InterCEPT

International Counterfeit Electronics Personnel Training

USER MANUAL

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Version 1 – June 2017

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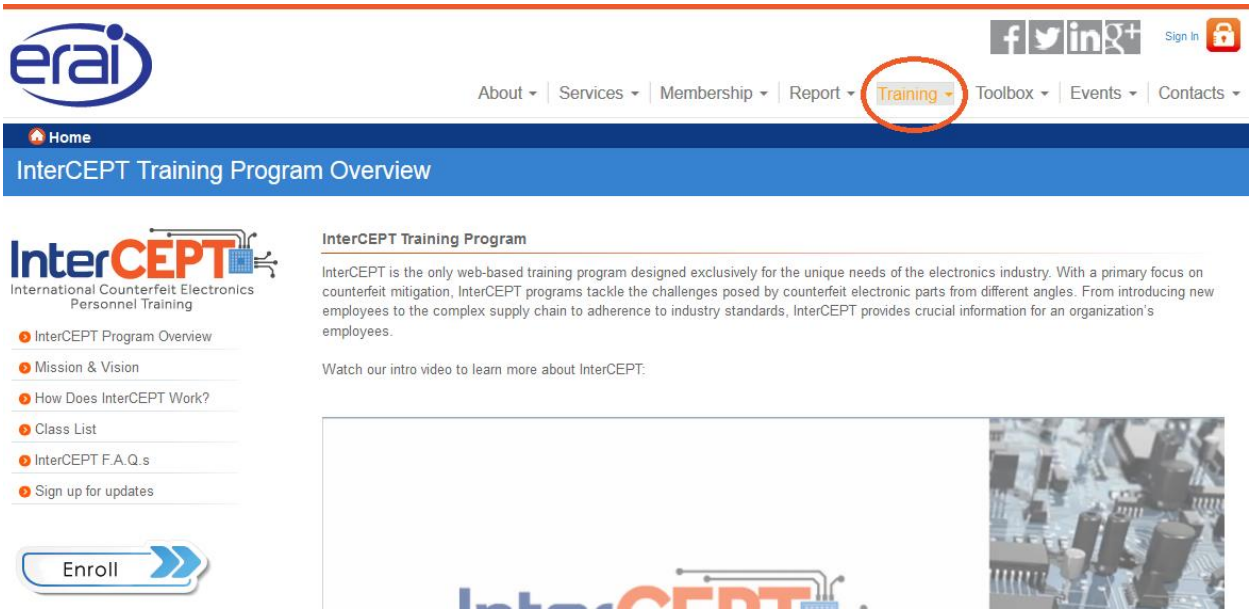
How to access InterCEPT

You can access InterCEPT by visiting www.counterfeittraining.com or on the ERAI website (www.erai.com) by clicking on the "Training" tab located at the top of the page. You do not need to be a member or subscriber of ERAI to enroll in InterCEPT.



Enrollment in InterCEPT

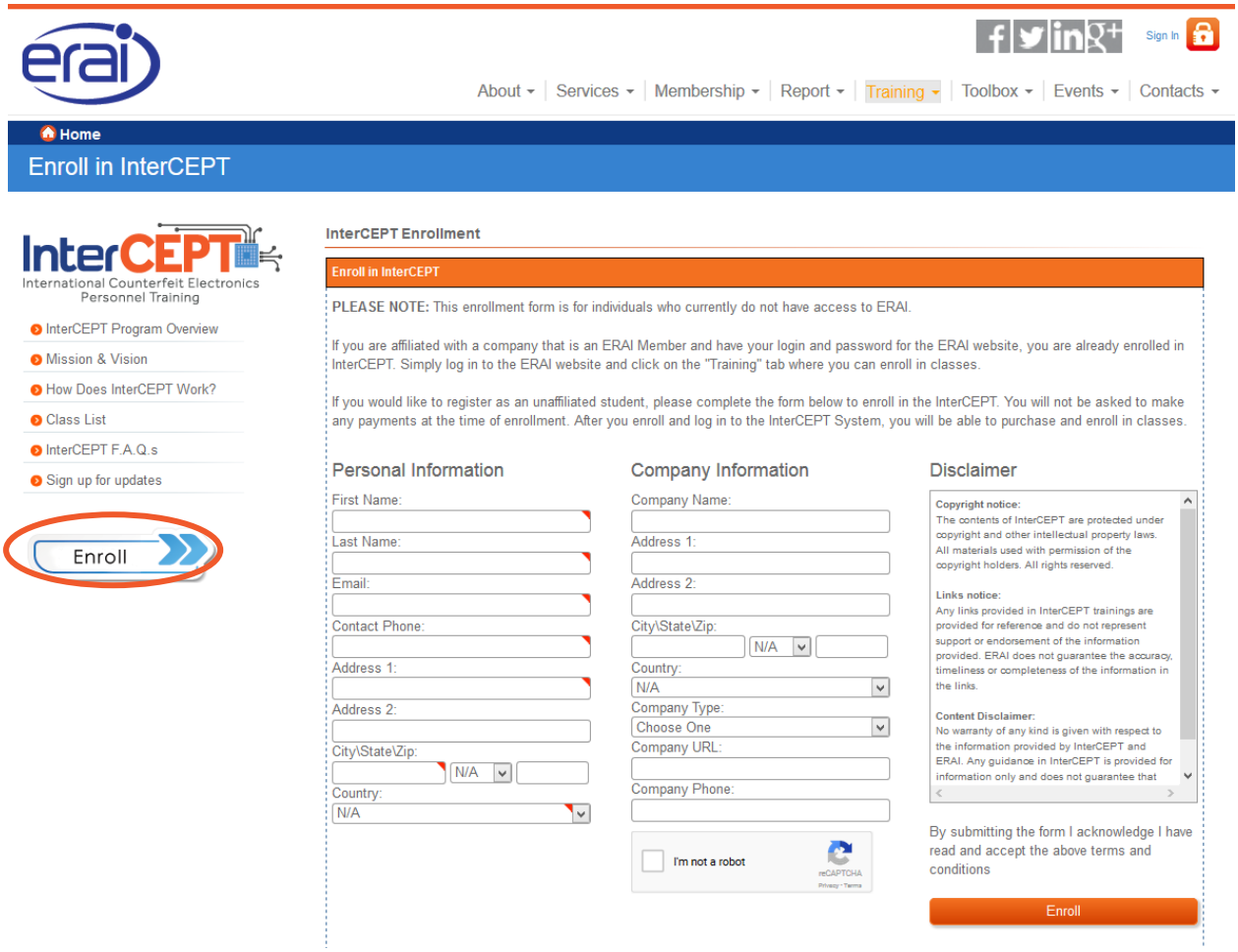
All users must enroll in the InterCEPT system prior to purchasing a class. You will not be asked to make any payments at the time of enrollment. After you enroll and log in to InterCEPT, you will be able to purchase and register for classes.

If you are not an ERAI subscriber or if you would like to register as an unaffiliated student (a student not associated with a company), please click on the ENROLL button on the left side of the page to enroll as an InterCEPT student.

If you are employed by a company that subscribes to ERAI's services and have your login and password for the ERAI website, you are already pre-enrolled in InterCEPT. Simply log in to the ERAI website with your credentials and click on the "Training" tab to purchase classes. If you have forgotten your credentials or would like to verify that your company is an ERAI member or subscriber, please contact ERAI at +1-239-261-6268.

How to Enroll

To enroll in InterCEPT, you will need to complete the enrollment form. The Personal Information section has required fields highlighted by a red corner . The center of the form is for your company/organization's details. This information is optional and not required for enrollment.



Enrollment Terms

Before submitting your enrollment, please be sure to read the notices and disclaimers.

Copyright notice:

The contents of InterCEPT are protected under copyright and other intellectual property laws. All materials used with permission of the copyright holders. All rights reserved.

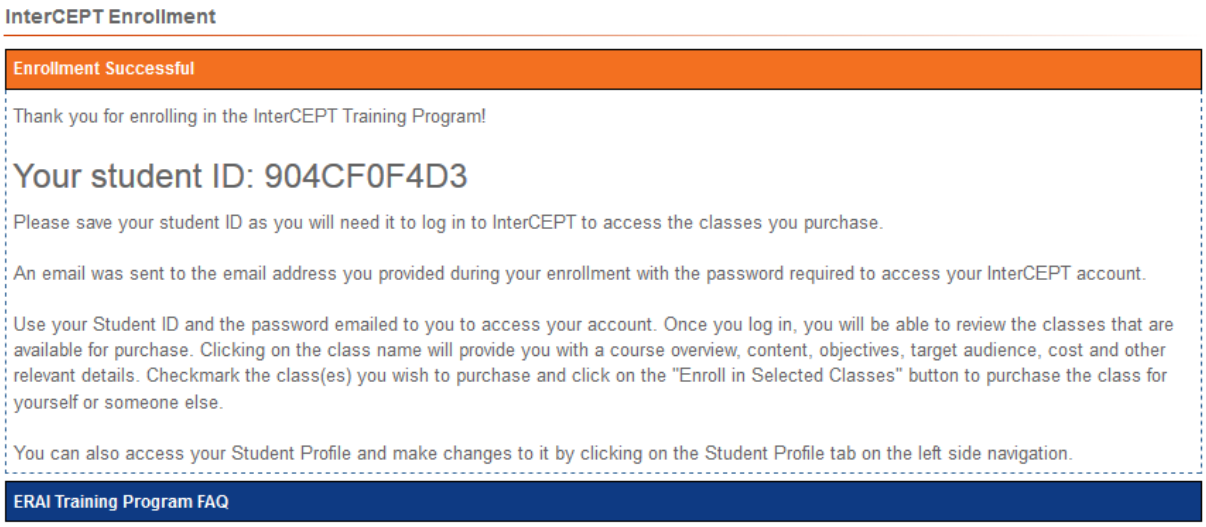
Links notice:

Any links provided in InterCEPT trainings are provided for reference and do not represent support or endorsement of the information provided. ERAI does not guarantee the accuracy, timeliness or completeness of the information in the links.

Content Disclaimer:

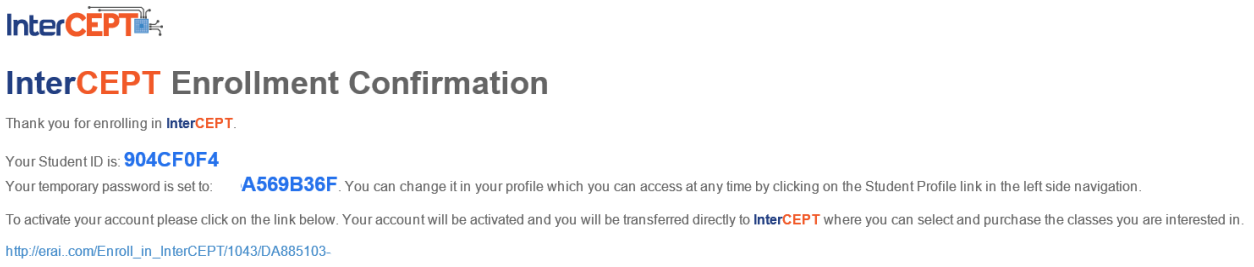
No warranty of any kind is given with respect to the information provided by InterCEPT and ERAI. Any guidance in InterCEPT is provided for information only and does not guarantee that the user will not purchase or sell counterfeit goods.

Upon submission of the enrollment form, you will be presented with a confirmation including your student ID. This student ID will be your user name/member ID to log into InterCEPT. The password will be emailed to you separately.



