

NCTI AMP QUICK REFERENCE GUIDE

STUDENT

Welcome to NCTI Amp!

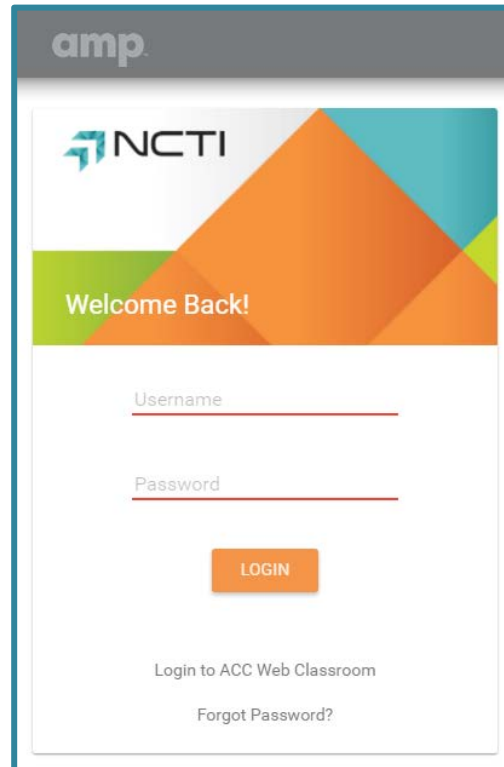
NCTI Amp®, NCTI’s integrated learning platform, is a streamlined and highly-flexible tool that allows students to:

- Browse, order, launch, and complete courses
- Track and manage career progression
- Access library content and videos

Login

Enter your username and password. Click the **Login** button. The main page opens to the **Courses** section.


- Click the **Login to ACC Web Classroom** to access **myACC**.
- Click the **Forgot Password?** link to recover your password.









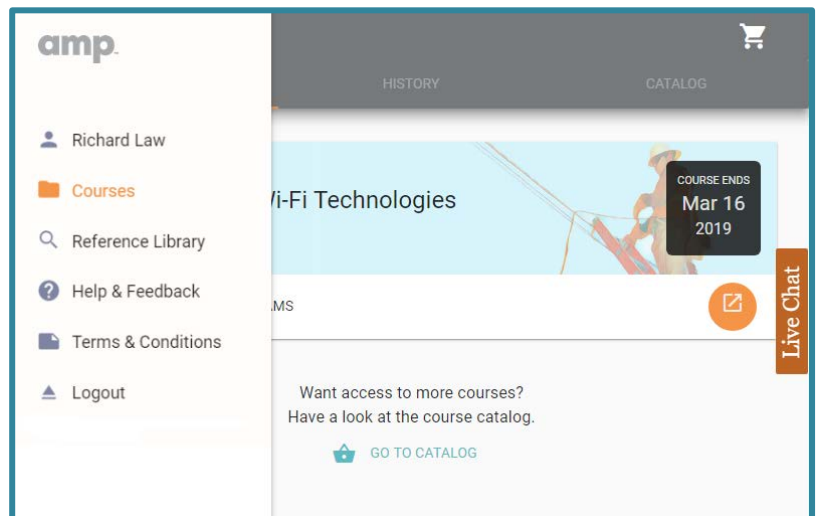
Navigation

NCTI Amp is available as a browser-based application.

Note: Your initial view may show the **Main Menu** or the **Menu** button.

 To access the **Main Menu**, click the **Menu** icon:

-  **Profile (Name):** Access to your certifications, contact information, and order history
-  **Courses:** View your active courses and course history; access to the course catalog
-  **Reference Library:** Search for additional learning material
-  **Help & Feedback:** Contact NCTI
-  **Terms and Conditions:** Information on terms of use, the end-user agreement, and policies
-  **Logout:** Use to log out of NCTI Amp



Additional Navigation Tools



Click on the **Cart** icon at any time to view items in your cart and to begin the checkout process.



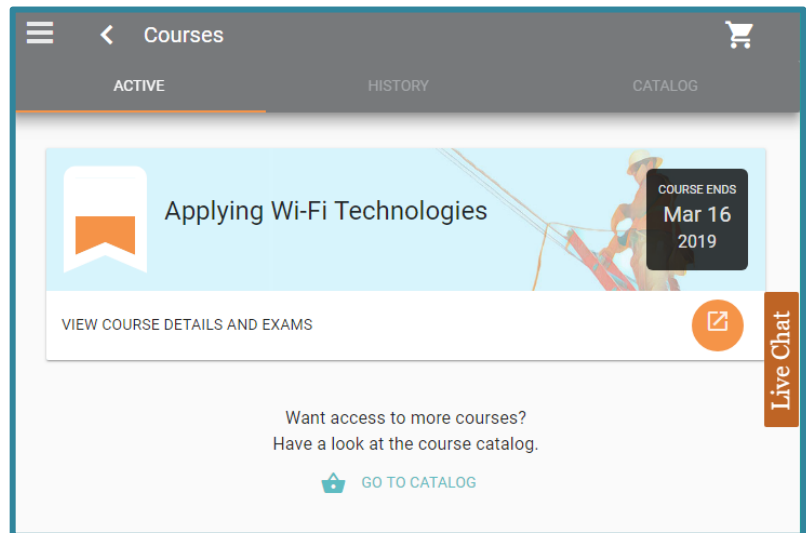
Click on the **Back** icon to navigate to the previous pages.



