



WBT Guidebook

*Train like you fly
Fly like you train*

WBT Guidebook

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INTRODUCTION

Web Based Training (WBT)

Use this guidebook as a resource to access and complete your WBT courses and activities. WBT is offered through a system called *Learning Hub*. In order to successfully navigate and complete your WBT activities, please read this guidebook in its entirety prior to beginning a course or activity.

- Refer to the *Course Specifics* section, in the back of this guidebook, to locate individual course details and requirements
- Review the *FAQ* section, at the end this guidebook, for troubleshooting information

This guidebook is a “live” document and is subject to amendment at any time. Always validate previously printed guidebooks with the electronic version’s revision date (bottom right corner).

Web-Based Training (WBT) are completed on the internet and accessed via designated company computers, personal computers and tablets.

The user interface in *Learning Hub* supports tablet browsers.



NOTE: The recommended tablet screen size is **seven inches or larger**.

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ACCESSING WEB BASED TRAINING

Where to Access WBT

Access your WBT at any flight attendant designated computer lab or from computers in base operations areas.

Base	Computer Lab
CLT	Flight Training Center Computer Lab, Room 174 Flight/Flight Service Distance Learning Rooms, C1191/C1192
DCA	FA/Pilot WBT Room, Crew Room
PHL	Distance Learning Room, A-17 Distance Learning Room, B-16
PHX	A-Concourse (A19) Mini Crew Room B-Concourse Crew Room B-Concourse Business Center

You may also access your WBT from a personal computer or mobile device such as tablets and iPads using certain browsers.*

WARNING: In some cases a course/activity may appear to run but will not mark your record *Completed* when using an unsupported device or browser; therefore, you will not receive credit for the course.

*See a list of supported browsers in the *Operating Systems and Web Browser Requirements* section of this guidebook.

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Ensure Your Computer is Ready

When accessing WBT from a personal computer or mobile device, please ensure it meets the minimum requirements outlined in this section.

NOTE: If accessing WBT from a designated American Airlines computer, this step does not apply.

Minimum System Requirements for *Learning Hub*

Hardware





Windows	Mac OS X
Intel Pentium 333 MHz processor or equivalent	iMac (mid-2007 or later) MacBook (13-inch aluminum, late 2008), (13-inch polycarbonate, early 2009 or later) MacBook Pro (13-inch, mid-2009 or later), (15-inch or 17-inch, mid/late 2007 or later) MacBook Air (late 2008 or later) Mac Mini (early 2009 or later) Mac Pro (early 2008 or later)
128 MB RAM	512 MB SDRAM
Video graphics adapter – 1024x768 screen resolution or higher; 16-bit color setting or higher (compatible with 8-bit color)	Video graphics adapter 1024x768 screen resolution; 32-bit color setting

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Operating System and Web Browser Requirements

A web interface provides access to activities in *Learning Hub*. The following options need to be set for your web browsers:

- Cookies enabled
- Pop-up blockers disabled

Browser	Operating Systems
Internet Explorer 10.0 	Microsoft Windows 7 (Turn off/disable Compatibility View) Microsoft Windows 8 (Turn off/disable Compatibility View)
Internet Explorer 11.0 	Microsoft Windows 7 (Turn off/disable Compatibility View) Microsoft Windows 8 (Turn off/disable Compatibility View) Microsoft Windows 8.1 (Turn off/disable Compatibility View)
Google Chrome 	Microsoft Windows 7 and above
Firefox 62 	Microsoft Windows 7 Microsoft Windows 8 Microsoft Windows 8.1

**** IMPORTANT **** Microsoft Edge  should **NOT** be used for WBT training.

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Browsers	Operating Systems
Safari 7.1/8.1	Mac OS X (10.9) Mac OS X (10.10) NOTE: Mac OS 10.9 only supports Safari 6, Safari 7 and Safari 7.1. Mac OS 10.10 only supports Safari 8.1. See NOTE below.

NOTE: Microsoft Edge and any versions of the listed browsers not specified are not officially supported web browsers. Using an unsupported browser while accessing the course/activity may appear to run but will not mark your record *Completed*; therefore, you will not receive credit for the course.

Tablet Browser Requirements

Browsers	Operating Systems
Safari on iPad	iOS 8 or greater

Cache Clearing

Clearing your web browser's cache, cookies and history is one of the most important things you can do to ensure you complete your WBT with the least amount of problems.

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Below are instructions for clearing your cache on mobile devices.

Mobile Browser	Instructions
Android	<ol style="list-style-type: none">1. Go to Settings and choose Apps/Application Manager2. Swipe to the All tab3. In the list of installed apps, find and tap your web browser4. Tap Clear Data5. Tap Clear Cache6. Exit/Quit all browser windows and re-open the browser
Safari on iPad	<ol style="list-style-type: none">1. Tap Settings2. Tap Safari3. Tap Clear History and Website Data4. Exit/Quit all browser windows and re-open the browser

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PC Browser	Instructions
Internet Explorer 11	<ol style="list-style-type: none">1. Open IE.2. Press Ctrl+Shift+Del keyboard shortcut.3. Check the Temporary Internet files and website files check box.4. Press the Delete button.
Internet Explorer 11 (Alternate method - 1)	<ol style="list-style-type: none">1. Open IE.2. Click the Tools button (gear icon) in the upper-right corner.3. Select Internet Options from the dropdown menu.4. In the <i>General</i> tab, click Delete button under <i>Browsing history</i> section.5. Check the Temporary Internet files and website files check box.6. Press the Delete button
Internet Explorer 11 (Alternate method - 2)	<ol style="list-style-type: none">1. Open IE.2. Click the Alt key to display the tool bar if not visible.3. Click the Tools dropdown menu.4. Select Delete browsing history... from the menu.5. Check the Temporary Internet files and website files check box.6. Press the Delete button.

If you need additional assistance clearing your cache (for older versions of IE or other approved browsers), contact the IT Help Desk.



PC Browser	Instructions
Google Chrome	<ol style="list-style-type: none">1. Open Chrome.2. Press Ctrl+Shift+Del keyboard shortcut.3. Check the Cached images and files check box.4. Press the CLEAR DATA button.
Google Chrome (Alternate method - 1)	<ol style="list-style-type: none">1. Open Chrome.2. Click the Controls button (exclamation icon) in the upper-right corner.3. Select Setting from the dropdown menu.4. Scroll down to the Advanced menu (open if necessary).5. Under the "<i>Privacy and security</i>" section, select Clear browsing data.6. Check the Cached images and files check box.7. Press the CLEAR DATA button.
Internet Explorer 11 (Alternate method - 2)	<ol style="list-style-type: none">1. Follow steps 1-3 above...4. Select the Settings button (hamburger icon) and scroll down to the Advanced menu (open if necessary).5. Under the "<i>Privacy and security</i>" section, select Clear browsing data.6. Check the Cached images and files check box.7. Press the CLEAR DATA button.


If you need additional assistance clearing your cache (for older versions of IE or other approved browsers), contact the IT Help Desk.

Compatibility View Settings

The *Learning Hub* website may look different based on your browser's *Compatibility View* setting. You may need to turn off, disable or change your *Compatibility View* to see the website correctly. Refer to the *Operating System and Web Browser Requirement* section for specific *Compatibility View* setting information for each supported browser.