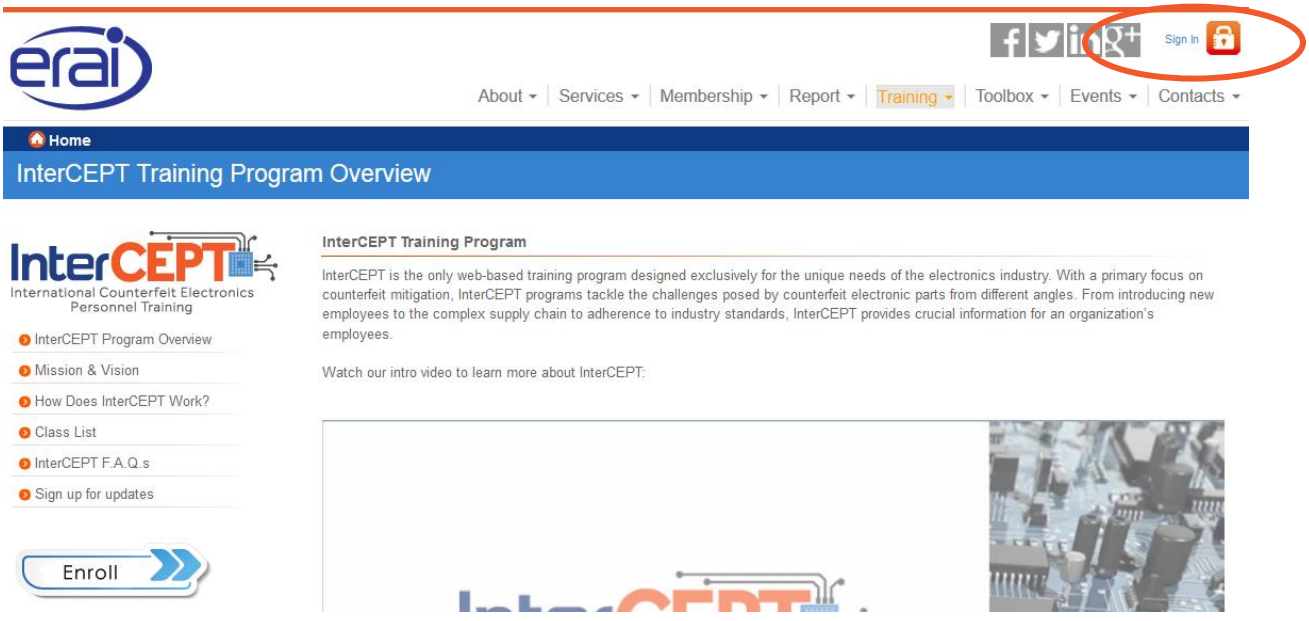
Confirmation of Enrollment

The last step in the enrollment process is the validation of your email address. Once you submit the enrollment form online, the InterCEPT system will automatically send a confirmation message to the email address provided at enrollment and will include your temporary password to access InterCEPT. To activate your account, please be sure to click on the link contained in the email.



Logging in to InterCEPT

To log into InterCEPT, at the top right corner of the ERAI website, click on the Sign In link.

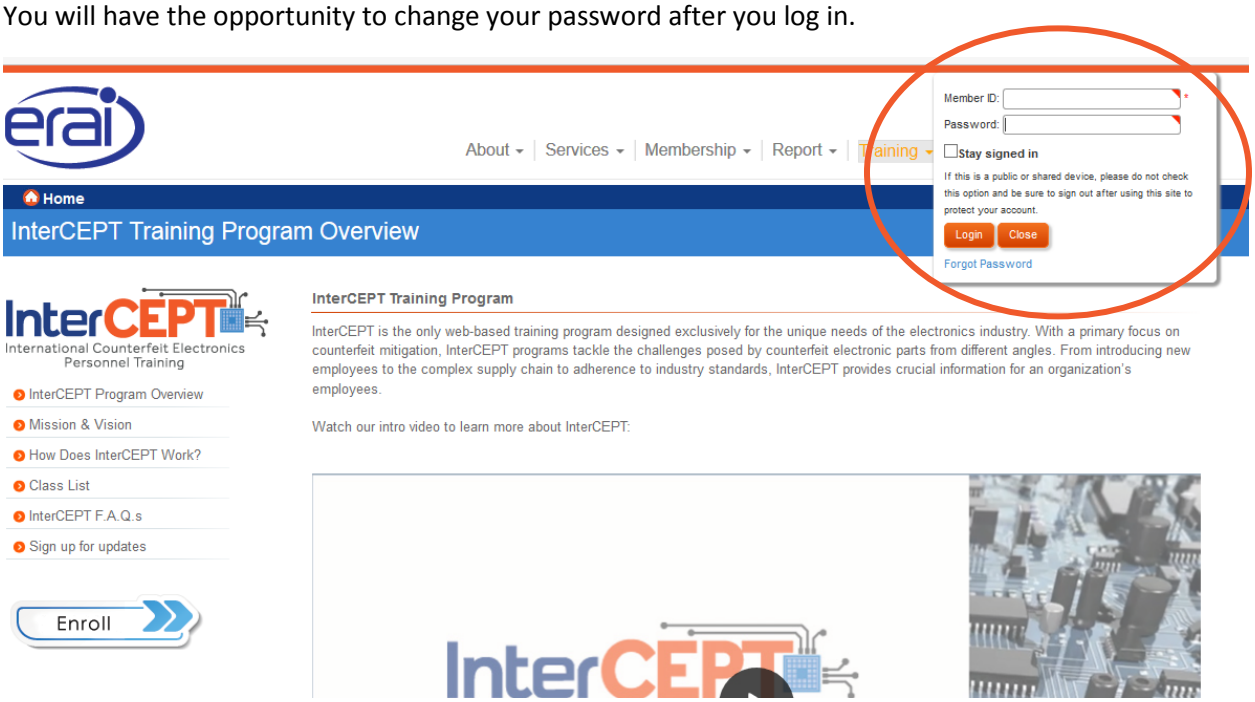


You will then be prompted to enter your credentials:

If you are logging in as a subscriber of ERAI's services, your login credentials will be the same as those you use to log in to ERAI – your Member ID will be your email address on file. If you have forgotten your password, you can click on the Forgot Password link and your password will be emailed to you.

If you are logging in as an independent student or your organization is not an ERAI Member or Subscriber, your Member ID will be your student ID and the password will be contained in the Confirmation of Enrollment email.

You will have the opportunity to change your password after you log in.



InterCEPT Student ID

Your InterCEPT Student ID will be used to identify you as an InterCEPT student, independent of any company affiliations. You will also be able to provide this number to individuals who want to verify a certificate of training through InterCEPT.

Purchasing an InterCEPT Class

Viewing Classes

Clicking on the Class List button in the left side navigation will display all classes. Please note that classes with a double asterisk (**) are classes that are in development. Classes are grouped by separate study courses. You are not restricted to any particular course of study and can select a class from any course that suits your needs.

Introductory classes within each track are listed first and end in -01. These classes are designed specifically as overview classes for each individual course track. Other courses listed in the track provide in-depth coverage of the selected topic.

Clicking on each individual computer screen will open the study course you have selected and will display the classes available within that topic. Each InterCEPT class is listed by the class identification (e.g. CP-01) and the name of the class. To view details about the class, you can click on the class name to view the class description page.

Class Descriptions

Each class description page will show the following sections:

Course Overview – a generalized class description.

Course Content – topics covered in the class.

Course Learning Objectives – key learning points covered in the class.

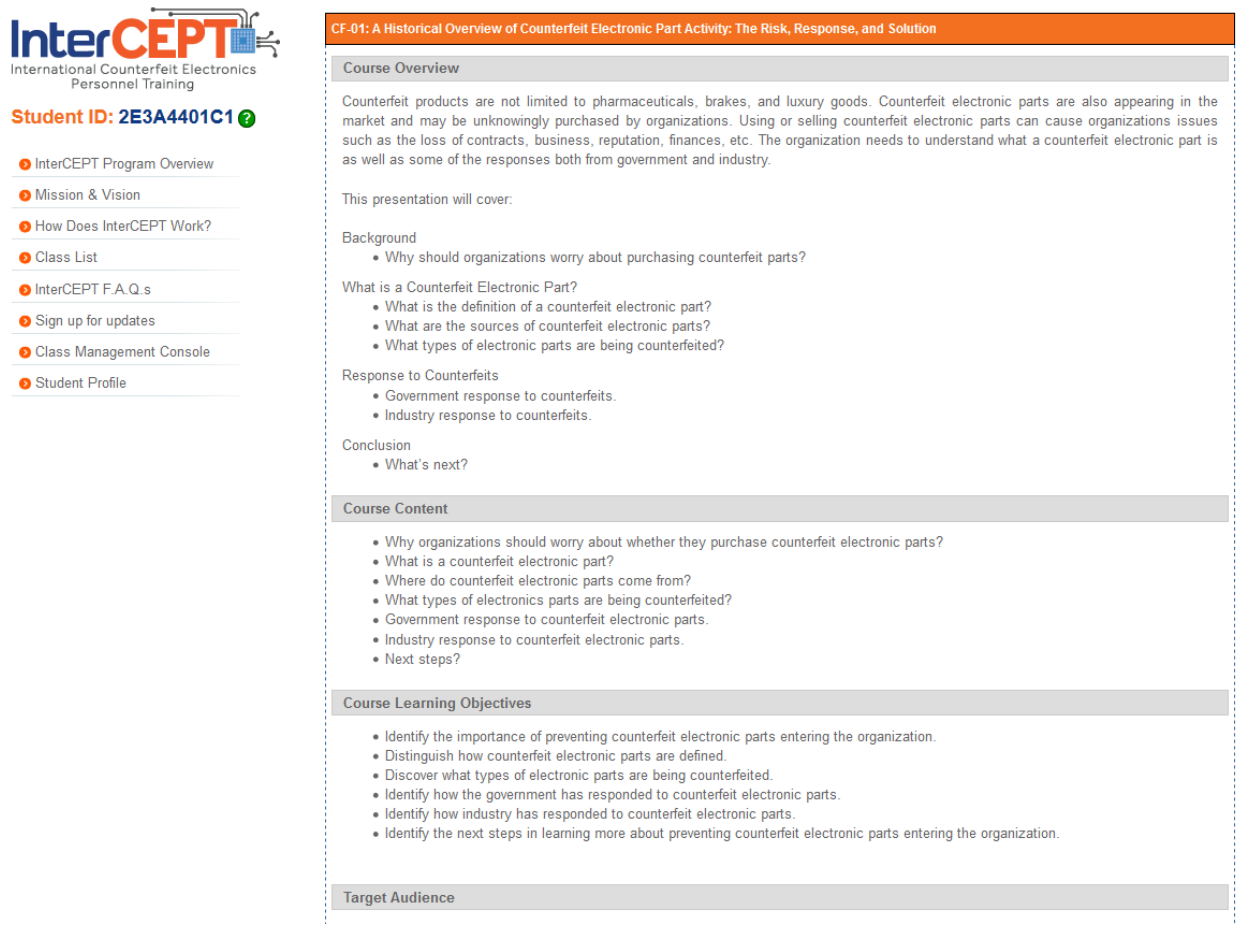
Target Audience by Industry Sectors and Job Functions – Industry sectors and job functions that would most benefit by the class. Industry sectors include organization types (e.g. Original Equipment Manufacturers (OEM), Independent Distributors, Government Agencies) while job functions show organization department names (e.g. Sales, Quality, Contracting) to help you decide which class is best for you and your employees.

Class Information – includes the class length and tuition price in U.S. Dollars.

List of Prerequisites and Recommended Pre-Course Learning – While most InterCEPT classes do not have prerequisites, advanced learning courses are best suited for students with a specific knowledge base. InterCEPT does not require you to take an introductory class prior to an advanced learning class; however, we strongly urge you to review the class description page(s) for all courses listed in this section to ensure that you or your employees can fully benefit from an advanced class.

Related InterCEPT Courses – Other InterCEPT classes that cover similar topics as the course you are viewing.

Course Handouts – Class handouts that will be available to students who take the selected class. These will vary per the selected class but can include checklists, tables, graphs, etc. to further enhance key learning objectives.

