

## **PreventionLink Help Manual for Administrators and Supervisors**

Welcome to TargetSafety! This document provides step-by-step support for the PreventionLink™ platform. Should you need further assistance, please contact TargetSafety Client Services.

Please do not hesitate to contact us with comments, suggestions, or requests for additions to our support documentation!

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## GETTING STARTED



### System Requirements

Browser: Internet Explorer v7+, Mozilla Firefox v2+, Safari, Google Chrome

OS: Windows98+, Mac OS 9+, Mac OS X+

JavaScript 1.2+

Cookies: Enabled

CSS: Enabled

Flash 10

Firewall/Port Access: Port 80, Port 443, Port 1935

#### **System Recommendations**

Audio capabilities (speakers and/or headphones)

To use TargetSafety with restricted internet access, you must allow access to these domains with the indicated ports:

\*.targetsafety.com 80, 443, 1935 (http, https, rtmp)

\*.preventionlink.com 80

\*.acrobat.com 80

\*.amazonaws.com 80

### Glossary of Terms

*Administrator* – Has complete access to the entire PreventionLink platform; including all included tabs, features, reports, groups and profiles. Serves as the key contact with TargetSafety.

*Supervisor* – Has specified functionalities and access to certain tabs, features, reports, groups, and profiles as assigned by the Administrator.

*User* – Basic user with access to assignments (courses and custom activities), assignment history, the Resource Center, as well as Forums and Events, as long as these features are enabled by the Administrator.

*Custom Activity* – Assignment with custom material created by an Administrator or supervisor and assigned to user(s).

*Active* – User that has logged into the site and is active within the program.

*Inactive* – User that has been removed from the site and the Active User list, but whose training records are still available.

*Offline* – User that has had an account created, but has not yet logged into the system.

### Implementation Checklist

#### Website Customization Options

*Banner:* TargetSafety can customize your PreventionLink banner so that is tailored to your organization. Provide your Account Manager with any pictures, patches, or logos you would like included and our Graphics Designer will create and load the banner onto your particular site.

*Course Matrix:* Administrators can choose to have courses or Custom Activities automatically assigned to their users upon first login. Contact your Account Manager to specify the assignments for your organization.

[Modify Organizational Information](#)

[Enroll Users](#)

## ENROLL USERS

There are several options for getting Users registered in the PreventionLink program. The Self Registration option can be turned on or off depending on your specific needs. Your Account Manager will assist you with this registration option.

### Self Registration

With PreventionLink, users can utilize the self-registration process. As an Administrator, you will not need to create accounts for all of your users.

To use the self-registration process, your users will follow these steps:

1. Access your customized PreventionLink website.
2. Click on **Register** on the left side of the page.
3. Complete the Enrollment Questionnaire and accept the License Agreement.

### Adding New Users from within PreventionLink

As an Administrator, you also have the ability to add user accounts from within your PreventionLink account.

1. Under the **Users** tab, click on **New User**.
2. Fill out the fields for the new user account. Fields marked with a red asterisk are required fields.
3. When all information is entered, click **Create** and the new user will be added to the system.
4. You will want to contact the user and provide them with their new login information so that they can access the site.

## MANAGE USER INFORMATION

### Modify User Profiles



Modify User Profiles allows you to update user information, provide supervisory access, and reset passwords for your users.

1. Narrow down the users you would like to view by selecting the appropriate field. To bring up everyone, simply leave the fields blank and click **Continue**.
2. Select a user's name from the list.
3. Click the **Modify Profile** button.
4. To update any information, you may choose from the drop down box of choices.
5. Once you are finished, click **Save**.

\*Note: To remove a user's access from your site, change their User Status to **Inactive**. This will keep their training records available to you, but remove them from your Active User list. If the user is listed as offline and has no training records associated, your Account Manager is able to delete the user for you.

### Reset User Passwords

The Password Reset tool is available to both Administrators and supervisors that have access to Modify User Profiles section in the Users Tab.

1. Click on **Modify User Profiles** under the **Users** tab.
2. Use the filters to find a specific user then select the user's name from the list.
3. Click **Change Password** located next to their username in their profile.
4. Enter a new password for the user. The new password must be between 3-12 characters in length and only contain alphanumeric values (no special characters #%&\*, etc).

5. Once you create a new password, an email will be sent to the user letting them know that their password has been changed. However, the password will not be included in the email, so make sure to let the user know what you changed it to.

## Print Certificates

As an Administrator, you have access to all of your users training history and completion certificates and have the ability to view and print course completion certificates.

1. Select **Print Certificates** under the **Users** tab.
2. Search for the User you wish to view/print a certificate for. You may hit **Continue** to bypass the filter and view a list of all users.
3. Select the user and then the course.
4. Click **Print Certificate**.

## MODIFY ORGANIZATIONAL INFORMATION

The Organizational Management Tools (OMT) allows Administrators to specify categories and groups within the PreventionLink system. OMT can support your organizational charts by customizing groups and assigning supervisors to oversee those groups.

### Define Categories

Categories consist of a collection of different groups that are defined by the Administrator and based on your organizational structure. Examples of categories include Departments, Divisions, Job Titles, Specialties, etc. Groups consist of the individual job titles, specialties, etc. that are within your organization. Organizations can have as many categories as needed and all categories must be added by TargetSafety Client Services. When setting up categories, it is helpful to think about how you would like to assign supervisory rights and how your organization chart is set up. Some questions that you should ask yourself when setting up categories are:

- Which group(s) will users select?
- Where are your supervisors?
- Can users be in multiple groups within the same category (i.e. multiple specialties)?
- Are users required to select a group?
- Will the category selection appear on the registration page?
- Will the category selection be a user fill-in response? (Allows for tracking on address, phone number, badge number, or any other text fill-in)
- Will users be able to view or modify their group without the permission of the Administrator?

### Add Groups to Categories

Once your categories have been established with your Account Manager, you can add the different groups within each category.

1. Select **Modify Organization Profile** under the **Users** tab.
2. Select the category you would like to modify from the drop-down menu.
3. Select **Add a Group**.
4. Enter the group name and click **Save**.

### Assign Supervisor Rights

Now that you've defined categories and set up groups within those categories, you are free to assign supervisor rights. You can provide supervisors with a custom set of functionality over any of your groups. The goal of this program enhancement is to allow Administrators to maintain control over the website, without having to give more users administrative rights than necessary. Organizational Management

Tools allows you to provide the oversight of the program to select individuals and section off what they can and can't do.

1. Go to the **Users** tab and select **Modify User Profile**.
2. Select the user that you would like to make a supervisor.
3. Click on the **Upgrade to Supervisor** link, located just to the right of the User Type field.
4. Select the functionalities you wish the supervisor to have access to. \*Note: By assigning functionality, you are determining which tabs you would like them to be able to access.
5. Select the group(s) of users the supervisor will oversee.
6. Click **Save**.

