



Virtual Professional
Development Solutions

User Guide



virtpd.com

Table of Contents

Logging In

- [Username/Password](#)
- [Notice Email](#)
- [Reset Your Password](#)

User Settings

- [Editing Your Information](#)
- [Setting Your Email Preferences](#)
- [Change Password](#)

User Dashboard

- [Completion Progress](#)
- [Incomplete Modules](#)
 - [Module Details & Estimated Time](#)
 - [Starting a Session](#)

Completing a Module

- [Navigation](#)
- [Attachments](#)
- [Audio and Video](#)
- [Auto-Play & Full Screen](#)
- [Saving & Restoring Progress](#)
- [Review Questions](#)
- [Certifications and Achievements](#)

Reviewing a Completed Module

- [View Archived Completions](#)
- [Download or View a Certificate](#)

Supervisor Reports

- [Selecting a Report](#)
- [Sorting the Reporting Table](#)
- [Detailed Achievement Report](#)
- [Exporting a Report](#)

Troubleshooting

- [Having Trouble Logging In](#)
- [Module Will Not Load](#)
- [Slides Are Freezing / Will Not Progress](#)
- [Audio/Video Will Not Play / Has Problems](#)
- [Attachments Will Not Download / Not Showing](#)
- [Did Not Receive Certificate / Achievement](#)
- [Did Not Receive Notice Email](#)

Logging In

Your account can be accessed online at **any time** from multiple devices.

To access your account go to <https://virtpd.com/login> and follow the on screen instructions.

Username/Password

Your username is set up by an administrator from your company or organization. When your account is created you receive instructions on logging in to VirtPD. This email will contain the link to login as well as your username and temporary password. ^[1]

Notice Email

You will receive an email notifying you of your scheduled time for completion of the modules provided by your company/organization. This email will contain a link to the VirtPD login as well as login instructions and any information provided by your company/organization.

If you fail to complete your modules in the allotted time frame you will receive a second email alerting you to the deadline for completion. A copy of this email will also be sent to your supervisor. This allotment is set by your company/organization.

An example period would be as follows: The first notification email is sent on the 1st day of your month of hire. On day 20 of your hire month if the modules have not been completed a second notification will be sent along with a copy of the email to your supervisor.

Reset Password

In the case of a forgotten password, you may reset your password using the link provided on the login screen. The password reset will send a new temporary password to the email listed in your records. Please follow all instructions on screen to retrieve your temporary password. ^[1]

This password should be changed upon logging into the system.

^[1] **Note:** *Your password may be withheld due to enhanced security restrictions set by your company/organization. If you do not receive a password, instructions will be included on how to access and reset your temporary password.*

User Settings

If your information in the system is incorrect or needs to be changed you can find the saved details located under [User Settings](#) in the left menu.

Editing Your Information

The following information is available to edit:

- First & Last Name
- Department
- Supervisor
- Email Preferences

Changing your Supervisor: Supervisors listed are set by the administrators from your company/organization. If a supervisor is not listed, please contact the administrators of the VirtPD account at your company/organization.

Be sure to click [Save](#) after making any alterations.

Email Preferences

You can change how you receive communications and limit the number of emails you will receive from VirtPD.

The following settings are available to edit:

- **Completion Emails**

Completion Emails are sent to your listed address upon completion of a module and contain your certificate of achievement. By default, these emails are sent upon completion, however you can disable these emails by checking the box. Your certificate of achievement can also be downloaded in the [User Dashboard](#) if you decide to disable Completion Emails.

