



BankMobile Disbursements

A Guide to eTrain

Version 5.0

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Contents

Welcome to eTrain 3

Gaining access to eTrain 4

Forgotten Password? 5

Courses and Lessons 7

Navigating the Website 8

Questions? 8

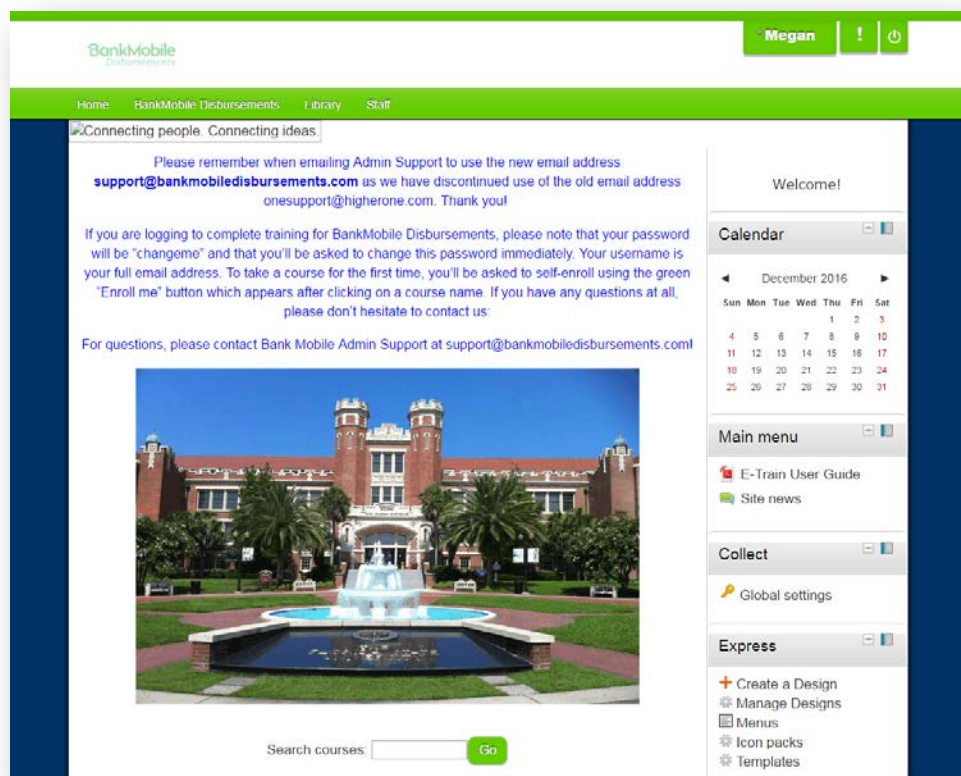
Welcome to eTrain

BankMobile Disbursements' eTrain learning environment was created to educate campus administrators at all levels. Whether you are a Vice President or a front-line staff member, there are courses designed to teach you about the BankMobile Disbursements program on your campus. eTrain offers a variety of lessons with quizzes that will allow you to test your BankMobile IQ.

Our objective is to provide an effective learning environment that caters to the three different individual learning styles:

1. Auditory (learning by hearing)
2. Visual (learning by seeing)
3. Kinesthetic (learning by doing)

By offering various training demonstrations, click-through courses, visual aids, and quizzes, we are able to accommodate learners of all types.

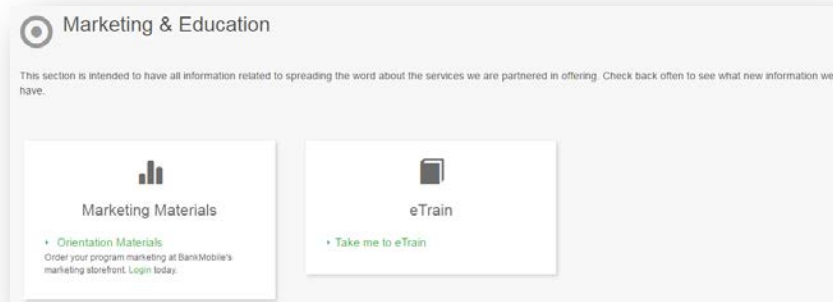


Gaining access to eTrain

Once the campus Security Officer provides a staff member with access to BankMobileAdminSupport.com, eTrain access will become available on the next business day.

There are 2 ways to access eTrain:

1. Login to BankMobileAdminSupport.com and click on Marketing & Education. Click on the “Take me to eTrain” link and enter your login information on the next page.



2. Visit <https://eTrain.BankMobileAdminSupport.com/> and enter your login information.

Login Information: Please note your eTrain login information is different than your BankMobileAdminSupport.com login. Your initial login credentials for eTrain will be:

Username: Campus Email Address

Password: changeme

Once you've successfully logged in to eTrain with your email address and the default password, you will be asked to update your password for security reasons.



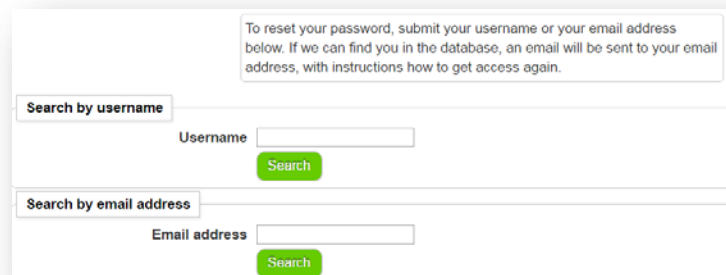
Forgotten Password?

