



TIP SHEET FOR USERS

GETTING STARTED

- Visit www.911operatorTDDtraining.com.
- Click on the 'User Login' link.



- At the login screen, enter the numbers **and the dashes** from your product activation code.

VALENCIA
ENTERPRISES

Username or
Activation Code: 5555-5555-5555-5555

Password: ●●●●●●

Login

[Click here if you have forgotten your username and/or password.](#)

- You will be prompted to enter your personal information. **Enter a unique username and password that you will remember. This will replace the 16-digit activation code you first entered.**

* First Name
John

* Last Name
Smith

* Phone
407-555-5555

* Email
jsmith@publicsafety.org

* Username
john_smith

* Password
mypassword

Submit

- Click the 'Launch' link to begin the course.

THE COURSE INTERFACE



Course Status Bar



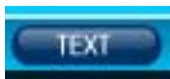
- Helps you keep track of where you are in the course.
- Once you have completed a section, you may launch that section again at any time by clicking on it.
- You cannot skip forward over uncompleted sections of the course.

Navigation Button

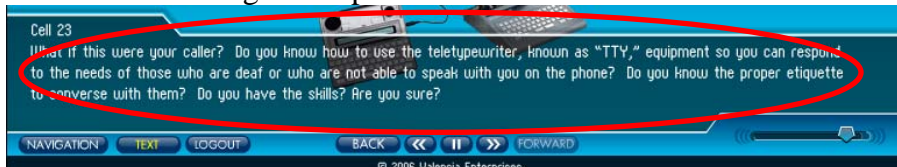


- Click on this button at any time to launch a brief series of instructions on navigating the course.
- NOTE: When the navigation instructions are finished, you will be brought back to the beginning of the section you were in.

Text Button



- Launches a running text caption below the lesson window.



- You must press the text button at the beginning of each section in order to be able to see the text for that section.

Logout Button



- Logs you out of the course so you can resume later.
- When you resume the course later, you will be brought back to the beginning of the section you were in before logout.

Back and Forward Buttons



- Moves backward and forward **between** sections.
- You cannot skip forward over uncompleted sections of the course.



Rewind and Fast-Forward Buttons



- Press and hold to move backward and forward **within** a section.
- You cannot skip forward over uncompleted sections of the course.

Pause/Play Button



- Press the Pause button  to pause the course at any time.
- When paused, the button turns into a Play button . Press the Play button to resume the lesson.

Volume Control



- Move the volume slider to the right to increase the volume and to the left to decrease the volume.

ABOUT THE COURSE

The course consists of four parts:

- Lesson (50-75 minutes)
- Simulation Exercises (30-45 minutes)
- Survey (<5 minutes)
- Certificate of Completion (<5 minutes)



NOTES

Unit	Notes
INTRODUCTION	
Malia's Story	
Course Overview	
THE CALLER'S WORLD	
Introduction	
The Deaf Community	
Different Abilities	
Hands-on Practice: Decoding American Sign Language	
Summary	
THE TDD CALL	
Introduction	
TDD Equipment	



NOTES

Unit	Notes
Call Recognition	
Call Handling	
Protocol	
Hands-on Practice: TDD Abbreviations	
Call Transfer Procedures	
TDD Call Backs	
TRS Calls	
Summary	