

General Directions for Accessing the Blood Borne Pathogen Online Video

- Returning Staff -

- 1. Connect to the Internet. Please be sure you have your speakers turned on.
- Type the url, <u>http://www.gcntraining.com</u> into the address bar of your browser and click Enter.
- 3. If your computer doesn't have the latest Flash Plugin, please click on the "Get Macromedia Flash Player" button in the lower right corner of the screen to download and install the plugin.
- 4. Click the "Login" button.
- 5. Under "Step 1", type in: **25795**
- 6. Under "Step 2", type in: your Employee ID number (your Kronos #, which is just the 6 digits) and click the "Submit" button and skip to #8 below.
- 7. If your information is not already on file, click the "Create New Account" button and complete "Step 3" and "Step 4" as prompted and click the "Submit" button. The UID should be your Employee ID number (your Kronos #, which is just the 6 digits).
- 8. In the "Welcome" section, click on the arrow to select the Blood borne Pathogen tutorial video from the drop-down menu. Then click the "View" button.
- 9. Verify that your information is correct and click on the "Correct" button.
- 10. Click on the "Start Tutorial From Beginning" button. If you have previously viewed part of the tutorial, click on the "Start Tutorial from Saved Point" button.
- 11. Click the "Forward" button at the end of each slide to advance the tutorial.
- 12. After the last slide has played, click on the Check Mark to submit your information.
- 13. Exit or Log Off to finish your session.

Questions? Please contact GCN at info@gcntraining.com

Global Compliance Network Frequently Asked Questions

(Questions? Please contact GCN at info@gcntraining.com)

I'm stuck on a slide and I cannot advance? What do I need to do?

This is typically a cache (temporary internet memory) issue. When the cache file reaches its maximum, the GCN tutorials stop. Quite often this is in the middle of a slide. To rectify this, please complete the following steps:

- 1. Delete your cache (directions are located at www.gcn1.net/detect.htm)
- 2. Sign back on to www.gcn1.net and login.
 - **NOTE**: if you've signed in using Slide Position Saving, you can return to the slide you left off on.

When I click on the "Login" button, nothing happens?

If clicking on the "Login" button does not open the login screen, there may be a "pop-up" blocker installed on your computer. To bypass this, hold down the "Ctrl" key while clicking the login button. Or you may use this link to go straight to the login screen: http://www.gcn1.net/template.html

Slides keep over-lapping, icons are missing, the text looks different, or parts of a slide are missing. What is happening?

This typically occurs when the Flash plugin has been downloaded to a computer with a relatively old version of Flash. The new version doesn't completely overwrite the older version and the two become "intermingled". To correct this, please go to www.gcn1.net/help.htm and follow the directions. You will be instructed to uninstall the current version of Flash. Then you will install the latest Flash version.

When I submitted my information at the end of the tutorial, it stated that I need to submit my information directly to GCN? What should I do and why?

Sometimes the computer does not successfully connect to the GCN Database and an error is returned. By sending the line of text shown within the box to GCN, we can manually add your information to the database. This will assure you receive credit for completing the tutorial.

What browsers are compatible with GCN?

Currently, GCN is compatible (or has been tested) with:

- Microsoft Internet Explorer
- Netscape Navigator (version 4.2 and higher)
- **Opera** (7.0 and higher)
- **Mozillia** (1.0 and higher)
- Safari (version 2.0 only)