



# Virtual Training Centre–User Guide

Elections Canada Staff

## How To Reach Us

Website	<a href="http://www.elections.ca">www.elections.ca</a>
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)	<a href="mailto:info@elections.ca">info@elections.ca</a>
Technical Support	Field Support Network <a href="mailto:rsr-fsn@elections.ca">rsr-fsn@elections.ca</a> 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



- 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	Major updates
EC 10525 (01/2023)	January 2023	Major updates
EC 10525 (08/2023)	August 2023	Major 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



- 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

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## Acronyms

**Table 1 Acronyms and Their Meanings**

<b>Acronym</b>	<b>Meaning</b>
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	<b>WARNING:</b> After three failed login attempts, one hour must elapse before trying to log in again.	
Checklist	Heading titles that start with a <b>C</b> followed by a number represent a checklist	<b>C[#]</b>
Screen/window	<b>Elector Search</b>	Bold text
Cross-references and links to other EC resources and publications	See <u><i>1.5 Other Resources</i></u>	Underlined italicized text (maroon)
Websites with hyperlinks and email addresses	<a href="http://www.elections.ca">www.elections.ca</a>	Bold text (blue)
Keyboard keys	<Ctrl><Alt><Delete>	Enclosed bold text

## Chapter 1 – Introduction

The Virtual Training Centre 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 Creating 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 Creating a new account

#### **Election administrators**

If you are an election administrator (FLO, RO, ARO, AARO, PAARO), you do not need to create an account. You will receive an email from EC with your credentials shortly after your appointment. If you have not received an email, please contact the Field Support Network.

#### **Staff at field offices of Elections Canada**

Your RO will send you an information sheet, which includes an enrolment key that is specific to your position. The sheet provides all the information you need to create your account and start learning. On the homepage, click on “**Enrolment keys**” to start creating your account. If you have not received an information sheet, please contact your RO.

#### **Poll workers**

Your local office may require you to complete online training for your position. If so, you will receive an information sheet from the office, with all the information you need to create an account and start your learning. On the homepage, click on “**Enrolment keys**” to start creating your account. If you do not have an information sheet, contact your local office.

#### **Staff at headquarters of Elections Canada**

A VTC account was created for you at the same time as was your EC network account. Ask your supervisor for a copy of the email that contains this information. If this email is not available, or if you have any other questions or issues with the site, please contact the IT Service Desk.



**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:

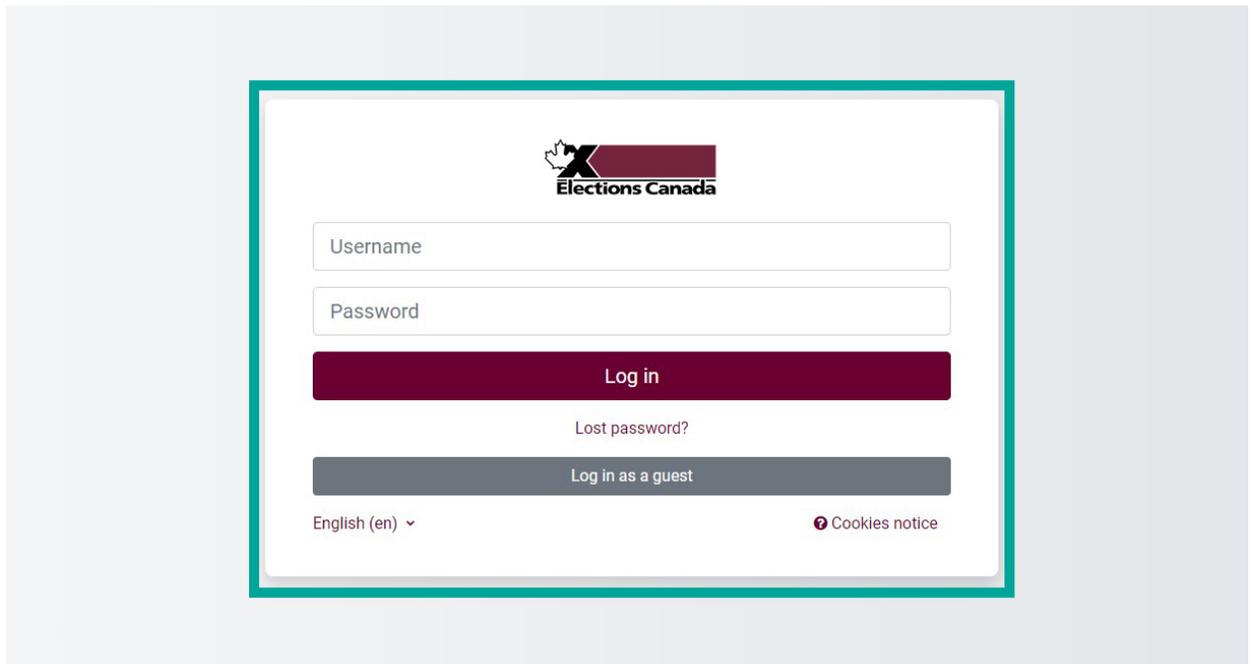
1. Go to the training site at [education.elections.ca](https://education.elections.ca).



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 on “**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

JD **Jean Dupont** Message

Home Dashboard My courses About Us FAQ Links Contact Us

JD

Preferences Change password

You must change your password to proceed. ×

### Change password

Username jean.dupont@elections.ca

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 special character(s) such as \*, -, or #

Current password

New password

New password (again)

