

The logo features a stylized lightbulb with a blue flame-like shape inside and a yellow base. 

# UserGuide EnergyU

A blurred background image showing a person's hand typing on a white computer keyboard. 

[www.EnergyU.org](http://www.EnergyU.org)

Midwest ENERGY Association  
7825 Telegraph Road | Bloomington, MN 55438  
Tel: (651) 289-9600 | [www.midwestenergy.org](http://www.midwestenergy.org)

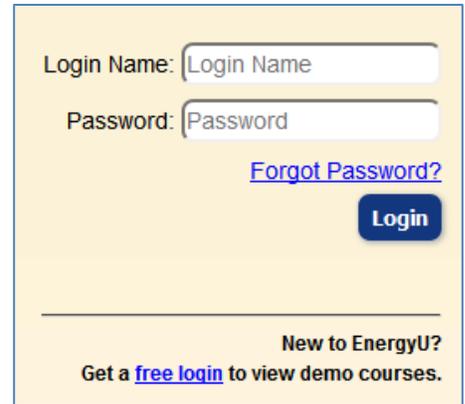
This Guide provides a general overview of for users of EnergyU, MEA’s online learning portal for the energy industry.

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## www.EnergyU.org

### Logging In to EnergyU

From the EnergyU home page, enter the login and password provided by your company’s EnergyU administrator. NOTE: using the free login link will not provide you with access to your company’s courses or curricula.



### Forgot Password

Using the Forgot Password link will email password reset information to the email address in the profile of the login name provided. Have your company’s EnergyU administrator verify the email address for your profile if you do not receive a reset password email.

### Course List

Once logged in you will be presented with your personal course list. Contact your company’s EnergyU administrator if you need additional courses assigned.

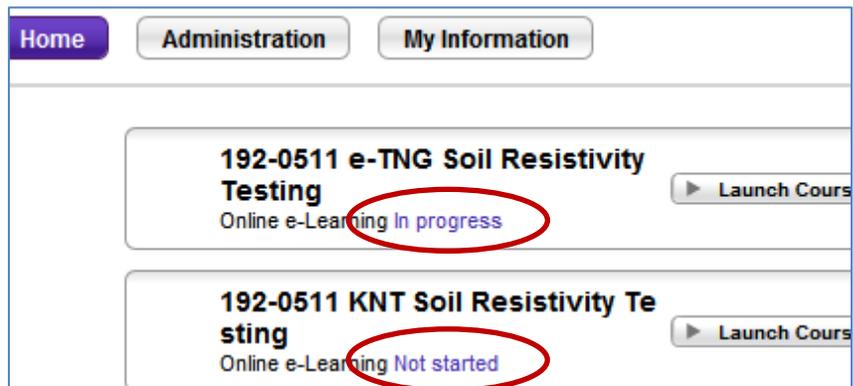
## User Portal Home Page

### Understanding Course Status

Courses may show a status of Not started, In progress, or Failed.

#### Not started and In progress status

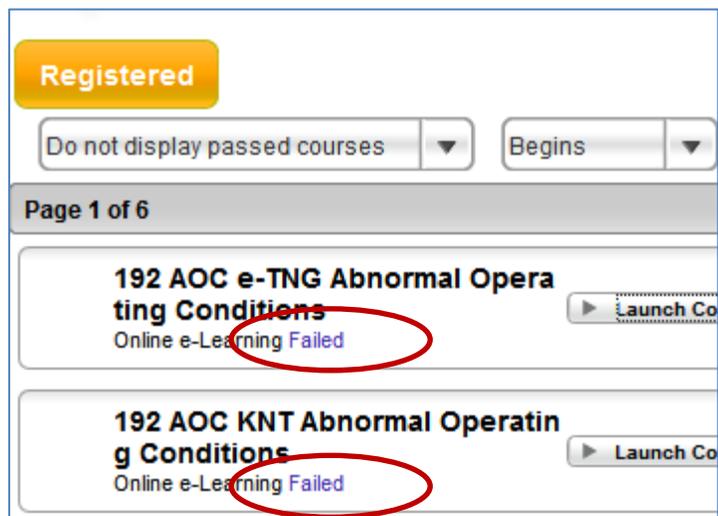
If a course has never been taken, or if the course has been reset in order to re-take, the course list will show the course status as **Not started**. As soon as the user launches the course, the status will change to **In progress**.



