

Houston Airports Learning Management System

User Guide – for Authorized Signatories and Airport Badge Applicants

- Log on and take courses and tests prior to badge pickup per badging office policy
- Due to differences in user roles, some menus and screens may be appear different than shown

Using eCISTM

1. Navigate to the [Houston Airports Online Learning](https://elearn.houstonairportsystem.net) page
(<https://elearn.houstonairportsystem.net>)



Note: Adobe Flash Player 11.4 or later is required for courses -
<http://get.adobe.com/flashplayer/>

2. Enter Username and Password and click **Login**

Airport Tenant

Username	Badge Number (on the picture side of your badge)
Password	Date of birth, <i>mmdyyy</i> (no dashes or commas) – example, if born on January 2, 1956 then password is 01021956

Houston Airport System direct employee

Username	Same login used to access HAS computers (your e-number)
Password	HAS network password

Note: Airport badging office will supply login information on first visit

3. View badging office announcements, if any

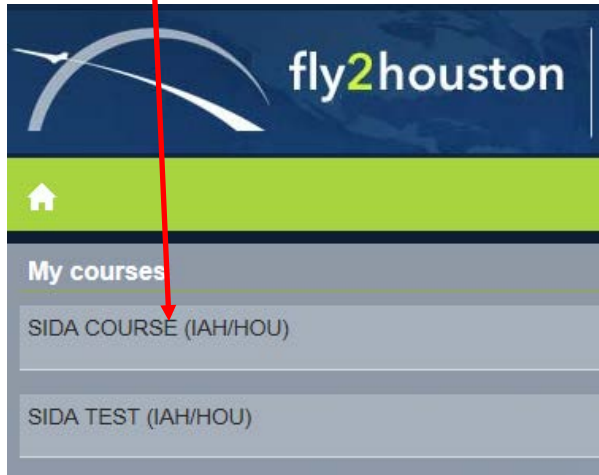
Site news

New Badging Office Hours for Bush Airport
by Admin User - Thursday, 11 October 2012, 02:52 PM

Hours of Operation:
Monday, Tuesday, Thursday, Friday: 6:30am - 2:00pm
Wednesday: 9:00 a.m. - 2:00 p.m.

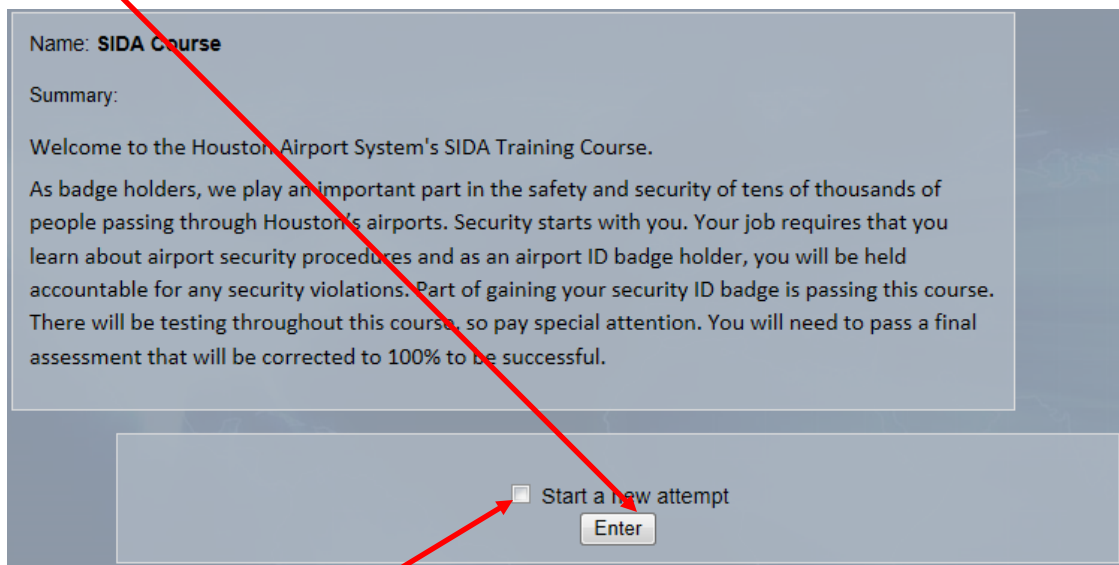
New Applicant Processing:
Tuesday and Thursday only: 6:30 am – 1:00 pm, individuals
Groups larger than 10, please call for an appointment

