The following guide is broken down into four sections.

Section 1– Login instructions.

Directs the student to the LETN web site and the CiNow login icon and details the process of logging in with a Login Name and Password.

Section 2– Student Links.

A student is defined as a user that has no administrative roles. This section defines the six links the student has access to once logged in to the CiNow system.

1. My Learning Plan.
2. Catalog.
3. Search.
4. Personal Information.
5. Logout.
6. My Messages.

> **NOTE: Users assigned with the Manager, User Administrator and/or Training Administrator role(s) will see their prospective links here as well. These roles are detailed in the Administrator's Guide.**

Section 3– The Learning Activity Details page.

Describes the three links located on this page and details their functions.

1. Launch.
2. More Information.
3. Add to My Learning Plan.

Section 4– The Learning Activity.

Describes the 8 links located in a learning activity and details their functions.

1. Introduction.
2. Course Materials.
3. Course Presentation.
4. Test.
5. Help.
6. Feedback.
7. About.
8. Exit.

Before logging on to the CiNow system a student must be assigned a User Name and Password. See the training officer for a user name and password.


Step 1–Open Internet Explorer, go to www.LETN.com and find the CiNow login icon on the upper right side of the page.

Enter User Name and Password

Step 2– Enter the User Name and Password in the perspective fields and click "Click to Enter".
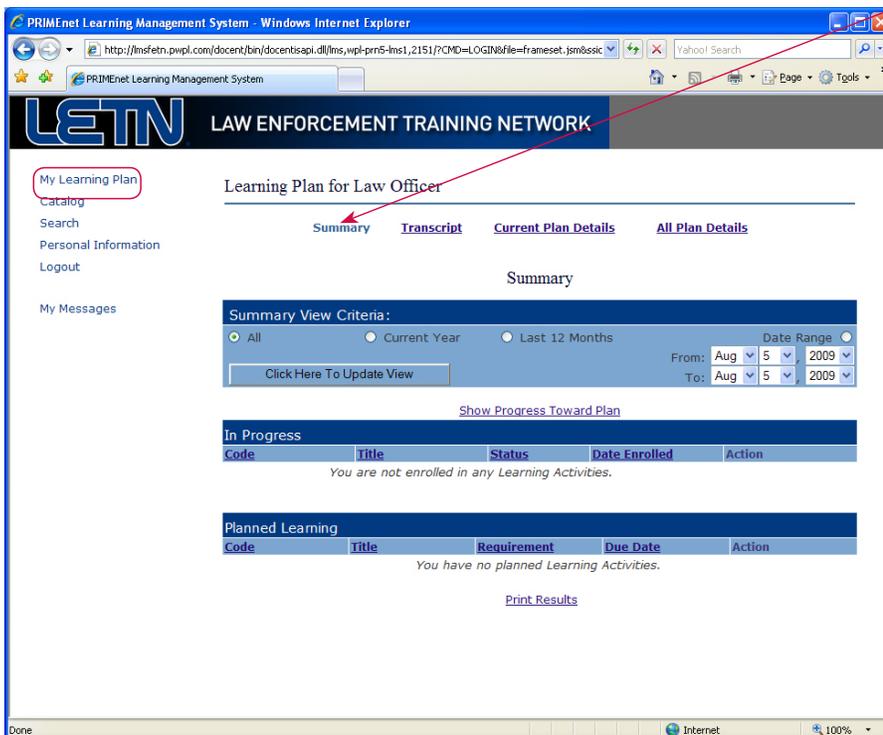
NOTE: The password field is case sensitive!

On the left side of the page are six links. This section will explain the purpose of each of these links.
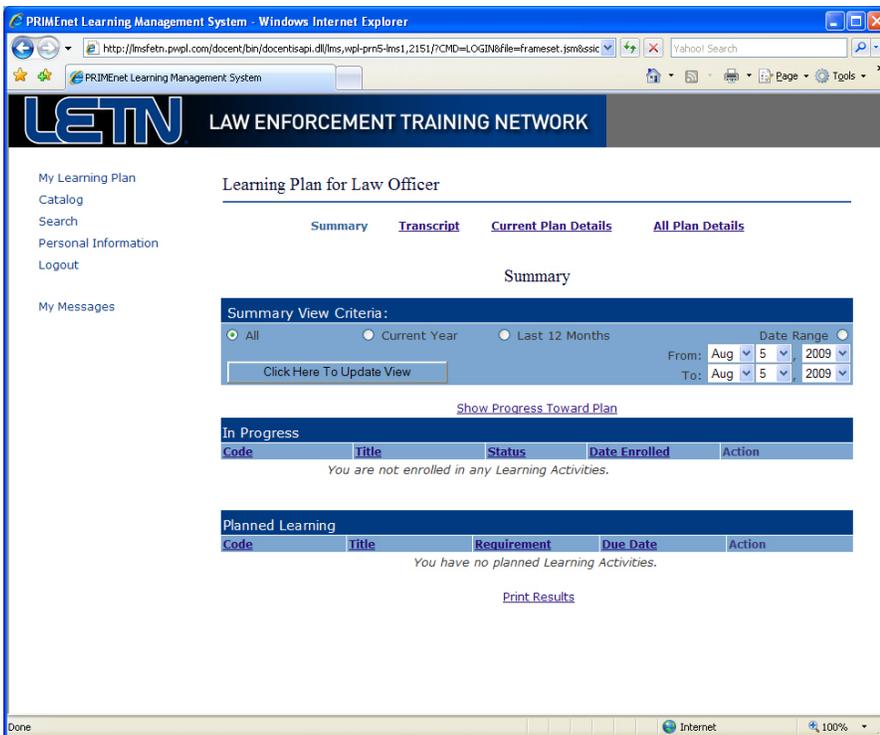
My Learning Plan

My Learning Plan has four links across the top: **"Summary"**, **"Transcript"**, **"Current Plan Details"** and **"All Plan Details"**.

