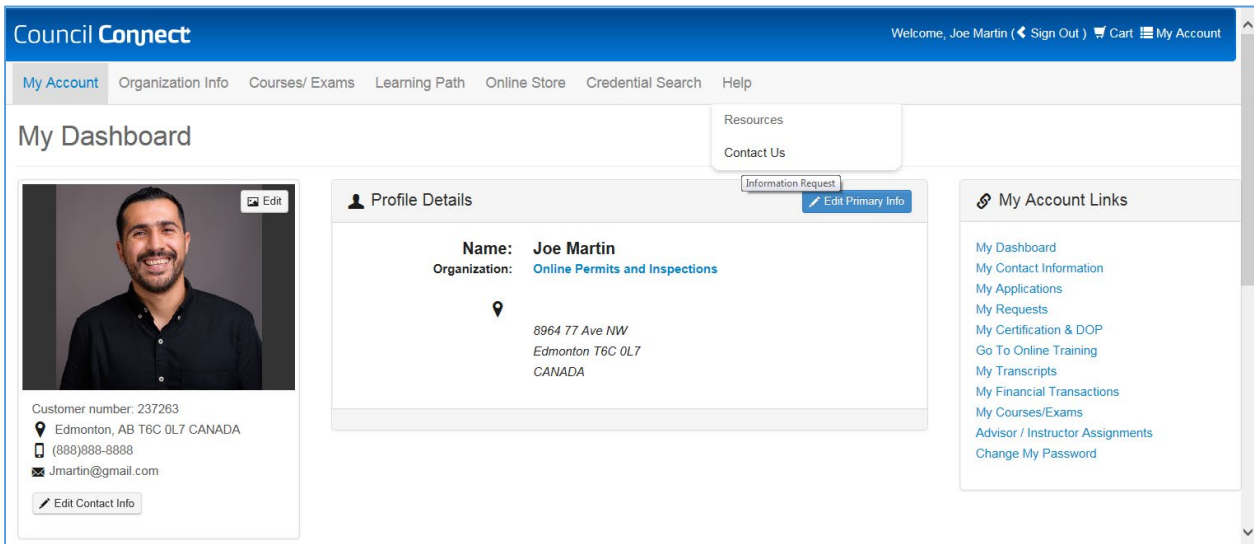


Access Help Resources

This tutorial walks you through the steps to access the Help Resources in **Council Connect**. There are three different types of help available in the Help, Resources page:

1. PDF based tutorials - contain step-by-step instructions to help you find your way around the system and with the tasks you will need to do in Council Connect.
2. Video based tutorials – recorded steps showing how to perform a function in Council Connect - not all help topics have an accompanying video
3. Forms – print-based and some PDF fillable forms that customers may be required to completed as part of a Council related process are available and are organized in the four categories shown below:
 - a. General Forms
 - b. Fire Practicum – Group B1 Forms
 - c. Fire Practicum – Group B2 Forms
 - d. Fire Practicum – Group C2 Forms



The screenshot shows the Council Connect user dashboard for Joe Martin. The top navigation bar includes "My Account", "Organization Info", "Courses/ Exams", "Learning Path", "Online Store", "Credential Search", and "Help". The "Help" menu is open, showing "Resources" and "Contact Us". The dashboard content includes a profile picture of Joe Martin, contact information (Customer number: 237263, Edmonton, AB T6C 0L7 CANADA, (888)888-8888, Jmartin@gmail.com), and profile details (Name: Joe Martin, Organization: Online Permits and Inspections, 8964 77 Ave NW, Edmonton T6C 0L7, CANADA). A "My Account Links" sidebar lists various dashboard options like "My Contact Information", "My Applications", "My Requests", "My Certification & DOP", "Go To Online Training", "My Transcripts", "My Financial Transactions", "My Courses/Exams", "Advisor / Instructor Assignments", and "Change My Password".

1. From the main menu:
 - a. Hover over the **Help** menu and select **Resources**
Note: You do not have to be logged in to access the tutorials or forms under the Help menu

Resources

Please click on a category to browse our help resources:

[01. Getting Started](#)

[02. Personal Dashboard](#)

[03. Organization Dashboard](#)

[04. Training](#)

[05. SCO Certification](#)

[06. ME Certification](#)

[07. Accreditation of Organizations](#)

[08. Designation of Powers](#)

[09. Advisor and Instructor](#)

[10. Continuing Education](#)

[A01. FORMS - General](#)

[A02. FORMS - Fire Practicum - Group B1](#)

[A03. FORMS - Fire Practicum - Group B2](#)

[A04. FORMS - Fire Practicum - Group C2](#)

You will then see the list of topics to choose from.

