



Career Development
Facilitator

National Career Development Association Career Development Facilitator eLearning Technical Manual



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Introduction

This Technical Manual was developed to assist you with the National Career Development Association's Career Development Facilitator eLearning DVD. The manual includes basic information about the technical requirements necessary to operate the DVD as well as some information that can help you troubleshoot any problems you may experience.

Most students will have the necessary computer equipment needed to operate the CDF eLearning DVD and will experience few problems. For those who do experience problems, this technical manual will provide enough information to solve most challenges. If you experience problems/challenges that you are unable to solve, please contact your CDF eLearning instructor for assistance.

This DVD was developed to be compatible with most computers (except McIntosh/Apple platforms). Many of the programs needed to utilize the DVD are available as free downloads from the web.

We hope you are challenged by the content on this DVD and grow in knowledge from your eLearning experience. We welcome comments and feedback regarding your experiences. You may send those to mpowell@ncda.org or contact the NCDA Headquarters at (918) 663-7060.

National Career Development Association

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NCDA CDF eLearning Program System Requirements

What do I need to run the CDF eLearning program on my computer?

- ✓ A DVD drive.
- ✓ Internet connection and ONE of the following internet browsers: Internet Explorer version 6.0 or higher or Firefox version 1.5 or higher. Free downloads are available from the web.
- ✓ 28,800 bps or faster modem or a direct connection to the Internet via the cable or a DSL or T1 line.
- ✓ Email account that sends and accepts attachments.
- ✓ Speakers or the ability to play sound through the DVD drive.
- ✓ Adobe Acrobat Reader. Free downloads are available from the web.
- ✓ Windows Player.
- ✓ Word processing program – Microsoft Word is preferred.
- ✓ 256 MB Ram or more.
- ✓ Microsoft Windows 98 or higher.

Please note this eLearning program is not compatible with Macintosh/Apple platforms.

Internet Browsers

What version of Internet Explorer do I have?

To find out what version of Internet Explorer you have:

1. Open Internet Explorer.
2. From the menu bar choose **“Help”** and then click on **“About Internet Explorer”**.



3. A window similar to the one below tells you the version of Internet Explorer you have installed on the computer.



You need to have Internet Explorer version 6.0 or higher installed on the computer for the CDF eLearning Program.

If you need to upgrade the internet browser go to the Microsoft website at <http://www.microsoft.com/windows/downloads/>. The newest version of Internet Explorer is Internet Explorer 8. This version runs on computers using Microsoft® Windows Vista® RTM, Windows Vista with Service Pack 1 (SP1), Windows® XP with SP2, or Windows Server® 2003 with SP1 in a network environment.

1. Shut down any programs or files that are open. Go to the Microsoft website.
2. Find the section for Internet Explorer 8 and click on the “**Download now**” button.



The screenshot shows two columns of promotional content. The left column features the Internet Explorer 8 logo and the heading "A faster, safer web". Below this, it states "Internet Explorer 8 makes everyday web tasks faster and surfing more secure." and includes a blue "Download now" button. The right column features the Windows Live Essentials logo and the heading "One download, lots of stuff". Below this, it states "Download Windows Live Essentials and get sharing, e-mail, photo more—free." and includes a blue button labeled "See how it works".


3. On the Internet Explorer 8 homepage, click on the “**Download now**” button.

Internet Explorer 8: Home page



The screenshot shows the Internet Explorer 8 homepage. At the top, a blue banner reads "It's time to upgrade to the world's most...". Below this, the Internet Explorer 8 logo is displayed. A large orange button with the text "Download now" is prominently featured. Underneath the button, it says "For Windows XP United States" and "Other locales and versions". To the right, there is a blue sidebar with a list of links: "See how I...", "safer online", "Get 8 tips", and "Browse fo...". At the bottom of the sidebar, there is an "Information" section with links for "IT Pros | Dev...".

4. In the next window, determine which version of Internet Explorer 8 you want to download. (Bing is a new MSN search engine.) Then click on “**Download now**”.

Download Internet Explorer 8 now. Close 
Free!



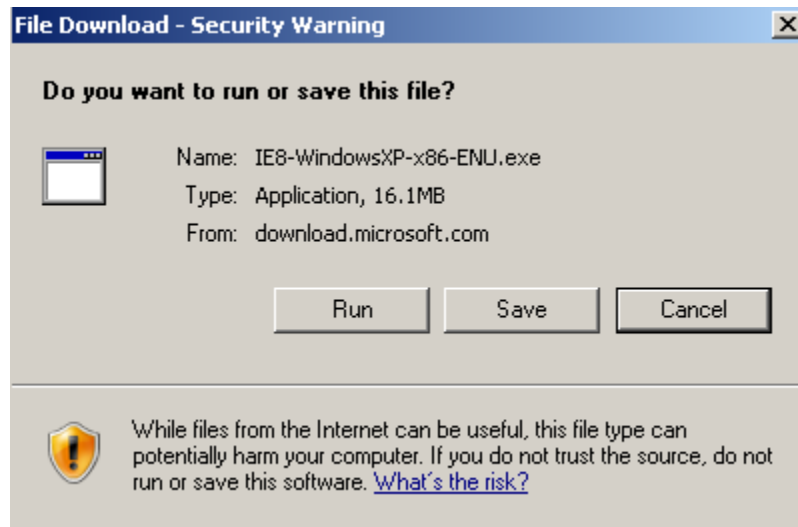
- Internet Explorer 8
- Internet Explorer 8 with **bing** and **msn**

optimized with your favorite MSN features: Bing Bar, MSN home page, Bing Search, and more.

