

IDL OnDemand Reference Guide

Welcome to IDL OnDemand!

IDL OnDemand is your 24/7 access to automotive aftermarket industry training, including both technical and business programs, provided anywhere and at any time that you wish to participate!

IDL OnDemand provides participants with a wealth of benefits and features:

- Convenient scheduling of training; participants can take training at the shop, at home, wherever there is a computer and a high speed Internet connection.
- OnDemand access to CARS extensive library of training programs
- Supporting Course Materials, including Student Exams and Learning Guides

Technical Programming Streams	Customer Service Management	Collision
• Brake Specialist	• Customer Relations	• Refinishing
• Engine Electrical Specialist	• Sales & Marketing	• Structural Parts Repair
• Powertrain Specialist	• Business Management	• Aluminum Repair
• Air Conditioning Specialist	• Financial Practices	• Plastic Repair
• Emission Specialist	• Office Administration	• Exterior Panel Repair and Replacement
• Chassis Electrical Specialist	• Operations Management	• Welding and Cutting
• Chassis Specialist	• Legal Matters	• Mechanical and Electrical Components
• Body Electrical Specialist	• Personal Computers	• Damage Analysis and Estimating
• Inspection & Installation Specialist		• Environmental Practice



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Getting Started

To participate in IDL OnDemand, we recommend the following:

1. A computer capable of running Windows XP or newer.
2. 512 MB of memory
3. High speed Internet

As a rough estimate, any computer purchased in the last five years should be sufficient to access IDL OnDemand.

1. Log In

Participants can log in to IDL OnDemand at:

www.cars-council.ca

Just type this address into your Internet browser to begin. For future reference, it is a good idea to save this address into your Favourites list.

Access to IDL On-Demand is secured; ensuring that only authorized audiences can participate.

Each participant requires their own User Name and Password, which can be obtained from the Site Coordinator.

To login, simply enter your Username and Password and click the Login button.

A screenshot of a web login form. It features two input fields: the top one is labeled 'User ID' and the bottom one is labeled 'Password'. Below the password field is a 'Log In' button. The background of the form area is a faint, technical illustration of a car's engine and mechanical parts.

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Site Coordinators

Site Coordinators oversee OnDemand participation for a site. Usually, a Site Coordinator is either the shop owner or a manager, but anybody can be assigned the position. In fact, it is possible to have more than one Site Coordinator at a shop.

Site Coordinator How-To List:

1. How do I Validate my Site E-Mail?
2. How do I Add/Remove Students from my Site?
3. How do I Download Student Learning Guides?
4. How do I Reset an Exam Result for a Student?
5. How do I Find Login Details for Students?
6. How can I Update Site Details, including Store Address and Display Options?

1. Verifying your Site E-mail Address

1. Click 'Site Profile' under the "Site Coordinator Options" menu.
2. Enter your e-mail address in the Site Email Address field.
3. Click 'Verify Site E-mail Address' under the "Site Coordinator Options" menu
4. Click the 'Verify' link. An email will be sent to your address with a link back to the website. Clicking this link will verify your address.

2. How do I Add or Remove Students from my Site?

As a Site Coordinator, you can add, edit or remove Student Profiles for your Site. Each participant is required to have their own unique Student Profile; exam results and lesson participation is tracked with the Student Profile.

To Add a New Student Profile:

1. Select "Create New Student Profile" from the "Site Coordinator Options" list. You will be taken the Create New Student Profile section.

2. Enter Profile Information for the new Student.

Mandatory information fields are highlighted in bold, and include:

- First Name
- Last Name
- Province

All other fields are optional, and can be filled in at a later date either by the Site Coordinator or by the Student.

3. Click the "Create New Student" button to complete the process. The new Login Username and Password will be created and displayed for you.

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To Edit or Remove an Existing Student Profile

Site Coordinators can edit Student Profile information, or even remove accounts from their Site entirely.