Required

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

## 2.3 You forgot your password

1. Go to the log in page and click on the “**Forgotten your username or password?**” link.

**Figure 3** You Forgot Your Password

Elections Canada

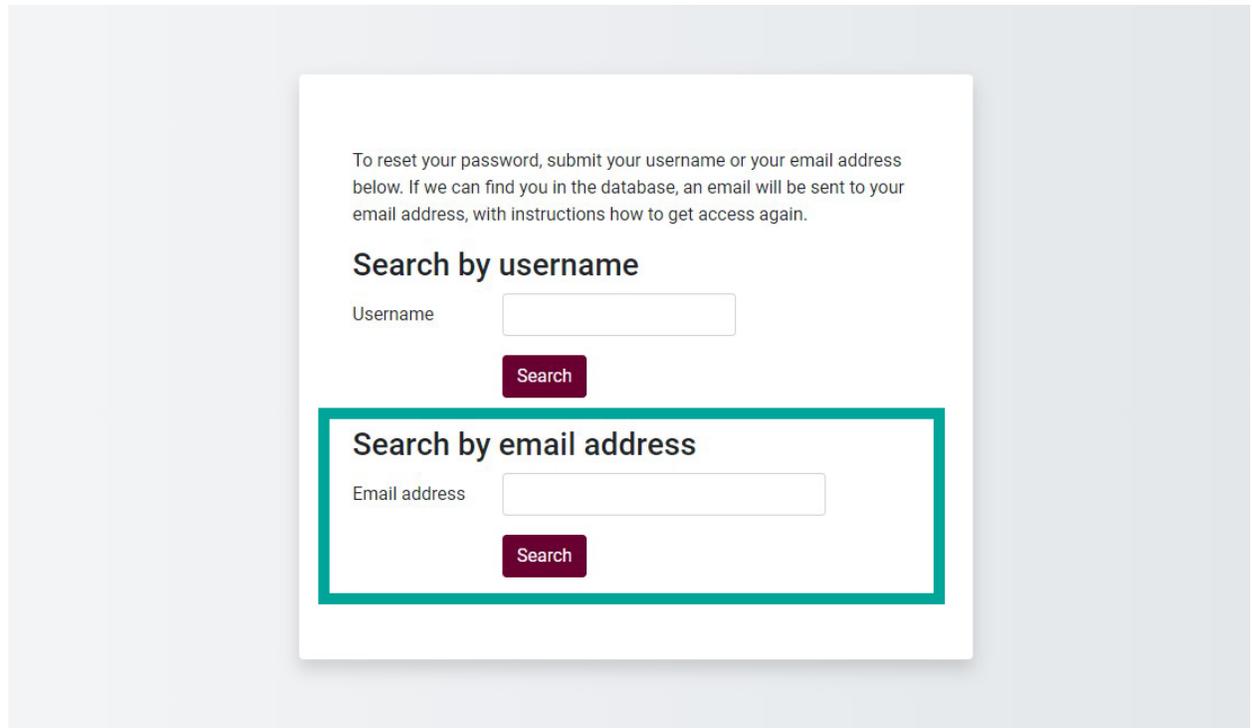
Username

Password

English (en)

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

**Figure 4 Search by Email Address**



To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again.

**Search by username**

Username

**Search**

**Search by email address**

Email address

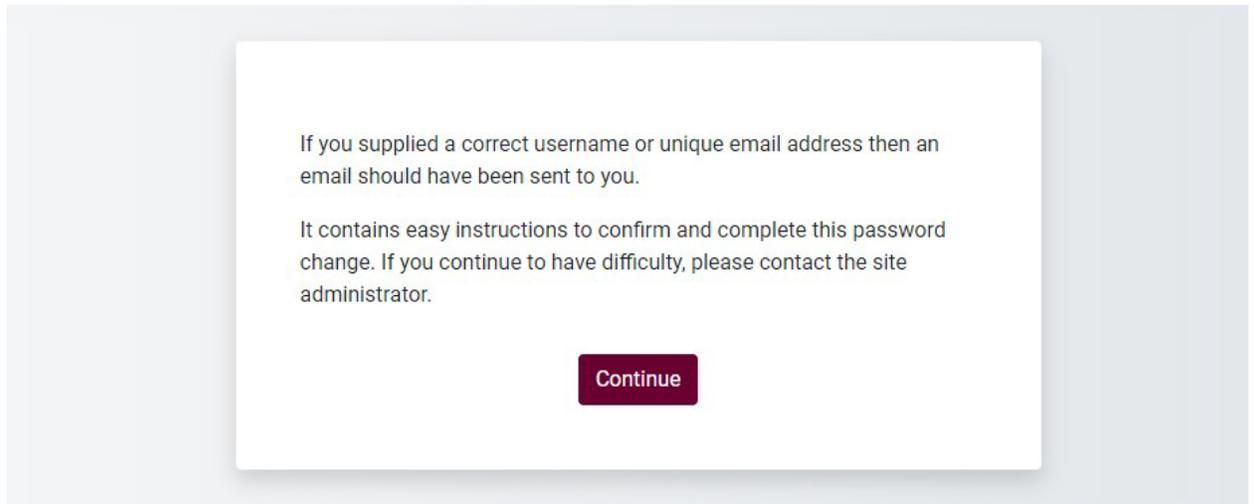
**Search**



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:

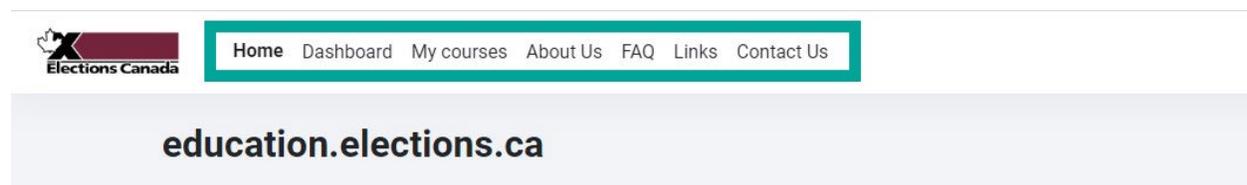
- *3.1 Homepage*
- *3.2 Find and access a course*
- *3.3 Activities*
- *3.4 Course completion report*

### 3.1 Homepage

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

- **“About us”** – learn more about EC
- **“FAQ”** – most frequently asked questions for the VTC
- **“Links”** – find important links
- **“Contact us”** – contact EC

