

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

Welcome to EZ LCMS.

EZ LCMS is an easy to use Learning Management System (LMS) / Learning Content Management System (LCMS) that allows users to build, import, assemble, deliver, and track training content and events, all in one online system.

Please enter your email address and password to the right and click Submit to log in.

Log In

Email

Password

[Forgot your password?](#)

Please Note: You may only have one session at a time. Logging in will end any other logged in sessions.

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

To continue accessing this Learning Management System, you must use a strong password. Please enter a new, stronger password to continue.

New Password:

Re-Type Password:

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.

DRIVEWISE
Getting You and Yours Home Safely

Online Learning Centre

drivewise.com

Home My Training Transcript Catalog Resources Profile Help

Home Welcome to your home page.

Click "My Training" to get started.

 **DRIVEWISE**
Getting You and Yours Home Safely

Welcome to the DriveWise Online Learning Center.

Click on "My Training" to begin.

Before beginning the training, please check to ensure that you have the latest version of Adobe Flash player installed: <https://helpx.adobe.com/flash-player.html> and enabled.

Please note: Many browsers now disable Flash Player by default. Please follow the instructions on that page to re-enable flash. If you have any issues, we recommend you use Google Chrome or Internet Explorer (Not Microsoft Edge), and follow the instructions to enable Flash found on the above page under **Step 4**.

Status

Current Status

Enrolled

Calendar

November 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5

“My Training” and Launching a Course:

DRIVEWISE
Setting You and Your Home Safe

Online Learning Centre

drivewise.com

Home My Training Catalog Resources Profile Help Role: Learner

My Training Below is the list of courses that you are enrolled in. For more details about a lesson, click the Details icon. To launch a lesson, click the Launch icon.

Sort By: Due Date

Self Pace DriveWise SafeStart		Status: Not Attempted
SafeStart Online Introduction	Not Attempted	[Launch] [Details]
Module 1: Rules of the road	Not Attempted	[Launch] [Details]
Module 2: The Vehicle and its Components	Not Attempted	[Launch] [Details]
Module 3: Sharing the Road	Not Attempted	[Launch] [Details]
Module 4: Cooperative Driving and Driving Behaviour	Not Attempted	[Launch] [Details]
Module 5: Vehicle Handling and Respect & Responsibility	Not Attempted	[Launch] [Details]
Module 6: Adjusting to the Environment	Not Attempted	[Launch] [Details]
Module 7: Perception, Risk Management	Not Attempted	[Launch] [Details]
Module 8: Impaired and Distracted Driving	Not Attempted	[Launch] [Details]
SafeStart Digital Course Review	Not Attempted	[Launch] [Details]

In “My Training” you will see all of your courses and their status.

Click the Launch icon to launch the course. Ensure to have your flash play enabled.

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:

The image shows a video player interface for a presentation titled "SafeStart Self Pace Introduction". The player has a dark background with a white content area. At the top left, there is a hamburger menu icon. At the top right, there are links for "HELP" and "RESOURCES". In the center, there are two buttons: "<Back" and "Next>". At the bottom, there is a seek bar with a play/pause button and a microphone icon. The video content area displays the "SafeStart" and "DRIVEWISE" logos, along with the text "New driver training program to" and "Setting You Well With Your New Safety".

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 Back to return to a previous slide.

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

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

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

Slide transcript:

The image shows a video player interface with a dark background. At the top left, there are two tabs: "TRANSCRIPT" and "GLOSSARY". Below the "TRANSCRIPT" tab, there is a text box that reads: "Click on the tab. In this section, you will find the transcript for the slide." At the top right, there is a tab labeled "SafeStart Self Pace Introduction" with a close button (a small square with a minus sign) to its left. A red box highlights this close button, and a red line points from it to a white callout box with a red border that contains the text: "Click on the tab again to close the transcript". At the bottom right, there is a logo for "SafeStart DRIVEWISE" with the tagline "Setting the Gold Standard in Home Safety". At the bottom center, there is a video progress bar with a play button icon.

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.

