

FAQs



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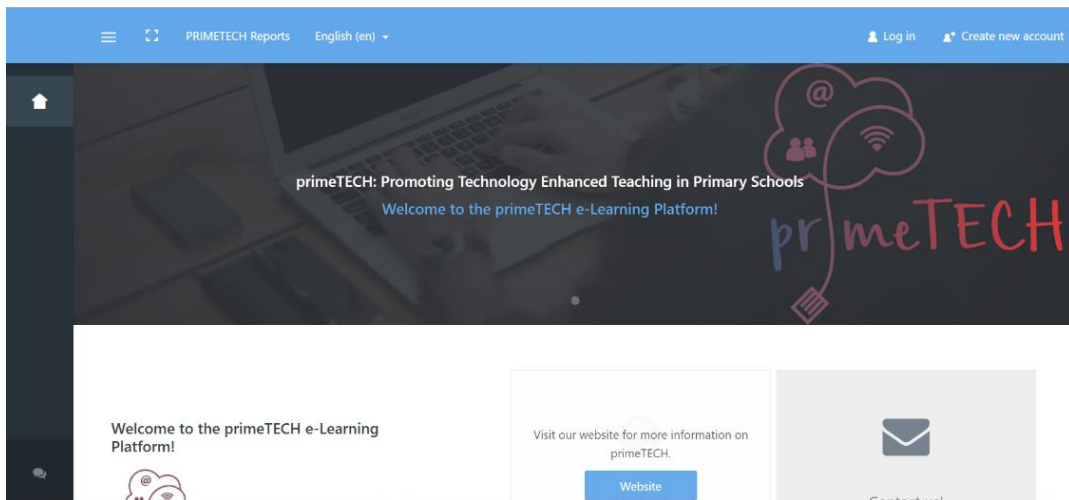
Introduction: The primeTECH e-learning platform at a glance

The primeTECH e-learning platform provides five (5) courses in five (5) different languages (25 courses in total), each of them divided into three (3) Levels (Bronze, Silver, and Gold). The courses consist of a mandatory self-assessment test at the beginning and also e-Books, Theoretical Quizzes and Practical Skills Tests. In particular, there is one of each of the aforementioned items in each level. Initially, the three (3) levels are locked, but upon completion of the self-assessment test and regardless of the grade, the three (3) levels are unlocked. Upon successful completion of certain criteria, users can earn Badges per level that prove their abilities. Upon successful completion of all five (5) courses, the users can earn the overall Diamond badge. It is necessary for a user to sign up, login and enroll in the courses in order to have access to the courses material and assessment tests.



1. How do I sign up?

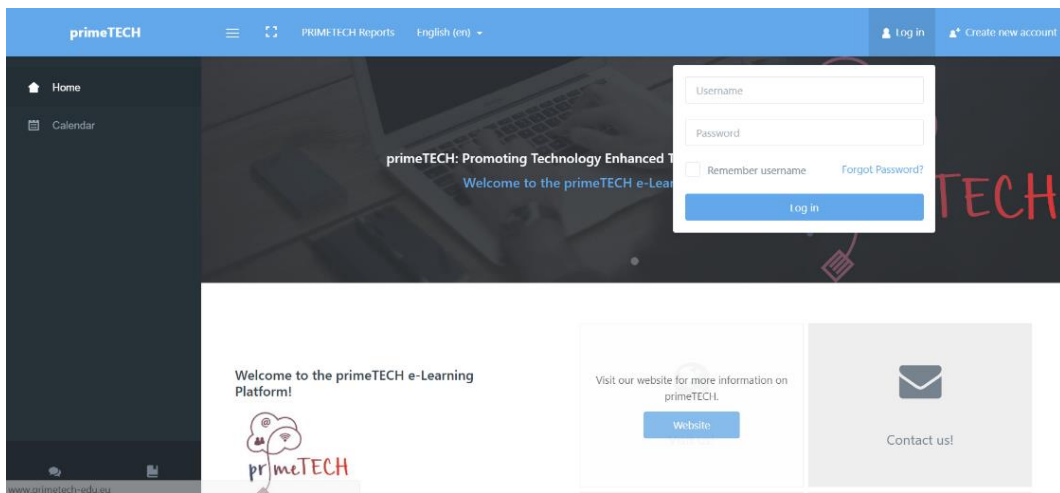
A: On the home page, click on the “Create new account” button at the upper right corner of the page and follow the “Sign Up” steps on the right of the page. Be extra careful when you choose your password. As the instructions suggest the password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s) such as *, -, or #. After you have filled in all your personal information, you will receive a confirmation e-mail with a link which you must click in order to validate your profile.



