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# **Virginia Department of Fire Programs Knowledge Center - Global**

Quick Start Guide

## Table of Contents

<b>1. SYSTEM OVERVIEW .....</b>	<b>3</b>
1.1 SITE TOOLBAR .....	3
1.2 AREAS IN THE SYSTEM.....	3
1.3 TOP TOOLBAR.....	4
1.3.1 Site Search .....	4
1.3.2 Site Help .....	4
1.3.3 Site Map.....	5
1.3.4 Logout.....	5
1.4 HELP ICON .....	5
1.5 REFRESH ICON.....	5
<b>2. POP-UP WINDOWS AND LOGIN PAGE.....</b>	<b>6</b>
<b>3. MY HOMEPAGE.....</b>	<b>7</b>
<b>4. COURSE CATALOG.....</b>	<b>10</b>

## Table of Figures

FIGURE 1: SITE TOOLBAR AND SITE MENU.....	3
FIGURE 2: PAGE ELEMENTS.....	5
FIGURE 3: LOGIN PAGE .....	7
FIGURE 4: MY HOMEPAGE .....	10
FIGURE 5: COURSE CATALOG.....	11

## 1. System Overview

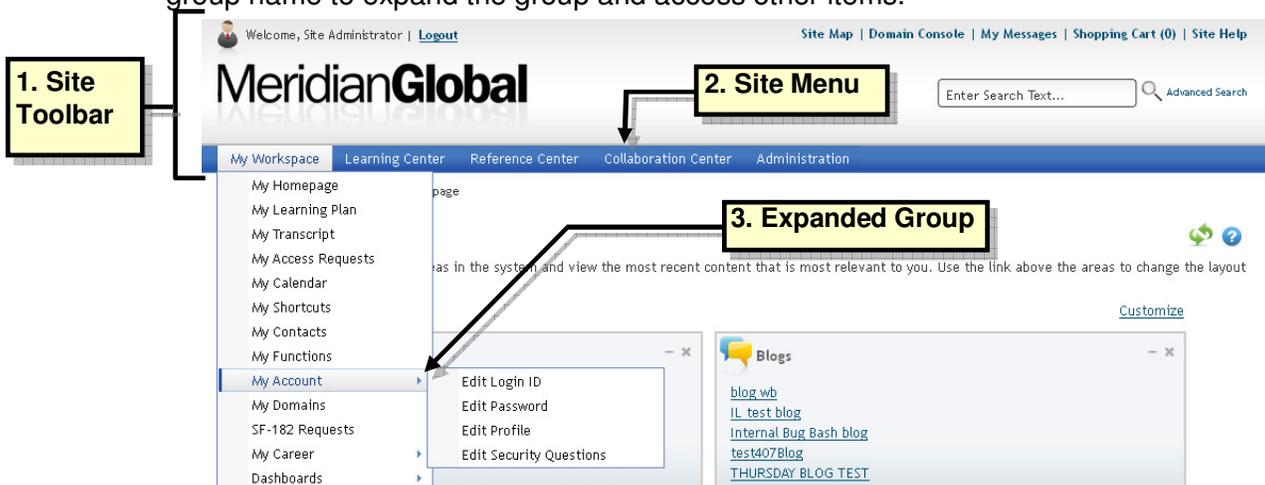
VDFP Knowledge Center Global is a learning and knowledge management system that allows users to take courses, surveys, tests, manage personal information, collaborate with others and much more. Below is information about elements that display on every page in the system and explanations for key areas in the system.

*Note: For brief descriptions of all areas and the items within them, access Site Help and click "System Overview" on the left in the Table of Contents.*

### 1.1 Site Toolbar

The Site Toolbar (number 1 in Figure 1) is the area at the top of every page (based on the skin that is used in the screenshots in this document). The items listed in this area are on every page within the system to allow users to access areas within the site. Depending on your system configuration, additional options may be included in this area.

The **Site menu** (number 2 in Figure 1) is the portion of the Site Toolbar that contains the menus for the five main areas of the site. Move the cursor to the name of an area to display the groups within it. Some groups contain additional items as indicated by the arrow to the right of the group's name (number 3 in Figure 1). Move the cursor to the group name to expand the group and access other items.



