



FUSION

A CERTUS SOLUTION

TPC Fusion: Learner's Guide

Version 2.0

September 10, 2023

Table of Contents

Introduction	3
Intended Audience.....	3
Benefits of the FUSION Learning Management System.....	3
Key Features of the System.....	4
Process Overview	4
Your Training Portal: A Custom Login URL.....	4
Portal Access	5
Login Instructions.....	5
Navigating the LMS Portal.....	6
The Home Page	6
My Training.....	8
The Catalog	9
Managing your FUSION account	10
Working with Courses and Programs.....	10
Starting a Course or Program	12
Pausing and Resuming Progress.....	12
Course Summary.....	13
Completion Certificates.....	14
Badges.....	15
Additional Resources	15
Self-Troubleshooting Steps	15
Contacting Technical Support	16



Introduction

All Certus Brands study materials have been developed for the sole purpose of providing structured training in skills and knowledge gain related to job requirements. Subject matter for the various curricula was developed through extensive survey work, including personal interviews and input from advisory groups representing manufacturers, suppliers, and educators.

The purpose of this guide is to provide an overview of the FUSION Learning Management System, including instructions on its use.

Intended Audience

This document is intended for the following audience:

- Users that have received a personal learning account, having been set up by an organization's designated training administrator, to allow access to one or more training courses.
- Users that have been designated as training administrators and are enrolled in training courses themselves.
- Any of the aforementioned users, along with those accessing the LMS portion of the FUSION portal. These users may also be referred to here as "students" or "**learners**".

Benefits of the FUSION Learning Management System

For students, a Learning Management System is software that creates a consistent platform which enables learners on both its ease of use and flexibility to create a more engaging learning environment.

The TPC FUSION LMS is a web-based, educational training portal that allows you to view, access, and complete activities across an extensive library of technical aptitude, safety, and regulatory courses.

To get the most out of the FUSION service, please ensure that you or your organization supplies you with an up-to-date computer or laptop equipped with modern audio and video capabilities, a keyboard and mouse, and an installed instance of one of our three supported browsers: Microsoft Edge, Google Chrome, or Mozilla Firefox.

Key Features of the System

The TPC FUSION LMS organizes training content into the following categories:

- **Activities.** An activity refers to one or more training items that are packaged inside of a course. These activities offer access to educational training materials such as interactive videos, PDFs, or quizzes and tests.
- **Courses.** A course is an individual e-learning module that covers or builds upon a specific subject through various course activities.
- **Programs.** A program is comprised of a series of courses on related topics, used to give quick access to a defined training curriculum.

The TPC FUSION LMS allows learners access to the following key functions (subject to administrator approval):

- Featured or personal training content, via courses and/or programs.
- Completed training history, including previous test scores, earned certificates, and earned badges.
- Organizational news and articles.

Process Overview

The overview diagram below describes the steps that learners need to take to complete a course in the TPC FUSION LMS.

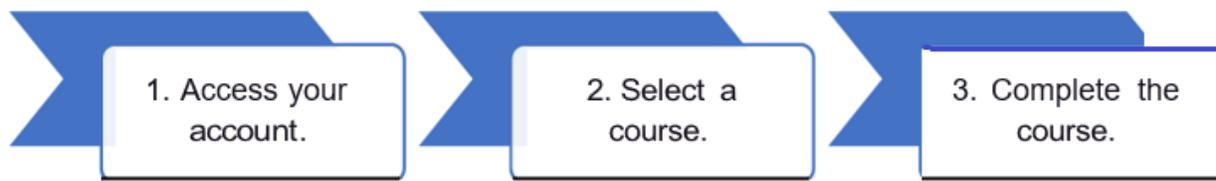


Figure1. Process overview

Your Training Portal: A Custom Login URL

Each organization in the TPC FUSION LMS is assigned a custom URL, including a unique **Client ID**, to access their accounts.

Your designated training administrator will provide you with a custom URL for the TPC FUSION LMS. It is strongly recommended that you bookmark this URL in your preferred browser for convenient access.

Portal Access

To log into the system, you will need the following information:

- The URL for your organization.
- Your login ID (or **username**).
- Your password.

