



# TIP SHEET FOR USERS

## GETTING STARTED

- Visit [www.911operatorTDDtraining.com](http://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



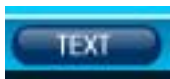
- Helps you keep track of where you are in the course.
- Once you have completed a section, you may launch that section again at any time by clicking on it.
- You cannot skip forward over uncompleted sections of the course.

## Navigation Button

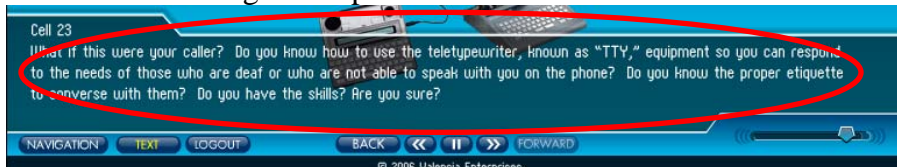


- Click on this button at any time to launch a brief series of instructions on navigating the course.
- NOTE: When the navigation instructions are finished, you will be brought back to the beginning of the section you were in.

## 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
<b>INTRODUCTION</b>	
Malia's Story	
Course Overview	
<b>THE CALLER'S WORLD</b>	
Introduction	
The Deaf Community	
Different Abilities	
Hands-on Practice: Decoding American Sign Language	
Summary	
<b>THE TDD CALL</b>	
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	