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# Morning Procedure

1. Check the phone for voicemail. #98, and enter the password (6042703907#) and hit 1 to listen to the new messages. 7 to delete, or 9 to save.
2. Check the fax machine (most of what comes in is junk, but there may be something of importance)
3. Log on to the facilitator’s machine (Password is **Westminster2**). Launch Outlook and check for new email.
4. Check for *See Admin* messages on the attendance computer. This occurs when students sign in for the day, but do not sign out when they leave. This will prevent the student from being able to login the next day until the flag is cleared. To do this, log in to the attendance account (Username: richmond.att and Password: buswell) in ACME. Click **Learn -> Attendance Recorder -> Admin Management.** Click on the student’s name, and enter the time that they actually left, along with a reason that the change is being made. Click Apply. Refresh the recorder on the attendance computer, and the student should now be able to log in.
5. When students arrive, put a check under the day’s column on the attendance tracker. This is in addition to them logging in to the attendance recorder.

# Book Orders

Book inventory should be completed during the last week of the ending month, and the book order for the following month placed as close to the first of the month as possible.

1. There is a copy of the Book Inventory database on the desktop of the Facilitator’s machine. If it is updated properly, it should only be necessary to complete a physical count every other month. The database contains the Master List (which is the only module that can be modified), Books on Hand, Books on Order, and Books on Loan. As the Master List is updated, it should update all other modules.
2. Launch the Book Projection Spreadsheet on the desktop of the Facilitator’s machine. Details on using this will be provided in the next section.
3. Print a copy of the inventory sheets and take a physical inventory of the books. Then compare what’s on hand with what is required for the coming month. Obviously if the quantity of a book is less than what is required, books will need to be ordered. Ensure that the On Order field is updated in the Book Inventory database.
4. Mark the date on the count sheet, hole punch it, and put it in the front of the Student Outlines binder
5. Using your ACME credentials, log in to http://shopping.academyoflearning.net
6. To begin a new order you must first create a shopping cart that will be filled with promotional, books, and literature items that you wish to order. To create a new cart you must give the cart a name and press *the Add a Shopping Cart Button*. The name that you choose will only serve as a frame of reference for your own tracking purposes – this can be anything that you want it to be.
7. Now that your shopping cart has been created, click on its title to start shopping.
8. The three categories (i.e. Book, Promo, and Literature) line up with the tabs that you would have encountered on the previous AOLC Book Order Form. Select a book from the dropdown menu, specify the quantity to order, and click *Add Book to Shopping Cart*. If you need to order more Student Data Sheets, this is done in the Literature section. Up to 100 can be ordered at a time, although you can order more in subsequent months.
9. At any point in time you may empty the shopping cart of all its items, change over to another cart if you are working on multiple orders, or proceed to check out using the appropriate buttons at the top of your screen. When finished, click the Check Out button.
10. If you wish to make changes to your order, you may click on the Back to Shopping Cart button to do so. Once you have confirmed and submitted your order by clicking Confirm Order, you will see a confirmation page verifying that your order was successfully processed. Please make note of the confirmation number provided on this page for future reference

***NOTE:*** Try to keep extra copies of Word, Excel, Outlook, and Keyboarding books on hand as these could potentially be walk-in students that will need these books right away. With the cost of the Office books now dropping to $4.00 - $8.00 per book, there should be no reason not to have books on hand. There are also digital copies that students can use if there is ever a need to wait for a book to come in.

When the book orders come in, check the quantities against the packing list and confirm that everything was received. Update the database where necessary. If there are any problems, email **aolcsr@ricoh.ca** and let them know about it. Print a copy of the book order spreadsheet and give it to Peter.

# 

# Book Projection Spreadsheet

The book projection spreadsheet is a simpler way of keeping track of the books that students will need for upcoming courses. This eliminates the need to flip through the entire Student Outline book each month in order to check which books are upcoming.

