# Installation and Administration Instructions

## INSTALLATION INSTRUCTIONS

Before starting the installation, exit all open Windows programs.

**1.** Dependent on your PC settings, the program should auto install after download. If not, follow steps below.
**2.** From the Task Bar, press **Start**; then select **Run**.
**3.** In the **Open:** window, C**:\Role\Setup.exe** and click on **OK.**
**4.** The Welcome screen appears. Click on **Next** to continue.
**5.** Click on **Yes** to accept the software license agreement.
**6.** Click on **Next** to install to the default directory C:\ProgramFiles\LexingtonInteractiveLimited\A Role in the Show.
**7.** Click **Next** to install icons in Programs folder. *The installer displays a status bar indicating the progress of the installation. When the setup is complete, the installer will close and you will see the program icons in the program window.*
**8.** Drag A Role in the Show icon onto the desktop
*To drag the icon, place the mouse cursor over the icon, then press and hold the left mouse button and drag the icon onto the desktop. Once the icon is on the desktop, release the left mouse button*

**NOTE:** Before starting A Role in the Show, you must register a student using the admin tool. A Role in the Show will not run if there are no students registered.

## REGISTERING A STUDENT IN THE ADMIN TOOL

Before starting A Role in the Show, you must register a student using the Admin tool. The Admin tool is used to store training records for each student. The information contained within the Admin tool includes:

- Registered student name, password and date of registration
- The modules completed and the date completed
- Screen Test results including date completed, number of correct answers, and a breakdown of the questions and answers

The Admin tool is password protected to ensure students do not have access to training data. Your password is provided with the download. Do not give the password to unauthorised personnel.

**To register a student:**

**1.** From the Start menu, choose Programs. Select A Role in the Show. Click on **Admin tool**.
**2.** Enter into Admin tool by entering your Role in the Show admin code provided.
**3.** Click **'here'** to confirm
**4.** Click on **Register a new student**
**5.** Enter the students first and last name. When finished, press tab key
**6.** Enter a password no longer than 16 characters
**7.** Confirm details are correct then click on **Register the student**

## VIEWING, PRINTING AND DELETING TRAINING RECORDS

Warning- deleting a student's records will remove all details about the student from the Admin tool.
You should delete only those students that are no longer taking the course.

**To view, print or delete a student's training record:**

**1.** From the Start menu, choose Programs. Select A Role in the Show. Click on **Admin tool**.
**2.** Enter into Admin tool by entering your Role in the Show code
**3.** Click **'here'** to confirm
**4.** Click on the student's name
**5.** You can view the record online or select the print or delete option

## SAVING AND STORING TRAINING RECORDS ON CD/BACKUP DRIVE

You should save the training records to Backup location at least once per week. This will provide you with a current 'back-up' of training records. The backup can then be used to access recent training records from another computer, or head office, should your computer fail.

To create a back-up disk:

**1.** Place a CD into the disc drive
**2.** Locate the 'data.cst' folder,which can be found in the following directory:
**C:/ProgramFiles/LexingtonInteractiveLimited/A Role in the Show/data.cst**
**3.** Copy the 'data.cst' file to the disc

# A Role in the Show

**Customer Service and Sales eLearning course.**

Program Overview

## STARTING THE PROGRAM

**To start the course**

1. Select the Start button, choose Programs, then A Role in the Show
2. Choose the appropriate name form the list of enrolled students, then type the password
3. Once this has been completed, the Main Menu will appear

The following options can be chosen from the Main Menu

- Select and start a module or Screen Test
- Take a brief tutorial on how to use the program
- Quit or Exit the program

## STARTING AND COMPLETING A MODULE

The program consists of 5 Customer Care/Service training modules, which are displayed on the Main Menu. Throughout each module, students will be required to:

- Respond to multi-choice questions
- Print and complete exercises
- Participate in games
- Flip through review cards

The modules can be taken in any order. To start a module, place the mouse pointer over the desired topic and click the left mouse button once.

Each module takes approximately 20 minutes to complete, excluding the exercises. Students must work through the entire module in one go in order for the module to be recorded as completed.
Once a student has completed a module, the number corresponding with the module will be highlighted on the Main Menu. In addition, the Admin tool will be updated with the date and time the module was completed by the student.

**About the exercises**

Each module contains exercise sheets that can be printed then completed by hand. The exercises are designed to reinforce key messages within the course. Completed exercises should be reviewed either in a one on one or group training session. Completion of the exercises is optional, and there are no records relating to the exercises. Copies of additional exercises can be found in the workbook.

**NOTE:** Students **do not** have to complete the printable exercises in order for the module to be recorded as complete.

## SCREEN TEST

The Screen Test contains 40 multiple choice questions that relate to the information delivered in the 5 modules. Each question contains only 1 correct answer.

**To take the Test, simply click on the Screen Test button located on the Main Menu**

- To choose an answer, click on the appropriate button
- After clicking on the button, the test will automatically score the answer
- Correct and incorrect answers for each question will be identified
- Results for each question is displayed on the bottom of the screen (green is correct, red is incorrect)
- Students have the option of printing the results once the test has been completed

**NOTE:** The Screen Test can be taken more than once by any student.

One way to measure training effectiveness is to test trainees before and after completion and compare results.