

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” in your browser’s search bar.

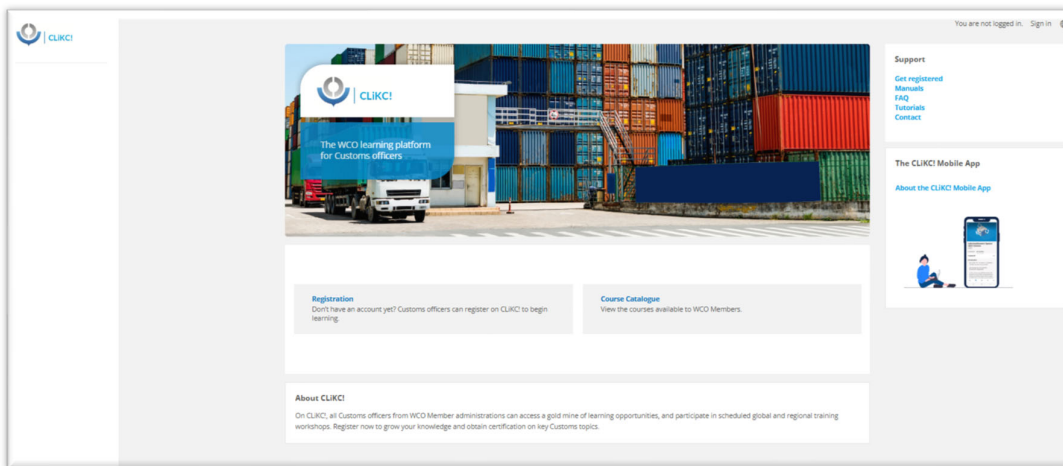
- **Software specifications**

You will need the most recent versions of your operating system and browsers installed on your computer, and a PDF reader.

! To ensure you can view the lessons on the e-learning platform, you must allow pop-up windows for the site or disable any pop-up blocking software in your browser.

3. How can I register to CLiKC! ?

Before using the website, you will need to create a unique account that will grant you access to the platform. Please note that full access to the platform features and contents is granted to only Customs officers from WCO Member States.



! You may switch to your preferred language by clicking on the globe sign displayed at the top-right of the screen. Supported languages are English, French and additional languages Arabic, Portuguese (Europe, Brazil), Russian and Spanish.

- On the [front page of the website](#), click on the “Registration” block.
- 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.

The screenshot shows the 'New account' registration form. At the top left is the CLiKC! logo. The form title is 'New account'. Below the title, it says 'There are required fields in this form marked *.' and a 'Collapse all' link. The form is divided into two sections: 'Please provide your e-mail address and password' and 'More details'. The first section contains four input fields: 'Email address*', 'Email (again)*', 'Password*', and 'Repeat password*'. The second section contains three input fields: 'First name*', 'Surname*', and 'City/town'. A 'Sign in' button is located at the top right of the page.

! 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 active 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.**

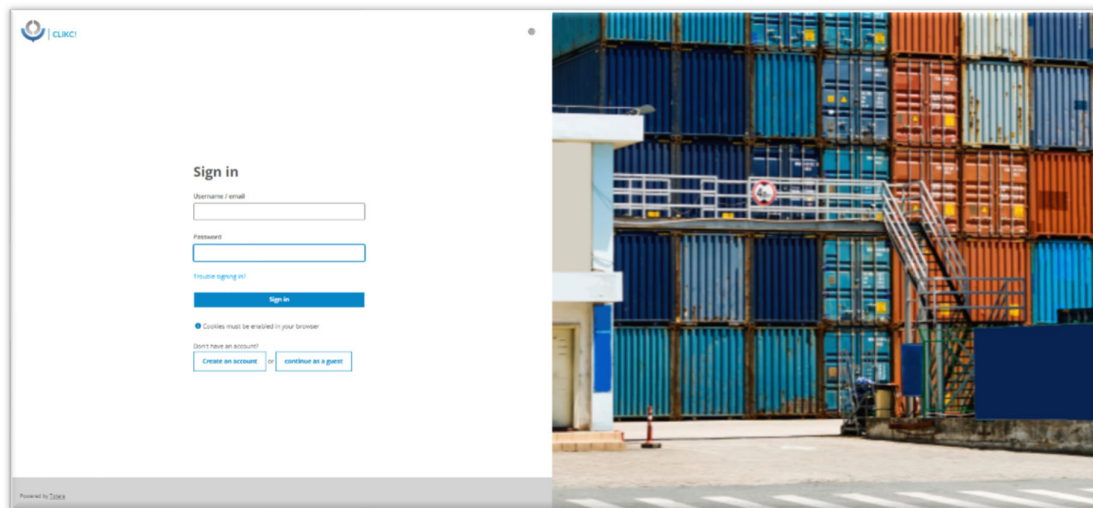
Once your registration has been approved, you will receive an email with the subject “CLiKC!, the WCO Customs Learning and Knowledge Community: New user account”, sent by elarning@wcoomd.org.

