

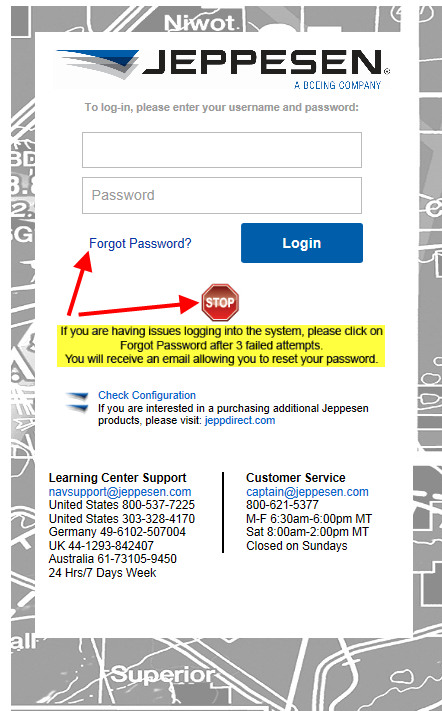
# **FAQs - Frequently Asked Questions**

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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, [pctechsupport@jeppesen.com](mailto:pctechsupport@jeppesen.com)/1-800-732-2800.




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.

### Workstation Configuration

#### Operating System

You are currently using Windows. The instructions regarding the settings below are customized for your operating system.

<h4>Browser</h4> <p>The system should function normally using the Firefox browser.</p>	<h4>Pop-up Blockers</h4> <p>All pop-up blockers are turned off. The system should function normally.</p>
<h4>Java</h4> <p>It does not appear that you have the required version of Java installed. Java version 1.7</p> <p>Oracle has a site that allows you to verify the Java version you have installed. If you do not have Java installed after their verification process is completed, please download Java from their website in order to access the course material. Click the button below.</p> 	<h4>JavaScript</h4> <p>Your current JavaScript version is 1.9 and meets the minimum required JavaScript version of 1.3. The system should function normally.</p>
<h4>PDF Reader</h4> <p>You currently have a PDF reader enabled. The system should function normally.</p>	<h4>Adobe Flash</h4> <p>You have Flash version 15 installed. The system should function normally.</p>

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:

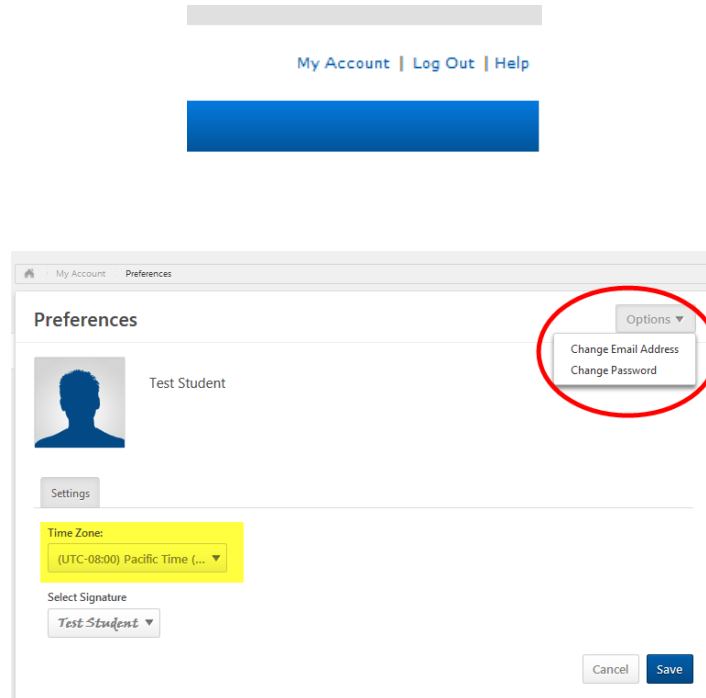
**Login ID:** email address in this email (all lower case)

**Password:** Password1

## How to reset passwords?

### End Users:

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.



The new password must match the following criteria:

- \* Passwords must contain alpha and 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](mailto:navsupport@jeppesen.com)

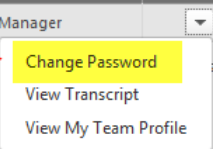
You will need to provide your email address, first and last name associated with your Jeppesen account.

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 timeframe.**

**Best Practice:** 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.

## Support Users:

You may reset an end user's password in a few steps. From the toolbar, select Admin > Users and then search for the student by name, User Name or User ID (User Name and User ID will be a user's email address in MOST cases). User IDs may NOT be changed after an account has been created. Once you locate the end user, select Change Password from the Options dropdown. You will have the option to either Send Forgot Password email or Define a temporary password.

