

CatechismClass.com

An Online Catholic School, Teaching the Modern World

Training Manual Edition: Standard User

Last Updated: 10/07/2022

Introduction

This version of the CatechismClass.com user documentation is designed for self-study adult users and for parents/guardians who are responsible in managing one or more student accounts. Parish Coordinator or DRE (Director of Religious Education) should refer to the DRE manual for specific information and procedural instructions about their functions. This "New Customer User Manual" along with the "DRE User Manual" can be accessed under the heading of "Resources" in the lower section CatechismClass.com.

Navigating Our Website

Before you get started, it is helpful to familiarize yourself with the layout of the CatechismClass.com website:



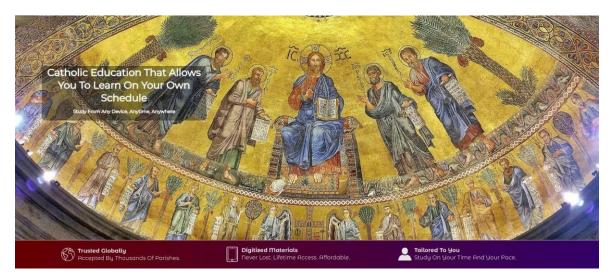
Main Navigation Bar

Upon logging into CatechismClass.com you can manage the account for yourself and your children and access yours and your children's lessons, quizzes, and search and/or purchase new courses, as well as request assistance.

Note: Once you logged into this application using your username and password, the "Log In" link is replaced by "Log Out" in the Main Navigation Bar. Click on "Log Out" link to exit your account.

The number and types of links and the values in the drop-down list box available in the Navigation Bar will change depending on the functions you want to perform. Please also note that as we continue to enhance the functionalities and improve the useability over time, the functions and types of available links may change over time, which will be updated in the user manual with each release.

To navigate throughout this application, use the scroll bar on the right side of the page to scroll up and down. From the Navigation Bar you can click the menu and select a value from the drop-down list box to perform your task.



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Content Area

The main section of each webpage is the work areas where you perform your functions to accomplish your goals and objectives such as your lessons or your Quiz.

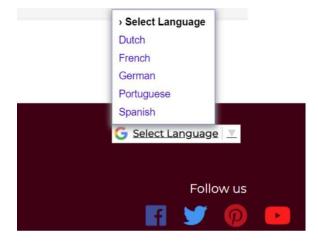
Resources



The section located at the bottom of each page displays links for additional resources related to CatechismClass.com. Specifically, an introduction of our organization, the various programs we offer, religious books and user manuals and how to contact us for questions and assistance. Please check the Resources area regularly, as we may publish new resources will be developed and published as needed.

Spanish and Other Languages

Click on the "Select Language" drop down list box in the right side in the "Resources" area to choose another language.

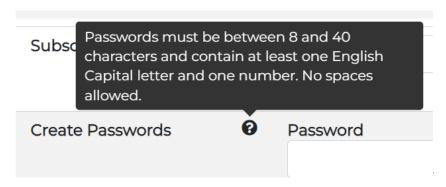


New User Registration

Before you can access CatechismClass.com materials, you must first register as a user. This section demonstrates the registration process.

Register / Create a User Account and Login In

From the Main Navigation Bar, click on the "Login" menu and then click on the "Create an Account" button. You will be directed to the "Create an Account" page. Enter all relevant and required information. Notice that there is a "?" mark next to some fields such as "Username", "First Name", "Your Date of Birth", and "Create Passwords". Clicking on the "?" renders a text box explaining the unique requirements for that specific field. Below is an example of the popup text box when hovering over "?" for "Create Passwords" field:



The following are the unique requirements for the password:

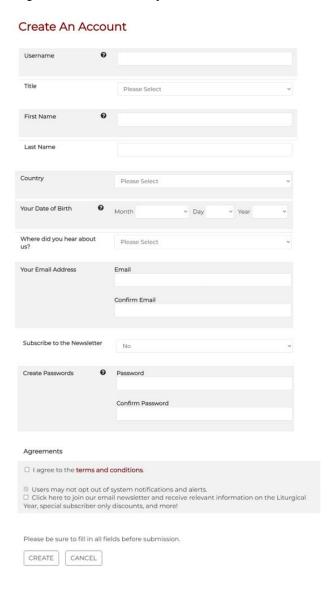
- Password must contain 8 to 40 characters and contains at least one English capital letter and one number. No space is allowed
- characters such as "! # \$ % & *" are not allowed
- Password is case-sensitive
- Password allows only one-time login

