Virtual Training Centre – User Guide

How to Reach Us

Website	**www.elections.ca**
Toll-free telephone number	1-800-463-6868
Toll-free fax number	1-888-524-1444
Address (mailing)	Elections Canada Headquarters 30 Victoria Street, Gatineau, QC K1A 0M6
Address (shipping)	Elections Canada Distribution Centre 440 Coventry Road, Unit 100, Ottawa, ON K1K 2Y5
Email address (general)	**info@elections.ca**
Technical Support	Field Support Network **rsr-fsn@elections.ca** 1-888-677-0301 (toll-free)
Hours of operation	Between electoral events: 8:00 a.m. to 5:00 p.m. (EST) During electoral events: Elections Canada will advise prior to each event

Revision Record

NOTE	• The *Revision Record* lists changes made only to the electronic copy of the version listed below. • If there are discrepancies between your printed version of the Manual and the online HTML version in ECDocs, the HTML version shall prevail.

Version	Date Published	Comments
EC 10525 (10/2017)	October 2017	Initial release
EC 10525 (08/2019)	August 2019	Minor updates
EC 10525 (07/2020)	July 2020	Minor updates

Ce guide est aussi disponible en français sous le titre

Environnement d'apprentissage en ligne – Guide de l'utilisateur
(EC 10525-1)

Summary of Changes

NOTE	• The *Summary of Changes* below lists changes to technical content made only to this version of the *Virtual Training Centre – User Guide*.
	• Changes to technical content, as well as procedural changes, shall be listed in this table. Non-technical changes are not listed.
	• If there are discrepancies between your printed version of the guide and the online HTML version in ECDocs, the HTML version shall prevail.

Section / Para. No. / Item	Comments
All	Screenshots updated to match current site design

Table of Contents

Acronyms and Terms

Table 1   Acronyms and Terms

Acronym / Term	Definition
AC	Automation Coordinator
ARO	Assistant Returning Officer
AARO	Additional Assistant Returning Officer
EC	Elections Canada
ECHQ	Elections Canada Headquarters
FLO	Field Liaison Officer
FO	Financial Officer
RecO	Recruitment Officer
RO	Returning Officer
SPS	Service Point Supervisor
TO	Training Officer
VPN	Virtual Private Network

Styles Used in This Guide

Table 2   Visual Presentation

Types of information	Example	Typographic Convention / Symbol
Note	At a minimum, users are to have data entry and certification rights. Further privileges may be granted at the AC's discretion.	
New content	To flag new content since the last edition of this manual	
Updated content	To flag content that has been updated since the last edition of this manual	
Warning	**WARNING:** After three failed login attempts, one hour must elapse before trying to log in again.	
Checklist	Heading titles that start with a **C** followed by a number represent a checklist	**C[#]**
Screen / window	**Elector Search**	Bold text
Cross-references and links to other EC resources and publications	See *1.5 Other Resources*	Underlined italicized text (maroon)
Websites with hyperlinks and email addresses	**www.elections.ca**	Bold text (blue)
Keyboard keys	**<Ctrl><Alt><Delete>**	Enclosed bold text

Chapter 1 – Introduction

The Virtual Training Center is a training portal for election administrators, key office staff of returning officers – such as training officers, recruitment officers, financial officers and service point supervisors – and the staff at Elections Canada.

Interactive learning modules, videos, quizzes and readings are part of the online training material and other multimedia resources enrich the range of preparatory material. Grouped by themes or functions, each user can plan and organize their learning, and follow their progress so as to optimize their learning at any time from any device.

1.1   Target audience

The target audience for this guide includes election administrators, key RO office staff, official agents, and staff at Elections Canada headquarters.

1.2   Purpose

This user guide explains how to use the Elections Canada virtual training centre, how to navigate it, and how to access online courses.

1.3   Technical support

For technical support, contact the Field Support Network by telephone toll-free: 1-888-677-0301.

Chapter 2 – Accessing the Training Site

This chapter covers the following topics:

- *2.1 Request a new account*
- *2.2 Opening a session*
- *2.3 You forgot your password*
- *2.4 You forgot the email address associated with your account*

2.1   Request a new account

To access the training center, you will need to apply for an account with the Field Support Network (FSN) and provide the following information:

- First and last name of the user
- The name and number of the electoral district
- The title of the position to which the person was appointed
- The person's personal email address

Elections Canada will create an account using the email address and a random password generator. Login information will be sent directly to the user at the email address provided.

WARNING: The account holder is identified by the email address associated with this account. It is therefore important to ensure that the address is always up to date in order to be reached by Elections Canada or the help desk, if necessary.

2.2   Opening a session

To log in to the Virtual Training Centre:

1. Go to the training site at **education.elections.ca.**

NOTE
You can access the Virtual Training Centre from Elections Canada's Virtual Private Network (VPN) or from your own Internet connection. You may find that the speed of the site and your user experience improves by connecting to it over your regular Internet.

2. Enter the email address and password provided by Elections Canada and click "**Log in**"

Figure 1   Log in

3. The first time you connect, the system will ask you to change your password to continue. Enter the password provided by Elections Canada, then your new password and click on "**Save changes**".

Figure 2   Changing your password

4. You will then be redirected to the home page and can begin to browse the site.

2.3   You forgot your password

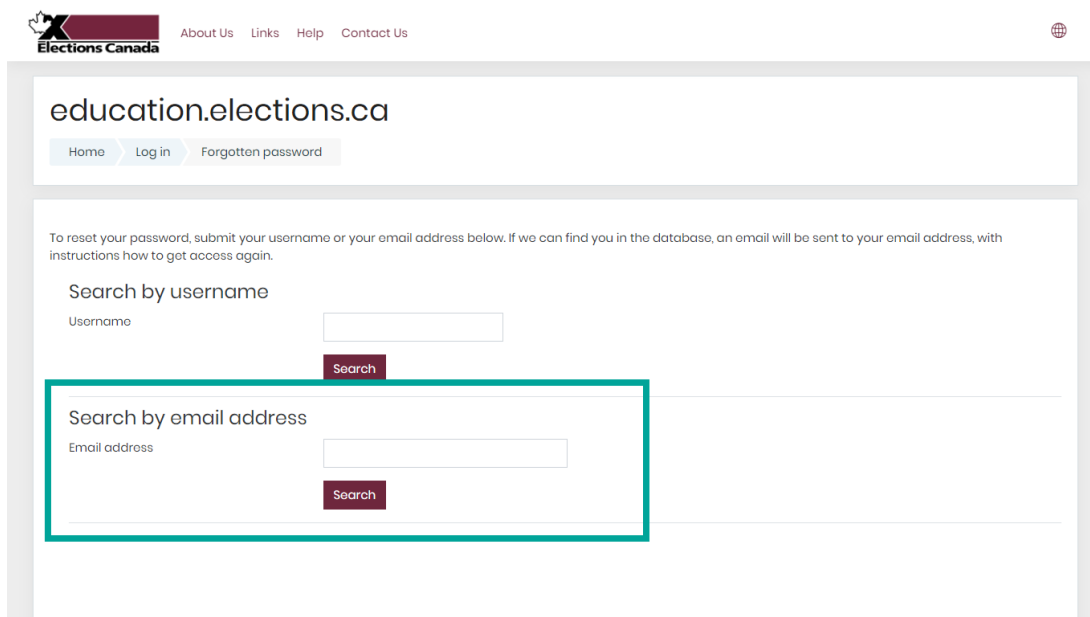1. Go to the Log in page and click the "**Forgotten your username or password?**" link.

