



## **Administrator Instructions for Link2eLearning**

### **Table of Contents**

<b>Getting Started.....</b>	<b>2</b>
<b>Requirements and Help.....</b>	<b>3</b>
<b>Viewing Your Order History.....</b>	<b>8</b>
<b>Inviting Participants to Take a Course.....</b>	<b>9</b>
<b>Accessing Course Reports.....</b>	<b>12</b>
<b>Accessing Participant Profile Information.....</b>	<b>14</b>
<b>Printing Participant Certificates.....</b>	<b>15</b>



## Administrator Instructions for Link2eLearning

### Getting Started

When you open up the portal page, you'll see a navigation toolbar across the top. Click on [LOGIN/REGISTER](#). This will take you to the sign-in page.

You will also see that in the top right corner you can switch the language displayed on the screen from English to French.

If you have not registered before, click on [Register Here](#).

If you have previously registered, click on [Log In](#) and enter your Username and Password.



**Home**

### Online Health and Safety Training

*Welcome* to Link2eLearning, a visually stimulating desktop learning environment! These online courses can be taken anytime and anywhere there is Internet access. And since courses are self-paced, participants can start, stop or pause at any time - offering flexibility to meet individual schedules.

**10 reasons why you should choose Link2eLearning**

- ✓ Accessible (24/7)
- ✓ Bilingual
- ✓ Canadian content
- ✓ Consistent training material
- ✓ Cost-effective
- ✓ Excellence in customer support
- ✓ Flexible
- ✓ Instant accurate reporting and tracking
- ✓ Interactive, multi-media format
- ✓ User- friendly

*Attending to the needs of our staff and clients in our various facilities means that we have to deliver flexible and accessible health and safety training. What the Link2eLearning service provides us with is the ability to connect our employees to first class resources without having to invest heavily in travel or instructor expenses. Our experience with the Link2elearning team is that they provide a top rate product and second-to-none customer service!*

**CONTACT SALES**

**PURCHASE A COURSE**

**VIEW COURSE LIBRARY**

## Requirements and Help

Flash Player 9 must be installed on your computer in order to access the course material.



[http://www.adobe.com/shockwave/download/download.cgi?P1\\_Prod\\_Version=ShockwaveFlash](http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash)

You can download the Flash Player now by clicking on the link above.

You can also check your other browser settings by clicking on [Click here to test your browser settings](#), located just below the top navigation bar.

Also ensure your speakers are turned on prior to starting a course.

If you need additional Help you can click on the [Help](#) Tab at anytime.

## Registering

To register, you must fill in all of the required fields (\*). We also recommend you enter your email address. Your username is automatically generated.

Create a password with a minimum of six (6) alpha-numeric characters then click on [Register Now](#). Remember your Username and Password, as you will need them to log into the system in the future.

## Register

First Name \*  ←

Last Name \*  ←

This is the name that will appear on your course completion certificate(s).

Company

Department / Location

Employee #

Job Title

Email (Recommended)  ←

Address

City

Province

Postal Code

Phone  Ext:

Enter the User name that you would like to use.\*  
(Required Field)  ←

Enter a password: \*  ←

Re-enter to confirm your password: \*  ←

This password is viewable to system administrators.

Please check this box if you would like to receive information about new courses and offers.

\* Required Field

## Ordering a New Course

If you would like to add a course to your active inventory, click on **Courses** and **Order a New Course**.

[Courses](#) ▾ | [Reports](#) ▾ | [About WellNet](#) | [Contact us](#) | [Settings](#) ▾ | [Help](#) ▾ | [Logout](#)

[View Activated Course\(s\)](#)  
[Activate Your Course\(s\)](#)  
[Review Your Course Activity](#)  
[View Course Library](#)  
[Order a New Course](#)

My Certificates

Please ensure your speakers are turned on prior to starting a course.

[Refresh](#) |

Course	Course Status	Date Activated	Course Available Until
<a href="#">Slips, Trips and Falls</a>	In Progress	January 05 2017	No Expiry

Scroll down to **Step 1** and indicate how many of each course you would like to order (enter this under number of Subscriptions – beside the desired course)

Refer to the Administrator Instructions found on the account home page for directions on how to invite participants to take a course. If you are ready to begin, proceed to Step 1 below.

- Select the course(s) you wish to take from the list below (click on the box under **Order Now**)
- Indicate the number of subscriptions required for each course.
- When you are done, click on **Update cart**.

