

Accessing your Online Training

1st

Go to your web browser and type in:
<http://SFM2.vls01.com>

2nd

Type in your User ID and Password,
then click **Log In**

3rd

The system will open up on the **My Training** tab,
displaying a list of your **Incomplete Courses**.
Click a **Start** Button to select a class to begin.

4th

You will then see the **Course Menu** for the class
you selected. Click the **Launch** button for the Introduction
to begin viewing lessons.

5th

When the course opens up – it will open in a new window.*

* **Make sure your Pop-Up Blockers are turned off.**

You may click on the **Help** button to see a summary of
how to navigate through the course.

Use the arrow button to advance to the next page.

6th

Once you have reviewed all the content sections
you may move on to the **Test**, listed as the last section.
You will pass the course with 80% or higher, and may
retake the test if needed.

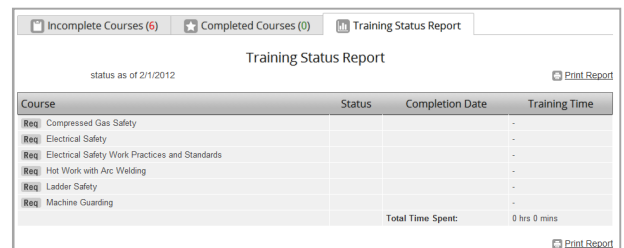
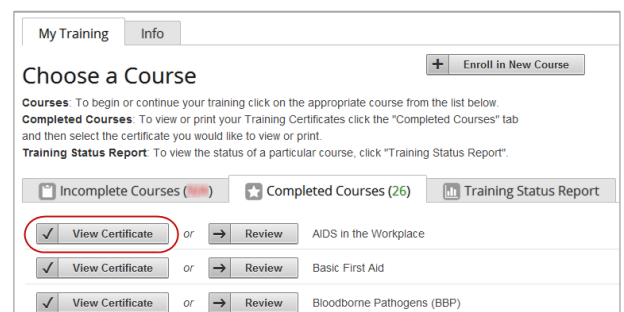
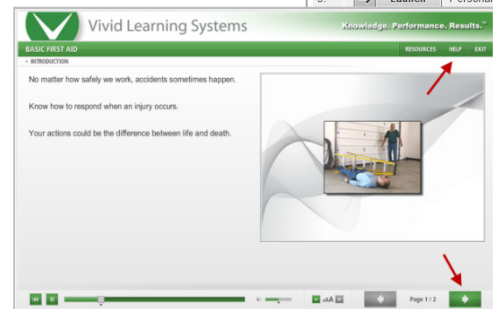
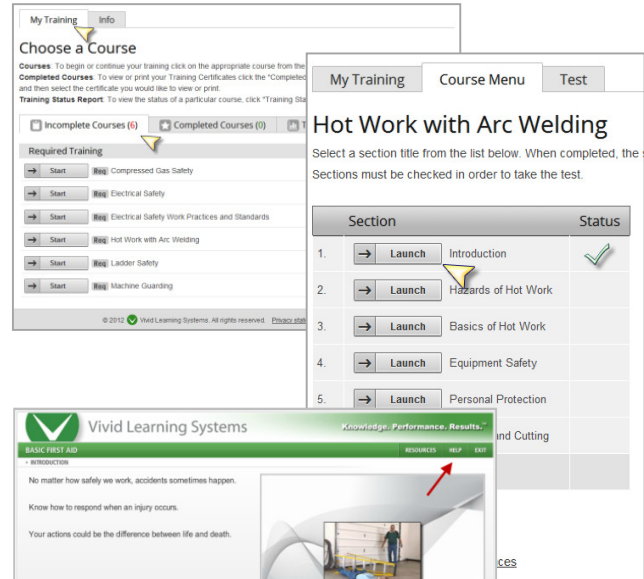
After completing a course, your class will display on the
Completed Courses tab under **My Training**,
where you may click on **View Certificate** to
print your certificate.

To begin another class, click on the **My Training** tab
And click another **Start** button.

7th

You may also view/print a **Training Status Report**.

It lists the Course Title, Completion Date and
time you spent on each module,
with a total Time Spent at the bottom.
Click on **Print Report** to print.




Have questions or need help? Please contact:

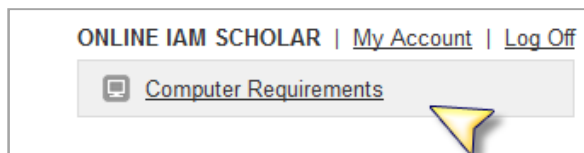
Melanie Sommerville at mpurdy@learnatvivid.com
(509) 545-2559

Troubleshooting

If you are having trouble you may use the **Email Comment** link at the bottom of the page to email Customer Support.

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You may also click on the **Computer Requirements** link at the top of the page. It will test a few settings on your computer and let you know if your system needs adjusting.



Settings that cannot be tested may also need attention.

Issue	Recommended Solution
If you have reviewed all the sections, but your checkmarks are not being recorded	Update your Internet Browser Cache setting. Tools Menu: Internet Options: General tab: Browsing History: Settings button Update newer versions of stored pages – Every time I visit the webpage
If you click on the next course and it displays the one you have already completed	Update your Internet Browser Cache setting. See instructions above.
If you are stuck on the loading dots	<ul style="list-style-type: none">• Check to be sure your machine/network is not blocking streaming media• Check to be sure you have Adobe FlashPlayer version 11 or later installed on your machine• Check to be sure your Adobe FlashPlayer Settings are set to allow at least 100MB of data to be downloaded to your machine
If the template window loads but the center is white (no loading dots)	Check to be sure you have Adobe FlashPlayer version 11 or later installed on your machine
If you click on the Launch button and nothing happens	Turn off all of your Pop-Up Blockers (check your internet browser and all toolbars)
If your certificate prints on two pages	Adjust your printer setting to “Shrink to one page” or “Scale to fit”

If the recommended solutions above do not fix the problem, please contact Melanie Sommerville at Vivid Customer Support at (509) 545-2559.