

**State of Florida Training Website Guide**  
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**New Horizons Computer Learning Center**



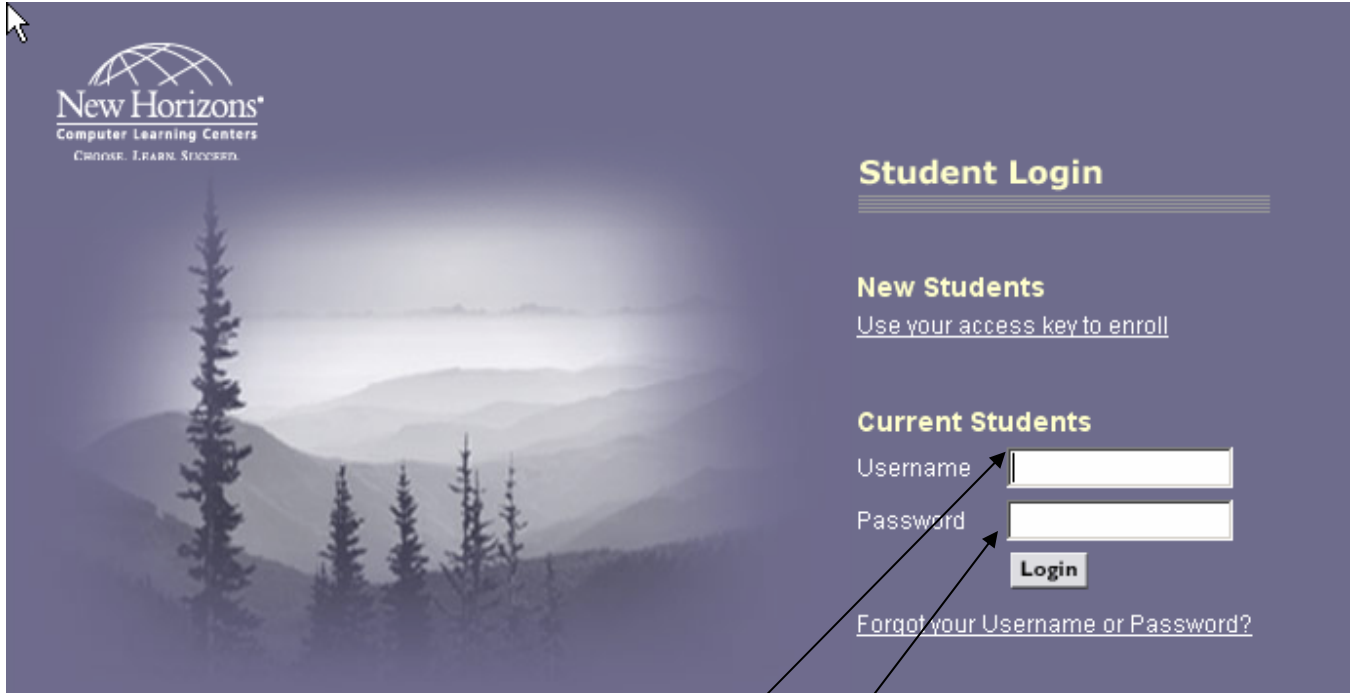
## Table of Contents

Logging In .....	3
Your Username and Password .....	3
Forgot Your Username or Password?.....	4
Overview .....	5
List of Links .....	5
Technical Requirements for Success:.....	5
Home .....	6
Catalog .....	7
Professional Development .....	8
Message Center.....	9
Account Info .....	10
Personal Information .....	10
Account Info – Preferences .....	11
Help .....	12
Appendix: How to Check your Browser Information .....	i
Check your browser version .....	i
Checking for necessary plug-ins.....	ii

## Logging In

### *Your Username and Password*

When you first go to <http://knowledge.newhorizons.com>, you will see this screen:

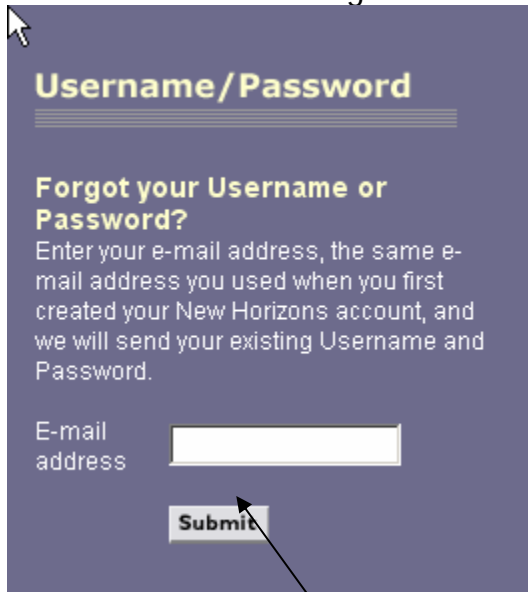


Your username will be your email address.

