Strategies, Solutions, & Support.

TARGETSOLUTIONS

RISK SUMMIT

— 2015 —

TECH TALK
Your Technical Information Guide toTargetSolutions

TSO ACADEMY

TARGETSOLUTIONS

An Administrator's Guide on How to Effectively Operate TargetSolutions' Online Training Management System
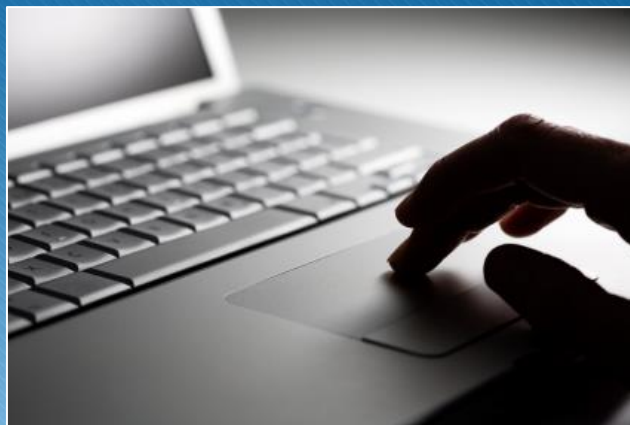
TECH TALK :: TABLE OF CONTENTS

CHAPTER 1
THE BASICS

TARGETSOLUTIONS
Technology with a Purpose

TSO
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WHAT IS TARGETSOLUTIONS?

TargetSolutions is a Software-as-a-Service (SaaS) company that delivers an engaging online training system with cutting edge technology applications and world-class customer service.

Software-as-a-Service is a software licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted.

The services offered by TargetSolutions include a Learning Management System (LMS) and a Records Management System (RMS).

A learning management system (LMS) is a software application for the administration, documentation, tracking, reporting and delivery of electronic educational technology (also called e-learning) education courses or training programs.

A Records Management System (RMS) is a computer program (or set of programs) used to track and store records.

All data and information hosted by TargetSolutions is stored within the Cloud.

The Cloud, simply, refers to software and services that run on the Internet instead of your computer.

SECURITY

Data Centers

TargetSolutions physical infrastructure is hosted and managed within two secure SSAE 16 colocation data center facilities. Each region is in a separate geographic to achieve the greatest possible fault tolerance, stability and load distribution. In addition, portions of the TargetSolutions infrastructure are hosted with Amazon's secure datacenters and utilize the Amazon Web Service (AWS) S3 technology.

TargetSolutions colocation providers:

☐ KIO Networks
☐ Switch NAP
☐ Amazon AWS

Hosting Infrastructure

TargetSolutions owns and maintains key components of its core delivery infrastructure allowing a high degree of control for service excellence and security. By utilizing "best in class" hardware solutions such as Dell PowerEdge Servers, Cisco Networking devices along with EMC VNX storage area network, TargetSolutions cloud application platform is designed for complete redundancy and fault tolerance. In addition TargetSolutions has implemented enterprise grade virtualization technologies that allow for seamless and rapid application scaling to meet customer load 24x7.

Best in Class Applications

TargetSolutions built its reputation with developing and delivering training solutions with Adobe ColdFusion middleware and Oracle database as its core platform for enterprise class service, stability and security. With total "encryption in transit" SSL encryption for secure end to end transition of our data, along with "encryption at rest" achieved by utilizing Oracle Advanced Security, be confident that your data is private and secure. In addition, the training platform database design authenticates all users and sites with user controlled usernames and passwords which are encrypted, while also providing the customer with the ability to login with OpenID as an alternative method to authenticate. TargetSolutions personnel have administrative application accounts with unique credentials to track all administrative activities. All production data is replicated in real time to back up servers using Oracle Active Data Guard, which enables zero data loss disaster recovery.

SYSTEM SPECIFICATIONS

System Requirements

In order to run TargetSolutions successfully on your computer, please make sure you are up-to-date with the following system requirements:

Browser: Internet Explorer v9-v11, Mozilla Firefox v6+, Safari, Google Chrome v10+

OS: Windows 98+, Mac OS 9+, Mac OS X+

JavaScript: 1.2+

Cookies: Enabled

CSS: Enabled

Minimum Bandwidth: 129Kbps

- *System Requirements may change. Please refer to the Help tab within your account for the most up to date information.*

System Recommendations

Browser: Mozilla Firefox v6+

Bandwidth: 1.5 Mbps to stream video

Other: Audio capabilities (speakers and/or headphones)

Although TargetSolutions may run on a tablet or mobile devices, we cannot guarantee operation on all devices as TargetSolutions is built for computer use only at this time.

WHITELISTING

Your organization will want to make sure that you can receive e-mails from [support@targetsolutions.com.](mailto:support@targetsolutions.com)

This is necessary in order to validate your e-mail in our system, which is a required step when you first log in. You may need to Whitelist TargetSolutions as a valid sender in your spam filtering software and quarantine folders.