#### Failed status

**Knowledge Test (KNT):** All of the questions were answered, and less than 80% were answered correctly.

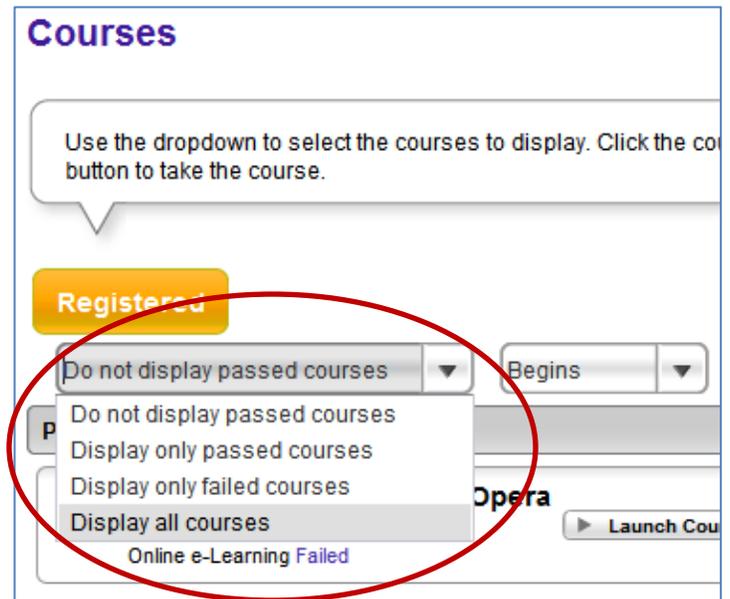
**Training (TNG):** The user has not visited 80% of the learning content. Passing is based on pages visited within the learning section, not on pre-test score.



A TNG having a failed status can be re-launched and the user may continue reviewing the learning content until a passing score is achieved. If you visit 100% of the pages, you will receive a score of 100% when you close the course. If you visit 85% of the pages, you will receive a score of 85% when you close the course. Once the passing score is recorded, the course must be reset in order to receive a new score.

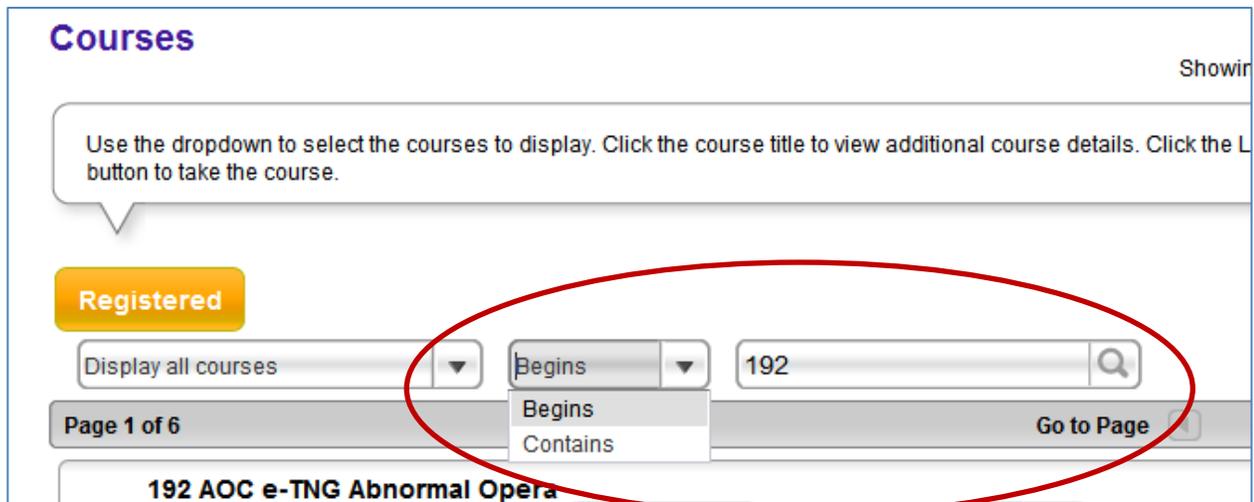
### Displaying Available Courses

By default, the user course list does not display passed courses. When a previously passed course is reset by the EnergyU administrator, it will appear in the default course display.



