

Steps to Self-Register for Training

1. Visit: streetsmarts.onqsafety.com
Make sure that you are using Chrome (other browsers may not run as efficiently)
2. Click on **Create new account**
3. Complete the Create Account Form
 - a. Select your **School District**
 - b. Select your **High School**
 - c. Select your **Teacher/Instructor**
 - d. Select your **Period**
 - e. Enter **First** and **Last name** (This will appear on your certificate of completion)
 - f. Enter your **Student Number** – This is your high school lunch student number, it needs to be at least 5 digits long
 - Your Student Number will be your username and password to log back into the system
 - g. Enter your **Student Number** again
4. Click “Create New Account”

* *If you do not have a student number, please contact On Q Safety*

Streetsmarts logo

Already have an account?

Username / Email / Student #

Password / Student #

Remember username

Log in

Forgotten your username or password?

First time here?

Create new account

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School District

High School

Teacher/Instructor

Period

First name

Last name

Student Number*

Student Number Again

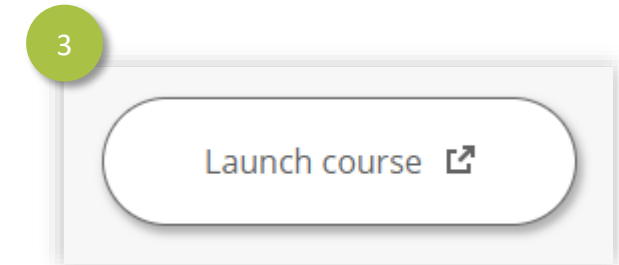
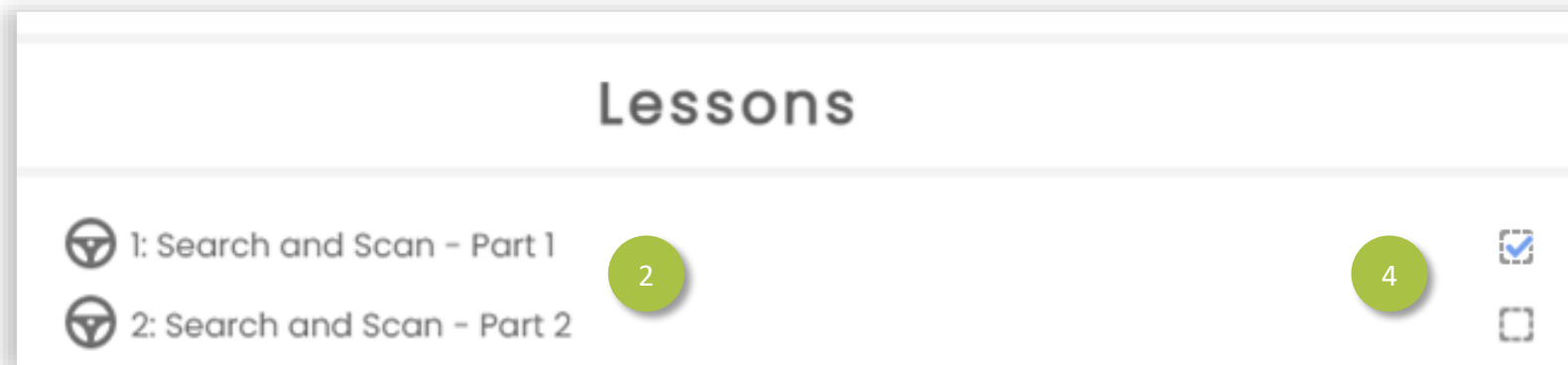
Create New Account

Cancel

Your student number will be your password for logging in. Must be at least 5 digits.

Steps to Training

1. Click 'Access' to see the lessons
2. Select a lesson to begin
3. The lesson will launch in a separate window, if not click 'Launch'
4. Completed lessons will be indicated by a checkmark
5. After your initial login, you will be able to continue the lessons by clicking on Access



Training FAQs

- **General Issues:** Use Google Chrome as your Web Browser to complete the training.
- **Items don't appear:** Go into your browser to "allow Pop-ups."
- **Nothing Happens on Launch:** When you click "Launch Lesson", the lesson should open in a new window. If you click the button and nothing happens, the lesson may already be open in a hidden window.
- **Can't Advance to the Next Section:** Each section of the lesson must be completed before you can advance to the next section. If you exit a lesson before finishing, make sure you click "**Resume**" when you launch the lesson again. If you do not click resume it will take you to the beginning of the training.
- **Doesn't Mark as Complete:** A minimum score of 80% must be achieved on the lesson quiz or challenge for the lesson to be marked complete. If you do not get an 80% the first time, you will need to retake the quiz and get a passing score.
- **No Sound:** If the sound doesn't start with any slide, click "Pause" and then click "Play."
- **Small Images:** If you are completing the training on a mobile device and the images and videos appear too small, you can zoom using your fingers to enlarge the images and videos.

Training FAQs

To reach Tech Support

1. You can chat with customer support during normal operating hours by clicking on “Chat” in the bottom right corner.
 2. Send in a ticket by clicking on the “Support” tab on the left side of the website and filling out the form.
 - A. **Requester:** You’re email address
 - B. **Name:** Your first and last name
 - C. **Subject:** Issue in few words
 - D. Make sure to put as much information as possible
 - E. You can also search help articles on this screen
 3. Send an email to support@onqsafety.com. Provide your name, school, and a description of your problem. Your computer type and web browser type will greatly help.
- Hours of Operation 9:00 AM - 5:00 PM Monday-Friday

The screenshot displays the 'On Q Support' interface. At the top, a 'Lessons' section lists seven items, each with a dropdown arrow and a checkbox: 1: Search and Scan - Part 1, 2: Search and Scan - Part 2, 3: Hazard Recognition - Part 1, 4: Hazard Recognition - Part 2, 5: Sight, Speed and Space Management - Part 1, 6: Sight, Speed and Space Management - Part 2, and 7: Judging Safe Distance - Part 1. A green circle with the number '2' is positioned over the 'Support' tab on the left sidebar. Below the lessons is the 'On Q Support' form, which includes a search bar for articles, a 'Search Articles' button, and a search icon. The form fields are: 'test@test.net' (email), 'Your Name', 'Subject', a rich text editor with formatting options (B, I, U, list, link, image, video), an 'Inquiry Type' dropdown menu, and a reCAPTCHA 'I'm not a robot' checkbox. A green circle with the letter 'E' is placed over the search bar. At the bottom right of the form is a 'Submit' button. A green circle with the number '1' is located at the bottom right of the page, near a chat icon. The footer contains the text 'Help Desk Software by Freshdesk Support Desk' and 'Privacy Policy'.