

Virtual Learning Center (VLC) Quick Reference Guide

Version 2.0
(VLC Version 8.0)

Copyright © 2015 Teknimedia Corporation

Teknimedia grants permission to organizations that have active accounts on VLC to duplicate the contents of this guide for educational purposes. Use of these materials is restricted to the organization's employees, volunteer staff, and students, and may not be distributed outside the organization without written permission from Teknimedia Corporation.

Table of Contents

1.	Introduction	1
2.	User Types and Rights	1
3.	Logging On	3
4.	Main Menu	3
	a. Main Menu – VLC Administrators & Instructors	3
	b. Main Menu – Course Administrators	4
	c. Main Menu - Students	4
5.	Creating User IDs	5
6.	Creating User Groups	6
7.	Assigning Users to Courses.....	8
8.	Course Registration	9
9.	Editing VLC.....	10
10.	Modifying Pre/Post-Assessment Parameters.....	11
	a. Performance-Based Instant Feedback Mode	13
	b. Pre-Assessment Default Setting.....	14
	c. Pre-Assessment Time Parameters.....	15
	d. Pre-Assessment Retry Count.....	15
	e. Pre-Assessment Pass/Fail Threshold.....	15
	f. Post-Assessment Default Setting	16
11.	Overriding Default Assessment Settings.....	17
12.	Resetting a User's Assessment Results	19
13.	Viewing Performance Records.....	22
	a. Section Records	23
	b. Student Records.....	24
	c. Course Records.....	25
14.	Logging Off	26
15.	Technical Support.....	26

1. Introduction

This document provides information about Teknimedia's Virtual Learning Center (VLC) management system software. The following terms are used in the document:

- **Assessments:** Teknimedia courses include pre and post-assessments. Assessment modules include performance-based and knowledge-based questions. Questions are based on the specific contents of the Teknimedia course that corresponds to the assessment. Assessment settings can be customized by Account Administrators and Course Administrators.
- **Courses:** Courses include Teknimedia's instructional content. Courses consist of multimedia lessons, interactive practice exercises, reading supplements, Frequently Asked Questions and quizzes. Course settings can be customized by the user.

2. User Types and Rights

VLC can have four types of users:

- VLC Administrator
- Course Administrator
- Instructor
- Student

Teknimedia recommends that **all** teachers be given **Instructor** User IDs when using VLC version 8.0 and above. In most education programs where Teknimedia courses are being offered, teachers are using multiple courses with their students. In order for teachers to be able to assign any/all courses to their students and view student records, Instructor rights are required.

In the previous versions of VLC, Instructors had more limited rights than Course Administrators. Based on your suggestions, we have reversed the roles of Instructors and Course Administrators, and have expanded the rights of the Instructors. Therefore, if you have upgraded your software from the previous versions of VLC to version 8, any Course Administrators you may have had are now Instructors, and vice versa.

The chart below provides details about the rights for each user type.

Privilege	VLC Admin	Instructor	Course Administrator	Student
Manage logins	X			
Set VLC parameters, such as "Open" registration	X			
Add/Edit/Delete any user and user type	X*	X*		
View logins	X	X		
Activate the software	X	X		
Add/Edit/Delete Course Administrator and Student users	X	X		
Add/Edit Groups	X	X		
Edit/Delete users s/he has added	X	X		
Edit/Delete any course	X	X		
Assign another user as a course instructor	X	X		
Assign any user to any course	X	X		
Reset Assessment results for all courses	X	X		
View all users' records	X	X		
Take any course	X	X		
Add Courses	X	X	X	
Be assigned as a course's instructor	X	X	X	
Assign users to a course s/he is the administrator for	X	X	X	
Reset Assessment results for courses s/he is the administrator for	X	X	X	
View user records for courses s/he is the administrator for	X	X	X	
Take any course s/he is the course administrator for	X	X	X	
Take any open registration course	X	X	X	X
Take closed courses that are assigned to him/her	X	X	X	X
Edit his/her own settings (name & password)	X	X	X	X
View his/her own records	X	X	X	X

Note:

* Note: During the VLC installation, the system creates a special VLC Administrator with the User ID "Admin". This user can never be deleted, nor can its user type be changed.

3. Logging On



From the computer's desktop, double-click on the "VLC" icon.

At the **Login** screen, type your User ID and Password in their corresponding textboxes, and click on **OK**.

NOTE: Passwords are case sensitive.

4. Main Menu

Once a user has logged in, the VLC Main Menu will be displayed. Depending on the user type, the main menu screen provides the user access to different VLC functions.

a. Main Menu – VLC Administrators & Instructors



From the VLC Main Menu, **VLC Administrators and Instructors** have access to the following options:

1. System Administration
2. User Administration
3. Course Administration
4. Records
5. Courses

Note: It is recommended that all teachers be given Instructor User IDs if using VLC version 8.0 and above.

b. Main Menu – Course Administrators



From the VLC Main Menu, **Course Administrators** have access to the following options:

1. User Administration
2. Course Administration
3. Records
4. Courses

Note: Please review Section 2 for details regarding Course Administrator User Types and Rights.

c. Main Menu - Students



From the VLC Main Menu, Students have access to the following options:

1. Records
2. Courses

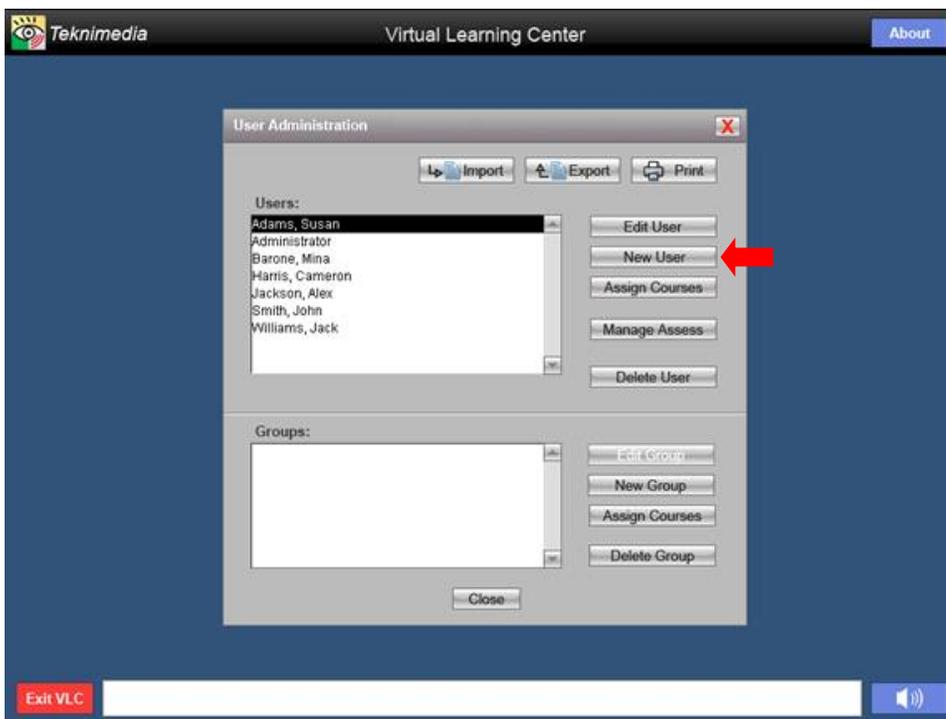
5. Creating User IDs



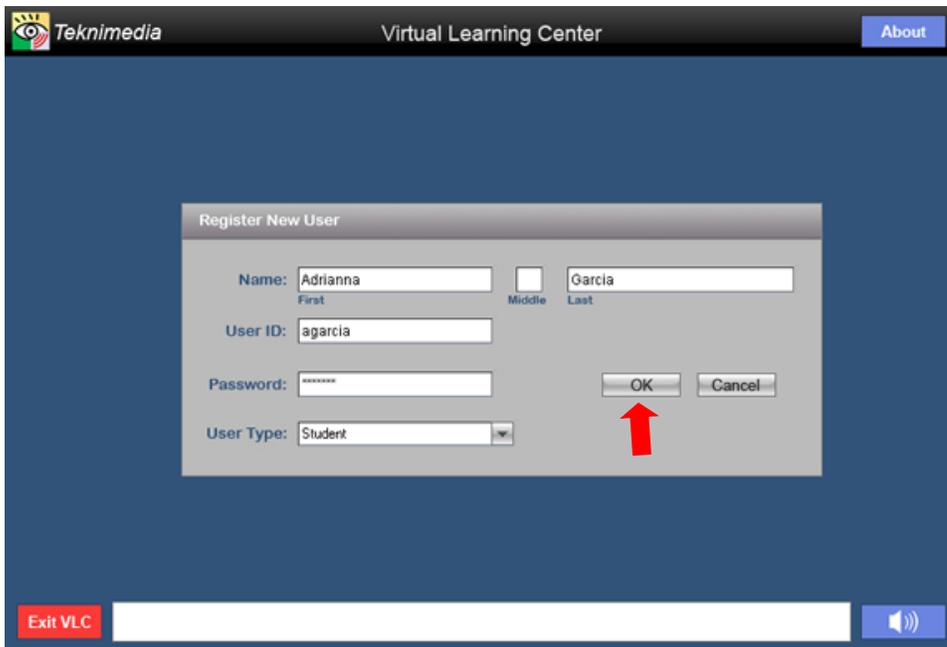
VLC Administrators and Instructors can create User IDs for Students, Instructors, and Course Administrators.

To create User IDs, click on **User Administration** from the **Main Menu** screen.

