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ERDC Technology Transfer and Infusion / Knowledge Management

Discover ERDC 101 and 201 Training Modules User's Guide

Michael A. Clement, Sage Broderick, Marty Garton,
and Jack Pan

November 2023



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Abstract

Discover ERDC is a web-based tool that functions as a knowledge management hub by enabling employees of the US Army Engineer Research and Development Center (ERDC) to access valuable resources such as detailed employee profiles, organizational details, and links to other knowledge stores. This document covers the update of the ERDC 101 and 201 video player systems, the addition of a training component to those modules, and the integration of the systems into Discover ERDC.

The updated video systems contain a collection of onboarding video presentations that give new employees critical information about their careers at ERDC. In addition, Discover ERDC 101 and 201 provide progress-tracking mechanics for asynchronous learning, as well as the ability to certify that employees have completed the training modules. This document serves as a user guide for these tools, providing an overview of the content and functionality.

Contents

Abstract	ii
Figures	iv
Preface	v
Requirements for Use	vi
1 Introduction	1
2 Accessing the System	5
2.1 Authentication.....	5
2.2 Accessing the Modules.....	6
3 Video Players	10
3.1 Watching a Video	10
3.2 Progress Tracking	10
4 Obtaining Completion Certificates	12
5 Help and Feedback	14
5.1 Troubleshooting and Frequently Asked Questions	14
5.2 Additional Help.....	14
5.3 Points of Contact	14
Appendix A : Fixes for Common Authentication Problems	16
A.1 Clearing the Browser Cache in Google Chrome	16
A.2 Resetting the PIN Cache	17
Abbreviations	19
Report Documentation Page	20

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Figures

1. Original video player interface.	2
2. Original interface following Adobe Flash Player end of life.	2
3. Updated video player interface.	4
4. Certificate selection in Google Chrome.	5
5. Multiple sign-on delay error message.	6
6. Discover ERDC end user license agreement.	6
7. Links to the modules from the main menu bar.	7
8. Manually entering the module URL.	7
9. ERDC 101 welcome video and modules.	8
10. ERDC 201 welcome text and modules.	9
11. Video with chapter links.	10
12. Completed video checkmark.	11
13. Completion notification.	12
14. Completion certificate print screen.	13
15. Certificate print dialog screen.	13
16. Clearing the browser cache in Google Chrome, steps 1 and 2.	17
17. Clearing the browser cache in Google Chrome, step 3.	17

Preface

This research was conducted for the US Army Engineer Research and Development Center (ERDC) Office of Research and Technology Transfer utilizing Future Innovation Funds for “ERDC Technology Transfer and Infusion/Knowledge Management” by the ERDC Information Technology Laboratory (ITL). The technical monitor was Ms. Antisa Webb.

The work was performed by the Scientific Software Branch of the Computational Science and Engineering Division, ERDC-ITL. At the time of publication, Mr. Joshua Church was branch chief, Dr. Jeffrey L. Hensley was division chief; and the technical director was Dr. Robert M. Wallace. The deputy director of ERDC-ITL was Dr. Jacqueline S. Pettway, and the director was Dr. David A. Horner.

COL Christian Patterson was commander of ERDC, and Dr. David W. Pittman was director.

Requirements for Use

Discover ERDC 101 and 201 are web-based applications that require the use of Microsoft Edge, Google Chrome, Mozilla Firefox, or another similar modern browser in order to function properly. These browsers can be obtained from the following sources or from the ACE-IT Enterprise Service Desk and RDE Helpdesk:

Chrome:

<https://www.google.com/chrome>

Firefox:

<https://www.mozilla.org/en-US/exp/firefox/>

1 Introduction

Several years ago, a former director of the US Army Engineer Research and Development Center (ERDC) requested a series of videos be created that would help employees to better understand their careers at ERDC. Those videos were divided into two series: ERDC 101 and ERDC 201. The ERDC 101 videos focused on introducing new employees to their careers and educating them on the ins and outs of working at ERDC. The ERDC 201 series focused more on the inner workings of ERDC with an emphasis on performance and project management, funding, and technology transfer. These video series served as a valuable learning resource to incoming employees as well as experienced employees.

To provide a user-friendly experience for those accessing the ERDC 101 and 201 videos, the developers used Adobe Flash to develop a user interface. At the time the user interface was developed, Adobe Flash Player was ubiquitous on the internet. Every internet browser could display Adobe Flash content, and the user interface was simple and easy to navigate. The interface featured a large video player with typical video controls on the right-hand side of the screen and a left-side bar with a list of videos in the form of links that would load the selected video into the video player (Figure 1).

This user interface served well for the delivery of the videos for several years until Adobe Flash Player was discontinued on December 31, 2020. After that date, the video interface ceased to function, and users only saw an empty box when using Internet Explorer to view the web page that hosted the content (Figure 2).

Figure 1. Original video player interface.