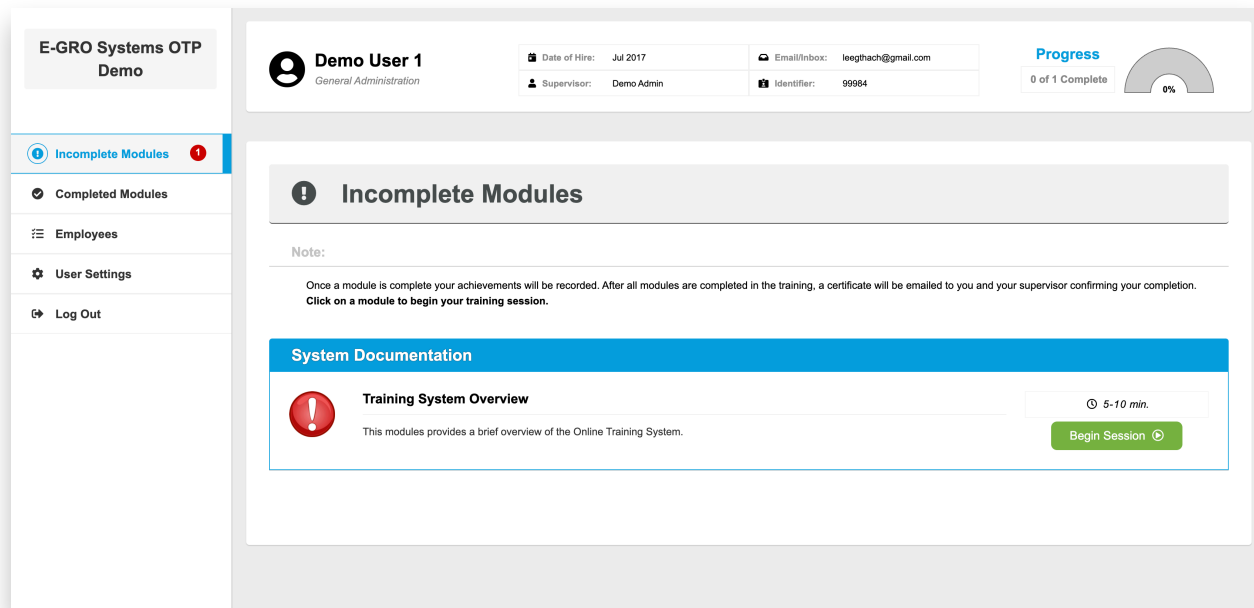
Changing Password

You can reset/change your password by following the instructions listed at the bottom of your [User Settings](#).

1. Click the checkbox to initiate the password reset form.
2. Enter in your old/temporary password.
3. Enter in your new password.
4. Retype and confirm your new password.
5. Click Save. Your new password will take effect upon logging out of your session.

User Dashboard

The [User Dashboard](#) lists important information about your account, your completion progress, and a navigation menu. Please see the diagram below.



The navigation menu lists all sections available within your given permissions. Supervisors will also have an [Employees](#) section. For more information, please refer to [Supervisor Reports](#).

Completion Progress

Your Completion Progress is located to the top right of your dashboard. This percentage is calculated with completed modules out of total modules required for completion. Your completion progress will update as you complete your individual modules.

Incomplete Modules

Incomplete Modules are listed immediately upon logging into the system. Any modules you are required to complete in the time allotment will be listed.

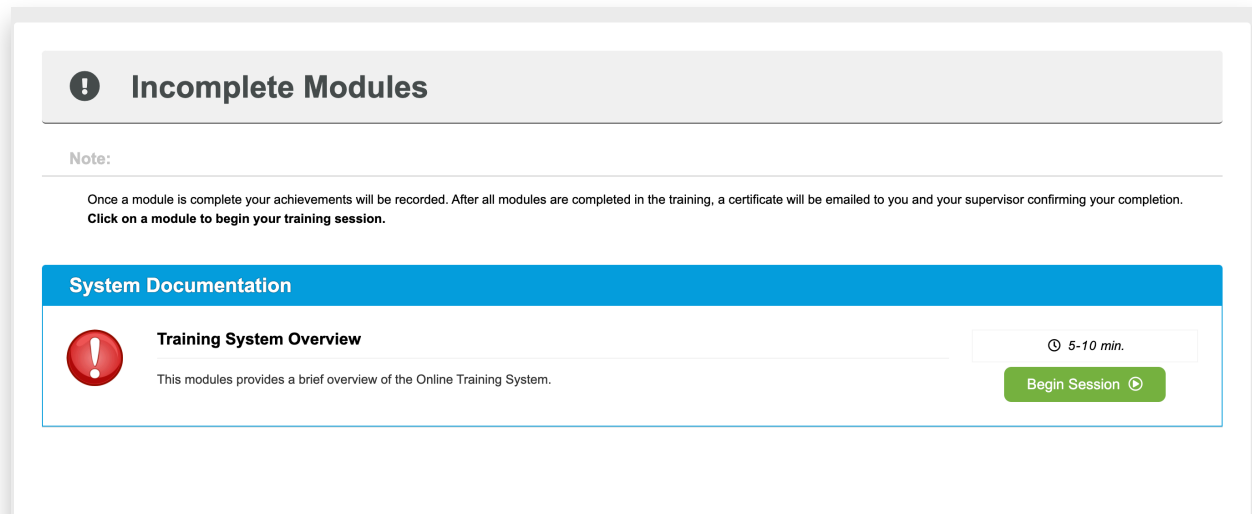
A module may require a certain score based on an evaluation to be recognized as complete. If a module has a score requirement and that requirement is not met, the module will still be listed as Incomplete.