Summary – Contains three sections.

- **Summary View Criteria** – Allows the student to display the data in the **In Progress** and **Planned Learning** areas according to date ranges.

- **In Progress** – Displays learning activities that have been assigned to the student through the batch enrollment process by his/her training administrator. Also displays any learning activity that the student has enrolled in on his/her own, but not completed.

- **Planned Learning** – Displays learning activities that have been assigned to the student through the group learning plan process by the training administrator. Also displays any learning activities that the student has added using the **"Add to My Learning Plan"** option. (See **Section 3–The Learning Activity Details**)

Transcript–By clicking on the **"Transcript"** link the student will be taken to his/her transcript. This is a permanent record of the student's training attempts. Each time the student takes a test and receives a score, pass or fail, the result will be displayed here as separate line items. The Transcript section can also be sorted by date criteria.


Current Plan Details–Displays more information on current learning activities that are contained in the student's **Planned Learning** section of **My Learning Plan**, including learning plans that have been removed.
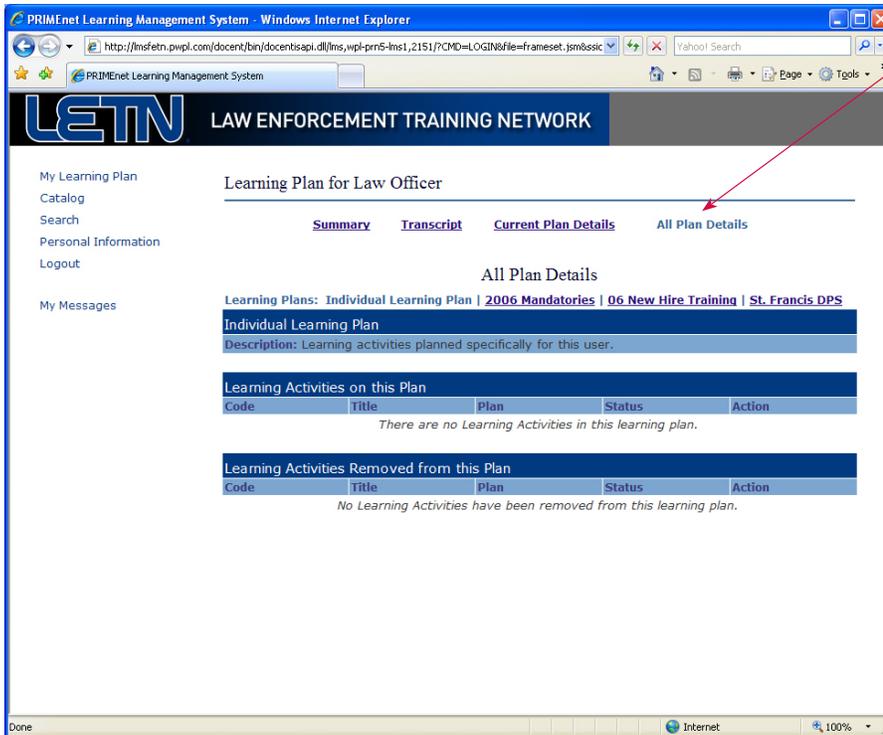
All Plan Details – Displays information on all planned learning regardless if the plan is current or active.

Catalog

The Catalog has three columns: **"Course Code"**, **"Course Title"** and **"Course Type"**.
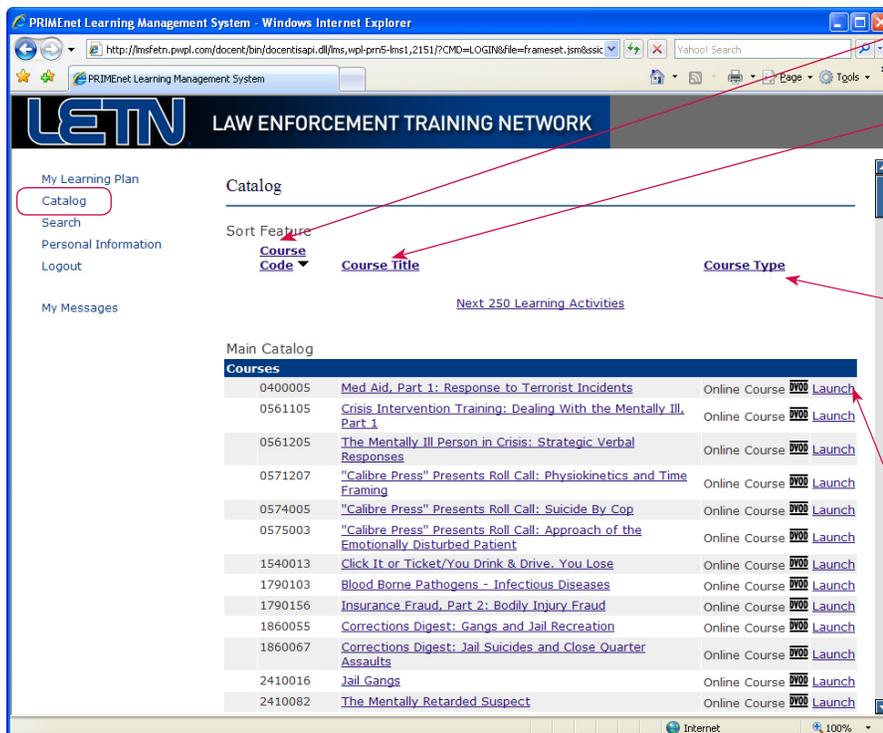
Course Code – Each course has its own, unique course code.