Launch the spreadsheet from the desktop on the Facilitator’s machine. It will show a list of currently enrolled students, proceeding horizontally across the page. Each student’s courses will be displayed vertically in their own column on the spreadsheet.

The spreadsheet shows the book the student is currently working on (highlighted in yellow), along with their next two books above the separator bar. Unless the student works extremely quickly, it is most likely safe to assume that everything below the separator bar can be ordered on the next book order.

Books highlighted in green are already in stock, books in red need to be ordered as soon as possible if above the separator line, and books in blue require an exam to be taken before the campus can order the books.

Once the student has completed an exam and moved on to the next course, move the book up in the list, overwriting the one that they have just completed. This will shorten their list of remaining courses, which will give you a visual indication of roughly how much longer they have to go before completion.

# Configuring Typing Trainer

1. Launch Typing Trainer from the desktop
2. Username: Administrator (case sensitive), password: **AOLType23**
3. Click **Create User**
4. Username is the student’s first name
5. Password is also the student’s first name
6. Click **Add Course** and select the appropriate course

If taking *Intro to Keyboarding*, fill out Page 9 of the book with the username and password as configured.

# 

# Starting a New Student

1. Ensure the file has the following documents:

# Order of Student Files

1. File Checklist and ID stapled on left inside cover
2. Contract – Appendix B, Appendix A and/or sponsorship letter if necessary stapled on inside.
3. Student Data Sheet with outline stapled inside
4. Student Orientation Package Stapled:
   1. Student Orientation
   2. Acknowledgement
   3. Internet Usage Policy
   4. Attendance Agreement/Authorization to Release Information
   5. Campus Orientation
5. Payments (paper clipped)
6. Progress Reports/Attendance (paper clipped)
7. Exams (paper clipped or banded together)
8. Correspondence (paper clipped)
9. Monthly Meetings stapled on right inside cover

# Closing a File

1. On the Student file checklist, do the following:

* Ensure that the payment information recorded in the file matches the information recorded in CMS
* Staff initials and dates (or N/A) appear down the entire checklist
  + Under Progress and Correspondence, check off and initial all three boxes to confirm the file contains progress reports
  + If the student has completed their program, write N/A in all four boxes under Withdrawals.
  + After Certificate(s) or Diploma has been requested initial appropriate box.
  + Once Student called to pick up Certificate(s) or Diploma initial appropriate box.
  + Once closed in CMS initial appropriate box.

2. Close off file in CMS:

* On the Main Tab: change status from Active to Inactive.
* On the Program/Contract Tab: Change the Date Finished to the student’s last day of attendance. And change the Status to the appropriate status.

3. Send Helpdesk an email inside CMS to request the student’s Certificate(s) or Diploma. The email should include the student’s:

* Name (as per Exit Interview Checklist)
* Contract Number
* Program Name or Individual Courses

4. Create the student’s ***Transcript***.

5. Create a ***Director’s Letter*** for students enrolled in a full program.

6. Once the Certificate(s) or Diploma comes in from Head Office, ensure it gets signed by Kelly and make a copy of it.

7. Place the original copies of the Transcript, T2202A, Director Letter and Certificate(s) or Diploma in an envelope for the student and call them for pick up.

8. Print Student Attendance

9. For Sponsored Students: fax a copy of the student’s Transcript, and Certificate(s) or Diploma to the Sponsorship agency.

10. Scan a copy of the student’s Transcript and Certificate(s) or Diploma in the following order:

* 1. Transcript
  2. Certificate(s) or Diploma (this includes CMAP for MOA students)
  3. Student Enrolment Contract (only signed pages)

Move scanned documents to appropriate location on your computer.