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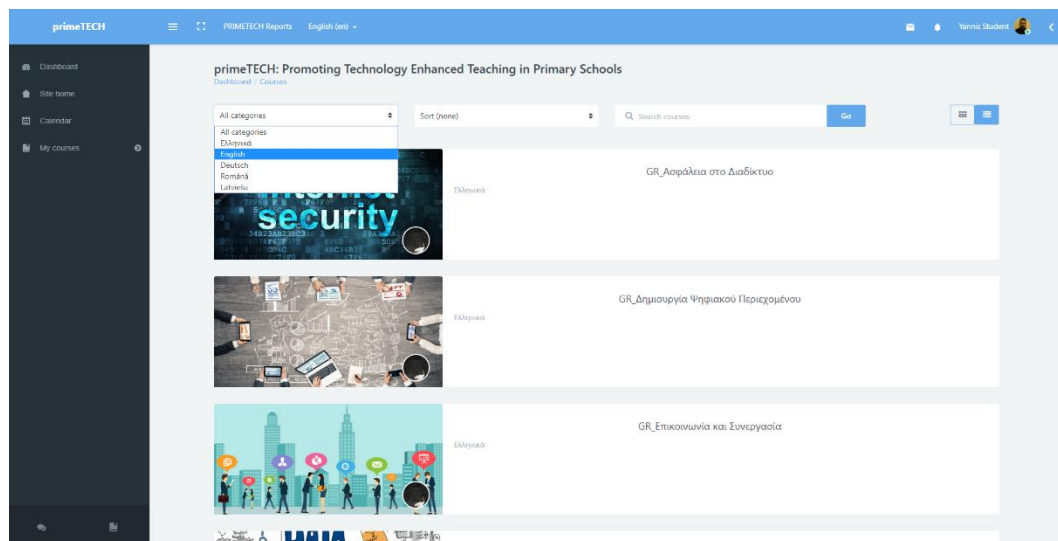
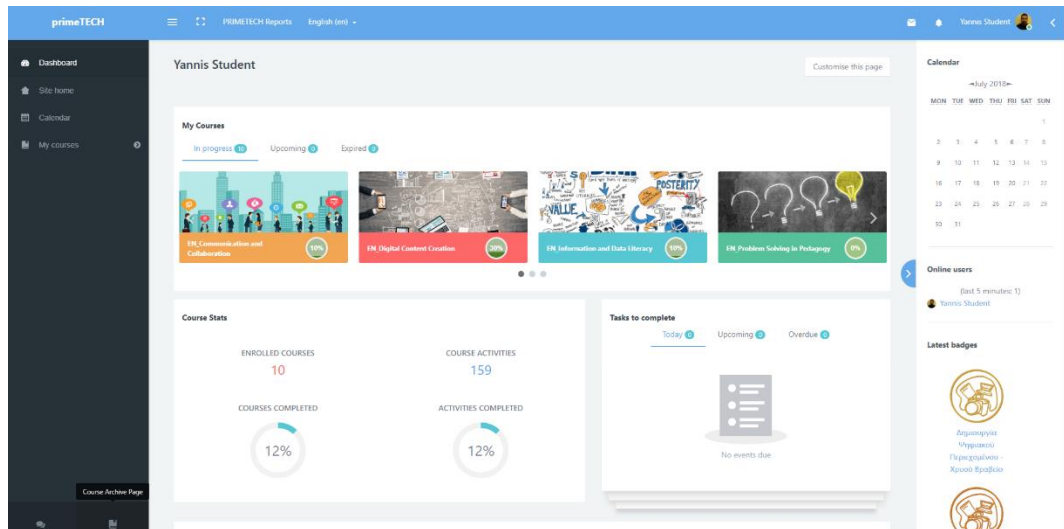
2. Q: How do I log in?

A: On the home page, click on the “Log in” button at the upper right corner of the page and enter the credentials (username and password) that you chose in the previous step at the window that appears. The platform gives its users the opportunity to “remember” the credentials so as to avoid typing them in each time you visit it. Finally, there is a password recovery/change option in case you forget your password.



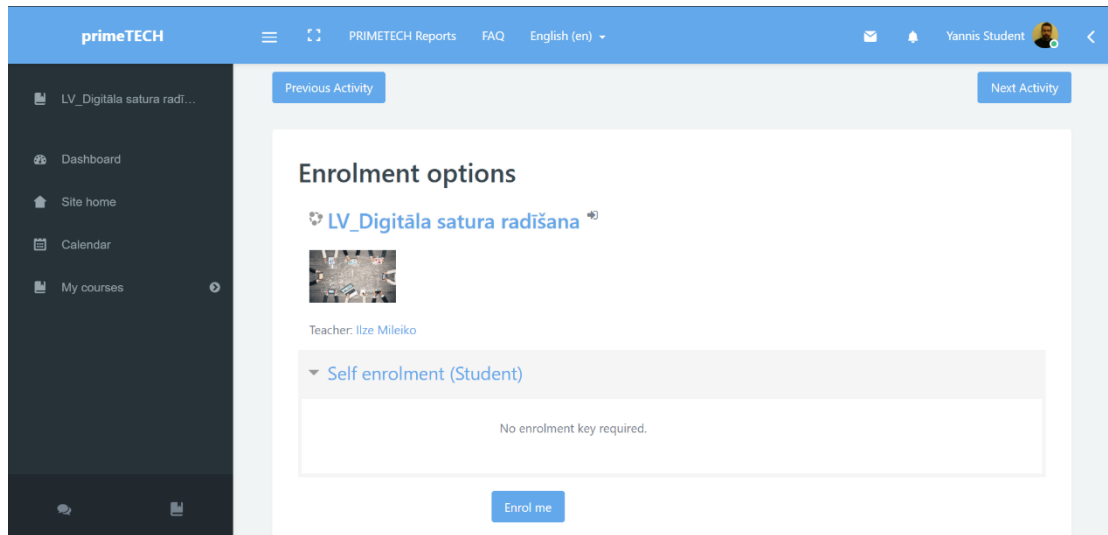
3. Q: Where can I find the available courses?

A: After you have logged in, on the left menu, click on the “Course Archive Page” button at the bottom. It is the first of the two button. There you will find all the available courses and you can also sort them by language and by name. There is also a search option available.



4. **Q: How do I enroll in a course?**

A: After you find a course you would like to take up, click on its title. On the page that follows, click the “Enrol me” button to enroll and go to the first page of said course.

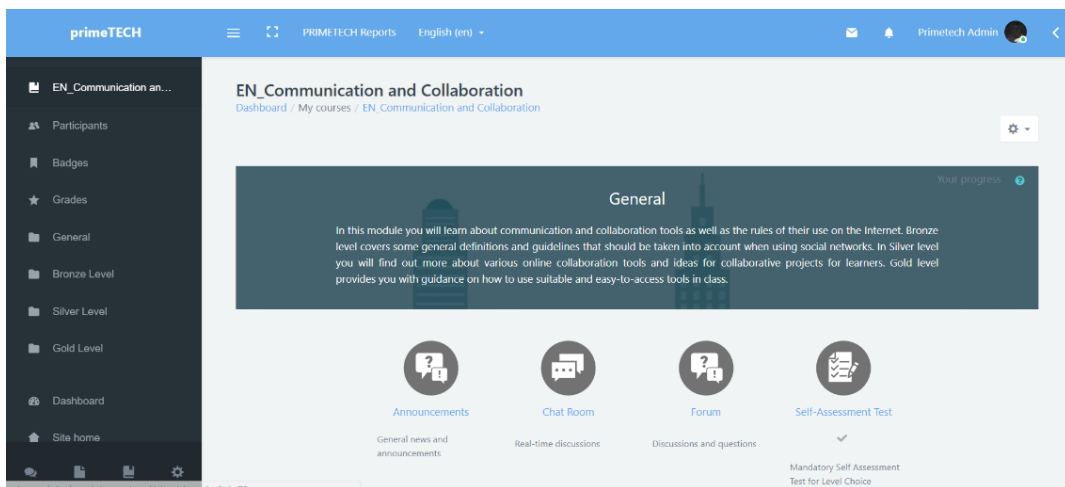


5. Q: How can I communicate with others in a course?

A: You can communicate with others in a course by using the two (2) communication methods provided, which are the Forum and the Chat Room. You can find both in the front page of every course and they are unique for that particular course.

