SAFE FROM HARM TRAINING FAQ

Q. How do I take the SFH training and get certified?

A. You need to go to https://www.2019wsj.org/attend/ist-volunteers/training/ and open the link on the instructions - https://www.2019wsj.org/?ddownload=3008 . Follow the instructions as presented and you should be able to complete your certification. Not following these instructions could cause you delay in getting certification completed. Please note that modules are structured to be completed in order and will only allow you to do them in order.

Q. My password reset is not working and/or my account is locked.

A. The user is not able to login to Account. The user clicks on **Forget Password** Link. If the account is locked the use should wait for 1 hour to retry password reset option.

24th World Scout Jamboree

PARTNER LOGIN FOR

World Jamboree

Email ID *

Email

Password *

Password

☐ Remember Me

Sign In   Forgot Password?

The user would be taken to the below page. The user needs to put in their **registered email address** and click on Recover.
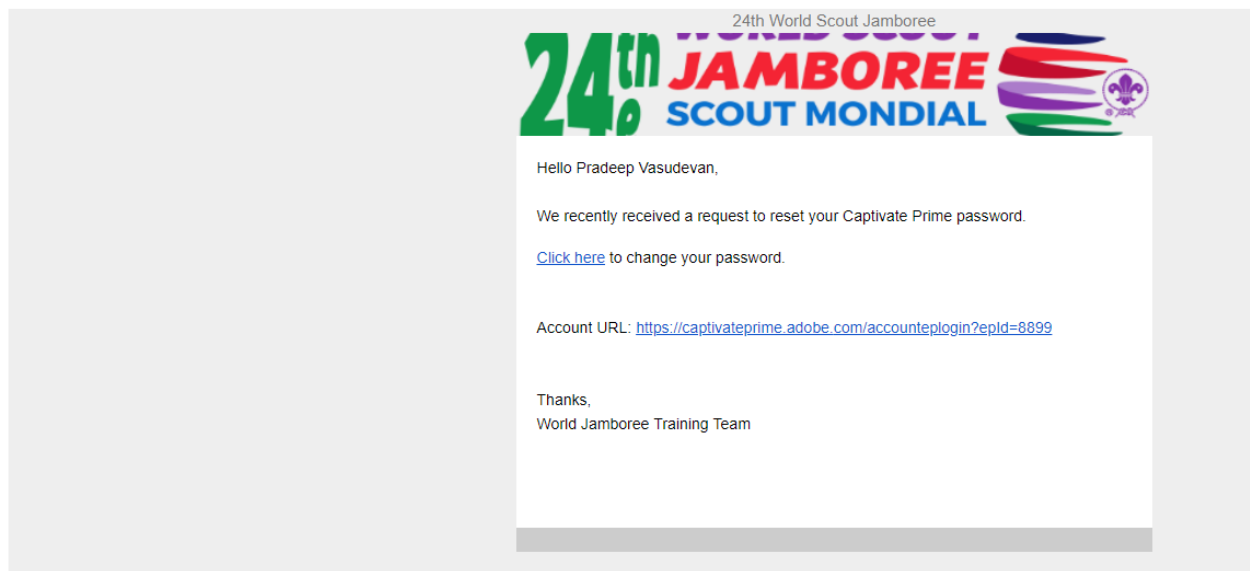
24th World Scout Jamboree

PASSWORD RECOVERY

Registered Email ID *

praddyin3@gmail.com

Recovery instructions have been sent to your email ID.

Recover   Go to Login

The user can check his email client and click on **Click Here** link on the email.

24th World Scout Jamboree <tim.rogers@scouting.org>
to me

24th World Scout Jamboree

Hello Pradeep Vasudevan,

We recently received a request to reset your Captivate Prime password.

Click here to change your password.

Account URL: https://captivateprime.adobe.com/accounteplogin?epId=8899

Thanks,
World Jamboree Training Team

The user would be taken to the **Password Reset Screen**. The User should type-in their **new password** and **confirm password** and click on Submit.

Password must adhere to the password policy
It must not be empty
Must be between 8 & 32 character long
Must have at least 1 uppercase, 1 lowercase and 1 digit character
Must contain at least 1 special character from [_ ~ ! @ # $ % ^ & * ( )]

**Password Example: Adobe@123**

The user would get the below message.

The user should click on the Return to Login link and try to login using his Registered email address and new Password.

