

## **Online Part-time Basic Law Enforcement Academy Support Frequently Asked Questions**

- **Who do I call if I need help?**
- **How do I get started in the Online Part-time Basic Law Enforcement Academy Training?**
- **How does my MTU Communicate with me?**
- **What if I do not have email?**
- **Why can't I login to the site?**
- **What if I forget my Login ID and Password?**
- **Are my Login ID and Password case sensitive?**
- **What type of equipment and software do I need in order to participate in the Online Part-time Basic Law Enforcement Academy Training?**
- **What are the minimum technical skills I need to complete modules?**
- **Why won't my activity submit?**
- **What modules are available now?**
- **Why did I receive the message, "you have been automatically logged out due to inactivity"?**
- **Why can't I access all of the modules?**
- **Will there be forms or resources for me to download?**
- **How do I keep track of the activities and tests I've submitted?**
- **Will my portfolio be updated to include module activities completed in the past, or will they need to be repeated?**
- **How do I get the study guide?**

## Online Part-time Basic Law Enforcement Academy Support Frequently Asked Questions

### Who do I call if I need help?

Technical support may be contacted at (866) 250-5494 Monday thru Friday from 7:30 AM to 4:00 PM CST. Or you may send an email to [ptpsupport@cait.org](mailto:ptpsupport@cait.org) and a support technician will be back with you within 24 hours to get your issue corrected.

### How do I get started in the Online Part-time Basic Law Enforcement Academy Training?

Go to <http://www.ptbblea.org> and test your browser (left side of page). After you have tested your browser and confirmed that you have the appropriate hardware, software and plug-ins.

Type in your login and password and Click on ENTER .

Note: You must be registered to participate in the online training. Upon entering the training you will see on the left of the screen the course navigation menu. To get you started click on the "Curriculum Outline" button.

Along the top and to the right of the screen are the "Help" button, and the "Logout" button, and the other information you will have access to throughout the course lessons.

### How does my MTU Communicate with me?

Your MTU will communicate with you via email, phone, or in face-to-face class. Your MTU will post announcements to the site. These announcements can be seen upon logging into the site. You may also contact your MTU by using the Email tab located within your portfolio. During in-class sessions your MTU will provide you with the appropriate contact information.

### What if I do not have e-mail?

You do need an e-mail account to use this system. E-mail will be used as a way for you to receive notification of your login and password and will be used for course communication. Typically if you have the Internet at home your service provider will set up an e-mail account for you.

If you do not have Internet at home and you are accessing the Internet from places such as a library, community college, family member or friends there are many FREE web based e-mail services. These FREE services allow you to set up and access your e-mail via any web browser. Once you sign up you can log in to your e-mail account and send and retrieve e-mail from any location. There are hundreds of FREE webmail services. Two of the more popular sites are [www.hotmail.com](http://www.hotmail.com) and [www.yahoo.com](http://www.yahoo.com). Because these services are free the webmail site usually features banner ads and pop-ups.

## Online Part-time Basic Law Enforcement Academy Support Frequently Asked Questions

### Why can't I login to the site?

Check to see that your Login ID and Password are correct. This information is case sensitive.

Make sure your web browser is set to accept cookies. If your browser is set to NOT accept cookies, you will not be able to login to site. The steps to check the cookie settings may be different on different web browsers. For specific directions, submit a Technical Support Request.

### What if I forget my login ID and Password?

If you cannot remember your Login ID and Password, fill out an ID/Password Request to have it sent to you via email – Click on Forgot Password under the login screen. You will be required to change your password when you attempt to log into the Online Part-time Basic Law Enforcement Academy website.

### Are my Login ID and Password case sensitive?

Yes, you will need to type in your Login ID and Password just as it was displayed in the email you received when you were entered in the system. Also, passwords must be at least 6 characters and no more than 12 characters. Both numbers and letters can be used.

### What type of equipment and software do I need in order to participate?

You can participate in Online Part-time Basic Law Enforcement Academy Training regardless of your operating system (Mac® or Windows®) but you will need to have some basic system requirements. The Online Part-time Basic Law Enforcement Academy Training does not require you to be a computer expert. The system was designed for easy use, but is ideally for people who have some basic Internet and email experience.

The first step is to check your browser for compatibility with the system by going to <http://www.ptbblea.org> Note: You can also download any needed plug-ins at this site.

