

INSTRUCTIONS FOR ACCESSING CIFFA'S Demo2008 PROGRAM

STEP #1: Set-Up Your Computer

In order to reduce the possibility of experiencing technical problems accessing our e-Learning Programs, follow these general suggestions before logging-on.

We have seen that any problems encountered by students usually occur due to your individual computer's speed and set-up, security features (firewall, antivirus, pop-up blocker, etc.), and your internet connection speed and NOT due to our program.

1. Security

Temporarily reduce the security level of your computer to as low as possible.

Set our e-Learning program site (<http://ciffa.elearning-hosting.net/>) as a "safe" web site.

2. Pop-Up or Ad Blockers

Temporarily turn off any Pop-Up or Ad Blockers that are on your computer.

3. Temporary Internet Files (It is recommended, that you do this step every time before logging in)

Delete any temporary internet files on your computer, as they may interfere with the latest web pages of the e-Learning Program.

- Click on "Tools" at the top of the Internet Explorer navigation bar
- Click on "Internet Options"
- Click on "Delete Cookies"
- Click on "Delete Files"
- Click on "Clear History"
- Click on "OK"

4. Flash Compatibility

Our program was designed on Flash software, version 7. If you have a different version of Flash on your computer, our program may not work properly. Please follow the instructions on the log-in screen to ensure compatibility.

5. Google Toolbar

We have discovered that a Google Toolbar may prevent you from logging-on to our program. Please remove the Google Toolbar, before attempting to log-on.

6. Loading of Lessons

The e-Learning program files are large, as they contain text, graphics, animations and sound. Therefore, these files may take up to 30 seconds to load (depending on your computer and internet connection) ... please be patient.

7. Text Size

If you find the screen/text too small, try pressing your F11 key. It may make it larger.

**Once you have successfully completed our e-Learning Program,
Please return your computer to its original settings**

STEP #2: Access the e-Learning Program

1. Set-up your computer according to the previous page.
2. Access our e-Learning web site: <http://ciffa.elearning-hosting.net/>
3. Enter your User Identification and Password given to you by CIFFA, then click the “CONFIRM” button.
4. On the left-hand side of the page, click the “ACCESS THE TRAINING” button.
5. Click the name of the Program you wish to access (DEMO2008: Introduction in Freight Forwarding)
6. Select either a “High Speed” or “Low Speed” connection (you may have to click your selection twice).
7. Please be patient while the program loads. Depending on your computer and internet connection, it may take up to 30 seconds to fully load.
8. Continue through the Introduction, Lesson(s), and Conclusion.
9. To exit the Learning Module, click “Quit”, then click “Quit” again to log-out.

STEP #3: Detailed Troubleshooting Tips

If you have set-up your computer according to the suggestions in a previous page, but are experiencing technical problems, try these more detailed instructions

Security Problems

(Internet Explorer doesn't let you access or load from the web site):

1. Launch Internet Explorer
2. On the top navigation bar, click Tools
3. Click Internet Options
4. Click on the Security Tab
5. In the area "Security Level for this Zone" click Default Level
6. Click Low
7. Click Apply
8. Close the window
9. After finishing the e-Learning Program, reset your Security Level to what it was previously
10. Repeat steps as needed, to access web site at different times

Trusted/Safe Sites

1. Launch Internet Explorer
2. On the top navigation bar, click Tools
3. Click Internet Options
4. Click on the Security Tab
5. Click on "Trusted Sites"
6. Click on "Sites"
7. Type or paste <http://ciffa.elearning-hosting.net/> into the space to add sites
8. Click on "Add"
9. Click on "OK"
10. Close the window

Pop-Up or Ad Blockers

1. Turn off any Pop-Up or Ad Blockers
2. After finishing the e-Learning Program, reset to your previous settings

Loading of Lessons Problems

Sometimes the lessons are slow to load initially. After they load, you may find that exiting the e-Learning program and the internet, then accessing the e-Learning program again may speed up your access.



If the above methods do NOT resolve your computer problems, check with your company's IT department for further assistance.

For questions and assistance with the CIFFA DG e-Learning Programs, please contact:

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