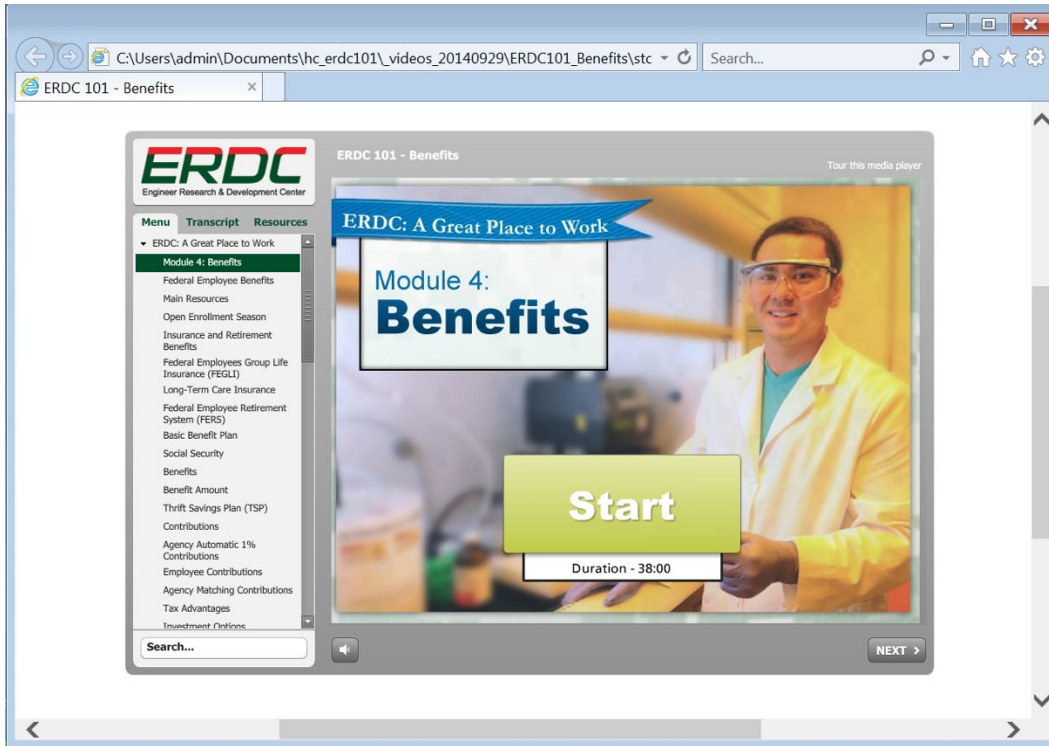
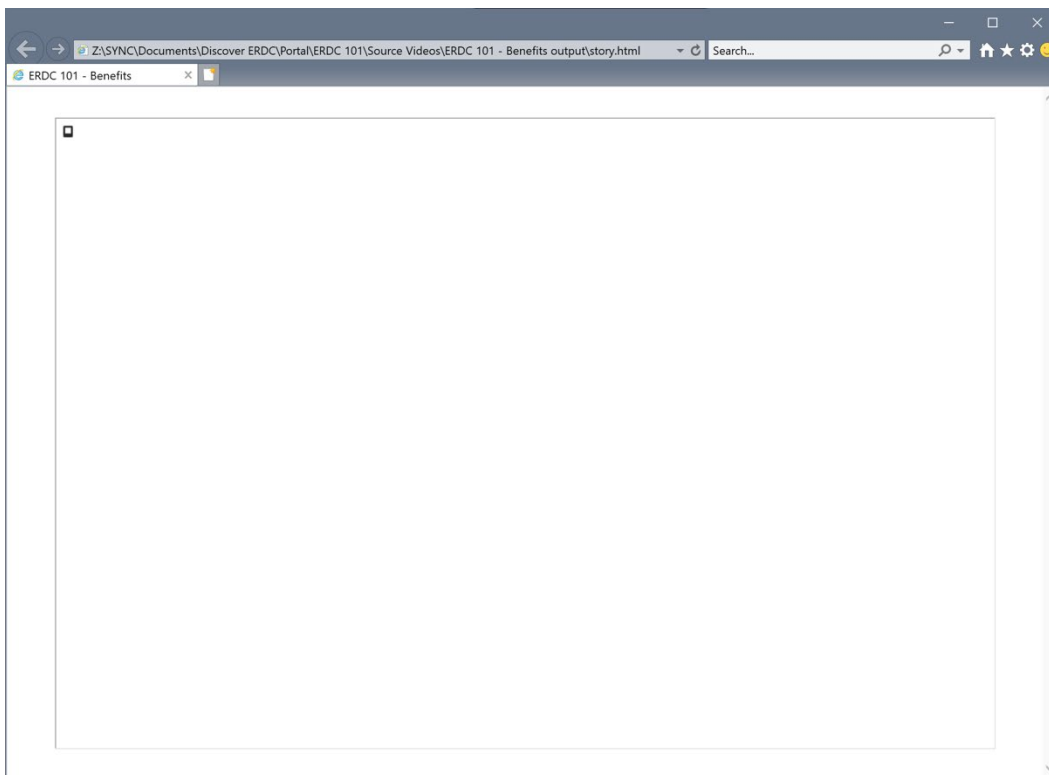



Figure 2. Original interface following Adobe Flash Player end of life.




At this point, the videos were no longer accessible to ERDC employees. To remedy this issue, the ERDC Human Capital office made a request to the Office of Research and Technology Transfer to update the ERDC 101 and 201 video players to a modern technology that would function in a similar manner to the original Adobe Flash Player videos. In FY22, the Discover ERDC development team began the process of converting the Adobe Flash Player videos and players to MP4 and HTML5 formats respectively. The result of this effort (e.g., Figure 3) is the subject of this report, which will outline the conversion development process and provide useful information and how-to tips on navigating the new ERDC 101 and 201 training systems.

Figure 3. Updated video player interface.


Discover Employees!

Suggestions? Click here!



ERDC 101

Welcome to the ERDC!

As a new employee we know you will have lots of questions. ERDC 101 is designed to give you an introduction to what we do here at ERDC, and to your rights, benefits and responsibilities of being a member of our team!