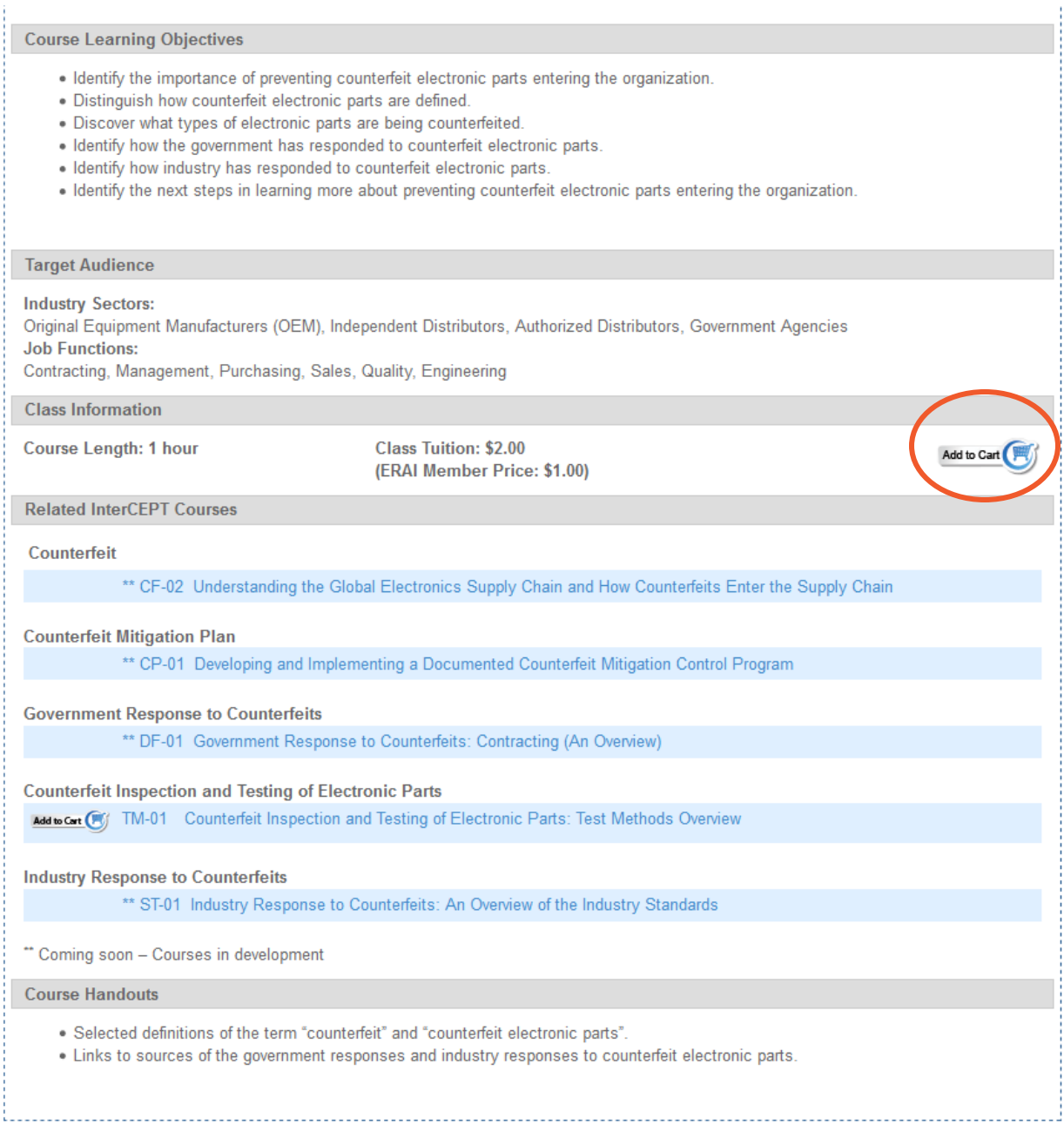


Selecting InterCEPT Classes

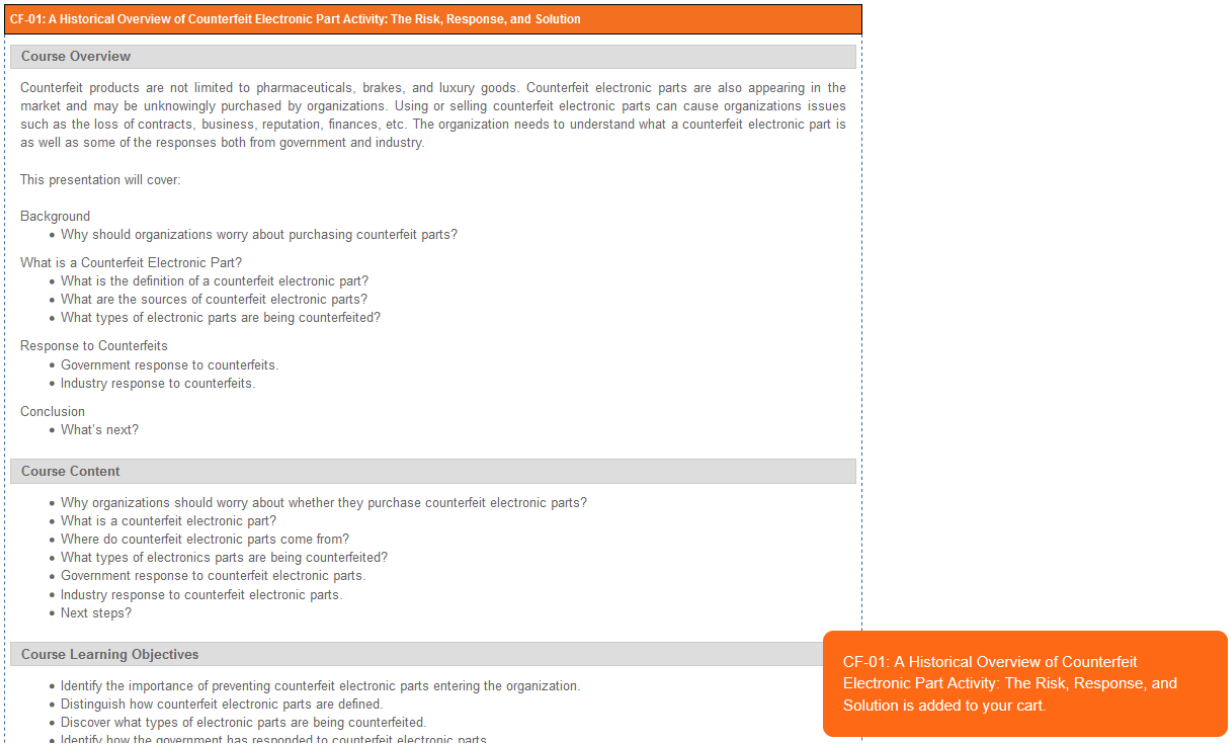
As previously mentioned, classes within each course of study that are listed first and end in -01 are designed as introductory overview classes for each individual course track. Other courses listed in each track are designed as "advanced" classes providing in-depth coverage of the selected topic. We highly encourage you to review the course learning objectives to determine your knowledge base for each class you are interested in as advanced learning courses are best suited for students who have already received prior training or have relevant work experience that addresses the learning points presented in the introductory classes.

Adding an InterCEPT Class to your Cart

Within the class description page, the class information section features an Add to Cart button.



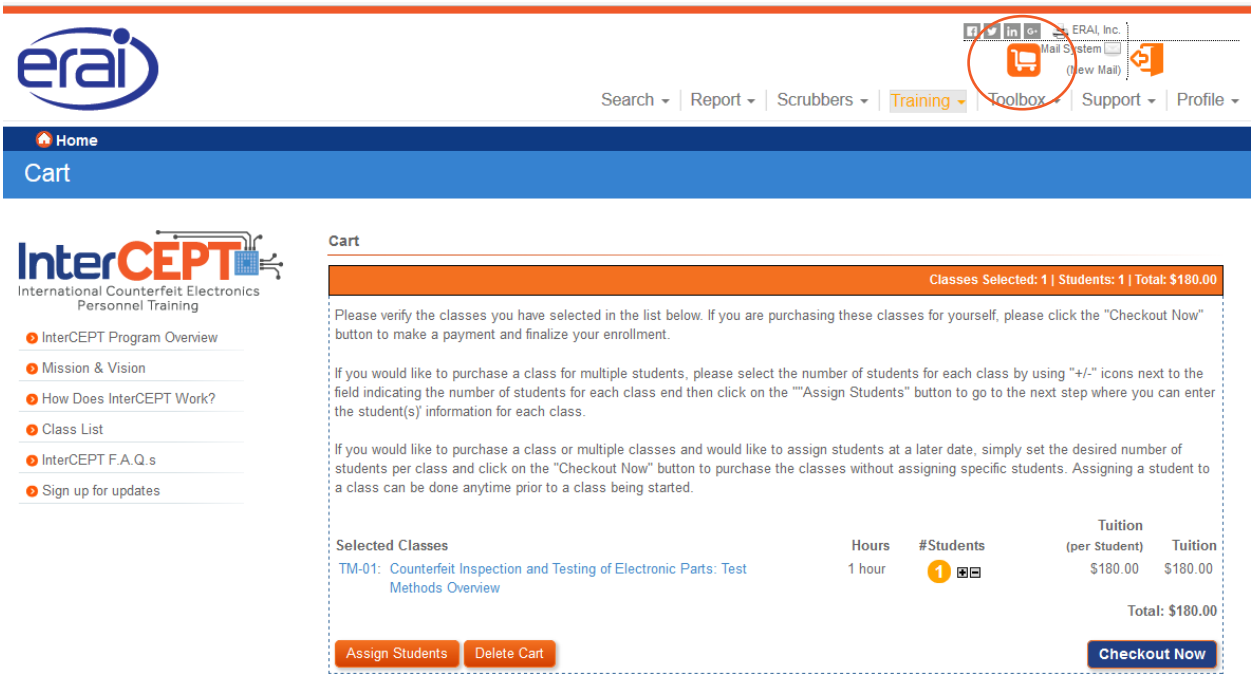
Clicking on the button will add the selected class to your shopping cart.



You can continue viewing other classes and adding classes to your shopping cart. Once you have placed all the classes you wish to purchase in your cart, you will have to view your cart in order to finish your purchase.

Viewing Your Cart

Clicking on the shopping cart icon at the top right of the screen will display the classes you have selected.



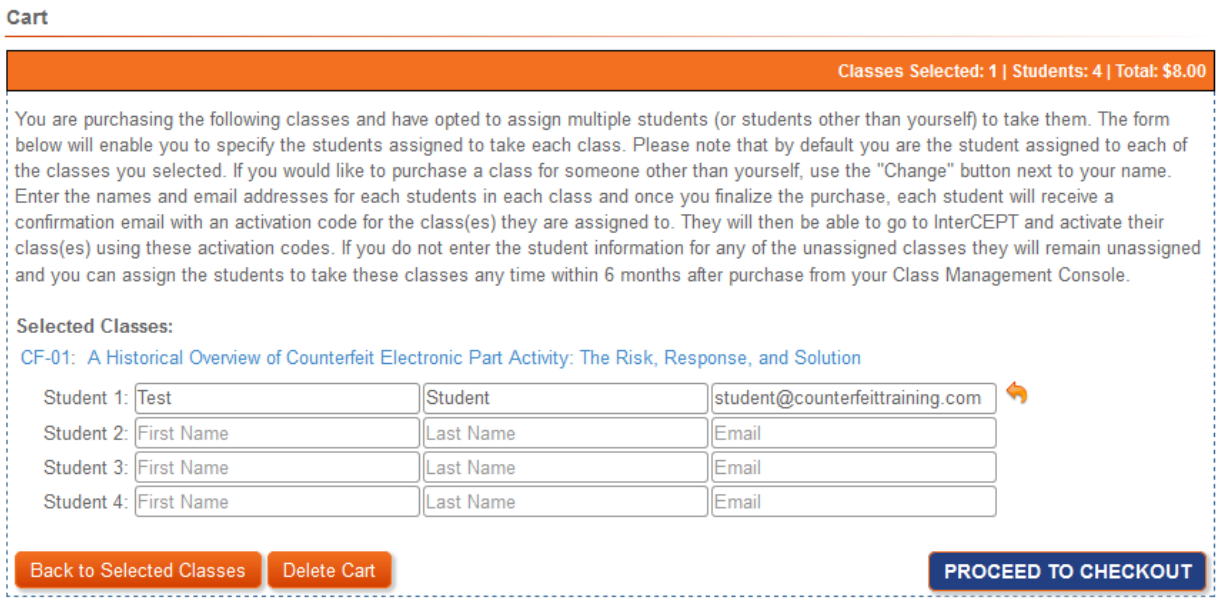
Within the shopping cart you will be able to modify the number of students who will be taking the class and assign students to a class (if purchasing a class for an employee).

