# BankMobile

## A Guide to eTRAIN

Version 7.0

August 2019

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# Welcome to eTRAIN

BankMobile's 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 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.
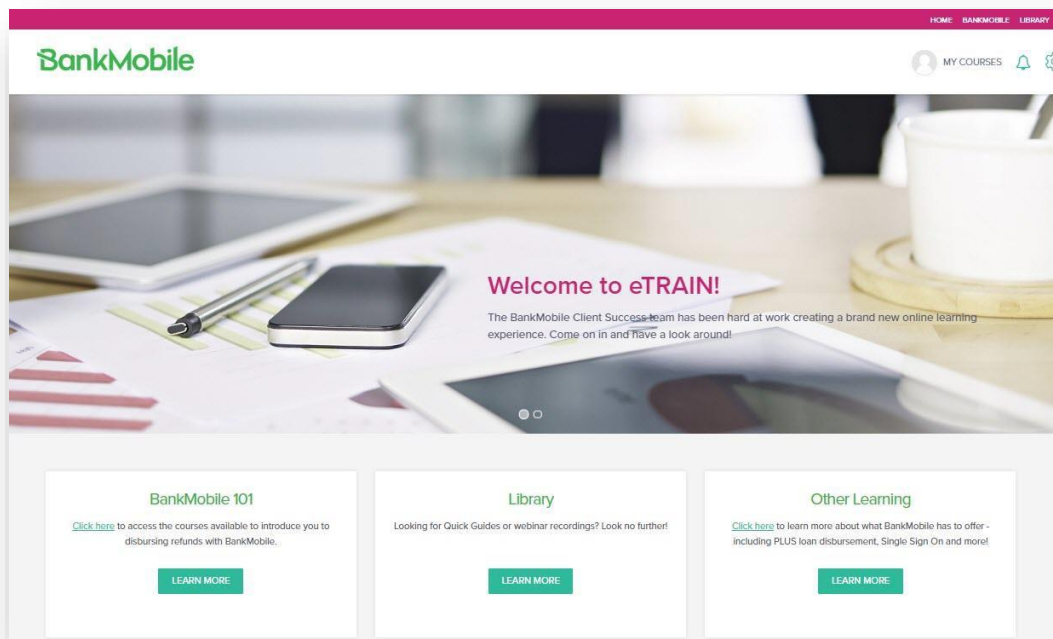
# Gaining access to eTRAIN

Once the campus Security Officer provides a staff member with access to BankMobileAdminSupport.com, eTRAIN access will become available to them 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.
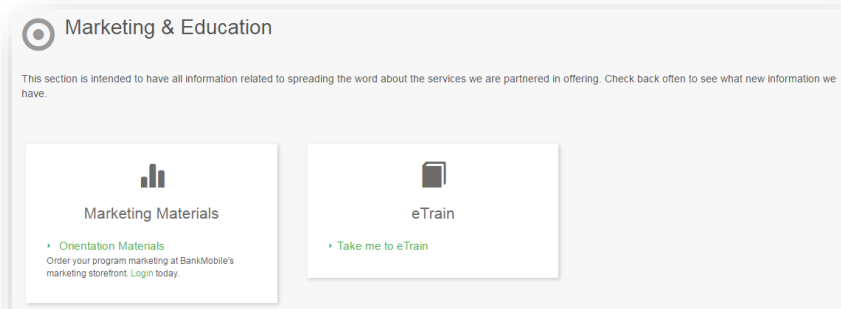


2. Visit https://etrain.bankmobileadminsupport.com/ and enter your login information.

   Login Information: Please note your eTRAIN login information is different than your BankMobileAdminSupport.com login. Your initial login credentials for eTRAIN will be:
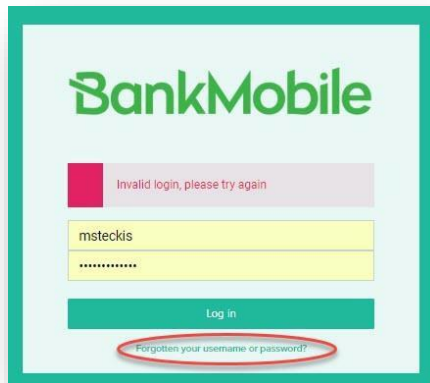
   Username: Full campus email address

   Password: changeme

Please note: 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.
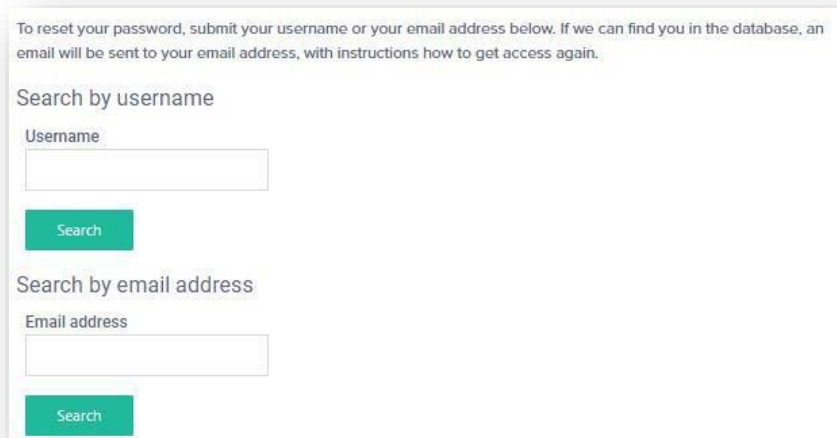
## Forgotten Password?

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.



