



DELAWARE VALLEY TRUSTS

DVT Online University User Guide

Access the Site

To access the site, go to learn.neogov.com and enter your username and password.

If you do not have a username and password, please email training@dvtservices.com. It is recommended that you disable pop-up blockers in your system.

Passwords

If prompted to create a new password, use the following rules:

- Passwords must use 8 or more characters with a mix of uppercase and lowercase letters, numbers and symbols (example: '%\$#@&!').
- Passwords must not be the same as the current password or one you have used previously in this system.
- Passwords can't contain your first name, last name or username.
- If the password you created does not meet one or more of the requirements, you will be alerted, and need to try a different new password:

New Password does not meet one or more of the requirements.

Once you have satisfied the requirements, make a note of your new password then click on the CHANGE box to update.

All fields are required

Cancel

Change



Where to Begin

Once logged in, you will be directed to a **Dashboard**. The **Dashboard** is a one-stop shop of your DVT Online University training. From here you can enroll in courses, resume work on a course in progress, view upcoming online university training, and more!

You can also select other options:

My Courses (completed as well as those not started or in progress)

Course Catalog (a list of all available courses)

Training Activity (transcript report)

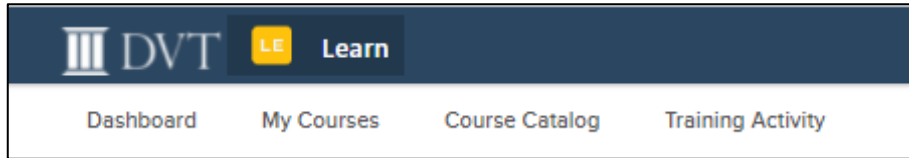
Calendar (view due dates for incomplete training)

My Profile (available from drop down at top of screen or in **My Courses**)

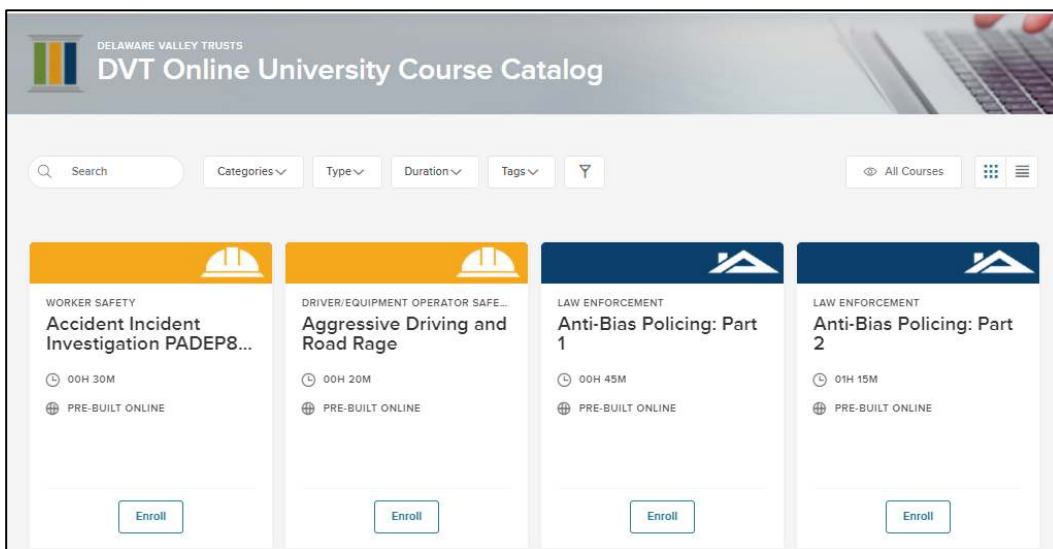
Enroll in Online Courses

Note: Skip to **Start Online Courses** in the next section if you have already been assigned a course by an administrator.

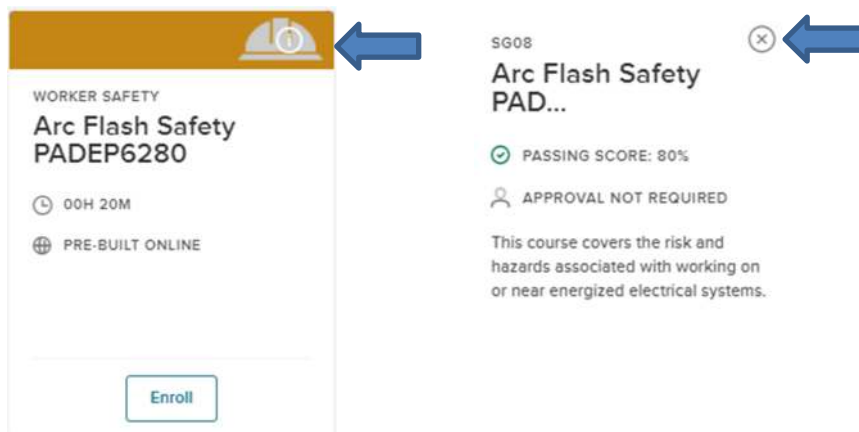
To enroll in a course, go to the **Course Catalog** tab.