11. For contracts worth over $1000, upload scanned documents to ***Data Witness***.

12. To physically close a file:

* Ensure the file is in the following order:
  1. Copy of Student Transcript and Certificates. For students enrolled in a full program create and attach a copy of a Director Letter to the transcript.
  2. Exit interview checklist stapled to student’s signed Acknowledgement of Release of Information.
  3. Student Enrollment Contract. Appendix B, Appendix A and/or sponsorship letter if necessary stapled on inside.
  4. Student Personal Datasheet.
  5. Student Orientation Package
  6. If the student is enrolled in a program: Entrance Evaluation and Typing Assessment, paper clipped together.
  7. Payment information with T2202A stapled if necessary.
  8. Progress Reports and Attendance sorted and clipped together chronologically. For non-sponsored students, attendance must be printed as there will be no progress reports.
  9. Student Exams.

13. For students that have completed a full program, add the student and program information to the Graduates spreadsheet.

14. File the complete file in the designated filing cabinets under the year that matches the student file folder.

# Data Witness

NOTE: Only students who have contracts totaling over $1000 need to be uploaded to Data Witness.

1. Navigate to www.datawitness.com.

2. Log-in using the following username and password:

Richmond Username: academyoflearningric

Richmond Password: Westminster

3. Ensure there is at least one submission available under balance. If there is not, contact Peter.

4. Under the StoreIt tab, navigate to the year corresponding to the student’s file folder.

5. Click on the appropriate folder (i.e. Graduated, Withdrawn)

6. Click the Add Files link which will display the Authenticate and Archive fields.

7. For the Title, use the Student Name (Program Name) naming scheme

8. Browse to the designated Data Witness Folder. Locate and select the scanned file for the student. Click open.

9. Repeat above steps if necessary to upload other files.

10. Click the Upload button. Once the files are uploaded, log out.

11. On the Student File Checklist, initial and date Data Witness Section.

The student file to be uploaded should contain the following (IN THIS ORDER) – 1. Transcript 2. Diploma 3. Contract (**AS OF JANUARY 2014, THE *ENTIRE* CONTRACT NEEDS TO BE INCLUDED, AS PER PCTIA)**

# Exam Invigilations

The Dairy Queen Management training exam is also known as the **MRTA exam**.

The candidate will have their own key code. URL is http://idq.alignmark.com

Enter our proctor code (99999b) and they fill out the rest of the information.

We have no way of giving them the results of the exam.

Get a copy of their ID, and give the information to Peter. We will bill DQ directly for the cost of administering the exam.

When a student comes in to write a final exam for the CPA certifications, they will go to the site on their own and login with their credentials. Our proctor code is **fgtDpR3D**.

## Booking an Exam

1. Make sure to let the student know that we accept $40 cash only for the exam. We do not carry change so make sure they bring exact cash only.

2. When a student calls to book an exam invigilation open up the Exam Booking Excel Spreadsheet on the desktop. Take all of the information necessary.

3. Add an appointment in Outlook for the day and time of the exam along with the student’s name. Set a reminder for this appointment for 1 day (unless it is for a Monday, then set the reminder for 3 days).

## The Day of the Exam

1. Take $40 payment from student and issue a receipt. Record the payment on the sheet in the Petty Cash folder located in the Admin drawer to the right of the Facilitator’s desk.

2. Set student up with their exam according to the exam specifications.

# Order of Documents in Student Folder (Active)

1. Contract with Appendix B
   1. *Addendum (contract extension) stapled to front if necessary*
   2. *Appendix A if contract over $1000 stapled behind contract*
   3. *Sponsorship letter stapled or paper clipped at back*
2. Personal Data Sheet
3. Student Orientation / Welcome Package (Stapled together)
   1. Student Orientation
   2. *Obligations of BC Student Assistance (Student Loan Only)*
   3. Attendance Agreement
   4. Student Handbook Acknowledgement
   5. Student Campus Orientation Checklist
   6. Internet Usage Policy
4. *Entrance Exam (advanced programs only) / Typing Test (Stapled)*
5. *Acceptance Letter (Certain sponsored students)*
6. *Appendix 3 (Student Loan only)*
7. *Invoices (paper clipped together with receipts if possible)*
8. *Receipts (paper clipped together with invoices)*
9. Progress Reports or Attendance if not sponsored (paper clipped together)
10. Exams (paper clipped together)
11. Correspondence (paper clipped together)
12. Monthly Meetings (Stapled inside right cover of file folder)

