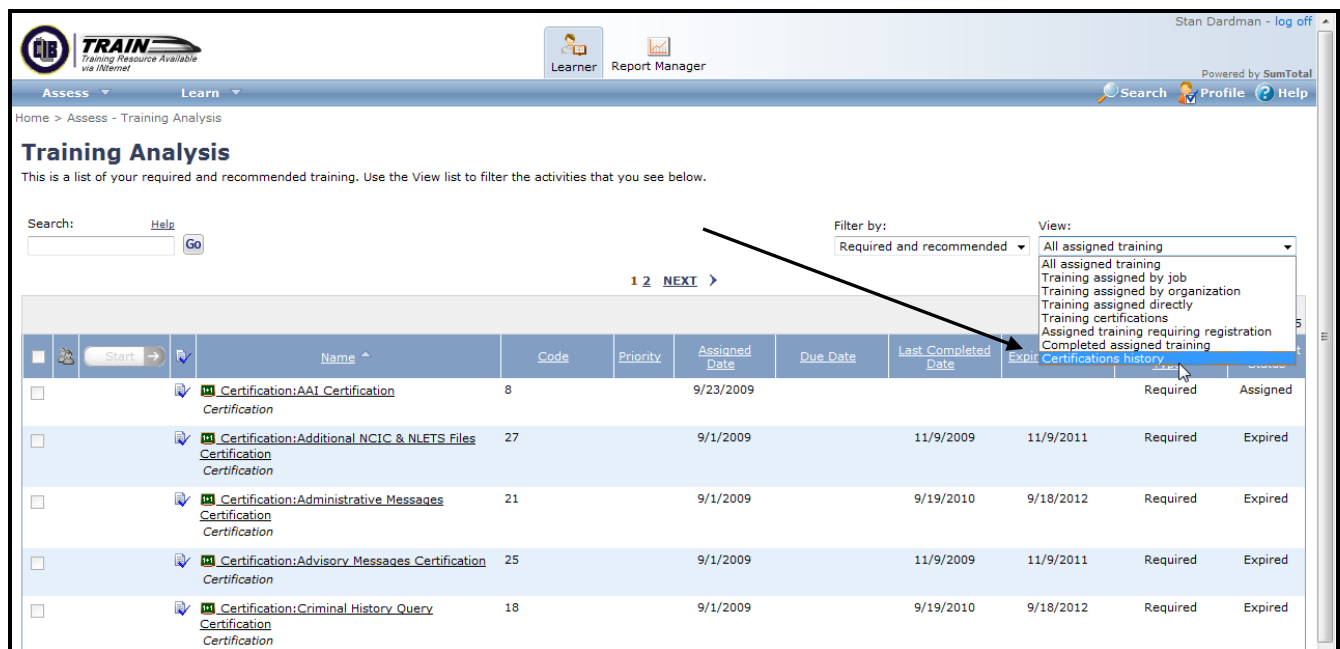
The system will now display a list of your certifications, which may be sorted by Name, Acquired Date, Expiration Date, etc. Remember, this is a certifications *history*, so the list will include *all* certifications, old or new, expired or not. If you have attained a certification multiple times, it will be listed multiple times here. This information may be exported to an Excel spreadsheet and saved by clicking on the 'Export to Excel' icon.

Taking the Online Course

Once you have registered for an online class, the class information appears on your Home/News page as Current Registration. Before beginning your online class, ensure your Compatibility Settings are set properly following the guidelines on page 6. To begin taking the course, click on the class title.

An Activity Details screen appears for the class. To begin, click on the green arrow/start button.

