



## ONLINE TRAINING AND RECORDS MANAGEMENT PROGRAM

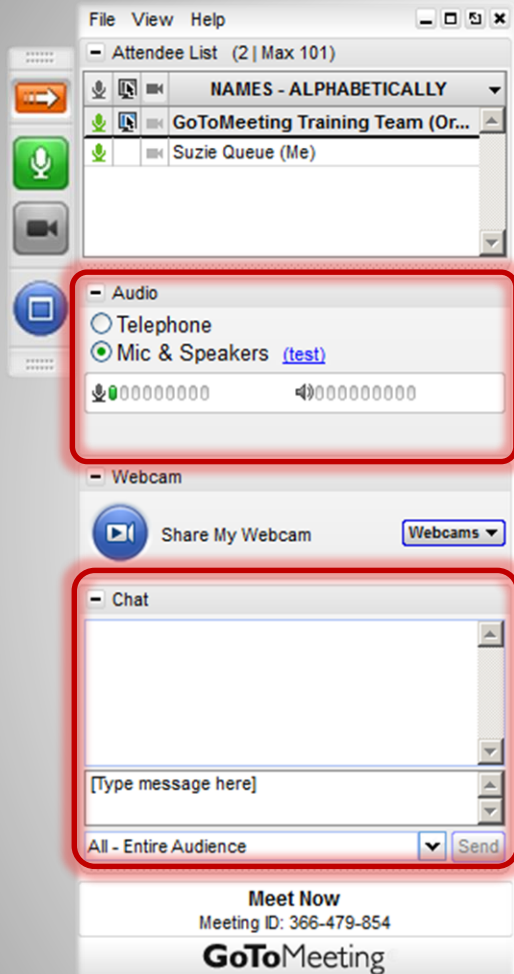
*In partnership with*



**Host:**  
**Armando Apodaca**  
**Senior Member Services Specialist**  
**Phone: 909-291-2119**  
**Email: [aapodaca@ca-nv-awwa.org](mailto:aapodaca@ca-nv-awwa.org)**

**Presenter:**  
**Amy Albanese**  
**Account Manager II**  
**Phone: 858.376.1616**  
**Email: [amy.albanese@targetsolutions.com](mailto:amy.albanese@targetsolutions.com)**

# GoToWebinar Basics



## Using GoToWebinar Features

- Expand & collapse your Panel
- Submit a question via the Chat Box

If you experience technical issues, please call:  
Go To Webinar Technical Support at  
**1-800-263-6317**

# ***H2O Know***

## ***Online Training Program***



- ✓ ***Provides powerful tools and applications to deliver training***
- ✓ ***Complete contact hours 100% online: Technical & Safety***
- ✓ ***Deliver custom training***
- ✓ ***Track and record outside training activities***



# H2O Know Online Training Program

- Web-based program
- Accessible from any location
- Information stored in the cloud


TS Academy Water

2

2

Amy Albanese | [My Profile](#) | [Sign Out](#)

Home
Administration
Community Resources
Account
Help



Home
My Assignments
Self-Assign
My History
My Credentials
File Center
Events
Forum

### Schedule

NAME	DUE DATE
Driver's License Tracker Certification Tracker	Jul 31, 2014
Ethics Training Annual Training	Jan 01, 2015
Sexual Harassment Awareness Annual Training	Jan 01, 2015
Supervisor Required Training Annual Training	Jan 01, 2015
Grade D1 Water Distribution	Feb 01, 2016
Tailgate Meeting Tracker - Group Training Assignment	Aug 08, 2014
Sexual Harassment Awareness for Supervisors (California... Assignment	Aug 31, 2014

August 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

### Bulletin Board

Welcome to our online training and tracking platform. Your assignments are listed in the middle of the page, simply click on the name of one to begin. You can also update your account information, such as your password and security questions by click the ?My Profile? button at the top of this page.

If you have any questions on TargetSolutions? applications please access our Help section, located at the top of the page, for detailed written instructions along with FAQs and video tutorials. You can also always email TargetSolutions? support team at: [support@targetsolutions.com](mailto:support@targetsolutions.com) or call 800.840.8048 with questions.

Thank you from the entire TargetSolutions team.





