



Step-By-Step Instructions to Purchase Online LMS Courses

1. Select the **Registration** button on the website, to purchase specific topics and various CRM Recurrent package configurations. This button will direct you to our online **Learning Management System (LMS)**.

A screenshot of the CRM website's LMS course pricing table. The table has three columns: 'Online LMS Series', 'Pricing', and 'Purchasing'. The 'Purchasing' column has a red box around the 'Registration' button. The table lists five course options with their respective prices and purchasing options.

Online LMS Series	Pricing	Purchasing
CRM - Individual Topics	\$75	Registration
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	Contact Us

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 account creation 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 box.

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

Username [Forgot?](#)

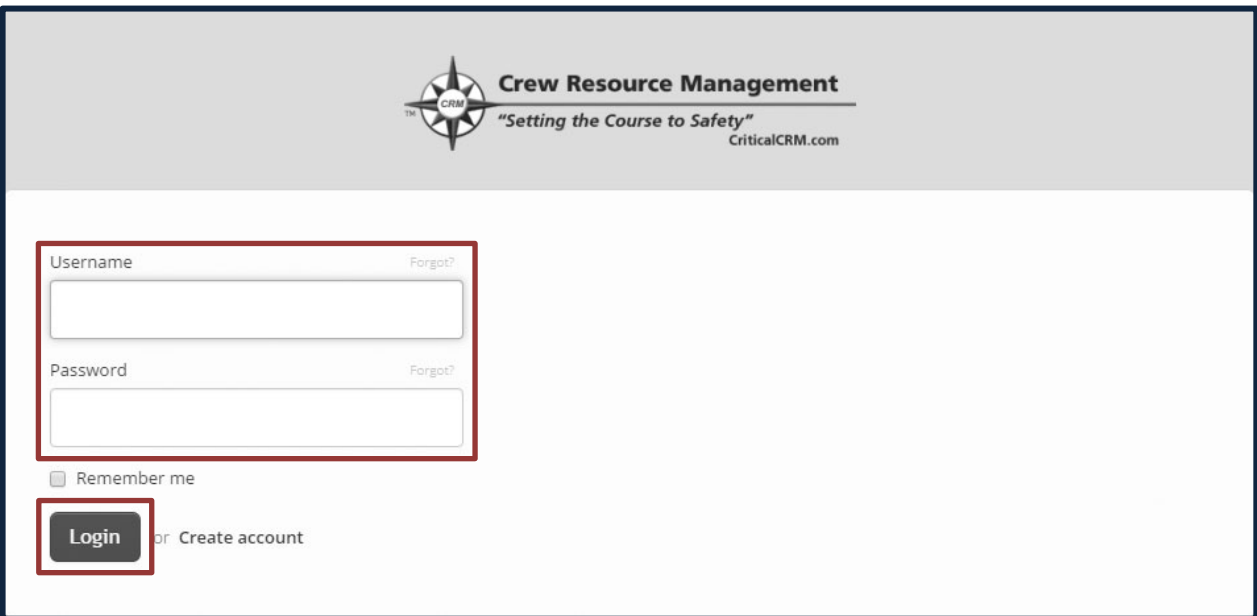
Password [Forgot?](#)