1. Click “Edit/Remove Student Profiles” from the “Site Coordinator Options” menu.

The “Edit/Remove Student” page is very similar in appearance to the “Create New Student” section, as it deals with all of the same information.

2. Choose the Participant Profile you wish to edit/remove from the “Select a Student” list.

Editing a Profile

1. Update the information fields you wish to alter.
2. Click the ‘Update User Account’ button to commit your changes.

Removing a Profile

1. Switch the ‘Account Status’ field from ‘Enabled’ to ‘Disabled’.
2. Click the ‘Update User Account’ button to confirm this action.

Disabled accounts will no longer be presented on reports; users cannot login with disabled accounts.

Re-enabling a Removed Profile

Should you need to re-enable a disabled account ,

1. Select ‘Also show Disabled Accounts’ under the ‘Select a Student’ list
2. Choose the account to re-enable
3. Set the ‘Account Status’ to enabled.
4. Click the ‘Update User Account’ button to confirm this action.

Re-enabling an account will restore the complete Student history, including Exam Results.

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3. How do I Download Student Learning Guides?

Each lesson has supporting documents associated with them.

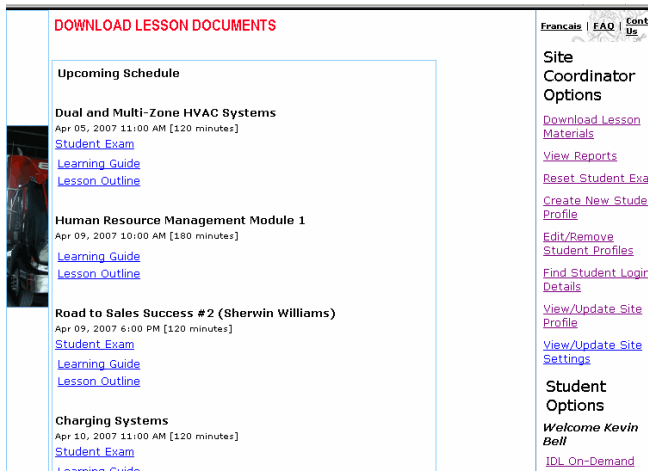
Learning Guides: the ‘textbook’ for each lesson. Participants are encouraged to follow the content presented in the lesson with material in the Learning Guide. The Learning Guide will often contain additional content and exercises to be completed for participants. Learning Guides allow participants to take the content of the course back to the shop floor.

Lesson Outlines: provide a synopsis of the objectives to be covered in the lesson

Exams: While exams are to be completed and responses entered online, Site Coordinators can download ‘printable’ copies as well.

To retrieve Lesson Documents:

1. Click “Download Lesson Materials” in the “Site Coordinator Options” menu.



There are two sections:

- Upcoming Schedule
- Archived Lesson Documents

Upcoming Schedule

This area organizes the lessons scheduled in the immediate timeframe for quick downloading of materials.

1. Click the links below the lesson title to begin the download

Archived Lesson Documents

Site Coordinators can access the Lesson Documents for any of the IDL lessons.

1. Select the Course
2. Select the Lesson
3. Click ‘Retrieve Lesson Documents’.

All lesson documents are in Adobe PDF format. If necessary, appropriate viewers can be downloaded from www.adobe.com

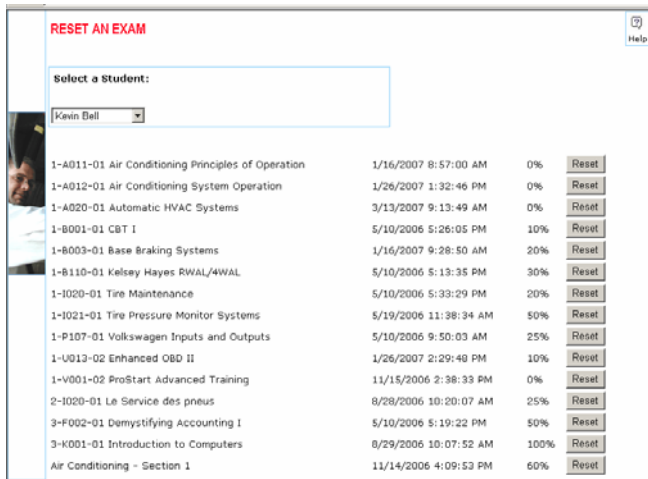


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4. How do I Reset an Exam?