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# Order of Documents in Student Folder (Closed)

1. File Checklist with id (Stapled inside left cover of file folder)
2. Copy of Transcript
3. Copy of Certificate(s)/Diploma
4. *Director’s Letter (advanced programs only)*
5. Exit Interview
6. Contract with Appendix B
   1. *Addendum (contract extension) stapled to front if necessary*
   2. *Appendix A if contract over $1000 stapled behind contract*
   3. *Sponsorship letter stapled at back*
7. Personal Data Sheet
8. Student Orientation / Welcome Package (Stapled together)
   1. Student Orientation
   2. *Obligations of BC Student Assistance (Student Loan Only)*
   3. Attendance Agreement
   4. Student Handbook Acknowledgement
   5. Student Campus Orientation Checklist
   6. Internet Usage Policy
9. *Entrance Exam (advanced programs only) / Typing Test (Stapled)*
10. *Acceptance Letter (Certain sponsored students)*
11. *Appendix 3 (Student Loan only)*
12. *Invoices (Stapled together with receipts if possible)*
13. *Receipts (Stapled together with invoices)*
14. Progress Reports or Attendance if not sponsored (stapled together)
15. Correspondence (paper clipped together)
16. Monthly Meetings (Stapled inside right cover of file folder)

# T2202A Tax Forms

NOTE: Only students who are Self Paid, on Student Loans or funded by Service Canada are entitled to a T2202A Tax Receipt. This form is to be filled out after the student has completed their courses.

1. Ensure that you are running the most current version of ACME downloaded from the Secure Site
2. Select Learn -> Reports
3. Choose the School Financial tab
4. Choose T2202A
5. The T2202A filters box will appear. Select the year you wish to generate tax receipts for (ie, in 2016 you would be generating the 2015 forms)
6. Click Run Report
7. At the top of the screen, select Word. This will export all of the receipts to a Word document. Choose a destination, and hit OK to export to Word
8. Open the destination document to confirm that it generated all of the necessary information. Print to the Primo PDF creator print object, and all of the receipts will be generated as PDFs that can be emailed to the eligible students

The tax receipts are usually kept in the Scanned Documents -> T2202A folder on the desktop inside another folder with the current year.

# Transcripts

The Student’s file must be closed off in CMS.

2. Under the Student Menu in the Report section of CMS, select the Transcript Report that applies (i.e. Course or Program).

3. Navigate to the student in the dialog box. Once the transcript is displayed, click the Excel button to export.

4. In the Page Setup Dialog Box, make the following changes:

* Orientation to Portrait
* Change the Left and Right Margins to .6 inches
* Change the Top Margin to .75 inches
* Change the Bottom Margin to .5 inches
* Check the Horizontal box under Centre on Page
* Clear the footer

5. Change the Title for Campus Director to Kelly Lai.

6. Save the transcript as an .xls file in the designated Transcripts folder using the Campus Name-Student Name (Program Name) naming scheme.

7. When configuring the printer, select **Shrink printout to fit page**. This needs to be done on the Student Printer

8. Print Transcript and get Kelly to sign.

9. Photocopy signed Transcript and place copy in Students File.

# Server and Email Configuration

Telus Internet Service Account: https://reg1.telus.net/selfcare/SelfCareApp

**Account Number:** 002421051

**User ID:**  a8a23494

**Password:** higgins

## Email addresses in use

Facilitators aolrichmond@telus.net (Rod)

Admissions admisisonsrichmond@telus.net (Peter)

Information inforichmond@telus.net (Peter)

Accounting accountingrichmond@telus.net (Peter)

Executive Director philip.aolcc@telus.net (Philip)

Campus Director cdr@telus.net (Abdul)

Assistant attendancerichmond@telus.net (Charlotte)

## Server Configuration

Server IP: 192.168.1.140

Username: Administrator

Password: PacificJam15 (this was last updated on August 12, 2015)

Team Viewer ID: 319-831-084

Password: 2738

# Wireless Internet Issues

Use either the Chrome or Internet Explorer browsers for this as Firefox seems to have some issues with the web server on the router.