To do this, make sure that support@targetsolutions.com is listed as a valid e-mail and TargetSolutions is listed as a valid domain. Below is additional information about our e-mail server that might be required to perform the whitelisting.

Name: 185-90.rs.smtp.com

Address:
74.91.90.185,
74.91.90.186
74.91.90.134

Aliases: targetsafety.smtp.com
Note: Do not use the 'Address' (i.e. 74.91.90.185) as the source name for white listing. You will need to use the symbolic (FQDN) of targetsafety.smtp.com.

TARGETSOLUTIONS CONTACTS

To ensure you receive important correspondence from your Account Managers and Support Staff it is highly recommended you add targetsolutions.com to the accepted sender's domain. It may be necessary to add the primary mail gateway servers:

Name: office.targetsolutions.com | Targetsolutions.com.outbound10.mxlogic.net

Address:
69.43.205.76
208.65.145.95

Note: Do not use the 'Address' (i.e. 208.65.145.95) as the source name for white listing. You will need to use the symbolic (FQDN) of Targetsolutions.com.outbound10.mxlogic.net

CHAPTER 2
TROUBLESHOOTING

CLEAR CACHE / HISTORY

If a user experiences trouble when trying to log into TargetSolutions, they may need to first clear their Cache and History.

Whenever you view a web page, your web browser will store it in its cache. Clearing your internet cache and history can help your browser function more efficiently and allow the user to log into TargetSolutions successfully.

INTERNET EXPLORER 9+
1. Select Tools from the menu and choose Internet Options.
2. In the section titled Browsing History, select the Delete button.
3. Make sure Preserve Favorites website data is checked. Also check temporary internet files, cookies and history.
4. Click Delete.
5. Restart Internet Explorer - Make sure you close ALL open windows.

GOOGLE CHROME
1. Click the menu button in the upper right hand corner and select History and Recent tabs. Or hit ctrl-H on the keyboard.
2. Select History.
3. Click the Clear browsing data button at the top of the page.
4. Make sure the first option reads: Obliterate the following items from: the beginning of time.
5. Check Browsing history, Cookies and other site and plug-in data, Cached images and files.
6. Click Clear browsing data.
7. Restart Chrome - Make sure you close ALL open windows.

MOZILLA FIREFOX
1. Select Tools from the menu and choose Options.
2. Click the blue clear your recent history link.
3. Make sure the first option reads: Time range to clear: everything.
4. Check Browsing & Download History, Cookies, Cache, Active Logins.
5. Click Clear Now.
6. Restart Firefox - Make sure you close ALL open windows.

SAFARI
1. From the Safari menu, select Reset Safari.
2. Check Clear history, Empty the cache, Remove all cookies, Close all Safari windows.
3. Click Reset

E-MAIL ISSUES

E-mail Already in Use Error

TargetSolutions only allows an e-mail address to be in use for one user account at a time. If a user attempts to login and receives an error that their e-mail is already in use, this means that they have a duplicate account somewhere in TargetSolutions.

The user should contact their Administrator for assistance accessing their existing account or they can contact TargetSolutions Support.

Not Receiving Verification E-mail

If a user is not receiving the verification e-mail, it is possible that the e-mail is getting caught in the user's spam or junk folder. Please have the user check their spam or junk folder for the verification e-mail.

If the e-mail is not found in the user's spam or junk folder, your organization will need to "Whitelist" for TargetSolutions e-mails. Please see page 7 for instructions on Whitelisting.

Verification E-mail Link is Expired

The TargetSolutions verification e-mail contains a hyperlink inside that must be clicked on to complete the verification process. This hyperlink is a "one-time use" link. Once a user has clicked on the link, the link becomes expired and cannot be clicked on again.

If a user's link has expired before the user has had a chance to verify their account, please have the user re-send the verification e-mail by logging back into TargetSolutions. If this issue persists, please have the user contact TargetSolutions Support.

USERNAME OR PASSWORD ISSUES

Data Entry Error

If a user is receiving the error that their username or password is invalid, please be sure that they are entering the information correctly.

On occasion, a user might add an extra space or key stroke after the username or password. Please be sure that no data entry mistakes or added spaces have been entered into the username or password fields.

Password Not Working

If a user enters in a password and receives an error message, they can attempt to troubleshoot this issue from their end first before contacting Support. Occasionally, the password being entered may be correct, but the internet browser may be remembering an old password. In addition, if the user is trying to log into TargetSolutions utilizing a shared computer, the browser may be remembering another user's password.

The user will need to clear the internet cache and history for their browser. Once completed, they can attempt to login again. Please see page 9 for instructions on clearing the internet cache and history.

Password Recovery

Administrators and users can retrieve their login information by using the Password Recovery Tool located on their login page. They can do so by either answering the secret question, which was answered during the registration process, or by having an e-mail sent to the e-mail address that TargetSolutions has on file.

TURN OFF COMPATIBILITY VIEW

In most versions of Internet Explorer, it is necessary to turn off Compatibility View to use the TargetSolutions platform. It is easy to make this change!

