FAQs - Frequently Asked Questions-Flight Instructors

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Logging In and Checking Configuration

You will have 5 attempts to login with accurate credentials. If you have failed to login 5 times, you will be locked out of the system for 5 minutes before you may try another attempt. Best Practice: if you are having issues logging in after 3 failed attempts, select the Forgot user name or password link or contact Jeppesen Learning Center Support, navsupport@jeppesen.com / 1-800-537-7225.
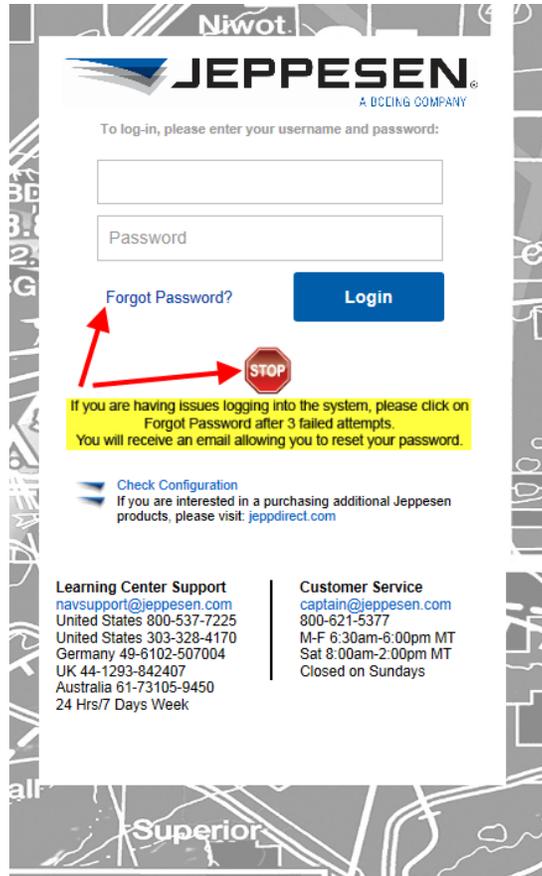
You also have the ability to select the Check Configuration link to test your machine to see if it meets our minimum software requirements in order to run our online courses successfully. The check configuration results page will open in a separate window.

Once a customer purchases a course, they will have access to their account after 10:00pm MST, date of purchase. For Example, if they purchase their course at 8:00am MST, they will receive their welcome email with login credentials and access to the purchased course after 10:00pm MST, same day. This is when the system runs a proxy enrollment and enrollments are actually assigned to customers.

The welcome emails references this excerpt below:

Welcome!

Congratulations! You have been successfully enrolled in the Jeppesen Learning Center. Jeppesen is the leading provider of quality online learning products and we are delighted to add you to our list of customers.

To access your online learning product, please go to: Jeppesen Learning Center.

Your login credentials are:

Login ID: email address in this email (all lower case)
Password: Password1

How to reset passwords?

From the home page after logging into the system, http://train.jeppesen.com, select the My Account link then select from the Options dropdown, Change Email Address or Change Password. You may also set your Time Zone from this screen. Your password must follow the below criteria. You will need to provide your current password first. You may also change your email address from this same area. Don't forget to select the Save button once you've finished.

My Account | Log Out | Help
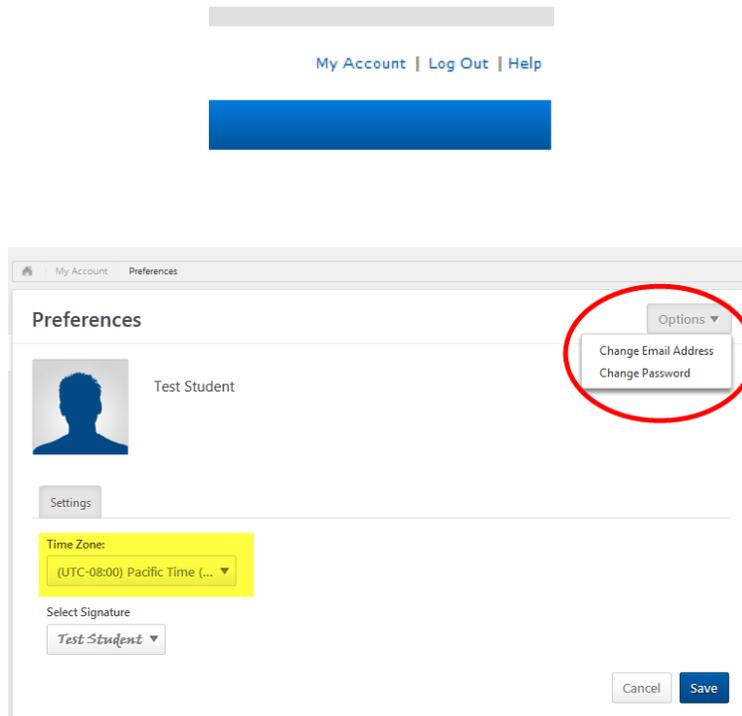
The new password must match the following criteria:

* Passwords must contain alpha <u>and</u> numeric characters
* Passwords cannot have three or more consecutive same characters
* Passwords cannot be the same as the previous 3 passwords
* Passwords must be 6 - 20 characters
* Passwords cannot have leading or trailing spaces
* Passwords cannot be the same as the Username, User ID, or email address.

You may also contact Jeppesen Support:

800-537-7225
navsupport@jeppesen.com

You will need to provide your email address, first and last name associated with your Jeppesen account.

If you have forgotten your current password, you may select the **Forgot Password?** link from the login page. **Please keep in mind that if you attempt to login and are unsuccessful after 5 attempts, the system will lock you out for 5 minutes. No exceptions and no passwords may be reset within this time frame.**

<u>Best Practice</u>: If you have forgotten your password, after **3 failed attempts**, select the **Forgot Password?** link and instructions on how to reset your password will be emailed to you.

Viewing My Team/Subordinates

As a Manager (Flight Instructor), you may view your students (direct reports) several ways.

Admin>Users **OR** My Team> **OR** Learning>Universal Profile

Admin>Users, select View Transcript from the Options dropdown to view their Transcripts.

Users

student	Manager	
First Name	Active ▼	
User ID		
User Name		

Q Search

Search Results

User ⇕	User Name	User ID	Status	Identifier	Manager	Options
Student, Test	teststudent	teststudent	Active	JeppDirect (Organization)	Test Manager	▼

View Transcript
View My Team Profile

My Team, select your student's name you wish to view. You have the option for the system to show only your subordinates (by default) or you may select the icon 🔍 and search for your student by name. Select Profile and Transcript. You may select the title of their course to proceed, select Print Transcript or Transcript Report from the Actions dropdown as well as filter your view from Active, Completed or Archived options.

Universal Profile, select Transcript then the dropdown from My Team to see your direct reports. Select the student you wish to view. To toggle back to your own Bio/Transcript, select your name from the My Team dropdown.
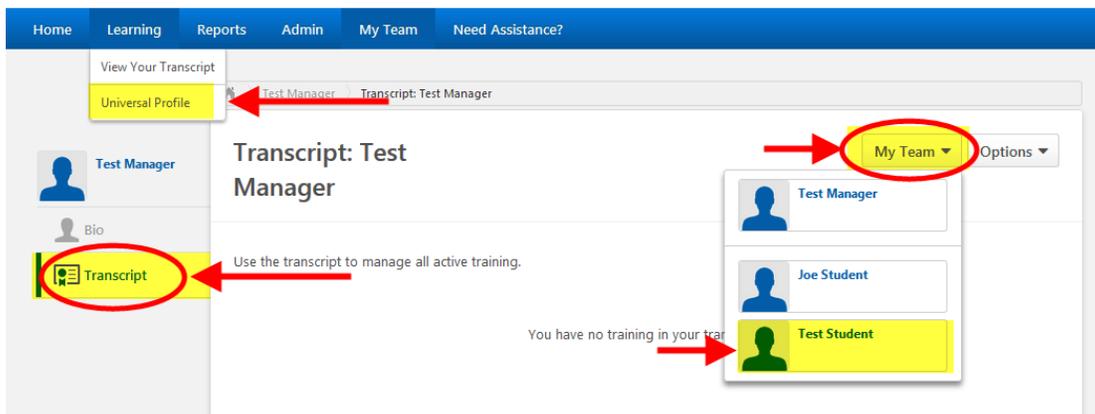
How do I launch my course?