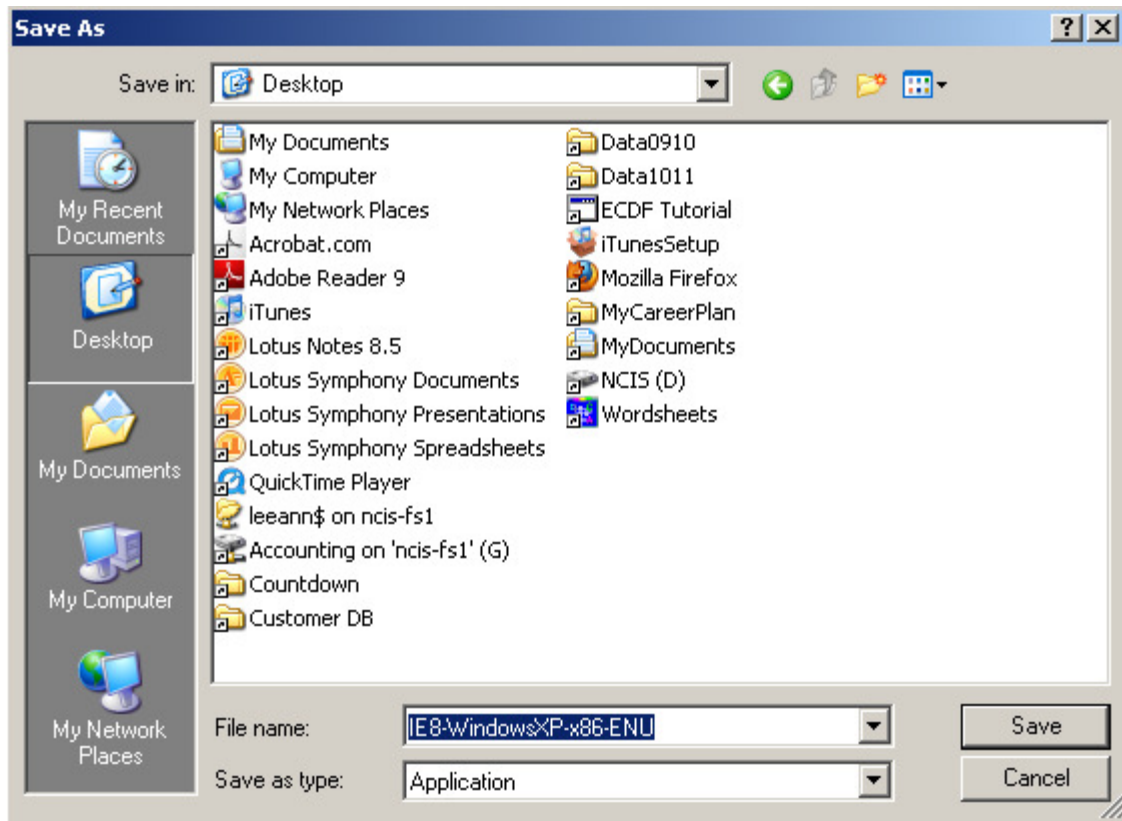
[Learn more](#)



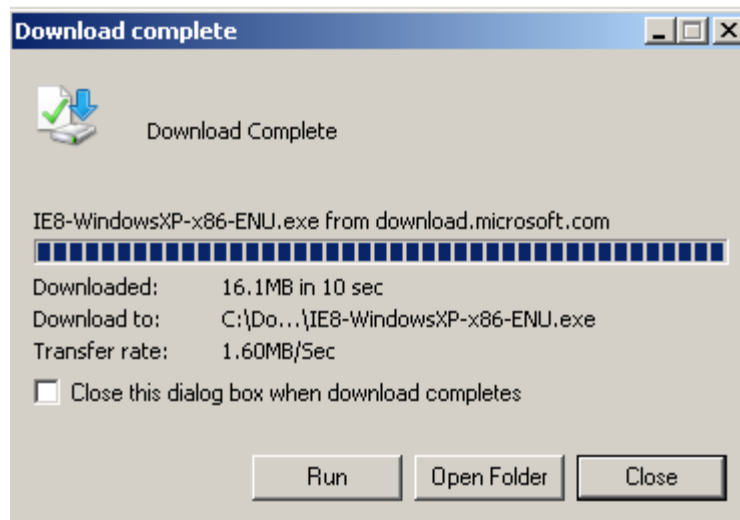
5. After you click on the “**Download**” button, a “**File Download – Security Warning**” box will appear asking where to save the file.



6. Save this file to the desktop to make it is easy to find. Click on “**Save**”. When the “**Save As**” dialog box opens, navigate to the desktop so that the “**Save In**” box reads “**Desktop**” and then click on “**Save**”.



7. Once the download is complete a box will appear. Click on “**Run**”.



8. Another box will appear and ask if you really want to run the software. Click on “**Run**”.



9. Follow the on screen instructions for installing the newest version of Internet Explorer. **NOTE:** You will have to restart you computer once the setup is complete. Be sure all files and programs other than Internet Explorer are closed.

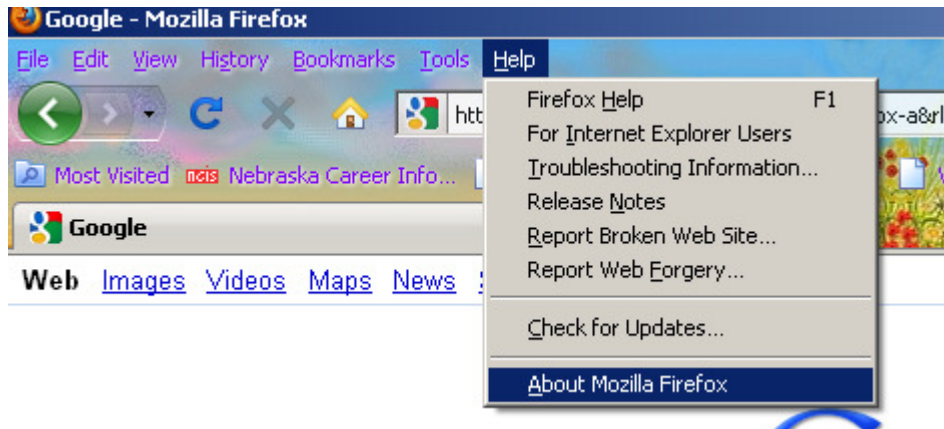


10. Select “**I do not want to participate right now**” and “**Next**”. Read the site license agreement and click on “**I agree**”.

What version of Firefox do I have?

To find out what version of Firefox you have:

1. Open Firefox.
2. On the top menu bar click on **“Help”** and then click on **“About Mozilla Firefox”**.



3. A window will open that will tell you the version of Firefox installed on the computer. You will need version 1.5 installed on the computer for the CDF eLearning Program.