Open Internet Explorer and click Tools > Compatibility View. If you can't find the Tools bar, use the short cut (ALT-T). If you see a check mark next to Compatibility View, uncheck it.
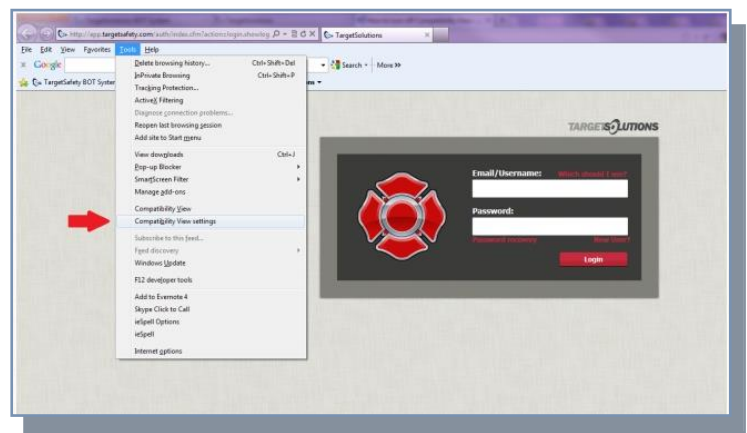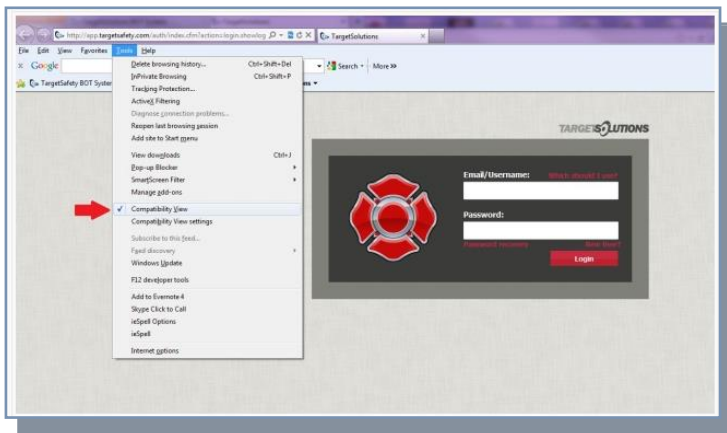
Go back into your Tools Menu and click Tools > Compatibility View Settings.

Next, you'll want to remove the following domains if they are listed. Highlight the name of the website that you've added to Compatibility View and click "Remove." Remove both targetsafety.com and targetsolutions.com websites if they appear. Also, be sure that the "Display all websites in Compatibility View" box is unchecked. Click Close to save your work.
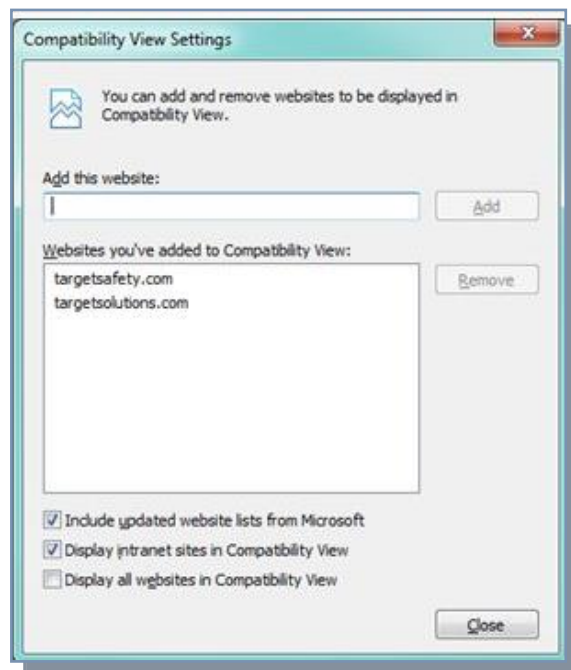
ATTACHMENTS

A Platform Manager can attach their organization's resources to TargetSolutions Courses or Custom Activities by utilizing Administrator tools.

E-Signature

If the attachment requires an E-signature, users must attest to actually having opened or viewed the attachment in order to proceed to the test for a course or in order to complete the activity.

If an e-signature is required, the user must check a box agreeing to agreement verbiage before being able to complete the assignment.

Opening PDF Attachments with Google Chrome

Google Chrome, by default, turns on its' own PDF viewer plug-in. This plug-in does not render PDF's properly. However, these PDF's work fine if you disable the default plug-in:

1. Type "chrome://plugins" in the chrome browser/URL bar.
2. Disable Chrome PDF Viewer
3. Check "Always Allow" for the Adobe Reader (If Adobe Reader is not present, please download the Adobe plug-in for Chrome. It can be found on Adobe's website).
4. Close the browser tab and try to re-open the PDF again.

Phantom Attachments

If a user attempts to open an attachment that no longer exists within the File Center, they will not be able to download the resource. Upon opening of the attachment, they will instead be redirected to the file center.