Figure 3   You forgot your password

2. You will be redirected to the account recovery page. Enter the email address associated with your account and click "**Search**".

Figure 4   Search by email address

> Make sure to enter the email address you provided when requesting an account. The system, as a security measure, does not notify the user when the email address is invalid or does not match that associated with the account.

3. The system will send a link and instructions to reset your password to the email address associated with your account. It may take a few minutes to receive the email.

Figure 5   Password reset message
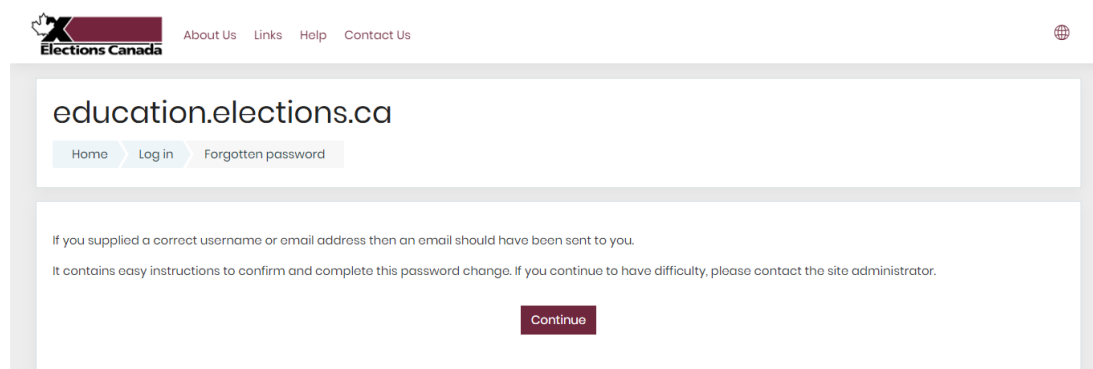
2.4   You forgot the email address associated with your account

If you forgot the email address associated with your account, you can consult the Elections Canada email containing your login information or contact the Field Support Network by telephone toll-free: 1-888-677-0301.

Chapter 3 – Navigating the Training Site

This chapter covers the following topics:

- *3.1 Home page*

- *3.2 Site news*

- *3.3 Find and access a course*

- *3.4 Breadcrumb trail*

- *3.5 Activities*

- *3.6 Activity completion report*

3.1 Home page

The menu at the top of the page contains the following buttons:

- **"About us" –** learn more about EC

- **"Links" –** find important links

- **"Help" –** to get help from the Field Support Network

- **"Contact us" –** contact EC

Figure 6   Home page menu
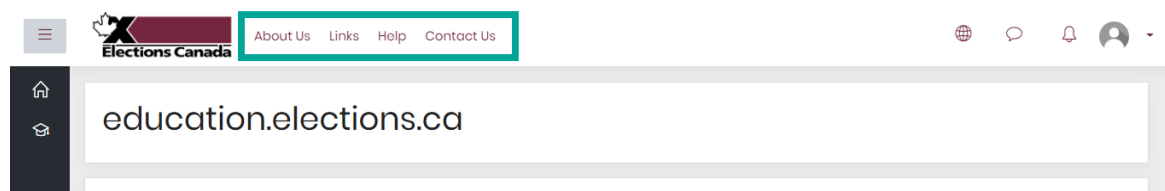
Choose a language

1. Click on the icon ⊕ then select the language you want to use during your session.

Figure 7   Select the language
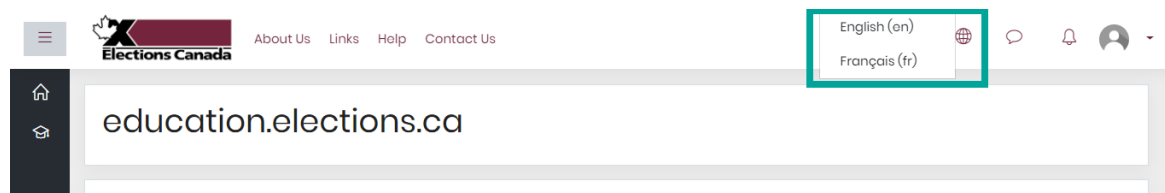
Personal messages between users

1. Click on the icon 💬 to send or read messages from other users. The number of received messages is indicated in the red circle.

Figure 8   Personal messages
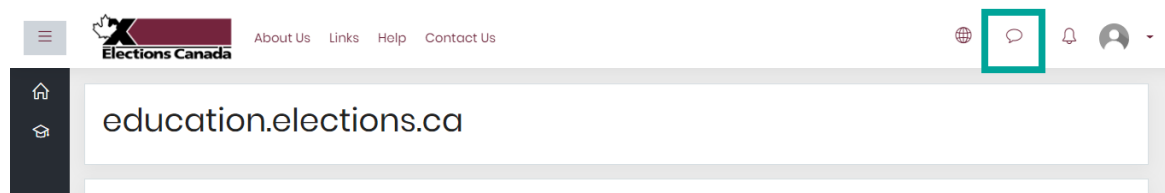
Notifications

1. Click on the icon 🔔 to view notifications issued by Elections Canada when an important message is published.

Figure 9   Notifications
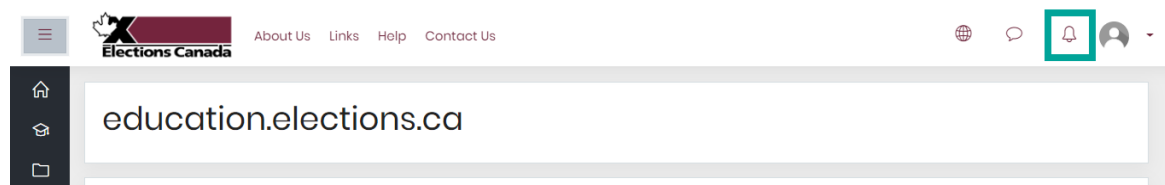
Profile

To view and manage your profile:

1. Click on the icon 👤.
2. Click on your name.

Figure 10   Profile
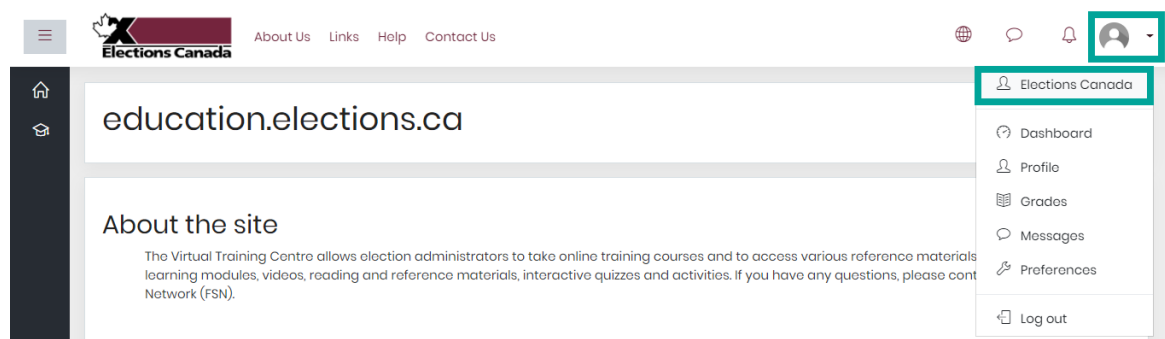
3. The **Profile** page is displayed.

Figure 11   My profile
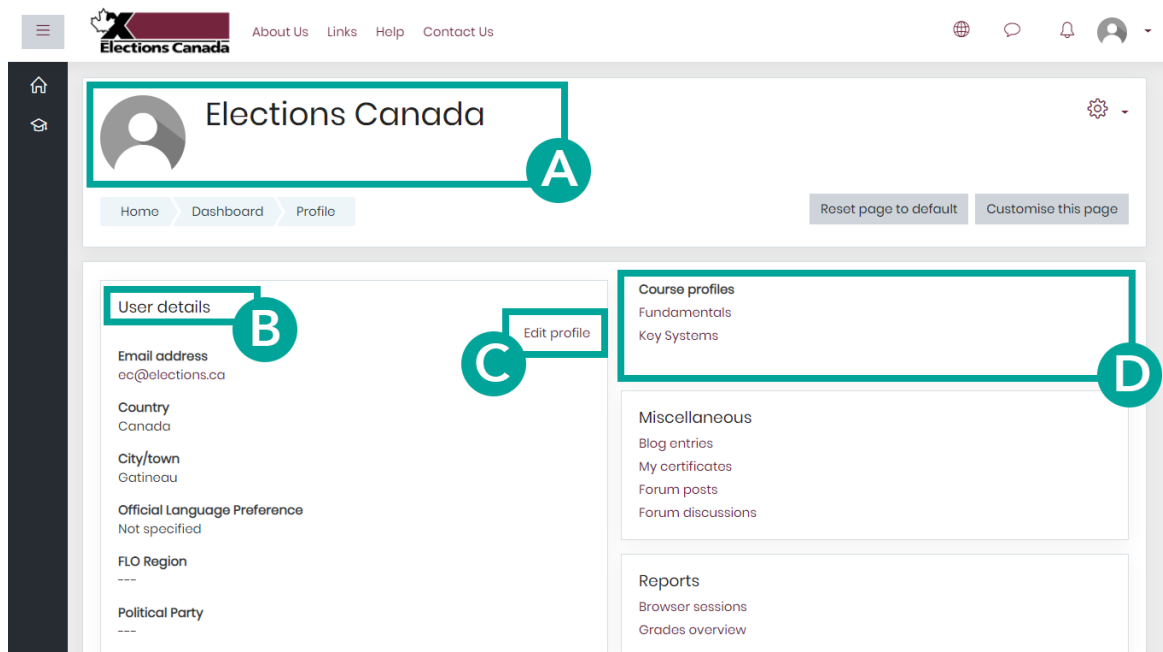
	Profile elements	Description
A	**User**	The name of the person with whom the account is associated.
B	**User details**	Contains your profile information.
C	**Edit profile**	To edit or add information about yourself.
D	**Course profiles**	The courses that are associated with your position.

Preferences

To modify certain aspects of your account:

1. Click on the icon 👤.
2. Then click on "**Preferences**".

Figure 12   Preferences
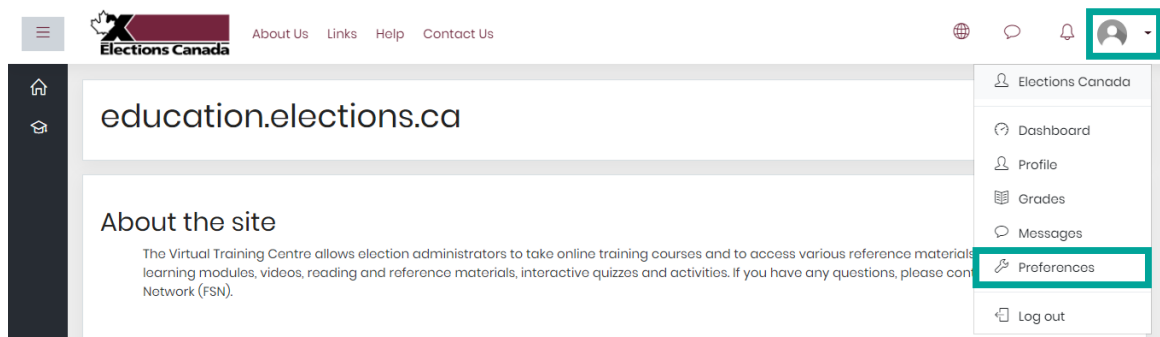
3. The **Preferences** page is displayed.

