



# Cyber Investigator

Certification Program

## Quick Start Guide

## 1 WELCOME

The FBI-CICP is a flexible, multi-media, e-learning environment accessible anywhere, anytime. You can enhance your job-related skills through video recorded lectures, demos, and hands-on labs. This Quick Start Guide introduces you to FBI-CICP and explains how to enroll in and manage your courses and account information.

## 2 SYSTEM REQUIREMENTS

To use CICP effectively, you need the following:

- Web browsers: Internet Explorer 7+ or Firefox 3+
- Adobe Flash version 10+ (for Lecture and Demo access)
- JRE Version 6+ (for lab access)
- Computer system and network settings that allow access to streaming video from internet sources
- Minimum client resolution of 1280x1024 to enable proper Video and Lab Player display
- Internet connection of 384 Kbps or greater (to sustain downloads with no more than 230 ms of latency).

FBI-CICP does not currently support off-line viewing or content downloads.

## 3 BECOME A REGISTERED USER

You need an authorized account to gain access to the FBI-CICP e-learning environment.

### 1. Get a LEEP Account:

Start here: <https://www.cjis.gov/onlineapp/index.xhtml>

You will need the following information to get your LEEP account:

- Email address
- Sponsor
- Point of Contact (POC) Name, Agency, Title, Email & Phone
- Personal Name, Organization, Title, Email & Phone

### 2. Take the Training:

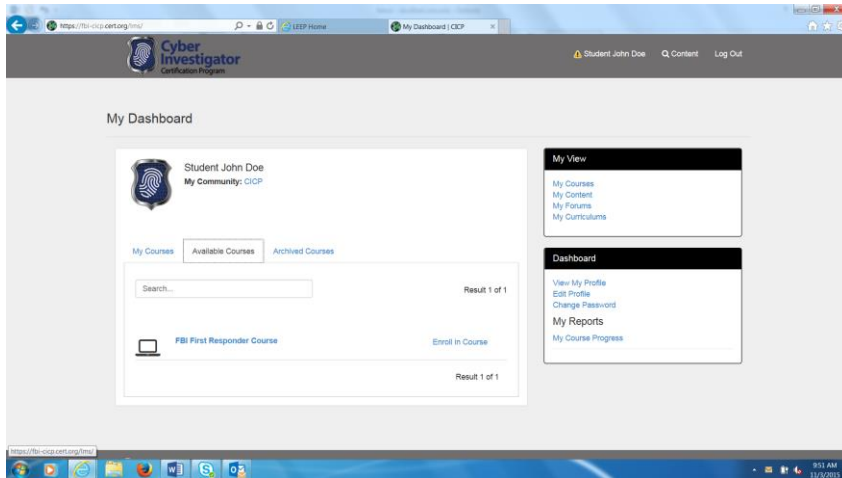
On the main LEEP page, select the CICP logo.

The screenshot shows the LEEP Law Enforcement Enterprise Portal. The main content area is divided into two columns. The left column, titled 'SERVICES', contains a table with the following entries:

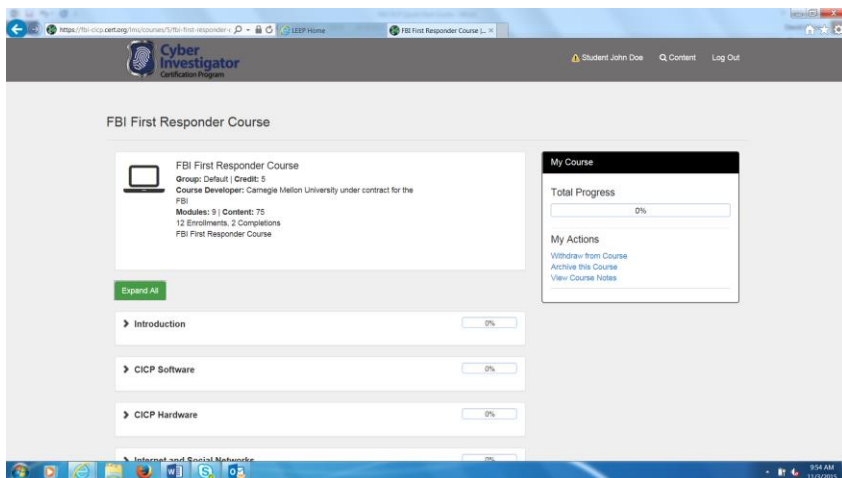
Service	Description (new)	Status	Access
@lee.gov Email	LEED Email		
Cyber Investigation Certification Program	CICP is the first cyber investigation curriculum targeting FBI Cyber Division partners for the purpose of developing law enforcement skills, analysis, and response capabilities. Bringing together the expertise of Carnegie Mellon University, the FBI's Cyber Division, and the International Association of Chiefs of Police (IACP), the self-guided online program is available to all federal, state, local, tribal, and territorial (S/TT) first responders.		
Cyber Shield Alliance	Cyber Shield Alliance is an FBI Cybersecurity partnership initiative developed by Law Enforcement for Law Enforcement to proactively defend and counter cyber threats against U.S. networks and critical technologies. The FBI sponsors an array of cybersecurity resources and intelligence, much of which is now accessible to LEAs through the Cyber Shield Alliance.		
eGuardian Training	eGuardian Training		
IDEAFX	Provides web-based, tiered/sharing capabilities for cross-organizational teams.		

