

Frequently Asked Questions for On-Line Training

1. I am not sure that this will work at my utility. Is there a way we can test it before buying?

Yes. You can look at the platform and the available modules by going to:

<https://indigowatergroup.ispringonline.com/> and using the login: Training@test.com The password for this test account is Water99.

2. How soon will I get my certificate after finishing a class?

You can print your certificate directly from your iSpring account. The account is set up the first time you take a class. You'll also be able to access all of your certificates going back for at least one year in case you need to print them again.

Keep in mind that most States only allow you to claim credit towards renewal for each class once per year. In other words, if you took the same class two times in the same year, they would only allow you to put it towards certification renewal once. The same course could be taken the following year though for full credit.

3. How long are the classes and how many TUs will I receive?

Classes vary in length from 30 minutes to 2.5 hours each. Like all training classes approved in Colorado, 1 contact hour is equal to 0.1 training units. For a list of which training units each course is approved for, please download the Training Unit Matrix.

4. Do I have to finish a class in one sitting?

No. You can take as long as you need to finish each course. If you get interrupted or don't have time to complete a whole course, simply log off the system. The next time you log in, the system will ask you if you want to start over from the beginning or continue from where you left off.

5. How long will I have access to a class once I've paid for it?

This is a little bit tricky. Classes are approved for training units on an annual basis. If you buy a class any time in a year, you will be able to access it through December 31st of that year and still get training unit credits. You can watch it as many times as you like, but you'll only get TUs for it one time. This is the State of Colorado's rule, not ours. If you buy a class in November or December and don't quite get around to finishing it, shoot us an e-mail and we'll give you access to the same class for the following year.

6. We can't or don't want to pay with a credit card. Can you invoice us instead?

Absolutely! We have several clients who are invoiced on a monthly basis or only when training is completed. Please send us an e-mail at Sidney@indigowatergroup.com or call our office at (303) 489-9226 to set this up.

7. Do you give discounts if we pre-pay for a block of training?

Yes. If you buy five or more classes and pay for them all at once, we will give a discount of 20% off the total. Pre-purchased classes are “use it or lose it” and cannot be carried over into the next calendar year. Purchases for large groups can earn even bigger discounts.

8. I would like to set up an account so all of my people have access to training on demand. Is that possible?

Absolutely! I have several municipalities that have set up open accounts. The way this works is that we set up an iSpring account for each person that you want to have participate in on-line classes. Each one will get their own unique login ID and password. They must have a unique e-mail address. You can choose to give them access to all of our training modules or just the ones you would like them to view. Supervisors, designated by you, will also get reporting capabilities that will allow them to see who has taken what classes and how they scored on the exams.

We send invoices as classes are taken. You can save them up and pay them once a month or once a quarter. They can be paid with a credit card on-line or by check.

All we need from you is a list of names and e-mail addresses along with who should have reporting capability. Easy as pie!

9. Is there a way for supervisors to keep track of what training their people have completed?

Yes, we can create a group for your organization and give designated supervisors the ability to run reports. Reports allow you to see who has completed which training modules, when they were completed, and scores for exam questions.

10. Can we watch classes as a group and only pay once?

Honestly, there is no way for us to know how many people are watching a training module or using the same login. If you want a training unit certificate, you'll have to pay for the course for each person desiring a certificate.