! 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 log in?

- **Regular login procedure**

- Go to <http://clikc.wcoomd.org>
- Press “Sign in” at the top right of the screen.



Log in using the personal codes defined during the registration process. **These codes are strictly personal.**

You will find the Login block on 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.

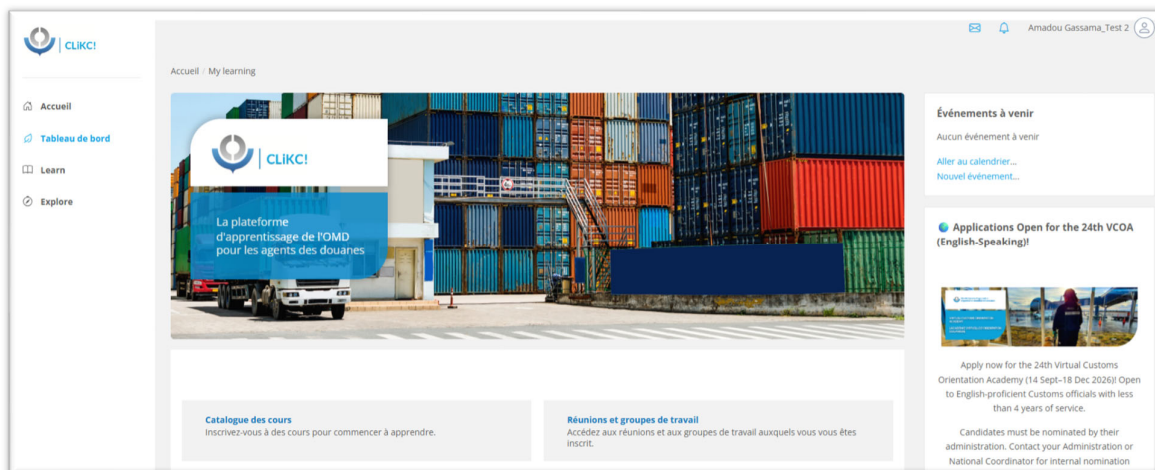
The screenshot shows the 'Let's find your account' page on the CLiK! platform. The page has a light gray background. At the top, there is a header with the CLiK! logo on the left, 'English (en)' in the center, and 'You are currently using guest access' on the right. The main content area is titled 'Let's find your account' in bold. Below the title, there is a paragraph explaining the process: '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.' There are two input sections. The first section is for 'Username' with a text input field and a 'Search' button. The second section is for 'Email address' with a text input field and a 'Search' button.

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.



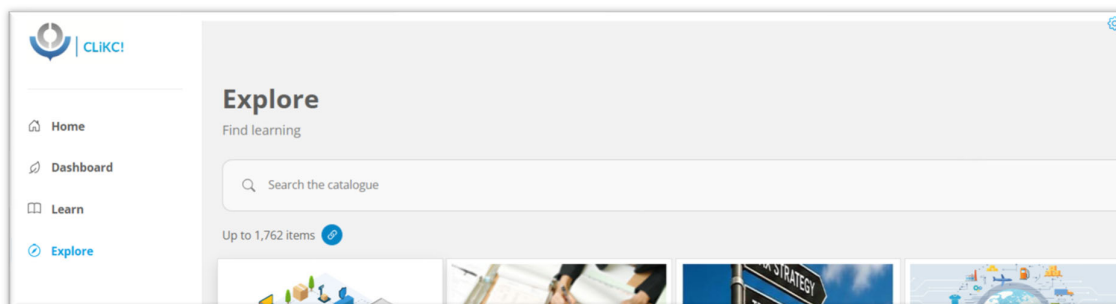
! To reach the Dashboard from other pages, click the link located at the left menu.

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.

