



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!.

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.

- **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**

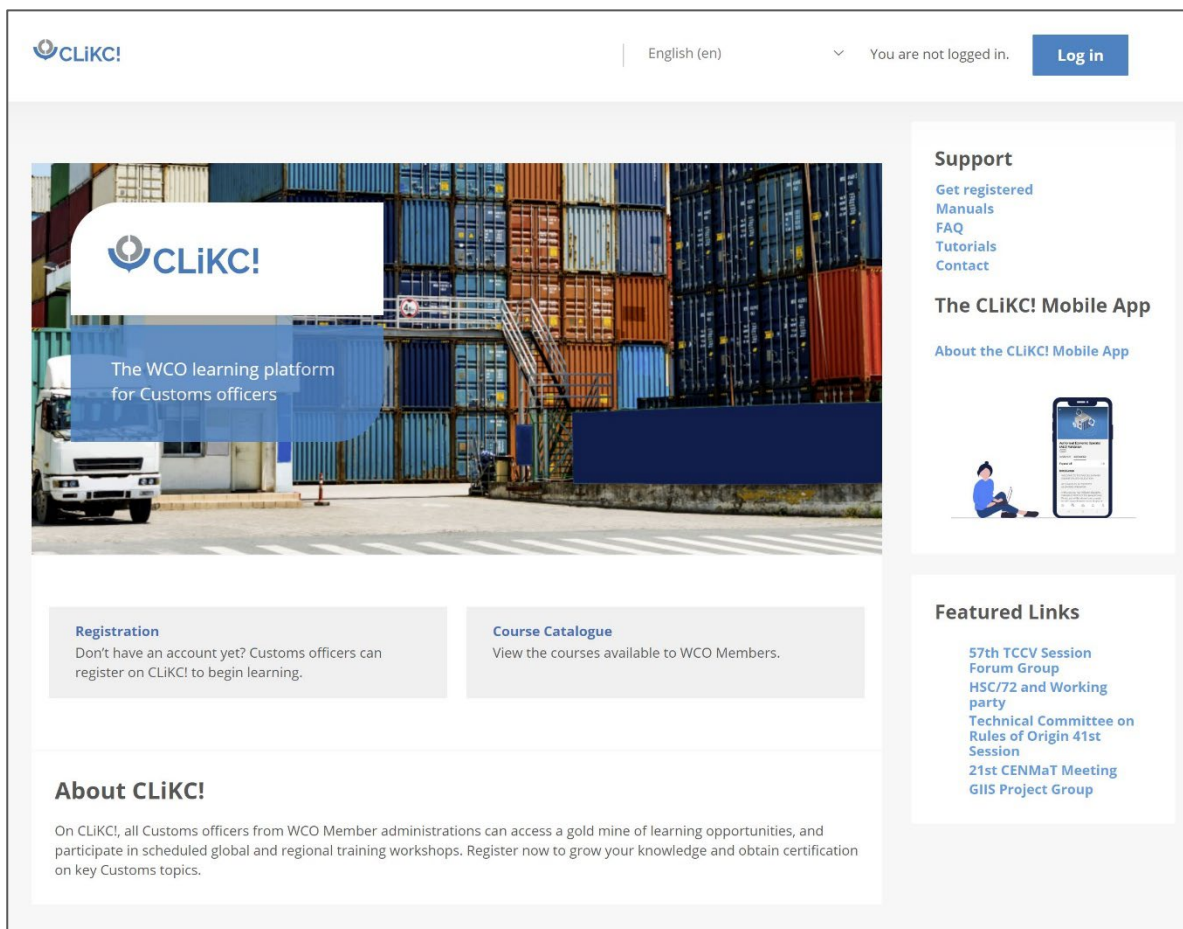
You will need the following software installed on your computer:

- Operating System: Windows 7 or above
- Web browser:
 - Chrome: The latest stable release
 - Firefox: The latest stable release
 - Microsoft Chromium Edge: The latest stable release
 - Microsoft Edge: Versions 16 to 18
 - Safari: Version 11.3 or greater

! 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/>.

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 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.



Log in

Username or Email

Password

Log in

[Forgot username or password?](#)

Some courses may allow guest access

Log in as a guest

 Cookies must be enabled in your browser

Is this your first time here?

This website is restricted to Customs officials from WCO Member administrations.

If this is your case, please proceed with account creation by clicking on the link below. Please note that in order to complete the registration, approval from your national coordinator will be needed (the list is available [here](#)). Please allow a few days for your national coordinator to validate the registration before contacting us.

You may read our [FAQs](#) for more details.