Several windows will begin to appear, and a course confirmation screen recaps what class you will be taking. If it is the correct class, click on next.
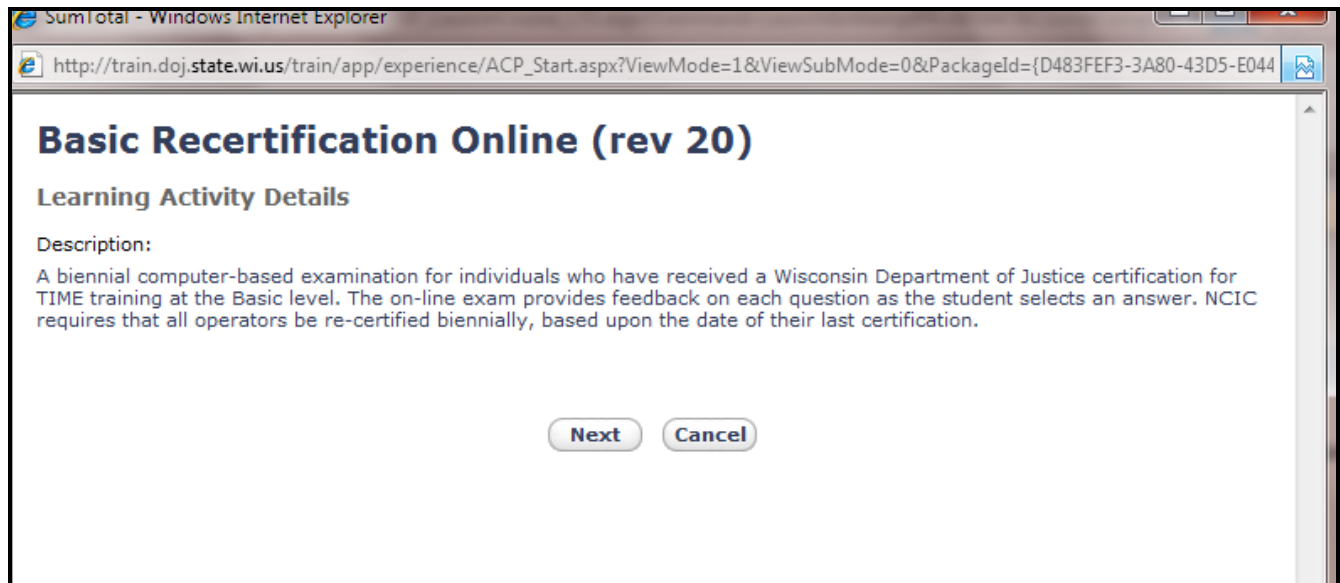
The online course will launch in a separate window.

One of the windows that appear will contain the text "Online course in progress. Please do not close this page. You will be automatically redirected on completion." *It is very important that upon completion of the online course you follow the instruction and do not close this window.* Closing the window, rather than waiting as directed, may result in the loss of your class information from the TRAIN system. Be patient - it may take a minute for the window to finish processing and display further information.
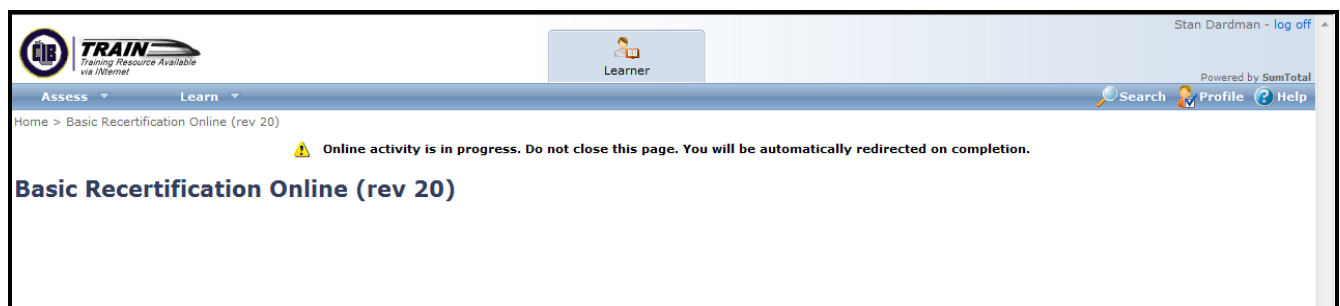
Navigation buttons are located in the lower right corner of the pages. A 'Bookmark' button may appear in the lower left corner of the pages. Clicking on this 'Bookmark' button allows you to exit the event, return at a later time, and pick up where you left off. If you exit by clicking on the X in the upper right hand corner, when you return you may have to start over from the beginning of the course.