4. Click on a course to take



Note: Take the course prior to the test; if there is a course you require that is not available, contact the local badging office for assistance (Available courses at this time are *SIDA* and *AOA Non-Movement Driver*)

5. Click **Enter**



Note: If you check "Start a new attempt", the course will restart and you will lose any saved progress. However, it will make the progress quizzes available again. (This checkbox does nothing for tests, as they automatically start a new attempt each time you enter)

Note: If popups are disabled, course will not appear. Enable popups for this page; for Internet Explorer a message will appear at the bottom of the screen as shown. Click **Always allow**



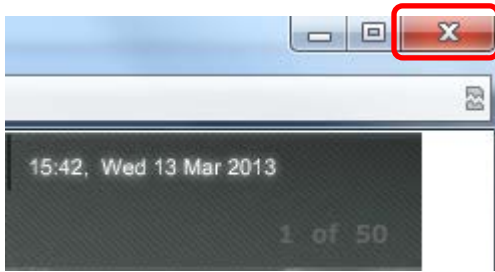
6. Course will appear as shown, click **Begin Course**



7. Repeat step #4 & 5 for any remaining courses or tests

Note: For tests, see the “Helpful Hints for Testing” section below. Testing records are saved automatically, printing a certificate is not required, and is for your record only

8. If you cannot complete the course at this time, click **Exit**; when returning to the course at a later time, your progress is saved and you will return to the last slide (unless selected “start new attempt”)



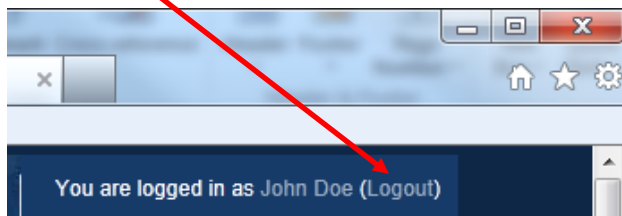
Note: Tests must be completed in a single session, exiting a test will result in a failed attempt

9. If a test is failed 3 times, please retake the course; see **Helpful Hints** section of this user guide for additional information; if you still have trouble passing the test, contact your employer assistance (badging signatory authority will contact airport badging office if needed)

