Your First Use of the Virtual Campus

What is the Virtual Campus?

The National Emergency Training Center's (NETC) Virtual Campus is the Federal Emergency Management Agency's (FEMA) online training site. The NETC Virtual Campus courses are intended for emergency management personnel, fire service personnel, first responders, Department of Homeland Security personnel, and the general public. The NETC Virtual Campus is powered by a learning management system and provides a variety of interactive web-based courses as well as print materials and access to CD ROMs.

Where is the Virtual Campus?

1. Go to http://training.fema.gov and click Online Training or
2. Go to http://lstrng1.fema.gov/LearningSpace5/default.asp?UI=student
3. Bookmark these pages into your favorites for easy access.

Logging In & Creating a User Identity

First time? Create a user identity
1. Click on "New Student"
2. Fill in all the fields: First Name, Last Name, Logon name, UserID (same as Logon Name), Password, confirm your password, your email address (important!), and leave the last setting (EMI or FEMA) alone.
3. Click on "Log On" button in the upper right-hand corner.

Already a student?
1. Enter your logon name and password.
2. If you have forgotten your logon name or password please e-mail NETCwebmaster@dhs.gov and ask for it again. This will alleviate duplication of accounts.
3. Click on the "Logon" button.
4. You will enter into the Virtual campus into the "Learning Home" section

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Learning Home
1. At the top and center of your screen, you'll see navigation buttons for the three sections of the Virtual Campus: *Learning Home*, *Course Catalog*, and *My Courses*.
2. Please look at "Taking Courses" under Important Information. This will help you understand the process of taking a course.
3. Notice the "Student Tools" box on the left: by default, you are in the section "Welcome".
4. Also of interest is "Change password" and "Progress Reports" where you can see your grades and status of your courses.

Course Catalog
1. Click on Course Catalog to see a list of courses available to you.
2. Click on a course, and on the right-hand side will appear a description with a button labeled "ENROLL".
3. If you click on that button, it will change to "UNENROLL". This means you are now enrolled, and that course has been placed into "MY COURSES".

My Courses
1. When you click on "My Courses", along the left-hand side of the screen your "Course List" will appear.
    a. For Q534 Emergency Response to Terrorism Self-study, the test will load on the right-hand side or there is an alternate test that you may download.
2. If you wish to read course material or take a test, click on the "+" sign next to your course: it will change to a "-"sign and expand out the course materials and any tests.

Taking Tests

NFA (Q) courses
At the end of a test, you'll see a "SUBMIT" button which causes the test to be scored and recorded on our servers with the test results. You may see your test results by going to the section "LEARNING HOME", and clicking on the "Progress Report" within "Student Tools".

EMI (IS) Courses
At the end of your course you will see Exam or Evaluation. Click on the "+" sign and it will expand into two different areas. The test question downloads and then the online answer sheet. Download the test, go to the online answer form and after you complete the form, submit it.

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Certificates

Getting your Certificate for EMI (IS) Courses
1. Upon submission, the test is routed to the IS server where it is graded.
2. If the test is submitted Monday afternoon - Friday morning, students receive an email notice informing them whether they passed or failed the following afternoon.
3. If the test is submitted Friday afternoon - Monday morning, students receive an email notice Monday afternoon.
4. They should receive their certificates in the mail within 10 business days.
5. If you have further questions concerning IS courses please go to http://www.training.fema.gov/emiweb/IS/isfaq.asp

Getting your certificate for NFA Courses (Q)
1. Under the "LEARNING HOME" section, in the "Important Information" box, under "Student Aids," select "FEMA Form 75-5A". Note the address to which you will mail the form.
2. Click on "Download Material- FEMA Form 75-5A
3. IF you have Adobe Acrobat installed on your machine, the form will load within your web browser. If it isn't installed, go to http://www.adobe.com/products/acrobat/readstep.html
4. Two options:
   a. Fill in the form online, then print it, or
   b. Print it, and manually fill in the form.
   The later option is easier for inexperienced users. If you choose to fill the form online, the colored fields indicate where you may type your data.
5. Some fields on the form may not apply to you; if so, ignore them!

Problems?

I can't open PDF Files

Many of the course materials are in Adobe Acrobat PDF format. Adobe provides a free, downloadable Reader that will also incorporate into your Web browser. Download the latest browser free at http://www.adobe.com/products/acrobat/ and choose "Downloads".

Save the files that open in your reader to your hard disk by clicking on the icon in the Acrobat Reader toolbar.

I took the test, but it says my results were not recorded to the server?

You have an incompatible version of JAVA. The latest version of Sun Java is incompatible with our Virtual Campus in some regards, notably in recording results to the server.
Determine if your version of Java is later than Sun Java 1.3.1_07-b02.
If so, you must uninstall it and download the version from this address:
http://java.sun.com/j2se/1.3/download.html .
Follow the instructions to download, save, and install this version.

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Problems?

I have disabled all pop-up blockers and course will still not launch?
If you have disabled all pop-up blockers and you click on the lesson link and the course does not launch, you need to check to see if you have Sun Java v1.3.1 installed. If not follow the directions above.

How do I know what version of Sun Java is on my computer?
On your Internet Explorer, click Tools > Internet Options > Advanced Tab and scroll down to see if you have the Java (Sun) section (it should be the section after HTTP1.1 Settings). If you do not see Java (Sun), click on the following link for Sun Java J2SE v 1.3.1_12 JRE download for Windows (Windows US English).
http://java.sun.com/j2se/1.3/download.html

Why doesn't my progress bar show complete?
Student progress reports do not reflect student transcripts. IS courses will show as incomplete because test questions and online answer sheet links are not elements of the course and can't be tracked by the Virtual Campus.

I am using XP Service Pack 2 – how do I access courses?
First, disable the built-in pop-up blocker by clicking Tools > Pop-up blocker > Turn Off Pop-up Blocker. Next, change your Sun Java version to 1.3.1. See above instructions.

Last words…
   a) Only your last test effort counts, and only Pass or Fail matters. If you fail the test 100 times, the successful 101st time is the test score that counts. This is for all Virtual Campus courses.
   b) If you continue to have problems after reading this document and the FAQ's please contact us. Our contact information is as follows:
      - netcwebmaster@dhs.gov
      - trainwebmaster@dhs.gov
      - NETC Help Desk 301-447-7211 Monday –Friday 8:00 a.m. to 5:00 p.m. Eastern Standard Time
   c) Q course certificates take time to process. If you have questions about a Q course certificate please call 301-447-1035 Monday-Friday, 8:00 a.m. to 5:00 p.m. Eastern Time.
   d) Please review the FAQ's found at http://training.fema.gov/ under Online Training (NETC Virtual Campus).