

Frequently Asked Questions for Vendor Online Code of Conduct Courses:

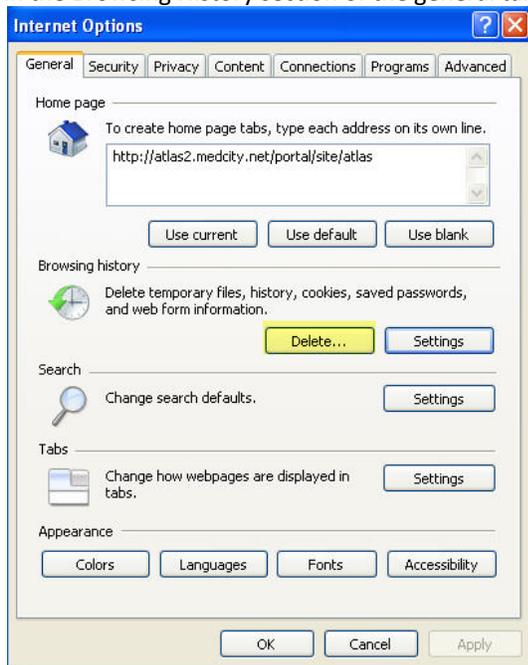
How do I complete a course?

1. Click on <http://www.WSiJobs.com/> then select Current Employees (tab)
2. On the left side there is a link at the bottom Employee Orientation.
3. This takes you to the site that has been created for Code of Conduct and Refresher training for vendor employees.
4. Click on the link you want for the specific training – Code of Conduct New Hire or Code of Conduct Refresher Training.
5. At the beginning of the training type in your first name and last name.
6. At the end of the training you will receive a certificate that you will need to print and send to your vendor employer.
7. Your vendor employer will submit your certificates upon completion.

What do I do if I click on the course link but nothing happens?

This could be due to your internet cookies are full. Please try the following:

1. Start Internet Explorer.
2. Click on the tools menu.
3. Choose Internet Options (which should be the last item in the menu).
4. In the Browsing History section of the general tab, click the **delete** button.



5. Close Internet Explorer.
6. Then try to access the site again.

What do I do if the course doesn't start or open?

You will need to make sure your pop up blocker is off. To turn off internet explorer pop up blocker:

1. Open Internet Explorer, and then click **Internet Options** on the **Tools** menu to open the Internet Properties dialog box.
2. Click the **Privacy** tab, and Click to clear **Block pop-ups** to turn Pop-up Blocker off.

What do I do if I receive the error message "You are not authorized to view this page"?

Check your firewall and web browser security settings.

What is the Password for the course?

Contact your vendor employer to acquire passwords.

Can I exit the course and return later?

No. Please allow for enough time to complete the course before starting. Each course will take around 1 hour to complete.

What do I do if I am unable to move forward to the next slide (Course is frozen)?

You must read and complete all activities required on each slide before clicking to the next slide. If the course does become frozen, click the refresh or back button and complete the required activities. Then you should be able to move forward to the next slide.

What do I do if I cannot print or do not have a printer to print my certificate of completion?

You may take a screen shot of the certificate of completion slide and email to your vendor.

To take a screen shot, hit the print screen button on your keyboard. Then paste the screen shot in an email to send to your vendor.

What do I do if I forgot to print my certificate of completion?

The website does not keep history of the courses completed. You will need to complete the course again.

Where do I send my certificate of completion?

Send your certificate of completion to your vendor employer.

What do I do if I lose internet connection?

Contact your ISP (Internet Service Provider) for assistance. WSi does not have capabilities to assist you regarding internet or pc issues.