These attachments will look as if they are attached within a course or activity, although the resource has been removed from the File Center.

The Administrator must remove the "phantom attachment" and replace as needed.

COURSE COMPLETIONS

If a user is having trouble completing a course, there are steps that you can take to troubleshoot this on your own before contacting TargetSolutions Support.

Launching the Course

When a user clicks Launch Course, but nothing happens, it may mean the Pop-up Blocker is preventing the course from loading. Please have the user go into their internet settings and allow pop-ups, and then try launching again. If the user cannot launch the course while using Internet Explorer, please have them turn off compatibility view. See page 7 for instructions on how to do this.

Course Timer

Select courses have a default Course Timer to prevent users from progressing too quickly. Certain courses have a default timer in place; however, administrators can set a minimum timer on any course in the Course Library. Please note, these certified courses mentioned above may have the minimum time increased, but they may not be removed to a time lower than what is currently in place.

A user may reach the end of the course before they have fulfilled the course timer requirements. A slide within a course records up to 10 minutes of time spent. Please have the user revisit a slide they did not spend at least 10 minutes on to meet the timer requirements.

Course Attachments

If a course has an attachment, the user may be required to view the attachment and provide an e-signature before proceeding to the final exam. Please see page 13 for information regarding attachments.

Completing the Final Exam

At the end of every TargetSolutions course, the user must complete the final exam. If the user has not completed the final exam, the course will remain incomplete. The user can attempt to take the final exam as many times as needed. Platform Managers can increase the passing grade for courses as desired within the Course Library application.

CUSTOM ACTIVITY COMPLETIONS

If a user is having trouble completing a custom activity, there are steps that you can take to troubleshoot this on your own before contacting TargetSolutions Support.

Activity Attachments

If an activity has an attachment, the user may be required to view the attachment and provide an e-signature before proceeding to the final exam. Please see page 13 for information regarding attachments.

Completing Custom Tests

If a custom test has been attached to a custom activity, the user may be required to complete the test before completing the activity.

Platform Managers can require a minimum passing grade and allow for multiple attempts to pass the test.

If the user has trouble accessing the test, they may need to allow for pop-ups within their internet settings options on their browser.

Submitting as Complete

On occasion, a user will claim they have completed an activity that might be showing as incomplete or overdue by the Administrator.

In order for an activity to be complete, the user must click the Submit as Complete button located at the bottom of the activity.

Accessing a Custom Certificate

If a user is having trouble accessing a custom certificate for an activity, it may be because they failed the test located within the activity.

Please have the user re-take the test until a passing grade is met in order to access their certificate.

CREDENTIALS

If a user is having trouble regarding a credential, there are steps that you can take to troubleshoot this on your own before contacting TargetSolutions Support.

Completion Not Counting Toward Credential

If a user has completed an assignment associated with a credential, but the assignment is not appearing as complete inside of the credential, the timeframe for the credential will need to be adjusted.

Assignments only appear as completed within a credential if they are completed between the start and expiration date as listed within the credential.

Expiration Date

Once a user expires for a credential, any assignments completed or recorded after expiration will not count towards the credential.

A user's credential expires as of 12:00 am of the listed expiration date (not at the end of the day, but rather at the very beginning of the day). Any assignments completed on the expiration date will not count towards the credential.

Auto-Renew Credential Feature

On Requirement Completion Date

Each night, the system checks all credentials set to automatically renew on requirement completion date. If any user's credential switched to Complete that day, the credential will be renewed the next day for the given amount of months.

On Expiration Date

Each night, the system checks all credentials set to automatically renew on expiration date. If any user's credential is set to expire that night AND the status of that credential is Complete, the credential will be renewed for the given amount of months.

- *If the user's credential is INCOMPLETE or EXPIRED for any reason prior to the auto-renew date, the credential will never auto-renew.*

SCORM COURSES (CUSTOM COURSES)

TargetSolutions clients have the ability to upload SCORM compliant courses within their site. A SCORM course allows your organization the ability to publish a custom made course in a third-party authoring tool. To optimize the user experience, it is important to keep in mind best practices.

SCORM Compliant Course

TargetSolutions accepts SCORM compliant courses for upload within your organization's site. At this time, your SCORM course must be saved in SCORM 1.2 format and exist as a zip file.

Heavy Media and Graphics

When running a SCORM compliant course within TargetSolutions, a user may experience system slowness and buffering of SCORM courses that contain heavy media and graphics.

It is important to understand the minimum system requirements needed to successfully run a SCORM course uploaded by your organization to ensure that all users will be able to complete the course, as these may differ from TargetSolutions system requirements.

It is recommended to build SCORM compliant courses to be operational to the lowest denominator of your organization's computer systems.

Error When Launching the Course

When a user clicks Launch Course, but nothing happens, it may mean the pop-up blocker is preventing the course from loading. Please have the user go into their internet settings and allow pop-ups, and then try launching again. If the user cannot launch the course while using Internet Explorer, please have the user turn off compatibility view. See page 12 for instructions on how to do this.