You can launch your course several different ways.

You may select View Your Transcript from the Learning menu from the Home screen...
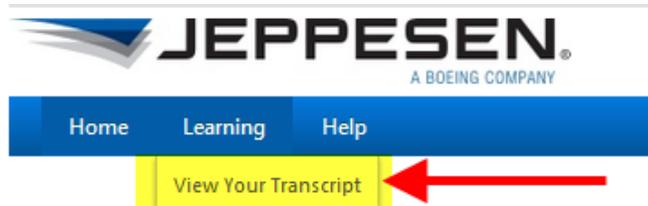
Selecting the green Transcript button…

Selecting My Courses from the My Courses box…

Or by selecting Launch or Open Curriculum next to your course title.

You may also launch a course from the Universal Profile screen:
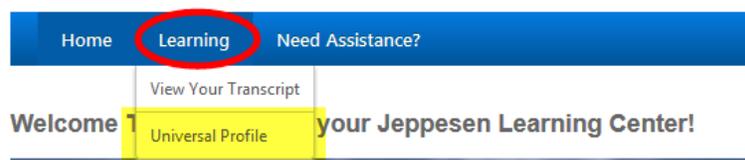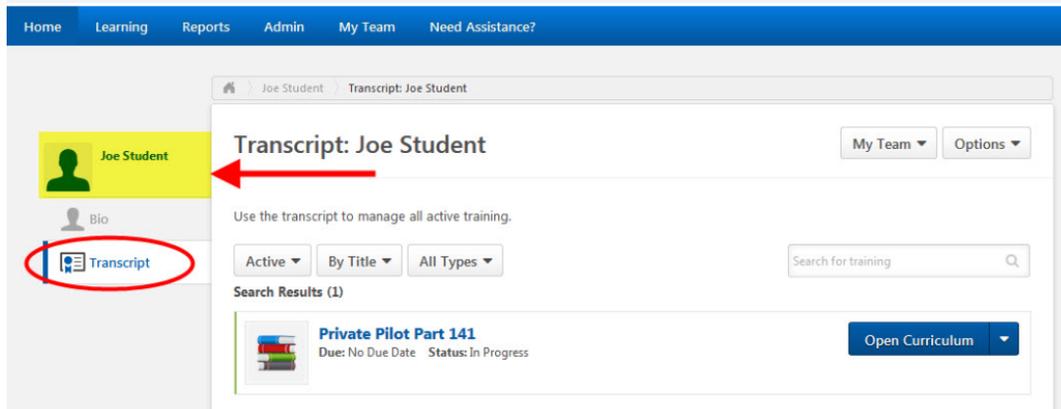
In the examples provided below, you can see this student has begun the curriculum Private Pilot Part 141 as well as identify the percentage of completion per lesson. These lessons may be launched by selecting the Launch button. You may take a completed lesson as many times as you like. Completed lessons are identifable by the status of that lesson as well as by having a check mark by the title.
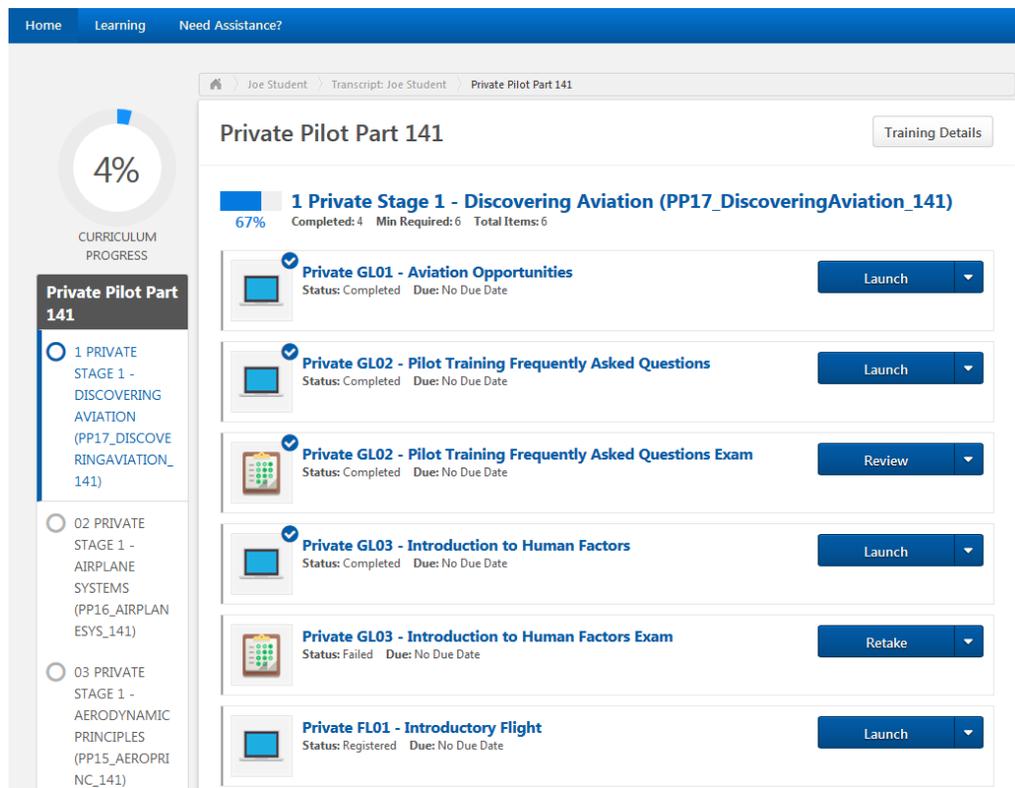
One can jump from one section to another by selecting the section in the left column. If your course doesn't allow you to switch back and forth in these sections, your particular course is setup with prerequisites that prohibit you from moving forward in the course until you've completed the current section.

