DISTRIBUTOR CENTRE USER GUIDE

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INTRODUCTION

Thank you for your interest in becoming a BuildForce E-Learning Distributor. BuildForce Canada is committed to providing online training for new and seasoned workers in the construction industry.

Our E-Learning Distributor Guide provides you with the information needed to quickly and easily start using our E-Learning Distributor Centre. Whether you are a new distributor or are transferring from your account on our old distributor site, this guide will show you how to purchase PINs, manage your PIN purchases and keep track of your learners.

This guide is organized into four sections, with each section focusing on a specific topic. In section one we'll provide you with a brief overview of the BuildForce E-Learning program. In section two we'll introduce you to the BuildForce Distributor Centre and show you everything you need to know to access your account and use the features you will find there. In section three we'll show you how your learners enroll in and access our e-learning courses using the PINs you've provided to them. In the final section we'll tell you how to get help and support.

SECTION 1: E-LEARNING PROGRAM OVERVIEW

Launched in 2005 by the Construction Sector Council (changed to BuildForce in 2013), the BuildForce E-learning Program provides online courses to learners through our e-learning centre.

All of our e-learning courses are administered through local distributors, whose learners are provided with access to our courses by obtaining a course PIN from the distributor. A course PIN is a unique code that is directly associated with the distributor and a specific e-learning course. To enroll in the course on the E-Learning Centre, a learner must use a PIN.

Distributors carry out all of their PIN purchasing and learner administration from their individual accounts on the E-learning Distributor Centre, a secure website that is connected to the E-Learning Centre.

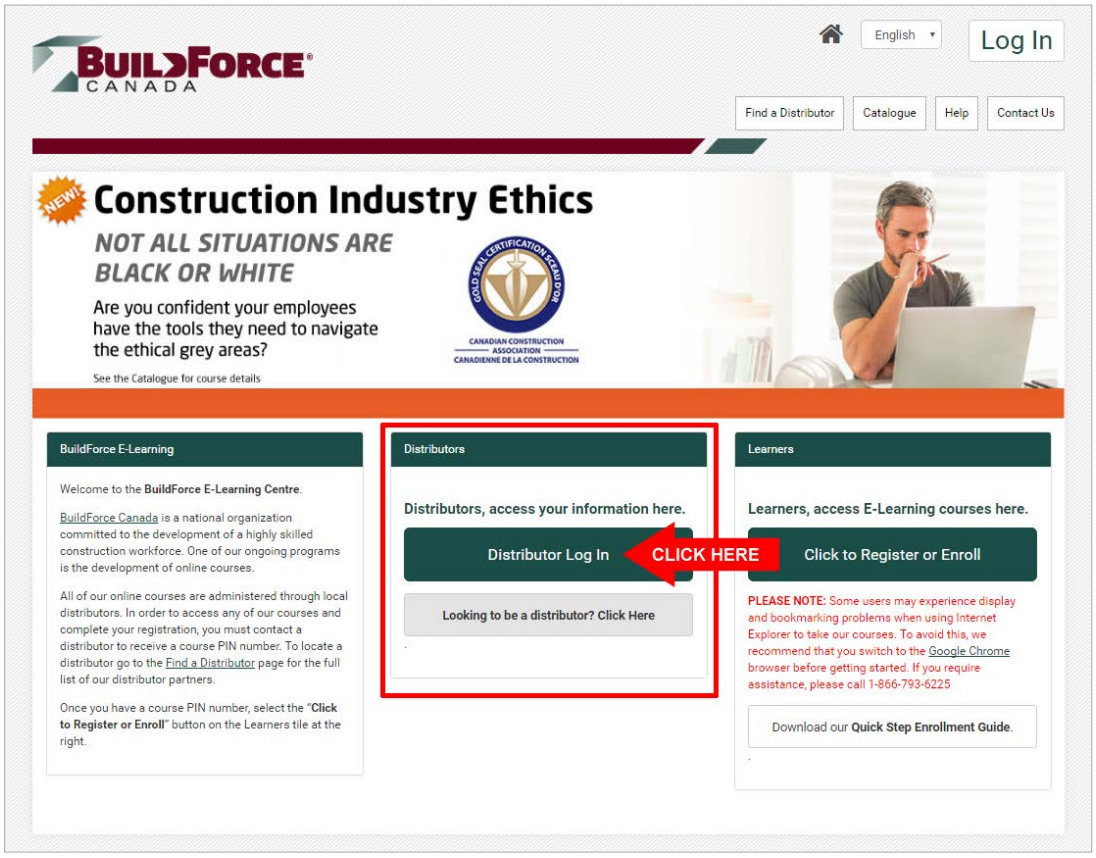
SECTION 2: DISTRIBUTOR CENTRE

In this section of the guide, we will show you how to access the Distributor Centre and introduce the range of user-friendly features available for you to purchase PINs, manage your PIN inventory, and track the progress of your learners once they've enrolled in courses. At the end of the section we've also provided instructions for updating your distributor account details.

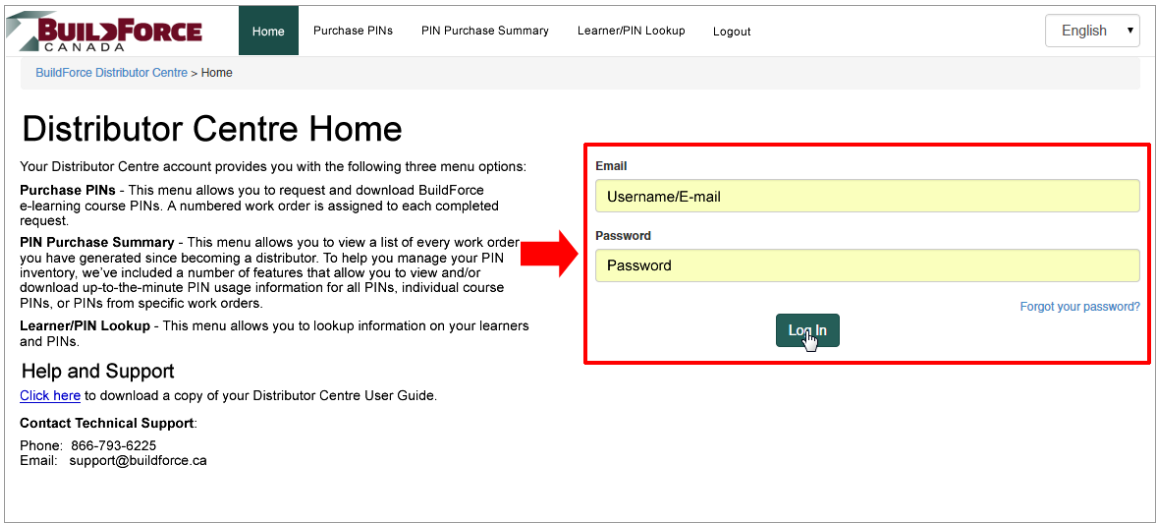
2.1 Accessing Your Distributor Centre Account

To access your account on the Distributor Centre, follow the steps below:

1. Go to the E-Learning Centre Home Page – http://elearning.buildforce.ca
2. *Click* **>Distributor Log In** on the ***Distributors*** tile.



3. From the Distributor Centre Home Page, enter your E-mail and Password and *click* **>Log In**



Note: If you had an account on the old Distributor Centre, your existing e-mail and password will work. Forgot your password? We`ve provided a password reminder feature which will e-mail it to you.

Once logged into your account, use the menu at the top of the page to access to the following options:

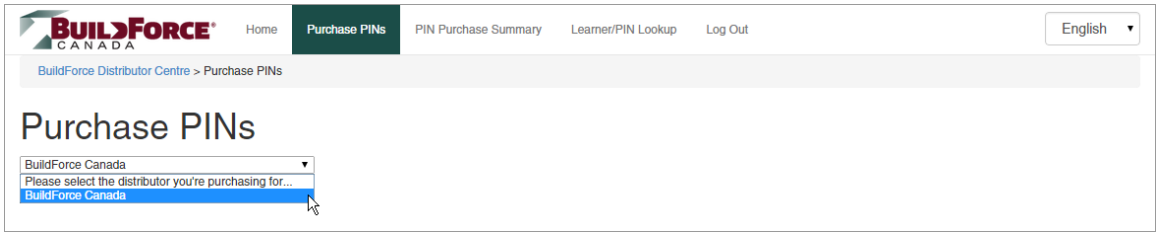
- **Purchase PINs** - Use this menu to quickly and easily purchase course PINs.
- **PIN Purchase Summary** - Use this menu to access your complete inventory of work orders and PINs. Choose from a selection of features that allow you to perform custom PIN searches and view/download PINs from individual search results.
- **Learner/PIN Lookup** - Use this menu to lookup information on your PINs, Learners and Course Completions.
- **Logout** - Use this menu to log out of your account.

In the remainder of this section, we`ve provided instructions showing you how to use the features provided on the above menus.