*If you have a Windows machine you will need:*

- Windows 2000 or XP
- 1GHz speed computer or higher
- Minimum of 256 MB RAM
- Browsers: A current version of Internet Browser: Explorer version 5.5 or higher or Netscape 6 or higher. Browser requires JavaScript enabled

*If you have a Macintosh you will need:*

## Online Part-time Basic Law Enforcement Academy Support Frequently Asked Questions

- Mac OS 10.2
- G3 or higher (786 MHz or higher)
- Minimum of 256 Mb RAM
- Browsers: A current version of Internet Browser: Safari 1.03 or higher or Netscape 6 or higher. All with JavaScript enabled.

\*Note: Internet Explorer for Mac is no longer being developed and supported by Microsoft, so we cannot support it or guarantee it's performance on a Macintosh.

*Plug-Ins (available as free download <http://www.ptbblea.org>)*

- Flash Player 8 (loaded into most browsers)
- Adobe Acrobat Reader

*Internet Connection Speed:*

- Optimal: High-speed Internet capability: Ethernet connection, DSL, cable modem, or high-speed wireless connection (typically 256 kbps or greater)
- Minimal: 56K dial-up, but will be considerably slow with download times.

*Sound Card:*

- A 16bit soundcard

*Display:*

- Optimal: 1024 x 600
- Minimal: 800 x 600

### **What are the minimum technical skills I need to complete modules?**

Online Part-time Basic Law Enforcement Academy participants should be familiar with the Internet enough to connect via a web browser. It is helpful if participants know how to use email and have basic keyboarding skills.

### **Why won't my activity/test submit?**

There could be a few reasons why an activity/tests won't submit:

Your server is down or having connection problems.

Your web browser is outdated and unable to interpret JavaScript correctly.  
Participation in Online Part-time Basic Law Enforcement Academy Training

## Online Part-time Basic Law Enforcement Academy Support Frequently Asked Questions

requires a web browser that is at least a 5.5 version or higher. If your web browser is under version 5.5, you will need to upgrade to a newer version. The Downloads page (<http://www.ptbblea.org/>) provides links to download the most current browsers. (These are free downloads.)

If neither of these suggestions describes your problem, please submit a Technical Support Request ([ptpssupport@cait.org](mailto:ptpssupport@cait.org)).

### **What modules are available now?**

There will be 9 Units and 32 Modules available on the Online Part-time Basic Law Enforcement Academy site. For this pilot there are 4 Modules available:

- 1) Gangs
- 2) Police Citizen Relations
- 3) Child Abuse
- 4) Ethics

### **Why did I receive the message, "you have been automatically logged out due to inactivity"?**

If you have not been active in the site (i.e., just typing and not clicking links) for 2 hours, you will be automatically logged out to keep someone else from accessing your information from the same computer. We strongly recommend completing all of your activities, integration, and share forms in a word processing document. Therefore, you will always have a backup of your work if you are unable to submit an activity due to a logout issue or any unforeseen interruption of Internet access.

If you receive this message right after logging in to the VTLC, then you are probably an AOL user or using another type of browser that is not Internet Explorer or Netscape. For details, see Why can't I login to the site?

### **Will there be forms or resources for me to download?**

Yes – To view documents (PDF's) you will need to have Adobe Acrobat Reader installed on your computer. If you do not have Acrobat Reader on your computer please download it from the test site. (<http://www.ptbblea.org/>)

### **How do I keep track of the test results/activities I've submitted?**

All activities/test scores submitted by participants are stored in their Portfolio. Activities may be seen by clicking on the "Assignments Tab" located on the top. The Portfolio is where participants can check the status of their module participation. To access your Portfolio; login to the Online Part-time Basic Law Enforcement Academy system, and then click on the "Portfolio" link located on the right of the screen.

## **Online Part-time Basic Law Enforcement Academy Support Frequently Asked Questions**

### **Will my portfolio be updated to include module activities completed in the past, or will they need to be repeated?**

Module activities previously completed are in your portfolio as long as you are using your original ID and Password. If you have forgotten your ID/Password, you may submit an ID/Password Request, and the information will be sent to you via email.

### **How do I get the study guide?**

Once you have completed a module and submitted the module evaluation a PDF of the study guide for that module will be available in your portfolio.