Module Details and Estimated Time

Each module listing contains the module title, a brief description (if available), an estimated time to completion and a **Begin Session** button or **Session Locked** notation.

If the session is locked a required prerequisite module has not been completed. Upon completion of that prerequisite module the lock will be removed and a **Begin Session** button will appear.

Estimated time of completion is factored using the audio/video length or the minimum required time of viewing for each slide. This is just an estimated time and the actual time may vary based on your own rate of completion.



! Incomplete Modules

Note:

Once a module is complete your achievements will be recorded. After all modules are completed in the training, a certificate will be emailed to you and your supervisor confirming your completion. Click on a module to begin your training session.

System Documentation

! Training System Overview 5-10 min.

This module provides a brief overview of the Online Training System.

Begin Session

Starting a Session

Important: Pop-up blockers will occasionally cause the new training window to not be opened automatically. Please turn off any pop-up blockers or click to allow VirtPD to open new windows in your browser.

If a session is available a **Begin Session** button will appear below the estimated time of completion. Upon clicking this button, a new window will open and initiate the module session.

If a **Session Locked** notation is shown, you must complete the required prerequisite module.

The VirtPD main dashboard window will remain open in the background and update upon completion of the module.

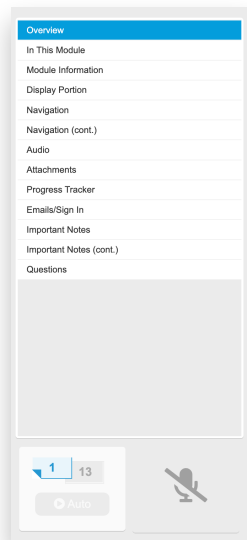
Completing a Module

When initiating a module session, VirtPD will open a new window with the associated module. If you have trouble loading/viewing this new window, please see "[Module Will Not Load](#)".

- This module will start on the first slide for a new module or the saved slide if the system had saved your progress from before. See [Saving & Restoring Progress](#) for more information.
- If audio/video has been provided for the slide then it will start automatically once the slide has loaded. You will be able to progress to the next slide once the viewing time for the current slide has completed.
- The top of each module lists the title, description, attachments (if available) and the [Full Screen](#) icon.
- To the left of the presentation is the navigation menu along with the audio controls (if available).
- Located at the bottom of the module is the **Save Progress** button, disclaimer and copyright information associated with the module and with VirtPD.

The screenshot displays the VirtPD online training platform interface. At the top, a blue header bar contains the title "Training System Overview" and a description: "This modules provides a brief overview of the Online Training System." To the right of the description is an "Attachments" button with a "1" icon and a full-screen icon. Below the header is a navigation menu on the left with the following items: Overview (highlighted), In This Module, Module Information, Display Portion, Navigation, Navigation (cont.), Audio, Attachments, Progress Tracker, Emails/Sign In, Important Notes, Important Notes (cont.), and Questions. The main content area shows a slide titled "ONLINE TRAINING PLATFORM OVERVIEW" with the e-gro systems logo and the text "e-gro systems online training platform". At the bottom left of the slide, there are navigation controls including a "1" icon, a "13" icon, and an "Auto" button. At the bottom right, there is a "Save Progress" button, a copyright notice "© EGRO Systems", and a "Disclaimer" link. A blue arrow button is also visible in the bottom right corner of the slide area.

Navigation



The navigation menu on the left side of the module contains each slide and the associated title. Drop down arrow ▼ indicated the section contains more than one slide. A question mark symbol ? indicates the slide contains a review question/evaluation.

In Full Screen mode this navigation is hidden. Click the icon to minimize the screen back to presentation mode in order to view the navigation.

You are only able to select slides in the navigation that you have currently viewed. Once you have completed the module you will be able to select any slide and skip to an individual section for review.