2.2 Purchase PINs

Click **>Purchase PINs** menu

Step 1: Select your distributor name from the dropdown menu**.**

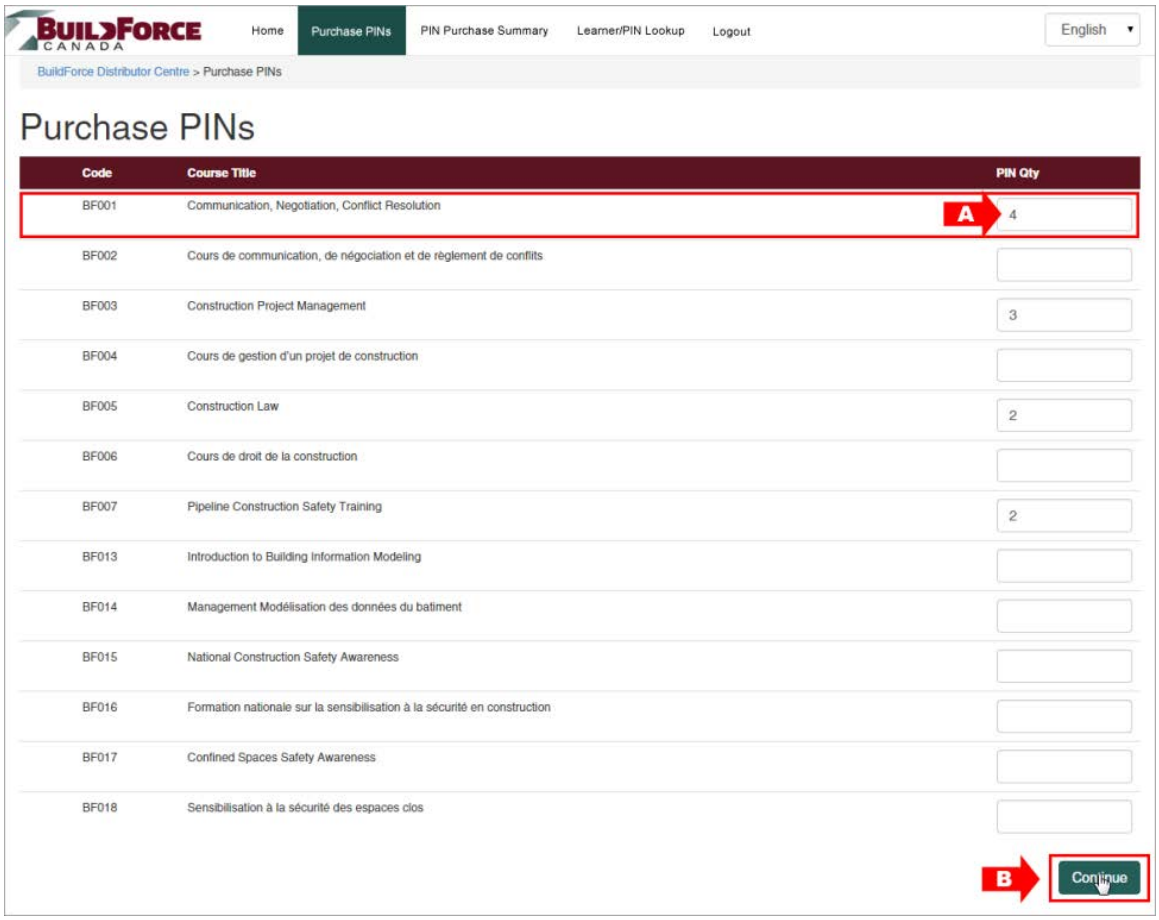


Step 2: Input PIN Request

A. *Enter* PIN quantity beside requested course(s).

The PIN Qty field beside each course is set to allow a maximum of 999 PINs. Single purchases of 1000 or more PINs require prepayment before ordering. For more information, please contact the BuildForce Manager of Finance and Administration at (613) 569-5552 x 225.

B. *Click* **>Continue**.



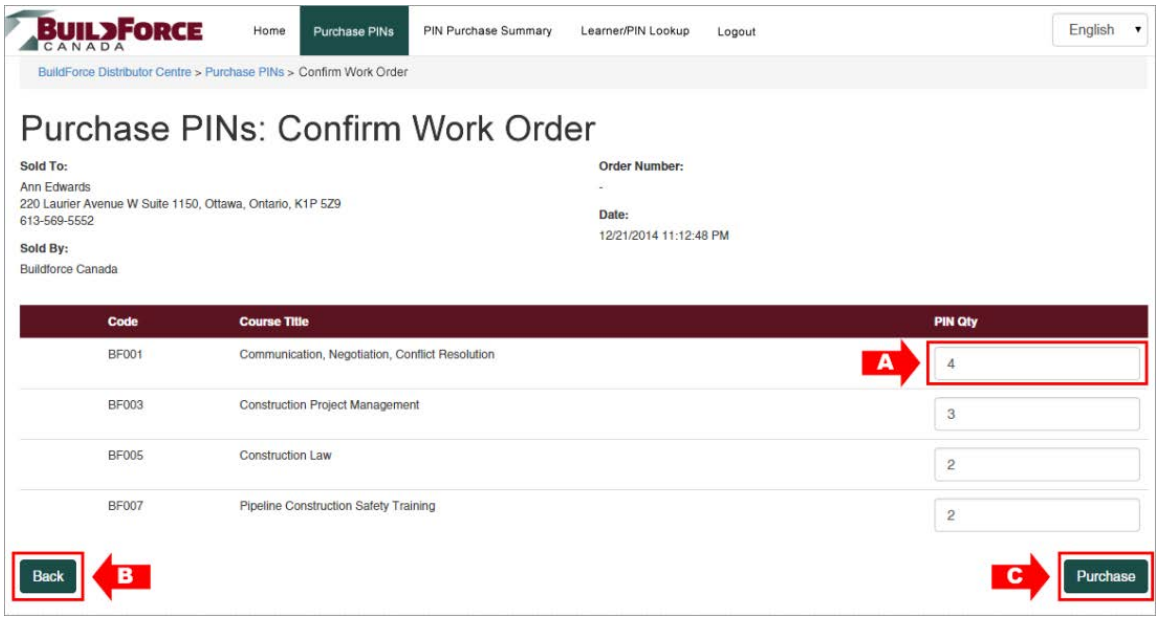
Step 3: Confirm Work Order

This step allows you to review and make changes to your work order before submitting it. The following options are provided:

A. Revise **PIN Qty** .

B. **Back Button** - Click this button to return to step 1 and restart the order.

C. **Purchase Button** - Click this button to complete your purchase. Note: *Once an order has been submitted, changes can only be made by BuildForce upon request*.



Step 4: Work Order Completed

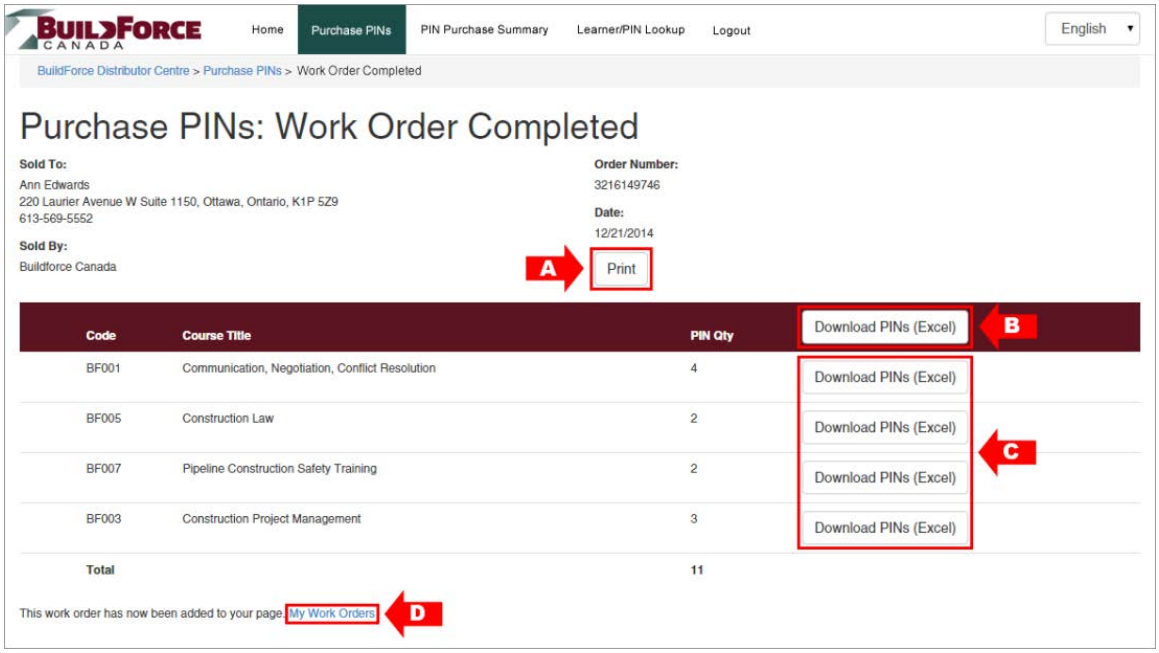
This step displays a copy of the completed work order for your purchase. The following options are provided:

A. **Print** - Click this button to print a copy of the work order.

B. **Download PINs** - Click this button to download an Excel file containing **all** PINs from the work order.

C. **Download PINs** - Click these buttons to download PINs for a **specific course** on the work order.

D. **My Work Orders** - Click this link to view the work order on your *PIN Purchase Summary* page.



New PIN Format

PINs purchased from the new Distributor Centre have a slightly different format than those purchased from the old site. The new PINs now include the course code and the distributor code. Below is an example of the new format.

