Frequently Asked Questions

1. If I forget my password who do I contact?

- If you forget your password, contact your local DriveWise centre to reset your password.
  https://www.drivewisesafestart.com/

2. How many chances do I have to authenticate my account before I am locked out?

- You have three chances to authenticate your account before you are locked out.

3. If I lock myself out of my account because I forgot my password, or answered the security question incorrectly, what do I do?

- If you lock yourself out of your account, contact your local DriveWise centre to re-activate your account.
  https://www.drivewisesafestart.com/

4. How many hours of online learning can I do a day?

- You can do 5 hours of online learning per day.

5. Am I required to take breaks?

- You will be required to take a break after 2 hours of online learning.

6. Can I fast track through the course?

- No. The pages are timed. The submit/next button will remain inactive until the time on the slide, as indicated by the seek bar, has finished.

7. Will I be forced to move on if the seek bar has finished and I have not finished submitting my answer?

- No. You can stay on the slide after the seek bar has finished. The seek bar indicates the minimum amount of time you must remain on the slide.

8. There are links throughout the course, do I have to click on them?

- Yes. You must click all of the links and visit the sites/read the documents.

9. I am having a hard time understanding the videos, what do I do?

- There is a CC, closed captions, button at the bottom of the player. Click on the button and the captions will appear at the bottom of the video.

10. I missed information; can I review the slide?

- Yes. Once the seek bar has finished you can move the seek bar to review parts that were missed.

11. When answer quiz questions, why doesn't it show me all of the questions?

- When you review a quiz, only the incorrect answers are shown.

12. Do I have to enable Flash to view the online modules?

- No. The modules do not require Flash.

13. Is there a short cut to find information in large documents?

- Yes. On a Mac click the Command Key and the F key, on a PC, click the Control Key and the F Key. This will open a search bar. You can type in a word or sentence and it will locate it for you in the document.

14. What happens when the online portion of the course is finished?

- If you are successful, you will attend the in-class portion of the course. If you are unsuccessful, you will need to review the content and retake the quizzes you were unsuccessful with

Using the Online System

Logging In:
- Enter your email/username
- Enter your password

You can only be logged on to one session at a time. Logging in will end any other logged in session.

- Answer the security question

Changing your password:
Requirements for a strong password
- At least 6 characters
- Upper and lowercase letters
- Numbers
- Punctuation characters

If you forget your password or lock yourself out after 3 failed attempts to authenticate your account, call your local DriveWise centre to reset your account/password. https://www.drivewisesafestart.com/

The "Home" screen.

"My Training" and Launching a Course:

Complete the online learning modules in the order that they appear in your training. At the end of the training, complete the course review.

The Player:

Click the tab in the upper left corner to open the slide transcript and course glossary.

Click on the HELP tab to open the link for service, technical and content support. Click on RESOURCES to open course resources.

Press next to move to the next slide. It remains inactive until the slide/seek bar is complete.

Press Back to return to a previous slide.

The seek bar indicates the length of time for each slide. You can only move the seek bar once it has finished.

Press the microphone button to adjust the volume settings. Press play/pause to stop and resume the slide

Slide transcript:

Click on the tab again to close the transcript

Course Glossary:

TRANSCRIPT GLOSSARY

SafeStart Self Pace Introduction

ABS (Antilock Braking System)

a modern technology found on newer cars that allows the vehicle to be steered safely while braking hard.

BAC (Blood Alcohol Content)

a measure of the amount of alcohol in a person's bloodstream. BAC is commonly expressed in percentage terms. For instance, having a BAC of 0.08 percent means that a person has eight parts alcohol per 10,000 parts blood in the body.

Blind Spot

is an area around the vehicle that cannot be directly observed by the driver.

Commercial Vehicle

is a vehicle built solely for carrying goods.

Controlled Intersections

have traffic control signs or signals. When a driver approaches this type of intersection, he or she must obey the signs, signals, and right-of-way rules.