When you first begin, your password will be "florida" (all lowercase.)

***Forgot Your Username or Password?***

If you have forgotten your password, you can click the link that says, "Forgot your Username or Password?" You will get this screen:

A screenshot of a web form titled "Username/Password" with a sub-heading "Forgot your Username or Password?". The form contains a text input field for "E-mail address" and a "Submit" button. The background is a dark purple color with white text. A mouse cursor is visible in the top left corner of the form area.

All you have to do is enter your email address; you'll have your username and password emailed to you.

## Overview

### List of Links



Number	Description
1	Shows any training you may have bookmarked for future reference.
2	Shows various categories of training available.
3	Links to certification requirements, and Brainbench™ tests.
4	Links to message boards: Training, For Your Information, and KnowledgeShare.
5	Allows you to change username, password, and other personal information.
6	Links to a variety of help topics.

### Technical Requirements for Success:

In order to take full advantage of the DGS Training Website, you should make sure you have the following installed on your computer:

- Internet Explorer 5.0 or higher (to check, just open Internet Explorer. Go to "Help," and choose "About Internet Explorer.")
- Shockwave (a free download from [www.macromedia.com](http://www.macromedia.com))
- Adobe Acrobat Reader (a free download from [www.adobe.com](http://www.adobe.com))
- Make sure that if you have popup blocking software turned on, that you allow popups for this site

For more information, see the Appendix at the end of this guide for more information on how to determine if you have the right plug-ins.

## Home

### My Training

Use this page to keep track of your training activities.

You currently have no items bookmarked. To add items to this page:

1. Browse or search the [catalog](#) to find a course or event
2. From the course or event description page, either:
  - Begin or register for a session or event, or
  - Click the Add Bookmark button at the top of the page

Note: Courses or events will display automatically if they are required or recommended for you by your training provider.

Your [Transcript](#) contains a complete history of your training activities.

Title	Session Dates	Complete	Remove
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>

All training currently in process will be listed in this table.

## Catalog

Clicking on each heading shows a summary of course offerings. For example, clicking on “Business and Soft Skills” presents us with a screen like the one below:

**Entire Catalog**

The Entire Catalog contains all items available. This includes:

- All content you can access with your current subscription
- Subscription content and other items that are available for you to purchase.

**Business Skills and Soft Skills**

[Communications](#)      [Management](#)  
[Finance](#)                      [Professional/Personal Development](#)  
[Human Resources](#)              [Sales](#)  
[Leadership](#)

**Compliance**

[Sexual Harassment](#)

Clicking on each heading shows a summary of course offerings. For example, clicking on “Business and Soft Skills” presents us with a screen like the one below:

## Communications

**Communications**

**Self-paced Courses**

- [Basics of Effective Communication](#)
- [Harvard Manage Mentor: Giving and Receiving Feedback](#)
- [Harvard Manage Mentor: Making a Presentation](#)
- [Harvard Manage Mentor: Preparing a Business Plan](#)
- [Harvard Manage Mentor: Running a Meeting](#)
- [Harvard Manage Mentor: Writing for Business](#)
- [Intercultural Business Etiquette](#)
- [Presentation Skills](#)
- [Providing Effective Feedback](#)

**Human Resources**

**Self-paced Courses**

- [Harvard Manage Mentor: Managing Difficult Interactions](#)
- [Preventing Sexual Harassment for Leaders \(Quickknowledge\)](#)

Each of these links is to a course.

## Professional Development

Clicking on the link for "Certification Plans" brings up this screen. From here, you can click on links to get further information on Microsoft Office Specialist certification.

### Certification Plans

A Certification plan lists exams needed to obtain a specific certification, and a list of courses that can help you prepare for each exam. Select a category link to view a listing of certifications.