Course Title – Clicking the **"Course Title"** link will take you to the Learning Activity Details page. (See **Section 3 – The Learning Activity Details**)

**Course Type –** Defines the different types of courses in the catalog.

- To the right of the **"Course Type"** column is the black **DVOD** symbol indicating that the learning activity has **Digital Video On Demand**.

- To the right of the DVOD symbol is the **"Launch"** link. Clicking the **"Launch"** link will take the student directly into the learning activity. (See **Section 4 – The Learning Activity**.)

Search
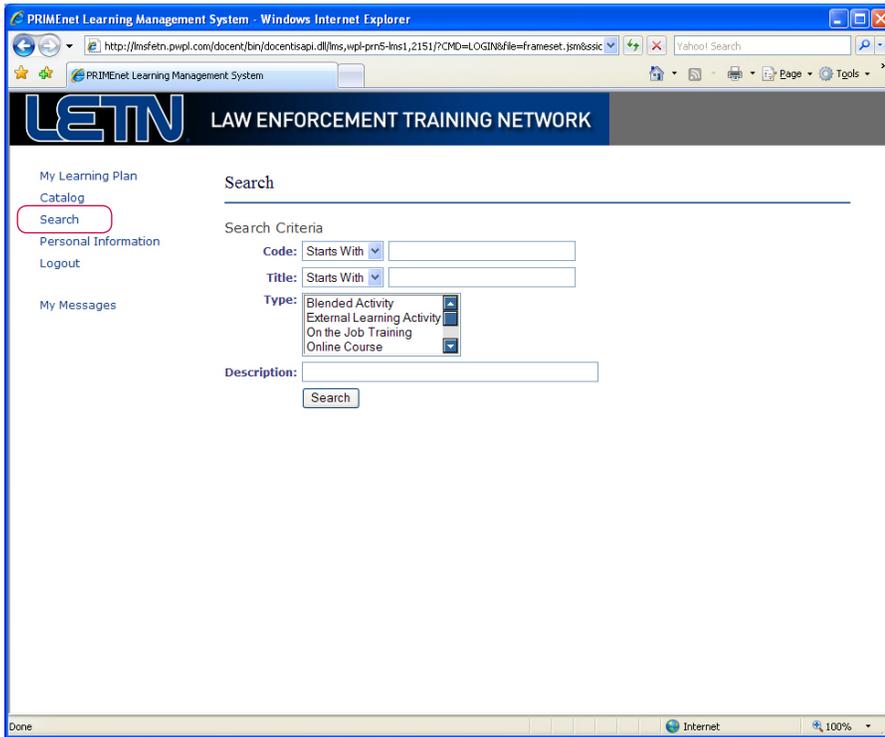
• This link will allow the student to search the catalog for individual courses by putting in a specific course code or a part of the title.

Personal Information
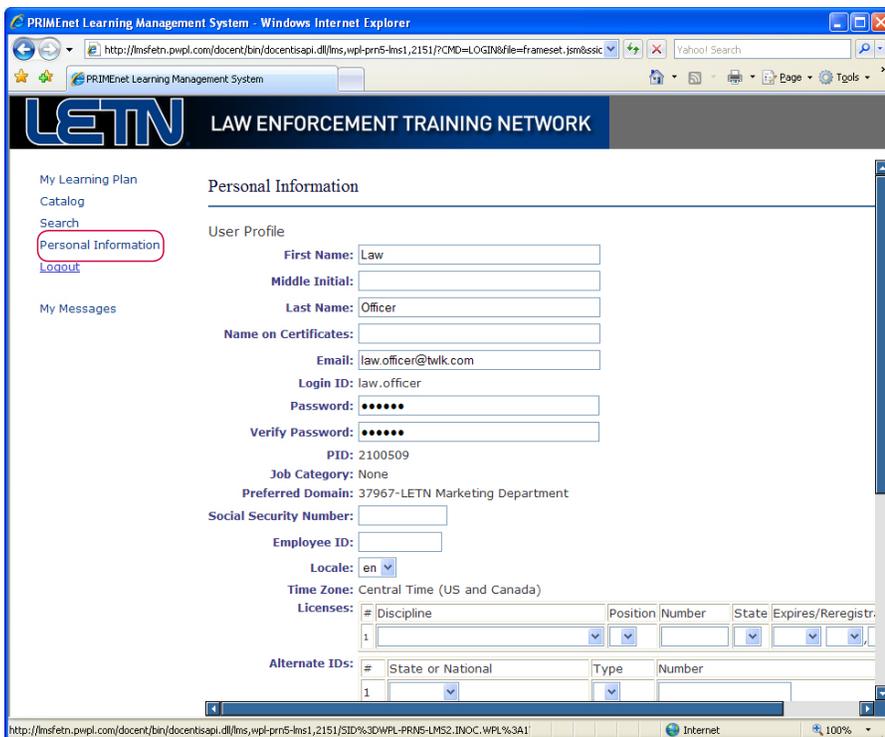
• Gives the student access to his/her user profile information. The student should check this area to be sure that the information is correct before taking any training in PRIMEnet. **Note: If you were given a generic password, this is where you can change the password** by typing over the dots in the **Password** and **Verify Password** lines with the new password.

