ATS has purchased access to the online versions of the VTC (Virtual Training Company: http://www.vtc.com/) online products. The VTC products have been used very successfully in the TLC and by individuals on campus. The online versions are available for all faculty, staff and student use from campus, home or while traveling. This product provides a very accessible format in which individuals can access training for different software packages at a comfortable rate for their learning pattern and schedule.

What You Will Need

**Personal account**
To get an account login, please email your request to the TLC Lab at tlc@richmond.edu. Please include the following: first and last name, university email, university id (example: jsmith, jsmith2) and department. An account should be created within five business days.

**Class accounts**
If you wish to use the VTC training as a resource for your courses, please send the course roster(s) to your ATS liaison at least five business days in advance of when students will require access to the online course materials. You must include each student’s first and last name, university id (example: jsmith, jsmith2, js3xy) and email address in the request. Each student will be enrolled in the system with their campus login ID and a non-university password. For a list of departmental liaisons, please visit this link: http://is.richmond.edu/aboutis/staff/ats.htm.

Instructors need to be aware that there are a limited number of concurrent user licenses available for login and you will not be able to have an entire course logged in at the same time.

Using Your Online Training Account

**Accessing your account**
To login, go to the VTC Multi-User Tutorial Account Login page: http://secure.vtc.com/multiuser/.

**Login**
Enter the username and password you have been provided, probably in the form of an email. The username should be the same as your campus ID (jsmith or jsmith2 for example). The password will not be the same as your campus password. If you are unable to locate your login information, please refer to the Troubleshooting section to get a copy of your password.

Possible errors at login
If you receive the following error when attempting login:

> The following error(s) occurred with your login:
>   The maximum allowable concurrent logins has already been exceeded for this account.
>   Please contact your account administrator.

Please email the TLC at tlc@richmond.edu and include the following in the subject line: “Too many concurrent users error.” Try to login later as the number of users is always changing.

Also, if you receive the following error when attempting login:

> The following error(s) occurred with your login:
>   There is someone currently logged in using this account.
>   Please contact your account administrator.

It may be that you have closed an earlier browser window without first logging out (please see the Logout session below). You will need to wait 30 minutes before reattempting login. If you are still unable to login after this duration, please contact the TLC at tlc@richmond.edu.

**Logout**
It is imperative that you remember to log out of the VTC account when you are finished. If you don’t log out, you and other individuals may be unable to access the tutorials until after the cycle for your login session has expired (please see login error in the section above).
Using the My Courses Page

Accessing your course list at login
When you first log in, you will get a welcome page. Below that, you will see a line of blue text with the heading “My Courses”. Further below, there may be a list of course titles. (In some cases, your ATS liaison may have added course titles to your account due to previous requests or discussions of your training interests.) You can add and remove courses from the “My Course” page. To streamline access to your selected training courses, we suggest that you add course titles that interest you to the “My Courses” page.

Accessing your course list from within the VTC tutorials
At the time of this writing (8-10-04), VTC has acknowledged that there is an error in their navigation and is working to fix the issue. When this issue is fixed, the following process will work for accessing your “My Courses” page:

To get back to your “My Courses” page and your course list from other pages within the VTC site, move your mouse cursor over the “Online Learning” button in the page navigation. A drop-down list will appear. Move your cursor down to the “Administration” cell and another list will appear to the right. Move your cursor over and down to the “My Course List” cell and click once.

Finding a course/ Adding a course to your course list
VTC has a wide variety of courses in many categories. The “Find a Course…” panel on the top, right of the VTC web interface offers the simplest method to locate a title. This panel offers two ways to find a course title. The first is to enter terms into the search box. The second way is to click the “Choose a category” drop down menu and select any of the available categories including a list of every title or only the newer titles.

While the search box is the easiest way to look for a title, be aware that this will only look for your search parameters in the title names of the VTC tutorials. For example, if I was interested in looking for training for software involved with video production and entered the term “video” into the search box, I would only get 3 titles (Video Basics, Sony Video Manual, Canon Video Manual). If I looked in the Multimedia and Video category it would return 20 titles of software and processes associated with video production.

The courses matching your search or category requests will appear as a list on the page. Each title will appear as a blue text link. The author’s name(s) will be listed below and you will see a price and a “buy it” button to the right of the title. Please be aware that there is no reason for you to purchase any of these products. All are available through this web-interface for the members of our academic community.

Click on the title of your choice. A new page will open and the title of this training course will appear at the top of the page, just below the navigation header. There will be two columns on the page. You will see a button titled “Add this course to my Course List” part way down the right-hand column below the “Tutorial Information/Pricing” section. To add this course title to your course list, click this button. The page will refresh and this title will now appear on your “My Courses” page.