\*Note: Supervisors cannot create other supervisors. All of this will need to be done by the Administrator.

## Add Users to Groups

Once all of your groups have been added, you will need to add users into the new group.

If you are a new client, your groups can show up on the registration page and your users will be able to select the group that they are in.

If you are adding an additional group, adding users to the group can be done in one of three ways.

- The first method is to make the Category editable by your users in their **Edit My Profile** tool. This way you can tell everyone to update their profile and put themselves into the group that is applicable to them. For this option, please contact your Account Manager to make sure the category is editable by users.

- The second option is to manually add users into the new group.

1. Click on the name of the group within the **Modify Organizational Profile** section.
2. Click the **Manage Users** button, it will show you who is currently listed in this group and give you the option to **Add Users** (you will also be given the ability to **Remove Users**).
3. Click on **Add Users**, you will be taken to a filter page that allows you to select from other previously created groups to narrow down your search.
4. Make your filter selection and click **Continue**.
5. Select the names of the users that you would like to add into the group (to select multiple people, hold down the CTRL key as you select). Click **Continue**.
6. To confirm your selections, click **Finish** on the following page.

- The third option is to have the category fields added (your Account Manager can do this for you) and then when your users log in the next time, they will have to add this information before they are able to proceed into the site.

## CUSTOMIZE TARGETSAFETY COURSES

### Review Available Training Courses

TargetSafety's core course catalog includes environmental, health, and safety training, as well as human resources training. These courses help organizations maintain compliance with federal and state regulations. Courses are offered in the following categories:

- NFPA 1500, 1001, 1021
- EMS Continuing Education
- Water and Wastewater Continuing Education
- Supervisor Bundle for the Core Catalog
- Incident Response Bundle
- Fleet Motor Vehicle Safety

1. To view descriptions, click on **View Course Descriptions** under the **Resources** tab.
2. Select the course you wish to review.

3. The Description field will populate with a brief description of the course, course duration, course audience, any prerequisites, and the regulatory references associated with that particular course.

For a complete listing of TargetSafety courses, click [here](#) to view our Course Catalog. Our core catalog is also available in Spanish.

## Upload and Modify Policies

You can attach your organization's specific policies into each course. Upon completion of a course with a policy attached, users must read and attest to having read the policy in order to proceed to the test and receive a certificate.

1. Select **Upload Policies** under the **Resources** tab.
2. Choose a course from the dropdown menu.
3. Click on **Browse** to locate the desired Word or PDF file on your computer
4. Click **Submit**.

These policies will be uploaded by the TargetSafety team and will be available within 24-48 hours from submission.

To modify a policy you have previously uploaded:

1. Select **Modify Policies** under the **Resources** tab. You will have the ability to modify and delete previously uploaded policies.
2. Check the box next to policy you wish to modify and select the appropriate option (**Enable**, **Disable**, **Delete**).

\*Disabling a policy will allow you to keep the uploaded policy, but assign the course it is attached to without the user being able to view that policy.

\*If any of the policies have been updated, delete them from the list and re-load the current policy in the **Upload Policies** section.

## Modify Passing Grade

At the end of each course, there is a 10 question multiple choice test. The default passing grade is 70%. However, you may update it as you see fit.

1. Select **Modify Passing Grade** under the **Resources** tab.
2. Enter the passing percentage you wish to use and click **Save**.

\*Any changes that you make to the passing grade will be reflected for all courses.

## Set Course Timer

Select TargetSafety courses have a default timer to prevent users from progressing too quickly through the training courses. Only certified EMS, water/wastewater, AB1825, and AB1234 courses have a default timer in place; however, Administrators can set a minimum timer on any TargetSafety course. Contact TargetSafety Client Services to set a timer on any TargetSafety course.

# CREATE AND MANAGE COURSE ASSIGNMENTS

## Create New Assignments

In order to assign courses to your users, select New Assignments under the Assignments tab and follow the instructions below.

1. Select the group(s) of people that you would like to receive the assignment. You can assign courses based any group by selecting the appropriate field. Or, if you leave everything blank and click the **Continue** button, this will bring up all active and offline users in your site.
2. Select the users that you would like to have assigned new training. You can select multiple individuals by holding the CTRL key on your keyboard as you click with your mouse. To select everyone, simply click **Select All** at the top of your users list. Once you have the individuals selected click the **Continue** button.
3. First, select the **Assignment Type**, followed by the assignment you would like assigned for the selected users.
  - To make course(s) available optionally, leave the date fields blank.
  - To schedule the course(s) in the future, include the future date in the **Start Date** field.
  - To make the course(s) mandatory, include a **Due Date**
4. Once this is completed, click **Continue**.
5. Confirm that the selected users and course assignments are correct and click **Finish**. The course(s) will be assigned automatically.

\*\* It is important to note that any assignments that you create will only be provided to users who have registered and to whom you have chosen to receive the assignment. If you would like your users to have assignments that are automatically assigned to them upon registration, please contact TargetSafety Client Services at [support@targetsafety.com](mailto:support@targetsafety.com) to use this feature.

## Modify Existing Assignments

1. Select **Modify Assignments** under the **Assignments** tab.
2. Specify your search criteria, or click **Continue** to bypass the filter.
3. Click on an assignment name in order to modify the **Start Date** and/or **Due Date**.
4. Fill in the provided fields and click **Save**.

\*\*Tip: if you would like to change the due date for all users with the assignment, it will save time if you remove the assignment and assign it again with the correct dates.

## Remove Assignments

1. In order to remove a previously assigned course or Custom Activity from a user, select **Remove Assignments** under the Assignments Tab.
2. Use the fields provided to select a certain group of users from whom you would like to remove the assignment.
3. Select the individual users from whom you would like to remove the assignment and click **Continue**.
4. The courses and Custom Activities that are available to the users that you selected will populate in a list for you to select. Custom Activities will be marked with an asterisk (\*).
5. Select the particular assignment(s) that you would like to remove, and if you would like to remove them all, click **Select All**.
6. Click **Finish**.

## RESOURCE CENTER

The Resource Center consists of 2 components: Community Resources and Organization Resources. Community Resources provides a place to access and share training videos and presentations, organizational policies, inspection forms, and more with other TargetSafety clients and community members. Organization Resources provides a place to store your Organization's specific documents and resources.