Some helpful information for creating a new account:

- If you select Jan. 1, 2004, in the "Your Date of Birth" field, the message of "You must be an adult to register yourself" is displayed beneath the "Your Date of Birth" field. (Registration in this site is restricted to those who are age 18 or older).
- If the "Category" is "Child Student", the email address field is grayed out and you are not able to enter email. We do not collect email addresses for children. Instead, the parent's email is requested. This is used as a contact access whenever needed for discussions about Certificates for children or for other support issues.
- If you enter a name using characters other than those that are familiar in the Western world, the message of "Expect only a subset of Latin letters, hyphens and spaces" meaning that the names fields exclude all Coptic, Arabic, and Oriental Characters.
- When creating a new account be sure that all details are completed. There are (?) marks at certain fields and it is advisable to click on it and read before you proceed since it Page 4 of 22

provides helpful information regarding that specific field.

- When completed entering all required and relevant information, click on the "CREATE" button at the bottom of the page to proceed.
- A confirmation message appears at the top of the page if the account creation process is successful.
- An error message will display if there are any problems with your attempted submission, such as a required field is left blank, or the data input is not according to the required format. If after a second attempt you are still unable to resolve the error based on the provided instructions, please contact customer service for assistance.
- Click on the "Cancel" button will return you to the home page of CatechismClass.com.
- Repeat the above steps to create as many Student Accounts, as needed.

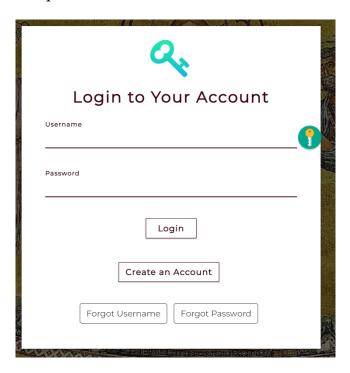


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Log Into Your Account

Once your account has been created, you may login into CatechismClass.com using the Username and Password you specified in the registration form.

From the Main Navigation Bar, click the "Login" link at the Main Navigation Bar and the "Login to Your account" page is rendered. Type in your Username and Password in the provided fields and click the "Login" button to proceed.



Forgot Your Username/Password and Reset Password

If you forgot your username, you may click on the "Forgot Username" button in the "Login to Your Account" page and the "Your Username Reminder" page is rendered.

Your Username Reminder

Enter the email address you used to register in order to retrieve a username. We will send you anemail reminder. Please note, this form cannot be used to retrieve a child's username. To retrieve a child's username, the parent or parish (depending on who registered the child) must retrieve the child's username using their "My Students" screen.

Enter your email address here

Please note that it is required for the user to enter his/her "registered email" in the "Enter your email address here" text box in the "Your Username Reminder" page above and click on the "Go" button, the application displays the following message:



Click on "Login by clicking here" link, you'll receive an email message with your username.

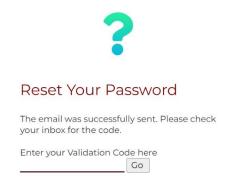
If you forgot your password, you may click on the "Forgot Password" button in the "Login to Your Account" page and the "Reset Your Password" page is rendered.

Reset Your Password

Enter the email address you used to register in order to reset your password. We will send you a link to reset your password. Please note, this form cannot be used to reset a child's password. To reset a child's password, the parent or parish (depending on who registered the child) must reset the child's password using their "My Students" screen.

Enter your email address here C	io
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Please note that it is required for the user to enter his/her "registered email" in the "Enter your email address here" text box provided in the "Reset Your Password" page and click on the "Go" button, the application displays the following message:



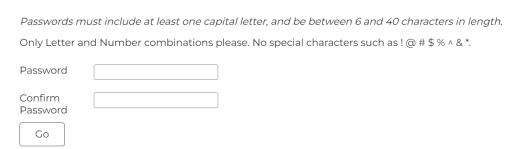
Open your email and you'll find a Verification Code which is available for five minutes. Copy and paste the Verification Code in the "Enter your Validation Code here" field as in the screen print above and click on the "Go" button and the "code is accepted" message renders.



