



SOTrain

SUPERVISOR AND OPERATOR TRAINING PROGRAM

User Guide

SOTrain User Guide



Queensland University of Technology



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STRUCTURE OF THE SOTRAIN TRAINING PLATFORM

STRUCTURE

To gain access to the SOTrain training platform you need to be registered within QUT. This gives you access to the Blackboard training platform that is used to deliver the SOTrain training package to the sugar industry. Both the on line and printable content are held within the Blackboard system within QUT.

QUT LOGIN

You will be given a QUT username and password that allows you access to the necessary areas within the QUT computer system. This is the only username and password required to access the SOTrain training package.

BLACKBOARD

Blackboard is a training platform used within QUT to deliver on line course content to its students. It is used to host the SOTrain training package.

SETTING UP LOGIN DETAILS

BACKGROUND REQUIRED TO SET UP A USER ACCOUNT

DETAILS REQUIRED BY QUT

When your company SOTrain administrator (referred to as the Site Coordinator) sends details to QUT to set up a SOTrain account, some details are required to set up password recovery options within the QUT login system so that the password can be automatically retrieved in the event you forget it. These details include: title, first name, surname, gender, date of birth, email address and mobile phone number. The first name, last name and date of birth are used to verify the user's identity and the email address and mobile phone number are the means by which the password can be passed back to the user.

THE BIRTH DATE AND MOBILE PHONE NUMBER AND/OR EMAIL ADDRESS OF EACH USER IS ESSENTIAL TO ALLOW FOR THE PASSWORD TO BE SETUP SO THAT IT CAN ONLY BE RETRIEVED BY THAT USER.

After your username and password have been set up you will receive an email similar to the email in Figure 1.

Hello xxxxxx,

Your QUT Visitor account (for SO Train access) has been successfully set up and is valid from 24th July 2015 until 24th July 2016. Your QUT Username is **yyyyyy**.

Please check the details below for errors.

```
TITLE.....: MR
FIRST_NAME.....: xxxxxx
SURNAME.....: xxxxxx
BIRTH_DATE.....: xx-Sep-xxxx
ACCOUNT_ID.....: xxxxxx
ACCESSNAME.....: xxxxxx
EMAIL.....:
START_DATE.....: 24-Jul-2015
END_DATE.....: 24-Aug-2016
CLEVEL.....: 1290260
ORG_UNIT.....: Centre for Tropical Crops & Biocommodities
```

Could you please follow the steps below in order to recover your QUT password via Email or SMS:-

1. Go to <https://access.qut.edu.au/selfservice/password/recover>
2. Enter your QUT username
3. Click SMS or Email verification
4. Follow the prompts to reset the password

A video guide is also available for Password Recovery:

<https://www.ithelpdesk.qut.edu.au/pages/guides/displayguide.jsp?ID=47>

or

<https://ithelp.qut.edu.au/portal/app/portlets/results/viewsolution.jsp?solutionid=040921523204379&interface=public>

Once you have completed this process, you will have access to QUT's Blackboard which contains SOTrain modules

<https://blackboard.qut.edu.au/>

Figure 1 Email from QUT after your account has been created

Click on the link in step 1 shown in Figure 1 to follow the steps to set up password recovery. This will allow you to set a password and setup the details that will allow you to regain access to your account in the future if you have forgotten your password. When the link is clicked it should take you to a website similar to that shown in Figure 2.

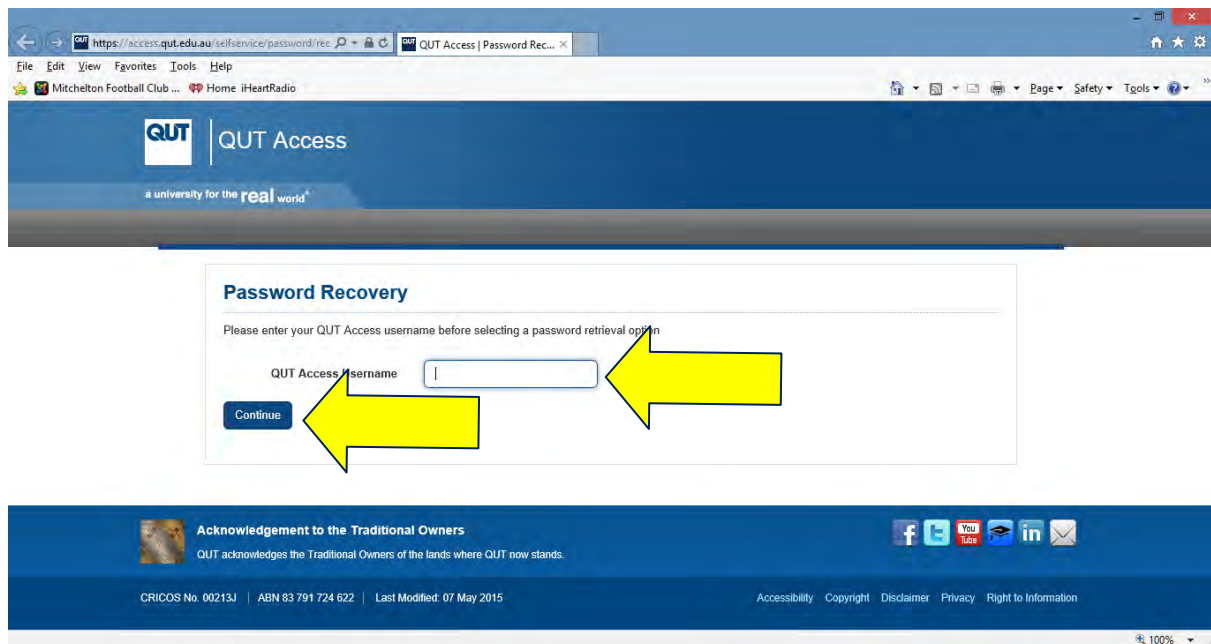


Figure 2 Start page of setting your password recovery options

Enter the QUT Access Username supplied in your email and then press continue. The page shown in Figure 3 will replace the entry screen.

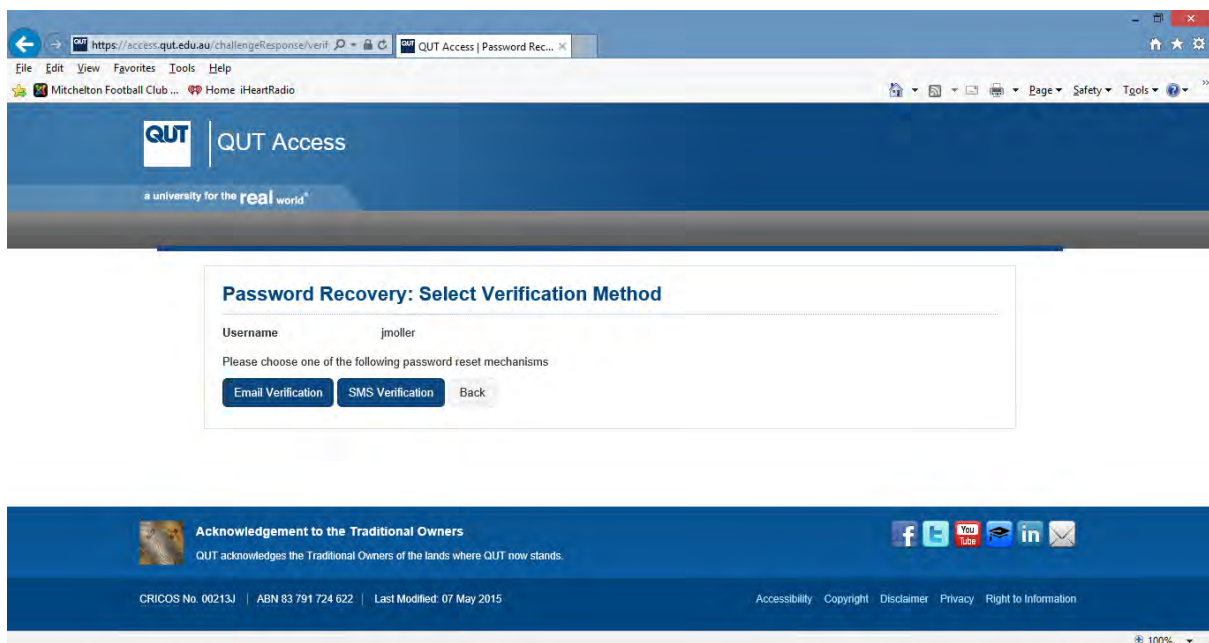


Figure 3 Password recovery – Select verification method

There are two methods to recover your password. For the email verification an email will be sent to the email address initially supplied to QUT when your account was setup. For the SMS verification a SMS will be sent to the phone number given to QUT for the initial account setup. If SMS verification is chosen the screen will look like Figure 4.

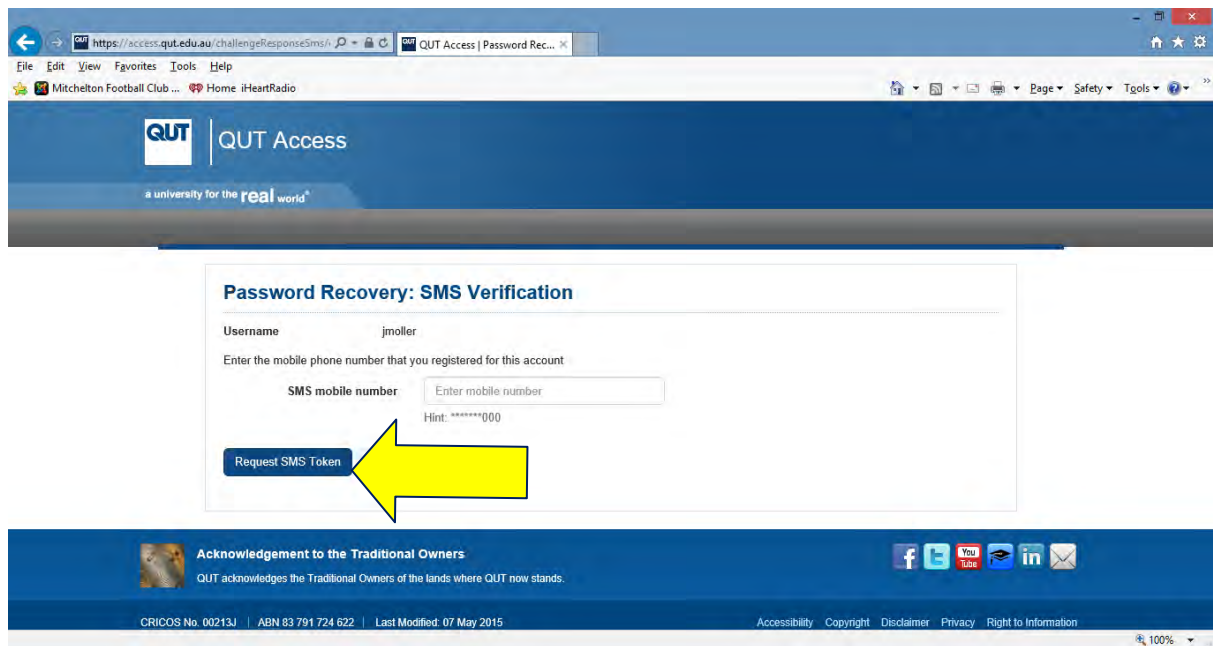


Figure 4 SMS password recovery option

The phone number initially supplied to QUT when registering is entered triggering a SMS to be sent to that number. A screen as shown in Figure 5 follows.

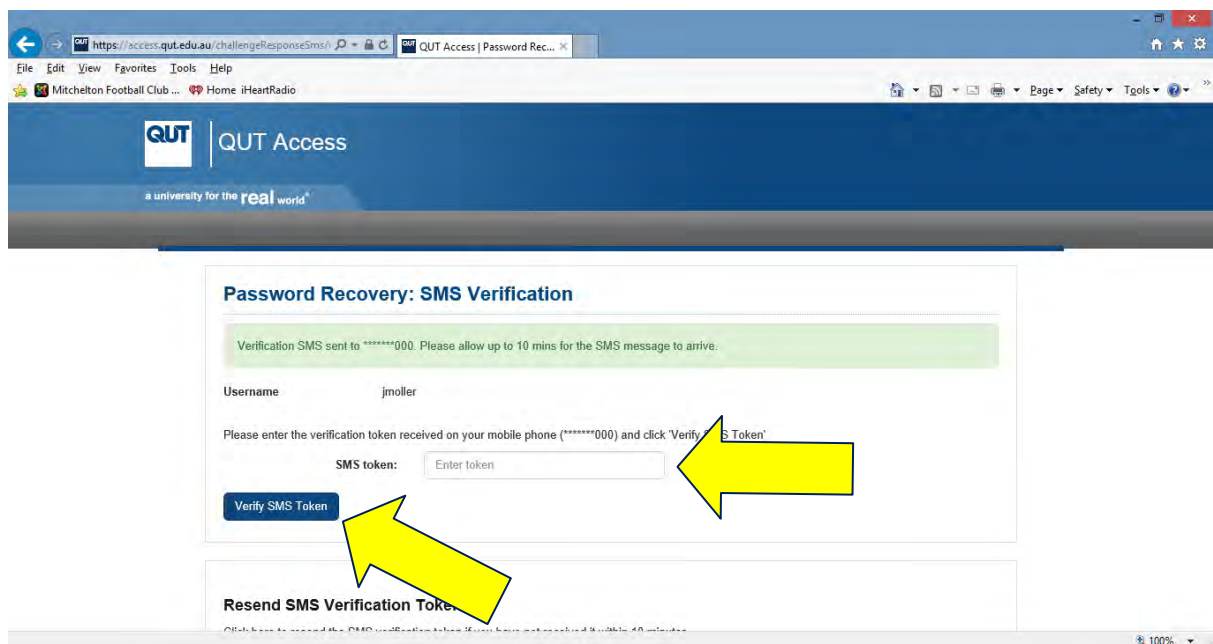


Figure 5 SMS password recovery option – after the phone number is entered

In the box “SMS token” enter the number code given in the SMS (it is usually comprised of 6 numbers). Then click the box “Verify SMS token” using the mouse. At this point it will ask you to change your password using a screen similar the one shown in Figure 6. Although this is asking to “change” your password, at this stage of the process it is really asking you to create your first password for the QUT login.

