

VSP AGE Outbreak Prevention and Response Training Program Setup and Administrator User Guide

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Installing the program

These instructions assume that one or more individuals aboard each ship will be the ship's designated training administrator(s). Training administrators are responsible for installing the program on individual PCs or on the ship's server, as well as extracting student data from each training computer and sending that data to the line's headquarters. The following instructions explain how to install the program on PCs used as training computers. If your ship wishes to install the program on the ship's server, your line's or ship's IT organization will need to help identify the procedures to be followed, due to the variations in server configurations.

To install the program on a PC, extract **vsp_age_training.zip** into a directory on the training computer. This directory should not be in a location that invites exploration of the program files by the user. For example, the Desktop may not be a good location. Extracting the zip should yield 6 folders (admin, content, docs, etc.) and 6 files.

Create a *shortcut* to **index.htm** and put it in a location that *will* be convenient for users, such as the Desktop. In Windows, this can be done by holding down the Alt key while dragging **index.htm** to the Desktop. That shortcut can then be renamed to something more descriptive and helpful to the students using that computer, such as **Training**. The page **index.htm** could also be bookmarked in the browser that users will be using, and the bookmark could be renamed to something more descriptive.

This program requires a browser with Adobe Flash Player 10.3 or later installed. If you open **index.htm** and Flash Player is not present it should be immediately apparent. You can get Flash Player here: <https://get.adobe.com/flashplayer>

Controlling the training environment

This training program stores data locally in a Local Shared Object (LSO) *on the hard drive of each computer where the training is being taken*, similar to the way web pages store information locally in HTTP cookies. The LSO for this program is named **copiaVSP.sol**. The default location of this file, once it is created (see "Initializing the local storage"), depends on the operating system and the browser. For example, on a Windows 7 machine using Firefox or Internet Explorer the location might be C:\Users\{username}\AppData\Roaming\Macromedia\Flash Player\#SharedObjects\{random folder name}\localhost.

In Windows XP it might be C:\Documents and Settings\{username}\Application Data\Macromedia\Flash Player\#SharedObjects\{random folder name}\localhost.

When using **Google Chrome** the location is different: {path to application data}\Google\Chrome\User Data\Default\Pepper Data\Shockwave Flash\WritableRoot\#SharedObjects\{random folder name}\localhost.

Locating the file can be difficult, especially if some folders in the path are hidden. You may have to find the location(s) of the training's LSO on any given computer by doing a *search* for the file **copiaVSP.sol**.

More information on LSOs and their locations can be found at https://en.wikipedia.org/wiki/Local_shared_object.

The LSO is essential to the storage of user information. It holds user progress through the course, bookmarks, scores, information about the user's line, ship, and functional role, and allows the user to take the training in multiple sessions by entering a username and password and having the program get all of that information without the user having to go through and enter it all again.

Users should be instructed to always return to the same computer to take the training, and the same browser on that computer. It is recommended that training administrators simplify things for themselves and the users by directing all users to the same browser to take the training on any given computer. If some users are using Chrome and others another browser, data will have to be extracted *twice* on that computer (see "Getting student data from each computer") because Chrome has a different LSO location.

Users should be instructed not to clear the browser's history. In most cases, it is clearing the *cache* that will wipe out the LSO, but many users do not even know what the cache is, and some browsers may include the cache in history-clearing or cookie-removing functions.

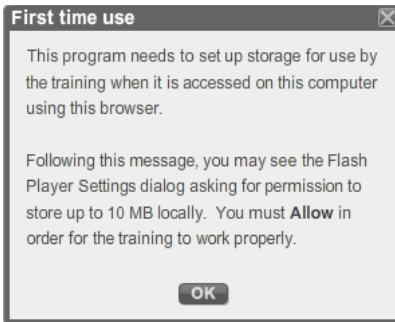
If **copiaVSP.sol** is deleted, all user information on that machine will be gone. A user trying to log in to training with his or her username will get a message that the username or password is invalid. Moreover, all users' progress through the training, scores, etc. will be gone. Therefore it is important to protect the LSO. Users should not be allowed to clear the browser's history or cache, as this sometimes includes the deletion of LSOs. Training administrators might consider "backing up" the LSO periodically by copying the **copiaVSP.sol** file and then restoring it to its default location in the event that it gets deleted.

Here is a scenario to illustrate the point: Over a period of 4 days, 10 users have taken the training on Computer B. At the end of each day, the training administrator has copied **copiaVSP.sol** to another location. On Day 5, Chris, one of the 10 users, for whatever reason, clears the browser's cache after his training session. The training administrator, intending to back up **copiaVSP.sol** at the end of the day, finds that it is missing and restores the file from the previous day. On Day 6, any of the 10 users returning to Computer B to continue training will find things as they had left them on Day 4. Any progress made on Day 5 was lost.

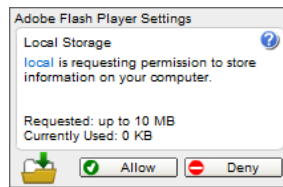
Initializing the local storage

The first time **index.htm** is opened in a browser, you may see an empty white rectangle, and nothing happens. If this is the case, jump to the instructions for "Setting the training folder as a trusted location" below and complete those steps first. After you have closed the Flash Player Settings Manager window, reload the page in the browser and continue from here...

You should see a message telling you to anticipate a storage permission dialog.