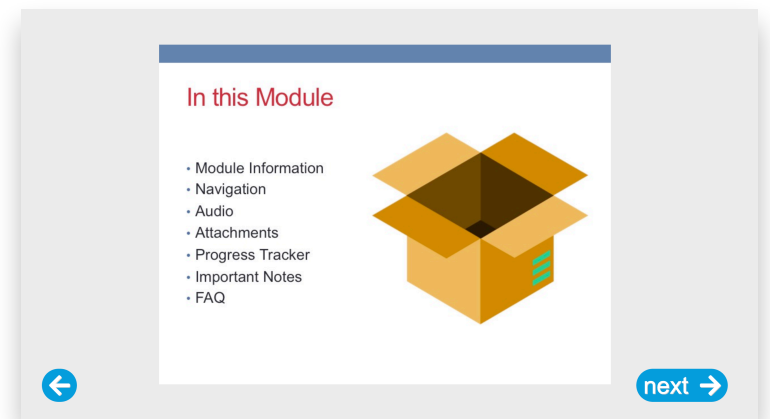
The slide numbers listed at the bottom indicate what slide you are currently on in relation to the number of slides in the module.

When reviewing a **Completed Module** you will be able to skip through the navigation and select any slide for review.

Each slide contains navigation buttons to progress through the module.

The **Next** button appears once the minimum required viewing time has expired for the slide. This viewing time is either the related audio/video that plays during the slide or either a set minimum time (default is 8sec).

If you are not on a slide that has an evaluation/review question or the initial slide of the presentation, you will see a **Previous** button. This button takes you back to the previous slide.



Having problems with the slides? Please see [“Slides Are Freezing / Will Not Progress”](#).

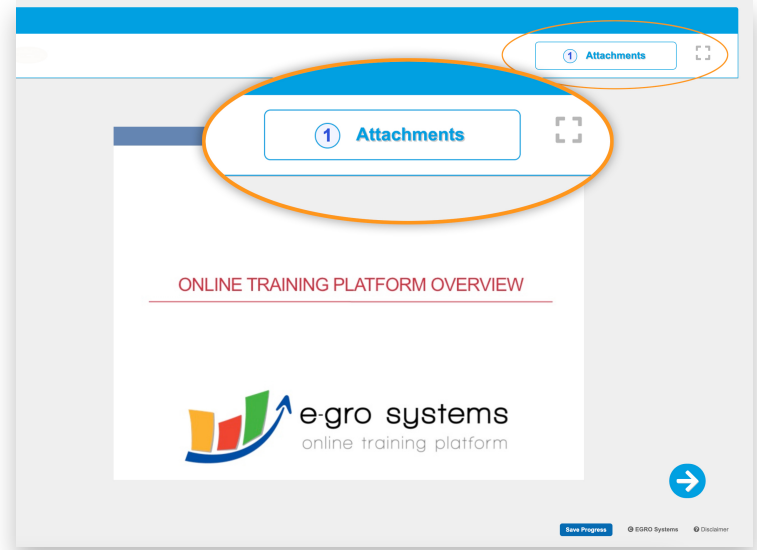
Attachments

If the module has Attachments available [2] it will be listed at the top left of the screen.

Click the **Attachments** button to open a window with the available attachments listed for review or download.

[2] Note:

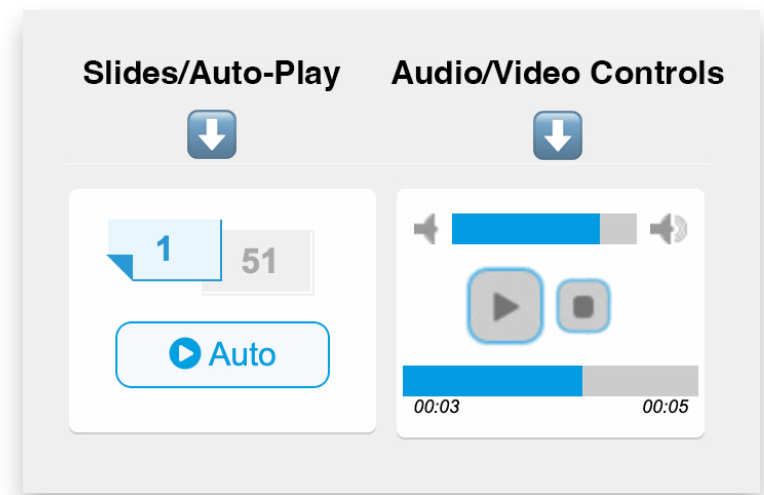
Attachments are provided by your company/organization and may be in a format which requires additional software. If additional software is necessary, please review these attachments on a computer or device that is directly managed by your IT Department.