In order to launch a TNG that has previously been passed, users must use the dropdown to change the display to show all (or only passed) courses.

Once the desired display is set, you can search for a particular course. Use the dropdown to select Begins or Contains, enter the search criteria, and then click the magnifying glass.



### Understanding Course Prerequisites

Some companies set up the TNG as a prerequisite to a KNT. This condition requires the user to first finish and pass the prerequisite TNG before the launch button will display for the KNT course. Follow the suggested best practices below for ensuring proper refreshing of the page to display KNT launch buttons.

## Best Practice for Launching Courses

1. Search for the desired course. Use the dropdown to select "Display all courses." Select "Begins" in the filter selection, enter the number for the course in the search field (for example, 192-0201) and click the magnifying glass.
2. Both the TNG and the KNT for the course will display. Click on the "Launch Course" button for the TNG. The TNG will now appear in another tab.
3. Upon completing and closing the TNG course the user will be returned to the course list on the portal Home page. The progress for the TNG should now show as Passed.
4. **IMPORTANT:** To obtain the KNT launch button (when using prerequisites), do not change the original search criteria, and just click on the magnifying glass again. This will refresh the page and the Launch Course button for the KNT will now display.

**Note:** Clicking on the purple Courses button will also refresh the page, but you will have to change the filter again.

5. Click on the Launch Course button to begin the KNT.

## Course Navigation – 192, ASME and Electric Course Libraries

Click the Launch Course button on the portal page. This will open the course in a new browser tab. Click the Start button to begin the course.

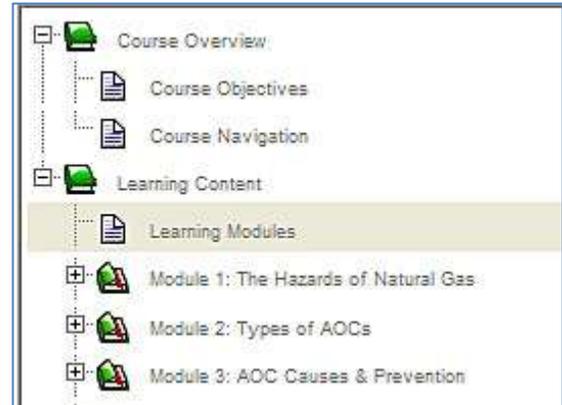
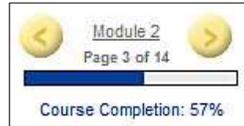
The buttons in the upper right corner of the window enables quick navigation. Roll your cursor over the buttons and a tool tip will display. You can access the pre-test, access links to reference information, open the glossary, or display the table of contents (TOC). Use the TOC to navigate to select course pages, or use the forward and back buttons to move sequentially through the course.

The screenshot shows a course navigation window titled "Course Navigation" for the course "ASME-0021 Measure Soil Resistivity". The window includes a yellow header with the "EnergyU" logo and the course title. Below the header, there are several navigation buttons: a magnifying glass (A+), a book icon (Review Reference Materials), a 'G' icon (Open the Glossary), a document icon (Toggle to display or hide the Table of Contents), and a close button (X). At the bottom, there are two yellow circular arrows (Forward and Back) and a list icon. Red arrows point from text labels to these buttons:

- Course Title
- Navigate to the Pre-Test
- Review Reference Materials associated with this topic
- Open the Glossary
- Click to Exit the course
- Toggle to display or hide the Table of Contents
- Go to the Course Outline and click a Module title to advance to that portion of the Learning Content
- Use the Forward and Back arrows to navigate page-by-page

The TOC will display all learning modules within the course. Click the + to expand the modules and review the course pages. Click on a page to navigate to that particular location within the course.