Courses may contain test content, requiring the employee to answer true/false or multiple choice questions. Choose your answer for true/false and multiple choice questions by clicking on the desired answer using your mouse button. The X will change to a checkmark. All questions will provide immediate feedback indicating whether the answer you chose was correct or incorrect.
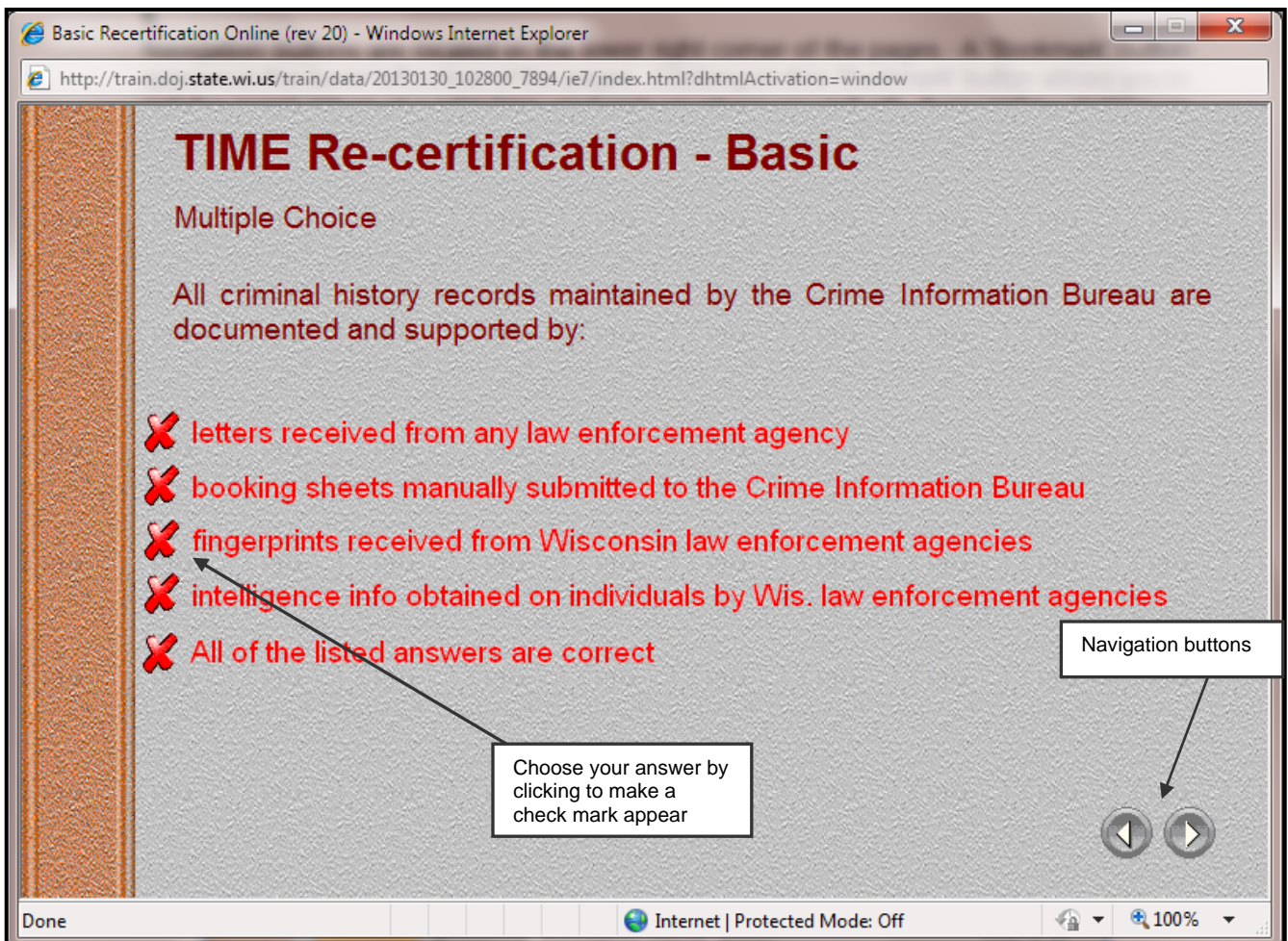
The last page of the course will require you to complete the event. First click on the 'Score Quiz' button to calculate your score, which will appear to the right of this button. The calculation process may take a few moments, please wait for the score to appear.