**Figure 1: Site Toolbar and Site Menu**

### 1.2 Areas in the System

There are five main areas: My Workspace, Learning Center, Reference Center, Collaboration Center and Administration. Use the **Site menu** to navigate to any of these areas.

**My Workspace** is where you quickly access "My Learning Plan", site content, your personal information, and other items. Your learning plan is where you view four types of training activities in which you are participating or are required to complete; Required

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Training, Scheduled Training (classroom), Online courses, and Curriculums. *(Note: Depending on the system's configuration, you may see a fifth type, Virtual Events, which displays information for classroom course section events that take place online.)* As you become more familiar with the site, add content you frequently access to your "My Functions" page. Use the "Add Shortcut" button on the Details page (which displays when you click the title of a content item in search results throughout the system) to add items to your "My Shortcuts" page for faster access. You may also add other users to your "My Contacts" page, view your transcript, and maintain your own calendar. Quick access to statistical information is found on the customizable "My Dashboard" and the "Employee Training Dashboard."

The **Learning Center** is where users search for training facilities, certifications, courses (classroom and online), curriculums, subscriptions, bundles and tests.

The **Reference Center** is where announcements, documents, frequently asked questions (FAQs), glossary terms (except those associated with curriculums), products and site surveys are located.

The **Collaboration Center** contains blogs, user and instructor directories, and collaboration spaces. There are three types of collaboration spaces (public, private and moderated) that allow you and other users to share knowledge on a specified topic.

The **Administration** area is where you access reports and view information about the system. Authorized users also manage content and content options, training, courseware, certifications, external learning; manage roles and users; merge duplicate user accounts; approval, waiver, certification, external learning and required training consoles; manage eCommerce, IDP and performance evaluation capabilities (if these features are available in the system); and perform other actions.

## 1.3 Top Toolbar

The information and links contained in the Top Toolbar (number 5 in Figure 2) are explained below.

*Note: Additional links may display in the Top Toolbar depending on the system's configuration. "My Messages" will display this feature is turned on in the system and you have selected "My Messages" as the communication method in your profile on the Edit Preferences tab. Click this link to access your messages (emails) area where you can read and perform other actions for emails. There will be a number in parentheses that indicates the number of unread messages. "Domain Console" will display if the system contains domains. "Shopping Cart" will display if the system contains the eCommerce feature.*

### 1.3.1 Site Search

Use the Site Search area at the top of any page to quickly find items in the site. All content and courses can be found by entering keywords or phrases in the Site Search field and clicking Go.

### 1.3.2 Site Help

Click the "Site Help" link at the top of any page to access the Site Help window. In addition to helpful features such as FAQs, System Troubleshooting and the Index tab,

Site Help also has browse sequences (click "Using Site Help" page on Contents tab within Site Help for details) to help you learn how to use and navigate areas in the system. Page-level Help is also available using the Help icon on each page. Click "System Overview" for brief descriptions of all areas and the items within them.

*Note: Some functions in the site contain browse sequences. Browse sequences take you through a set of steps for a function; it gives you an overview of how to use a function. If a function has a browse sequence, the left and right arrows above the menu in the Site Help window are enabled (indicated by the right arrow turning light blue).*

### 1.3.3 Site Map

Click the "Site Map" link at the top of any page to see a text-based outline of the site's contents. Click the links on this page to quickly access an area within the site.