*Note: If you are missing one or more requirements to access your portal account, please reach out to your training administrator.

Login Instructions

A summary of instructions is provided in the table below.

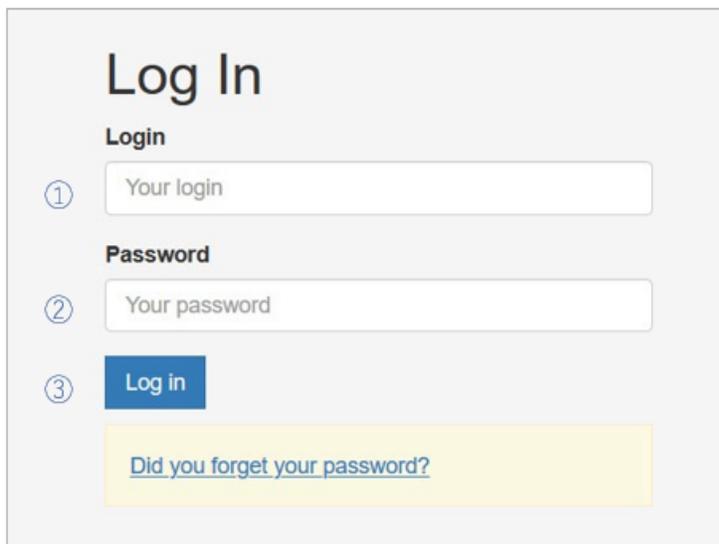


Figure 2. Login screen—with callouts

The callouts in the above image correspond to the instructions in the following table.

Step	Action
1	In the Login field, type your login ID or username.
2	In the Password field, type your password.
3	Click Log in . When the page refreshes, you will land on your account Home page.

Navigating the LMS Portal

Navigation through the LMS portal occurs by using your mouse to select the desired page options. After logging in to your TPC FUSION LMS account, you can locate the main navigation menu in the upper-right corner of the page.