Your current location and progress through the course will be displayed. If you close a TNG course with less than 80% complete, your course status will show failed. If you close a KNT before completing it, the course will start over from the beginning when it is re-opened.



### TNG Pre-test

You may take the pre-test at any time – before or after completing the learning. Once you start the pre-test you must complete it. You may only take the pre-test one time.

*NOTE: The pre-test is separate from and not a replacement for the knowledge test (KNT).*

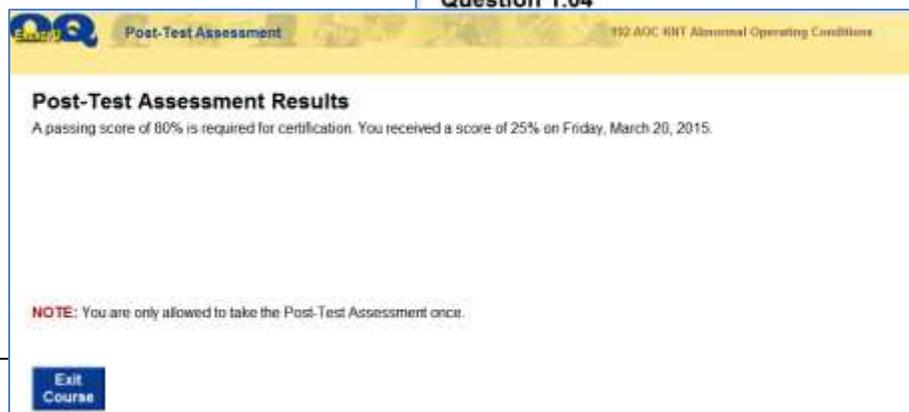
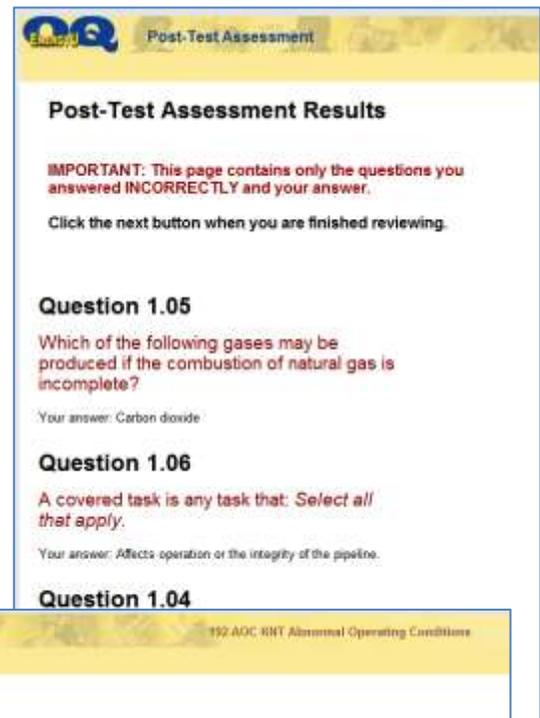
You will receive a score for your pre-test, but this score does not affect the course passing score. Passing is based on visiting 80% of the learning content. Closing the course with greater than 80% will stamp the current score and the course status will change to Passed.

### KNT (question review)

When you complete the knowledge test (KNT), the results page will display any questions that were answered *incorrectly*. The question is shown with the answer the user selected. However, the correct answer is not provided.

Knowledge tests can only be taken **once**. Users must receive a score of 80% or better in order to pass. A re-take requires a reset by the company’s EnergyU Administrator.

Until a failed test is reset, if the course is re-launched the users will not be able to see the questions, nor will they be able to see the question results page – they will only see the score results page. Once reset the course will have a **Not started** status in the course list.