Welcome


Dr. David Pittman's Welcome ✔

ERDC Orientation and Overview - LTC Harding's Welcome

ERDC: A Great Place to Work

Module 1 - Employee Value Proposition (EVP)

- Introduction
- What's in It for You?
- Great Careers
- Inspiring Environments
- Professional Relationships
- Exciting Challenges
- Educational Opportunities
- Family Friendly
- Summary



Module 2 - Professional Development and Training

Module 3 - Library Science & Knowledge Transfer

Module 4 - Benefits

Module 5 - Pay and Performance

Ins and Outs of Working Here

Module 1 - Safety and Health

Module 2 - Security

Module 3 - Information Management Information Technology

Module 4 - Travel and Transportation

Module 5 - Government Travel Charge Card

Module 6 - Public Affairs Office

Module 7 - Directorate of Human Capital

Module 8 - What We Do

Learn more about your career at ERDC with ERDC 201

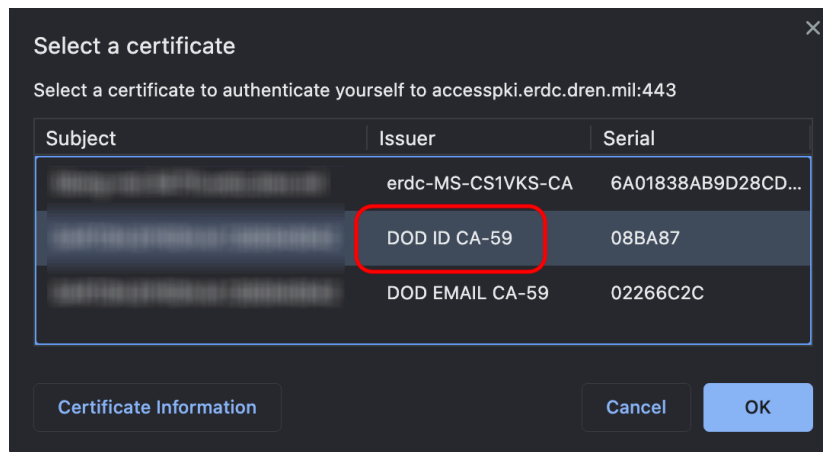
2 Accessing the System

Since the update of the ERDC 101 and 201 modules, users can now access them through the main Discover ERDC website by using a web browser (Microsoft Edge or Google Chrome are recommended) to navigate to <https://discover.erdcdren.mil>. Once on the page, the user will be asked to provide their credentials.

2.1 Authentication

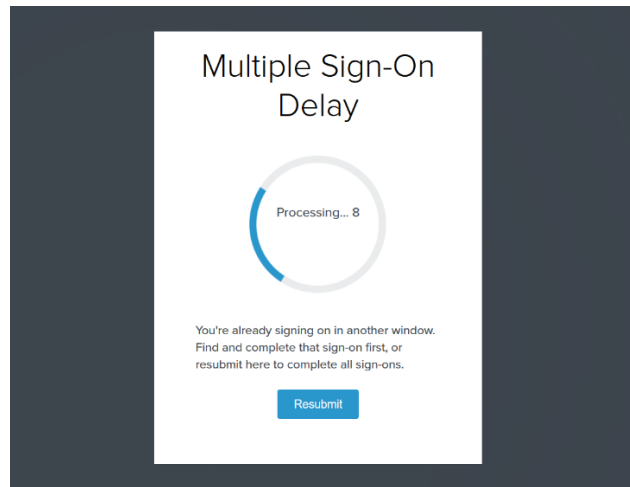
Discover ERDC utilizes the Research and Development Environment's (RDE) single sign-on (SSO) capability, which requires the use of a common access card (CAC) and personal identification number (PIN). As shown in Figure 4, choose the "Authentication" certificate from the CAC. The other certificates may or may not work properly.

Figure 4. Certificate selection in Google Chrome.



If an error message is received before or after the certificate prompt, it is likely the browser's cache will need to be cleared. To do this, follow the instructions in Appendix A. If an error message is received after supplying the PIN, the PIN was either entered incorrectly or the browser failed to pass the credentials through the authentications system. Try again with another browser or clear the browser's cache by following the instructions in the Appendix. Occasionally, a multiple sign-on delay message can appear as shown in Figure 5.

Figure 5. Multiple sign-on delay error message.

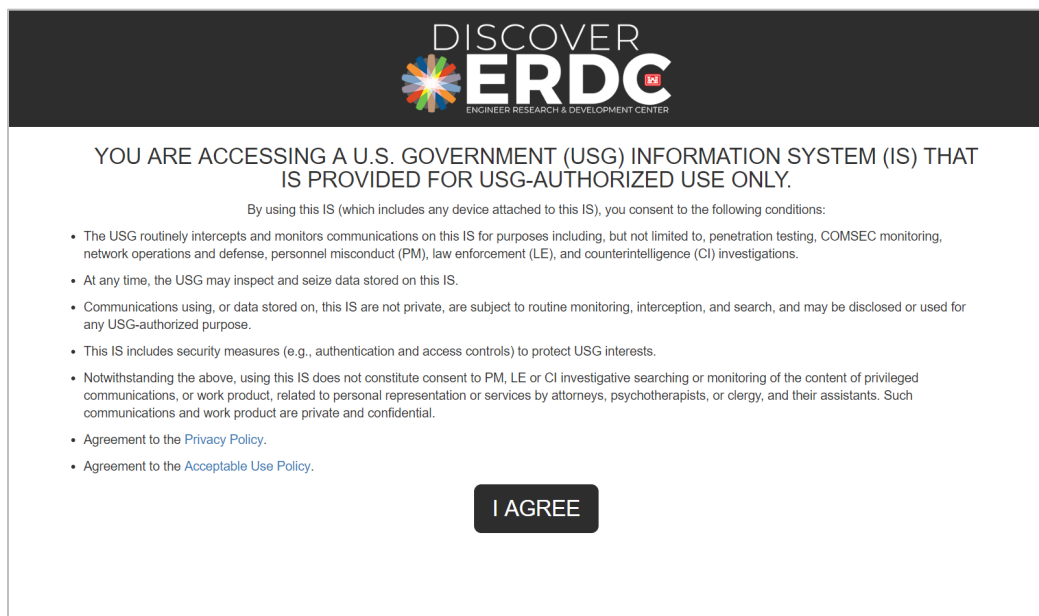


Click the “Resubmit” button to continue. If login issues continue, call the RDE Helpdesk for assistance. Their contact information is in Section 5.