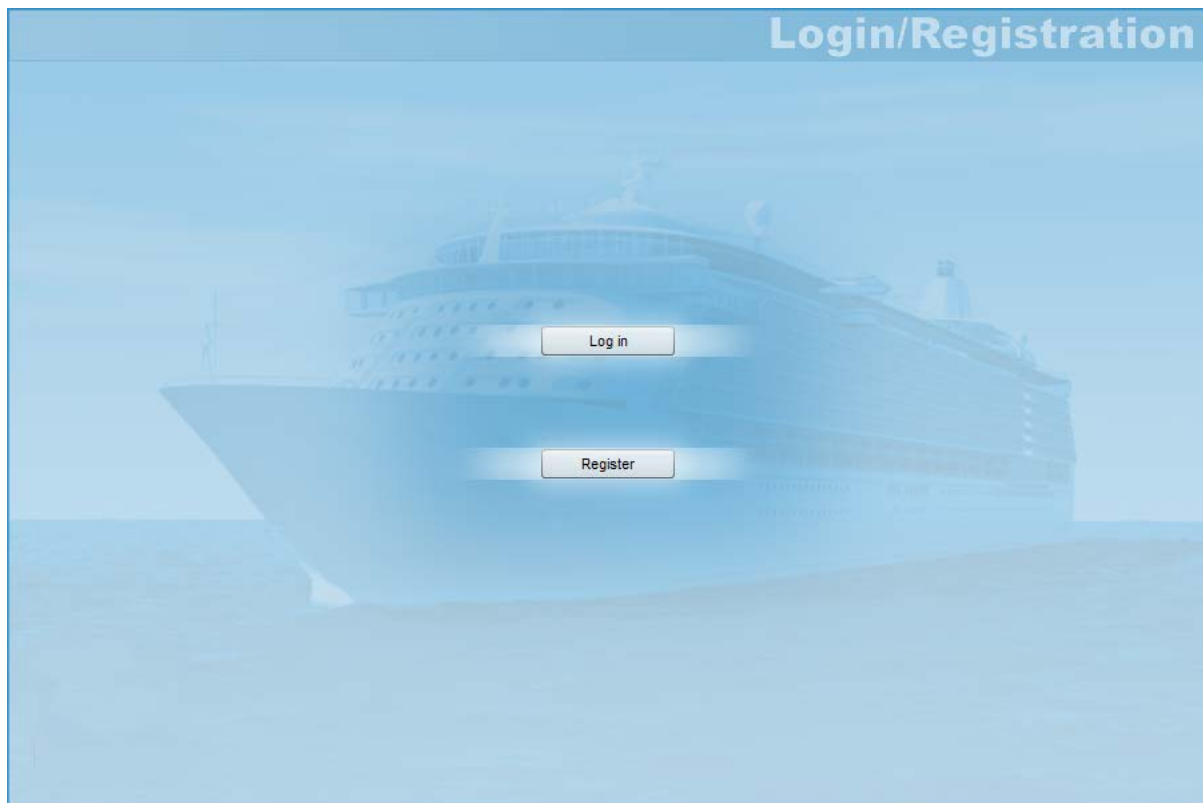


Click OK. Then you may see the Flash Player local storage request.



If this dialog appears, click **Allow**.

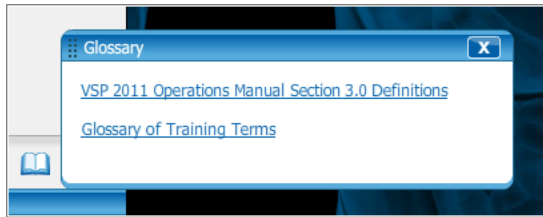
The program will show the Login/Registration screen.



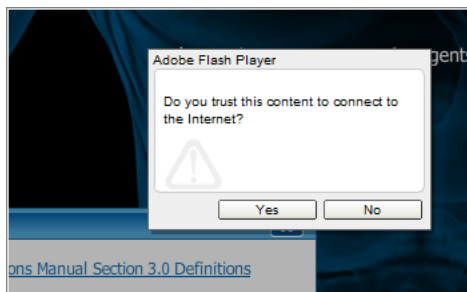
This is the screen that will appear whenever **index.htm** is opened, and the screen to which the program will return after a user has exited the training.

Setting the training folder as a trusted location

Within the training there are underlined links that open documents in a new browser window. Pictured here are two of these links, each of which opens a PDF.

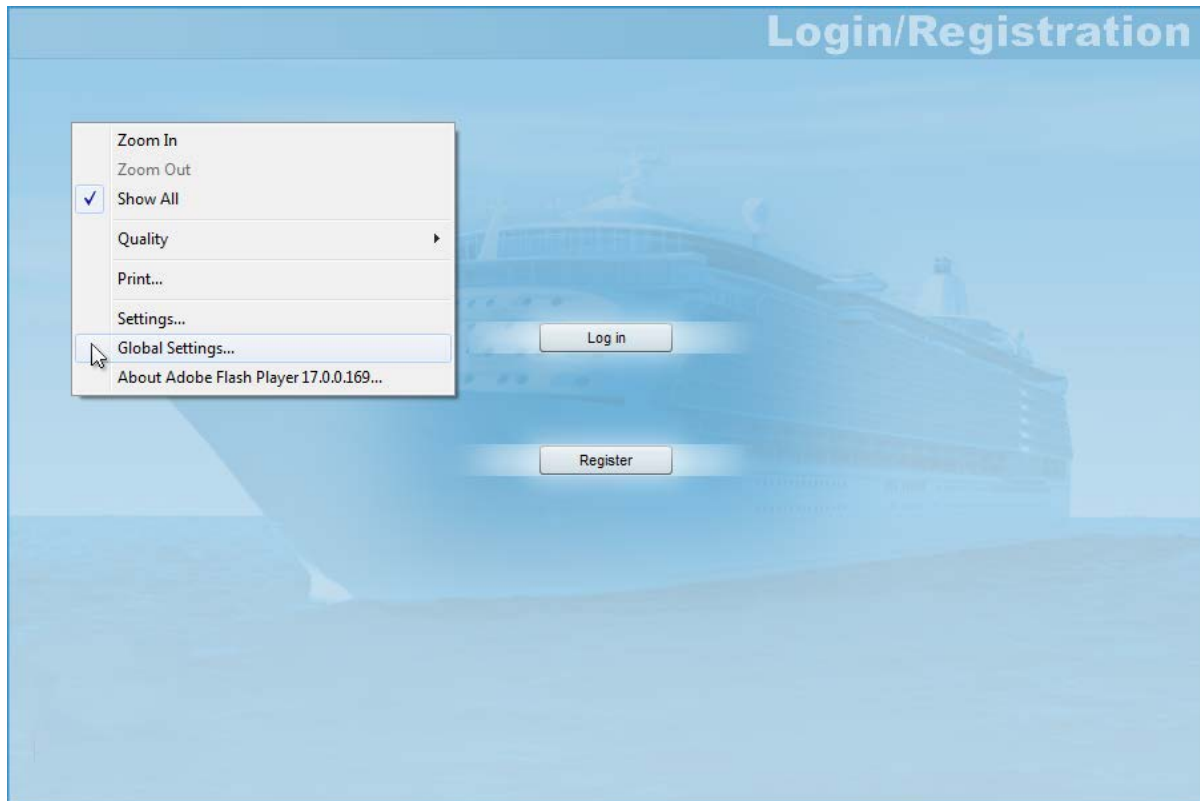


By default, Flash Player will issue a popup when you click a link that opens a document in a new window, saying, "Do you trust this content to connect to the Internet?"

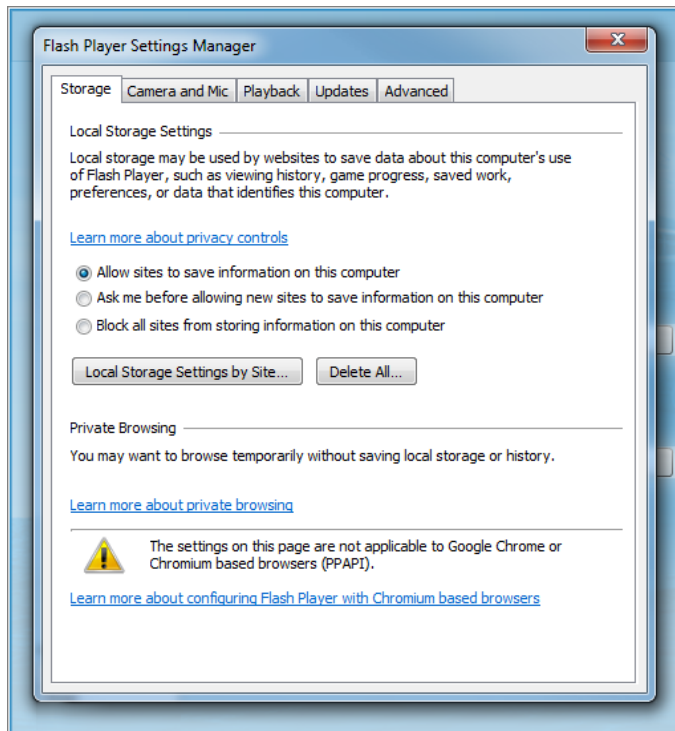


This wording is highly misleading, and may be confusing and alarming every time it comes up. ***At no time does this training program connect to the Internet.*** It loads the documents in question from its own directories.

