



WCO CLiKC!

Connection and Access Guide for Users

SUMMARY

1. INTRODUCTION	3
• HOW TO USE THIS GUIDE	3
• NOTE	3
2. WHAT ARE THE TECHNICAL PREREQUISITES?	4
• HARDWARE SPECIFICATIONS	4
• SOFTWARE SPECIFICATIONS	4
• WHAT IF I DON'T HAVE THIS SOFTWARE?	4
3. WHAT DO I DO DURING MY FIRST VISIT TO CLIKC?	5
• HOW DO I LOGIN MY FIRST TIME?	5
• HOW DO I EDIT MY USER PROFILE?	7
4. HOW DO I LOGIN?	8
• REGULAR LOGIN PROCEDURE	8
• WHAT IF I LOSE MY PASSWORD?	9
5. HOW DO I USE THE MAIN PAGES?	10
• THE DASHBOARD	10
• HOW DO I USE THE DASHBOARD?	10
6. HOW DO I VIEW THE LEARNING MODULES?	12
• VIEWING THE MODULES	12
• VIEWING YOUR RESULTS	13
7. HOW DO I GET MY CERTIFICATE?	15
8. WHERE DO I GET ADDITIONAL HELP?	15
9. UPDATES	15
10. PERSONAL NOTES	16

1. Introduction

- **How to use this guide**

This manual is divided into chapters which introduce you to the various functionalities offered by CLiKC.

You will find a detailed explanation of the functionalities. However, for fast-facts, just follow the step-by-step procedures set out in the blue boxes.

Example:

- Action 1
- Action 2

There are many pictures in this guide. Some of the pictures include small red ovals which will draw your attention to necessary information.

It is also worth noting that paragraphs marked with a **!** provide clarifications, tips and advice on certain points.

With this assistance, you should soon feel confident about following the training effectively and using the various functionalities offered by the platform. However if you do encounter any problems using our platform, please do not hesitate to contact us at elearning@wcoomd.org.

- **Note**

The platform you are going to use is called Moodle. It is a training management tool which gives you access to the WCO e-learning programme: CLiKC!

It will enable you to connect to the lessons which your tutor has selected for you, and to access the various statistics about your learning process.

You will also be able to communicate with all of the e-learning programme participants who are following the same training paths as you, and with your tutor.

! For WCO Staff: You will find that the platform is designed as a teaching tool and therefore your permissions will be called 'student,' 'teacher,' etc. The various departments, resources, catalogues, etc. are all called 'courses.' You must be enrolled in a course in order to view said course's forum and other details.

2. What are the technical prerequisites?

Your computer will need to have the following specifications:

- **Hardware specifications**

You will need the following hardware configuration as a minimum:

- 512 Mo RAM available
- You will need a *sound card* to listen to the sound commentary, but if you don't have one you can still access the modules without difficulty – just choose the “silent” option
- Internet connection (minimal speed of 1Mb/s)
- Screen resolution : min. 1024x768 pixels

- **Software specifications**

You will need to have the following software installed on your computer:

- Operating System: Windows Vista or above
- Web browser:
 - Mozilla Firefox (Version 15 or higher)
 - Google Chrome (Version 12 or higher)
 - Internet Explorer (Version 9 or higher)
- Adobe Flash Player 10 or above
- Acrobat Reader 8 or above

Please note that all features cannot be supported on mobile devices and MacOS-based systems. Especially, you will not be able to open some of the e-learning courses on these devices while other features of the website should work properly.

!!! For problem-free operation it is also essential to deactivate all pop-up blocking software. The way to do it will depend on the web browser you are using. The following link will help you with detailed instructions depending on your web browser: <https://research.utexas.edu/ors/disable-popup-blocker/>.

- **What if I don't have this software?**

It can be downloaded and installed free of charge.