### **Accredited Content**

H2O Know offers CA-DPH and CWEA approved online training and customized training content published by CA-NV AWWA. These online courses complement and substitute traditional hands-on training sessions.

substitute traditional hands-on training sessions

# ***H2O Know Online Training Course Catalog***

**CA-NV AWWA TECHNICAL COURSES = 32 Contact Hours**

---

**CA-DPH APPROVED TECHNICAL COURSES = 22 Contact Hours**

---

**CA-DPH APPROVED SAFETY COURSES = 48 Contact Hours**

---












**CWEA APPROVED COURSES = 64 Contact Hours**

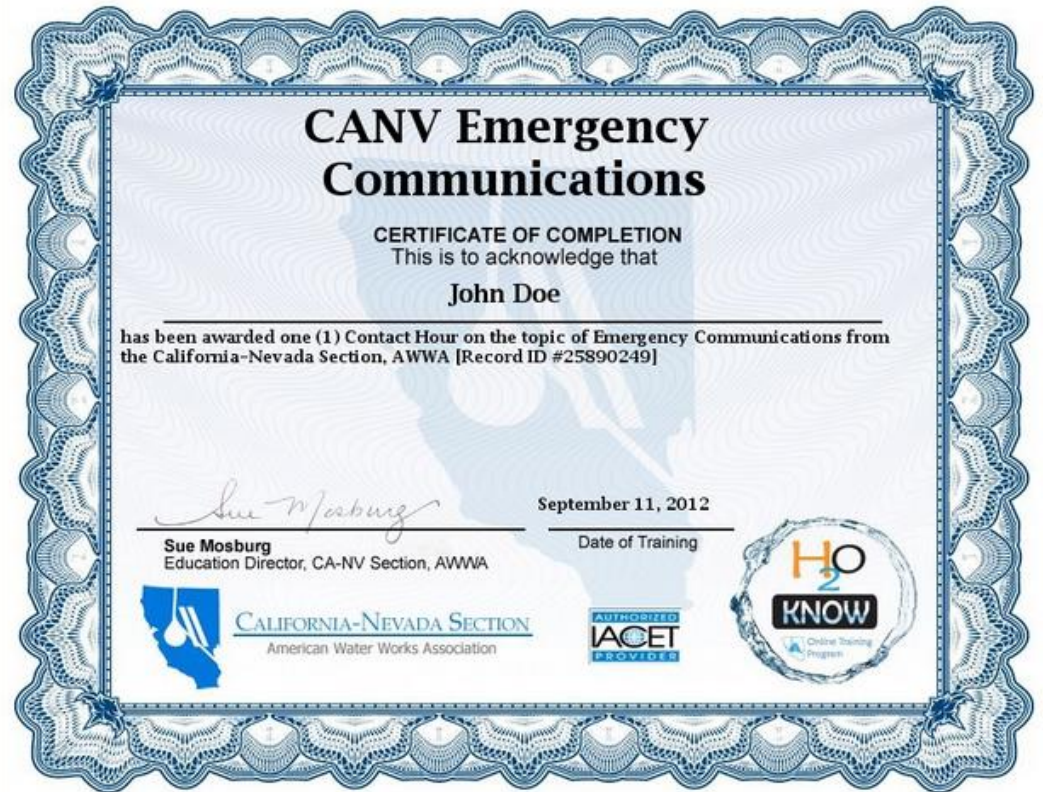
**Additional Non-Contact Hour Courses: HUMAN RESOURCES & EMPLOYMENT PRACTICES**





























































# 24/7 Access to Training History & Certificates

TYPE	NAME	COMPLETION DATE
	Tailgate Meeting	07/22/2014
	Captivate E-Learning Course	05/14/2014
	P-card Training	05/09/2014
	Captivate E-Learning Course	05/09/2014
	Captivate E-Learning Course	05/09/2014
	Captivate E-Learning Course	05/09/2014
	Captivate E-Learning Course	05/09/2014
	Performance Management	04/09/2014
	Alcohol-Free Workplace	04/07/2014
	Reasonable Suspicion of Alcohol for Supervisors	03/11/2014
	GHS Educational Video	02/12/2014