• All passwords appear as six dots regardless of how long the actual password is.
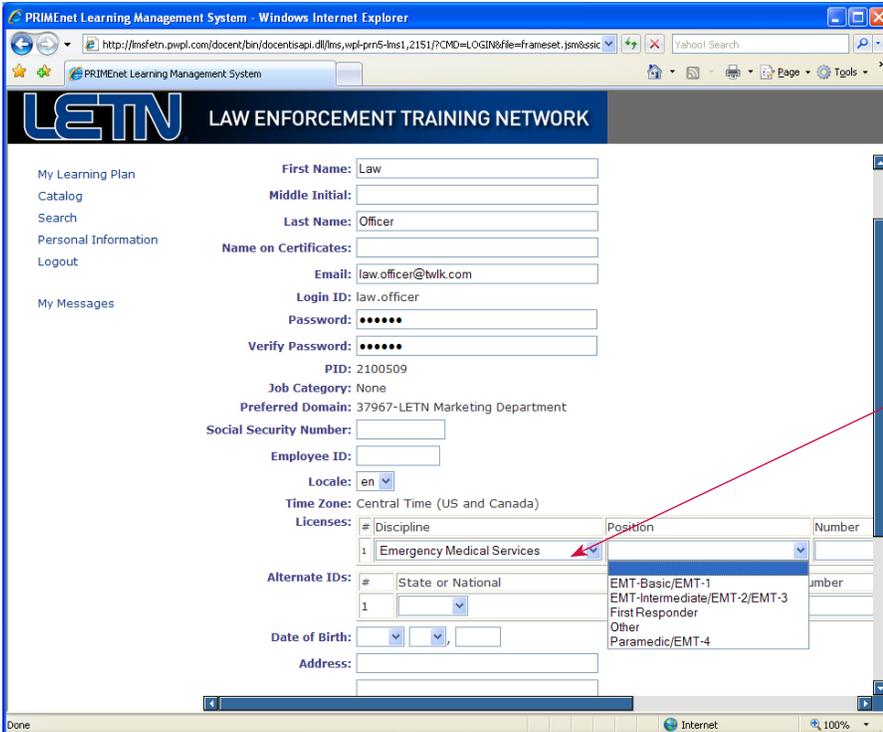
Important Notice: If the department has access to EMS programming through LETN and needs to receive continuing education from LETN for any EMS learning activities completed, the students MUST have license information in his/her profile. See below for step by step instructions.

- Click on the **Discipline** drop down box and choose **"Emergency Medical Services"**.

- Next click on the **Position** drop down box and choose the position that most closely matches the student's position.

- Complete the line by adding the certificate/license number, the state that carries the certificate/license and the expiration date of the certificate/license.
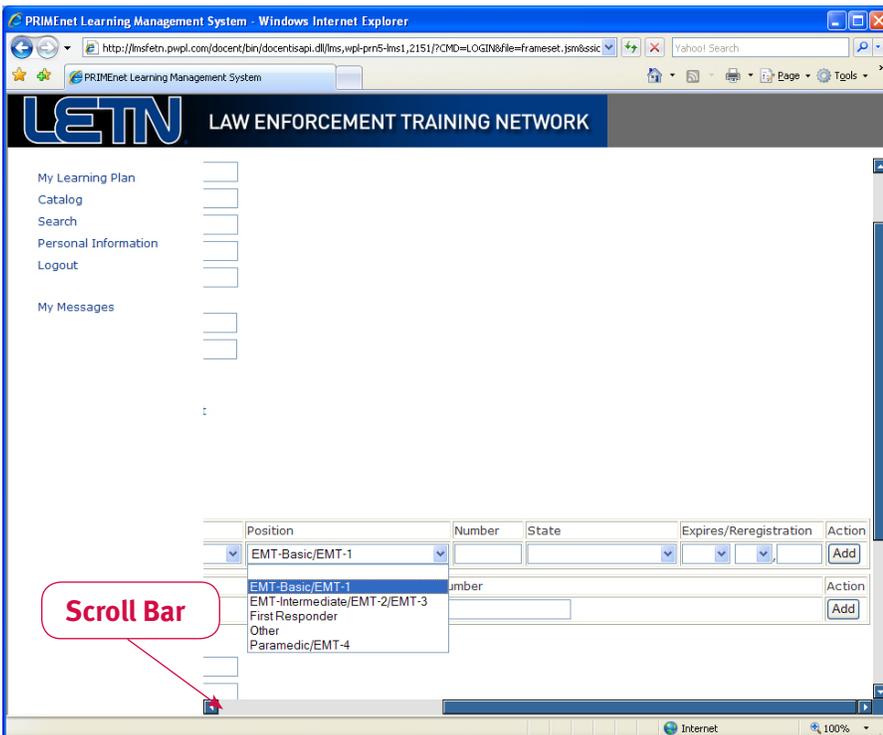
NOTE: In order to see the entire license line the scroll bar at the bottom of the page may have to be moved to the right.

- Once the information is entered click the **"Add"** link on the far right end of the license line.