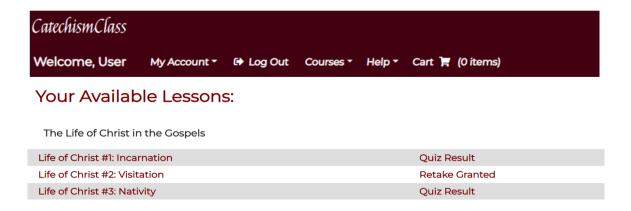
Continue To Password Reset Go

Upon clicking on the "Go" button in the "Validation Code Status" message box, you are brought to the "Change Password" screen where you'll be able to change your password.

Change Password



Upon successful login, you will be directed to the "Your Available Lessons" page.



My Account and Its Sub-Menu

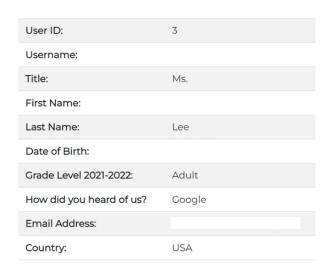
Click on the "My Account" drop down list box and the following sub-menu is displayed:



Edit My User Account Details

The following procedure outlines the steps for you to change any of the details that you provided while creating your User Account, such as your Username, email address or contact information. From the Main Navigation Bar, click on the "My Account" drop down list box and select the "My Profile" link and the "Your User Profile" page renders.

Your User Profile



Click on the "Update Your Profile" button and the "Please Update Your Account Information" page renders for you to make changes. Follow the guidelines displayed in the popup message boxes to make changes and click on the "Update" button at the bottom of this page.

Reset My Password

There are two ways to reset your password:

Click on the "Forgot Password" button in the "Login to Your Account" screen as described above or select "My Profile" from the "My Account" drop down list box and click on the "Change Password Only" button. This renders the "Please Update Your Account Information" page.

In the "Please Update Your Account Information" click on the "Create Passwords" checkbox to enable the "Password" and "Confirm Password" fields and make and confirm changes to your password and then click on the "Update" button. You are returned to the "Please Update Your Account Information" page again with "User Updated Successfully" message displayed at the top of the page

Also, please note that the password reset process will **not** be available to the child Account. Only users with parent/guardian privilege can initiate the password change for child/underage users, as they are the supervisor of their child's accounts.

Trouble Logging In After Resetting Password

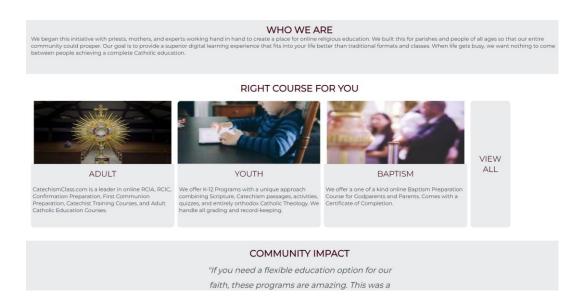
The following suggestions are to help you to address any login issues after resetting your password.

Make certain that you have followed all Password reset instructions precisely. These include the "Change Password Only" button in the "Your User Profile" page and the "Forgot Password" button in the "Login to Your Account" page.

Note the number of times you have attempted to login unsuccessfully. In such situations our system may block your account for security reasons. If you believe your User Account is blocked/locked, or if you are otherwise unsure why you cannot login to CatechismClass.com, please <u>contact our Support</u> Team for assistance.

Search for New Courses

Once you have successfully registered and are logged in, you may begin to explore our course catalog. CatechismClass.com offers a variety of individual lessons and courses, designed to suit the academic levels and interests of our many students, all in accordance with the Catholic Faith. From our website homepage, click on one of the Program Types in the small images displayed in the Main Content Area. Or you may select "Complete Catalog" from the Menu Nav Bar "Courses" tab.



After you have found the CatechismClass.com Course Catalog page, you may review our various course and package offerings.

Click the cover image or the 'Details' button to pop-up a view of more details about the item.

On a course's details page, you may review a full description of the offering, pricing information, and notes regarding which individual lessons are included in the present offering.

Each lesson has its own details page, and these may be purchased independently of the larger course or package. However, we recommend that you consider the added value of the CatchesimClass.com bundled courses, which are offered at a substantially discounted price. When you are ready to make your first CatchesimClass.com purchase, please proceed to the next section in this manual.



