



Step-By-Step Instructions to Purchase Online LMS Courses

1. Select the **Registration** button to direct you to our online **Learning Management System (LMS)** where you can purchase individual CRM Recurrent topics or our CRM Initial – Full Course. Contact us directly for custom packages and group pricing.

A screenshot of the CRM website's pricing table. The table has three columns: 'Online LMS Series', 'Pricing', and 'Purchasing'. The 'Purchasing' column contains two buttons: 'Registration' and 'Contact Us'. The 'Registration' button is highlighted with a red border. The 'Contact Us' button is also highlighted with a dark background.

Online LMS Series	Pricing	Purchasing
CRM – Individual Recurrent Topics	\$75	Registration
CRM Initial Course (All 10 Topics)	\$600	Contact Us
CRM Recurrent Course – 5 Topic Packages	\$300	
CRM Recurrent Course – 4 Topic Packages	\$250	
CRM Recurrent Course – 3 Topic Packages	\$200	
Custom CRM Recurrent Course Packages	Group Pricing and Purchasing	

2. Select **Create Account** to create your own **Username** and **Password**, in order to log into our **LMS** and purchase your selection(s).

A screenshot of the CRM website's login and registration form. The form includes fields for 'Username' and 'Password', each with a 'Forgot?' link. There is a 'Remember me' checkbox and two buttons: 'Login' and 'Create account'. The 'Create account' button is highlighted with a red border.

Crew Resource Management
"Setting the Course to Safety"
CriticalCRM.com

Username [Forgot?](#)

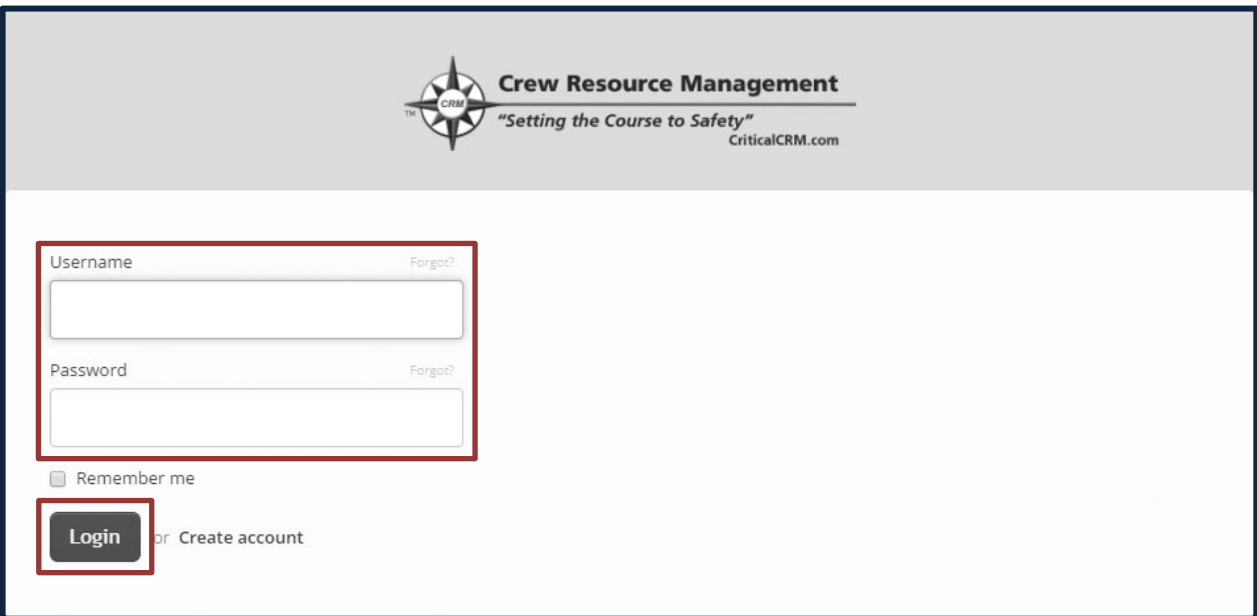
Password [Forgot?](#)

