



User Guide



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Student

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CourseLine® course material is organized into a set of core competencies for each topic area developed by subject matter experts. A combination of video, key terms, web links, case studies, exhibits, interactive activities, and quizzes help reinforce the material covered in each competency.

Students can earn—

- Course certificates upon successful completion of final exam
- Certificates of specialization in seven hospitality areas
- Hospitality Operations Certificate
- Hospitality Management Diploma
- Food and Beverage Management Diploma

1 Getting Started

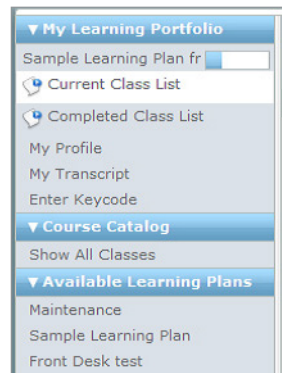
1a) Login

- Go to <http://courseline.ahlei.org>
- Enter Username and Password
- Click **Forgot Username or Password** to reset access



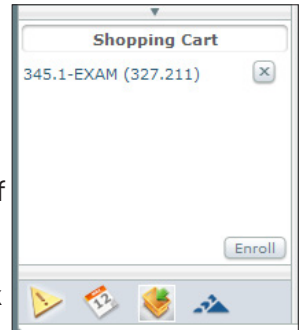
1b) My Learning Portfolio

- **Current Class List** - courses you are currently enrolled in.
- **Completed Class List** - courses you have completed.
- **My Profile** - allows user to update personal information and change the password and username.
- **My Transcript** - courses that have been completed and passed may have a Certificate of Completion available for printing.
- **Course Catalog** – an organized list of course offerings that can be added to your current library.
- **Available Learning Plans** – pre-defined courses based on user's available course content. Property administrators can create a group of courses that cover similar subject matters to meet the needs of a department.



1c) Adding a Course to your Class List

- In the **Course Catalog** menu, click **Show All Classes**.
- A list of courses associated with your property will be listed.
- To add a course to your **Current Class List**, click **Add Course** at right of screen.
- The course will appear in **Shopping Cart** (area at bottom-left screen) click **Enroll** and then **Finalize**.
- Registration Complete message will appear confirming enrollment.
- Go to **Current Class List** to Launch course.



1d) Course Enrollment with a Key Code

- Users whom already have an account in CourseLine can enroll in courses by using a key code.
- On the left navigation menu click on **My Learning Portfolio**; then on **Enter Keycode**
- Enter your key code in the space provided; click **Next**
- Click **Submit** to continue, or **Back** to edit previous page

Note: New added course(s) will be listed in the Current Class List

 A screenshot of the 'Enter Keycode' form. On the left is a navigation menu with the following items: 'My Learning Portfolio' (expanded), 'Current Class List', 'Completed Class List', 'My Profile', 'My Transcript', 'Enter Keycode', 'Course Catalog', and 'Available Learning Plans'. The main content area is titled 'Enter Keycode' and contains a text input field labeled 'Keycode' with a 'required' asterisk to its right. Below the input field is a 'Next -->' button.

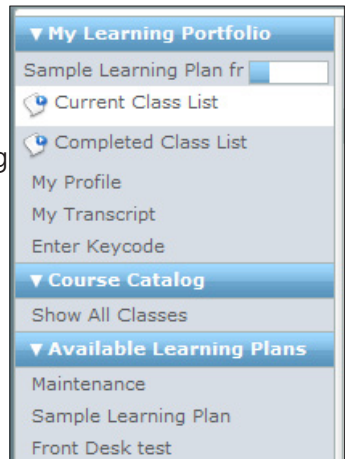
1e) Launching a Course

- Click the **Launch** button next to course name. The selected module will open in a pop-up window. NOTE: refer to System Requirements at login page if you get an error message.
- Chapter and Quizzes not yet accessed will have a "Not Attempted" status and courses still in progress will appear as "Active".

Type	Class Code	Class Name	Contact	First Mtg	Actions
SCORM	27.24	Accounting for Club Operations - 366.1	Educational Institute	None	<input type="button" value="Cancel"/> <input type="button" value="Launch"/>
SCORM	163.160	CARE	Educational Institute	None	<input type="button" value="Cancel"/> <input type="button" value="Launch"/>
WBT	363.352	CARE-EXAM	Educational Institute	None	<input type="button" value="Launch"/>
SCORM	505.493	Demo: Guestroom Attendant	Educational Institute	None	<input type="button" value="Cancel"/> <input type="button" value="Launch"/>

1f) Subscribing to a Learning Plan

- Your Property Administrator or Instructor may have created a Learning Plan to tailor your training needs.
- Click on plan name, then **Subscribe to this learning plan**, finally **Subscribe**. The plan is now activated and will list under **My Learning Portfolio** bar.
- To access a course associated with your Learning Plan, go to **Show All Courses** in Course Catalog.
- Hold your cursor over a learning plan to view the percentage complete, status, activated, and approval information.



2 Quizzes/Exams

2a) Taking a Quiz

- The majority of courses have a quiz at the end of each lesson or module.
- The user must **submit** the quiz to receive a score to move onto the next chapter.
- You will receive a pass/fail notification directly after submitting your quiz.
- Quizzes can be retaken if not passed.

- Chapter 1 - Introduction to the Convention, Meetings, and Trade Show Industry
 - Chapter 1 - Content -- Not Attempted
 - Chapter 1 - Quiz -- Not Attempted
- Chapter 2 - Developing Your Marketing Plan
 - Chapter 2 - Content -- Not Attempted
 - Chapter 2 - Quiz -- Not Attempted

2b) Taking a final Exam

- In order to take a Final Exam, you must complete and pass the course.
- You will receive a pass/fail notification directly after submitting your exam. Print a copy for your records.



Message from the Instructor: Instructions 1

You must authenticate to take the test:

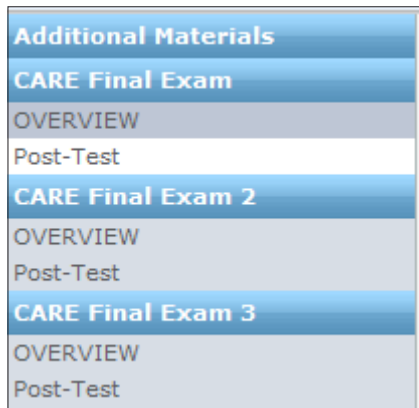
Student Password:

Proctor Username:

Proctor Password:

2c) Exam Retakes

- Retakes are included for most exams.
- For a *Second* attempt, go to Final Exam 2 and click on Post-Test. If a free retake is included, the system will require user & proctor information to begin the exam.
- For a *Third* attempt, go to Final Exam 3 and click on Post-Test. If the exam is locked, please contact your property Supervisor or HR Manager, so a retake exam can be scheduled for you.



The image shows a screenshot of a course menu with the following items:

Additional Materials
CARE Final Exam
OVERVIEW
Post-Test
CARE Final Exam 2
OVERVIEW
Post-Test
CARE Final Exam 3
OVERVIEW
Post-Test

2d) Transcripts

- To view a printable version of your transcript, click **My Transcript**, then [**Certificate**].
- An official Certificate of Completion will be sent to you by mail.

Contact Us

Technical Support Help Desk

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