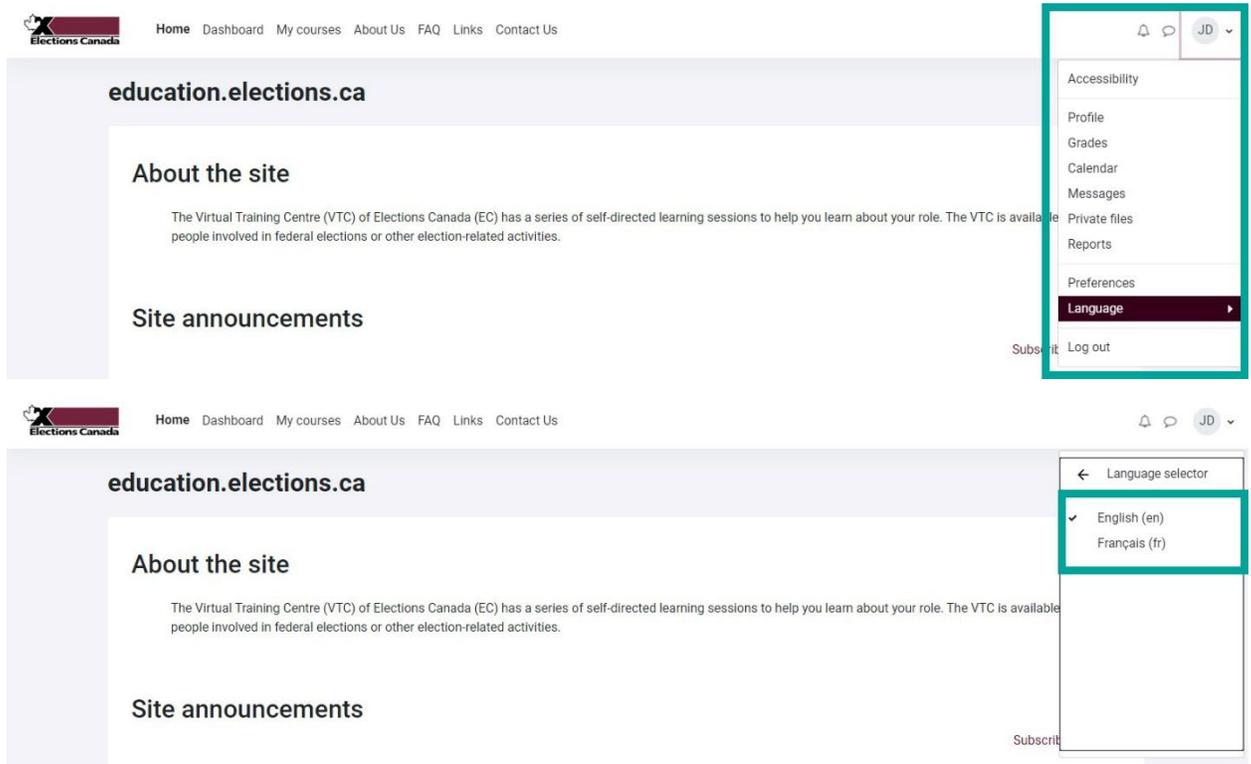
Figure 6 Homepage Menu



### Choose a language

1. Click on your initials and then select Language. Select the language you want to use for the interface.

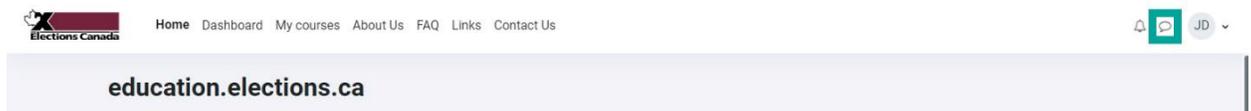
**Figure 7 Select the Language**



### 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**

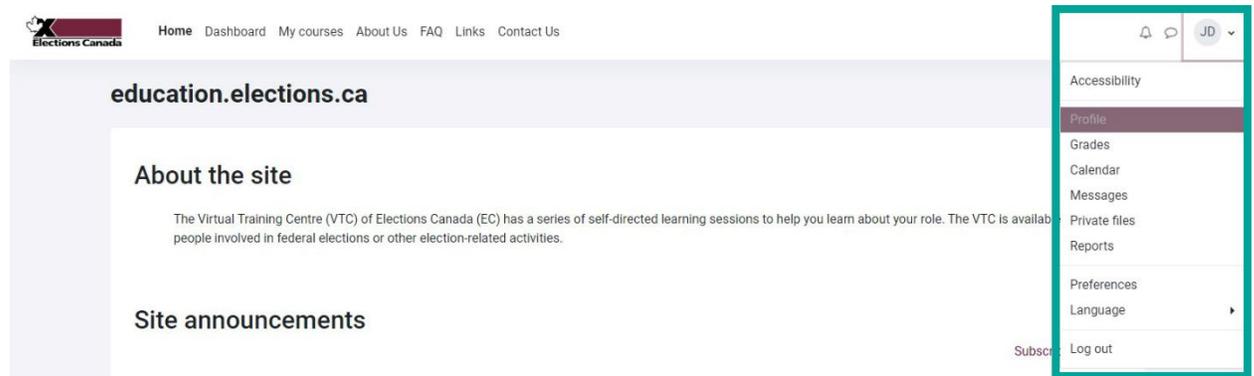


## Profile

To view and manage your profile:

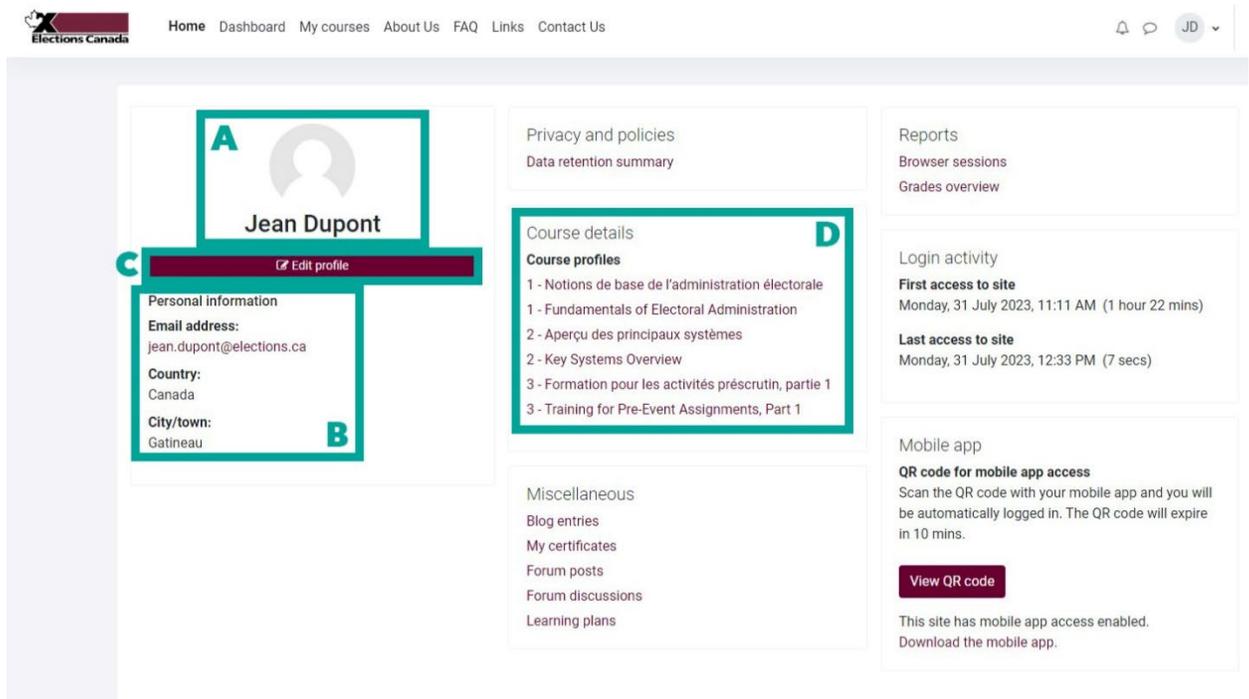
1. Click on your initials.
2. Click on Profile.