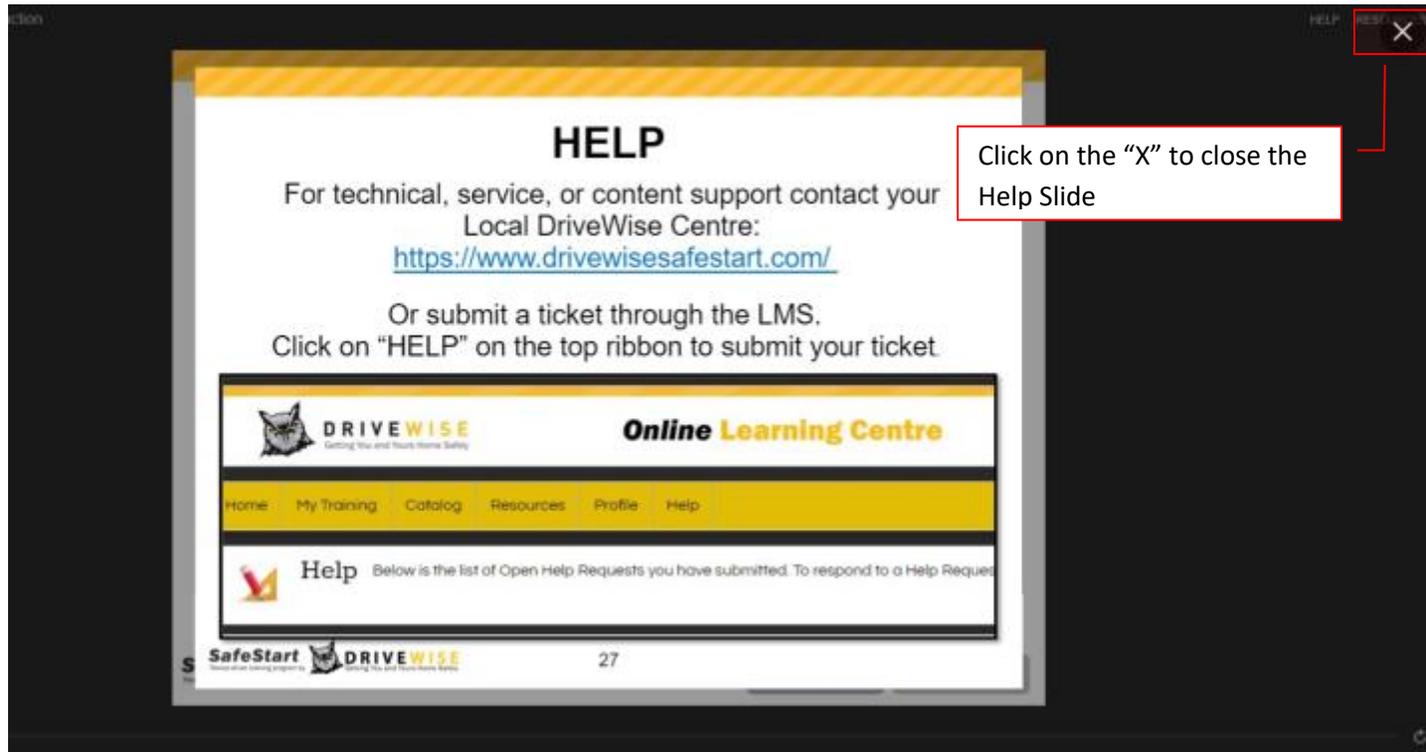
Distractions
things that prevent someone from giving full attention to something else.

EDR (Emergency Detour Route)
a pre-determined route to help bypass an emergency road closure and minimize delays in your travel.

SafeStart  DRIVEWISE
Newer your driving program by  Getting You and Your Home Safely

Help slide:

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



The image shows a screenshot of a help slide. At the top right, there is a small window with a title bar that says "HELP" and a close button (an "X" icon) highlighted with a red box. A red line points from this box to a callout box on the right. The callout box contains the text: "Click on the 'X' to close the Help Slide". The main content of the slide is as follows:

HELP

For technical, service, or content support contact your Local DriveWise Centre:
<https://www.drivewisesafestart.com/>

Or submit a ticket through the LMS.
Click on "HELP" on the top ribbon to submit your ticket.

