

General Directions For Accessing the Global Compliance Network

(Questions? Please contact GCN at info@gcntraining.com)

1. Connect to the Internet. Please be sure to have your speakers turned on.

2. Type "www.gcntraining.com" into the address Bar within your browser and click "Enter".



3. If your computer doesn't have the latest Flash Plugin, please either click on the "Get macromedia Flash Player" button in the lower right corner or go directly to this link to download Flash 9.0: <http://www.gcn1.net/installer/flash9.msi>



4. Once you have the latest Flash Plugin, click on the "Login" Button.




5. Under "Step 1", type in the username for your organization.

6. Under "Step 2", if you have created a User ID (UID), insert it and click the "Submit" Button. Then proceed to Number 10 in these directions (on the next page). If you have forgotten your UID, click on "I forgot my UID" to retrieve it. Then proceed to Number 10.

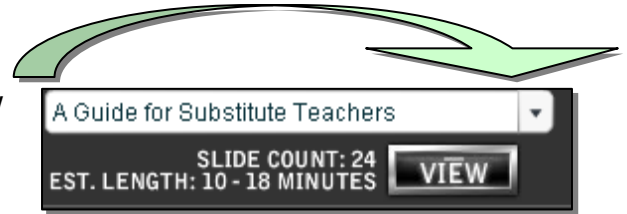
7. If you have not created a User ID, click on "Create new account".

8. Under "Step 3", at the bottom, enter your UID (please review the section under "Creating your unique UID) and click the "Check account availability". If the account is available, continue to Step 4. If it is not available, try adding your birth year. Once account is available, continue to Step 4.

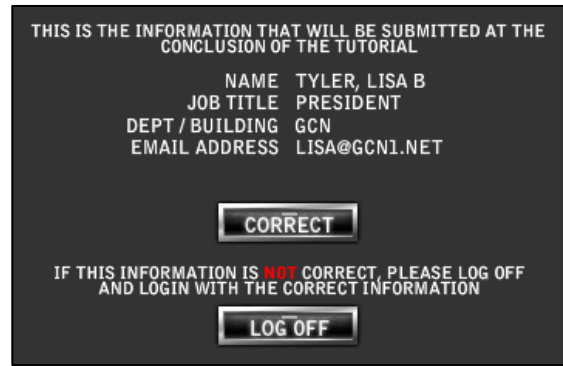
9. Under "Step 4", insert your personal information. You may or may not see fields for "email address" and/or Employee ID Number" depending on if your organization requires this information. When the fields are complete, click on the "Submit" button and proceed to Number 11 in these directions.

10. Verify that your information in Steps 3 and 4 is correct and click the  "Submit" button at the bottom of "Step 4".

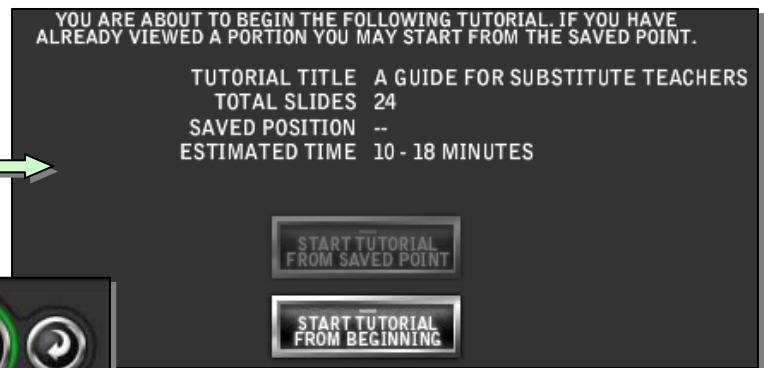
11. In the "Welcome" Section, click on the arrow to select a tutorial from a drop-down menu. Then click the "View" Button.



12. Verify that your information is correct and click on the "Correct" button. If it is not correct, click on the "Log Off" button and you will have a chance to correct the information.



13. Click on the "Start Tutorial From Beginning" button. If you have previously viewed part of a tutorial, click on the "Start Tutorial from Saved Point" button.



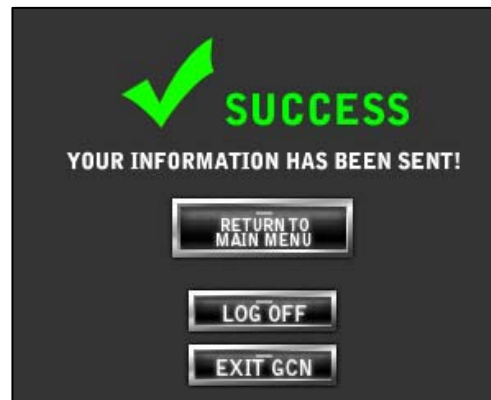
14. Click the "Forward" button at the end of each slide



15. After the last slide has played, click on the Check Mark to submit your information.



- 17.. You will then see a verification message. This is your notification that you have completed this tutorial. Click on the "Exit GCN" button to exit GCN, click on the "Log Off" button to return to the login page or click on the "Return to Main Menu" button to select another tutorial.



18. You are all set!

Global Compliance Network Frequently Asked Questions

(Questions? Please contact GCN at info@gcntraining.com)

I'm stuck on a slide and I cannot advance? What do I need to do?

This is typically a cache (temporary internet memory) issue. When the cache file reaches its maximum, the GCN tutorials stop. Quite often this is in the middle of a slide. To rectify this, please complete the following steps:

1. Delete your cache (directions are located at www.gcn1.net/detect.htm)
2. Sign back on to www.gcn1.net and login.

NOTE: if you've signed in using Slide Position Saving, you can return to the slide you left off on.

When I click on the "Login" button, nothing happens?

If clicking on the "Login" button does not open the login screen, there may be a "pop-up" blocker installed on your computer. To bypass this, hold down the "Ctrl" key while clicking the login button. Or you may use this link to go straight to the login screen: <http://www.gcn1.net/template.html>

Slides keep over-lapping, icons are missing, the text looks different, or parts of a slide are missing. What is happening?

This typically occurs when the Flash plugin has been downloaded to a computer with a relatively old version of Flash. The new version doesn't completely overwrite the older version and the two become "intermingled". To correct this, please go to www.gcn1.net/help.htm and follow the directions. You will be instructed to uninstall the current version of Flash. Then you will install the latest Flash version.

When I submitted my information at the end of the tutorial, it stated that I need to submit my information directly to GCN? What should I do and why?

Sometimes the computer does not successfully connect to the GCN Database and an error is returned. By sending the line of text shown within the box to GCN, we can manually add your information to the database. This will assure you receive credit for completing the tutorial.

What browsers are compatible with GCN?

Currently, GCN is compatible (or has been tested) with:

- **Microsoft Internet Explorer**
- **Netscape Navigator** (version 4.2 and higher)
- **Opera** (7.0 and higher)
- **Mozillia** (1.0 and higher)
- **Safari** (version 2.0 only)