Audio and Video

Each slide of the module may contain an audio or video segment that plays during the review of the slide. If the module contains any audio or video it will be notated at the bottom left of the module screen with a set of available controls. After loading, the audio/video will begin.

Audio or video may also be included directly in the presentation screen. These will be indicated by a large Play button. For example, the presentation may include an accompanied video from a third party site (Youtube, Vimeo, etc). These videos will have their own unique set of controls.



VirtPD Audio/Video Controls

You may adjust the volume using the slider provided and pause/play any audio or video that is currently being played by the module. If no audio/video is provided for the current slide, an icon will be displayed notating that no audio/video is available.

Below the controls is a progress meter which helps determine the remaining time for the audio/video currently being played.

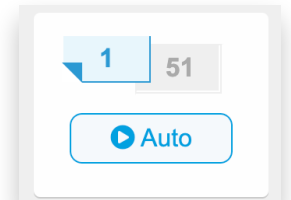
Having problems with audio/video? Please see [“Audio/Video Will Not Play / Has Problems”](#).

Auto-Play & Full Screen

A module has two features that make viewing the presentations easier. Auto-play automatically advances the slides when the current slide is complete. Full Screen Mode removes the navigation/controls and enlarges the presentation to fit the entire screen.

Auto-Play Module

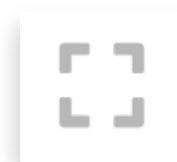
The **Auto-Play** button is located below the navigation beside the audio controls. Clicking this button will automatically advance the presentation to the next slide once the current slide is complete. Auto-Play will disengage when any user interaction is required within the slide. After the interaction is complete, you must click the Auto-Play button again to restart.



Full Screen Mode

The **Full Screen** button (*shown to the right*) is located at the top right of the module next to the **Attachments** button.

Clicking this button will remove the navigation and controls from the left side of the module and enlarge the presentation to fit the screen. Clicking the icon again while in Full Screen Mode, will take the module back to the original layout.



Start Full Screen



Stop Full Screen

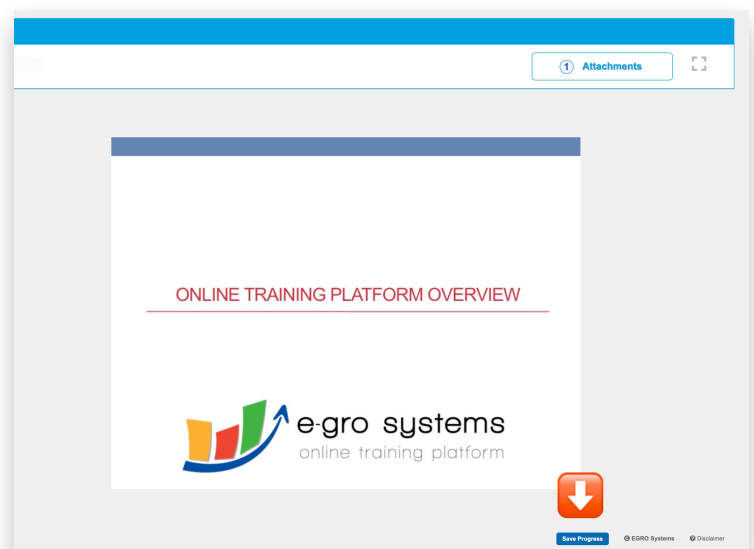
Saving & Restoring Progress

As you take a module your progress is automatically saved after every **five (5)** slides.

You can manually save your progress by clicking the **Save Progress** button at the bottom of the module screen.

If you leave a module session before completion **and** your progress has been saved, upon restarting the module session you will automatically be placed at the last saved position.

Save Progress is **disabled** on all slides that require user interaction, such as evaluation/review questions or embedded video.