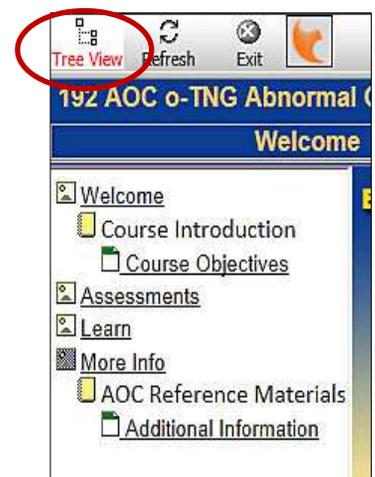
## Course Navigation – OSHA and UGE Course Libraries

Click the Launch Course button on the portal page. This will open the course in a new browser tab. Click the Start button to begin the course.

Use the environment navigation buttons across the top of the course window to navigate to the different sections of the course (Welcome, Assessments, Learn and More Info). Click Assessments to access the pre-test at any time. You may only take the pre-test once. Some courses provide access to the knowledge test from this area; however, it is a best practice to close the TNG course and launch the KNT course from the course list.



Click the Treeview button to open the course tree. Expand the modules and click on the individual pages in the course tree to navigate to specific areas within the course. Use the forward and next buttons in the bottom right corner to move sequentially through the course. These courses do not have a dynamic status to indicate current progress through the course.



### KNT assessment questions

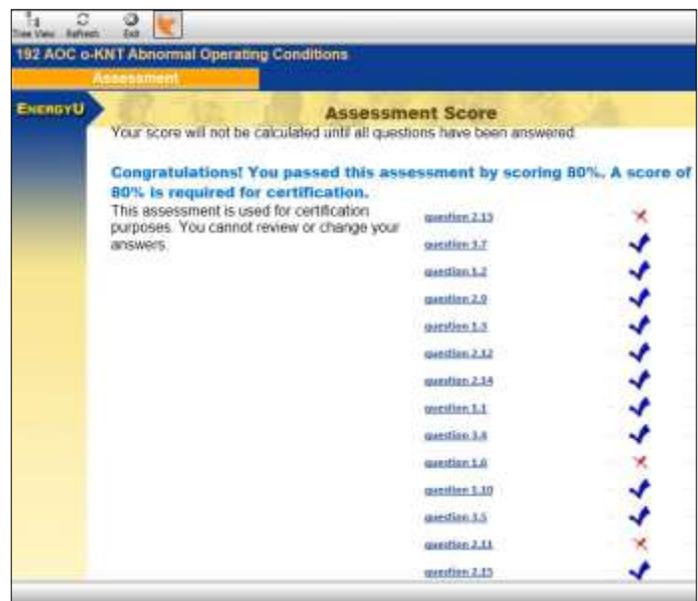
If you exit the knowledge test before it is complete, your location will be saved. You will be able to re-open the KNT and continue answering questions from where you left off.

When all questions have been answered, you will receive your final test score. A check mark indicates a question that was answered correctly, and a red X indicates a question that was answered incorrectly. Click on the question number to review the question. The course must be reset by the EnergyU administrator in order for new answers/scores to be registered.

*NOTE: A minimum score of 80% is required to pass.*

### Closing the course

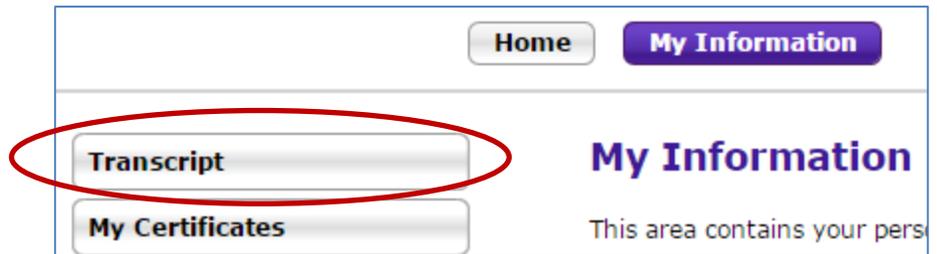
To ensure that your score is properly recorded with the LMS, it is important to use the Exit button to close the course. **DO NOT close the course by using the X to close the browser window.**



## Viewing the Transcript

A learning record is available for each user. Click the My Information button, and then click the Transcript button.

