

CountyCollege

NCACC CountyCollege User Guide

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If you need assistance, call the FirstNet help desk at **888-948-4949, x1**.
or email customersupport@firstnetlearning.com or contact
one of your county's or entity's **CountyCollege** Administrator.

You may also contact NCACC Risk Control:

Kathy DeMay, Resources Librarian – 919.719.1117 or kathy.demay@ncacc.org

Bob Carruth, Risk Control Manager – 919.719.1150 or bob.carruth@ncacc.org

Welcome to the NCACC **CountyCollege**! We are glad you are training with us! To help you navigate the Training Center, here is a step-by-step guide to register, take courses and track your training.

Access the Site/Register

You can access the site 24/7 from any computer with Internet access. Go to the NCACC website (www.ncacc.org) to access the login page through the Risk Management menu or save/bookmark our campus URL <http://www.firstnetcampus.com/ncaccu> to your favorites. Enter your **Username** and the **Password** you have been provided and click **Submit**. If you do not have a Username and Password for the **CountyCollege**, click on "I Am a New User".

NORTH CAROLINA
ASSOCIATION OF COUNTY COMMISSIONERS
RISK MANAGEMENT POOLS
Covering the Counties that Cover our State

CountyCollege

Welcome! Please sign in ...

I am a returning user Please enter your user name:
kathy.demay

Please enter your password:
.....

Forgot your password or user name? [Click here](#)

Remember my user name on this computer
(Please leave this box unchecked if this computer is shared with others.)

I am a new user

[Click Here](#) to view our "Kwik-Help" list or to contact FirstNet Learning for Technical Assistance

Click here for Technical Assistance or
call 1.888.948.4949, x1 or contact
customersupport@firstnetlearning.com

NOTE: If you have received a notice that you are already registered, logon and open "Student Center." If you're not sure whether you're registered, check with your **CountyCollege** administrator or FirstNet.

When you click on “New User Registration,” a new screen will open. It will prompt you:



Have you previously registered?

If so, DO NOT REGISTER again.

If you have forgotten your password, [click here](#), enter your user name, click on **Get Password**, and we will send your password to your email address shortly.

To continue your registration in **CountyCollege**, you must fill in your county or entity’s access code. That code is normally the first two letters of a county or entity name plus three digits. Counties are numbered 001-100 as they are listed alphabetically. You may obtain the correct access code by contacting one of your **CountyCollege** administrators or NCACC (RMP@ncacc.org or 919.719.1117).

You will then be asked to select your group. That refers to the county department in which you work. Choices include:

- Agriculture
- Animal Control
- Building Inspections
- County Administration
- Courthouse
- EMS and Emergency Management
- Facility and Grounds Maintenance
- Health Department
- Human Resources
- Information Technology
- Jail
- Library
- Other*
- Parks and Recreation
- Sheriff
- Social Services
- Solid Waste and Recycling
- Tax Administration

* Other may also be listed as an option under a subgroup listing of your county/entity name.

You may then select the same department for the prompt to “Select your department.”

Please enter your access code:

Please select your group

Select **Continue** and fill out the registration information:

- Create a user name and password. FirstNet suggests using a password you can easily remember.

User Registration

Required fields are shown below with an *(asterisk). All information you provide will be handled over a secure connection.

* Enter A User Name (8 - 50 characters)

* Choose A Password: (8 - 50 characters)

* Reenter Password:

* First Name:

* Last Name:

* Email:

* Re-enter Email:

If you do not have an email, please enter your supervisor's email address

- You must enter an email address. If you don't have a work email address, you may use your personal email address or the email address of your supervisor.
- You will be asked to supply a "Password Retrieval Secret Question" to be used in the event you forget your password. If accessing your account with your secret question fails, you may still contact FirstNet technical support to reset your password (888-948-4949, x1) from 10 a.m. to 7 p.m. EST. (FirstNet is located in Denver, which is in the Mountain time zone, a 2-hr. difference.)
- Enter your work phone number and your extension, if applicable.
- Answer Yes/No to the following two (2) questions:
 - Do you drive a vehicle as a routine part of your job?
 - Are you a supervisor, manager or department head?

These questions are used to determine which resources are best suited for your use.