If you are purchasing a class for multiple students, please note that each student is treated as an individual purchase, therefore if you purchase one class for four students, the total price will reflect four times the class tuition.

Assignment of Students to a Class (Optional)

If you are purchasing classes for employees, assigning a student to a class during the purchasing process is optional. You can proceed with your purchase without completing this step. By default, the first student assigned to a class is the person completing the purchase; however, this can be changed during the assignment step of the checkout or through the Class Management Console as long as the class has not been started.

To assign a student to a class, enter the individual's first name, last name and email address.

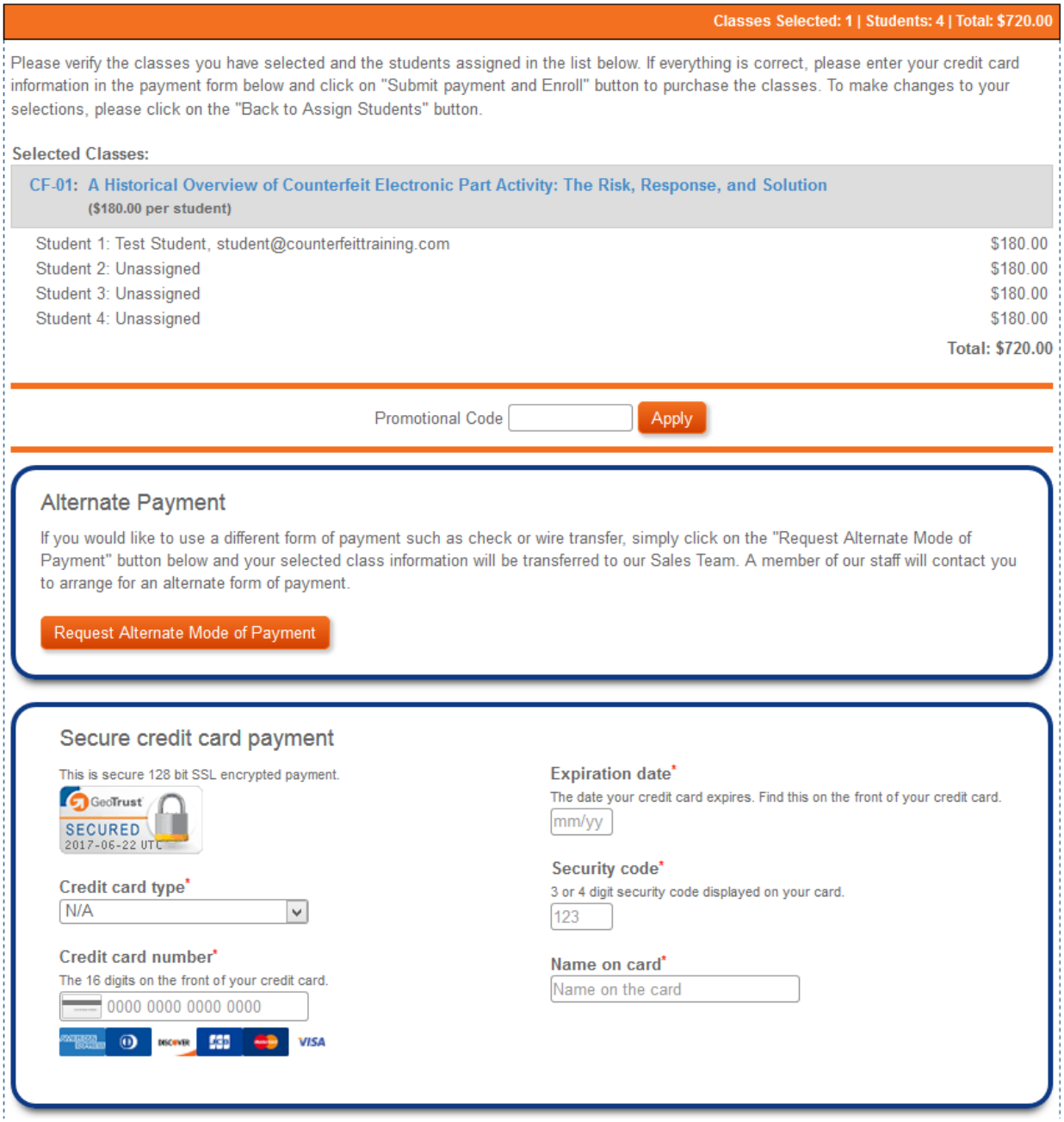


Checkout Process

Please note that InterCEPT automatically offers a 20% discount for organizations currently subscribed to ERAI's services. To receive a discount, students must log in using their ERAI membership credentials - discounted prices are displayed to all Members. InterCEPT additionally offers discounted rates to government employees. To receive a government promotional discount code, please contact the InterCEPT office directly at +1-239-261-6268 to provide proof of employment by a government agency. Eligible individuals will receive a 20% discount.

During the last step of the checkout process, you may enter a promotional code, if available. Upon clicking the Apply button, the discount will be immediately reflected in your purchase total.

Payment can be made through two methods: secure credit card payment or by requesting alternate payment terms.



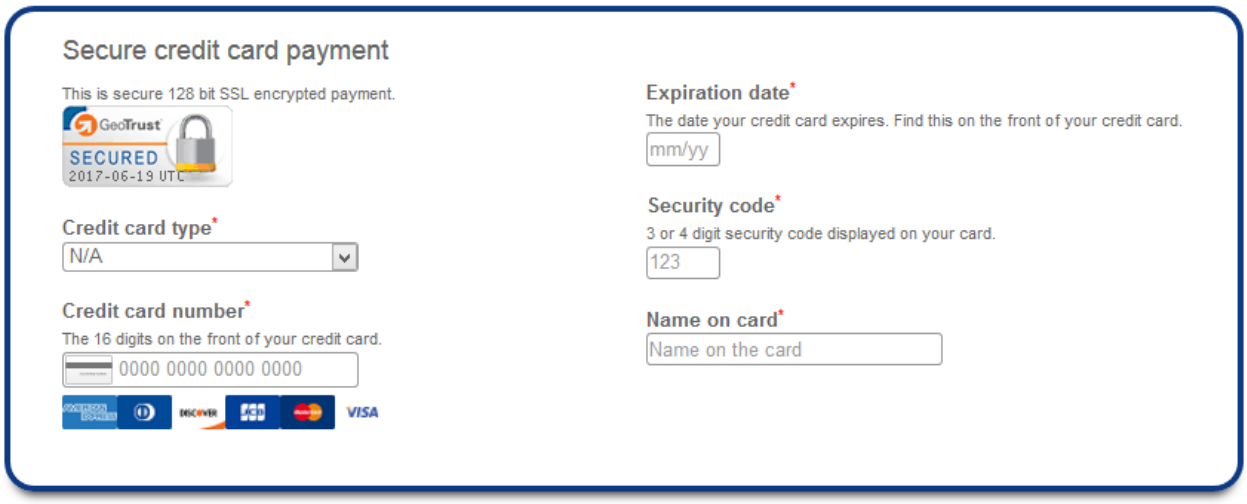
Payment Methods

Credit Cards

ERAI has established 128 bit SSL encryption for secure online payments. Credit card types that are supported are: American Express, Diners Club, Discover, JCB, MasterCard and Visa. Please note that all fields are required to process your payment. Credit card information will not be stored by ERAI/InterCEPT and processing is performed by a secure third party vendor.

Please be sure to review our credit card terms and note that submission of payment constitutes acceptance to these terms: The credit card payment service is an Internet-based service that allows you to make payments to InterCEPT via the World Wide Web. In activating this service you authorize InterCEPT or its authorized agent to debit or charge your account which allows your payment to be forwarded to us. To process your payment securely, we use SSL Secure Sockets Layer, a security protocol that provides data encryption, server authentication, and message integrity for connections to the Internet, to ensure that account numbers and personal data you provide by using this web site are not transmitted over the

Internet unencrypted and cannot be viewed by unauthorized individuals. Although we work hard to keep this web site secure, transferring information over the Internet cannot be guaranteed to be 100% secure. You shall remain liable for all transactions you initiated through this Web site, and the payment of all amounts you owe.



The credit card payment service is an Internet-based service that allows you to make payments to InterCEPT via the World Wide Web. In activating this service you authorize InterCEPT or its authorized agent to debit or charge your account which allows your payment to be forwarded to us. To process your payment securely, we use SSL Secure Sockets Layer, a security protocol that provides data encryption, server authentication, and message integrity for connections to the Internet, to ensure that account numbers and personal data you provide by using this web site are not transmitted over the Internet unencrypted and cannot be viewed by unauthorized individuals. Although we work hard to keep this web site secure, transferring information over the Internet cannot be guaranteed to be 100% secure. You shall remain liable for all transactions you initiated through this Web site, and the payment of all amounts you owe.

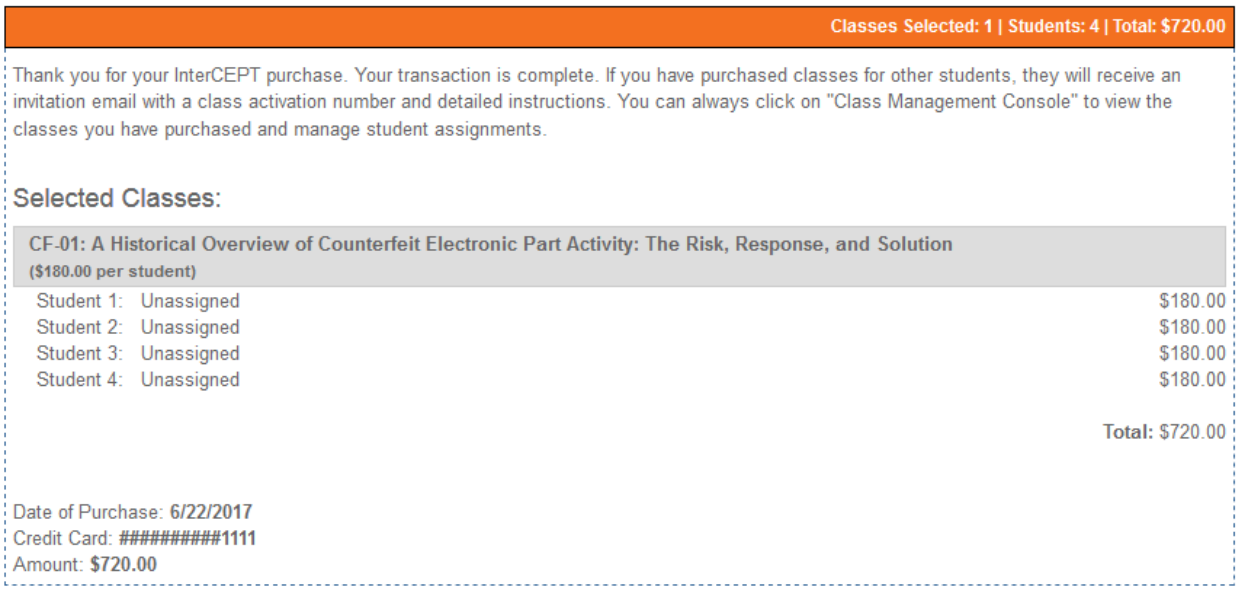
Once your payment has been confirmed, you will have immediate access to your purchased classes through your Class Management Console.