The same system is used in the future if you forget your password and are asked to enter a new password.

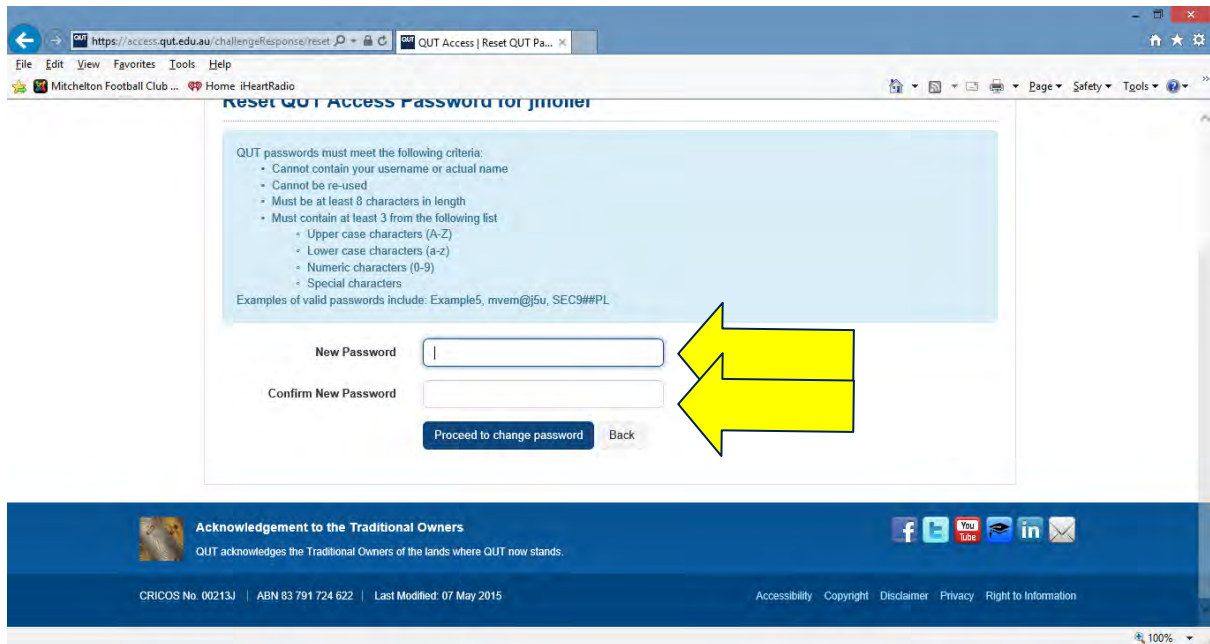


Figure 6 Entry of your selected password. Note the requirements for a valid password.

After entering a password that satisfies the criteria it will look similar to Figure 7.

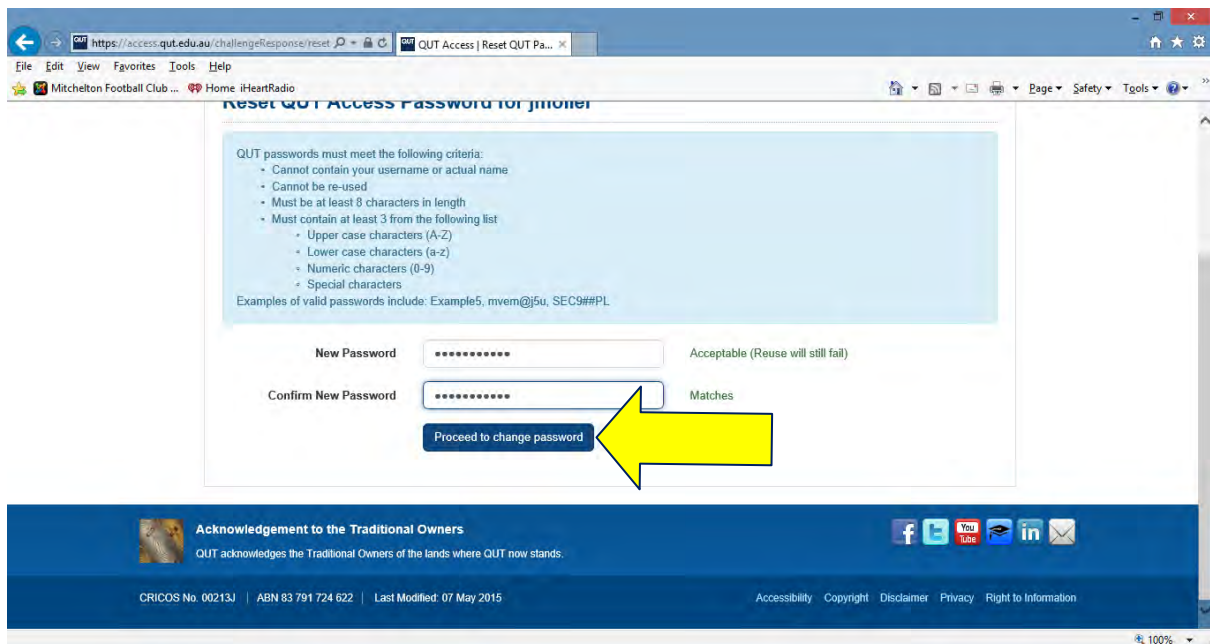


Figure 7 User password entered

After clicking on the “Proceed to change password” button, a list of terms and conditions appears as shown in Figure 8.

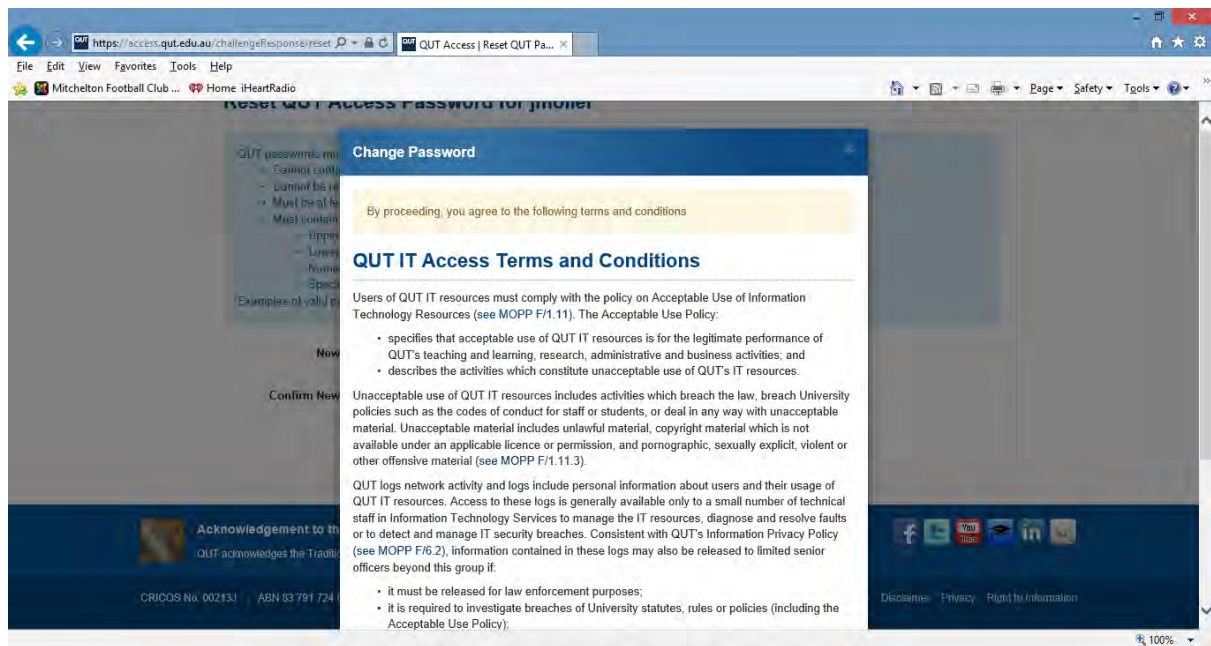


Figure 8 QUT IT access terms and conditions

Use the mouse to scroll to the bottom of the terms and conditions and click “I agree – change password” as shown in Figure 9.

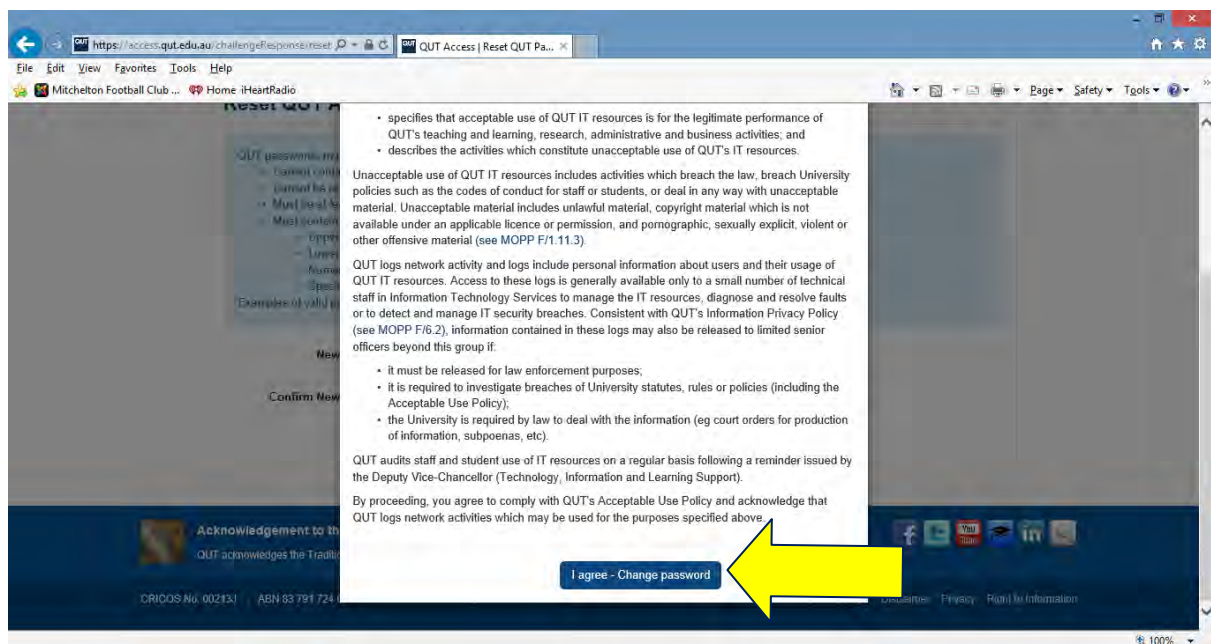


Figure 9 QUT Access terms and conditions “I agree – change password” button after scrolling down

At this point you are able to change your password recovery details to a different phone number, a different email address, or answer some questions that will allow you to recover your password in the future by answering some questions. The screen will look like Figure 10.