Create new account

! CLiK! 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.**

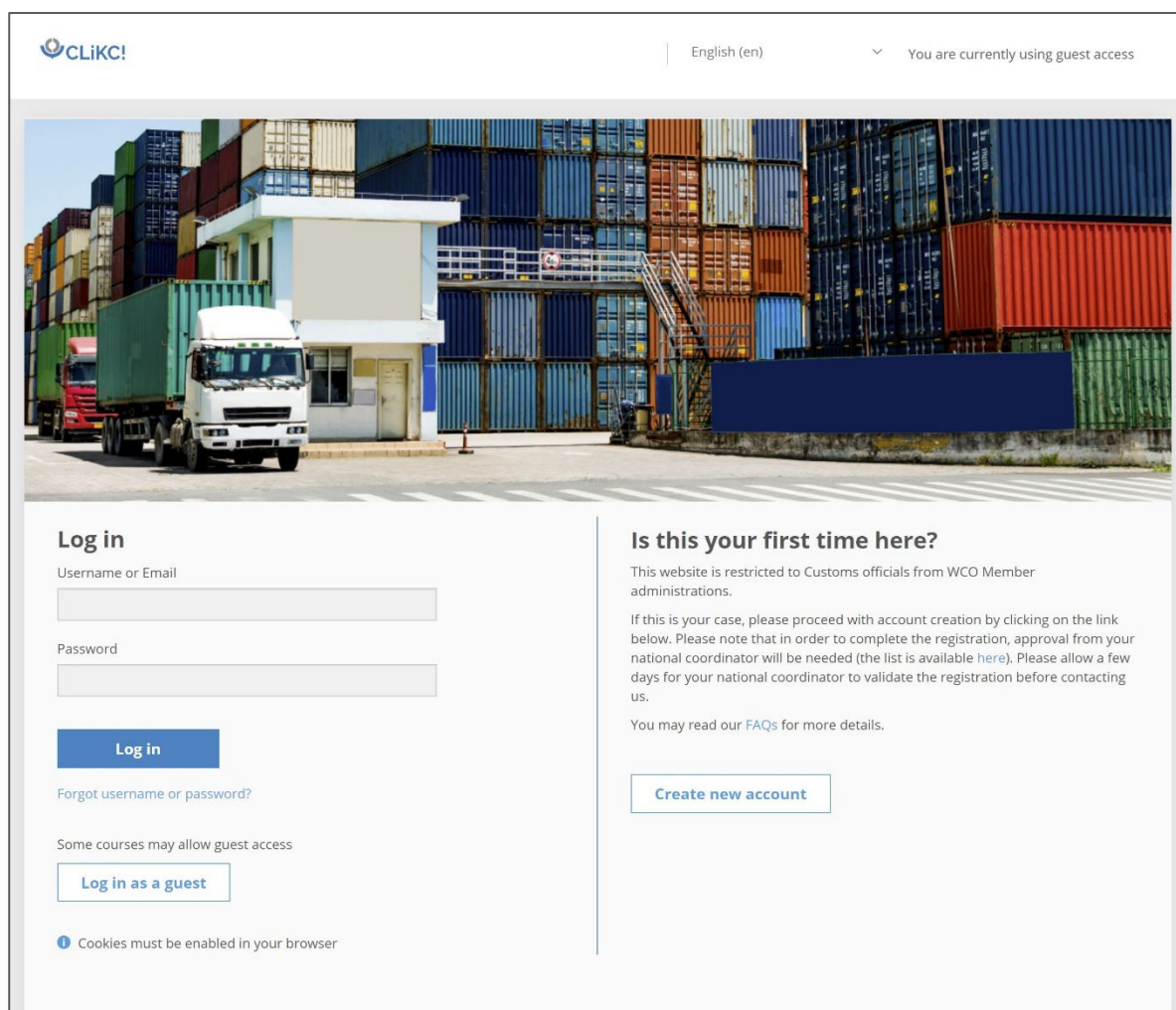
Once your registration has been approved, you will receive an email with the subject “CLiK!, the WCO Customs Learning and Knowledge Community: New user account”, sent by elearning@wcoomd.org.

! 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>
- Press “Log in” at the top right of the screen.



CLiKc! | English (en) | You are currently using guest access

Log in

Username or Email

Password

Log in

[Forgot username or password?](#)

Some courses may allow guest access

Log in as a guest

🔒 Cookies must be enabled in your browser

Is this your first time here?

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You may read our [FAQs](#) for more details.

Create new account

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 “Forgot username password?” link you will be provided with a new password in an email. To receive this email:

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

CLiK! | English (en) | You are currently using guest access

Let's find your account

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.