#### Home Computing

The Home Computing category includes information on concepts and applications used in the home environment. It includes basic computer/Internet concepts as well as using a variety of applications such as word processing, spreadsheets, publishing, graphics, email, and home finance.

#### Office Productivity

Office Productivity covers topics such as word processing, spreadsheets, databases and other tools used in day-to-day projects.

In the example below, I clicked "Office Productivity;" I get the following screen

### Office Productivity

A certification Plan lists exams needed to obtain a specific certification, and a list of courses that can help you prepare for each exam. Select a category link to view a listing of certifications.

[Microsoft Office 2003 for Expert Certification](#)

[Microsoft Office 2003 for Master Certification](#)

[Microsoft Office 2003 for Specialist Certification](#)

In this example, I clicked "Microsoft Office 2003 for Expert Certification:"

### Microsoft Office 2003 for Expert Certification

 [Add Bookmark to My Professional Development](#)

For individuals looking to prepare for the Microsoft Office Specialist Expert Certification. Candidates must successfully complete any one of the Expert exams.

Related Exams	
<b>Choose a certification exam from below to view the related courses:</b>	Links to self-paced courses to achieve expertise for the exam.
<b>Office 2003 Editions Track - Expert Certification</b> Candidates must successfully complete any one of the Expert Exams. <a href="#">Word 2003 Expert</a> <a href="#">View Exam Specifics</a>	Links to Microsoft's web site to review the exam requirements.
<a href="#">Excel 2003 Expert</a> <a href="#">View Exam Specifics</a>	

## Message Center

The purpose of the Message Center is to allow you to exchange information with other users on the DGS Training website.

### Message Center

The Message Center is your connection to important announcements and messages. You'll find information on training and resources, and general information that may be of interest to you. Select a link to view the detailed announcement or message.

### Messages

#### Training

View All

#### For Your Information

View All

#### KnowledgeShare

View All

Messages relevant to your current training schedule.

General information messages.

Messages related to a particular topic of study.

## Account Info

### *Personal Information*

The Account Info page is where you can change your username, password, and change your preferences.

### Account Information

The Account Information section of the site allows you to verify and update your personal information, set your general preferences, view information on the courses you've accessed, and find detailed information on orders you've placed. Fields marked with an (\*) are required.

The screenshot shows a web form titled "Account Information" with three tabs: "Personal Information", "Preferences", and "Transcript". The "Personal Information" tab is active. The form contains several input fields: "Username:" (with an asterisk), "Password:" (with an asterisk), "New Password:", "Re-type New Password:", "First Name:", "Middle Name:", and "Last Name:" (with an asterisk). A dark "Update" button is located in the top right corner. A callout box with a black border and white background contains the text "Fields with an asterisk (\*) are required." and has a black arrow pointing to the "Username:" field.

**Account Info – Preferences**

**General Preferences:** **Update**

Save username and password (i.e. Automatic Login)

Show "For Your Information" messages

Time-zone preference: (GMT -08:00) Pacific Time (US & Canada) (PST) ▼

Personalize site attributes based on the areas of interest selected: *(check all that apply)*

<input checked="" type="checkbox"/> Business Skills and Soft Skills	<input type="checkbox"/> Compliance
<input checked="" type="checkbox"/> Databases	<input type="checkbox"/> Design & Me
<input type="checkbox"/> E-Business	<input type="checkbox"/> Hardware, Ne
<input type="checkbox"/> Home Computing	<input type="checkbox"/> IT Security
<input checked="" type="checkbox"/> Office Productivity	<input type="checkbox"/> Programming
<input type="checkbox"/> Project Management	<input type="checkbox"/> Workplace Safety

This is pretty handy – if you're using the florida Training Site on your own computer, you don't have to keep logging in.

**Preference for Course Language:**

Check the individual boxes next to all languages that you would like to have listed in your catalog.  
Note: Not all the courses are translated into all languages listed.

