APS Web Training Frequently Asked Questions

Q: I try to "Begin Training" and nothing happens. What do I do?

A: Hold down CTRL key and click "Begin Training" button. If this does not work, Disable all Pop Up Blockers running on your computer. You may have more than one.

Q: Why isn't my Bookmark Password working?

A: Try a new Bookmark User Name and Password. Bookmark a page per the Bookmark Instructions at the beginning of the web course. Then go forward a few pages, and then try your Bookmark again to ensure you are Bookmarking properly. Make sure you write down your User Name and Password exactly as you typed it in. Your Bookmark Password cannot be retrieved by Alpha Pro Solutions because it is only recognized by the computer you use to take the course. Bookmark User Names and Bookmark Passwords are case-sensitive.

Q: Why was I was able to Bookmark yesterday, but today my Bookmarks are gone?

A: Your company may perform a backup of your computer each night which may erase Temporary Files, and possibly your Bookmark. Please speak to your company I.T. Department to see if this has happened, and ask how they can help you retain your Bookmarks overnight. If this cannot be remedied by your company I.T. Department, then you should start and finish the course in one day on your computer. You will be able to take breaks and Bookmark within that day.

Q: The course says my Password is expired. What do I do?

A: Call APS Technical Support and request an extension if you have a legitimate reason for not completing the course within a 30 day window. DOT wants web and hands-on training to be completed within a 30 day window.

Q: What if I get booted out of the Final On Line Exam?

A: You will be locked out until next business day. This is normal. Call APS Technical Support if you lost your internet connection. In some cases, APS can reset your Password so you can re-take the exam same day.

Q: How many attempts to pass the Final On Line Exam do I get?

A: You get (3) attempts to pass the Final Exam with 85% passing grade. If you get booted out of the exam in the middle of the exam, this does not count against you, but you must email or call APS to report the problem. Be sure to have your course Password available for the APS rep. If you do not pass within three attempts, your Company Administrator must assign a new course Password to you, and you must repeat the course and exam.

Need Technical Support

1) Send an email to Trainer@alphaprosolutions.com and include your Password
2) Call 800-277-1997 ext. 800. Have your Password available.

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