User	User Name	User ID	Status	Identifier	Manager	Options
Test, Newlander	newlander	newlander	Active	JeppDirect (Organization)	Test Manager	

**Password Reset Options**

Send Forgot Password email. User must have an email address saved.

Define a temporary password. User will be prompted to reset password upon login.

The Send Forgot Password email option example (sent to the end user immediately):

**Cornerstone Password**

ces.mail@csod.com

Sent: Tue 9/30/2014 2:38 PM

To: Atspod

Cc: Atspod

Dear Matt Abraham,

We received a request from you to reset your password to the Comerstone portal.

You may reset your password by clicking the following link:

<https://jeppdirect-pilot.csod.com/resetPasswr.aspx?token=wlcB8kRwf3tux9ZmOa12&c=jeppdirect&l=en-US>

Please be aware that this URL link is valid for 48 hours. After the 48-hour validity period, clicking this link will navigate you to a page on which you must enter your login name to generate and email a new link. You may also select the "Forgot Password?" link from the portal login page at any time to generate a new password reset URL.

The Define a temporary password option example (effective immediately):

The new password must match the following criteria:

- \* Passwords must contain alpha and numeric characters
- \* Passwords cannot be the same as the previous 1 passwords
- \* Passwords must be 6 - 10 characters
- \* Passwords cannot have leading or trailing spaces
- \* Passwords cannot be the same as the Username, User ID, or email address.

Change Password for Test Email

New password:

Confirm password:

You may also change a user’s password by pulling up the user’s record. Admin>Users. Once you’ve selected the student’s name, select Change Password from the Options dropdown field.

Newlander Test > User Record

### User Record

Name: Newlander Test      User Name: newlander

User ID: newlander

Active Status: Active

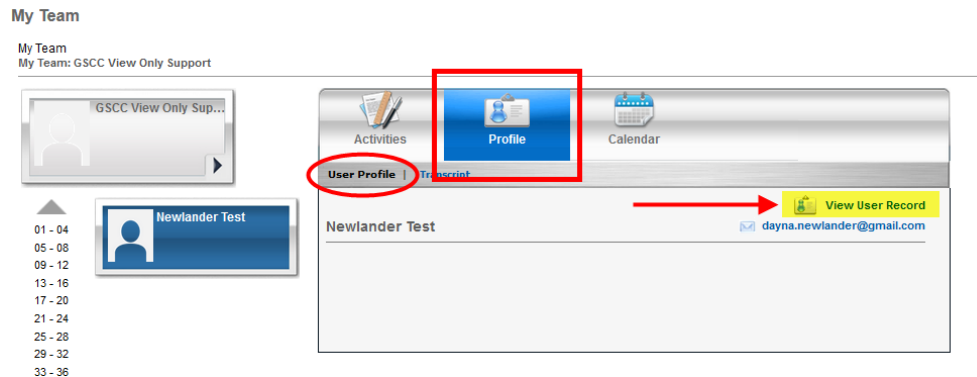
**Options** ▼

- Modification History
- Change Password**

Contact

Address: United States      Phone:

Another avenue to change a user's password is to locate the user through My Team or Universal Profile. Select or search for the user, select Profile, select User Profile then select View User Record.



## How do I change an end user's name or email address?

### Support:

Search for the end user as you did above when changing a password. You may select the User's name. That step will take you to the User's Profile. You may many fields under the Profile. Don't forget to select the Save button at the bottom right side of the screen. **PLEASE DO NOT** edit the fields **Manager** or **Organization**. By editing this information, you may prohibit a student's flight instructor the ability to run reports and/or track student progress. If the information needs to be changed, please submit the request to [education@jeppesen.com](mailto:education@jeppesen.com).

### Edit User Record

Prefix:

**First Name: \***  ←

Middle Name:

**Last Name: \***  ←

Suffix:

**User Name: \***  ← **Do not change Reference Only**

**User ID:**  ← **Do not change Reference Only**

Active  
 Inactive  
 Active Period  To

---

**Contact**

Address Line 1:  Address Line 2:

City:  State:

Zip:  Country:

Phone:  Fax:

Mobile Phone:  **Email Address:**  ←

---

**Settings**

Display Language:  Time Zone:

---

**Organization Structure**

Manager:  Organization: \*  ← **Reference Only DO NOT EDIT**

Searching for a student under My Team or Universal Profile also is a way to get to a user's record to change their name or email address.

