

ONLINE UNARMED SKILLS TRAINING COURSE FOR SECURITY GUARDS QUICK REFERENCE GUIDE

By Security Training Center®

NOTE: **DO NOT CREATE YOUR OWN ACCOUNT.** Use the credentials supplied by your employer. Creating your own account will result in duplicate accounts and require technical support intervention. Student-created accounts will not have the employer-assigned training. Only the account created by the employer will have the appropriate courses assigned.

Contents

SYSTEM REQUIREMENTS	2
VIDEO TUTORIAL.....	2
LOGGING IN	2
HOME SCREEN	2
ASSIGNED TRAINING COURSES	3
STUDENT PROFILE.....	4
GETTING HELP.....	6
FORMS AND CERTIFICATES	7

System Requirements

Students must have access to an Internet-connected computer or mobile device with audio (sound). Students can use Microsoft Windows, Apple Macintosh, mobile phones, and tablets (iOS and Android). Audio (sound) is a critical requirement as the training is fully narrated. Over half of the information presented is in audio form.

Mobile device screen size must be at least 5.5-inches.

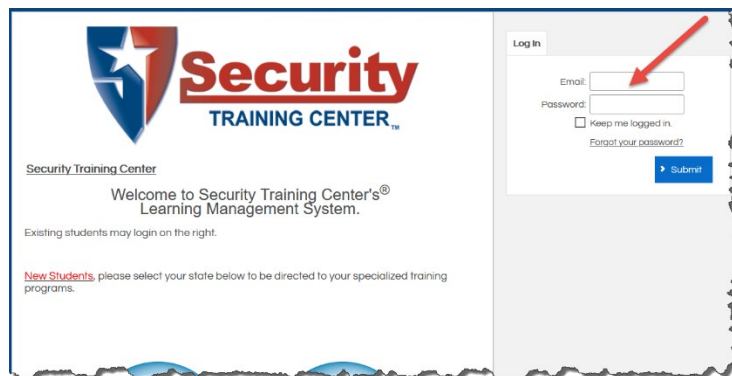
Video Tutorial

A video tutorial demonstrating how to login and start a course is available online:

<https://www.stconlineguardcard.com/faq/how-to-start-an-online-course.shtml>

Logging In

Students must login to the learning management system with the email address and password provided by their employer.



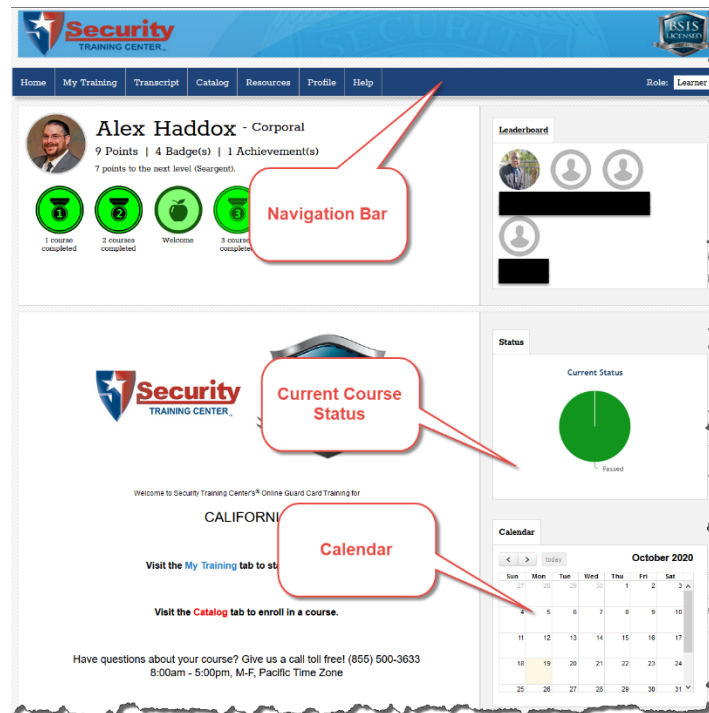
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Login URL: <https://www.stclms.com>

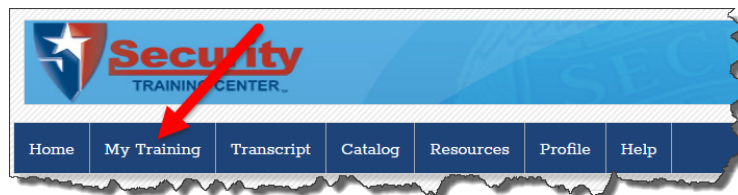
Home Screen

The student is presented with the Home Screen after successfully logging in.