10. Click on **Home** icon to return to the start page if needed

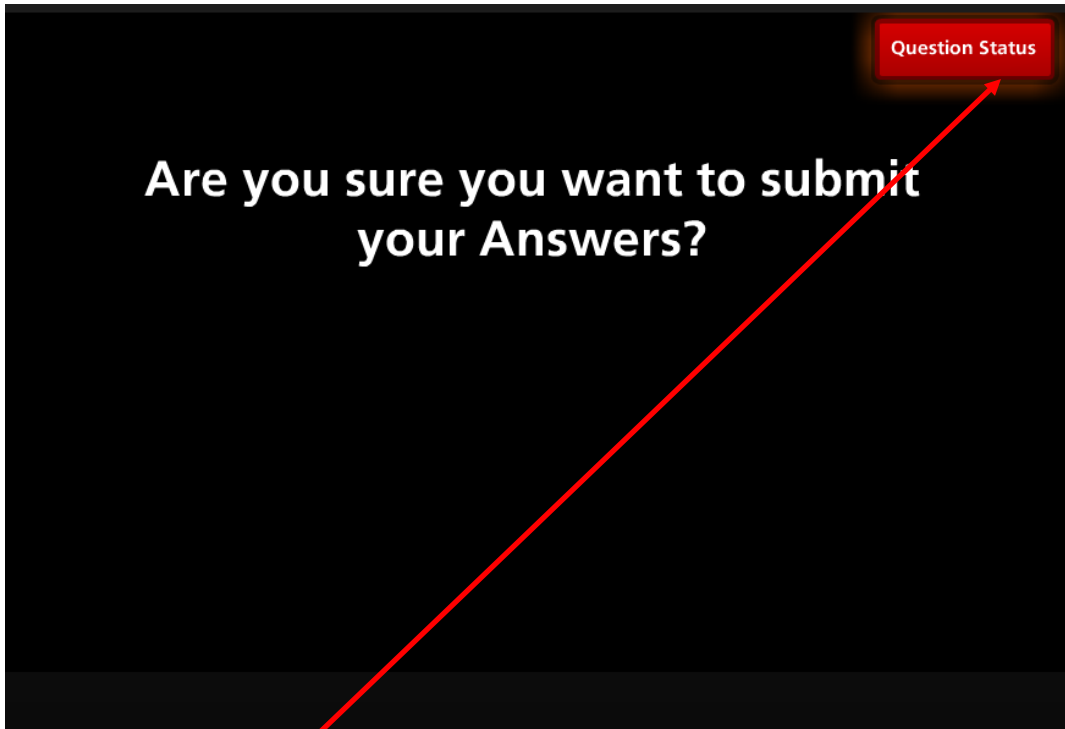


11. Click **Logout** when complete

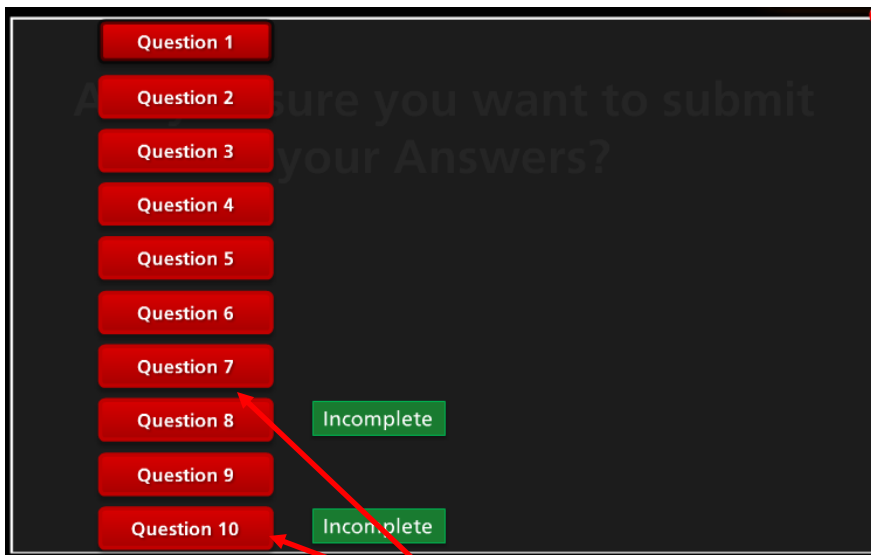


Helpful Hints for Testing

1. After answering test questions, you will have a chance to review and change any answers before submitting



2. Click on **Question Status** to see any unanswered questions

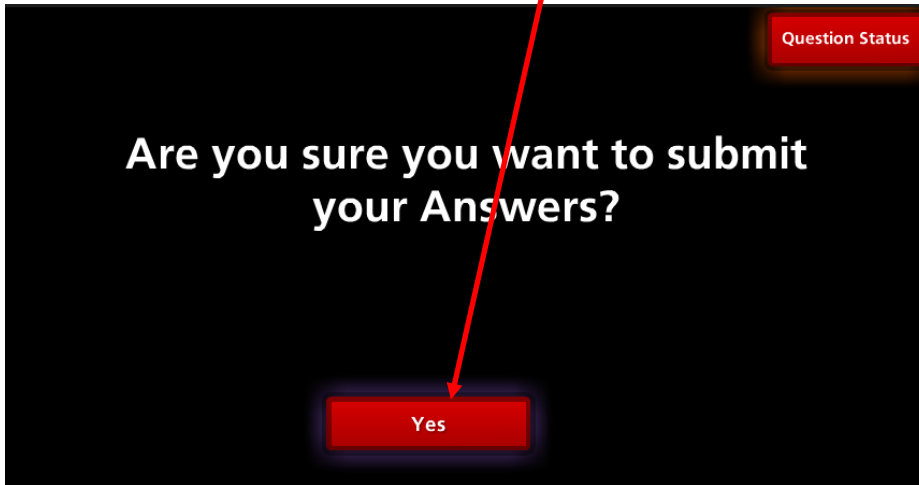


