

CSE-IT: Commercial Sexual Exploitation Identification Tool Online Training Tech Guide



WestCoast Children's Clinic
3301 East 12th Street, Suite 259
Oakland, CA 94601
www.westcoastcc.org

System Requirements and Browser Compatibility

To ensure all employees are able to easily access the CSE-IT online training via Teachable, please review the minimum requirements listed below and ensure they are met:

Operating System: Mac 10.5 or higher, or Windows 7 or higher

Internet Connection: Cable/DSL or faster

Browser: Firefox 25+ ([Download](#))- *recommended*
Chrome latest version ([Download](#))- *recommended*
Internet Explorer 10+ ([Download](#))
Safari 7+ ([Download](#))

Tablets: Trainees can access their Teachable account and participate in the training via their tablet. Additionally, iPad users can download the Teachable iPad app and access their courses that way.

Mobile Devices: We do not recommend trainees access the CSE-IT Teachable courses through mobile device.

Audio & Video: All devices must have video and audio capability and uninterrupted internet access.

Pop-Up Blockers, Antivirus Software, & Firewalls: If the device or system has “pop-up blockers,” antivirus software, or firewalls installed, these may need to be adjusted to allow access. If your site uses an application programming interface (API) that would open a new browser window for the online training (Teachable and myTeachable), a popup blocker may be triggered. Please adjust settings to allow easy access to the online training. There should be no complications with antivirus software and the Teachable platform.

Email Invitations: Depending on how many people you plan to train at one time, your email server may receive many emails at once from the same address (@teachable.com or @westcoastcc.org). This may trigger a block (spam barrier) to emailed invitations in your system. If necessary, please adjust system settings to allow these emails to come through. For example, IT may need to “whitelist” the Teachable website (<https://westcoastcc.teachable.com/>) or IP address.

Getting Started for Trainees

1. Staff will receive a confirmation email invitation from Teachable AND an email from training@westcoastcc.org which will include a link to the training. Staff will then set up their individual Teachable accounts with a login and password. Staff will:
 - a. Click the emailed link to confirm your account. (You will be redirected to a new page to finish up creating your account.)
 - b. Make sure to include your full name and create a password containing at least eight characters, including one uppercase and lowercase letter, a number, and a symbol. *For example: Cseittrain19**
 - c. Log into the training with their work email and Teachable account password.

Set a Password

In the future, you can use this account to access WCC Learning Community

Please update your password

Email Address

Full Name

Password Confirm Password

I agree to receive instructional and promotional emails

I agree to **Teachable's** [Terms of Use & Privacy Policy](#)
and **WCC Learning Community's** [Terms of Use & Privacy Policy](#)

Finish

2. Staff should bookmark the link to the course as it will make it easier to find and come back to.
3. If staff cannot find the email or the link to the course, they should first check their spam folder. If they still cannot find the email they should reach out to their Site Coordinator and ask for access to the training.

Forgotten passwords: If staff forget their password, they can recover or reset it by going to: <https://support.teachable.com/hc/en-us/articles/219988408-Recover-Your-Account-Password>

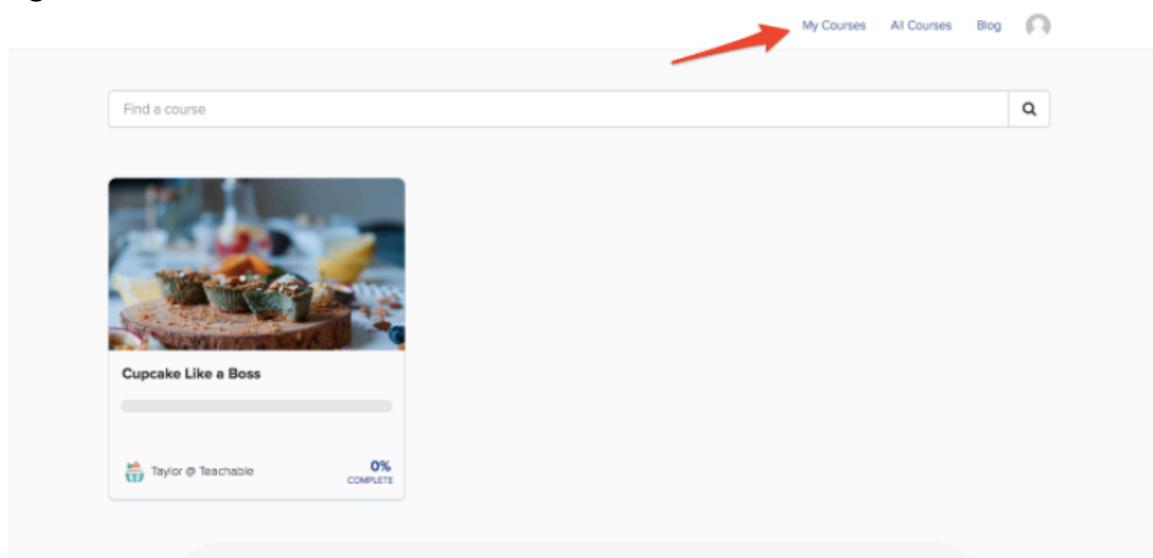
Existing Teachable accounts: If staff already have a Teachable account (from a previous training with a different provider) they can reset their password by following the directions above if their previous Teachable account is accessible with the same work email. If they worked somewhere else and the account was linked to a different email address, instruct them to set up their account as if they were a new user (instructions above).