- Select your job category from the following:

| | |
|---|---|
| <ul style="list-style-type: none"> ○ Admin – no public contact ○ Admin – public contact ○ Animal Control ○ Building Inspector ○ Detention Officer ○ Emergency Management ○ EMT/Paramedic/First Responder ○ Extension Agent ○ Facility Management ○ Healthcare | <ul style="list-style-type: none"> ○ Housekeeper/Janitor ○ IT Technician ○ Law Enforcement – Admin ○ Law Enforcement – Sworn Officer ○ Park Attendant ○ Social/Case Worker ○ Solid Waste ○ Tax Assessor/Appraiser ○ Transit Driver |
|---|---|
- Finally, you will have an option to select a CEU Award Category. At present, CEU accreditation is only available for Wastewater Certification and Water Operator Certification.

Note: If you are a manager or supervisor and will need access to the training records of your direct reports, you will have to contact one of your county or entity's **CountyCollege** administrators to have a sub-group created to which you will be given Level 1 Administrative access.

| | | |
|-------------|--------------|-----------------------|
| Kathy DeMay | 919.719.1117 | kathy.demay@ncacc.org |
| Bob Carruth | 919.719.1150 | bob.carruth@ncacc.org |

Workplace Colleges

You are now in the Online University. It lists the eight Workplace Colleges. All county positions can be classified as belonging to at least one of the Workplace Colleges:

| | |
|--|---|
| <ul style="list-style-type: none"> Administrative & Office Sheriff & EMS Public Works & Utilities Parks & Leisure Activities | <ul style="list-style-type: none"> Transportation & Driving Human Services Supervisors & Managers Solid Waste & Recycling |
|--|---|

Now that you're registered, take a few moments to explore the website. Your first stop is the **Student Center**.

The Student Center

This is your one-stop shop to get an overall picture of your training status.



My Profile: When you click on “**Student Center**,” it will launch your “**Profile**”. You may always make changes/updates to your profile, including changing your password or job category. If you have make changes, you must scroll to the bottom and click: [Submit Information](#)

My CEUs: You may also check the status of continuing education credits/units (CEUs). At present, only Water and Wastewater Operators have been qualified to obtain job-specific required CEUs through **CountyCollege**. However, FirstNet and NCACC are working to expand this option to other job categories.

Completing your Profile

You've received an email from **Messages@firstnetlearning.com** notifying you that you've been enrolled in **CountyCollege**. The email will inform you of your user name and temporary password.

- At your earliest opportunity, you should logon and click on the tab “Student Center.” This tab will open to your “User Profile”.
- Change your temporary password to something individual to you that you can easily remember.
- Complete your profile as detailed above. You may always return to the Student Center to update your profile. Your profile may be used to determine the courses and resources you will be assigned, so it pays to be as accurate as possible when completing your profile.

Taking an Online Course

You've received an email from **Messages@firstnetlearning.com** notifying you that your **CountyCollege** Administrator, county/entity Department Head or immediate Supervisor has assigned you an online course. That email will include instructions on how to begin.

- The email will indicate the individual assigning the training in the “From” field and will include the assigner's email address. If you have questions about the training, that person who assigned you the training is your contact.
- The email will also indicate when the course will first become available to you.
- There will be a link to log onto **CountyCollege**. [Click here to sign in.](#)

- Logon and access the “My Training” tab. This will open on “Assigned” training, which will list all training you’ve been assigned through **CountyCollege**. All training will be classified as either **Online** course, **Classroom** instruction or **Policy**. (Note: If you are assigned a “Policy,” you will normally be required to confirm that you have received and read the policy.)

| Online Classroom Policy | | | | | | | |
|--|--|-----------------|------|-------------|---------------|-------------|-------------------|
| Type | Training Title <small>Click Title to Launch or View</small> | Sort by Title ▼ | info | COURSE CODE | Status | Status Date | Next Due Date |
| | Flying A Remote Control Airplane | | ⓘ | NCACC_44 | NOT ATTEMPTED | 10/25/2017 | |
| ■ | Job Safety Analysis for Supervisors | | ⓘ | JA09 | NOT ATTEMPTED | 02/15/2018 | 03/30/2018 |

- You may choose to sort your course list by title, status, status date, or due date.
- Click on the course title to launch the course. **Note, some courses will require that you have Adobe Flash Player installed on your PC.** Click on the “Info” icon to obtain a full description of the course, including its estimated duration. The duration represents the time it should take you to complete the course. {Note, if you are unable to complete a course in one sitting, you may close it and return to it later. You will then be given the option to resume where you left off or to start over.}
- Some online courses are gated; others are ungated. In an ungated course, you may move freely from screen to screen. In a gated course, you must fully complete one screen before moving on to the next.