NOTE: You may retake a **Failed** exam as many times as you like, until you pass that exam. You **CANNOT** retake an exam that has already been **Passed**. You may also review **Failed** *Lesson Exams*. You **MAY NOT** review **Failed Stage Exams** or **Failed End of Course Exams**. You will be able to review those exams once you've **Passed** them. This is covered in the topic How to Review Exams, Questions and Answers.

Your lesson will launch in a separate screen. The window will open with the menu of topics to cover, condensed on the left side. If you would like to view the topics, select the menu icon and the window will expand for you to view the topics. Please note, if you keep your menu open, you will risk cutting off text content in your training menu. You may open/close the menu at any time.

The view below is with the menu open. You will see that content will be cut off.

How do I print a Transcript?

Select Learning > View Transcript or select the green Transcript button,

Select the Completed from the Active dropdown tab and select either Print Transcript or Run Transcript Report from the Options dropdown. The Print Transcript option only prints a copy of the screen you're viewing. It doesn't print any details. The Run Transcript Report is the option you want to select for detailed information. Again, you want to make sure you're viewing Completed curriculum. *The Export to PDF only captures the screen you're viewing.*
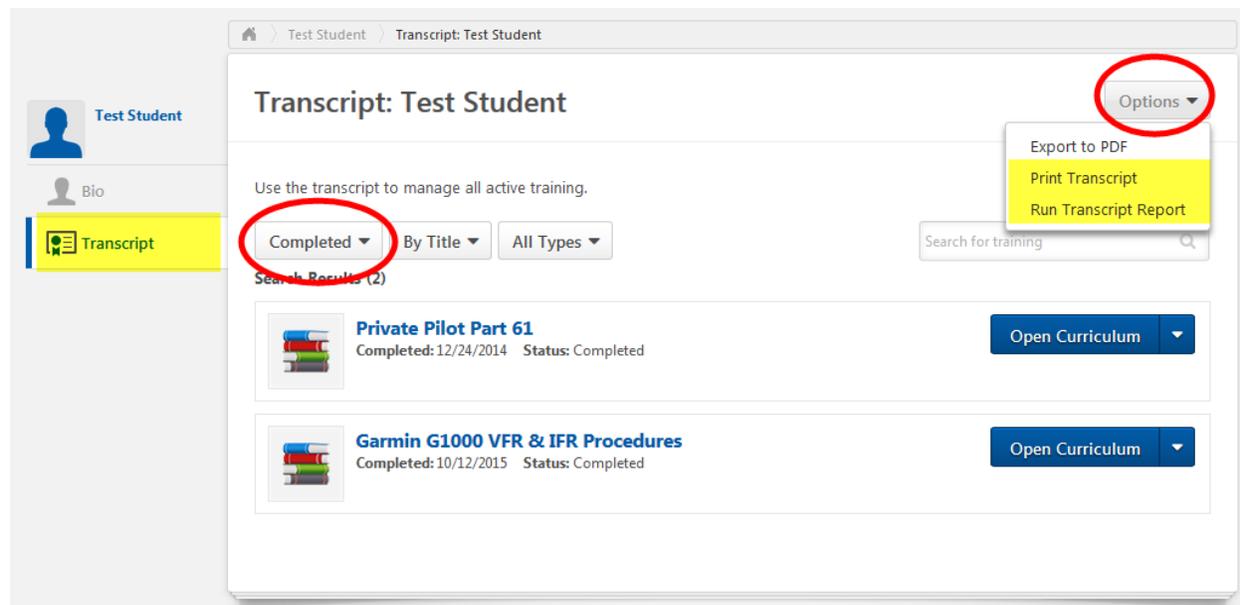
Print Transcript:

Run Transcript Report (example below). You have many filtering options to select.

Once the filtering options have been selected, select Run Report. This is exported to an Excel document.

Example:

You can also go to Reports>Standard>Training and print the Transcript Status report. Another helpful report is the Training Hours report.

How do I print my certificate?

Most of our online courses provide a Completion Certificate or Endorsement Certificate. In order to receive one of these certificates, you will need to take and complete each lesson within the course as well as pass all exams affiliated with the course, to include an End of Course Exam if applicable. You will receive an email indicating that you have completed the course. To print your certificate, login to the training center, train.jeppesen.com.

Go to Transcripts, and then select your Completed option.
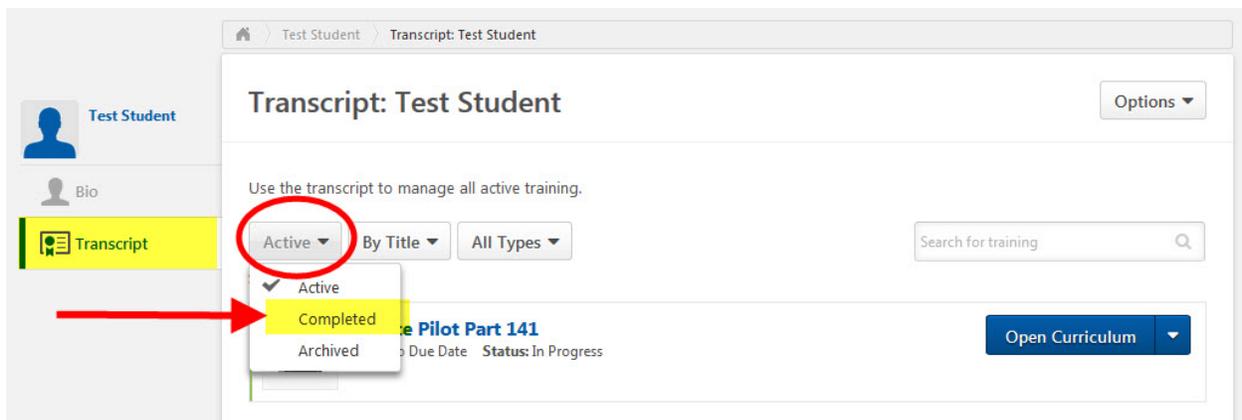
Select the title of the course you've passed. You will see a hyperlink to print your desired certificate. Select the hyperlink.

If you don't see this option, it is possible that you didn't complete all of your lessons, pass your required exams or didn't sign up for a course that is designed to provide a completion certificate.

How do I reopen a previously completed lesson?

Select Transcript > Search for desired Completed lesson > Launch

Your previously Completed lesson will launch from your previously viewed topic. Your Completed lesson may be reviewed repeatedly, as long as you have access to your course, within your course subscription period.

The page indicates that it is continually loading. What do I do?