Account access and timeline:

- a. Staff can access the Online CSE-IT User Training for 30 days after receiving the Teachable invite.
- b. Please note, training access will end at precisely 12 AM on the last day of the 30-day period. This means trainees should plan to complete the training by 11:59 PM the day BEFORE access ends. *For example, if access ends February 28th, trainees should complete the entire training by 11:59 PM on February 27th.*

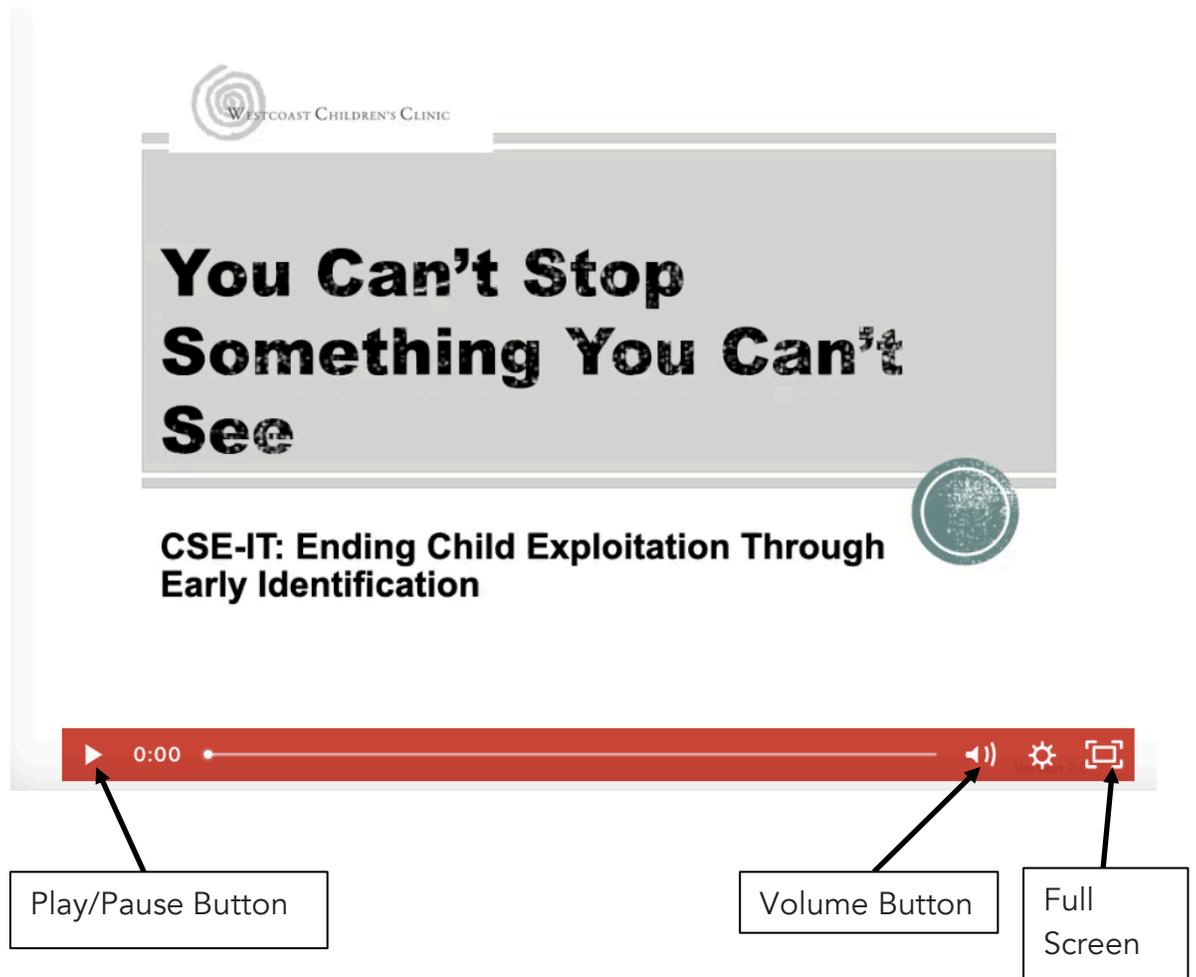
Navigating the Training

1. To find courses you are enrolled in, please select My Courses in the top right-hand corner.



- a. If you need further assistance in logging into a course, please refer to this link: <https://support.teachable.com/hc/en-us/articles/360004257811-Log-In-to-a-Course>

2. Video Content



3. Quizzes

- a. After each lecture, a quiz page will display the number of questions in the quiz.
- b. For each question, select the correct answer and click "Check."
- c. If a response is correct, trainees will see a green check mark and status. They can then click "Continue" for the next question.

