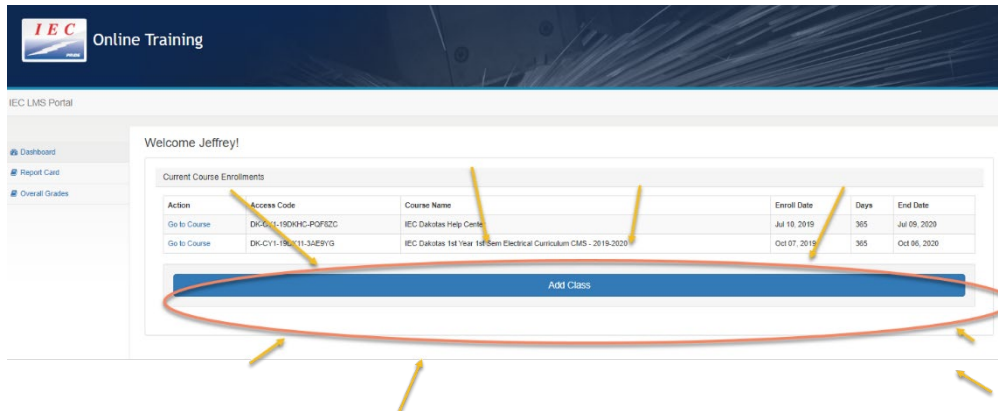


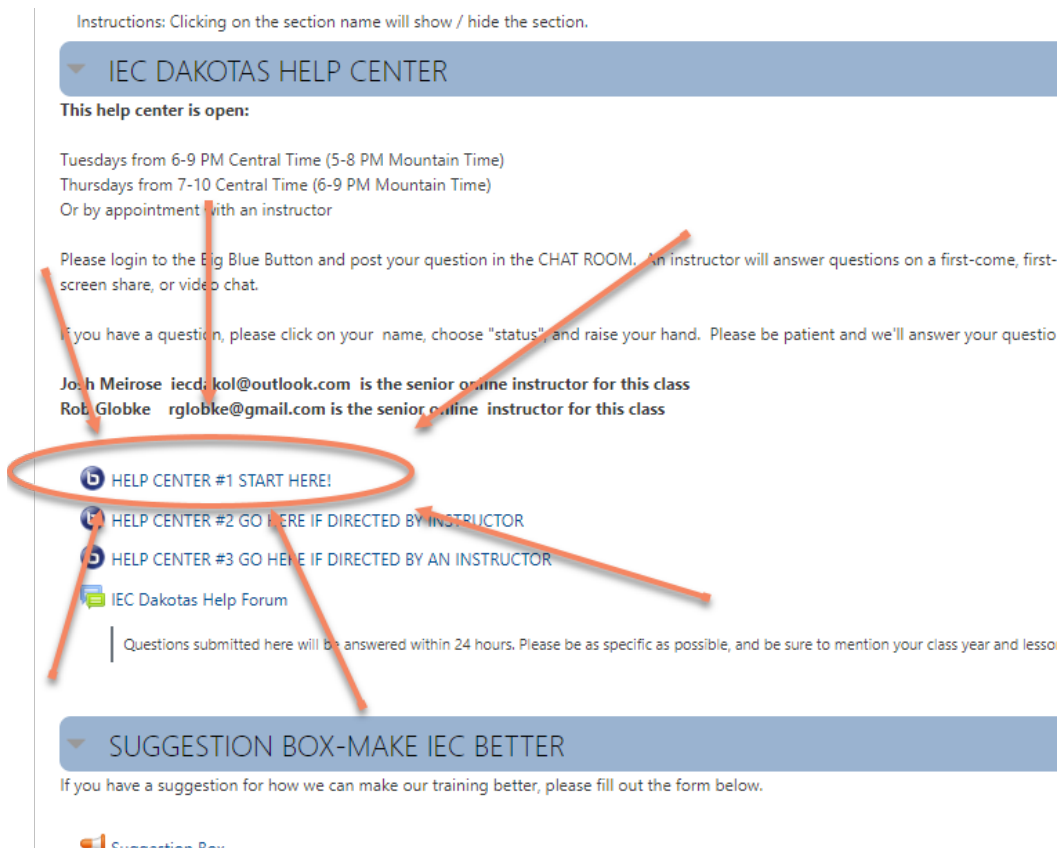
HELP CENTER INSTRUCTIONS

IEC Dakotas has developed the online HELP CENTER to provide live assistance to our students. The HELP CENTER allows students to interact with live instructors in several different ways. Here's how it works:

1. Login to <http://ieci.atplms.com/portal>
2. Click "Add Course"

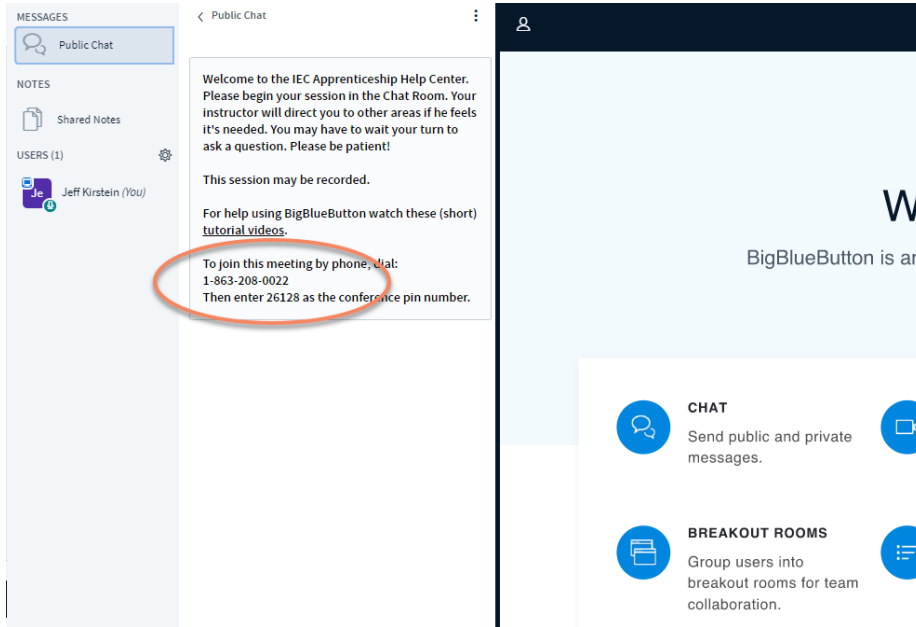


3. Enter the access code provide by IEC Dakotas
4. Click Submit
5. Now you'll have access to a new course called IEC Dakotas Help Center
6. Scroll down and click on "HELP CENTER #1 START HERE!"



7. Once you're logged in, click the "JOIN SESSION" button.

- The Help Center allows you to chat publicly, chat privately, talk directly with your instructor, share webcams, share screens, and use an online whiteboard. If you want to be able to talk with your instructor, choose the “MICROPHONE” option.
- Now that you’re all logged in and have joined the help session, you should be able to speak with your online instructor. If you are experiencing any audio issues, please dial in via the conference call option. The number to call is listed in the upper left-hand portion of your screen.



- Ask any questions via voice chat or use the “Public Chat” option, in the lower left corner of the screen. If you have something you’d like to ask privately, ask the instructor for a private chat.
- Your instructor will direct you from here to find the best way to answer your questions.