

KLOSE TRAINING ONLINE COURSE INSTRUCTIONS

Important – Please read through this entire document before beginning.

Welcome to Klose Training’s online course. The following information will guide you through the material and ensure you get the full value of the course.

Questions?

Technical Issues: Please first refer to the Troubleshooting section on pages 3-4. If you are still not able to remedy your issue, contact Klose Training by emailing homestudy@klosetraining.com or calling 303-245-0333 from 8:00 a.m. – 4:30 p.m. Mountain Time.

Course Content: For questions about the content of the course, please refer to the contact information at the bottom of the Biography page in your manual.

Tracking

We ask that you keep track of the amount of time you spend on the course. **Before you begin the course, print out the Tracking Log** included in the REQUIRED Course Forms on the Home page of the online course. Each time you work on the course, record the minutes you spent on the course on the Tracking Log.

Tips

- We suggest you use **Internet Explorer** (preferably the latest version) or **Mozilla Firefox**, instead of Google Chrome, or Mac Safari to help avoid possible technical problems.
- **Close all other computer programs** before viewing to help the course run more smoothly and quickly.
- The use of a **high-speed internet connection** will greatly improve your viewing experience. If you have a slow internet connection, the video files can take a long time to “buffer,” i.e. to be ready for smooth viewing. **Avoid clicking any keys during buffering;** you are likely to have problems if you try to hurry things along. Please be patient.
- **Avoid using the back button** (usually in the upper left corner of the screen) which has a tendency to “confuse” computers.

Course Navigation

NOTE: If you are unfamiliar with viewing videos on the internet or you are having problems viewing the videos, please refer to the **Controls** and **Troubleshooting** sections on pages 3 and 4.

1. After reading through these instructions and printing out the Tracking Log as explained above, on the course Home page, click on the name of the course you are taking. Proceed through the course by clicking on each part in the order listed.
2. At the end of each video/part, either click on the “Esc” key on your keyboard *or* reduce the size of the video. To start the next section, click on the red arrow below the video screen. To return to the Home page, click on the Home tab above the video screen.
3. To end your viewing session, reduce the video screen or click “Esc” as described above and then click on the orange “Logout” button. (You may have to scroll down to see the button) *or* just close out the course browser tab by clicking on the “X” at the top of your computer screen. **Remember to note your time on your Tracking Log.** **TIP:** If you are ending your session before the end of a video, be sure to note the time that appears above the blue bar. When you return, you’ll be able to use the slide bar to return to the point where you left off.

Course Manual and Attachments

When you click on [Course Name] **Program**, at the top of the page, you can click on the Manual to view it. You can also choose to download and print the manual one time.

Most course manuals will include course objectives, the instructor's biography with contact information, study questions to prepare for your quiz, and a bibliography. On some online courses, you will see slide numbers displayed which correspond to the slide numbers on the PowerPoint slides in the course manual.

On some courses, the instructor may refer to documents that if included, will be listed under [Course Name] **Attachments** on the course Home page.

Course Quiz

In order to receive a Certificate of Completion and earn CEUs, you will need to successfully complete the quiz after viewing the last part of the course. **NOTE:** You are limited to 3 attempts at earning a passing grade of 80%. Be prepared to **complete the entire quiz at one time**. When you open the quiz, it counts as one attempt even if you don't answer any questions or answer just a few. **Avoid hitting the back button** because that may count as *another* attempt. Call Klose Training at 303-245-0333 if you run out of chances to complete the quiz.

To take the quiz immediately after the last video, click "Esc" or reduce the video window, then click on the orange "Take Quiz" button below the video screen. (You may need to scroll down to see that option.) To take the quiz later, return to the Home page, click on [Course Name] **Program**, and then click on the orange **Take Quiz** button to the far right of the last part of the course.

After answering the 20 multiple-choice questions, **click on "Answer"** at the bottom of the page. If you get fewer than 80% correct after the first try, you have two more tries at the quiz to earn a passing grade. Each time you complete the quiz, you'll have the option of viewing any questions you answered incorrectly.