For Macromedia Flash Player, proceed as follows:

- Open your browser
- Go to <http://get.adobe.com/flashplayer/>
- Click "Install now"
- Follow the instructions on the screen

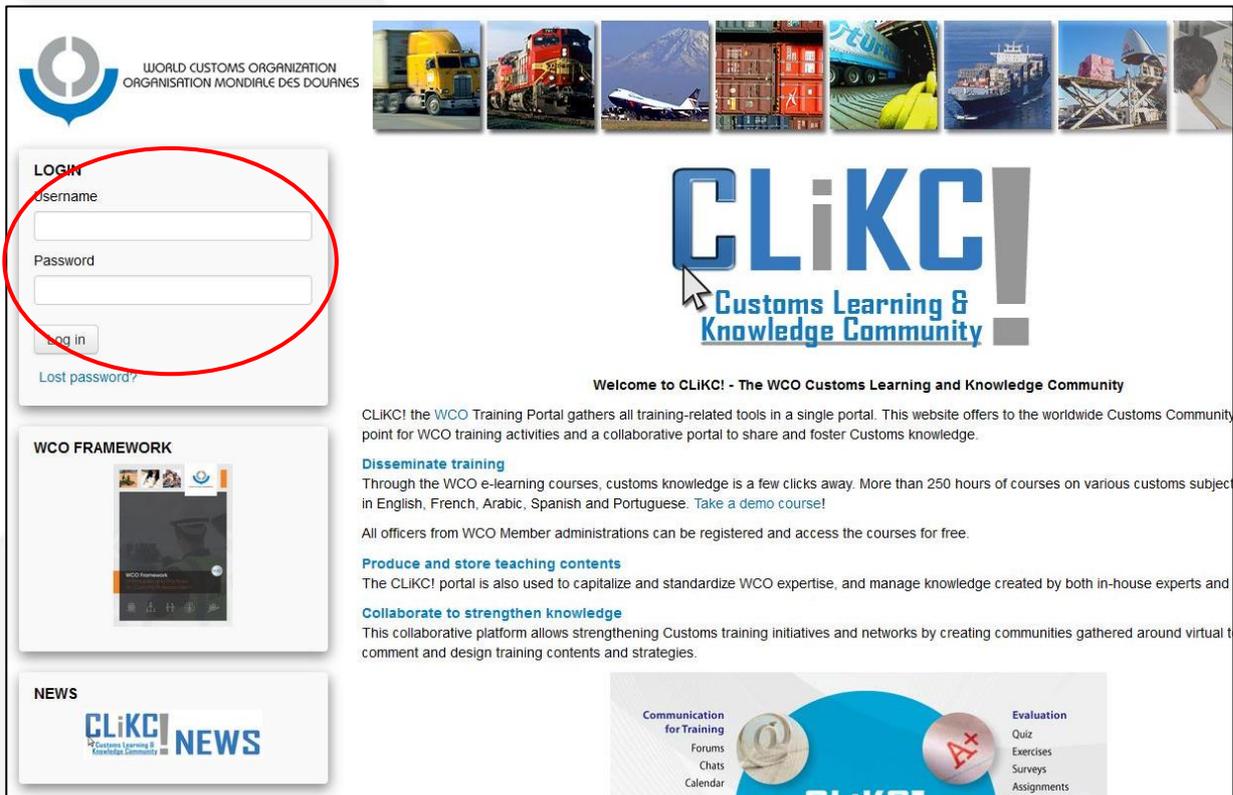
For Acrobat Reader, proceed as follows:

- Open your browser
- Go to <http://get.adobe.com/reader/>
- Click "Download"
- Follow the instructions on the screen

3. What do I do during my first visit to CLiKC?

- How do I login my first time?

After you request a username and password from the national co-ordinator who is responsible for this WCO programme in your Administration, you will receive an email titled: CLiKC, the WCO Customs Learning and Knowledge Community: New user account. Connect to CLiKC by the link provided within the email. The following screen will appear:



Login using the personal codes (Username and temporary password) provided in the email mentioned above. **These two codes are strictly personal.**

- Follow the provided link: “ <http://clikc.wcoomd.org> ”
- Click on the "Username" field found at the left
- Key in your Username
- Click on the "Password" field
- Key in your temporary password received in the registration e-mail
- Click “Login”



You will be requested to choose a personal password the first time you log in. In order to do so:

You must change your password to proceed.