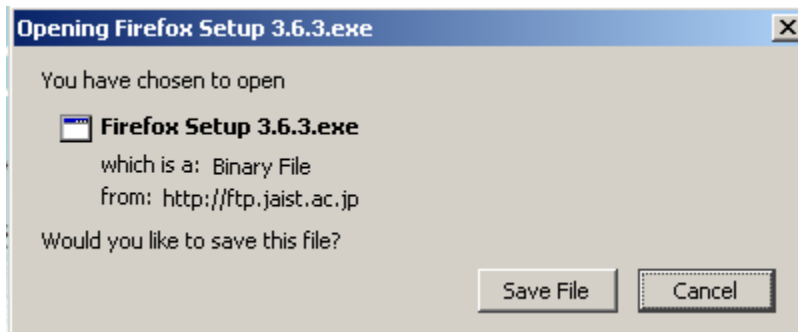


If you need to upgrade the version of Firefox,

1. Go to www.firefox.com and go to the “Upgrade Your Firefox” link and click on “Download Now--Free.”



2. When the setup window opens, click on “Save File”.



3. Save the file and follow the instructions to update Firefox to the most current version.

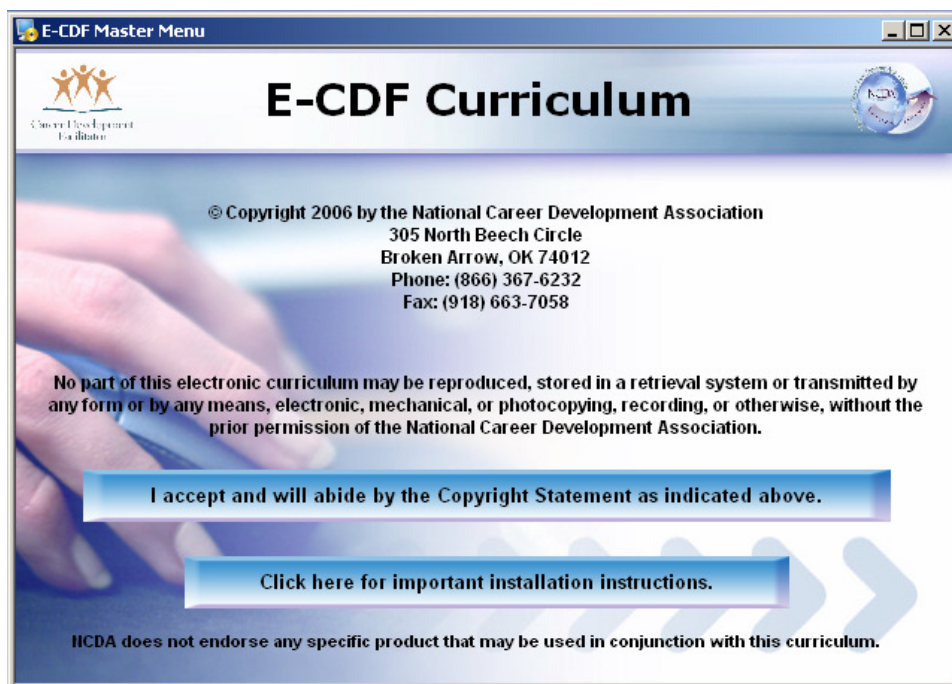
Frequently Asked Questions

What can I expect when I put the CDF eLearning DVD in the DVD drive on my computer?

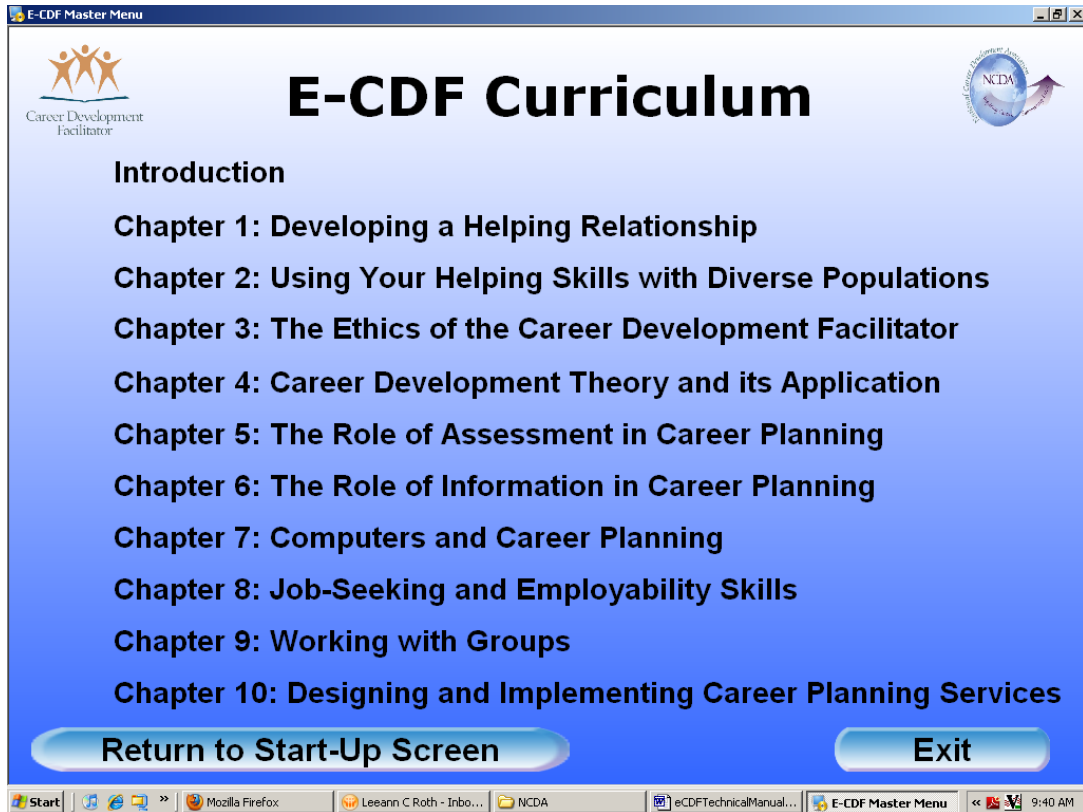
1. When you insert the CDF eLearning DVD into the computer, it does **not** install a program onto the computer. The program should start automatically.
2. If the program does not automatically begin playing after you insert the DVD into the DVD drive, double click on **“My Computer”** and under **"Devices with Removable Storage"**, double click on the DVD drive. (Please note that the DVD drive on the computer may have a different letter attached to it than D.) Double clicking on the DVD drive will begin the program.



3. When the CDF eLearning program opens, click on the **“I accept and will abide by the Copyright Statement as indicated above.”** button to begin.