### My Team

My Team  
My Team: Jeppesen Support

Jeppesen Support

Test Email

01 - 04  
05 - 08  
09 - 12

Activities Profile Calendar

User Profile | Transcript

Test Email [View User Record](#)

lmsadmin@jeppesen.com

Although it appears as if you have the ability to change a User ID, you cannot. Don't forget to select **Save**. Again, the Username and/or User ID may not be changed after an account has been created.

If a student has a Manager (Instructor) assigned to them, you can quickly view that from the user search screen.

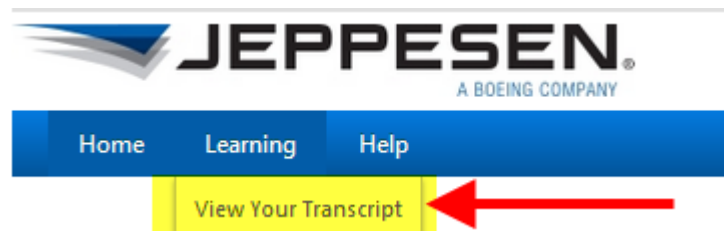
User	User Name	User ID	Status	Identifier	Manager	Options
Test, Newlander	newlander	newlander	Active	JeppDirect (Organization)	Test Manager	<input type="button" value="v"/>

(1 Result)

## 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...



	Due Date	Action
<b>Private GL03 - Introduction to Human Factors Exam</b>	None	<b>Retake</b>
<b>Part 141</b>	None	<b>Open Curriculum</b>

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

Transcript: Joe Student

Use the transcript to manage all active training.

Title	Type	Due Date	Status	Options
Private Pilot Part 141	Curriculum	None	In Progress	Open Curriculum

Private Pilot Part 141

0% CURRICULUM PROGRESS

1 Private Stage 1 - Discovering Aviation (PP17\_DiscoveringAviation\_141)

- Private GL01 - Aviation Opportunities (Status: In Progress, Due: No Due Date) - **Launch**
- Private GL02 - Pilot Training Frequently Asked Questions (Status: Registered, Due: No Due Date) - **Launch**
- Private GL02 - Pilot Training Frequently Asked Questions Exam (Status: Registered, Due: No Due Date) - **Launch Test**
- Private GL03 - Introduction to Human Factors (Status: Registered, Due: No Due Date) - **Launch**
- Private GL03 - Introduction to Human Factors Exam (Status: Registered, Due: No Due Date) - **Launch Test**

In the examples provided below, you can see this student has begun the curriculum Private Pilot Part 141. Lessons GL01 and GL02 have been Completed while the Exam GL02 is set to Retake.

Retake indicates the student failed the exam. These completed lessons may be launched by selecting the Launch button.

**JEPPESEN**  
A BOEING COMPANY

My Account | Log Out | Help

Home Learning My Team Need Assistance?

Private Pilot Part 141

2%  
CURRICULUM PROGRESS

Private Pilot Part 141

1 PRIVATE STAGE 1 - DISCOVERING AVIATION (PP17\_DISCOVERING AVIATION)

2 PRIVATE STAGE 1 - AIRPLANE SYSTEMS (PP16\_AIRPLANES)

Private Pilot Part 141

1 Private Stage 1 - Discovering Aviation (PP17\_DiscoveringAviation\_141)  
34% Completed 2 Missed Required: 6 Total Items: 6

Private GL01 - Aviation Opportunities  
Status: Completed Due: No Due Date

Private GL02 - Pilot Training Frequently Asked Questions  
Status: Completed Due: No Due Date

Private GL02 - Pilot Training Frequently Asked Questions Exam  
Status: Failed Due: No Due Date  
The Retake option will appear next to an Exam if you have Failed the exam. You will be able to retake an exam as many times as you wish. Once you Pass an exam, you will no longer be able to retake it.

Private GL03 - Introduction to Human Factors  
Status: Registered Due: No Due Date

Check marks appear next to lessons that you have Completed. You may retake Completed lessons as often as you would like.

Retake

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.