Ordinarily, students can only take lesson exams once. There are rare instances where it is necessary to ‘reset’ an exam result; allowing participants to retake an exam.

1. Click ‘Reset Student Exam’ from the “Site Coordinator Options Menu.



2. Choose the appropriate Participant from the ‘Select a Student’ list.

3. Click the ‘Reset’ button next to the exam result you need to reset.

The reset exam result will not show up on regular reports and the participant will be able to retake the exam. All exam results, reset or otherwise, are stored in secured databases.

5. Retrieve Login Details for my Students

Site Coordinators may need to retrieve Student login details, including Username and Password, for participants at their site. To ensure the security and integrity of the data, account information must be e-mailed to a verified Site e-mail address.

Requesting Login Details

1. Click ‘Find Student Login Details’ under the “Site Coordinator Options” menu.
2. The validated Site E-mail address will be presented. If the address is out-of-date, please update and revalidate with the procedure listed above. Otherwise, click “Request Login Details” to continue.

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6. How can I Update Site Details, including Store Address and Display Options?

Site Coordinators have the access to two different sections for Site Details:

1. Site Profile
2. Site Settings

Site Profile

The “Site Profile” is the contact information for the site; this includes physical address of the location, telephone and fax contact, and a ‘Site E-mail’ address.

To make changes to the Site Profile:

1. Select “View/Update Site Profile” from the “Site Coordinator Options” menu.
2. Update the appropriate information fields.
3. Click the ‘Update Profile’ to confirm the Profile changes.

Site Settings

“Site Settings” are options that Site Coordinators can set for all Students within the Site. These include:

- Security Features: Allowing Students to choose their own passwords, or have secure passwords automatically generated
- Content Features: Allow Students to review Exam Results in detail; question-by-question.

To update Site Settings:

1. Select “View/Update Site Settings” from the “Site Coordinator Options” menu.
2. Check the appropriate Settings fields.
3. Click the ‘Submit Settings’ button to confirm changes.

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Students

Students are participants of IDL OnDemand. Every student must have their own unique **Student Profile**; an account with a UserName and Password which they can login with. Student Participation History and Exam Results are stored with the Profile.

Student “How-to List”

1. How do I take a Lesson with IDL OnDemand?
2. How do I write an Exam?
3. How can I review my Exam Results?
4. How can I change my account Password or update my Profile?

1. How do I take a Lesson with IDL OnDemand?

Participating in lessons is the focus of Student activity. When you log in with your unique Username and Password, you will start your training in “OnDemand Lesson Selection”.

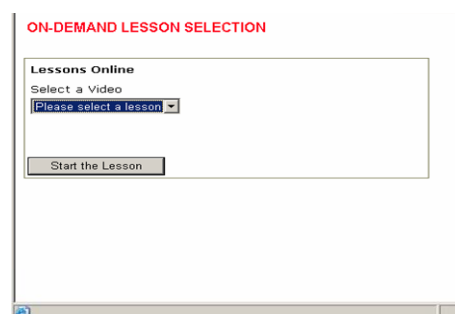
Choosing a Lesson

IDL OnDemand participants have access to programs offering:

- Technical Training
- Business Management
- Programs and Promotions
- Product Knowledge
- Assessment Tool
- Technician Help Line

Browse through the available Program Titles from the dropdown menu. A brief course synopsis will be displayed, highlighting lesson content and specific presentation details.