Figure 10 Profile



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

**Figure 11 My Profile**



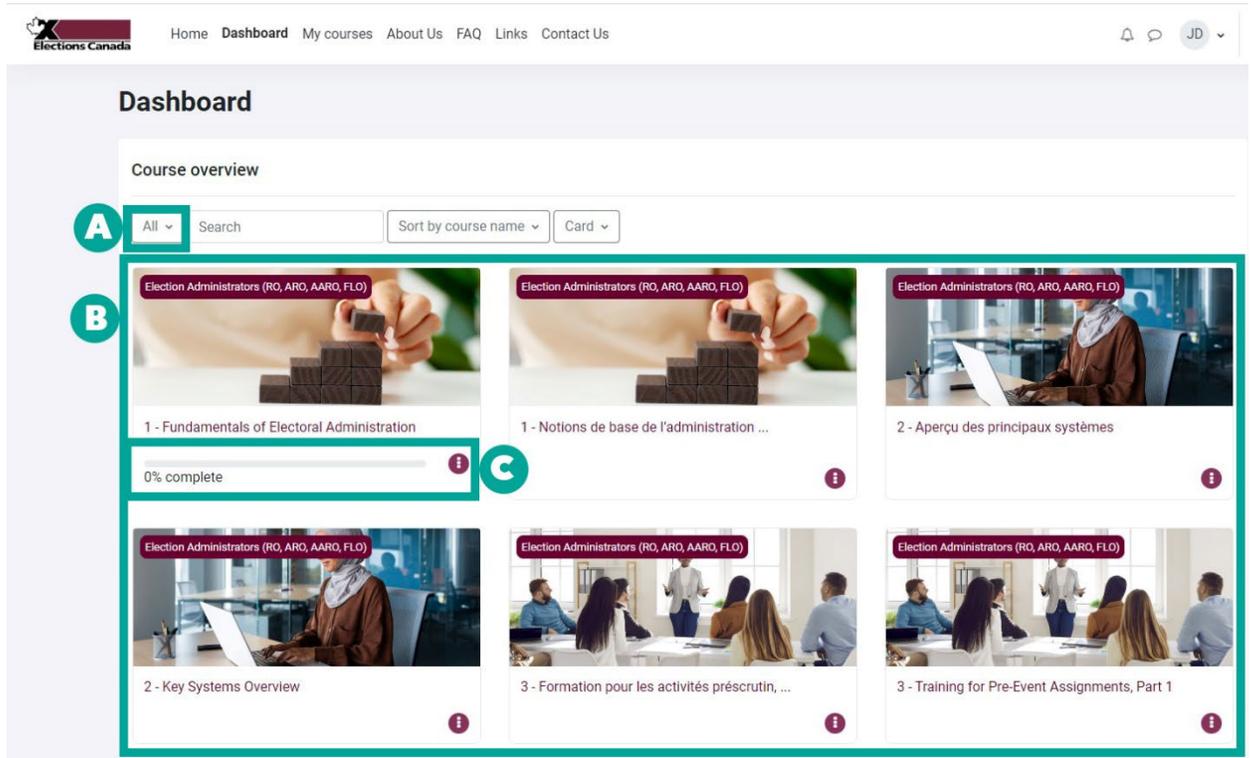
Profile elements		Description
A	<b>User</b>	The name of the person with whom the account is associated
B	<b>User details</b>	Contains your profile information
C	<b>Edit profile</b>	To edit or add information about yourself
D	<b>Course profiles</b>	The courses that are associated with your position



**Dashboard**

To view your progress for the courses you are enrolled in, click on “Dashboard” from the main navigation bar.

Figure 12 Dashboard



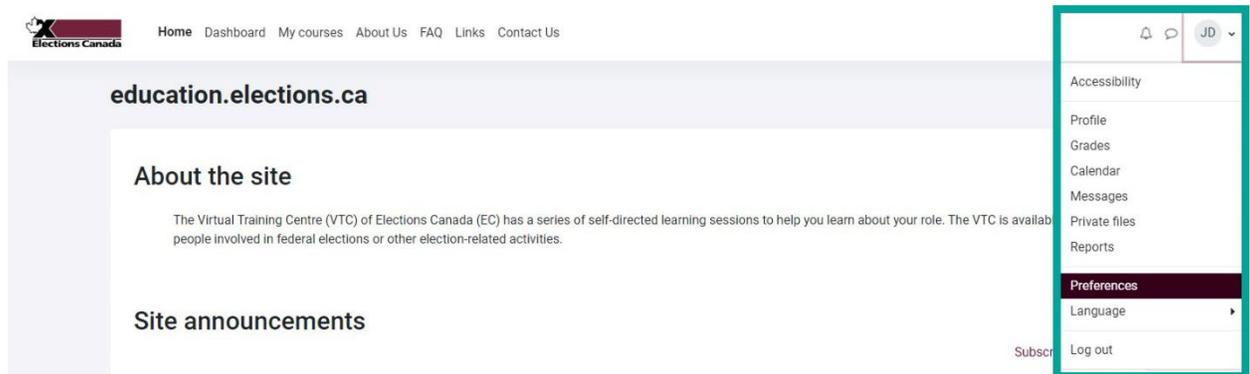
Dashboard Elements		Description
A	<b>Sorting options</b>	Sort which courses you can see
B	<b>Course list</b>	A list of all the courses you are enrolled in
C	<b>Completion progress</b>	Progress made for each course you are enrolled in

### Preferences

To modify certain aspects of your account:

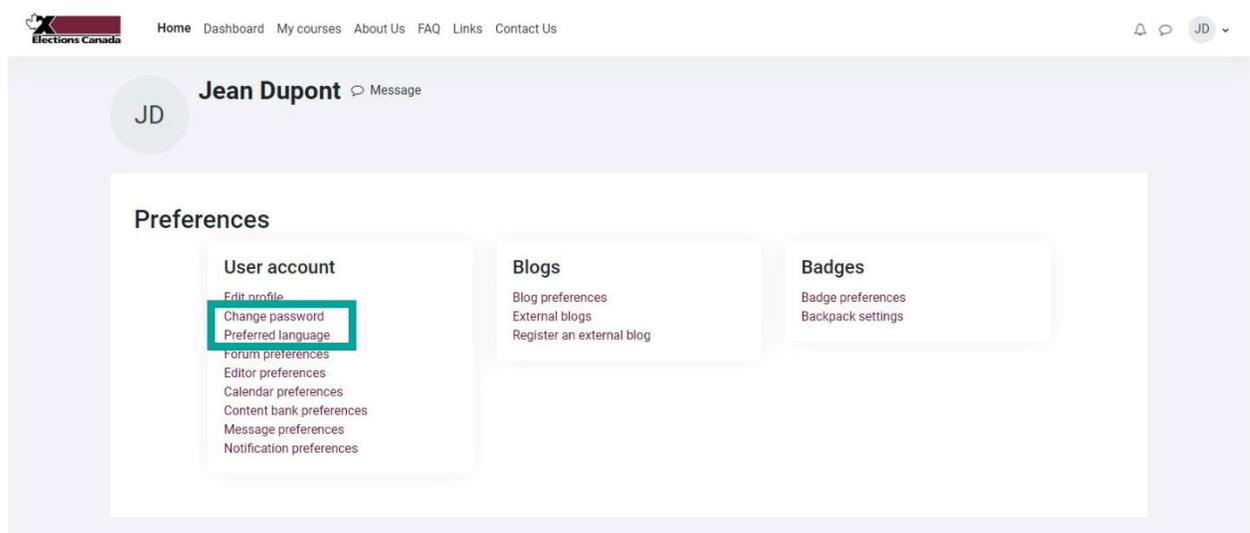
1. Click on your initials.
2. Then click on **“Preferences.”**

Figure 13 Preferences



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

Figure 14 Preferences

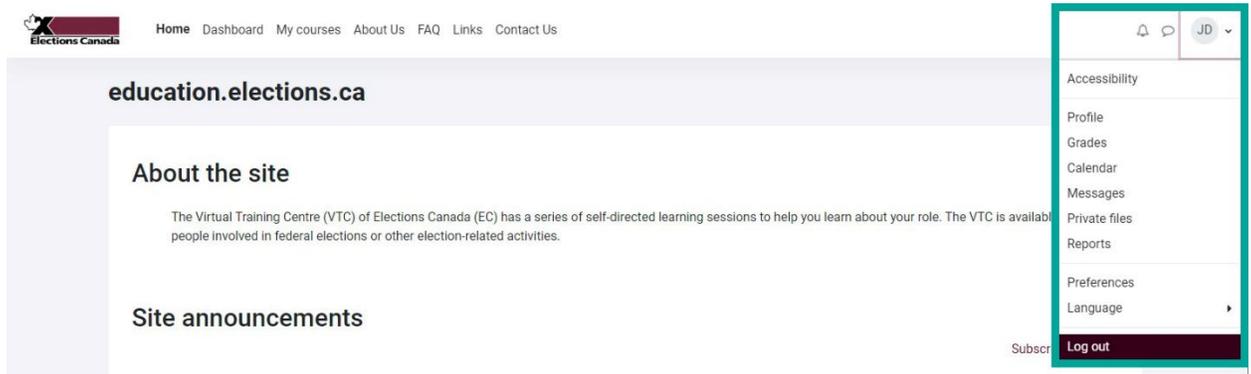


4. Click on **“Change password”** to change your password.
5. Click on **“Preferred language”** to open all of your session in either official language.