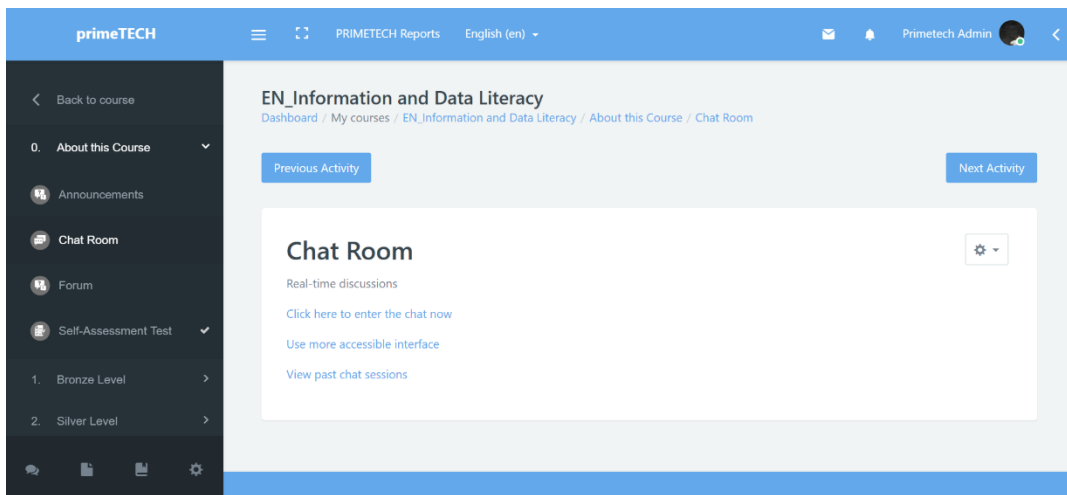
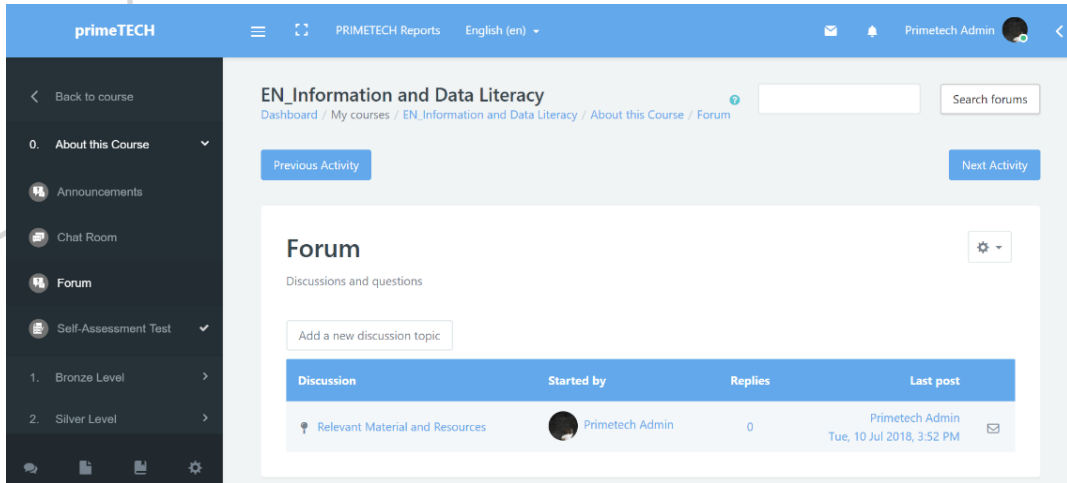
On the one hand, the Forum enables participants to have asynchronous (non real-time) discussions i.e. discussions that take place over an extended period of time. You can create a new discussion topic or just reply to someone else's question.

On the other hand, the Chat Room enables participants to have text-based, real-time synchronous discussions. You just enter the room and start chatting with whoever is logged in at the same time. The platform also provides the opportunity to revisit older chats.