## Guidelines and Limitations

The Resource Center is designed for electronic resources that can be easily downloaded regardless of internet connection speed. As a result, resources are initially limited to 1 MB or smaller and in one of the following formats:

- Microsoft Word (.doc)
- PowerPoint (.ppt)
- Excel (.xls)
- Adobe Acrobat (.pdf)
- Text (.txt)
- Videos (.asf, avi, flv, m4v, mov, mp4, m4a, 4gp, 3g2, mj2, wmv).
- Web (.htm or .html)

However, if you have a larger file, such as a PowerPoint with a lot of pictures, please try to reduce the size by taking the steps provided under [Tips for Success - PowerPoint](#)

If the file is still too large, please use our Large File Upload site located at <http://upload.targetsafety.com> and your Account Manager will upload the file for you.

If your organization uses something other than these formats for their documents (E.g., Corel Word Perfect), please contact TargetSafety Client Services and we will arrange for your Resource Center to accept those documents.

By default, we limit the total size of files in your Organization Resources to 5MB; however, if you reach this limit and you need more space, please contact your Account Manager or TargetSafety Client Services.

## Community Resources



Using PreventionLink Community Resources, you can access and share training videos and presentations, organizational policies, inspection forms, and more with other TargetSafety clients and community members. This feature gives you the ability to download, customize, and distribute information found within Community Resources to your organization.

### Top Files and Videos

The main Community Resources page consists of Top Files and Top Videos within the TargetSafety Community. The Top Files and Videos are determined by a combination of popular views and highest rated resources.

### Adding a Resource

By selecting **Add a Resource**, you can add a video, file, or webpage directly into Community Resources.

1. Choose a type of resource to add: **File from your computer** or **Link to a webpage**
2. If you're uploading a File from your computer, select the **Browse...** button, then select the file you want from the pop up window: If you are uploading a link to a web page, type in the URL.
3. Include a Name or a Title for your File
4. Include a Description with more information about your File
5. Select a Topic for your File to fall into (optional). This is used when users search for resources.
6. Include Tags or Keywords which describe the resource you are adding. These are used when searching for a resource.
7. Check to confirm that you have read and agree to the uploading a resource confirmation agreement.
8. Click on **Submit** and your resource will be uploaded to Community Resources.

## Searching for a Resource

To find a resource, enter a keyword in the Search box located on the main Community Resources page.

By clicking on **Advanced Search** you are presented with more searching options, including the Resource Type (File or Video) and ways to sort your results.

The search engine will compare your search terms against the title and tags of every resource in the system and return a list of the most relevant results.

## Resource Detail Page

After clicking on the title or icon for a particular resource, you will be taken to the resource detail page, where you will receive more information about the resource, including the description and information about the individual and organization who posted the resource.

Clicking on the posters name or Organization will display all the other resources that were posted by each one respectively.

## Import a Resource

After you have found a resource that you like and would like to use in your Organization, you have the option to Import the Resource into your own Organization's Resources. To do this click on **Import Resource** on the right hand side of the screen, a display name box will appear with the resource's title you then will see an **Import** button, select it and it will go into your Organization Resources. The program automatically creates a folder called **Imported Resources**; this is where all resources you import from Community Resources will go.

## Report Abuse

If when searching for a resource you come across any inappropriate content you have the option to **Report Abuse** on the right hand side of the screen. After selecting **Report Abuse** a comment box will appear so you can enter why you found the resource inappropriate. Please fill it in with your comments and select **Submit**. We take reported resources very seriously. TargetSafety will review the resource immediately and remove it, if found inappropriate.

## Related Resources

Lists of related items are generated next to the resource so that you can continue searching or browsing through similar items.

## Rating a Resource

To rate a resource, simply scroll your mouse over the star rating you wish to give the resource and right click.

## Comments

Comments that other users have posted will be viewable below the resource. You will also be able to add a comment to a resource by filling in the Comment box and selecting **Submit Comment**.

## Report a Comment

If when viewing a resource and its comments you find any other user's comments inappropriate you have the option to report that comment. Select the **Report** button next to the inappropriate comment and a box will pop up asking if you would like to report the comment or not. Select your choice and TargetSafety will review the comment immediately and remove it, if found inappropriate.

## Organization Resources

Organization Resources provides your organization a place to organize and manage files, links to websites, or other documents your users may need to view. For example, employee handbooks, policy documents, videos, PowerPoint presentations, or links to frequently visited websites can all be added by Administrators for users to access. You can also post documents that are only visible to other Administrators or supervisors.

Organization Resources is available only to Administrators and selected supervisors initially, but all employees will be able to access it once files are added.

### Create Folders

To improve the organization of resources within Organization Resources, Administrators can create folders and organize resources within them.

1. Click on **Organization Resources** within the **Resource Center**.
2. Click on **Add Folder**.
3. Enter a name for the folder. You may also add a description that will appear when a user hovers over the folder and when the folder is opened.
4. Specify who has access to the folder.

\*\* Please note that adding too many folders can make finding a specific resource difficult. Because of this, there are restrictions placed on the number of folders and resources within a folder. By default, you may have up to 10 folders and 10 resources within each folder. A warning screen will pop up to let you know when you are approaching these limits. If you need to add more files or folders, please contact your Account Manager or TargetSafety Client Services.

### Add Files and Links

Files and links can be added by clicking Add File or Link within the Resource Center

#### Adding a Resource

1. Select **Upload a new file from your computer** and click the **Browse...** button.
2. Select the file you want from the pop up window.
3. Change the **Display Name** for the file if you wish.
4. By selecting **Share Resource** you will be able to not only upload the file to your Organization's Resources but it will also be uploaded to the Community Resource center as well.
5. Select the type of users who can view the file or link.
6. Click **Add File or Link** to save the file to the Resource Center.

#### Adding a Link

1. Select the **Link to a web page** option
2. Enter the entire website link, including http://.
3. Change the **Display Name** for the file if you wish.
4. By selecting **Share Resource** you will be able to not only upload the link to your Organization's Resources but it will also be uploaded to the Community Resource center as well.
5. You may also enter a **File or Link Version**, which allows you to specify the date the document was created or any other important information. This field is optional.
6. Select the type of users who can view the file or link.

7. Click **Add File or Link** to save the file to the Resource Center.

### Enterprise Resource Center

Some organizations may have access to an Enterprise Resource Center that contains documents provided by a parent organization such as a risk pool. These documents and resources are only available to Administrators and supervisors with Resource Center access. Your users will not see any of the documents within the Enterprise Resource Center unless you download them and re-upload them to your organization's Resources.

These Enterprise Resource Center documents can only be modified and removed by TargetSafety Client Services.

### TargetSafety Hosted Videos

You can upload videos without taking up extra space within your Organization's Resources. Simply go to the Add File or Link section in your Resource Center and browse for the video that you wish to add. Your video will be automatically converted into a .flv file.