Course	Price	# Subscriptions	Order Now
Asbestos Awareness	\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Asthma, Allergies and Anaphylaxis	\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Bill 157 - Keeping Our Kids Safe at School	\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Bloodborne Pathogens	\$19.95	<input type="text" value="10"/>	<input type="checkbox"/>
Bullying Prevention and Positive School Climate (Ontario)	\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Canada Labour Code Part II	\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Confined Space Awareness	\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Contractor Safety Management	\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Customer Service Standard Orientation	\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Driver Safety	\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Electrical Safety	\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Fire Safety	\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Hand Hygiene (General)	\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>

Select the appropriate **Order Now** box(es), then click on **Update Cart**.

1. Select the course(s) you wish to take from the list below (click on the box under **Order Now**)
2. Indicate the number of subscriptions required for each course.
3. When you are done, click on **Update cart**.

Course		Price	# Subscriptions	Order Now
Asbestos Awareness		\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Asthma, Allergies and Anaphylaxis		\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Bill 157 - Keeping Our Kids Safe at School		\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Bloodborne Pathogens		\$19.95	<input type="text" value="10"/>	<input checked="" type="checkbox"/>
Bullying Prevention and Positive School Climate (Ontario)		\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Canada Labour Code Part II		\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Confined Space Awareness		\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Contractor Safety Management		\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Customer Service Standard Orientation		\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Driver Safety		\$19.95	<input type="text" value="5"/>	<input checked="" type="checkbox"/>
Electrical Safety		\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Fire Safety		\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Hand Hygiene (General)		\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>

Les comités de la santé et de la sécurité au travail		\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Les enquêtes concernant les situations qui comportent des risques		\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Les enquêtes sur les accidents de travail		\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>
Sécurité en électricité		\$19.95	<input type="text" value="1"/>	<input type="checkbox"/>

**Update Cart** **Clear**

**Step 2** – review your order and enter your promotional code (if you have one), then select **Apply**.

**Review Orders**

**Step 2 - Review Order**

Course	# Subscriptions (# of participants)	Unit Price	Price
Bloodborne Pathogens	10	\$19.95	\$199.50
Driver Safety	5	\$19.95	\$99.75

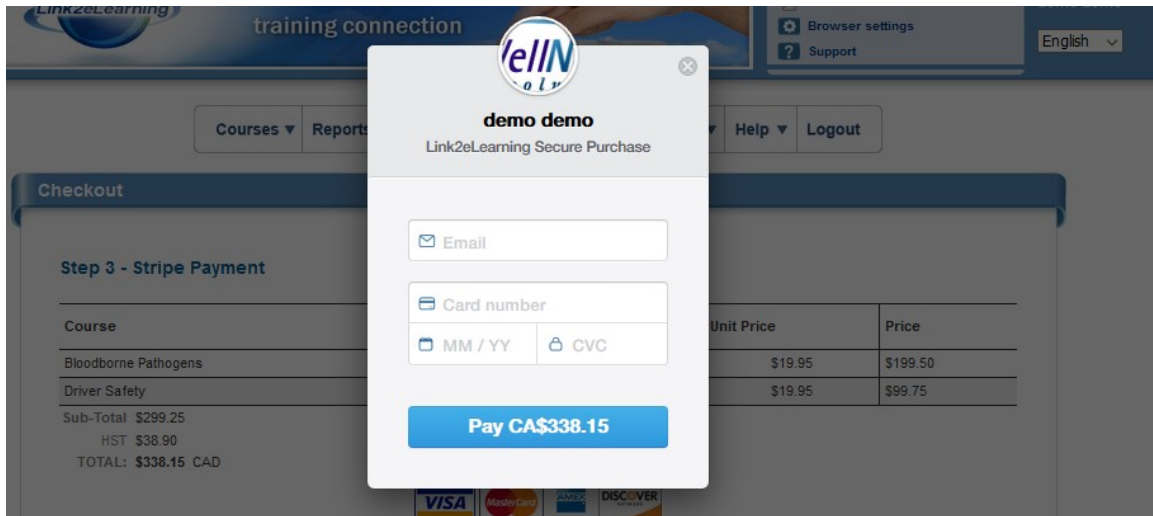
Sub-Total \$299.25  
HST \$38.90  
TOTAL: **\$338.15 CAD**

Enter Promotional Code:  **Apply**

Please review the [Terms of Use](#) prior to ordering.

**Update Cart** **Proceed to Checkout**

Next – complete your online transaction through **Stripe**.