NOTE: Course Administrators are not allowed to create User IDs for Students. Refer to section [User Types and Rights](#) on page 1.



From the **User Administration** screen, click on the **New User** button.



From the **Register New User** screen, fill in all required fields for the user you are creating, including a User ID and password. Then click on the OK button.

Notes:

1. User IDs must be unique. You will be prompted if the User ID you requested is already in use.
2. The "default" User Type is Student.
3. If the new user should have all privileges available in VLC, assign the new user as a "VLC Administrator." Teknimedia recommends that **all** teachers be given Instructor User IDs if using VLC version 8.0 or above.
NOTE: Refer to the table in Section 2 above and the User's Guide for other **User Types**.
4. If the new user is desired to be able to just take courses, assign the user as a Student.

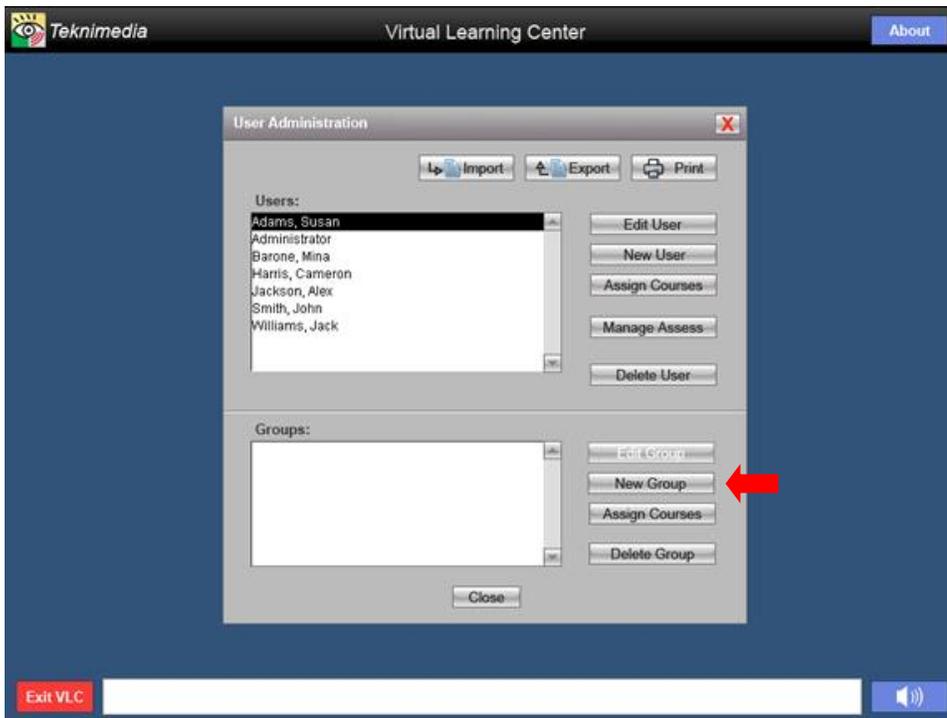
6. Creating User Groups



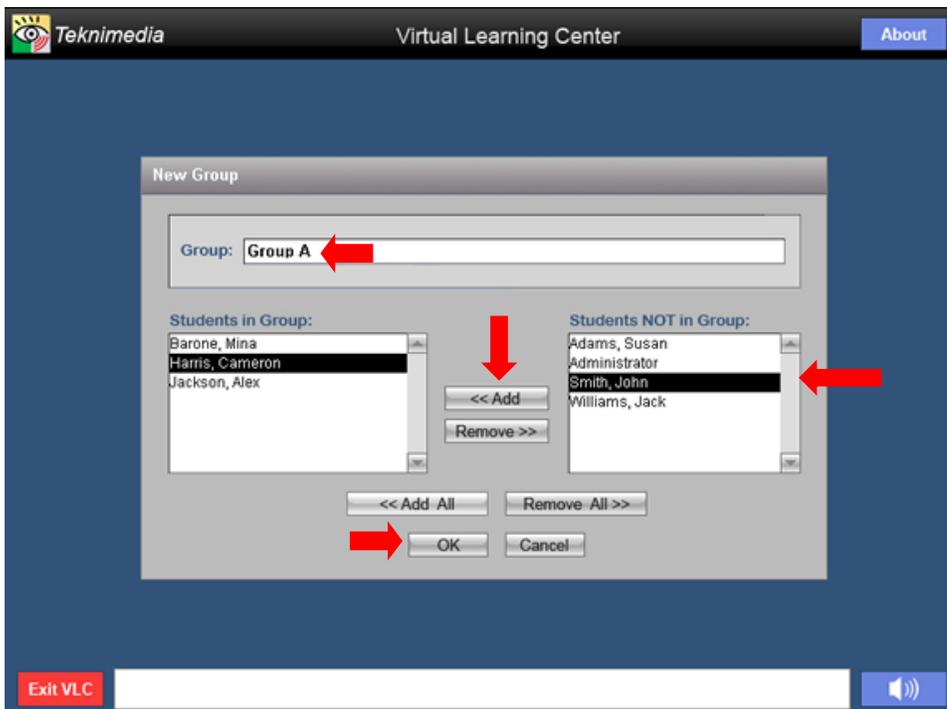
User Groups can be created by clicking on **User Administration** from the **Main Menu**.

Notes:

1. User Groups are helpful for filtering lists of users in **Records**.
2. A particular user can be a member of more than one group.



From the **User Administration** screen, click on the **New Group** button under **Groups**.

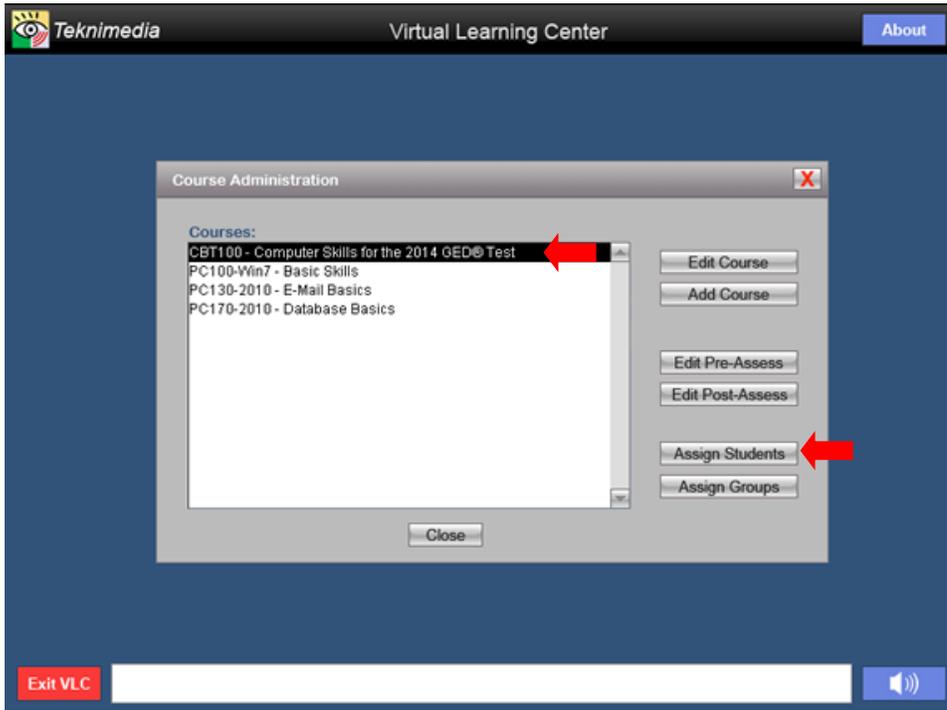


First, enter the desired name for the User Group in the **User Group Name** box.

Next, highlight the name(s) of the desired users in the box on the right (**Students NOT in Group**) and click on the **Add** button to move the users to the **Students In Group** box.

Once all the desired users have been moved to the **Students In Group** box, click on the **OK** button.

7. Assigning Users to Courses



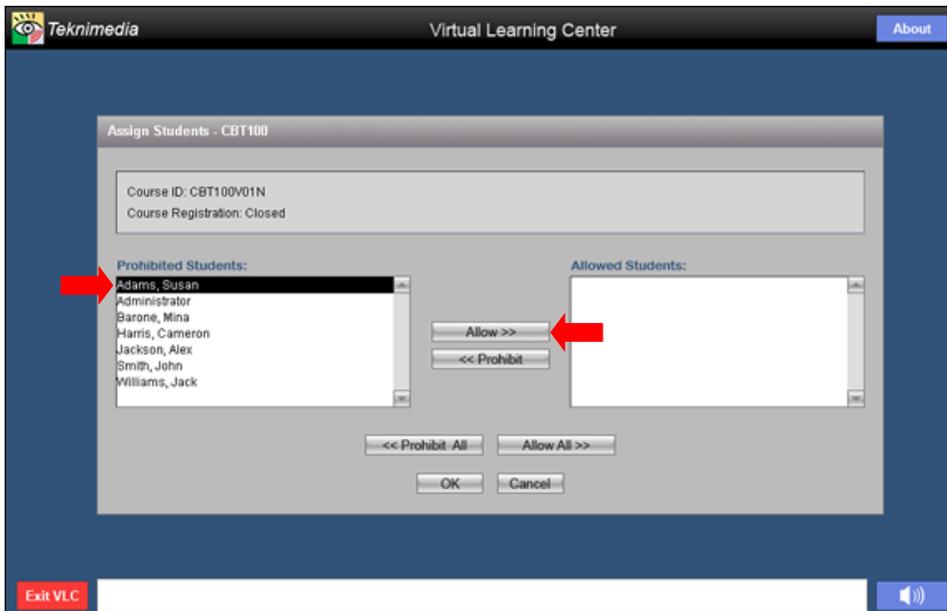
For courses that are "closed," you can assign users to the course using the following instructions.