Change password

Username hermes

Current password*

New password*

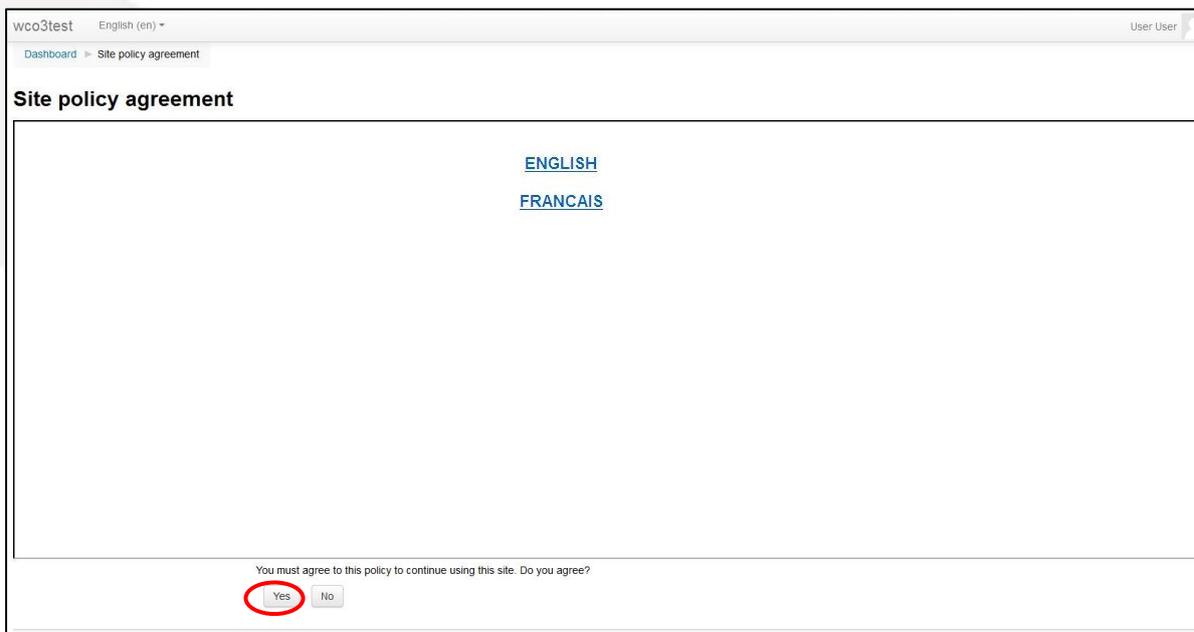
New password (again)*

- Click on the "Current password" field
- Key in you're the temporary password received in the registration e-mail
- Click on the "New password" field
- Key in your personal password
- Click on the "New password (again)" field
- Confirm your personal password
- Click "Save Changes"
- Click "Continue" when the confirmation message appears

! It is advisable to copy/paste the password given in the email because it will contain many odd characters.

! For security purposes, passwords must contain at least one capital letter and one number.

You will then need to accept the general conditions of the site's policy.



- Click on the language in which you would like to read the site policy
- Read the conditions
- Click "YES" after finishing.

After you have accepted the policy agreement, you will be linked to your user profile.

• How do I edit my user profile?

You can use this page to edit a variety of details about yourself that will help you communicate with other users.

- Click on the menu located at the top right of the screen
- Select the "Profile" item
- Click on the link "Edit my profile"
- Edit the fields of your choice
- Click 'Update profile' when you are finished



! You are strongly encouraged to please include a photo of yourself.

! To reach your user profile from any page, click your name at the very top right and use the drop-down menu.

4. How do I login?

- Regular login procedure

- Open your web browser
- Type <http://clikc.wcoomd.org> in the address bar

You will then see this screen.



wco3test English (en) - You are not logged in. (Log in)

WORLD CUSTOMS ORGANIZATION
ORGANISATION MONDIALE DES DOUANES

LOGIN
Username
Password
Log in
Lost password?

WCO FRAMEWORK

NEWS
CLiKC! NEWS

CLiKC!
Customs Learning & Knowledge Community

Welcome to CLiKC! - The WCO Customs Learning and Knowledge Community

CLiKC! the WCO Training Portal gathers all training-related tools in a single portal. This website offers to the worldwide Customs Community a single entry point for WCO training activities and a collaborative portal to share and foster Customs knowledge.

Disseminate training
Through the WCO e-learning courses, customs knowledge is a few clicks away. More than 250 hours of courses on various customs subjects are now available in English, French, Arabic, Spanish and Portuguese. [Take a demo course!](#)

All officers from WCO Member administrations can be registered and access the courses for free.

Produce and store teaching contents
The CLiKC! portal is also used to capitalize and standardize WCO expertise, and manage knowledge created by both in-house experts and accredited experts.