BF011_BLD_6368090791

Course Code *Distributor Code* *Unique Identifier Code*

Note: PINs from the old site **will continue to work** on the new site.

Billing

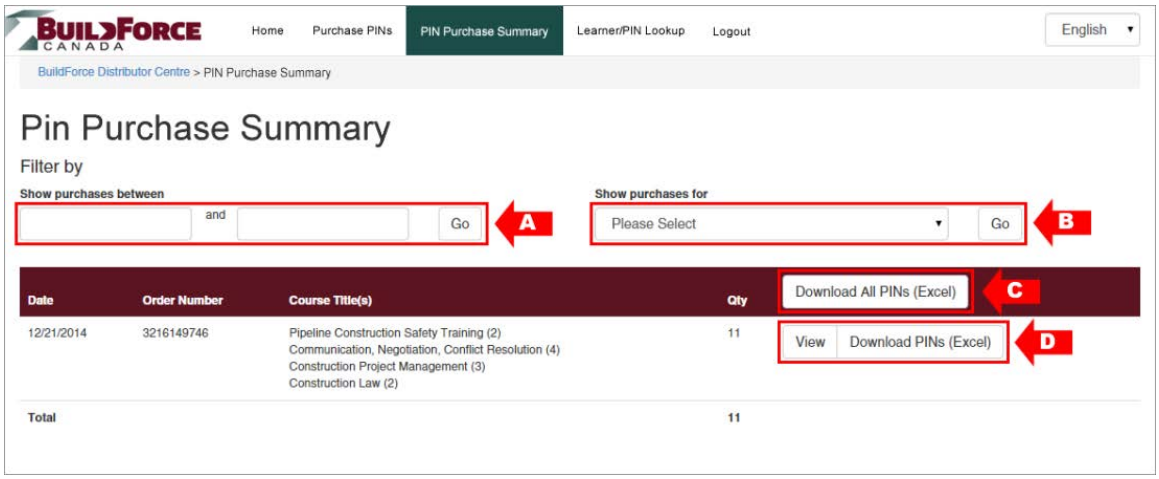
All distributors will be invoiced on a monthly basis, based on the number of course PINs purchased for any given month.

2.3 PIN Purchase Summary

2.3.1 Overview

Click>**PIN Purchase Summary** menu.

The PIN Purchase Summary Page (below) contains a range of features for managing PIN purchases. A brief description of each feature is provided below, followed by instructions.



A. **Date Filter** - Displays a list of all work orders created within a selected date range.

B. **Course Filter** - Displays a list of all work orders that include PINs for the selected course.

C. **Download All PINs** - Downloads an Excel file containing up-to-the-minute information on the status of every PIN in a distributors inventory. Generated using live data and sorted by PIN Number, the report contains the following additional PIN information:

- Work Order - The work order number associated with the PIN.
- Work Order Date - The date the work order was created,
- Course - The course title associated with the PIN
- PIN Status - The usage status of the PIN. Options:
  - *Redeemed* - the PIN has been used by a learner to enroll in the course.
  - *Unredeemed* - the PIN has not yet been used to enroll in the course.
  - *Voided* - the PIN has been deleted without being redeemed.
- Redeemed/Voided Date - The date that the PIN was redeemed or voided. N/A if not applicable.
- Name - The first and last name of the learner who used the PIN to enroll in the course. N/A if not applicable.
- E-Mail - The e-mail address of the learner. N/A if not applicable.
- Course Status - The current progress status of the learner in the course. Options:
  - *Not Started* - The learner has enrolled in the course but not yet started it.
  - *Active* - The learner has started the course but not yet completed it.
  - *Completed* - The learner has successfully completed the course.
- Date Completed - The date that the learner completed the course. N/A if not applicable.

D. **View/Download Work Order PINs** - Allows a distributor to view and/or download PINs from individual work orders.

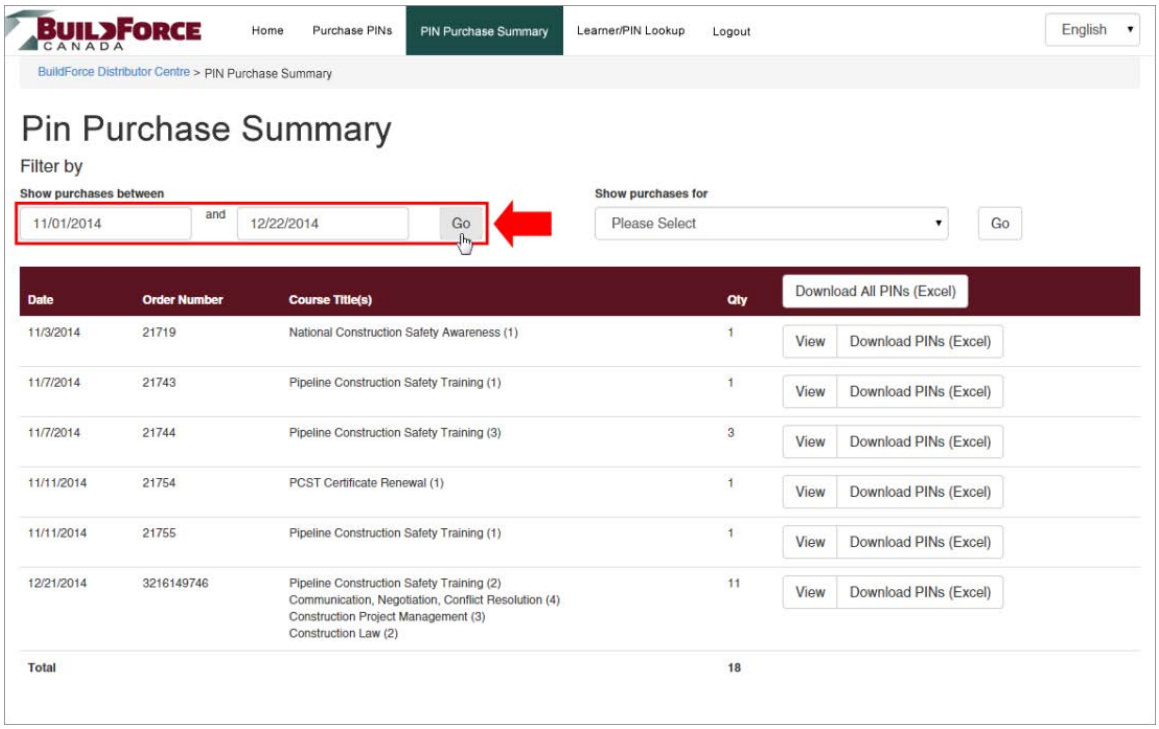
Note: If you do not see any work orders when you first arrive at the *PIN Purchase Summary* page, it is because only PINs purchased in the previous 30 days appear in the table. An empty list only indicates that you haven't made any purchases in the past month. All purchases older than 30 days can be accessed using the filtering tools at the top of the page.

2.3.2 Filtering Purchase History

The instructions below show you how to filter and customize your PIN purchase search results to find exactly what you want.

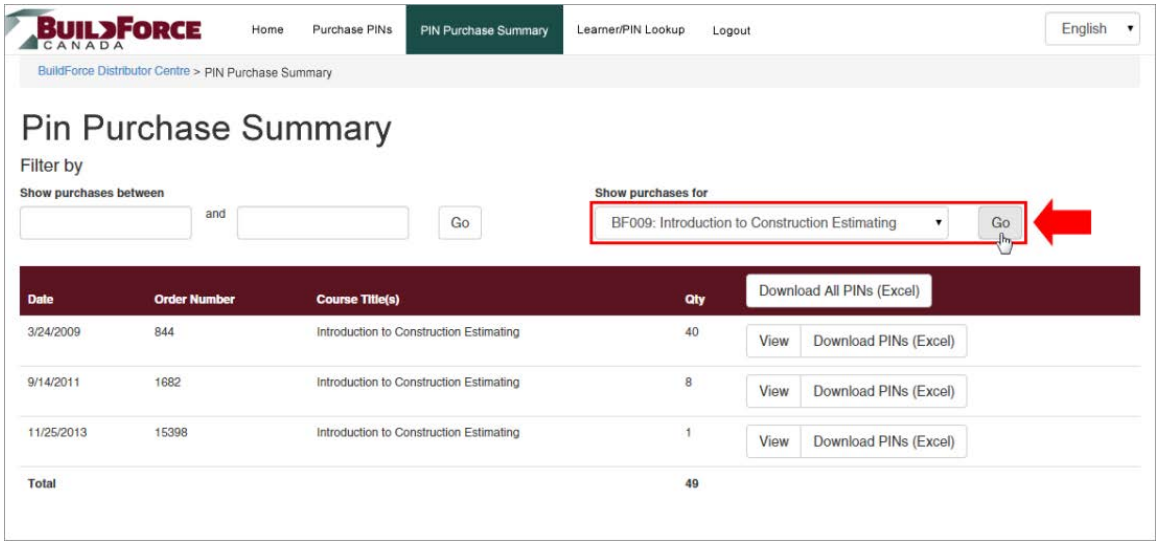
Filter by Date

- *Choose* **>Show purchases between** filter
- *Select* **>Start Date** and **>End Date**
- *Click* **>Go**
- All PIN purchases made between the above dates will appear in the search results list, sorted by Date (oldest to newest).