Evaluation/Review Questions

Modules may contain evaluation/review questions either throughout or at the end of the module. The evaluation/review slide will contain instructions on how to complete the evaluation/review shown on the screen. After selecting/typing your answer click the “**Continue/Submit**” button.

Your submission will be reviewed and you will be notified if the submission was **approved** or **rejected** ^[3]. If approved, click the “Next” navigation button to proceed to the next slide or end of the session. If rejected, you **may** receive a chance to make another submission.

***[3] Note:** Your company/organization may set the module to be scored. If the module is set to be scored, you will not receive another chance to make an approved submission. Rejected answers will negatively influence your score. If a minimum score is set for the module, too many rejected submissions will require the module session to be retaken.*

Certifications and Achievements

After successfully completing a module, you will receive an Achievement for that individual module. This Achievement is shown on the screen at the end of the module. The Achievement is logged in the system with your session details and completion date/time.

Certificates are sent to your provided email address as well as to the email of your immediate supervisor ^[4]. These certificates will contain your name, title of the module, and date/time of completion. Please store or send these certificates per guidelines of your company/organization.

If the module was scored and you scored less than when taken previously, no achievement will be recorded, however the session and any evaluation/review submissions will be logged.

***[4] Note:** If the module you completed was a prerequisite to another module, you **may not** receive a certificate. In this case, a certificate will be sent once you have completed **all** modules in the group.*

Did not receive a certificate or your achievement was not saved?

Please see “[Did Not Receive Certificate / Achievement](#)”.



Reviewing a Completed Module

Completed Modules are located within the left navigation menu on the [User Dashboard](#). After you have completed a module, you have the opportunity to review the module again with complete control over navigation. You also can save/view individual certificates.

The screenshot displays the 'User Dashboard' interface. On the left is a navigation menu with 'Completed Modules' selected. The main content area shows the user profile for 'Demo User 1' with details like 'Date of Hire: Jul 2017', 'Email/Inbox: leegthach@gmail.com', 'Supervisor: Demo Admin', and 'Identifier: 99984'. A progress indicator shows '1 of 1 Complete' with a 100% gauge. Below this is the 'Completed Modules' section, which includes a note: 'Once a module is complete your new achievements will only be recorded if higher than your previous attempt. Click on a module to review the training session.' A card for 'System Documentation' - 'Training System Overview' is shown with a gold star icon, 'Elapsed Time: 00:00:13', 'Module Score: N/A', and 'Date Completed: Jul 27, 2023 02:31pm'. Action buttons for 'Save Certificate' and 'Review Session' are visible on the right side of the card.

View Archived Completions

Archived Completions are located as dropdown link in the navigation menu under [Completed Modules](#). You can view all of your previous achievements that are not associated with the current assessment period.

The dropdown for the assessment period is located at the right of the section title. Any year that has a record with VirtPD will be listed for selection.

Download or View a Certificate

Located within each completed module listing is a [Save Certificate](#) button. Depending on your browser this may open the certificate in a new window for you to save/print or it may download the certificate to your device as a PDF (*additional software may be required*).

Supervisor Reports

If you are listed as a Supervisor in the VirtPD system then you will have access to the Employees section. This section will give you a brief fidelity check of your direct reports and their related completion status.

E-GRO Systems OTP Demo

Demo User 1
General Administration

Date of Hire: Nov 2017
Email/Inbox: leeghach@gmail.com
Supervisor: Demo Admin
Identifier: 99984

Progress
1 of 1 Complete 100%

Employee Status

Note:
Listed below are employees that have you assigned as a supervisor and their current completion status.

Fidelity Report: System Documentation

System Documentation [Export Report](#)

Last Name	First Name	Employee ID	Date of Hire	Supervisor	Notification	Completion Progress	Tools
User	demo	12345	2018-11-01	User 1, Demo	Scheduled 2023-11-01	Scheduled	
User 3	Demo	99996	2018-01-01	User 1, Demo	Delivered 2023-01-01	Incomplete 0 of 1	
User 5	Demo	99994	2017-07-01	User 1, Demo	Delivered 2023-07-01	Complete 1 of 1	

Selecting a Report

Listed above the report is a drop down menu called “**Fidelity Report**” that contains all of the active modules and the associated number of supervised employees scheduled.

Highlight the drop down menu and select the module to report. Any scheduled supervised employees will appear in the table below. The row that displays an employee is color coded based on Completion Progress.