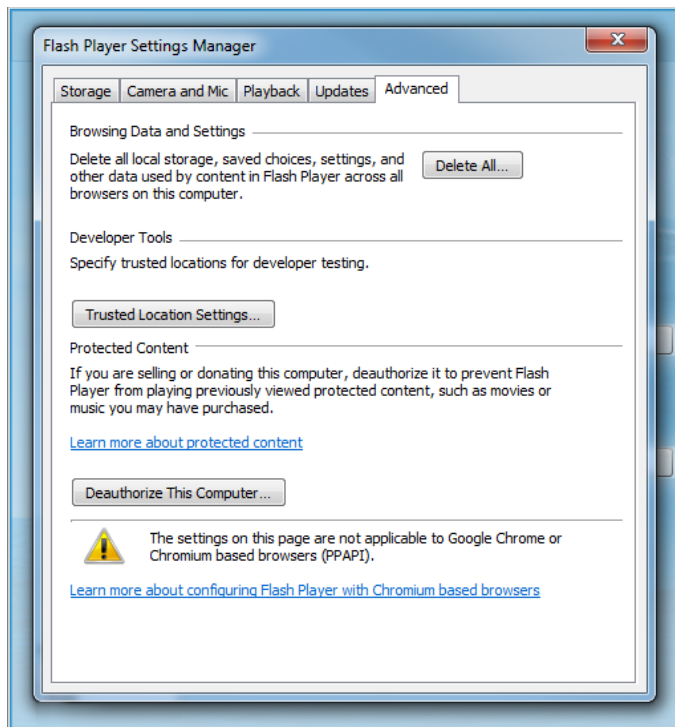
To indicate to Flash Player that the training directory should be trusted, thereby getting rid of this pop-up, right-click the training program and select **Global Settings...**



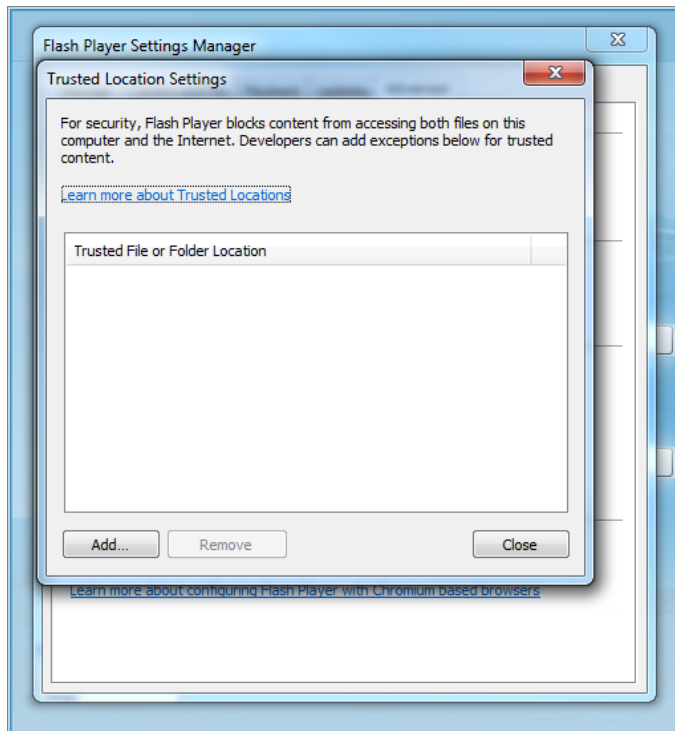
The Flash Player Settings Manager window opens.



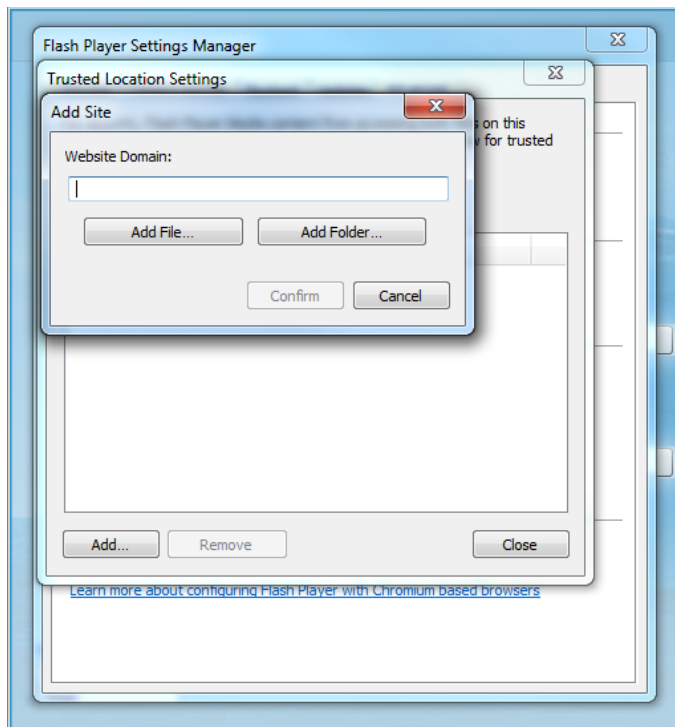
Click the **Advanced** tab.



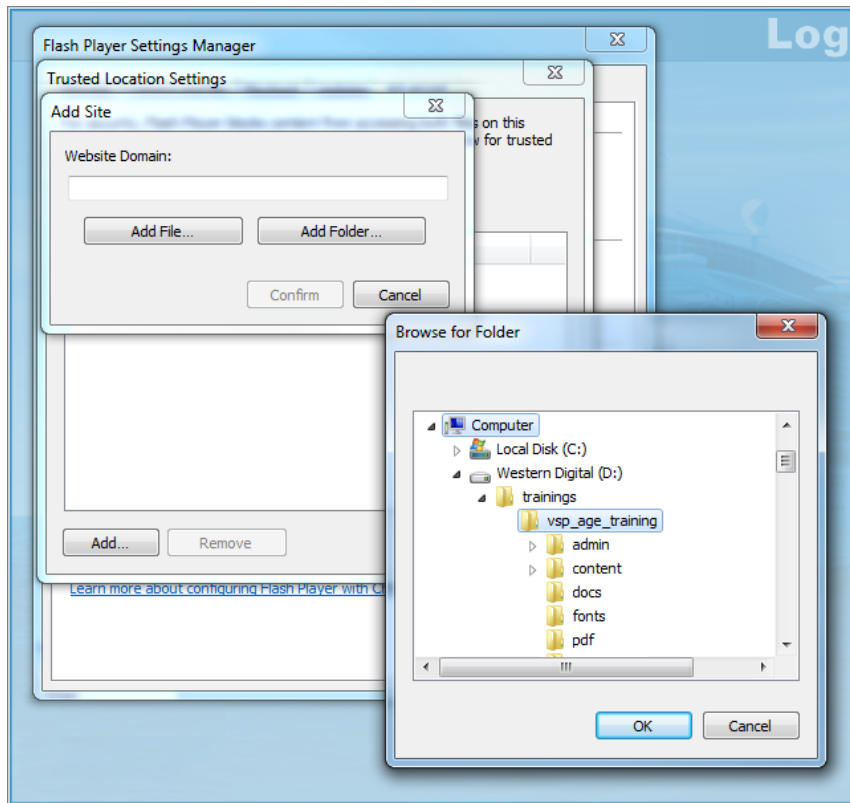
Click the **Trusted Location Settings...** button.