Our customers have expressed that one of their biggest problems is that they have plenty of reports, but no business intelligence

correct

True ✓

False

Continue >

- d. If your response is incorrect, your selection appears in red. View the correct answer and you will be able to try again at the end of the quiz.

Why is Excel BI NOW different from other products on the market?

Allows customers to select specific lessons

Designed and organizes by tasks not by Excel features

incorrect

Flexible services and pricing ✗

All of the above

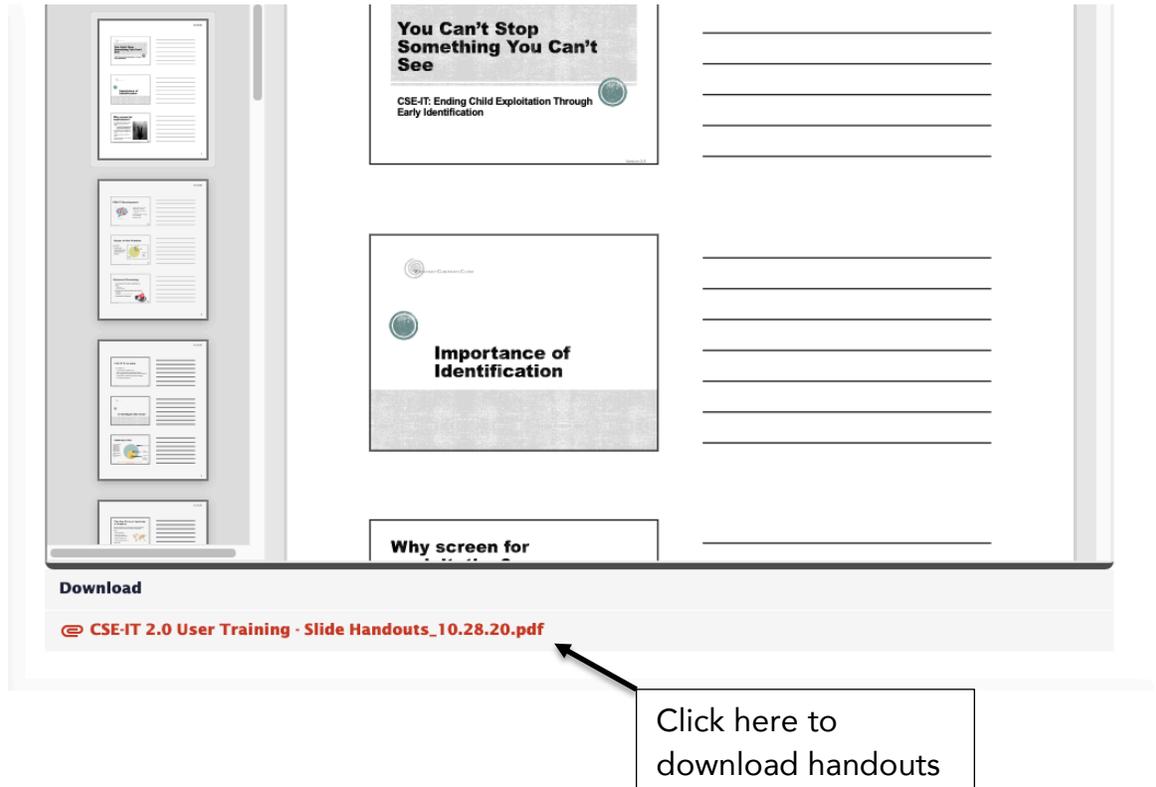
< Back

Continue >

- e. You will have unlimited tries to pass each quiz, but you cannot move onto the next lecture before passing the quiz with 100%.
- f. For more information on navigating through Teachable, please refer to this link: <https://support.teachable.com/hc/en-us/articles/115000359807-Using-myTeachable-Guide-for-Students>

4. Handouts

- a. Handouts for this training will be located at the bottom of each lecture. Make sure to scroll to the bottom for each lecture you go through as to not miss any handouts.
- b. To download handouts, scroll to the bottom of each handout and click on the download link.



- c. For more information on downloading lecture content, please refer to the link below:
<https://support.teachable.com/hc/en-us/articles/360004258771-Navigate-and-View-Course-Content#DownloadingLectureContent>

Troubleshooting

If there are any questions regarding finding the course link, please reach out to your Site Coordinator. They will be able to provide them link to the trainings. Please consult with your internal IT department for issues accessing or operating the training. If issues persist, please submit a support ticket to support@teachable.zendesk.com. Remember to use your email associated with your Teachable account when sending support tickets.