It definitely sounds like a loading issue with Java. Some quick fixes include making sure you have the latest version of Java and trying a different browser (Chrome 9 or Firefox 3.6 are typically the best). If this doesn't work, please follow the detailed instructions here.

We suggest uninstalling and then reinstalling Java. Then making sure previous versions of Java are not enabled on your machine. In some instances, if multiple versions of Java are installed, the server isn't sure which version to use.

What is happening is that Java on your computer is not communicating with the server. If you continue to have problems, please contact Jeppesen Support:

800-537-7225
navsupport@jeppesen.com

How do I remove a Completed Curriculum/Course from my Transcripts screen?

Once you complete a course, it stays completed and found in your Completed folder. From your Transcript screen, select Completed from the Active dropdown tab. Select the title of the course you would like to remove from your Transcript screen and place in your Archived folder.
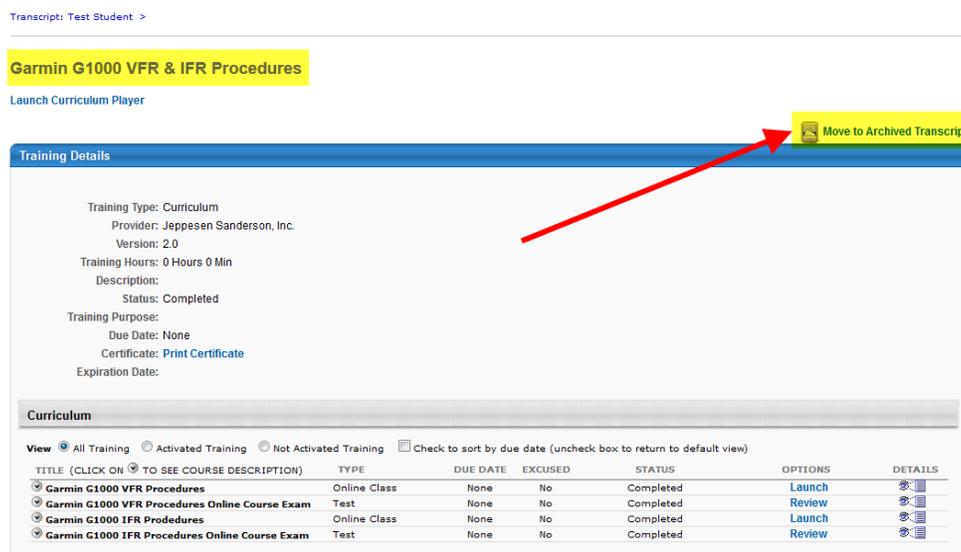
You have the ability to move Archived courses from the Archived folder back to the Completed folder as well. You will receive the below message when moving from Completed to Archived:

You have indicated that you would like to archive this training. This will move the training from your Active Transcript into your Archive transcript. The purpose of the Archive Transcript is to store training that the user no longer needs to access. **The act of moving training to the Archive does not remove any responsibility the user may have in completing this training.**

To move a course from Archived to Completed, select the Archived option under the Active tab, select the title of the lesson and then the link to Activate. That lesson will then be found under the Completed tab.

Previously Completed Records Not Displaying?

If you look under Learning, View My Transcript, you will see 3 tabs, Active, By Title and All Types. Your Active lessons will be found under the Active tab. Your Completed lessons will be found under the Completed tab (found under the Active dropdown). You have the ability to move Completed lessons to the Archived tab if you choose. You will have the ability to move Archived lessons from the Archived tab back to the Completed tab as well. You will receive the below message:

You have indicated that you would like to archive this training. This will move the training from your Active Transcript into your Archive transcript. The purpose of the Archive Transcript is to store training that the user no longer needs to access. **The act of moving training to the Archive does not remove any responsibility the user may have in completing this training.**

How to Review Exams, Questions and Answers?

Users may review exams they have taken and managers or instructors, with appropriate access, may review the exams of their students. Users can see exam results down to each specific exam question and answer. They can also view the details of the dates the user took the exams as well as the time it took to complete the exam. You may review your Lesson Exams whether you Pass or Fail. You **MAY NOT** review a Failed Stage Exam or Failed End of Course Exam. **You MUST Pass a Stage Exam or Pass an End of Course Exam before you have access to review it.**

Go to Transcripts. You can either select the title of the course or select Open Curriculum next to the course you would like to view.