Remember me

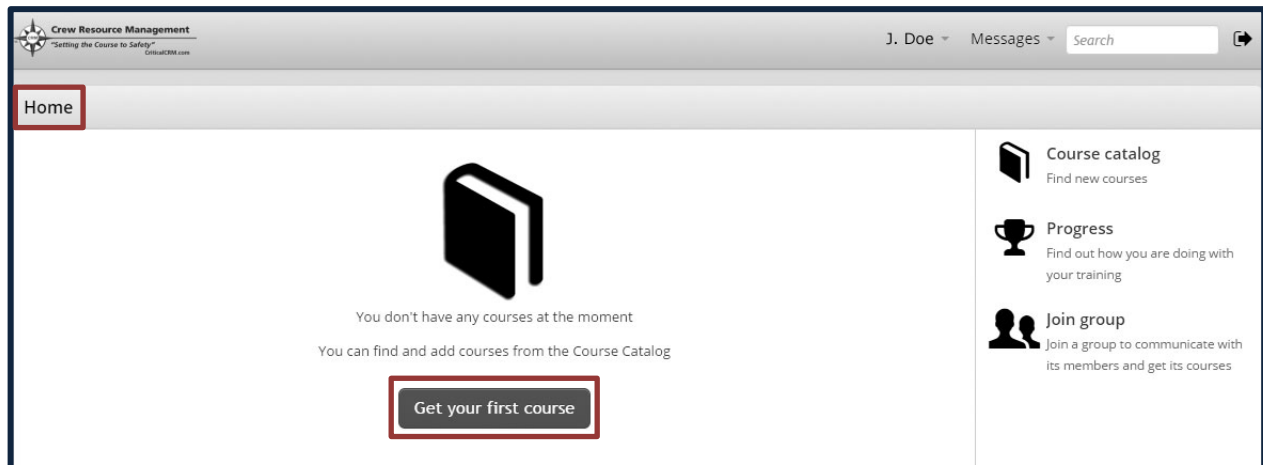
3. Check your e-mail account for your **Welcome to CriticalCRM** confirmation e-mail. Select the **Confirm Your Account** link provided in the e-mail to activate your registration.
4. Login to <https://secure-criticalcrm.talentlms.com> using this link, or use the link provided in your **Welcome to CriticalCRM** confirmation e-mail.