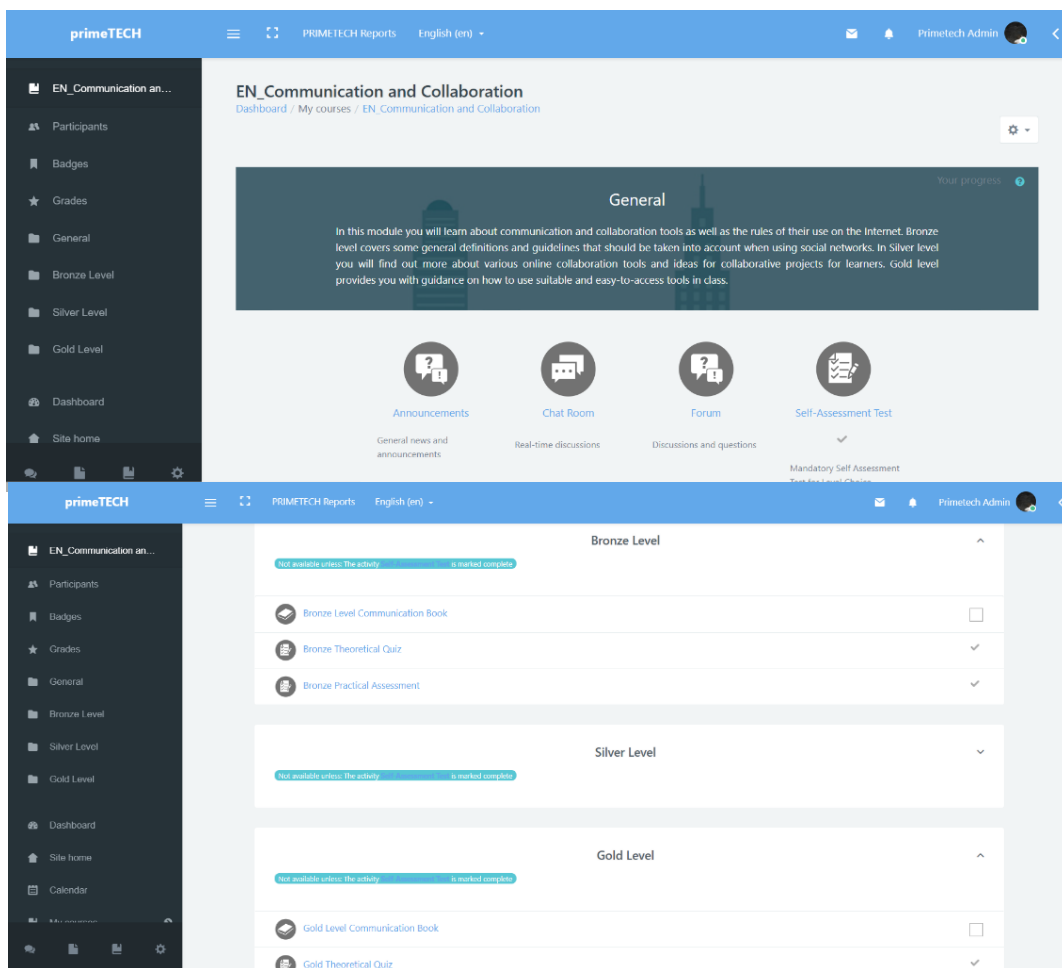


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6. Q: How do I unlock the three (3) course levels (bronze, silver & gold)?

A: To unlock all three (3) course levels, you have to complete the “Self-Assessment Test”, which you can find at the beginning of the course. The self-assessment test is composed of 30 statements and there are five (5) different answers. Once you complete it, the grey tick will turn green and the three course levels will be unlocked. The test is graded but the grade you receive does not affect the unlocking of the levels i.e. it doesn't matter how well or not you perform but it is mandatory. The aim is to see which level you are at and that is why after you complete it, the platform will automatically provide a suggestion as to which level to start from based on your answers. However, it is just a suggestion. It is totally up to you to try all the levels or start from the level of your choice.



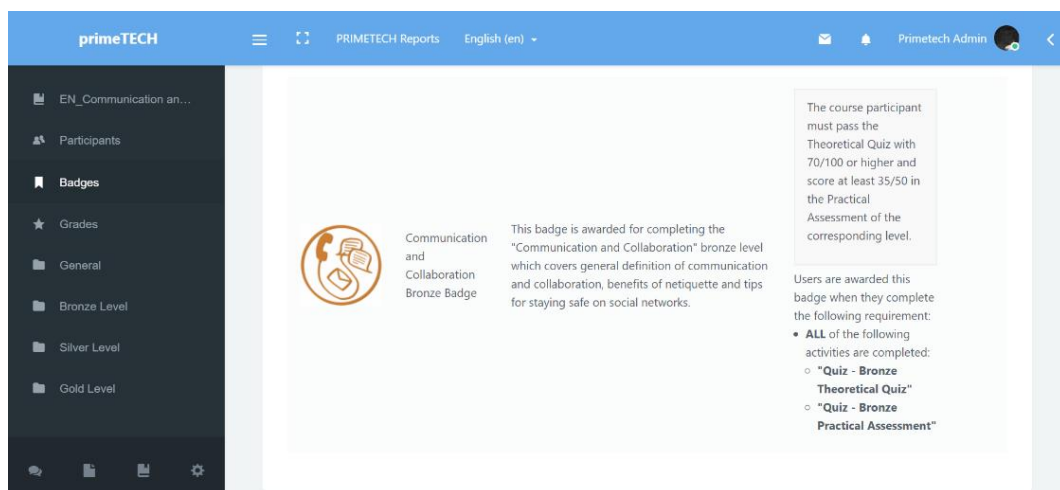
7. Q: How can I earn a badge?

A: Each level of a course consists of three (3) items. The e-book, which hosts the educational material, the theoretical quiz and the practical skills test. You can earn a badge by successfully completing the Theoretical Quiz and the Practical Skills test of a particular level. In order to achieve this the user must:

1. pass the theoretical quiz with a 70% grade i.e. answer correctly at least 7 questions out of 10, and
2. pass the practical skills test with 70%

It must be noted that users have two (2) attempts for the theoretical quiz and only one (1) attempt for the practical skills test, which just like the self-assessment test is in the form of statements with five (5) possible answers.

For example, if you complete the Bronze Theoretical Quiz and Practical Assessment of a course with a passing grade (70%), then you earn the Bronze Badge of said level. When you do so, you will receive a notification saying you earned a Badge. You will see this on the little bell on the upper right of the page.



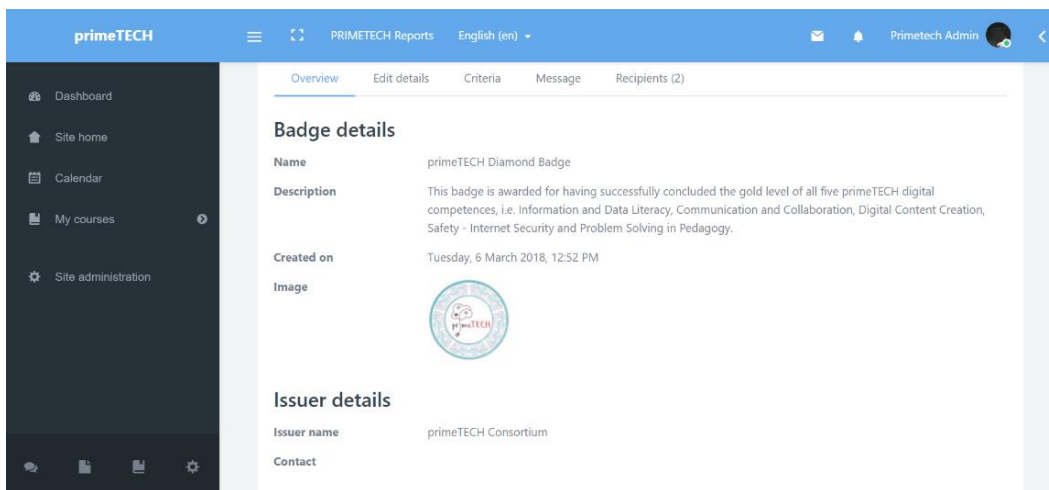
8. **Q: How do I complete a course?**

A: You complete a course by completing successfully its Gold Level and earning the Gold Badge of that course. This means, you have to complete with a passing grade (70% - see Q7) both the Gold Theoretical Quiz and the Gold Practical Assessment of a course.