Once your score has been displayed, you must click on the 'Submit Score and Exit' button to complete the event. TRAIN will record your score and test details in the training database. ***You must click on both the <mark>Score Quiz</mark> and the <mark>Submit Score</mark> and <mark>Exit</mark> to complete the course.***

If a failing score is received (less than 70%), you must have your TRAIN Administrator register you again for the event and retake the course. Once you have completed the course and submitted your score, you will return to the main TRAIN pages.
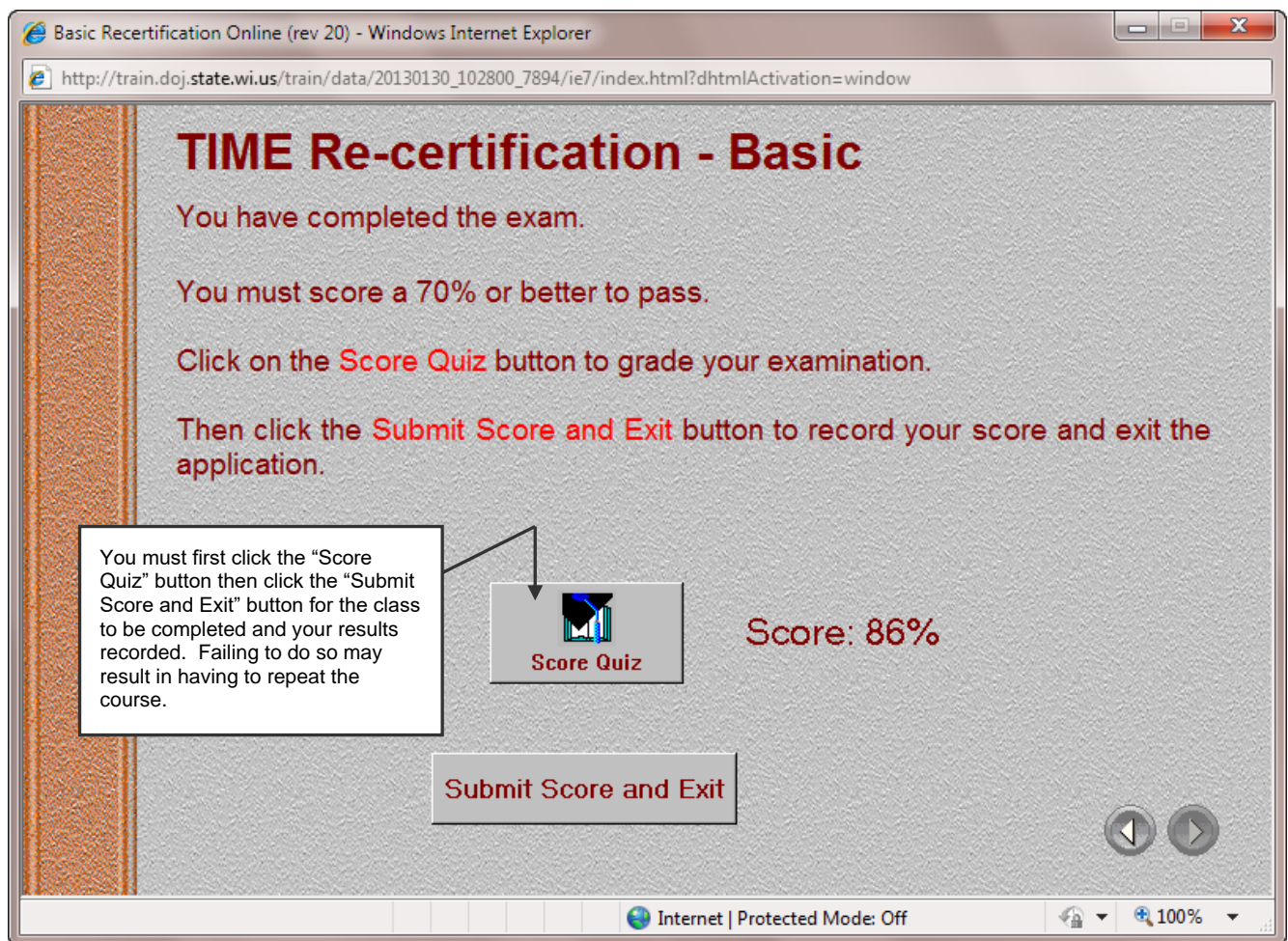
Complete test results are now included in your training record. In fact, after completion of the course you are presented with a 'Class Progress Detail Page' which includes class status information, elapsed time, score, etc. You may even view the details of what questions you answered correctly and incorrectly by clicking on the icon in the center of the page that looks like a magnifying glass.