Figure 13   Preferences
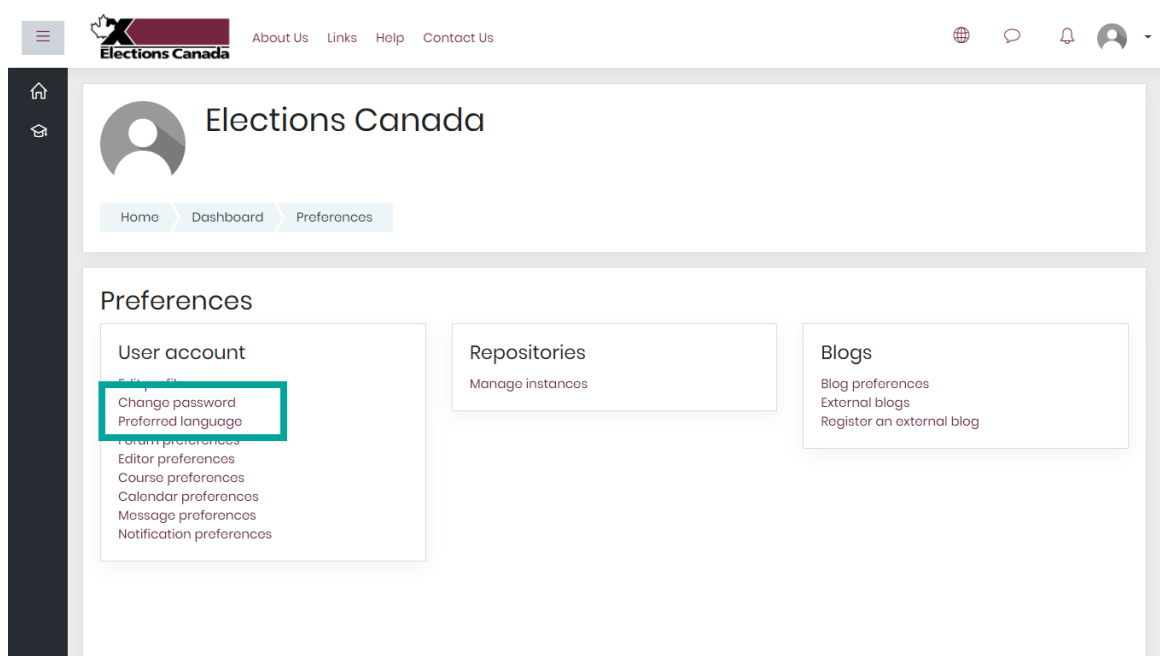
4. Click on "**Change password**" to change your password.

5. Click on "**Preferred language**" to open all of your session in either official language.

Log out

1. Click on the icon .

2. Click on "**Log out**" and the session will end immediately.

Figure 14   Log out
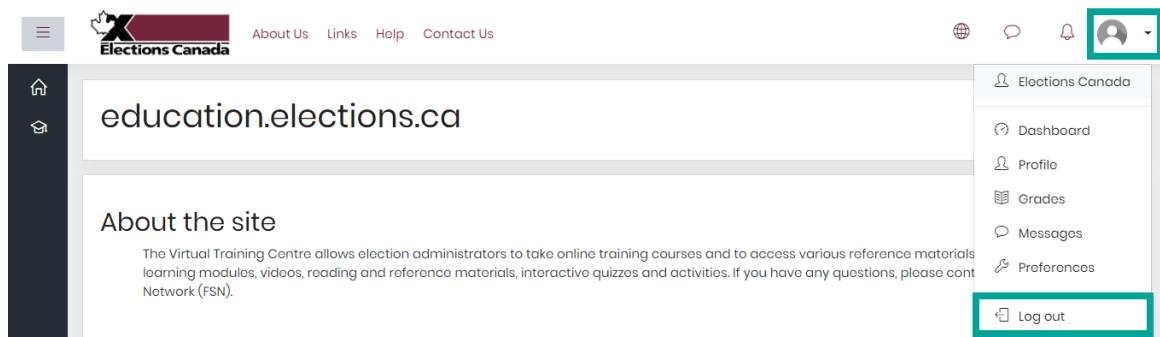
3.2   Site news

This section contains information for users regarding modifications or updates to training materials as well as system maintenance periods.

Figure 15   Site news
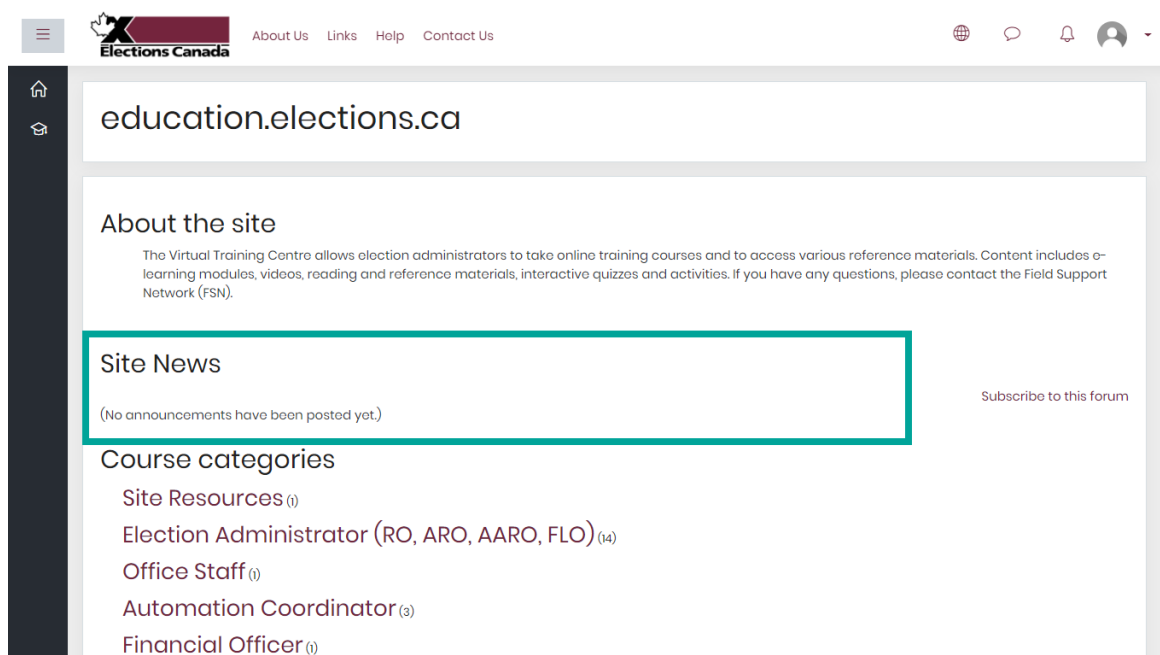
3.3   Find and access a course

There are two ways to access the courses.

1. On the home page, under "**Course categories**", click the title of the position you hold or any of the course titles to which you have access. You will be redirected to the course page.