From the **Course Administration** screen, highlight the name of the course you want to assign to users.

Click on the **Assign Students** button.

Notes:

1. Groups of users can also be assigned to Courses by highlighting the desired course, and then clicking on the **Assign Groups** button.
2. "Closed" courses can also be assigned to users in **User Administration**.



In the left-hand box, highlight the user name that you want to assign the course to and click on the **Allow** button to move the user's name to the right-hand box.

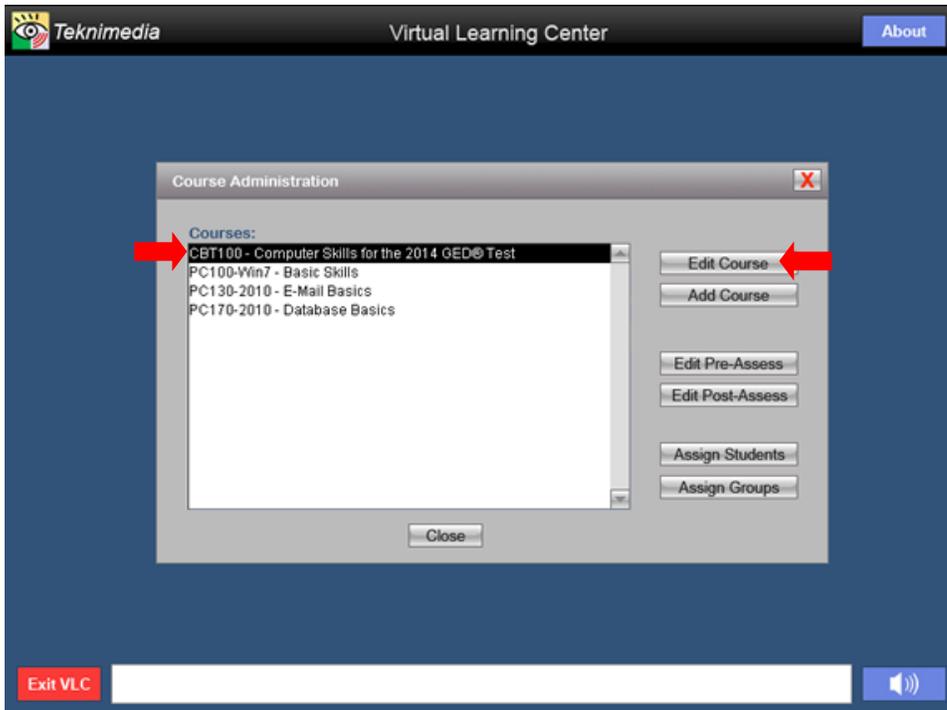
Repeat this process for each user you want to assign to the course.

Click on the **OK** button to apply the selections.

Notes:

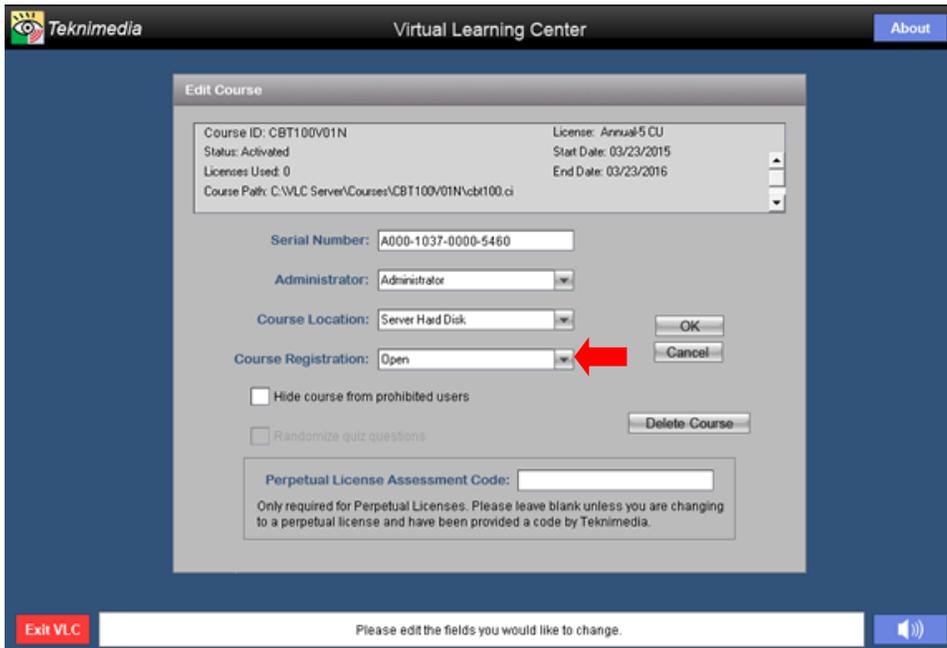
1. You can assign all of the users to the course at once by clicking on the **Allow All** button.
2. If you mistakenly assign the user to a course, highlight the name and then click on the **Prohibit** button.

8. Course Registration



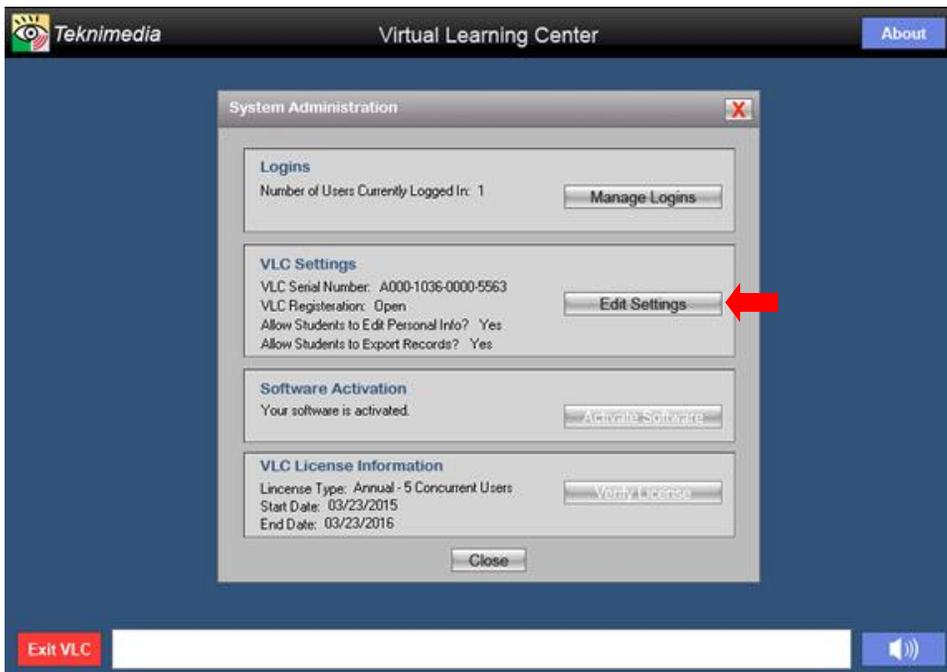
Course registration can be set to "Open" or "Closed." The default setting is for course registration to be set to "Open." All users automatically have access to courses set to "Open" registration. "Closed" courses must be assigned to users.

To change the course registration, from the **Course Administration** screen, highlight the name of the course you want to set as **Open** or **Closed**. Then click on the **Edit Course** button.



From the **Edit Course** screen, click on the **Course Registration** drop-down button, select the desired option and click on the OK button.

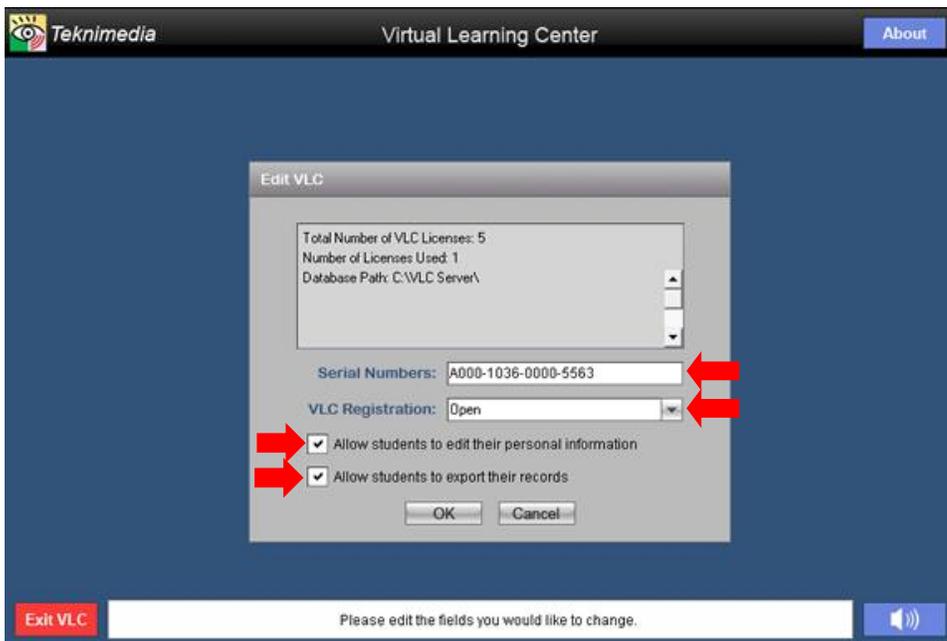
9. Editing VLC



VLC Administrators and Instructors can edit the VLC Serial Number. In addition, VLC Administrators can edit the following VLC settings:

- VLC Registration
- Allow Students to Edit their Personal Info
- Allow Students to Export their Records
- Select the Thin Client mode (available only in the Network Version of VLC)

To modify VLC Settings, select **Edit Settings** from the **System Administration** screen.



