CounterAct eLearning Curriculum Registration Process

The CounterAct eLearning Curriculum was created for Virginia tobacco and nicotine retailers. It helps retailers meet the requirement to educate and train employees about selling tobacco and nicotine products. The training is made up of self-paced courses, followed by a short assessment. To receive a certificate of completion, you must complete all parts of the curriculum. During the training, you will complete multiple-choice activities, watch videos, and work through different scenarios. Follow the steps below to get started. If you have any questions, please email Jason.Carlin@DBHDS.Virginia.gov.

Registration

1) On your browser, go to https://www.train.org/virginia/welcome.
2) Click on "Create a new account."
3) Create your login name, such as the initial of your first name and your full last name without any spaces. Create a password. Enter your email address, first name, last name, time zone (Eastern Time, US & Canada), and your zip code.
4) Click that you agree to all TRAIN policies. Then click on the blue next step button.
5) Select "Not a Virginia Certified EMS Provider". Confirm this selection.
6) Select "Not a Member of a Local Government Agency". Confirm this selection.
7) Select "Not a member of one of these agencies/industries". Confirm this selection.
8) Select "Not a member of a volunteer agency". Confirm this selection.
9) Select "Not a member of a school or university". Confirm this selection.
10) Select "Not a member of a state agency". Confirm this selection.
11) Select "Finish Creating Account".
12) Check your email account for an email from TRAIN and click the link in the email so you can confirm your account.

Accessing the Curriculum

1) After you confirm your account, make sure you are logged into TRAIN. Then, go to "Courses" on the menu bar at the top of the webpage.
2) Search for "CounterAct" and choose whether you want to take the course for "Clerks" or the course for "Managers". If you want to take the course for "Managers," you must first complete the course for "Clerks".
3) Once in the curriculum, in the top righthand corner, click on "Launch". A registration pop-up will appear. Click "Go to profile" and answer all the questions marked by an exclamation point in a red circle. For "Zip Code," please put in the zip code of the store for where you work. If you are not sure of a response, you can enter "N/A" instead. For "Professional Role"

and "Work Settings," go to the bottom of the list and pick, "Other specify" and then type "N/A".

4) Make sure your information is correct and click "Save" in the top right corner of the screen.
5) Now, click "Launch".
6) Go through the course playing videos, answering questions and clicking on "Continue" as needed to continue the course.
7) In order for the course to be completed, you must finish every slide and all of the activities. Wait until the sound for each slide is complete to move to the next slide. Until everything is completed, the post-assessment will not appear.
8) After you finish the last slide, click on "Quit" at the top of the screen. Then, in the bottom right corner, a button will appear for you to take the post-assessment. (If you miss this button, click the "Close" button to be taken back to the course registration page and then follow the directions below.)
9) If you are not automatically taken to the post-assessment or taken back to the home page or would like to do the post-assessment at a different time, click on "Post-Assessment" on the course page in the top right corner and then click "Start".
10) Complete the post-assessment to receive your certificate. You will need at least 80% to pass. You will have three attempts and up to 30 minutes to finish the assessment.
11) Once you pass, click on "Close.".
12) A pop-up window will ask you to "Submit a Review". Please feel free to leave a review. You can also just click, "Cancel" in the bottom right of the window to close the window.
13) To get your certificate, click "Certificate" in the top right corner of the screen and then click "Download". Save this file somewhere easy to find on your computer or phone. If you forget to save your certificate, there are directions below to be able to save it later. Click "Close" in the pop-up window.
14) Log out of TRAIN Virginia by clicking on your name in the top right corner of the screen and then clicking, "Log Out".

Certificate Access

1) To view your certificate, go to the "Your Learning" tab.
2) Go to "Your Certificates".
3) Find the "CounterAct" course that you want the certificate for and click on the icon to the left of the title with the down arrow.
4) When the pop-up appears, click on "Download".
5) Press "Save" to save the certificate choosing where to save it on your computer or phone.