

Accessing the KWIC Online Training Environment & Trouble Shooting

Revised April 2015

- To report staff changes, KWIC security, or request WIC training information, email: wicstaffchange@kdheks.gov
- If you have specific WIC training questions (including a password for a new month) contact Patrice Thomsen at the State WIC Agency. 785-296-1189 pthomsen@kdheks.gov
- If you have problems with accessing the KWIC Online Training Environment - double check your username and password, and review the Trouble Shooting guidance on the following pages – then call the KWIC Helpdesk at 866-516-3606

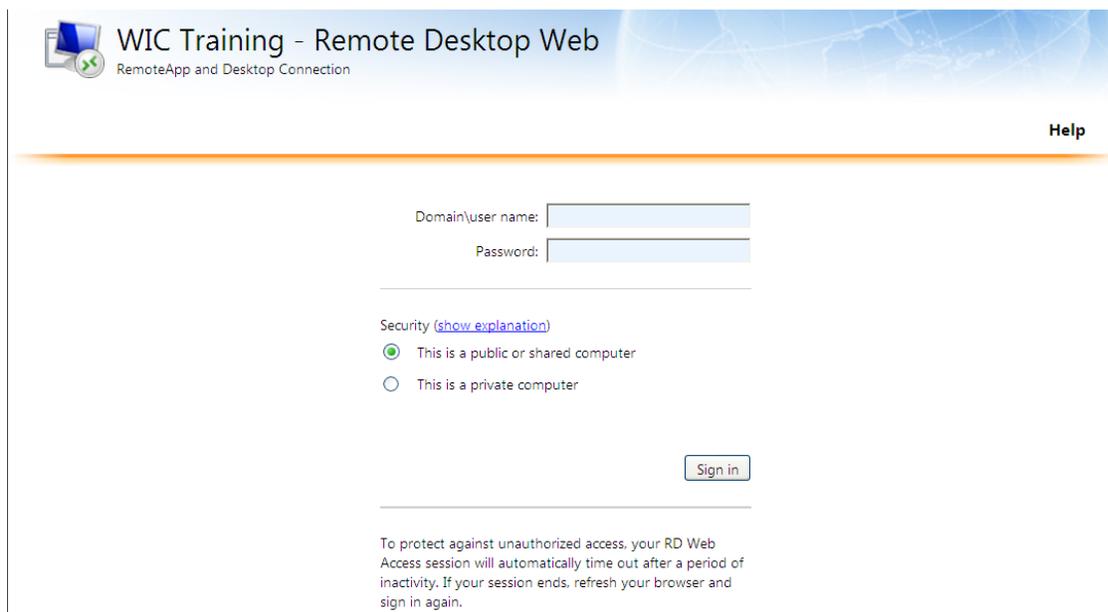
To Access the KWIC Online Training Environment:

If the computer you are using to complete the KWIC Training modules is running Internet Explorer version 10 or 11, you will need to complete Tip #3 prior to attempting to logging in. In order to see what version of Internet Explorer your computer is running, open Internet Explorer and click the gear in the top right hand corner of your screen. Select “About Internet Explorer” and a screen will pop up and show you what version your computer is running. If you see Version 8 or Version 9, you can proceed to the link below.

Locate your assigned training username and password that was emailed to your supervisor from the State Agency (SA). Click here for the training environment: <https://wictraining.cquest.us>

The first Remote Desktop screen will display.

- Domain\Username: Domain is WIC. **Type WIC\ and the username sent to you from the SA.** (Be sure the slash slants the correct direction.) For example: WIC\train01
- Password: Type the password sent to you from the SA.
- Security – can leave as a public or shared computer. Mostly affects length of time before Remote Desktop will automatically sign out if there is no activity by the user.



WIC Training - Remote Desktop Web
RemoteApp and Desktop Connection

Help

Domain\user name:

Password:

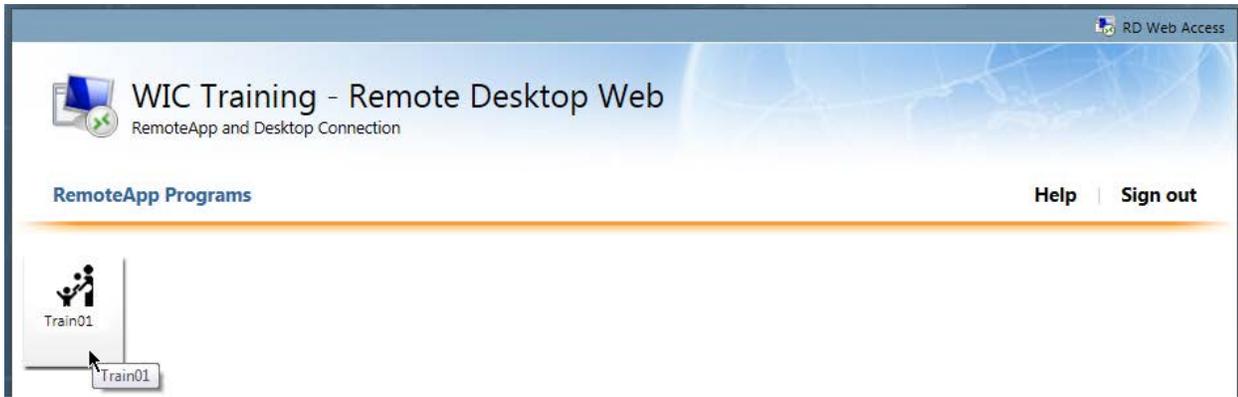
Security ([show explanation](#))

This is a public or shared computer

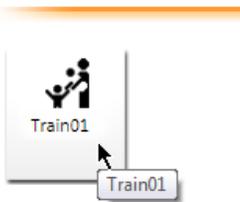
This is a private computer

To protect against unauthorized access, your RD Web Access session will automatically time out after a period of inactivity. If your session ends, refresh your browser and sign in again.