The **Serial Number** contains the serial number for VLC.

The **VLC Registration** selection controls whether students can self-register. When this setting is set to "Open", new students can self-register.

The **Allow Students to Edit their Personal Info** checkbox controls the users' ability to edit their personal information such as their name and password. When this checkbox is selected, users are able to change their personal information.

The **Allow Students to Export their Records** checkbox controls the users' ability to export their records. When this checkbox is selected, users are able to export their records.

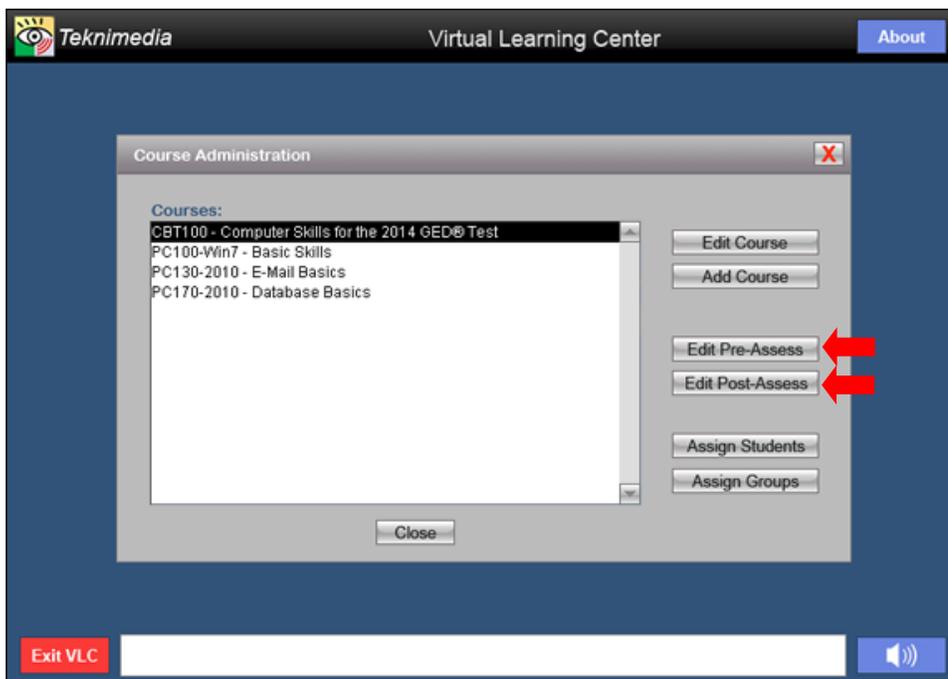
The **Thin Client Mode** checkbox controls whether VLC operates in the Thin Client mode. This checkbox is only available for the network version of VLC. When this checkbox is selected, VLC assumes that the software is installed in a Thin Client environment, and does not automatically log off users based on which computer they are

using. When the Thin Client checkbox is not selected, VLC assumes the software is installed in a typical Client-Server environment.

10. Modifying Pre/Post-Assessment Parameters

The default settings for the pre/post-assessments that accompany most titles are as follows:

Settings	Pre-Assessment	Post-Assessment
Performance-Based Instant Feedback	On	On
Default Assessment Setting	Optional*	Disabled*
Assessment Time Limit <ul style="list-style-type: none"> • Knowledge-Based Questions • Performance-Based Questions 	Timed 30 Seconds 45 Seconds	Timed 30 Seconds 45 Seconds
Retry Count - Performance-Based Questions	6	6
Pass/Fail Threshold	70%	70%



VLC Administrators and Instructors can customize the pre-assessment and post-assessment parameters of all courses. **Course Administrators** can do the same for courses that they are the administrator for.

Note: Any pre/post-assessment parameters that are changed by a VLC Administrator for a given title will affect all other VLC Administrators and users.

To customize assessment parameters, select **Edit Pre-Assess** or **Edit Post-Assess** from the **Course Administration** screen.

From the **Assessment Parameters** screen, make the desired changes to the pre-assessment and post-assessment parameters and click on the **OK** button.

Please refer to the following pages for details regarding the various assessment parameter options.

Edit Pre-Assessment

Course: PC100-Win7 Pre-Assessment

Performance-Based Instant Feedback Mode:

Provide instant feedback for performance-based questions.

Custom Path for Untested Sections:

Include untested sections in custom path.

Pre-Assessment Default Setting:

Disabled. Pre-Assessment is not available to students.

Optional. Students allowed to decide if they want to take Pre-Assessment.

Required. Students are required to take Pre-Assessment.

Pre-Assessment Time Parameters:

Limit the amount of time allowed for each Pre-Assessment section.

- Time allowed per knowledge-based question: (seconds, recommended 30)

- Time allowed per performance-based question: (seconds, recommended 45)

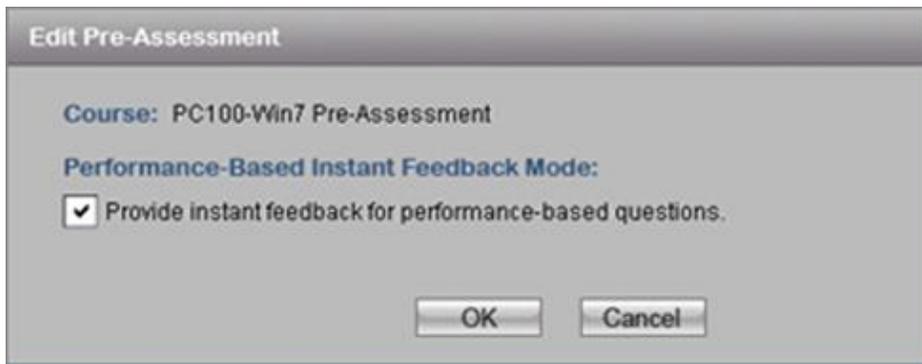
Pre-Assessment Retry Count:

Max number of retries allowed per performance-based questions (recommended 6):

Pre-Assessment Pass/Fail Threshold:

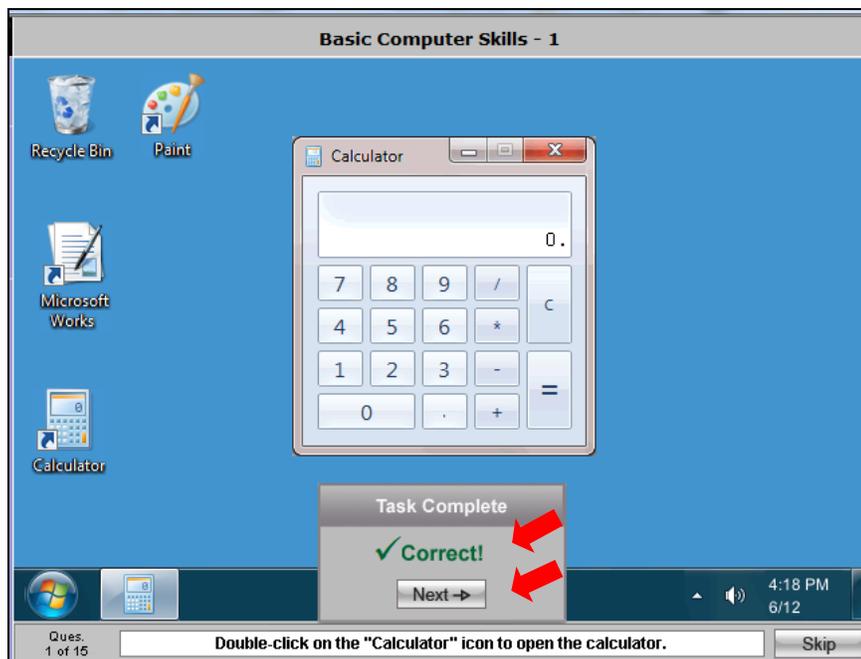
Pass/Fail Threshold (at or above which a student passes the assessment): %

a. Performance-Based Instant Feedback Mode

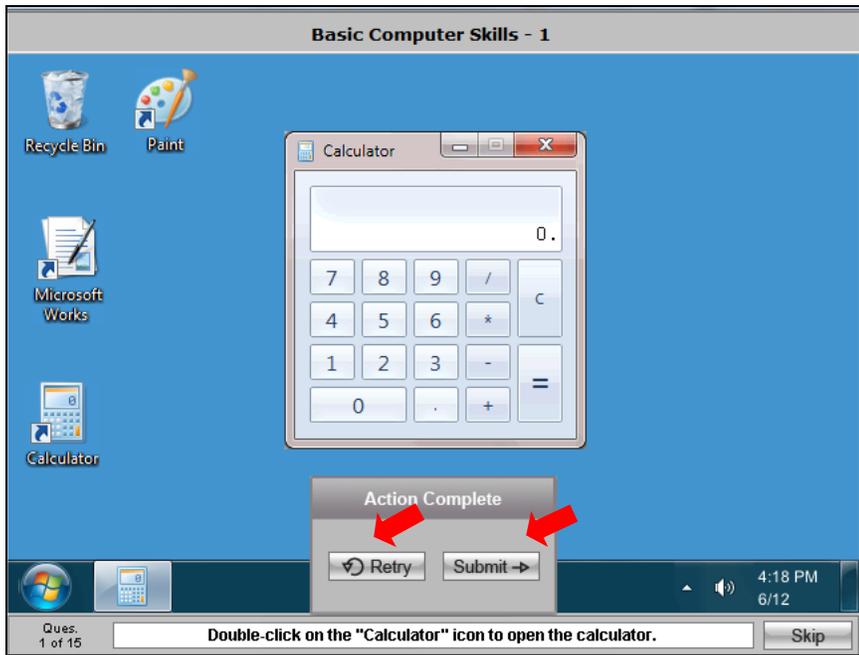


For performance-based questions for both the pre-assessment and post-assessment, instant feedback is available. The default setting is for instant feedback to be turned on.