Click on the **Live Chat** button for immediate access to an NCTI representative (during business hours).



Click on the **GO TO CATALOG** link to access the available courses.



Courses

Detailed course information is provided, including **Active Courses**, **Course History**, and the **Course Catalog**. Click each heading to access the section you want to view.

Note: Depending on the size of your browser, these headings may change to **Active**, **History**, and **Catalog**.

Active Courses

Courses you are enrolled in, whether they are in progress or have not been started, are listed here. The course end date (when the course can no longer be accessed) is shown. You might also see a personalized career path and the steps required to complete that particular path.



Shows the course is in progress.



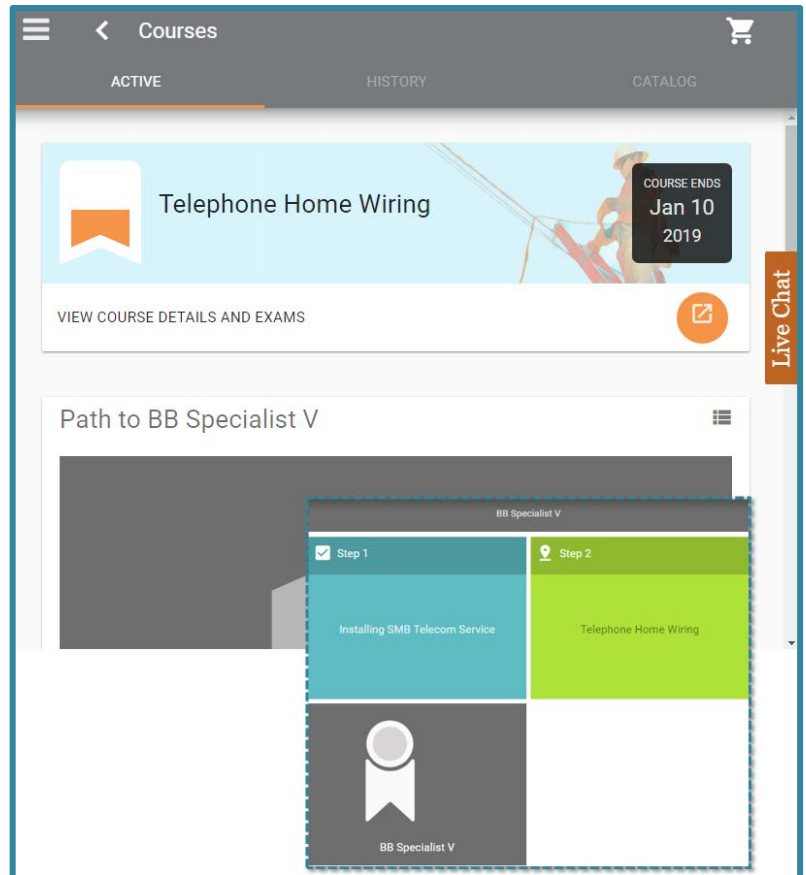
Launches the course.



Shows details for the recommended career path.

- Click the **Launch Course** button to launch the course.

- Click the **VIEW COURSE DETAILS AND EXAMS** link to access details, such as the course lessons completed, associated course exams, dates of enrollment and expiration, and shipping details.



Lessons Completed			
Exams			
Name	Date	Score	
182-11-2 Introducing Twisted-Pair Inside Wiring	10/10/2018 1:53 pm	100%	<input checked="" type="checkbox"/>
182-21-2 Installing Twisted-Pair Inside Wiring	----	----	<input type="checkbox"/>
186-46-5 Troubleshooting Twisted-Pair Inside Wiring	----	----	<input type="checkbox"/>

Course History

This section provides an overview of all the courses you have completed or are in progress.

- Click the course title to access the course information.
 - **Lessons Completed:** Quick view of your lesson progress.
 - **Exams:** Shows which have been completed (including the date and scores), which have not been completed, and final exam information.
 - ◆ **Final exam:** If completed, click the **View scorecard** link to see details on the exam and/or click the **PRINT CERTIFICATE** button to access and print the course certificate.



- **Dates:** Date enrolled and when the course ends.
- **Certifications:** Shows if a course is part of a specific certification.
 - ◆ Click the **View Certification** link to see the certificate details, including the courses you may have taken toward earning the certificate and the remaining courses.

The screenshot shows the 'Courses' app interface. The 'HISTORY' tab is selected. The course 'Installing SMB Telecom' is highlighted. A 'COMPLETED' badge shows the date 'Mar 29 2018'. Below the course title, there are sections for 'Lessons Completed' (7/7), 'Exams', 'Dates', and 'Certifications'. The 'Exams' section contains a table of exam results, and the 'Dates' section shows enrollment and completion dates. The 'Certifications' section shows the course is part of the 'Master Installer' certification. At the bottom, there are sections for 'Completed Courses' and 'Unfinished Courses'.