MENU PLAY END REPLAY PREVIOUS NEXT Page 2 of 12

5Ps: Pilot Risk Factors Types

UNITED STATES OF AMERICA XI  
DEPARTMENT OF TRANSPORTATION - FEDERAL AVIATION ADMINISTRATION

IV NAME  
V ADDRESS

VI NATIONALITY USA SEX HEIGHT WEIGHT HAIR EYES  
VIIa D.O.B.  
IX HAS BEEN FOUND TO BE PROPERLY QUALIFIED TO EXERCISE THE PRIVILEGES OF  
PRIVATE PILOT  
X CERTIFICATE NUMBER  
X DATE OF ISSUE 8 DEC 2006  
XIV ADMINISTRATOR

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

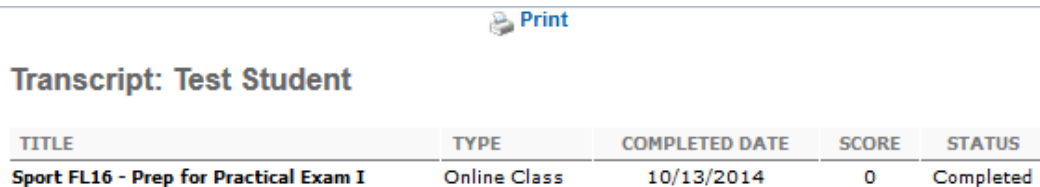
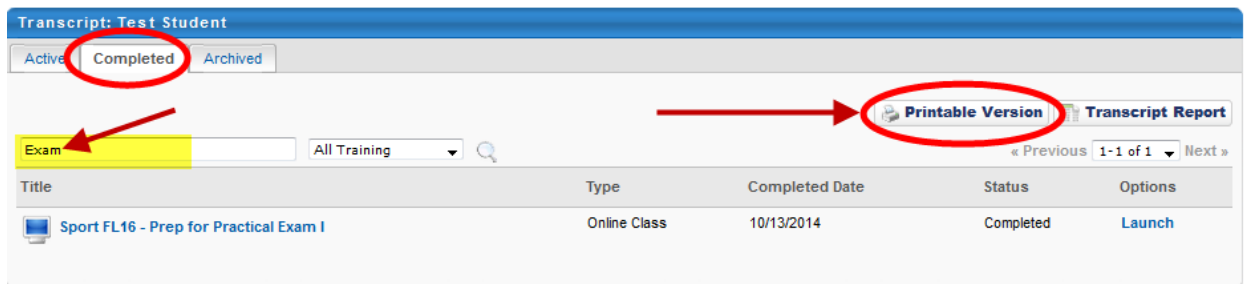


## How do I print an exam summary?

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



Select the Completed tab and type the name of the exam you are searching (this is your filter). Then select Printable Version. Your summary will appear and your exam score when applicable.



If you select the actual name of the lesson, the data returned on the following screen will give you Training Hours within the lesson, Status of the training for that lesson, Progress Percentage for that lesson, etc...



Home Learning Help  
 Transcript: Test Student >

**Sport FL16 - Prep for Practical Exam I**

**Training Details**

Training Type: Online Class  
 Provider: Jeppesen Sanderson, Inc.  
 Version: 1.0  
 Training Hours: 0 Hours 0 Min  
 Description:  
 Status: Completed  
 Training Purpose:  
 Due Date: None

**TRAINING PROGRESS**

Progress:  100% (1 of 1 units complete)  
 Last Accessed: 10/13/2014  
 Total Views: 1  
 View Time: 0 Hour(s) 0 Minute(s)  
 Status: Completed  
 Score: 0%  
 Modules: 


## 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 tab.

Transcript: Test Student

Active **Completed** Archived


Title  All Training 

Title



Select the name of the course you've passed.

Transcript: Test Student

Active Completed **Archived**

Title  All Training 

Title

 Private Pilot Part 61 

You will see a hyperlink to print your desired certificate.

**Training Details**

Training Type: Curriculum  
 Provider: Jeppesen Sanderson, Inc.  
 Version: 6.0  
 Training Hours: 0 Hours 0 Min  
 Description:  
 Status: Completed  
 Training Purpose:  
 Due Date: None  
 Certificate: **Print Certificate**  
 Expiration Date:  
 Endorsement Certificate: §61.105(b)

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 > Active tab > Search for desired Completed lesson > Launch

Your previously Completed lesson will launch from your previously viewed topic. Your Completed lesson may be reviewed repeatedly from your Active tab, as long as you have access to your course, within your course subscription period. Keep in mind, you cannot retake a Passed exam.

**JEPPESSEN**  
A BOEING COMPANY

My Account | Log Out | Help

Home Learning My Team Need Assistance?