Browse through the available programming by clicking Program Titles in the “Select a Video” list. A synopsis will appear with each selection, highlighting lesson objectives and providing a brief introduction to the lesson selected.



When you have made your selection, click the “Start the Lesson” button.

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CARS is always updating and adding new courses; programming choices available will be constantly updated on a regularly scheduled basis.

Participating in a Broadcast

Your chosen program will start shortly after selection. In order to give you the smoothest playback possible, sections of the program are pre-loaded or buffered to your computer. In this way, if traffic on the Internet slows down or interrupts the stream to your computer, video can then be drawn from the buffer on your computer and playback can still continue smoothly. Buffering only takes a few moments initially, and it pays off in enhanced performance throughout your session!

Programs can be viewed in a window, or zoomed to fill your entire monitor. Full screen playback gives a viewing experience similar to watching television, but with added features, such as the ability to jump to any point in the broadcast!



To view a program in full screen, simply click the “View in Full Screen” checkbox located below the playback area.

Lesson Documents

Most programs have additional documents associated with them, including:

Student Learning Guides: These documents serve as “textbooks” for the lessons, providing additional background information and exercises for participants.

Exams: Some courses include exams to test content comprehension. Exams are completed online, with feedback and results provided immediately. Participants can view their Portfolio of results at any time by simply logging in.

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2. How do I Write an Exam?

Each OnDemand program has an exam associated with it, to be completed by participants after lesson. Students can only choose to start an exam once; after the first time an exam has been started, it will no longer be available to be rewritten.

Writing an Exam Immediately After the Lesson

Students can choose to write an exam directly from the IDL OnDemand video page.

Take Exam Online

1-B020-02 ABS and TCS for Technicians

[Start Exam](#)

1. 'Take Exam Online' is presented below the lesson video. This area offers direct access to the exam for the lesson you are participating in.

2. Click 'Start Exam' to begin.

Writing an Exam at Anytime

It is not necessary to write an exam immediately after viewing a lesson. To take an exam at any time,

1. Select "Take Exam Online" from the "Student Options" menu.

You will be presented with the Exam Selection area.

2. Choose the appropriate Course from the "Course Selection."

3. After choosing a course, the lessons within the course will be presented for selection. Choose the lesson from "Lesson Selection."

4. Click "Start Exam" to begin.

TAKE EXAM ONLINE

To take an exam online, first select the course and lesson you wish to complete. When you click the 'Take Exam' button, the exam will start immediately.

Course Selection
Please select a course

Lesson Selection

Selection Filters
(category)... (stream)... Order By...

Start Exam

Students can also optionally **filter** the list of available Courses and Lessons; filtering makes it easier to search through the available exams. To filter the Course and Lesson Selection menus, simply select a Course Category or Course Stream. (For Example – Course Category: Technical Programming; Course Stream: Powertrain). You can also choose to "Order" the list, either by Title, Course Code or by most recent Lesson Creation date.

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3. How can I review my Exam Results?

Students can review their Exam Results at any time.

1. Select “Review My Exam Results” from the “Student Options” menu.

You will be presented with a listing of the exams you have written, along with the date of completion and the final grade.

2. Optionally, your Site Coordinator might have made ‘Detailed Reviews’ available. If the exam title is presented as a link, click the link to review your original exam responses in a question-by-question format.

4. How can I Change my Password? Update my Account Information?

You are free to update your account information, including your Student Profile password, as often as you require.

1. Select “View/Update my Profile” from the “Student Options” menu.

Changing Passwords

Depending on the site security levels chosen by your Site Coordinator, you will either be able to:

1. “Reset Password” – a new random password will be automatically created for you.

User Account Details

User Name

2. “Password” field – you will be able to choose you own password.

User Account Details

User Name

Password:

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Updating Account Information

To update any of your account information,

1. Change the appropriate information fields.
2. Click “Update Profile”.