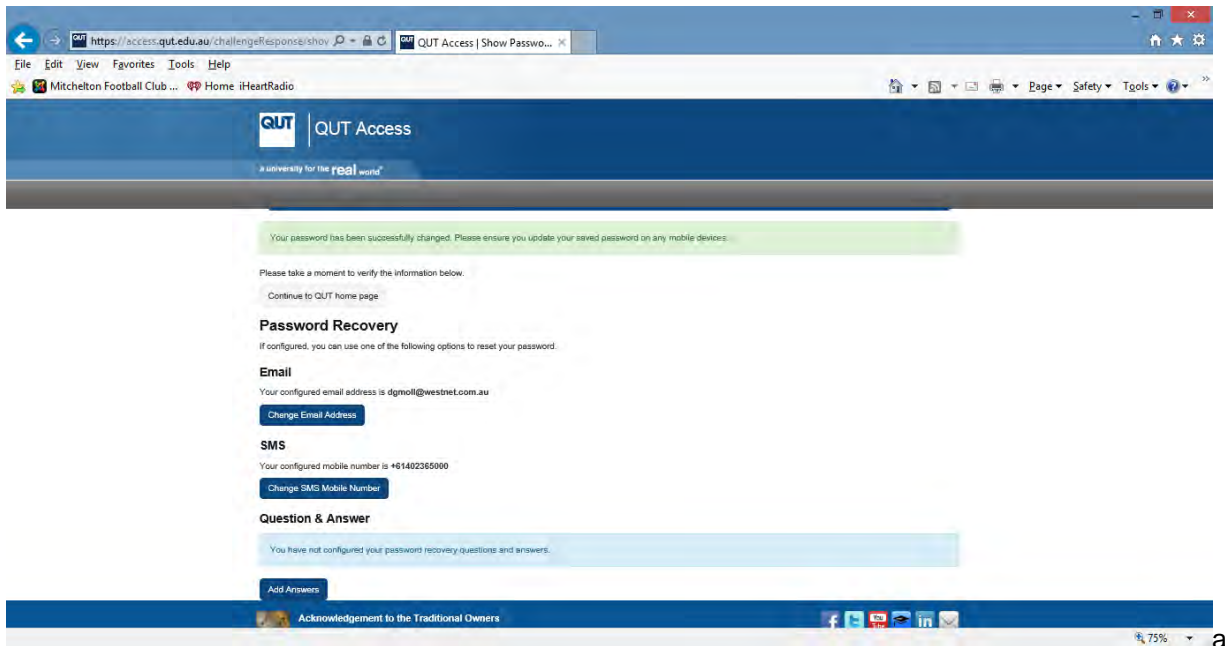


Figure 10 Password recovery options

When you press the “Add answers” button a list of questions will be shown to which you have to add answers that you will remember. Examples of the types of questions can be seen in Figure 11

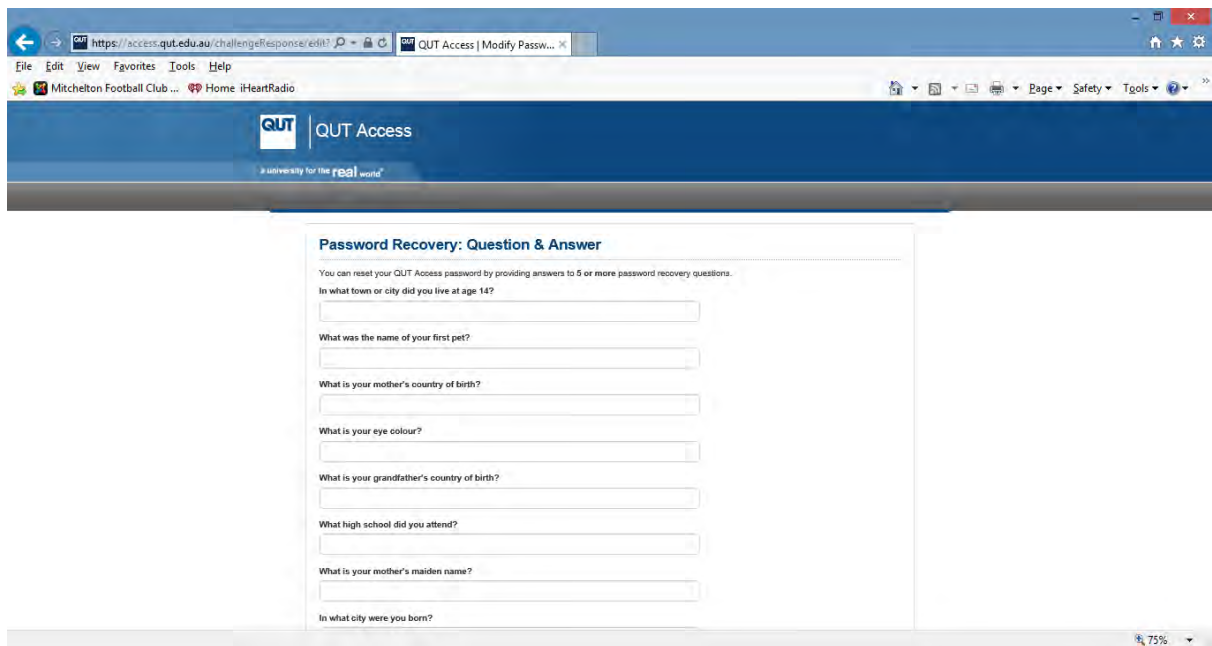


Figure 11 Password recovery question examples

If the email option is selected instead of the SMS token option, a similar process is followed to get to the initial password entry (see Figure 12) with a link sent in an email that can then be used to get to the same screen as Figure 6.

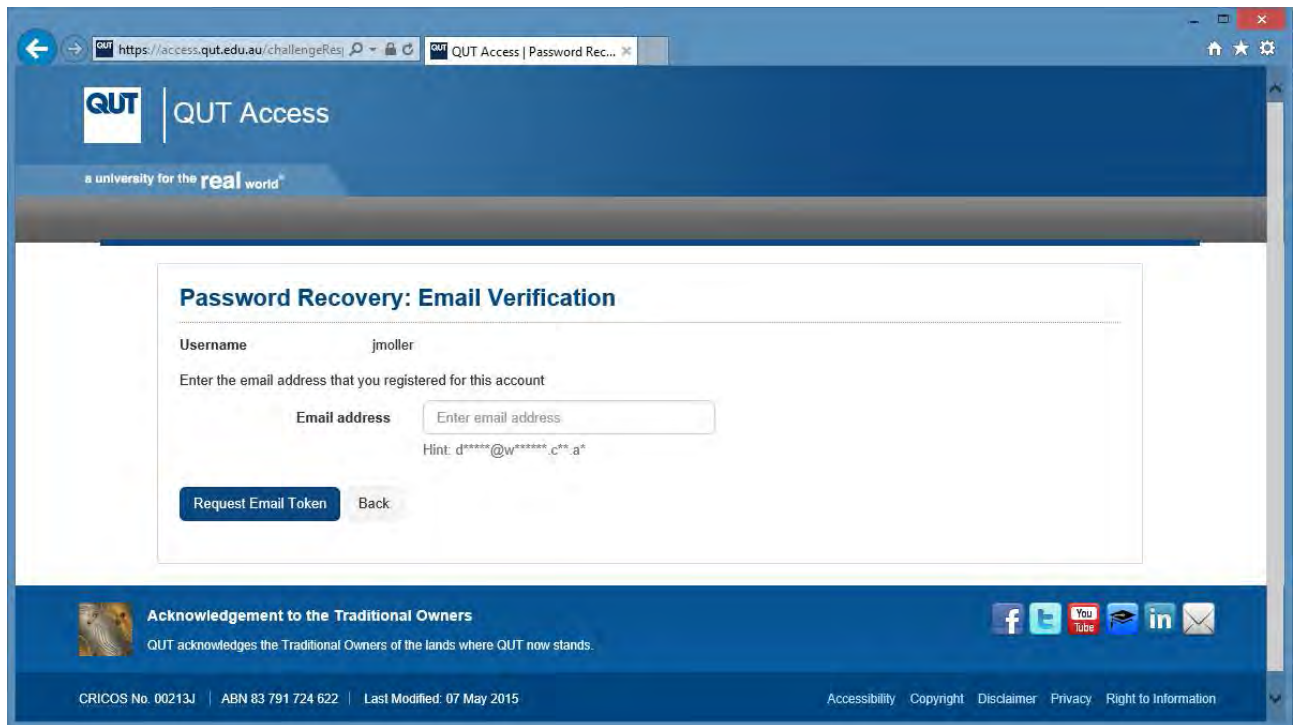


Figure 12 Email password recovery option

After the QUT password has been set you can then login to QUT Blackboard to gain access to SOTrain.

<https://blackboard.qut.edu.au>.

USERNAME RECOVERY

If you forget your username please check your initial email from QUT with your username details included or contact your company's SOTrain Site Coordinator

LOGGING IN TO BLACKBOARD

QUT BLACKBOARD

QUT Blackboard is the area within the QUT system that hosts the SOTrain training package. Once your QUT username and password are set you can login directly to QUT Blackboard through the internet.

LOGGING INTO QUT BLACKBOARD

You can use an internet search for “QUT blackboard” as shown in Figure 13. The address as shown in the first returned search result is the correct address.

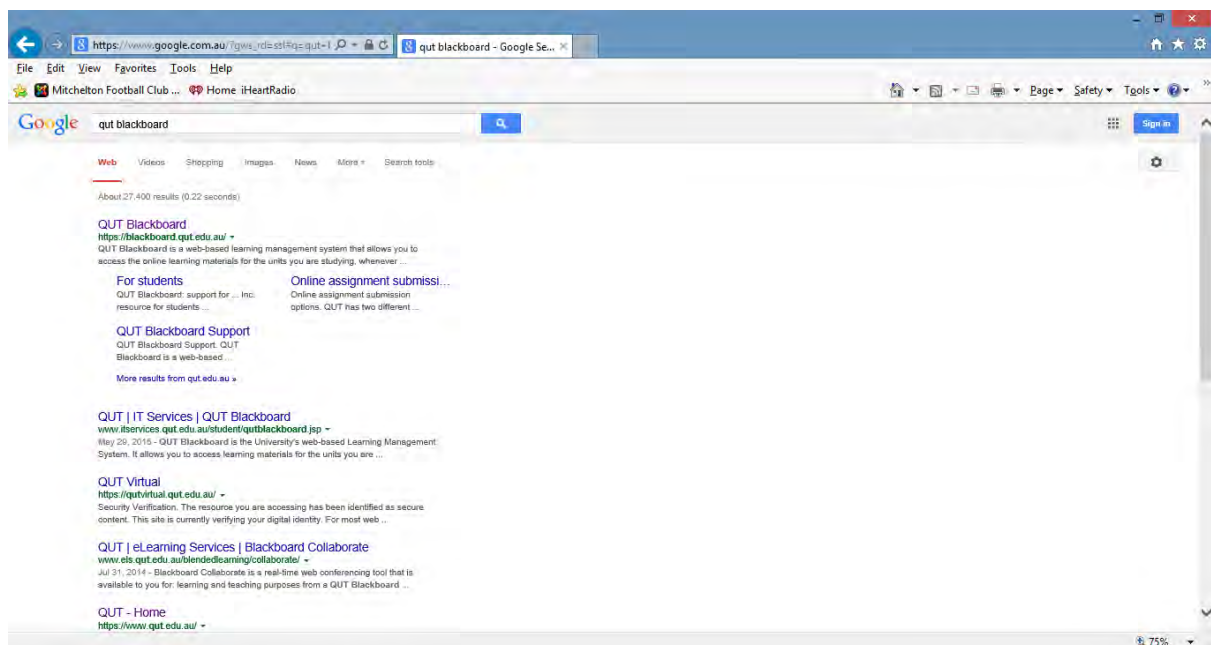


Figure 13 Google search for “QUT blackboard”

Or alternatively you can use the following link address:

<https://blackboard.qut.edu.au/>

Either of these two methods will take you to a login screen that will look similar to the screenshot shown in Figure 14.

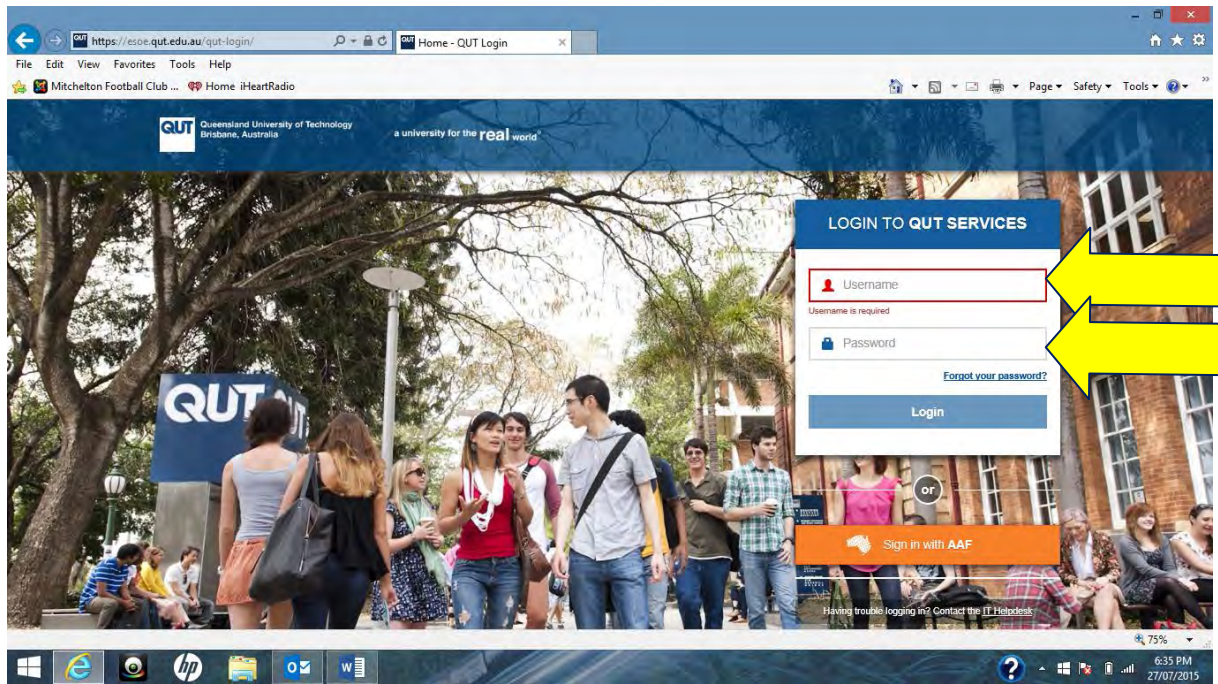


Figure 14 General QUT login that appears after entering the <https://blackboard.qut.edu.au/> address
After entering your QUT login details you will be then directed to the QUT blackboard page as shown in Figure 15.