Private Pilot Part 141

**Private Pilot Part 141** Training Details

**1 Private Stage 1 - Discovering Aviation (PP17\_DiscoveringAviation\_141)**  
 17% Completed: 1 Min Required: 6 Total Items: 6

**Private GL01 - Aviation Opportunities**  
 Status: Completed Due: No Due Date Launch

**Private GL02 - Pilot Training Frequently Asked Questions**  
 Status: Registered Due: No Due Date Launch

Private Pilot Part 141

1 PRIVATE STAGE 1 - DISCOVERING AVIATION (PP17\_DISCOVERING)

## 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:

800-732-2800

[pctechsupport@jeppesen.com](mailto:pctechsupport@jeppesen.com)

## How do I clear my web browser's cache and cookies?

Each time you access a file through your web browser, the browser caches (stores) it. In this way, the files (including any images on the page) do not have to be retrieved anew from the remote web site each time you click the **Back** or **Forward** buttons. You should periodically clear the cache to allow your browser to function more efficiently.

If you do not see instructions for your specific version or browser, search your browser's **Help** menu for "clear cache".

If you are unsure of exactly what browser version you are using, from the **Help** menu, select **About [browser name]**.

- **Windows**
  - Internet Explorer 8
  - Internet Explorer 7
  - Firefox 3.5
  - Firefox 3
- **Mac OS X**
  - Safari
  - Firefox 3.5
  - Firefox 3

### Internet Explorer 8

1. From the **Safety** menu in the upper right, click **Delete Browsing History...**
2. Check **Temporary Internet files**, **Cookies**, and **History**, and then click **Delete**.

### **Internet Explorer 7**

1. From the **Tools** menu in the upper right, select **Delete Browsing History**.
2. Next to "Temporary Internet Files", click **Delete files...** .  
To delete your cookies, click **Delete Cookies**.
3. Click **Close**, and then click **OK** to exit.

### **Firefox 3.5 for Windows**

1. From the **Tools** menu, select **Clear Recent History...** .
2. From the **Time range to clear:** drop-down menu, select the desired range; to clear your entire cache, select **Everything**.
3. Click the down arrow next to "Details" to choose what history elements to clear (e.g., check **Cookies** to clear cookies). Click **Clear Now**.

### **Firefox 3 for Windows**

From the **Tools** menu, select **Clear Private Data...** , and then check **Cache** and **Cookies**. Click **Clear Private Data Now**.

### **Safari**

1. From the **Safari** menu, select **Empty Cache...** and **Cookies...** .
2. When prompted, click **Empty** to confirm that you want to empty the cache.

### **Firefox 3.5 for Mac OS X**

1. From the **Tools** menu, select **Clear Recent History...** .
2. From the **Time range to clear:** drop-down menu, select the desired range; to clear your entire cache, select **Everything**.
3. Click the down arrow next to "Details" to choose what history elements to clear. Click **Clear Now**.

### **Firefox 3 for Mac OS X**

1. In Firefox, from the **Tools** menu, select **Clear Private Data**.
2. Make sure **Cache** and **Cookies** are checked, and then click **Clear Private Data Now**.

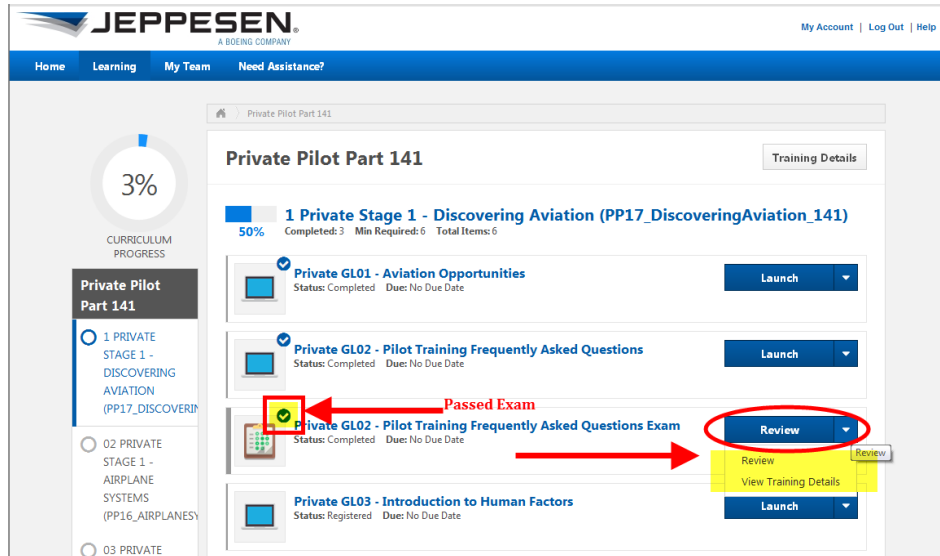
## **Previously Completed Records Not Displaying?**