Remember me

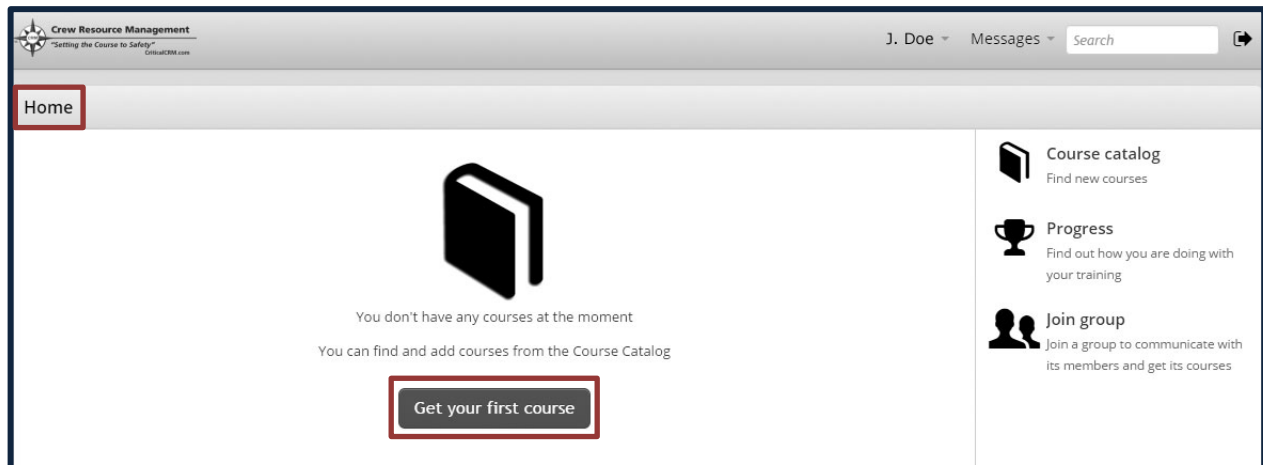
3. Check your e-mail account for your **Welcome to CriticalCRM** confirmation e-mail. Select the **Confirm Your Account** link provided in the e-mail to activate your registration.
4. Login to <https://secure-criticalcrm.talentlms.com> using this link, or use the link provided in your **Welcome to CriticalCRM**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



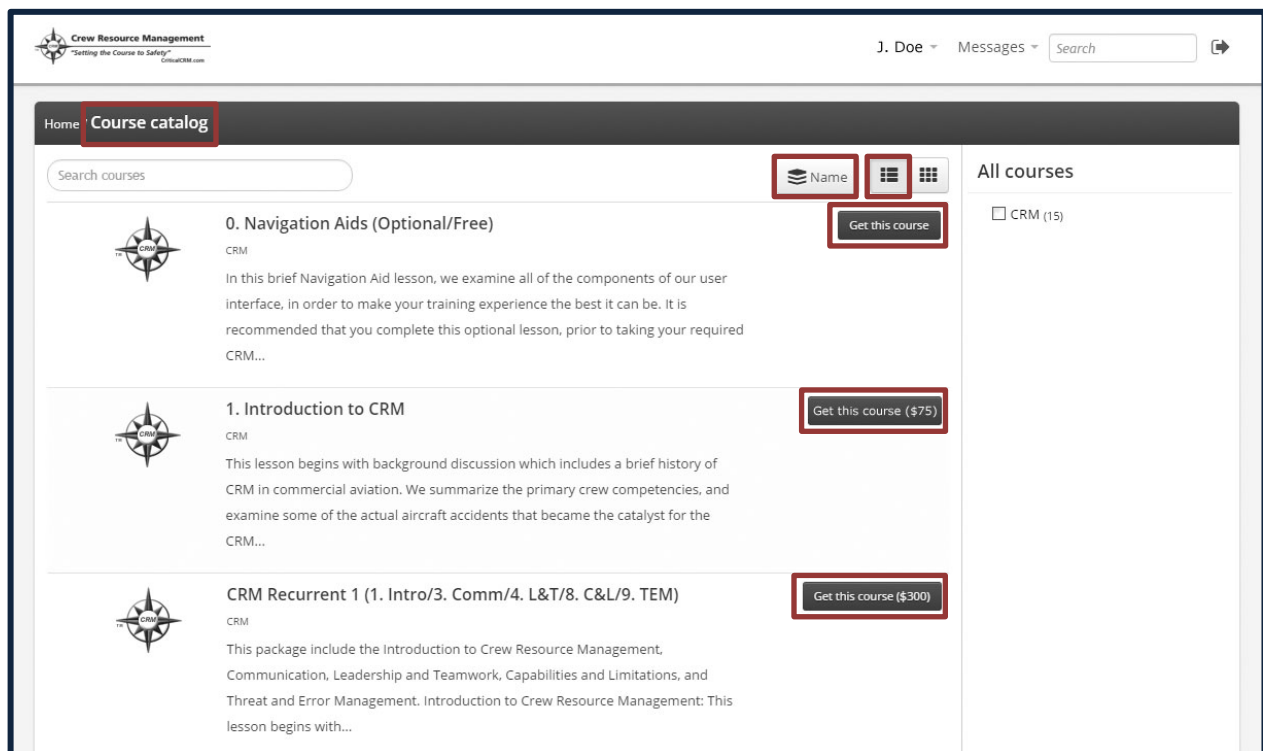
5. Login to the LMS using your **Username** and **Password**.