The right column, titled 'LATEST NEWS', lists several articles with dates and authors. Below the news section is a 'FEATURED SERVICE PROVIDERS' section featuring the Cyber Shield Alliance logo and a brief description.

Select the Available Courses tab, then select the Enroll In Course button.



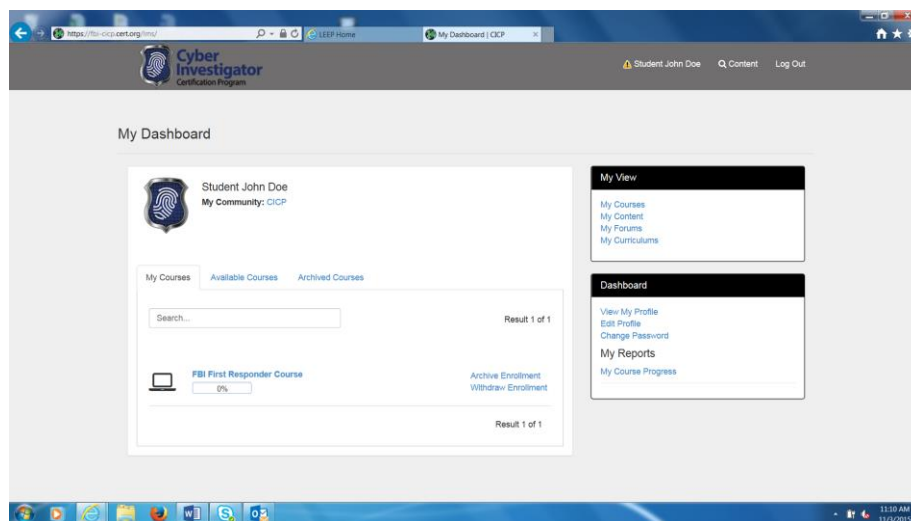
Select the Expand All button and then start with Director Comey's speech.



Watch as long as you are able. When you return, the training will restart where you left off.

## 4 LEARN THE HOME PAGE LAYOUT

When you login to FBI-CICP, on your user home page you will see:



1. The top panel, where your name is displayed and contains:
  - CICP (Cyber Investigator Certification Program) text. If either is clicked from any page, it will return you to your home page.
  - Search magnifying glass icon used to search for content within FBI-CICP
  - Log Out link to log out of the system
  
2. My Community, which displays the community name in which your user account is a member. Clicking the link takes you to the community profile page where you can:
  - View community information such as the number of users in the community, number of course enrollments, and number of course completions for the community
  - Access the community forum
  
3. Course tabs, which contain:
  - My Courses – Courses you are currently enrolled in
  - Available Courses – Courses available to you
  - Archived Courses – Courses you have archived
  
4. A Search box, to search for courses by name within the active tab.
  
5. My View action panel, with links available to view:
  - My Courses
  - My Content
  - My Forums
  
6. A Dashboard action panel, with links available to:
  - View your profile
  - Edit your profile
  - Access the Quick Start Guide
  - View a report displaying your progress for all courses you have enrolled in

## 5 MY VIEW ACTION PANEL

The links available within the [My View](#) action panel on the user home page allow users to navigate between the types of content available to them. Each view includes the capability to search the listing by item name.

- [My Courses](#) - the default view listing courses as detailed previously
- [My Content](#) – provides the ability to search specific content topics in courses
- [My Forums](#) – list of enabled forums that users may participate in

## 6 DASHBOARD ACTION PANEL

### 6.1 Edit User Profile and Change User Password

1. Click the CACP text in the panel at the top of the screen to return to your user home screen. In the Dashboard panel, you will find links to view your profile, edit your profile, change your password, view the Quick Start Guide, and generate your course report.