### Tips for Success - PowerPoint

PowerPoint presentations, especially files with a lot of pictures, can pose a problem when trying to upload them to the Resource Center because of their large file size. In addition, large files like this can be difficult for users to download. Please follow these simple steps to minimize file size in order to make these files easier for your user to access.

1. Once your PowerPoint is complete, make sure to compress your pictures to make them better for use over the web. To do this, select **Save As** from the **File** menu. Click the **Tools** dropdown menu and select **Compress Pictures**. From here, choose **Web/Screen Resolution** and leave all the other options on their default settings. This will make the pictures smaller for web viewing.
2. If you have the same picture on multiple slides, try removing the unnecessary pictures. This will also help minimize the size of the file.
3. Avoid using animations unless absolutely necessary.
4. If you are using a common background, make sure to use the slide master.

If you are using a link within your PowerPoint that references multimedia that is outside of the PowerPoint file, the link may break when used on the Internet and will not be available for use.

\*\*If you've tried all of these steps and your PowerPoint is still too large to upload, send it to TargetSafety Client Services by using our Upload Site at <http://upload.targetsafety.com> and we will attempt to compress the file and upload the document for you.

## CREATE AND MANAGE CUSTOM ACTIVITIES



The Custom Activities Manager allows you to create and manage activities quickly and easily. Custom Activities can be used to track review of documents stored in the Resource Center, tasks, inspections, surveys, instructor led training sessions, and more. The Custom Activities Manager is located within the **Resources** tab.

### Categories

Categories are used to group Activities together. The Custom Activities Manager is pre-populated with suggested Categories; however, these Categories can be removed or changed as needed.

In order to add a new Category, simply click on the link at the bottom of the Categories section that says **create a new category**. A pop up box will appear and allow you to create a new Category of your choosing.

To change the name of a Category, make sure that the Category is selected on the left hand side and then click on the **edit this category** link in the top right hand corner to update.

## Create New Custom Activities

1. Make sure the correct Category is selected, and then click **create a new activity**.
  2. Provide a name and a short description for the Custom Activity.
  3. Click **Build Activity**, which will take you to the Custom Activities Builder.
- \*Once you create an activity, you will have the ability to make it always available (without assignment) by checking the Self Assign box.
- \*There is the ability to copy other organizations' Custom Activities and have them available in your Custom Activities Manager. For more details, please contact your Account Manager.

## Custom Activity Builder

The Custom Activities Builder allows you to add different items, such as information, questions, and attachments to your activity. There is no limit to the number of items that can be added to a Custom Activity. As you add new items the Custom Activity will be saved automatically.

Listed below is a description of the menu options available to you.

### Add Information:

- Instructions: Provides users with further instructions throughout the Activity without requiring an answer
- Link: Directs users to a website

### Add Question:

- Short: Creates a question that requires a short answer (one or two words)
- Long: Creates a question that requires a long answer (one or two sentences)
- Numeric: Creates a question that requires a numeric answer
- Multiple Choice: Creates a question that allows users to select from multiple answers

### Add Date:

- Completion Date: Creates a question that allows the user to specify when the Activity was completed
- Date: Creates a question that requires a date answer

### Add Attachment:

- File: Attach a file previously uploaded to your Organization Resources
- File with E-Signature: Requires users to view and acknowledge having reviewed a file in your Organization Resources

### Add Duration:

- Predefined: Allows Administrators to specify how long the Activity should take or how many hours of credit they will receive
- Entered by User: Allows users to specify how long the Activity took. When the user goes to complete the activity, they will be able to select from a dropdown of various quarter-hour increments up to 8 hours. This duration will also show up on the Activity Summary Report. Once you select an item to add, begin creating your activity.

On most items, you will have the option of requiring a user response. This **User Response Required** box is checked by default and will require your users to respond to the question before completing the Activity. To remove this option, simply uncheck the box.

## Modify Custom Activities

Once you create a question, attachment, or information in your task, you can edit it at any time.

1. Click on the icon on the far right hand corner next to the item, to bring up the Editing Tool.
2. The selection you are modifying will appear in red to show changes are being made. The Editing Tool allows you to make changes to your questions, cancel any changes or delete the question all together.
3. Make sure to click **Save** when all changes are complete.

After an Activity has been created, you have the ability to change the Category it is in, create a Copy, or even delete the Custom Activity, if it hasn't been assigned.

1. To begin making changes, click on the **Edit** icon within the title of the task that you would like to change or copy, as demonstrated above.
2. To move the Custom Activity to a new Category, select the Category to move your Custom Activity in to from the dropdown and click the **Save** button.
3. If you would like to remove the Custom Activity, click on the **Delete** button, if it has not been previously assigned.
4. To copy this Custom Activity, click on **Copy** and you will be prompted to create a new Custom Activity name and then the copy will be created. You may then edit the new Custom Activity or assign it as is.

## Assign Custom Activities

Custom Activities are assigned the same way as courses through PreventionLink, by accessing the **Assignments** tab and clicking on **New Assignments**.

1. Select the group of people to whom you would like to assign the Custom Activity. You can assign the Custom Activity based on groups by selecting the appropriate field. If you leave everything blank and click the **Continue** button, this will bring up all active users.
2. Select the individuals to be assigned the Custom Activity. You can select multiple individuals by holding the CTRL key on your keyboard as you click with your mouse. To select everyone, simply click **Select All** at the top of the Users list. Once you have the individuals selected click the **Continue** button.
3. Change the **Assignment Type** to **Custom Activities**, then choose the Custom Activity you would like assigned.
4. You have the ability to require administrative validation (see note below).
5. Specify **Start Date** and **Due Date** if needed (these fields are optional) and click **Continue**.
6. Confirm the Users and Assignments are correct and click **Finish**.

**Requires Validation**– Validation will stop the Activity from automatically becoming a record. Once an Administrator validates that the Activity was completed in the “Validate Custom Activities” section, the Activity will be recorded as complete. This allows you to verify the Activity was actually completed.

## Self Assign Custom Activities

Once you create an Activity, you can make the Activity always available to your users. Self assigning allows you to easily track activities that occur frequently without having to constantly reassign the activity upon completion.

Simply check the box next to the Title of your Custom Activity and your users will always have access to that Custom Activity. You can also click on the **Options** selection and request that the Custom Activity should Require Administrator Validation.

Once you enable the self assignment feature for a Custom Activity, a **Self Assign** link will automatically show up on the home page of each user's PreventionLink website. Once they click on the **Self Assign** link, users will be able to see all Custom Activities that are self assignable. Users can then complete the Custom Activity as often as necessary. If you decide you'd like to utilize Self Assign for TargetSafety Courses, your Account Manager can assist you.