The class you completed is now listed as previous training. You may access all types of training information by clicking on the 'Learn' menu option at the top of the page, then clicking on training schedule. Remember that you may have to switch the view, depending on what type of information you wish to access.

Personalize Your Home/News Page

Each learner may personalize the appearance of this page to suit their personal preferences. To do so, simply click on the 'Edit Preferences' link in the Quick Links section on the left, or click the 'Profile' link in the upper right hand corner.

The learner is then presented with a screen that allows them to choose what items appear on their home page, and how many items are displayed. Add or remove check marks to indicate what options you wish to display on your Home/News page.

Registration (Administrators/Managers Only)

TRAIN allows only agency administrators to register for events.

To locate information on TIME System training offered by the CIB, presented either online or in a classroom format, simply go to the section below the news message. Here you will find an area listing the various categories of TIME System training available. Some of the categories are further broken down to better describe offerings as either classroom or online courses. The categories provide a shortcut to specific training topics.

Click on the title of the information you wish to access. If you want to locate a classroom recertification to attend, click on 'Classroom' under 'Recertification'. TRAIN will then take you to a page providing basic information about the training. As always, users may have to scroll down to view all available information.

A page appears that lists the types of classroom recertification courses that are available: Advanced and Basic. For further information and class locations, click on the arrow to the left of the title of the type you are interested in and a list of class dates and locations will appear.

To register yourself for the class, click on the 'Register' button. To register other department members for the class, click on the 'Other Actions' button and select 'Register Others' from the menu that appears.

A registration screen will appear. Choose the class location and date you wish to register users for. Select the class by clicking on the radio button to the left of the class name, then click on the 'Continue' button located further down on the screen. You may have to use your scroll bar to make this button visible.

The registration screen now expands. Once again, you may need to scroll to see the lower portion of the screen. Now you need to construct a list of users. To add users to this list click on the 'Add' button in the 'Available Users' box.

Another screen appears asking what method you would like to use to select users. 'Select Viewable Users' will present a list of all users you are authorized to view, so click on 'Next'. A list of users appears. Select those you wish to add to your list by clicking and adding a check in the box to the left of their name, and click on 'OK'.