Name	Date	Score	Status
235e10-02 Defining Business Telephony	03/20/2018 4:04 pm	90%	Completed
235e15-02 Understanding Commercial Buildings and Building Wiring	03/21/2018 10:48 am	90%	Completed
235e20-02 Distribution Blocks and	03/21/2018 9:00 am	90%	Completed
ew0235_05_JN Final Exam		03/29/2018 12:10 pm	96%
Total		94%	

Date	Event
02/01/2018	Enrolled
03/29/2018	Completed

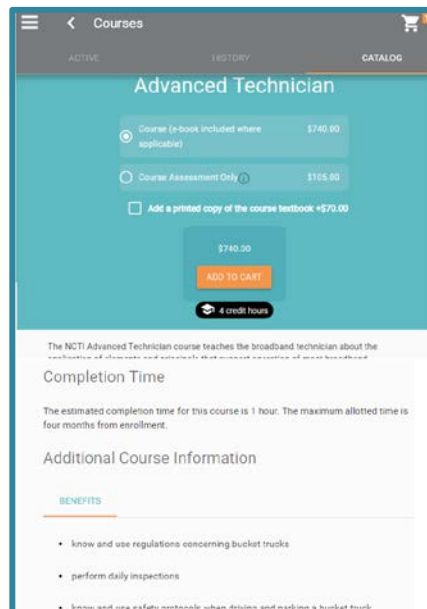
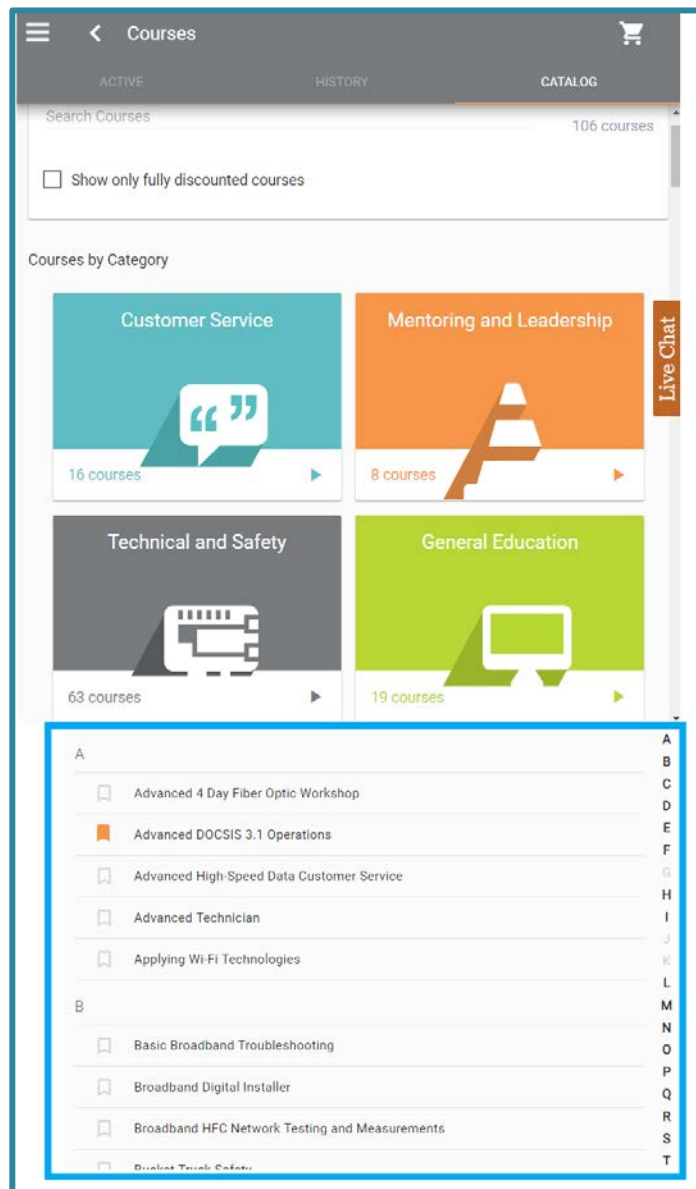
Course	Score
Installing SMB Telecom	94
TechSELLence	80
Installer	83

Course	Status
IP Voice	Not Started
High-Speed Data Installation	Not Started
Consumer Digital Electronics	Not Started

Course Catalog

The entire catalog of available courses is provided. To find a course, you can:

- **Search Courses:** Enter a title or keyword in the Search Courses field.
 - For students who are enrolled under a contract, you may have the option to restrict the course selection to show applicable discounted courses by clicking on the Show only fully discounted courses checkbox.
- **Courses by Category:** Use this section to view all courses within a specific category.
 - Click on the category box.
- Look for courses alphabetically. You can also see whether you have started or completed a course by the adjacent icon.
 - Click on any title to view course details, including price, completion time, and additional course information.



Purchasing Courses

Purchase courses from the [Course Catalog](#).

- Click on any course title to view the course details, including pricing for the course (course assessment only and printed textbook, if applicable), course credit hours (if applicable), course description, course completion time, additional information, and associated certifications.

- Click **Additional Course Information** link to view specific course details: **Benefits, Objectives, and Outline.**

- Click on the **View Certificate** boxes to access specific details for your **Certifications (Profile).**

- Click the checkbox to select your options:

- Course, including e-book, if applicable
- Course assessment only, if applicable
- Printed textbook (typically an e-book is already included)

- Click on the **Add to Cart** button to order the course options.

- Click the **GO TO CART** button to begin the checkout process or click **CLOSE** to go back to the [Course Catalog](#).

The course title is stored in the cart until you are ready to check out.