Error When Completing the SCORM Course

If the user has completed the course, but the course does not fall off the Schedule, please have the user ensure that they have met the course requirements and/or clicked the Quit button upon exiting the course. If the issues persist, please contact your Account Manager for further assistance.

CLIENT SUPPORT

TargetSolutions provides technical and troubleshooting support to all clients. All users can access the TargetSolutions Help page via the Help tab within their account or by visiting help.targetsolutions.com.

When to Contact Support

24/7 Login Assistance

TargetSolutions provides all users 24/7 login assistance. If a user is having trouble remembering their login information or cannot login for any reason, they should contact the TargetSolutions Support phone number at 1-800-840-8048.

Technical Troubleshooting

TargetSolutions provides all users technical troubleshooting. Whether you are an Administrator or a user experiencing a technical issue, you can contact the TargetSolutions Support line at 1-800-840-8048 or via e-mail at support@targetsolutions.com. TargetSolutions is also available via LiveChat during business hours by visiting the Help page.

When to Contact Your Account Manager

Platform Training

TargetSolutions Platform Managers should contact their Account Managers to receive training specific to utilization and operation of the TS platform. Your Account Manager can make time available for training webinars and can help Administrators gain access to valuable training videos, such as TS Academy.

Upgrade User to Administrator

When a user needs to be upgraded to an Administrator, the current site Administrator should contact their Account Manager to request the change (preferably via e-mail).

Upgrade of Services

If you wish to upgrade your available course catalog, access to premium applications, or adjust your user count, please contact your Account Manager.

CHAPTER 3
MANAGING USER DATA

UTILIZING PROPER UPLOAD TEMPLATES

TargetSolutions allows for Administrators to make changes to their platform in mass by filling out proper templates. It is important that the Administrator utilizes the proper template for the task at hand.

Please contact your Account Manager for access to these templates.

Templates:

User Profile Upload Template (Allow up to 5 business days for completion)
☐ This template allows Administrators to add users to TargetSolutions in mass. This excel document contains columns for user information such as username, e-mail, and organization categories (just to name a few).

First Name	Last Name	Employee ID	Username	Email	Temporary Password	Department	Job Title	Employee Type	Location	Supervisor Status	Driver Status	Add as many categories as needed
User's first name	User's last name	The internal code your organization assigns to each employee - typically associated with HRIS	If the user has an email- this will be their username. If they do not please create a unique alpha-numeric username (i.e. first initial+last name+employee id)	The user's email address (if user does not have an email address, please leave this field blank)	Please create one alpha-numeric password specific to your organization - must be minimum of 6 characters	The department your user is in - please only select one per user	Specific job title or general position responsibility area	Full time, part time, seasonal, volunteer, temporary, intern, union, etc.	Physical work location	Supervisors or Non-Supervisor	Person drives company vehicle as a function of their job (Driver or Non-Driver)	
EX. John	Smith	12345	jsmith3203 or john.smith@organization.com	john.smith@organization.com	targetacademy1	Transportation	Bus Driver	Full Time	West St. Bus Garage	Supervisor	Driver	

Credential Roster Upload Template (Allow up to 5 business days for completion)
☐ This template allows Administrators to upload users in mass to credentials. This excel document contains columns for credential name, start and expiration dates, TS User ID, and Credential ID.

Credential Name	First Name	Last Name	TS UserID (This information can be found from a Users report within TargetSolutions)	Start Date (DD/MM/YYYY)	Expiration Date (DD/MM/YYYY)	Credential Number (If applicable	Credential ID (Account Manager will fill in this section)

Profile Refresh Template (Allow up to 14 business day for completion)
☐ This template allows Administrators to update existing user information. This excel document contains columns for the user's name, TS User ID, and organizational categories.

First Name	Last Name	Employee ID	Email	User Name	TS UserID	Department	Job Title	Location	Driver	Supervisor Status	Employee Type
Karina	Aderholdt	228		KarinaAderholdt228	836031		Director	Texas	Non-Driver	Non-Supervisor	Full Time
Cathy	Aquiqui	229		CathyAquiqui229	835865		Senior Librarian	California	Non-Driver	Supervisor	Seasonal
Sandhya	Aguilar	230		SandhyaAguilar230	835911	HR	Clerk	California	Non-Driver	Non-Supervisor	Full Time
Amy	Albanese	none	ama@targetsolutions.com	amy.albanese123456	827851	City Council	Administrative Analyst II	Planet Tatooine	Driver	Non-Supervisor	Full Time

CONDUCTING A PROFILE REFRESH

It is the responsibility of the site Administrators to maintain and update all user information* within the TargetSolutions program. However, TargetSolutions allows Administrators to conduct a profile refresh for their TargetSolutions program should one become necessary. A profile refresh allows for user information to be   updated in mass by TargetSolutions.