## GENERATE REPORTS

### Previously Generated Reports

DATE	OUTPUT	REPORT NAME	REPORT TYPE	ACTIONS
07/14/2014 12:33 PM	 	No Assignments - Aprils Report	No Assignments	 
06/23/2014 01:53 PM	 	Completions	Completions	 
06/23/2014 11:58 AM	 	Completions - Test Report	Completions	 
06/17/2014 06:02 PM	 	Completions	Completions	 
06/12/2014 05:47 PM	 	Incomplete Assignments	Incomplete Assignments	 
06/12/2014 05:45 PM	 	Completions	Completions	 
06/11/2014 09:45 AM	 	Completions	Completions	 
05/14/2014 01:35 PM	 	Completions	Completions	 
04/11/2014 04:30 PM	 	Report #10	Credentials	 
04/10/2014 01:43 PM	 	No Assignments - April's Report	No Assignments	 
04/10/2014 01:42 PM	 	No Completions - April's Month	No Completions	 
04/10/2014 01:38 PM	 	Incomplete Assignments - April's Report	Incomplete Assignments	 
04/10/2014 01:26 PM	 	Aggregate Completions - April's Report	Aggregate Completions	 
04/10/2014 01:18 PM	 	Users - April's Report	Users	 

### Generate New Report:

- Completions
- Incomplete Assignments
- Overdue Assignments
- Users
- No Completions
- No Assignments
- Aggregate Completions
- Credentials
- Credential Exception

# TargetSolutions™ Generate Reports

- Excel Spreadsheet
- HTML Version












report461376 (5).csv - Microsoft Excel												
A	B	C	D	E	F	G	H	I	J			
1	First Name	Last Name	Employee ID	Assignment Name	Assignment Type	Assignment Method	Completion Date	Completion Time	Test Score	Certificates	Attachments	Duration
2	Amy	Albanese	7894	GHS Educational Video	Training	Record Completions	10/16/2013	9:13 AM	Completed			
3	Amy	Albanese	7894	Breaking Up Student Fights (EDU)	TS Course	Create New Assignment	10/16/2013	9:11 AM	70% Yes			
4	Amy	Albanese	7894	Group Training	Group Training	Create New Assignment	5/1/2014	10:00 AM	Completed			
5	Yogi	Bear	1245	Benefits Overview Meeting	New Hire Orientation	Record Completions	4/7/2014	12:00 AM	Completed			
6	Charlie	Brown	123423	Tailgate Meeting	Training	Record Completions	2/10/2014	9:15 AM	Completed			
7	Charlie	Brown	123423	Group Training	Group Training	Record Completions	4/1/2014	12:00 AM	Completed			
8	Bugs	Bunny	57368	Outside Bloodbourne Pathogens Training	Training	Record Completions	8/13/2013	12:00 AM	Completed			Yes
9	Bugs	Bunny	57368	Group Training	Group Training	Record Completions	9/11/2013	12:00 AM	Completed			Yes
10	Bugs	Bunny	57368	Group Training	Group Training	Record Completions	1/13/2014	12:00 AM	Completed			Yes
11	Bugs	Bunny	57368	Mac Computer Training	Computer Training	Record Completions	1/13/2014	12:00 AM	Completed			Yes
12	Chesire	Cat	78965	Group Training	Group Training	Record Completions	9/11/2013	12:00 AM	Completed			Yes
13	Chesire	Cat	78965	Group Training	Group Training	Record Completions	8/12/2013	12:00 AM	Completed			Yes
14	Prince	Charming	13425	Group Training	Group Training	Record Completions	4/1/2014	12:00 AM	Completed			Yes
15	Prince	Charming	13425	Mac Computer Training	Computer Training	Record Completions	1/13/2014	12:00 AM	Completed			Yes
16	Prince	Charming	13425	Outside Bloodbourne Pathogens Training	Training	Record Completions	8/13/2013	12:00 AM	Completed			Yes
17	Prince	Charming	13425	GHS Educational Video	Training	Record Completions	10/16/2013	9:13 AM	Completed			Yes
18	Walt	Disney	1357	Group Training	Group Training	Record Completions	9/11/2013	12:00 AM	Completed			Yes
19	Donald	Duck	2468	Group Training	Group Training	Record Completions	3/17/2014	12:00 AM	Completed			Yes
20	Donald	Duck	2468	Tailgate Meeting	Training	Record Completions	2/10/2014	9:15 AM	Completed			Yes
21												Yes
22												Yes
23												Yes
24												Yes
25												Yes
26												Yes
27												Yes
28												Yes
29												Yes
30												Yes
31												Yes
32												Yes
33												Yes
34												Yes
35	Robin	Hood	85243	GHS Educational Video	Training	Record Completions	10/16/2013	9:13 AM	Completed			Yes
36	Robin	Hood	85243	Group Training	Group Training	Record Completions	1/13/2014	12:00 AM	Completed			Yes
37	Robin	Hood	85243	Mac Computer Training	Computer Training	Record Completions	1/13/2014	12:00 AM	Completed			Yes
38	Robin	Hood	85243	Group Training	Group Training	Record Completions	4/1/2014	12:00 AM	Completed			Yes
39	Judy	Jetson	98765	Benefits Overview Meeting	New Hire Orientation	Record Completions	4/6/2014	12:00 AM	Completed			Yes