Note: You can start the checkout process at any time by clicking on the Cart icon. Refer to [Checkout](#) for additional details.

ACTIVE HISTORY CATALOG

Advanced Technician

Course (e-book included where applicable) \$740.00

Course Assessment Only \$105.00

Add a printed copy of the course textbook +\$70.00

\$740.00

ADD TO CART

4 credit hours

The NCTI Advanced Technician course teaches the broadband technician about the application of elements and principals that support operation of most broadband cable headends, Transmission lines, radio wave propagation, antennas, microwave

Completion Time

The estimated completion time for this course is 34 hours. The maximum allotted time is four months from enrollment.

Additional Course Information

BENEFITS OBJECTIVES OUTLINE

- use this course to prepare for SCTE's Broadband Transportation Specialist (BTS) and Broadband Telecom Center Specialist (BTCS) certifications
- earn four hours of college credit
- receive credit toward NCTI® Master Technician certification
- receive an industry-recognized NCTI certificate of graduation

Cert: BB Technology View Certificate

AAS: BB Tech View Certificate

Senior Master Technician View Certificate

Master Tech HFC Networks View Certificate

Item added to cart.

GO TO CART CLOSE

Profile (Name)

This section includes links for **Certifications**, **Contact Information**, and **Order History**. Click each heading to access the section you want to view.

Note: Depending on your browser size, these headings may change to **Contact**, and **Orders**.

Certifications

Certifications provides a quick view of the career certifications you have earned and those in progress.

Career Certifications

Clicking on a specific certificate box provides certificate information including your completed courses and your final scores.

- Click on the course title to navigate to the [Active Courses](#) page and view additional details for the completed course.

Certification Progress

You can view a snapshot of your certifications in progress.

- Click on the certificate title to view specific details for each available certificate.

Completed Courses

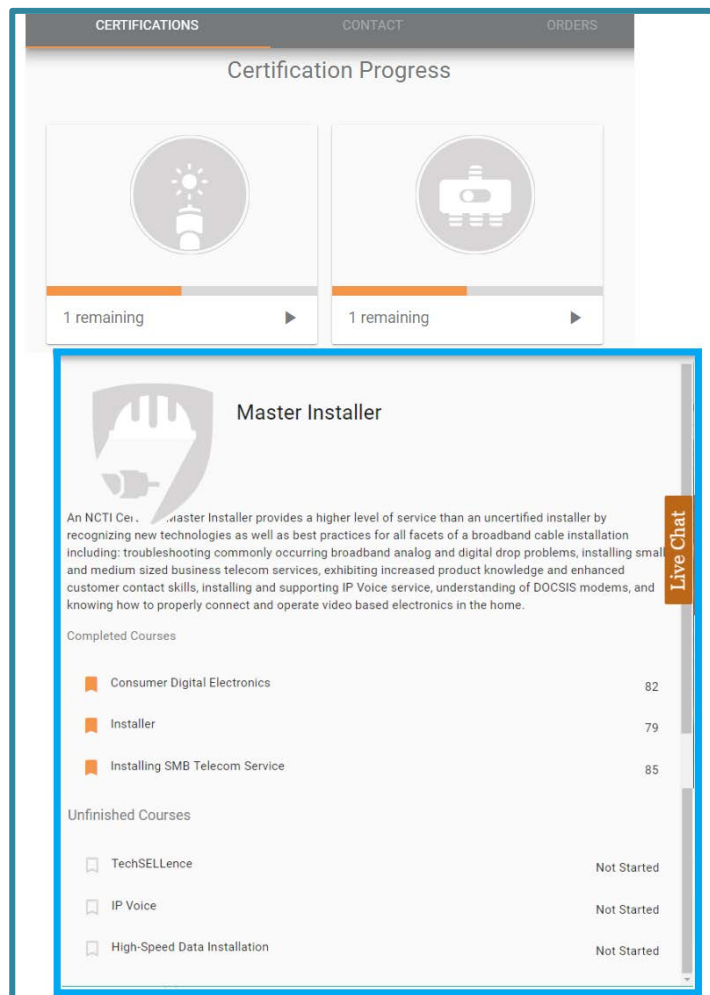
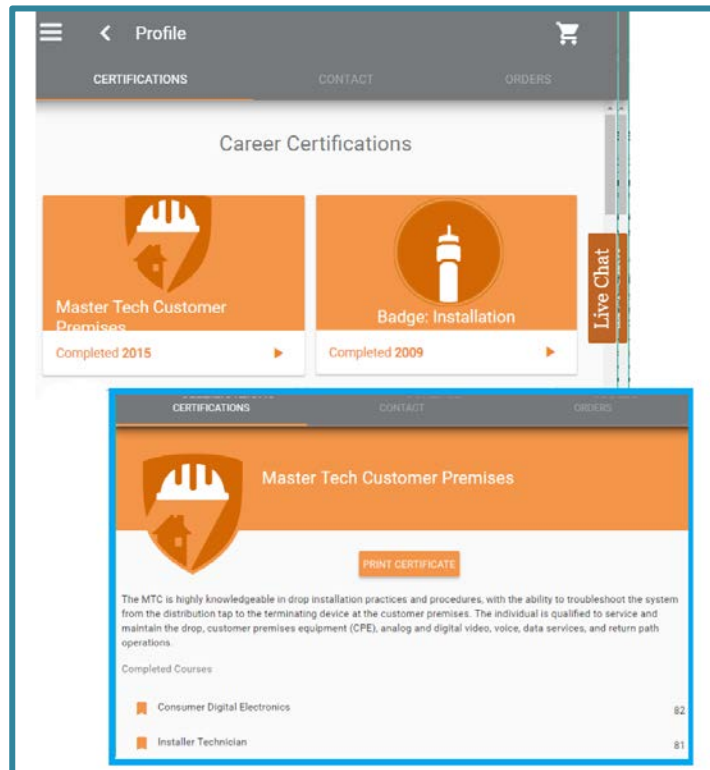
View the courses you have completed toward a particular certificate, including the course grade.