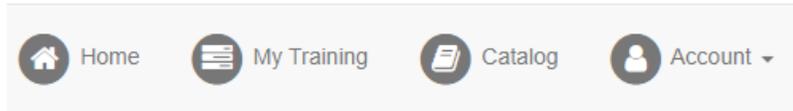


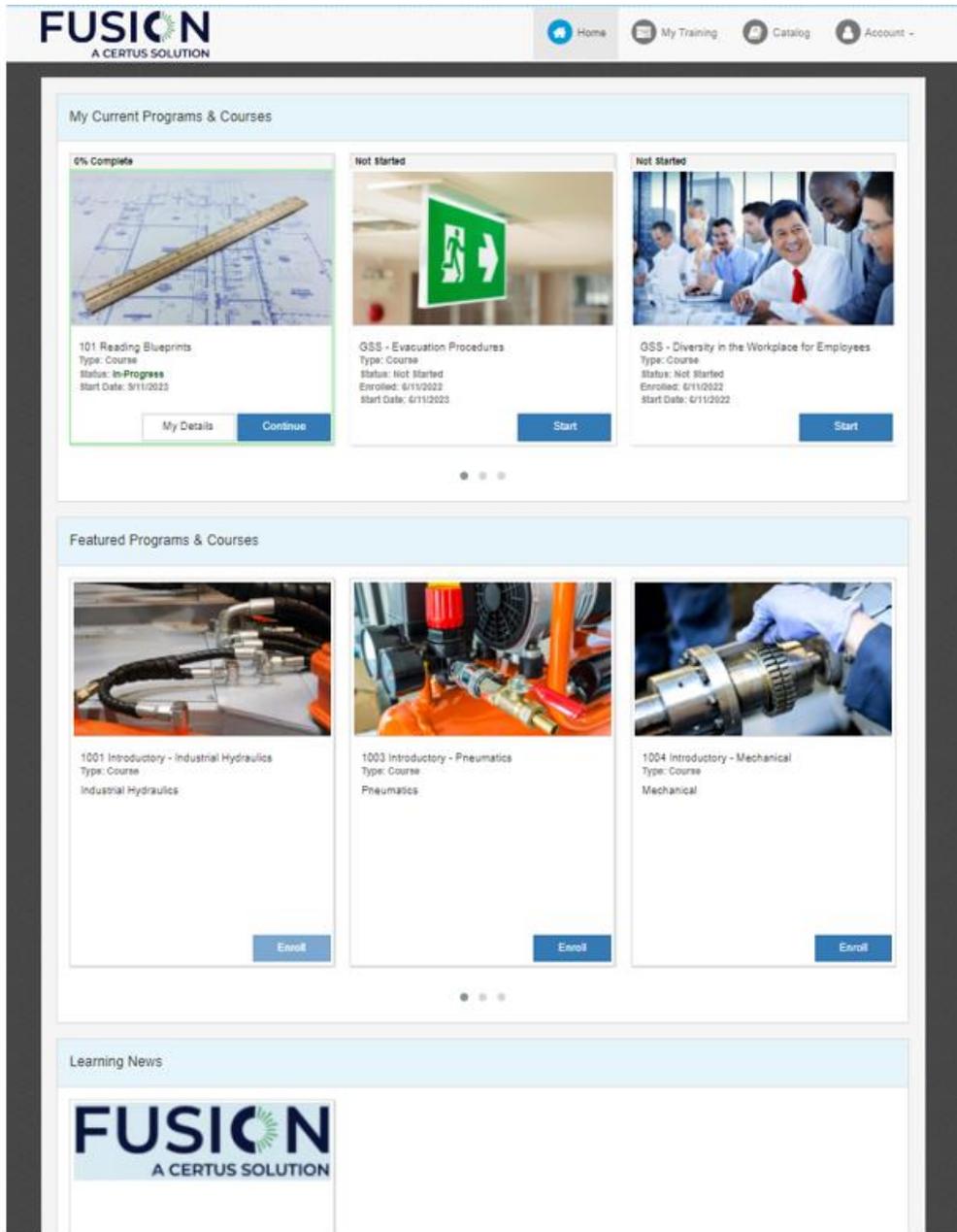
Figure 3. Navigation options

Key sections include:

- Home.
- My Training.
- Catalog (if enabled by your training administrator).
- Account.

The Home Page

After you log in to the system, the home page appears. You may also return to this screen by clicking the **Home** button in the main navigation menu.



The screenshot shows the FUSION LMS Home page. At the top, there is a navigation bar with the FUSION logo (A CERTUS SOLUTION) and links for Home, My Training, Catalog, and Account. Below the navigation bar, the page is divided into three main sections:

- My Current Programs & Courses:** This section displays three course cards. The first card, '101 Reading Blueprints', is marked '0% Complete' and has a 'Continue' button. The second card, 'GSS - Evacuation Procedures', is marked 'Not started' and has a 'Start' button. The third card, 'GSS - Diversity in the Workplace for Employees', is also marked 'Not started' and has a 'Start' button.
- Featured Programs & Courses:** This section displays three course cards. The first card, '1001 Introductory - Industrial Hydraulics', has an 'Enroll' button. The second card, '1003 Introductory - Pneumatics', has an 'Enroll' button. The third card, '1004 Introductory - Mechanical', has an 'Enroll' button.
- Learning News:** This section features the FUSION logo (A CERTUS SOLUTION).

Figure 4. LMS Home page

The Home page displays the following sections:

- Your currently assigned programs and courses.
 - Used to access training content.
- Featured programs and courses (if enabled by your training administrator).
 - Used to **Self-Enroll** in any training courses or programs not previously assigned by a training administrator.

- Learning News (if enabled by your training administrator).
 - Used to access any other organizational news or learning tools provided by your training administrator.

*Note: If at any time you log in to your account and do not have available programs or courses to select from on your Home page, follow the on-screen instructions or reach out to your training administrator for further assistance.

My Training

To access the My Training page, click the **My Training** button in the main navigation menu.