3. Select the questions that are marked "Incomplete"

4. You can scroll back and forth as needed to review questions or change answers if desired using the **PREV** and **NEXT** buttons

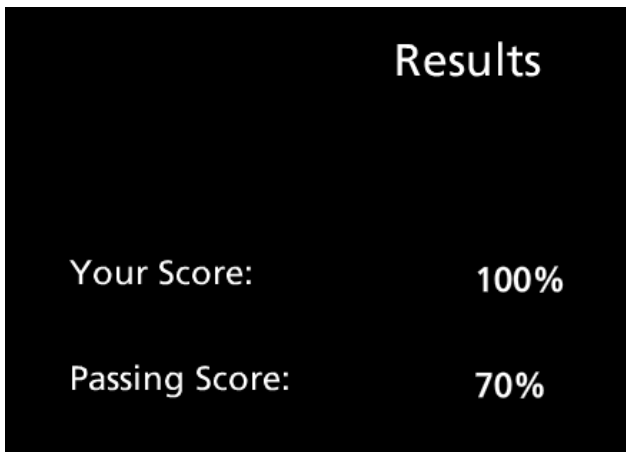


5. When all the questions are answered, click **Yes**



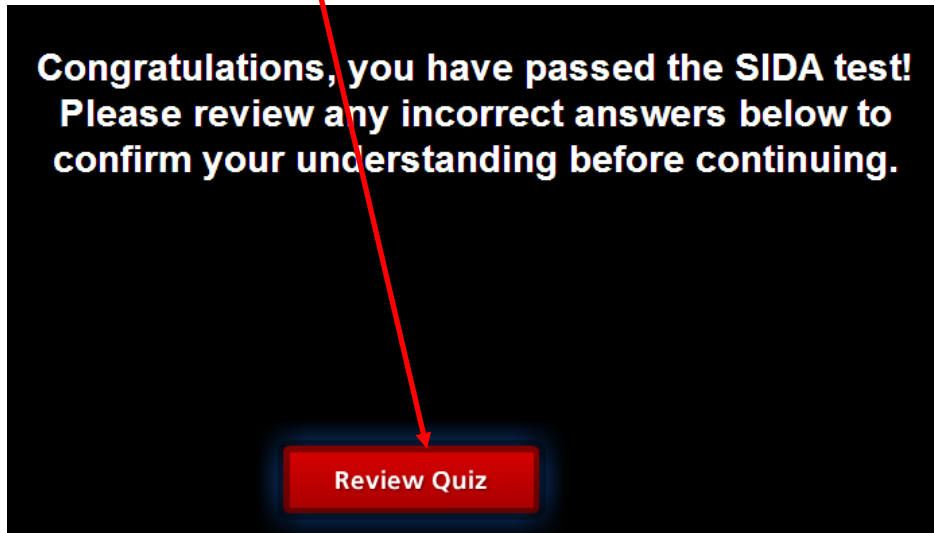
Note: Does not allow submission until all questions are answered