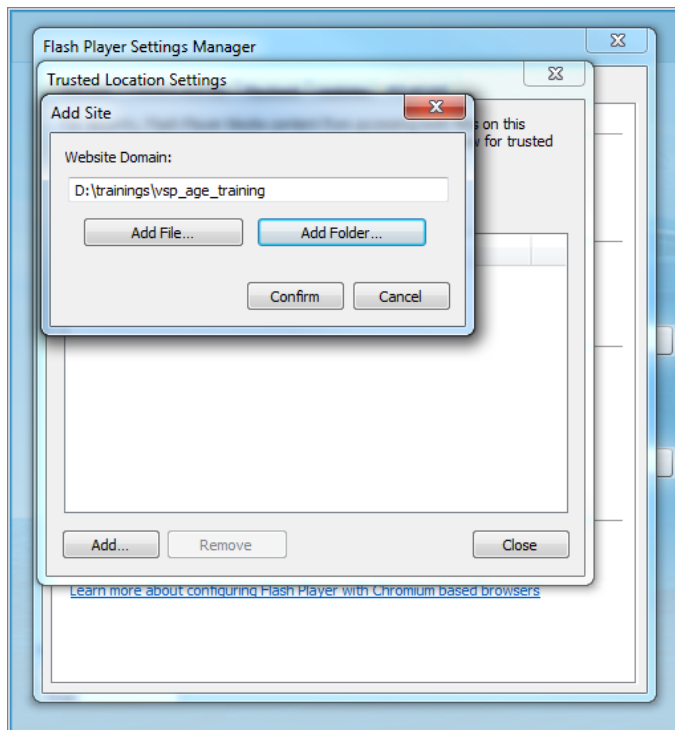
Click the **Add...** button.



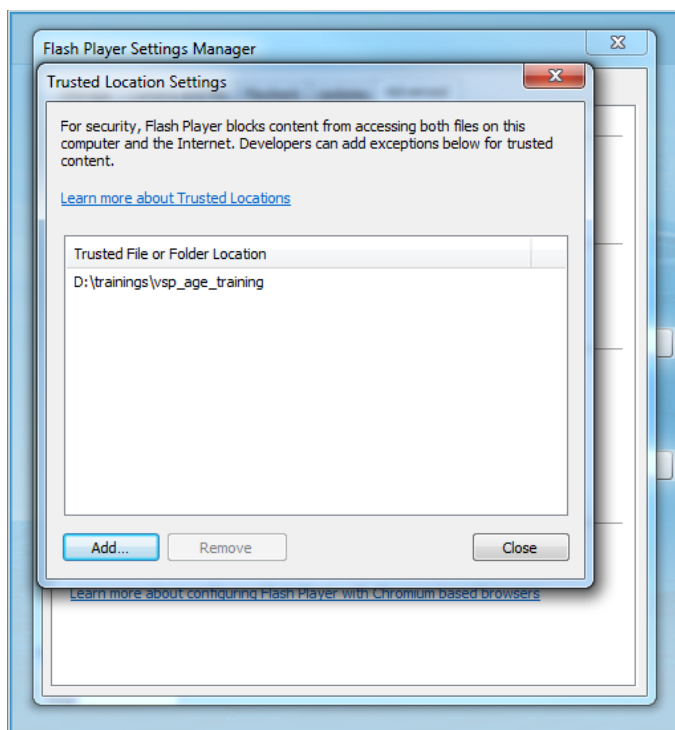
Click the **Add Folder...** button.



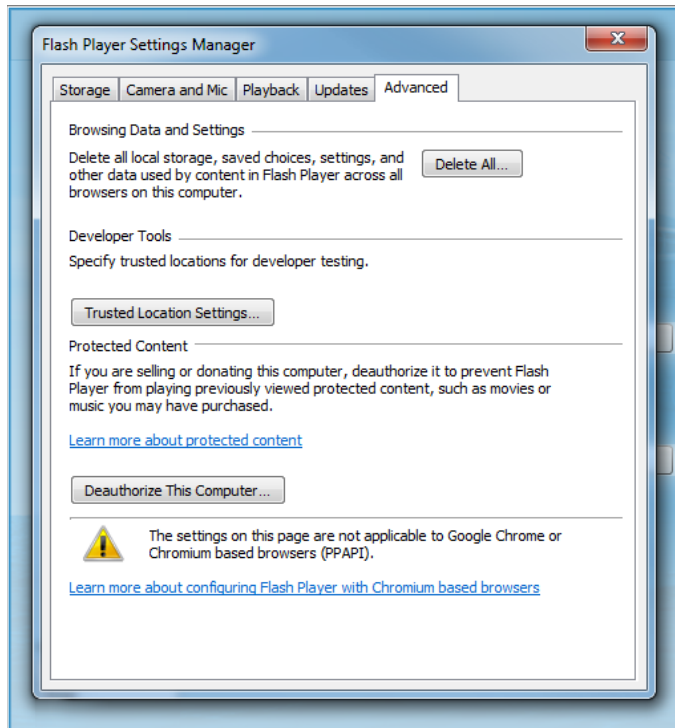
Browse for the training's main folder and select it (this will be the folder that *contains* the folders named "admin", "content", "docs", etc.). Click **OK**.



Click the **Confirm** button. The trusted folder appears in the list.



Click the **Close** button.



Close the Flash Player Settings Manager window.

The program is now ready for use.

It is recommended that training administrators test the program and data extraction processes (see “Testing the training and the recordkeeping processes”).

Creating a training account

New users should be instructed to click the **Register** button on the Login/Registration screen. This will open the New User form. Once the form is completed properly and the user clicks the Submit button, the training will start. Information about the user’s progress through the training will be stored in the LSO when he or she exits the training, and will be recalled the next time he or she logs in at the same computer.