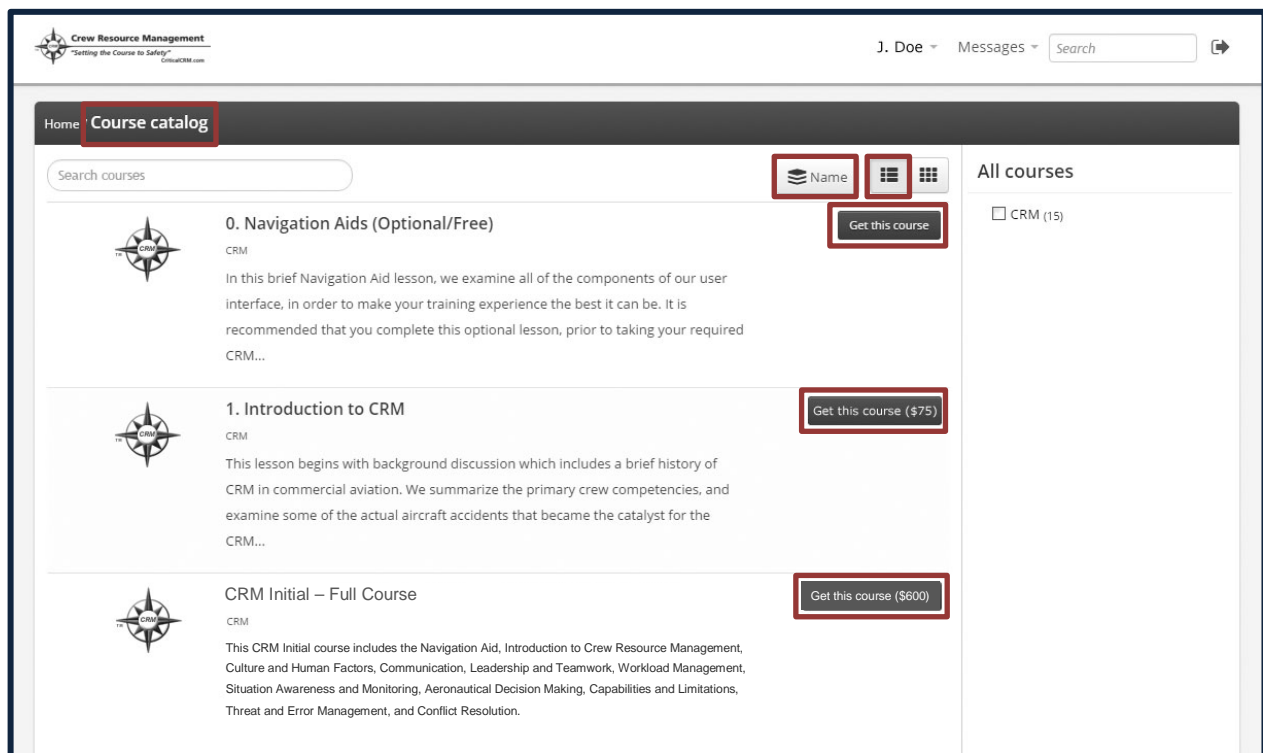
5. Login to the LMS using your **Username** and **Password**.



- On the **Home** page, select the **Get Your First Course** button. This will direct you to the **Course Catalog** page.

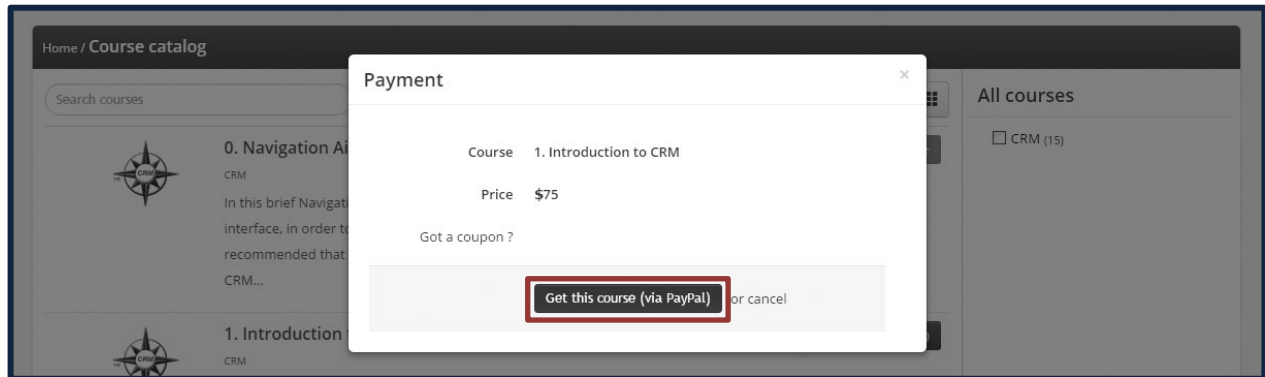


- On the **Course Catalog** page, select the **Name Icon** highlighted below, for full descriptions of each topic/course.
- Select the topic/course called **Navigation Aids**. We suggest you take this brief topic/course on how to use our LMS and the components of our user interface.
- Select the first topic/course you'd like to purchase from the list by selecting the **Get This Course (\$)** button. You are allowed to purchase one item at a time, but may return to the **Course Catalog** and purchase as many items as you'd like, at any time.