- Click on the course title to navigate to the [Active Courses](#) page and view additional details for the completed course.

Unfinished Courses

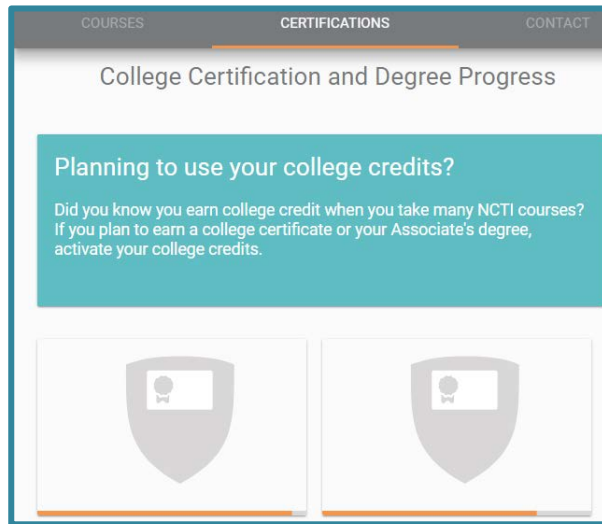
View the status of courses that are either in progress or not started.

- Click on the course title for a snapshot of the course.
- Click on the group titles to access the **Active** page and view additional course details and/or to purchase the course. Refer to [Checkout](#) for details.



College Certification and Degree Progress

You can plan and view a snapshot of your college certification and degree progress, and/or activate earned college credits.

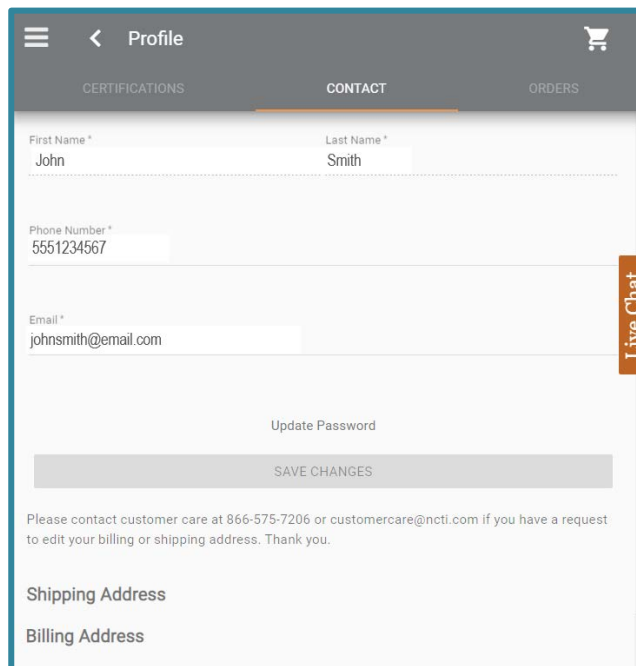


Contact Information

This section contains your personal information. You can update your phone number, email, and password:

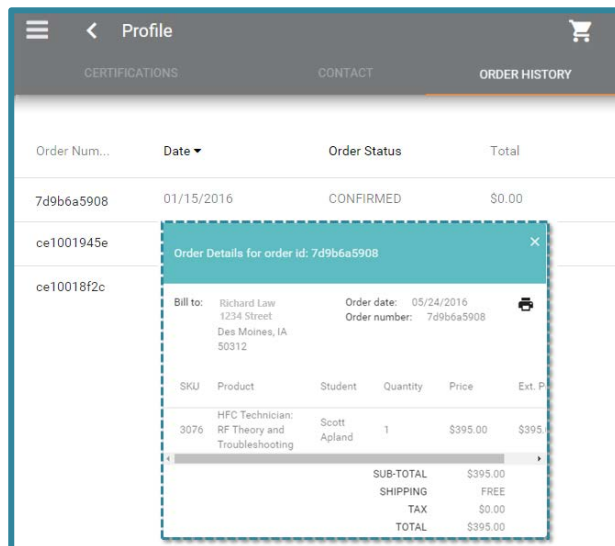
- Enter the data in the appropriate fields.
- Click the **Save Changes** button to save your edits.

To change your shipping and/or billing address, please contact NCTI Customer Care.