The slide also features a preview of the "DRIVEWISE Online Learning Centre" interface. This interface includes a navigation menu with the following items: Home, My Training, Catalog, Resources, Profile, and Help. Below the menu, there is a section titled "Help" with the text: "Below is the list of Open Help Requests you have submitted. To respond to a Help Request". At the bottom of the slide, there are logos for "SafeStart" and "DRIVEWISE" along with the page number "27".

For LMS specific concerns, submit a ticket through the LMS

The screenshot shows the DriveWise Online Learning Centre interface. At the top left is the DriveWise logo with the tagline "Getting You and Yours Home Safely". The main header is "Online Learning Centre" and "drivewise.com". A navigation bar contains links for Home, My Training, Transcript, Catalog, Resources, Profile, and Help. The Help link is highlighted with a red box and a callout box that says "Click on 'Help' to submit a ticket through the LMS". To the right of the navigation bar, the user's role is set to "Learner". Below the navigation bar, the Help section is titled "Help" and contains a message: "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." Below this message are three FAQ items, each with a question and an answer. At the bottom of the page, there are two buttons: "Submit Help Request" and "View Closed Help Requests". The "Submit Help Request" button is highlighted with a red box and a callout box that says "To submit a new ticket, click 'Submit Help Request.' To view closed tickets, click 'View Closed Help Requests.' Open tickets will be listed here." Below the buttons is a section titled "Open Help Requests" which contains a table with columns for Title, Number of Responses, and Date/time. The table currently shows "No Requests".

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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.

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.

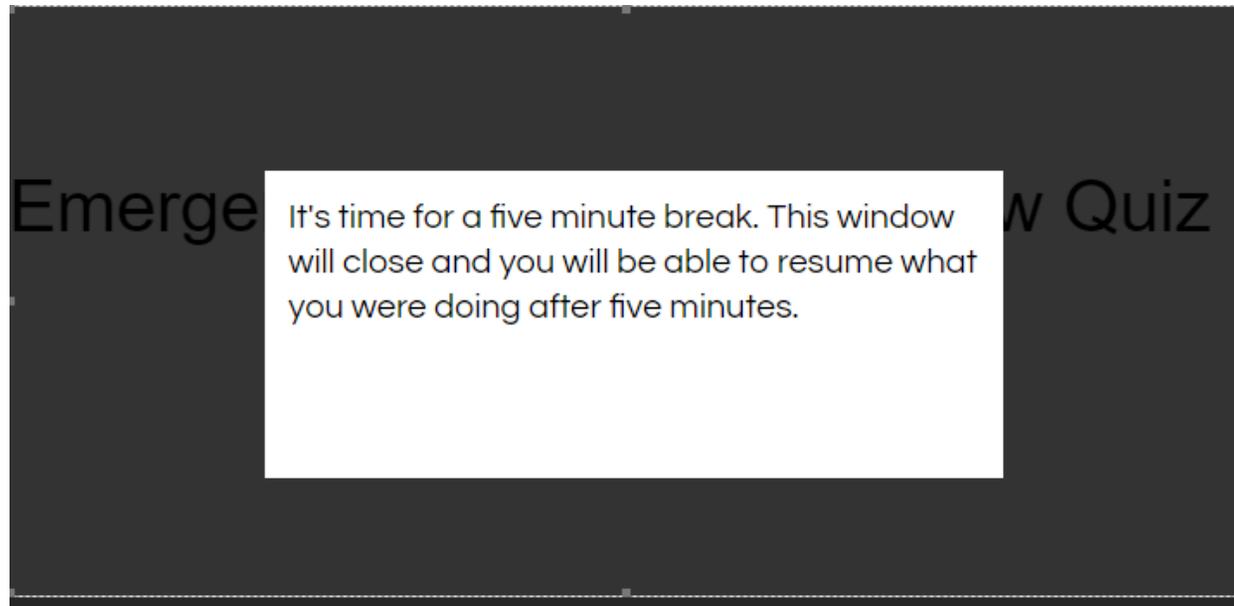
Submit Help Request View Closed Help Requests