## Log out

1. Click on your initials.
2. Click on **“Log out”** and the session will end immediately.

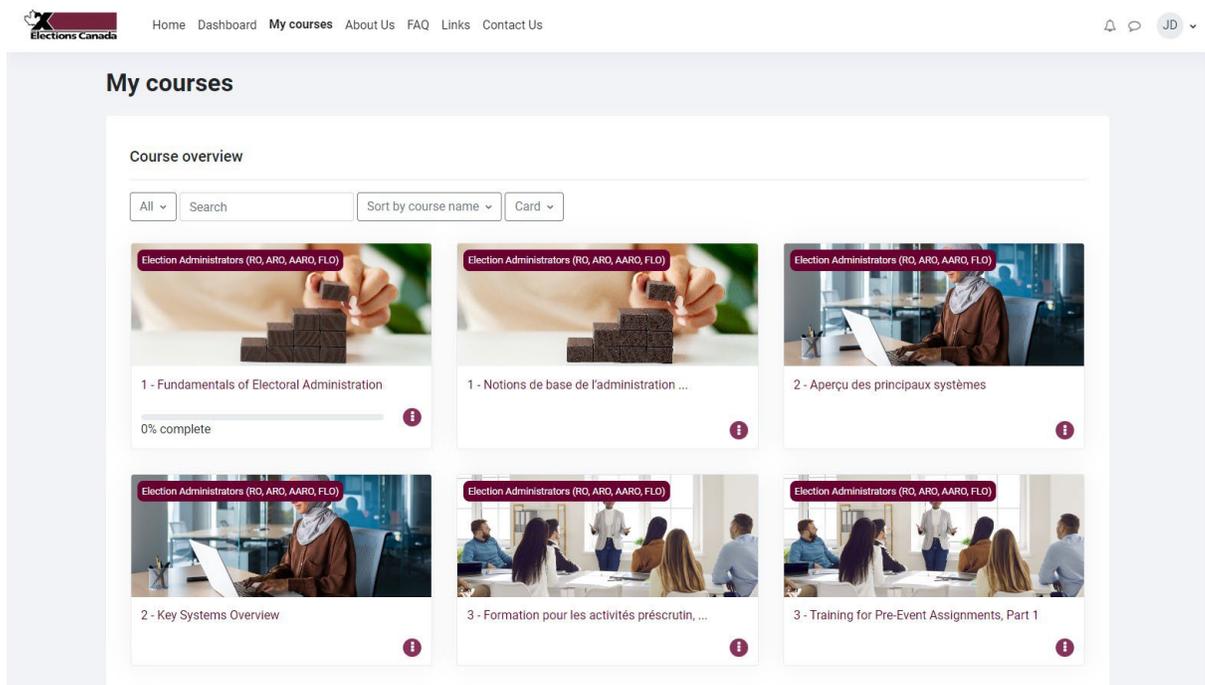
Figure 15 Log Out



### 3.2 Find and access a course

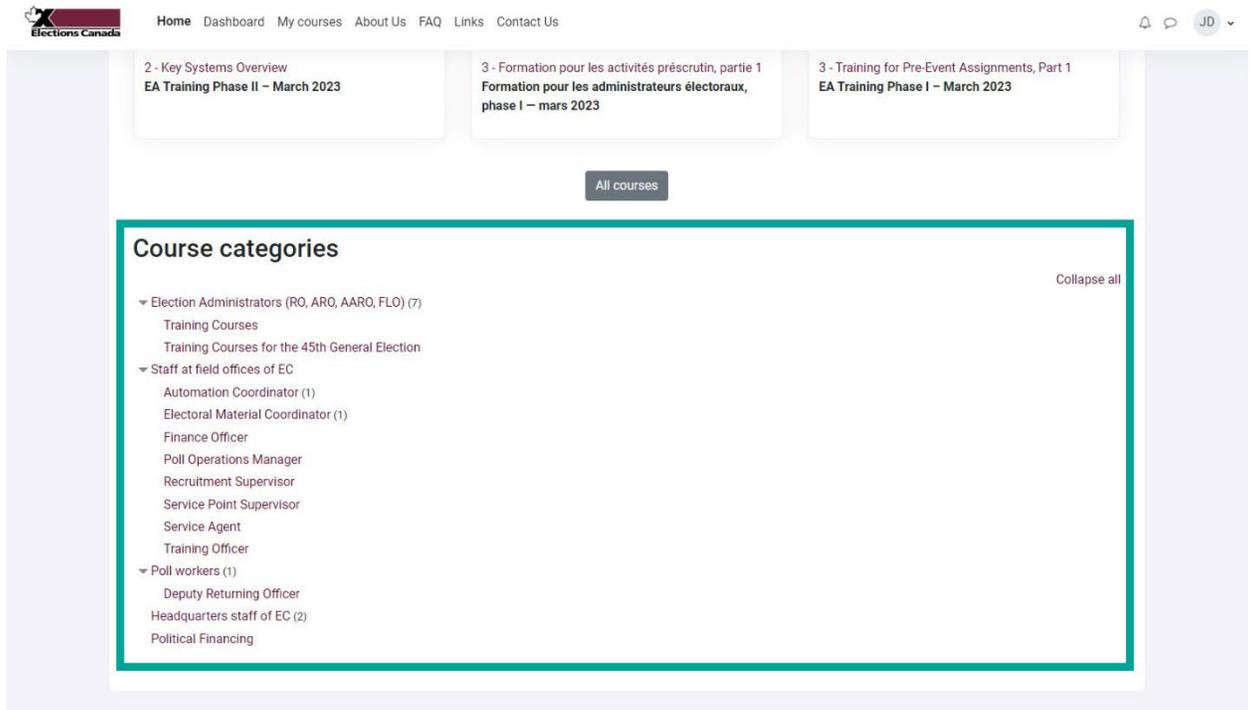
1. On the homepage, under “**My courses,**” you will find all of the courses that you are enrolled in. Click on the course you want to access. To improve user experience, separate English and French versions of the courses are available. This means you will see both languages in the interface. You will only need to complete the course in the language of your choice. Offering separate courses allows us to offer a broader range of activities and simplify activity completion. We hope you enjoy this change as much as we do.