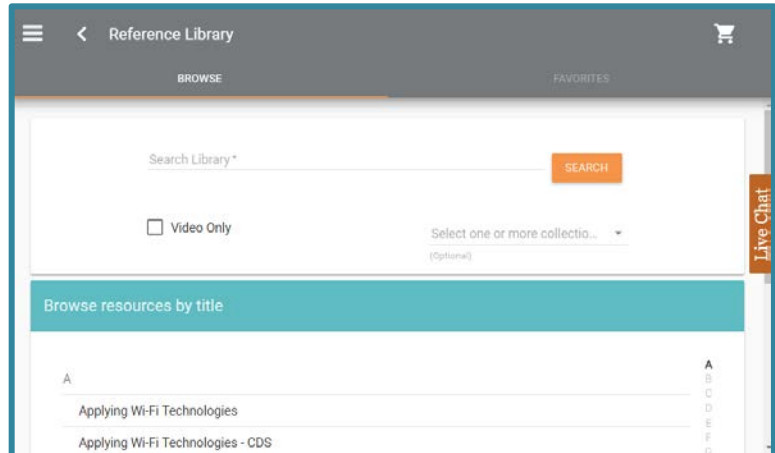
Order History

View details of your orders, including the order number, date of order, order status, and total price.



Reference Library

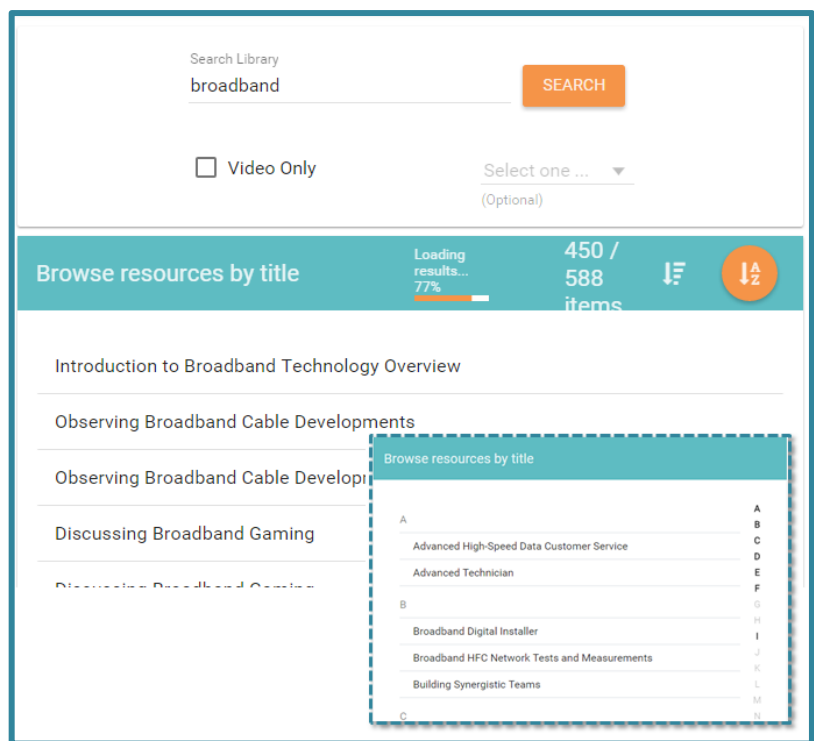
You can search for reference material such as tutorials, videos, etc. You can also save the documents for frequent or repeat viewing.



Browse

There are a variety of ways for you to search for reference material:

- **Search Library:** To search for reference material, enter the description in the **Search Library** field and click the **Search** button.
- **Video Only:** You can look for specific videos by entering the description in the **Search Library** field, then checking the **Video Only** box.
- **Select one or more collections:** Use this menu to narrow down the search by selecting a specific category.
- **Search - Browse resources by title:** When you submit search criteria, the results are displayed with the number of items, a listing of all the documents, and a method of sorting the search.



Sort by relevance.



Sort alphabetically.

- **Alphabetical title listing – Browse resources by title:**
 - Click on any letter of the alphabet to quickly access the courses beginning with that specific letter.
 - Click on a title to view the document.

Favorites

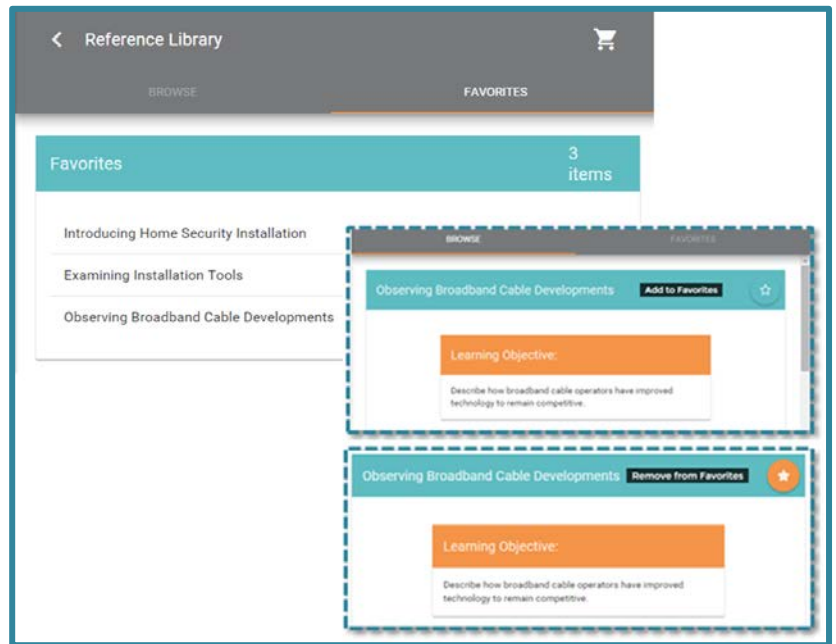
Favorites provides a library of saved documents. Once you select a document to review, you can add it to your **Favorites** page for repeated reference.