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

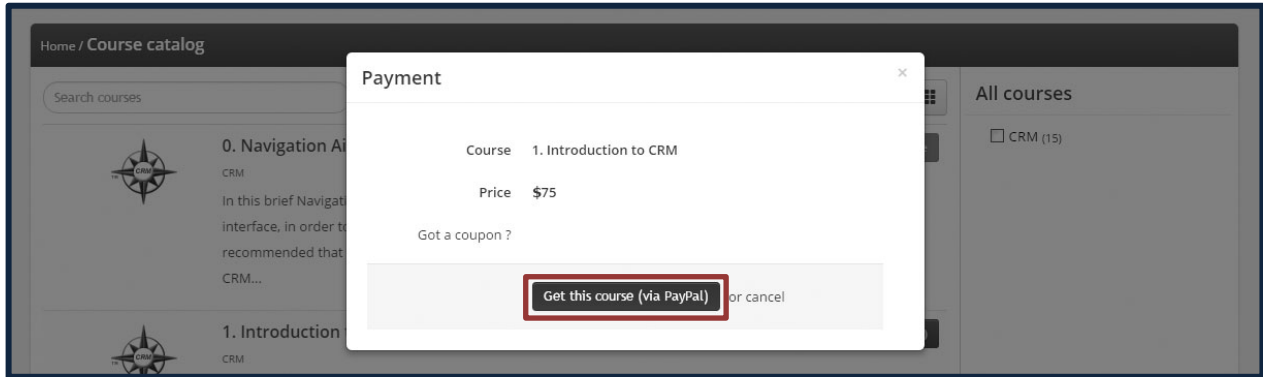


- On the **Course Catalog** page, select the **Name Icon** highlighted below, for full descriptions of each course.
- Select the course called **0. Navigation Aids (Optional/Free)**. We suggest you take this brief course on how to use our LMS and the components of our lesson user interface.
- Select the first course or package 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 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