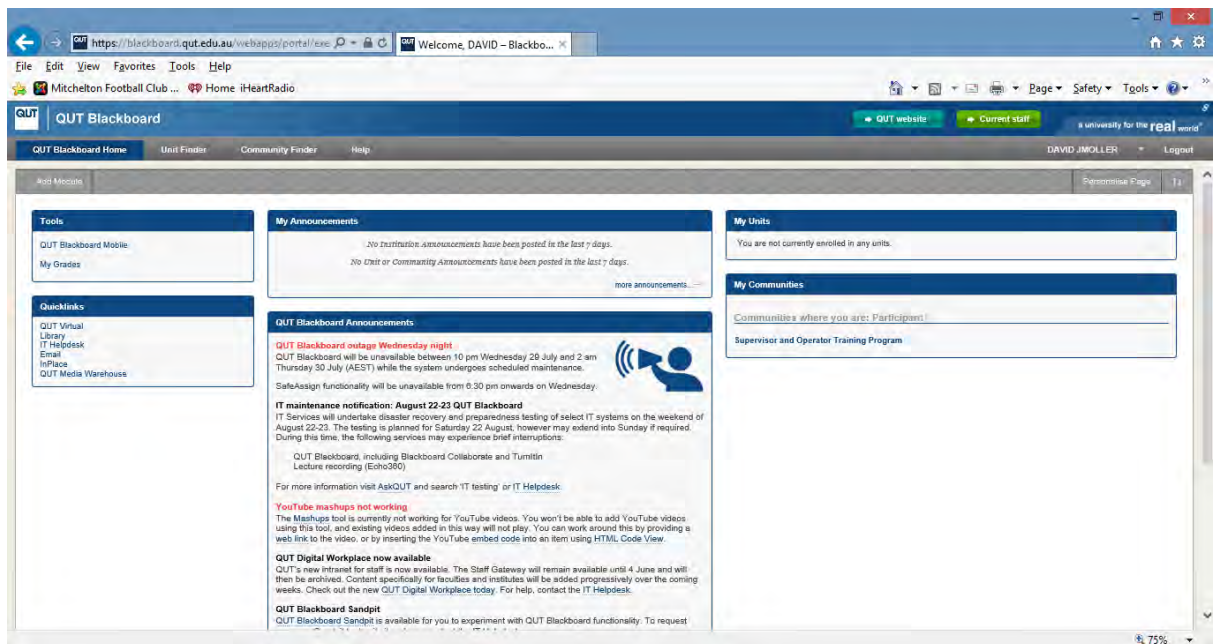


Figure 15 QUT BlackBoard home page for a SOTrain user.

Comment: If Blackboard is setup correctly, there should also be an ‘Supervisor and Operator Training Programs’ item in the menu bar above as seen in Figure 16.

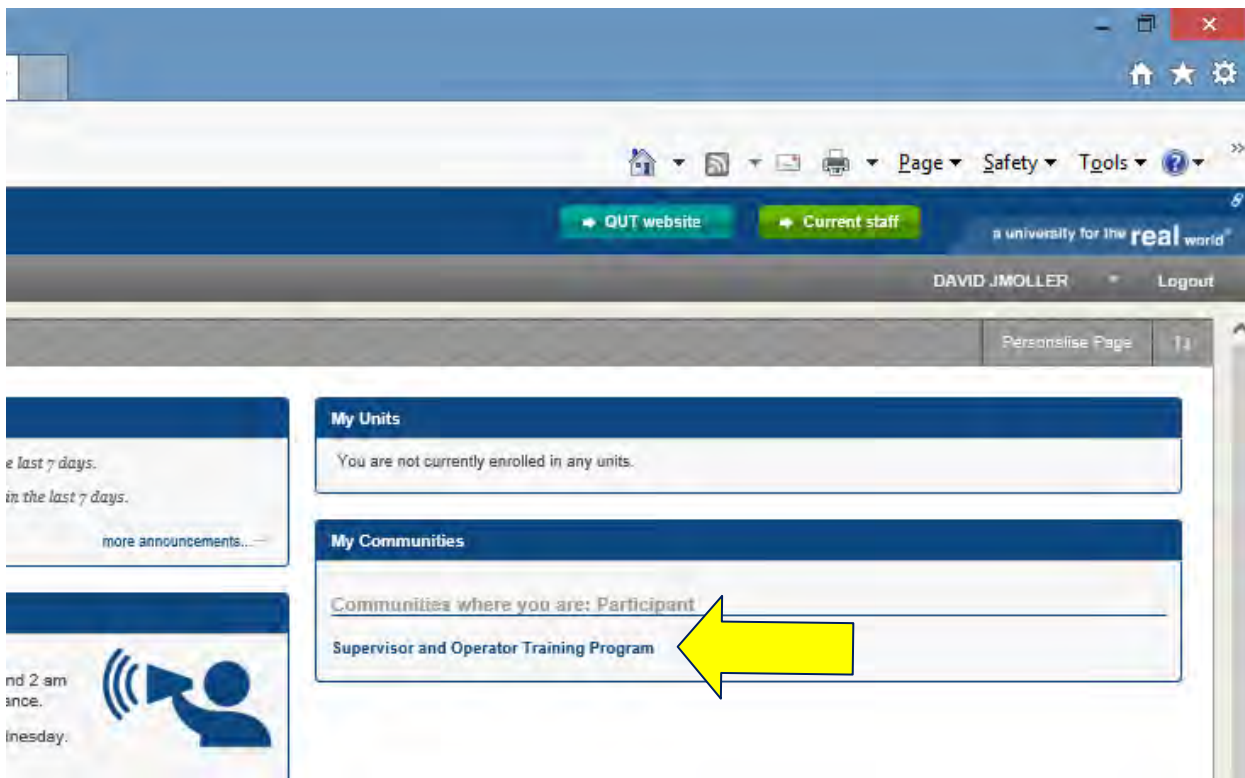


Figure 16 Supervisor and Operator Training Programs access

USING BLACKBOARD TO ACCESS SOTRAIN

USING QUT BLACKBOARD

QUT Blackboard is the “program” in which SOTrain is located. The user sees Blackboard as a series of webpages. Users of Blackboard may be enrolled in a number of units (subjects) and communities. SOTrain is located under the “My Communities” tab on the right hand side of the Blackboard home page as shown in Figure 16 with the title “Supervisors and Operator Training Program”.

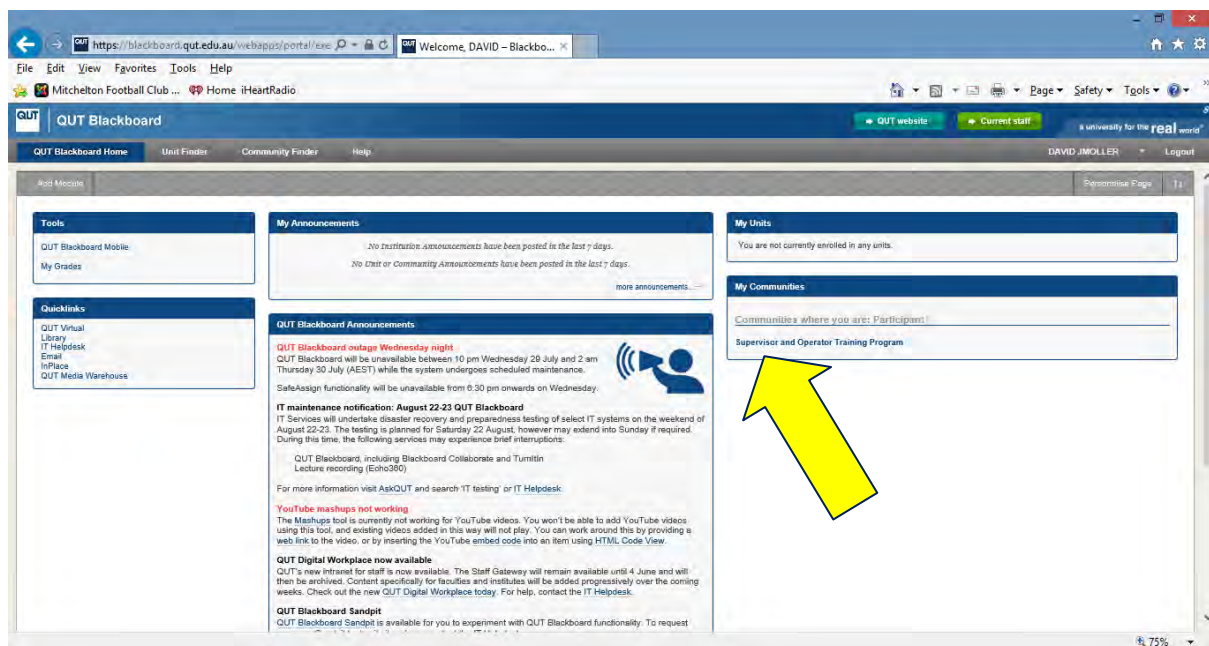


Figure 17 Login to SOTrain location

By using the mouse to click on the title “Supervisors and Operator Training Program” you will enter SOTrain.

If at any point you are lost within the system, by closing the webpage this will log you out of the system and you will have to login again to re-enter your username and password to gain access to SOTrain.

If you press any button to go to “Blackboard home” the page as shown in Figure 16 will be the page that appears.

All other access under the “Quicklinks” tab on the left hand side are not active for SOTrain users. Pressing any of these links may take you to a page that looks similar to Figure 17. If this occurs, shutdown the internet browser to close the session and login to <https://blackboard.qut.edu.au/> to restart.

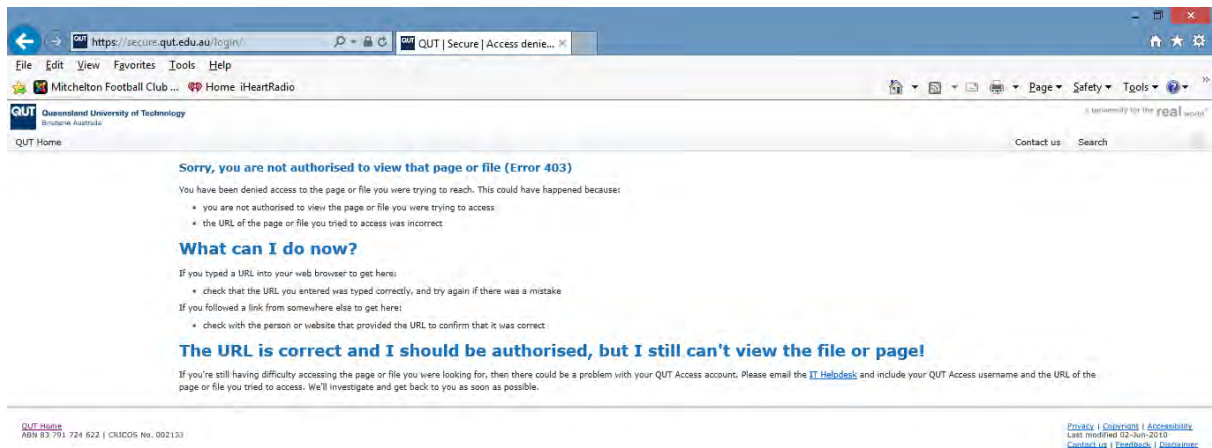


Figure 18 Error page if the user tries to access an area not authorised for SOTrain users

USING SOTRAIN

USING SOTRAIN

Most of the functionality of Blackboard is not used by SOTrain users. This user guide only explains the use of SOTrain.

To access SOTrain from the Blackboard home page click on the title “Supervisors and Operator Training Program” as shown in Figure 18.