As noted earlier, a user must return to the same computer where she or he created the training account in order to resume training at the point where she or he exited in the previous session. You should tell users to make a note of the computer they were using if they are not able to complete training in a single session. If they attempt to exit training then log in on a different computer, they will not be recognized as an existing user and will need to create a new training account and start training from the beginning.

Retaking the training

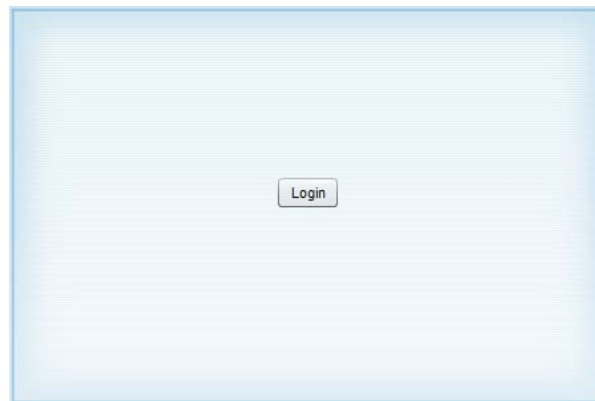
If a student does not pass the post-test at the end of the training, he or she will be given the message, “You did not pass the post-test. Please see your training coordinator.” If a student is required to pass the post-test, or desires to, he or she will need to retake the entire training from the beginning. Simply have the student register with a new user name and password (see “Creating a training account”).

Getting student data from each computer

Periodically the person designated as the ship’s training administrator should extract student data from each training computer and send it to the line’s headquarters, as proof of training completion by individuals aboard the ship. (Note: If the line wishes to include training results in an individual’s centralized training record, the data will need to be entered manually.)

The following record extraction procedure must be performed *on each computer* where the training has been taken by one or more users.

Open **vsp_data.html** (in the training directory’s **admin** folder). *You must open this page in the same browser users are using to take the training.* If multiple browsers are available and they include Google Chrome, the following process must be performed twice—once for Google Chrome and once for the other browsers. This is one of the reasons it is recommended that all users of a computer use the same browser.



Note: If you see a message saying “There are no users yet,” that means either local storage has not been initialized (see “Initializing the local storage”) or the LSO has been deleted somehow (see “Controlling the training environment”).

Click the **Login** button.

A Username/Password dialog will appear.

A light blue rectangular dialog box with a thin border. Inside, there are two text input fields. The first is labeled "Username" and contains the text "Admin". The second is labeled "Password" and is empty. Below the fields are two buttons: "Submit" on the left and "Cancel" on the right.

The Username does not matter. Type “vsp123” (without quotes) in the Password field and click **Submit**.

Student data will be read from the LSO and prepared as CSV text. A message will appear saying the CSV text is ready. (CSV stands for **comma-separated values**.)

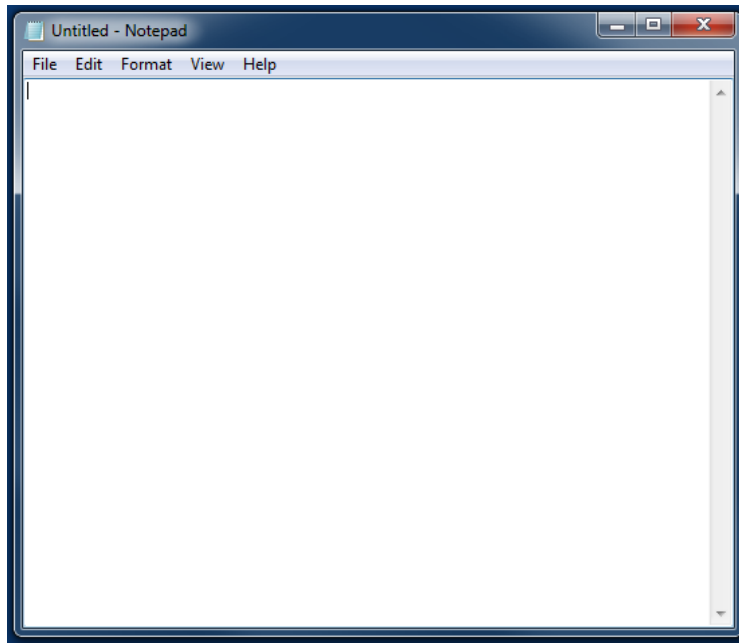


Click **OK** to copy the text to your system’s clipboard. You can’t see the text yet, but it’s there.

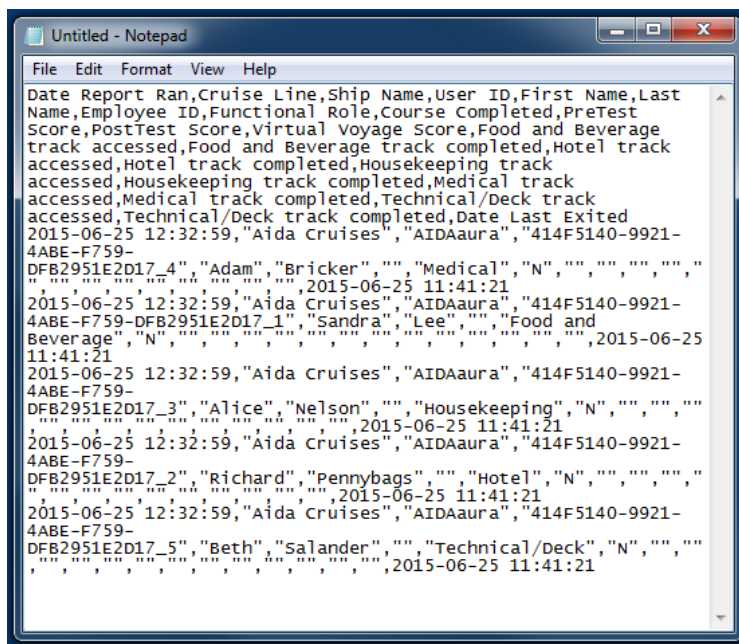
A message will appear confirming that the text is on your clipboard and you can close the browser window.



Open a plain text editor. In Windows, this might be Notepad or WordPad (usually found in Programs > Accessories).



Paste the text from the clipboard into the plain text document. This can usually be done by choosing **Edit > Paste** or by pressing **Ctrl+V**.



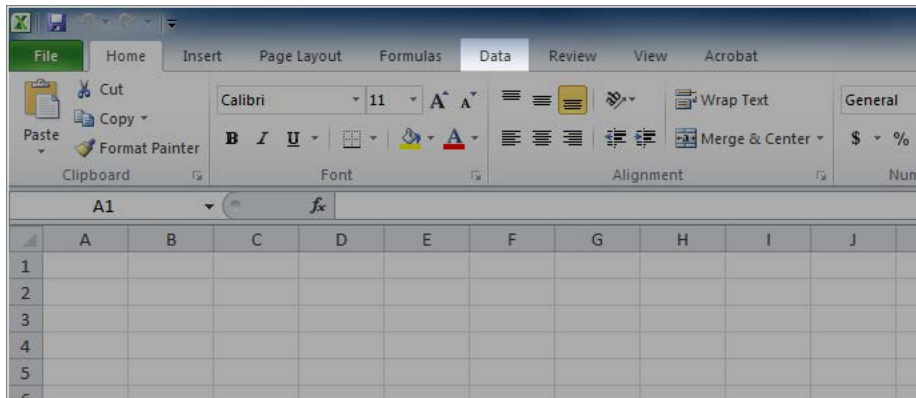
Save the text file with the extension **.csv**.