Information for the profile refresh must be provided to the Account Manager in the correct format. We have provided steps below to follow when conducting a profile refresh:

Step 1:

Contact your Account Manager to request a profile refresh. Your Account Manager will ask relevant questions to determine the nature of the profile refresh. At this time, your Account Manager will provide the template required for your profile refresh.

Step 2:

In order to conduct a profile refresh, the Administrator must provide the TS User ID on the profile refresh template. The TS User ID is generated by running a Users report within TargetSolutions. Your organization may find it useful to conduct a VLOOKUP function within Microsoft Excel to complete the Profile Refresh Template.

Step 3:

Once the profile refresh template has been completed with the required TS User ID and updated information, please e-mail this document to your Account Manager. Please allow up to 14 business days for the profile refresh to be complete.

Step 4:

Your Account Manager will contact you once the profile refresh has been completed. It is the responsibility of the Administrator to review their TargetSolutions program to ensure that the information updated is correct.

- *The user information located within your TargetSolutions program is inherently owned by your organization. TargetSolutions is not responsible for updating or maintaining user information.*

CHAPTER 4
SITE IMPLEMENTATION

TARGETSOLUTIONS

Technology with a Purpose

ACADEMY

SITE SETTINGS: ADMINISTRATOR CONTROLLED

TargetSolutions allows Administrators to customize their site with special settings and content. By utilizing Administrators tools, an organization's TargetSolutions program can be shaped to fit certain preferences.
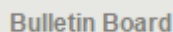
Account Tab   Account

Administrators can edit special settings within the Account Tab. These settings include putting into place the recipients of course evaluation and ask a question e-mails from TargetSolutions courses. In addition, the Administrator can edit their Department Contact information within the Account Tab.

Site Logo

Administrators can customize their TargetSolutions platform by uploading a logo of their choice. Once uploaded, the logo appears on your organization's login page and homepage. To request assistance with uploading a logo, please contact your Account Manager.

Enhancing the Bulletin Board   Bulletin Board

Administrators can utilize the Bulletin Board to display messages of text, images, videos, and links. The Bulletin Board tool allows Administrator to get creative with different font styles and colors, as well as other customizable options.
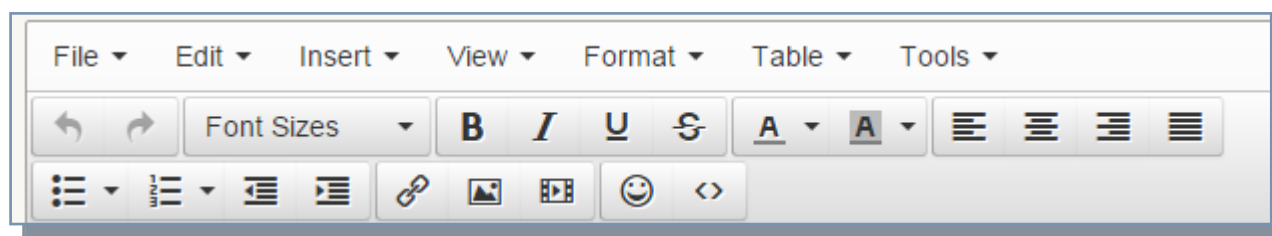
SITE SETTINGS (BY REQUEST ONLY)

TargetSolutions allows Administrators to put into place special settings to manage and maintain user information that exists within their TargetSolutions site. All settings listed below must be requested through your Account Manager.

Locking E-mail Domain

Administrators can request that only certain e-mail domains are allowed for users to validate within their TargetSolutions account. This allows the Administrator to restrict employees from utilizing their personal e-mail addresses.

Self-Registration

TargetSolutions allows Administrators the option to choose whether or not a user can self-register an account. If self-registration is turned on, any user can click the "New User?" link on the login page to create a new account within their organization's TargetSolutions site.

Username

TargetSolutions allows Administrators the option to lock the username type as e-mail or non-e-mail and to allow or disallow the user the ability to edit their username.

For example, an Administrator can require that the username type is an e-mail address and also that the user cannot edit the e-mail address given to them.

- *If both e-mail and non-e-mail usernames are allowed, the default username will become the e-mail address if an e-mail is associated with their account.*

TargetSolutions allows Administrators to put into place special settings to manage and maintain user information that exists within their TargetSolutions site. All settings listed below must be requested through your Account Manager.

Users Belonging to More than One Group

TargetSolutions understands that employees may fulfill multiple positions or roles within your organization. Administrators can request that users are able to belong to more than one group within their site's organization categories.

For example, an Administrator can allow a user the ability to have more than one job title or department listed within their user profile.

Ability to Edit Organization Categories

Administrators can request to allow users the ability to edit their own organization categories. This enables a user to update information such as job title and department on their own without having to rely on Administrators.

Required Organization Categories

Administrators can request that organization categories be required for all users. If a user is not given a group for an organizational category, the system will ask the user to choose a group before being able to log into their TargetSolutions account.

REMOVABLE FEATURES (BY REQUEST ONLY)

TargetSolutions allows Administrators the ability to have certain features removed from their TargetSolutions program. To have the following features removed, please contact your Account Manager.