Turn Off Compatibility View (IE 9 and 10)

1. Verify if the **Compatibility View** button  appears in the Address bar. If you don't see the button, there is no need to turn on Compatibility View. If you see the button and it is blue, compatibility mode is turned on and it needs to be turned off.
2. Tap or click the **Compatibility View** button  to remove the site from Compatibility View.

You can turn it on by tapping or clicking the button  again. You can also clear the entire list of sites using Compatibility View by deleting your browsing history.

Not all website display problems are caused by browser incompatibility. Interrupted internet connections, heavy traffic or problems with the website can also affect how a page displays.

Change Compatibility View Settings (IE 11)

1. Open Internet Explorer in the desktop.
2. Press the **Alt** key to display the Menu bar (or press and hold the **Address bar** and then select **Menu bar**).
3. Tap or click **Tools**, and then tap or click **Compatibility View settings**.
4. Click **Add** or **Remove** to add/delete the website to/from Compatibility View.

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Locked Landscape View (iPad)

When accessing WBT on an iPad, place the iPad in the *Locked Landscape* view. To place in *Locked Landscape* view, follow the instructions below.

Mobile Device	Instructions
iPad Air, iPad 2, iPad (3 rd Generation) and iPad (4 th Generation)	<ol style="list-style-type: none">1. Tap Settings2. Tap General3. Under <i>USE SIDE SWITCH TO</i>: select Lock Rotation4. Ensure your iPad view is in landscape (not portrait)5. Move the black lever on the side of your iPad down towards the volume level to lock your landscape view. The open lock picture will display with a closed lock.
iPad Pro and iPad Air 2	<ol style="list-style-type: none">1. Rotate your iPad so it is in landscape view2. Swipe up along the bottom of the screen to display <i>Control Center</i>3. Tap the Orientation Lock button (a padlock enclosed by a circle); the <i>Orientation Lock</i> button appears highlighted when it is on

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Pop-up Blockers and Cookies

When accessing WBT from any computer or mobile device, be sure to disable pop-up blockers. If you do not, the course may not launch. Your browser must be set to enable cookies.

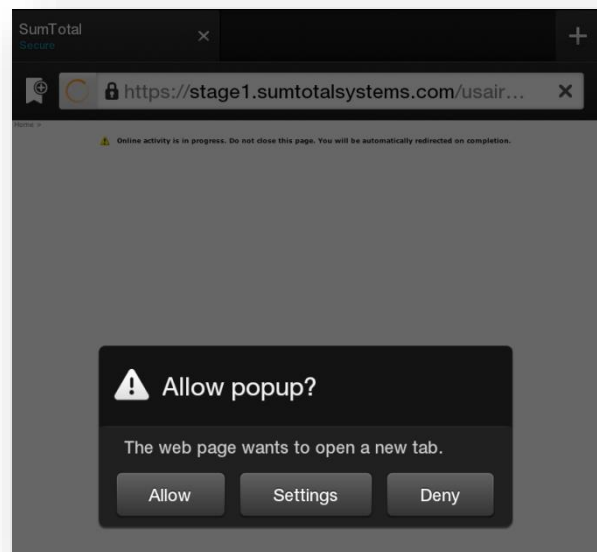
Apple iPad (iOS) and Android OS

iPads and Android browsers have pop-up blockers. If you receive the message on the right when trying to access the course, click **Allow** to play the course.



Amazon Silk Browser

Although Kindle Fire and Fire Phone are not officially supported, you may choose to take WBT on one of these devices. The Amazon Silk browser also has pop-up blockers. If you receive the following message “The web page wants to open a new tab.” when trying to access the course, click **Allow** to play the course.



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Internet Requirements

When accessing WBT from a personal device, ensure your internet signal strength is high (strong) and your download speed is 1.5 or higher. You may test your download speed at www.speedtest.net.

Adobe Flash Requirements

Adobe Flash version 9.0.124 or higher is required to view videos. You may view this setting in the browser's security dialog box.

NOTE: If you receive the message below (or any message stating that your browser is not supported) on your log-on screen, STOP and refer to the *Approved Browsers and Operating Systems* list in this guidebook.



The browser and operating system combination you are using is not officially supported. Please contact your system administrator for more information.

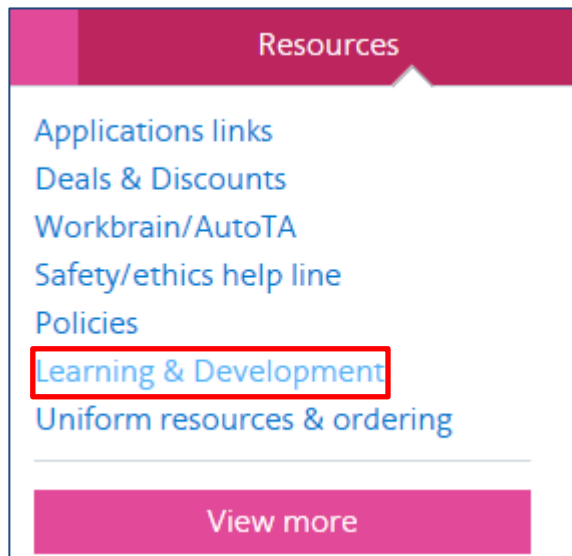
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Accessing the *Learning Hub*

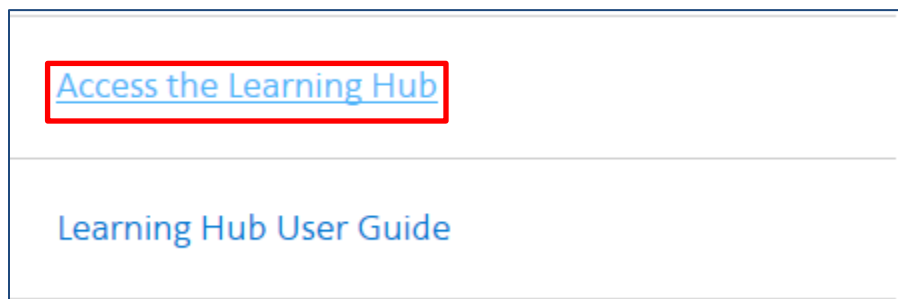
There are three ways to access WBT: via Jetnet or directly from the URL.

Jetnet Access

Step 1: After signing into Jetnet, go the *Resources* section (located on the top right section of your Jetnet homepage) and click the **Learning & Development** link.



Step 2: Click **Access the Learning Hub** link.



A new window opens, displaying the Learning Hub homepage.