Filter by Course

- *Choose* **>Show purchases for** filter
- *Select* **>Course**
- *Click* **>Go**
- All PIN purchases made for the selected course will appear in the search results list sorted by Date (oldest to newest).



2.3.3. Downloading and Viewing Instructions

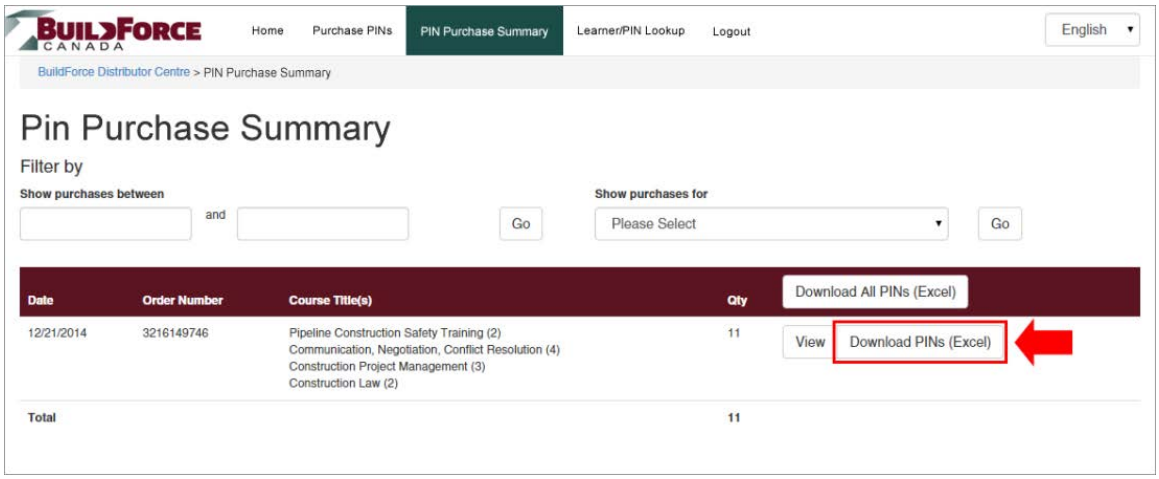
Search results contain a selection of features for downloading and viewing PIN purchases. The instructions below show you how to use these features.

Download ALL PINs

- *Click* **>Download All PINs (Excel)**.
- An Excel file called AllPinReport.xls will be generated. This report contains a complete list of your PIN inventory, with up-to-the-minute information on the status of each PIN.

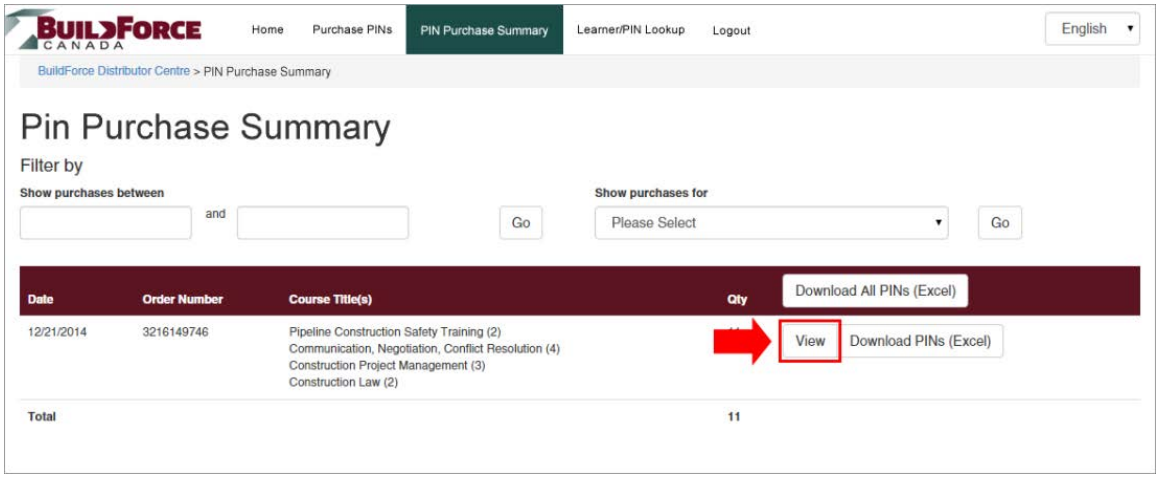
Download Individual Work Order PINs

- Choose a work order in your search results.
- *Click* **>Download PINs (Excel)**.
- An Excel file called PinReport.xls will be generated. This report contains a list of PINs purchased on a specific workorder, with up-to-the-minute information on the status of each PIN.

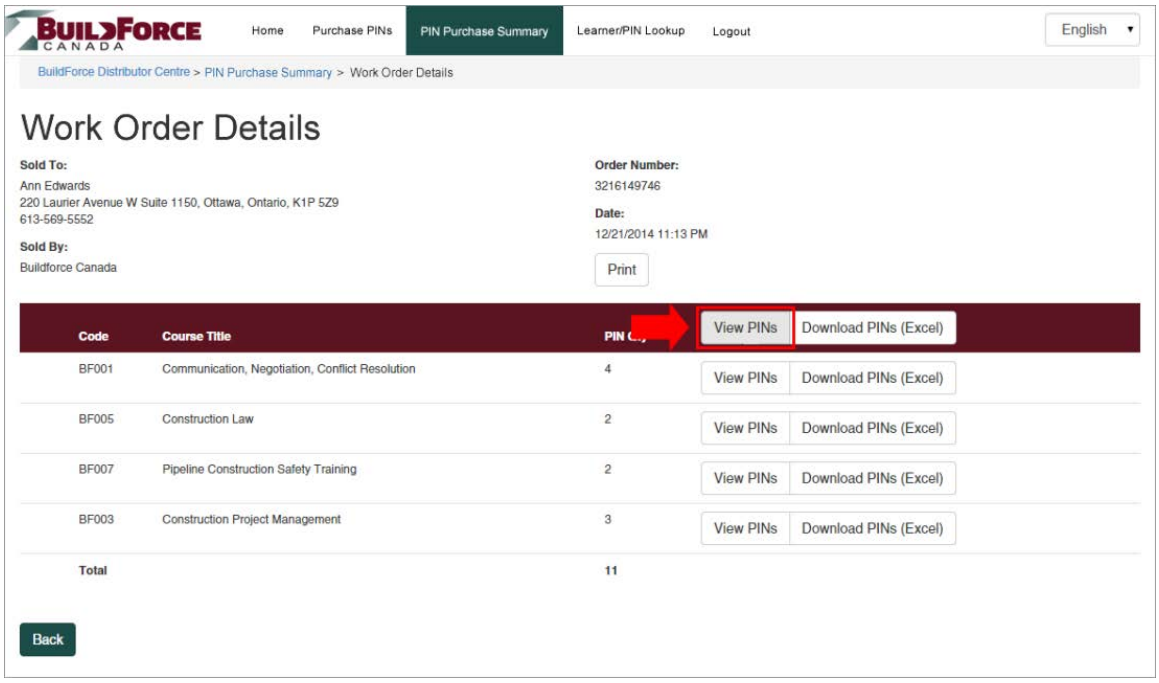


View Work Order Details

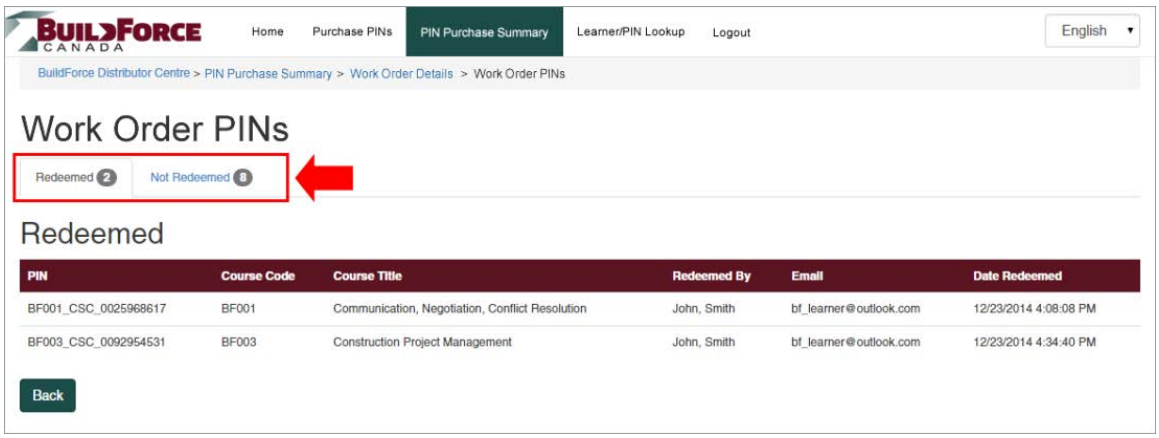
- Choose a work order in your search results.
- *Click* **>View**



- The Work Order Details page displays all of the original workorder information as well as a button for viewing and downloading PIN information. To view information on all work order PINs:
- *Click* **>View PINs** on the table header. **Note**: You can also view or download PINs by individual course.