To turn-off instant feedback, deselect the check box and click on the **OK** button.

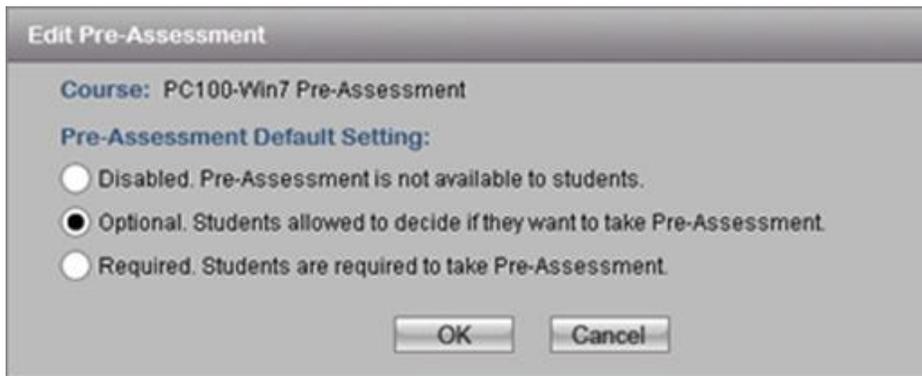


In this screen shot, Instant Feedback is turned on. The user is told the answer was correct and s/he can click on the Next button to move to the next question.



In this screen shot, Instant Feedback is turned **off**. The user is not told whether his/her answer is correct or not. The user is given the option to retry the question or submit his/her answer and advance to the next question.

b. Pre-Assessment Default Setting



The options for the pre-assessment default setting are:

- Disabled
- Optional
- Required

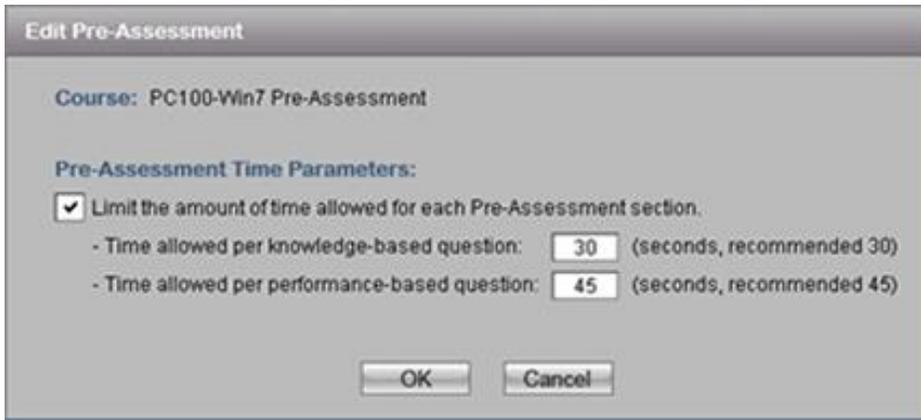
Note: The initial pre-assessment default setting is for it to be "optional."

A change to the pre-assessment default setting (or the post-assessment default setting) on the Assessment Parameters screen will affect all users of the course.

Note: This default setting can be overridden for individual users through **User Administration** (then **Manage Assess**). See section [Overriding Default Assessment Settings](#) page 17 for instructions.

For details regarding the **Post-Assessment** Default Setting options, please go to section [Post-Assessment Default Setting](#) page 16.

c. Pre-Assessment Time Parameters



The screenshot shows a dialog box titled "Edit Pre-Assessment" for the course "PC100-Win7 Pre-Assessment". Under the heading "Pre-Assessment Time Parameters:", there is a checked checkbox labeled "Limit the amount of time allowed for each Pre-Assessment section." Below this, two text boxes specify time limits: "Time allowed per knowledge-based question: 30 (seconds, recommended 30)" and "Time allowed per performance-based question: 45 (seconds, recommended 45)". At the bottom are "OK" and "Cancel" buttons.

The default setting for the pre-assessment is for it to be timed and to allow up to 30 seconds per knowledge-based (true/false and multiple choice) question and up to 45 seconds per performance-based question.

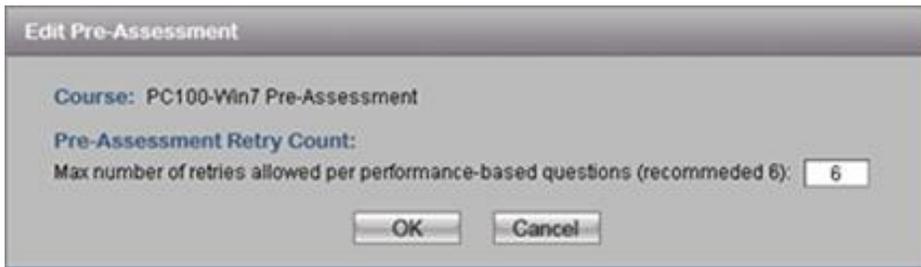
To change the pre-assessment to **untimed**, deselect the check box.

To increase/decrease the time allowed per question, enter the desired number of seconds per question type in the appropriate text box.

Once the desired changes have been made, click on the **OK** button.

NOTE: This parameter is also available for the **post-assessment**. The parameters set can be the same or different as the pre-assessment.

d. Pre-Assessment Retry Count



The screenshot shows a dialog box titled "Edit Pre-Assessment" for the course "PC100-Win7 Pre-Assessment". Under the heading "Pre-Assessment Retry Count:", there is a text box labeled "Max number of retries allowed per performance-based questions (recommended 6):" with the value "6" entered. At the bottom are "OK" and "Cancel" buttons.

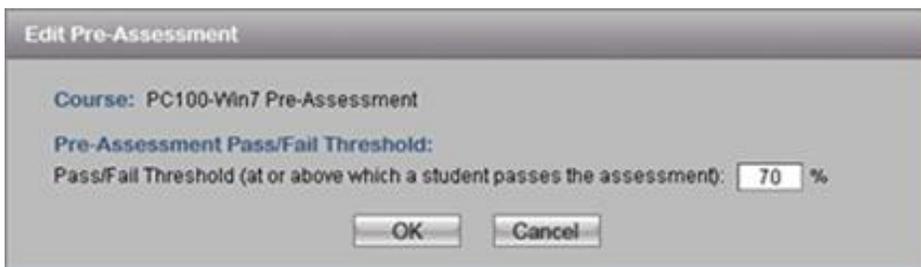
The Retry Count refers to the number of attempts the user will have to answer a performance-based question before it is scored.

The default setting is for 6 attempts to be allowed.

To change the Retry Count, enter the desired number in the text box and click on the **OK** button.

NOTE: This parameter is also available for the **post-assessment**. The post-assessment retry count can be the same or different as the pre-assessment.

e. Pre-Assessment Pass/Fail Threshold



The screenshot shows a dialog box titled "Edit Pre-Assessment" for the course "PC100-Win7 Pre-Assessment". Under the heading "Pre-Assessment Pass/Fail Threshold:", there is a text box labeled "Pass/Fail Threshold (at or above which a student passes the assessment):" with the value "70" and a "%" symbol. At the bottom are "OK" and "Cancel" buttons.

The default Pass/Fail Threshold for the pre-assessment is 70%.

To change the Pass/Fail Threshold, enter the desired percentage in the text box and click on the **OK** button.

NOTE: This parameter is also available for the **post-assessment**. The post-assessment Pass/Fail Threshold can be the same or different as the pre-assessment.

f. Post-Assessment Default Setting

Edit Post-Assessment

Course: PC100-Win7 Post-Assessment

Performance-Based Instant Feedback Mode:

Provide instant feedback for performance-based questions.

Post-Assessment Default Setting:

Disabled. Post-Assessment is not available until enabled by instructor on a per student basis.

Available. Students may take Post-Assessment whenever they are ready for it.

Automatic. Post-Assessment becomes available once the student completes the main course.

Post-Assessment Time Parameters:

Limit the amount of time allowed for each Post-Assessment section.

- Time allowed per knowledge-based question: (seconds, recommended 30)

- Time allowed per performance-based question: (seconds, recommended 45)

Post-Assessment Retry Count:

Max number of retries allowed per performance-based questions (recommended 6):

Post-Assessment Pass/Fail Threshold:

Pass/Fail Threshold (at or above which a student passes the assessment): %

Post-assessment parameters can be modified as desired in the same manner as pre-assessment parameters.

Edit Post-Assessment

Course: PC100-Win7 Post-Assessment

Post-Assessment Default Setting:

Disabled. Post-Assessment is not available until enabled by instructor on a per student basis.

Available. Students may take Post-Assessment whenever they are ready for it.

Automatic. Post-Assessment becomes available once the student completes the main course.

The options for the post-assessment default setting are:

- Disabled
- Available
- Automatic

Note: The initial default setting is for the post-assessment to be "disabled." This allows Instructors to review the user's course records before making the post-assessment available.

Once the desired changes have been made, click on the **OK** button.

