CLAWR - User Guide (v0.5)

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Welcome

Welcome to CLAWR. This guide will help you find your way around it's pages.

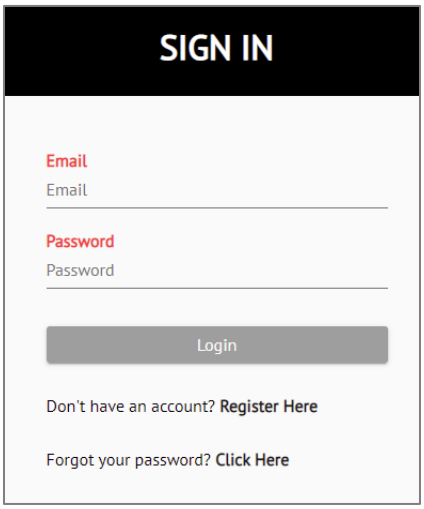
System requirements

A web browser with pop-ups is required to play courses. Instructions on how to allow pop-ups on your device can be found on the internet.

Here are links to instructions for few most commonly used browsers

- Google Chrome (Computer or Smartphone) (second latest version or newer)
    - To disable the pop-up blocker, click here
- Microsoft Edge (Chromium) (second latest version or newer)
    - To disable the pop-up blocker, click here
- Mozilla Firefox (second latest version or newer)
    - To disable the pop-up blocker, click here

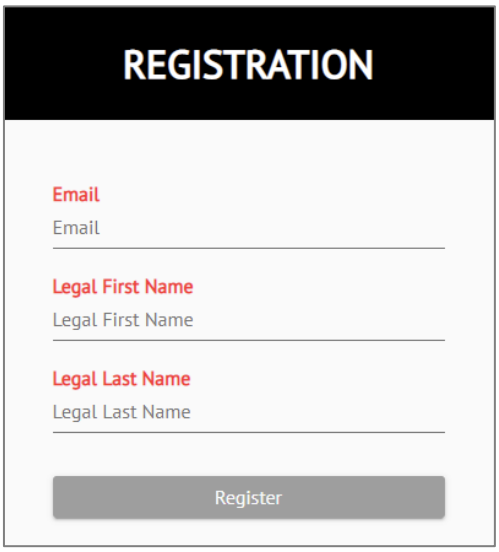
Login



How do I login?

At the clawr.icomproductions.ca Sign In page, input the email address & password you previously registered. If you have not registered already, you'll need to do that first (see How do I register?).

If you don't remember your password, click the **Forgot your password** link and it will walk you through getting a new password.



How do I register?

The Sign In page will have a Register Here link to register near the bottom of the page. Click it to start.

You will be asked to supply several details about yourself before you can get going with your training. Clicking Register will email you your verification email (more details below)

Do I need an email address?

Yes, an email address is required to register. It allows the system to confirm your identity plus we can email you certificates. Thankfully, free email addresses, like Gmail, are easy to get:

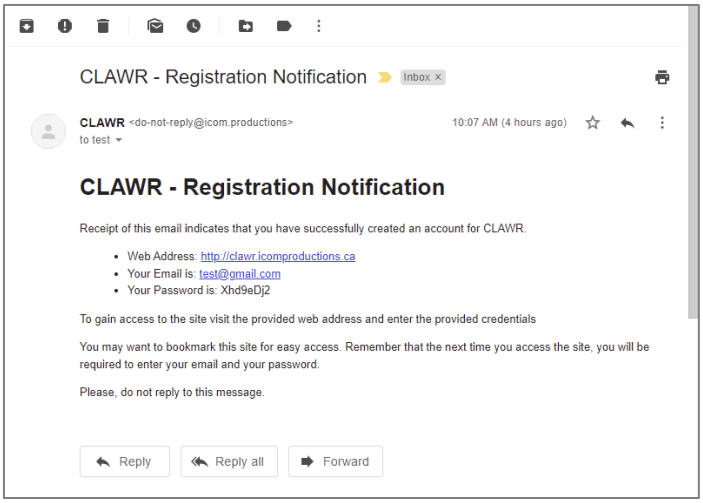
https://www.google.com/intl/en-GB/gmail/about/

Where's my verification email?