Green: Complete

Red: Incomplete

White: Scheduled

Sorting the Reporting Table

The Reporting Table lists the following headers that are available for sorting:

Last Name, First Name, Employee ID (or a unique Identifier), Date of Hire, Supervisor, Notification Status, and Completion Progress. Clicking on a header will sort that column in descending/ascending order based on your preference.

Detailed Achievement Report

If a supervised employee has modules completed during the current allotment a “🔍” icon will appear under the tools column. Click this icon to view a detailed report for the employee.

The screenshot displays the '2023 Detailed Achievement Report' for 'Demo User 5' (General Administration). The interface includes a header with a menu icon and a '2023 Detailed Achievement Report' title, along with a '← Employee Reports' button. Below the header, there is a user profile section for 'Demo User 5' and a table of employee details:

Date of Hire:	Jul 2017	Email/Inbox:	leegthach@gmail.com	REPORT YEAR:	2023
Supervisor:	Demo User 1	Notification:	Sent 2023-07-01		Export Report

The main content area is titled 'System Documentation' and features a 'Training System Overview' module. This module includes a sun icon, a description: 'This modules provides a brief overview of the Online Training System.', and several data points: 'Elapsed Time: 00:00:13', 'Module Score: N/A', and 'Date Completed: Jul 27, 2023 02:31pm'. On the right side of the module, there are buttons for 'Recurring Achievement' and 'Save Certificate'.

You can view a detailed report for each year that the employee has information saved in VirtPD. Use the Year selection drop down menu to change the reporting year.

Reports can be exported to a .CSV file to load into any spreadsheet editor. See [Exporting a Report](#) for more information.

To download a certificate for the module, click the **Download Certificate** button that is associated with each module shown.

Exporting a Report

Clicking the **Export Report** button will export a .CSV file that contains details for each module for that reporting year ^[5].

The report includes the employee's name, module title, status, date/time completed, score (if applicable), time elapsed when taking the module, and whether the module is recurring.

[5] Note: When clicking the **Export Report** button your browser may download or it may load a preview of the .CSV file. Please follow the on-screen instructions or check your downloads folder after clicking the button.

Troubleshooting

Having Trouble Logging In

You will receive an email at the start of your scheduled period. This email will contain your login instructions. If you can not remember your password or need to reset it, click the “[Forgot Password?](#)” link located at the bottom of the login window. Please check your spam folder if you did not receive an email in your inbox.

Module Will Not Load

Clicking the “Start Session” window should open a new window to display the presentation. If you do not see the new module window, please check to make sure you are not blocking any pop-up windows from VirtPD and that Javascript is enabled your settings.

Slides Are Freezing / Will Not Progress

After the required time period has passed on each slide a “[Next](#)” button will appear to the bottom left of the module window. This button will only appear after the required time of viewing for that slide is complete. If the “[Next](#)” button does not appear, please make sure you have Javascript enabled in your settings as well as any installed plugins that may be interfering with the system.

Audio/Video Will Not Play / Has Problems

Audio/video requires you to have certain capabilities installed on your device. Please make sure all plugin software and devices are up to date. If you are viewing embedded video from a third party source, your IT department may need to whitelist the source for use on your managed device.

Attachments Will Not Download / Not Showing

Attachments located at the top right of the module screen are governed by your company/organization. When clicking on the link the attachment will default to your browser specifications on how to handle the file. Your browser settings may opt to download the file or it may show the file in the browser window. These attachments may require third party applications for viewing. If your device does not contain the correct software, please contact your IT department.

Did Not Receive Certificate / Achievement

At the end of each module you will receive a certificate or achievement once the module has been successfully completed. Some modules may contain evaluation/review questions at the end of the module. After completing the final evaluation/review question, please make sure to click the “**Next**” button to complete the module and receive the achievement/certificate.

Did Not Receive Notice Email

Notice emails are sent out at a scheduled period based on the specifications of your company/organization. These emails are sent to the email address on file. If you did not receive a notice email, please check your Spam/Junk folder and the email address that has been saved in the system. Your user details are located under [User Settings](#) under the left navigation menu.

A second notice email will be sent to you and your supervisor if the modules have not been completed near the end of your scheduled period. Please follow log in instructions on the email to access your account.

You may also access your account at <https://virtpd.com/login> any time during the scheduled period.