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Flight Service Website

Step 1: Select the *Training* Link



Step 2: Select the *Learning Hub* link



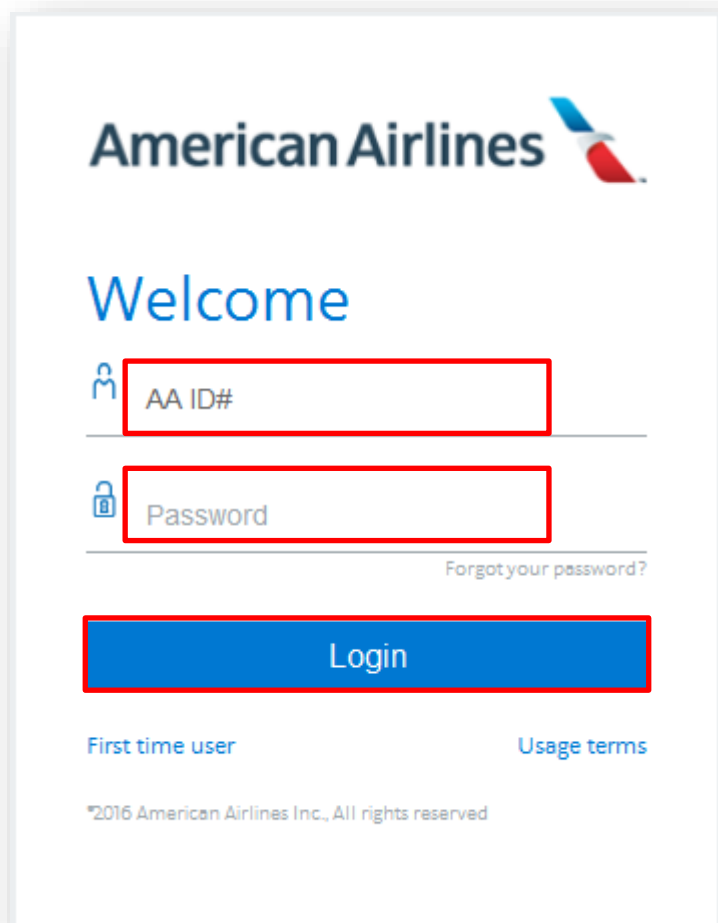
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URL Access

Step 1: Type the URL below into your browser Address bar.

lms.aa.com

Step 2: Enter your Jetnet/System Access Manager (SAM) **username** (AAID # box) and **password** (Password box) and then click **Login**.*



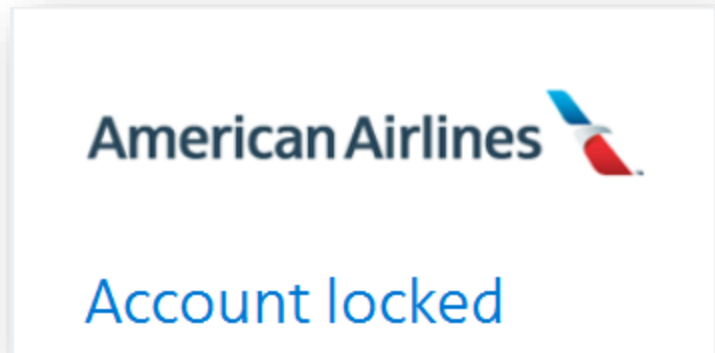
* If you are logging into *Learning Hub* for the first time, it may take about one minute to load the web page.

WARNING: If you enter an incorrect password, you have five remaining attempts before your account is disabled and you are locked out of the system. It is recommended that you change/reset your password prior to lockout.

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Account Lockout and Password Reset

If you are locked out of your account, go to **sam.aa.com** and click the **red Unlock** box.



It is recommended that you change your password after you unlock your account.

My Access

- [Change Password \(Your password expires on Tue Mar 01 2016\)](#)
- [Change Password Reset Questions/Answers](#)
- [Change Display Name](#)
- [Pending Approvals \(0\)](#)
- [Application Directory](#)

If you cannot unlock your account or your account is disabled, reset your password or contact the IT Help Desk for assistance.

Technical

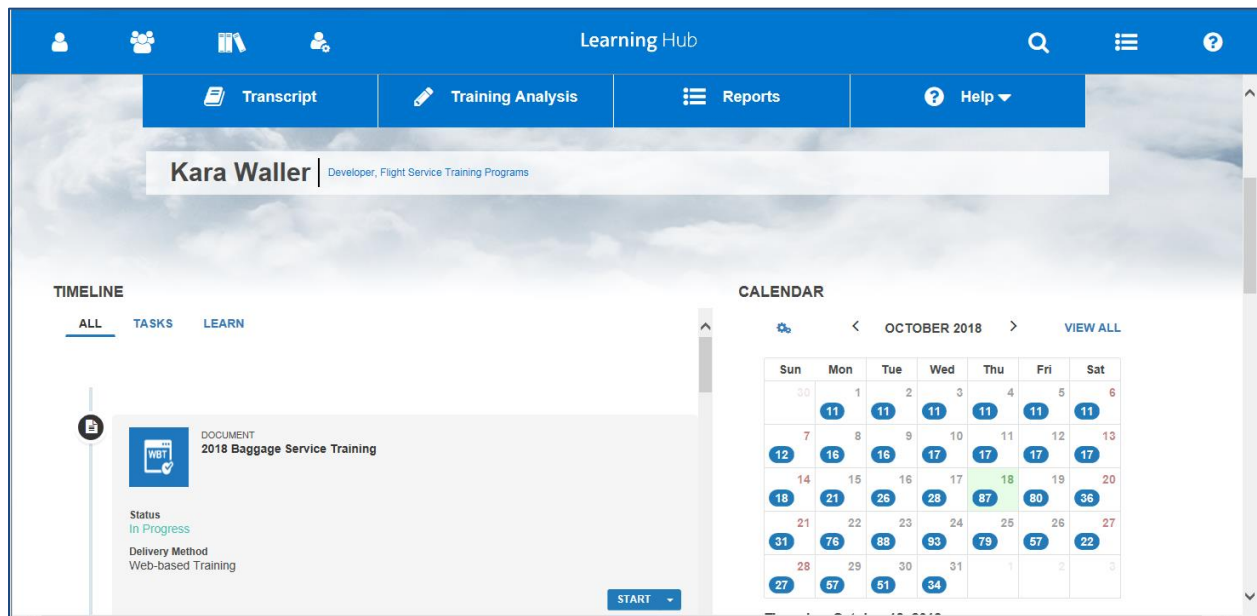
Support	Contact Information
Training Support Desk (Available 7 days a week)	(LAA) 800-VIP-CREW Press #6, 1 (LUS) 800-327-0117 Press 2, 5, 6, 1
IT Help Desk (Available 24/7)	866-523-5333

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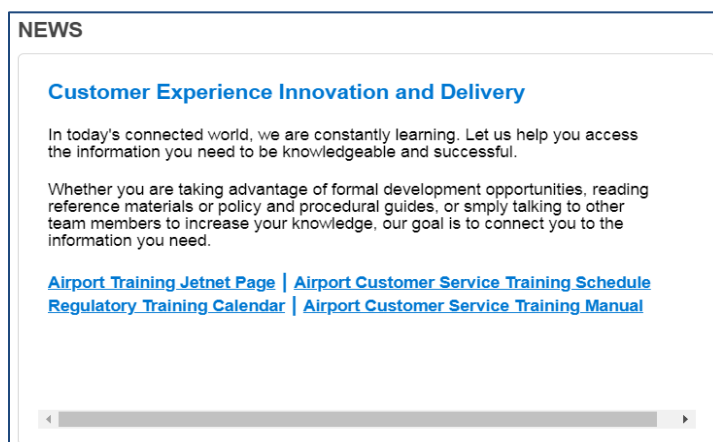
NAVIGATING LEARNING HUB

Home Page Features

There are several important areas on the Learning Hub home page: *News*, *Timeline*, *Transcript*, *Training Analysis* and *Calendar*.