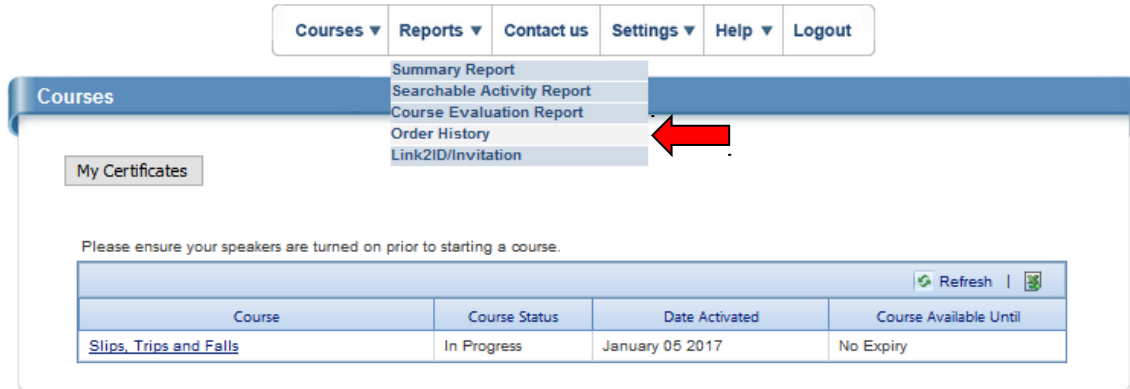
You'll also create a Profile – to track your orders/courses on the system.

Once your transaction is verified, you'll receive an order confirmation and your Username and Password. If you would like the course activated to *your* account, drop down the **Reports** tab, and open **Order History**. Then identify the appropriate order number, select **View Details** and click **Activate to my Login**.

## Viewing Your Order History

Clicking on the [Reports](#) tab provides access to a series of charts that will help you track order history, participant progress and Link2IDs and course invitations.

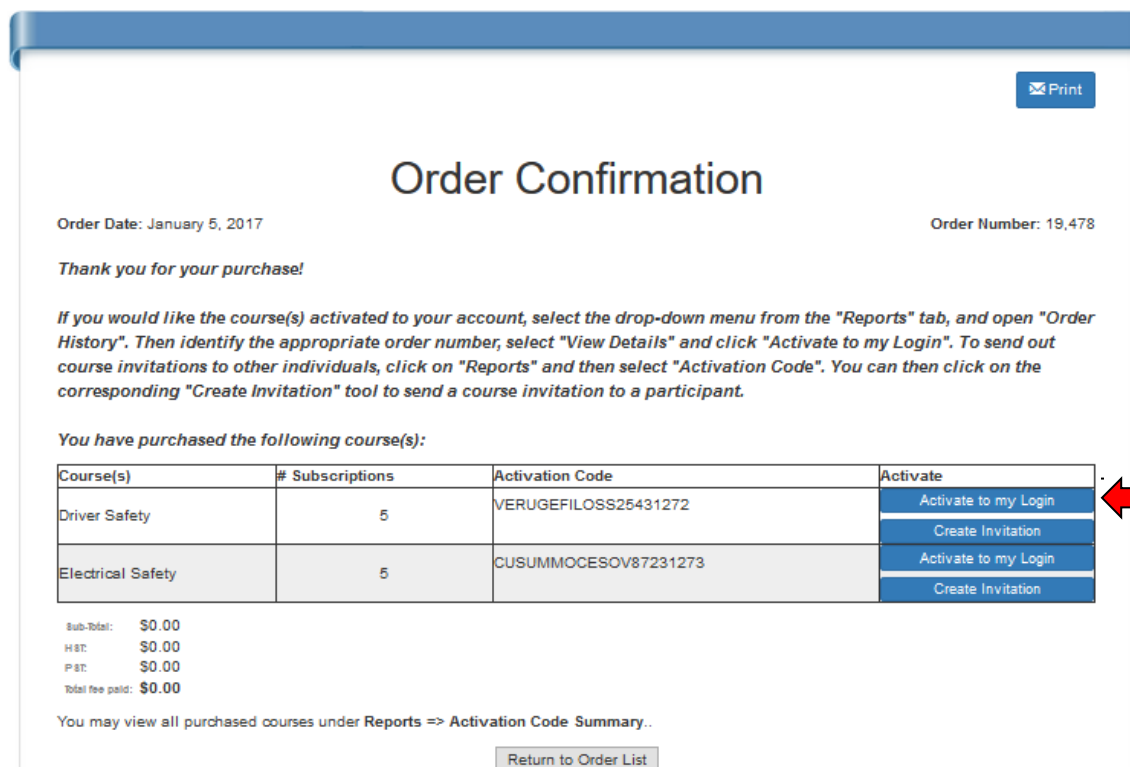
To review your order history, click on [Reports](#) and [Order History](#).