Viewing student data in a spreadsheet

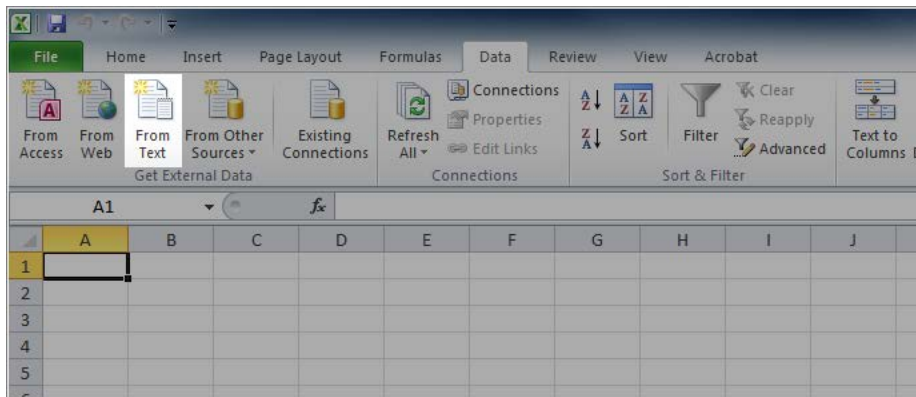
The training administrator aboard each ship or training administrators at the line's headquarters may wish to view student data extracted from each ship's training computers. These instructions explain how to view the data in a spreadsheet.

The following instructions depict the use of Microsoft Excel 2010 on a computer running Windows 7 Professional and are intended merely as a rough guideline for importing the CSV data. Your spreadsheet application, its version, and your company's processes may differ.

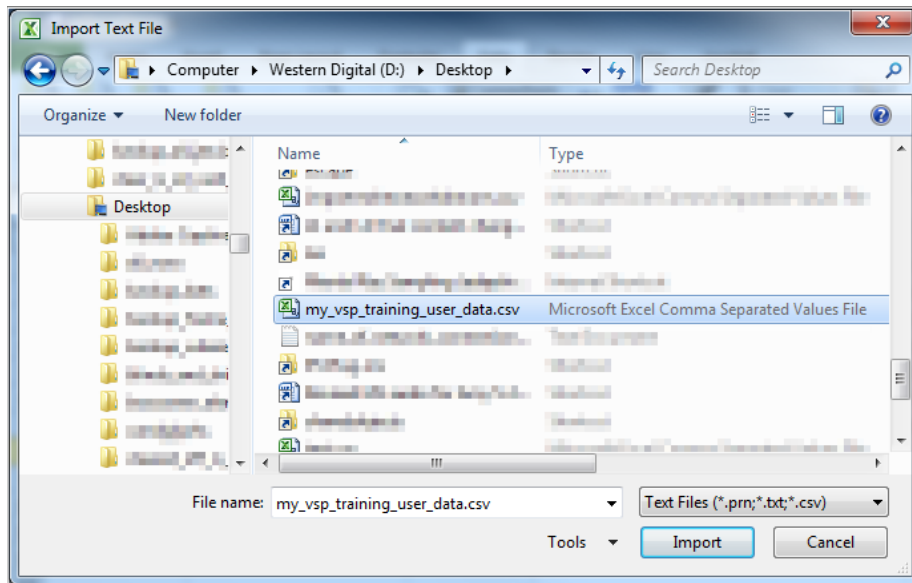
In Excel, click the **Data** tab.



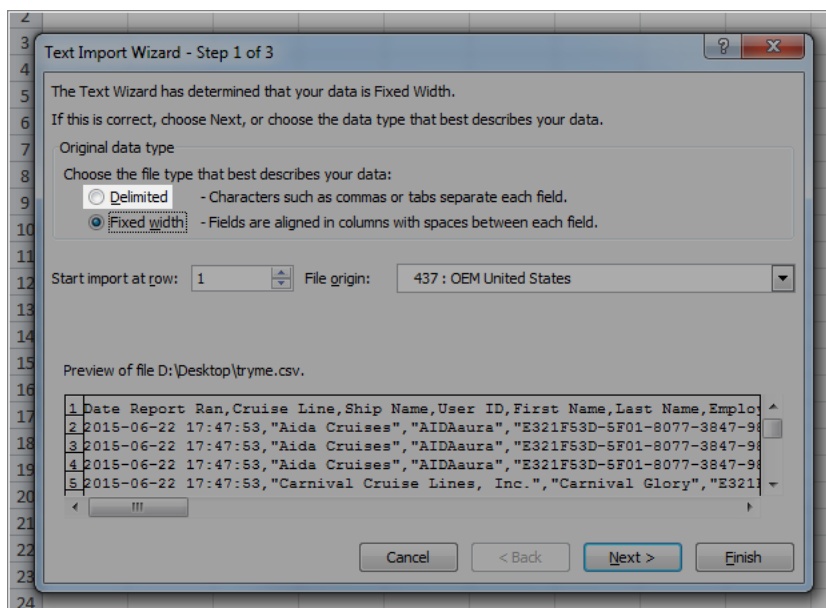
Click the **From Text** button.



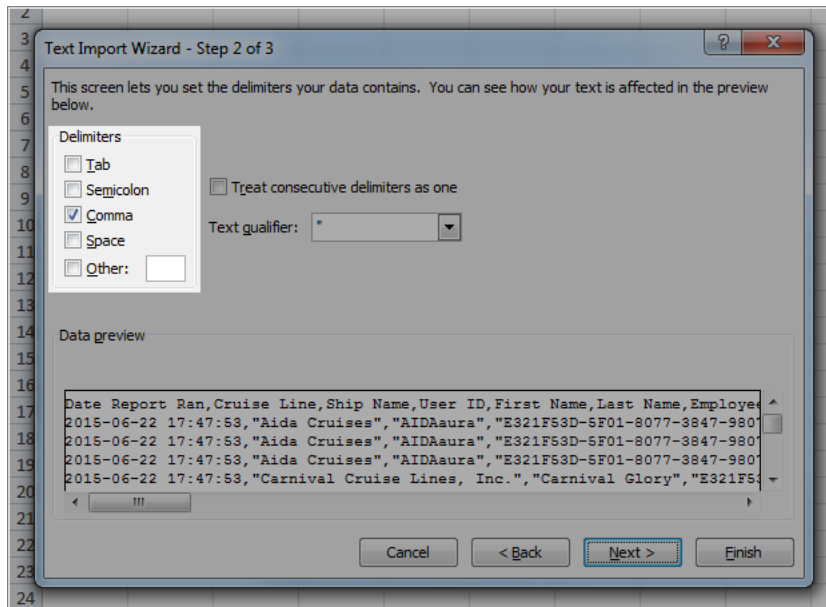
Browse for your CSV file and click the **Import** button.