Selecting the Title of the course example below. In this example, it is a Failed Lesson Exam, so it may be reviewed. Remember, Failed Stage Exam or End of Course Exam **MAY NOT** be reviewed until you have Passed it.

Review Questions

Test results are summarized below by default. Click on the Show Details checkbox for a more detailed view. With the Show Details checkbox selected, user responses are displayed in bold text with a selected checkbox to the left of each answer. A check mark appears next to the correct answer for each question.

Review Test Questions

View: ● All Questions ○ Correct Questions ○ Incorrect Questions ☑ Show Details   (30 Results) 1 2 › »

ID	Question	Correct	Answer Explanation

Selecting Open Curriculum next the the course title example. Select View Training Details under the Retake dropdown next to the Failed Lesson Exam (in this example). You'll select Review again just like in the previous example.

Reviewing your exam questions may be filtered by All Questions, Correct Questions, Incorrect Questions with an option to Show Details. The screen will list the first 30 questions. You will need to go to the next page to scroll through the remaining questions. By checking the Show Details box, you will see what your answer was compared to the correct answer.

Reminder, a student may review a Failed or Passed Lesson Exam. A student **MAY NOT** review a **Failed Stage Exam** or a **Failed End of Course Exam**. Students **MUST** Pass a Stage Exam or End of Course Exam in order to review it. Their Manager (assigned Flight Instructor) may review **ALL** exams (Failed or Passed) of their direct student.

Review Questions

Test results are summarized below by default. Click on the Show Details checkbox for a more detailed view. With the Show Details checkbox selected, user responses are displayed in bold text with a selected checkbox to the left of each answer. A check mark appears next to the correct answer for each question.

Review Test Questions

View: ● All Questions   ○ Correct Questions   ○ Incorrect Questions   ☑ Show Details   (30 Results)   1 2 > »

ID	Question	Correct	Answer Explanation
99	**Four ways to minimize the effects of motion sickness are to reduce stress and anxiety, schedule flights to avoid turbulent conditions, open fresh air vents, and**	Incorrect	

   ☑ **focus on objects in the cabin.**

   ☐ place your head below your elbows.

✔ ☐ focus on objects outside the aircraft.

103	**What are four ways to maintain situational awareness when practicing maneuvers and procedures?**	Incorrect	

   ☐ Identify and stay within the traffic pattern; be aware of the local traffic conditions; know maintenance procedures for your airplane; use collision avoidance procedures.

   ☑ **Identify and stay within a designated practice area; be aware of the local weather conditions and wind direction; know your airplane's procedures, limitations, and systems; use collision avoidance procedures.**

✔ ☐ Announce your location to air traffic control every fifteen minutes; be aware of local weather conditions and wind direction; inform air traffic controllers of each maneuver you perform; use turbulence avoidance procedures.

107	**What are the differences between the do-list and flow pattern methods of performing checklist procedures?**	Correct	

   ☐ To perform a flow pattern, you read the checklist item and the associated action and then perform the action. Use a flow pattern when you have time and the completion of each step in the correct order is critical. A do-list guides you through the cockpit in a logical order as you perform each step without the written checklist. Use a do-list when the accurate sequence of the checklist items is not critical.

   ☐ To perform a do-list, you read the checklist item and the associated action and then perform the action. Use a do-list when you have time and the completion of each step in the correct order is critical. A flow pattern guides you through the cockpit in a logical order as you perform each step without the written checklist. Use a flow pattern when the accurate sequence of the checklist items is not critical.

✔ ☑ **To perform a do-list, you read the checklist item and the associated action and then perform the action. Use a do-list when the accurate sequence of the checklist items is not critical. A flow pattern guides you through the cockpit in a logical order as you read the checklist. Use a flow pattern when you have time and the completion of each step in the correct order is critical.**

The system will track the number of attempts to pass an exam and the most recent score of a failed exam, until the exam is passed. There is not limit on how many times an end user may retake a Failed exam. **Once the exam has been passed, the end user may not retake the exam and that passing score is what will be recorded.**