Your list of employees reappears and now contains the names of those you added. You may continue to add employees as needed. To continue with the registration process, select those you wish to register by clicking to place a check mark in the box to the left of their name. The entire list of employees may be selected by placing a check mark in the box to the left of the 'Name' column label. If the box is not checked, they will not be registered.

Click on the arrow (>) button in the center of the screen. TRAIN will check to see, if the class selected is full, if the registration deadline has passed, etc. If no problems are found, the names will be moved to the Registration list on the right.

When you are certain the list in the Registration section contains those you wish to register, click on the submit button down below. TRAIN will process the registrations and if registration is successful, TRAIN will return you to a class listing screen. TRAIN has built in measures that prohibit a TRAIN administrator from registering a learner for the same class or module more than once. If the learner does not appear as a choice in the list of, it is likely because they are already registered for that particular class.

Is My Employee Registered? (Administrators/Managers Only)

Agency administrators can also check to see if their employee is registered for a particular class. While in the manager mode, locate the user whose training you wish to review. You may search for a user by either clicking on the 'Select Another User' link in the Quick Links area on the left, or, in the upper right hand corner, click on 'Change View' link.

No matter which option you choose a 'Select User' screen appears, allowing you to search for the user you wish to view. If you wish to view a listing of all users you are allowed to view, ensure the button to the left of 'Workgroup of all viewable users' is marked and click the 'Go' button. Once the listing appears, select the user you wish to view and click 'OK'.

A summary screen appears, listing basic information about the user. To view training details, click on the 'Learn' menu in the upper left and select 'Training Schedule'.

Training information is listed on the screen that appears. Details of current, upcoming, completed and cancelled training are available depending on what view you are in. To change the view click on the downward facing arrow for the view field, as shown above.

Canceling Registration (Administrators/Managers Only)

With access to TRAIN's online registration functions, agency administrators have the ability to cancel a registration for department personnel. This may be necessary due to scheduling changes, employee illness, etc. From the screen, on the previous page listing the employee's training, select the class by placing a check mark in the box to the left of the class title. Then click on the 'Go' button located to the right of the 'Task' box.

The 'Cancellation Confirmation' screen gives an option to cancel the marked class. Click on the 'Cancel Marked' button and the registration will be removed.

Reports (Administrators/Managers Only)

The TRAIN system allows local agency administrators the ability to access reports that provide information on the agency's TIME System trained personnel. Only agency administrators may access these reporting functions. To access these functions, administrators must click on the report manager icon.

One of the more common requests received from agencies is a request for an agency roster. TRAIN allows agency administrators to access a listing of all department employees with TIME System certification, including information on certification level and expiration dates. The **current and expired** certifications will appear on the same report; be sure to be observant of the expiration dates.