- The Work Order PINs page displays separate tabs to indicate which PINs on the work order have been used by a learner (**Redeemed**), and which have not (**Not Redeemed**).



2.4 Learner/PIN Lookup

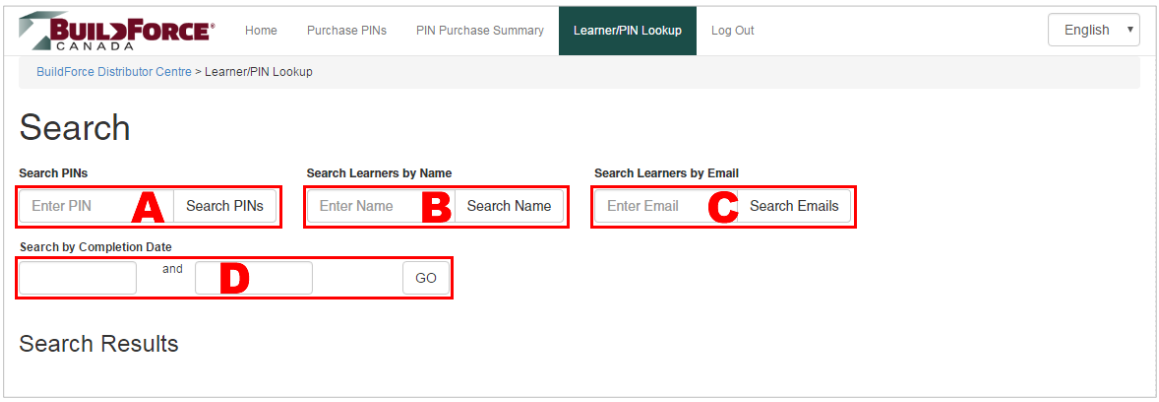
2.4.1 Overview

Click **>Learner/PIN Lookup** menu

The Learner/PIN Lookup main page provides the following features:

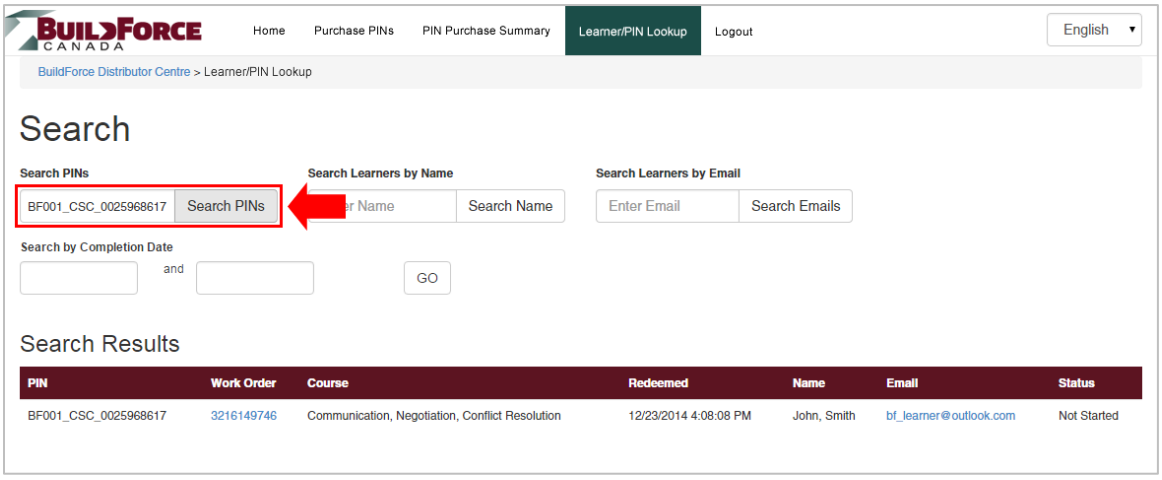
A. **PIN Lookup** - Search for the status of a PIN.
B. **Name Lookup** - Search for a learner by name.
C. **Email Lookup** - Search for a learner by e-mail.
D. **Course Completion Filter** - Generate a list of learners who have completed courses within a specified date range.

The instructions below show you how to use each option.



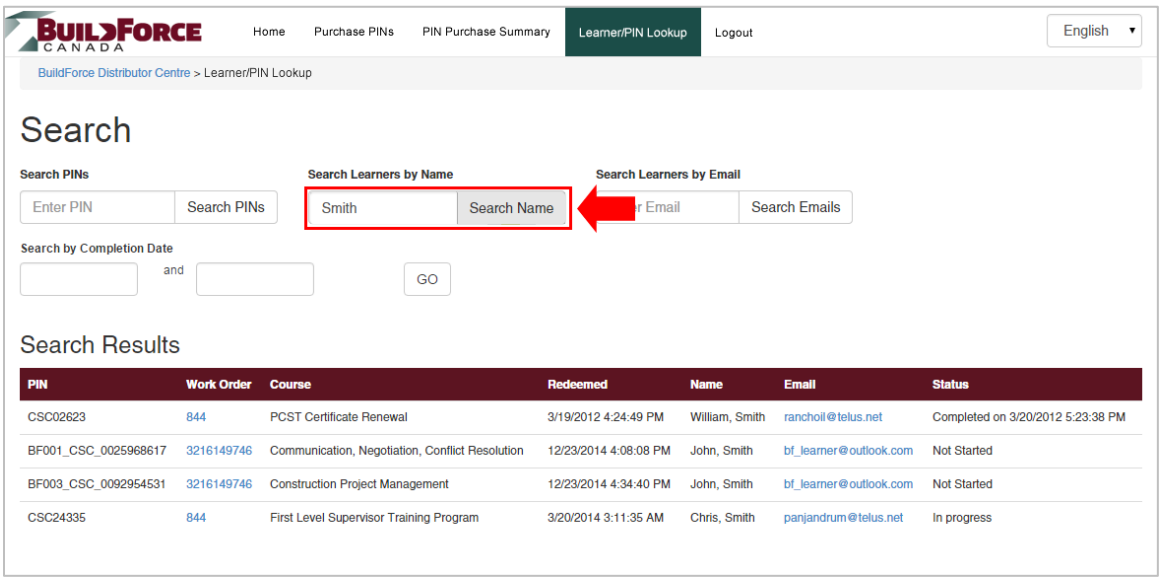
2.4.2 Search by PIN

- *Enter* PIN in search box
- *Click* **>Search PINs**
  - If the PIN is valid, search results will be displayed in the table.
  - If the PIN is not valid, the following message will appear above the table header: *Unfortunately, there are no learners or PINs matching your search. Please try again*.



2.4.3 Search by Name

- *Enter* Name (First or Last) in search box.
- *Click* **>Search Name**
  - If the name is valid, search results will be displayed in the table.
  - If the name is not valid, the following message will appear above the table header: *Unfortunately, there are no learners or PINs matching your search. Please try again*.