Receiving a verification email can take up to 10 minutes. If you still don't see it after that time in your inbox, check your SPAM/Junk folders.

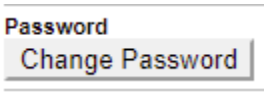
A small error in spelling could mean the email is sent somewhere else so go back and try again ensuring you are using the proper spelling.

Login using your email address and the password provided.



How do I change my password?

The My Account link in the top right corner of Home has a password reset feature. Clicking the Change Password button will send a Password Reset email to your registered email address. This will also log you out so if you find the sent email, follow the instructions within and log back in.



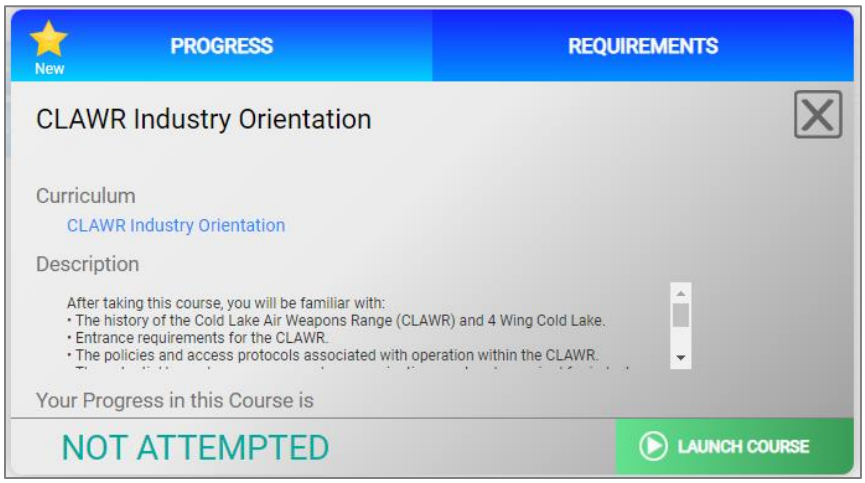
Completing course

Each course will have a Launch button, it looks like a Play button, on the far left of each row. There are two types of Launch buttons.

- Courses that can be launched have a blue button
- Ensure your pop-up blocker is disabled

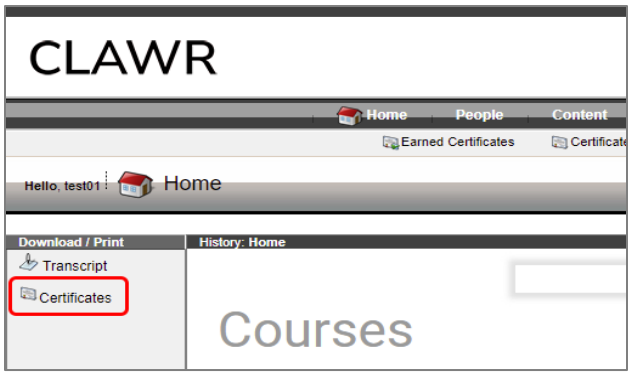
How can I learn more about a course?

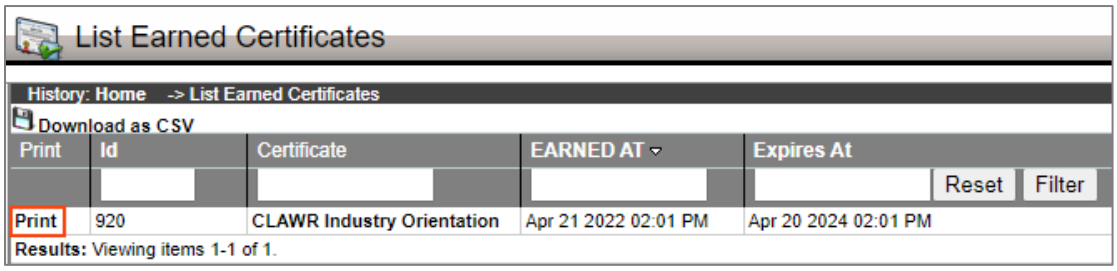
Clicking the gray portion of each course will display the course's details. The Progress tab will contain a course description.