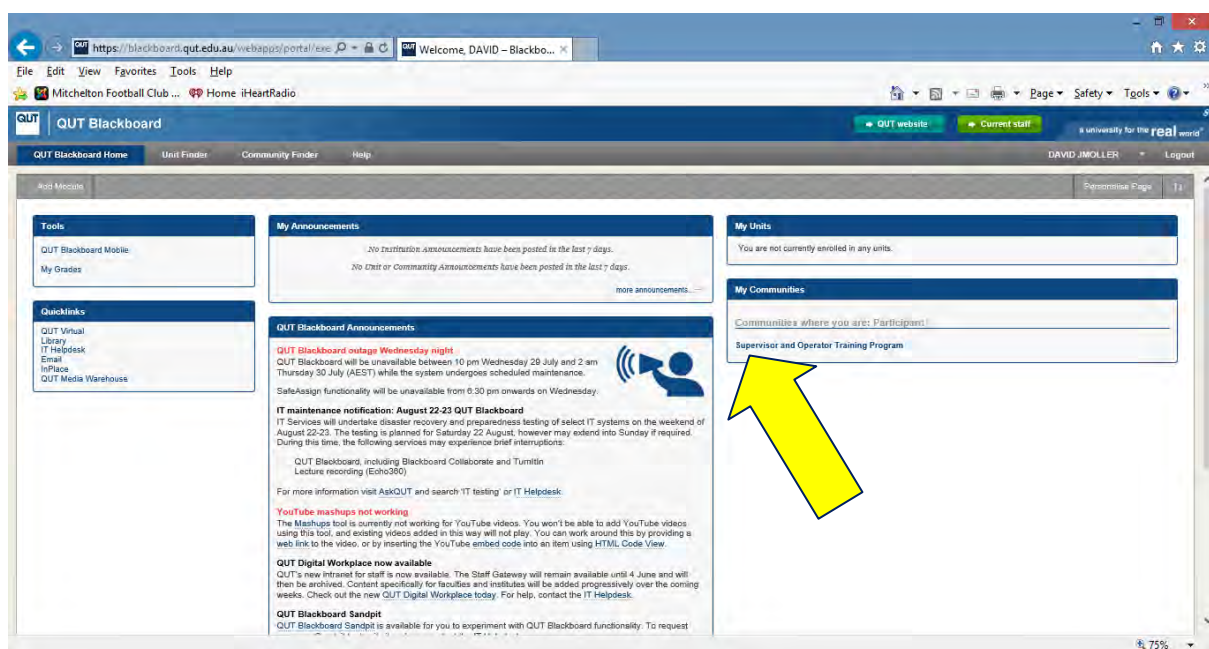


Figure 19 Accessing SOTrain.

Each time SOTrain is accessed a Terms and Conditions of Use page is displayed as shown in Figure 19. After reading the terms and conditions use the mouse to press the “Accept” button at the bottom of the terms to access SOTrain (as long as you agree to abide by the specified terms and conditions).

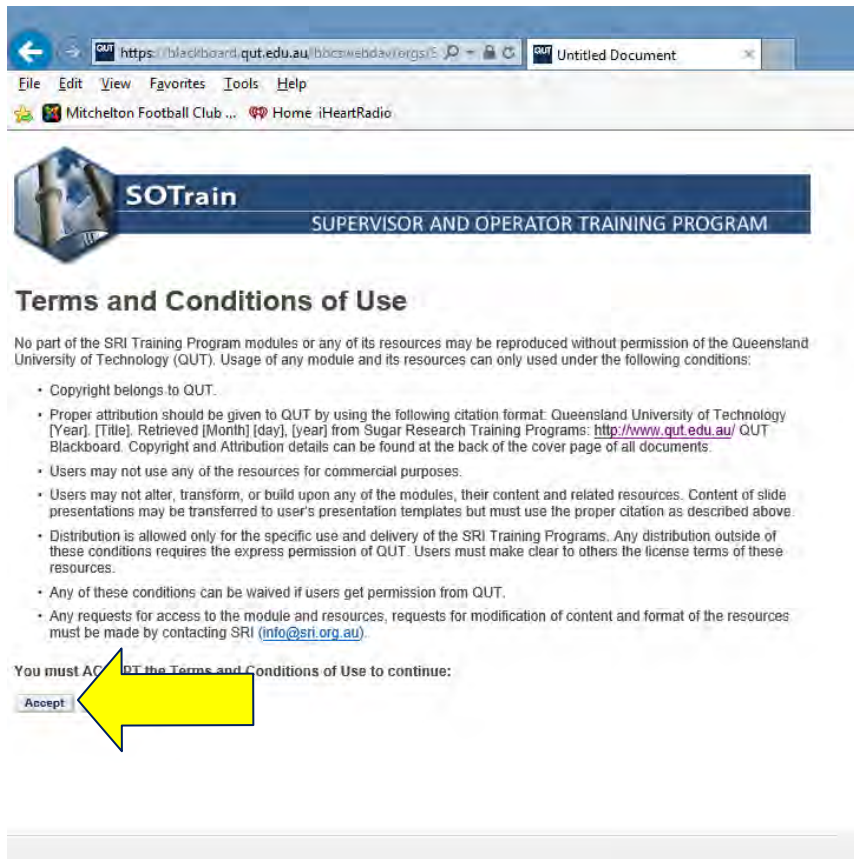


Figure 20 SOTrain Terms and Conditions of Use

The next page that appears is the “About” page. This is shown in Figure 20.

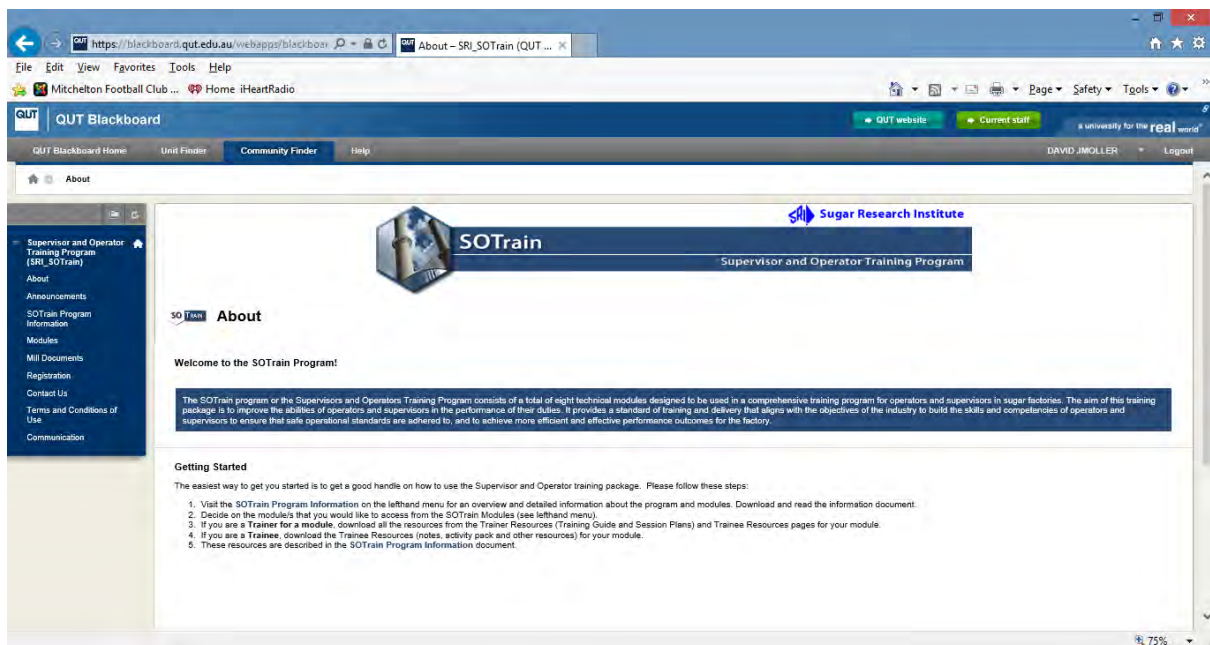


Figure 21 SOTrain “About” page

The area that SOTrain users need to access is in the menu bar on the left hand side. The “Modules” link takes users to the SOTrain modules for which they have been registered. To access the modules click on the Modules link on the left hand side of this page as shown in Figure 21.

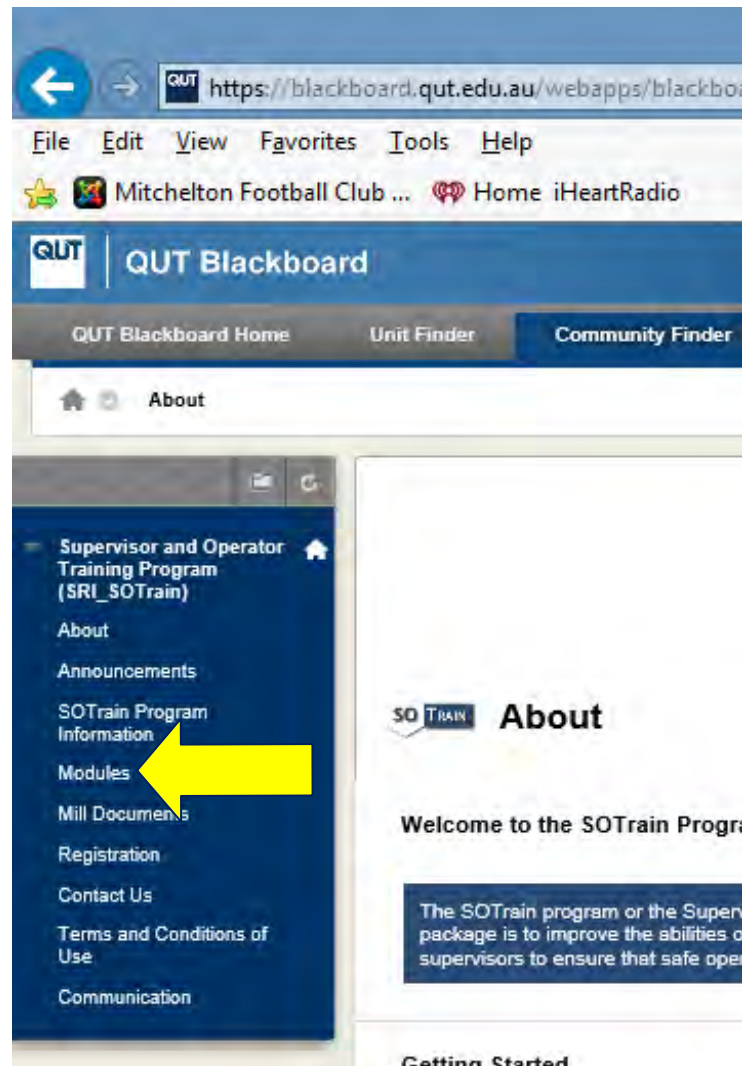
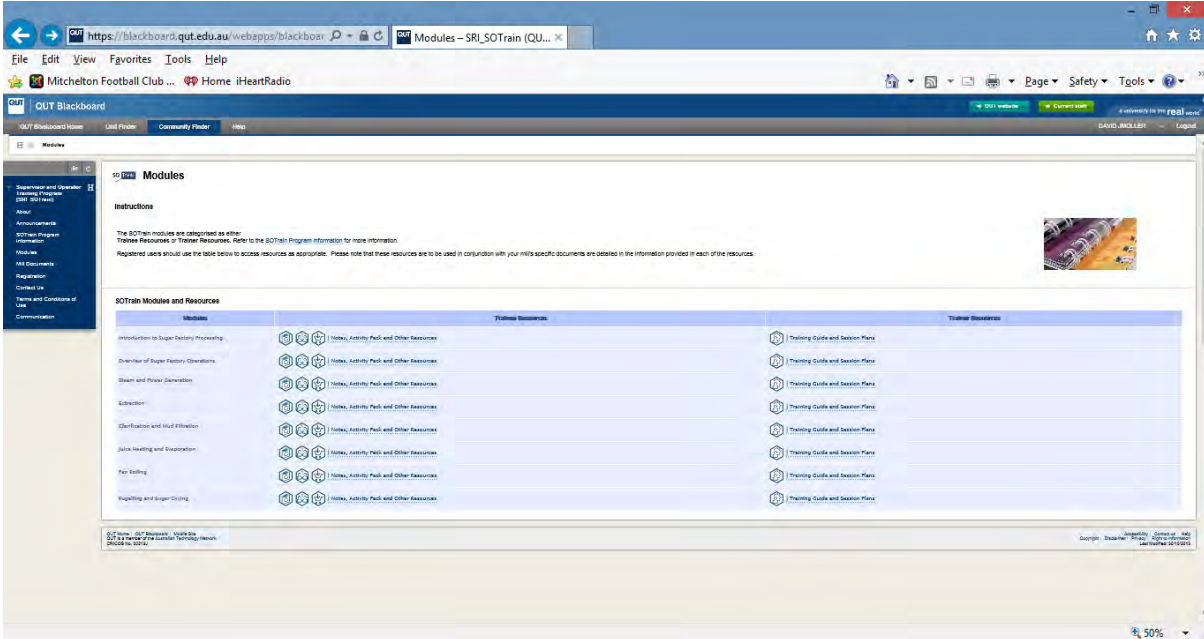


Figure 22 Access to SOTrain modules

When the modules link is selected a page similar to Figure 22 is displayed showing the units for which this user has been registered. The user as shown in Figure 22 has access to all units. The access to the Trainee and Trainer resources have been allocated as requested by the Site Co-ordinator.



The screenshot shows a Blackboard interface for the SOTrain program. The main content area is titled "Modules" and contains an "Instructions" section. Below this is a table titled "SOTrain Modules and Resources". The table has three columns: "Modules", "Training Resources", and "Trainer Resources". The "Fugals" module is highlighted in blue. The table lists various modules and their corresponding resources.

Modules	Training Resources	Trainer Resources
Introduction to Sugar Factory Processing	101s, Activity Pack and Other Resources	Training Guide and Session Plans
Overview of Sugar Factory Operations	101s, Activity Pack and Other Resources	Training Guide and Session Plans
Steam and Power Generation	101s, Activity Pack and Other Resources	Training Guide and Session Plans
Extraction	101s, Activity Pack and Other Resources	Training Guide and Session Plans
Clarification and Mud Filtration	101s, Activity Pack and Other Resources	Training Guide and Session Plans
Juice Heating and Evaporation	101s, Activity Pack and Other Resources	Training Guide and Session Plans
Pan Boiling	101s, Activity Pack and Other Resources	Training Guide and Session Plans
Crystallising and Sugar Grinding	101s, Activity Pack and Other Resources	Training Guide and Session Plans

Figure 23 List of SOTrain modules for which the user has access

To access a module, click on the link corresponding to the correct module. In Figure 23 the highlighted area is zoomed in to show you where to click to access the fugal module.