Alternate Payment Terms

For individuals who prefer to pay by check, wire transfer or purchase order, please click on the Request Alternate Mode of Payment button. Your request will be submitted to an InterCEPT staff member who will contact you for payment arrangements. Please note that you will not have immediate access to your classes.

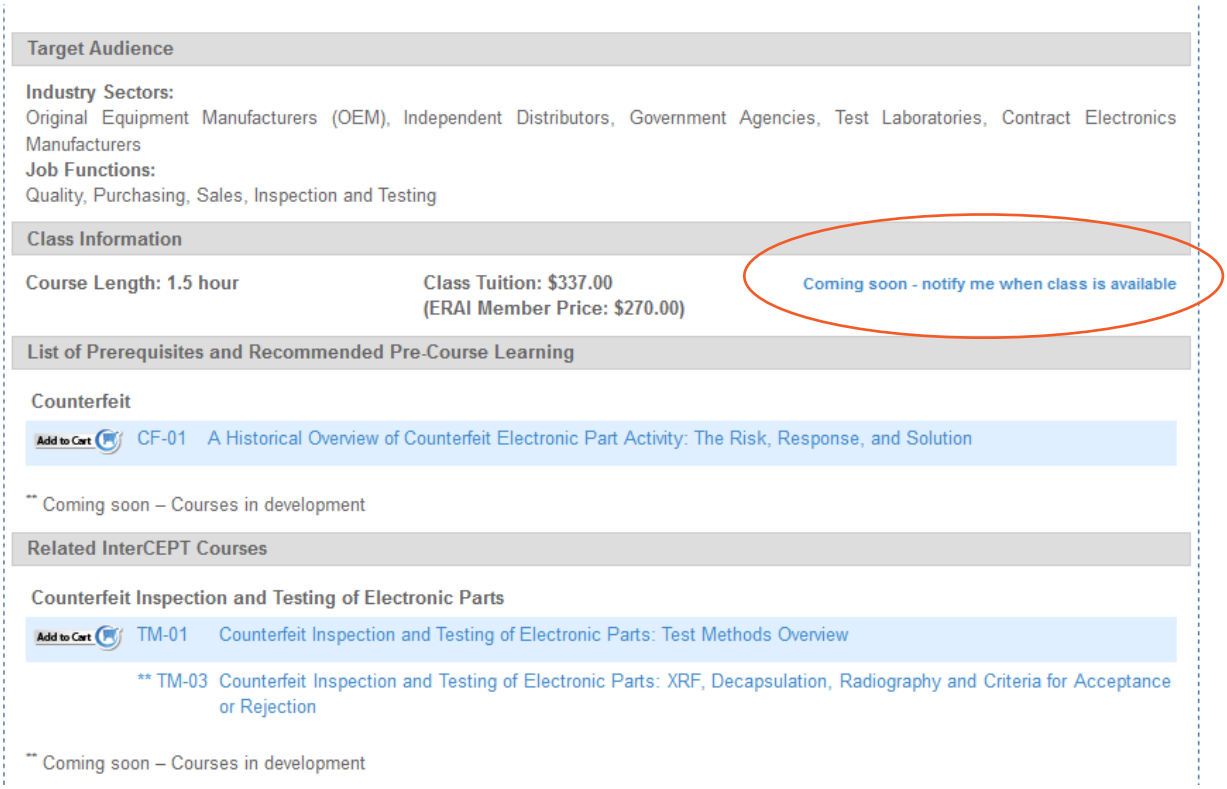
Confirmation of Payment

You will receive a confirmation page once your purchase is complete. Additionally, an email receipt confirming your purchase will be sent to you for your records.

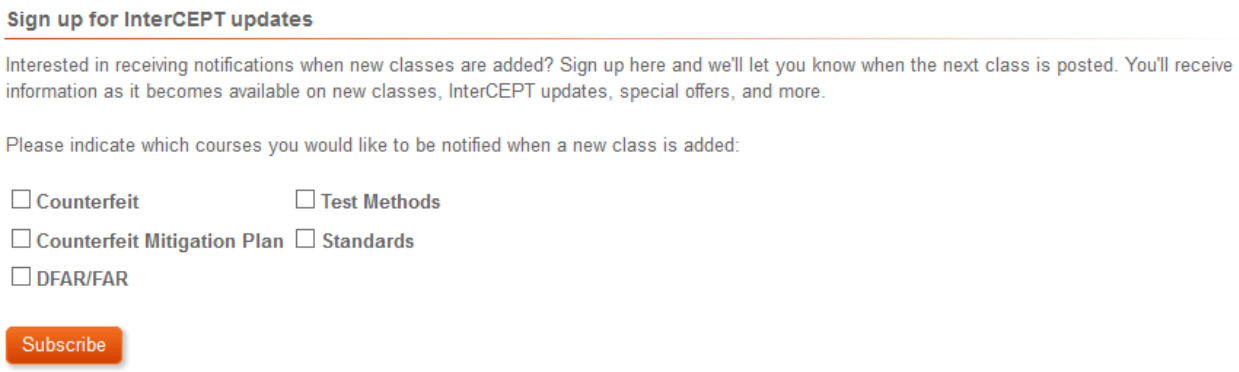


Future Classes/Sign Up for Updates

InterCEPT is routinely adding new classes. To sign up to receive notifications for a class that is currently in development, from within the class description page, click on the "Coming soon – notify me when class is available link" to receive emails once the class is live on the InterCEPT website.

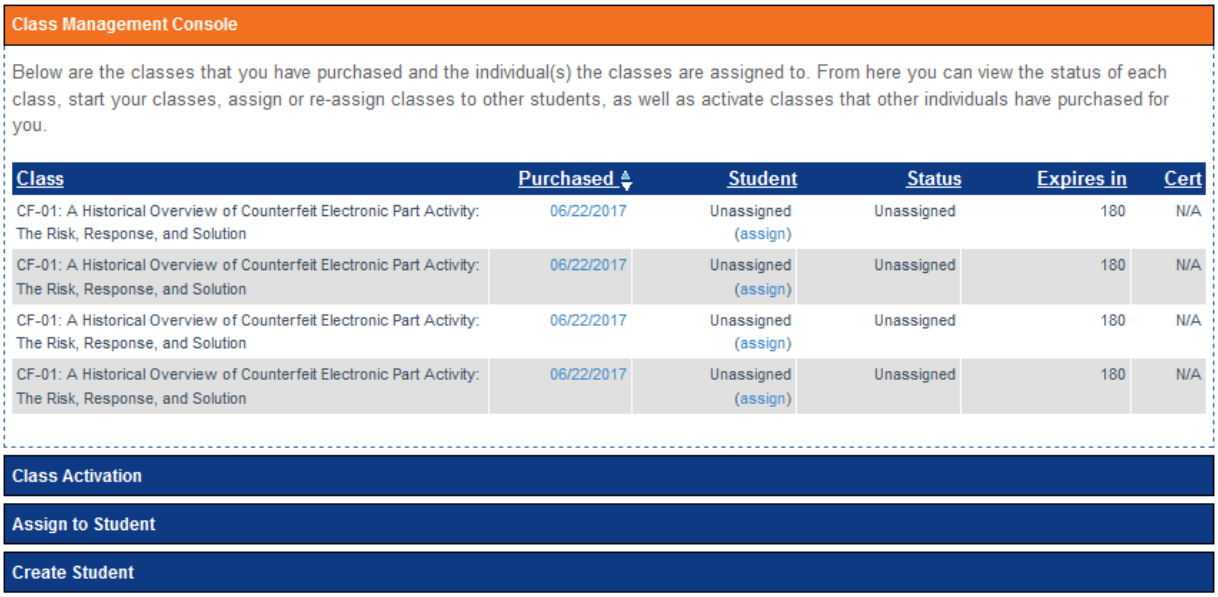


You will be able to select the course topics you are most interested in.



Class Management Console

The Class Management Console permits you to administer your purchased classes. Each class will be listed, along with the purchase date, student the class is assigned to (or the ability to assign a student), the class status, expiration date and certificate (if available).

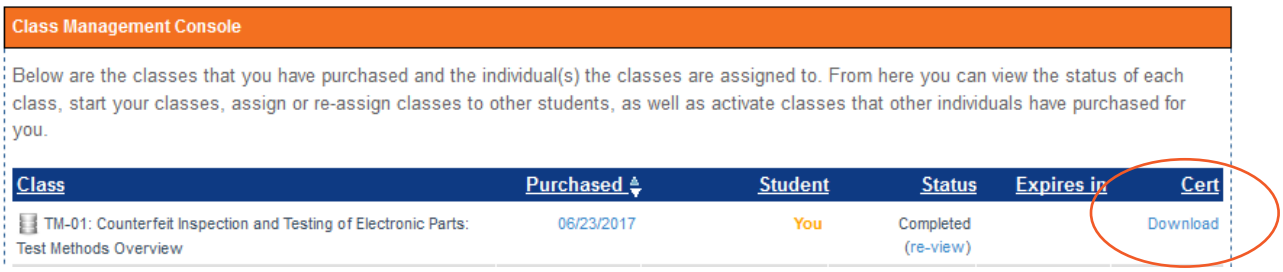


Expiration of Classes

You have 6 months from the date of purchase to begin your training class(es). Once you begin a class, you have 60 days from the date you first start a class to complete an individual class. Your class management console will display how much time you have left to begin and complete your class(es).

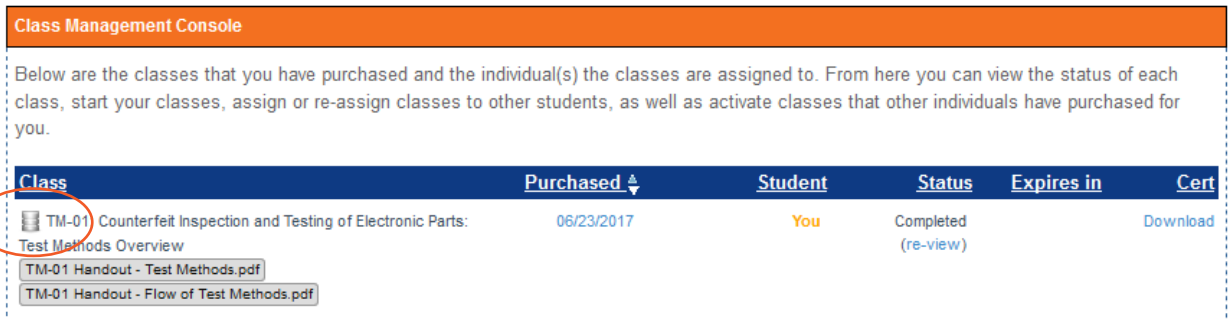
Certificates

Once you or another student has successfully completed an InterCEPT class, a link will appear to access the digital certificate. Clicking on the Download link will provide a copy of the certificate in PDF format.



Class Handouts

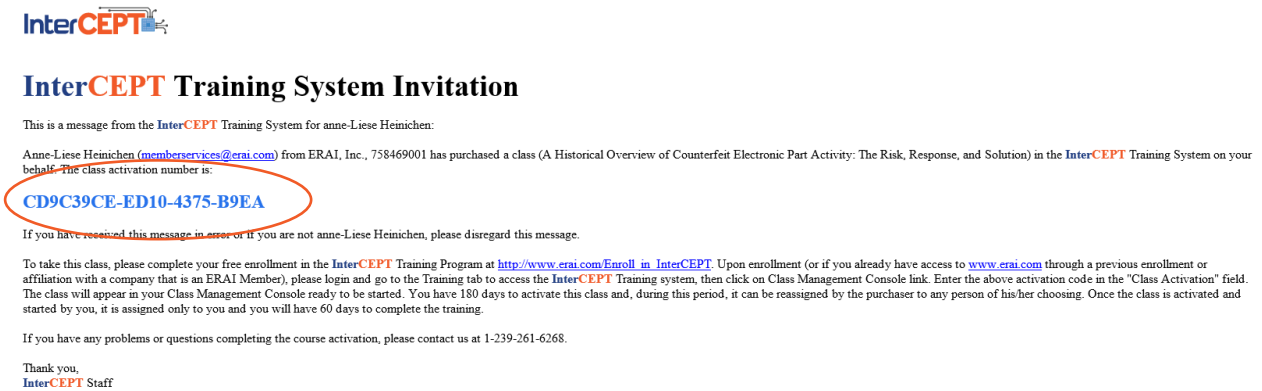
Upon completing a class, a handout icon will become available in the Class Management Console for the completed class. Clicking on the icon will display the available handouts.