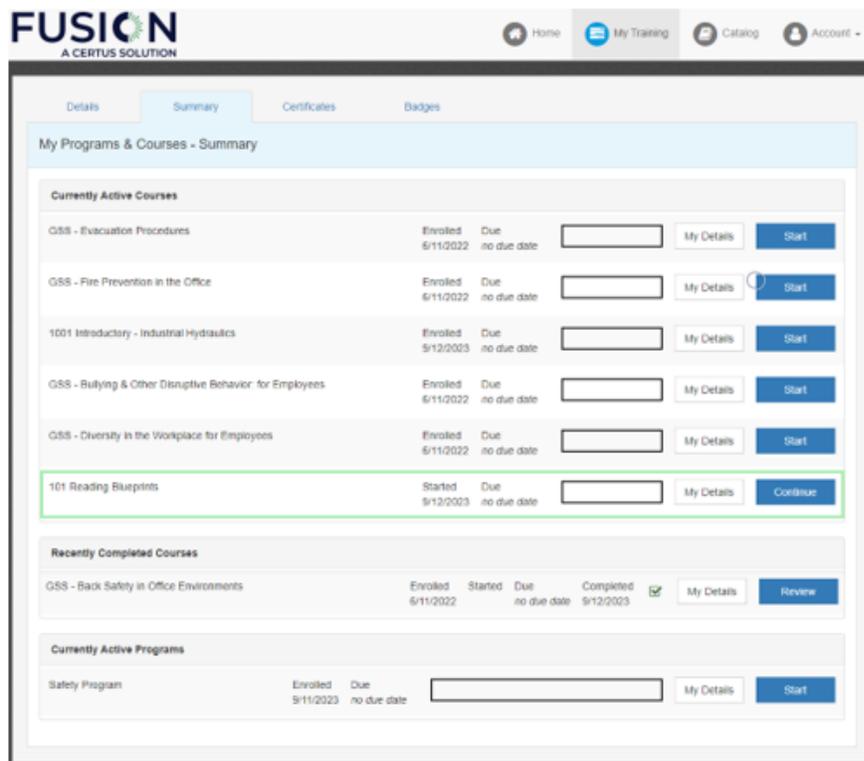


Figure 5. My Training page.

The My Training page displays the following sections (explained further on in this guides' section titled Working with Courses and Programs):

- Details
- Summary
- Certificates
- Badges

The Catalog

To access the Catalog page, click the **Catalog** button in the main navigation menu.