Collaborate to strengthen knowledge
This collaborative platform allows strengthening Customs training initiatives and networks by creating communities gathered around virtual tools to create, comment and design training contents and strategies.

HELP
Aide? ?? Help
Ayuda?

MORE ABOUT CLiKC!

Communication for Training
Forums
Chats
Calendar

Evaluation
Quiz
Exercises
Surveys
Assignments

! Use Internet Explorer, Mozilla Firefox, or Google Chrome to access the CLiKC platform. No other browsers are suitable for the moment.

From this page, you may already access important information about the WCO and CLiKC by clicking on the links provided.

Connect to CLiKC by using your personal codes (Username and password). You will find the Login block at the left hand side.

- Click on the "Username
- Key in your Username
- Click on the "Password" field
- Key in your password
- Click "Login"

This will bring you to the Welcome Page (also called the Dashboard).

- **What if I lose my password?**

Due to strict security standards, it is not possible to recover an old password. However, if you follow the “lost password?” link you will be provided with a new password in an email. To receive this email:

- Click on “lost password?”
- Key in **either your username or email**
- Click “search”
- Check your email inbox
- Follow the process described in the message

! The process outlined in the email is similar to the one outlined in the section “how do I login my first time?”

To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again.

Search by username

Username

Search by email address

Email address

This is the screen you will be linked to after you click search:

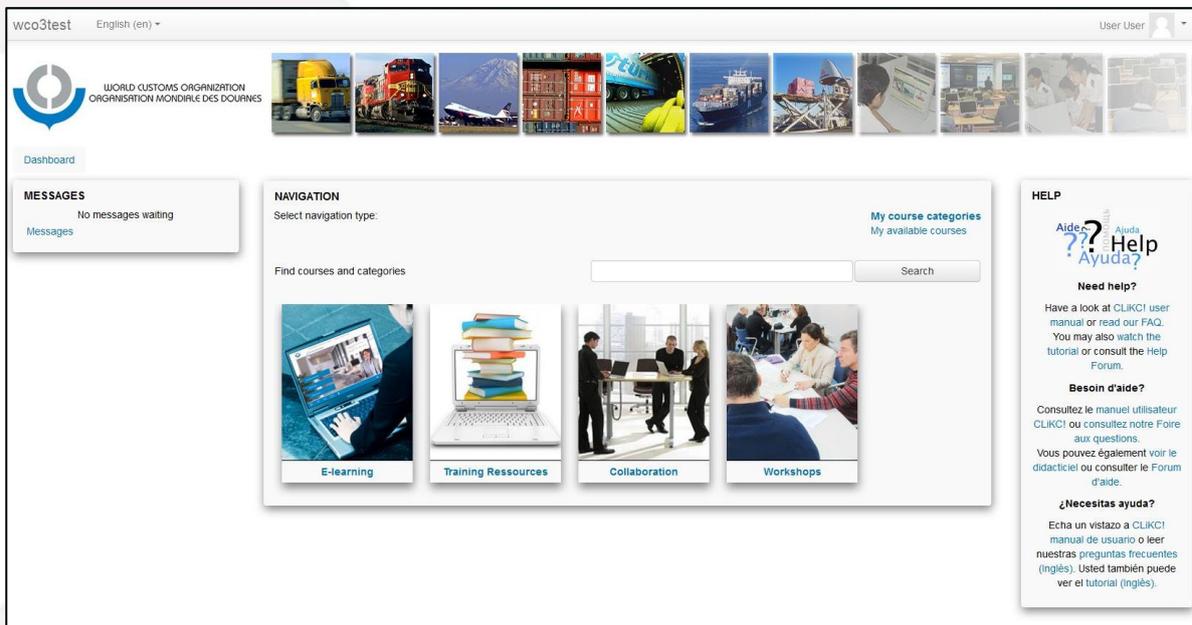
It contains easy instructions to confirm and complete this password change. If you continue to have difficulty, please contact the site administrator.

- Click on "Continue" to finalize the process

5. How do I use the main pages?

- **The Dashboard**

Once you are connected to the platform, your Dashboard page will be displayed.



! To reach the Dashboard from other pages, click the link located at the top left of the screen or use the menu with your name at the top right and select the "Dashboard" option.