Q. I registered but did not get the verification e-mail as in the instructions.

A. In many cases it is the result of an invalid e-mail address. Sometimes it is because folks misspell, leave out characters, transpose characters, etc. Please try registering again and double checking your e-mail address before submitting. If you are sure that you entered your e-mail address correctly please allow 24-48 hours and then they use the following link to login using the e-mail address and password you submitted when registering: https://captivateprime.adobe.com/accounteplogin?epId=8899

Q. I have completed the SFH Course but cannot print my certificate.

A. You must register for the certification. Please see page 6 of the attached instructions at https://www.2019wsj.org/attend/ist-volunteers/training/ and you will then see something like this on your home page:
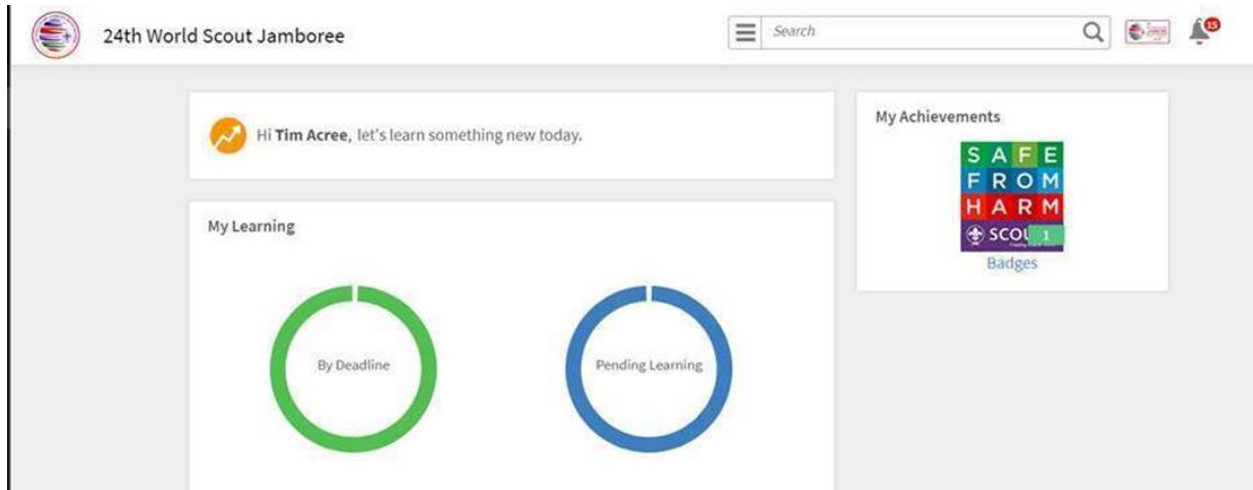
Select the Safe From Harm Certification from the Catalog and then enroll – your course completion for the SFH Course will be applied and mark you as complete for the certification. Then click on badges and you will be able to print your certificate from the PDF link.

Q. Module Safe From Harm Respecting Differences is not completing.

A. On module 5 - There is a menu screen within the module that you must click on every item and get a green check, then you get a continue button on that page you must click. Failure to do that will result in module not completing. It looks like this in the module:

Menu of discrimination topics

Race and/or Color

Gender

Religion

Sexual identity/Orientation

Additional needs (ability/disability)

Menu of discrimination topics

✔ Race and/or Color

✔ Gender

✔ Religion

✔ Sexual identity/Orientation

✔ Additional needs (ability/disability)

Continue

Modules will not mark complete and advance to next module unless you complete all interactions and screens within a module.
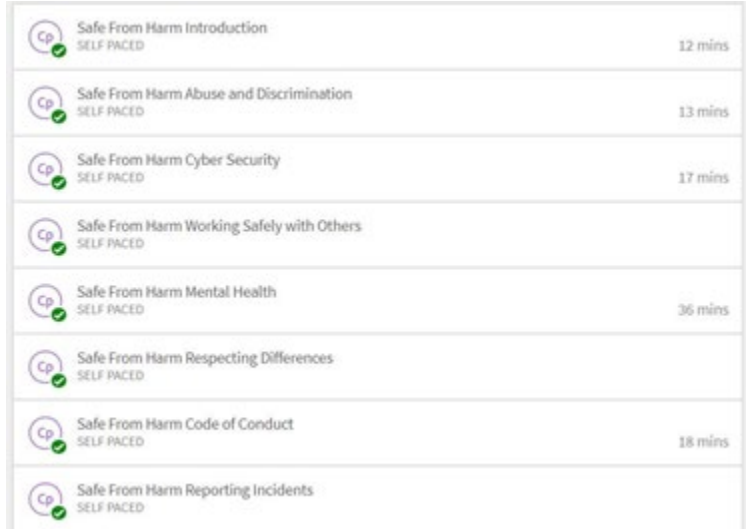
Q. How do I advance to the next module at the end of a module?