Figure 16   Accessing courses on the home page
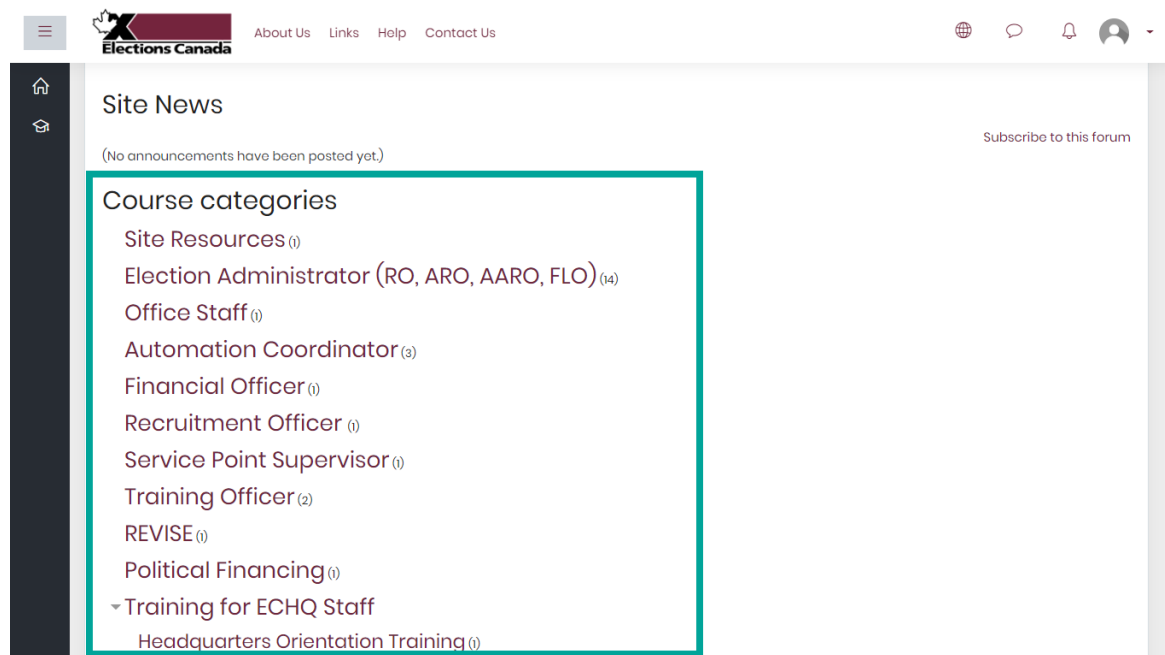
NOTE	Only EAs and relevant headquarter staff have access to the complete list of courses on the virtual training centre.

The second way to access the courses is with the side menu.

1. Click the icon [☰] in the upper left corner.

Figure 17   Displaying the side menu
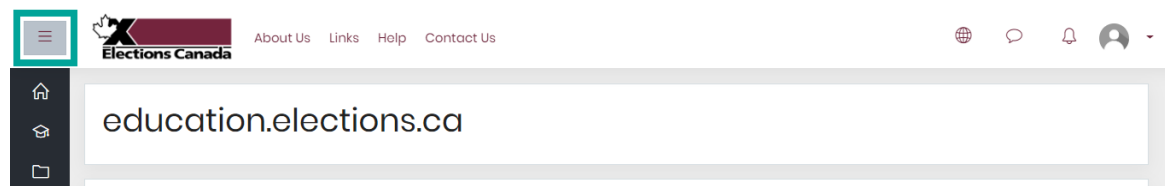
2. The side menu is displayed.

Figure 18   Accessing courses from the side menu
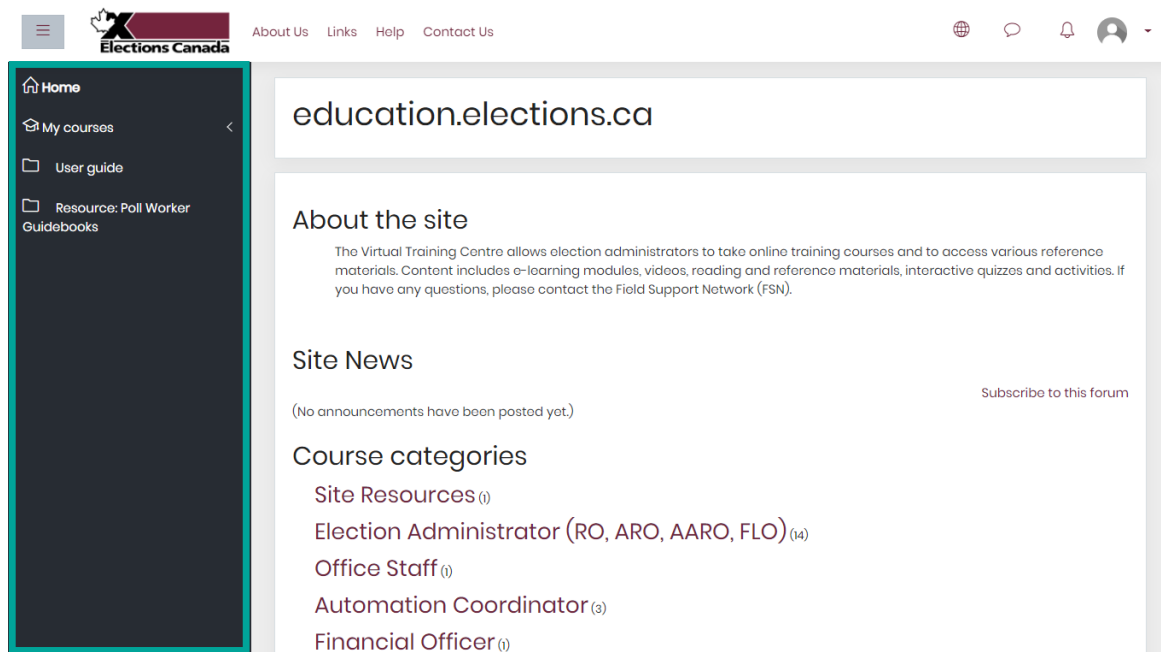
The course list is displayed in the side menu and on the main screen.

3. On the main screen, click on "**Access**" or in the side menu, click on the title of the position you hold or on any course title that you have access to.

Figure 19   List of courses
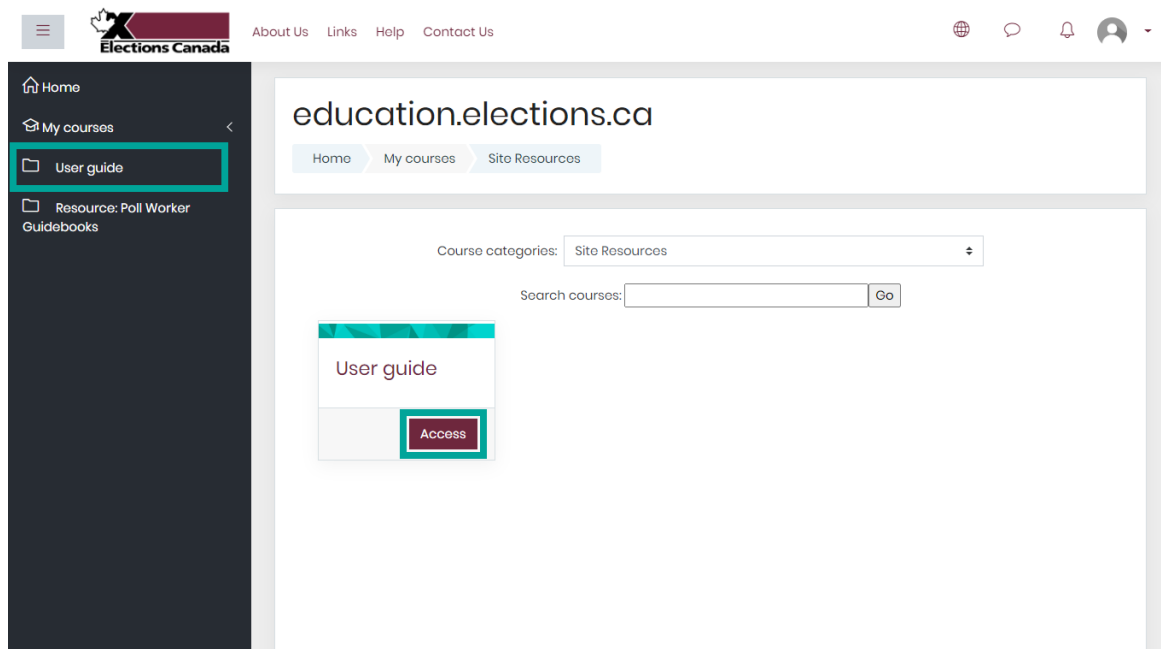
4. You will be redirected to the learning activities of the selected course.