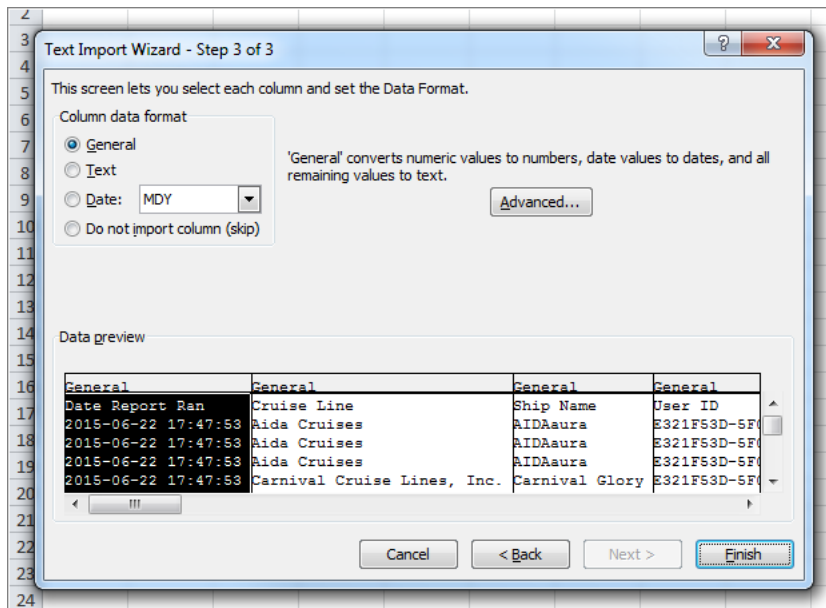
In the Text Import Wizard, select **Delimited** for the data type.



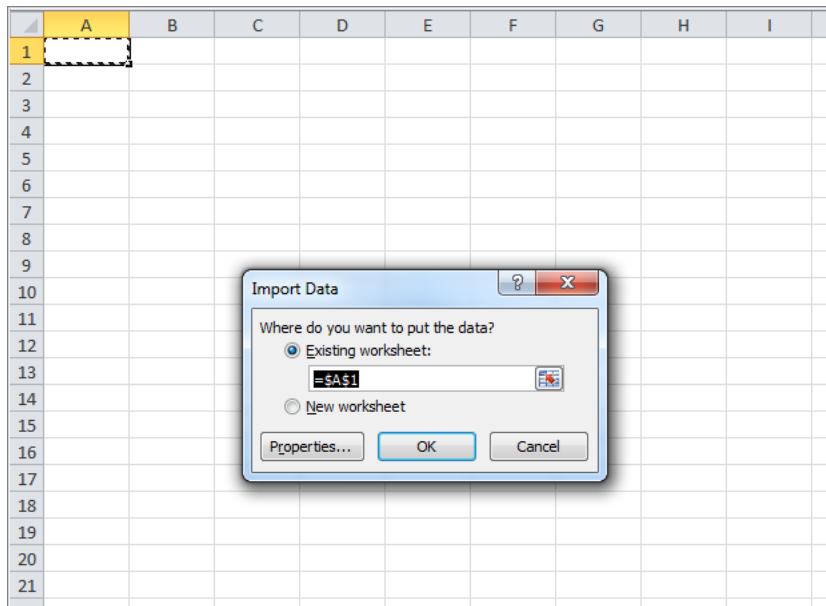
Click **Next**. On the next screen choose only **Comma** for Delimiters, deselecting **Tab** and any others that are selected.



Click **Next**. On the Step 3 screen click **Finish**.



Click **OK**.



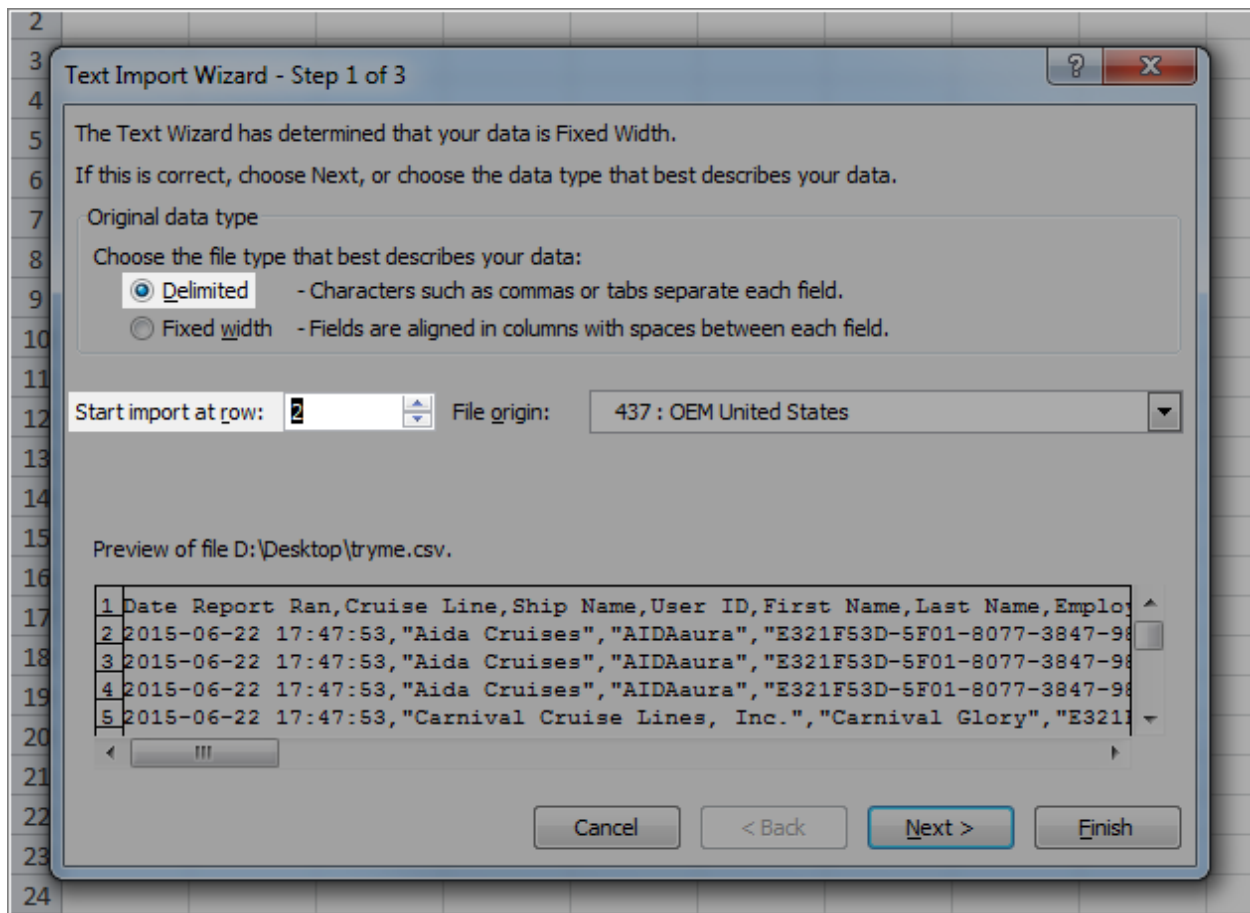
The user records are displayed in rows.