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

If the search results in finding your information, an email will be sent to you. It comes from ETrain Administrator and the subject line reads, "BankMobile Disbursements Learning Environment: Password reset request." There will be a link in the email to complete the password reset. <u>Please note that the link is valid for only 30 minutes from the time the password reset was requested</u>. The link allows you to choose a new password for your eTRAIN account. And you can immediately log in with your new password!
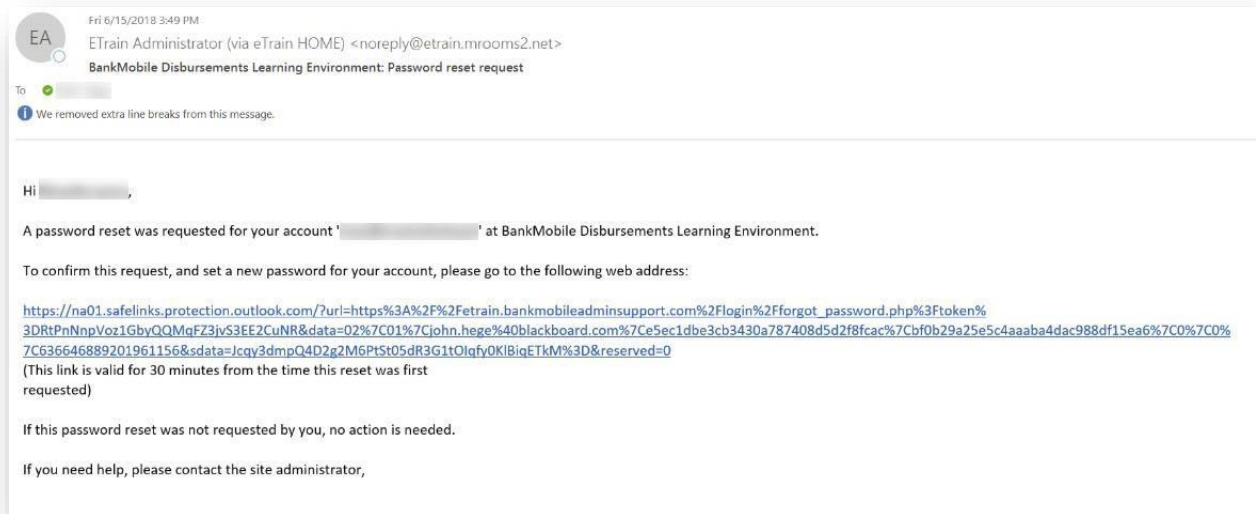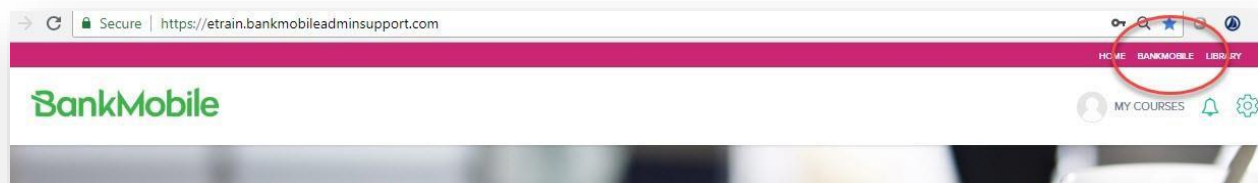
# Courses and Lessons

If this is your first time ever logging into eTRAIN, you will not immediately be brought to the homepage. Instead, your account profile page will be displayed. To exit this screen and access the homepage from which you will choose your course(s), simply close the profile by selecting the "X" at the top, right-hand corner of the page.
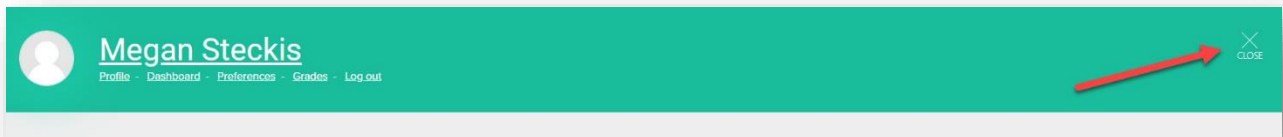


Course categories are accessed through the "BankMobile" menu at the top of the homepage.



Here, you can choose between our suggested courses during an initial Launch with BankMobile, 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 Quick 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.
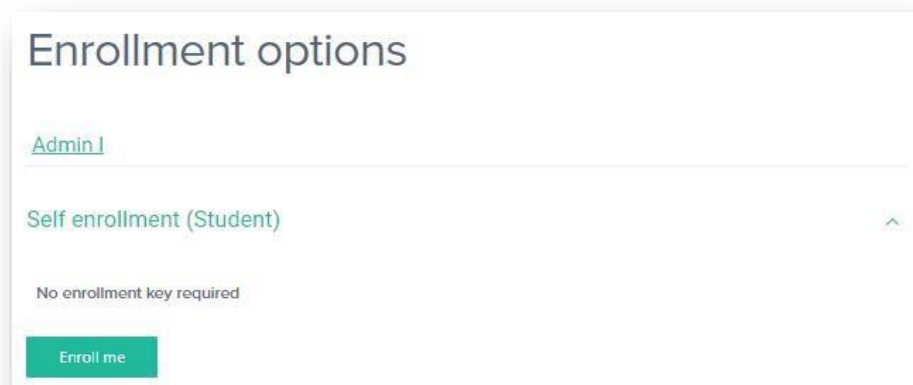
## Navigating the Website

It's easy to navigate throughout the eTRAIN website! Simply use the <span style="color:magenta">pink</span> 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 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.