User Status	Assignment Name	Assignment Type	Assignment Method	Assigned By	Date Assigned	Date Due	Completion Date	Completion Time	Time Spent In Course	Test Score	Certificates	Attachments	Duration (hours)
Active	Driver Safety Orientation (EDU)	TS Course	Create New Assignment	Albanese, Amy	07/17/2013	07/15/2013	07/17/2013	07:46 AM	0	70%	<a href="#">Certificate</a>		1



# File Sharing Capabilities

- File Center
  - Upload Resources
  - Organize Files
  - Restrict Access






















-  Microsoft Word (.doc, .docx)
-  PowerPoint (.ppt, .pptx, .ppsx)
-  Excel (.xls, .xlsx)
-  Adobe Acrobat (.pdf)
-  Text (.txt)
-  Videos (wmv, asf, avi, flv, m4v, mov, mpg, mp4, m4a, 3gp, 3g2, mj2).
-  Audio (aac, ac3, mp3, ogg)
-  Image (.jpg, .jpeg, .gif)
-  Web (.html)
-  Articulate (.zip - see [Uploading a SCORM or Articulate Presentation](#) for more information)
-  SCORM Course (.zip - see [Uploading a SCORM or Articulate Presentation](#) for more information)

## FILE CENTER

TS Academy Water File Center

Enterprise Files TS Academy Water's Files

Upload File or Add Link Create New Folder More ▾

	TYPE	NAME	OPTIONS
<input type="checkbox"/>	Folder	Events Caldendar	  
<input type="checkbox"/>	Folder	HR Forms	  
<input type="checkbox"/>	Folder	New Hire Onboarding Resources	  
<input type="checkbox"/>	Folder	Policy Review Documents	  
<input type="checkbox"/>	Folder	Resources Attached to Activities	  
<input type="checkbox"/>	Folder	Resources Attached to Courses	  
<input type="checkbox"/>	Folder	Training Videos	  

# TargetSolutions™ File Center





## *TargetSolutions™ Certified Credentials*



### **CA-DPH Water Distribution**

Grades D1, D2, D3, D4, D5



### **CA-DPH Water Treatment**

Grades T1, T2, T3, T4, T5



### **CWEA Wastewater**

Grades 1, 2, 3, 4, 5



**ACCREDITED**



**QUALITY TRAINING**



**EASY TO USE**



**CONVENIENT**



**COST EFFECTIVE**

Training Management for Water and Wastewater Professionals ::

# Better Training. Better Results.

## GRADE D2

[Manage Credentials](#) > Grade D2

### Credential Options

Categorized under **WATER: CA-DPH Water Distribution**  
**Pinned** to top of user schedule  
**Viewable** and/or **editable** by user  
Requires **start date**, **expiration date**

### Users

8 users currently enrolled in this credential  
1 users have missed the deadline  
0 users are approaching the deadline

### Alerts (3)

Add Alert

MESSAGE	WHEN	WHO	INDIVIDUAL	DELIVERY
You have 30 days to complete your Grade D2 Contact Hours.	30 days before expiration	Administrator Supervisor User		Email Notifications
You have met the requirements for your Grade D2 credentials	Requirements are completed	Administrator Supervisor User		Email Notifications
Your Grade D2 has expired.	On expiration date	Administrator Supervisor User		Email Notifications

### Topics

Add Topic

HOURLY BASED TRAINING	HOURS
Safety	4
Technical	12

# TargetSolutions™ Manage Credentials

- Certified Credentials
- Customize Alert Messages
- Attach important documents
- Bundle together courses and activities



# TargetSolutions™

## Manage Credentials

- Users can easily track their own progress
- Administrators can allow access for users to edit credential
- Build and assign Custom Credentials

### ANNUAL TRAINING FOR SUPERVISORS

[My Credentials](#) > View Credential: Annual Training for Supervisors

#### Annual Training for Supervisors

DESCRIPTION	Annual Training that must be completed all Supervisors.
CATEGORY	Annual Training Learning Tracks
NUMBER	
START DATE	Jan 1, 2014
EXPIRATION DATE	Dec 31, 2014