Class Activation

InterCEPT permits individuals to purchase classes on behalf of other individuals. Students can use the Class Management Console to activate classes assigned to them by administrators.

Once an administrator assigns a student to a class, an email is sent to the student containing an activation code.



InterCEPT Training System Invitation

This is a message from the InterCEPT Training System for anne-Liese Heinichen:

Anne-Liese Heinichen (memberservices@erai.com) from ERAI, Inc., 758469001 has purchased a class (A Historical Overview of Counterfeit Electronic Part Activity: The Risk, Response, and Solution) in the InterCEPT Training System on your behalf. The class activation number is:

CD9C39CE-ED10-4375-B9EA

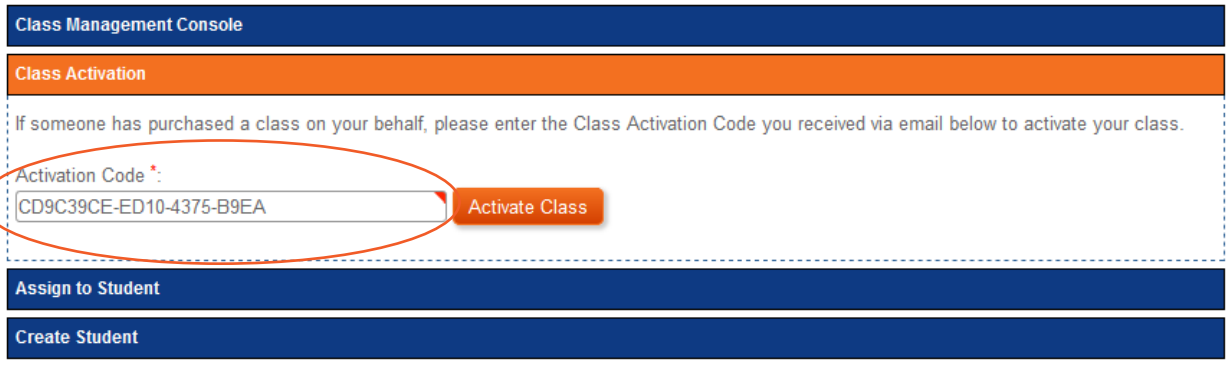
If you have received this message in error or if you are not anne-Liese Heinichen, please disregard this message.

To take this class, please complete your free enrollment in the InterCEPT Training Program at http://www.erai.com/Enroll_in_InterCEPT. Upon enrollment (or if you already have access to www.erai.com through a previous enrollment or affiliation with a company that is an ERAI Member), please login and go to the Training tab to access the InterCEPT Training system, then click on Class Management Console link. Enter the above activation code in the "Class Activation" field. The class will appear in your Class Management Console ready to be started. You have 180 days to activate this class and, during this period, it can be reassigned by the purchaser to any person of his/her choosing. Once the class is activated and started by you, it is assigned only to you and you will have 60 days to complete the training.

If you have any problems or questions completing the course activation, please contact us at 1-239-261-6268.

Thank you,
InterCEPT Staff

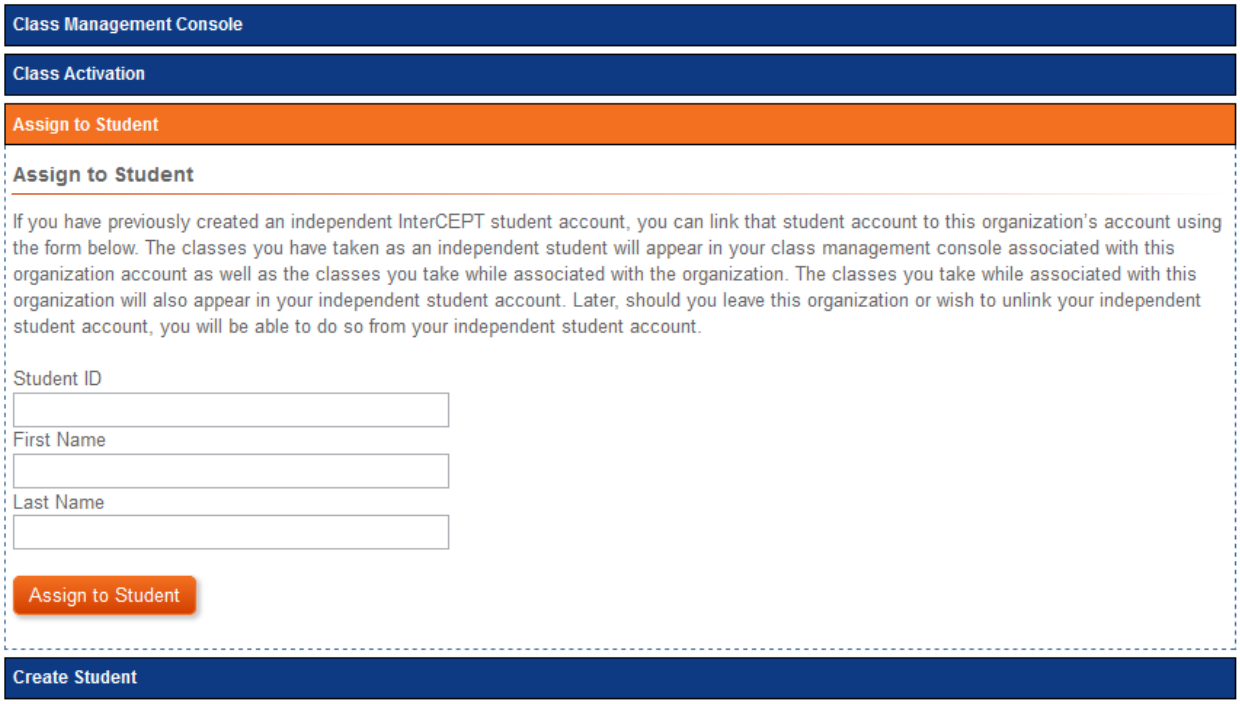
Copy the entire activation code contained in the email in blue font and paste it into the Class Activation section of the Class Management Console. The InterCEPT system will validate the code and provide you with a confirmation message. You can then click on the blue Class Management Console bar to access your class.



Assign to Student

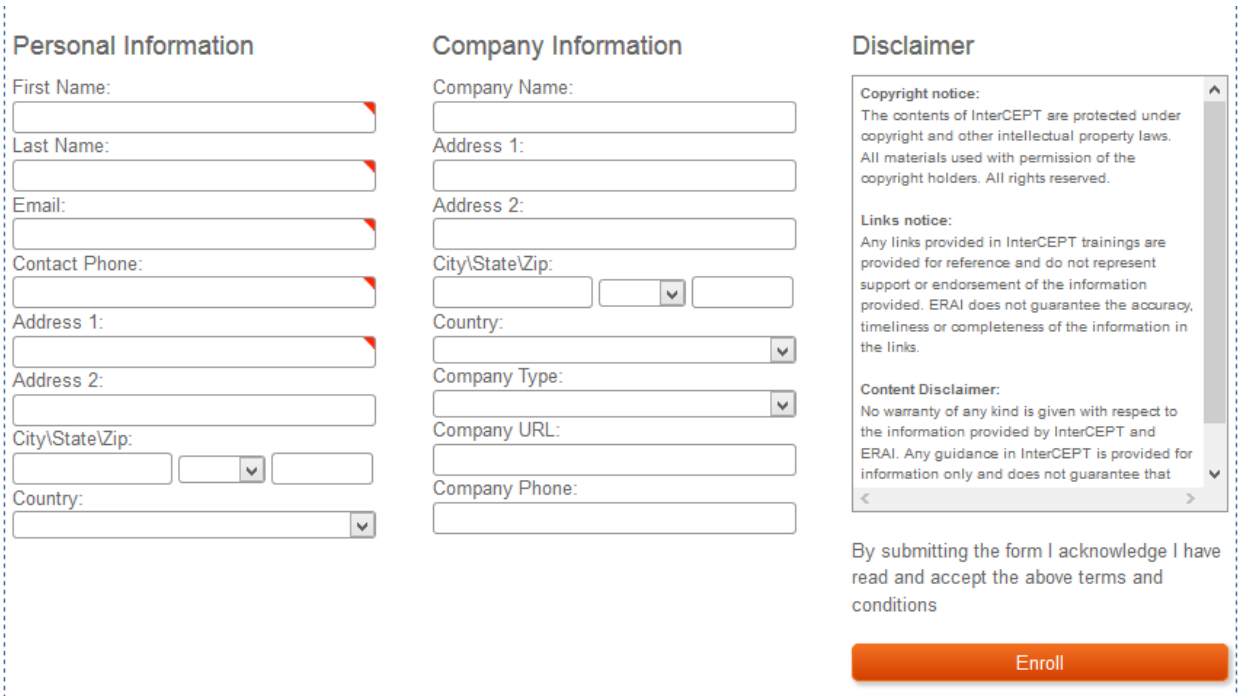
If you have previously created an independent InterCEPT student account, you can link that student account to this organization's account using the Assign to Student function. The classes you have taken as

an independent student will appear in your class management console associated with this organization's account as well as the classes you take while associated with the organization. The classes you take while associated with this organization will also appear in your independent student account. Later, should you leave this organization or wish to unlink your independent student account, you will be able to do so from your independent student account.