**IP address:** 192.168.1.254

**Username:** admin

**Password:** colemm

Click the Wireless Setup icon. Ensure that everything is enabled, with the following information:

**Wireless Radio:** Enabled

**Select SSID:** TELUS4675

**SSID State:** Enabled (this should be greyed out)

**SSID Broadcast:** Enabled

**SSID Name:** TELUS4675

**Security:** WPA/WPA2

**WPA Type:** WPA or WPA2 - Personal

**Encryption Type:** AES

**Security Key Type:** Use default key/Passphrase 9ed5ed986b

Click on the Status icon. Under LAN Services, click the Wireless Status link.

**Parameter** Status

**Radio** Enabled

If the Radio status indicates that it is *Disabled*, the wireless settings need to be defaulted. This was the exact issue on 130918.

1. Click on Advanced Settings
2. Under Modem Utilities, click the Restore Defaults link
3. Under Restore Default Wireless Settings, click the Restore button. At this point, it will confirm if you want to restore the default settings. Click OK, and close the browser window for two minutes while the router reboots itself
4. Log back into the router using the username and passwords listed above. The router seemed to keep the original settings for the wireless, but when checking the Status page, the Radio parameter was now listed as Enabled.
5. Check with the two machines that normally connect wirelessly to the network. They should now be able to see the radio in the list, and connect to it automatically.

# Printers

There are two printers configured for use in Richmond. The Brother HL5370DW is for the use of students and staff. The Brother MFC-8460N is connected directly to the Facilitator’s machine, and functions as a copier, scanner, and fax machine.

Currently the machines in the outer offices (Kelly and Peter) can only print to the HL5370DW.

Both printers have web interfaces reachable through their IP addresses.

## Brother HL5370DW

IP Address: 192.168.1.90

Username: user

Password: access

(Note that this login is to get basic printer settings)

Username: admin

Password: access

(This login will allow you to get more detailed information on the printer)

When printing from the Facilitator’s machine, this printer is configured to print on both sides of the paper (full duplexing).

When printing on letterhead with this printer, the paper should be manually fed, with the logo down, and pointing to the back of the room.

## Brother MFC-8460N

IP Address: 192.168.1.14

# Activating Office 2010 Manually

When attempting to activate Office 2010, you receive the following error message

*An unspecified error has occurred. Your request cannot be processed at this time. Please try again later* ***(0x80070190)***

This assumes that you have opened any of the Office applications and entered the correct product key from File -> Help -> Activate (Key: 2V2FK-84TQP-TTYQJ-D38QM-W7HX2)

## Activate Office Using OSPP.VBS

Open an administrative command prompt (Start -> All Programs -> Accessories -> Right click Command Prompt and select Run as Administrator)

CD C:\PROGRAM FILES\MICROSOFT OFFICE\OFFICE14

C:\PROGRAM FILES\MICROSOFT OFFICE\OFFICE14> cscript ospp.vbs /act

This should report that the activation was successful. You can then open any Office program and confirm that Office is activated.

# ACME Login Errors – Security Permissions

If a student is trying to sign into ACME and gets the error message below, this can resolve the issue.

***Login Error: Please ask your facilitator to check your security permissions***

Login to ACME and check the Lock status on the Main tab. It should be set to ‘Normal’. If it isn’t, click on ‘Unlock.

Select the Security tab. Click on the ACME checkbox to enable it. This will enable all features, which will then need to be turned off.

Uncheck Reports

Uncheck Attendance Recorder

Check Communications – All features in here can be enabled

Check Course Browser

Uncheck all boxes after Course Browser

Click on Apply Changes

Have the student try and login to ACME again, and they shouldn’t have any problems.

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