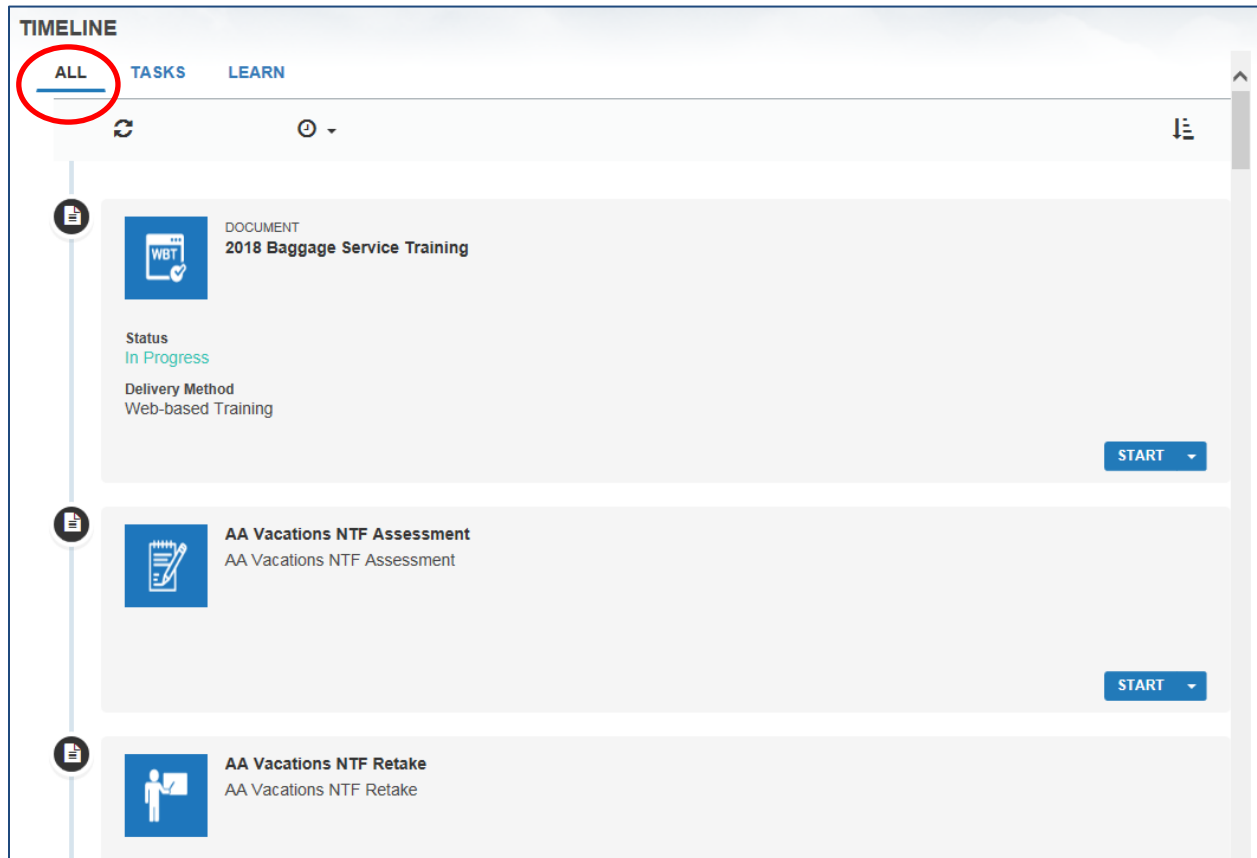
Prior to accessing a course/activity, review the *News* area for important information. Click any of the links to see weekly updated information.



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Timeline


Your TIMELINE displays all of your assigned and recommended training. There are three options to view courses. The preferred way to view your courses/activities is by selecting **ALL**. Use the scroll bar to view all activities within your TIMELINE. This area is formally known as your “To Do” list.



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Training Analysis

The *Training Analysis* area is a list of your required and recommended training. All upcoming training is located here. Use the View list to filter the activities you see.




<input type="checkbox"/>	Name ▲	Code	Priority	Assigned Date	Due Date	Last Completed Date	Expiration Date	Assignment Type	Assignment Status
<input type="checkbox"/>	START  WBT - Self Paced:Basic Data Security Awareness	TECH0450-2018	Mandatory	7/8/2018	9/30/2018	8/31/2018		Required	Attended
<input type="checkbox"/>	START  WBT - Self Paced:Business Ethics (2016.1.0) <small>Effective date for this version is 11/7/2016</small>	LEGL2020-2016-17	Mandatory	10/3/2018	10/31/2018	1/26/2017		Required	Attended
<input type="checkbox"/>	 Curriculum:Elevate Dont Escalate	PDEV3456	Mandatory	8/18/2017		12/4/2017		Required	Attended

You can Filter by or View courses/activities in Training Analysis in several ways. Use the drop-down arrows to select your preferred view.

- **Required and recommended:** Displays training Assignment Type
- **All assigned training:** Displays all training information
- **Assignment Status:** Attended, Assigned

Course Details

View the course details by clicking the title of the course.

<input type="checkbox"/>	Name ▲	Code	Priority	Assigned Date	Due Date	Last Completed Date	Expiration Date	Assignment Type	Assignment Status
<input type="checkbox"/>	START  WBT - Self Paced:Basic Data Security Awareness	TECH0450-2018	Mandatory	7/8/2018	9/30/2018	8/31/2018		Required	Attended
<input type="checkbox"/>	START  WBT - Self Paced:Business Ethics (2016.1.0) <small>Effective date for this version is 11/7/2016</small>	LEGL2020-2016-17	Mandatory	10/3/2018	10/31/2018	1/26/2017		Required	Attended
<input type="checkbox"/>	 Curriculum:Elevate Dont Escalate	PDEV3456	Mandatory	8/18/2017		12/4/2017		Required	Attended

To begin a course, simply click the blue START button.



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Transcript

Once you complete a module or curriculum, the activity disappears from your Timeline and *Training Analysis* and appears on your *Transcript* page. After completing each activity, always check your training transcripts to ensure you received credit for taking the course/activity. You can also view and print a certificate which verifies your completion.

To access your Training Transcripts:

Step 1: Click the **Transcript** button on the home page of *Learning Hub*, located in the middle of the screen above your name.



The Training Transcript page displays a list of completed courses with start date and completion date. Remember to check your Transcript after completing each activity to ensure you received credit for the activity.

