

Frequently Asked Questions for the NETC Virtual Campus

Q: How do I access NETC Virtual Campus course materials and take final exams on Independent Study website if I am using Mac computer?

A: Students using Mac OS computer can access course materials using Internet Explorer for Mac: <http://www.microsoft.com/mac/products/internetexplorer/internetexplore.aspx?pid=internetexplorer>.

To take Independent Study course final exams, Mac users will need to use Safari browser: <http://www.apple.com/macosx/features/safari/>

Q: Whenever I complete a unit the bars do not always light the whole way up or not at all. Does that mean I didn't complete that unit? _____

A: If the bar lights up half way that means you have accessed the course, lesson, PDF, etc. Only lessons can be tracked for completion. Other links will show as half way blue because you have accessed them but we cannot track for completion.

Q: What do I do if I forget my user name and password?

A: You can contact the webmaster by email at netcwebmaster@dhs.gov.

Q: When I complete a lesson it does not let me move on to the next lesson. What should I do?

A: You must click on the Course Map to show completion for that unit and to move on.

Q: What do I use for my user id and password?

A: The logon name is what you use to login into the Virtual Campus and is not your first and last name (i.e.: John H. Doe). Use jhdoe for logon name and user id.

Q: Can I view the courses that I have completed on the Virtual Campus?

A: Yes, you will need to go to Learning Home, then to Progress Reports for a list of courses.

Q: What is a passing grade for the Virtual Campus courses?

A: Most tests require a passing score of 75%. There may be exceptions, but will be explained before you take the exam.

Q: What do I have to do to complete a course on the Virtual Campus?

A: A course is only complete when you have received your certificate of completion. Your progress report does not reflect your student transcript. It is only a tool to track lessons for completion. Courses may show as incomplete even after you receive your certificates of completion.

Q: I am having trouble pulling up individual lessons on the Virtual Campus, what can I do?

Q: How do I get permission to access the NETC Virtual Campus?

A: The NETC Virtual Campus is available to everyone.

Q: Do I put my name in the Logon Name field?

A: No, your logon name should be the same as your userid.

Example: Logon Name: bpjames12 User Id: bpjames12

Q: Why can't I login using my Logon Name and password for K195?

A: K195 is an EMI site course and it's not located on the Virtual Campus and you will need to register as a new student if you have not registered on the Virtual Campus.

Q: Where do I find the course list?

A: Click on "My Courses" link located at the top.

Q: I see the course title but where are the lessons?

A: Click on the + sign to the left of the title to expand the list of lesson, units or modules. If the course has units or modules, click on the + sign to the left of the first unit or module to expand the list of lessons.

Q: Why doesn't the lesson launch when I click on the icon?

A: The icon gives you the lesson description. You must click on the lesson link to launch the course.

Q: Why doesn't the lesson launch when I click on the lesson link?

A: You may have a pop-up blocker that is preventing the course from launching. Pop-up blockers must be disabled while you are taking Virtual Campus courses. They come in several forms including yahoo companion, google toolbar, or could be built-in by you Internet Service provider.

Q: Why doesn't the lesson launch when I click on the lesson link even though I have disabled all pop-up blockers?

A: On your Internet Explorer, click Tools > Internet Options > Advanced Tab and scroll down to see if you have the Java (Sun) section [it should be the section after HTTP 1.1 Settings]. If you do not see Java (Sun) v 1.3.1, click on the following link for Sun Java J2SE v 1.3.1_12 JRE download for Windows (Windows US English):

<http://java.sun.com/j2se/1.3/download.html>

Q: Why are my lessons not showing as complete when I complete a lesson?

A: Click to see if you have Java (Sun) v 1.3.1. See above answer.

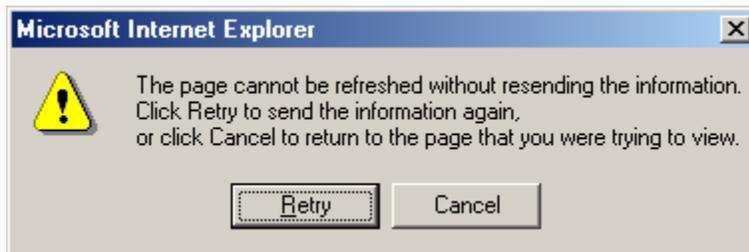
Q: How do I get my certificate of completion for Q courses?

A: Complete and mail in your 75-5A form.

Q: Why does my course show as incomplete even after I have passed the course and received my certificate of completion?

A: Your student progress report does not reflect your student transcript. Test Questions, Online Answers, and other non lesson links for IS courses can not be tracked for completion. Those courses will show as incomplete.

Q: What does the following error message mean?



A: Your Internet Explorer security settings are picking up hidden fields on the logon screen. Click “Retry” and you will be able to continue.