The screenshot shows a navigation bar with tabs: Courses, Reports, Contact us, Settings, Help, and Logout. The Reports dropdown menu is open, showing options: Summary Report, Searchable Activity Report, Course Evaluation Report, Order History (highlighted with a red arrow), and Link2ID/Invitation. Below the menu is a 'My Certificates' button and a message: 'Please ensure your speakers are turned on prior to starting a course.' A table below that has a 'Refresh' button and the following data:

Course	Course Status	Date Activated	Course Available Until
<a href="#">Slips, Trips and Falls</a>	In Progress	January 05 2017	No Expiry

If you click on [View Details](#) you can view specific information on an order, which includes number of subscriptions, price, activation and expiry dates of subscriptions. As noted before, you can activate a course to your account by clicking on [Activate to my Login](#).



The screenshot shows the 'Order Confirmation' page. It includes a 'Print' button, the order date (January 5, 2017), and the order number (19,478). A thank you message is followed by instructions on how to activate the course. Below this, a table lists the purchased courses:

Course(s)	# Subscriptions	Activation Code	Activate
Driver Safety	5	VERUGEFILOSS25431272	<a href="#">Activate to my Login</a> <a href="#">Create Invitation</a>
Electrical Safety	5	CUSUMMOCESOV87231273	<a href="#">Activate to my Login</a> <a href="#">Create Invitation</a>

Below the table, a summary of fees is shown: Sub-Total: \$0.00, HST: \$0.00, Pst: \$0.00, Total fee paid: \$0.00. At the bottom, there is a note: 'You may view all purchased courses under Reports => Activation Code Summary..' and a 'Return to Order List' button. A red arrow points to the 'Activate to my Login' button in the table.



## Inviting Participants to Take a Course

To send out course invitations, confirm activation information or review course activation responses, click on [Reports](#) and [Activation Code](#) – or, if you are already in the [Reports](#) section, click on the [Activation Code](#) tab.

From here, you can click on [Report](#) to view the activation information for each particular course, as well as the number of subscriptions used (i.e. courses that have been activated/taken). You can also access the [Create Invitation](#) tool to send a course invitation to a participant.

The following is a summary of your course subscriptions or Activation Codes.  
To view your purchases by order, click here to access your [Order History](#).

Show My Activation Code by:

Course:

Status:

Expires:

Course	Activation Information	Subscriptions Used	Tools
<input type="text" value=""/> <input type="button" value="Y"/>	<input type="text" value=""/> <input type="button" value="Y"/>		
La sensibilisation à la violence au travail pour les travailleurs - National	Activation Code : PDAUH325829825 Expires : September 23 2017 Status : Subscriptions Available	Activated 10 of 11	<a href="#">Report</a>
WHMIS (GHS) Introduction	Activation Code : CANAGADD65035972 Expires : January 13 2019 Status : Subscriptions Available	Activated 9 of 11	<a href="#">Report</a> <a href="#">Create</a> <a href="#">Invitation</a>

Selecting **Create Invitation** will open a new pop-up window which allows you to preview the invitation, which you can customize and distribute to prospective participants by email or hardcopy.

The invitations are best utilized by copy-and-pasting them into Outlook (or another email manager) so you can use your address book to send out the invitations. This provides you with a record of course invitations that have been sent out.

Once a participant receives an invitation they click on the link in the invitation to either **Login** or **Register**. The system automatically fills the **Activation Code** field – so to begin they only have to click on the **Activate!** button.

## Link2eLearning Online Course Invitation


Guyline Sylvestre has invited you to take the online course **WHMIS (GHS) Introduction**.

***We're bringing Occupational Health and Safety training to your desktop!***

To set yourself up to take a course(s), please follow the instructions below:


### 1. Register / Login

First time users, please click on the attached link, or cut and paste it into your internet browser:

<https://client.link2elearning.com/Activate.aspx?I2id=HUSUCANAGADD65035972&mode=register> 

OR

If you have already registered, please click on the attached link, or cut and paste it into your browser:

<https://client.link2elearning.com/Activate.aspx?I2id=HUSUCANAGADD65035972&mode=login> 

Once registered using the above link your Activation Code box will automatically fill in. All you need to do is click Activate.