Username

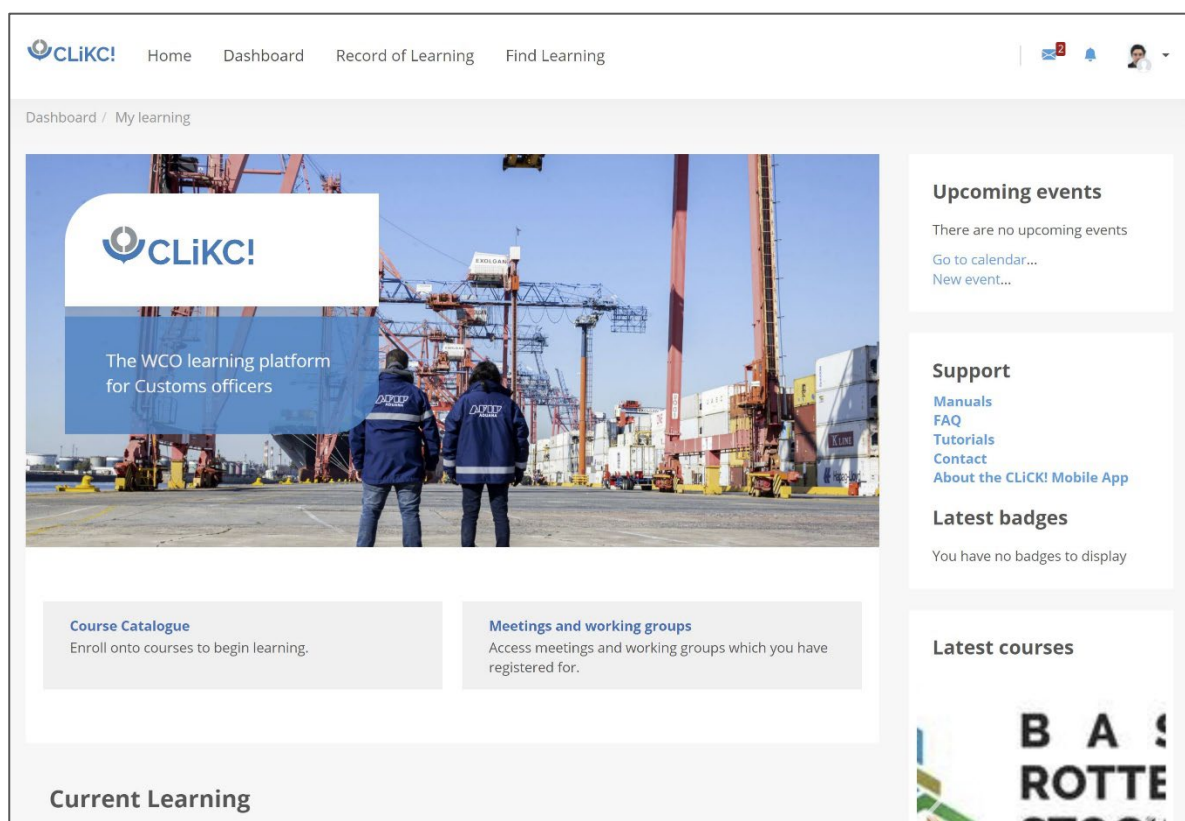
Email address

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.



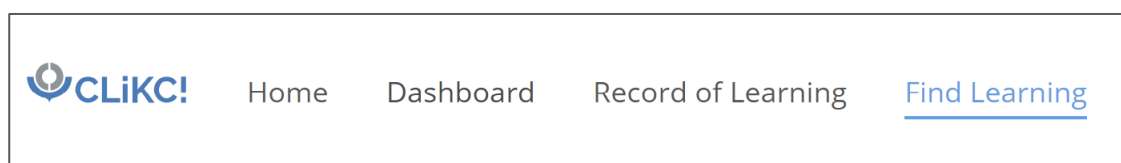
! To reach the Dashboard from other pages, click the link located at the top menu.

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 catalogue**

Unless you have been specifically enrolled into courses by the WCO Secretariat, you might select the courses of your choice through the course catalogue.



▪ **Click on “Find Learning” to access the course catalogue.**

Within the catalogue 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.

CLiK! Home Dashboard Record of Learning Find Learning

Search

Up to 2000 items

Filters

Type


- E-learning & Videos
- Meetings & Workshops
- Resource
- VCOA

Language(s)

- Amharic
- Arabic
- English
- French
- Kazakh
- Portuguese
- Portuguese (Brasil)
- Russian
- Spanish
- Tajik
- Turkmen


Topic

- Air Passengers Control
- Authorised Economic Operator (AEO)
- Basel, Rotterdam and Stockholm Conventions
- CITES




Featured Découvrir l'OMD

Durée: 30 min.




Featured Discover the WCO


Duration: 30 min.