## Custom Activity Validation

If you chose to require Validation on any of your Custom Activities, you will use the **Validate Completed Activities** feature to verify the Custom Activities are completed and then mark them as valid to make them records.

1. Under the **Assignments** tab, click on **Validate Completed Activities**.
2. A list will populate with of all the Custom Activities that you will need to mark as completed in order to make these Custom Activities valid records.  
\*These are Custom Activities that you have assigned to users who have completed them, but now require verification for the records to be entered in the system.



## Record Completed Activity

Record Completed Activity allows you to create a record of a completed activity for multiple users that will show up in their training history. This tool is good for recording completed on-site training, and other group training, meetings, or activities. To record a completed activity, you will first need to have that activity available in your Custom Activities Manager.

1. Select **Record Completed Activity** under the **Assignments** tab.
2. Enter the search criteria or click **Continue** to bypass the filter.
3. Select the users from the list who will have the activity recorded as complete and click **Continue**.
4. Select a Custom Activity from the list provided and click **Continue**. You have the option to select **Require Validation** if you wish to have the activity validated before it is recorded into the user(s) training history.
5. Fill out the Custom Activity as needed and click **Record**. The activity will now be recorded in the selected users training history.

\*TargetSafety does have the ability to delete duplicate completed Custom Activities, or Activities that have been recorded incorrectly. If you need an Activity deleted from record, please contact your Account Manager or [TargetSafety Client Services](#).

## Custom Activities Security Policy

The purpose of this policy is to ensure proper use of TargetSafety's Custom Activity application and to ensure that no personal confidential information (PCI) from your employees is solicited as part of a Custom Activity and that your organization adheres to state and federal laws as well as your organizations' policies. The consequences of inappropriate handling of personal confidential information can be detrimental and expensive to individuals and your organization. As such, TargetSafety will not assume any liability for misuse of the Custom Activity application in gathering or retaining PCI.

Examples of PCI include a person's name in combination with any one or more of the following:

- A. Social Security number
- B. Driver license number or state identification number
- C. Bank account number, credit or debit card number, in combination with any required security code, access code, or password that would permit access to an individual's financial account
- D. Medical information.

If you are unsure if data you wish to gather is covered under specific statutes as PCI, please contact an attorney.

## CREATE AND MANAGE CUSTOM TESTS



The Custom Tests application allows you to create and administer your own automatically graded tests. Once created, these tests can be attached to any of your Custom Activities for assignment. The Custom Tests application is accessible from the Resources tab within your PreventionLink account.

### Question Bank

The Question Bank is where you will create test questions and designate the answers. You are able to create categories to better organize your questions. You are able to expand and collapse the categories so you can easily see the questions that have already been created.

### Create Categories

1. Click on **New Category** within the **Question Bank**.
2. Enter the Category Name, Access level, and Description. **Category Name** will help you discern the topic of those particular questions. This will be helpful when building complex Tests. **Access Level** will determine if this category of questions is shareable to all Administrators within the site (**public**) or only available to you (**private**). **Description** allows you to provide a detailed description regarding the category, to avoid confusion with other categories later on.
3. Click **Save**.
4. After you add a new category, you are taken to the options within the category. You are able to edit the category, delete the category, and add a new question.

### Add Questions

1. Click on **Add New Question** within the category of your choice. Please note that if you simply click on **New Question** at the top of the **Question Bank**, the category will default to your first listed category and you will be able to choose the category you would like the question to fall into.
2. In the **Question** field, enter the question you would like to add.
3. Begin entering the answer choices to correspond with that question. As you click into the **Answer Choice** fields, additional fields will appear. There is no maximum to the number of Answer Choices you can enter.
4. Denote a **Correct Answer** in the column to the right.
5. Click **Save**.

### Test Library

Once you have added your questions to the Question Bank, you will then go to the Test Library to create a test using the question you have created.

1. Click **Test Library** and then select **Create New Test**.
2. This will take you to the Test Builder.

### Test Builder



1. Click on **Create New Test** within the **Test Library**
2. You will see your questions (arranged by category) listed on the left side of the screen. On the right, you will see the Test Builder.
3. Specify **Test Name**, **Passing Grade** (must be a whole number between 1 and 100), **Randomize Order** (puts the test questions you select in a random order when users access the test), and **Access** level. As you add questions to your test, the Total Questions field will auto-populate.
4. You are able to add individual questions to a test or an entire category. To create a simple test of all of the questions you created of a category, click on the green arrow next to the category. When you add entire categories to a test, you are also able to randomly select how many questions are

- randomly drawn from that category by specifying the number of questions to add in the fill-in box next to the total number of questions.
5. To add only certain questions from a category, simply click on the green arrow(s) next to the question(s) you wish to add.
  6. Once your test is built, click **Save**.

## Previewing Tests

After you have built your test, you are able to preview what your test will look like. To see a preview of your test, click **Preview** after you have built your test.

\*Note: You may need to disable your pop-up blocker in order to view the test preview.

## Assign Tests



Custom Tests are assigned to users via the Custom Activities Manager.

1. Go to your **Custom Activities Manager** within the **Resources** tab.
2. Select the Activity you wish to attach a test to, or create a new Activity.
3. Select **Test** under the **Add Attachment** section from the selections to the left of the Activity.
4. Select the desired test from the drop-down menu and add any instructions you wish to accompany the test.
5. Select a test attempts option. **Allow only one attempt:** Permits the user to complete the test only once and whatever score was received will be recorded in their record. **Allow multiple attempts to pass:** Will permit a user who has failed the test to retake the test as many times as necessary to receive a passing score. The number of attempts to pass will be recorded and will be available to view in the Custom Activity Detail Report.
6. Click **Save**.

## CREDENTIALS MANAGER



The Credentials Manager application is comprised of a set of tools and reports that allows organizations to track and maintain credentials, certifications, qualifications and any other type of user information that includes an expiration date.

You can create and maintain an unlimited number of credentials using the Credentials Manager. The Credentials Manager is configurable to allow for individual users to update their own credential information, or if desired, the editing can be restricted to key supervisor personnel.

The Credentials Manager also provides tracking and compliance tools. Each credential allows for an unlimited number of Alerts to be associated with that credential. Each alert can notify any combination of the user, supervisors, and Administrators of the site based on the timeframe specified. The alert can be configured to show up on their home page and via e-mail.

To access the Credentials Manager, Administrators will go to the **Users** tab and select **Credentials Manager** from the menu.

Credentials listed with an asterisk (\*) were defined by TargetSafety. These Credentials correlate with the Certification Tracker and cannot be changed. However, you can add Alerts to this Credential as well as add and update the User Information.