<input type="checkbox"/> Afar	<input type="checkbox"/> Afrikaans
<input type="checkbox"/> Arabic	<input type="checkbox"/> Czech
<input type="checkbox"/> German	<input type="checkbox"/> Greek
<input checked="" type="checkbox"/> English	<input type="checkbox"/> Esperanto
<input type="checkbox"/> Spanish	<input type="checkbox"/> French
<input type="checkbox"/> Frisian	<input type="checkbox"/> Italian
<input type="checkbox"/> Japanese	<input type="checkbox"/> Korean
<input type="checkbox"/> Dutch	<input type="checkbox"/> Norwegian
<input type="checkbox"/> Occitan	<input type="checkbox"/> Polish
<input type="checkbox"/> Portuguese	<input type="checkbox"/> Tamil
<input type="checkbox"/> Thai	<input type="checkbox"/> Chinese
<input type="checkbox"/> Russian	

**Self-paced courses:**

Play audio in sound-enabled Self-paced courses

You can turn on or off the sound for all of your courses at once. Otherwise, you have to do it module by module.

## Help

### Help

There may be features listed below that are not part of your subscription. If you are not able to access all of the features displayed below, please contact your training provider for more information.

#### Site Basics

- [Site Basics FAQs](#)
- [Overview of New Horizons](#)
- [Site Navigation](#)
- [My Training](#)
- [My Professional Development](#)
- [Terms & Conditions of Use](#)
- [Trademarks and Copyrights](#)
- [Privacy Policy](#)
- [Return Policy](#)
- [Safe Shopping Guarantee](#)

#### Catalog

- [Catalog FAQs](#)
- [Types of Courses](#)
- [Online Instructor-led Courses](#)
- [Self-paced Courses](#)
- [Course Syllabus](#)
- [Course Assessment](#)
- [Centra System Requirements](#)
- ▶ [vLabs](#)
- [Ask an Expert](#)

#### Message Board

- [Message Board](#)

#### Professional Development

- [Professional Development FAQs](#)
- [Using Professional Development](#)
- [Certification Plans](#)
- ▶ [Brainbench Exams](#)

#### Using Search

- [Search FAQs](#)

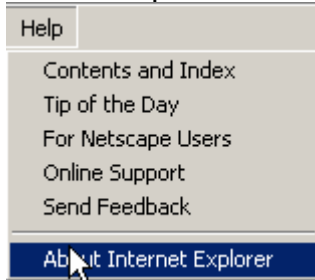
Click on a link for specific information on a given topic. Remember, these will open in a new window.

## Appendix: How to Check your Browser Information

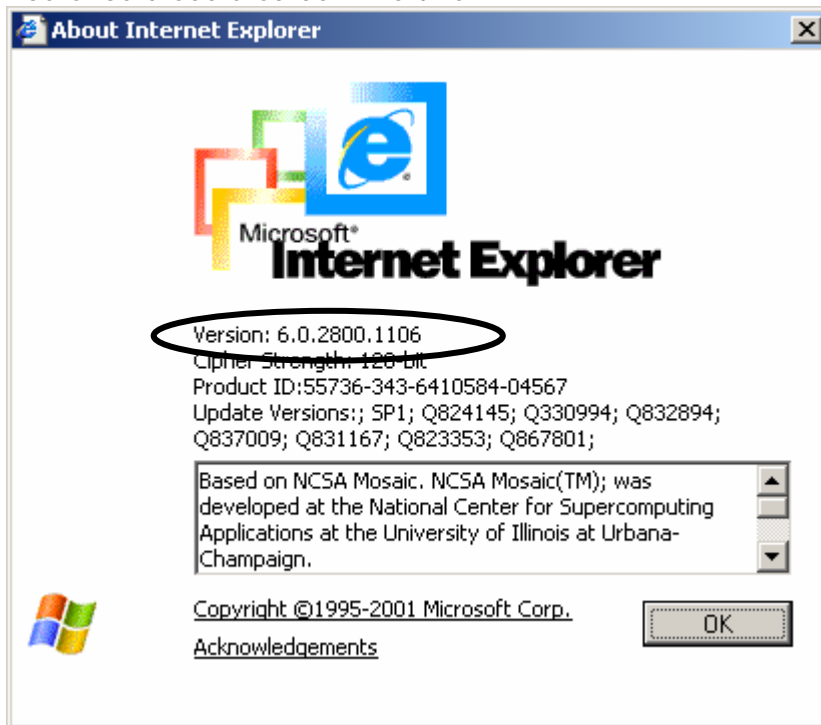
### *Check your browser version*

Open Internet Explorer.

