Online Employee Training Centre
FAQ

MINIMUM COMPUTER REQUIREMENTS

- Windows XP/WIN 7
- Flash Player – Version 10
- Speakers/Audio

- Internet Explorer, version 8 (XP), version 9 (WIN 7)
- PAL Username/Password

* Employee and Supervisor Health and Safety Orientation videos require WIN 7 (Version 9), Firefox Version 17 or Safari 5.0.

ACCESSING AND COMPLETION

Q **I don't have access to a computer at work, what do I do?**

A All Online Employee Training Centre videos can be accessed remotely 24 hours a day, 7 days a week so that you can view the videos from a location outside the Board (I.e. home, public library), provided the computer you are using has all the system requirements listed above. Computers are also available at the Education Library, Building 3 of the Education Centre.
Please call 519-570-0003 x4413 for more information.

Q **I don't have a PAL account / I can't remember my PAL password. What do I do?**

A Your PAL username and password is used to log in to the Online Employee Training Centre.
- If you know your PAL username and password please go to **mypassword.wrdsb.ca** and create a PAL profile (if your PAL profile hasn't been created previously).
- If you can't remember your PAL password, you can change it at **mypassword.wrdsb.ca** (You will need your Employee Identification Number (EIN), PAL username, and answers to your security questions to do this.)
- If you don't know your EIN, contact Human Resource Services.
- If you don't know your PAL username (or answers to your security questions), contact the ITS Help Desk at x5566 for assistance.

Q **I am a new employee. Will I be able to access the Online Employee Training Centre?**

A All new employees receive a New Employee Information Package that includes your PAL (Personal Administrative Login), which you will need to access the Online Employee Training Centre website, **training.staff.wrdsb.ca**.

TROUBLESHOOTING

Q **I clicked on the training video link, but the screen is blank and the video won't play. What do I do?**

A Flash Player (Version 10) is required to play most online training videos. If you are using a **computer at work**, log a ticket online via **itservicedesk.wrdsb.ca** to have Flash Player (Version 10)

installed on your computer. If you are using a **computer at home**, go to **adobe.com** to download the latest version of Flash Player (Version 10 minimum), or try a computer at work. If instructed on screen, access a supported browser to complete the training.

Q There's no sound. What do I do?

A To view all training videos, you will require internal or external audio capability. Please also be sure that the master volume on your computer is increased to an acceptable level. To do this, please follow the steps below:

Windows XP Users	Windows 7 Users
1. Click on *Start* 2. Click on *Control Panel* 3. Double-Click on *Sounds and Audio Devices* 4. In the Volume tab, adjust the volume settings for speakers or devices and click the button, *OK*.	1. Click on *Start* 2. Click on *Control Panel* 3. Click on *Sound* 4. Click on *Speakers* 5. Click *Properties* 6. Click *Levels*, adjust the volume settings for speakers or devices and click the button, *OK*.

Q The Video stalled while I was viewing the training video. What do I do?

A Although steps have been taken to prevent such an occurrence, unforeseen issues with the internal server or internet connection may occur. If you experience an interruption while viewing a training video, please clear your browser cache and reattempt the video. The steps are provided below.

Clearing your Cache

Internet browsers store pages on the hard drive as they are downloaded. It is important to clear your browser cache when you are experiencing a downloading issue on your computer before you attempt to view the training video again.

To clear you cache in Internet Explorer 8, follow these steps:	To clear you cache in Internet Explorer 9 & 10, follow these steps:	To clear your cache in Mozilla Firefox, follow these steps:
1. Click on *Tools* from the Internet Explorer menu bar. 2. Click on *Delete Browsing History...* 3. Check Temporary Internet Files, and then click the *Delete* button. 4. Log back into the Online Employee Training Centre and view the video again.	1. Click on *Tools* from the Internet Explorer menu bar. 2. Click on *Safety.* 3. Click on *Delete Browsing History...* 4. Check *Temporary Internet Files*, and then click the *Delete* button. 5. Log back into the Online Employee Training Centre and view the video again.	1. Click on *Tools* from the Mozilla Firefox menu bar. 2. Click on *Options.* 3. Click on *Privacy.* 5. Check *Cache*, and then click the *Clear Now* button. 6. Log back into the Online Employee Training Centre and view the video again.

Follow the instructions below if you are still experiencing issues:

If using a computer at work, log a ticket online via **itservicedesk.wrdsb.ca**

If using a computer at home, please try a computer at work.