## Create New Credential

To create a new Credential, simply click on **Create New Credential** from within the Credentials Manager. This will open the New Credential box where you will customize the options for each particular Credential. You will give the Credential a name and provide a short description. Definitions of the different options are listed below:

- **Viewable by user:** this field allows the user to view their Credential information in their Profile.
  - **Editable by user:** checking this box would allow the user to modify their Credential information in their Profile
  - **Contains start date:** check this box if the credential includes an active start date
  - **Contains expiration date:** check this box if the credential includes an expiration date.
- Note: an Expiration Date is required to set up alerts.
- **Contains credential number:** check this box if this credential includes a license or certification number.

## Create Alerts

After a Credential has been created, you are able to add Alerts. Alerts can be used, like reminders, to let you know when a Credential is about to expire.

1. Click on the Credential Name on the Credentials Manager page.
2. Click on the **Edit Alerts** tab.
3. To set up alerts, define what you want the alert to read and when you want the users notified. By default, they will be notified within PreventionLink.
4. Each time an alert is saved, a new alert becomes available to define.

Definitions of each option are listed below:

- **Alert #:** An unlimited number of Alerts can be added for each credential. The Alert Number allows you to keep track of the different alerts and the different settings for each.
- **Alert Text:** This is the text that your users will receive when alerted.
- **When to Alert:** This allows you to select the number of days before or after expiration date that the alert should be sent out.
- **Who to Alert:** This allows Administrators to decide who will be alerted. If you choose **Supervisor**, all supervisors that oversee that user will receive the alert.
- **Alert Options:** Alerts are defaulted to within PreventionLink, but you can also choose to send an email notification as well.

## Add Credential Record

Adding user records to a credential can be done in one of three ways.

Option 1

1. Select **Credentials Manager** from the **Users** tab.
2. Click on the credential you wish to add users to.
3. Select **View User Credentials** on the pop up window.
4. Click **Add Users**.
5. Enter your search criteria or click **Continue** to bypass.
6. Select the user(s) you wish to add a record for and enter the credential specifics in the fields to the right.
7. Click **Submit**.

Option 2

1. Select **Modify User Profiles** from the **Users** tab.
2. Search for the user who needs the credential added.
3. Click on **Modify Profile**.
4. Click on **Add Credential**.
5. Select the Credential from the dropdown and supply the requested information.
6. Click **Save**.

### Option 3

If you are a new TargetSafety client and have numerous credentials that need to be added, please contact your Account Manager for assistance.

## View and Edit Credential Information

While in the **Credentials Manager**, you can view and edit information for each credential.

1. Click on the credential you wish to view or edit.
2. To edit basic information (**Name, Description, etc.**) change the info on the **Edit Credential** tab.
3. To edit Alerts, select the **Edit Alerts** tab and change the information on any of the alerts you have previously added.
4. Click **Save**.

## EVENT MANAGER



Event Manager allows Administrators and designated Supervisors to create, schedule, track, and access reports on events. The Event Manager application is accessible from the Resources tab within your PreventionLink account

### Event Manager

Clicking on the Event Manager link under the Resources tab will direct you to the Event Manager home page, which consists of the following four sections:

- **My Enrolled Events:** Lists details on all events in which you have personally enrolled or in which someone else has enrolled you. If you created the event, you will be able to edit and administer the event by clicking on the **Edit Event** icon.
- **Open Events:** Lists details on all events that are open for you to enroll in. Click on the event title to view details on the event and to enroll yourself in the event.
- **My Past Events:** Lists all events you have previously attended. Click on the event title to view details on each past event. Events will appear in the Past Events list two hours after the event end time.
- **My Created Events:** Lists all past and future events that you have created.

From the Event Manager Home page you will also be able to create a new event by clicking on the **Add New Event** button.

### Add New Event

The Add New Event page is broken into several sections. Items with a red asterisk are required and must be filled out in order to create the event. After filling out the fields below, click Submit to create the event:

#### Events Details

- **Name:** Indicates the name of the event.
- **Location:** Indicates where the event will be held.
- **Start Time:** Date and time that the event will begin. Start time defaults to today's date and current hour.
- **End Time:** Date and time that event will end. End time defaults to one hour after the event start time.
- **Time Zone:** Default time zone is set by TargetSafety for your organization's PreventionLink website. Contact your Account Manager to change your website's default time zone.
- **Description:** The event description provides users additional information about the event. If making a Web Event, you can include the conference call information in the event description field.
- **Web Event:** If your organization has purchased Web Events, check the Web Event box to make the event a Web Event. If your PreventionLink account has not been set up with Web Events, you will not be able to check this box. *See Web Events help manual for additional information.*

### Notifications

- **Send email notification to users at the time they enroll:** Check this box to automatically send an email to users when you enroll them in the event or once users enroll themselves in the event. The email will come from no-reply@targetsafety.com.
- **Send email reminder to enrolled users \_\_\_\_ days before the event:** Check this box to automatically send an email to all users enrolled in an event. You can specify the number of days before the event that this email will be generated. The email will come from no-reply@targetsafety.com.

### Enrollment

- **Closed Enrollment:** By selecting Closed Enrollment, only the event creator can enroll users in an event. The event will not appear to users in the list of Open Events.
- **Open Enrollment:** By selecting Open Enrollment, the event will appear to users in their list of Open Events. However, you can limit which users will be able to enroll in the event using the following settings:
  - *Close enrollment when \_\_\_\_ users enroll:* Once the specified number of users has enrolled in the event, the event will be removed from the list of Open Events and no additional users will be permitted to enroll.
  - *Close enrollment on \_\_\_\_:* Once the specified date and time arrives, the event will be removed from the list of Open Events and no additional users will be permitted to enroll.
  - *Limit enrollment to users in the following groups:* Lets you select a group of users that will see the event in their list of Open Events.

## Manage Enrollment

Only the Administrator or Supervisor that created an event has permission to manage enrollment for that particular event.

1. Select the **Event Manager** link under the Resources tab.
2. Click on the name of the event for which you want to manage enrollment. Note that even if you have set the event to allow Open Enrollment, you will still be able to manage enrollment.
3. From the View Event page, click on the **Manage Enrollment** link in the Event Administration box.
4. The Manage Enrollment page will list all users currently enrolled in the event. Click the red "X" next to the user's name to unenroll the user from the event. Click the **Enroll Users** button to enroll additional users in the event.
5. Use the user information filters to find the user(s) to enroll in the event and click **Continue**. If you leave all user information fields blank and hit Continue, your search will return all active users in your site.
6. Select the user(s) from the Users to Add box and click **Submit** to enroll the selected users in the event.

## Manage Attendance

After an event has occurred you can document which users attended the event using the Manage Enrollment tool. Note that only the Administrator or Supervisor that created an event has permission to manage attendance for that particular event.