3.4   Breadcrumb trail

The breadcrumb trail at the top of the page keeps track of your location within the training site. It will display the hierarchy of the current page in relation to the website's structure. You can use the links in the trail to navigate within the site.

Figure 20   Breadcrumb trail
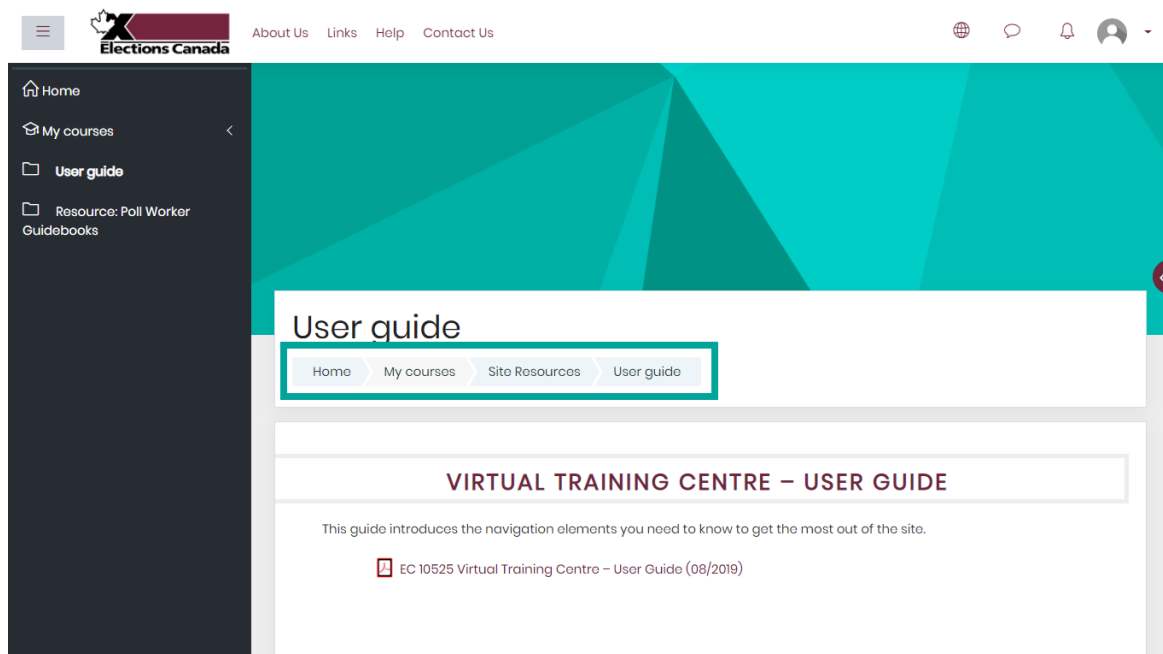
3.5   Activities

Each course will have a variety of activities to complete.

Uncompleted activities can be identified by the empty check box to the right of the activity name. Upon completion, a check mark is added.

Figure 21   Activities

Readings

Readings can take the form of web pages, PDF documents, or manuals. These activities may open in a new link. It will be your responsibility to read and understand the text.

Types of information	Convention	Example
Downloadable PDF document		EC 10525 Virtual Training Centre – User Guide
Downloadable Word document		RO Event & Post-Event Workbook
Additional information to consult		The Canadian Elections Act
Resource hosted on a website		The Role and Structure of Elections Canada

Videos

Some training is available in video format. Simply watch the video and make sure you understand the message.

Figure 22   Videos
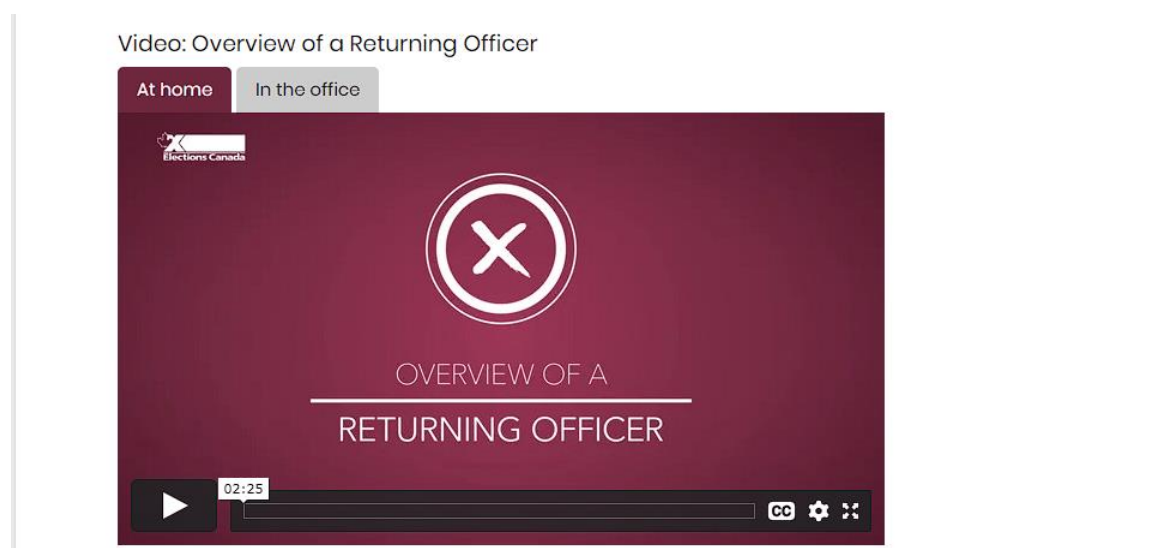
Modules

Modules are interactive training tools. They provide course materials in a logical order and guide you through the content. Use the buttons in the modules to progress through the training.