This page displays the student’s course statuses, the Welcome Message, a Calendar of upcoming activities and the Navigation Bar. The Navigation Bar allows students to navigate to the My Training, Transcript, Catalog, Resources, Profile and Help pages specific to them.

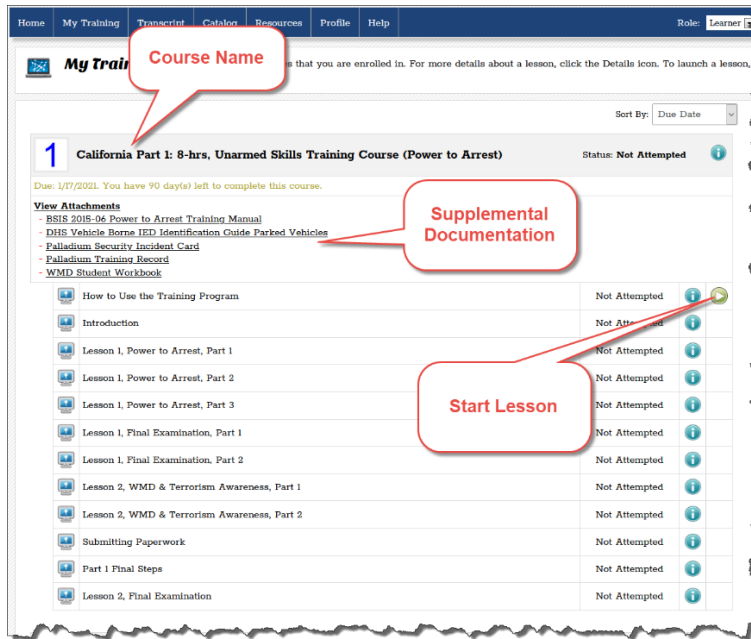



To view assigned coursework, click the My Training tab.



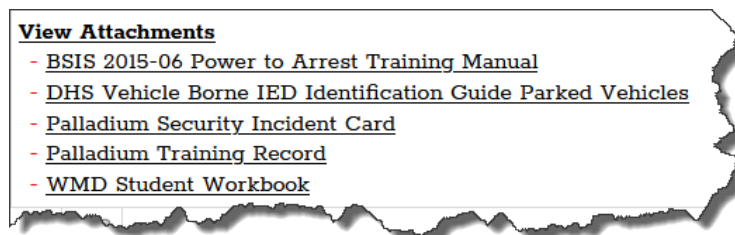
Assigned Training Courses

The My Training screen displays the courses assigned by the employer and links to launch these courses. All courses include multiple lessons and must be completed in order.



To start the lesson or module, click the start button. 

Supplemental documents accompany the course as “attachments.” These documents are additional reference materials and may be downloaded to the local computer. Simply click the document name in the Attachments list at the top of the page to start the download process.




Student Profile

To access the student’s profile, click the Profile tab on the Navigation Bar.



The student may also change his or her password from the Student Profile screen.



Home My Training Transcript Catalog Resources Profile Help Role: Learner

Profile Please make the desired changes to your user account and click Submit.

User Details

First Name: John

Last Name: Doe

*Email / Username: john_xavier_doe@gmail.com

*Password:

*Confirm Password:

Secondary Email:

Picture (optional): [Remove](#) No file selected. Recommended 100px x 100px

*Middle Name: Xavier

Employer:

*Home Address: 12345 State Street

*City: Los Angeles

*State: CA

*Zip Code: 91307

*Phone: 805-322-4404

*Date of Birth (MM/DD/YYYY): 01/01/2001

Social Security Num: 123-45-6789

Guard Registration Number: G 123456

Registration Expiry:

*Gender: Male

User Bio:

Documents

Name	File Name / URL
No Documents	

[Add a Document](#)

Some fields must be filled in by the student to properly complete state application forms and certificates. Many of the fields on the guard card application are pre-filled for the student with information from this page. Please be certain the information is accurate and add details such as:

- Current home address
This is where the student's guard card will be sent by the state.
- Birthdate
- Social Security Number (optional)
- Guard Card Number
This is used for guard card renewal applications.