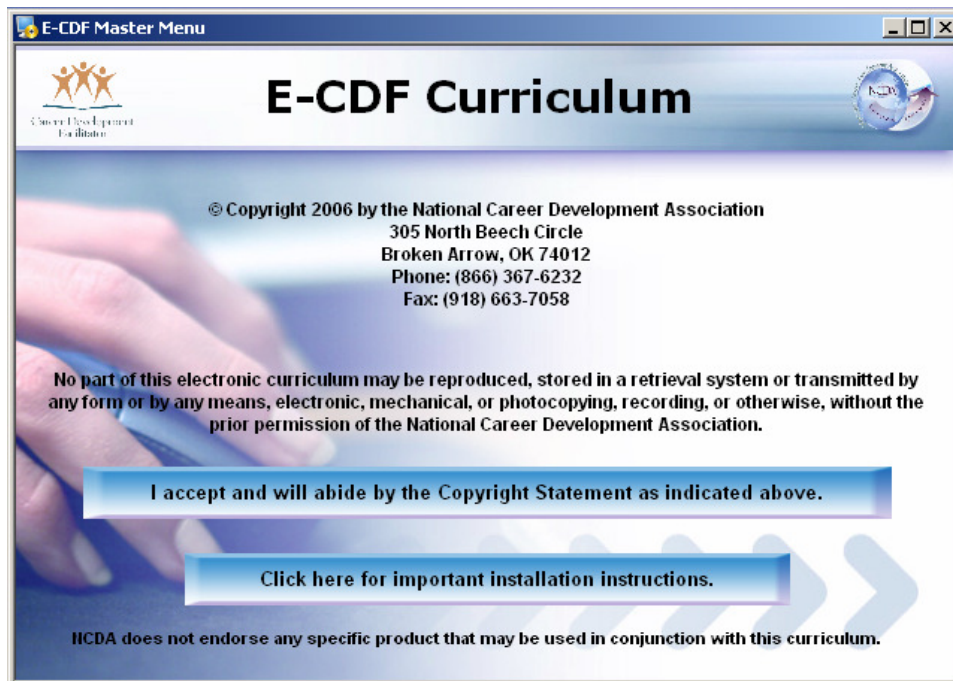
4. Next, the E-CDF Master Menu window will appear and the narrator will begin talking. From the menu you can choose the chapter you want to work on.



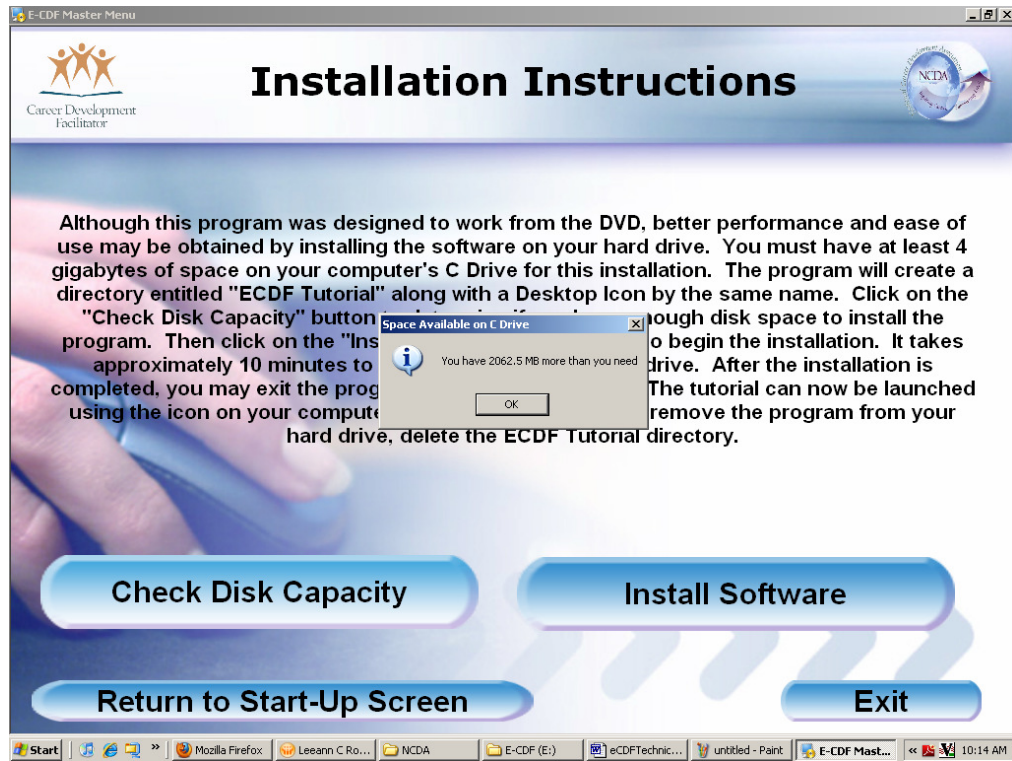
5. Please keep in mind that this program does not have a book-marking feature thus you will need to keep track of the chapters you have completed and those you still need to work on.
6. Each time you insert the CDF eLearning DVD you will need to accept the copyright statement and then choose the chapter you want to work on.

How do I install the E-CDF curriculum on my computer?

1. The speed and performance of the program will be enhanced by loading the curriculum on you computer. Remember, the program is not compatible with Macintosh/Apple platforms.
2. Insert the CDF eLearning DVD into the computer. Close all other open files and programs.
3. On the first screen that appears, select the button that says, “**Click here for important installation instructions.**”



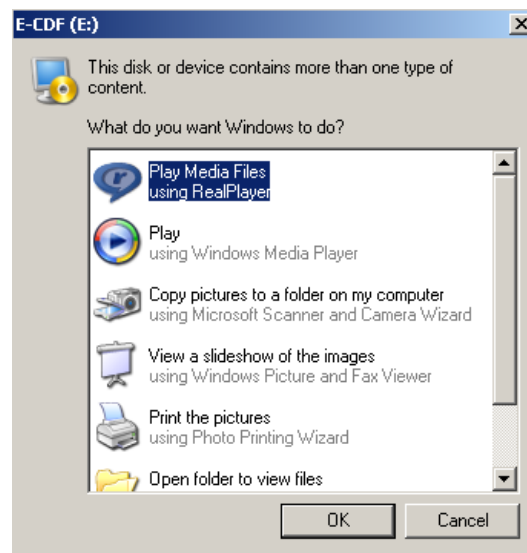
- The computer will need at least four gigabytes of space on the C drive to load the program. To determine if there is sufficient space, click on “**Check Disk Capacity**”. A box will appear in the middle of the screen that tells if the computer has enough space to load E-CDF. If there is not enough space, you will have to delete programs from the C drive or run the program from the DVD.