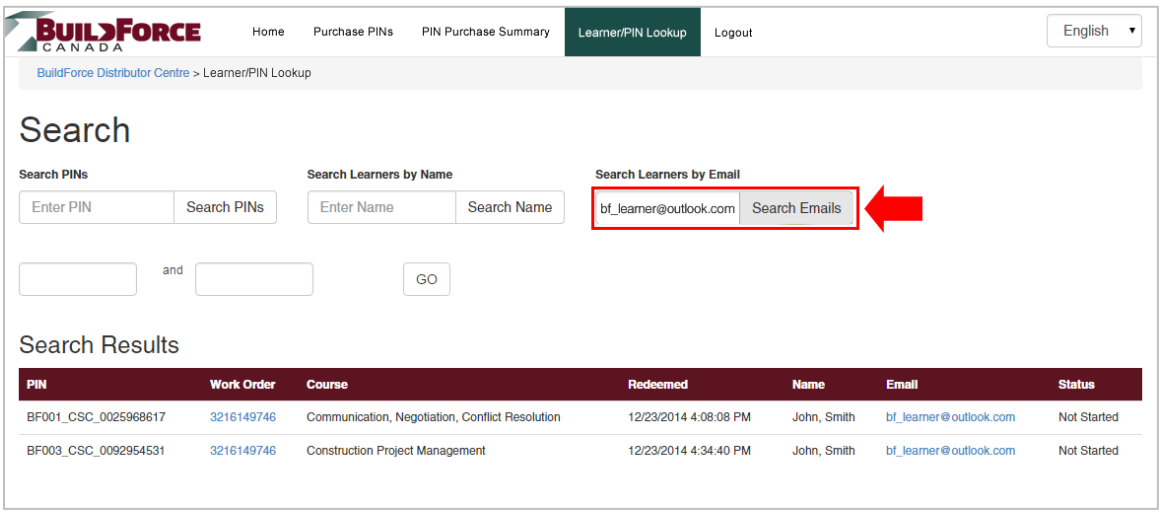


Note: When you submit a name search, the search engine scans every learner name record **by letter**, and will return **all** matches in your search results. For example, if you submitted a search using **Phil** as your name, your search results might include the following:

Phil Smith, Phillip Jones, John Phillips, Mary Philbert

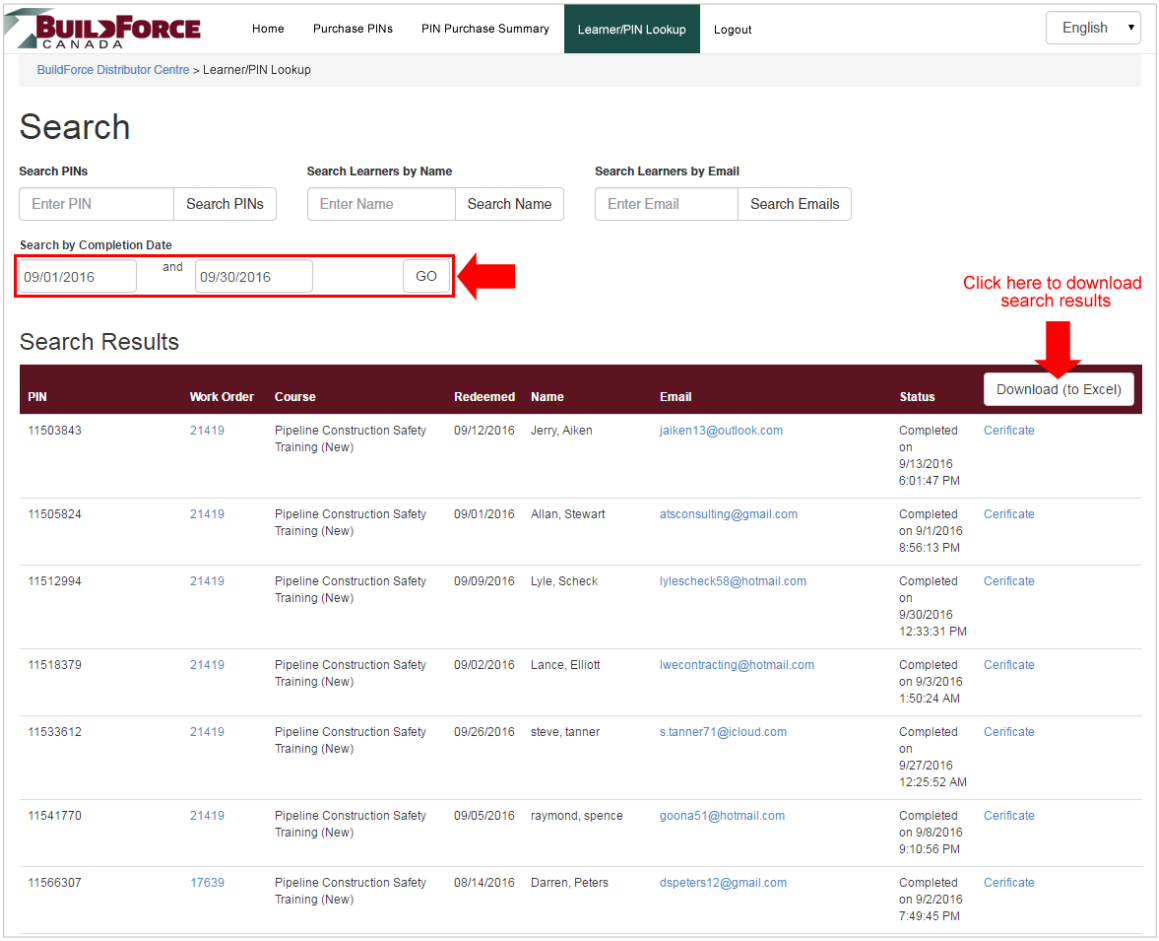
2.4.4 Search by Email

- *Enter* e-mail address in search box.
- *Click* **>Search Emails**
  - If the e-mail is valid, search results will be displayed in the table.
  - If the e-mail is not valid, the following message will appear above the table header: *Unfortunately, there are no learners or PINs matching your search. Please try again*.



2.4.5 Course Completions Filter

- *Select* a **start date** (left field) and **end date** (right field) using the calendar widget.
- *Click* **>GO**
- A list of all learners who have completed courses during the specified dates will appear in the Search Results table.
- Search results can also be downloaded and opened in Excel.

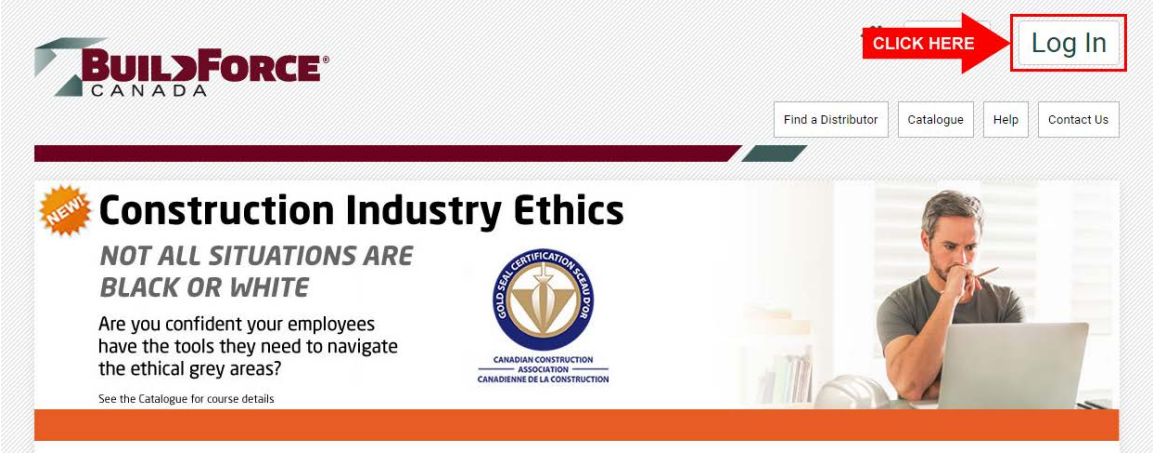


Note: Search results generated using the Completion Filter include **ALL** learners who have completed courses on the BuildForce E-Learning site. The quickest way to quickly locate your learners is to download and open the search results in Microsoft Excel.

2.5 Updating Your Distributor Account Information

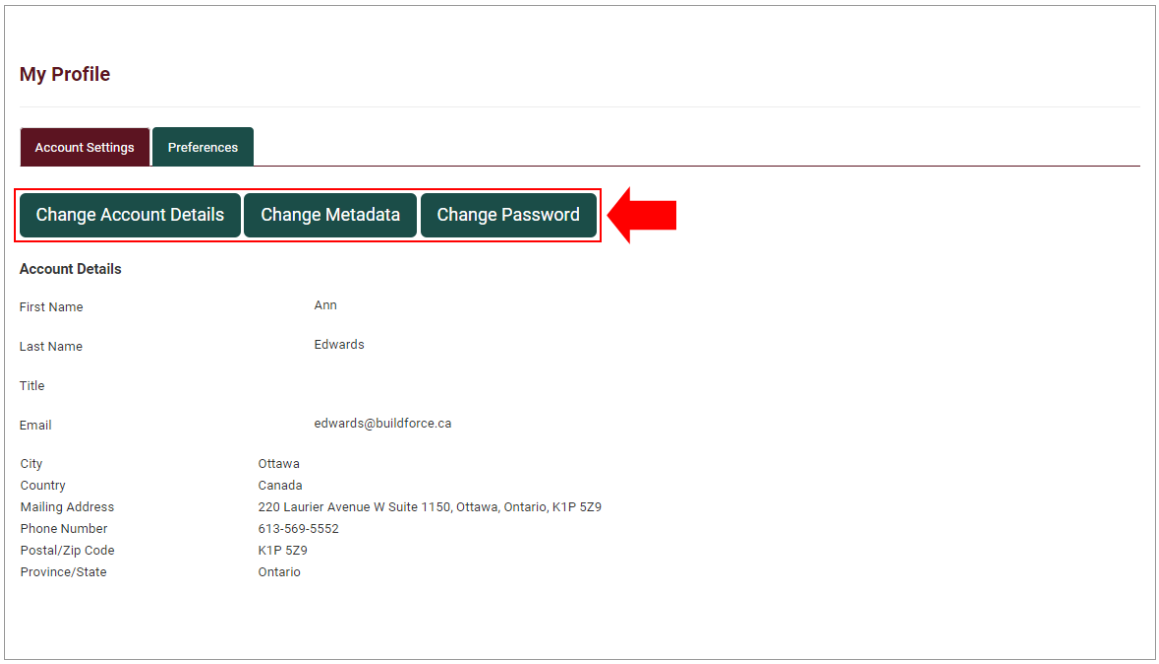
To update your distributor account information, follow the steps below:

1. Go to the E-Learning Centre Home Page – http://elearning.buildforce.ca
2. *Click* **>Log In**
3. From the Log In page, *enter* your distributor e-mail and password and *click* **>Log In**



4. *Click* the *Gear Widget* now visible at the top of the page.
5. *Click* **>My Profile** on the menu below.