Covering the Brake

taking your right foot off the accelerator and holding it over the brake pedal. Your foot should hover over the pedal and not rest on it in any way.
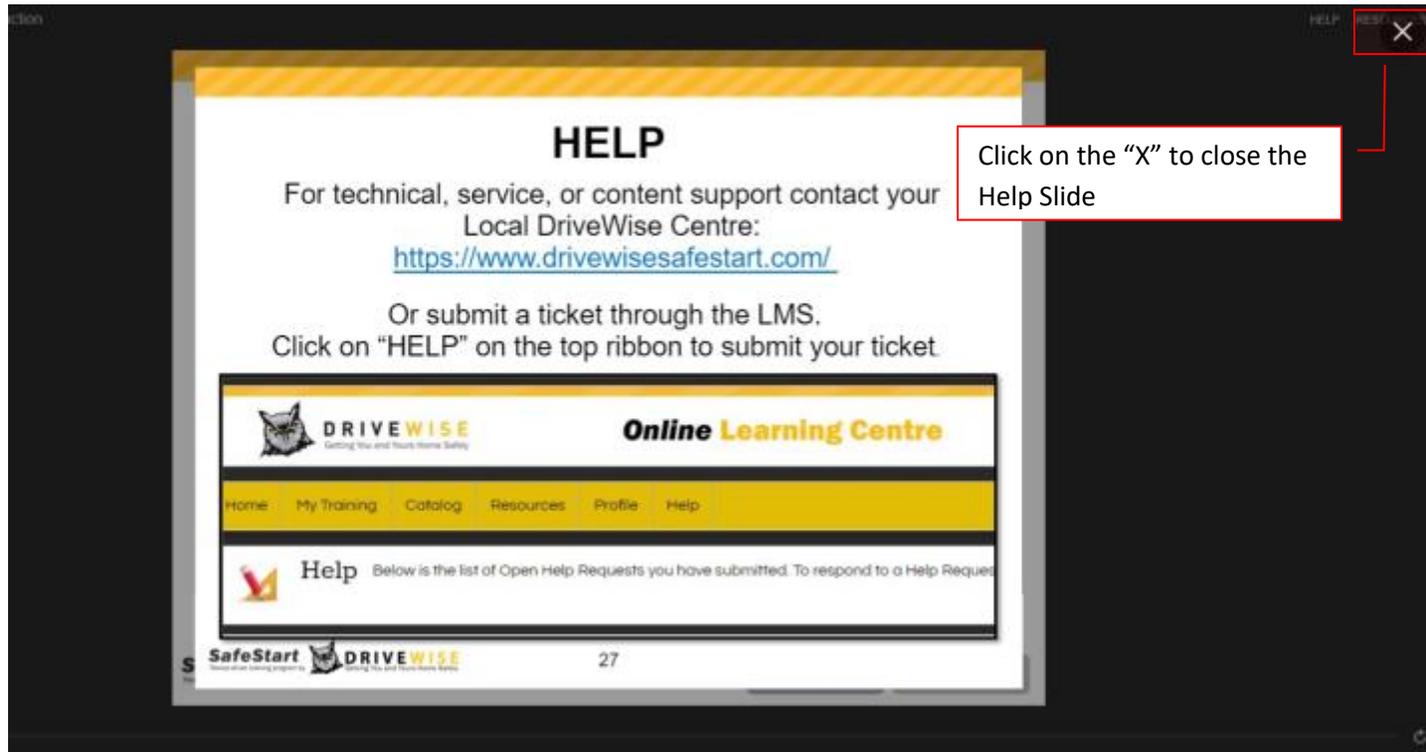
Distractions

things that prevents someone from giving full attention to something else.

EDR (Emergency Detour Route)

a pre-determined route to help bypass an emergency road closure and minimize delays in your travel.

Click on the tab again to close the glossary

SafeStart DRIVEWISE

Help slide:

- Click on the link in the slide to access the website.

For LMS specific concerns, submit a ticket through the LMS

DRIVEWISE
Getting You and Yours Home Safely

Online Learning Centre

drivewise.com

Home | My Training | Transcript | Catalog | Resources | Profile | Help

Role: Learner

Help Below is the list of Open Help Requests you have submitted. To respond to a Help Request, click the Respond icon next to the Request.

Click on "Help" to submit a ticket through the LMS

FAQs

FAQ 1: Can I use an iPad to complete my training?