- Next, click on “**Install Software**”. The program will create a directory on the C drive entitled “ECDF Tutorial” and put an icon on the desktop. The installation takes about 10 minutes.



- If more than one media player is working on your computer, you may be asked which player to use. Select “**Play using Windows Media Player**”.



- On some computers, the autorun.exe file does not load properly; so, there will be an error message when you click on the icon “**ECDF Tutorial**”. If you receive the message, close the ECDF DVD, and begin the install process again. The install process takes 10 minutes.

How do I find information about the DVD Player installed on my computer?

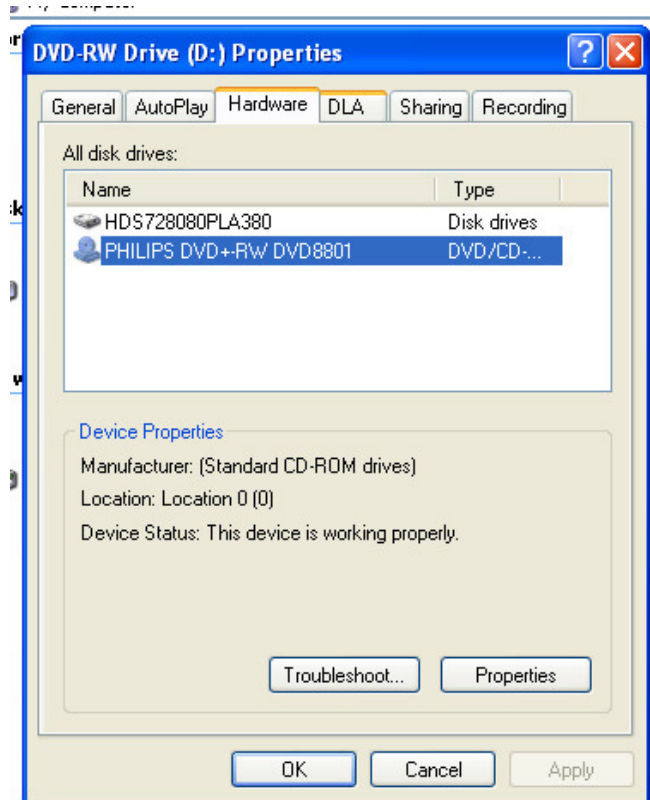
The CDF eLearning program will ONLY run from a DVD player. It will not play from a CD Rom or CD/RW drive. To check to see if you have a DVD player installed on the computer:

- 1) Double click on “**My Computer**”.
- 2) Under “**Devices with Removable Storage**”, it will tell you if you have a DVD or DVD-RW (RW stands for Read/Write meaning you can copy DVD’s from this drive) or if you have a CD Rom or CD-RW. If you do not have a DVD drive, you will not be able to run the CDF eLearning Program.

Devices with Removable Storage



- 3) If you need further information about the DVD drive or if you think it is not operating properly, while “**My Computer**” is open:
 - a) Left click on the DVD drive once.
 - b) While it is selected, right click on the name of the DVD drive.
 - c) Choose the “**Hardware**” tab at the top.



- d) Click on the DVD drive. A message should appear like the one above telling you if the device is working properly. If you receive an error message, click on “**Troubleshoot...**” and follow the steps in the Wizard.
- e) If you need further specific information about the DVD drive, copy down the name and type of the drive and then open the Internet browser and Google the type of drive that you have.

I put the DVD in my computer but it will not play; what is the problem?

The CDF eLearning Program is designed to be used in a computer DVD drive only. It will not work in a CD player or on a DVD player that is connected to a television.

Follow the steps under the frequently asked question “*How do I get information about the DVD Player installed on my computer*” to verify that the computer does in fact have a DVD player.

If you know that the computer has a DVD player try either of the following steps:

- 1) Remove the disk and inspect the back for scratches. If you find substantial scratching, notify the instructor that the disk you received was damaged and request a new one.
- 2) If the DVD is not damaged or scratched, try:
 - a. Playing the DVD in a different computer with a DVD drive. If the DVD works in on a different computer, than you have a problem with the DVD drive you were trying to use and it probably needs to be replaced.
 - b. Playing a different DVD in the DVD drive on the computer. Make sure you are using a DVD and not a CD when trying this. If you are able to play a different DVD on the computer but not the CDF eLearning Program, than contact the instructor because you might have received a defective DVD.
 - c. Cleaning the disk with a damp cloth or commercial DVD cleaning solution. To clean the DVD gently wipe the silver side of the disc with a soft, lint-free cotton cloth. Do not use a paper cloth which can scratch the plastic and leave streaks. When you clean the disc, wipe from the center of the disc outward. Do not use a circular motion. Dry the disc thoroughly and insert it into the DVD player and try again.
 - d. Cleaning the disk drive with a commercial product that you can purchase from the store.

What size of attachments will my email provider send?

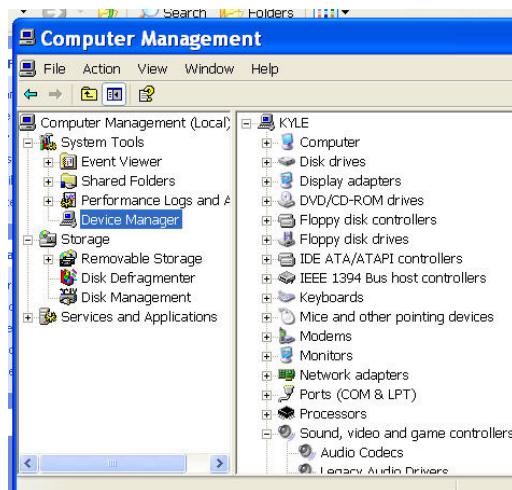
To use the CDF eLearning Program you must have an email account. The size limit of email attachments varies with the provider that you use. Listed below are the attachment size limitations for some of the more popular free email providers. If you do not see the name of the email provider, please go to their website and search for “**email attachment size limitation**”.