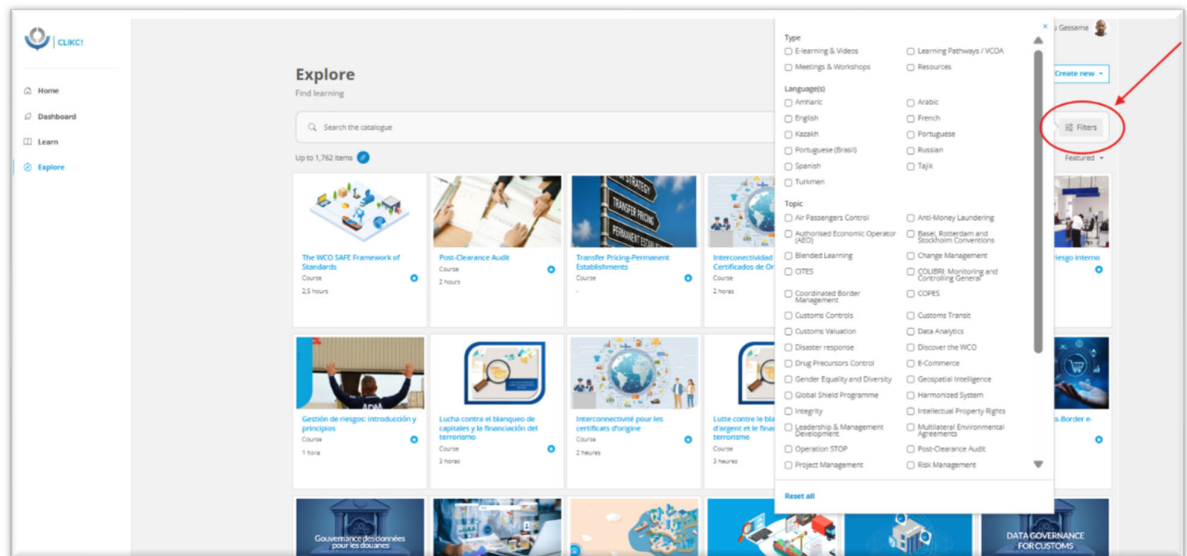
- **The Course catalogue**

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 “Explore” 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 right side, at the end of the search bar, to display courses of a specific type or in a specific language.



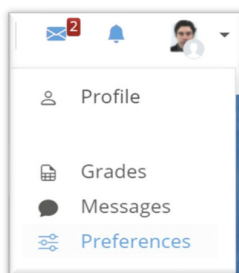
! Please note that the courses you will see in the catalogue might depend on your region or country. For specific requests, please do not hesitate to contact us.

- **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 your profile name 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

User account

- [Edit profile](#)
- Preferred language
- Forum preferences
- Editor preferences
- Course preferences
- Calendar preferences
- Message preferences
- Notification preferences
- Legacy notification preferences

Blogs

- [Blog preferences](#)

Repositories

- [Manage instances](#)

Portfolios

- [Configure](#)
- [Transfer logs](#)

Badges

- [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:

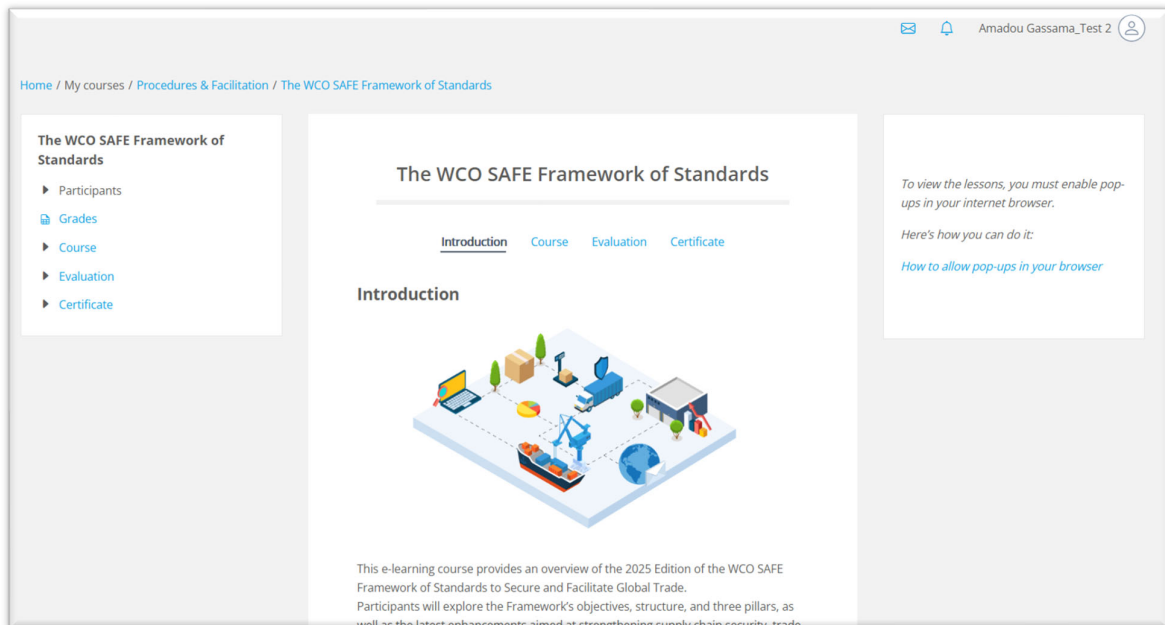


- Click on a course in a catalog to view the details.
- In the details section, click on the “View course” button.
- On the new page appearing, click the “Enroll now” button.

You will then be redirected to the course main page.