If you are unable to locate your eTrain password, you can easily have a temporary password sent to you. When an incorrect password is attempted, you will see the following screen. Click on the 'Forgotten your username or password?' link to begin the reset.



The screenshot shows a login form titled "Log in". Above the form is a red error message: "Invalid login, please try again". The form contains two input fields: "Username" with the text "jmsteckis" and "Password" with masked characters "*****". Below the password field is a checkbox labeled "Remember username". A green "Log in" button is positioned below the checkbox. At the bottom of the form, there is a link that says "Forgotten your username or password?". A footer note states "Cookies must be enabled in your browser" with a small information icon.

Next, enter your full campus email address into the "Username" field to perform a search for your information.



The screenshot shows a password reset search interface. At the top, a text box explains: "To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again." Below this, there are two search sections. The first section is titled "Search by username" and contains a "Username" input field and a green "Search" button. The second section is titled "Search by email address" and contains an "Email address" input field and a green "Search" button.

If the search results in finding your information, an email will be sent to you. It comes from etrain@higherone.com and the subject line reads, “Higher One’s Online Learning Environment: Password reset request.” There will be a link in the email to complete the password reset. Please note that the link is valid for only 30 minutes from the time the password reset was requested. The link allows you to choose a new password for your eTrain account. You can immediately log in with your new password!

Hi _____,

A password reset was requested for your account '**[REDACTED]**' at Higher One's Online Learning Environment.

To confirm this request, and set a new password for your account, please go to the following web address:

https://extranet.wilghemmesupport.com/Eggs/Forgot_password.php?token=97c8ffad6e0bb796f9a2ee9eac2912a4

(This link is valid for 30 minutes from the time this reset was first requested)

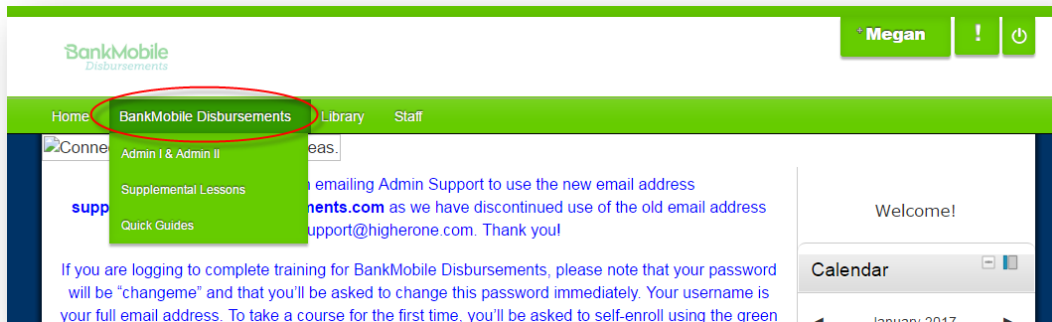
If this password reset was not requested by you, no action is needed.

If you need help, please contact the site administrator,

ETrain Administrator
etrain@higherone.com

Courses and Lessons

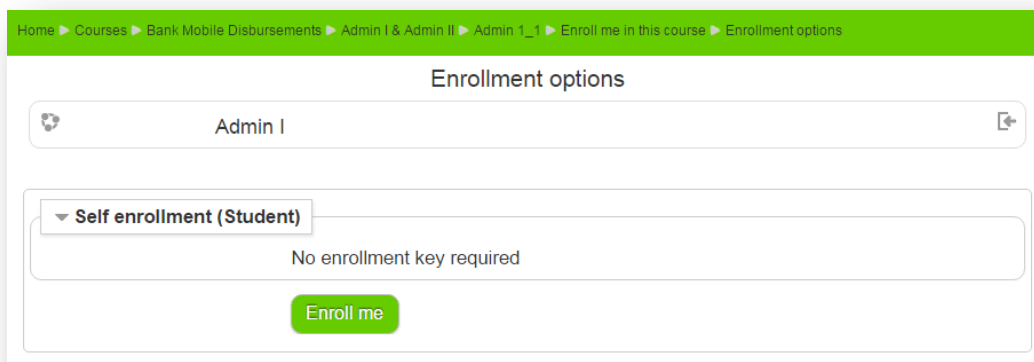
Course categories are accessed through the “BankMobile Disbursements” menu at the top of the homepage.



Here, you can choose between our suggested courses during an initial Launch with BankMobile Disbursements, or Admin I and Admin II, or additional lessons and resources available to you.

Courses may include a combination of different activities and resources. Examples include page-through lessons, single-page lessons, printable guides, and assessments.

If it is your first time accessing a course, you will be asked to self-enroll. This is completely normal. Simply click the green “Enroll me” button to continue and then you’ll be able to take the course in full.



Navigating the Website

It's easy to navigate throughout the eTrain website! Simply use the **green** navigation bar along the top of the page. You may also use the 'Back' button in your browser to return to the previous page.

Throughout the eTrain website, you will find small icons () that expand to provide additional information about the corresponding topic. For example, you will find helpful course descriptions when clicking on these icons around the site!

Questions?

BankMobile Disbursements is pleased to be able to work with you as you bring the program live on campus and throughout our relationship with you. With any training suggestions, questions, or concerns please email Megan Steckis at msteckis@bankmobile.com.