User Guide

Students coming to the First Voice Online training center will fall into two categories:

1. New Students: have not yet created an account.

2. Returning Students: have created an account and wish to continue their certification process that they may have already started. Refer to your saved username & password. (See Page 3)

New students

New students will need a keycode to enter First Voice Training to complete training. This keycode will be provided by your organization or emailed to you by First Voice Training. The keycode is normally 10 characters long and in some instances the keycode may vary in length. Most keycodes are unique and can be only used once. On request for large volumes a company may issue a corporate keycode that can be used multiple times.

Have your keycode accessible for the next steps.

New students will enter the website by going to: www.FirstVoiceTraining.com .

1. Click on the "New Student" button.

2. Enter your keycode in available blank and click "Next".

3. Once the keycode has been validated, the student will be asked to create an account.

4. Once the account information has been entered, click the "Submit" button and the student will now be

shown the 'STUDENT SECTION' of the training portal. This section contains the student's Contact Information, , UNCOMPLETED courses, COMPLETED courses and skill refresher content.

Returning students

1. Returning students will need to click on the "Login button".

2. Enter your username and password. Most cases your username is your email address, unless purchased prior to 2014. If you have forgot your password click the forgot password link and enter your email address and you should receive an email with a new temp password. If you do not receive the email, please contact us through the contact us page or call 888-473-1777.

3. Once you have supplied a valid username and password, click "submit".

4. The student will now be shown the 'STUDENT SECTION' of the training portal. This section contains the student's Contact Information, , UNCOMPLETED courses, COMPLETED courses and skill refresher content.

Adding more courses

1. To add new courses click the "Add Courses" button.

6. Enter your keycode in available blank and click "Next".

7. The courses will display under uncompleted courses in the student section.

Resetting your password

1. Login with current/temp password.
2. Click "Edit" button under "Your Contact Information".
3. Enter the current /temp password you used to login with.
4. Enter the New Password
5. Click "Submit"

Taking a course module

1. Select the module you want to take under the Uncompleted Courses Section.

2. Click"Take Now"

3. Read and follow along with the reader through the course material.

4. Click "Next" to progress in course. If you missed content and would like to go back click "Previous". If you need to start over click the "Restart Training" button.

5. Once you have completed all the content, you can ask any questions you have and we will respond to you via email. After entering your questions if you have any click "Submit".

6. Once you are done with the questions click "Take Test".

7. You are able to take the test as many times as needed to pass with a passing score. Fill in all questions and click "submit" at the bottom of the page. If you missed any questions you will see which questions you missed.

Printing Certification
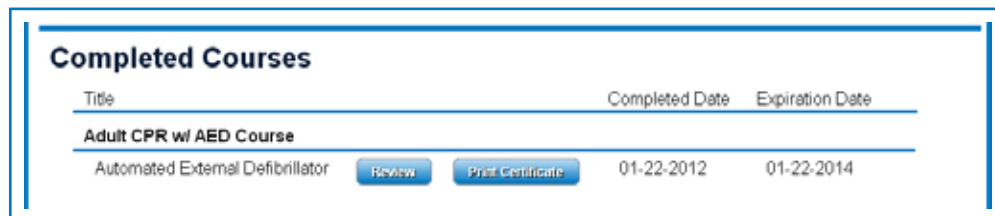
1. Select the module you want to print a certificate for and click "Print Certificate" button. **Note: All users may not have the print option button.**
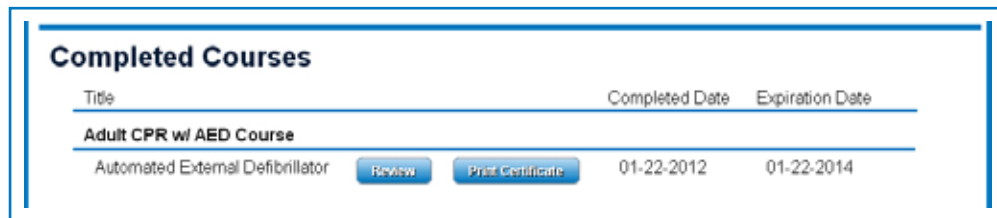
2. Most users will have 3 possible options (**Note: options may vary based on user.**):
- Print 8 x 10 Certificate : Prints a Wall certificate.
- Print Wallet Card: Prints a card that you can cut out and place in wallet.
- Mail me a card: This option you will receive a card in the mail for a small fee.

3. Select your option. If you choose either print option they will open up in a new tab and will allow you to print or save them. If you choose mail me a card it will then have you verify your address and send you through payment processing.

The student is able to reprint there certification cards as many times as they need.

Review Training

The student section also shows that you can "Review" the Course, once you have completed it and passed the test. The student is allowed unlimited access for refresher training on any courses taken through First Voice Online Training 24/7/365 during your certification period. When you are ready to review click the "Review" button.

Refresher Training
Some students will have a Quarterly, Biannually, or Annually refresher course. If you have a scheduled refresher course you will receive an email on the date to notify you of a new course has been added to your student section. This course will have Refresher in the course name. **Note: This is only a knowledge refresher and will not change your certification expiration date.**

Skills Refresher Section

Lastly, the "Skills Refresher" section of the student section. If the student has taken certain courses, a checklist of skills is available, showing proper reference to skills learned and how they can be applied during refresher training drills.

If a First Voice Certified Instructor is needed to perform psychomotor skills checks (CPR), simply Click "Need Instructor" and fill out the form to have a qualified instructor come to your facility and perform an annual or as-needed skills check for your facility (this service has an extra fee in order to reimburse the certified

instructor for their travel and time).

NOTE: First Voice has a certified train-the-trainer program that allows someone at your facility to be a certified First Voice Instructor and perform this annual psychomotor skills check (this saves your facility from extra fees incurred by using off-site certified instructors). Contact your First Voice dealer for more details.