6. Your **My Profile** Page provides a range of options for updating your *Account Settings* and *Preferences*.



When you have completed your updates, *click* on the Gear Widget and *click* **>Log Out**.

In the final section we'll introduce you to the BuildForce E-Learning Centre and show you how Learners use PINs to register and enroll in courses.

SECTION 3: E-LEARNING CENTRE LEARNER OVERVIEW

The BuildForce E-Learning Centre is where Learners register, set up accounts and enroll in our e-learning courses. In this section, we'll introduce you to the E-Learning Centre site, show you how new learners set up accounts and use PINs to enroll in courses.

3.1 Home Page

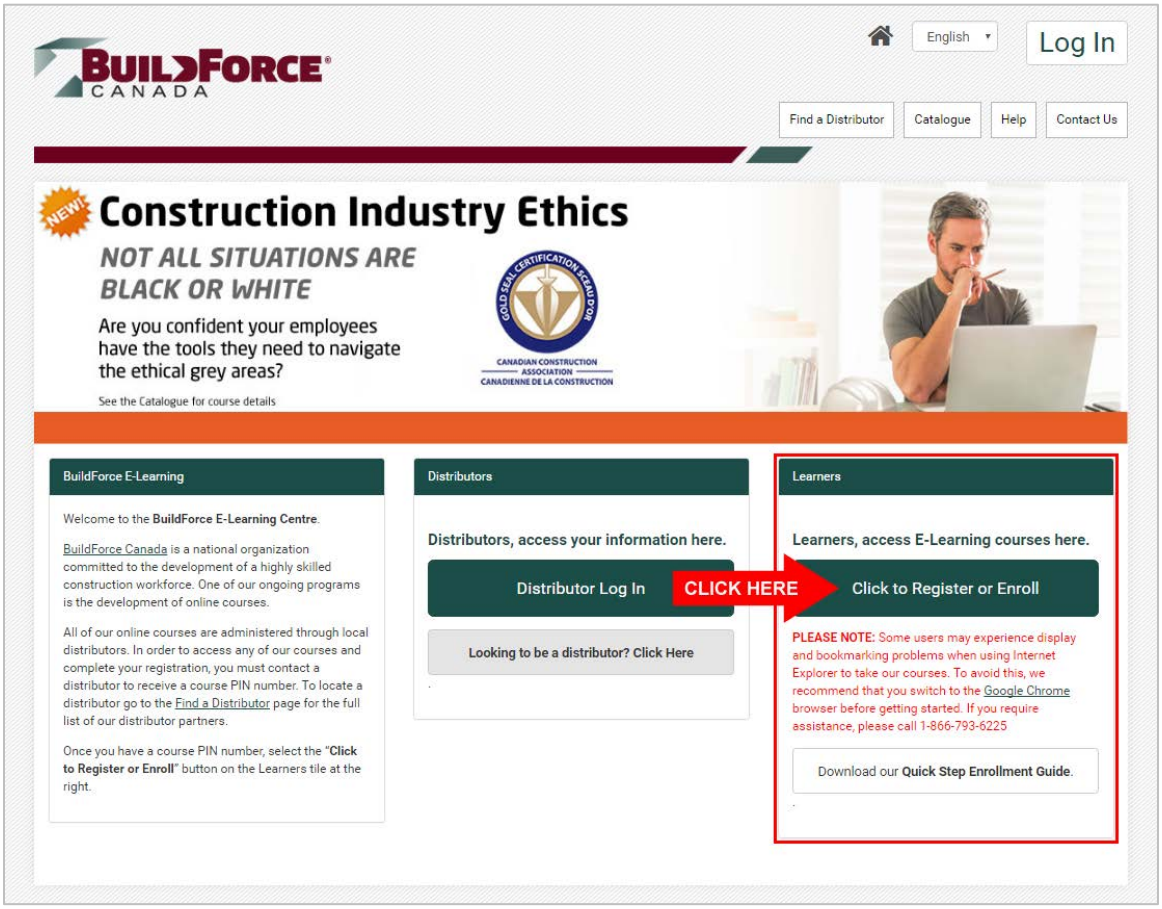
The following features are available to learners from the E-Learning Centre Home Page (above):

A. **Language** - Change language selection.
B. **Log In Button** - Login area for existing learners.
C. **Site Menu**
   - ***Find a Distributor*** - Find a distributor by region or course.
   - ***Catalogue*** - A list of BuildForce E-Learning courses.
   - ***Help*** - A list of frequently asked support-related questions.
   - ***Contact Us*** - E-Learning technical support hours and contact information.
D. **Register/Enroll Button** - Where learners with a course PIN begin the registration/enrollment process.

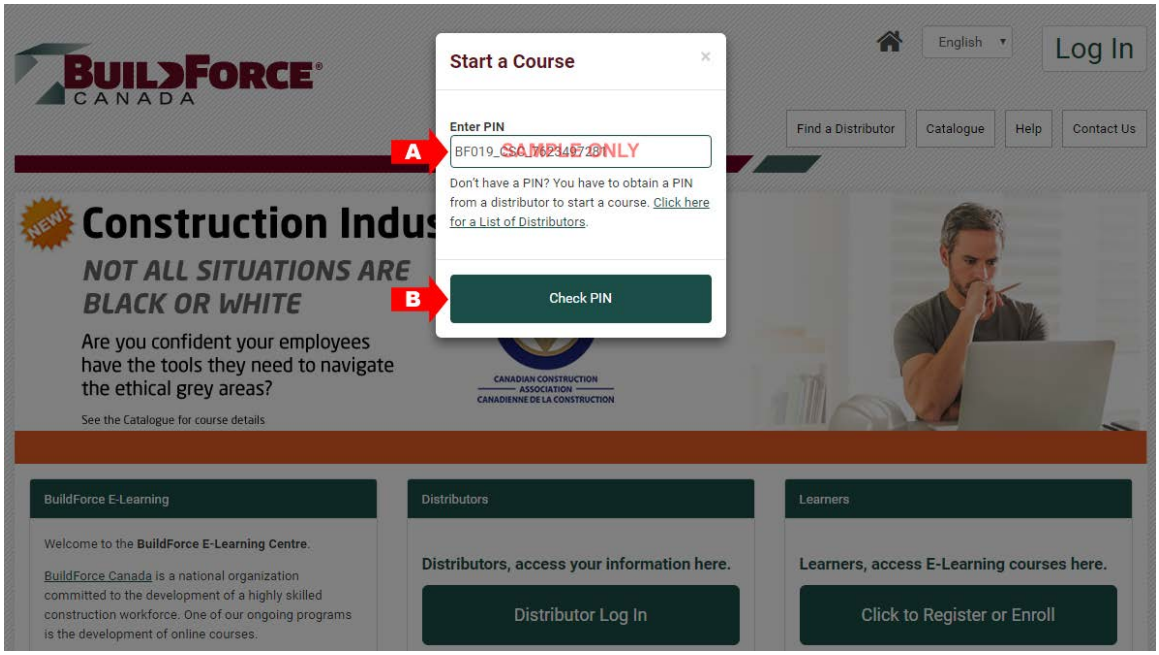
3.2 Learner Registration and Enrollment

Once a Learner has obtained a course PIN, they can get started in the course by following the steps below.

1. Go to the E-Learning Centre Home Page – http://elearning.buildforce.ca
2. From the Learners Tile on the right side of the screen, *Click* **>Click to Register or Enroll**.