How to Receive Your Certificate

If you are a licensed professional therapist and have successfully passed the quiz, please complete and return the three forms listed in "REQUIRED Course Forms" on the course Home page to Klose Training:

- Online Course Tracking Log with time entries and survey responses.
- Course Evaluation Form with your feedback.
- Contact Information Form with your contact information and course interests.

You can either fax the documents to 303-245-0334 or email them to registration@klosetraining.com. Once Klose Training receives these three forms, we will **email** your Certificate of Completion showing that you have completed number of contact hours of continuing education associated with the course.

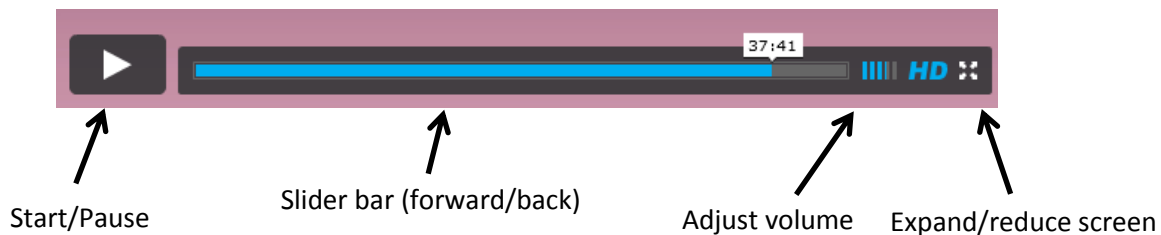
Thank you for your participation. We appreciate your commitment towards advancing your knowledge and improving your treatment success.

The Klose Training Team

CONTROLS

Video Controls (refer to the diagram below)

- The video controls will disappear as you begin to watch. By moving your cursor, the controls will become visible again.
- To expand or reduce the video screen, click on the boxed arrows to the right of “HD” at the bottom of the screen.
- To increase or decrease the volume, click on one of the vertical parallel lines to the left of “HD.” The further to the right you click, the louder the volume.
- To pause the presentation at any time, click on the parallel lines (||) at the bottom left of the screen that appear when the video is playing. (Remember to move your mouse to get the control bar to appear again.) Resume play by clicking on the right-pointing triangle.
- To rewind or move forward in the video, or to later resume play where you stopped watching, click, hold and drag your cursor along the slider bar located to the right of the play/pause symbol.



Audio Controls

You can control volume in 2-3 places:

1. **On your computer** – The volume control varies from computer to computer but often the volume control icon is located at the bottom right of the monitor screen and looks like sound waves coming out of a speaker. Click on that icon and then click and hold down on the volume adjustment as you slide up or down.
2. **In the video** - Click on one of the parallel lines to the left of “HD.” It will turn blue. The further to the right you click, the louder the volume.
3. The volume control **on your accessory speakers or ear buds** (if you are using them).

TROUBLESHOOTING

NO PICTURE

If a blank window opens up, you may need to disable your popup blocker on Internet Explorer. Select “Tools” from the menu at the top of your Internet Explorer browser window, then “Pop-Up Blocker settings.” In the “Address of website to allow” box, add <http://klosetrainingonline.com/>. Alternately, you can click on “Pop-Up Blocker,” then “Turn Off Pop-Up Blocker” but **be sure to activate the pop-up blocker again after logging out of the module each time.**

VOLUME ISSUES

If it is difficult for you to hear well after maxing out the computer and video volume adjustments as described above, consider plugging headphones or earbuds into your computer. If you don't hear *anything*, please make sure that none of the volume control locations is set to “mute” and if you are using accessory speakers, they are turned on.

SLOW BUFFERING

The time it takes for videos to buffer is related to your internet connection speed. The use of a high-speed internet connection is **STRONGLY** encouraged to reduce buffering issues. You're also encouraged to access the module at times when there will be fewer people logged onto your local network. Your home computer (*if* you have high-speed internet) will most likely be better than a work computer which may have many users accessing the server at the same time. If things are really dragging, try logging out for an hour or so. Your internet speed may be higher later. You can also try clicking on the HD symbol to stop watching the video in High Definition. That should speed buffering.