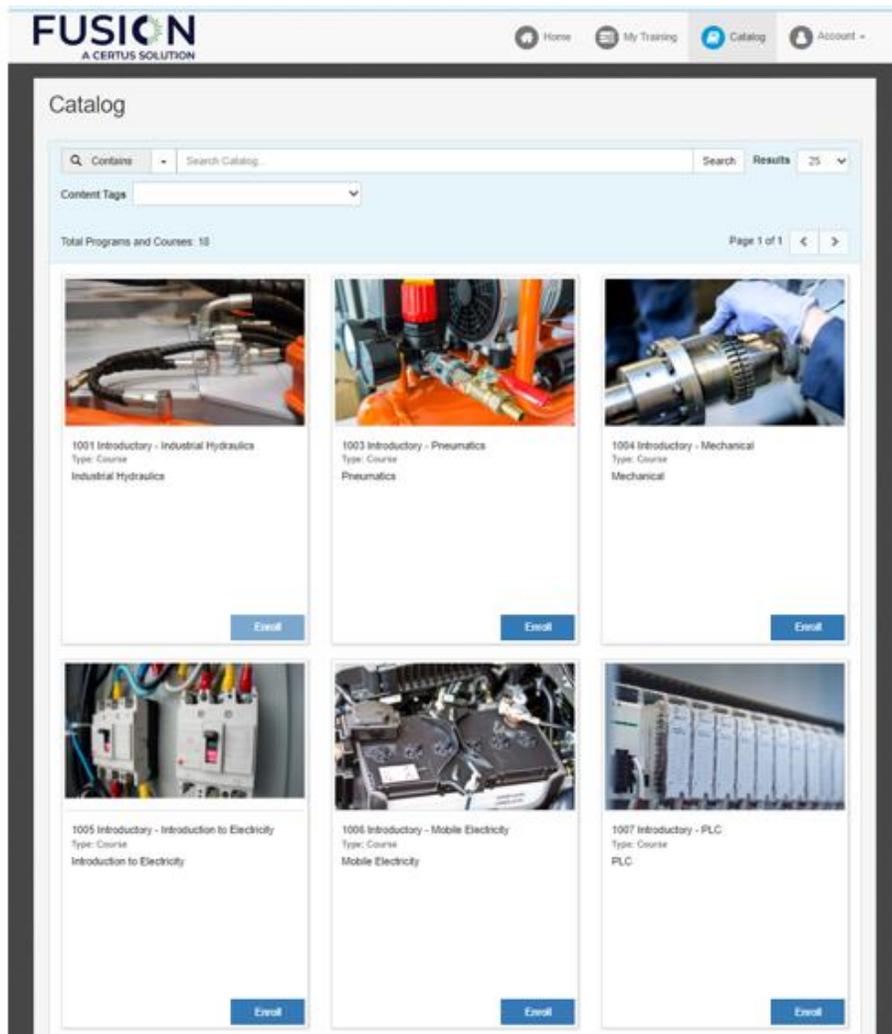


Figure 6. Catalog page.

Similar to the Featured courses and programs section found on the Home page, the Catalog function allows you to Self-Enroll in any training courses or programs not previously assigned by a training administrator. This page is especially useful if your training administrator has enabled multiple courses to be eligible for Self-Enrollment. The Catalog can display more course tiles per page and adds a search bar and sorting options based on library content tags to help you quickly pull up a course that you are interested in.

Managing your FUSION account

The **Account** dropdown menu, found in the main navigation menu, allows you to update your account **Settings** or **Log out** of the Fusion portal.

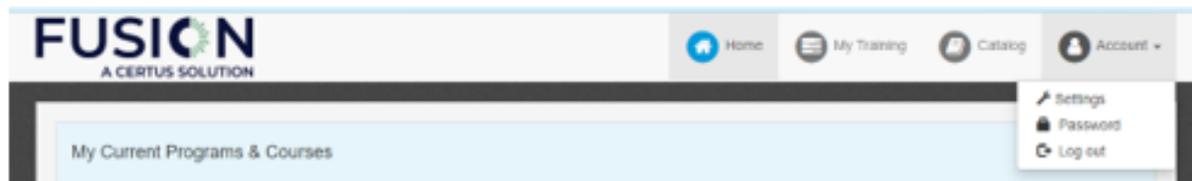


Figure 7. Account dropdown menu.

Your account settings can be modified at any time by clicking the following options:

- **Settings.**
 - Allows you to update the First Name, Last Name, and E-mail address associated with your account.
- **Password.**
 - Allows you to change your account password after verifying the current password saved to your account.
- **Log out.**
 - Choosing this option will safely log you out of the FUSION portal.

Working with Courses and Programs

As previously mentioned in this guide, the TPC FUSION LMS provides access to a Home page as well as a My Training page once signed in to your account.

These pages display courses and programs that have been made available to you. The Home page can be used for quick access to begin a course, or quickly resume where you left off. The My Training page offers additional options to search for courses associated with your account, including a text search or dropdown list to sort by course status.

Please refer to the table below for a full breakdown of different methods for accessing courses.

Access Method	Description	Text Search Capability	Sort by Course Status Capability
Home Page: My Current Programs and Courses section.	An interactive list of available courses and programs. Allows user to click and drag course tiles to find a course or auto-scrolls through rotation.	No	No
Home Page: Featured Programs & Courses section.	An interactive list of courses and programs that have been opened for self-enrollment. Clicking the Enroll button here will add the desired course to your training plan.	No	No
My Training Page: Details tab.	A static list of courses. Displays courses in a tile view and can display more courses per page.	Yes	Yes
My Training Page: Summary tab.	A static list of courses. Displays courses in a list view and includes a progress bar to show percentage of completion.	No	No
Catalog Page	A static list of courses and programs that have been opened for self-enrollment. Clicking the Enroll button here will add the desired course to your training plan.	Yes	No
Home Page: My Current Programs and Courses section, or My Training Page (Details or Summary tabs).	A program can store multiple courses. Clicking the Start button on a program will open the course player, displaying which courses are included in that program and give you access to begin training or review the included courses.	No	No

Starting a Course or Program

To start a course:

1. Using the main navigation menu as needed, use your preferred method to view available courses.
 - a. Options include the Home Page, or the My Training Page.
2. Locate the course you would like to begin or resume, and click the blue **Start** or **Continue** button.
3. This will open the FUSION course player in a new pop-up, giving access to the full list of activities in the course.
4. Locate and click on the first available activity in the Activity Name column (look for the blue text), to be taken to the next lesson, quiz, or test in that course.
5. As you work your way through the activity slides, you may click the **Next Activity** button in the upper-right corner of the course player to launch the next course activity in sequential order.



