WCO CLiKC!
User Guide

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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. For the most important 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 including small red ovals in order to draw your attention to relevant information.

! Paragraphs marked with a ! at the beginning provide useful clarifications, tips and advice on specific points.

If you do encounter any problems using our platform, please do not hesitate to contact us at elearning@wcoomd.org.

- Notes on the platform

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

It will enable you to connect to the selected courses, 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, as well as with your tutors and trainers (when applicable).
2. What are the technical prerequisites?

It is strongly recommended your computer meets the following technical requirements. Any other configurations (Mobile, Mac OS X, etc.) are not supported and may not display all CLiKC! features properly.

- **Hardware specifications**
  You will need the following minimum hardware configuration:
  - RAM: 512 MB or higher
  - Audio: A sound card in order to listen to audio commentary when applicable.
  - Internet connection: 1 Mbps or higher
  - Screen resolution: XGA (1024x768) or higher

! You may test the speed of your Internet connection by typing “speedtest” on Google or by going to www.speedtest.net.

- **Software specifications**
  You will need the following software installed on your computer:
  - Operating System: Windows 7 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

! In order to browse the website problem-free, please enable pop-ups (when prompted by your browser) or disable any pop-up blocking software by following more extensive instructions here: 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
  - Click “Install now”
  - Follow the instructions on the screen

  **For Acrobat Reader, proceed as follows:**
  - Open your browser
  - Click "Download"
  - Follow the instructions on the screen
3. How can I register to CLiKC!?

Before using the website, you will need to create a unique account that will grant you full access to the platform’s features and contents.

You may switch to your preferred language by clicking on the language displayed on the left of the “Log in” button at the top-right of the screen. Supported languages are English, French, Spanish, Portuguese (Europe, Brazil), Russian and Arabic.

- On the **front page of the website**, click on the “Log in” button located at the top right or at the bottom of the screen.
- On the “Log in” page, click on the “Create new account” button.
- Fill-in the form (All fields marked with a * are mandatory).
- Read and approve the Terms and Conditions.
- In the field “Choose organization”, select your country in the list.
- Click the button “Create my new account”
- Check your e-mail inbox and click on the link contained in the message you received to confirm your e-mail address.
Once your registration has been approved, you will receive an email with the subject “CLiKC!, the WCO Customs Learning and Knowledge Community: New user account”, sent by learning@wcoomd.org.

If you cannot see the email in your inbox folder, check your “junk” or “spam” folders as provided by your email service.

CLiKC! is only available for Customs officers, as well as government or international officials on a case-by-case basis. The platform is free of charge for Customs officers of WCO member administrations.

Your registration will need to be approved by your national coordinator, it can take a few days before the confirmation message is sent to you.

Once your registration has been approved, you will receive an email with the subject “CLiKC!, the WCO Customs Learning and Knowledge Community: New user account”, sent by learning@wcoomd.org.

If you cannot see the email in your inbox folder, check your “junk” or “spam” folders as provided by your email service.
4. How do I login?

- **Regular login procedure**

  - Go to [http://clikc.wcoomd.org](http://clikc.wcoomd.org)
  - Press “Log in” at the top right of the screen.

Login using the personal codes defined during the registration process. **These two codes are strictly personal.**

You will find the Login block at the left hand side.

- Click on the "Username" field
- Key in your e-mail address
- Click on the "Password" field
- Key in the password defined during registration
- Click “Log in”

This will bring you to your 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.

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

- 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 menu.

The Dashboard will show you your current available courses and your progress within them as well as the latest visited courses.

The "Upcoming events" block on the right will indicate you if anything is required from you in the future.

- The Course catalog

Unless you have been specifically enrolled into courses by your national coordinator, you might select the courses of your choice through the course catalog.

Click on “Find Learning” to access the course catalog.

Within the catalog you can search the courses through the plain text search engine. You might also use the filters located on the left side of the screen to display courses of a specific type or on a specific language.
Please note that the courses you will see in the catalog might depend on your region or country. For specific requests, please do not hesitate to contact us.

- Click on a course for more details about it.

- User profile

It is strongly recommended you modify your profile page in order to enhance your interactions with other fellow users of the platform.

You are strongly encouraged to include a photo of yourself.
6. How do I follow courses?

- **Enrolling in a course**

In order to follow a course, you will need to get enrolled into it. In order to do this, follow the steps below:

  - Click on a course in a catalog to view the details.
  - In the details section, click on the “Go to course” button.
  - On the new page appearing, click the “Enroll now” button.

You will then be redirected to the course main page.

- **Viewing the modules**

Here is an example of the main page of an e-learning course:

The menu located on the top will help you navigating through the different parts of the course.
In the course part, 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 top right corner of the lesson icon.

- **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 and gives you an overview of the grades.

  - 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.
Select the "Record of Learning" item from the top menu.

You will get an overview of your achievements and grades for all courses.

It is also possible from within a course, to get the detailed grade report for this course.

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. Courses delivering a certificate are highlighted through a certificate icon in the course catalog.

Completion of the course means that all lessons should be completed and all evaluations should be successfully passed with a minimum grade of 70%. You should also complete the course evaluation form before getting your certificate.

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. How do I apply for a workshop?

The CLiKC! website is also used for online registration to the Capacity Building and training activities of the WCO. They are referenced under the “Workshops” categories of courses.

The application to a workshop is done using a two-step validation process:

- You will first need to enroll to the workshop course. **This enrollment need to be approved by your national coordinator.**
- Once approved and notified, you will have access to the workshop page and you will be able to apply for a session at a specific date. This application will need to be approved by the trainer responsible for the workshop. Please make sure to carefully follow the instructions on the page and to provide the necessary elements.
- When your application is approved and notified, your status will change from Wait-listed to Booked and you will be notified. From now on, you will have access to the workshop materials and further communication will be done with you to organize the session.

The process to apply to a workshop is similar to the one used for enrollment in the e-learning courses.

- From the course catalog, click on the workshop you would like to apply for.
- Click the “Enrol” button.
- In the new screen appearing click the button “Enrol now”.

Your national coordinator will be notified and will need to approve the enrolment. Once approved, you will have access to the workshop page:
- Click on “Join Waitlist”.
- Fill-in the form and attach your application form if required.
- Confirm by clicking on “Join waitlist”

When your application is confirmed or denied, you will receive a corresponding message.

The status of your application can also be followed on the Upcoming Events block of your dashboard.
9. 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.
10. 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
11. Personal notes

- User name: ...........................................................................................................

- Password: ...........................................................................................................

- Tutor:
  - **Name:** ........................................................................................................
  - **Telephone number:** .....................................................................................
  - **E-mail:** .........................................................................................................

- Miscellaneous:
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