Calendar

The TargetSolutions calendar is a great feature for those that need to showcase the shift schedule for the month. However, if your organization has no need for this, you can have it removed from your site allowing more room for your Bulletin Board.
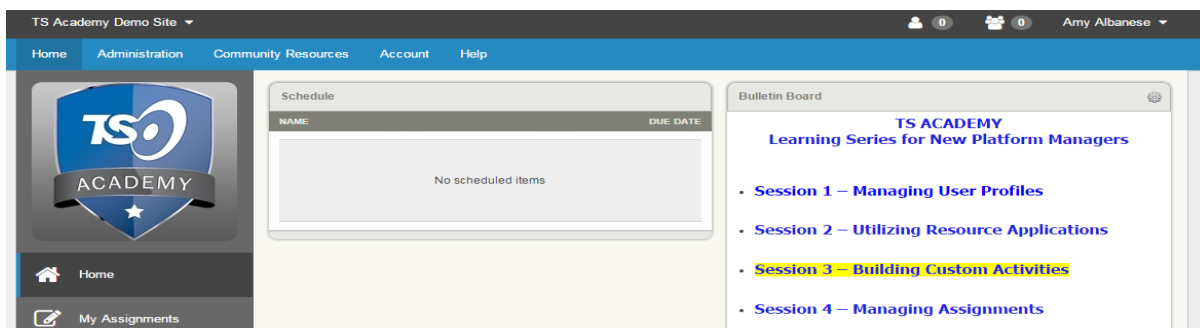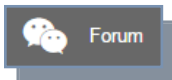

Community Resources

The Community Resources tab is a great place for information shared by other organizations. However, Administrators can choose to hide this tab from all users or restrict access to only Administrators and Supervisors.

Forum

The Forum is a web-based discussion board inside TargetSolutions. The application fosters discussion, solicits feedback, and allows users to trade ideas in a secure online location. However, Administrators can choose to have this feature removed from their site.

LOGIN PAGE MESSAGING (BY REQUEST ONLY)

TargetSolutions allows Administrators to place messaging that appears on the organization's TargetSolutions login page. This information must be provided to the Account Manager in plain text format. All images and links must be hosted by the organization requesting the login page messaging.

Login Page Messaging Examples:

Attention!

Your username is your [ ] email address

Your Identikey is what you use to log on to [ ]

Need Login Help? Contact Support!

You can contact *TargetSolutions Support* directly at

Phone: **1-800-840-8048**

or

E-mail: **support@targetsolutions.com**

NEW USERS

If this is your first time logging in, use your [ ] email address as your username and "safety" as the temporary default password. Please follow the steps below to verify your account:

1. Enter Username and Password.
2. Confirm your email address and send yourself a verification email.
3. Open your County email box and look for a message from **support@targetsolutions.com**.
4. Open the email and click on the link provided to verify your account.
5. Change your password and choose your security questions.

NOTE: If you don't find an email from **support@targetsolutions.com** in your Inbox, please check your Junk Folder.

EXISTING USERS

If you do not remember the password you created the first time you logged in, click the Password Recovery link under the password field and follow the process.

If you still experience issues logging in after following the processes listed above, call the TargetSolutions Support Team at 1-800-840-8048 for login support.

CUSTOM CERTIFICATE (BY REQUEST ONLY)

TargetSolutions will create a Custom Certificate for your organization upon request. In order to produce this certificate, your Account Manager will need the following information:

☐ A copy of your existing certificate, if available

☐ Department logo

☐ Electronic copy of the signature needed on the document

☐ This same person's full name and title

☐ CE provider name and number if applicable

Once you have gathered these requirements, contact your Account Manager for further information. The process of creating a custom certificate typically requires up to 14 business days.

API INFORMATION

APPLICATION PROGRAM INTERFACE (API)

Can TargetSolutions Integrate with Another Program?

Yes, TargetSolutions provides an API to allow for different systems to talk back and forth.

For example, you may want to keep your users' profiles updated with information stored in another system, have a new user created when one is created in your HR system, or retrieve completion records. To make one system talk to another, you need an API.

What is an Application Program Interface (API)?

API, an abbreviation of application program interface, is a set of routines, protocols, and tools for building software applications. APIs are used to allow communication between separate systems (i.e. HRIS and LMS websites). An API allows interaction between these systems to automatically create accounts, download files or update information without human interaction.

How does the API work?

A developer can code a program that allows for certain functions like creating new users or retrieving completion records.

For example, a code can be written to say "I want a new user created in website A, each time a user is created in website B." This means that an Administrator would not need to physically interact with website A to create users ever again.

API CAPABILITIES

## What Are TargetSolutions' APIs Capable of Doing?

TargetSolutions has two types of APIs: TargetSolutions RESTful API and a Report API.

