

PreventionLink Frequently Asked Questions for Administrators and Supervisors

Welcome to TargetSafety! This document provides answers to some frequently asked questions regarding the PreventionLink™ platform. Should you need further assistance, please contact TargetSafety Support.

Please do not hesitate to contact us with comments, suggestions, or requests for additions to our Frequently Asked Questions!

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Q: As an Administrator, can I change one of my user's password?

A: As an added security measure, we have removed the ability to look up user's passwords. However, you are able to use the Password Reset functionality to reset a user's password for them. To do so, please follow the steps below:

1. Go to the Users tab and click on **Modify User Profile**.
2. Find the user that you would like to update and click on their name.
3. Click on **Change Password**.
4. This will give you their username and you will be able to reset their password so that they may login to their account
5. Once they login, they can update their password to anything that they would like by clicking **Edit My Profile** on their home page.

Q: How do I change my own password?

A: To change your password, please follow the steps below:

1. Login to your account.
2. Click on **Edit My Profile** at the bottom right corner of the page.
3. Enter your existing password again.
4. Enter your new password in the fields titled **New Password** and **New Password (again)**.
5. Click **Save**.

Q: I receive a message that says: You have been logged out due to inactivity. Why am I getting this message?

A: If you are using Internet Explorer to access the program, please click **Tools** and then go to **Internet Options**. From the current menu, delete temporary files, history, cookies, saved passwords, and web form information. If not all of these categories are present, just delete as much as you can of what is suggested.

Then click on the **Security** tab and then on **Trusted Sites** to get to the menu and then click the **Sites** button (this may say **Add Sites**). Under **Add this website to the zone:**, please delete what is already there and type in <http://www.targetsafety.com>. Make sure the **Require Server Verification** box is unchecked. Then click **Add** and then **Close**.

Click **OK** to save these changes. You should be able to move forward with your training without experiencing this error. However, if the issue persists, restart your computer. Sometimes this is necessary for your computer to recognize the changes.

Q: When I sign in I do not have any assignments. Why?

A: Assignments are created by Administrators. If you do not have access to any assignments, you are able to assign courses and activities to yourself in order to help get your account going.

Q: Will the system send an email whenever a course is assigned?

A: TargetSafety will automatically send monthly email alerts to users with their assignments and assignment status. However, the system does not generate email alerts each time a user receives an assignment.

Q: Why do some training topics have multiple versions?

A: Often times we have 2 sets of courses set for different industries. The following will ensure that you assign the correct courses to the correct individuals.

EMS Courses:

The courses labeled, “EMS” are the courses that are designed for EMS personnel and will provide the continuing education credit that is needed for license renewal. These courses will generally have a timer on them to ensure that one is spending adequate time in the course before they receive the continuing education credit.

Fire Courses:

We have designed courses to meet the needs and uphold the standings of the Firefighter I and II, and Company Officer Training. These courses are labeled “NFPA 1001 or 1021” depending on the standard that it meets. We also have a set of OSHA courses that have been reviewed and approved by the NFPA, these courses we have labeled NFPA 1500.

We have established a sample training matrix set up by job title that you can use to ensure that you are covering all of our bases as determined by OSHA. These are only the OSHA courses, not any of the firefighter courses, as we are just trying to ensure that you are up to date with OSHA. For a sample training matrix, please click [here](#).

Water Courses:

We have designed many courses specifically for the Water Industry. These courses can be taken alone or with other OSHA courses. The courses labeled “Water Industry” are the courses that will provide a continuing education hour. These courses will generally have a timer on them to ensure that one is spending adequate time in the course before they receive the continuing education credit. Many of our water industry courses are repeated in our OSHA catalog, so if you have someone who doesn’t need continuing education credits, you may assign them the OSHA version of the courses for the same benefit.

Q: What is the difference between the Basic and Advanced version of the EMS courses?

A: Our EMS course catalog is structured to meet the needs of the different levels of emergency medical service providers. As a result, we often have two versions of our courses - Basic and Advanced. Courses with "Basic" in the title are intended for First Responders and EMT-Basics, while courses with "Advanced" in the title are intended for EMT-Intermediates and Paramedics. In some cases, there is significant overlap between the courses depending on what content is outlined in the DOT National Standard Curriculum. The way the catalog is structured, only one version of the course should be taken - not both.