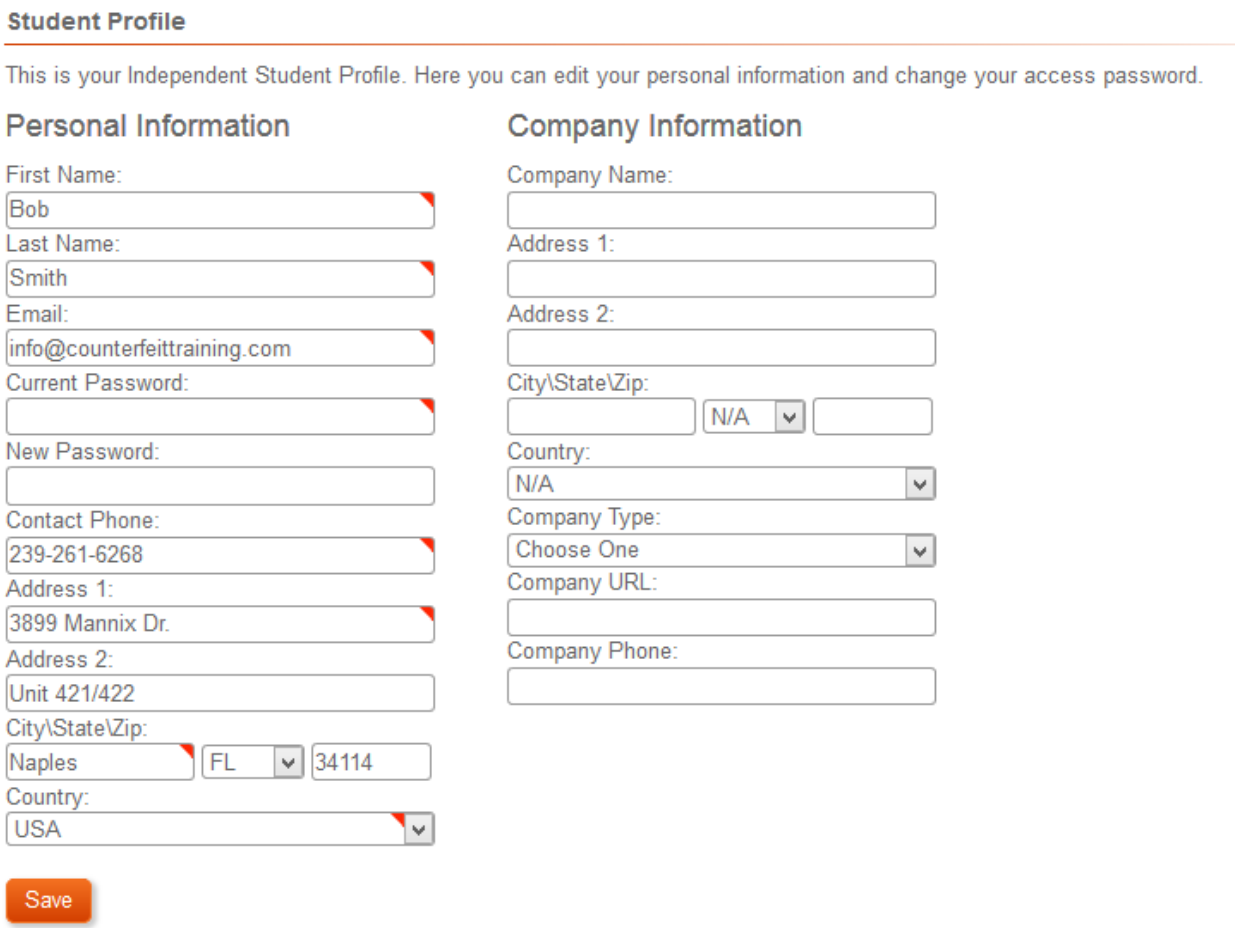
Create Student

This form enables you to create an independent student profile which allows you to keep using InterCEPT after you are no longer associated with your current organization. This independent student account will be associated with your current account and all of the classes that you complete will be automatically populated into your independent student profile. You can disassociate these two accounts at any time and continue to use both accounts as you see fit. We encourage you to create an independent student profile to ensure you always have access to your classes and certificates in the future.



Student Profile

Students enrolled as independent students can view their login credentials in the Student Profile page.

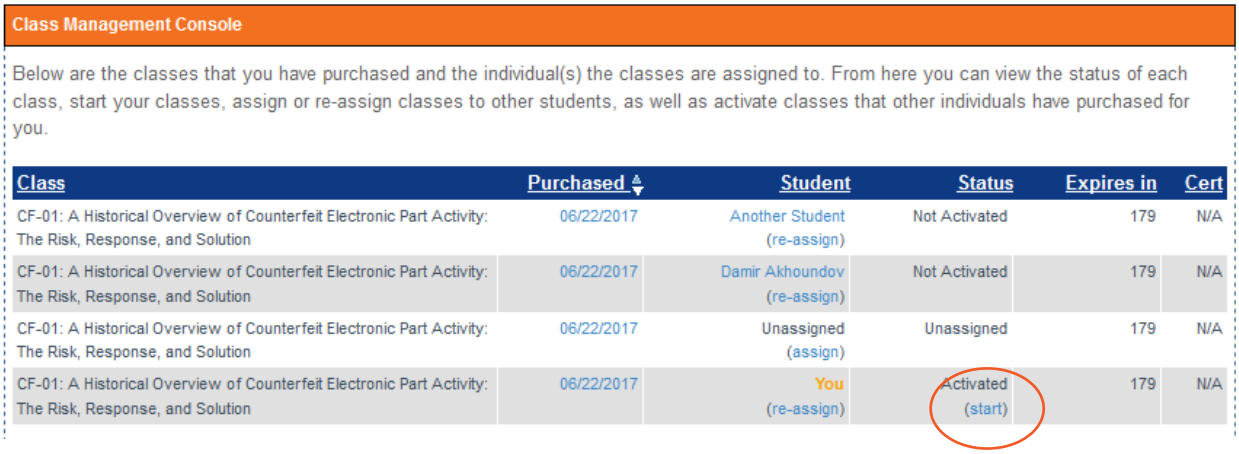


Here you can edit/update your contact information and password.

InterCEPT Classes

Starting a Class

To start an InterCEPT class, go to the Class Management Console. From there, select the class you wish to begin and click on the Start link located under the Activated status from the Status column. The class will launch in a separate browser window.



Class Management Console

Below are the classes that you have purchased and the individual(s) the classes are assigned to. From here you can view the status of each class, start your classes, assign or re-assign classes to other students, as well as activate classes that other individuals have purchased for you.

Class	Purchased	Student	Status	Expires in	Cert
CF-01: A Historical Overview of Counterfeit Electronic Part Activity: The Risk, Response, and Solution	06/22/2017	Another Student (re-assign)	Not Activated	179	N/A
CF-01: A Historical Overview of Counterfeit Electronic Part Activity: The Risk, Response, and Solution	06/22/2017	Damir Akhoundov (re-assign)	Not Activated	179	N/A
CF-01: A Historical Overview of Counterfeit Electronic Part Activity: The Risk, Response, and Solution	06/22/2017	Unassigned (assign)	Unassigned	179	N/A
CF-01: A Historical Overview of Counterfeit Electronic Part Activity: The Risk, Response, and Solution	06/22/2017	You (re-assign)	Activated (start)	179	N/A

Screen Resolution Check

Classes have been optimized to be viewed using a screen resolution of 1280 x 720 pixels using default browser fonts and may look distorted for users that increased the default font size. In order to view classes correctly, please make sure your browser is set for a default font size no greater than 16 points.

At the beginning of each class, you will be asked to verify that the entire test screen is visible to ensure the entire class content is visible on your monitor. All four red targets should be completely visible within your screen.

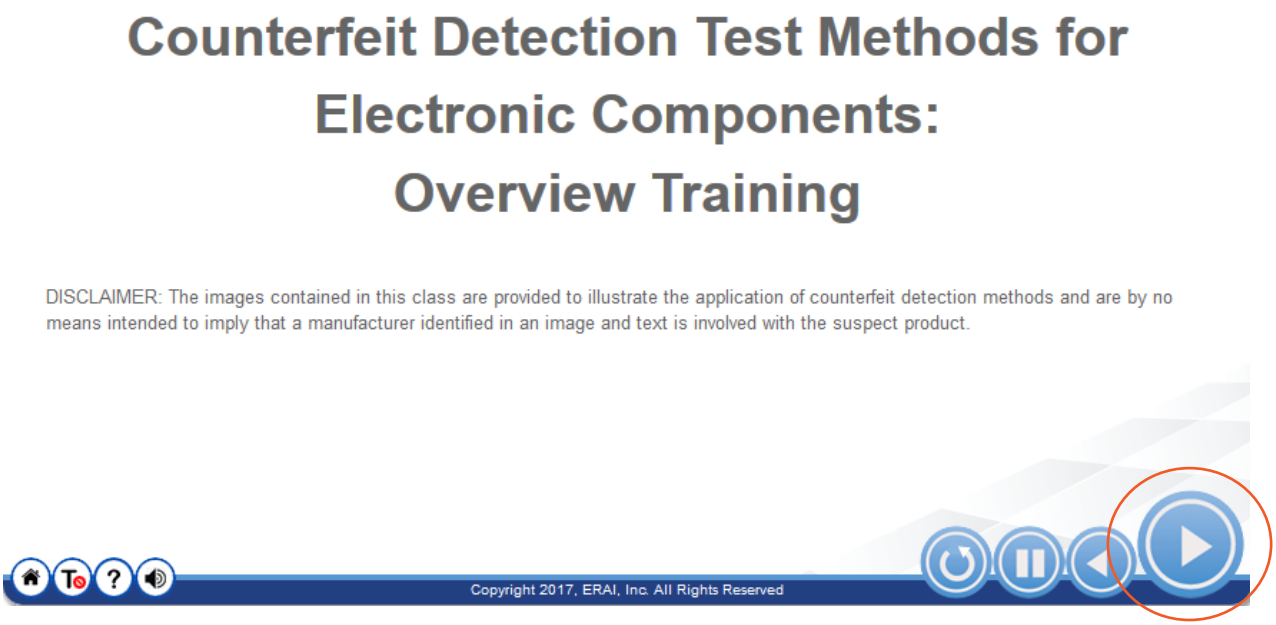
You may need to resize your browser window to fit the entire contents of the class. If you do not see the red corner dots, please use the zoom out function in your browser. To zoom in or out, on PC/Windows computers, hold down the “CTRL” button and press “-“ to zoom out or “+” to zoom in; for Mac/iOS, use the “Command” key and “-“ or “+”. Once all four corners are visible, click on the Proceed button to begin your class.

Class Controls

InterCEPT classes are self-paced, meaning you can control your study pace. Upon completion of each slide, you will have an option to proceed to the next slide or repeat the slide you just completed. You can also backtrack to a previous slide for review.

Forward

Slides will automatically begin to play. You will not be able to “skip” to the next slide until the current slide is complete as the play button will be deactivated. To proceed to the next slide, click on the “forward” button (the largest button on the bottom right of the page) once the current slide is finished.



Replay

If you would like to review the contents of a slide or simply hear the narration again, you can review the contents by clicking on the “Replay” button.

Pause

You can pause or stop a class at any time. When you return to the class, it will resume on the slide where you paused or stopped the class.

Previous Slide

The previous slide button allows you to re-view slides. Once you locate the slide you would like to review, press the “replay” button to re-play the slide. Use the “Forward” button to return to the last slide you viewed and resume the class.

Home

The home button will stop the class and return you to the beginning of the class. The InterCEPT system will remember the slide number where you previously left off. Once you close a class and resume it from the Class Management Console, InterCEPT will begin the class at the beginning of the slide where you left off.

Subtitles

InterCEPT has made enhancements to ensure that individuals with hearing impairments have an equal opportunity to benefit from our training classes. Each class permits a student to turn on a text-based transcript that follows the audio narration. Anyone who requires auxiliary services for effective communication can contact InterCEPT at 239-261-6268 for individual assistance.

By default, subtitles are turned off. To turn on subtitles, click on the "T" button at the bottom left corner of the training field. Clicking on the "T" button again will disable the subtitles.

Help Mode

The help button (?) activates help mode which will show you an explanation of each button's feature when you mouse over the controls.

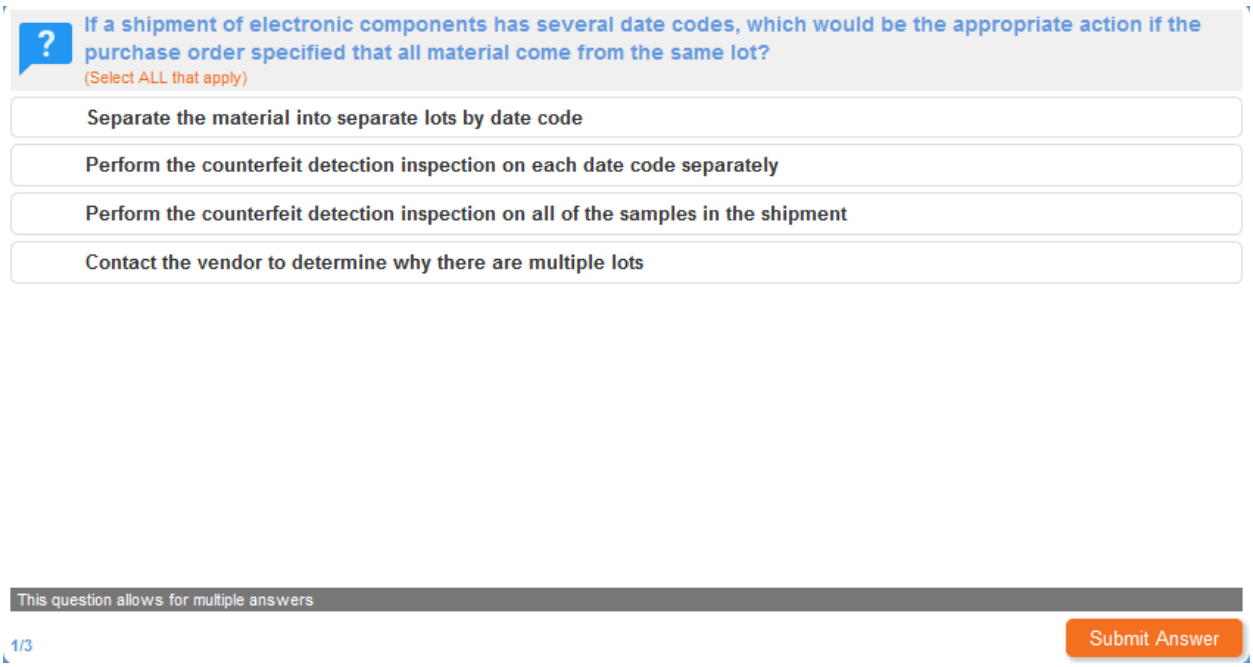
Mute

The mute button silences the audio narration and automatically turns on the subtitles feature. To turn the narration back on, click on the button again.