YOU MISSED THE COURSE’S “NEXT DUE DATE”

You will no longer be able to access a course after its “Next Due Date.” If you still are required to complete the course, it must be reassigned or be assigned an extended due date. Contact your **CountyCollege** administrator.

My Reports: Track Your Progress

Once you have started and/or completed a course(s), you can track your progress through **My Reports** in the **Student Center**:

Transcript Activity

Individual Transcript Report

Reporting on: Kathy DeMay (kathy.demay)

Output to MS Excel (MS Excel must be installed on local PC)

Step 1 : Select a reporting period or enter dates directly:

Reporting Period ▼

Start Date:

End Date:

(leave blank to show all dates) Date Format: mm/dd/yyyy

Step 2 : Select sorting options:

User Sort 1: Course Name ▼

User Sort 2: Status ▼

User Sort 3: Status Date ▼

Show Grades

Step 3 : Make course selections:

Select All Courses

or

Uncheck the above checkbox and Multiple-select course(s) by clicking on titles while holding down the Ctrl or Shift Key

Emergency and Disaster Preparedness (EP15)

When you run a report, you always have the option to export the data to an MSExcel© spreadsheet.

Transcript Report – This shows a summary of all tests that have been attempted:

1. Choose the time period you want to see results for by either using the drop down menu or enter specific dates.
2. Select the different ways you want to sort the information by using the drop down menus.
3. Leave the box checked to view all courses or select specific courses from the list. (Hold the **Control** key or **Click and Drag** to select more than one).
4. Click **Submit**.

Activity Report – This shows activity on all courses you have been assigned:

1. Choose the time period you want to see results for by either using the drop down menu or entering specific dates.
2. Select the different ways you want to sort the information by using the drop down menus.
3. Select **Report Filtering Options** by checking or un-checking various options.
4. Leave the box checked to view all courses or select specific courses from the list. (Hold the **Control** key or **Click and Drag** to select more than one).
5. Click **Submit**.

Print Certificate of Completion

My Course Certificates: When you have completed a course satisfactorily, FirstNet will certify that on your transcript record. The record will list every course by both title and course code, indicate when you completed it and what grade you earned.

Every course includes a test of competency upon the course's conclusion. Note: Your employer may set a level of competency to qualify for certification of your training (such as needing to score 80% or better), or your employer may require that you simply complete the course. If you don't earn certification according to your employer's guidelines, you may take the course repeatedly until you have achieved success.

Once you have completed courses, you can print a **Certificate of Completion** for your records through the **Student Center** tab:

1. Click **My Course Certificates**.
2. Select the course certificate you want to print.
3. Click **View Certificate**.
4. Print out the certificate in the pop up window, making sure your printer orientation is set to **Landscape** mode.

My Training

The “My Training” tab takes you to a snapshot of your current training status, including a record of your assigned training, your achievements/completed training, and any notices in your inbox.



Assigned Training: You may elect to view your past due courses, all assigned courses and your completed courses. You may also filter your courses by course type (Online, Classroom or Policy).



Notices: All emails and alerts originating from FirstNet are saved in this mailbox. You have the option to view any email and/or delete it. You may also see your calendar, which will show both your assigned classes and any deadlines for completion.



Achievements: At this point, Achievements is only tracking your historical online and classroom completions. This information is also available under “My Reports” in the Student Center.

Resources

The entire library of NCACC Risk Control Resources has been uploaded to [CountyCollege](#).

- **Online Courses** –FirstNet Learning’s full catalog of available online courses.
- **Classroom Courses** – events that have been scheduled by your county or county entity or by NCACC Risk Management.
- **Best Practices library** – 1-to-4-page handouts on a wide range of risk control topics. Contact RMP@ncacc.org if you would like a handout in a different, customizable format or if you would like hard copies.*
- **Policy Manuals** – External policy manuals geared toward the needs of our members. External sources include OSHA, NCDOL, NCDENR, CDC, EPA and NCDHHS.
- **Templates** – An extensive library of form and policy templates on a wide range of risk control topics designed to allow electronic completion and/or customization.
- **Training Presentations** – This extensive library of MSPowerPoint® training presentation may be freely edited. You may delete, add or edit slides to accommodate your needs.

* If you need hard copies, simply contact the Resources Librarian (RMP@ncacc.org or 919.719.1117) and specify the document and the number needed – there is no limit! Hard copies will be in color on brochure-quality paper. They will be posted using the US Mail, so please allow 2-4 days for delivery.