10. Select the **Get this course (via PayPal*)** to purchase the topic/course.

*Although you are free to use your credit or debit card, or PayPal account for payment, we use the PayPal billing system internally to our LMS. If you choose to use your credit or debit card for payment, **you DO NOT need a PayPal account** to use these forms of payment. Your credit or debit card will be charged for the purchase, if that is what you choose, but your statement may show a charge for PayPal.



11. Purchase your selection using your **PayPal**, **Debit**, or **Credit** card. Enter your **payment information** and select the **Pay** button at the bottom when you are done.

Crew Resource Management, LLC

Your order summary

Descriptions	Amount
1. Introduction to CRM Item number: 134 Item price: \$75.00 Quantity: 1	\$75.00
Item total	\$75.00
Total \$75.00 USD	

Choose a way to pay

Pay with my PayPal account PayPal

Log in to your account to complete the purchase

Pay with a debit or credit card, or PayPal Credit

(Optional) Join PayPal for faster future checkout

Country: United States

Debit or Credit Card | Prepaid Gift Card | PayPal Credit Special Offer

Debit or Credit card number:

Payment types:

Expiration date: mm / yy /

CSC:

[What is this?](#)

Billing information

First name:

Last name:

Address line 1:

Address line 2 (optional):

City/State:

ZIP code:

Contact information

Phone type: Mobile

[Why is this needed?](#)

Phone number: 555-555-1234

Email:

Click **Pay** to complete your purchase. Please review your information to make sure that it is correct.

Pay

Powered by **PayPal**

13. On your **Course Catalog** page you will note which topics/courses you have purchased by the note stating **You Have This Course**. We suggest you first take the **Navigation Aids** lesson. To begin a topic/course, simply select the title from your **Course Catalog** page (your selection will highlight). You will be provided with the option to **Start** or **Resume a Course** from where you left off. You may restart any partially completed topic/course from the beginning at any time.

The screenshot shows the 'Course catalog' page for 'Crew Resource Management'. The page features a search bar, a list of courses, and a sidebar with 'All courses'. Two courses are visible:

- 0. Navigation Aids (Optional/Free)**: CRM. Description: "In this brief Navigation Aid lesson, we examine all of the components of our user interface, in order to make your training experience the best it can be. It is recommended that you complete this optional lesson, prior to taking your required CRM..."
- 1. Introduction to CRM**: CRM. Description: "This lesson begins with background discussion which includes a brief history of CRM in commercial aviation. We summarize the primary crew competencies, and examine some of the actual aircraft accidents that became the catalyst for the CRM..."

Both courses have a 'You have this course' button. The '0. Navigation Aids (Optional/Free)' course title and its description are highlighted with a red box.

14. Selecting the **CRM Initial – Full Course** from the course catalog will bring you to the **Course Content** page which lists all of the topics included in this course. You can select **Start** or **Resume Course** to begin, taking the topics in the order provided. If you wish to take them out of order, or go back and review a topic already completed, simply select the **Topic Title** from the **Content** list.

The screenshot shows the 'CRM Initial – Full Course' page. The page features a 'Start or resume course' button and a 'Content' list. The 'Start or resume course' button is highlighted with a red box. The 'Content' list includes the following topics:

- Navigation Aids
- Introduction to CRM**
- Culture and Human Factors
- Communication
- Leadership and Teamwork
- Workload Management
- Situation Awareness and Monitoring
- Aeronautical Decision Making
- Capabilities and Limitations

The 'Introduction to CRM' topic is highlighted with a red box.