To exit the module click the "**Exit activity**" link at the top right. If you exit a module part way through the content, you will be able to resume the module at the point you left off.

You will receive a congratulatory screen at the end of each module, confirming you have completed your studies of the content.

Figure 23   Modules
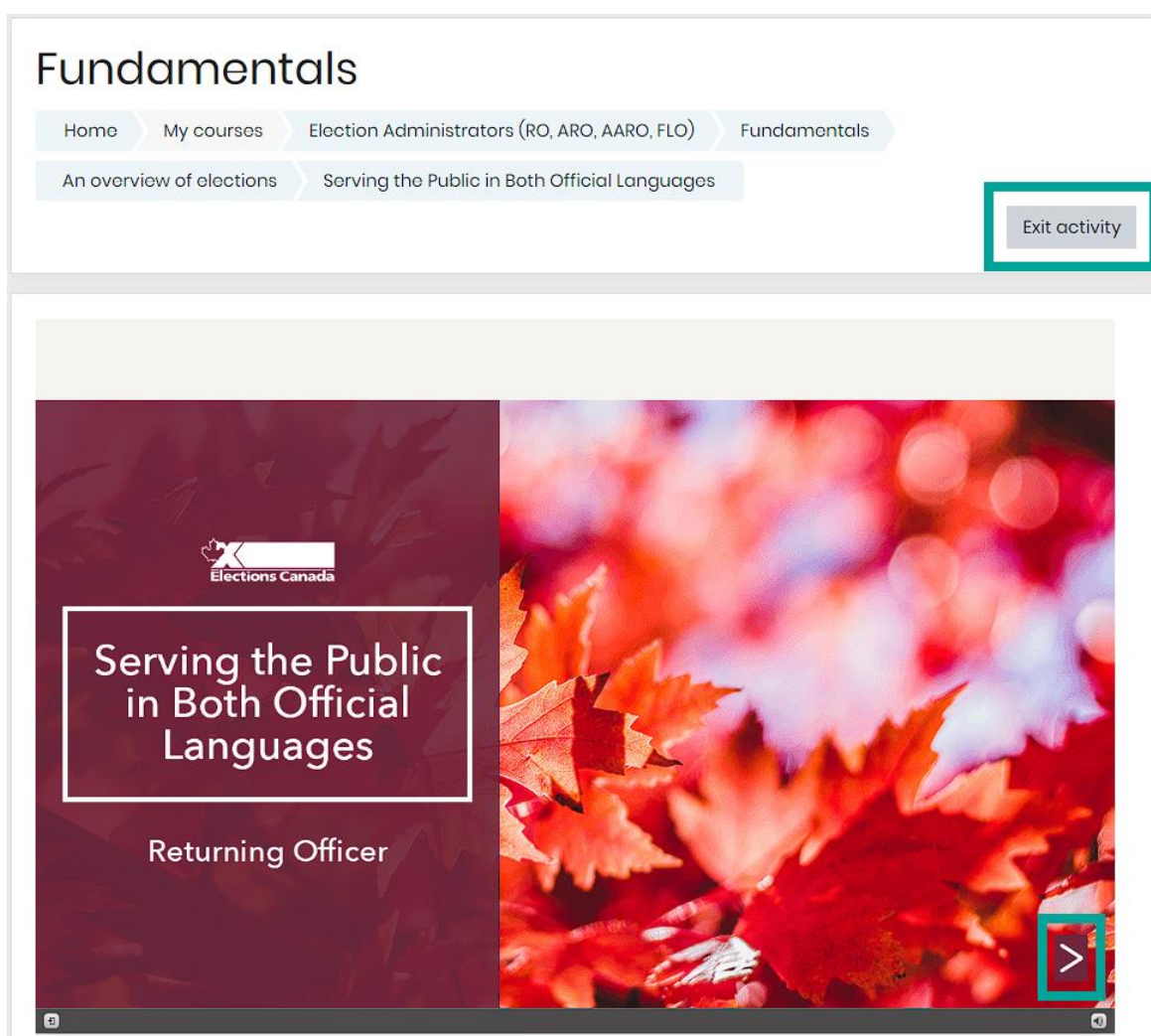
3.6 Activity completion report

This report allows FLOs and ROs to check up on their team members' course progression. In the course you will see a new panel on the right-hand side, titled "**Administration**".

Figure 24　Course
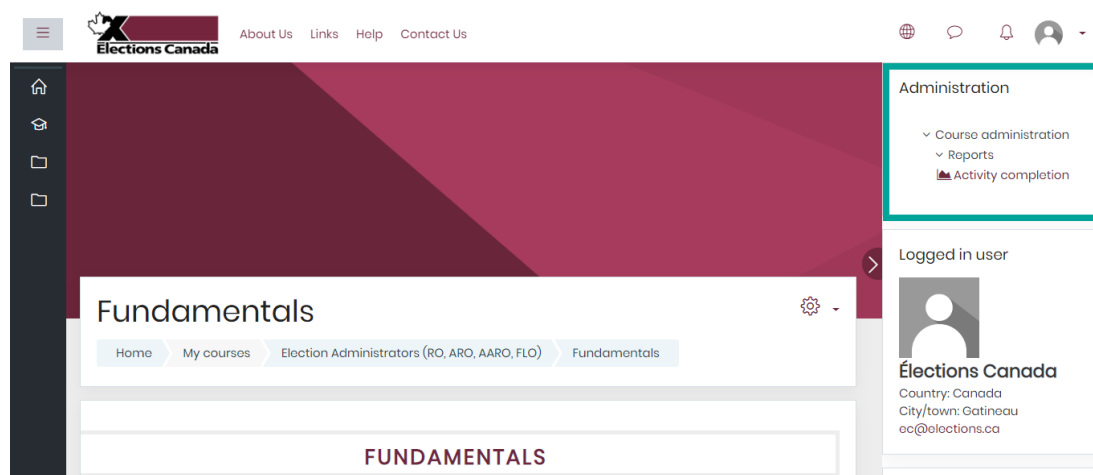
Under "**Course Administration**", click on "**Reports**", then click on "**Activity completion**".

Here, you can see the activity completion for each member in your ED, for the course you have selected.