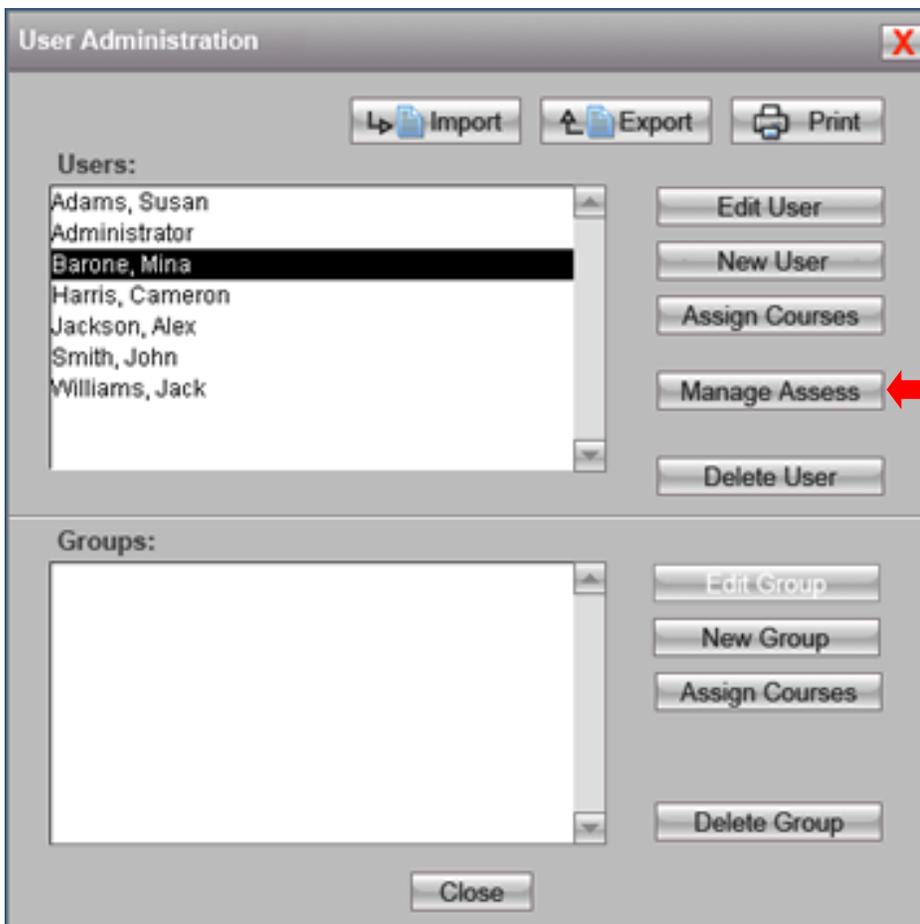
Note: A change to the post-assessment default setting on the Assessment Parameters screen will affect all users of the course.

This default setting can be overridden for individual users through **User Administration** (then **Manage Assess**). See directions below.

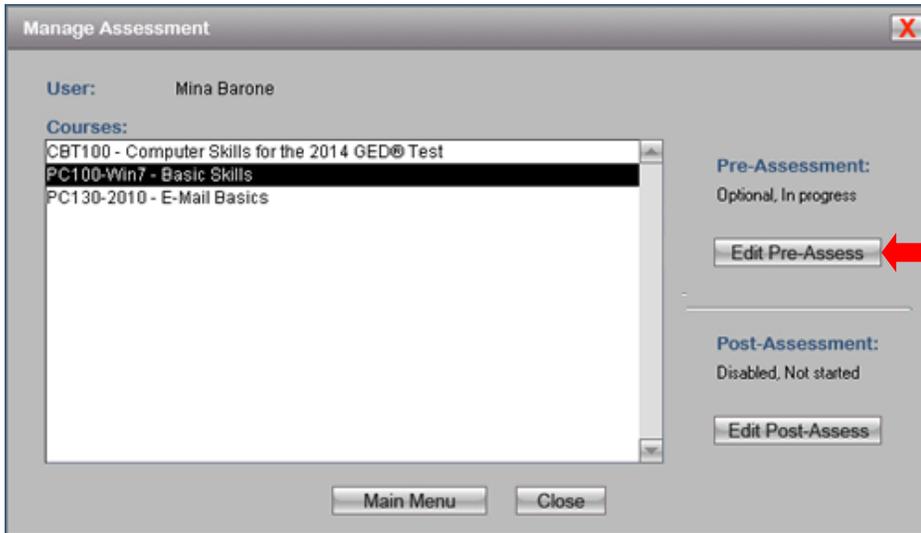
11. Overriding Default Assessment Settings



To override the default pre and/or post-assessment setting for an individual user, click on **User Administration** from the **Main Menu**.



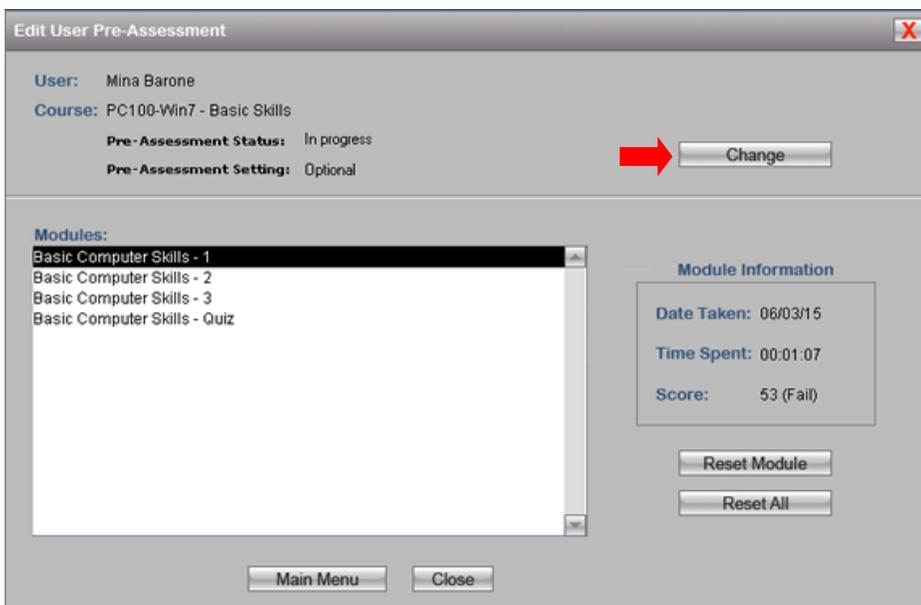
From the User Administration screen, highlight the name of the desired user and click on the **Manage Assess** button.



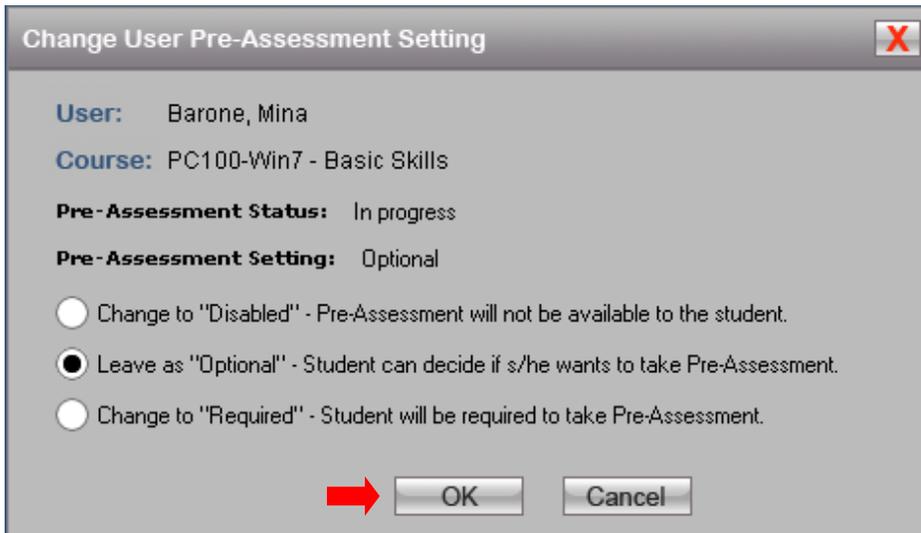
From the **Manage Assessment** screen, locate the desired title and click on the appropriate **button**.

In this example, the Administrator would like to override this user's PC100-Win7 pre-assessment settings, so s/he would click on the **Edit Pre-Assess** button.

To reset this user's post-assessment settings for PC100-Win7, click on the **Edit Post-Assess** button.



In the **Edit User Pre-Assessment** screen, click on the **Change** button.



On the **Change User Pre-Assessment Setting** screen, select the **desired** radio button, and then click on the **OK** button.