2.2 Accessing the Modules

Once successfully authenticated, the End User License Agreement will be presented (Figure 6). Click the “I Agree” button to continue to the Discover ERDC landing page.

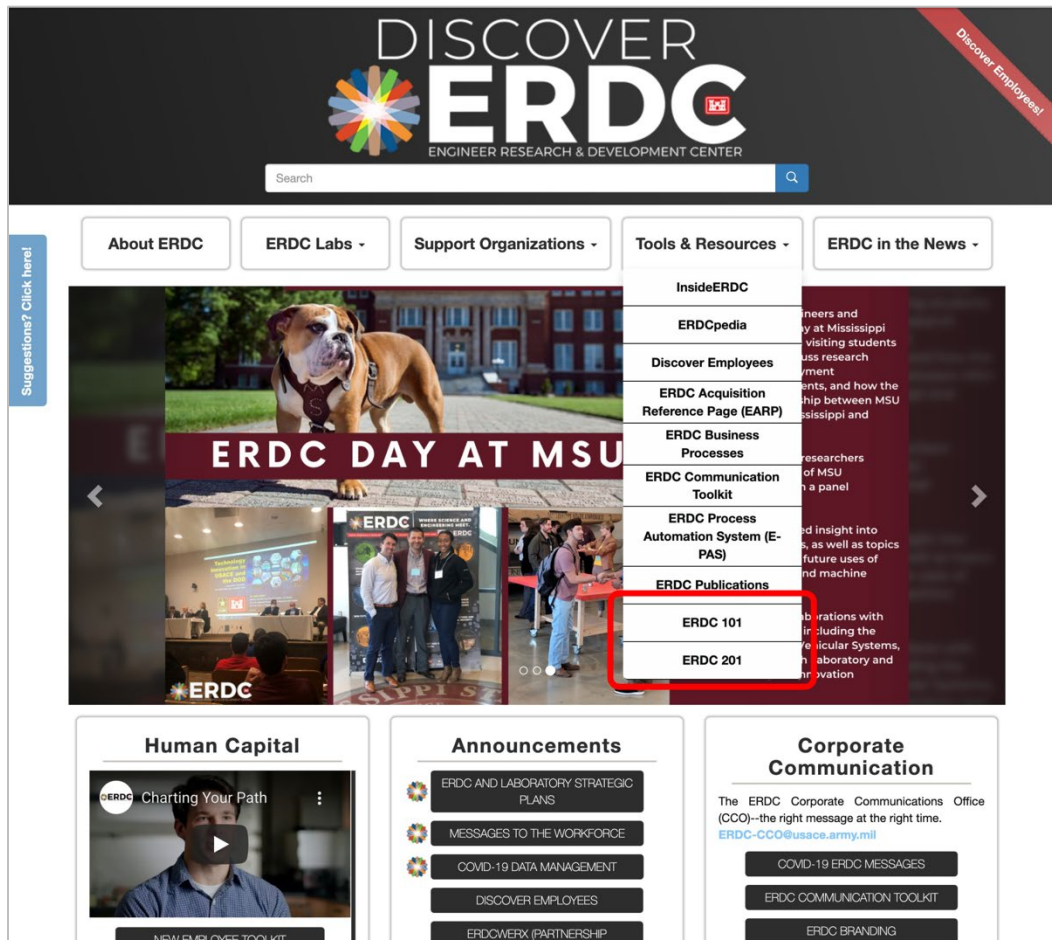
Figure 6. Discover ERDC end user license agreement.



There are two ways to reach the ERDC 101 and 201 modules from this point. First, from the Discover ERDC homepage, users may click the

“Tools & Resources” dropdown menu, then click either the “ERDC 101” or “ERDC 201” link (Figure 7). These links will take the user directly to the respective module pages.

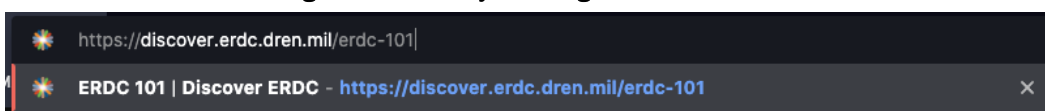
Figure 7. Links to the modules from the main menu bar.



Second, users may type the URL for the module pages directly into the browser’s address bar. Enter either of the URLs below to access ERDC 101 and 201 directly. Figure 8 demonstrates entering the URL manually.

<https://discover.erc.dren.mil/erc-101>
<https://discover.erc.dren.mil/erc-201>

Figure 8. Manually entering the module URL.



On the ERDC 101 page (Figure 9), users are greeted by some explanatory text and a welcome video from Dr. David Pittman, the director of ERDC. Below the welcome video are the ERDC 101 video modules that walk employees through various facts and features of employment at ERDC.

Figure 9. ERDC 101 welcome video and modules.

DISCOVER ERDC
ENGINEER RESEARCH & DEVELOPMENT CENTER

Search

Discover Employees!

ERDC 101

Welcome to the ERDC!

As a new employee we know you will have lots of questions. ERDC 101 is designed to give you an introduction to what we do here at ERDC, and to your rights, benefits and responsibilities of being a member of our team!