### 2. The alternative way to Activate Your Course(s):

Register or Log in at <https://client.link2elearning.com/>

Go to **Courses**=> **Activate Your Courses** and enter the following information:

Activation Code: HUSUCANAGADD65035972

Your Activation Code are only used once to enrol you in a specific course(s).

### 3. Take a Course:

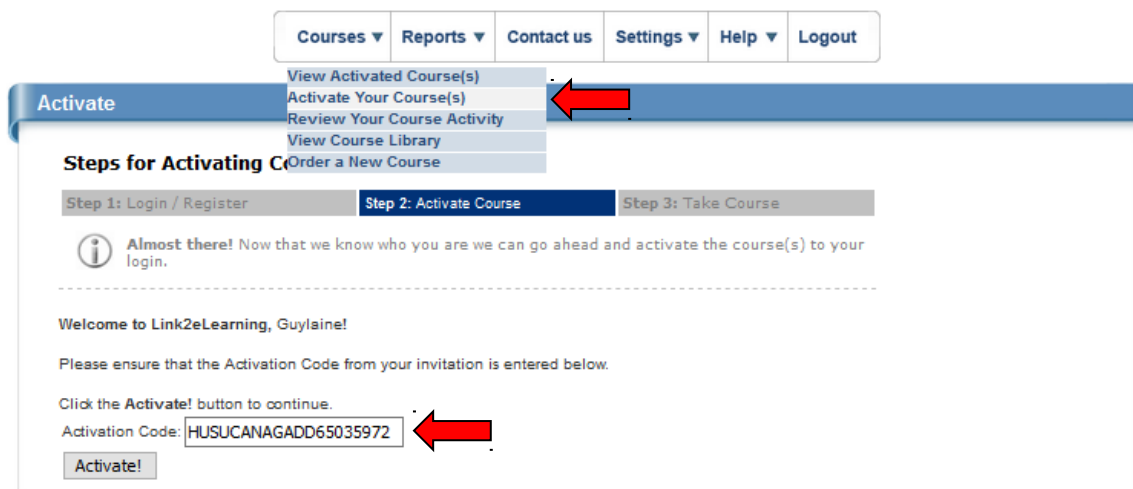
Once activated, the course will appear under **Courses**. Click on the drop down, **Activated Course(s)** and click on the course name to launch it.

From now on, you can access your courses by logging into <https://client.link2elearning.com/> and use the Username and Password you created.

We hope you enjoy your eLearning experience. If you require further assistance please contact customer support at [support@link2elearning.com](mailto:support@link2elearning.com)


Link2eLearning.com Customer Support

Alternatively, the participant can activate the course by registering an account, clicking on the **Courses** tab and selecting **Activate Your Course(s)**. They can then fill out the **Activation Code** field using the information supplied in the course invitation.




**Courses** ▾ **Reports** ▾ **Contact us** **Settings** ▾ **Help** ▾ **Logout**

**Activate**

- View Activated Course(s)
- Activate Your Course(s)** 
- Review Your Course Activity
- View Course Library
- Order a New Course

**Steps for Activating Course**

Step 1: Login / Register    **Step 2: Activate Course**    Step 3: Take Course


 **Almost there!** Now that we know who you are we can go ahead and activate the course(s) to your login.

---

Welcome to Link2eLearning, Guyline!

Please ensure that the Activation Code from your invitation is entered below.

Click the **Activate!** button to continue.

Activation Code:  

**Activate!**

## Accessing Course Reports

You can review participant activity by clicking on the **Reports** tab. The chart that appears displays an overview of courses *not activated*, *activated/not started*, *in progress* and *completed*.

**Reports**

**Steps for Activating Courses** - [Cancel Activation](#)

Step 1: Login / Register | **Step 2: Activate Course** | Step 3: Take Course

**Oops** You were in the middle of activating a course and have navigated to an unrelated page.  
[Continue the activation](#) - OR - [Cancel the activation](#)

Summary Report | Searchable Activity Report | Course Evaluation Report | Order History | Link2ID/Invitation

This report displays participant activity by course. Click on a course name to view details.