1. From the **Resources** page:
 - a. Click on the topic (**1. Getting Started** in this example) to select and expand it

Resources

Please click on a category to browse our help resources:

[01. Getting Started](#)

[Access Help Resources \(PDF\)](#)

[View Council Connect Without Signing In \(PDF\)](#)

[Create a New Account \(PDF\)](#)

[Sign In, Sign Out, and Change Password \(PDF\)](#)

[Request Organization be Billed for Purchase \(PDF\)](#)

[Organization - Authorize and Pay for Purchases on behalf of an Individual \(PDF\)](#)

[Contact the Council - Submit Request \(PDF\)](#)

[Credential Search - ME, SCO, Accredited Organization \(PDF\)](#)

[View Learning Path \(PDF\)](#)

[Purchase Publications and Products from the Online Store \(PDF\)](#)

[Upload a Document \(PDF\)](#)

[Make a Payment \(PDF\)](#)

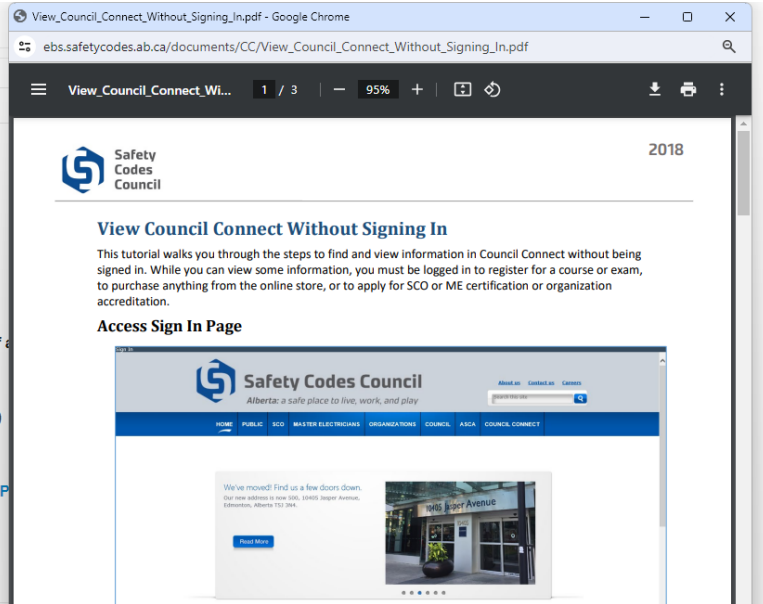
2. From the **Resources** page:
 - a. Click on **PDF** (to access the document) beside the title of the tutorial you wish to view

Resources

Please click on a category to browse our help resources:

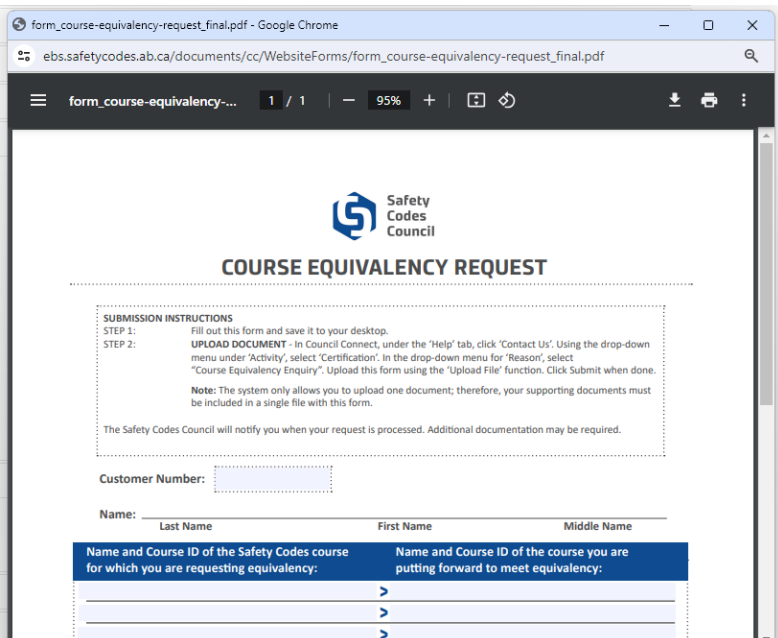
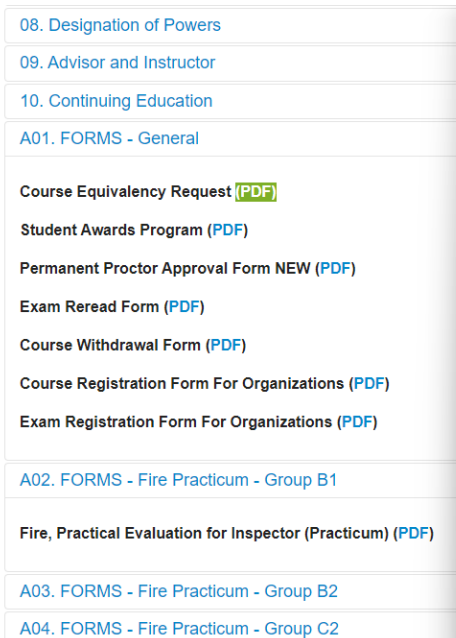
01. Getting Started

- [Access Help Resources \(PDF\)](#)
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- [Make a Payment \(PDF\)](#)



The PDF document will open in a separate window.

- Use the document viewer buttons to navigate through the document or print



If you select a form to open, it too will open in a separate window.

- If the form is PDF fillable, you can complete it online, save it locally and then submit it to Council by email, by attaching to a request or by uploading it to a requirement on a Council Connect application.
- Some of the forms in the General area and all of the forms under the Fire Practicum area are print-based. Once completed, these forms will need to be scanned if you wish to send them electronically or upload them to Council Connect.