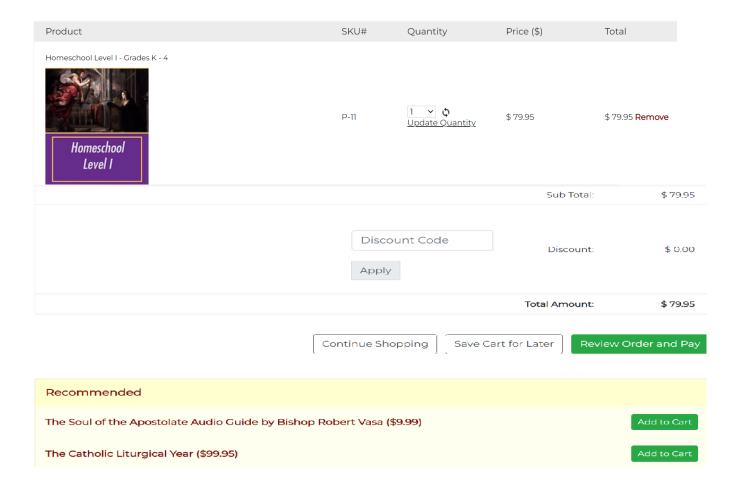
Purchasing Process and Procedure

This section of the user guide demonstrates how to purchase items from CatechismClass.com. This process is similar to any online sale and website where you must first register and establish a user account and log into the account before ordering.

Click on the "Courses" drop down list box from the Main Navigation Menu and select the category of the course that is suitable for your child/student and click on the course image. This brings you to the page where the course title, price and product description are displayed. And in addition, the "Add to Cart" button is also displayed. Click the green "Add to Cart" button and the green "Go to Cart" button renders next to the "Add to Cart" button.



My Shopping Cart



The "My Shopping Cart" page encompasses all the functions for any shopping transactions such as the course you selected, the quantity, unit price and the total.

You can add or reduce quantity of the same course by entering the quantity and then click on the "Update Quantity" link and the "Total" will reflect this change.

You can add additional courses by clicking on the "Continue Shopping" button and you'll be brought back to the "Course Catalogue" for you to select other courses. Please note that if you do not complete this transaction the present-day, you'll receive an email notification alerting you of your pending purchases.

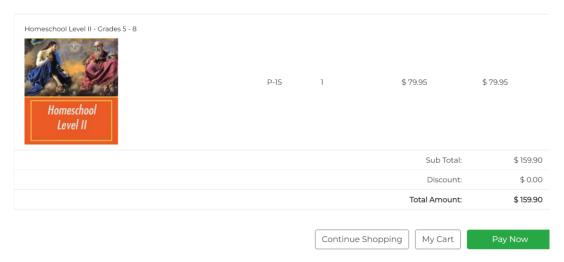
You can enter any "Discount Code" as may be advertised from time to time & click on the "Apply" button.

You can click on the "Remove" button to remove a course from the shopping cart and the "Total" will reflect this change. If you "remove" the only course in the shopping cart, you'll be brought to the "My Shopping Cart" page with the message "Your Cart is Empty".

You can click on the "Save Cart for Later" button and you'll be brought to the "My Shopping Cart" page Page 12 of 22

displaying the course(s) "Saved for Later". In this case, you'll receive an email from Catechismclass.com reminding you to complete your purchases.

You can click on the "Review Order and Pay" button the "Review Order and Pay" page renders.



Payments

CatechismClass.com uses both Stripe and PayPal to process purchases to provide the highest security to our users. With both Stripe and PayPal, we never see, handle, or store any personal payment information for our customers. You have the option to pay using a debit card or a credit card during the checkout process under either processor. There are no customer-assessed transaction fees to use either option.

Tips:

- Please keep in mind that not all electronic payments are alike; some process instantly, someare a bit delayed for various reasons. Our records of the purchase are posted as soon as PayPal confirms the transaction.
- Please do not duplicate a purchase if it is not seen immediately.
- **Security Notice:** Please understand that you are using the secure system of PayPal to check out. Your billing information is not stored in CatechismClass.com and you can be certain that we do not have access to your personal financial information.
- When completed your purchase under the PayPal option, you will see a PayPal summary screen with "Return to Merchant" button at the bottom. Click on the "Return to Merchant" button and you will receive "Thank You for Your Purchase" and then may access your materials.



