



## Online Defensive Driving Program Access Instructions

The Tactical Response Academy's On-line Defensive Driving Training Program currently consists of four, 30-minute modules. Each module can be accessed utilizing the voucher number provided. The number should look similar to "TRA20091002122743" which is a sample number only.

Simply access the Tactical Response Academy website at [www.tacticalresponseacademy.com](http://www.tacticalresponseacademy.com), click on the On-Line training tab located on the left side and at the top of every page. You can also access the on-line training directly through [www.tacticalresponseacademy.info](http://www.tacticalresponseacademy.info).

The initial log-in process requires you to type your voucher number in the "New Users" area on the right side of the page. This will direct you through the registration process that will include a self-defined username (make sure it is unique to you) and other standard registration information. After the initial log-in process upon re-entry you log-in with your username and training voucher number located on the left side of the page.

Upon the full and successful completion of each module and the examination a certificate can be printed out bearing your name, date, and module title. If you finish all four modules you can have four certificates printed out. Sometimes you need to logout of the program and log back in to see your history and to print your certificates.

Should you encounter any technical errors (i.e. log-in failures, examination completion problems, certificate problems, etc.) please refer to the attached technical problem sheet and if that doesn't work please call Code-Monkeys direct at 503-538-1779. Code-Monkeys is located in Newberg, Oregon. They will either work you through a fix at the time or review the problem and then get back to you to work through the fix at a later date.

Should you have any other issues please feel free to contact us at 503-588-8076. Your comments are important to us, even if it is just an informational message.

# Tactical Response Academy

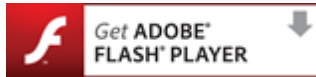
## Troubleshooting Guidelines – Code-Monkeys

In order to more effectively troubleshoot your problem, we'll need a few things in order to better pinpoint the problem and create a solution.

### Current Flash Player

Ensure that your Adobe Flash Player is current. Using the Tactical Response Academy Application without the most current Flash Player can lead to problems.

Click on the following graphic or link to download and install the most recent Adobe Flash Player.



[http://www.adobe.com/go/EN\\_US-H-GET-FLASH](http://www.adobe.com/go/EN_US-H-GET-FLASH)

Once you've updated your Flash Player, go back and attempt to complete the activity. We've found that a majority of problems can be traced to an out-of-date Flash player.

If you're still experiencing problems, we'll need the following information:

### User Information

We need some information that will help us track down any errors or Application mis-behaviors:

- **Username** (the email address used to log in) and **Password** used to log into TRA
- **Coupon #** for the session that was active when the error or problem occurred

**Error / Problem description** - Give us a short description of the problem.

- What part of the application were you using?
- What was the error?
- Was there an error message?

### Error Messages / Screenshots

The best way for us to identify and fix the problem is for us to actually see the error. There are a couple ways you can help us see what you've seen:

- **Error Text** – To capture any error on your screen, **select all** ( press **[CTRL] – [A]** on a PC or **[COMMAND] – [A]** on a Mac ), then paste that text into an email that you can send to Code-Monkeys.
- **Screenshots** – To capture any non-text error on your screen, you'll need a screenshot. On a PC, press the [Print Screen] button (usually on the upper right side of the keyboard) and then open a new email and [RIGHT CLICK] (or [COMMAND CLICK] and select "Paste" in the body of that email. It should paste the image of the screenshot.

Once you've gathered as much information as you can about the error(s), send that information to us at [info@code-monkeys.com](mailto:info@code-monkeys.com). We'll let you know you've received the Troubleshoot Request and of any resolution to it.

**CODE-MONKEYS** | we make websites work |  
503.538.1779

*Tactical Response Academy*  
12022009