- **Address information must be entered to save the record.**

- Once everything in the **Personal Information** screen is updated, click **"Save"** at the bottom of the page.
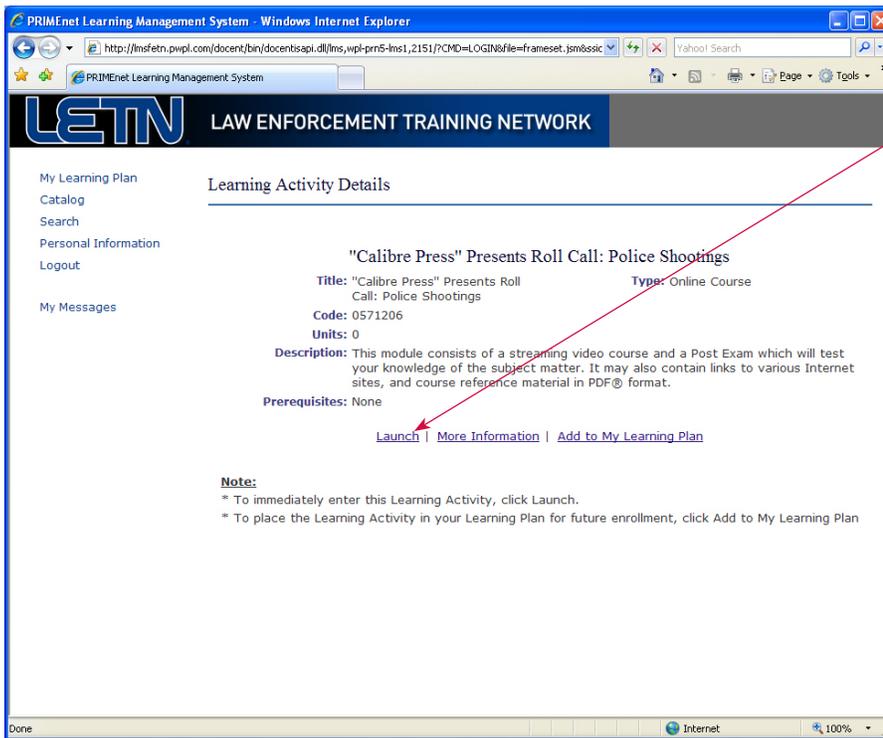
Logout

• The logout link will log you completely out of PRIMEnet.

My Messages

• Occasionally LETN will broadcast messages that will appear when the student logs in. After a few weeks, these messages will be sent to the **My Messages** section.

Clicking the **"Course Title"** link in the catalog page will take the student to the **Learning Activity Details** page.
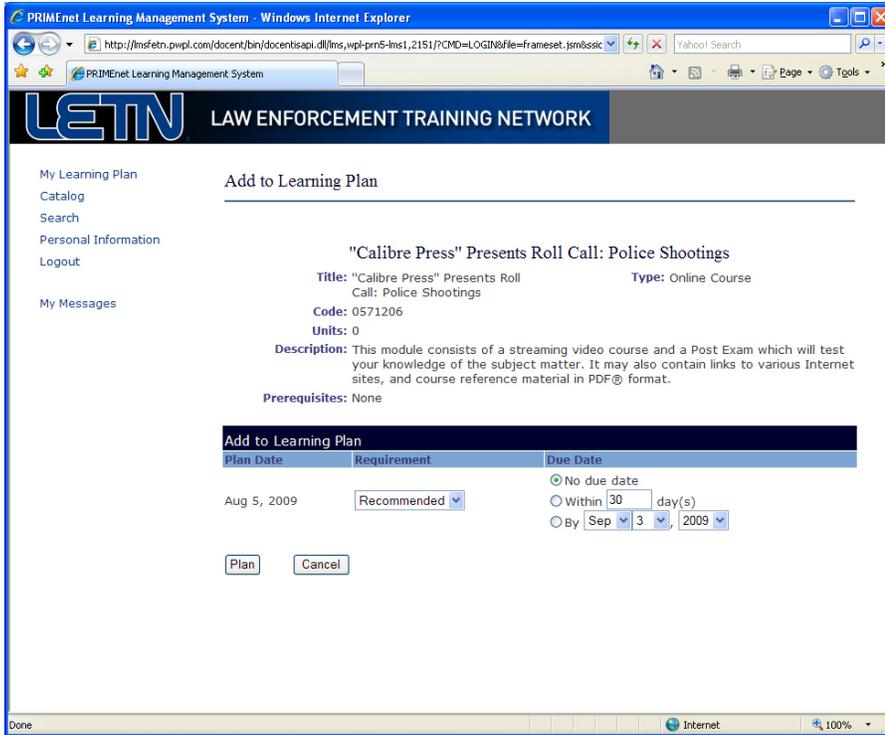

There are three links on the **Learning Activity Details** page.

1. **"Launch"** – Launches the learning activity and displays the Menu page. (See **Section 4 – The Learning Activity Section.**)
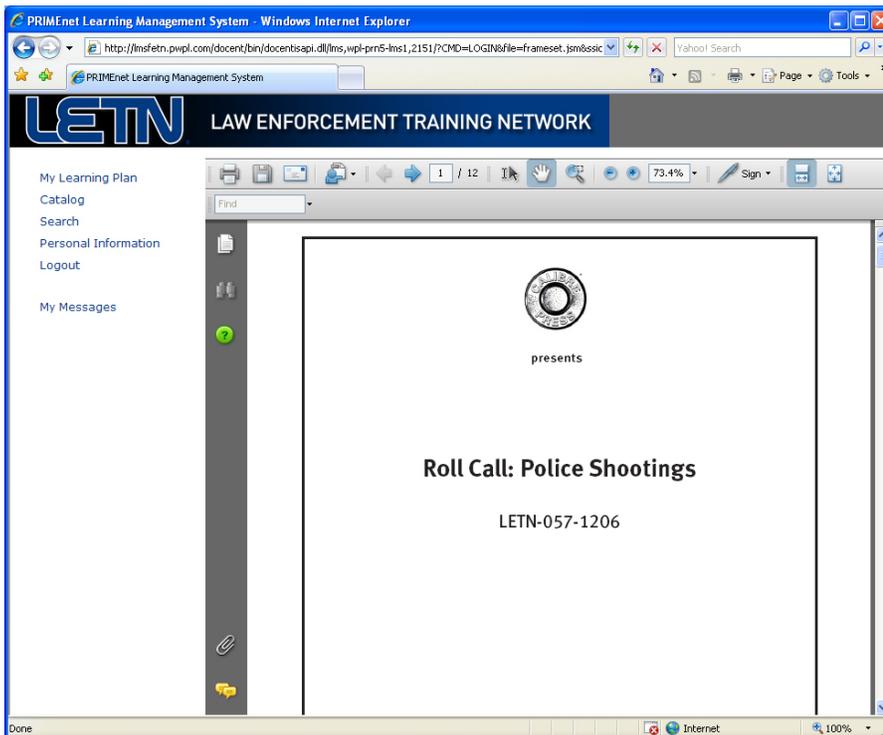
2. **"More Information"** – is a link to the courseware for this learning activity. The courseware is contained in a PDF file and will require Adobe Acrobat Reader to access.