Parents Purchasing for A Child

When an adult purchases courses for a child the first time, they will see this note:

For any child enrolled in a Grade Level or Sacramental Preparation Program, he or she will need his or her own account to get credit for the work.

Parents Creating an Account for A Child

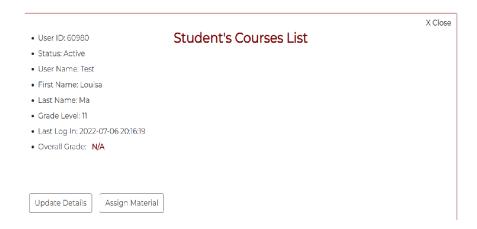
Click on "My Account" from the Main Navigation Panel and from the drop-down list box, select "My Students" and the "Student Management Panel" page renders.



Click on the "Add a Student" button and the "Create Student" page renders. The "Create Student" page and process is very familiar to New User Registration which was previously described.

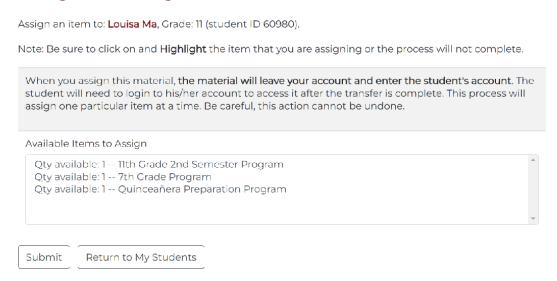
Assign A Child Course Material

From the "Student Management Panel" and under the heading of "Active Students Details" click on the link of the child and under the child's name, the "Student's Courses List" text box renders.



Click on the "Assign Material" button and you are brought to the "Assign Learning" page.

Assign Learning



Highlight the course in the "Assign Learning" page and click on the "Submit" button. You are brought to the "Lesson Assignment Complete" page.

Verify in your child's account that the courses you have assigned to him/her are in his/her own account.

Please note that you may assign each purchased item only to one student. Once parent has assigned an item to a child the item is physically transferred to the child and no longer appears in the parent account. For example, if you have both a 3rd grader and a 6th grader and have purchased courses for both, you can assign each student his/her grade level's course only. If you have two students in the fifth-grade, you can assign only one copy of the 5th Grade program to one student. A second copy of the 5th grade courses needs to be purchased to be assigned to the other student.

Studying Lessons in Preparation for Certification

Have your child log into his/her own account and the "Your Available Lessons" page renders displaying the courses and the status of each course, such as "No Quiz Taken", "Quiz Results", "Retake Granted".



Click on the course title link and page 1 of the course is displayed. Each page displays a theme relevant to the course the child is taking, such as "Introduction", "Opening Prayer", "Scripture", "Catechism References", "Lesson", "Activity", "Closing Prayer". At the last page of the Lesson, the "Closing

Minimum Time Required – if the student rushes through the pages of the course and click on the "Quiz" link at the last page, a message is rendered prompting them read the lesson again.



A Quiz is available at the end of each lesson. Quiz is a way for priests, parish religious education directors, parents, etc. to ensure that their students have sufficient knowledge and are able to comprehend the material conscientiously. The "Quiz" link is displayed at the bottom of the last page of each lesson. If the link is not available, please revisit the course material and ensure that you have completed all required components.

Attributes of Quizzes

The following describes the attributes of Quizzes that you are to take when completed studying the lessons.

You will have anywhere from Three to 25 different questions to answer. Children's lessons usually have around five questions while adults typically have 10 - 15, although some lessons may have more questions.

Questions may include both true/false as well as multiple choice format.

You must complete all quiz questions before you are granted access to the "Submit Quiz" button at the bottom of the last page of the quiz. This is designed to prevent accidentally skipping a question.



Quiz Rules

In order for the child/student to receive the Certificate, he/she must reach certain level of scores on the Quiz. For example:

- The Baptism Lessons (for Grandparents or parents) must always pass at 100%.
- The Sacramental Preparation Lesson (For Godparents for a First Communion & Sponsor
- for a Confirmation) must always pass at 90%.
- All other lessons must pass at 70%.
- For certain lessons when the child/student reaches the above-mentioned scores for these specific courses but fails to correctly answer any of the questions that deemed "fundamentally necessary for a Catholic", the child/student is required to retake the lesson.