Welcome

Dr. David Pittman's Welcome

ERDC New Employee Welcome Video

David PITTMAN
ERDC Director

ERDC Orientation and Overview - LTC Harding's Welcome

ERDC: A Great Place to Work

- Module 1 - Employee Value Proposition (EVP)
- Module 2 - Professional Development and Training
- Module 3 - Library Science & Knowledge Transfer
- Module 4 - Benefits
- Module 5 - Pay and Performance

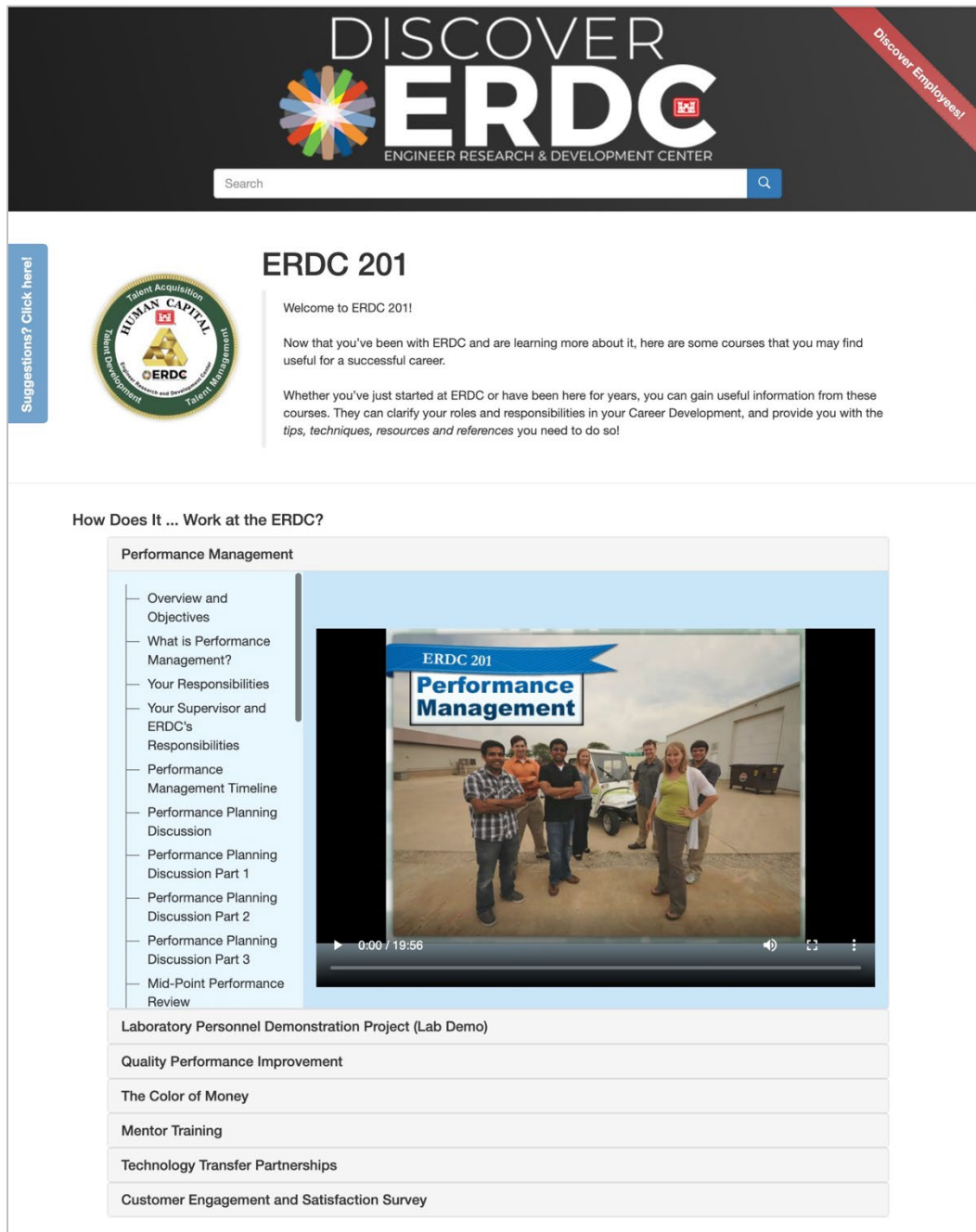
Ins and Outs of Working Here

- Module 1 - Safety and Health
- Module 2 - Security
- Module 3 - Information Management Information Technology
- Module 4 - Travel and Transportation
- Module 5 - Government Travel Charge Card
- Module 6 - Public Affairs Office
- Module 7 - Directorate of Human Capital
- Module 8 - What We Do

Learn more about your career at ERDC with ERDC 201

On the ERDC 201 page (Figure 10), users are greeted by some explanatory text and the ERDC 201 video modules that walk employees through various facts and features of career development at the ERDC.

Figure 10. ERDC 201 welcome text and modules.



The screenshot displays the ERDC 201 website interface. At the top, there is a navigation bar with the ERDC logo (a colorful starburst) and the text "DISCOVER ERDC ENGINEER RESEARCH & DEVELOPMENT CENTER". A search bar is located below the logo. A red banner in the top right corner says "Discover Employees!".

On the left side, there is a vertical blue button that says "Suggestions? Click here!". Below it is a circular logo for "HUMAN CAPITAL" with "ERDC" in the center, surrounded by the text "Talent Acquisition", "Talent Management", "Talent Development", and "Talent Retention".

The main content area is titled "ERDC 201" and contains the following text:

Welcome to ERDC 201!

Now that you've been with ERDC and are learning more about it, here are some courses that you may find useful for a successful career.

Whether you've just started at ERDC or have been here for years, you can gain useful information from these courses. They can clarify your roles and responsibilities in your Career Development, and provide you with the *tips, techniques, resources and references* you need to do so!

Below the text, there is a section titled "How Does It ... Work at the ERDC?" which contains a video player. The video player has a list of topics on the left:

- Performance Management
 - Overview and Objectives
 - What is Performance Management?
 - Your Responsibilities
 - Your Supervisor and ERDC's Responsibilities
 - Performance Management Timeline
 - Performance Planning Discussion
 - Performance Planning Discussion Part 1
 - Performance Planning Discussion Part 2
 - Performance Planning Discussion Part 3
 - Mid-Point Performance Review

The video player shows a group of people standing in front of a building, with a blue banner that says "ERDC 201 Performance Management". The video player controls show a progress bar at 0:00 / 19:56.