9. Q: How can I earn the overall Diamond Badge?

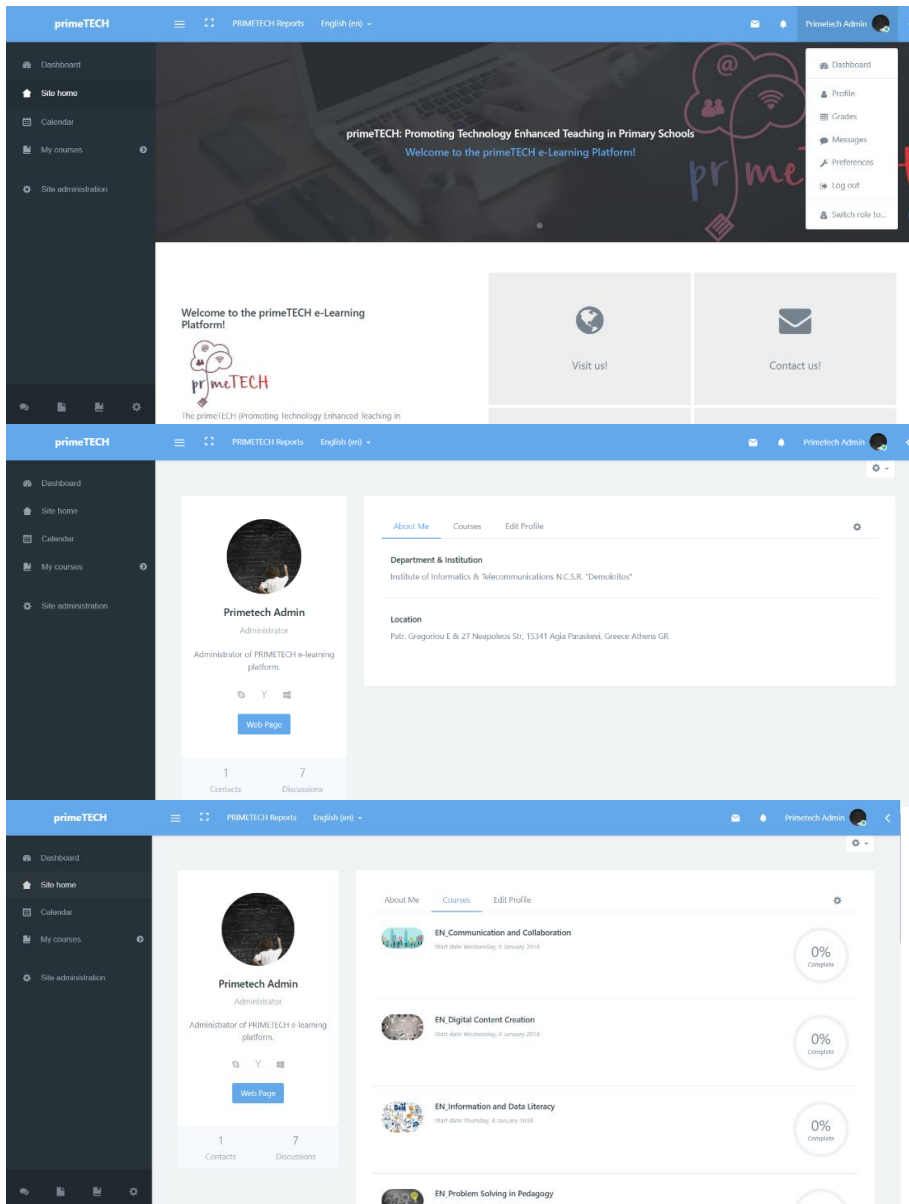
A: You can earn the Diamond Badge if you earn all five (5) Gold Badges of the five (5) courses, or in other words when you successfully complete all five (5) courses. This means that you need to complete a set of five (5) Gold Theoretical Quizzes and Gold Practical Assessments with a passing grade (70%). When you do so, you will receive a notification saying you have earned a Badge. You will see this on the little bell on the upper right corner of the page.



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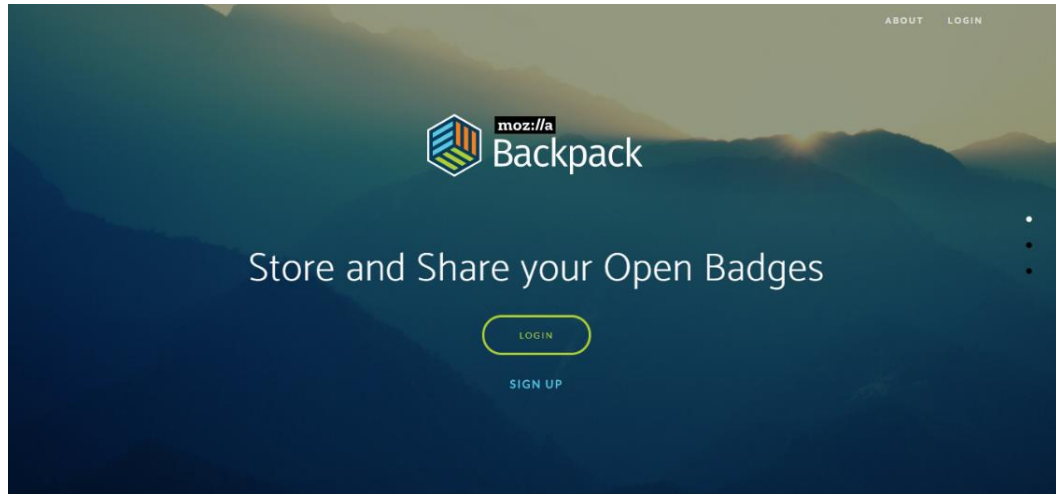
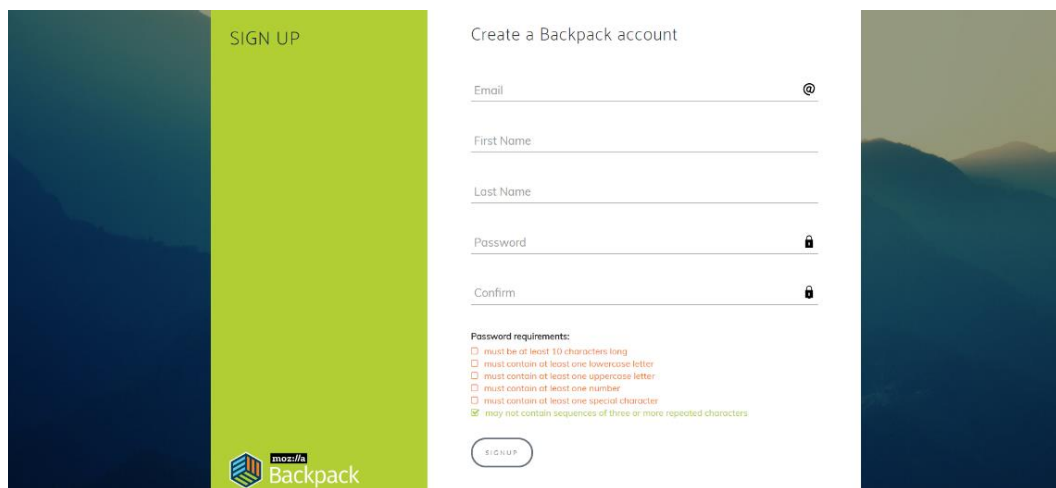
10. Q: How do I check my profile page?