Course	Not Activated	Activated/ Not Started	In Progress	Completed
<a href="#">Bloodborne Pathogens</a>	9	0	1	0
<a href="#">Driver Safety</a>	5	0	0	0
<a href="#">Electrical Safety</a>	5	0	0	0
<a href="#">Lockout/Tagout</a>	1	0	0	1

If you click on a course in the summary report it will display a report that provides specific course activity:

- participant registered
- date registered
- % progress
- date completed
- exam score.

**Course Activity**

**Steps for Activating Courses** - [Cancel Activation](#)

Step 1: Login / Register | **Step 2: Activate Course** | Step 3: Take Course

**Oops** You were in the middle of activating a course and have navigated to an unrelated page.  
[Continue the activation](#) - OR - [Cancel the activation](#)

Course: Lockout/Tagout

You have 0 subscriptions to this course that are not yet activated. [Invite participants](#)

1 Registered Participants as at January 5, 2017: Export

Name	Department	Email	Date Registered	Progress	Date Completed	Exam Score
<a href="#">Sam Pull</a>	Location C	<a href="mailto:sam.pull@generic.ca">sam.pull@generic.ca</a>	January 05 2017	<a href="#">100 %</a>	January 1, 2017	98.0 %

[Return to Previous Screen](#)

Clicking on the link in the **Progress** column will elaborate on the course content and will show where the participant is in the course.

## Course Outline - Lockout/Tagout

Progress for: Sam Pull (as at January 5, 2017)

Last Accessed: January 1, 2017

Legend: Not Started - **In Progress** - Complete

<p><b>Chapter 1</b></p> <ol style="list-style-type: none"> <li>1. Introduction</li> <li>2. Moving Through and Completing This Course</li> <li>3. Course Resources</li> <li>4. Course Learning Objectives</li> </ol>	<p><b>Chapter 2</b></p> <ol style="list-style-type: none"> <li>1. What is Lockout/Tagout?</li> <li>2. Purpose of Lockout</li> <li>3. Purpose of Tagout</li> <li>4. Terms and Definitions</li> <li>5. Terms and Definitions (cont.)</li> <li>6. Terms and Definitions (cont.)</li> <li>7. Terms and Definitions (cont.)</li> <li>8. Why Lockout/Tagout is so important</li> <li>9. Chapter 2 Quiz Instructions</li> <li>10. Chapter 2 Quiz</li> </ol>	<p><b>Chapter 3</b></p> <ol style="list-style-type: none"> <li>1. Lockout/Tagout Legislation</li> <li>2. Lockout/Tagout Procedures</li> <li>3. Getting the information you need</li> </ol> <p><b>Quiz</b></p>
<p><b>Chapter 4</b></p> <ol style="list-style-type: none"> <li>1. Forms of Hazardous Energy</li> <li>2. Hazardous Energy Sources</li> <li>3. Types of Hazardous Energy</li> <li>4. Types of Hazardous Energy (cont.)</li> <li>5. Types of Hazardous Energy (cont.)</li> <li>6. Types of Hazardous Energy (cont.)</li> <li>7. Types of Hazardous Energy (cont.)</li> <li>8. The Dangers of Energized Equipment</li> </ol> <p><b>Quiz</b></p>	<p><b>Chapter 5</b></p> <ol style="list-style-type: none"> <li>1. When to apply Lockout/Tagout</li> <li>2. Is Lockout/Tagout required?</li> <li>3. Review - Scenario 1</li> <li>4. Review - Scenario 2</li> </ol>	<p><b>Chapter 6</b></p> <ol style="list-style-type: none"> <li>1. Lockout Devices</li> <li>2. Common Energy-Isolating Devices</li> <li>3. Common Energy-Isolating Devices (cont.)</li> <li>4. Lock Standards</li> <li>5. Tag Standards</li> </ol> <p><b>Quiz</b></p>
<p><b>Chapter 7</b></p> <ol style="list-style-type: none"> <li>1. Lockout/Tagout Six-Step Procedure</li> <li>2. The 6 Steps Overview</li> <li>3. Steps 1 and 2</li> <li>4. Step 3</li> <li>5. Steps 4 and 5</li> <li>6. Step 6</li> <li>7. Re-starting Equipment</li> <li>8. Chapter 7 Quiz</li> </ol>	<p><b>Chapter 8</b></p> <ol style="list-style-type: none"> <li>1. Types of Lockout and Continuity</li> <li>2. Individual Lockout</li> <li>3. Group Lockout</li> <li>4. Complex Group/Multiple Point Lockout</li> <li>5. Complex Group / Multiple Point Lockout (cont.)</li> <li>6. Continuity of Lockout</li> <li>7. Abandoned Lock Procedure</li> <li>8. Chapter Review</li> </ol>	<p><b>Chapter 9</b></p> <ol style="list-style-type: none"> <li>1. Who is responsible?</li> <li>2. Employer Responsibilities</li> <li>3. Supervisor Responsibilities</li> <li>4. Responsibilities of Authorized Individuals</li> <li>5. Contractor Co-ordination and Responsibilities</li> <li>6. Course Conclusion</li> </ol> <p><b>Final Exam</b></p>