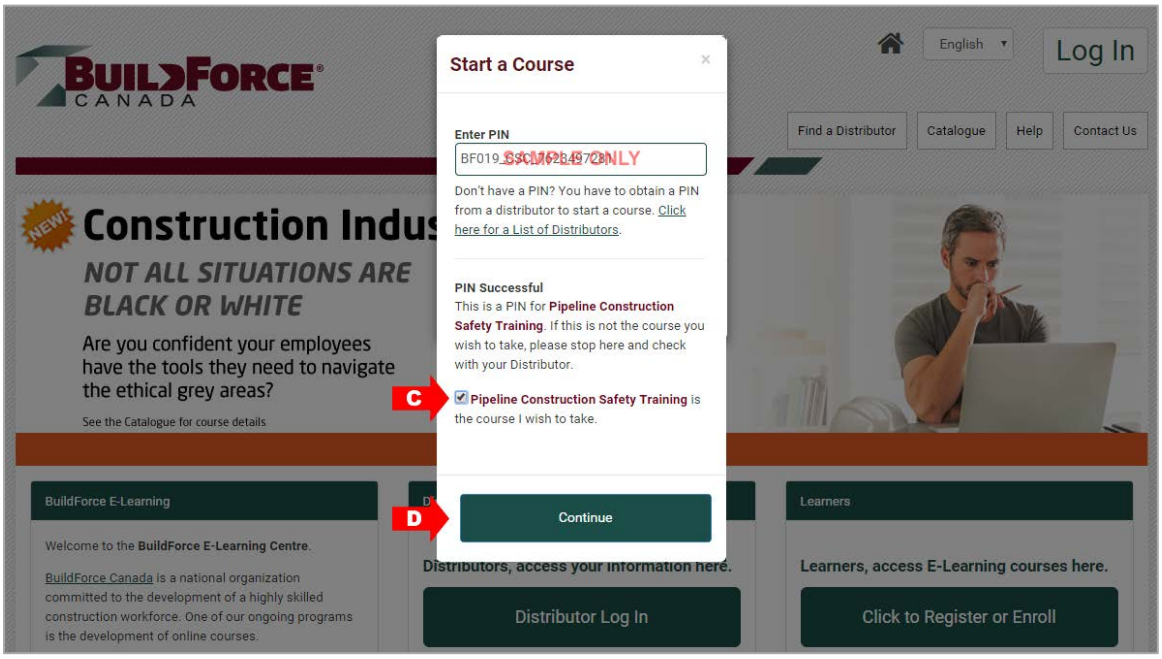


3. Using the *Start a Course* window, do the following:
   A. *Enter* the course PIN.
   B. *Click* **>Check PIN**



C. When “PIN Successful” message appears, **confirm** the course by *checking* the box beside the course title.

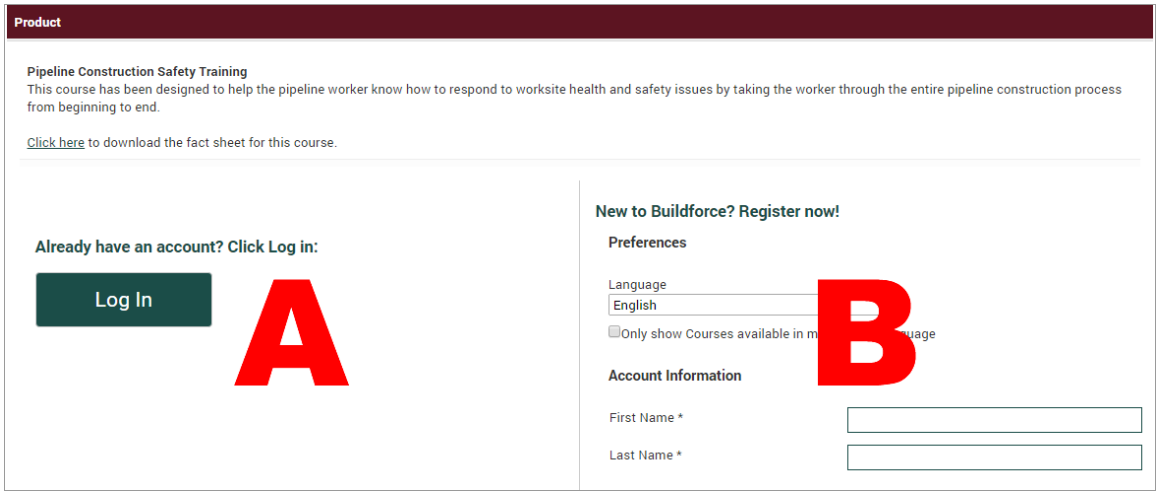
D. *Click* **>Continue** to proceed to the Registration page.



4. When the Registration page appears, choose one of the following options:

A. **Login** - Choose this option you are an **Existing User**.

B. **Register** - Choose this option if you are a **New User**.



Existing User Login

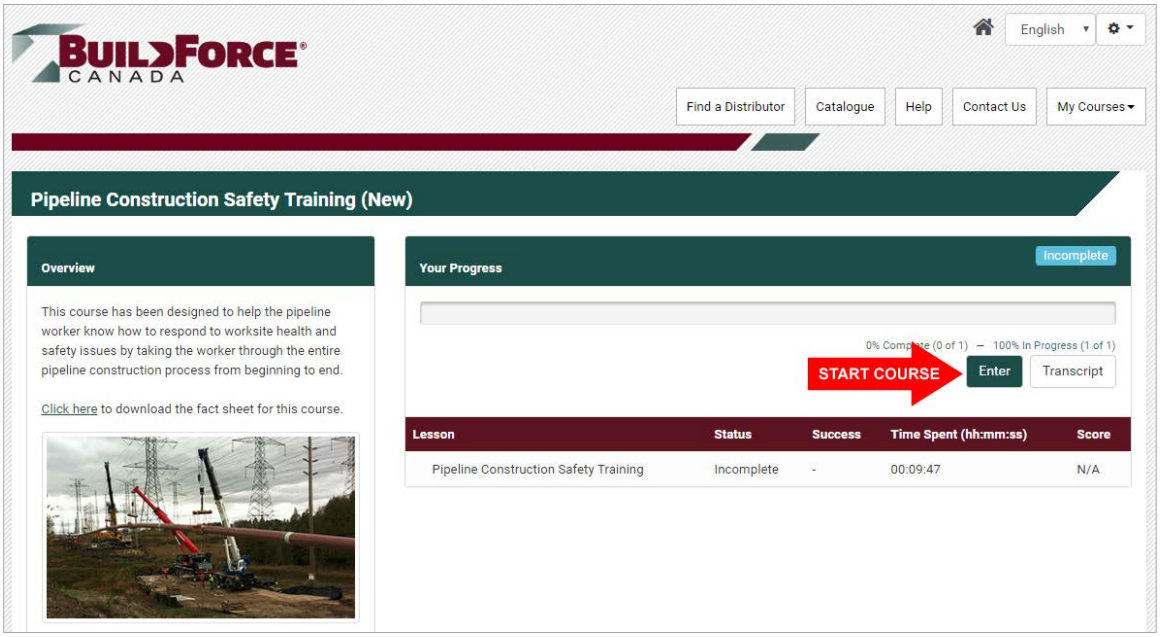
Existing Users are learners who have previously enrolled in one or more of our e-learning courses, so will already have created an account on the E-Learning Centre.

New User Registration

New Users are learners who are taking their first course on the E-Learning Centre, so they must complete a one-time registration before they can start the course.

5. Once you have logged in or registered, an order confirmation page will load.
6. *Click* **>Enter**

7. The Course Details page will load.
8. *Click* **>Enter** to start a course.

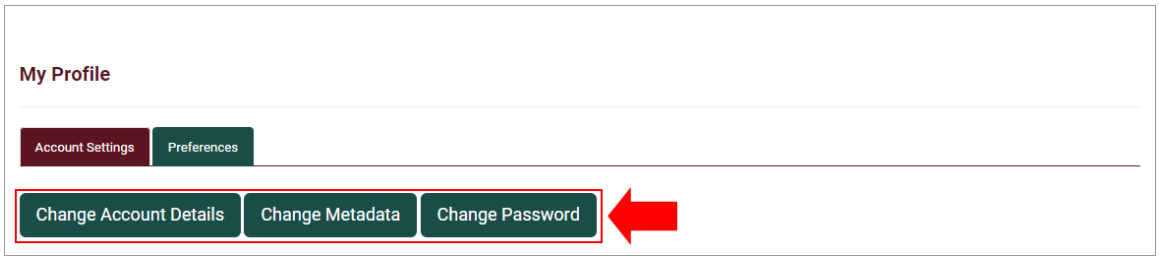


3.3 Updating Learner Account Information

To update your contact information and log out of your account, follow the steps below.

1. From the top right corner of the page, *click* on the Gear Widget.

2. To update your contact information:
   - *Click* **>My Profile** on the *Gear Widget* menu.
   - Your My Profile Page provides a range of options for updating your *Account Settings* and *Preferences*.



3. To log out of your account:
    - *Click* **>Log Out** on the *Gear Widget* menu.

SECTION 4: HELP AND SUPPORT

Contact Information:

Phone: 1-866-793-6225

Email: support@buildforce.ca

Hours of Operation:

8:00 am - 8:00 pm EST Monday - Sunday

A message can be left on our Technical Support voice-mail if you are calling after hours. All messages will be returned the next day.

On behalf of BuildForce Canada thank you once again for becoming a distributor.