Click on the outline (blue) star icon to add the document to your Favorites page. The star icon changes to orange.



To remove the document from your favorites listing, click on the solid (orange) star icon.



Payments

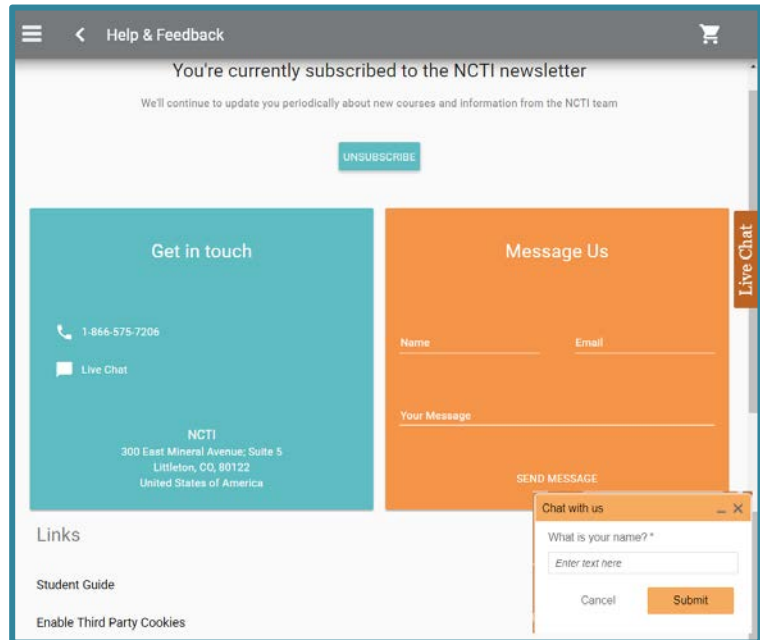
Payments provides a mechanism for you to store pay details of how you will pay for courses.

- Select the payment type:
 - Invoice
 - Course Extension
 - Course Transfer
- **Payment Information:** Enter your payment details, such as your name, payment amount, email address, and comments.
- **Credit Card Details:** Enter your name, credit card number, and credit card expiration date.
 - Click on the checkbox to store your credit card for future payments.
- **Make Payment:** Click the **Make Payment** button to finalize the purchase.

Help & Feedback

There are several ways to contact NCTI:

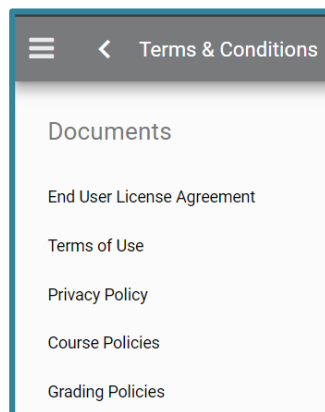
- Get in Touch
 - Phone
 - Live Chat
 - Physical Address
- Message Us
 - Email
- Links
 - Student Guide
 - Enable Third Party Cookies
- Live Chat button
 - Click the button at any time to instantly contact NCTI (during business hours)



Terms & Conditions

View the documents associated with the use of NCTI content, including content and applications. It is important for you to view and understand NCTI's terms and conditions documents:

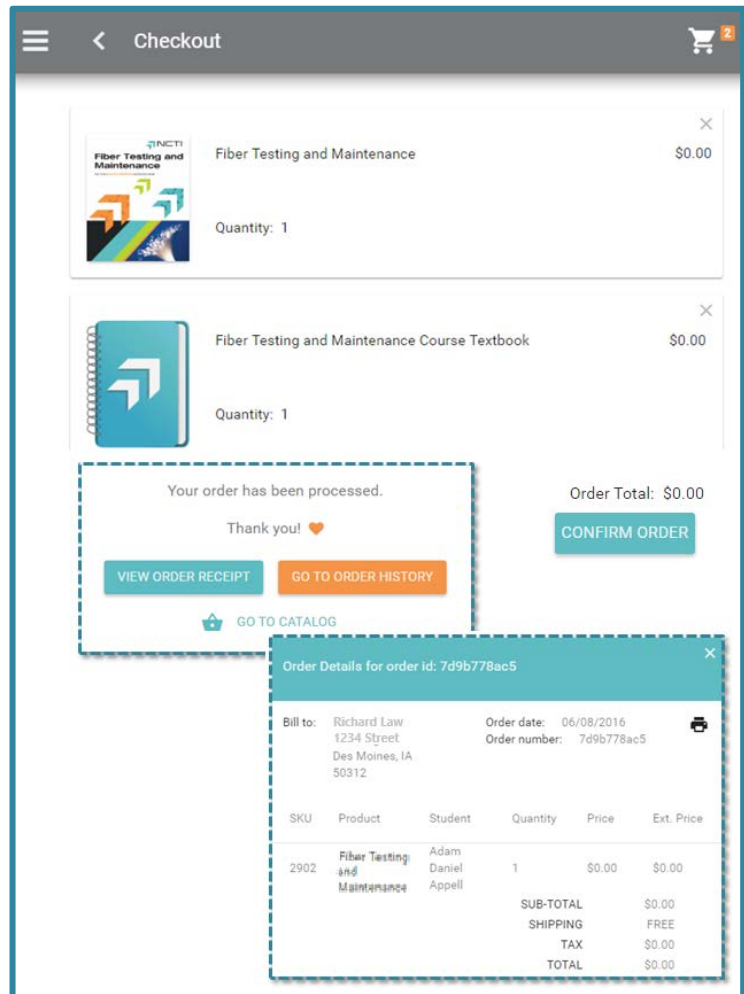
- End User License Agreement
- Terms of Use
- Privacy Policy
- Course Policies
- Grading Policies



Checkout

Once you have added courses and printed course textbooks for purchase from the [Course Catalog](#), the **Cart** icon displays the quantity of items you have in your cart.

