

Federal Employment Training for Veterans Help Page

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Who should take this course?

The target audience for the *Federal Employment Training for Veterans* course includes Veterans and transitioning military service members who are seeking employment at any of the agencies of the Federal government.

There are no prerequisites for the course, and participants are not expected to have prior knowledge of the Veterans Employment Initiative before taking the training.

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What do all the navigation buttons do?

- Next: Takes you to the next page.
- Back: Returns to the preceding page.
- Refresh: Refreshes the page, resets questions, and replays any animation or audio elements.
- Resources: Displays a PDF that contains a list of resources along with links to websites where additional information can be found.
- Glossary: Displays a PDF of terms and acronyms used throughout the course with their definitions.
- Help: Displays this PDF of frequently asked questions (FAQs) about the course.
- Exit: With confirmation, closes the course.

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How do I know what to click?

Bold blue text is selectable and allows you to view more information about a topic in a popup window (be sure to enable popups). At the bottom of each popup window is a selectable "Close This Window" link.

A selectable graphic is indicated by the use of a hand icon placed on the graphic. The cursor will change to a pointing hand when positioned over a selectable graphic.

Other elements that are selectable include radio buttons, checkboxes, and the "Done" button used on Review Question pages.

Always read the instructions in the prompt area at the bottom of each page to ensure that you don't miss any information.

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When I click a link or a graphic, nothing happens. Why?

You may need to set your browser to allow popups in order for some information to appear. If you are using the Google toolbar in your browser, you may hold the Ctrl key and select the item at the same time, which allows the popup window to open. In Internet Explorer, you can adjust the settings for blocking popups by selecting Internet Options from the Tools menu, then clicking the Privacy tab.

Many of the graphics in the course are not selectable. Selectable graphics are indicated by a hand icon placed on the graphic. The cursor will also change to a pointing hand when positioned over a selectable or rollover graphic.

You may need to click the “Refresh” button at the bottom of the screen to reload the page. If the problems persist, try exiting the course by selecting the “Exit” button. Then reenter the course.

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I don't see a Next button. What do I do?

The Next button should appear on the lower right side of the screen. If you don't see it, try maximizing the window. If that doesn't fix the problem, check to be sure your screen size is set to 100%. (In Internet Explorer, you can find the zoom level setting at the bottom right of the window.)

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What do I do if the page doesn't load properly?

If all elements of the page haven't loaded properly, click the “Refresh” button at the bottom of the page to reload the page.

If an animation won't play, check to be sure that you have the Adobe Flash Player installed. If it is not installed, obtain approval and/or install the Adobe Flash Player on the computer. You can find information about the Adobe Flash Player at www.adobe.com.

A low connection speed could cause the page to load slowly or improperly. In addition, keep in mind that the course was designed to run on PCs using the Internet Explorer browser (version 7 or higher).

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Can I skip the questions in the course?

Yes. However, it is recommended that you answer all of the questions presented throughout the course to check your understanding of the material. Generally, you will be given two attempts to answer the question correctly. You will be given feedback after an incorrect attempt. After the second attempt, you will be shown the correct answers along with feedback.

You may, at any time, use the Back button to review the content associated with a question, in order to answer any of the questions presented throughout the course.

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How do I find out the meanings of the terms used in the course?

You may access the glossary PDF at any time throughout the course by clicking the Glossary link at the top of your screen. You may wish to print or save this document for future reference.

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What tools are available to help me learn the course content and to use as a reference later?

In addition to the Review Questions that are provided in the training to help you check your knowledge of the content, the course contains downloadable tools in portable document format (PDF) that can be used as references in your day-to-day work. The Resources link at the top of the screen opens a PDF that contains a list of links to additional information about topics included in the course. The Glossary link at the top of the screen opens a PDF which contains a list of terms used in the course and their definitions. You may print these documents or save an electronic copy for future reference.

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I have questions about the information in the course. Is there someone I can contact?

For more information about Veterans employment, check the U.S. Office of Personnel Management's Veterans Employment Website, <http://www.fedshirevets.gov>. You may find the answer to your question at OPM's FAQ site:

<http://www.opm.gov/FAQs/topic/veterans/index.aspx>.

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How do I find out more information about Federal employment?

Several helpful resources are included in the resource PDF, accessible at any time by clicking the Resources link at the top of your screen. You may wish to print or save this document for future reference. Be sure to visit the U.S. Office of Personnel Management's Government-Wide Veterans Employment Website at <http://www.fedshirevets.gov>.

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