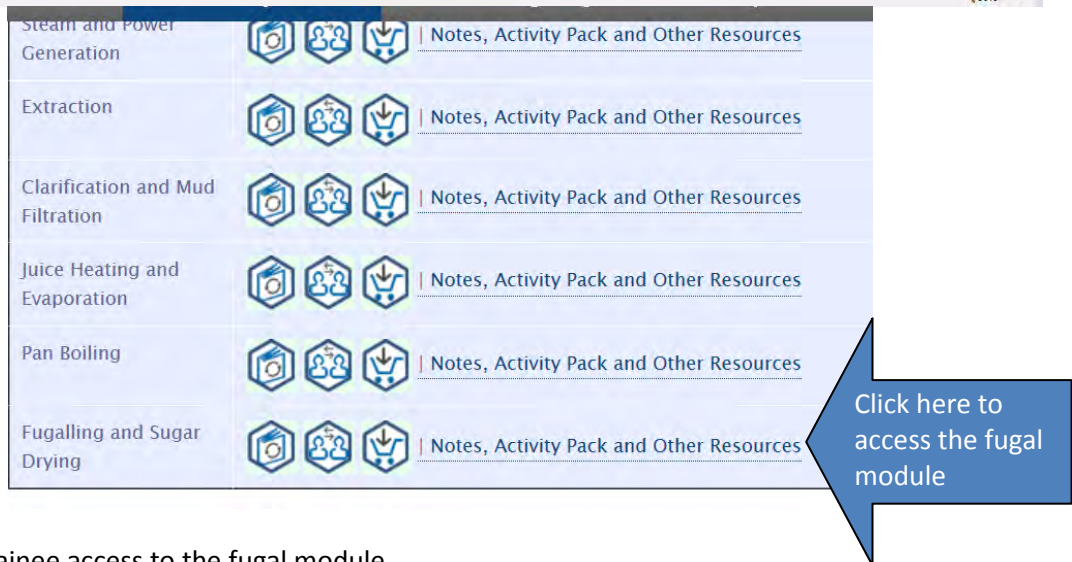
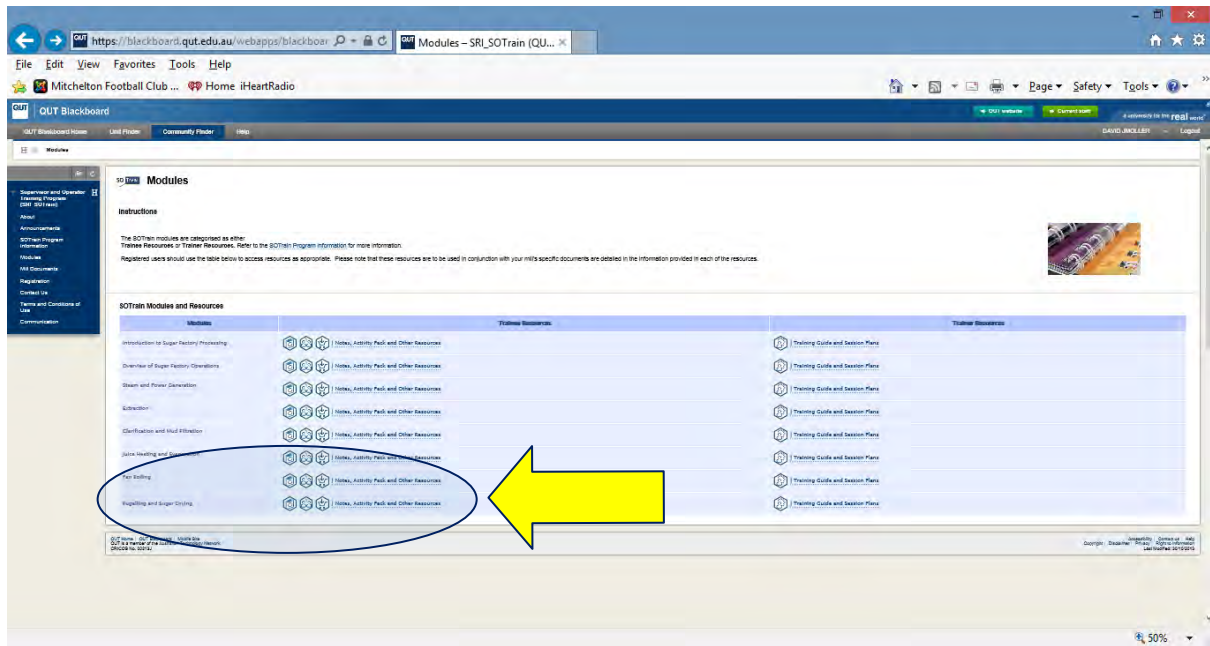


Figure 24 Trainee access to the fugal module

When this link is clicked a page similar to the Figure 24 screen will appear.

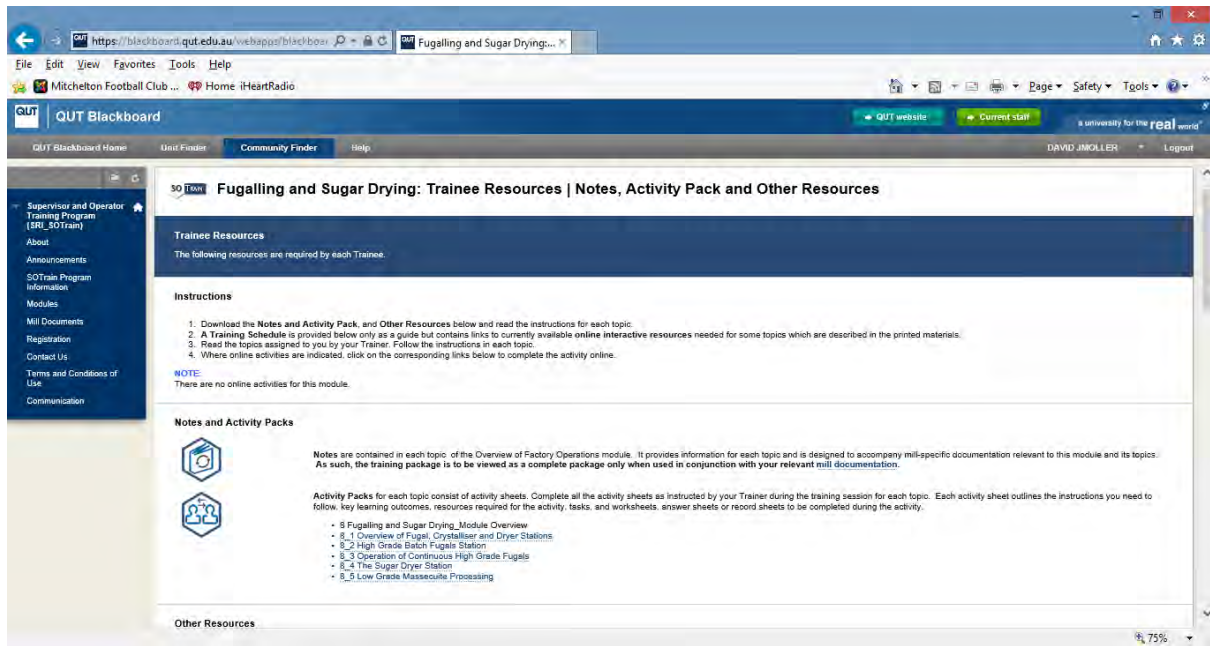


Figure 25 Fugal module trainee resources

Most modules are comprised of two types of resources. Printable material and on line content. The printable material for the fugal module is highlighted in Figure 25.

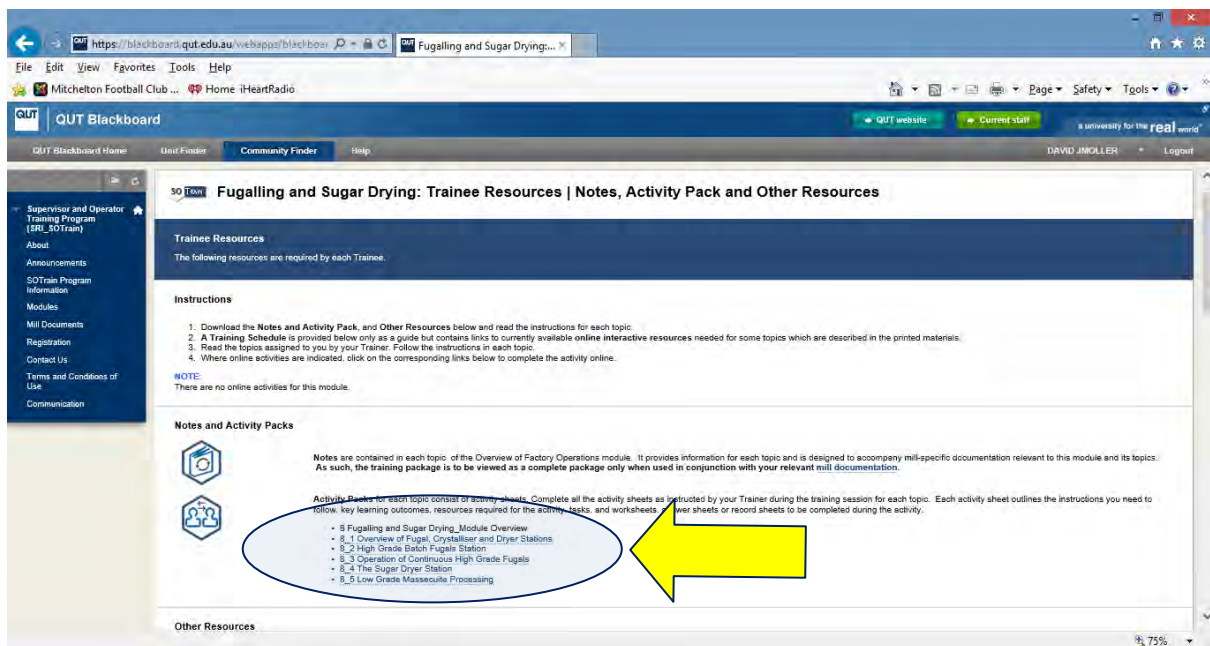


Figure 26 Fugal module printable: material

Below the printable material is the on line course structure. Each section of the on line material can be accessed by clicking on the description in the column “Study” as shown in Figure 26.

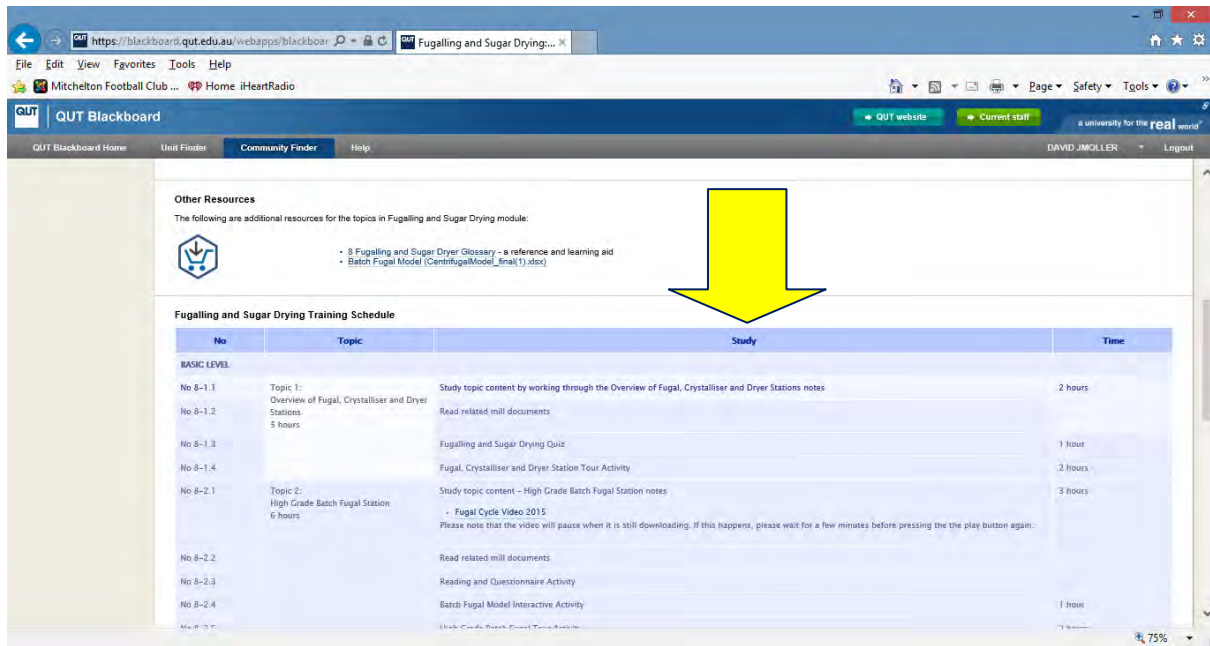


Figure 27 Fugal on line course structure

By scrolling down you can choose which of the items you wish to access. It is suggested that you complete the course content in order from top to bottom as displayed in the module training schedule. The other on line course content for the fugal module is shown in Figure 27.