- **How do I use the Dashboard?**

From the Dashboard page, you will see by default pictures showing all the categories containing courses that have been assigned to you. In each category, you will find sub-categories or courses assigned to you.

There are two types of icons on the Dashboard:

Icons like this symbolize the course categories



Icons like this symbolize the courses themselves



- Click on a category to access its contents
- Click on a course to access it

It is also possible to directly view the courses you have been assigned to (without navigating through the categories) by clicking on the "My available courses" link.

- Click on "My available courses"
- View only the courses you have not completed by clicking on the "Active courses" button
- View the courses you have already completed by clicking on the "Completed courses" button

NAVIGATION

Select navigation type: [My course categories](#) [My available courses](#)

Find courses and categories

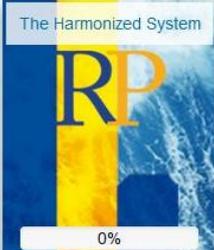
Risk Management



0%

[More information](#)

The Harmonized System



0%

[More information](#)

Gestion des risques



0%

[More information](#)

Training Resources



[More information](#)

Forum



[More information](#)

Workshop



[More information](#)

It is also possible to search courses by their title using the search function located on the Dashboard.

Find courses and categories

On the courses icons, your progression within the course (where available) will be shown. You can click on "More information" to get the detailed status of each of the activities in the course.

The image shows a course icon for 'Risk Management' with a '0%' progress indicator and a 'More information' button. Callouts point to the 'Course title', 'Advancement within the course', and 'Click here to get more details about your course progression'. To the right, a detailed progress window for 'Course: Risk Management' shows a 0% progress bar and a table of activities with their completion status.

Activity	Status
Module 1 - Introduction to Risk Management	Not Completed
Module 1 - Introduction to Risk Management - Final Quiz	Completed
Module 4 - Risk Indicators	Not Completed
Module 4 - Risk Indicators - Final Quiz	Completed
Module 5 - Analysis Guidelines, Information and Intelligence - Final Quiz	Completed

! Note that e-learning courses are sorted in specific categories per language.

6. How do I view the learning modules?

• Viewing the modules

In the previous section you learned how to find your course in your preferred language. Once you have clicked on the course, you will be linked to the course's outline page. Here is an example:

The screenshot shows the course outline page for 'Risk Management'. It includes a video player, 'OBJECTIVES', and a list of modules with checkboxes for completion.

OBJECTIVES

The aim of this programme is to assist learners acquire thorough and comprehensive knowledge of the Risk Management standard, practices, and application with a view to enhancing the effectiveness of Border Risk Management. Specifically, the course would allow the learner to:

- Benchmark existing practices with the best practices and techniques in the WCO Risk Management Compendium
- Profile and target risk goods, passengers and transport means and facilitate that which is compliant
- Adopt and implement structured and systematic border risk managements

Risk Management

Module 1 - Introduction to Risk Management	<input type="checkbox"/>
Module 1 - Introduction to Risk Management - Final Quiz	<input type="checkbox"/>
Module 4 - Risk Indicators	<input type="checkbox"/>
Module 4 - Risk Indicators - Final Quiz	<input type="checkbox"/>
Module 5 - Analysis Guidelines, Information and Intelligence - Final Quiz	<input type="checkbox"/>

The individual modules and their lessons / quizzes are listed in order of how the trainer has designed the course. If you have completed a lesson, a tick will appear in the small box next to the lesson name.

- ! Make sure all pop-up blockers are disabled (see section “software specifications”)
- Now click on the module of your choice to run it.
- A pop-up will appear containing the lesson.

The modules all look different, but their interactive capacities are all the same. At the top of the screen you will see a menu that displays chapter numbers and titles. You will also find that the WCO logo is a button that, when clicked, shows a drop down menu that includes options such as sound muting, printing the slides, and a glossary. To view this menu:

- Click the WCO logo at the top left



At the bottom you will find buttons which allow you to skip forward to the next slide, go back to previous slides, quit the window and view additional instructions.



After having viewed the module, you can return to the course outline by closing the window or by clicking “Quit”

! Some modules will include additional options on the tool bar at the bottom of the pop-up. This is generally for modules that include an introduction or video.