Activity	Completion Date	Expiration Date	Score
WBT - Self Paced: 2017 Compliance Certification Code : LEGL1000-2017	10/4/2017		

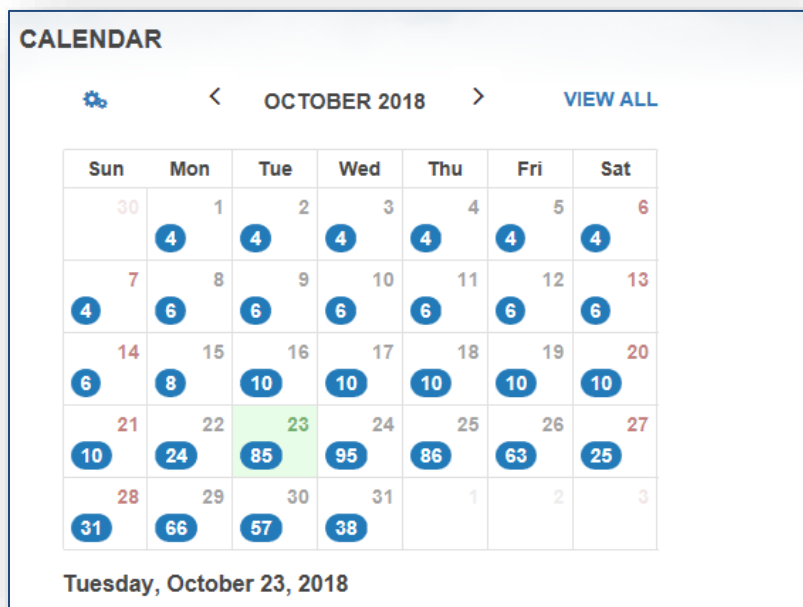
You can view a course you previously completed by clicking on the activity name and then clicking the **Start** button.

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When the course launches, click **Review** to review the course or **Restart** to take the course again. If you select Restart, it will show up on your Training Transcript list again.

Calendar

The new version of the Learnin Hub now includes a Calendar. The calendar highlights the start dates of your training activities to help you plan your days and future training. The blue circles represent training activities. Click a day on your calendar to view the name of your scheduled activity or activities.



Getting Started

Press **Ctrl + 0** to ensure your zoom is set to 100%. A zoom set higher than 100% may cut off information and answer choices that are necessary to complete the course/activity. Ensure the font size on your computer is set to 100%. This setting is found in your Control Panel for PC users.

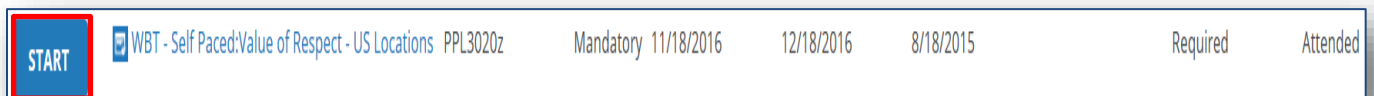
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Launching a Course/Activity

WBT may be a single (stand-alone) course/activity or curriculum (an activity that consists of multiple modules). Go to **Training Analysis** and use the *Start* button located to the left of each course to launch (open) the course. This is a change from the previous version of the Learning Hub.

Single Course

A single (stand-alone) course/activity is marked *WBT – Self Paced* and will have the *Start* button to the far left of the activity name. This is a change from the previous look of the Learning Hub. Be sure to look for the start button to begin any activities.



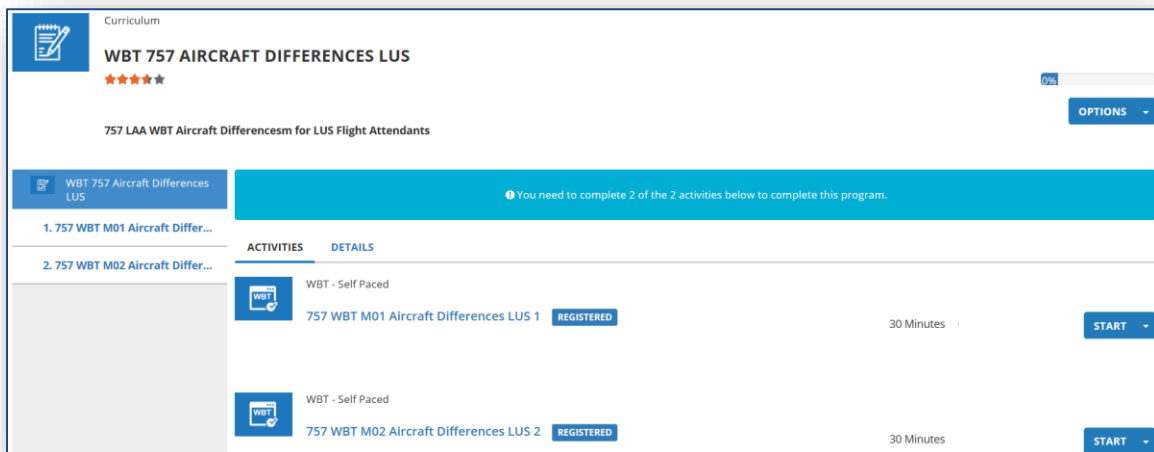
Curriculum

A curriculum is marked *Curriculum* and has a *Registered* status. Each module in the curriculum displays. To launch a module in a curriculum, click the **blue Start button** to the right of the activity's name.

NOTE: All modules that are part of a curriculum must be completed before the activity displays on your *Transcript* list. Complete all the modules in the curriculum and then check your *Transcript*.

Each module has a *Start* button on the far right. Once you complete the course, the *Start* button disappears.

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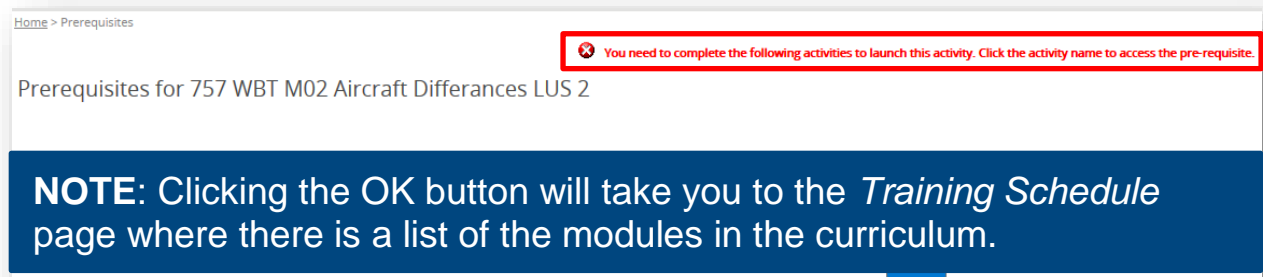


Prerequisites

Some activities have prerequisites, which mean the modules must be completed in a specific order.

If an activity has a prerequisite, you will receive the message, “You need to complete the following activities to launch this activity. Click the activity name to access the pre-requisite.”

Click the **course link**.



Click the **Start** button to launch the activity.



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If you know you should have assigned activities and your *Training Analysis* list is empty, contact the Training Support Desk.

Each assigned (mandatory) WBT activity must be completed whether it is a stand-alone module or curriculum. Activities that are voluntarily added by the user (through the search feature) are not considered mandatory.

Ensure you have reviewed the requirements for each course/activity to ensure you are meeting the prerequisite(s), if applicable.

NOTE: Activities may not be listed in the order in which they are required to be completed.