6. Score will be displayed

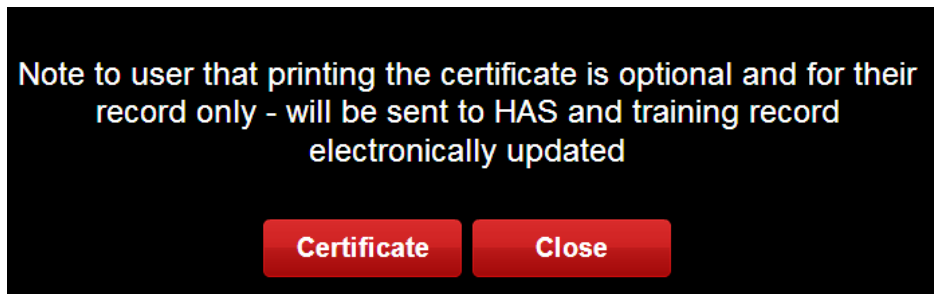


Warning: Do NOT close browser, your score has not been recorded yet

7. You must click **Review Quiz** to review questions to correct test to 100% this is required even if your score was 100%



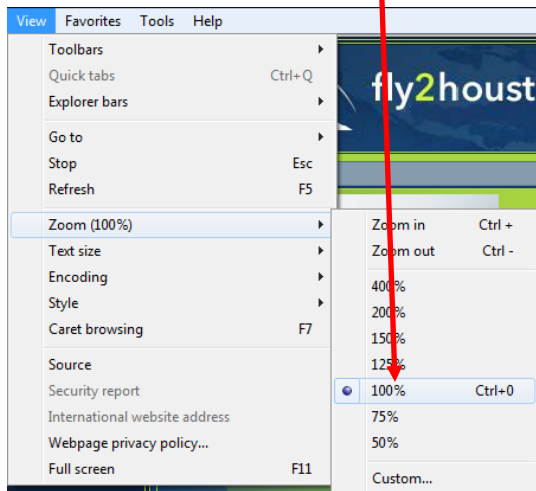
8. Once the review is complete, click **Continue** to record your score. You can now click on **Certificate** to print a certificate or close the window



Note: Printing certificate is not required, your score is stored electronically

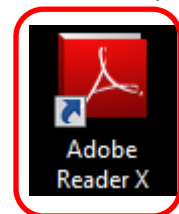
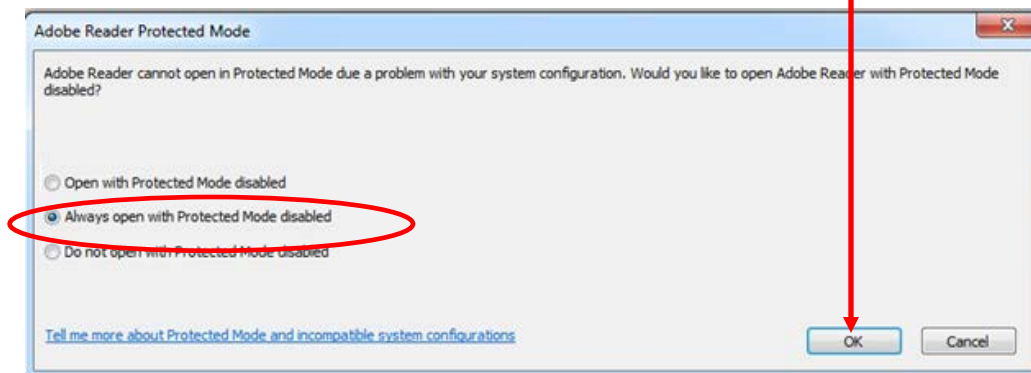
Troubleshooting

1. The eCISTM application and courses will work from any major internet browser (Internet Explorer, Firefox, Chrome, Safari); ensure the latest version of your preferred browser is installed
2. Ensure zoom setting is set to **100%** and other display settings such as “Text size” and “Style” are set to default



Note: image above from Internet Explorer 9, refer to instructions for your browser if different than above

3. Install latest version of Adobe Flash Player (11.4 or greater is required)
<http://get.adobe.com/flashplayer/>
Note: if the browser plugin is disabled or the settings have been altered, reinstalling will generally resolve the issue
4. Install Adobe Reader (version 10 or greater is required) <http://get.adobe.com/reader/>
5. Open Adobe Reader (double-click on desktop icon), and if menu below appears, select “Always open with Protected Mode disabled” radio button and click **OK**



6. If any problems still persist, refer to the **System Requirements** checklist on the eCISTM login page