The screenshot shows the Microsoft Excel interface with the 'Data' ribbon selected. The table below is displayed in the worksheet.

	A	B	C	D	E	F	G	H
1	Date Report Ran	Cruise Line	Ship Name	User ID	First Name	Last Name	Employee ID	Functional Role
2	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_4	Adam	Bricker	9239028	Medical
3	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_1	Sandra	Lee	1234567	Food and Beverage
4	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_3	Alice	Nelson	9876543	Housekeeping
5	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_2	Richard	Pennybags	1239028	Hotel
6	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_5	Beth	Salander	4567456	Technical/Deck

From Access	From Web	From Text	From Other Sources	Existing Connections	Refresh All	Edit Links	Sort	Filter	Advanced	Text to Columns	Remove Duplicates	Data Validation	Consolidate	What-If Analysis	Group	Ungroup	Subtotal
Get External Data					Connections		Sort & Filter					Data Tools					Outline
A7																	
	A	B	C	D			E	F	G	H							
1	Date Report Ran	Cruise Line	Ship Name	User ID			First Name	Last Name	Employee ID	Functional Role							
2	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_4			Adam	Bricker	9239028	Medical							
3	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_1			Sandra	Lee	1234567	Food and Beverage							
4	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_3			Alice	Nelson	9876543	Housekeeping							
5	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_2			Richard	Pennybags	1239028	Hotel							
6	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_5			Beth	Salander	4567456	Technical/Deck							
7																	
8																	
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12																	
13																	
14																	

From here, follow the same procedure outlined in “Viewing student data in a spreadsheet” above, with the following exception: On Step 1 of the Text Import Wizard, the screen where you select **Delimited** for the data type, also change the **Start import at row** to **2**.



This will exclude the column headers (Date Report Ran, Cruise Line, Ship Name, etc.), which you already have in your spreadsheet. If you forget to change the **Start import at row** to 2 and the extra headers appear as a row in your spreadsheet, you can right-click the row number and choose **Delete**.

Removing personally identifiable information (PII) from the spreadsheet

After student data is extracted from each ship's training PCs and sent to the line's headquarters, these instructions assume that one or more individuals at headquarters will forward student data to the Vessel Sanitation Program for analysis of training results and the overall effectiveness of the training. However, U.S. Government regulations prohibit government agencies or organizations from receiving an individual's "personally identifiable information" (**PII**) sent from a non-government agency or organization. **PII** refers to information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual, such as name, address, employee ID, etc. Therefore, before student records can be sent to VSP, all **PII** must be removed from the spreadsheet. The instructions below explain how to remove **PII** from the spreadsheet.

The following instructions depict the use of Microsoft Excel 2010. Your spreadsheet application or its version may differ.

Open the Excel spreadsheet document.

N16									
	A	B	C	D	E	F	G	H	
1	Date Report Ran	Cruise Line	Ship Name	User ID	First Name	Last Name	Employee ID	Functional Role	
2	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_4	Adam	Bricker	9239028	Medical	
3	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_1	Sandra	Lee	1234567	Food and Beverage	
4	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_3	Alice	Nelson	9876543	Housekeeping	
5	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_2	Richard	Pennybags	1239028	Hotel	
6	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_5	Beth	Salander	4567456	Technical/Deck	
7									
8									
9									
10									
11									
12									
13									
14									

To remove the First Name, Last Name, and Employee ID columns from the spreadsheet, first click the "E" in the gray area at the top of the First Name column.

Holding the Shift key, click the “G” in the gray area above the Employee ID column so that the three adjacent columns are selected.

Format Painter				Merge & Center				Conditional Formatting				Format as Table				Check Cell				Explanation			
Clipboard				Font				Alignment				Number											
E1																				First Name			
A		B		C		D		E		F		G		H									
1	Date Report Ran	Cruise Line		Ship Name		User ID		First Name		Last Name		Employee ID		Functional Role									
2	6/22/2015 17:47	Aida Cruises		AIDAaura		E321F53D-5F01-8077-3847-9807A38DD8B5_4		Adam		Bricker		9239028		Medical									
3	6/22/2015 17:47	Aida Cruises		AIDAaura		E321F53D-5F01-8077-3847-9807A38DD8B5_1		Sandra		Lee		1234567		Food and Beverage									
4	6/22/2015 17:47	Aida Cruises		AIDAaura		E321F53D-5F01-8077-3847-9807A38DD8B5_3		Alice		Nelson		9876543		Housekeeping									
5	6/22/2015 17:47	Aida Cruises		AIDAaura		E321F53D-5F01-8077-3847-9807A38DD8B5_2		Richard		Pennybags		1239028		Hotel									
6	6/22/2015 17:47	Aida Cruises		AIDAaura		E321F53D-5F01-8077-3847-9807A38DD8B5_5		Beth		Salander		4567456		Technical/Deck									
7																							
8																							
9																							
10																							
11																							
12																							
13																							
14																							

Right-click anywhere in the E, F, G gray area and choose **Delete** from the menu.

First Name					Employee		
	A	B	C	D	E	F	G
1	Date Report Ran	Cruise Line	Ship Name	User ID	First Name	Last Name	Employee
2	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_4	Adam	Bricker	92390
3	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_1	Sandra	Lee	12345
4	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_3	Alice	Nelson	98765
5	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_2	Richard	Pennybags	12390
6	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_5	Beth	Salander	45674
7							
8							
9							
10							
11							
12							
13							
14							

The PII columns are deleted and the columns to the right of them move in to become the new E, F, G, etc.

Functional Role								
	A	B	C	D	E	F	G	
1	Date Report Ran	Cruise Line	Ship Name	User ID	Functional Role	Course Completed	PreTest Score	PostT
2	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_4	Medical	N		
3	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_1	Food and Beverage	N		
4	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_3	Housekeeping	N		
5	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_2	Hotel	N		
6	6/22/2015 17:47	Aida Cruises	AIDAaura	E321F53D-5F01-8077-3847-9807A38DD8B5_5	Technical/Deck	N		
7								
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This spreadsheet is now ready to save and send to VSP.

Testing the training and the recordkeeping processes

At a training PC aboard the ship, create a Test User account (see “Creating a training account”), using “Test” for the first name and “User” for the last name.

Go through the processes outlined above for getting the student data into the form of a spreadsheet to make sure you’re comfortable with them before dealing with real user data. Send the data to headquarters to make sure that process works correctly.

At headquarters, test the process for removing PII and send the file to VSP.

Note: When the time comes to process real user data on the ship, delete the Test User row from the spreadsheet prior to sending it to headquarters.