Figure 16 Accessing My Courses on the Homepage



2. On the homepage, under “**Course categories**,” click on 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 17 Accessing Course Categories on the Homepage**

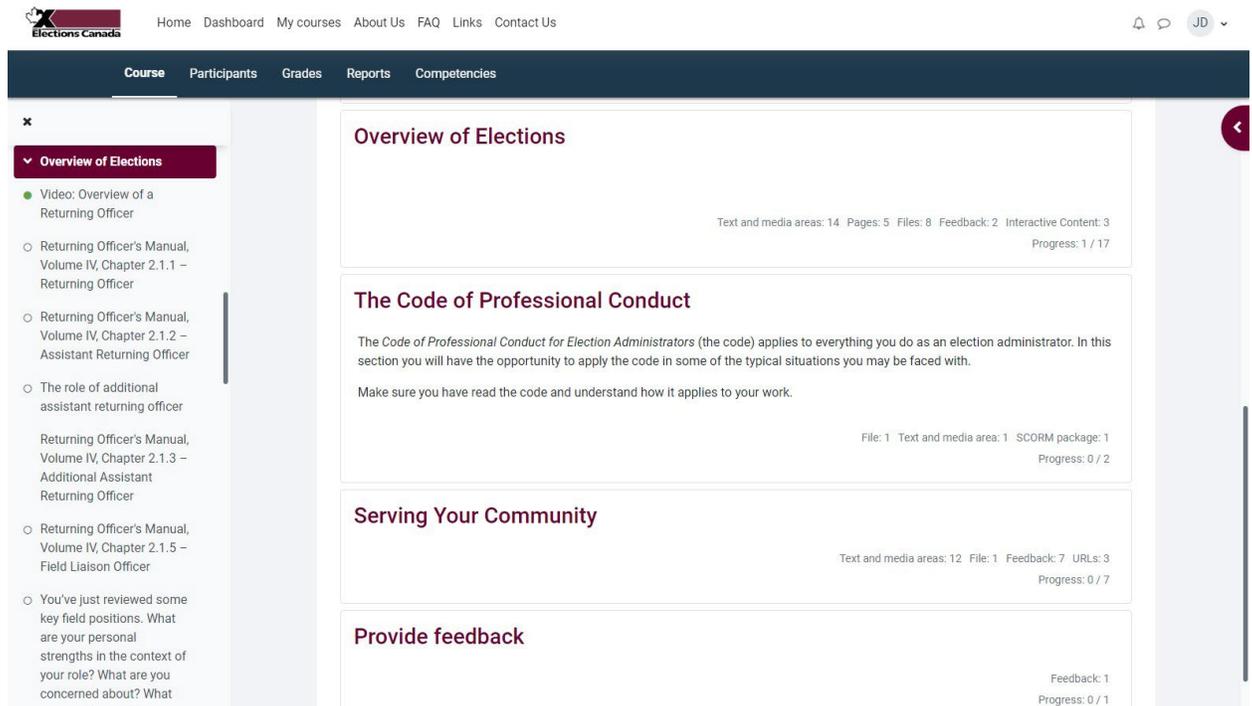


Only EAs and relevant headquarter staff have access to the complete list of courses on the virtual training centre.

### 3.3 Activities

Each course will have a variety of activities to complete.

Figure 18 Activities



The screenshot displays the user interface of the Elections Canada training site. At the top, there is a navigation bar with the Elections Canada logo and links for Home, Dashboard, My courses, About Us, FAQ, Links, and Contact Us. A user profile icon labeled 'JD' is visible in the top right corner. Below the navigation bar, a dark blue header contains the course title 'Course' and sub-sections: Participants, Grades, Reports, and Competencies. The main content area is divided into a left sidebar and a main panel. The sidebar, titled 'x', lists course activities under the heading 'Overview of Elections'. The main panel shows a detailed view of the 'Overview of Elections' section, including a progress indicator (1 / 17) and a list of content types: Text and media areas (14), Pages (5), Files (8), Feedback (2), and Interactive Content (3). Below this, the 'The Code of Professional Conduct' section is shown, with a progress indicator (0 / 2) and content types: File (1), Text and media area (1), and SCORM package (1). The 'Serving Your Community' section has a progress indicator (0 / 7) and content types: Text and media areas (12), File (1), Feedback (7), and URLs (3). Finally, the 'Provide feedback' section has a progress indicator (0 / 1) and a Feedback (1) item.

## Readings

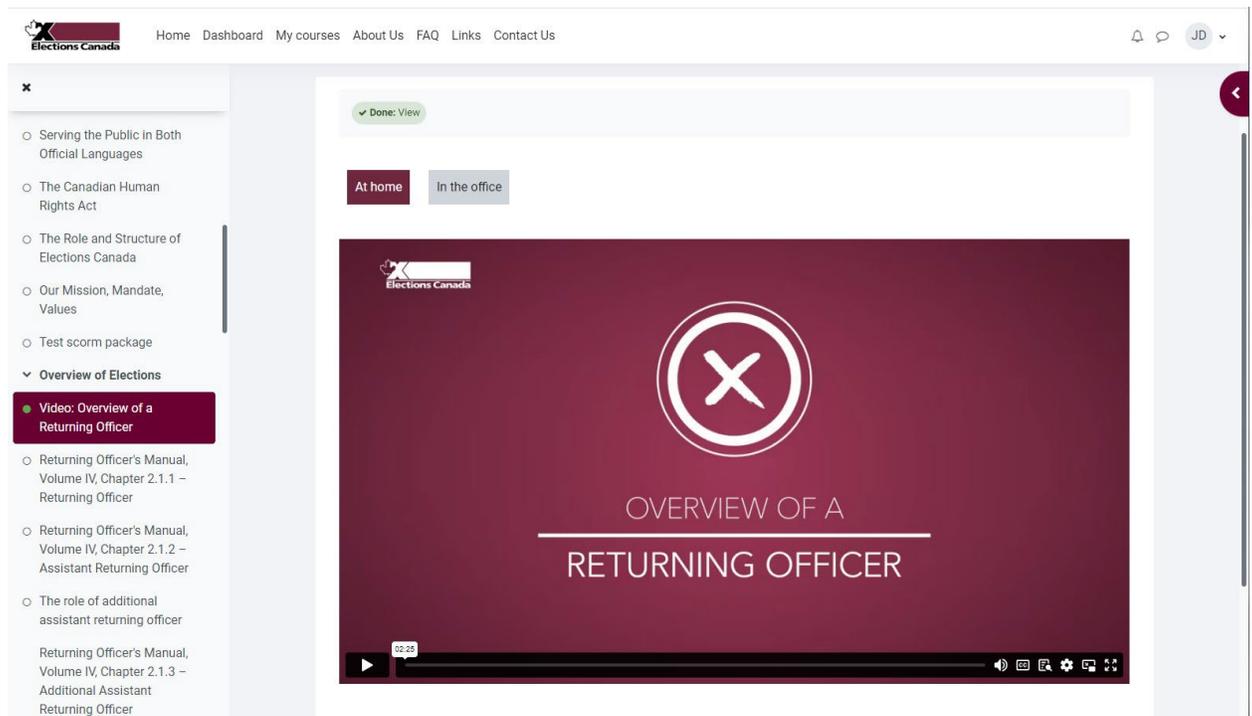
Readings can take the form of web pages, PDF documents, or manuals. These activities may open in a new link. It will be your responsibility to read and understand the text.