Answer: Unfortunately, iPads do not fully support the HTML5 standard which may result in issues when attempting "Drag and Drop" style questions. If you run into this issue, you will not be able to drag and drop all or some of the items in the question. Please use a computer to complete your training.

FAQ 2: I just finished a module and it shows Completed with a score of 0. Why?

Answer: This is a knowledge module only and has no questions to score. Please continue on with the next module.

FAQ 3: I can't launch the modules or I get a black window when I do?

Answer: This can have a number of causes. The most common are Adobe Flash player not being installed/enabled/updated and a very strict anti-virus program running on your system. To check your Adobe Flash, please visit https://helpx.adobe.com/flash-player.html And check to ensure that Flash player is fully up to date, and enabled. If it is the anti-virus program causing the issue, please temporarily disable it prior to launching the training.

If you continue to have issues, please submit a help request below. Please ensure to include your email address if you wish to get a notification when a response is posted.

> Submit Help Request   > View Closed Help Requests

To submit a new ticket, click "Submit Help Request." To view closed tickets, click "View Closed Help Requests.". Open tickets will be listed here.

Open Help Requests

Title	Number of Responses	Date/Time		
No Requests				

Prompted Breaks:

- After 2 hours of online learning
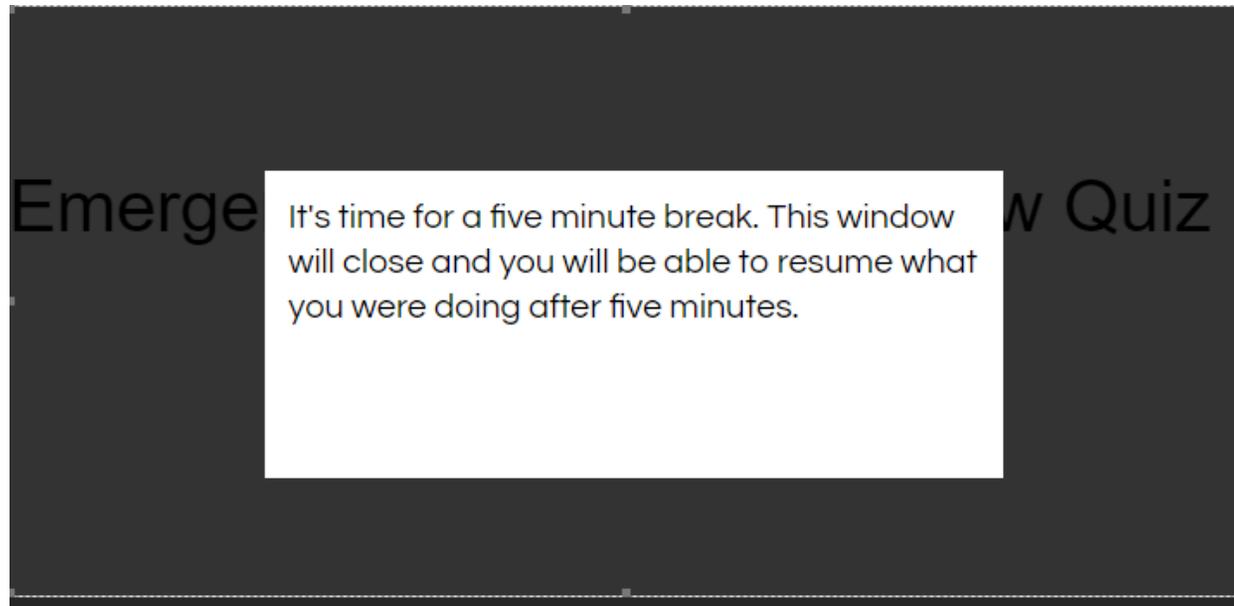
Re-authentication