Figure 8. Course Player – a summary of activities.

*Note: While viewing your list of activities, you may see some whose status is marked as “Locked”. This simply means that there is another activity in the list that is a pre-requisite activity, or one that must be completed first before the others become available. Look for the blue text for reference on which activities are currently available.

Pausing and Resuming Progress

While working in the FUSION course player, you may pause any course activity at any time. When you leave a course, the TPC FUSION LMS saves your progress at the current checkpoint. The next time you return to the course, the TPC FUSION LMS will continue the course from the previously saved checkpoint, allowing you to pick up right where you left off.

To pause an activity, click the blue **Return to Summary** button at the top-center of the course player, or click the (X) button at the top-right of the course player to close the pop-up and return to the LMS.

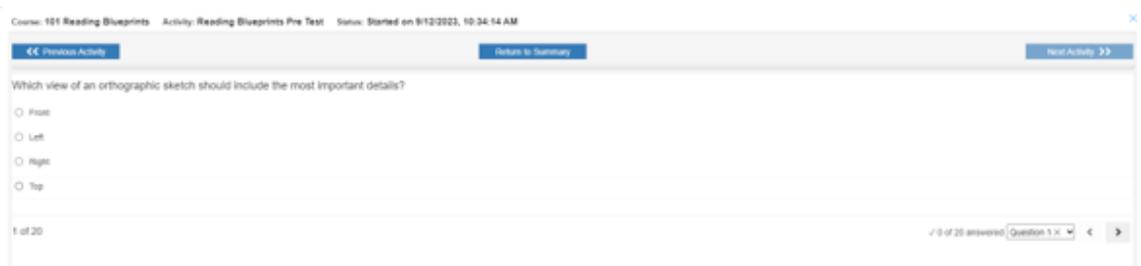


Figure 9. Example of a pre-test activity for a course

*Note: Improper exiting of the FUSION course player may result in lost progress and will return you to the last saved checkpoint upon next course launch. Possible interruptions may include, but are not limited to, closing the main browser window with the browser navigation (x) button, restarting / shutting down the device, or experiencing a session timeout (may occur when connection to the Internet is lost, or the Fusion server detects no session activity for 30+ minutes).

*Note: Some organizations require test activities to be completed in full per attempt. If upon attempting to exit the course player while in the middle of a test, you receive a warning that the activity can not be suspended, you will still be able to close the player after a final confirmation but your current test attempt will count towards your total number of available test attempts and be automatically submitted for grading of any questions you had been able to answer at that point. For more information on this, or requests for additional test attempts, please reach out to your training administrator.

[Course Summary](#)

On either the Home page or the My Training page, any courses that you have started or completed will have an optional course summary screen that you can access by clicking the **My Details** button.

0% Complete



Name: **101 Reading Blueprints**
 Type: **Course**
 Status: **In-Progress**
 Enrolled: **Sep 11, 2023**
 Enrolled By: **bfuller**
 Start Date: **Sep 11, 2023**

[Continue](#)

Activity Name	Activity Type	Date Started	Date Completed	Last Access	Status	Score
Reading Blueprints Pre Test	Assessment	Sep 12, 2023		Sep 12, 2023	In Progress	
Introduction to Blueprints	Lesson				Locked	
Lesson 1 Study Guide	Study Guide				Locked	
Introduction and Objectives	Topic				Locked	
Importance of Blueprints	Topic				Locked	
Purpose of Blueprints	Topic				Locked	
Information on Blueprints	Topic				Locked	
Interpreting Detail Drawings	Topic				Locked	
Assembly Drawings	Topic				Locked	
Orthographic Projections	Topic				Locked	
Auxiliary Views	Topic				Locked	
Pictorial Drawings	Topic				Locked	
Quiz	Topic				Locked	
Machine Parts	Lesson				Locked	
Lesson 2 Study Guide	Study Guide				Locked	

Figure 10. Viewing a summary of course activities.