The second Remote Desktop screen will display.



Click the Train icon **ONCE**. (Double-clicking will launch it twice.)



This Security warning will display.

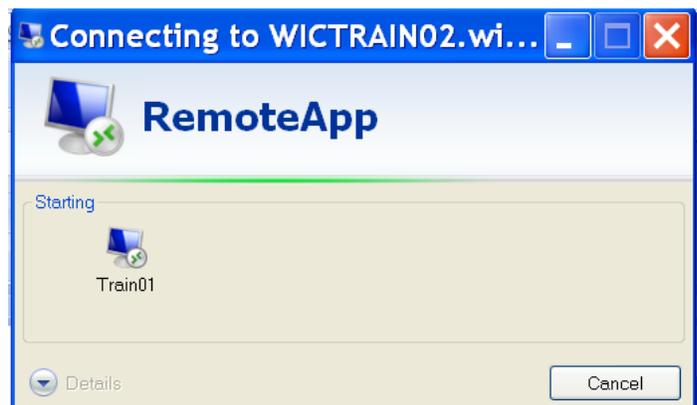
Click Connect.

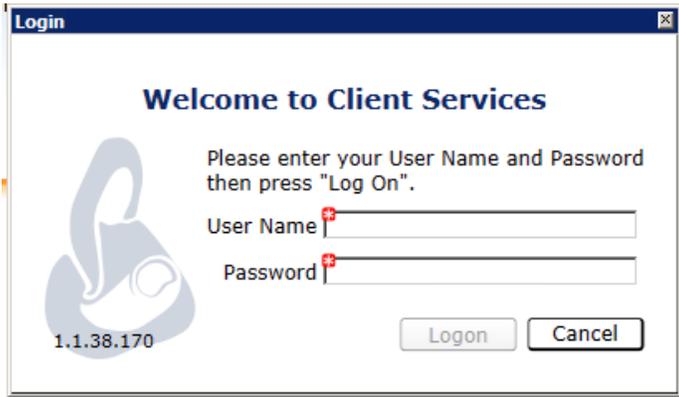


This "Connecting" message will display.

There is nothing to do here but be patient. It may take at least a minute to connect. Be patient.

The "Connecting" message will disappear. Please be patient while your computer is working to connect you to the training database.



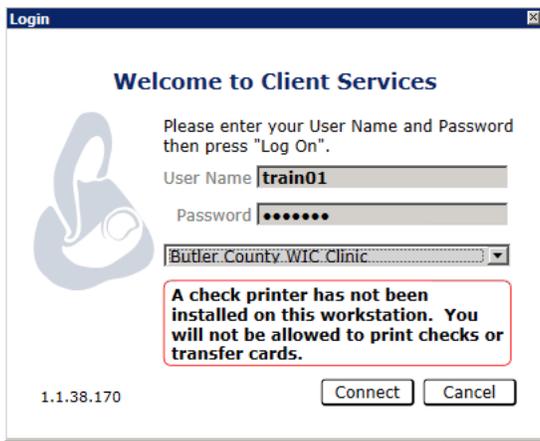


The Client Services log in screen will display next.

Enter the User Name and Password that was emailed to your supervisor from the SA and click Logon.

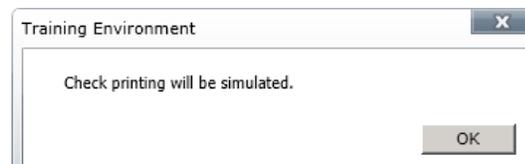
- User Name (no domain needed here)
- Password

After clicking the Logon button, there will be two more screens.



Click Connect.

Then click OK acknowledging the notice that check printing will be simulated. And you're in!!



Trouble Shooting Tips

Tip#1

Look closely at pages 1-3 and try again, be sure to type WIC\ in the first logon screen User Name box.

Tip #2

Problem: Trouble connecting.

Tip: Close all windows and try again in about 10 minutes.

Tip #3

Problem: I cannot connect to the WIC training database and the message "Browser is not supported" displays. This problem occurs when your computer is running Internet Explorer 10 or 11.

Tip: Add the training website to the compatibility mode settings of your Internet browser

- Go to <https://wictraining.cquest.us>
- Click the gear icon in the upper right and choose "Compatibility Mode Settings".
- Add the site to the list.

Tip #4

Problem: Trouble connecting. I click on the link and nothing happens.

Tip: Clear temporary Internet files...

- Click the gear icon in upper right corner of your screen and choose "Internet options"
- An Internet Options box will pop up and click on Delete (which is under Browsing History in the middle of the pop up box)
- Once you click Delete, on the next screen that pops up, check only Temporary Internet Files. Make sure no other box has a check mark in it. Click Delete.
- You can then click OK to close the Internet Options box.

Tip #5

Problem: More trouble connecting.

Tip: Add the WIC training site to your list of Trusted Sites

- Go to <https://wictraining.cquest.us>
- Click the gear icon in the upper right and choose "Internet Options"
- Click the Security tab at the top of the Internet Options box
- Click the green check mark (Trusted Sites) in the upper box
- Click Sites button
- Click Add to add the training site the site to the list of Trusted Sites.
- Click Close then click Ok to close the Internet Option box.