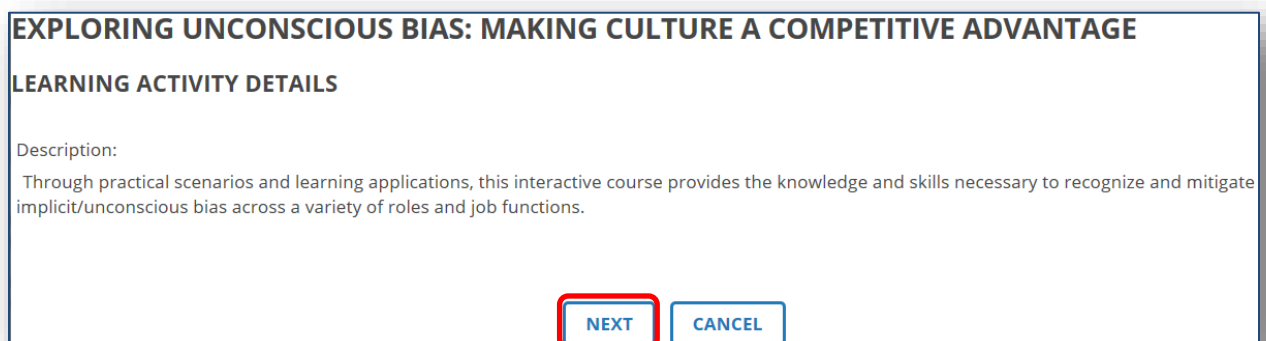
Launching the Course

Step 1: Click the **Start** button next to the desired course/activity.

NOTE: Make sure your pop-up blocker is disabled.



Step 2: Click the **Next** button.



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Viewing WBT

Once you launch the activity, the viewing window may need to be enlarged/resized. Press the **F11** key on the keyboard to display the activity in full screen.

MAC Users: Use the green button to enlarge the screen.

Enlarging/resizing the screen is important as some activities only show the upper left quadrant of the activity screen and are intended to be enlarged/resized in order to view the full screen.

Press the **F11** key again to return the computer screen to the original view with toolbars. Minimize the screen in order to exit the activity correctly.

MAC Users: Use the yellow button to minimize the screen.

Use caution when using the web browser Back Arrow icon. It may remove you from the activity, not record your progress and force log off, which requires you to log on to the system again and redo your work.

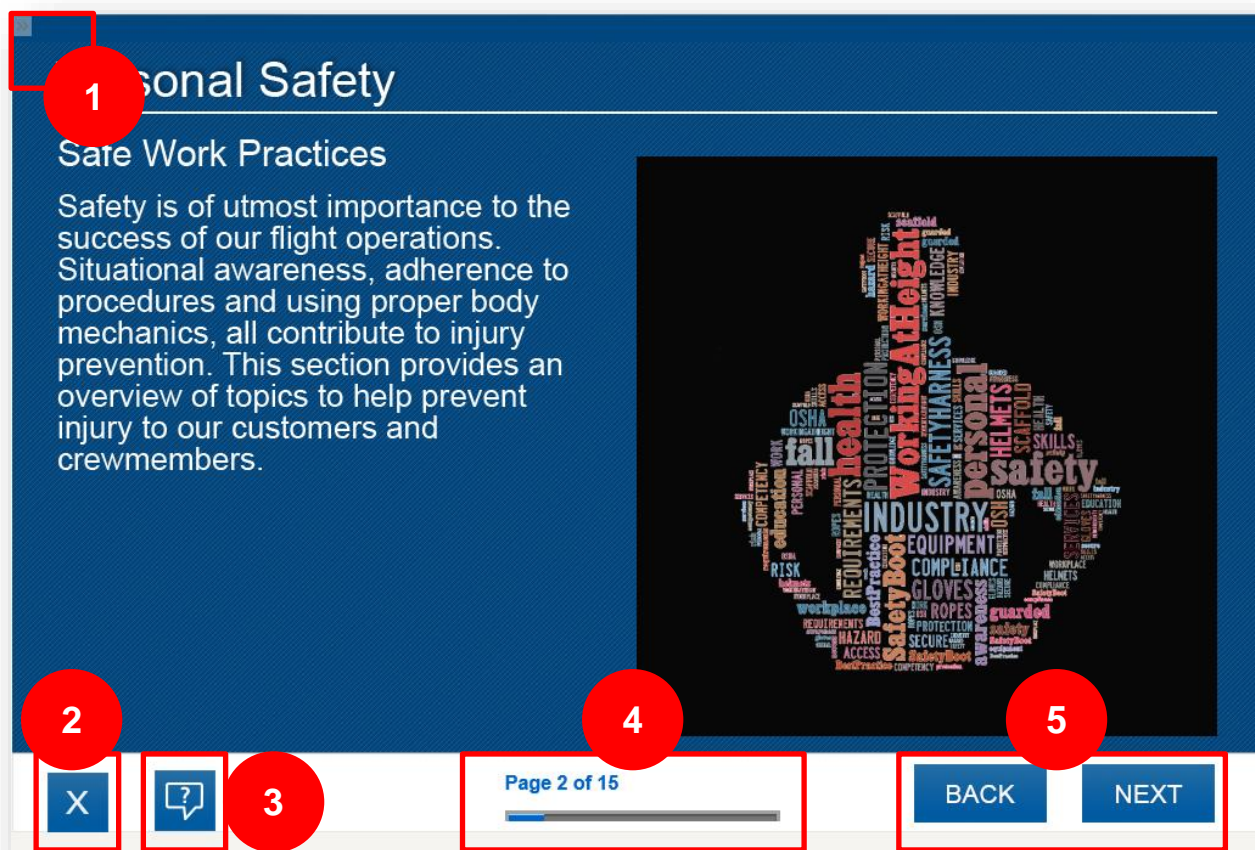
If there is a scroll bar on the right side of the screen and/or the bottom of the screen, press the **F11** key on the keyboard to enlarge the screen.

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ACTIVITY FEATURES

Although specific features of WBT may vary, there are several features consistent with most WBT.

1. **Table of Contents (TOC):** Use the TOC to navigate to chapters within the training you have already covered
2. **Exit Button:** Use this button to exit the course and ensure proper credit is received
3. **Help:** Allows you to send a message to WBT Email Support
4. **Progress Bar:** Tracks progress by displaying the page currently being worked on and the total number of pages for that course
5. **Left (Back)/Right (Forward) Arrows/Buttons:** Click the arrows/BACK and NEXT buttons to navigate within the activity