1. Select the **Event Manager** link under the Resources tab.
2. Click on the name of the event for which you want to manage attendance.
3. From the View Event Page, click on the **Manage Attendance** link.
4. The Manage Attendance page will list all users currently enrolled in the event. If the enrolled user attended the event, check the box in the Attended column and click **Submit**. If the event was conducted using Web Events, the Web Events Time column will indicate the number of minutes each user was in the Web Event.

## Enrollment Report

From the View Event page you can run the Enrollment Report to get a list of all users enrolled in the event. The Enrollment Report will automatically be exported to Microsoft Excel and include the following data fields:

- First Name
- Last Name
- Email Address
- Attended (Yes/No)
- Web Event Time (minutes)

## Create Assignment

Event Manager lets you easily assign training courses or custom activities to users enrolled in an event. Assignments can be made before or after the event takes place.

1. Select the **Event Manager** link under the Resources tab.
2. Click on the name of the event for which you want to manage attendance.
3. From the View Event Page, click on the **Create Assignment** link.
4. The Create Assignment page will list all users currently enrolled in the event as well as indicate which enrolled users attended the event. To make assignment, check the box next to the users name and click **Submit**.
5. Select the courses or activities you wish to assign, enter a due date and start date if applicable, and click **Continue**.
6. Verify that the assignment is correct and click **Finish** to make the assignment.

## Record Completed Activity

If you would like to include a record of event attendance in the same reports as are other training courses and custom activities, you will need to create a custom activity to formally document event attendance. Once you have created the related custom activity, Event Manager lets you easily record the activity as complete for users enrolled in the event.

1. Select the **Event Manager** link under the Resources tab.
2. Click on the name of the event for which you want to manage attendance.
3. From the View Event Page, click on the **Record Completed Activity** link.
4. The Record Completed Activity page will list all users currently enrolled in the event as well as indicate which enrolled users attended the event. To record a completed activity, check the box next to the users name and click **Submit**.
5. Select the related custom activity you wish to record as complete and click **Continue**.
6. Fill in the custom activity fields and click **Record**.

## Basic Web Events Integration



### Joining a Web Event

If Web Events has been enabled for your PreventionLink account, you can make any event a Web Event by checking the Web Event box during the event creation process. Only the event creator can start a Web Event. *See the Web Events Manual for more detailed support.*

1. Select the **Event Manager** link under the Resources tab, or click on the **Events** icon from your Home page.
2. Click on the name of the event you want to start.
3. From the View Event Page, click on the **Join Web Event** link.
4. A new internet browser window will open and inform you that the meeting may be recorded. Click **OK** to proceed to the Web Event. Your PreventionLink account will remain open in the

### Web Events Components

Once you have launched a Web Event, your screen will display the following components, or pods.

- **Participants:** The Participants pod displays the names of users that have joined the Web Event. As creator of the Web Event, you will be assigned Host access; all other users will join the meeting as Participants.
- **Chat:** The Chat pod allows you to type messages to all participants or to direct a message to select participants.
- **Camera:** If you have hooked up a camera to your computer, the Camera pod allows you to broadcast a live video feed to participants. To start the video broadcast, click the **Start My Camera and Voice** icon in the Camera pod and then click to **Allow** camera and microphone access. You
- **Presentation:** The Presentation pod allows you to share presentations or web demonstrations with participants. Click **My Computer Screen**, then select which monitor you would like to broadcast and click **Share**. Once you share your screen the Presentation pod will indicate that *“Your computer screen is being shared by all participants.”*

### Recording a Meeting

Web Events can easily be recorded for use at a later date.

1. Once you have launched a Web Event, click on **Record Meeting** under the Meetings tab in the Menu bar.
2. Check the box to **Record audio from speaker phone** and click **OK**. Before recording the event, be sure your computer’s speakers are working properly to ensure that the meeting is recorded with sound.
3. A red **Record** icon will appear in the top right corner of the Web Event screen. To stop recording, click the red **Record** button or close the Web Event browser to end the recording and the Web Event entirely.
4. To access your Web Event recording, return to your PreventionLink account and view the specified event. Click on the **Web Event Recording** link to view the recording(s) for that particular event.

## RUN REPORTS

As an Administrator, you have the ability to pull detailed user and training information within PreventionLink.

1. Select the report you wish to run within the **Reports** tab.
2. Specify the information you wish to view in the fields provided.
3. Click **Display** to view the report in a new Internet window. Click **Export** to open the report in Excel.

\*\* It is important to note that if the report contains more than 1,000 rows, only the first 1,000 will display when viewing in an Internet window. To see the report in its entirety, it must be exported to Excel.



### Assignments

The Assignments Report will provide you with specific assignment data including user name, assignment title, completion date (if applicable), status, and test score. This report can be filtered on Completed Assignments, Activity Duration (amount of time spend on assignments with time components), Incomplete Assignments, All Assignments, and 2 Exception reports, No Completions and No Assignments.

### Exception Reports

Exception reports consist of two reports, *No Assignments* and *No Completions*. The **No Assignments** report will show all the users that have no assignments given the criteria. The **No Completions** report will show all the users with no course/activity completions given the criteria. These reports are available from within the Assignments Report.

Note: Because these reports are exception based, any selection of criteria will produce a list of users that fit those entire criteria. For example, if the criteria were completions of course1, course2, and course3 a user would have to have completed all of those courses to not show up in the report. If the user

completed course2 and course3 but not course1, then that user would show up on the No Completions report.

## Custom Activity Details

The Custom Activity Report will provide more detailed information on a specific Custom Activity. You will be able to view the user's name, completion date, and the user's answers to each questions within the Custom Activity, but for only one Custom Activity at a time.

## Users

The Users Report will give you specific information on your users; including name, username, employee ID, status, email, specified groups/departments, and their last login date and can be filtered by any of the Category groups you have established or registration dates.

## Course Durations

The Course Duration Report will give course duration information for your users including completion date, time spent in the course, and final score.

## Course Evaluation Details

Similar to the Custom Activity Details Report, this report will provide specific Course Evaluation information provided by the user. Within this report, click on Details to view the user's evaluation responses and ratings.

## Supervisors

The Supervisors Report does not have a search filter like the other reports. When you select Supervisors in the Reports tab, it will automatically pull up a report with all of your assigned Supervisors listed and their individual functionalities within PreventionLink.

## Credentials

The Credentials Report provides specific credential information including Credential type, number of days until expiration, start date (if applicable), and expiration date and can be filtered by any of this information.

## Certifications

Certification Reports consists of two reports: The Printable User Certification Report and the Administrative Certification Report.