No	Topic	Study	Time
BASIC LEVEL			
No 8-1.1	Topic 1: Overview of Fugal, Crystalliser and Dryer Stations 5 hours	Study topic content by working through the Overview of Fugal, Crystalliser and Dryer Stations notes	2 hours
No 8-1.2		Read related mill documents	
No 8-1.3		Fugalling and Sugar Drying Quiz	1 hour
No 8-1.4		Fugal, Crystalliser and Dryer Station Tour Activity	2 hours
No 8-2.1	Topic 2: High Grade Batch Fugal Station 6 hours	Study topic content – High Grade Batch Fugal Station notes - Fugal Cycle Video 2015 Please note that the video will pause when it is still downloading. If this happens, please wait for a few minutes before pressing the play button again.	3 hours
No 8-2.2		Read related mill documents	
No 8-2.3		Reading and Questionnaire Activity	
No 8-2.4		Batch Fugal Model Interactive Activity	1 hour
No 8-2.5		High Grade Batch Fugal Tour Activity	2 hours
No 8-3.1	Topic 3: Operation of Continuous High Grade Fugals 3 hours	Study topic content – Operation of Continuous High Grade Fugals notes	1 hour
No 8-3.2		Read related mill documents	
No 8-3.3		Question and Answer Activity	
No 8-3.4		Continuous High Grade Fugals Tour Activity	2 hours
No 8-4.1	Topic 4: The Sugar Dryer Station 6 hours	Study topic content – The Sugar Dryer Station notes - Clean Flights Video - Flights with the Coating of Sugar Video	3 hours
No 8-4.2		Read related mill documents	
No 8-4.3		Question and Answer Activity	
No 8-4.5		The Sugar Dryer Station Tour Activity	3 hours
No 8-5.1		Topic 5: Low Grade Massecuite Processing 4 hours	Study topic content – Low Grade Massecuite Processing notes
No 8-5.2	Read related mill documents		
No 8-5.3	Reading and Exercise Activity		
No 8-5.4	Low Grade Massecuite Station Tour Activity		2 hours

Figure 28 Total on line course structure for the fugal training module

The on line course content is designed to be worked through with a Trainer (mentor) to assist the Trainee through the process. This allows the Trainer to discuss the knowledge included in each module and how it is specifically applied to your mill.

VIDEO AND QUIZ CONTROLS

In some topics videos can be accessed. For example there is a video of a batch fugal in module 8. In many of the topics quizzes are used to test understanding of the module content. There are four quizzes in the Pan Boiling module to test the understanding of each of the 4 sections within this module.

For this content, a new browser tab opens with a new control as shown in the video in Figure 28.

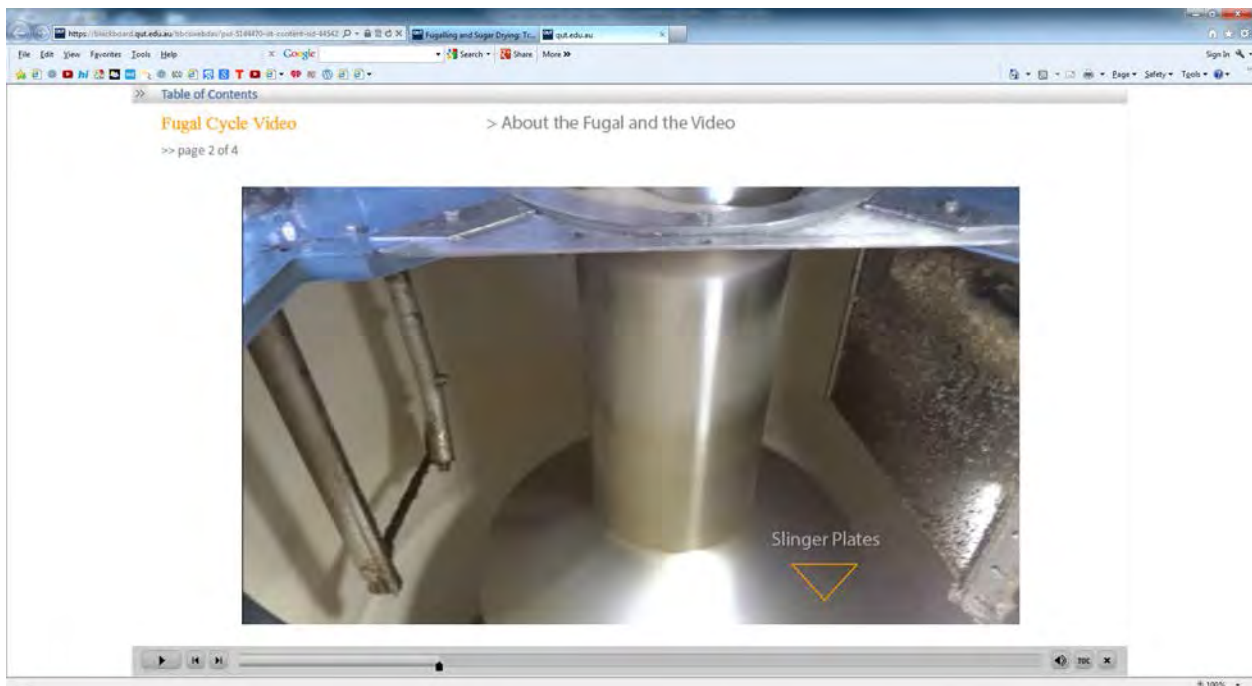


Figure 29 Video and Quiz controls

At the bottom left side of this window there are buttons for both the videos and quizzes.

From left to right these are:

- Play / Pause (when the video is playing it is a pause button and when stopped it is a play button)
- Go back (goes back to the start of this section)
- Go forward (goes to the next section)

The buttons on the bottom right of the window are: (From left to right)

- Volume control
- TOC (Table of contents. This allow you to select to skip to specific sections of the video)
- X (Exit)

At the top of the screen the table of contents can be opened by pressing the “>>” button as shown in Figure 29.

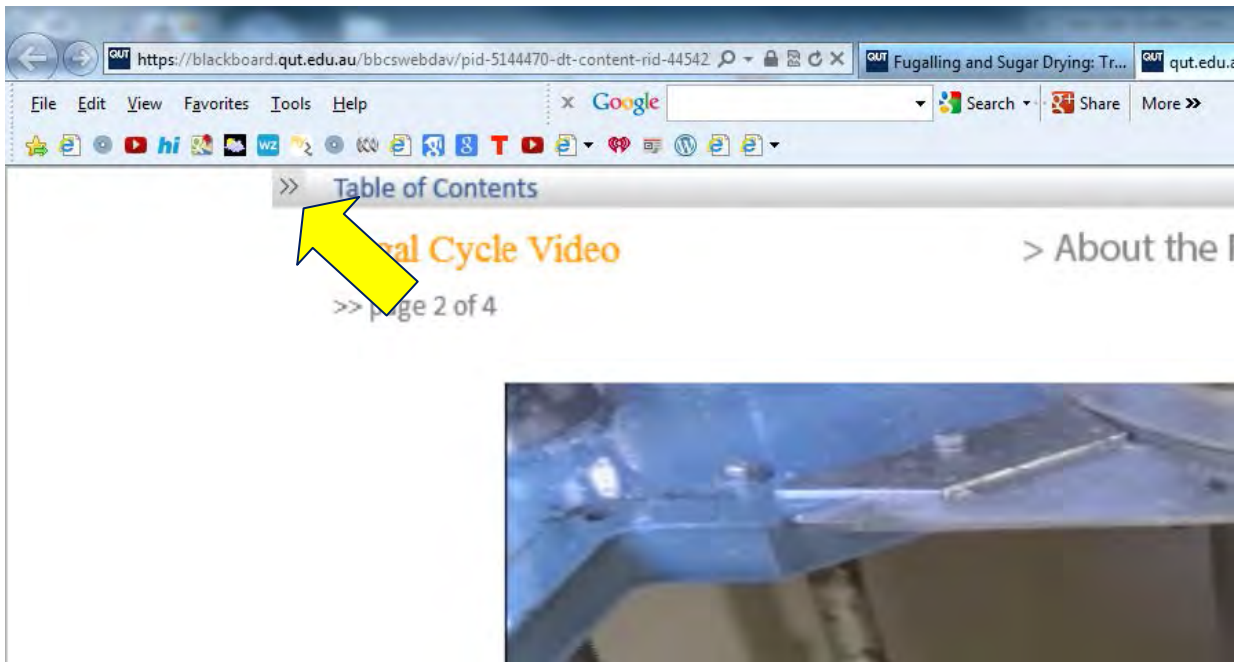


Figure 30 Accessing the table of contents

The table of contents is displayed over the top of the content. The table of contents can be closed by pressing the “<<” button at the top of the screen as shown in Figure 30. This method applies to both the videos and the quizzes.

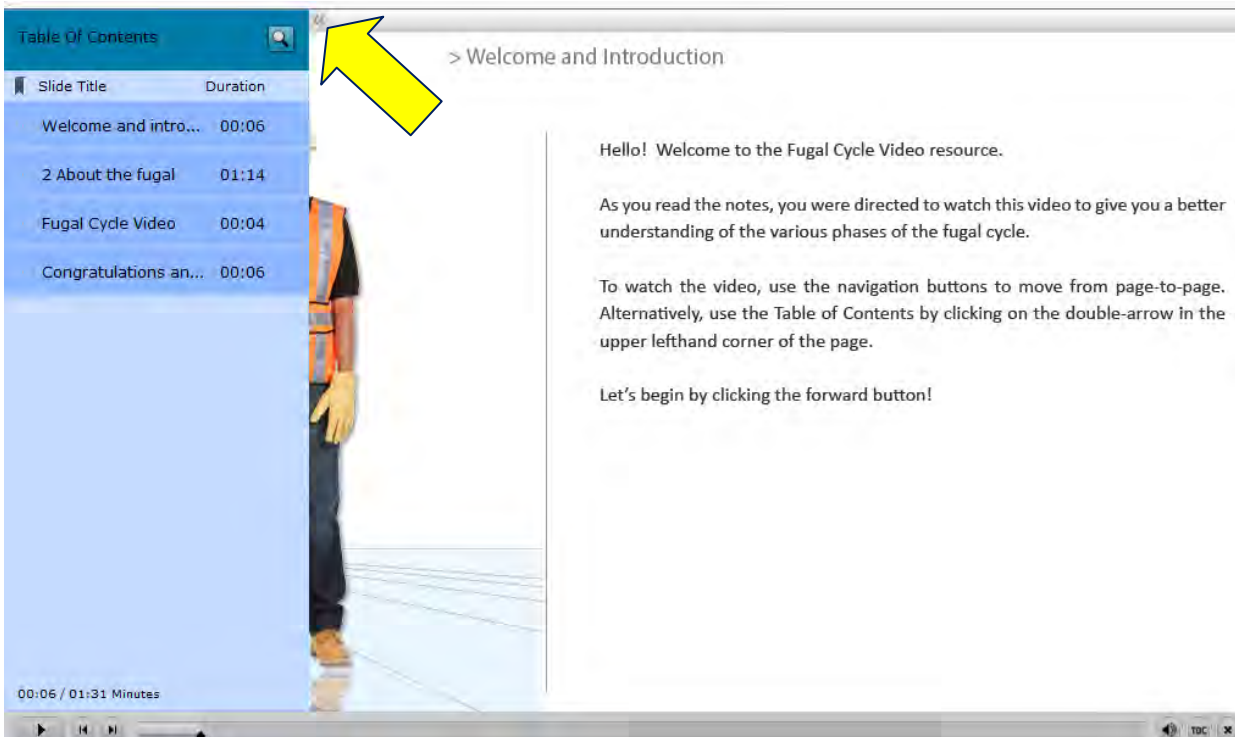


Figure 31 Closing the Table of Contents window.

EXITING FROM BLACKBOARD

To exit from Blackboard you can use the logout button at the top of the Blackboard screen as shown in Figure 31.