### 1.3.4 Logout

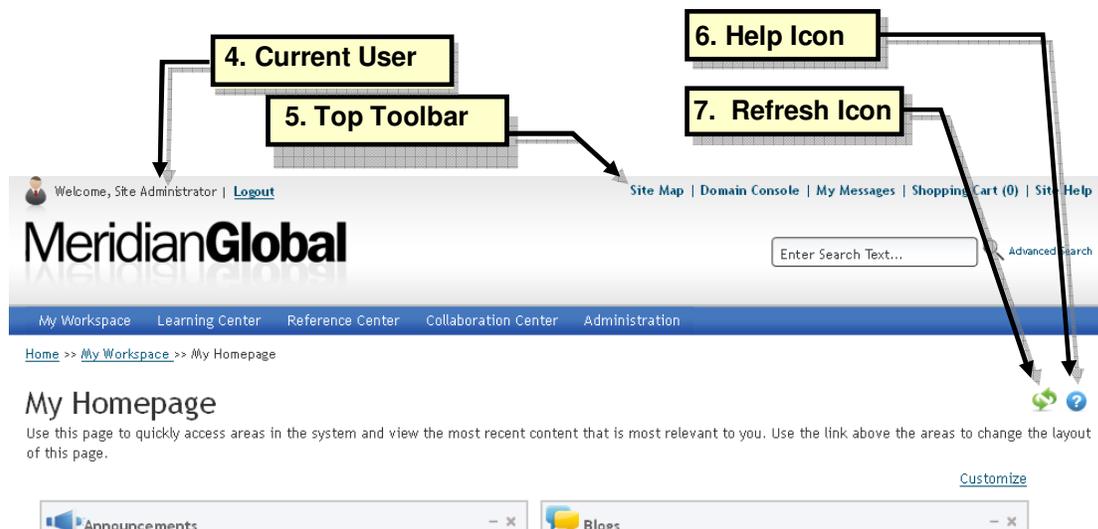
Click the "Logout" link to end your current session in the system. The Login page displays, allowing you to start a new session.

## 1.4 Help Icon -

The question mark in the blue circle is the Help icon (number 6 in Figure 2), and it is located in the same place on every page in the site. Click this icon to access page-level Help (i.e., information about the page in the site that you are currently viewing).

## 1.5 Refresh Icon -

The circular arrows are the Refresh icon (number 7 in Figure 2), and this icon displays on select pages in the site. Click this icon to allow the page to load again and display your updated status.



**Figure 2: Page Elements**

## 2. Pop-Up Windows and Login Page

### 2.1 Avoiding Pop-up Problems

The system contains pop-up windows that display content such as blogs. Therefore, please perform the following steps for Microsoft Internet Explorer or Mozilla Firefox to add the system to your computer's list of trusted sites.

#### *Internet Explorer*

1. Access the system's Login page.
2. Highlight and copy the site URL.
3. Select Tools > Pop-up Blocker > Pop-Up Blocker Settings...
4. Paste the site URL into the "Address of Web site to allow" field.
5. Click Add. The site URL displays in the "Allowed sites" list.
6. Click Close.

#### *Firefox*

1. Access the system's Login page.
2. Highlight and copy the site URL.
3. Select Tools > Options...
4. Click "Content" at the top of the window.
5. Click Allowed Sites.
6. Paste the site URL into the "Address of web site" field.
7. Click Allow. The site URL displays in the list.
8. Click Close.
9. Click OK.

### 2.2 Login Page

The Login page has four areas (Figure 3):

- The top area is the logo. Typically, your company logo is displayed here.
- To the right of the logo is the Login Toolbar. There are two links: Create New Account and Contact Administrator.
- Beneath the logo is typically the announcements area. Announcements that have been recently entered in the system are displayed here. Your company may choose to have other information displayed here.
- Beneath the Login Toolbar is where you enter your login ID and password and then click the "Log In" button to access the system. You may click the Forgot Login ID? and Forgot Password? links for help.

#### 2.2.1 Create New Account

Click Create New Account to create an account if you are a new user and do not have an account. Sometimes a system administrator may set up accounts for users.

#### 2.2.2 Login Help

Click Forgot Login ID? if you have forgotten your login ID. You will need to enter your last name and email address from your profile and click Get Login ID to have your Login ID sent to your email address.