The Printable User Report is available to any user that has a credential or certification that is connected to courses. This is effectively a printable summary of the certification tracker on the home page, and provides information on the license data and course completion/approval data.

The Administrative Report allows an administrator or supervisor to run a full report of Certifications. The report can be filtered by all of the usual data along with the type of certification and the date range of the completions. This report includes user name, employee ID, type of certification, start and/or expiration dates, license number, course information, and certification hours.

## Custom Reports

You may also have access to custom reports, such as Fire Training Documentation, ISO Reporting, and JAC Monthly Submission Reports. For information on gaining access to these custom reports, please contact your Account Manager.

## COMMUNICATION TOOLS

### Announcements

Announcements are located on each user's home page and are editable by the Administrator. You can update the Announcements section as often as you would like to provide detailed information to your users. To update the Announcement section, click on **Edit Announcement** from your Home Page.

### Email Settings

Your email settings determine who receives email communication within your organization regarding PreventionLink. These settings determine email delivery regarding course evaluations, safety questions, safety suggestions, and the monthly email alerts. To edit these settings, simply click on **Modify Email Settings** under the **Users** tab.

### Discussion Forum

This online discussion board fosters discussion, solicits feedback, and allows users to trade ideas within PreventionLink. The forum can be accessed by clicking on **Forums** under the **Resources** tab.

## DASHBOARD

### Dashboard Components

As an Administrator, you have access to the Dashboard, which gives a quick glance at graphical information illustrating site usage and assignment statistics. Mouse over any of the graphs on the Dashboard to view the numerical data pulled to create the graphs. TargetSafety Announcements are also available on the Dashboard and are meant to keep Administrators up to date on the latest news from TargetSafety.

### Incomplete Assignments Report

You can quickly pull an Incomplete Assignments Report from the Dashboard by simply clicking on one of the **Days Overdue** bars in the **Assignment Summary** graph.

### Flash Requirements

In order to properly view the Dashboard, you will need to have Flash Player version 10 or higher installed on your computer. It can be downloaded for free by clicking [here](#).

## USER EXPERIENCE



### Elements of Home Page

The Home Page includes the following elements:

**Assignments:** Gives the user access to their current assignments.

**Announcements:** The Welcome Message (editable by the Administrator) provides pertinent information on PreventionLink and training.

**Certification Tracker:** Available to EMS and Water Industry users that have credentials/licenses that require recertification, this tracker will give a quick glance at their required, taken, and remaining hours for recertification. Please note that the Certification Tracker will only track licenses entered under TargetSafety created Credentials.

## Assignments

All Assignments provides access to all current courses and activities assigned to the user. Only the first six will show on the home page, but the user can access all current assignments by clicking All Assignments.

## History

Provides the user's training history. History gives them access to their completion details, course evaluations, retains access to the Course Content as well as any notes taken during the course, and allows the user to print their course completion certificates.

## Self Assign

This tool allows users to take courses and complete activities that have not been assigned to them by an Administrator or supervisor. If you do not have the Self Assign option on your home page, contact your Account Manager for information.

## Taking a TargetSafety Training Course



A user can take a TargetSafety course by simply clicking on the course name (either in Assignments or Self Assign). They will be taken into the course automatically.

Next and Back buttons appear on the bottom of each page to allow navigation through the course.

If a user selects Quit during a course or closes the internet window, the system will save their place in the course. The next time the user clicks on that course, they will be taken directly to the section at which they left off.

At the end of each course is a 10 question multiple-choice test. The user must accept the Agreement and complete the test in order for their assignment to be recorded into the history.

## Resource Center

Once files are loaded to the Resource Center, users will have access to the shared files on their Home Page.

# TROUBLESHOOTING

## Browser Check Tool

You may receive an error message stating that you have been logged out due to inactivity. This is caused by the privacy settings on your browser. To test your browser, visit <http://www.browserhawk.com/showbrow.aspx>. This will check your browser to ensure that you have all of the capabilities necessary to operate our program efficiently. The areas you will want to look at are below:

### Browser type and version

Browser – Name of browser being used.

Full version – Version

### System Details

Platform – Name of "OS", or Operating System

### Scripting Capabilities

JavaScriptVer – Version of JavaScript being used

(This can also be available under **Java Information** JavaVersion)

### Browser Security

SessionCookies – "True" = Enabled, "False" = Disabled

### Display and Layout

StyleSheets – "True" = Enabled, "False" = Disabled

### Plug-In Information

Plugin\_Flash – Version of flash being used

## Internet Explorer v8 Compatibility

You may encounter a problem viewing Credential information within PreventionLink. This is caused by a compatibility issue with Internet Explorer v8. To remedy this, select **Compatibility View** under **Tools** at the top of your Internet browser window, or simply click the icon of a broken page that will appear to the right of the address bar.

## Recovering Login Information

You can always retrieve your login information by using our Password Recovery Tool located on your login page. You can do so by either answering the secret question that you answered during the registration process or by having an email sent to the email address that we have on file.

## OPTIONAL SERVICES

### A Check America

A Check America is an optional service that allows you to track your employees driving records and be notified of any activity. For more information about this service, contact your Account Manager or Phil Coons at [phil@targetsafety.com](mailto:phil@targetsafety.com) or 858.376.1603.

### Cost-Benefit Analysis

The Cost-Benefit Analysis highlights the savings you are receiving now, as a current TargetSafety client in the Fire/EMS industries, by delivering a portion of your training using PreventionLink. Included in the analysis is a formal report that you can share with members of your department. To request a Cost-Benefit Analysis, please contact your Account Manager. You can also complete the short form on our website, [www.targetsafety.com/savings](http://www.targetsafety.com/savings).

### American Heart Association – Basic Life Support

Designed specifically for first responders, TargetSafety is pleased to offer the American Heart Association's BLS Part 1. This online course provides departments with an alternative to traditional classroom-style training - enabling firefighters and paramedics to complete the didactic portion of the curriculum at their convenience. Once complete, first responders can then finish the hands-on skills practice session and skills test with an American Heart Association Instructor before receiving their certification cards. For more information on the AHA BLS offering, please contact your Account Manager.

### Web Events

With PreventionLink Web Events, you can conduct online meetings with remote participants—all from within the platform. Web Events features screen sharing, video conferencing, live chat, and VOIP. In addition, using our new Event Manager application, you can manage invitations, track registrations and run attendance reports. Web Events is available for a \$499 one-time, set-up fee plus \$699 per year per named host. For more information, or to get access to this feature, please contact your Account Manger.



## ADDITIONAL SUPPORT

- Phone: 877.944.6372

- Fax: 858.487.8762
- Email: [support@targetsafety.com](mailto:support@targetsafety.com)
- Or contact your Account Manager