If you look under Learning, View My Transcript, you will see 3 tabs, Active, Completed and Archived. Your Active lessons will be found under the Active tab. Your Completed lessons will be found under the Completed tab. 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 as well. You will receive the below message:

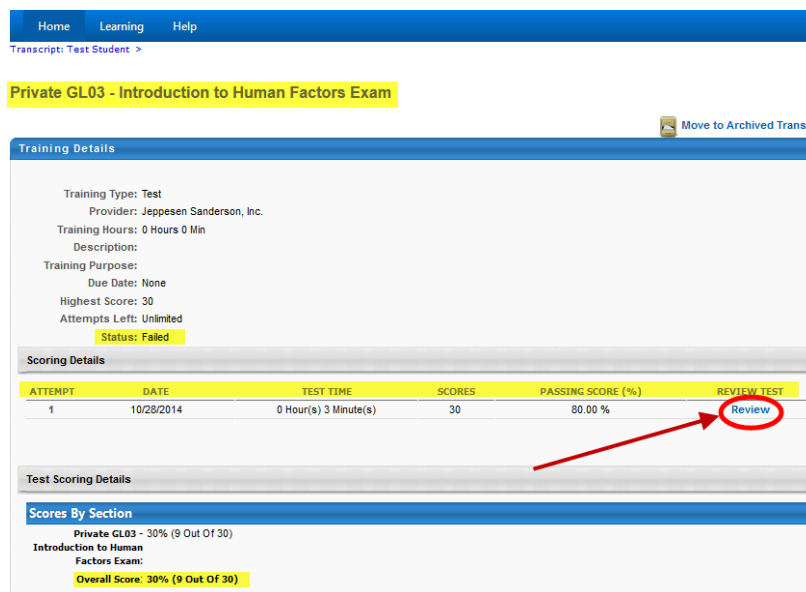
You have Indicated that you would like to archive this training. This will move the training from your Active Transcript into your Archive transcript. The purpose of the Archive Transcript is to store training that the user no longer needs to access. **The act of moving training to the Archive does not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

# How to Review Exams, Questions and Answers?

Users may review all of the 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. Go to Transcripts and select the exam you would like to review. Notice in the example that the selected Exam is located under the Active tab because the student hasn't passed the exam yet.



Select Review > View Training Details. The example indicates the exam you are reviewing, number of attempts, date the exam was taken, score, the passing score percentage, status and test time. Select Review to view the exam results.





Select Review > Review to review your exam questions. You may filter 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.

Home Learning Help

Transcript: Test Student > Private GL03 - Introduction to Human Factors Exam >

### 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
99	<b>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</b>	Incorrect
103	<b>What are four ways to maintain situational awareness when practicing maneuvers and procedures?</b>	Incorrect
107	<b>What are the differences between the do-list and flow pattern methods of performing checklist procedures?</b>	Correct
111	<b>What actions do you need to take to plan for practicing flight maneuvers and procedures?</b>	Incorrect
115	<b>What is single-pilot resource management (SRM)?</b>	Incorrect
119	<b>What are examples of the risk factor types in the 5P Programming category?</b>	Incorrect
123	<b>What are three equipment operating levels that you can use to help manage avionics workload?</b>	Incorrect
127	<b>What are the five categories of SRM concepts that enhance your ability to make effective decisions in the flight environment?</b>	Incorrect
131	<b>When flying, pain in the ears, sinuses, and abdomen and decompression sickness is caused by</b>	Correct

## 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	<p>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</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> focus on objects in the cabin.</li> <li><input type="checkbox"/> place your head below your elbows.</li> <li><input checked="" type="checkbox"/> focus on objects outside the aircraft.</li> </ul>	Incorrect	
103	<p>What are four ways to maintain situational awareness when practicing maneuvers and procedures?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Identify and stay within the traffic pattern; be aware of the local traffic conditions; know maintenance procedures for your airplane; use collision avoidance procedures.</li> <li><input checked="" type="checkbox"/> 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.</li> <li><input checked="" type="checkbox"/> 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.</li> </ul>	Incorrect	
107	<p>What are the differences between the do-list and flow pattern methods of performing checklist procedures?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 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.</li> <li><input type="checkbox"/> 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.</li> <li><input checked="" type="checkbox"/> <b>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.</b></li> </ul>	Correct	

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.