FROZEN

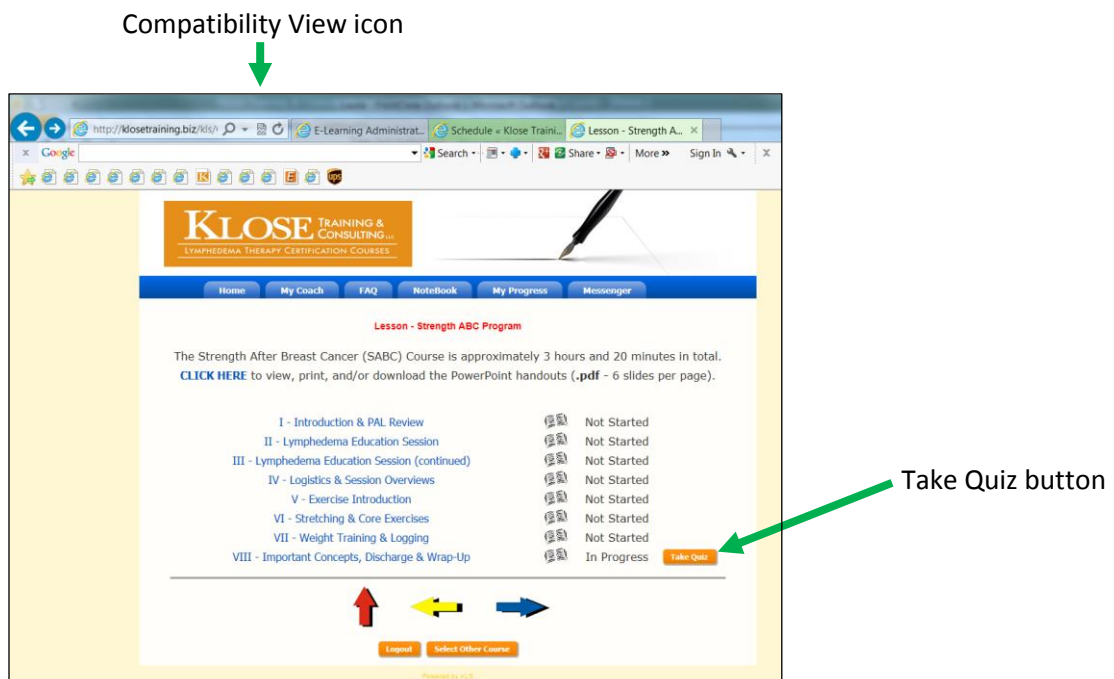
If the video *never* finishes loading/buffering or it's not running smoothly, try closing out of the course, turning off your computer, re-starting your computer, and logging back in. If re-starting your computer doesn't solve your problem, please call Klose Training at 303-245-0333 or email corey@klosetraining.com.

MISSING QUIZ BUTTON

Please note that the quiz button will not appear until you have at least started Part VIII, the last part of the course.

If after completing Part VIII and returning to the list of sections, you still can't see the quiz button, try the following, any one of which might reveal the "Take quiz" button:

1. Click on the Compatibility View icon that looks like a torn page. It's located to the right of the website address at the very top left of your monitor screen.
2. Referring to the diagram below, hover your mouse over the area where the "Take quiz" button *should* be. It may pop into view.
3. Try logging out and then logging back in.
4. You could also try using a different browser. (If you don't already have a different one on your computer, you will have to download a new free browser.) If you are using Internet Explorer, you might try Firefox instead. You can go to <https://whatbrowser.org> to see what browser you're currently using.



If none of the above reveals the "Take quiz" button, there are probably incompatibility issues with your operating system. All we can suggest is trying to take the quiz on a different computer such as at work or at a library. You can sign in to the lectures from any computer with internet access.