Remedial Lessons and Writing

If the child/student didn't reach the acceptable level of the score, the application will present up to two (2) "remedial lessons" to help the child/student to gain better understanding of their failed answers. Each "remedial lessons" requires 80% score to pass and with that, the original lesson will be "reset" for the 2nd try. This process will repeat should the student not obtain the acceptable score at the 2nd try.

In the case when the child/student failed to meet the acceptable score at the 3rd attempt, the child/student is presented with on-screen instructions to write and submit a short (one or two sentences) explanation in their own words of their understanding of the doctrine within his/her errant answer. That writing is judged and if sufficiently explained, the Quiz will be re-scored and the child/student may attempt the quiz again.

Taking The Quiz

After the child took the quiz for the first time, the "Quiz for 11th Grade: Name of the Course" page is rendered, displaying the score and "Review Your Submitted Answers".

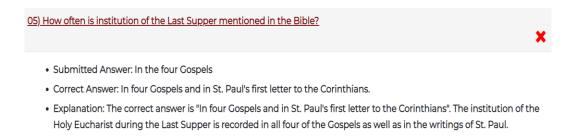
Quiz for 11th Grade: Lesson 8: The Holy Eucharist

Your Score: 80%

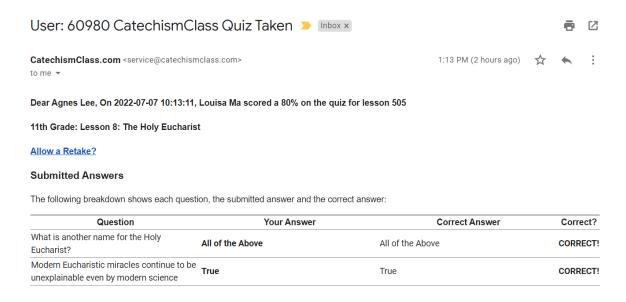
Review Your Submitted Answers

01) What is another name for the Holy Eucharist?

Click on the title of the question to reveal the child's submitted answer as well as the correct answer.



Navigate back to the "Your Available Lessons" page and click on the "Quiz Result" link for the course and the "Quiz Results for student name" page renders. Observe that the "Retake Status is None". CatechismClass.com would send an email notification to the child's parent notifying the parents the details of the child's quiz result with "Allow a Retake?" link.



Parent clicks on the "Allow a Retake?" link in the email and he/she is brought to the CatechismClass.com home page with the message of "Quiz Retake Assigned". In the Child's "Your Available Lessons" page, "Retake Granted" is displayed in the same row of the course.

Click on the "Retake Granted" link and screen displays "Quiz Results for student name" with "Retake Status: Was Granted." Click on the link of the lesson such as "11th Grade: Lesson 8: The Holy Eucharist" and the "Click to Retake" message is displayed.

Click on the "Click to Retake" link and you are brought to the 1st page of the lesson.

Go through each page of the lesson and at the last page, click on the "Quiz" link and take the same quiz.

The parent would receive an email in his/her account from CatechismClass.com notifying him/her that the child score on the quiz.

Following the successful completion of the retakes, the child/student will be eligible for a Certification of Completion. Should there still lessons that have failed after the 2nd time, the child/student is to write a statement about his/her understanding of the failed question which will subject for Administrative Review.

How To Access Child/Student Quiz Reports?

You must log in your own account, not the child's/student's account to access the child's/student's quiz report.

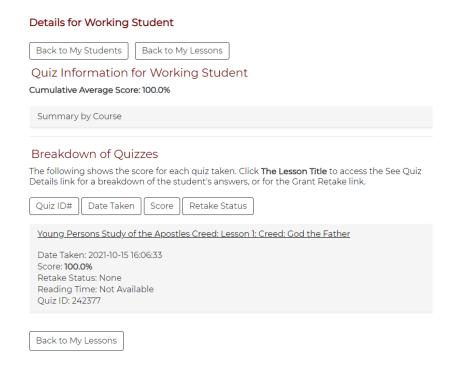
The following procedures demonstrate how to find the child's/Student's Quiz details. From the Main Navigation Bar, click the "My Students" link and the "Student Management Panel" page renders.