When complete, click the Submit button to save any changes.

Getting Help

We have an online Frequently Asked Questions (FAQ) with solutions to the most common problems.

<https://www.stconlineguardcard.com/faq/>

Before contacting Technical Support, please:

Shutdown and power-off the computer for two (2) complete minutes.

Powering-off the computer does many things simultaneously. First, it resets the connection to the server, forcing a new connection when logging back on. Second, it clears local memory and any memory leaks.

Closing a laptop lid or putting the computer to sleep is not the same as a full power-off. Please use the full shutdown function and power off the computer.

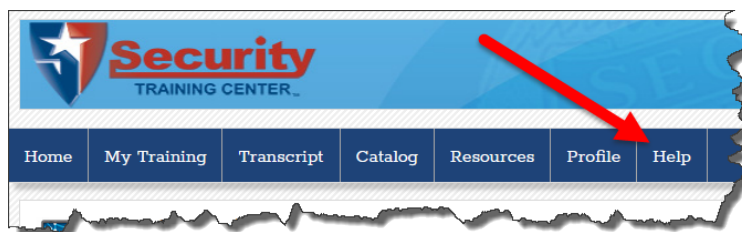
Powering-off the computer solves more than 80% of all problems.

There are two (2) means of getting assistance.

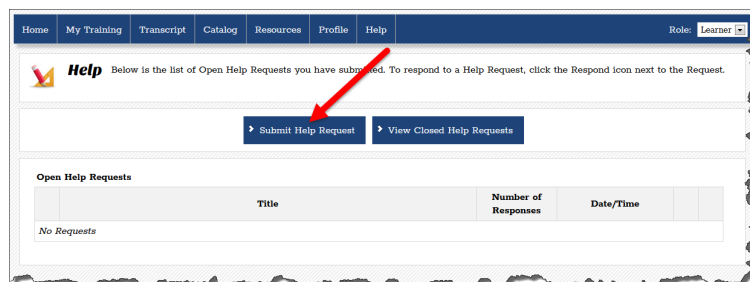
Students may call our Support Center at: (855) 500-3633

The Support Center is available Monday-Friday, 8:00am to 5:00pm Pacific Time.

Students may also use the online email system. To access the online email help system, click the Help tab in the Navigation Bar.

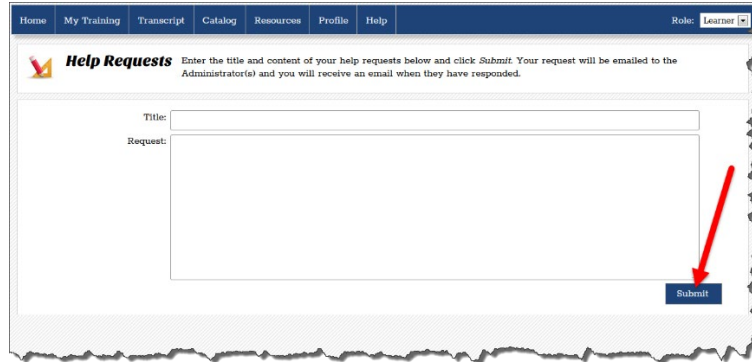


The Help screen appears.



Click the Submit Help Request button.

The Request Help form appears.



Provide as much detail as possible. Please include information such as:

- What problem are you experiencing?
- Do you see an error message? What does it say?
- Are you able to login, but the module fails to load?
- If the module fails to load, what happens?

Email responses are slower than calling. If you have a need during normal business hours, please try calling support first.

Forms and Certificates

NOTE: Completion packets are not emailed. They are made available by secure download only.

The Certificate of Completion and application forms are immediately available after successful completion of the course. They are available for download from the Transcripts page.



Enrollments							
Show 100 entries		Search					
	Name	Status	Score	Completed Date	Time Spent		
1	California Part 1: 8-hrs. Unarmed Skills Training Course (Power to Arrest)	Completed	100	10/19/2020	8:00:00.00		
	Management Tools	Passed	100	7/25/2020	00:00:14		