Deleting a title from My Courses
When you wish to remove a course from your “My Courses” page, simply click the “Delete” link directly to the right of the title.
Using Training Courses
Once you identify a course you would like to use (whether on your "My Courses" page or through a search), click on the link to enter the page for that title. The following explains how to access the tutorials and ways to use the various aspects of the VTC online interface.

Playing tutorials
The left-hand column of the course title pages is titled Course Lessons. The lower portion of the column is always comprised of tutorials broken down by section and topic. To play a tutorial, click on the title link in blue text. This will open the VTC tutorial player in a separate window.

You have several player controls and information cells in the VTC player interface. From the left: volume control, rewind button, play/pause button, location indicator/slider, current time, total time.

Title description
The “Click for title description” link is the first line in the Course Lessons cell. Clicking on the link will open a pop-up window that will provide an overview and several other pieces of information about the course title.

When you are finished with the window, click the “close window” link.

Bandwidth Selection
VTC offers a high and low bandwidth version of each tutorial. The default selection will be set to high bandwidth. The setting should remain high bandwidth when you are on campus and if you have cable modem, DSL line or access to a high speed network from your home computer or when you are traveling.

If you are using a dial-up modem, the high-bandwidth version is still available although each tutorial may take a few moments to download. If you find this wait time is an issue, you can change the setting to "Low Bandwidth", which should allow you to watch the movie with little or no wait time. However, be aware that the audio quality on the low-bandwidth version is of a much lower quality than the high-bandwidth version. To change the versions, simply click the drop-down menu and click on the “Low-Bandwidth” selection.

Bookmarks
Bookmarks can have two benefits. They can allow you to keep track of your progression in the training course by selecting the check box to the left of each tutorial link. As an alternate use, you can pre-select a number of tutorials for quick access such as to show during a class.

Creating bookmarks – To create a bookmark, click on the checkbox to the left of each tutorial you wish to bookmark and click the “Save my bookmarks” button at the top of the tutorial list.

Accessing/Deleting bookmarks – If you want a quick list of your bookmarked tutorials, hover your mouse over the “Online Learning” link in the navigation bar until the rest of the menu appears. From there, bring the mouse down to the “Administration” cell and then over and down to the “My Bookmarks” cell and click. A new page will open with your list of bookmarked tutorials.

To delete bookmarks, you must use the instructions above to pull the bookmarks together. From here, you can click the tutorial bookmarks you wish to remove and click the “Delete selected bookmarks” button.
**Notes**

Notes are a very useful way to keep track of ideas and thoughts as you complete tutorials. Be aware that there is no way for students to access notes in your VTC account.

Adding notes – Notes can be included for individual tutorials by clicking on the note icon to the right of each tutorial link. Clicking on this link will open a pop-up window which includes the course and movie (tutorial) name. Enter your notes into the text box and click the “Submit” button. Once you create a note, the course list icon will change to a the active note icon.

Viewing/Editing/Deleting notes – The content of notes can be viewed, edited or deleted by clicking on an active note icon. This will open a pop-up window with the notes content displayed. The content will not become editable until you click the “Edit” button. Clicking the “Delete” button only once will completely remove the note with no warning, so be careful when you are in this window as there is no way to retrieve a note that has been deleted.

**Troubleshooting**

Please use the following guide to solve any problems you are experiencing with accessing the VTC training tutorials. If you are unable to resolve the issue with the assistance of this guide, please visit the VTC Tech Support page for more detailed instructions or contact the TLC Lab at tlc@richmond.edu.

**Common problems:**

Can't remember password - The password should have been sent to you in the form of an email. If you are unable to locate this email, please contact the TLC lab at tlc@richmond.edu.

Unable to login – please refer to the section on login errors on page 1.

Movie doesn’t play/Plug-in not loaded

The VTC tutorials require the QuickTime player. If the movie refuses to play or if you get a pop-up window with the title “Plug-in Not Loaded”, you will need to install QuickTime. If you get the plug-in window, simply click the button “Get the Plug-in” and follow the onscreen instructions. If the movie is still unable to play, visit the “Is QuickTime running properly?” guide on the VTC Tech Support page. This page is accessible by placing your mouse over the “Online Learning” button until the drop-down menu appears. Move the mouse over the “Support” cell and then over and down to the “Technical Support” cell and click once. If the information on this page does not solve the issue, contact the Help Desk for assistance at 287-6400 or helpdesk@richmond.edu.

Part of the movie is off the monitor or the controls are not visible - It may be that your screen resolution is set too low. The tutorials require a monitor resolution of at least 1024x768. If you do not know how to change the resolution, contact the Help Desk for assistance at 287-6400 or helpdesk@richmond.edu.

Movie takes a long time to load/Will only play for a short time before pausing - If the tutorial movie takes a long time to begin playing or will only play for a short duration before stopping and starting after a delay, then you may be accessing the high bandwidth version while on a slow connection. To solve this, you need to set the bandwidth to “low bandwidth”. The directions for this are on page 3 of this guide.