This summary screen will provide you with enrollment details, such as status, percent completed, and any applicable due dates. From this screen you may click the **Continue** button if you have any remaining course activities to complete, which will launch the course player. If you are reviewing a course that you have previously completed, you will also have the option to view that course’s completion certificate in the upper-right corner of the summary page.

Completion Certificates

After you have successfully completed a course, an electronic certificate is issued (where applicable). To view certificates that have been awarded to your FUSION account you can click the **My Details** button to bring up the course summary or locate the **Certificates** tab found on the My Training page.

Details	Summary	Certificates	Badges
My Certificates			
Course Name	Date Completed	Actions	
GSS - Back Safety in Office Environments	Sep 12, 2023	View Certificate	
GSS - Evacuation Procedures	Jun 11, 2022	View Certificate	
GSS - Evacuation Procedures	Jun 11, 2022	View Certificate	

Figure 11. Viewing course certificates.

Clicking the **View Certificate** button will open a new browser tab to display the FUSION Certificate of Completion for that course. The certificate will include the course name, the First and Last name associated with your account, and the completion date.

This certificate can be downloaded as a PDF and printed if allowed by your organization.

Badges

Outside of Certificates, training administrators may award you with further merits after completing a pre-defined set of courses, programs, or other badges. To view any Badges that have been awarded to your FUSION account, you can click the Bades tab found on the My Training page.

Additional Resources

As learners receiving training accounts through organizations, most of the questions, concerns, and feedback on the training that you have may be directed to your assigned training administrator for swift resolution. However, our teams at Certus are committed to supporting all users of the TPC FUSION LMS in any way that we can. Please refer to the sections below for additional resources that you may utilize.

Self-Troubleshooting Steps

If you are automatically logged out of the TPC FUSION LMS, try to log in again and resume training. If for some reason you cannot continue with the activity you had opened when you were automatically logged out, contact your training administrator or our technical support team.

If you lose your connection to the LMS while logged on (for example, your computer crashes, you close your browser, or you lose your network connection), try to login again as soon as possible to ensure you do not lose any progress on an activity.

If the system is not behaving as expected, try one or all the following in sequential order:

1. Restart your browser.
2. Clear your browser's temporary files/cache and delete cookies (from all time), then exit and restart the browser.
3. Restart your computer.
4. Attempt to access your account from another device, on another network.

If you cannot resolve the problem on your own, contact our technical support team. Be prepared to provide full details of the issue so that we may investigate as quickly as possible.

Contacting Technical Support

For help with routine matters, such as resetting a password or requesting additional test attempts, contact your training administrator.

For technical assistance, please contact our support team at:

- E-mail: support@tpctraining.com
- Phone: (877) 978-7246 option 3 for Technical Support, option 1 for TPC FUSION.

To help us resolve your issue as quickly as possible, please record and share all of the following information with our support team:

- Your FUSION login id or username (or email associated with your FUSION account).
- The name of the organization you received your FUSION account from (or the custom URL that you use to log in).
- What you were doing before the error occurred, including the name of any course and/or activity you were working with.
- A description of the error, including any warning or pop-up window text.
- The date and time that you received the error, including the time zone you are working from.
- A confirmation on if you've experienced the error multiple times in the same login session (for example clicking "Ok" on an error to close the window and attempting the task again only to receive the error once more) or if it has only happened once.
- What you've done to try and resolve the issue yourself.
- The browser type, and version number.
- The operating system of the device you were on when you received the error.
- Any screen capture(s) of the error condition.



*Note: A member of our team will review your ticket as soon as possible during our business hours, but please allow 24 hours for a response. Our current support hours are Monday through Friday, 8:00am to 5:00pm Central Time.

*Note: Our support team is meant to help address technical issues while working in the FUSION training platform. To be set up with an account or receive guidance on available training courses, please contact your location's training administrator.