A: After you have logged in, click on the button with your name on the upper right corner and choose "Profile". There you can see all the info that you have added about yourself, the Badges you have earned as well as the Courses you are enrolled in. Furthermore, you can edit your basic info such as personal details and communication methods.



11. Q: How do I connect my badges with Mozilla Backpack?

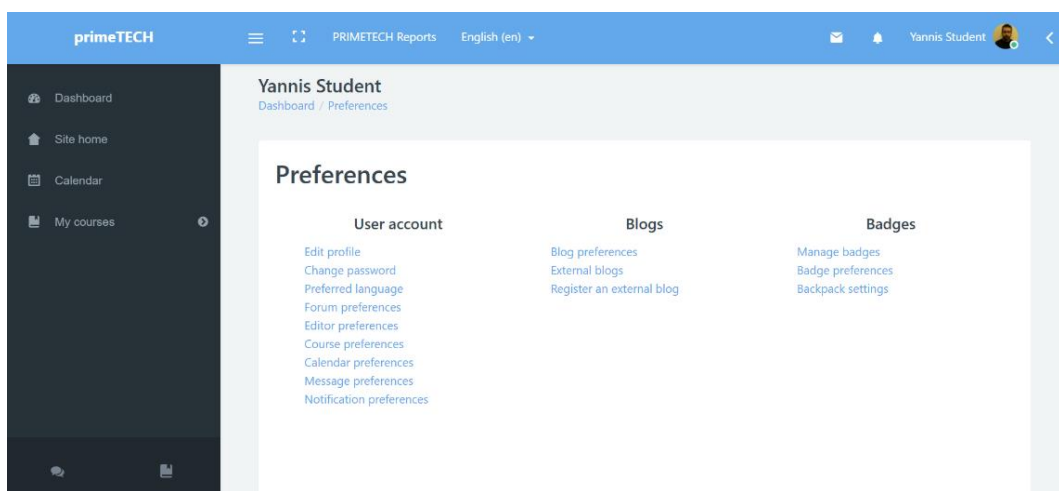
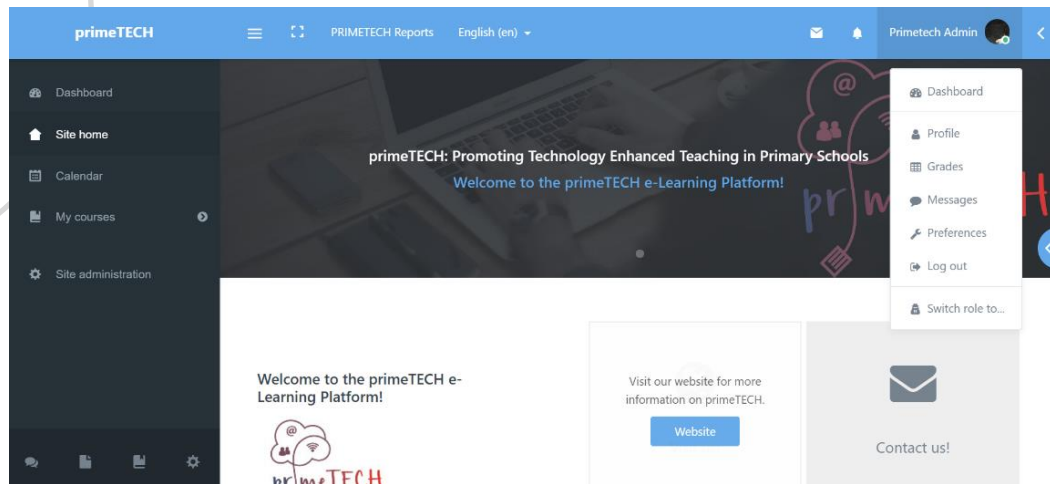
A: First of all, you have to go to the Mozilla Backpack website at (<https://backpack.openbadges.org/backpack/welcome>) and create an account by clicking on "Sign Up".

After you have created your account, go to the primeTECH platform and after you have logged in, click on your name and then choose "Preferences". There, under the Badges column click "Backpack settings".