- Click on the **Cart** icon and the **Checkout** screen displays.
- Click **X** to delete courses you do not wish to purchase from the cart.
- Click the **PROCEED TO PAYMENT** button to review your order and complete the transaction.
- Click the **COMPLETE ORDER** button to see the purchase receipt.
- Click the **Go to Order History** button to access the [Order History](#) section for your complete purchase history.
- Click the **Go to Catalog** link to return to the **Course Catalog**.



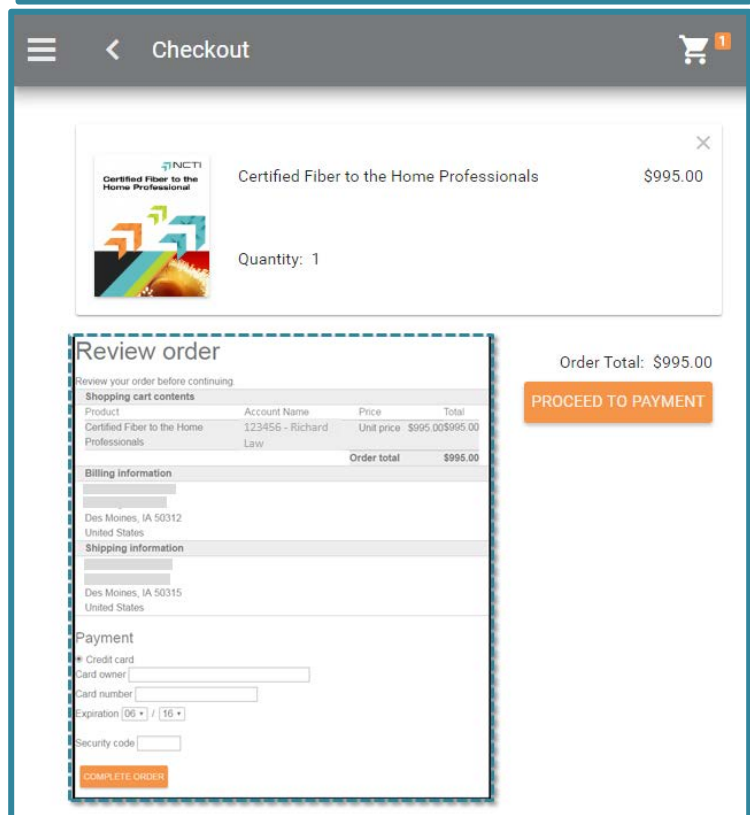
Payment by Credit Card

For courses that are not company paid, a **Proceed to Checkout** button displays.

- Click the **Proceed to Payment** button to access the credit card payment method.
- Review the order and enter the payment information in the provided text fields.
- Click the **Complete Order** button to complete the transaction.

or

- Click the **Go Back** button to return to the cart.



Logout

Click the **Logout** button to log out and exit the application (returns you to the **Login** screen).

Note: If you do not use the **Logout** button, you can access the same web location when you come back to NCTI Amp.

Questions and Answers

Q: How can I access NCTI Amp?

A: NCTI Amp is designed to work with desktop/laptop systems as well as mobile devices. You can learn more about NCTI Amp from the [Tools & Technology](#) link found on [NCTI.com](#).

Q: What are the requirements for accessing NCTI Amp on my desktop/laptop?

A: The following requirements apply:

- ◆ PC compatible Operating System only: Windows 7-10
- ◆ OS-X (Apple) 10.8x and 10.9x for certain courses.
- ◆ Web browser: Microsoft Internet Explorer 10-11 and Edge; the latest Google Chrome; the latest Firefox; the latest Safari.

- ◆ Screen resolutions should be 1024 wide by a minimum of 768 high (pixels).
- ◆ Internet connection: High-speed Internet access required for online courses (DSL or faster).
- ◆ Certain courses require 7.x or Adobe Flash.

Pop-up blockers must be disabled.

Q: What are the requirements for accessing NCTI Amp on my mobile device?

A: The following requirements apply:

- ◆ Android 4.1 and browser; certain courses require Chrome.
- ◆ iOS – iOS 7; certain courses require Safari.

- ◆ Pop-up blockers must be disabled.

Q: How do I order additional courses?

A: You can use the **Course Catalog** to search for courses to order.

Q: Who do I contact if I experience problems while taking a course?

A: You can use the [Help & Feedback](#) page to contact the NCTI Customer Care Team by phone, live chat, or email.

Q: How do I change my personal information like phone number or address?

A: Go to the [Profile](#) section and click on **Contact Information** to make updates.