The transcript will show course status (passed and failed) with scores and dates.



Course Name	Score %	Passed	Short Name	Status	Type	Date Scored	Credits Earned	Details	Date Enrolled	Action
192 AOC e-TNG Abnormal Operating Conditions <a href="#">View Event Details</a>	81%	Yes	MEA1462	Passed	E- Learning	4/8/2015	1.00	<a href="#">View Details</a>	3/27/2015	<a href="#">View Info</a>
192-0101 e-TNG Characteristics and Hazards of Natural Gas <a href="#">View Event Details</a>	100%	Yes	MEA1459	Passed	E- Learning	1/13/2014	1.00	<a href="#">View Details</a>	12/12/2014	<a href="#">View Info</a>

Scroll to the bottom of the transcript page to view achieved certificates. As long as users are enrolled in the certificate program, a certificate will automatically be granted when an online course is passed. Certificates for performance evaluations must be granted by the company EnergyU administrator. Achieved certificates will list number of days to expiration, and display an expiration date. Contact your company's EnergyU administrator if you feel there is an error in the expiration date shown.

Certification Program Name	Level Name	Requirement Group Name	Date Earned	Date Expires	Days to expire	View Docs
MEA137			3/28/2015	3/28/2020	180	<a href="#">View</a> <a href="#">History</a>
MEA1411			4/28/2010	4/28/2015	12	<a href="#">View</a> <a href="#">History</a>
MEA1291			1/27/2014	1/27/2017	652	<a href="#">View</a> <a href="#">History</a>

Click the View link in the View Docs column to open a PDF version of the certificate for printing.

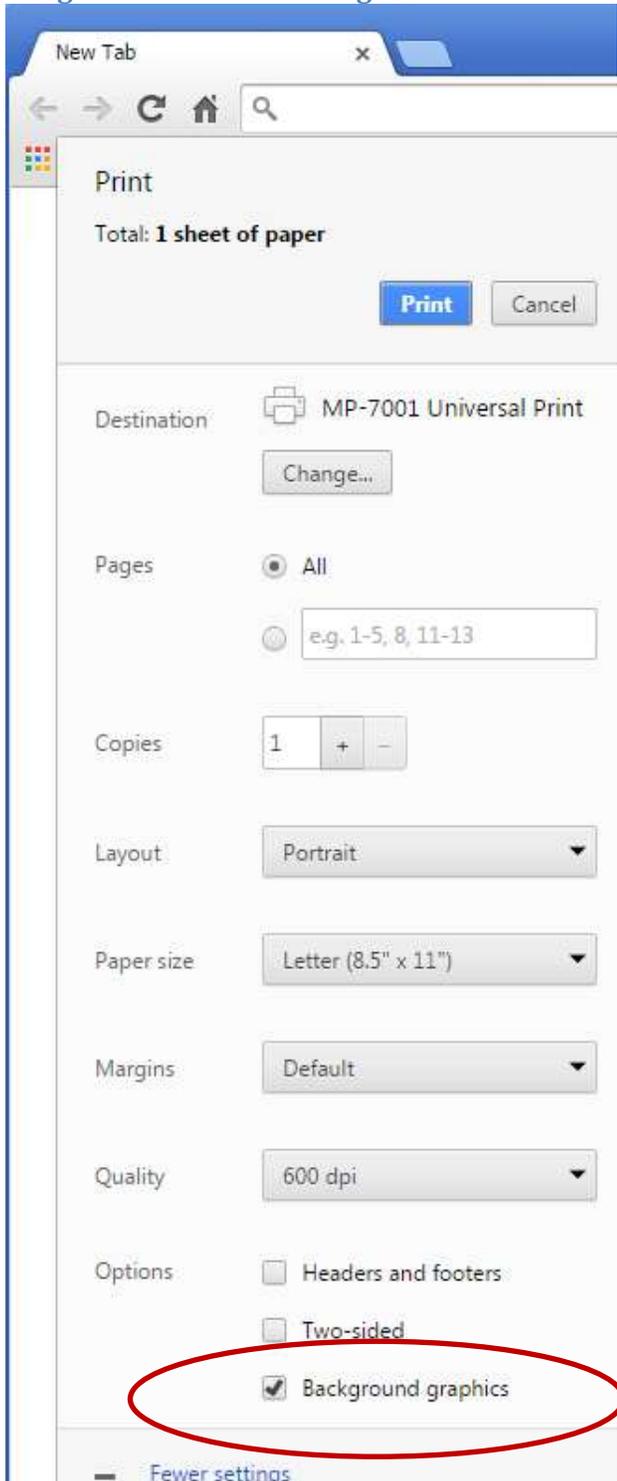
*NOTE: There may be more than one page of certificates.*

