

PATROL Student Guidebook

Welcome to PATROL

PATROL (**P**olice **A**ccredited **T**Raining **O**nLine) is a powerful learning tool for Minnesota law enforcement officers. Through PATROL, you'll access extensive web-based courses on current legal issues, and research on important developments impacting Minnesota law enforcement.

The League of Minnesota Cities Insurance Trust, Minnesota Counties Insurance Trust, Minnesota Sheriffs' Association and Minnesota Chiefs of Police Association have partnered with NexPort Solutions to bring you PATROL.

Getting Started

Your employer is responsible for obtaining your username and password. Once your employer has enrolled your agency, you will receive your username and password by e-mail. Your username and password provide unlimited access to PATROL 24 hours per day, 7 days per week at: <http://www.nexportsolutions.com/patrolminnesota> .

When you first log into PATROL there are three important things you need to do:

1. **Run the System Check Wizard** designed to automatically check your computer and browser and determine if both meet PATROL requirements.

The System Check feature is located under Support in the top row of navigation tabs. After you perform a system check, each component must have a check mark. If a check mark is missing, select the link provided to update or download components.

For computers running the Windows 2000, NT, or XP Professional operating system, you must have administrator privileges to update or install required components indicated by the System Check Wizard. If you do not have administrative privileges, contact your IT Department for assistance.

System requirement for the computer you use to access PATROL:

- Processor: At least 200 Mhz
- Operating system: Microsoft Windows (Windows 98/ME/NT/2000/XP Home or Professional)
- Hard drive: 150 MB or greater available space, and system RAM of 64
- Internet connection: 28Kbps or greater
- Monitor resolution: 800 X 600 or higher
- Browser: Internet Explorer version 5.5 or higher; Internet Explorer 6 SP1 is recommended. Netscape does not currently support PATROL.

2. **Review Student Tutorials** to help you understand how to navigate PATROL and move forward quickly. Seven Student Tutorials are available on the Options area to left side of the training page, as follows:

- How to Login
- Update User Profile
- How to Enroll in a Course
- How to Use the FAQ
- Contacting Customer Service and Requesting Assistance
- How to Use the Grade Book

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- How to Print a Certificate

3. Review and update your profile. The information in your profile is used for customer support and in issuing certificates of completion and POST credits as you complete PATROL modules.

Your profile should include:

- Username and Password
- E-mail address
- Personal Information
- Contact Information
- Professional Information

All other information fields are optional.

Course Enrollment, Certification, and Library

Each month, a new 60-minute PATROL course will be available. Upon successful completion of each course, you will earn one POST credit. If you successfully complete all PATROL courses, you will earn 12 POST credits per year.

Course Enrollment

A new PATROL course is made available to you on the first day of each month. Each new course is placed in the Course Catalog. You must enroll for each new course before you can begin taking the course. To enroll go to the Course Catalog tab and follow the enrollment procedure. We recommend that you review the How to Enroll in a Course tutorial for located in the Tutorial section of the campus under Options above.

Certification

Each PATROL course offers the opportunity to receive POST credit through successful completion of the course. The POST credit opportunity is available for a limited period of time; four months from the date which the course is made available for enrollment. Upon successful completion of each PATROL course you will be presented with an opportunity to print a certificate, which documents issuance of POST credit for the course. We recommend the How to Print a Certificate tutorial for first-time users.

Library

The Library contains reference materials that support PATROL courses. Typically these materials are in the form of a document. A familiar file folder system is used to locate information, you can download documents from the library for printing and your own personal reference. The Library feature is accessed through the Library tab.

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Customer Service

If you have any questions, concerns, or comments regarding PATROL, please contact Customer Support at: customer_service@dcmsnet.info. If you are logged into PATROL, you can go to the Support tab then the Contact Customer Service link and Start a New Request to begin a threaded discussion with a customer service representative.