



# **INTRO TO TOWING**

## **USER GUIDE**



### **1) WELCOME**

### **2) PURCHASING**

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# 1) WELCOME

Thank you for purchasing the Intro to Towing course! Students who go through the videos and quizzes in this course will be more prepared for in-depth training, which will give them the confidence needed to thrive in a tough, fast-paced, and dangerous job.

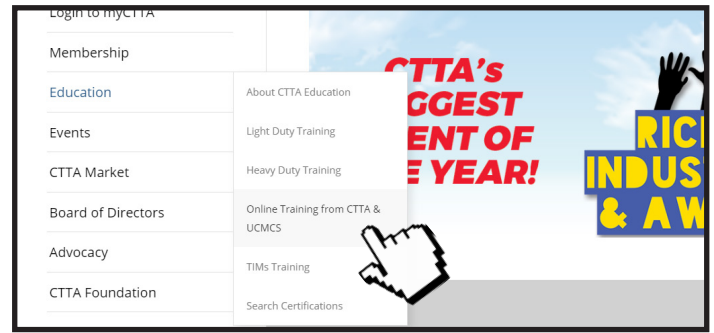
It is the hope of the California Tow Truck Association and the United Coalition for Motor Club Safety that this course will help your business with the hiring and retaining of excellent drivers. For your beginners and new hires, this will be just the first step in a long journey of tow operator training. Not only does a continuous education make your drivers safer when performing roadside duties, it makes them more efficient and professional, which boosts *your* bottom line. This course is not intended to give drivers every skill needed to be a tow operator, but will give them a confident start. Please visit [ctta.com/training](http://ctta.com/training) for information on our Light & Heavy Duty certification courses, which offer in-depth, hands-on training.

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# 2) PURCHASING

To get started, visit [ctta.com](http://ctta.com) or [motorclubcoalition.com](http://motorclubcoalition.com). At [ctta.com](http://ctta.com), look under the education tab for "[Online Training from CTTA/UCMCS](#)" and click it. From there, add the number of seats you would like to purchase. Price breaks come at 3 and 10 seats. Now click "Add". Next, you'll see your shopping cart; confirm your products and click "Next". You'll be asked to register for a new account. When signing up for your account, only the primary email on file with CTTA and/or UCMCS can be used. If you do not remember your email, please call (916) 617-2882.



## Login or Register

### Existing Users

Email

Password

Login

### New Users

[Click here to register for an account.](#) To purchase, you must register with the primary email address on file for you. [Click here to register with CTTA and/or UCMCS.](#) If you do not know the primary email address, please call (916) 617-2882.

Fill out the "User Information" and the "Billing Information" and click "Submit". Confirm your cart one more time and click "Next".

Now, fill out your payment info. When you're done, click "Submit". Once the payment is processed, you will see an Order Confirmation screen. This screen gives you several options for the seats you just purchased, along with a printable invoice:

- A: Instructions on how to view your registration codes in the future.
- B: Ability to view registration codes now.
- C: Option to apply one code to your own account, so you can take the course.

## Order Confirmed

Your order has been processed. Your order number is: 1027

[Click here to view a printable invoice of this order.](#)

Your order included access to registration codes. These registration codes can be used to grant users access to the resources you purchased.

To view these registration codes in the future simply click the "My Account" link (login if prompted) and then click on "Registration Codes."

