



# Online Start Guide

*For all online training courses*

Selected Royal Rangers leader training courses may be completed online through the Royal Rangers online training portal. The follow information will help you in navigating the system and completing your online course. If you need assistance, please contact us at [rrtraining@ag.org](mailto:rrtraining@ag.org).

## PURCHASING A REGISTRATION

Follow this process for purchasing a registration for an online course.

1. You will need the following information before beginning this process.
  - a. Name of the AG district with which your church is affiliated. If your church is an independent church, you will need the name of the AG district where your church physically resides. If your church is affiliated with another denomination, you will need to be prepared to provide that information.
  - b. Credit card information – Name on card, card number, expiration date, security code, and address and zip code for card holder.
2. Navigate to the online training page at <https://royalrangers.com/training/online> and click on the link that reads “Royal Rangers Online Training System.”
3. Find the section that refers to course you are seeking to purchase and click the “Add to Cart” button. This will add the course to your online shopping cart and take you to the shopping cart page.
4. Follow the checkout process.
  - a. Create a new free user account OR log in if you already have an online training account. Please ensure that you provide the correct spelling of your email address when creating your account. Do NOT create an eLeaP account in advance of purchasing a course; you will be able to create your account during the purchase process.
  - b. Provide the name of your district or fellowship where requested.
  - c. Enter your credit card information and select “**Process my payment.**” You will then see the “**Thank You for Your Order**” page with a link to access your course.
5. You will receive an Order Confirmation email with your order ID number, your purchased item(s), and the link to your purchased course.

## ACCESSING YOUR PURCHASED COURSES

Once you have purchased a course, it may be accessed via the confirmation email you received upon completion of your purchase or by logging in to the online training system.

1. Navigate online to <https://courseportal.2leap.com/>
2. Log in to the system using the email address and password you created when you set up your account.
3. Once logged in, you may access all your purchased courses from either the “Learning Paths” page or the “Courses” page. These pages may be accessed from the menu at the top of the page. Click on the course name and you will see a list of each session included in the course (if the course has multiple sessions). Note that some courses do not contain multiple sessions.

4. To complete a session, click on the session name, read the information provided, and click the “Start Course” button.

## COMPLETING A SESSION

Some online courses (such as Ranger Foundations or Ranger Safety) are divided into multiple sessions and all sessions must be completed in order to complete the course. Sessions must be completed in order, with a passing quiz score being achieved before advancing to the next session.

1. Navigate to the list of sessions for your course by clicking on the name of your course from the “Learning Paths” page.
2. To begin a session, click on the name of the session, read the instructions, and click on the “Start Course” button.
3. Watch the video and take notes as needed. The content presented will reflect the material in the Royal Rangers Leader Manual in the chapter identified at the beginning of the session. You will not be able to move on to the quiz until the time required for the video has expired.
4. Once the video is complete, click the “Next” link at the bottom of the page. This will take you to the quiz instructions.
5. Read the instructions and click the “Start Quiz” button that appears. Each quiz consists of 10 questions and requires a score of 80% to pass. Once you begin the quiz, it must be completed with a passing score before you can move on to the next session. You may refer to your Leader Manual or other course material when answering quiz questions.
6. When you have answered all questions, verify that your score is at least 80% before pressing the “Accept Quiz Results” button. If you did not score at least 80%, you must press the “Retake Quiz” button to retake the quiz, and you must **not** press the “Accept Quiz Results” button.
7. Once you have accepted your score, you will be returned to the session start page where you can click the link to return to the sessions list page to begin the next session.

## COMPLETING A COURSE

If your course contains multiple sessions, follow the procedure above until all sessions are completed. A quiz is included at the end of each session but not at the end of the course. If your course does not contain multiple sessions (such as Outpost Chaplain or Outpost Committee) you will need to use the content list to the left of the screen to navigate through the course until each section has been completed. These sections must be completed in order.

- At the end of the last section, a “Start Quiz” button will appear. A minimum score of 80% is required to pass. You may refer to your Leader Manual or other course material when answering quiz questions.
- When you have answered all questions, verify that your score is at least 80% before clicking the “Accept Quiz Results” button. If you did not score at least 80%, you must retake the quiz.
- Once you have accepted your score, you will be direct to a feedback page to submit feedback for the course. The feedback survey must be completed to be able to access your certificate.

Upon completion of the course (or the last session of the course) a button will display a link where you can download your course completion certificate. Keep a copy of this certificate for our records.

Training patches for Ranger Safety or Ranger Foundations may be ordered directly from MyHealthyChurch.com or may be obtained through your district. Continuous Learning ribbons for completion of CLE courses are obtained through your district.