Add a Student Return to My Lessons Active Students Details First Name Last Name Grade Level Role Mytest Mytest Oneida Mozo

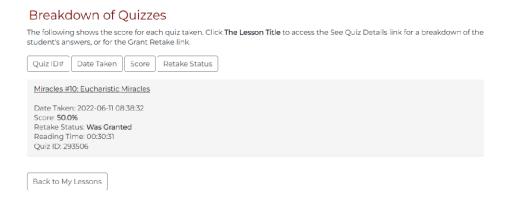
Click on the student's name link and the "Student's Courses List" is displayed



From the "Student Management Panel" page, click the child's name and the "Student's Courses List" text box renders. From this text box, click on the "See Quiz Results" link and the "Details for Working Student" page renders.



Below the "Summary by Course" text box is the "Breakdown of Quizzes" section.



Click on the title of the course link and the following information is displayed.



· See details

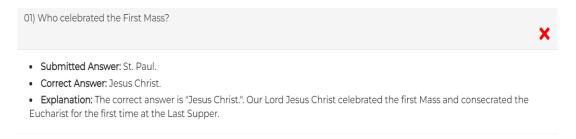
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Click on the "See details" link and you are brought to the page of the course displaying the score, status of each question.

Quiz for Miracles #10: Eucharistic Miracles



Click on the question link, further information is displayed such as "Submitted Answer", "Correct Answer", and "Explanation". We recommend that parents use the "See Details" interactively with their child as a tutoring tool to enhance their learning.



Special Notes Concerning the Quiz

Please know that idle time with an open quiz screen is seen by our host service provider as a dead connection and they may disconnect you without notice. We have no control over this. You may still see the quiz screen page as it was but the submission in that case may result in a zero (0%) score. If this happens, please contact us for help.

Some system notations will appear both at top and bottom in red with further instructions regarding steps to be taken for successful completion of the quiz.

You may revisit the results for each of your completed quizzes by clicking on "My Account" at the Main Navigation and then select the sub-menu of "My Quiz Results". This page offers cumulative performance statistics for your User Account, as well as links to each "Quiz Results" page.

As you are taking part in this course in preparation to receive the Sacraments (not as a self-study course) and you have taken all the required quizzes, you may need be required to print all your quiz results for your parish. We at CatechismClass.com are obliged to write a letter of support to the parish indicating that you have completed the program and have passed the Quiz, provided that you your average score is at least at 70%. In the case that you scored is below 70% or you missed any questions that we deem "fundamentally important for a Catholic", it will be necessary for you to retake those tests before a certificate is granted.

If you would like to view a full copy of our Policy on what constitutes passage for your specific courses, please review our course requirement at https://www.catechismclass.com/cert_requirement.php

Special Notes About Programs for "Retake"

The student who is enrolled in the "<u>Adult Faith Formation</u>" and "<u>Full Catechism</u>" programs is also entitled to retake quizzes at least once after all lessons are completed, including any electives. Upon completion all lessons, the student may ask for an "Administrative Review" which is done only once per student. At that time requesting a retake for any lesson will be granted.

There are more requirements when the student requesting a retake for completing one of the "Sacramental Preparation" programs. The Sacrament Preparation is more than just a single lesson. They are combined with a "Catechism Program". All confirmed Catholics must know and fully believe that the Sacraments are efficacious signs of grace, instituted by Christ and entrusted to the Church, by which divine life is dispensed to us. It is advisable that you click on the "Courses" menu at the Main Navigation Panel and select "Course Selector" to find out in more detail the requirements for "Certification of Completion" in the "Sacrament Preparation" program.

What If I Can't Locate My Purchased Item(s)?

After every successful purchase you will see "Thank You for Your Purchase" message. This indicates that the system is processing your purchase. Not all electronic purchases are the same, but as soon as your purchases have cleared processing they are added to the "My Lessons" page.

If you do not see courses in the "My Lessons" page and you suspect that there may be some errors, please try the following:

- Refresh your page on your browser.
- Close the application and try to log back in by entering https://www.catechismclass.com on your browser.
- When the catechismclass.com is available, click the "Log In" link in the Navigation Bar, enter your Username and Password.
- In the CatechismClass.com website homepage, click the "My Account" from the Main Navigation Bar and select "My Lessons" link
- If another computer is available, attempt to login on that device and verify that still no courses are available on the "My Lessons" page.
- Do not attempt to make a duplicate purchase if you continue to experience an issue withyour course materials. Please contact our Support Team for assistance (<u>Contact CatechismClass.com</u>).