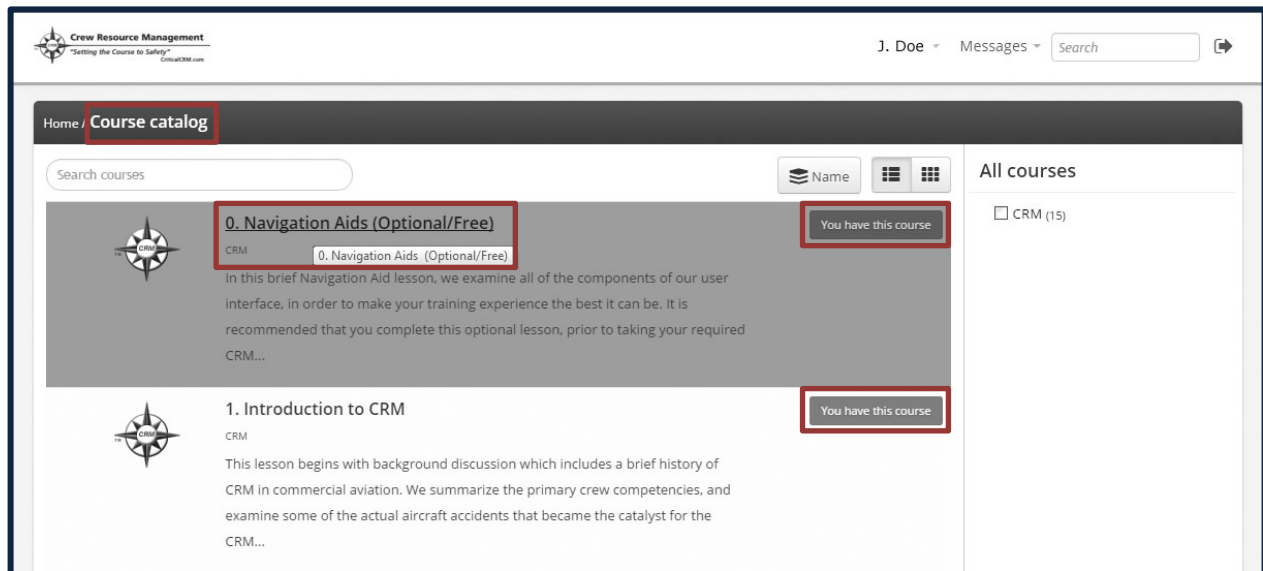
Email

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

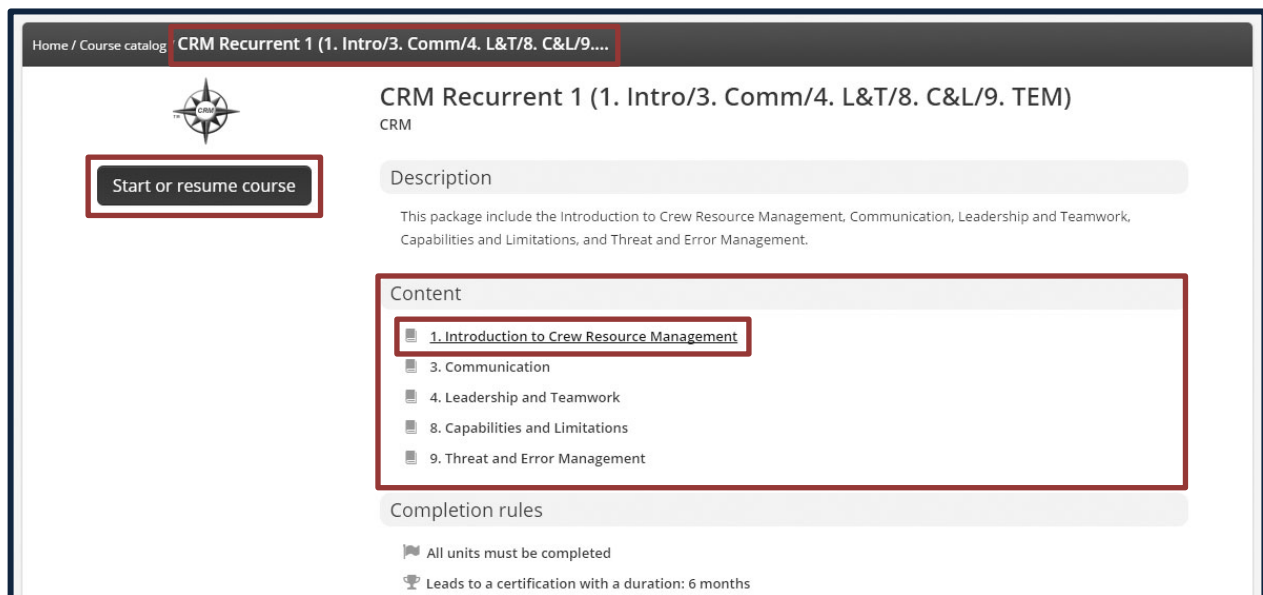
Pay

Powered by **PayPal**

13. On your **Course Catalog** page you will note which courses you have purchased by the note stating **You Have This Course**. We suggest you first take the **0. Navigation Aids (Optional Free)** lesson. To begin a 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 course from the beginning at any time.



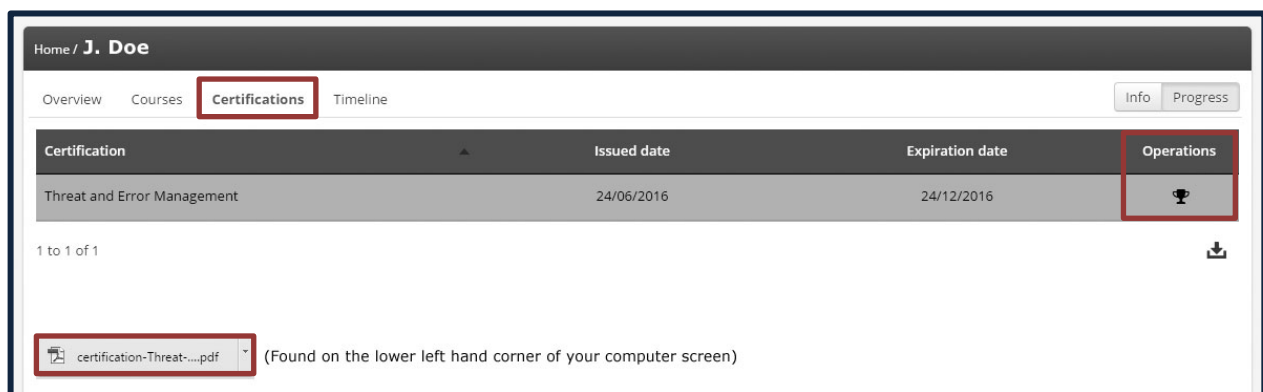
14. If you purchased a **CRM Recurrent Package**, selecting a packaged course will open the **Course Content** page. You can select **Start or Resume Course** to begin, taking the lessons in the order provided. If you wish to take them out of order, simply select the **Lesson Title** from the **Content** list. If the **Introduction to Crew Resource Management** lesson is included in your package, it is suggested you complete this lesson prior to taking the other lessons included in your package.