*Note: If you do not have an email address in your profile (that is the address that is used to send you your login ID), then you must follow the on-screen instructions to get your login ID.*

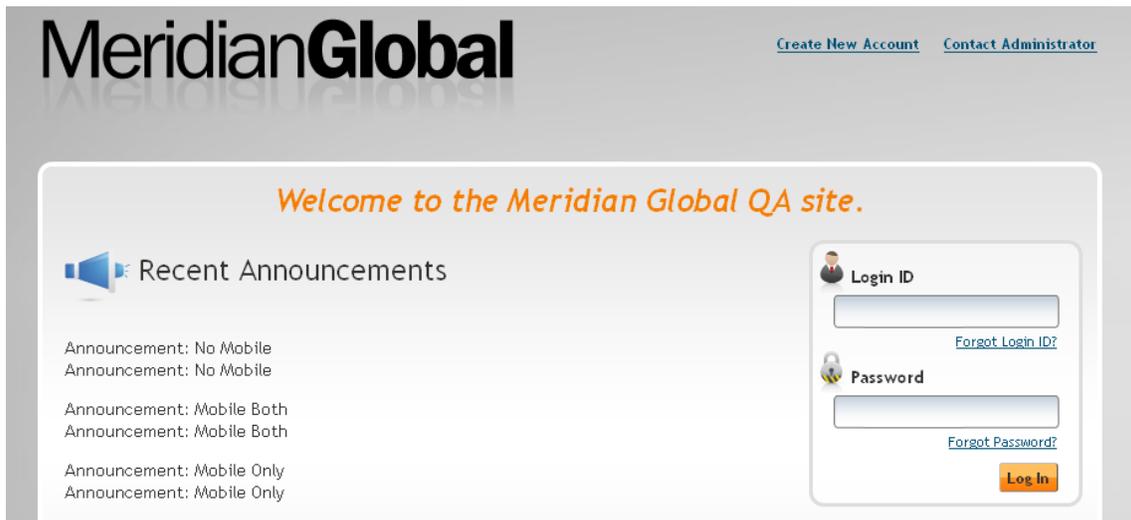
### 2.2.3 Password Help

Click Forgot Password? if you have forgotten your password. You will need to enter the email address from your profile and your login ID and then click Get Password to have a temporary password sent to your email address. Depending on your system settings you may also be required to answer one or more security questions.

*Note: If you do not have an email address in your profile (that is the address that is used to send you your temporary password), then you must follow the on-screen instructions to get your password.*

### 2.2.4 Contact Administrator

Click Contact Administrator to open a window for sending a message to a system administrator. Examples of when you should contact the administrator are when you have trouble with the system or find a problem.



**Figure 3: Login Page**

## 3. My Homepage

My Homepage provides you with quick access to areas and items in the system. The first time you log in, this page may not contain much information in the tables. This means that the user who is currently logged in has not added any functions using the “My Functions” link in the My Workspace menu. Below are explanations for each of the panes on this page.

<b>Announcements</b>	<p>Five most recently added announcements for which you have View permission. Click the title to access the Details page for the announcement.</p> <p>Click the "More..." link to access the Announcements Simple Search page.</p>
<b>Bundles</b>	<p>The five bundles that you have most recently accessed that are not completed (with the most recently accessed bundle at the top of the list). Click the title to access the Details page for the bundle.</p>
<b>Curriculums</b>	<p>Five curriculums in which you have most recently enrolled that are not completed. Click the title to access the Details page for the curriculum.</p> <p>Click the "More..." link to access the Curriculums table on your "My Learning Plan" page.</p>
<b>Distribution Lists</b>	<p>Five distribution lists most recently added by you. Click the title of a distribution list to view information about it.</p> <p>Click the "More..." link title to access your "My Contacts" page (contains your Distribution Lists).</p>
<b>Documents</b>	<p>Five documents you have most recently accessed. Click the title of the document to access the Details page for it.</p> <p>Click the "More..." link to access the Documents Simple search page.</p>
<b>My Contacts</b>	<p>Five contacts you most recently added. Click the name of the contact to view information about them.</p> <p><b>Note:</b> If a user you recently added becomes inactive, they will no longer display in this area.</p>
<b>My Functions</b>	<p>First five functions listed on your "My Functions" page. Click the title to access the function.</p> <p>Click the "More..." link to access your "My Functions" page.</p>