- AOL—16MB
- Gmail—20MB
- Hotmail—10MB
- Yahoo—25MB

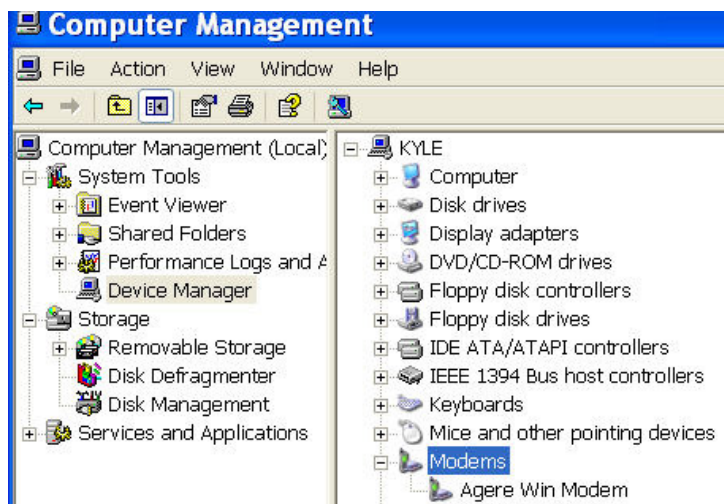
How do I find out the type and speed of my modem?

Most personal computers come standard with a 28,800 bps or faster modem. If you need to get specific information regarding the modem installed on the computer, follow these instructions:

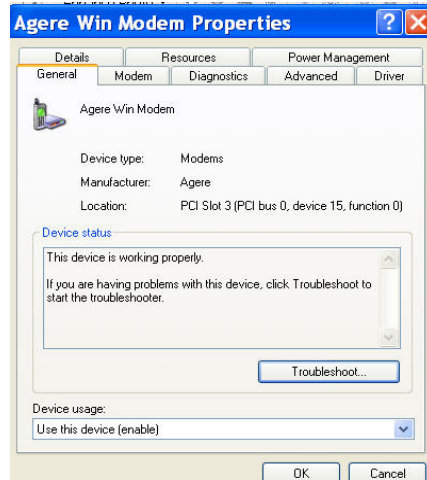
- 1) Go to **“Start”**, click on **“Control Panel”**, and then double click on **“Administrative Tools”**.
- 2) Under **“Administrative Tools”**, double click on **“Computer Management”**.
- 3) Once **“Computer Management”** is open you will see a split window. On the left hand side of this window, double click on **“Device Manager”**.



- 4) After you click on **“Device Manager”**, the right hand side of the window will populate with the names of various components installed on the computer. Scroll down until you find **“Modems”**.
- 5) Double click on the word **“Modems”**. This will change the + next to **“Modems”** to a – and it will display the name of the modem installed on the computer.



- 6) To get more information about the modem on the computer:
 - a) Right click on the name of the modem installed on the computer and choose **“Properties”** or
 - b) Double click on the name of the modem and the **"Properties"** window will open.



(Please note that the name of the particular modem installed on the computer may be different from this picture.)

- 7) If you receive the message **“This device is not working properly”**, click on the **“Troubleshoot”** button and follow the Microsoft Wizard troubleshooting steps.
- 8) If under **"Device Usage"** you receive the message that this device is disabled and you are having trouble connecting to the Internet, select **“Enable Device”** and try connecting to the Internet again.
- 9) If you need more specific information than what is provided in the **"Properties"** page and you are unable to locate the original documentation that came with the computer, you will need to do an Internet search on the name of the modem installed on the computer.

I do not hear any sound playing from my computer or speakers; what is the problem?

The DVD is in the drive and you can see the program running but you cannot hear any talking.

- 1) If you have speakers installed on the computer, make sure they are turned on and the volume is turned up.

- 2) On the task bar, click on the "Volume Icon".



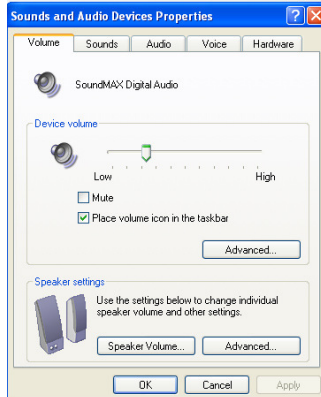
- 3) A little box should appear, make sure the "Mute" box is not checked and the slider for the volume is about in the middle.



- 4) If you are unable to locate a control for the volume on the task bar, go to: "Start" then "Control Panel" and click on "Sounds and Audio Devices".

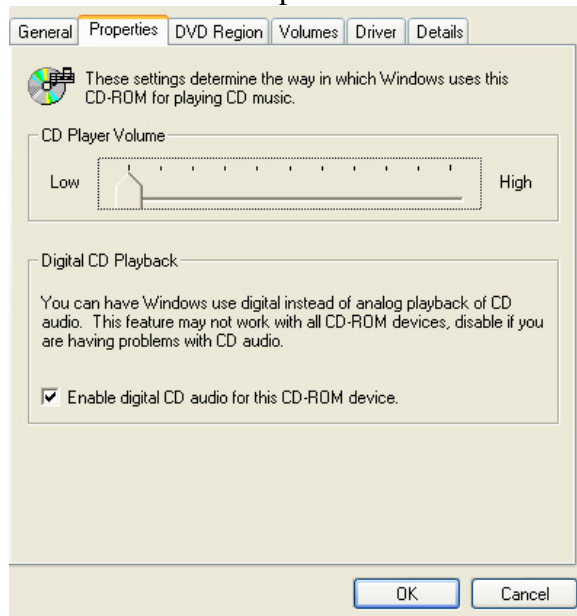


- 5) Verify that the "Mute" box is not checked and the slider for the volume control is placed in the middle.



If speakers are not installed on the computer, you need to play the audio through the DVD player.

- 1) Go to **“Start”** then **“Control Panel”**. Click on **“Administrative Tools”**, click on **“Computer Management”**, click on **“Device Manager”**, and, finally, double click **“DVD”**.
- 2) From the **"DVD Properties"** window click on the **“Properties”** tab and make sure the slider volume is turned up.