NOTE: The courseware is not just an outline of the video portion of the learning activity. The courseware can contain information that is not in the video but will be on the test. The best chance for passing a test is to read the courseware as well as watching the video.

3. **"Add to My Learning Plan"** – Allows the student to plan training, bookmark it and add it to **My Learning Plan**.

• By adding this course to the learning plan, the student will see it appear at the bottom under the **Planned Learning** section.

Clicking **"Launch"** from the **Catalog** page or from inside the **Activity Details** page will start the learning activity displaying the **Menu** page shown below:
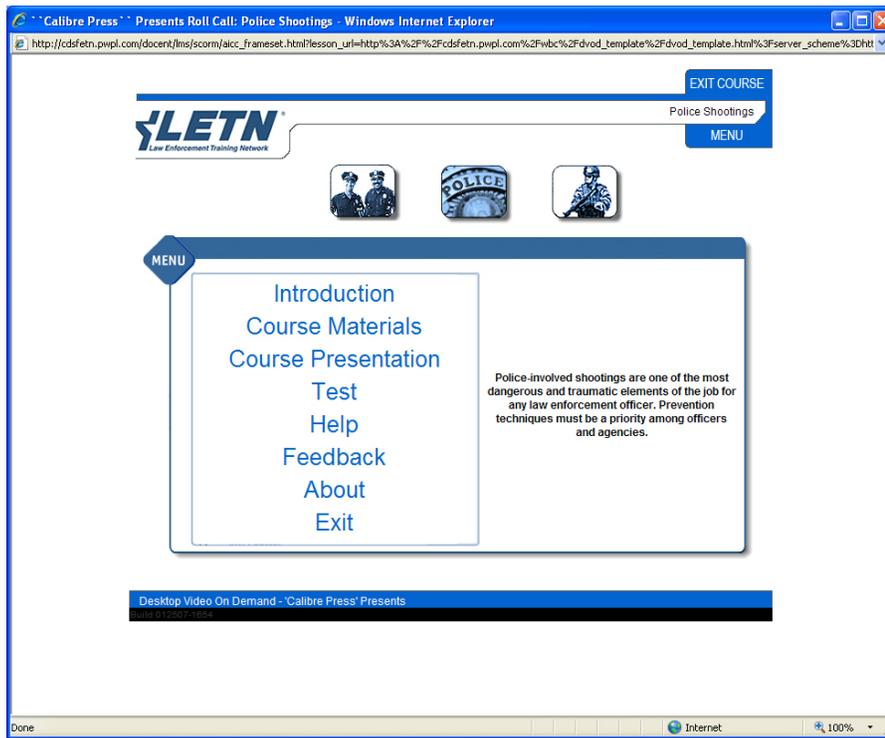
NOTE: If the student isn't using Internet Explorer or has pop up blockers activated it could prevent the learning activity box from launching.

On the **Menu** page there are eight links.

1. **"Introduction"–** Gives a brief synopsis of the course itself.

2. **"Course Materials"–** A link to the courseware for this activity.
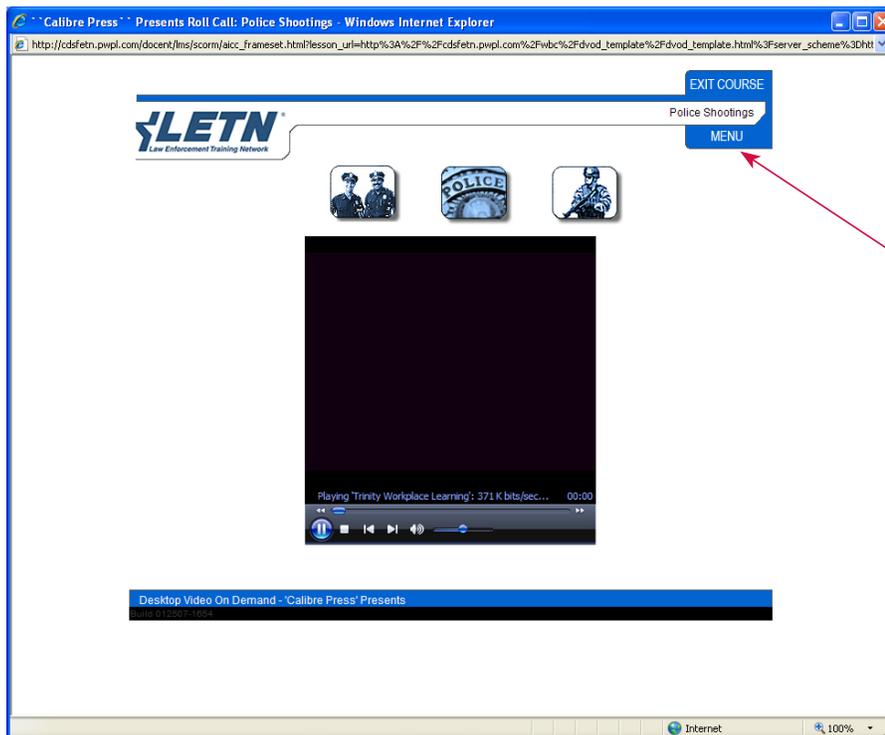
3. **"Course Presentation"**