- Randomly throughout the course
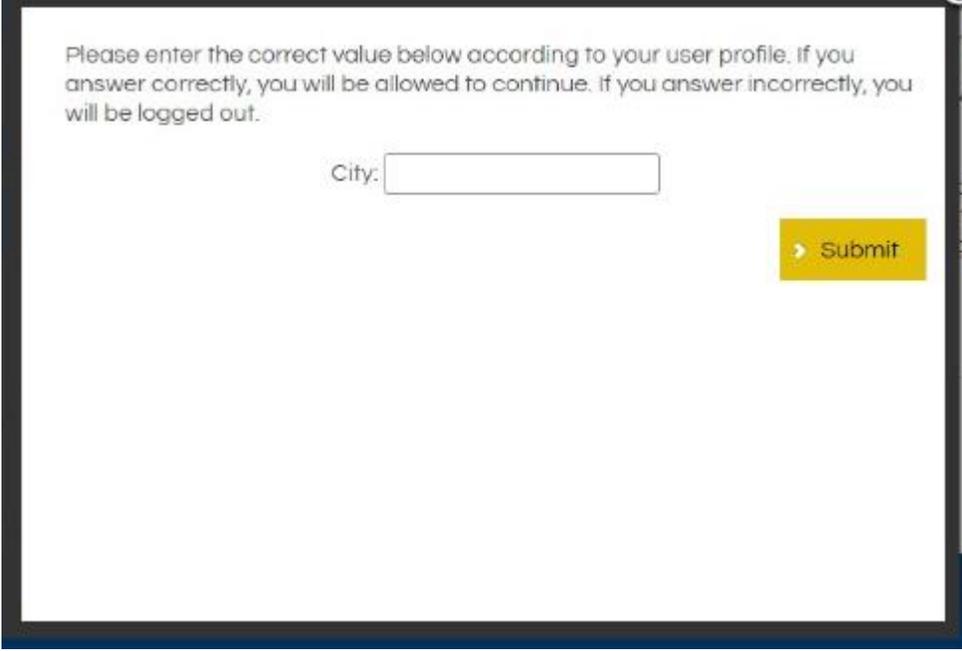
Please enter the correct value below according to your user profile. If you answer correctly, you will be allowed to continue. If you answer incorrectly, you will be logged out.

City: [   ]

> Submit

If you forget your password or lock yourself out after 3 failed attempts to authenticate your account, call your local DriveWise centre to reset your account/password. https://www.drivewisesafestart.com/

Activity slides:

- Drop-down matching

Click on the drop-down menu and select the matching response. Answers can only be used once.

Press "submit" to submit your answer. The submit button remains inactive until the seek bar/slide completes.

- Written responses

Cooperative Driving:

def: a proactive approach to driving where the driver shares the road in a safe and considerate manner by respecting other road users and understanding their needs

What proactive actions or strategies can be used to safely share the road with others?

Write your answer in the text box

type your text here

SafeStart DRIVEWISE   13   Submit

Press "submit" to submit your answer. The submit button remains inactive until the seek bar/slide completes.

Tab Slides:

Being Stopped by a police Car

Click on the tabs 1 through 9 to review what you must do in the event you are stopped by a police car.

You must immediately pull over when the police signals you to.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |

SafeStart DRIVEWISE

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<Back　Next>

Click on each tab one at a time. While the slide layer is playing, you will be prevented from clicking on the other tabs. The "Next" button remains inactive until all of the tabs have been viewed.

Video Slides

Click to play the short video. Once you have watched the video click next to answer the questions.

Click play/pause to start and stop the video.

00:27 / 01:29

We go up over this rise, sharp turn to the right, another dip, and then it's a quick left.

Next>

Click "CC" (closed captions) to view the captions for the video. They will show up at the bottom of the player.

Quiz Questions in the Course

- Answer the multiple-choice question

HELP

Pick the most correct answer. There is only 1 correct answer.

Pick the correct answer

- ◯ Answer 1
- ◯ Answer 2
- ◯ Answer 3
- ◯ Answer 4

SafeStart Novice driver training program by **DRIVEWISE** Getting You and Yours Home Safely

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Submit

Press "submit" to submit your answer. The submit button remains inactive until the seek bar/slide completes.

Quiz Results

Congrats! You have passed this course.

Passing Score	**70**

Your Score	**71.42**

💬 Review

🖨 Print

Click on "Review" to review the incorrect answer.

<Back **Next>**

Pick the correct answer

- ○ Answer 1
- ◉ Answer 2
- ○ Answer 3
- ✔ ○ Answer 4

Incorrect ✕

PREV   NEXT

Use the built-in player navigation controls to navigate the quiz review slides.