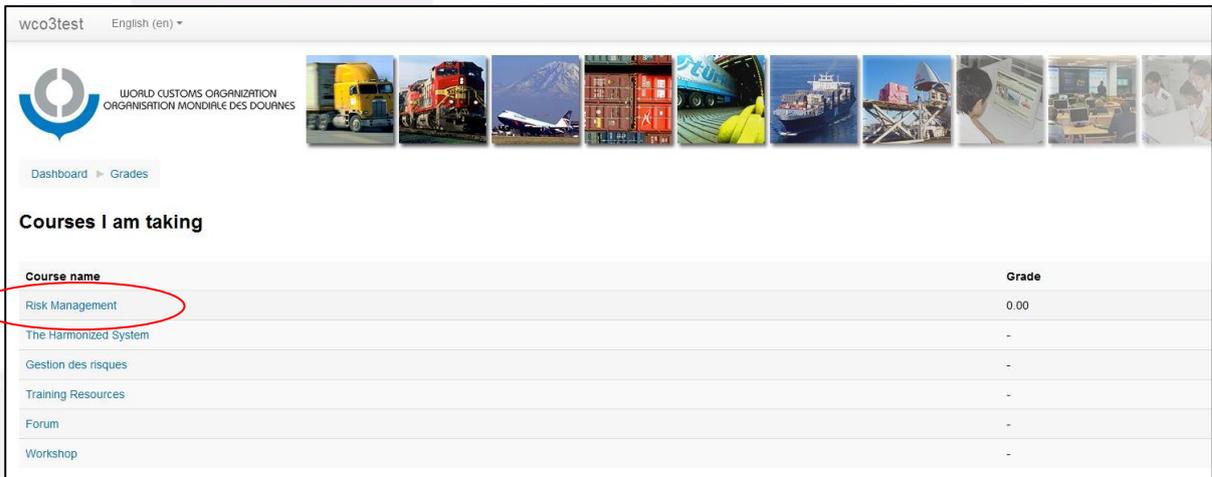
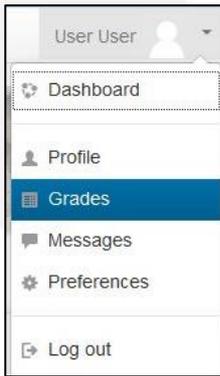
- **Viewing your results**

There are two ways to see your progression and results inside the courses.

The first one can be accessed from anywhere within the CLiKC! portal.

- Click on the top menu.
- Select the "Grades" item.
- You will get an overview of your grades for all courses.
- Then click on the course for which you want to see the grades in details

The following images show how to find grades in the navigation pane; below them is an example of grades in an overview report:



Grade item	Calculated weight	Grade	Range	Percentage	Feedback	Contribution to course total
Risk Management						
Module 1 - Introduction to Risk Management	100.00 %	0.00	0-100	0.00 %		0.00 %
Module 1 - Introduction to Risk Management - Final Quiz	0.00 % (Empty)	-	0-1	-		0.00 %
Module 4 - Risk Indicators	0.00 % (Empty)	-	0-100	-		0.00 %
Module 4 - Risk Indicators - Final Quiz	0.00 % (Empty)	-	0-1	-		0.00 %
Module 5 - Analysis Guidelines, Information and Intelligence - Final Quiz	0.00 % (Empty)	-	0-1	-		0.00 %
Course total	-	0.00	0-100	0.00 %		-

If you are within a course and want to access your detailed grades for this particular course (same screen as shown above).

- Click on the "Grades" item in the left menu.

7. How do I get my certificate?

In most of the e-learning courses, a certificate will be available when the course has been successfully completed.

Completion of the course means that all lessons should be completed and all evaluations should be successfully passed with a minimum grade of 70%.

If the criteria are met, a link to the certificate will appear at the end of the course page, under the "Certificate "section.

In order to download your certificate in PDF format:

- Click the "Certificate" link
- Click on "Get my certificate" button

8. Where do I get additional help?

If you need further information or have a question on how CLiKC! works, you might use one of the following possibilities:

- Read our [FAQs](#).
- Consult our [Help forum](#), most of the time, your question might have already been answered. If it is not the case, you might post a new message here.
- Send a message to elearning@wcoomd.org.

9. Updates

Despite our best efforts, you may find minor errors in the modules and courses. Please be so kind as to bring them to our attention so that we can put things right. Our modules are designed to be updated and improved on request, so don't hesitate to send us your comments.

If you would like more information, please send your questions or comments to us at the following address: elearning@wcoomd.org