Q: When I submit my completed test, it does not provide test results or a certificate and sends me back to my login or home page. Were my test answers recorded? How can I fix this problem in the future?

A: If you are using Internet Explorer to access the program, please click **Tools** and then go to **Internet Options**. From the current menu, delete temporary files, history, cookies, saved passwords, and web form information. If not all of these categories are present, just delete as much as you can of what is suggested.

Click **OK** to save these changes. You should be able to move forward with your training without experiencing this error. However, if the issue persists, restart your computer. Sometimes this is necessary for your computer to recognize the changes.

You will need to complete the exam again and submit your answers after completing the steps above. Your answers were not initially recorded.

Q: Can I leave in the middle of a course without having to start from the beginning?

A: Yes, all TargetSafety courses will bookmark where you are at within the course each time to go to a new screen. If for any reason, you cannot complete the entire course in one sitting please be sure to hit the **Quit** button in the course to ensure that you will be able to return to where you left off.

Q: For select courses, why does it tell me that I have not spent enough time in the course and it takes me back to the beginning?

A: The timer policy was instituted when we started providing continuing education credits to ensure that users were spending an adequate amount of time in the courses for which they were receiving credit(s). Many of the state approval agencies we work with require some mechanism to ensure that users of online training are not just "clicking through" the course content.

Course completion time calculations work like this: each time that you hit the **Next** button in the course, it records the amount of time that you spent on the previous page, this is how we can guarantee that the student is 'actively' in the course. The completion times will only log a certain amount of minutes per slide before it will assume that you are idle and will stop recording. So, if you open up the course and walk away, the time that you left the course open will not be recorded. It is recommended that the student log out or close the internet window they are working in when they have to leave a course. When they login to complete the course, the system will remember how much time they've already spent in that course and start calculating from that amount.

Q: Why can't I print the exam at the end of each training course?

A: Our tests are designed in a special webpage that will not allow users to copy nor print the test exam. We also have a test bank with a variety of questions to ensure that no two tests are the same. This is to ensure that each test is unique and copying down answers will be of no use to your users.

Q: Can I re-print certificates for training courses I completed in the past?

A: Yes. Your training records are always saved and available for printing. To access your saved certificates, upon login click the **History** link, then find the course that you would like to print the certificate for, and click on the certificate icon. From here, you can either view your certificate or print it for your reference.

Q: Can I remove duplicate completed Custom Activities or ones that were only used to learn/test the process and should not be recorded?

A: Completed Custom Activities can be removed. Click on **Delete Completed Activities** from within the Assignments tab to search for and remove completed Custom Activities.

Q: I am an Administrator, and I can't view any graphics on my dashboard. Why not?

A: The graphics that we have included on our dashboard are in Flash format. We recommend having at least Flash Version 10; you can use this link to test your browser to see which version of flash you have on your computer: <http://www.macromedia.com/software/flash/about/>. You can also use this link to upgrade to the most recent version of the player from this website as well.

Q: When I try to access credential information, nothing comes up? Why is this?

A: This is an issue that arises when accessing the site using Internet Explorer 8. In order to fix the issue, you will need to turn on the Compatibility View in Internet Explorer. To do this, either click on the **Compatibility View** icon to the right of the address bar OR select **Compatibility View** from the Tools menu.

Q: My organization has added videos into the File Center; however, I am not able to open the video, why not?

A: All of the videos and the video links that we have incorporated into the File Center are done so using Flash. If you do not have Flash installed on your computer, you may not be able to view the video correctly. We recommend having at least Flash Version 10; you can use this link to test your browser to see which version of flash you have on your computer: <http://www.macromedia.com/software/flash/about/>. You can also use this link to upgrade to the most recent version of the player from this website as well.

Q: How do I add my own videos to your website?

A: TargetSafety is more than happy to host your videos. Your videos will be converted by TargetSafety into Flash Streaming Video Files and then uploaded into your File Center for easy assignment and tracking. To submit a video to TargetSafety, first we'll need a media release form on file for your organization. Only one of these is necessary per client. Then we'll need our Streaming Video Hosting File Request Form filled out for each video that you would like to submit. TargetSafety provides a limited amount of space for free, if more space is needed; view our Streaming Video Hosting File Request Form for pricing information. Videos can be submitted via mail or can be uploaded to website at <http://upload.targetsafety.com>. If you upload a video here, be sure to email your completed documents to support@targetsafety.com.