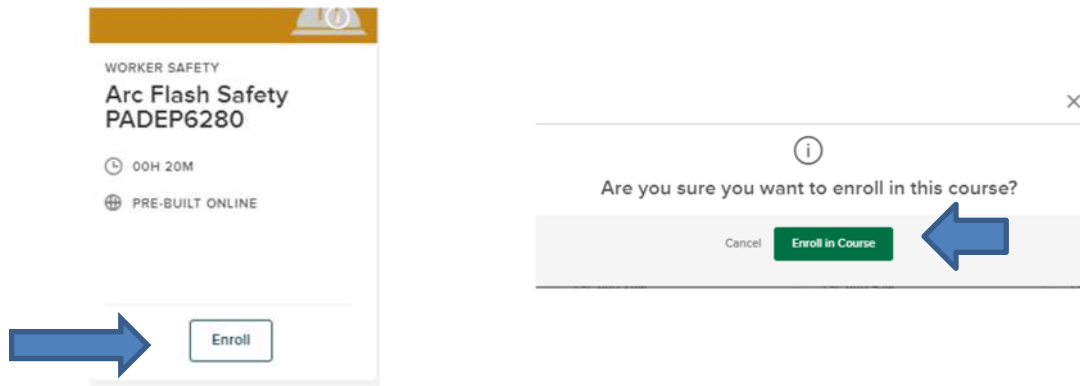
Next, view **Course Cards** to review course information including time to complete.



For a brief course summary, hover over then click on the icon at the top of the course card (you will see a circled "i" for information). Click on the "x" button at the top of the summary to return to course card for enrollment.



Select the course(s) you are interested in then click on the **Enroll** button. Next, click on the green **Enroll in Course** button to complete your enrollment.



Search Online Courses

To search for a specific course or topic you can:

- 1) View **All Courses**; **OR**
- 2) Type a key word or phrase from the title in **Search**; **OR**
- 3) For a more extensive search, filter courses by **Categories**, **Type**, **Tags** or **Duration**. Use **Tags** to search for a course using words associated with the topic. Tag examples: law enforcement, worker safety, DEP, human resources.

Start Online Courses

From the **My Courses** tab you can start online courses which you selected or courses that have been assigned to you.

A **Status** note will appear at the bottom of the course card noting progress:

Pending Approval	A course you enrolled in which requires approval of an administrator
Passed	A course you already completed
Review	A course you already completed (enables you to view content again)
Start	A new course
Resume	A course you started by did not complete

Due dates will be included as appropriate, along with a note for any courses which are overdue.

1. To launch an online course, click on status bar at the bottom of the course card (**Start** if new course, **Resume** if course is in progress). The course will open in a new window or tab. Make sure to have speakers or headphones attached to your computer as courses do have an audio component.

2. Follow the instructions on each slide to advance to the next slide. As you progress, use the arrows at the bottom of the slide to advance; do not click on the word *Continue*.
3. When you finish a course, follow the directions on the screen. You must click **Complete** to get credit for the course. To return to the **My Courses** page, click the **Exit** button in the upper right corner of the page.

If you are unable to finish a course in one sitting, it will be automatically saved where you left off. Click on the **Resume** button on the Course Card from **My Courses** when you are ready to continue the training.

Track Progress

You can track your course progress in several ways:

- 1) **My Profile** gives a snapshot of all courses.
- 2) **My Courses** shows a summary of all courses with course card information.
- 3) **Dashboard** highlights current activity.

Print a Certificate of Completion

Once you complete a course, you can print a certificate of completion for your records.

1. Go to **My Profile** (upper right of screen, click on arrow beside your name).
2. Select the course certificate you want to print from **Completed Courses**.
3. Click **View Certificate**.
4. Click **Print Certificate**; a pop-up window will appear, allowing you to adjust printer settings. Choose landscape orientation for best results.

PA DEP Water/Wastewater Operator Certifications

The DVT Online University can assist members who are required to maintain PA DEP Water/Wastewater Operator certifications. For assistance, contact cbigham@dvtrusts.com or dkerns@dvtrusts.com.

If you experience any technical difficulty or have questions, please contact Debi Kerns at dkerns@dvtrusts.com or Carol Bigham at cbigham@dvtrusts.com or call (215) 706-0101.