Figure 25　Activity completion report
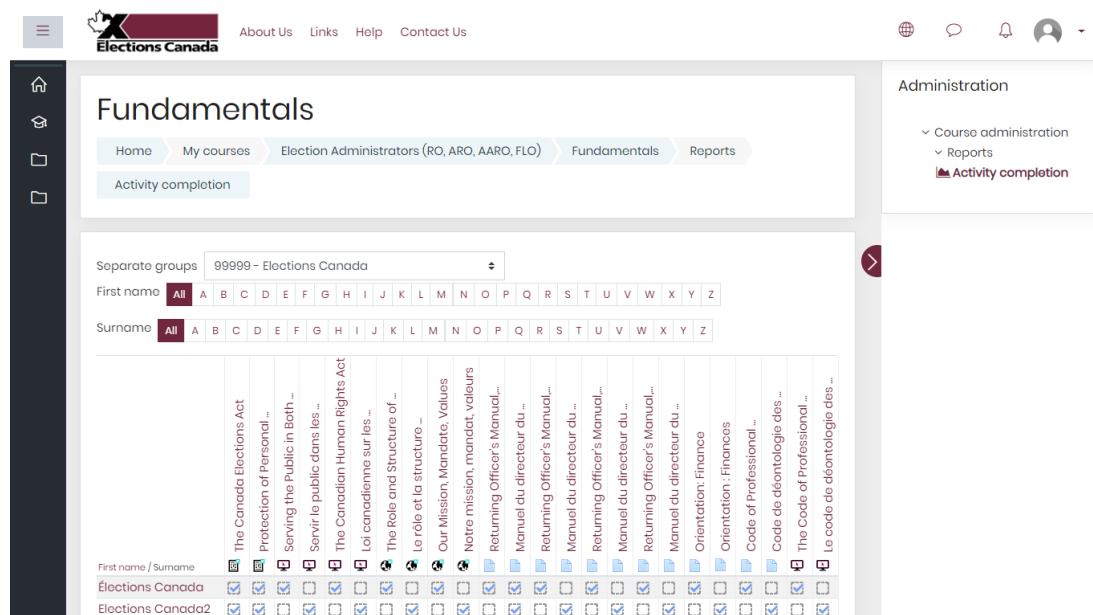
> **NOTE** FLOs are able to select different electoral districts in their region.

Figure 26   Electoral Districts

On the Activity completion page, you can see a table with your team members on the left, and the activities in the course along the top. A check mark indicates that the activity has been completed. The report displays all of the activities in the course, including English, French, and bilingual activities. Each activity only needs to be completed in one language.

Figure 27 Activity completion

	Description
■	The first learner has completed all of the course activities in English.
■	The second learner has completed all of the course activities in French.
■	The other learners have many activities yet to be completed.

This new feature allows you to check up on your team members progress, and provide any assistance if they have not completed an activity. It also allows you to confirm that your team members have completed the course before submitting your claims.

Chapter 4 – Managing your Account

This chapter covers the following topics:

- *4.1 Courses*
- *4.2 Progression*

4.1　Courses

When you log in, you will be able to see the courses available to you under "**Courses**". Check your mandates to see which training you must complete. Some training is not mandatory, but is available to you for your information.

Figure 28　Courses
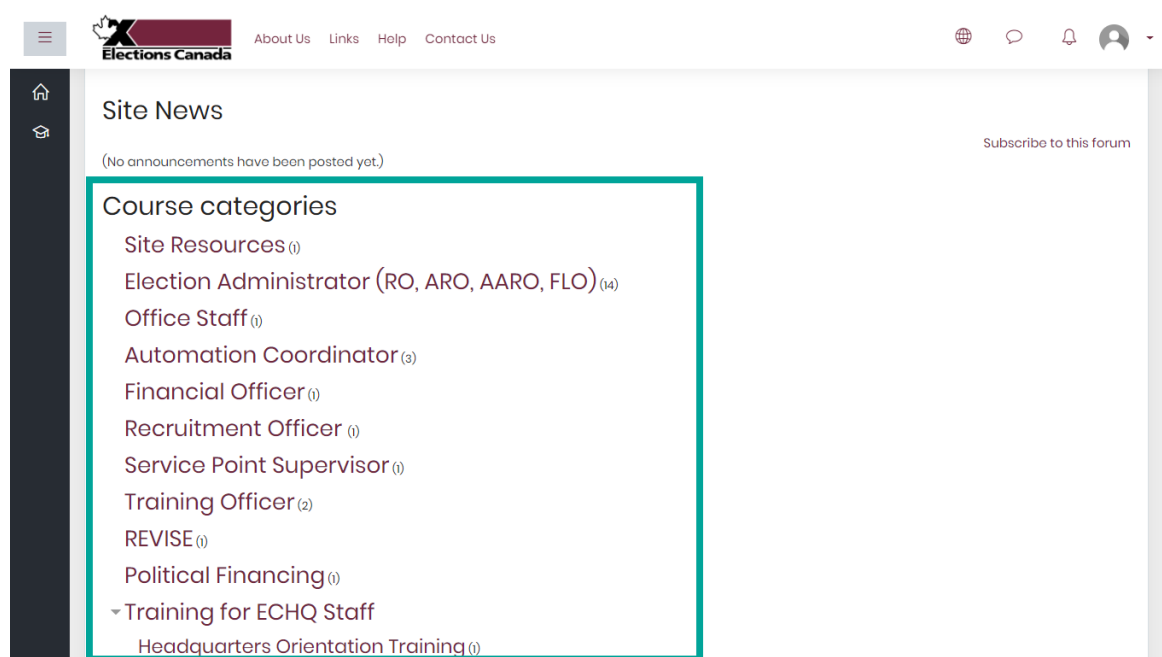
How each course is organized

Training for election administrators

The online training program aims to support electoral administrators (EAs) in accomplishing pre-event tasks in preparation for the next General Election. In order to ensure that the EAs, in particular those newly appointed, receive the information in time, the program has been segmented into several courses. Each course includes a variety of activities – reading, videos, learning modules and discussions with the field liaison officer if necessary. These activities must enable EAs to acquire the common basic knowledge and skills necessary for the performance of their functions.

Resources for election administrators

In addition to training courses, election administrators have access to a range of resources such as informational videos, poll worker guidebooks, etc. These materials appear at the bottom of the course category, and their titles are always preceded by the word "**Resource:**".

Some resources in the Virtual Training Centre are identical to those found in ECDocs, to allow easier access by AROs and AAROs.

Training for other positions

As an election administrator, you will also have access to training courses for other positions within your office. Many of these courses are available for your information only and the course structure may vary.

4.2   Progression

Users can navigate the activities of the selected course at their own pace and an activity can be completed as many times as you want. Even if the activities are mostly independent of each other, it is recommended to complete them in their order of appearance.

Some activities are followed by a quiz which can also be taken as many times as desired, even if the finished note appears when completing the quiz, only the best result will be kept. Throughout the quiz, you will be able to access the answers and feedback that accompany each question.

Completion Progress bar

For each course, a "**Completion Progress**" bar located on the right of the screen allows you to track the activities completed and those which must be completed. An uncompleted activity is represented by a blue square, and by moving the cursor over a square, the title of the activity is displayed as well as the words "**Not completed** ❌". When an activity is completed, the square is displayed in green and the words "**Completed** ✅ " appear.

Figure 29   Completion progress bar