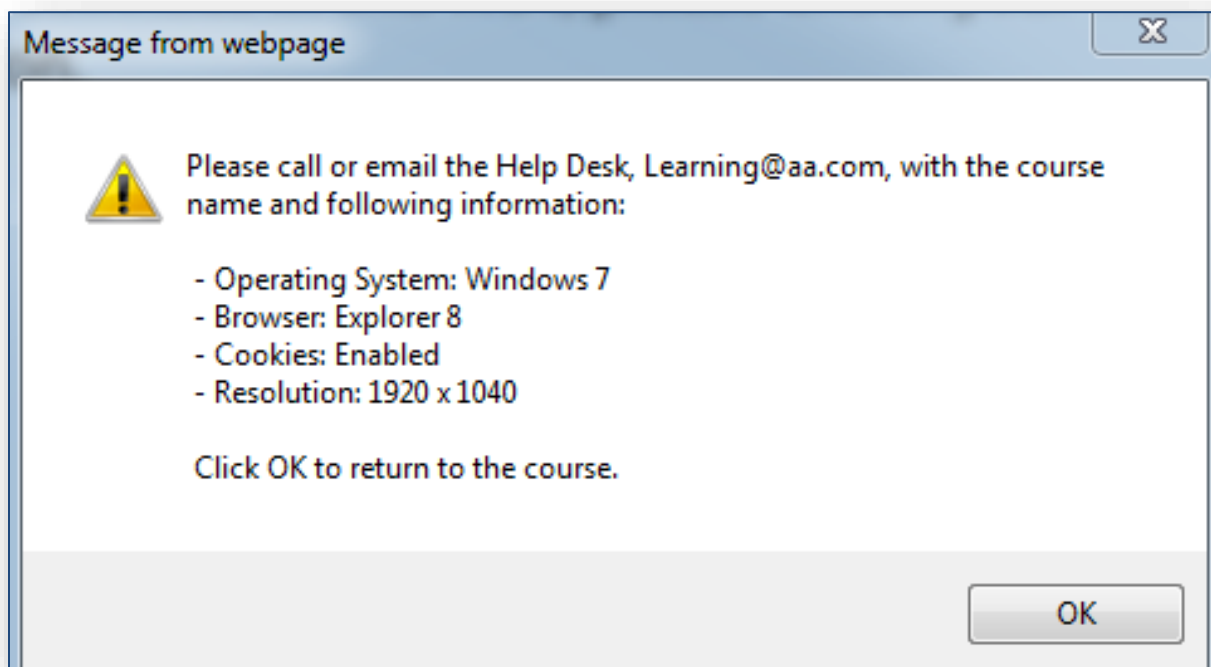
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Save & Exit Feature

Not all activities have a *Save & Exit* button. If an activity does have the *Save & Exit* button, click on the **Save & Exit** button each time you wish to exit an activity in order to save your work. If you do not use the *Save & Exit* button, your work will not be recorded.

Help Screen

Some WBT may have a *Help* button. The screen below appears when you click the *Help* button. Please contact the Help Desk and provide the required information.



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Course Format

Courses include a combination of content and question pages. Read each page of the activity and answer the question(s), if applicable.

Keep the following tips in mind when completing the WBT:

- Some pages are informational and do not have a question
- Some pages contain additional information that must be viewed before you can advance to the next page
- There may be more than one correct answer to a question
- When the question is answered correctly, you will receive correct feedback and may advance to the next slide
 - you must advance to the next slide (to record your answer) before backwards action is permitted
- If a question is answered incorrectly, you are not permitted to advance until the correct answer is selected
- To review a previous page, click on the left facing arrow or BACK button
- To advance to the next page, click on the right facing arrow or NEXT button

Question and Answer Formats

Knowledge assessment questions are presented in several different formats.

All question formats include on-screen directions on how to complete the question. Always read the directions on each screen before answering a question.

The following are three examples of knowledge assessment questions.

Multiple Answers: Click the box next to the correct answers and then click **Submit**. If you answer the question correctly, you will advance to the next page. If you answer the question incorrectly, you must try again until you get the correct answer.

»

Personal Safety

Safe Work Practices - Cart Safety

Select the answer(s) that best completes the following:

Which are appropriate Safe Body Mechanics to use when moving carts?

<input checked="" type="checkbox"/> Know your ability limits	<input checked="" type="checkbox"/> Use both hands / arms to move cart
<input type="checkbox"/> Don't rush	<input type="checkbox"/> Bend at knees
<input type="checkbox"/> Rush	<input type="checkbox"/> Minimize body twisting
<input type="checkbox"/> Face cart when moving	<input type="checkbox"/> Put back to cart when moving

»

Aircraft Familiarization

Knowledge Check #1

Select the answer(s) that best completes the following:

How many configurations of the 757 aircraft are in the legacy American Airlines fleet?

☐ 4

☐ 2


☒ 1

☐ 3

CLEAR

SUBMIT

X



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BACK

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Click/Tap and Drop: This type of activity has a click/tap target and a drop target. To complete this activity, click/tap on the click/tap target (correct answer). It will automatically be moved to the drop target position. Repeat this process until you place all the correct items.

The screenshot shows a digital interface for an S80 MCE (16 FC/124 MC) aircraft. At the top, the title "S80 MCE (16 FC/124 MC)" is displayed. Below it, instructions read: "Tap or click on the emergency equipment to the correct locations in the S80 MCE (16 FC/124 MC) aircraft." Four emergency equipment items are shown in a row: an oxygen cylinder (labeled O2WA), an AED (labeled AED), a first aid kit (labeled IMK), and a fire extinguisher (labeled GNG). A red circle with the word "Tap" is positioned over the oxygen cylinder. Below the equipment is a detailed floor plan of the aircraft cabin. A red circle with the word "Drop" is positioned over a storage space in the forward entry area, which is labeled "FWD Entry Area Storage Space (1st LH Side OHB FC on Former TW Aircraft)". The floor plan also shows other sections like "Last RH Side OHB MC" and various cabin areas labeled G1, G2, E, F, G4, G5, G6, A, B, C, D, and L. At the bottom of the interface, there is a navigation bar with a close button (X), a help button (?), a progress indicator showing "Page 2 of 12", and a "Back" button.

Once all items have been placed, the *Next* button appears. Click the **Next** button to advance to the next page.

Exiting an Activity

Depending on the course, you may be required to exit in one of three ways to receive credit for the course. Look for specific instructions regarding which exit method to use.

Save and Exit

Complete a few pages at a time or the entire activity. Periodically click on *Save & Exit* to save your work. Not utilizing this feature may cause you to restart an activity at the beginning.

Resetting the course to a certain page is not an option in *Learning Hub*, therefore, the *Save & Exit* feature used in conjunction with a strong internet signal and minimum download speed is important to ensure your work is saved properly.

The *Save & Exit* feature's appearance and location is different in each activity, however, the functionality is the same in any activity. When *Save & Exit* is clicked, a dialog box may/may not display. The options in the dialog box vary among activities and whether the activity is incomplete or completed.

To save your progress as you proceed through an activity (if the activity is **not** complete), save and exit properly by completing the following steps:

1. Click **Save & Exit**; allow the next page to display
2. Click on **OK** to return to your home page to access your *Timeline* or sign out

When you complete an activity, save and exit properly by completing the following steps:

1. Click **Save & Exit**; allow the dialog box to display
2. Select **Close** to exit properly
3. Select **Launch**, if you want to redo the activity; allow the next page to appear and click **OK**.

Other Exit Methods

Click the **Exit/X** button.



Click your **browser's X** button.



Exiting Learning Hub

To exit *Learning Hub*, log out by clicking on the **Self** icon (located in the upper left corner of the page); click **SIGNOUT**. Sign out only after you properly exit the module.