Refresher training event for Customs Valuation Experts



Système harmonisé - Cours avancé : Articles manufacturés divers, œuvres d'art - Sections XVIII à XXI



Système harmonisé - Cours avancé : Machines et appareils, Véhicules et matériel de transport - Sections



Système harmonisé - Cours avancé : Pierres et métaux - Sections XIII à XV (Chapitres 68 à 83)

! Please note that the courses you will see in the catalogue 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.

- **Click on the menu located at the top right of the screen**
- **Click the “Preferences” button.**
- **Click on the link "Edit my profile"**
- **Edit the fields of your choice**
- **Click ‘Update profile’ when you are finished**



Preferences

| | | |
|---|--|---|
| <h3>User account</h3> <ul style="list-style-type: none">■ Edit profile■ Preferred language■ Forum preferences■ Editor preferences■ Course preferences■ Calendar preferences■ Message preferences■ Notification preferences■ Legacy notification preferences | <h3>Repositories</h3> <ul style="list-style-type: none">■ Manage instances | <h3>Portfolios</h3> <ul style="list-style-type: none">■ Configure■ Transfer logs |
| <h3>Blogs</h3> <ul style="list-style-type: none">■ Blog preferences | <h3>Badges</h3> <ul style="list-style-type: none">■ Manage badges | |

! 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:

The screenshot displays the CLIKC! user interface. At the top, there is a navigation bar with links for Home, Dashboard, Record of Learning, and Find Learning, along with a user profile icon. Below the navigation bar is a search bar. The main content area shows a list of courses under the heading "Up to 100 items". On the left, there are filter sections for "Type" (with "E-learning & Videos" selected), "Language(s)" (with "English" selected), and "Topic" (with "Air Passengers" selected). Three course cards are visible: "Discover the WCO" (30 min), "Data Analytics - Advanced (Synthetic Data Generation)", and "Harmonized System Advanced: Various manufactured articles and works of art - Sections XVIII to XXI" (5 hours). A modal window titled "Discover the WCO" is open, showing a message "You are not enrolled in this course" and a "Go to course" button. Below the message, it provides a brief description of the course and its duration.

- **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:

Harmonized System Advanced: Various manufactured articles and works of art - Sections XVIII to XXI (Chapters 90 to 97)

Introduction Course Course Evaluation Certificate

Various manufactured articles, works of art - Sections XVIII to XXI (Chapters 90 to 97)



The main aim of this course is to help trainees use the Harmonized System (HS) Nomenclature in a consistent and effective manner and thus facilitate the classification of internationally traded goods.

Objectives:

- Provide trainees with the necessary tools to understand the classification of **various manufactured articles and works of art**.
- Provide trainees with effective and suitable resources to understand and master the commodity classification methodology.
- By means of goods classification exercises, equip trainees with the knowledge required to apply the Harmonized System Nomenclature correctly.

It is highly recommended that trainees begin studying the Harmonized System by the *WCO HS Foundation Course* which provides an introduction to all the most essential basic concepts of the HS, main categories of commodities, common challenges faced by HS users when classifying products in the HS, as well as the organization of tariff classification work.

This course was developed under the framework of the EU-WCO Programme for Harmonized System in Africa (HS-Africa Programme), funded by the European Union.



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.

CLIKC! Home Dashboard Record of Learning Find Learning

Dashboard / My courses / Revenue Package / Harmonized System Advanced: Various manufactured articles and works of art - Sections XVIII to XXI (Chapters 90 to 97)

Harmonized System Advanced: Various manufactured articles and works of art - Sections XVIII to XXI (Chapters 90 to 97)

Introduction **Course** Course Evaluation Certificate

To view the lessons, you must enable pop-ups in your internet browser.

Select the modules below to begin the course.

- **!** 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.

- **Viewing your results**

You can see your progression and results on the courses by viewing an overview of your grades.

CLiK! Home Dashboard Record of Learning Find Learning

Dashboard / Record of Learning / All Courses

Record of Learning: All Courses

COURSES

1 record shown

Saved searches

View a saved search Set as your default view

[Manage your saved searches](#)

Search by

Course Title

| Type | Course Title ▲ | Plan course due date | Previous Completions | Progress |
|--------------------------|--|----------------------|----------------------|----------|
| <input type="checkbox"/> | Harmonized System Advanced: Various manufactured articles and works of art - Sections XVIII to XXI (Chapters 90 to 97) | | | 0% |

Export as

- Select the "Record of Learning" item from the top menu.
- You will get an overview of your achievements and grades for all courses.

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 catalogue.

Completion of the course means that all lessons should be completed and all evaluations should be successfully passed. In some courses, 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. 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](#).
- Send a message to elarning@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.