#### Requirements



33%

TOPIC	REQUIRED	APPLIED	NEEDED	COMPLETED
Motor Vehicle Safety Overview for Supervisors	1 Hours	0	1	0
Performance Management	1 Hours	1	0	1
Reasonable Suspicion of Alcohol for Supervisors	1 Hours	1	0	1
Reasonable Suspicion of Drugs for Supervisors	1 Hours	0	1	0
Sexual Harassment Awareness for Supervisors	2 Hours	0	2	0
Total	6	2 (33%)	4	2

#### Completions

DATE	TITLE	TOPIC	PROVIDER NAME	PROVIDER #	CREDITED
Mar 11, 2014	Reasonable Suspicion of Alcohol for Supervisors	Reasonable Suspicion of Alcohol for Supervisors	TargetSolutions		1 hour(s)
Apr 9, 2014	Performance Management	Performance Management	TargetSolutions		1 hour(s)

#### Training That Applies

TYPE	TITLE	TOPIC	CREDITED
	Motor Vehicle Safety Overview for Supervisors	Motor Vehicle Safety Overview for Supervisors	1 hour(s)
	Reasonable Suspicion of Drugs for Supervisors	Reasonable Suspicion of Drugs for Supervisors	1 hour(s)



# ARC Auto-Renew Credential



Drivers License Tracking  
Certification Tracker



Advanced Construction Safety  
Assignment



Advanced Construction Safety  
Assignment



Advanced HAZWOPER Assignment

ptions

This credential requires:

- ☒ Start Date
- ☒ Expiration Date
- ☐ Credential Number

Allow users to view and/or edit this credential:

- ☒ Yes
- ☐ No

Allow users to view in:

- ☒ My Credentials
- ☒ Schedule
- ☐ Pin to Schedule

Allow users to edit:

- ☐ Start and Expiration Dates
- ☐ Credential Number
- ☐ Attachments
- ☐ Allow users to add or remove this credential

If all credential requirements have been completed within the user's specified dates, automatically renew credential:

- ☒ On requirement completion date
- ☐ On expiration date
- ☐ Do not automatically renew credential

Renew credential for:

12 months

Save Delete Go Back

Easily Schedule Ongoing  
Credentials to Automatically Renew and  
Eliminate Unnecessary E-mail Alerts with New  
ARC Enhancement





# TargetSolutions™

## Activities Builder

*Deliver and Track Custom Training*

- Build personalized activities for easy tracking and management
- Customizable for specific training and compliance
  - Professional seminars
  - Daily Drills
  - Tailgate Talks
  - Job Site Training
- Easily generated reporting


TRAINING:  
**Tailgate Meeting**

---

Tailgate Meeting Tracker

---

Date Complete

  ▼ \*

---

Instructor \*

☐ Buggs Bunny

☐ Chesire Cat

☐ Cinderella Charming

☐ Donald Duck

☐ Elmo

☐ Walt Disney

---

What safety topic(s) were covered? \*

☐ Hazard Communication

☐ Slips, Trips, & Falls

☐ Bloodborne Pathogens

☐ Driver's Safety

☐ Sexual Harassment Awareness

---

Training Type \*

☐ Conference

☐ In-house

☐ Online

☐ Other

---

If you selected Other, please fill in below:

Training Type



TRAINING:  
GHS Educational Video

GHS Standard Training Video

After watching the video, please complete the electronic signature portion of the activity.



GHS Educational Video from MCCS Video on Vimeo.

# TargetSolutions™ Activities Builder


## ACTIVITIES BUILDER


 Search Activities

### All Activities

- 2014 HR Training Workshop
- 2014 Sexual Harassment Policy Review
- Accident - Incident Report Form
- Affordable Care Act Policy Review
- Benefits Overview Meeting
- Bloodborne Pathogens Training - Classroom
- Certificate Uploader
- Chapter 07: Fire Extinguishing Agents
- Driver's License Expiration Date Tracking
- Driver's License Tracking
- Driving Standards
- Electronic Acceptable use policy (PAST)
- Ergonomics Survey
- Ergonomics Survey for Admin

## Create a New Activity

 Manage Components

 Import Example Activities

### Categories

Add New

- All Activities
- 2014 Policy Review (3)
- Accident Reports (1)
- Certificate Completions (1)
- Computer Training (3)
- Evaluations (1)
- Group Training (1)
- HTML (3)
- In-Person Training (4)
- Inspections (4)
- License/Certification (2)
- New Hire Orientation (3)
- Outside Training (1)
- Policy Review (3)

## Attach Resources

- Videos
- Policy Documents
- PowerPoints
- Links

and much more!