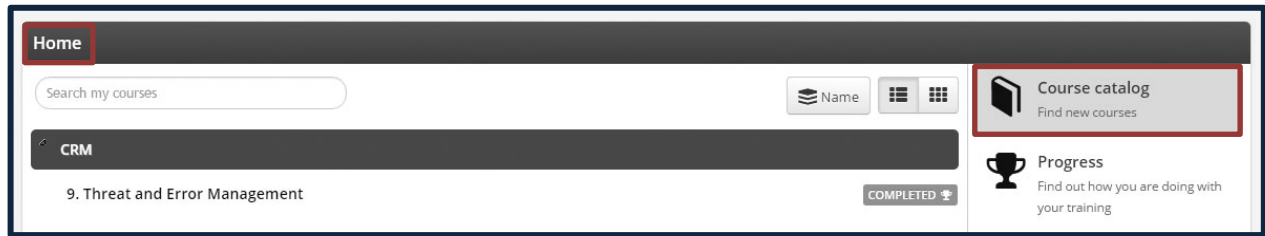
15. A **completion certificate** will be available at the successful completion of your CRM Recurrent topic(s) or package. To **download your certificate** directly from the LMS, select the completed lesson from the **Home** page, and then select the **Progress Icon** on the right hand side of the page.



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**.

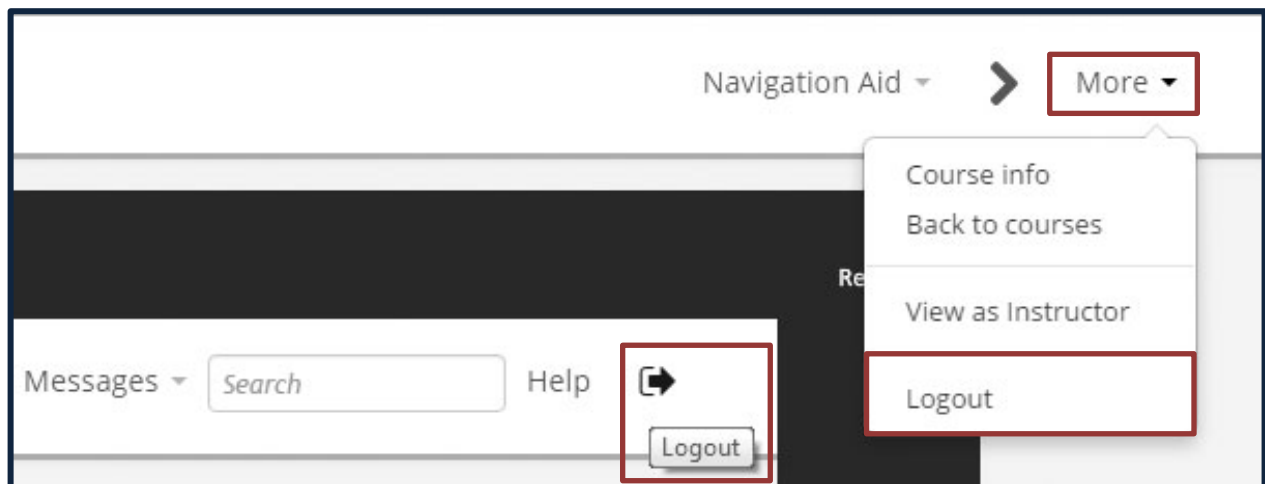


19. You may purchase additional courses at any time from your **Home** page. Select the **Course Catalog / Find New Courses Icon** to return to the entire **Course Catalog** to view additional topics and CRM Recurrent package options. Select the Course you wish to purchase, and repeat steps 7 through 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 course, select the **More** tab, and then the **Logout option**. When you return to the course, you will be given the option to resume or start the course.



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