

Student Manual

This Student Manual was created to help you use the software program for our website. It is designed to explain proper use of the system and has been created with the user in mind. It allows timed study, review of material, testing, reference material, access to a licensed Instructor, the Sales Desk or Administrative offices.

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.

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

Study Counselors/Tutors – For live instructor services, call **866-948-7246**. Instructor hours of operation are: **Monday – Friday 9AM to 6PM, Central Time**. Voicemail can be utilized at any time after operating hours. You may also email at any time at info@trainagents.com.

Sales and Administration – For sales and administration, call **866-948-7246**. Office hours are **8 am until 8 pm, Central Time, 5 days per week**.

Tech Support – Call **866-948-7246** or email us at info@trainagents.com.

Deadlines – Train Agents, Inc. requires students to complete a course of study within 12 Months. In certain cases accounts can be reactivated beyond 12 months for a reactivation fee. Email us at info@trainagents.com with any questions regarding deadlines on course study.

Downloading – The system does NOT require you to download any course, exam or preparation course(s). It simply runs through any internet connection on virtually any computer or browser software. The audio lectures require speakers or headphones and Adobe Flash Player.*

Type of Computer – The courses and exams can be taken on any computer and internet software program. This includes PCs, Macs, and Smart Phones. You can use any browser software as well. Examples would include: Microsoft Explorer, Firefox, MAC online, Google Chrome, etc.

iPad users, please download the free app PUFFIN and use that to log into the www.trainagents.com website and complete your courses.

*If you would like to listen to our lectures, you will need Adobe Flash Player. This is a small software program that can be downloaded from our Home Page (located at the bottom left), if you do not have this program. It is a free download to your computer.

Basic Use – After you login, your course(s) will be listed in your account under the tab “MY COURSES”.

Logging Out and Logging In – When you login, the system will take you to the NEXT page in proceeding order. You must finish a page before logging out.

Study - To proceed forward in the course, read and acknowledge any boxes requiring you to do so. Look for the link that says "**Start Studying**" or "**Continue Studying**" to begin. This will allow you to study the educational material.

Review – To review material, simply go to the left of the educational material and click on the link "**Previously Viewed Study Material**". To leave the review section, go to the line above the course and click on "**return to course list**". Then click "**Continue Study**" or "**Take Exam**", whichever is present.

Exams – Each section/chapter has an examination that must be completed with a score of 100% for Texas courses and 80% for any other state in order to go on to the next section/chapter. Simply click on "**Take Exam**" in order to begin an examination.

Score Exam – Once you answer all questions on the exam, you will have the option to review your answers and make changes, if needed. If you are satisfied you're your

answers, click on “**Score Exam**”. The system will grade your exam and show your correct answers in **Blue** and incorrect answers in **Red**.*

Failing an Exam – If you fail to score 100% for Texas courses, or 80% or better for any other state the system will start up a different examination for you to take.

*It is suggested that you print out the “Scored Exam” page for studying purposes later on. Each exam answer provides an explanation to all exam questions. Click the “**Print**” Icon on the tool bar to print.

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