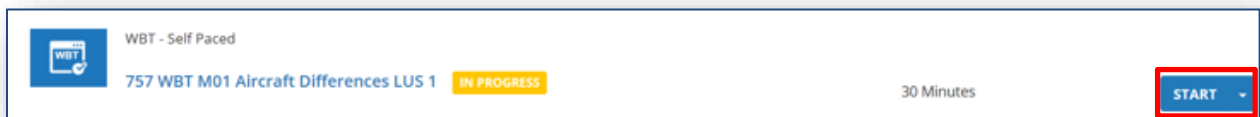


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Returning to an Activity

Log into *Learning Hub* and navigate to your *Training Analysis* list. You can re-enter an activity you opened but did not complete or an activity you did complete.

Stand-alone activities you started but did not complete show in Training Analysis as an *In Progress* status. To re-enter the activity, click the **Start** button to the right of the activity.



If you previously launched a curriculum, which has *Registered*, the modules in the activity auto display. As mentioned earlier in this guidebook, modules you complete within a curriculum will not have a *Start* button next to them. Modules that still need to be completed have *Start* buttons. Click the **Start** button and complete the remaining modules.

NOTE: You can also go to the *Training Analysis* list and click the Start button, if you want to re-enter the last course you launched.

Review or restart completed activities by going to the *Training Transcript* page. Refer to the *Training Transcript* section of this guidebook for instructions on accessing this page.

ASSESSMENTS (QUIZ/EVALUATION)

If an activity contains an assessment, you must complete all activities associated with the course before accessing the assessment (quiz/evaluation).

Attempting to access the assessment prior to course completion results in either an *ERROR* or *Prerequisites has not been met* message.

Read ALL instructions on the opening page of an assessment because instructions vary based on each activity. Be sure to use a supported browser to access an assessment. Using an unsupported browser may not record your completion and you may have to re-take the assessment.

Special considerations

Keep the following special considerations in mind when completing an assessment:

General

- Once you begin the assessment, complete it in one session
- Assessments disappear from the *Timeline* once successfully completed and show up on the *Training Transcript* page

Assessment Pool Questions

Many assessments are made up of questions that are randomly drawn from a *pool* of questions.

- Once a question is answered, the page automatically advances to the next question. To return to a question, click on the question number in the carousel.
- Exiting an assessment prior to completion results in a new assessment generated upon re-entry until the assessment is completed successfully
- Upon answering the final question, a *Finish* button appears near the bottom middle of the screen. If the *Finish* button does not appear, check to see if all questions are answered.
- Click on the **Finish** button to score and record the assessment

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- Review missed questions PRIOR to exiting the assessment (whether pass or fail) by clicking on the numbers in red (indicates a missed question) through the carousel located at the bottom middle portion of the page
- Some assessments may be taken as many times as necessary to achieve a passing score (designated on the opening page of the assessment)
- Once exiting an assessment, incorrect answers are no longer accessible for review
- If a course requires you to retake an assessment (until passed), a new, random draw of questions generates

NOTE: Only use a supported browser when completing assessments. Completion of an assessment will not be recorded if you use an unsupported browser. You will have to re-take the assessment.

COURSE SPECIFICS

CQ 18-19 WBT

CQ 18-19 WBT is a curriculum (an activity comprised of multiple modules), which must be completed prior to attending the classroom portion of CQ 18-19 training.

Begin with the Introduction and IFM/FA Tablet modules and then complete the remaining modules. Based on your fleet qualifications, you will have additional modules to complete.

Requalification Training (RQT) – While You Were Away

RQT is a curriculum comprised of two activities, a two-part WBT *While You Were Away* refresher activity and an *RQT* evaluation. The refresher activity must be completed before the evaluation.

This course must be completed prior to attending Continuing Qualification (CQ) training as follows:

- Must be completed prior to attending CQ classroom training
-

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- Access via *Learning Hub* on your *Timeline*
- Refer to *Launching a Course/Activity* section of this guidebook

FAQ

What is my username and password for *Learning Hub*?

Use your Jetnet username and password to access *Learning Hub* from learninghub.aa.com. If you access *Learning Hub* directly from Jetnet, you do not need to enter your username and password again.

Why does my WBT keep crashing on my iPad?

There are several reasons why your iPad may be crashing:

1. You may need to place your iPad in *Locked Landscape* view. See the *Locked Landscape View* section of this guidebook for instructions
2. You may need to clear your cache. See the *Cache Clearing* section of this guidebook for instructions.
3. Your internet connectivity may be poor, weak and/or inconsistent. Check your internet connectivity. You may need to switch to an internet connection that has a strong, consistent signal.
4. Make sure your iPad does not have a lot of games installed. These games use up the memory on your device and reduce the amount of memory necessary to run the WBT.

Why does my iPad crash each time I try to expand the picture?

Although you may access WBTs with an iPad, it has some limitations. Expanding the picture causes the iPad to lose connection with the server and kicks you out of the system. This causes your progress to be lost.

What should I do when I get a box asking if I want to allow for “pop-up blockers”?

Select **Allow**, so that you can view the course.

I can't see anything on my *Timeline*. How do I make it appear again?

Contact your Training Support.

I just finished a module and it disappeared from my *Timeline*. Where is it?

Once you complete a module/activity, it disappears from your *Timeline*. You can view the module/activity again by going to *Transcript* in *Learning Hub*. See the *Transcript* section of this guidebook.

Why does the video not play?

There are several reasons that may cause the video to not play:

- Your internet connectivity has a weak signal or is inconsistent. Ensure your internet connection is strong and consistent.
- You may need to clear your cache and enable cookies. See the *Cache Clearing* section of this guidebook for instructions.

When accessing WBT from a personal device, why does the video only play halfway through and then stop?

You may not have enough download speed to support the video. Go to www.speedtest.net to test your download speed. You must have 1.5 or greater to support viewing the video.

I was halfway through an activity using a personal device (connected via wireless service), when the device crashed and I lost all my progress. Why did that happen?

A weak internal signal can cause your device to lose contact with *Learning Hub*, which may cause your progress data to be lost for that activity. Ensure you have a strong, consistent internet signal strength. Do NOT use GoGo to access your WBT.

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I exited the course using the *X* button (located in the upper right corner of the screen). When I went back in, none of my work was saved, why not?

Be sure you exit an activity properly (based on specific instructions in the WBT). Use the *Save & Exit* (if applicable) feature periodically to save your progress.

Why do I get an error message when I try to access the assessment?

An *error* message is usually generated when you attempt to access an assessment (quiz/evaluation) and have not completed all the course prerequisites, such as AC chapters, videos, sections, etc.

The assessment is next on my *Timeline* but it won't let me in, why not?

Items on the *Timeline* (that are not bundled together) appear in alphabetical order versus course prerequisite order. Refer to *Course Specifics* section of this guidebook to see if a course must be completed in a particular order.

I completed an activity and it is no longer on my *Timeline*, why is it gone?

Once an activity is completed successfully, it disappears from your *Timeline*. Click the *Transcript* button to view the course again. See the *Transcript* section of this guidebook for instructions.

I'm using Internet Explorer (IE) and it seems to be messing up my WBT. Why does the course look funny?

Ensure Compatibility View is turned off/disabled on your browser. Refer to the *Compatibility View Settings* and *Operating System and Web Browser Requirements* sections of this guide for instructions.

How do I to put my computer into compatibility mode?

Refer to the *Compatibility View Settings* section of this guidebook. If you are still having trouble, contact the IT Help Desk.