Go to "Help," and choose "About Internet Explorer:"



You should see a screen like this:



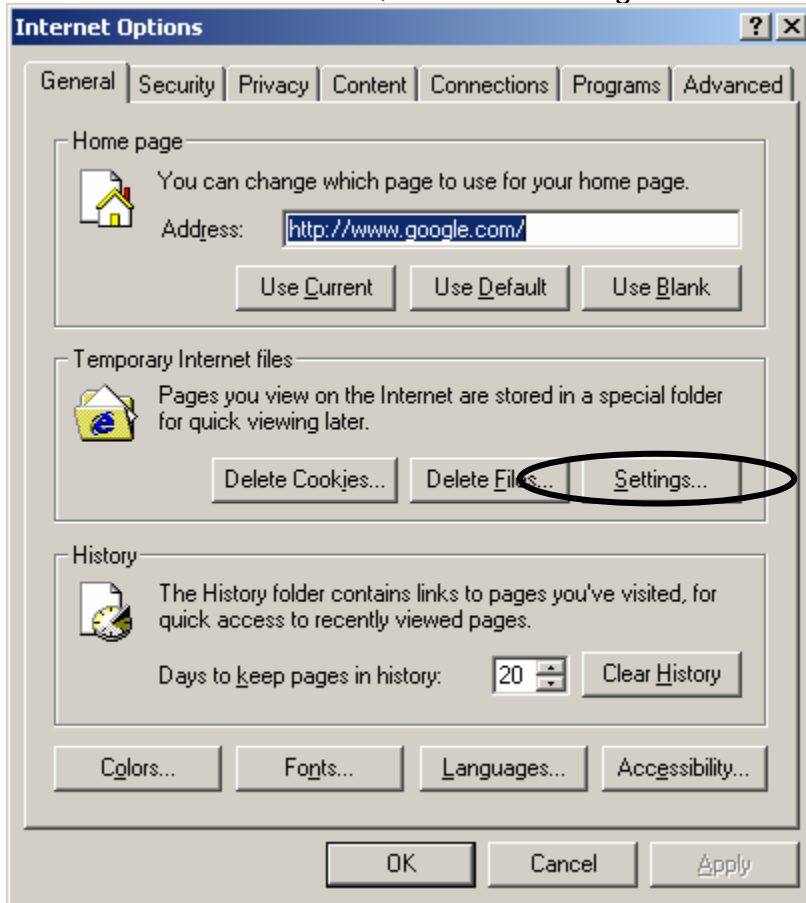
Look at the "Version," and make sure it's 5.0 or higher.

**Checking for necessary plug-ins**

Go to Tools, and choose "Internet Options."

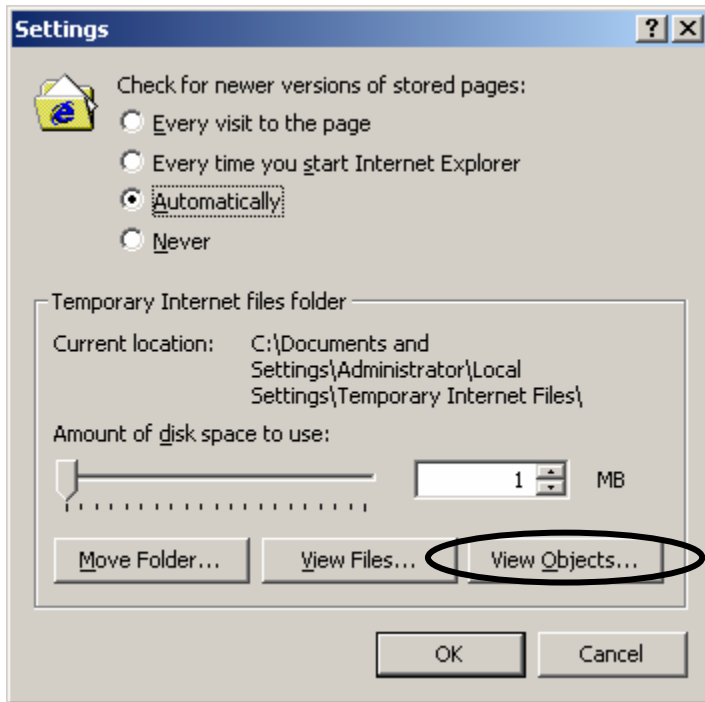


On the tab called "General," choose "Settings:"



FOR INTERNAL USE ONLY

You should see a screen like this:



Click "View Objects."

See if something called "Shockwave ActiveX Control:"