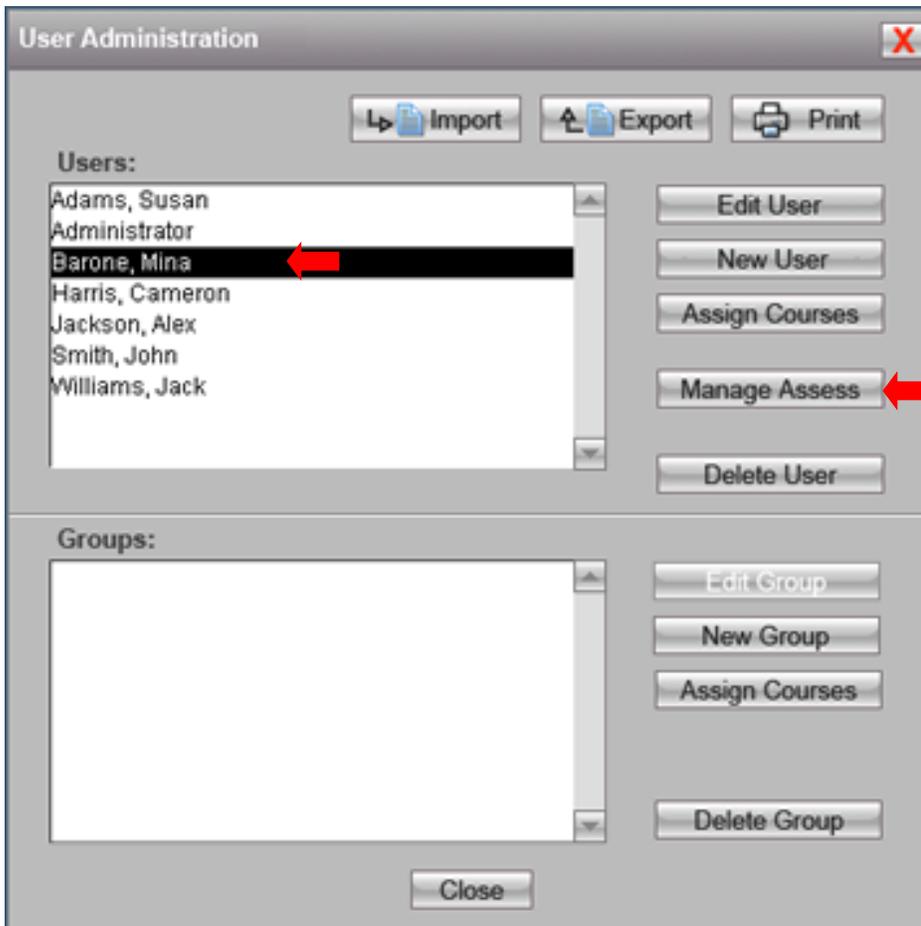
12. Resetting a User's Assessment Results



Account Administrators and Instructors are allowed to reset the user's pre and/or post-assessment results, which will erase the assessment results and allow the user to **retake** any/all of the assessment modules included in the assessment.

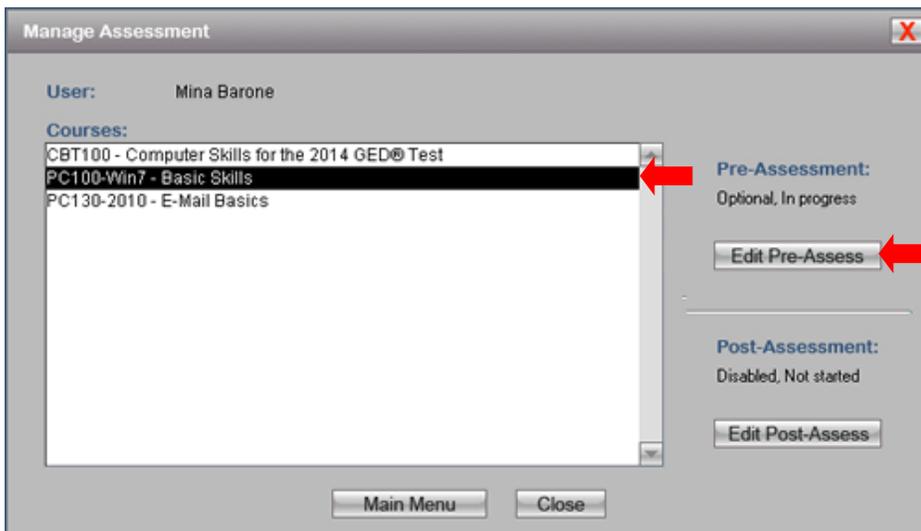
Course Administrators can reset assessment results for the courses s/he is the Administrator for.

To reset a user's assessment results, click on **User Administration** from the **Main Menu**.



From the **User Administration** screen, highlight the name of the user whose results you want to modify.

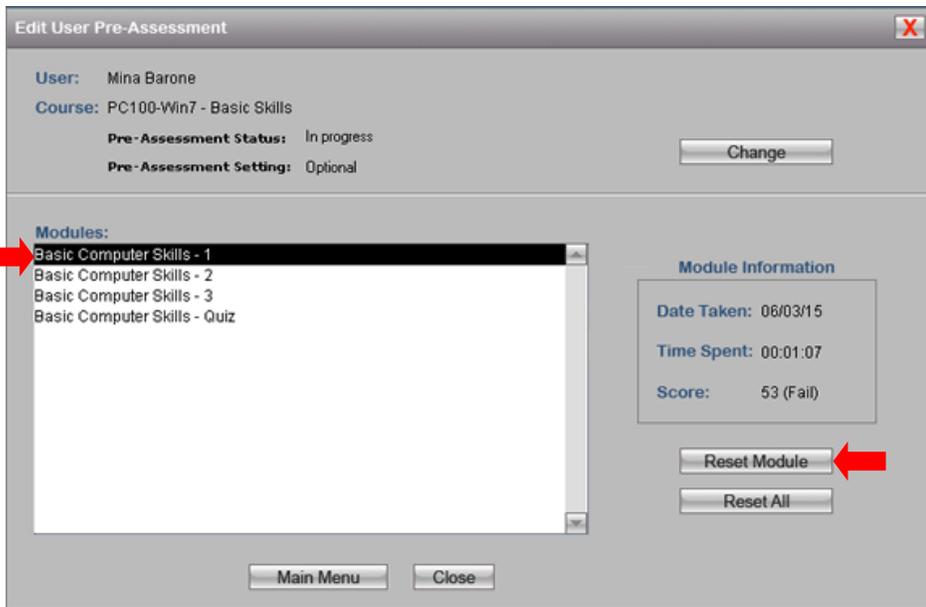
Click on the **Manage Assess** button.



From the **Manage Assessment** screen, locate the desired course you want to reset for the user, and then click on the desired assessment button.

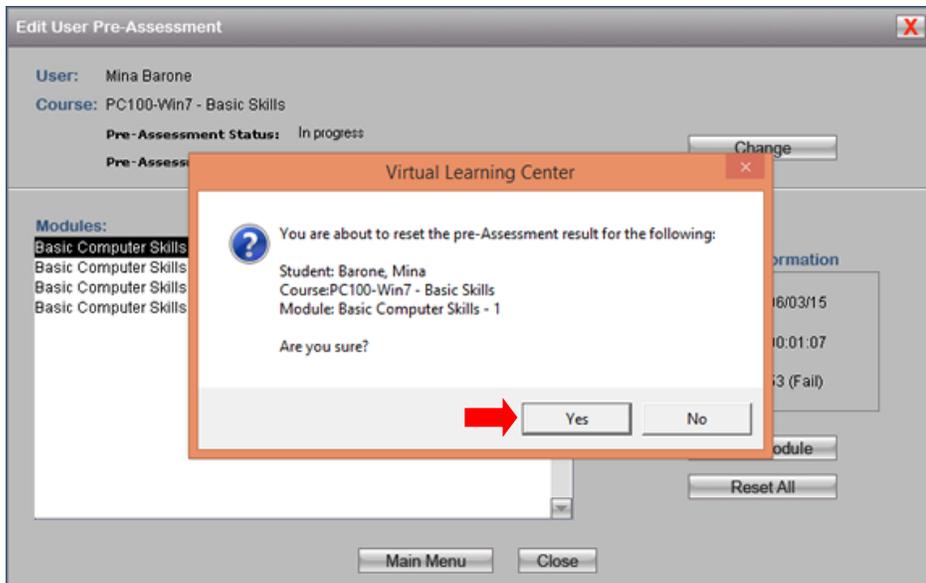
In this example, the Administrator would like to reset this user's PC100-Win7 pre-assessment results, so s/he would click on the **Edit Pre-Assess** button.

To reset this user's post-assessment for PC100-Win7, click on the **Edit Post-Assess** button.



In the **Edit User Pre-Assessment** screen, select the desired **Module** and then click on the **Reset Module** button.

To reset all the modules for a particular course for a user, click on the **Reset All** button.



A dialog box will appear asking you if you are sure you want to reset the pre-assessment result. Click on **Yes** to reset the results.

13. Viewing Performance Records

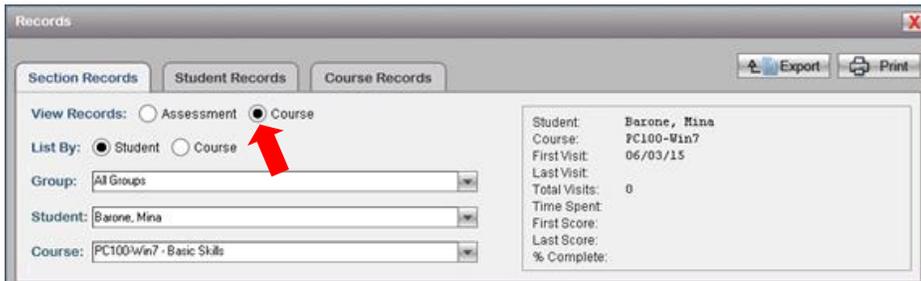


Teknimedia's VLC records performance data for user's taking **pre/post assessments** and **courses**.

Three types of records are available:

- **Section Records** – Detailed data per user per course
- **Student Records** – Summary data per user
- **Course Records** – Summary data per course

To view Records, click on **Records** from the Main Menu.



On the **Records** screen, the radio button selected will determine whether assessment data or course data will be displayed.