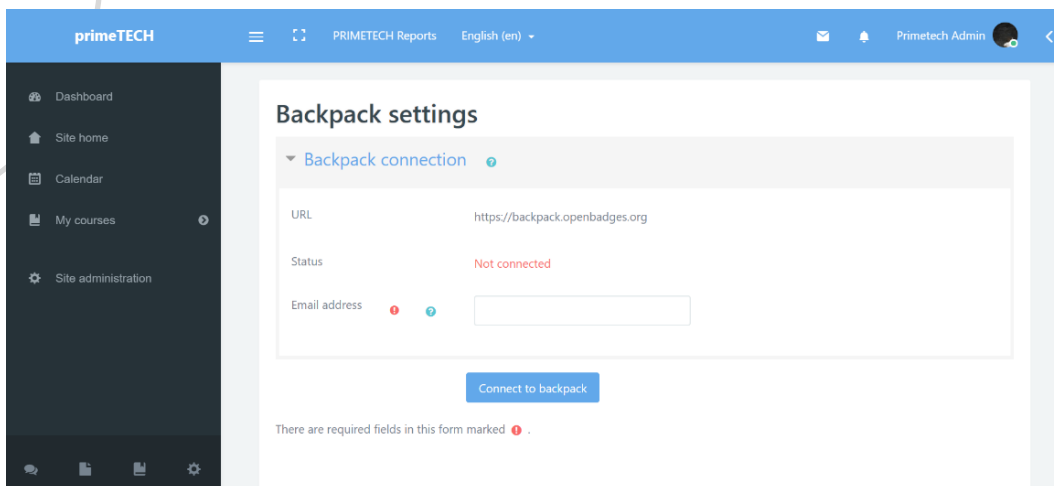


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On the following page in Moodle you have to enter the e-mail address you used to create the Mozilla Backpack account and click on "Connect to backpack". A message will inform you that a verification e-mail has been sent to your e-mail. All you have to do is click on the verification link in that e-mail in order to activate the Backpack connection.



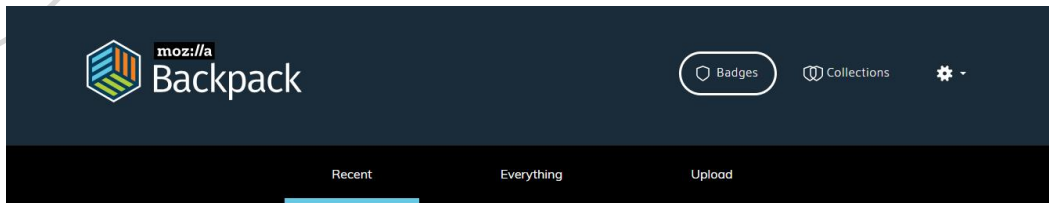


In the page that the validation link will lead you to, click "Save Changes". Then you will be redirected to the "Manage badges" page, where you can go to from the "Preferences" page as you did for the "Backpack settings" before. There, you can see all the badges you have earned. If you managed to connect successfully with your backpack account, under each badge icon you will see three (3) buttons. One for adding the badge to the backpack, one for downloading it and one for hiding it from others. Click on the first one to add the badge to your collection.



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Afterwards, when you log into your backpack account you will see a page with the most recent badges you have added. In addition, there is a page that presents all the badges that you have added from other platforms.



Recent Achievements

Welcome to your Backpack - this is where you can collect and store your badges. Share your badges across the web to show off your skills and achievements. Discover badges you can earn.



Upload a badge



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Lastly, if you decide to download your badge from the Moodle platform, you can upload it to your backpack through the last page.



Upload a Badge

If you have badges you've been awarded, you can upload them manually

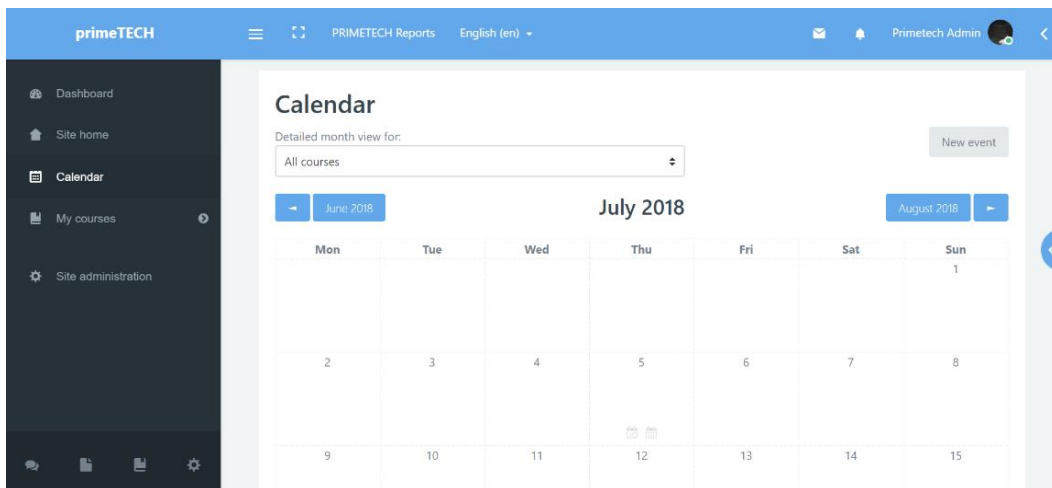
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UPLOAD