Quizzes

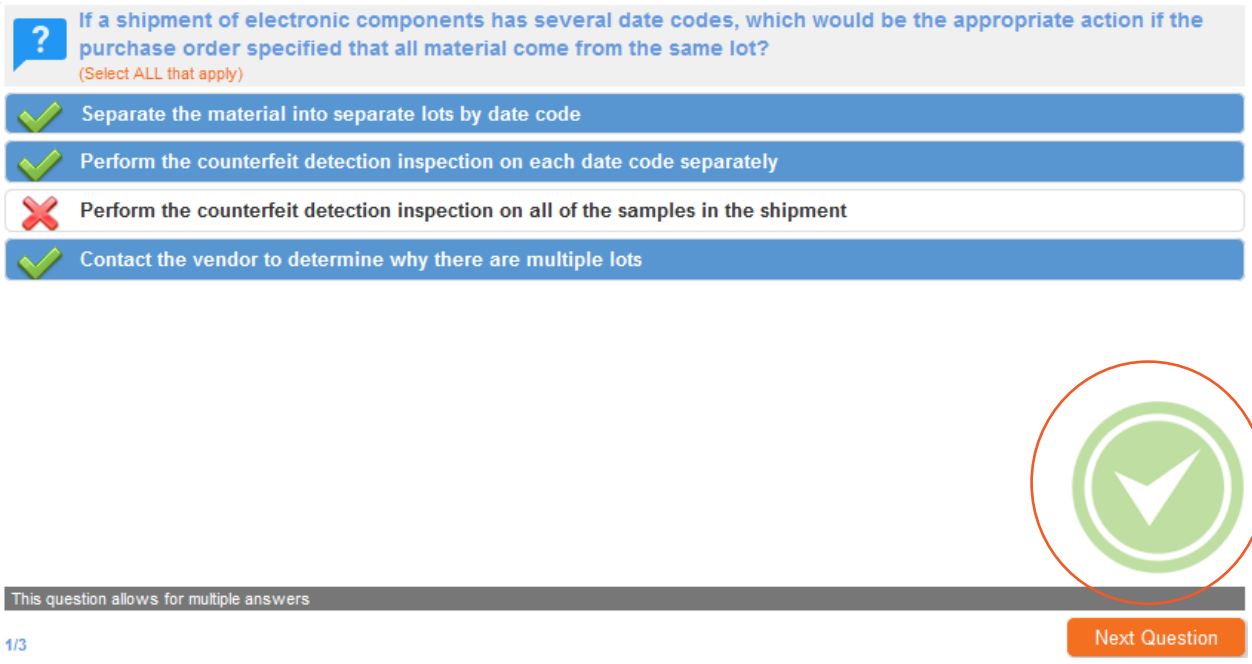
Each class will contain multiple choice quizzes throughout the class. These quizzes will prepare you for the final test that you will be required to pass in order to receive a Certificate of Training.

Quizzes can consist of multiple choice where one or more answer may be correct. Please be sure to read each question and corresponding directions thoroughly. In the example below, please note the system states that the question allows for multiple answers indicating that more than one answer is correct.



To select your answers, simply click on the answer(s) you believe are correct and then click on the Submit Answer button.

InterCEPT will tell you which answers you marked were correct and which were not. In the example below, the student selected all of the correct answers.



If a student answers the quiz question incorrectly, a red X will appear in the bottom right of the screen.

Once you complete the quiz, the class will continue to the next slide. Quizzes are not scored and do not count towards your final exam.

Final Exams

At the end of the class, you will be presented with a final exam. You must achieve a passing score to obtain your Certificate of Training. The final exam will be a series of questions similar to the ones you already answered in quizzes throughout the class. Please be sure to read the instructions for each question. Some questions will require you to select one answer from a multiple choice selection while others will require you to select multiple answers. Unlike quizzes, the system will not display the correct answers for each question. Please note that if you stop or close the window during the exam, your answers will not be saved and you will be required to re-start the exam from the beginning when you resume the class.

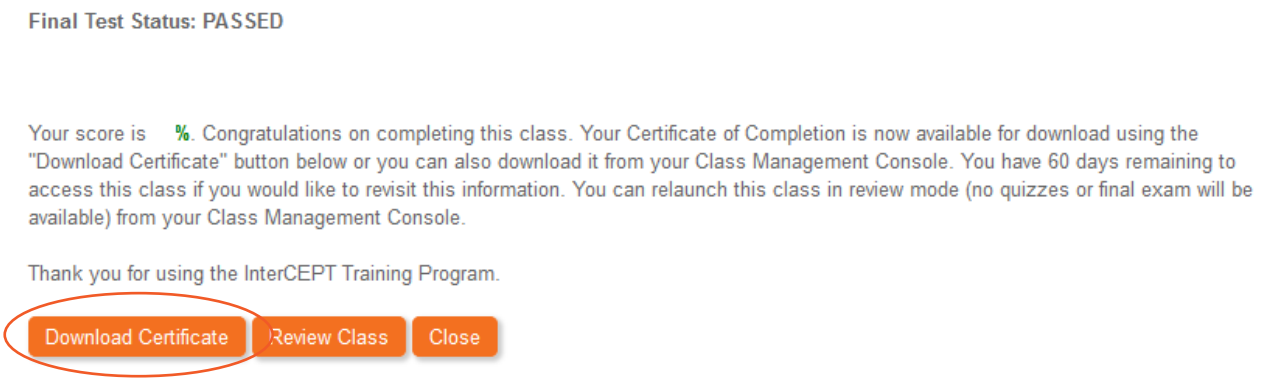
If you do not pass the final exam, you will have the opportunity to re-take the class from the beginning and re-take the final exam. Please remember you have 60 days' time from the time you first began the class to pass the final exam. You may re-take the class and final exam an unlimited number of times during the 60 day time period.

Resuming a Class

If you paused a class, you can resume the class any time from your Class Management Console. Simply click on the resume link from within the Console.

Certificates

Upon passing a final exam, you will be presented with the opportunity to download a copy of your certificate. You can also download the certificate from your Class Management Console.



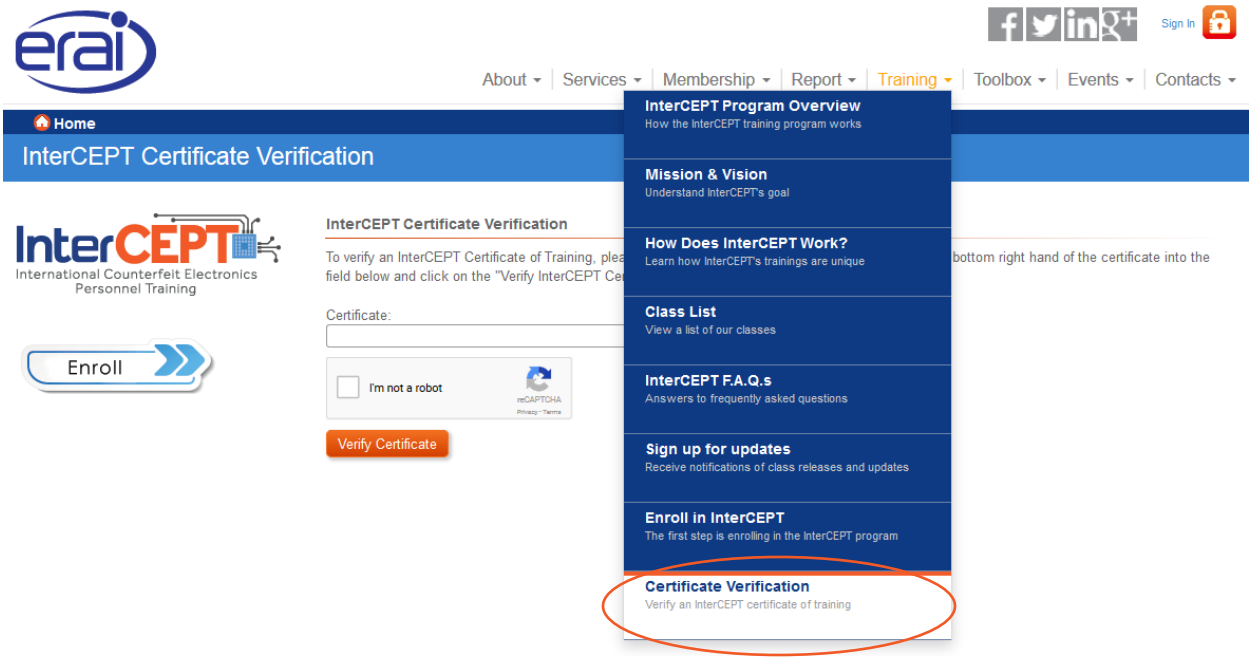
Re-viewing a Completed Class

Once you have completed a class and passed the final exam, you can re-view any of the class content for a period of 60 days from the date of completion. Please note that no quizzes or final exam will be presented to you during the review period.

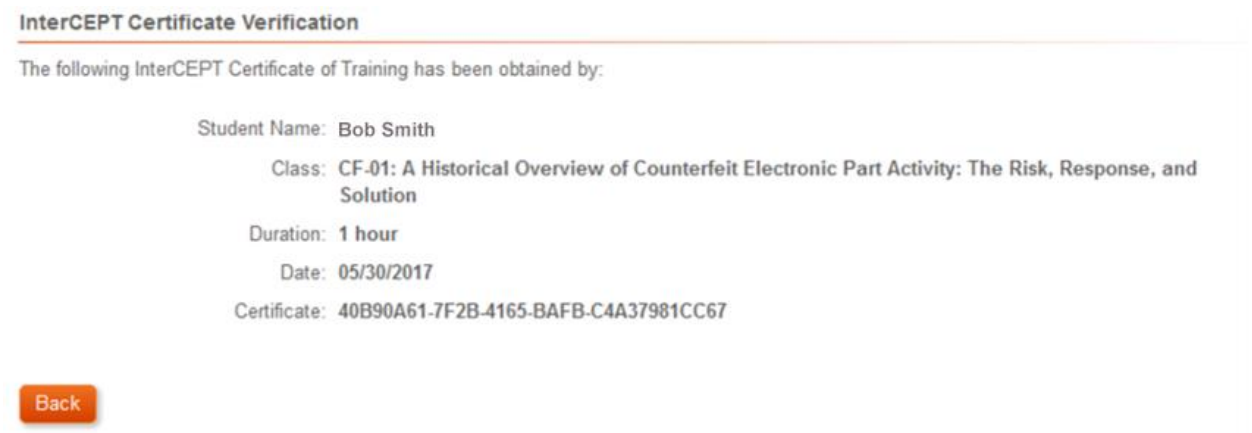
Verifying an InterCEPT Certificate

Once you complete a class and obtain a certificate, you can provide the certificate identification number located on the bottom right corner of the certificate to any individual for verification on the InterCEPT website. This feature is available to anyone; an individual does not need to enroll in InterCEPT or ERAI to verify a certificate of training.

In InterCEPT, select the Certificate Verification tab.



Enter the certificate identification number in the field and click the Verify Certificate button to complete the verification.



Customer Support

Contact InterCEPT

If you have questions about InterCEPT's products or services, please contact us at:

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Technical Support

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help@counterfeittraining.com