• The video box has normal VCR style controls. Push the play button in the bottom left hand corner of the video box to start the video.

• Once completing the video portion of the learning activity click on the **"Menu"** link at the top right of the page to be taken back to the course menu.

• After reading the course material and watching the video the student is now ready to take the test by clicking on the **"Test"** link.
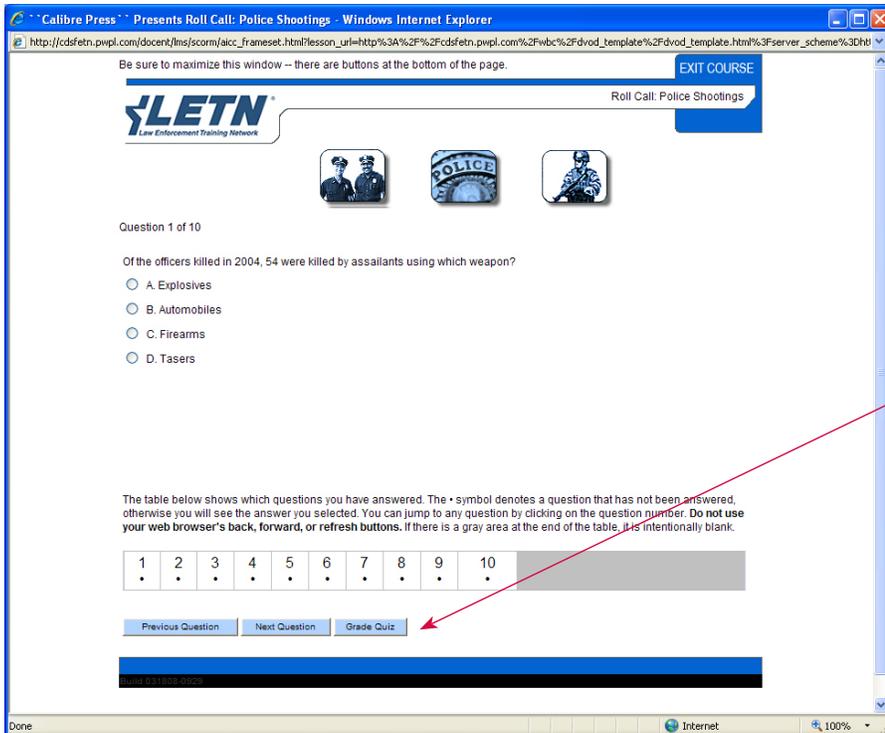
4. **"Test"**

• Answer each question by clicking on the radio button next to the correct answer.

NOTE: EMS tests will typically have twenty questions while most other tests will have ten questions.