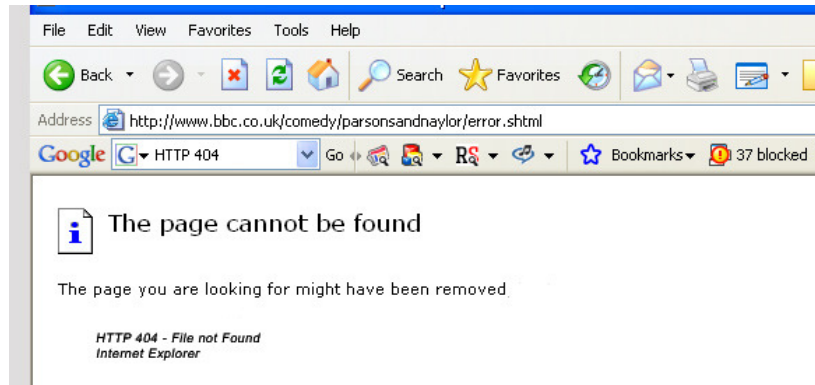


I am getting a voice echo or it sounds like the audio is double playing, how do I fix this?

This problem occurs when you are trying to move too quickly through the DVD or there is more than one module open at a time. Double check the task bar at the bottom of the screen and close any additional modules that may be open.

What is an “HTTP 404 Error Message”? I keep getting this when connecting to a website.

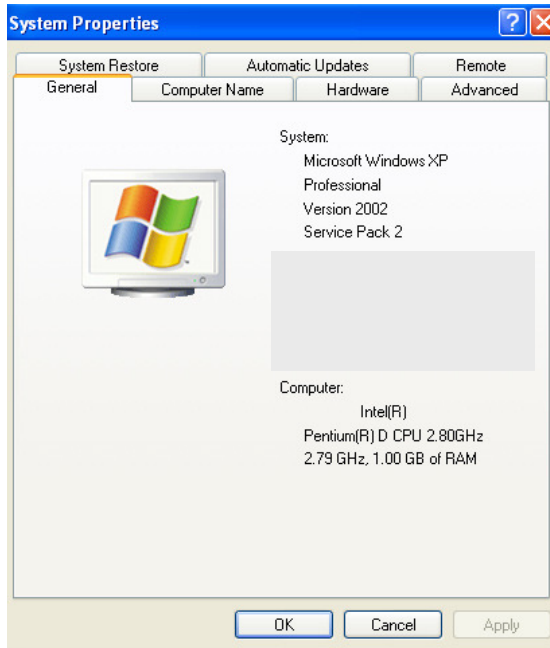
If you get an “HTTP 404 Error Message” or “Error Message” or “Cannot connect to Server” message or “Page Not Found” message:



- 1) Minimize the CDF on-line learning program.
- 2) Open the web browser and connect to the Internet.
- 3) Verify that you have an Internet connection by typing in an Internet address like www.msn.com or www.disney.com in the address line of the Internet browser.
- 4) If you are able to open up a different web page, go back to the CDF eLearning Program while the browser is still open and try clicking on the button again.
- 5) If you still get an error message, report this to the instructor because the website you are trying to connect to may have moved.

How much RAM Memory is installed on my computer?

- 1) Go to “**Start**” then click on “**Control Panel**” and “**System**”.



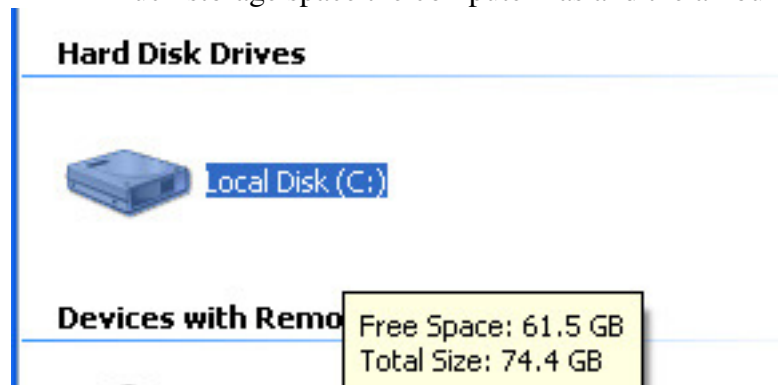
- 2) Under the “**General**” tab of the pop up window, the amount of RAM Memory installed on you computer will be listed.

This screen will also show you the type and version of the Windows operating system currently on the computer and the name and speed of the processor that the computer has.

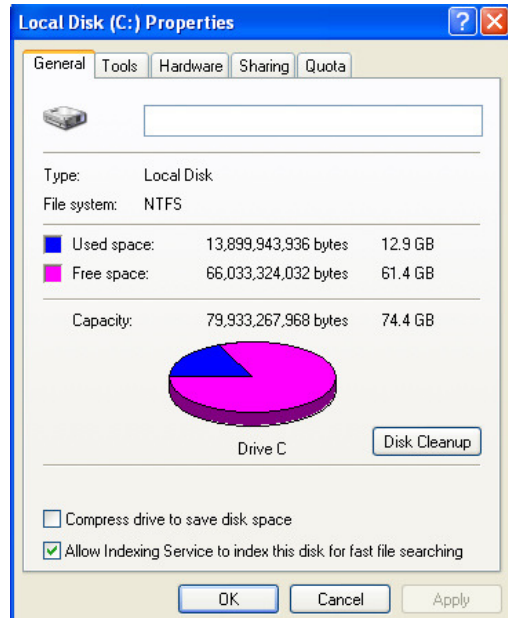
How do I find the amount of free storage available on my hard drive?

To check the amount of free space on the hard drive:

- 1) Double click on “**My Computer**”.
- 2) Under “**Hard Disk Drives**” click on the “**C**” drive one time to select it (the drive may have a different letter associated with it). A little pop up box may appear showing how much storage space the computer has and the amount of free space.

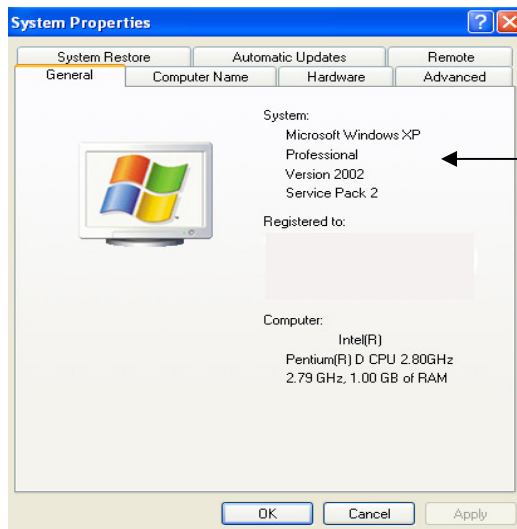


- 3) If this small pop up box does not appear, with the drive selected, right click on it and choose **“Properties”**. Under the **“General”** tab you will be able to see how much free space the hard drive currently has.



