

Student Manual

This Student Manual is designed to help you use the software program of our Web Site which is known as the OTAC system. It is designed with the user in mind. It allows timed study, review of material, testing, reference material, and access to an instructor 64 hours a week. This Student Manual is designed to explain proper use of the system.

Timed Study – For those courses that require specific hours of study, there is a time notification each time you login to the system or have to take an examination. Simply look to the right of the course for the remaining time requirement for your course.

Basic Use – When you login, your course will be listed in your account.

Study - To proceed forward in the course, simply go to the right of the course and click on “Continue Study”. This will allow you to study the educational material.

Logging Out and Logging In – When you login, the system will take you to the NEXT page in line. Make sure you finish a page before you log out. The reason is due to the “Next Page” characteristic of the OTAC system.

Review – To review material, simply go to the left of the educational material and click on the word “Review”. To leave the review section, simply go to the line above the course and click on [“return to course list”](#) and click “Continue Study”. *

*If the “Continue Study” link is not present, that means the text for the section is finished and it is time to click “Take Exam” for that chapter.

Exams – Each section/chapter has an examination that must be completed with a score of 80% or better in order to go on to the next section/chapter. Simply click on “Take Exam” in order to begin an examination. You can print out the exam prior or review the material prior to taking an examination. Those options are available prior to “Take Exam”.

Score Exam – Once completing an exam you will have the option to review the exam and change your answers. If you are satisfied with your answers, click on “Score Exam”. The system will grade your exam and show your correct answers in Blue and incorrect answers in Red. *

*We suggest you print out this Scored Exam page for study purposes later. There are explanations of the answers that are helpful. Simply use the “Print” Icon on the top of your tool bar.

Failing an Exam – If you fail to score 80% or better, the OTAC system will start up a different examination for you to take. This is done until you successfully pass an exam for the applicable chapter. Once you score 80% or better, the system will move you on to the next chapter.

State Accredited – Any course listed within a State category is approved by that State. We DO NOT offer any courses that are not State approved.

Study Counselors/Tutors – For live instructor services, simply call 800-774-1170 during the instructor hours of Monday – Thursday 7AM to 7PM Pacific Time and 8AM to 5PM Friday – Saturday Pacific Time. Voice mail can be utilized at any time after hours. Return calls depend on the personal ability of the instructor at that time. You can always email 24/7 at: information@trainagents.com Emails will be answered no later than 24 hours. Often they are answered within hours.

Business and Administration – Basically, the business office has the same hours as the instructors. Their telephone number is 866-948-7246. Simply click option #1 for administration and #3 for purchasing of any course of study. The same email address is utilized 24/7 for any questions or problems. The email address is information@trainagents.com.

Tech Support – Many of the technical questions can be answered by the Administration Staff. Give them a call. You can also contact a helpful programmer by emailing daniel@scotsscripts.com .

Deadlines – Train Agents, Inc. requires students to complete a course of study within 5 years. However, each State might have a different deadline for gaining credit. Call administration at 866-948-7246 #1 for your State's requirements.

Fees and Refunds – Train Agents, Inc. does not have any extra fees that are charged for enrollment. Simply the cost to purchase course will apply. Refunds are allowed on a pro-rata basis of use during the first 14 days. After 14 days, no refunds apply.

ADA Information – The OTAC system can be adapted to individuals who have a condition of being disabled. Our Tech Staff can make arrangements for specific disabilities such as a LARGER FONT for vision problems and use of a student's audio software from our text pages. We have worked successfully with a number of disabled individuals in providing property study.

No Downloads Required – The system does not require you to download any part of the OTAC system. It simply runs with your computer on. The audio lectures require speakers or headphones and Adobe Flash Player. *

*If you want to listen to our lectures, you will need Adobe Flash Player. This is a small software program that you can download from our Home Page (at the bottom) if you do not have this. 90% of American and India computers already have this software feature.

Any Computer – The OTAC system can be run by any computer and internet software program. This includes PCs, Macs, IBMs, and the new India programs that are hitting the market. You can use any browser software as well. Examples would include Microsoft Explorer, Firefox, MAC online, etc.

Further Questions – If you have further questions, simply call Administration at 866-948-7246 #1 or email them at information@trainagents.com,