Below the video player, there is a list of course titles:

- Laboratory Personnel Demonstration Project (Lab Demo)
- Quality Performance Improvement
- The Color of Money
- Mentor Training
- Technology Transfer Partnerships
- Customer Engagement and Satisfaction Survey

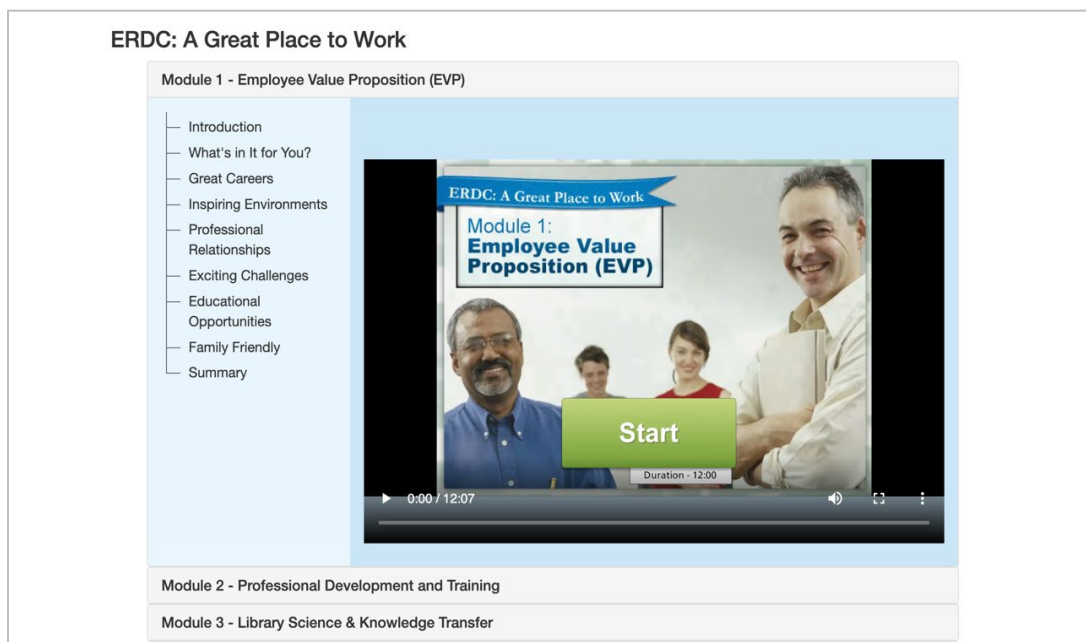
3 Video Players

The ERDC 101 and 201 modules contain many videos grouped by subject matter. The groups are contained and organized within accordion-style user interface controls. The following subsections provide details regarding the video modules used by ERDC 101 and 201, along with details on progress tracking.

3.1 Watching a Video

Videos are contained in collapsible, accordion-style module rows. To view a video, click on the row heading that houses it. This will expand the accordion, presenting the video player as well as a sidebar of chapter timestamps within the video (Figure 11) (some videos may not have timestamps, in which case there will be no sidebar). Clicking on a timestamp link will jump the video to the designated time point.

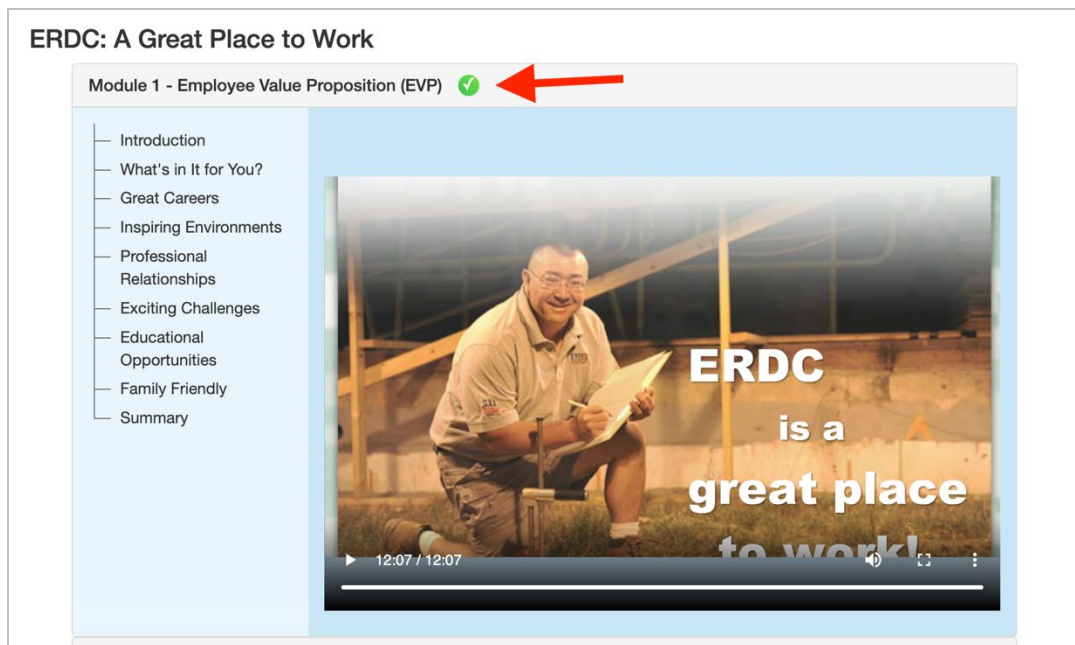
Figure 11. Video with chapter links.



3.2 Progress Tracking

Watching a video completely (meaning the progress bar reaches the end and the video stops on its own) will result in a green completion checkmark being added to the video's header (Figure 12).

Figure 12. Completed video checkmark.