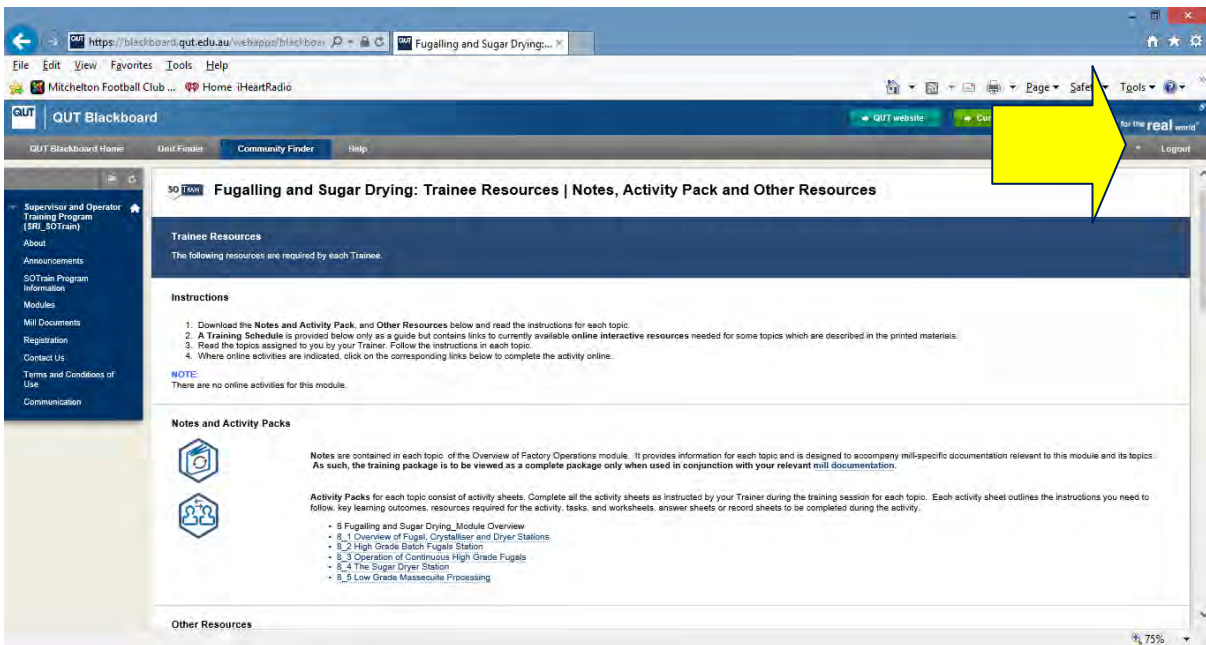


Figure 32 Logout from Blackboard

Alternatively you can just shut the browser window to exit by clicking the “x” at the top right hand corner of the browser as in Figure 32.

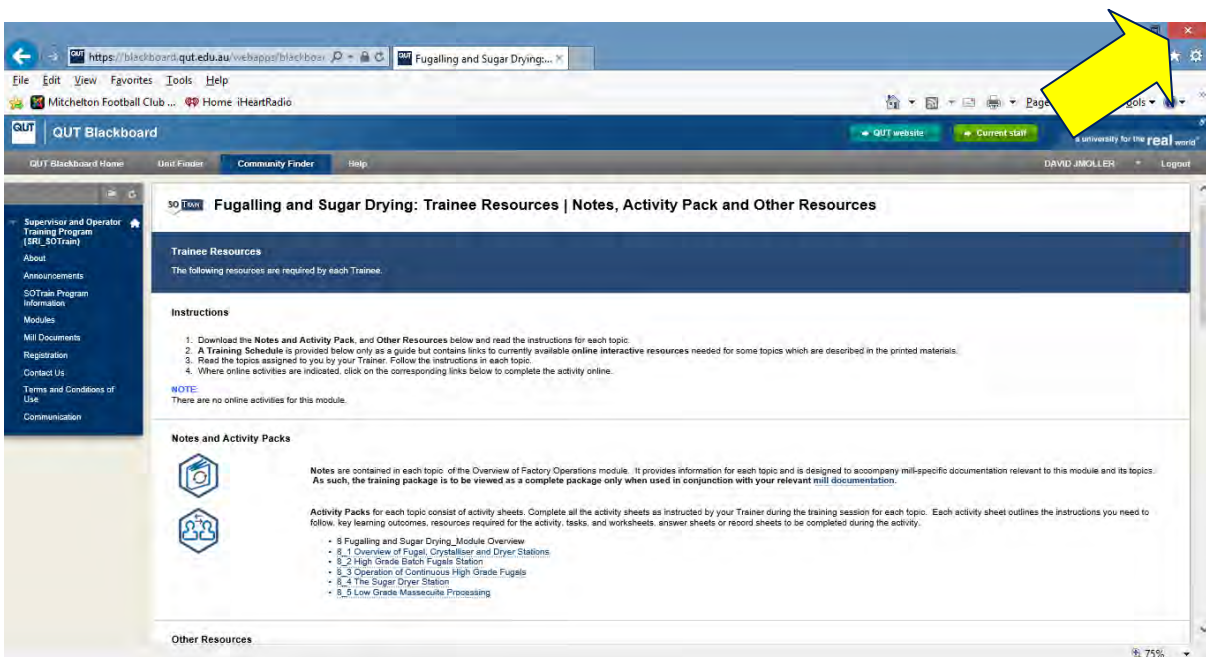


Figure 33 Exit from the browser window

Exiting from any videos or other material can be done in two ways. Press the “x” button on the right hand side of the video controls as shown in Figure 33.

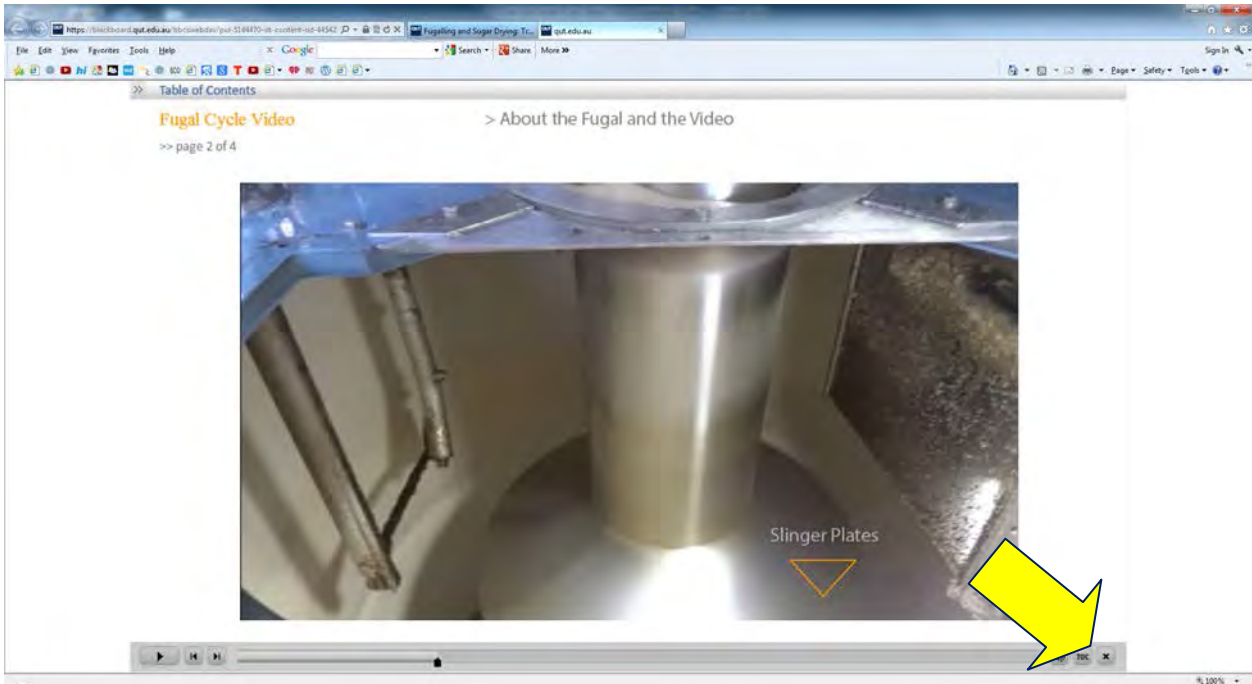


Figure 34 Exit using the exit button

Or by closing the video browser window by pressing the “x” on the browser window tab as shown in Figure 34

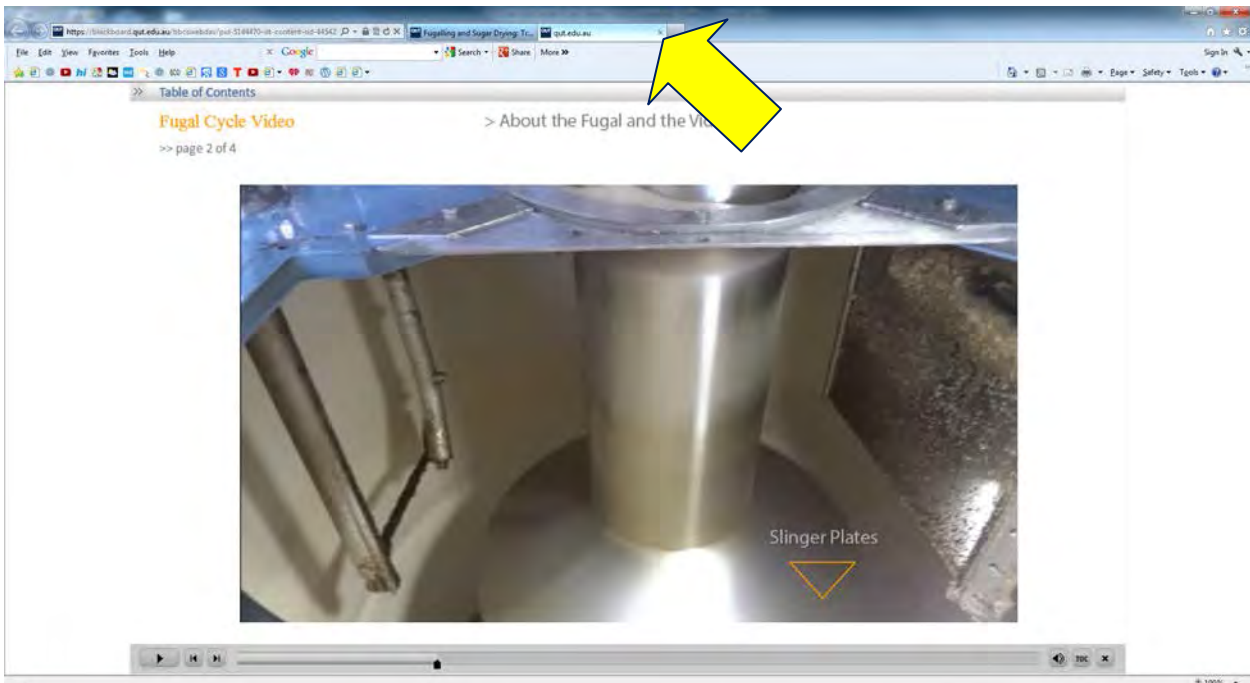


Figure 35 Exiting by shutting down the video browser window

OTHER MENU OPTIONS IN THE SOTRAIN MENU

The SOTrain menu has a number of other options as can be seen in Figure 35.

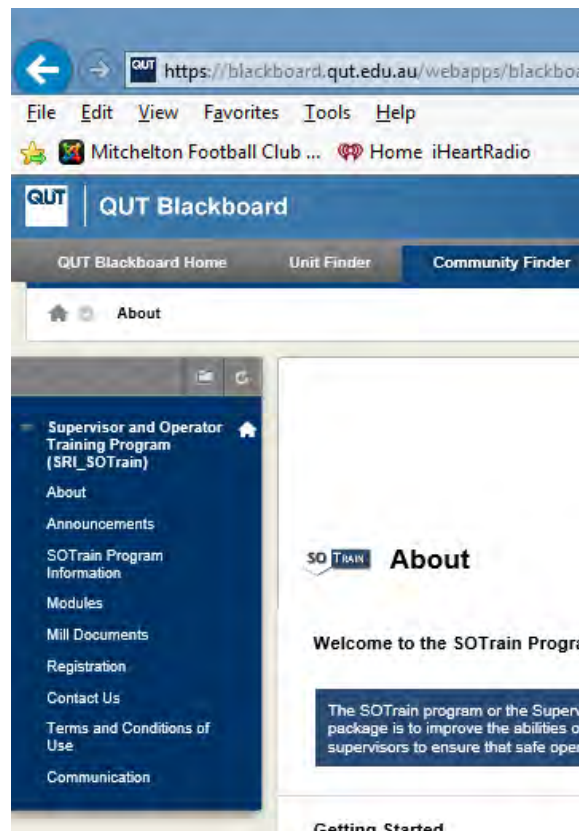


Figure 36 SOTrain menu options

Details about what is behind each of the options is shown in Table 1

Table 1 SOTrain menu details

Menu item	Content details
About	This is the same as the welcome page. It gives a brief description on how to use the program
Announcements	This page contains announcements to all SOTrain users
SOTrain Program Information	This page describes the terminology and symbols used within the SOTrain training package
Modules	As discussed earlier this is where the content for each of the modules is located
Mill Documents	In this page links to mill documents can be accessed. This functionality is not currently being used.

Menu item	Content details
Registration	This page provides a brief description of the registration process.
Contact Us	This page provides contact details for how to get into contact with SOTrain administration.
Terms and Conditions of Use	This page is a copy of the Terms and Conditions of Use for SOTrain.

FREQUENTLY ASKED QUESTIONS

Question	Answer
Are the courses accredited?	The current training courses are not mapped to any specific training package and are currently aimed at providing a knowledge resource to facilitate “in house” training.
Do the courses provide any certification?	The assessments and quizzes are marked on site by the Trainer. No certification is currently provided directly from SOTrain.
Who do I contact if I have any problems with SOTrain?	The initial contact should be with your Site Coordinator. This is the person that organised your login to SOTrain. Any issues that they are unable to solve can be forwarded to ctcbenquiries@qut.edu.au .

CONTACT DETAILS

For any problems, issues or questions about the SOTrain training package please contact:-

ctcbenquiries@qut.edu.au