Online Training Center Getting Started Guide

Xactware’s Online Training Center offers a variety of online training classes and materials. This document offers instructions ranging from accessing, logging into, and navigating the online training center to playing and viewing the course materials.

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Accessing the Online Training Center
The Online Training Center can be accessed by either logging into your Xactware Store account and clicking on the **Online Training Center** icon or by typing [https://otc.xactware.com](https://otc.xactware.com) into your browser.1

Logging in the first time
The first time you **log in to the Online Training Center** with a subscription, you’ll see only one course: *Introduction to the Online Training Center*. You should view this training video first. You can then **download the courses** you want to take from the **All Courses** tab before you can take them.

Logging into the Online Training Center
To log in to Xactware’s Online Training Center, you will need to use the same email address and password that you used when you first set up your Xactware Store account in most cases this is your Xactware ID and password.

If you have forgotten your password, click the **Forgot your password?** link at the Online Training Center *Login* window and follow the instructions. Xactware will send you a new password. We recommend that you immediately log into your Store account and use the password to create a familiar password prior to logging into the Online Training Center.

When you enter the Online Training Center, it allows you to open a recently purchased course, continue a recently viewed course, or go directly into the **Student Console** and view all available courses in your course list.

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1 We recommend using Internet Explorer or Firefox as your browser; Xactware does not support other web browsers.
Student Console

The Student Console is the interface that you will use to manage and access your online training courses or exams. You will use it not only to take a course or exam, but also to view important information related to the exam.

The Student Console is made up of the Course Selector Area (on the left), and the Course Information Area (on the right). The Course Information displays data for any course you have selected in the Course Selector Area.
Course Selector Area

The Course Selector Area is where you select the courses you’d like to view or view information for. You will notice two tabs at the top of the Course Selector Area: My Courses and All Courses.

My Courses shows only what you have purchased and the automatically downloaded courses. All Courses displays all available courses for download and exams available for purchase.

From the My Courses tab, you can:

- view all courses/exams currently downloaded and available to you, along with its end date and status (a checkmark indicates it’s been completed).
- filter your courses/exams based on status (you can select to view only courses you’ve completed, course that are incomplete, or all courses).
- search for a course/exam, based on key words or characters.
- Select a course to play (by clicking the Progress tab in the Course Information Area and pressing Play).

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<thead>
<tr>
<th>Name</th>
<th>End Date</th>
<th>Status</th>
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<td>XAST01-Hierarchies</td>
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<td></td>
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<tr>
<td>XAST02-Setting Up Administration</td>
<td>9/30/2016</td>
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<tr>
<td>XAST03-The Estimate Review Queue</td>
<td>9/30/2016</td>
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<td>XAST04-Monitoring Company Performance</td>
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<td>XAST05-Monitoring performance after a catastrophe</td>
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<td>XAST07-Reviewing a Loss</td>
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<td>XAST08-Monitoring industry Trends</td>
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<tr>
<td>Introduction to the Online Training Center</td>
<td>12/31/2019</td>
<td>✔️</td>
</tr>
</tbody>
</table>
From the *All Courses* tab, you can:

- view the courses/exams available for purchase/download.
- select a course to download (by clicking the *Description* tab in the *Course Information Area* and pressing *Add* or *Buy*).

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<thead>
<tr>
<th>Name</th>
<th>Status</th>
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<tr>
<td>Xacclimate 25 Scenario Training</td>
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<td>Xacclimate Flood Form Training</td>
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<td>XaciIPRM Scenario Training</td>
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<td>XaciScope</td>
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</tbody>
</table>
Course Information Area

The Course Information Area is where you can see additional detail about the course you selected in the Course Selector Area. You will notice three tabs at the top of the Course Information Area: Progress, Objectives, and Description.

From the Progress tab, you can:

- view the progress and status of the course you’ve selected in your My Courses tab, including begin date, end date, status, test results, and certificates (if available).
- play the course you’ve selected in your My Courses tab.
- review the exam selected in your My Courses tab.

![Course: Introduction to the Online Training Center](image-url)
From the Objectives tab, you can:

- view the learning objectives of the course you’ve selected in your My Courses tab.
From the *Description* tab, you can:

- see an overview of the course you’ve selected in your *My Courses* tab.
- view sample chapters of the course you’ve selected in your *All Courses* tab.
- download the course you’ve selected in your *All Courses* tab.
- purchase the exam you’ve selected in your *All Courses* tab.
Taking a Course
To view your training course, click to select it from your My Courses page, then press the Play button from the Progress tab in the Course Information Area. The Course Player window opens.

If this is your first time taking a course, your internet browser will probably block the Course Player window from running. To enable the pop-ups to run, click the Pop-up blocked message and select Always Allow Pop-ups from This Site from the drop-down menu.

If you receive any additional security promptings, simply accept them and proceed to the training course.
Course Player Window
Once in the Course Player window, you can begin the instruction by clicking **Next** in the lower right corner. Clicking **Next** takes you through each lesson in sequence. If you want to pick a specific lesson, open the **Main Menu** on the left side and click on the lesson you want to view.

Playback and Navigation
When viewing the course material, you can **Play** or **Pause** the video, **Fast Forward**, or **Rewind** the video by clicking and dragging on the time code, **Rewind** the video to the beginning, and click **Previous** or **Next** to move through the course material.

**Important!** Do not use the back button in your browser.

When you have finished taking a course or exam, you must close the Course Player window before you can select a new course or exam.
Taking an Exam

Important! When taking an exam, you will have a specified time to complete it. Once you click Next, your exam will begin and you MUST complete the exam before closing the window or your exam will be marked as FAILED. Use only the Previous and Next buttons to navigate through the questions. *Never use the back button on your browser.*

Exam Results

Once you have finished taking an exam, you can review how you did. Click the Details button to see your answers and how they were scored, or click Next to finish and close the course.

In the Score Details window, you can see each question and review your answer. When you are done reviewing your exam, click the Return to Exam Results button.
At any time, you can review your progress in a course or exam in the Student Console window, from the Course Information Area Progress tab.

Downloading a course from subscription
To download a training course,

1. Click the All Courses tab from the Course Selector area (on the left).
2. Click the course you want to add.
3. Click the Description tab from the Course Information area (on the right).
4. Click **Add**.
   If you are on a subscription and simply downloading the course, the OTC adds the courses.

5. Click **OK** when finished.
   The OTC asks if you want to return to the Student Console or if you want to view the newly added course. If you return to the Student Console, you’ll see the new course (including all chapters) has been added to the Course Information area.

### Purchasing a certification exam

To purchase a certification exam,

1. Click the **All Courses** tab from the **Course Selector area** (on the left).
2. Click the exam you want to add.
3. Click the **Description** tab from the **Course Information area** (on the right).
4. Click **Buy**.
   The OTC sends you to the Xactware Store, where you can purchase the exam.
5. Log back into the OTC.
   The exam appears in your **My Courses** list.