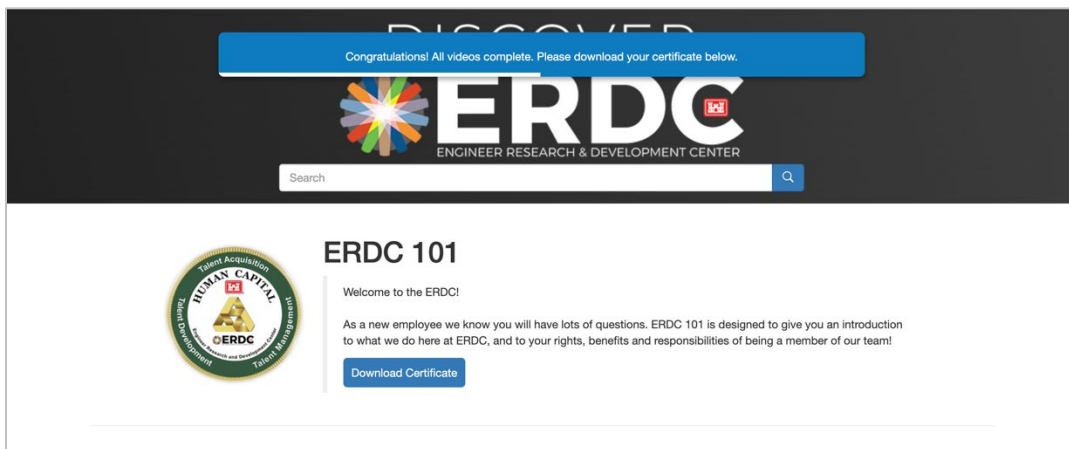
The green checkmarks serve to mark a user's progress as they proceed to watch all the videos in each module. Obtaining completion checkmarks on all videos within every module results in a completion certificate being generated (see Section 4 for more information).

Note: The progress checkmarks are not saved permanently. Fully quitting the web browser will result in the checkmarks being cleared. To preserve progress during multisession training, it is recommended that the ERDC 101 tab remain open until each video is viewed and the training is complete.

4 Obtaining Completion Certificates

The ERDC 101 and 201 modules record the progress a user makes while watching each video. This progress tracking serves as a training tool that generates a completion certificate once all required videos have been viewed. Once a user has watched all the videos, a notification will inform them that they can now download a certificate, and a blue button labeled “Download Certificate” will appear at the top of the page. The notification bar is timed and will expire and disappear after a set amount of time. A white progress bar indicates the remaining time until expiration of the notification box (Figure 13).

Figure 13. Completion notification.



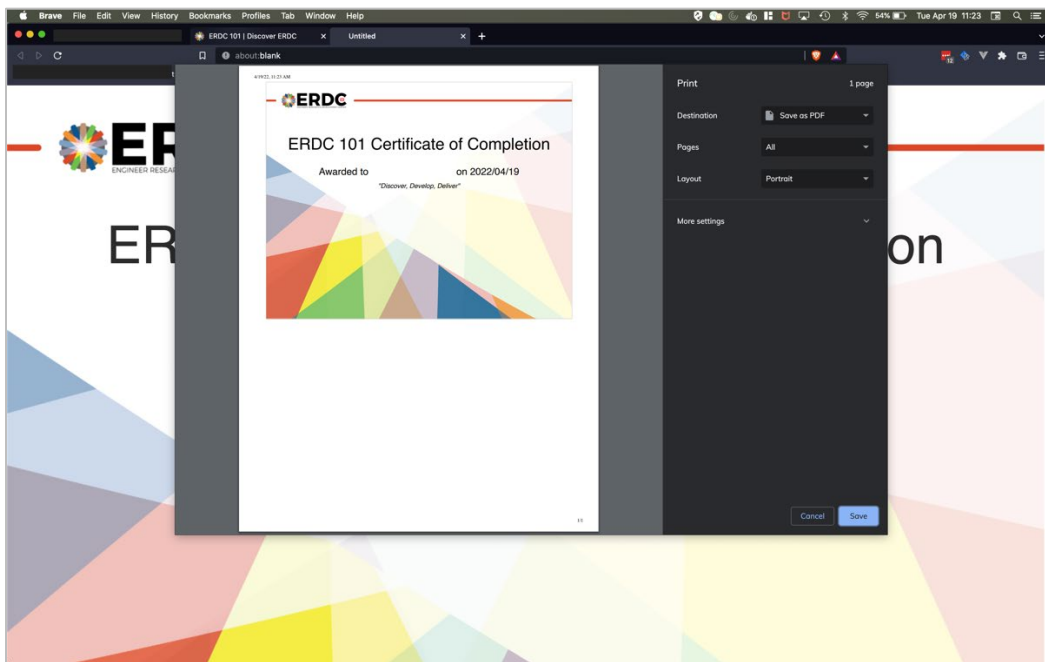
Clicking on “Download Certificate” opens a new tab with a certificate in it (Figure 14). A print window will then appear, enabling the user to save the certificate as a PDF or print it for their own records (Figure 15). If the print dialog screen does not appear, press ctrl + p (Windows) or cmd + p (Mac) to manually trigger the print dialog from the certificate screen.

Note: Discover ERDC does not maintain records of completion. It is the responsibility of the trainee to save a copy of the certificate. Failure to do so will result in having to redo the training from the beginning.

Figure 14. Completion certificate print screen.



Figure 15. Certificate print dialog screen.



5 Help and Feedback

5.1 Troubleshooting and Frequently Asked Questions

This section covers troubleshooting advice for the application as well as some frequently asked questions.

Question: I accidentally closed my tab, but didn't close my web browser. Was my progress saved?

Answer: Yes, ERDC 101/201 progress is tracked in local browser storage, so closing a tab won't wipe out progress. However, if users fully quit the browser, progress will not be saved.

Question: I watched all the videos, but there isn't a "Download Certificate" button. What do I do?

Answer: Make sure all videos have a green completion checkmark next to them. If any are missing, watch that video. If all are present, try refreshing the page (progress is not lost between page refreshes).

5.2 Additional Help

Help is available via the RDE Helpdesk 24 hours a day, every day, by reporting issues via phone or email.