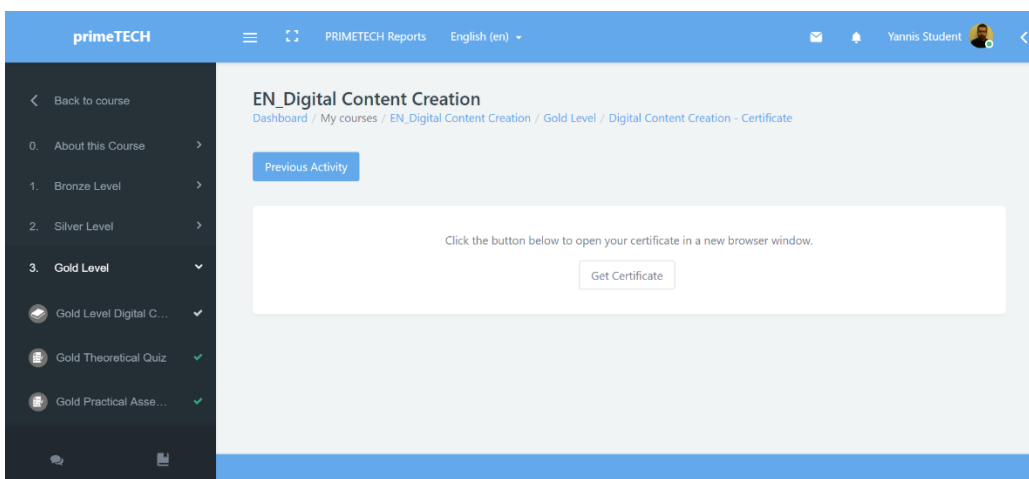
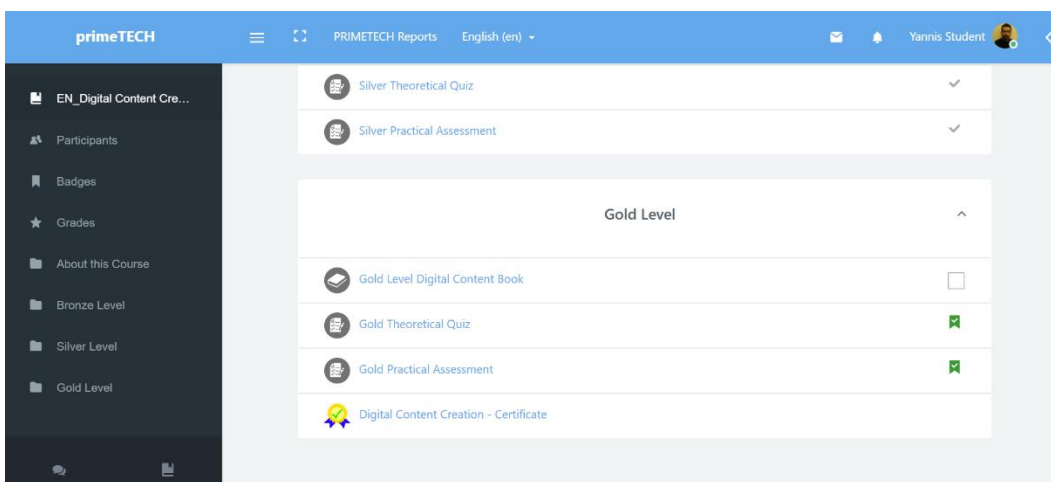
12. Q: How do I check any events?

A: On the left side menu you can find the Calendar option. There you are able to track all the important events, with them being either public or specifically for a course you are enrolled into. These events could be deadlines, assignments, or even meetups.



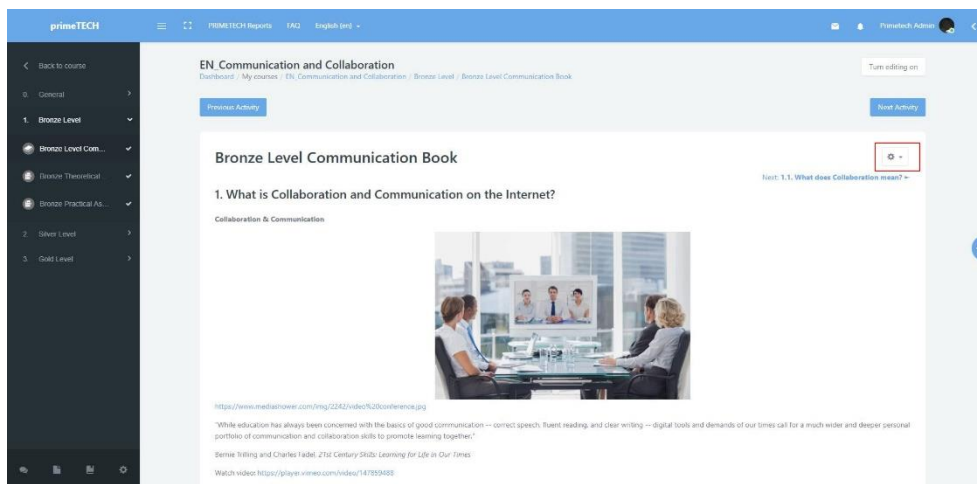
13. Q: How do I earn a Course Certificate?

A: You can earn Course Certificate if you successfully complete said course. This means that you need to complete the Gold Theoretical Quiz and Gold Practical Assessment with a passing grade (70%). When you do so, the Course Certificate will be revealed at the bottom of the Gold Level, under the other activities. Click on its name and it will lead you to a new page. There, click “Get Certificate” and a window will pop up with your Certificate in .pdf form. From there, you can either download it to your computer or print it.



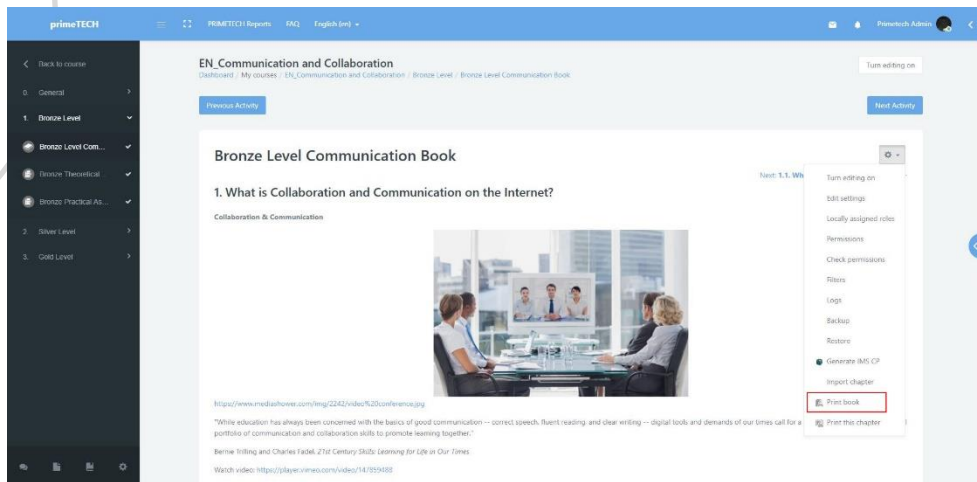
14. Q: How do I print a book or save it as a pdf file?

A: In order to have offline access to a course's book you can print it or save it as a pdf file on your computer. Start by going to the specific course and selecting the book that you want to print or save. Click on the book to open it. Once you open the book, find and click the button that looks like a gear located on the right of the book's title.



This will open a menu as shown in the following picture. Find and click "Print book" (You can also print a specific chapter. The process is the same but instead of selecting "Print book" you should select "Print this chapter".)

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By doing so, a new window will appear that has some basic information about the book, the table of contents and all of the book's content. On the top left select "Print Book".



This will open the print settings where you can either choose to print the book by selecting the printer and clicking "Print" or you can change the location on the settings and select "Save as PDF".





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