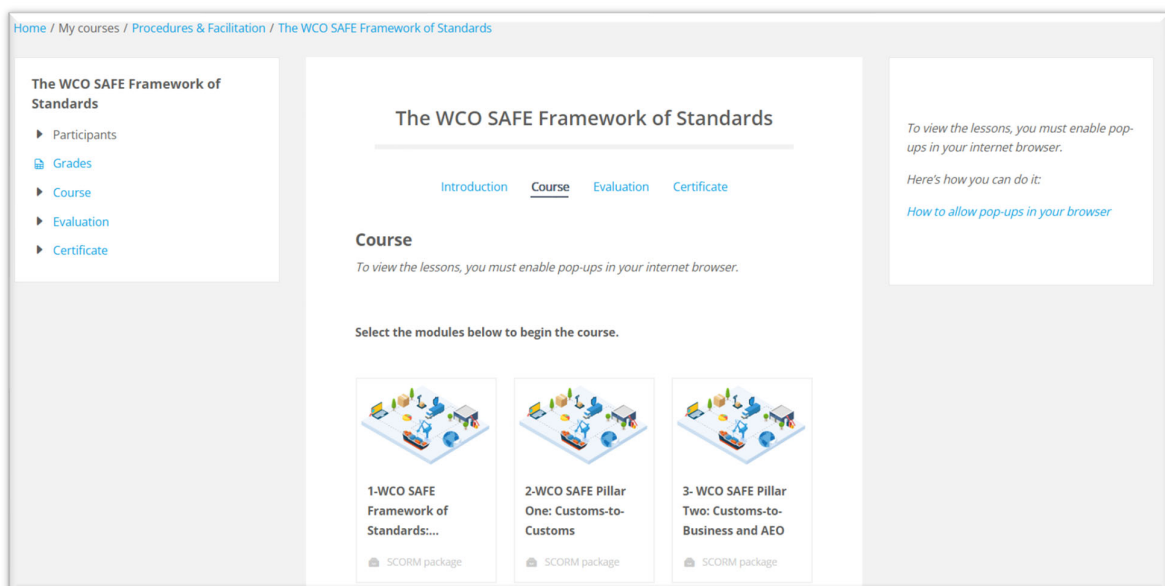
- **Viewing the modules**

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.

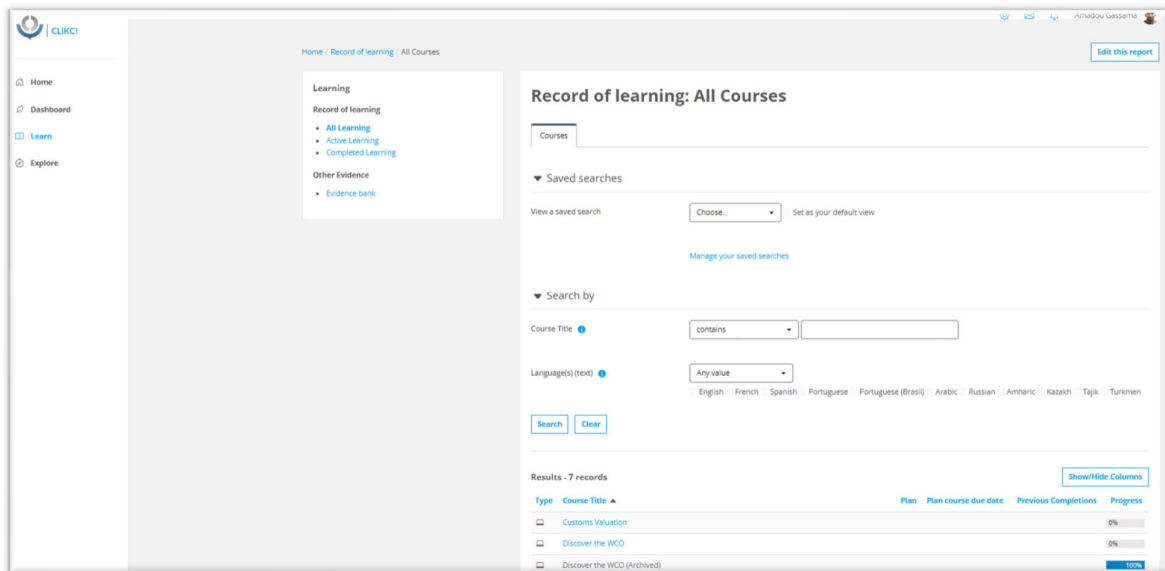
In the course part, the individual modules and their lessons / quizzes are listed in order of how the trainer has designed the course. If you have completed a lesson, a tick will appear in the top right corner of the lesson icon.



- **! 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.



- **Select the "Learn" item from the left 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. It's advised downloading the certificate immediately upon course completion, to avoid issues related to certificate access later on.

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 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.