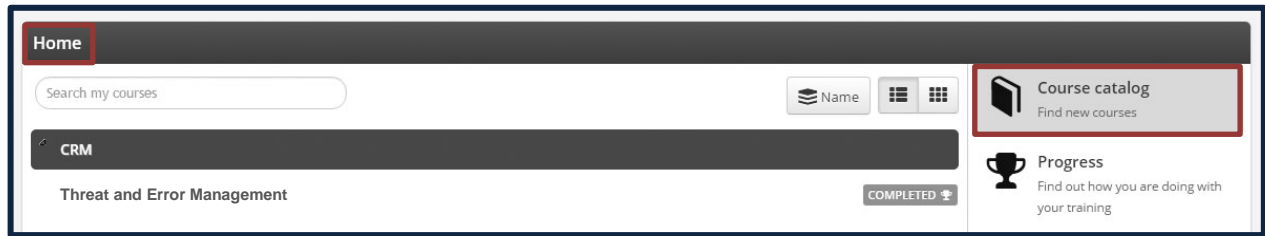
15. A **completion certificate** will be available at the successful completion of each CRM Recurrent topic or at the end of the CRM Initial – Full Course. To **download your certificate** directly from the LMS, select the completed lesson from the **Home** page, and then select the **Progress Icon** on the right hand side of the page.



16. From your **Progress** page, select your **Certifications** tab.
17. Select the **Progress Icon** under **Operations**. This will automatically **download a .pdf file of your Completion Certificate**. This download will appear on the lower left hand corner of your computer screen.
18. Select the downloaded **Completion Certificate** to save it to your computer, and print it. If you have been assigned this lesson by your carrier, **records of completion** will also be sent to your **Training Manager**.

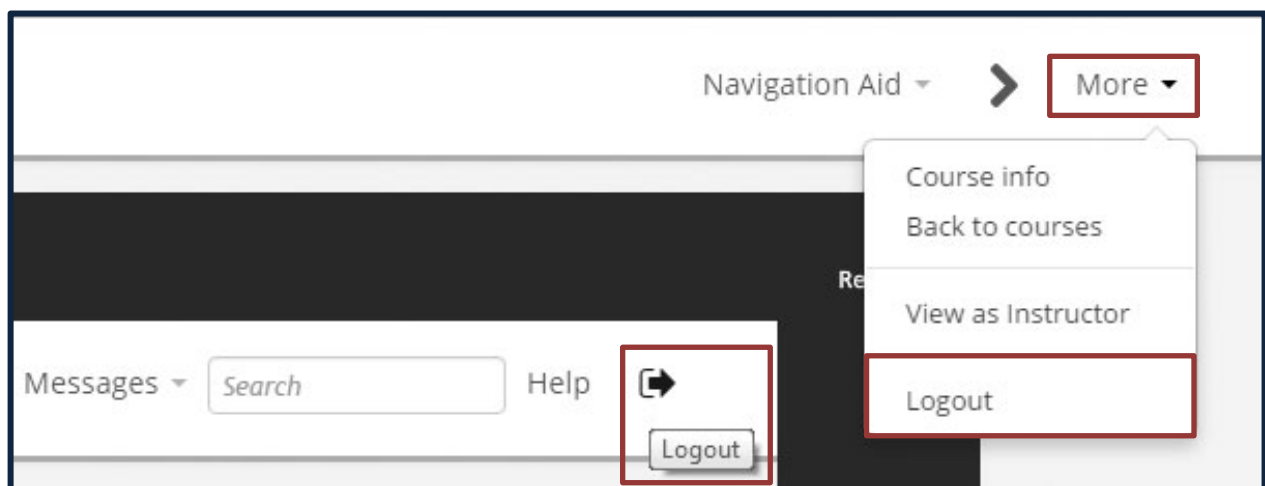


19. You may purchase additional topics/courses at any time from your **Home** page. Select the **Course Catalog / Find New Courses Icon** to return to the entire **Course Catalog** to view additional topics/course selections. Select the topic/course you wish to purchase, and repeat steps 7 through 11 of this document.



20. To **logout** of the LMS, select the **Logout Icon** from the **Home** page.

21. To **Logout** of the LMS from a topic/course, select the **More** tab, and then the **Logout option**. When you return to the topic/course, you will be given the option to resume or start the topic/course.



We hope these step-by-step instructions have been helpful to you. If you have any problems purchasing or logging into your topic/course, use the **Contact Us** portion of our **CriticalCRM.com** website, to contact our LMS representative for assistance.