• Once the student has answered all the questions, click the **"Grade Quiz"** button and the test is graded immediately. If the student passes the quiz, all of the missed questions will be displayed along with the correct answers. If the student fails the quiz, all of the missed questions, along with all of the possible answers, will be displayed. The correct answers are not displayed for a failing grade.
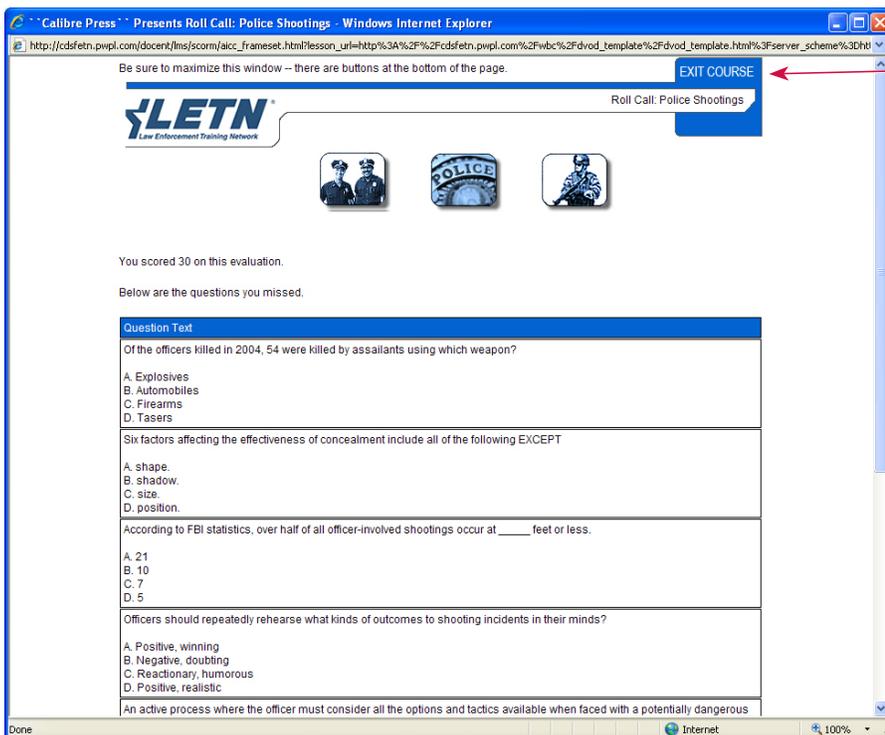
• Clicking the **"Exit Course"** link at the top right of the page will exit the course and return the student to the **SCORM Course Assignable Units** page.
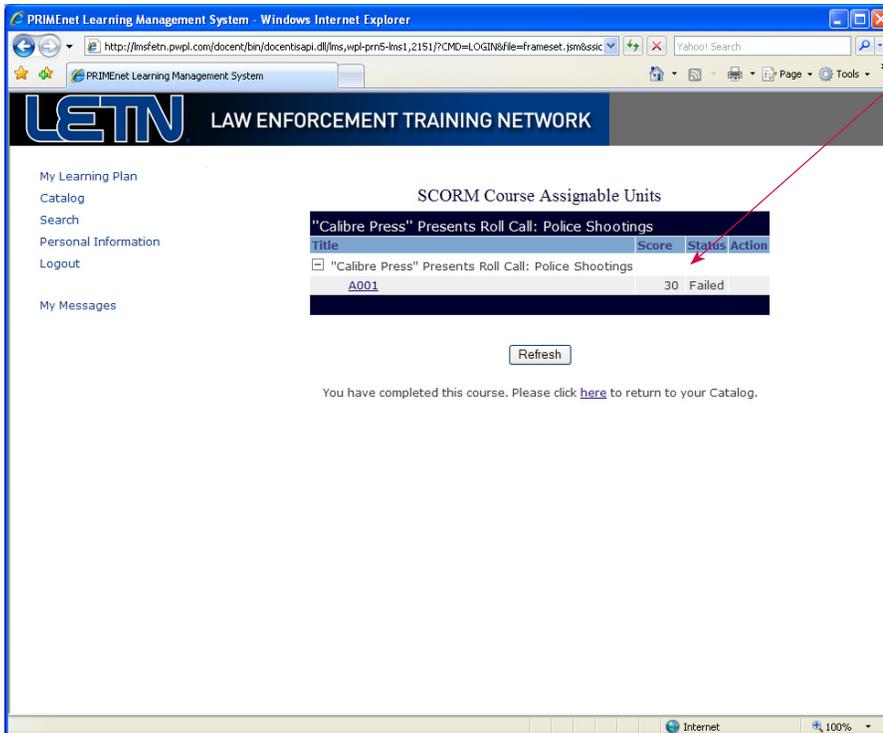
NOTE: Always be sure to get a score in the Score column before moving on. If no score appears, simply click the "Refresh" button.

*A student will not be given credit for completing the learning activity if a score is not reported in the Score column.

If a computer crash, power failure or loss of an Internet connection prevents the score from appearing in the Score column, please ask the training officer to contact LETN's customer care center. The customer care agent will need the name of the student, the name of the program, the test score and the date the test was taken to be able to add the test score.
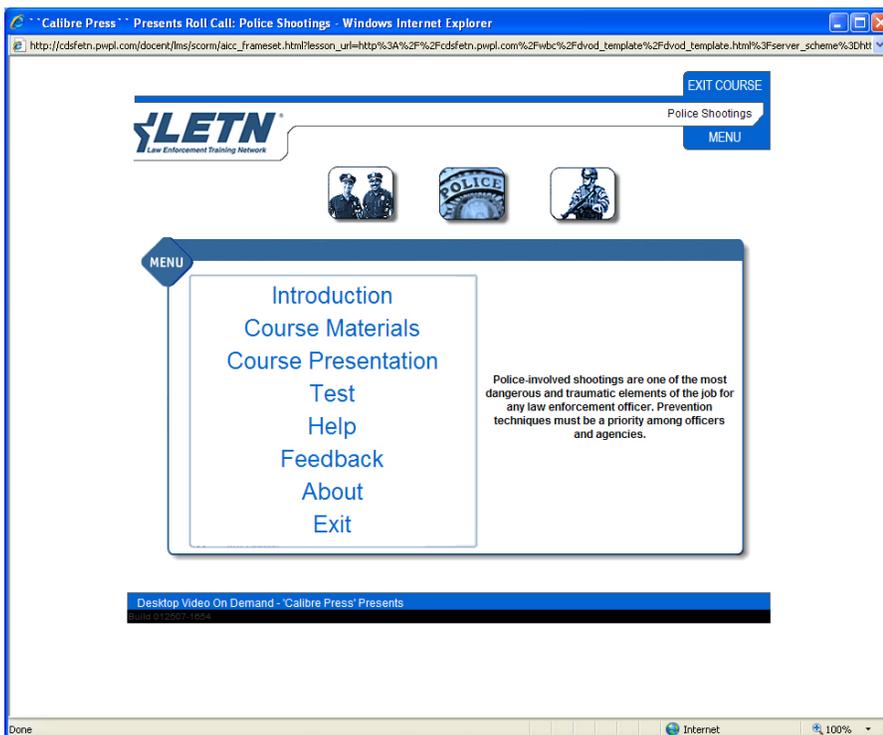
5. **"Help"**– FAQs to help troubleshoot common issues.

6. **"Feedback"–**A feature to allow users to communicate with LETN via email.

7. **"About"–**Information about TWLK, LETN's parent company.

8. **"Exit"–**Exits the learning activity and returns the student to PRIMEnet.