Open Help Requests

Title	Number of Responses	Date/time
No Requests		

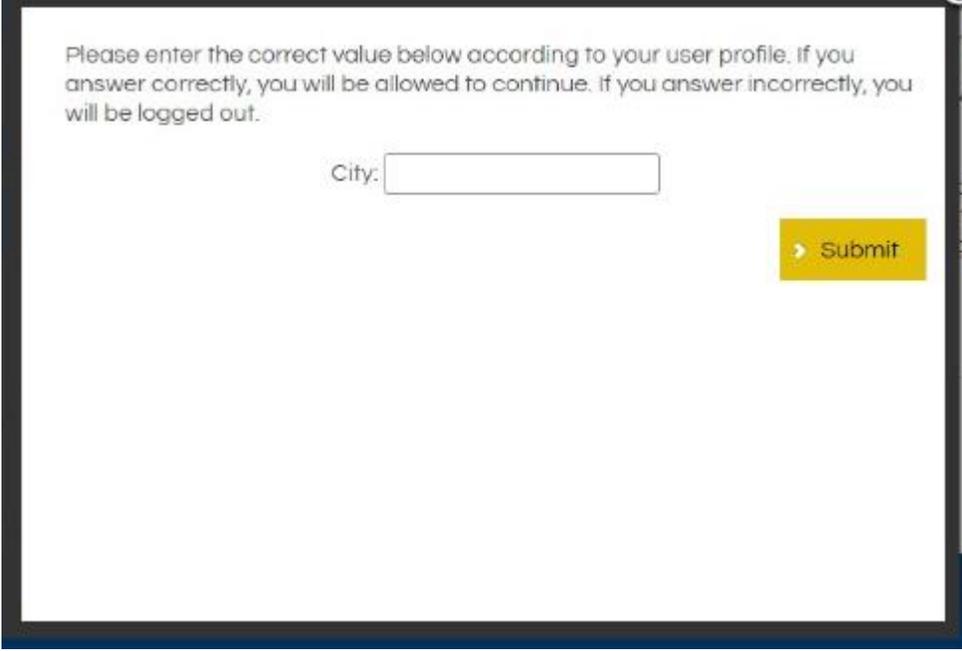
Prompted Breaks:

- 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:

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?

type your text here

SafeStart  **DRIVEWISE** THE SAFE TOOL AND TOOLBOX FOR ROAD SAFETY 13 Submit

Write your answer in the text box

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

Tab Slides:

The screenshot shows a presentation slide titled "Being Stopped by a police Car". The slide content includes the instruction: "Click on the tabs 1 through 9 to review what you must do in the event you are stopped by a police car." and a key point: "You must immediately pull over when the police signals you to." Below the text is a row of nine yellow tabs numbered 1 through 9. Tab 1 is currently selected and highlighted. At the bottom of the slide, there is a footer with the "SafeStart DRIVEWISE" logo, a progress indicator showing "1", and navigation buttons for "<Back" and "Next>". The entire slide is set against a dark background with a yellow header bar.

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

Module 4.1 Positive Driving Behaviours HELP RESOURCES

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.

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

CC

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

The screenshot shows a quiz question interface. At the top left, it says "Module 7.4 Review Quiz" and "HELP" is at the top right. The main question area has a yellow header and the text "Pick the correct answer". Below this are four radio button options: "Answer 1", "Answer 2", "Answer 3", and "Answer 4". At the bottom right is a "Submit" button. The bottom of the screen features a "SafeStart DRIVEWISE" logo, the number "8", and a progress bar with a play/pause icon and a refresh icon.

Module 7.4 Review Quiz HELP

Pick the correct answer

Answer 1

Answer 2

Answer 3

Answer 4

Submit

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Vehicle Owner Training Program by  Learning Your and Your Home Safety

8

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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

<Back

Next>

Click on "Review" to review the incorrect answer.

Pick the correct answer

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

Incorrect



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