# Introducing: **TS Academy**



**TAKE YOUR SKILLS TO THE NEXT LEVEL!**

The TS Academy is a special seven-part webinar series for Administrators and Supervisors responsible for managing their organization's utilization of the platform.

**Week 1 – Managing Users**

**Week 2 – Utilizing Resources**

**Week 3 – Building Activities**

**Week 4 – Building Credentials**

**Week 5 – Managing Assignments**

**Week 6 – Generating Reports**

***Optional Week 7– Blueprint for Success***

# Why choose the H2O Know Online Training Program?

## *Business as usual*

- Multiple class fees
- Limited access to certificates & history
- Cost of travel, lodging, & food
- Time away from the office
- Scheduling conflicts



- One flat fee per year
- Certificates & history automatically save to one location
- Unlimited access to complete training - anytime, anywhere





# Access the H2O Know Online Training Program

- Sign-up an entire utility!

Visit: <http://www.ca-nv-awwa.org/canv/web/OnlineTraining/web/education/online.aspx>

For Utility Sign-up/Questions:

Contact Armando Apodaca at 909-291-2119 or [aapodaca@ca-nv-awwa.org](mailto:aapodaca@ca-nv-awwa.org)



ONLINE TRAINING

H2O Know Online Classes

**DEMO**

Click here to see how easy online training is with CA-NV!

- Start Earning Contact Hours Today!
- Take **AS MANY** classes as you need for one full year!
- Take classes **AS OFTEN** as you need for one full year!
- CLICK HERE TO REGISTER NOW!**

\*California Department of Public Health (CDPH)

\*Nevada Division of Environmental Protection (NDEP)

CA-NV Section, AWWA Certification Program

*\*Both the California Department of Public Health (CDPH) and the Nevada Department of Environmental Protection (NDEP) recognize CA-NV as a provider of continuing education units and contact hours.*

**What is H2O Know?**

H2O Know is a comprehensive online training and record-keeping program that delivers affordable, detailed content that allows you to earn, lookup, and print your contact hour certificate anytime, anywhere! All water and wastewater continuing education classes have been designed to fulfill both the **TECHNICAL** and **SAFETY** recertification requirements for all levels of water industry professionals.



# Access the H2O Know Online Training Program

- Sign-up as an individual!

Visit:

[www.targetsolutions.com/canvawwaenterprise](http://www.targetsolutions.com/canvawwaenterprise)

For Questions:

Contact Armando Apodaca at **909-291-2119** or  
[aapodaca@ca-nv-awwa.org](mailto:aapodaca@ca-nv-awwa.org)

**CA-NV AWWA  
members receive  
discount!**

Don't have an H<sub>2</sub>O Know username?  
Click on 'California' or 'Nevada' below to start earning Contact Hours online!

## H<sub>2</sub>O Know Water College

### Enroll Today!

Take advantage of H<sub>2</sub>O Know, a comprehensive online training program that allows you to earn contact hours anytime, anywhere. To purchase, click on one of the links below.

California - Member

California - Non-Member

Nevada - Member

Nevada - Non-Member

CA-NV Section, AWWA members receive a \$70 discount:

- Members - \$229/year
- Non-members - \$299/year

If you are a member, once you select your state above, you will be prompted to enter your member security key. If you don't know your security key, please email Jennifer Sandoval at [jsandoval@ca-nv-awwa.org](mailto:jsandoval@ca-nv-awwa.org).



# Request an Office Visit or Pricing Information!

**Armando Apodaca**  
**Senior Member Services Specialist**  
**Phone: 909-291-2119**  
**Email: [aapodaca@ca-nv-awwa.org](mailto:aapodaca@ca-nv-awwa.org)**



- H2O Know Online Training Program Demo



# Request a Demo Webinar!



**Amy Albanese**

**Account Manager II**

**Phone: 858-376-1616**

**Email: [amy.albanese@targetsolutions.com](mailto:amy.albanese@targetsolutions.com)**

- H2O Know Online Training Program Introductory Demonstration
- TS Academy Webinar Series for New Platform Managers





# Q & A

What questions do you have regarding  
H2O Know Online Training?



**Amy Albanese | Account Manager II**

Direct: 858.376.1616

Email: [amy.albanese@targetsolutions.com](mailto:amy.albanese@targetsolutions.com)





# Thank you for attending!