RESTful API is capable of the following:

☐ Create a new user

☐ Inactivate a user

☐ Modify user profile information

☐ Add and remove users from groups

☐ Add, remove and edit groups

☐ Manage supervisor rights

☐ Manage user Credentials

Report APIs allow you to programmatically extract data contained in the following canned reports accessible in the Generate Reports application:

☐ Completions

☐ Incomplete Assignments

☐ Credentials
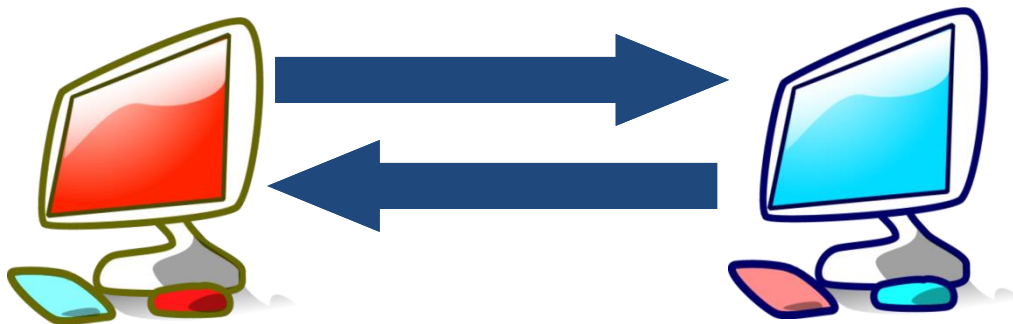
GETTING STARTED WITH AN API

How Does My Organization Use TargetSolutions' APIs?

To get started with an API, your organization will need to find a technical resource within your organization county with the ability to build a program to integrate TargetSolutions' platform.

TargetSolutions' API is written using a protocol called REST, which is very common in the programming world. This standard was chosen because many of TargetSolutions' clients do not have technology resources available and developing a program that uses a RESTful API is something that can be outsourced to professional software services groups.

What Level of Support Will TargetSolutions Provide My Developer?

TargetSolutions provides your program developers a Developer Portal that contains technical documentation, developer FAQs, and a sandbox environment to test functions without effecting live data.

It is highly recommend that developers read the Getting Started page as a first step. The portal can be found online at http://developers.targetsolutions.com.

TargetSolutions is able to answer questions about the capabilities of its API, but is not able to provide support in learning how to write an API.

How Much Does This Cost?

Access to TargetSolutions' APIs is included within the cost of the platform. TargetSolutions is not responsible for costs associated with the development of your organization's own API.

GLOSSARY
KEY TERMS & DEFNITIONS

TARGET**SOLUTIONS**
Technology with a Purpose

TSO
ACADEMY

GLOSSARY

API—Application Programming Interface (API) is a set of routines, protocols, and tools for building software applications.

Browser—A software application used to locate and display web pages (i.e. Internet Explorer, Mozilla Firefox, Google Chrome, Safari).

Cache and History—A temporary storage area in memory or on disk that holds the most recently downloaded Web pages, cookies, temporary files, and saved passwords.

Cloud—Internet-based computing in which large groups of remote servers are networked so as to allow sharing of data-processing tasks, centralized data storage, and online access to computer services or resources.

Compatibility View– A feature first introduced with Microsoft Internet Explorer 8.0 that enables the browser to enter a mode that allows it to support pages that may not have all the latest browser features.

Course Timer– Select courses have a default timer to prevent users from progressing too quickly. TargetSolutions courses record up to 5 minutes per slide.

Credential ID—TargetSolutions assigns all Credentials a Credential ID number. This number can be located within the URL address bar for each credential.

Custom Certificate—TargetSolutions will create a custom certificate for your organization upon request. Custom Certificates contain your organization logo and can be attached to Custom Activities and Custom Course.

E-signature—TargetSolutions provides the ability to require an E-signature for attachments within Courses and/or Activities. When the e-signature feature is turned on, the user must open the attachment and click a box agreeing to custom verbiage before being able to complete the training.

Learning Management System (LMS)—A software application or Web-based technology used to plan, implement, and assess a specific learning process which provides an instructor with a way to create and deliver content, monitor student participation, and assess student performance.

New User? Link—When Self-Registration is turned on, a user can create their own account by clicking on the New User link at the login page.

Pop-up Blocker—A program that prevents pop-ups from displaying in a user's Web browser. Pop-up blockers work in a number of ways: some close the window before it appears, some disable the command that calls the pop-up, and some alter the window's source HTML.

Records Management System (RMS)—A computer program (or set of programs) used to track and store records.

SCORM—Shareable Content Object Reference Model (SCORM) is an XML-based framework used to define and access information about learning objects so they can be easily shared among different learning management systems. TargetSolutions accepts SCORM 1.2 formatted custom courses.

Software-as-a-service (SaaS)—Is a software licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted.

TS User ID—TargetSolutions all users a TS User ID number. This number can be located by generation a Users report within the Generate Reports application.

VLOOKUP—A function in Excel that looks at a value in one column, and finds its corresponding value on the same row in another column.

Whitelist—The use of anti-spam filtering software to allow only specified e-mail addresses to get through.