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 19 Videos



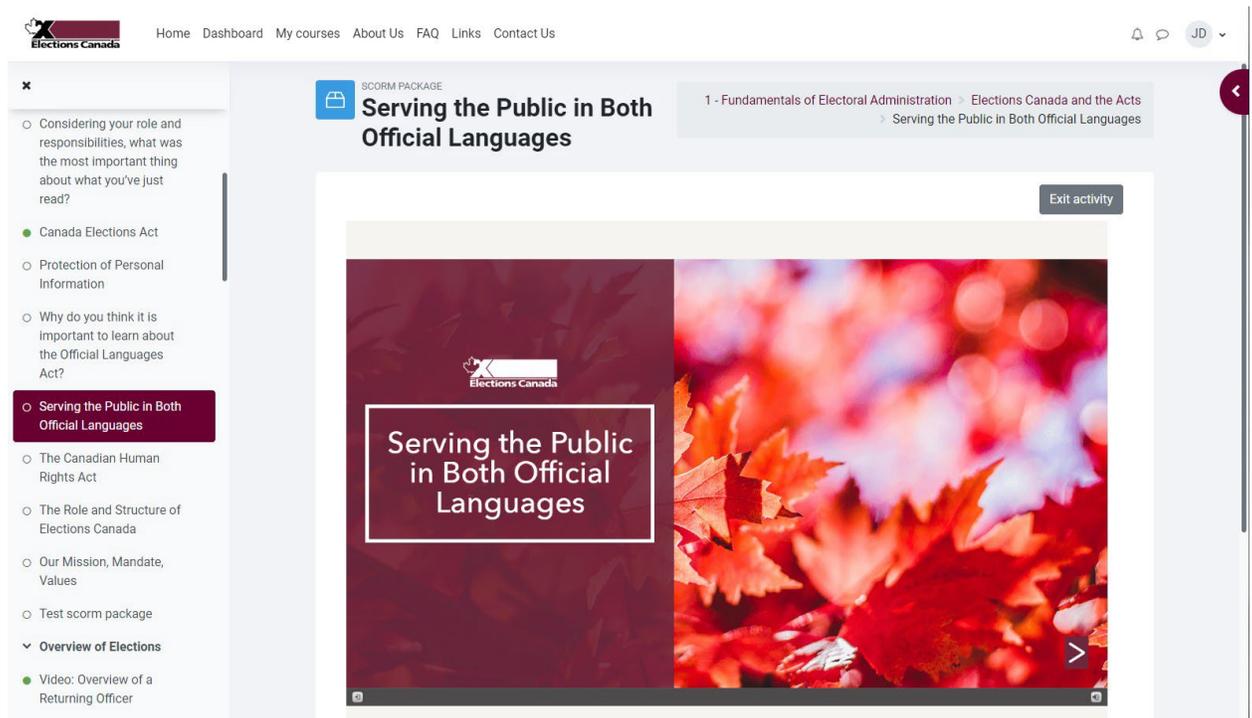
## Modules

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 20 Modules



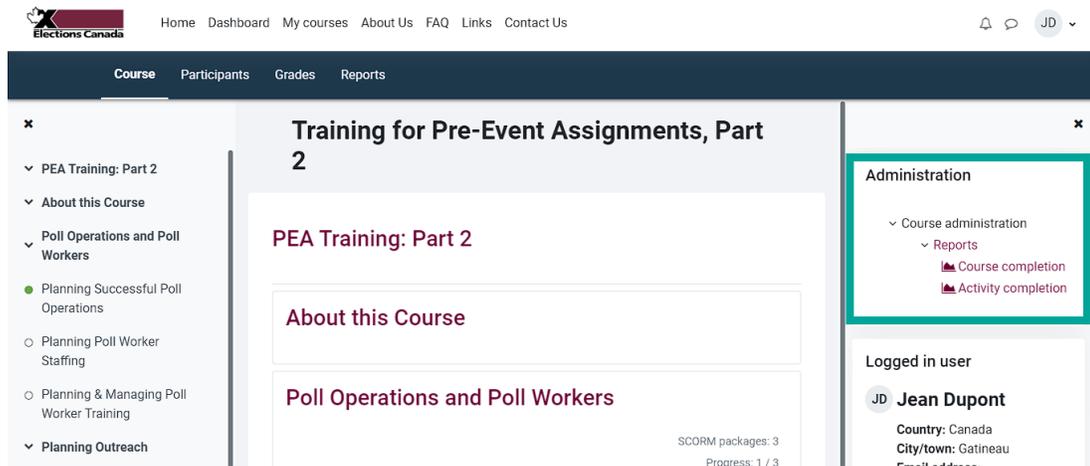
## External activities

Some training will take you to external websites. If the website requires a separate user account, more information will be provided in the activity section. It is important to return to the VTC when you finish the external training.

### 3.4 Course completion report

This report allows FLOs and ROs to check up on their team members’ course progress. In the course, you will see a panel on the right-hand side, titled “Administration.”

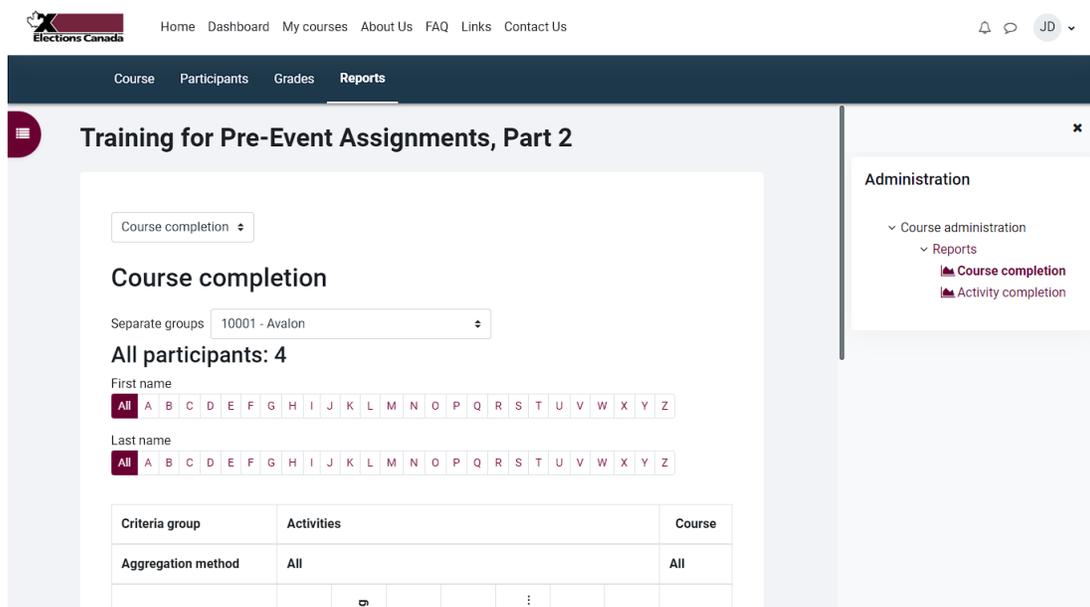
**Figure 21 Course Administration**



Under “Course Administration,” click on “Reports,” then click on “Course completion.”