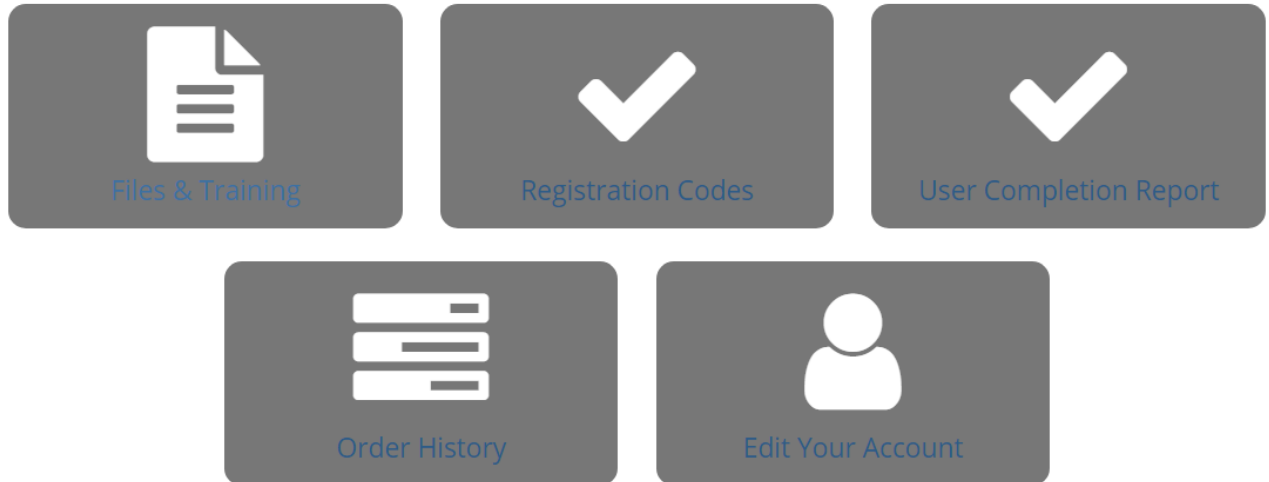
To view your registration codes at this time click [here](#).

If you would like to automatically apply one of these registration codes to your account click [here](#).

# 3) MY ACCOUNT

## My Account

Welcome to your account. From this area of the website you can edit your account as well as access any files that you have purchased access to.



Once you've completed the steps detailed in section 2 of this document, you'll be taken to the "My Account" page. NOTE: If you have not applied a code to your own account, you will *not* see the "Files & Training" box.



## Files & Training

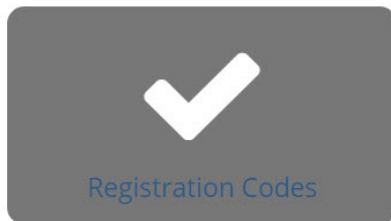
Clicking this box gives you access to the course. This is what your drivers will see when they login (after you've emailed them a code). If you've assigned a code to yourself, you will also have this in your account. Once clicked, you are presented with the course modules. The modules consist of videos and quizzes, with study materials at the end. Each module must be completed in order, and the student must score 100% on each quiz too move on. To get started, just click "View Video" or "Launch Quiz"!

Intro to Towing		
COURSE ITEM	STATUS	
WATCH #1 SAFETY	Incomplete	View Video
QUIZ #1 SAFETY	Incomplete	Launch Quiz
WATCH #2 PROFESSIONALISM	Incomplete	View Video

# 3) MY ACCOUNT (cont)

Once a module is finished, you will see the word “Completed” in the Status column. Modules with this status can be revisited at any time. Once all modules are complete, you will be able to download a study guide and your certificate of completion!

	STATUS	
	Completed	View Video
	Completed	Launch Quiz
	Completed	View Video
	Completed	Launch Quiz



## Registration Codes

This is where you will manage the class seats that you have purchased. Click the box to get started. Once there, you'll see a list of all your registration codes:

Order Registration Codes					
ORDER ID	PRODUCTS	REGISTRATION CODE	EMAILED TO	EXPIRATION DATE	
1011	Intro to Towing Base Price	C8B70	test@email.com	4/3/2018	Email Registration Code
1011	Intro to Towing Base Price	4CE04		4/3/2018	Email Registration Code
1011	Intro to Towing Base Price	B057B		4/3/2018	Email Registration Code
1011	Intro to Towing Base Price	8A5AD		4/3/2018	Email Registration Code

Registrations			
ORDER ID	ASSIGNED TO	EMAIL	
1011	Test Test	test@email.com	Remove

As you can see in the example above, the first registration code has been assigned to *test@email.com*. This is reflected in the “Registrations” section of this page. To assign a code, click “Email Registration Code” and enter the driver’s email address. An example of the “Email Registration Code”, as well as what the driver receives can be found on the next page.

# 3) MY ACCOUNT (cont)

## Registration Codes

The following email will be sent to this address.

Email Address:

Default Email Text:

Congratulations! Test Test would like to allow you to access the INTRO TO TOWING COURSE from CTTA/UCMCS. To gain access visit <http://ctta.learningcart.com/AccountLogin.aspx?r=8ASAD> and create a new account. Be sure to remember your login information so you can return and continue your training at any time. Once you activate this key, access is good for 12 months.