After completing a course, it is always good practice to check your transcript in order to verify correct transfer of data to the LMS.

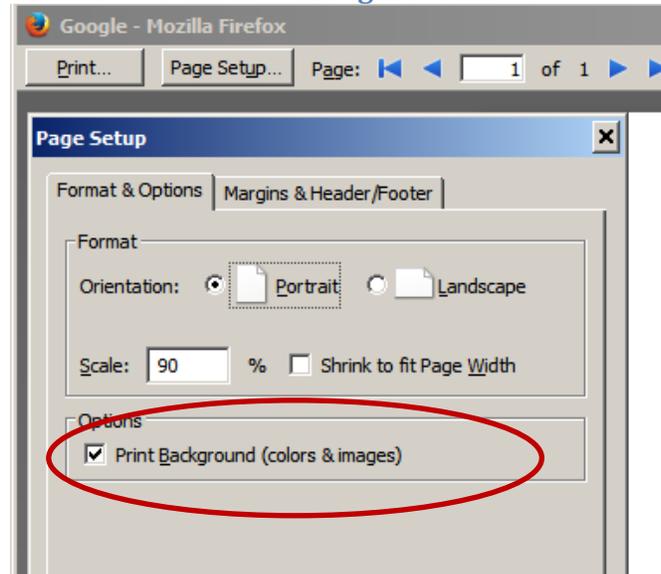
## Printing the Transcript

Occasionally the transcript border will not print – this is a printer setting for your browser. You will need to go into the browser print settings and check the box to allow printing of background graphics.

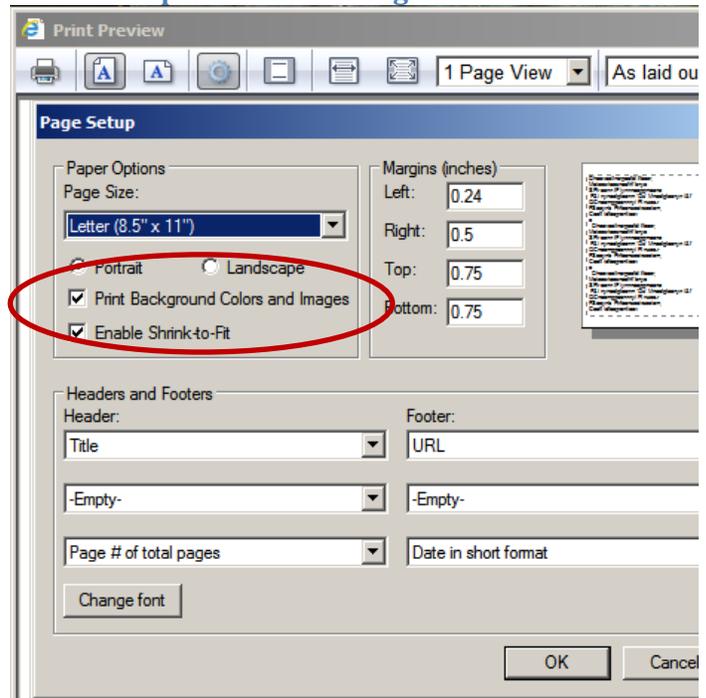
### Google Chrome Print Background



### Mozilla Firefox Print Background



### Internet Explorer Print Background



## Hardware/Software Requirements

### Hardware

CPU:	PC or tablet with 2.0 GHz processor or above
Memory:	2 GB RAM minimum
Monitor:	1024x768 resolution minimum
Connection:	Prefer TCP/IP: 10Mb internal minimum Minimum DSL speed 256 Kbps
Other:	Audio capability (Windows compatible sound card and speakers)