In this example, course data will be displayed. To change the view to assessment data, select the **Assessment** radio button.

a. Section Records

The screenshot shows the 'Records' application window with the 'Section Records' tab selected. The 'View Records' section has 'Assessment' selected. The 'List By' section has 'Student' selected. The 'Group' is set to 'All Groups', 'Student' is 'Barone, Mina', and 'Course' is 'CBT100 - Computer Skills for the 2014 GED® Test'. The table below shows performance data for three sections.

Num.	Section	Type	Pre-Assessment				Post-Assessment			
			Date	Time Spent	Score	Pass?	Date	Time Spent	Score	Pass?
1	Using the Keyboard	Perform.	06/03/15	00:01:13	83	Yes				
2	Typing Speed and Accuracy	Perform.								
3	Taking the 2014 GED® Test	Perform.								

Section Records provide detailed information about the performance of a particular user on a particular course.

To view Section Records for a particular user, select the **Section Records** tab from the **Records** screen. Use the drop-down lists to select the desired user and the desired title. Users are listed alphabetically by last name. Titles are listed alphabetically.

To view the user's pre/post-assessment data, click on the **Assessment** radio button following **View Records**. Select the desired course from the Course drop-down list.

To export the report (as a csv file), click on the **Export** button, and select the location and file name. To print the file, click on the **Print** button.

Click on the **Close** button to return to the **Main Menu** screen.

The screenshot shows the 'Records' application window with the 'Section Records' tab selected. The 'View Records' section has 'Course' selected. The 'List By' section has 'Student' selected. The 'Group' is set to 'All Groups', 'Student' is 'Barone, Mina', and 'Course' is 'CBT100 - Computer Skills for the 2014 GED® Test'. The table below shows course data for 20 sections.

Num.	Section	Type	Visits	Time Spent	First Score	Last Score	Pre-Assess Result	Post-Assess Result
2	Buttons & Icons	Lesson	0					
3	Ex-Buttons & Icons	Exercise	0					
4	Windows	Lesson	0					
5	Ex-Windows	Exercise	0					
6	Lists	Lesson	0					
7	Ex-Lists	Exercise	0					
8	Check Boxes & Radio Buttons	Lesson	0					
9	Ex-Check Boxes & Radio Buttons	Exercise	0					
10	Using the Keyboard	Lesson	0				Fail	
11	Ex-Using the Keyboard	Exercise	0				Fail	
12	Entering Text	Lesson	0					
13	Ex-Entering Text	Exercise	0					
14	Ex-Typing Speed and Accuracy	Exercise	0					
15	Editing Text-Part 1	Lesson	0					
16	Ex-Editing Text-Part 1	Exercise	0					
17	Editing Text-Part 2	Lesson	0					
18	Ex-Editing Text-Part 2	Exercise	0					
19	2014 GED® Test	Lesson	0					
20	Test Window	Lesson	0					

To switch from the user's assessment data and view the user's course data, click on the **Course** radio button, and select the desired course from the Course drop-down list.

To export the report (as a csv file), click on the **Export** button, and select the location and file name. To print the file, click on the **Print** button.

Click on the **Close** button to return to the **Main Menu** screen.

b. Student Records

Records

Section Records Student Records Course Records

View Records: Assessment Course

Group: All Groups

Student: Barone, Mina

Course	Assessment				Post-Assessment							
	Started	Ended	Time Spent	% Cmpl	Score	Pass?	Started	Ended	Time Spent	% Cmpl	Score	Pass?
CBT100 - Computer Skills for the 2014 GED	06/03/15		00:01:13	33	83	Yes						
PC100-Win7 - Basic Skills	06/03/15		00:01:07	25	53	No						
PC130-2010 - E-Mail Basics	03/23/15		00:00:10	33	0	No						

Close

Student Records display a summary of information for all of the pre/post-assessments and courses the user is taking or has completed.

To view Student Records, select the **Student Records** tab from the **Records** screen. Click on the drop-down list to select the desired user. (Users can be filtered by Group.)

The radio button that is selected following **View Records** determines whether you are viewing assessment or course data.

To export the report (as a csv file), click on the **Export** button, and select the location and file name. To print the file, click on the **Print** button.

Records

Section Records Student Records Course Records

View Records: Assessment Course

Group: All Groups

Student: Barone, Mina

Course	Started	Visits	Last Visit	Time Spent	% Complete	First Score	Last Score
CBT100 - Computer Skills for the 2014 GED	06/03/15	0					
PC100-Win7 - Basic Skills	06/03/15	0					
PC130-2010 - E-Mail Basics	03/23/15	1	03/23/15	00:00:13	4		

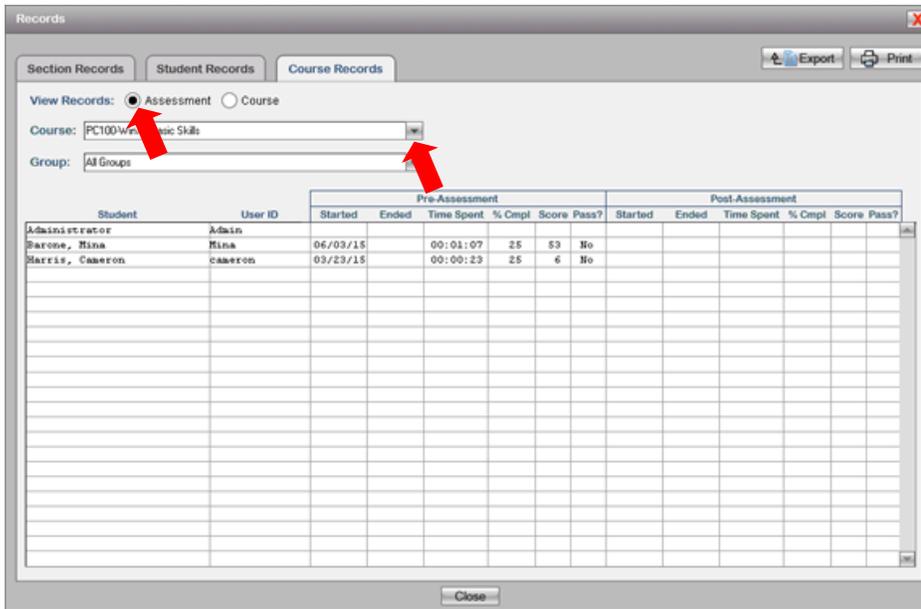
Close

To switch from the user's assessment data and view the user's course data, click on the **Course** radio button, and select the desired course from the Course drop-down list.

To export the report (as a csv file), click on the **Export** button, and select the location and file name. To print the file, click on the **Print** button.

Click on the **Close** button to return to the **Main Menu** screen.

c. Course Records



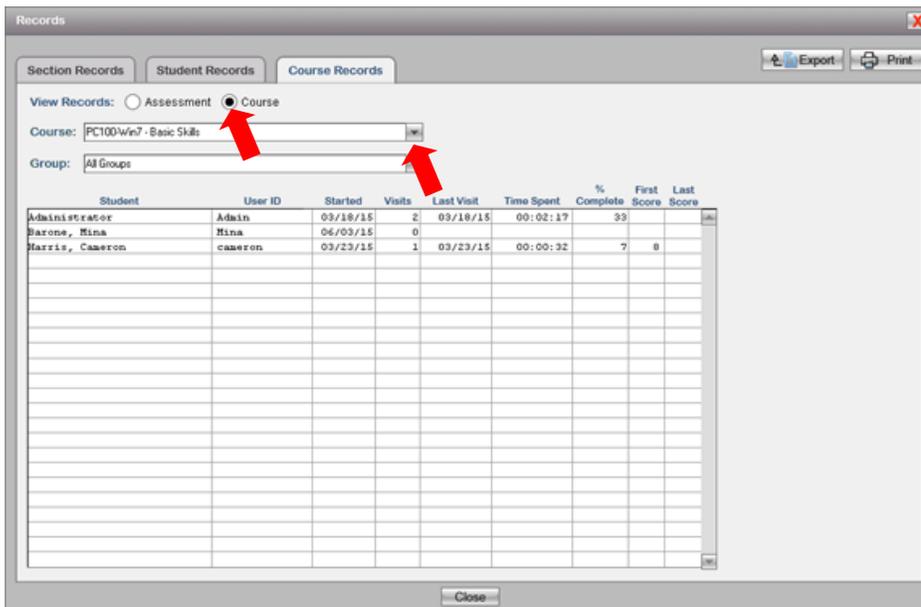
Course Records provide summary data for all users who are taking (or have taken) the particular course selected from the drop-down list. To view **Course Records**, select the **Course Records** tab from the **Records** screen.

To view assessment data, be sure the **Assessment** radio button is selected.

Use the drop-down list to select the desired course. **Course Records** can also be filtered by User Group.

To export the report (as a csv file), click on the **Export** button, and select the location and file name. To print the file, click on the **Print** button.

Click on the **Close** button to return to the **Main Menu** screen.



To view course data, be sure the **Course** radio button is selected. Use the drop-down list to select the desired course. **Course Records** can also be filtered by User Group.

Use the drop-down list to select the desired course. **Course Records** can also be filtered by User Group.

To export the report (as a csv file), click on the **Export** button, and select the location and file name. To print the file, click on the **Print** button.

Click on the **Close** button to return to the **Main Menu** screen.

14. Logging Off



To log out of VLC, click on **Logout** on the **Main Menu** screen.

Note: Please encourage all users to properly log out of VLC before closing their browser window.

To exit VLC, click on the **Exit VLC** button.

15. Technical Support

For technical assistance, please call 1-800-366-4614 or send an e-mail to support@teknimedia.com. Technical Support is available from 9 am to 5:30 pm (EST), Monday through Friday.