Certificates

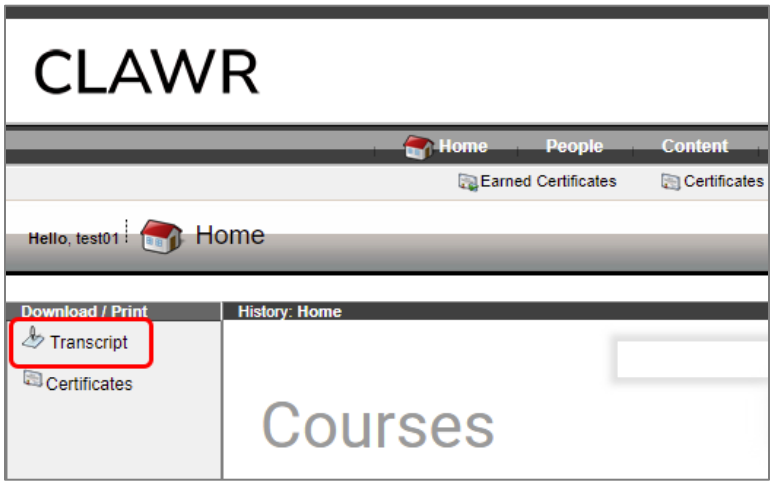
Completing courses generates Earned Certificates in your name. You can find them by clicking Certificates from the Left Sidebar (or Top Menu: Education > Earned Certificates

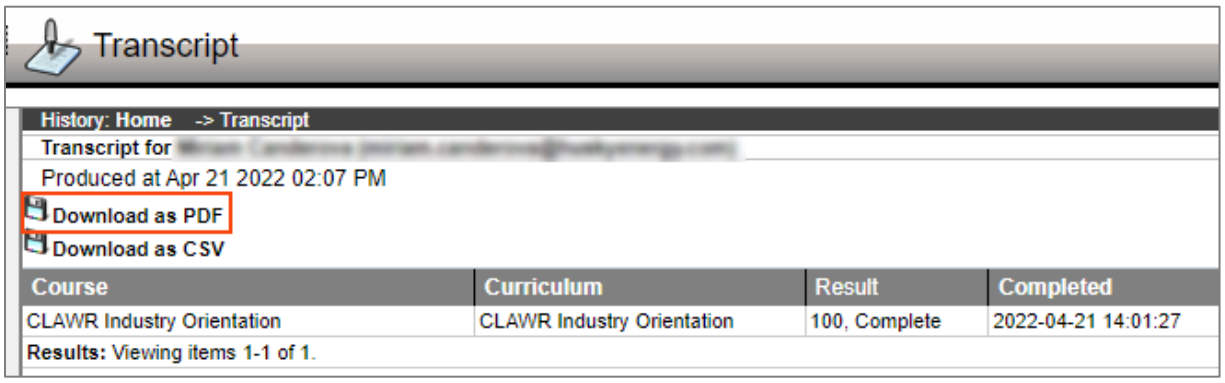




Can I get a list of completions?

You can find a link to Transcript in the Left Sidebar.





How long is my Earned Certificate good for?

The expiry date of a CLAWR Earned Certificate will be the Earned At date plus the two years.

Can I earn another Earned Certificate?

Yes, if your previous Earned Certificate has already expired simply launch the course again to complete it but make sure the course is Not Attempted because a Completed course can't be completed more.

Can I get a hard copy of my Earned Certificate?

Yes, click on the appropriate Print icon next to the Earned Certificate you need printed. Your computer should allow you to print to a printer or produce a PDF.

How can I get more help?

Email: lms@cenovus.com