Toll Free: 1-800-522-6937, press (1), then dial extension 3562

Vicksburg, MS, Local: 601-634-3562

Email: RDEHelpDesk@erdc.dren.mil

5.3 Points of Contact

Additional points of contact are listed below. All help requests should be routed first through the RDE Helpdesk before contacting anyone else.

Tisa Webb

Office of Research and Technology Transfer (ORTT)

601-634-4259

Antisa.C.Webb@usace.army.mil

Marty Garton
Information Technology Laboratory (ITL)
601-634-2888
Byron.M.Garton@erdc.dren.mil

Sage Broderick
Information Technology Laboratory (ITL)
601-634-2821
Sage.Broderick@erdc.dren.mil

Appendix A: Fixes for Common Authentication Problems

SSO authentication issues a token to the user's browser that passes their authentication session on to other systems that utilize SSO. This allows the user to skip reentering their CAC PIN when traversing between systems. The authentication tokens come with a lifespan of 8 hours. After the token expires, the system will ask for the user's PIN again. If for some reason the token does not get reissued successfully, the user will see an error message with a red border.

Authentication issues are usually fixable on the client side. The following documentation describes some methods for users to try and repair authentication problems on their computers. Browser software changes rapidly, so these instructions may become out-of-date. Refer to the browser's help file for current instructions.

A.1 Clearing the Browser Cache in Google Chrome

Clearing the browser cache solves the majority of issues encountered on Discover ERDC. Clearing your browser's cache and cookies means that website settings (like usernames and passwords) will be deleted, and some sites might appear to be a little slower because all the images have to be loaded again.

1. Open Google Chrome.
2. On your browser toolbar, click "More -> More Tools -> Clear Browsing Data" (Figure 16).
3. In the Clear Browsing Data box, select the checkboxes for "Cookies and other site data" and "Cached images and files."
4. Use the menu at the top to select the amount of data that you want to delete. Choose "All time" to delete everything.
5. Click "Clear data."

Figure 16. Clearing the browser cache in Google Chrome, steps 1 and 2.

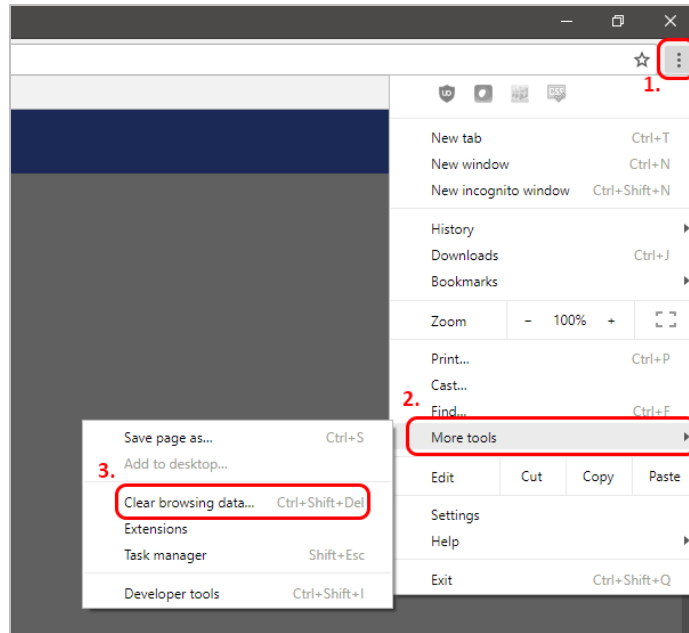
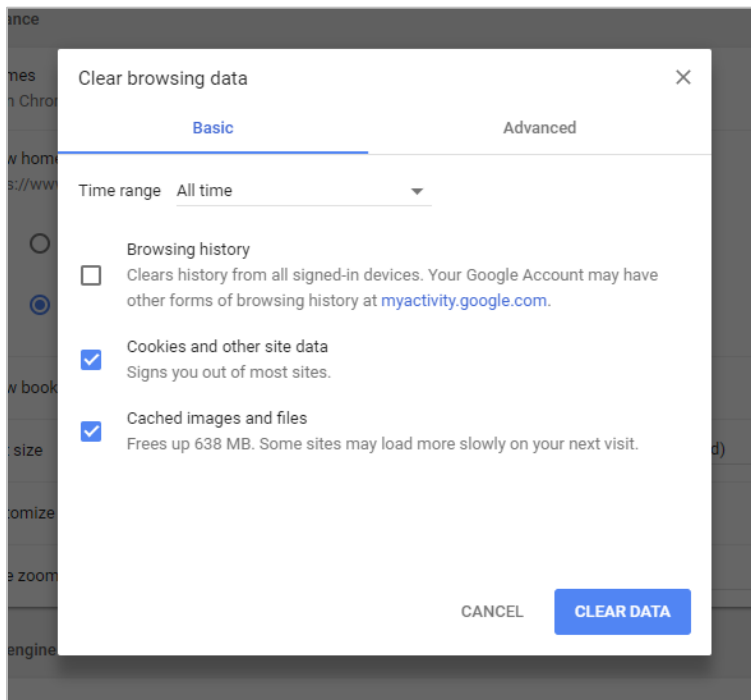


Figure 17. Clearing the browser cache in Google Chrome, step 3.



A.2 Resetting the PIN Cache

Resetting the PIN cache refers to resetting the CAC PIN information the user has previously entered when attempting to authenticate with the SSO

system. Always attempt to clear the browser cache before resetting the PIN cache.

To reset the PIN cache, close all browser windows, remove the CAC from the reader, reinsert the CAC into the reader, then restart the browser. On rare occasions, the user may have to repeat all steps and reboot their computer for the issue to be resolved.

Abbreviations

CAC	Common access card
ERDC	Engineer Research and Development Center
ITL	Information Technology Laboratory
ORTT	Office of Research and Technology Transfer
PIN	Personal identification number
RDE	Research and Development Environment
SSO	Single sign-on

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