# INTRO TO TOWING



Additional Email Text:

Send Email

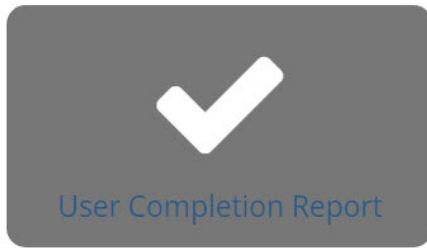
This is what you'll see when you click "Email Registration Code". Just enter your intended student's email in the top box labeled "Email Address:". If you'd like to send a personal message along with the default text, enter it in the bottom box labeled "Additional Email Text:". For example, you may want to give them a due date or other information: "Hi Joe! Please finish this course by the end of the month. Thanks! -John". The driver will then receive an email with the code link and instructions on how to register. **NOTE: registration codes expire 12 months from purchase date.** An example of this resulting email is shown below:

Congratulations! Test Test would like to allow you to access the INTRO TO TOWING COURSE from CTTA/UCMCS. To gain access visit <http://ctta.learningcart.com/AccountLogin.aspx?r=8ASAD> and create a new account. Be sure to remember your login information so you can return and continue your training at any time. Once you activate this key, access is good for 12 months.

# INTRO TO TOWING



# 3) MY ACCOUNT (cont)



## User Completion Report

### User Completion Report

LAST NAME	FIRST NAME	EMAIL	LAST LOGIN	
test	test	test@email.com	4/7/2017 4:13:59 PM	<a href="#">Details</a>
test	test	test@email.com	4/12/2017 2:33:47 PM	<a href="#">Details</a>
test	test	test@email.com	4/3/2017 8:13:48 AM	<a href="#">Details</a>

The Intro to Towing course allows the person who has purchased seats in the course to track those taking it. In “My Account”, just click the “User Completion Report” box and you’ll see a list of all the people who are currently taking, or have taken the course. Clicking “Details” in the far right column will bring you to this transcription screen:

### User Completion Report

[Back to All Users](#)

#### Transcript for **Test Test**

##### Course: Intro to Towing

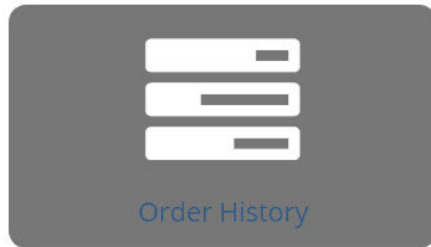
COURSE ITEM	STATUS	SCORE	EXPIRATION DATE
WATCH #1 SAFETY	Completed	100	NA
QUIZ #1 SAFETY	Completed	100	NA
WATCH #2 PROFESSIONALISM	Completed	100	NA
QUIZ #2 PROFESSIONALISM	Completed	100	NA

If a student has completed all the modules successfully, they will be able to download their own certificate of completion from their own account. In the user transcript, you are also able to do so for them. Just click the link at the bottom of the page:

[The user has completed this course. Click here to view the certificate of completion.](#)



## 4) ORDER HISTORY



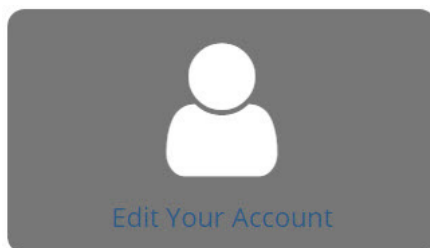
### Order History

In the “Order History” section of your account, you’ll be able to access invoices for any purchases made for Intro to Towing. Click “View Full Invoice” to see each order’s details.

#### Your Orders

ORDER ID	ORDER DATE	TOTAL	STATUS	
1011	4/3/2017	0.00	New	<a href="#">View Full Invoice</a>
1009	3/30/2017	0.00	New	<a href="#">View Full Invoice</a>

## 5) EDIT YOUR ACCOUNT



### Edit Your Account

This section simply allows you to edit your User Information and Billing Information. **NOTE: do not change your email address! Only the primary email address on file for CTTA and/or UCMCS can be used!**

**INTRO TO  
TOWING**