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

**Figure 22 Course Completion Report**



**NOTE** FLOs are able to select different electoral districts in their region.

**Figure 23 Electoral District Selection**

The screenshot shows the 'Elections Canada' training site interface. At the top, there is a navigation bar with links for Home, Dashboard, My courses, About Us, FAQ, Links, and Contact Us. Below this is a dark blue header with tabs for Course, Participants, Grades, and Reports. The main content area is titled 'Training for Pre-Event Assignments, Part 2'. A 'Course completion' dropdown is visible. Below it, the 'Separate groups' dropdown menu is open, showing three options: '10001 - Avalon' (highlighted), '10002 - Bonavista-Burin-Trinity', and '10003 - Coast of Bays-Central-Notre Dame'. Below the dropdown are filters for 'All participants' and 'First name' with alphabetical navigation buttons. A table at the bottom shows 'Criteria group', 'Activities', and 'Course' with 'All' selected for both.

Criteria group	Activities	Course
Aggregation method	All	All

On the course completion page, you can see a table with your team members on the left and the activities in the course along the top. A checkmark indicates that the activity has been completed. A checkmark under the course complete column shows that a user has completed the course.

**Figure 24 Course completed**

Criteria group	Activities							Course
Aggregation method	All							All
Criteria	Planning Successful Poll ...	Planning Poll Worker Staffing	Planning & Managing Poll ...	Planning Outreach	Targeted Outreach Program ...	RO Manual Excerpt – Vol. ...	RO Manual Excerpt – Vol. ...	Course complete
First name / Last name								
Marc Chan	<input type="checkbox"/>							
Rita Cohen	<input type="checkbox"/>							
Jean Dupont	<input checked="" type="checkbox"/>							
Philip Perez	<input type="checkbox"/>							

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 25 Courses**

The screenshot displays the 'My courses' interface. At the top, there is a navigation bar with the Elections Canada logo and links for Home, Dashboard, My courses, About Us, FAQ, Links, and Contact Us. Below the navigation, the 'My courses' section is titled. A 'Course overview' section includes a search bar and sorting options. The main content area shows a grid of six course cards, each with a thumbnail image, a title, and a progress indicator. The first card, '1 - Fundamentals of Electoral Administration', shows a progress bar at 18% complete. The other cards are '1 - Notions de base de l'administration ...', '2 - Aperçu des principaux systèmes', '2 - Key Systems Overview', '3 - Formation pour les activités préscrutin, ...', and '3 - Training for Pre-Event Assignments, Part 1'.

### 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 Progress

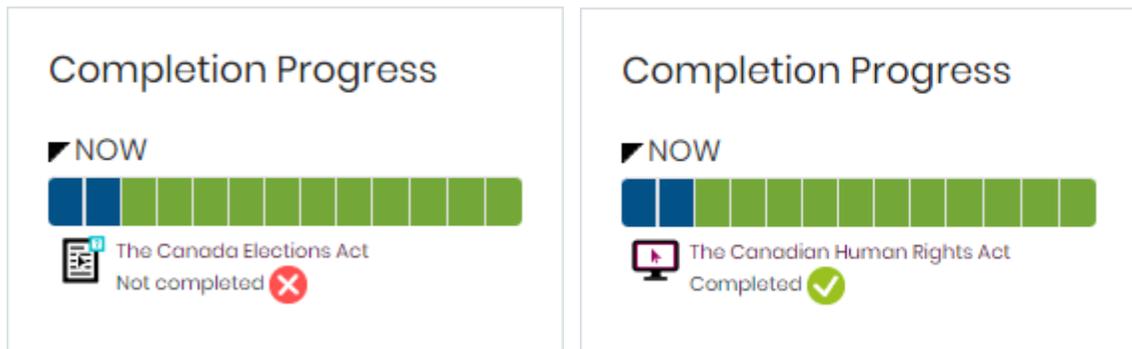
Users can navigate the activities of the selected course at their own pace and an activity can be completed as many times as they want. Even if the activities are mostly independent of each other, it is recommended to complete them in their order of appearance.

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 panel

For each course, a “**Completion Progress**” panel 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 finished ❌”. When an activity is completed, the square is displayed in green and the words “Completed ✅” appear.

Figure 26 Completion Progress panel





### Course completion status

For each course, a “**Course completion status**” block located on the right of the screen allows you to track your course completion based on the course’s completion criteria.

**Figure 27 Course Completion Status**

**Course completion status**

**Status:** *Not yet started*

All criteria below are required:

Required criteria	Status
Activity completion	0 of 7

**Course completion status**

**Status:** Complete

All criteria below are required:

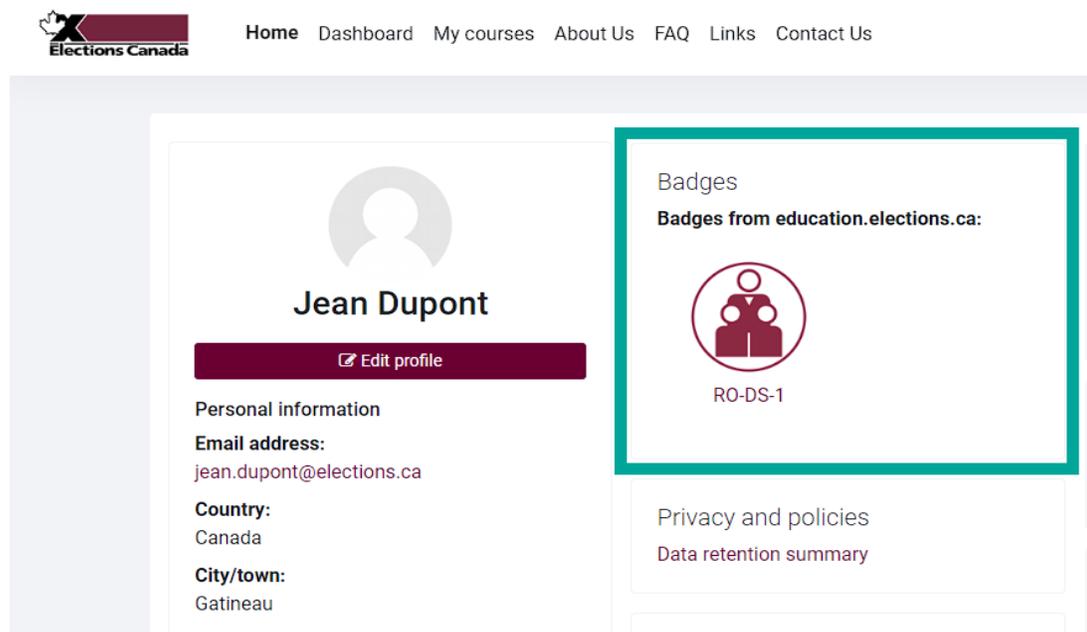
Required criteria	Status
Activity completion	7 of 7



## Badges

Badges are awarded to users after a course is completed. All of the badges that have been earned can be seen in the user's profile.

**Figure 28 Badges**



The screenshot shows the Elections Canada user profile page. At the top left is the Elections Canada logo. A navigation menu includes Home, Dashboard, My courses, About Us, FAQ, Links, and Contact Us. The profile section for Jean Dupont includes an 'Edit profile' button and personal information: Email address: jean.dupont@elections.ca, Country: Canada, and City/town: Gatineau. A 'Badges' section, highlighted with a red border, shows 'Badges from education.elections.ca:' with a badge icon and the ID 'RO-DS-1'. Below the badges section are links for 'Privacy and policies' and 'Data retention summary'.