[Return to Previous Screen](#)

## Accessing Participant Profile Information

You can find account information for a participant who has enrolled in a course two different areas of the site.

From the [Course Activity](#) screen (see previous page), you can click on the participant's name to view the participant's profile. Here you can locate their username and password.



**Participant Profile**

Participant : Sam Pull  
Email: sam.pull@generic.ca  
Department: Location C  
User name: Sam.Pull  
Password: sample

**Completed Courses** Export

Course	Date Registered	Date Completed	Exam Score
Lockout/Tagout	January 5, 2017	January 1, 2017	98.0 %

**Current Courses**

This participant has no courses in progress.

[Return to Previous Screen](#)

Alternatively, you can click on the [Course Reports](#) tab and [Searchable Activity Report](#), which will open a page that allows you to locate course records based on any of 15 searchable fields including:

- course name
- first name and/or last name
- user name
- email address
- employee number.

Clicking on [Report Settings](#) will reveal check-boxes which allow you to select which fields are visible in your search results summary.

**Searchable Activity Report**

Summary Report | **Searchable Activity Report** | Course Evaluation Report | Order History | Link2ID/Invitation

[Export XLS](#) Clear Search

Course:  Course Status:

Last Name:  First Name:  Email:

Employee #:  User name:  Phone:

Address:  City:  Postal Code:

Country:  Department / Location:  Company:

Province:  Job Title:  Status:   Users List Only

Date Range:  Elapsed Period:  Start:  End:

**REPORT SETTINGS**

Show Columns

Last Name  First Name  Employee #  Job Title  Company  Department / Location

User name  Password  Reset Password  Password Reset History  Email  Address

Address 2  City  Province  Postal Code  Country  Phone

Ext  Activated  Progress  Exam Score  Date Completed  Certificate Expires

Status

No records to display in current view

You can also click on [Export](#) (or [Export XLS](#) within the [Searchable Activity Report](#)) to generate an Excel file report of your current on-screen data.

Courses ▾ | Reports ▾ | Contact us | Settings ▾ | Help ▾ | Logout

**Participant Activity**

[Export XLS](#)

Refresh |

Course	Status	Progress	Activated	Course Available Until	Date Completed	Exam Score
<a href="#">Bloodborne Pathogens</a>	Finished	100.0 %	January 05 2017	January 6, 2018	January 6, 2017	99.0 %
<a href="#">Slips, Trips and Falls</a>	Started	16.7 %	January 05 2017	Never	-	-

## Printing Participant Certificates

From within the [Searchable Activity Report](#) you can print certificates for any and all participants who have completed a course associated with your account simply by clicking the [Print Selected Certificates](#) after completing a search.

You can then select which participant certificates to print, as well as whether you would like to print a wallet-sized version (by clicking on the [Wallet Size](#) checkbox) or full (8.5 x 11) sized version.

Please note: check-boxes will only appear beside participant names if they have successfully completed the course. Also, for proper printing of full-sized certificates, you will need to ensure that **Portrait** orientation is selected as your browser's print/page setup.

Summary Report
Searchable Activity Report
Course Evaluation Report
Order History
Link2ID/Invitation

[Export XLS](#)
Clear

Course: All items checked

Last Name:

Employee #:

Address:

Country: All

Province: All

Date Range:  -

First Name:

User name:

City:

Department / Location:

Job Title:

Elapsed Period:

Start:

End:

Course Status: All

Email:

Phone:

Postal Code:

Company:

Users List Only

Status: Active

Report Settings
Hide Print Certificate
Stored Reports
Save Report

**PRINT CERTIFICATE**

Wallet Size

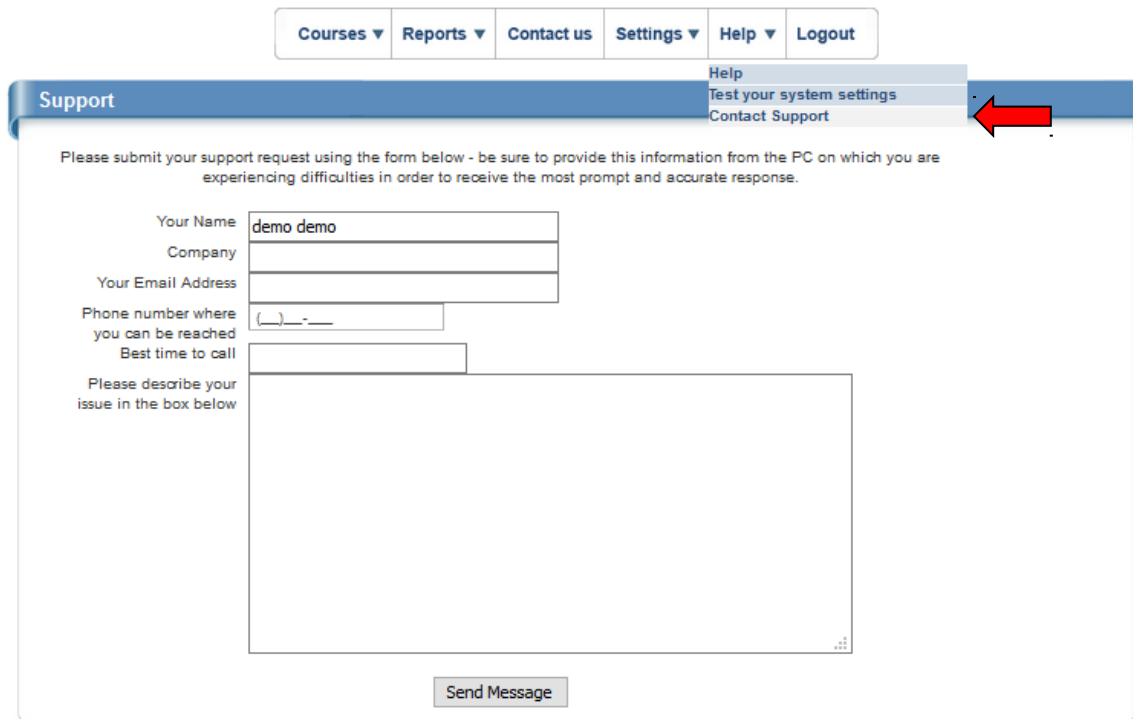
2 record(s). Displaying page 1 of 1.

<a href="#">Print Certificate</a>	<a href="#">Course Name</a>	<a href="#">Last Name</a>	<a href="#">First Name</a>	<a href="#">User name</a>	<a href="#">Reset Password</a>	<a href="#">Password Reset History</a>	<a href="#">Progress</a>	<a href="#">Exam Score</a>	<a href="#">Date Completed</a>
<input checked="" type="checkbox"/>	Bloodborne Pathogens	demo	demo	demo.demo	<a href="#">Reset Password</a>	<a href="#">Password Reset History</a>	100.0 %	99.0 %	January 06 2017
<input checked="" type="checkbox"/>	Lockout/Tagout	Pull	Sam	Sam.Pull	<a href="#">Reset Password</a>	<a href="#">Password Reset History</a>	100.0 %	98.0 %	January 01 2017



## Further Assistance

If you require further information, please feel free to use the online support request form found on the [Help](#) drop-down menu as [Contact Support](#).



The screenshot shows a web application interface with a navigation bar at the top containing buttons for 'Courses', 'Reports', 'Contact us', 'Settings', 'Help', and 'Logout'. The 'Help' button is expanded into a dropdown menu with three options: 'Help', 'Test your system settings', and 'Contact Support'. A red arrow points to the 'Contact Support' option. Below the navigation bar is a 'Support' section with a blue header. The main content area contains a form with the following fields and instructions:

- Instruction: "Please submit your support request using the form below - be sure to provide this information from the PC on which you are experiencing difficulties in order to receive the most prompt and accurate response."
- Field: "Your Name" with the value "demo demo".
- Field: "Company" (empty).
- Field: "Your Email Address" (empty).
- Field: "Phone number where you can be reached" with a placeholder "( ) - - -".
- Field: "Best time to call" (empty).
- Field: "Please describe your issue in the box below" (a large text area).
- Button: "Send Message" at the bottom of the form.

You can also reach us directly at: [support@link2elearning.com](mailto:support@link2elearning.com).

**We hope you enjoy your e-learning experience!**