A. If you are taking a module and it comes to the end be patient and wait a moment as the system should advance you automatically to the next module unless you are on the last module. At the end of the last module click the close button in the upper right corner of the screen – is represented by the character X.
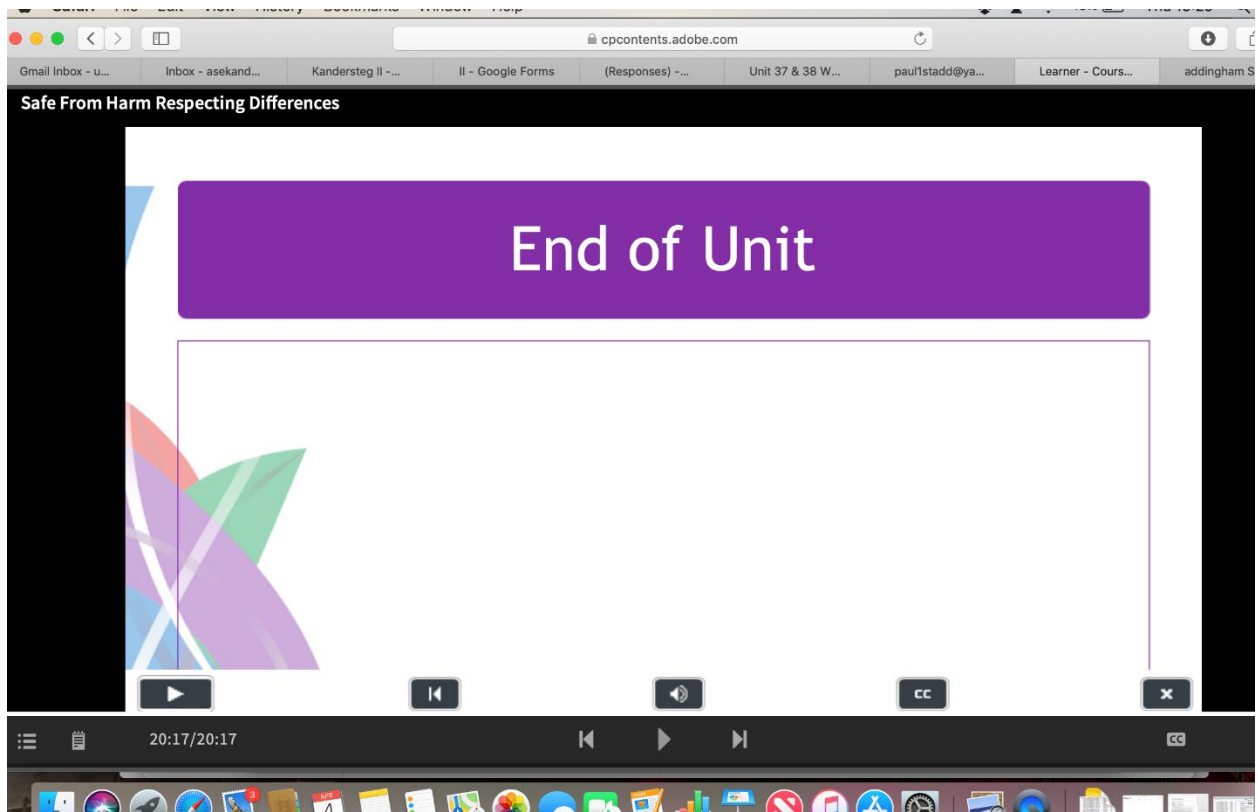
Q. How do I check the status of module completions when running the course.

A. If you are in a module continue until it comes to the end and allow it to launch the next module. The click the close button in the upper right corner of the screen. The screen will show your certification progress for completed and incomplete modules. Completed modules are indicated by a green check.

Click the blue Continue button and it should take you to the module you exited from to continue your training.

Q. Module freezes and will not advance or advance to next module

A.

1. Select the setting button for chrome (3 vertical dots on right side of top toolbar)
2. Select settings and scroll down and click on Advanced
3. Select Restore setting to their original defaults
4. Click the Reset Settings button in the pop-up window
5. Relog into the learning and see if it works

Q. Module freezes and will not advance

A.

1. Drag the player slide bar at the bottom of the screen to the beginning of the module
2. Close the module using the "X" button in the top right corner of the module window
3. Check for a green completion checkmark on the module
4. Click the blue Continue button or the next module to resume to the next module in the course

Q. Course is progressing but modules and/or course progress is not showing

A. Steps to complete the course:

1. Please open the completed module.

2. Let the module begin(Which is already completed) , Click on the forward arrow button to jump to the next module.

3. Once you have opened the unfinished module, do not drag or slide the module, let it begin on its own, do not touch the module till it asks you for the quiz that needs to be completed.

4. Once you have appeared for the quiz and the module view is 100% , navigate to the next module with the forward arrow button.

5. Do the same action for all the modules till all the modules get completed.

Once the process is complete, please try to log in and let us know whether you were able to login or not.

As the module view and completion is set to 100% slide view through the content level it is not getting completed and you are unable to complete it manually.