The panel on the left of the report manager screen lists the report available to users. The report is listed in a topical folder – the Certifications Status folder. Click on the '+' sign to the left of the folder to open the folder and view the "TIME System certification report." Click on the report to open it.
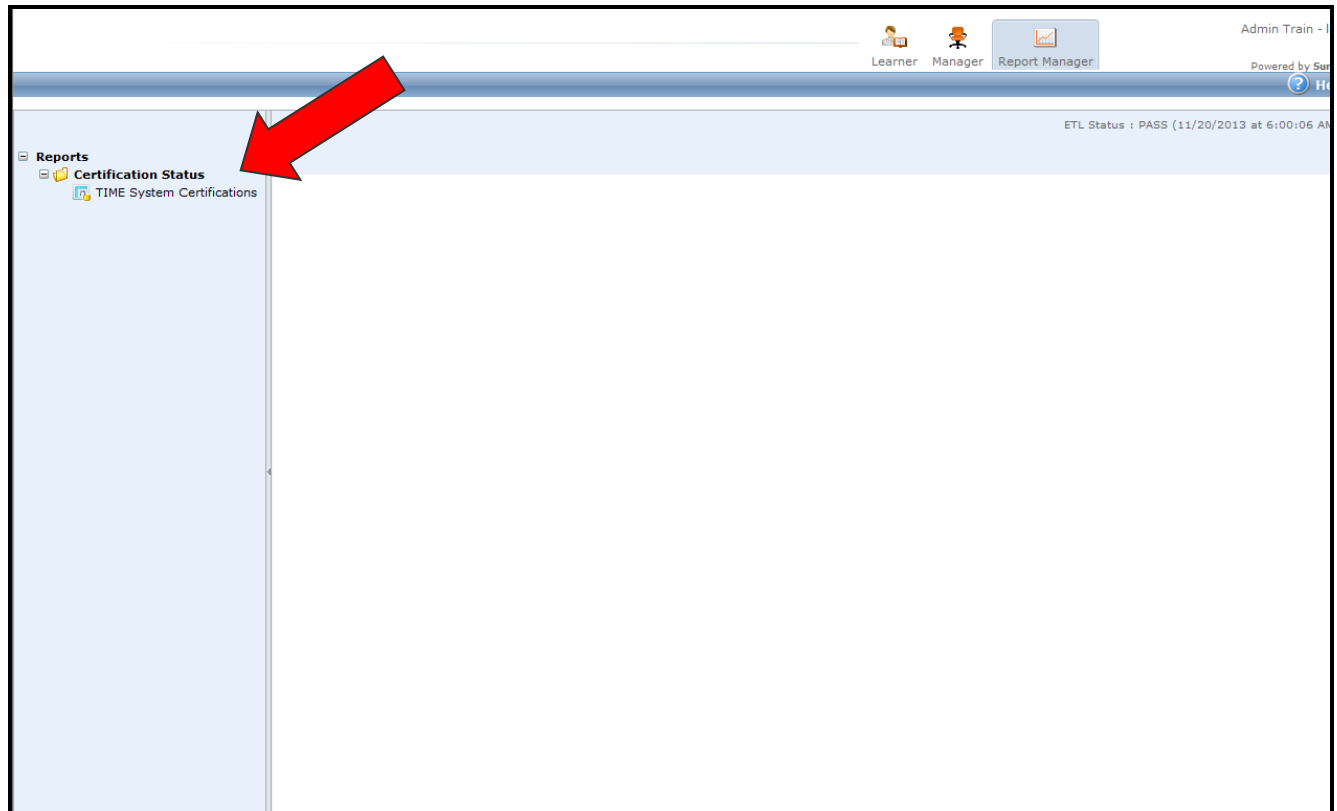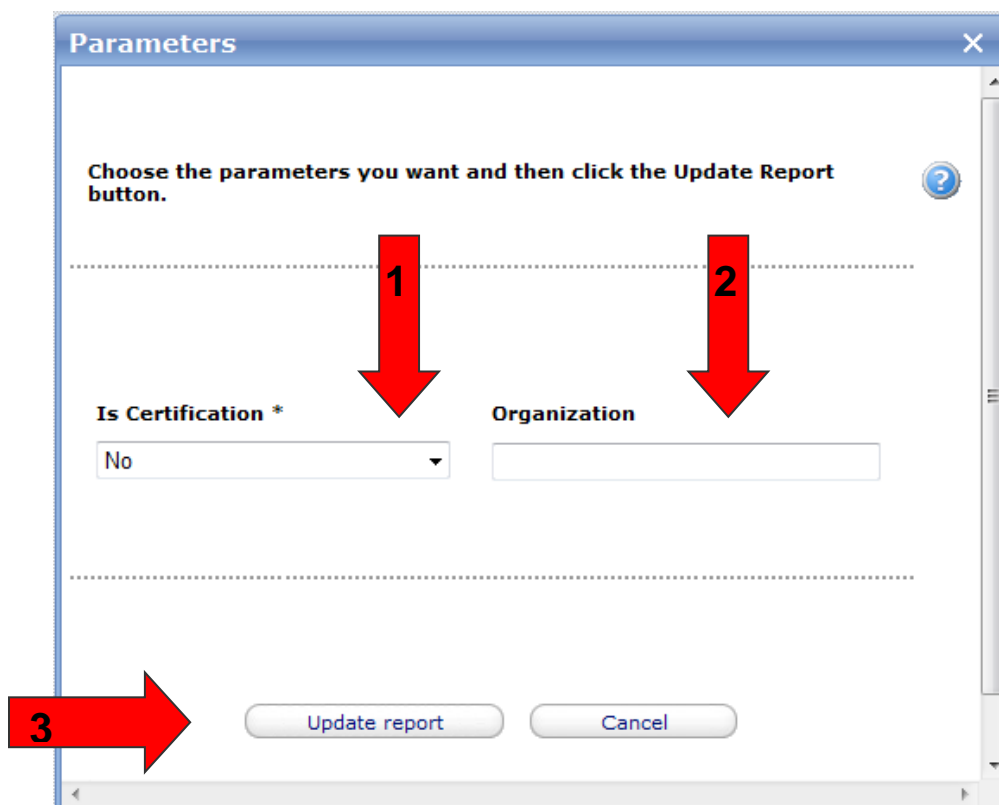
Information on the report will appear in the window on the right side of the screen. Click the "view report" icon.
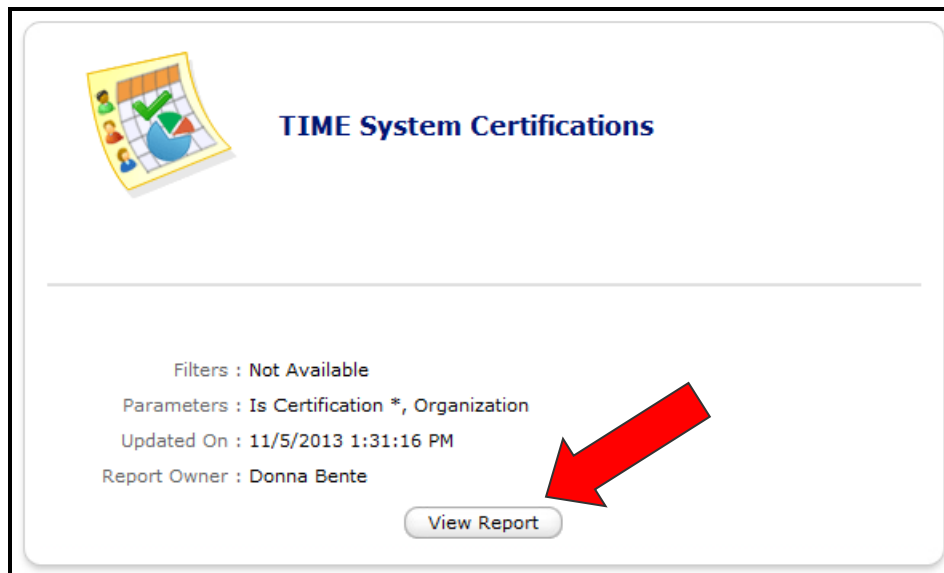
A window will pop up, requesting the operator to specify two parameters for the report. The parameter for "Is Certification" should be changed to "Yes". The agency name, such as "Madison Police," should be entered in the "Organization" field.

Finally, click on the "Update Report" button. The report will only run if "Update Report" is clicked, simply pressing the enter key will not work.

A message indicating "Loading content please wait" should appear in the window on the right side of the screen. The number of employees in your organization may affect processing time. When processing is complete, the report will appear on the right hand half of the report manager screen.

The report may be reviewed on the screen, or may be exported to an Excel spreadsheet or Adobe PDF and saved. To export the report information to an Excel spreadsheet, click on the Export icon on the task bar found above and to the right of the report.

Once you have completed all desired reporting activities, you will be forced to log out of TRAIN and will need to log back in before you will be able to use the learner or manager icons.