### Software

Operating System:	Windows 7 or 8 preferred
Browser:	Microsoft Internet Explorer, Mozilla Firefox, Google Chrome Above browser support for latest production release minus 1

*NOTE: If using Microsoft Windows XP operating system you must use Google Chrome or Mozilla Firefox.*

### Plugins

The most current plugin version is preferred. If your computer is not set to automatically check for updates, you can visit the websites to check for updates.

- Adobe Flash player (<http://www.adobe.com>)  
*Tech tip: You may want to uncheck the option to install the Yahoo toolbar. This is a browser assistant that is not needed to complete the installation of Flash Player.*
- Java (<http://java.com/en/download/index.jsp>)

### Tips for ensuring proper course operation

The courses on EnergyU.org use Flash assets, ActiveX components and Java applets. To ensure that you can access the courses properly, please check the following on your computer:

1. Use supported browser version.
2. Disable all pop-up blockers (IE, Google, Yahoo, etc.) or create an exception made for the EnergyU website (mea.certpointsystems.com).  
*NOTE: Use Google search to find detailed instructions for disabling popup blockers for specific browsers.*
3. Check for anti-virus software that has been set to block pop-ups and Java applets. In most cases your anti-virus program will let you make an exception for this site (mea.certpointsystems.com).

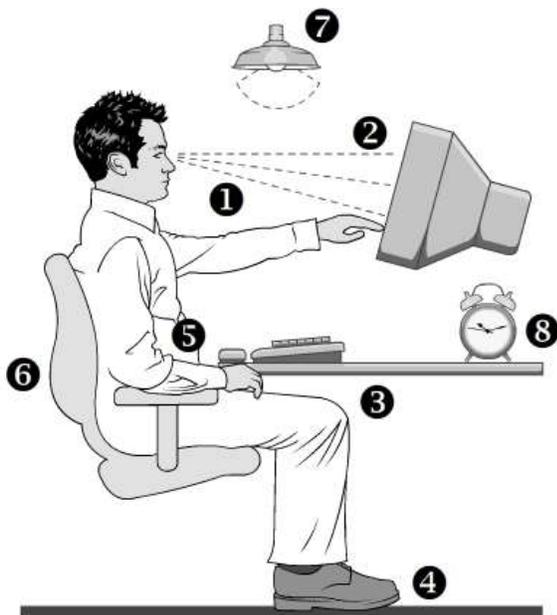
## How to Disable Pop-Up Blocking in Norton Internet Security

This section explains how to disable the pop-up blocking features of recent versions of Microsoft Internet Explorer 8 and 9, Firefox (Windows), Chrome, Google Toolbar, Yahoo! Toolbar, AOL 9.0 and Norton Internet Security so that you will be able to view EnergyU courses on your computer. Please note that you may have more than one of these programs installed on your system, so you may have to disable the pop-up blocking features of more than one program.

1. Open Norton Internet Security's/Firewall's main window (you may click the firewall icon on the system tray or use Start->Programs->Norton Firewall).
2. Click the Ad Blocking line.
3. Click the Turn Off button.

## Ergonomics

Proper ergonomics will help ensure your own safety and comfort while taking online courses.



- 1 Your monitor should be about an arm's length away from your body.
- 2 You should be looking at a slightly down angle.
- 3 Your thighs should be perpendicular to the floor.
- 4 Your feet should be flat on the floor with knees bent about 90-degrees.
- 5 Your elbows should be slightly bent (no more than 90-degrees) and arms perpendicular to the floor.
- 6 Your chair should provide good back support.
- 7 Adjust the lighting, draw the shades, and use a flat screen monitor to reduce glare.
- 8 Combat eye strain by taking "micro breaks" from the computer, several times an hour.