## FREQUENTLY ASKED QUESTIONS

The following provides information on some of the most common questions asked concerning the online training system. If you have additional questions, please contact us at [rrtraining@ag.org](mailto:rrtraining@ag.org).

### **Can an online course be purchased by check or charged to a My Healthy Church/GPH account?**

No, the purchase of an online course goes through eLeaP software, the service provider, and their system requires a credit card for purchase.

### **Can payment for the course be made after it is completed?**

No, payment is collected by the online platform at the time of purchase. Your credit card will show a charge from TELANIA, LLC. Please keep this receipt for verification if you have questions about your credit card statement.

### **Can I purchase an online course for someone else?**

Yes, but you will need the name and email address of the person you are purchasing the course for. You will create an online account and password for them. You will need to notify them of their password and the link to the course portal where they will login (<https://courseportal.2leap.com>). If purchasing for more than one other person, each purchase and account/password creation will have to be done separately. We prefer that courses be purchased individually and that the “multiple license buyer” option **not** be utilized.

### **Is there a chartering discount for RF online purchases?**

No, there is not a chartered discount for online courses. The current online sessions do not provide a chartered discount, and the online platform does not have the capability to determine who is and is not chartered.

### **What are the minimum system requirements for the computer or device I use?**

Since the eLeaP online platform is access through your web browser it does not have any specific system requirements. However, it is recommended that you have a strong, stable internet connection when logged into your course, and that you are using a current internet browser such as Google Chrome, Microsoft Edge, or Mozilla Firefox with all updates installed. You should avoid outdated web browsers such as Internet Explorer that are no longer supported.

### **Can I stop in the middle of a course or session and resume later?**

In our online courses that have multiple chapters and/or lessons, you can stop or take a break during the course and pick it up later where you had previously stopped if you have not logged out. But for a Ranger Foundations session in which the entire content is presented in a single video, it is recommended that you allow enough time to view the video in its entirety. You will be able to stop or take a break before starting the quiz.

### **Do I have to review all the course material before I can complete the quiz?**

Yes, it is vital that you have reviewed the course material and any resources in connection with the course (the applicable chapter(s) of the Royal Rangers Leader Manual, online or other sources the course has referenced, etc.) thoroughly before completing the quiz.

### **Can I receive credit for a course without completing the quiz?**

No, you must receive a passing score on the quiz before you receive credit for completion of a session within the learning path.

**Are these courses available in Spanish?**

None of the online courses are currently available in Spanish.

**What if I fail the quiz?**

The system will give you the opportunity to take the quiz up to (3) times. (Sessions 1 – 3 allow the quiz to be taken up to (6) times.) It is strongly recommended that you review the course material (the Royal Rangers Leader Manual and the video session) before retaking a quiz. You should not rush through this process. If you fail a quiz, do NOT press the ACCEPT SCORE TO PASS & CLOSE button.

**What if I fail a session quiz, all (3) times?**

If you fail this quiz (3) times, you will be required to purchase this session individually and complete this newly purchased session again (watch video and take quiz). Once you pass the quiz, email [rrtraining@ag.org](mailto:rrtraining@ag.org) to have the newly purchased/completed session entered into your learning path. Please allow 3 - 5 business days for your new session to be entered into your learning path. (Note: You will not be able to proceed to the next session until this session has been successfully completed and entered in your learning path.) When you email [rrtraining@ag.org](mailto:rrtraining@ag.org), please include the following information to ensure the correct account is accessed:

- The exact name you used to register your learning path and the date you purchased it.
- Your username (email address).
- The session that needs to be entered into your learning path and the date you purchased it.
- Your best telephone number if a phone call to you is required.

**Can I stop in the middle of a quiz and resume later?**

The training system is setup to allow you to do this, but it is not recommended. Quizzes are not timed so you will have the opportunity to stop and review applicable course materials.

**How do I obtain my Certificate of Completion after successfully completing a course?**

The online platform will generate a completion certificate in the form of a PDF. A learning path requires that you complete and pass all the sessions in sequence, including the final session within the learning path, to receive your certificate. When completing an online CLE course, the system may prompt you to click on a blue box to complete a survey before it will provide your certificate.

**Do online courses satisfy Royal Rangers training requirements?**

Yes, online courses can be used to complete training requirements for levels of the Outpost Leader Advancement Levels (OLAL) and Organizational Leadership Training (OLT). Refer to the related training pages on the RoyalRangers.com website or to the OLAL or OLT applications for more information.

**What if I encounter a problem not addressed in this Online Start Guide?**

Email [rrtraining@ag.org](mailto:rrtraining@ag.org). Provide a complete description of the issue. Include screen shots when possible. We will respond as quickly as possible. In most instances, we may not be able to respond until we have received a response from eLeaP regarding the problem.