<p><b>Online Courses</b></p>	<p>Five incomplete online courses in which you have most recently enrolled. The date you started each online course also displays. Click the title to access the Details page for the course.</p> <p>Click the "More..." link to access the Online Courses table on your "My Learning Plan" page.</p>
<p><b>Required Training</b></p>	<p>This area is divided into three sections: Due in a Week, Due in a Month and Due Later. Each section contains items that are assigned to you that you have not completed.</p>
<p><b>Scheduled Training</b></p>	<p>Five current classroom course sections in which you are enrolled. The dates and times indicate when the course section meets.</p> <p>Click the "More..." link to access the Scheduled Training table on your "My Learning Plan" page.</p>
	<p>For additional personal notes as needed</p>

You may choose how many columns and which panes will display on the homepage by clicking the Customize link. You may also collapse, expand or close panes by clicking the controls in the upper right corner of each pane.

**Figure 4: My Homepage**

## 4. Course Catalog

The Course Catalog (Figure 5) contains all available courses and curriculums. Perform a search in the Course Catalog and then click the title of a course or curriculum to access the Details page. The Details page indicates what you can do (i.e., enroll or cancel enrollment, view all the sections for a classroom course and perform other actions).

Figure 5 also represents how most of the content search pages look. Most of the search pages contain an “Advanced” link for performing a search by entering more specific search criteria (number 5 in Figure 5). The Simple search (the page that displays in Figure 5) usually contains a Search Text field and a Search Type menu (number 6 in Figure 5). Enter keywords or phrases in the Search Text field to find an item. You can select a search type from the Search Type menu and then click Search to view search results.

All search results are displayed in tables. The results typically contain:

- an **Information icon** (opens a window with several tabs containing information about the item - number 5 in Figure 5)
- an **Editing Status** column (indicates whether the item is currently available or if it is under revision - number 4 in Figure 5)
- a **Title** column (the name of the item - number 3 in Figure 5)

Other columns may also be displayed in search results depending on the area in which you are performing a search. For example, in Figure 5, “Delivery Method” and “Rating” are additional columns that are displayed (and depending on the system’s configuration, the “Enroll Status” and “Cost” columns may also display in Course Catalog search results).

Every page in the system (with the exception of some pop-up windows) has a Help icon in the upper-right corner of the page. This icon allows you to access the Help page specifically for the page that you are currently viewing. This Help page contains information about the page you are viewing in the system, what actions you can perform, and steps that indicate how to perform actions.

To help you understand where you are in the system, there is a breadcrumb trail (number 7 in Figure 5) to indicate your current location. There is also heading text (general information about the area you are in – number 1 in Figure 5) on each page in the system. Many pages also have instruction text (specific information about what to do on a tab – not displayed in this guide).

The screenshot shows the MeridianGlobal interface. At the top, there is a navigation bar with links like 'My Workspace', 'Learning Center', 'Reference Center', 'Collaboration Center', and 'Administration'. A breadcrumb trail is visible: 'Home >> Learning Center >> Course Catalog'. The main heading is 'Course Catalog' with a sub-heading 'Search for courses and curriculums and enroll in them. Depending on the system's configuration, enrollment...'. Below this is a search area with a 'Search Text' field, a 'Contains' dropdown, and a 'Search' button. An 'Advanced Search' link is also present. The search results are displayed in a table with columns for 'Title', 'Delivery Method', and 'Rating'. The table contains several rows of course listings, some with status icons (info, success, error) and some with a star rating. A red box labeled 'Figure 5: Course Catalog' is overlaid on the table. Numbered callouts point to various elements: 1. Breadcrumb Trail, 2. Advanced Search Link, 3. Title Column, 4. Editing Status, 5. Information Icon, 6. Search Area, and 7. Heading Text.

	Title	Delivery Method	Rating
	AA Classroom - KS testing expired requests	Classroom	☆☆☆☆☆
	AA New Classroom Course AA New Classroom Course	Classroom	☆☆☆☆☆
	AA New General Course AA New General Course: adding a really long description from some news article...Who hasn't unwr...	Online	★☆☆☆☆
	AA Survey Course	Online	☆☆☆☆☆