What Operating System do I have?

- 1) Go to **“Start”**, click on **“Control Panel”**, and click on **“System”**.
- 2) On the **“General”** tab, the type and version of the operation system installed on the computer is listed.



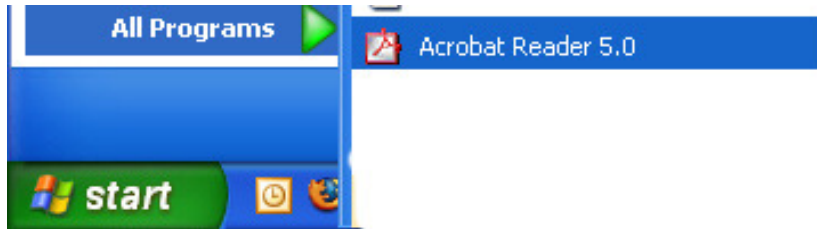
Operating System Information



Does my computer have Adobe Acrobat Reader?

To find out if the computer currently has Adobe Acrobat Reader installed:

- 1) Go to “**Start**” and click on “**All Programs**”. Look for a program called “**Acrobat Reader version X**” (the version you have installed may vary from the picture below).



- 2) If the computer does not have Acrobat Reader, get a free download from Adobe Acrobat. Go to their website at <http://www.adobe.com/>. Recommend using Internet Explorer to download the program because Firefox has many additional steps in the process. From the Adobe home page, click on the “**Get Adobe Reader**” button.
- 3) When the next window opens, click on the “**Download**” button and follow their instructions for downloading and installing the newest version of Adobe Reader. Also, determine if you want the free Google toolbar.

Download the latest version of Adobe Reader



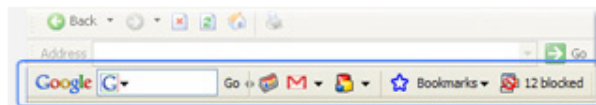
Adobe Reader 9.3 37.28 MB
Includes Acrobat.com on Adobe® AIR®
Windows XP SP2 - SP3, English

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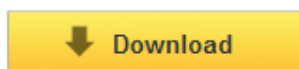
Also install:

Free Google Toolbar (optional) 1.9 MB



Search Google from any web page, block pop-ups

[Learn more](#) | [Privacy policy](#) | [License](#)



Total :
39.18 MB

Does my computer have Windows Media Player?

To find out if the computer has Windows Media Player installed:

- 1) Go to **“Start”** and click on **“All Programs”**. Look for Windows Media Player.

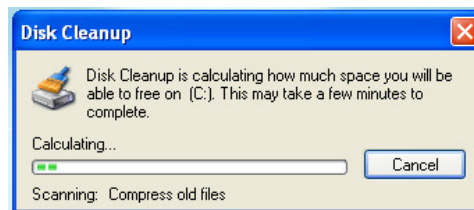


- 2) If the computer does not have Windows Media Player installed, get the free download from Microsoft. Their web address is: <http://www.microsoft.com>. On the Microsoft home page, **“Downloads and Trials”** tab.
- 3) On the next page, click on **“Window Media Player Downloads”** in the center column.
- 4) When the next window opens, select the download for either Windows7, WindowsXP, or Windows98.
- 5) Save the downloading files in the program files on your hard drive.

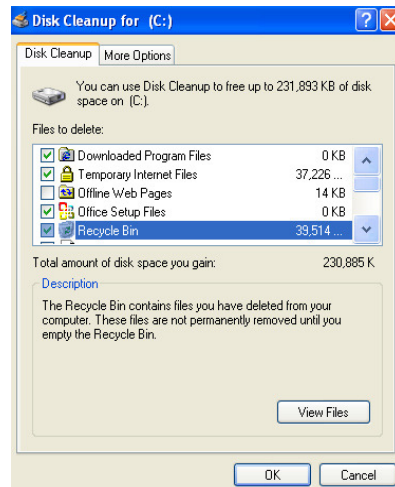
Why does my computer run slow or freeze up while I am using the CDF eLearning Program?

If the computer runs slow while you are using the CDF eLearning Program, try:

- 1) Looking at the task bar and closing all other applications that may be open.
- 2) Verifying that the computer has enough RAM memory installed to run this program. You need 256mb of RAM to run the computer. For help finding out how much RAM is installed on the computer see “*How much RAM Memory is installed on my computer?*” in this manual.
- 3) Shutting down the computer and restarting it. It may be necessary to reconnect to the Internet.
- 4) Doing a basic computer clean up by:
 - a) Running a disk clean up. Go to “**Start**”, click on “**All Programs**”, choose “**Accessories**”, click on “**System Tools**”, and choose “**Disk Cleanup**”.

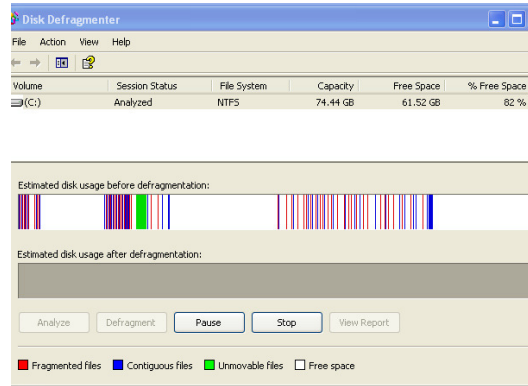


After the cleanup is complete, you will receive a message like the one below confirming that you want to delete these files. Click “**OK**” for it to continue.



- b) Defragging the hard drive. This step takes quite a while. The first step is an analysis of the hard drive and if the operating system does not think you need to perform this operation, it will let you know. If you do need to defrag the disk, it can be advantageous to do so because it will help with the speed of the computer.

- 1) Go to **“Start”** and click on **“All Programs”**. Choose **“Accessories”**, then **“System Tools”**, and click on **“Disk Defragmenter”**. When the window opens click on **“Analyze”**.



- 2) If you receive a message that you should perform a disk defragmentation, do so. Keep in mind that you need to close out of all computer programs while it is defragmenting the drive and that this process could take up to a couple of hours.