- [View My Profile](#) - opens your My Profile page that displays your name and community membership.
- [Edit My Profile](#) – opens your profile page to edit name or time zone information
- [Quick Start Guide](#) – prompts you to view/download the user Quick Start Guide.
- Tip: Be sure to click [Save Profile](#) or [Save](#) when finished updating your profile information or changing your password.

The [My Reports](#) section of the Dashboard action panel has a link available to generate a report detailing your progress in all courses in which you have enrolled. Additional information on generating and using the [My Course Progress](#) report, is detailed in a later section.

## 7 ENROLL IN A COURSE

To enroll in a course that is available to your community

1. Click on the [Available Courses](#) tab.
2. Find a course by browsing the list or searching by course name or keyword.
3. Click the [Enroll in Course](#) link next to the name of the course you would like to enroll in.
4. You will immediately see a message welcoming you to the course, and the course will be listed under the [My Courses](#) tab.

## 8 VIEW COURSE OUTLINE

1. You may prefer to view the course outline before you enroll in a course. To do so, click the [Available Courses](#) tab and click on the course name link to view the course's home page and full outline.
2. At the course home page, click [Expand All](#) to open all module headings and reveal the contents contained within each, or click the green arrow next to individual modules to expand individually.
3. After you have reviewed the outline, click [Enroll in Course](#) in the Course action panel if you wish to enroll in the course. If you do not wish to enroll, click on the CACP logo in the top panel to return to your user home page.
4. Once you have enrolled in a course, it will be listed under your [My Courses](#) tab until you decide to withdraw from or archive the course.

The screenshot displays the course interface for the 'FBI First Responder Course'. At the top, the course title and developer information are shown. A 'My Course' panel on the right indicates 0% total progress and provides options to 'Withdraw from Course', 'Archive this Course', and 'View Course Notes'. Below this, the 'Introduction' section is expanded, showing three modules: 'FBI Director James Comey - Introduction (2:35)', 'Introduction to the CICIP for First Responders (2:14)', and 'Best Practices, Crime Scenes, and Digital Assets (6:02)'. Each module has a 'Launch' button and a 'Not Started' status.

## 9 START A COURSE

To begin viewing a course you have enrolled in:

1. Select the course name link from your [My Courses](#) tab.
2. Click the green triangle to reveal the contents of each course module, or click [Expand All](#) to simultaneously expand all modules.
3. Click the green [Launch](#) box next to the first piece of content in the course.
4. Click the [Launch](#) box in subsequent modules to progress through the course. Lecture and demo content items open a player window when launched that includes synchronized video, slides, and transcript. There are tools available to use with the transcript section such as search, highlighting, and copy and paste. The video may be paused, or you may select to move around within the video chapters, using the player controls at the bottom of the window. You may exit a video before completion and resume where you left off at a later time.
5. Your progress for each module and individual content item will be displayed in the progress status bar next to each item; each will indicate [Complete](#) when finished.
6. The [Total Progress](#) status bar in the [My Course](#) action panel on the course home screen indicates the percentage of the entire course that you have completed.
7. You may exit the course at any time and resume later. When ready to resume the course, simply select it from the courses listed under your [My Courses](#) tab and continue where you left off.

## 10 MY COURSE ACTION PANEL: COURSE ACTIONS

The [My Course Action Panel](#) that is available on the top right of every course home page:

- Shows your total progress completing the course
- Offers two ways to remove a course from your [My Courses](#) tab – Withdraw or Archive

### 10.1 Withdraw from Course

When you withdraw from a course, you completely remove your enrollment. Your course progress information will not be included within any User, Course, or Community reports. However, your progress within individual content items is preserved. If you re-enroll in the course in the future, or if you enroll in another course which uses the same content items, your progress will be indicated.

Important: Withdrawing from, and re-enrolling in an already completed course may impact the date displayed on the course completion certificate.

## 10.2 Archive this Course

When you archive a course, you move the course from your [My Courses](#) list to your [Archived Courses](#) list. This allows you to keep a link to courses that you wish to refer to in the future. All of your archived course progress information is stored and also included in reporting.

Tip: Archive courses that you've completed. This ensures they are still included in reporting for yourself and your Community

To move a course back to your [My Courses](#) tab, click the [Archived Courses](#) tab on your home screen, find the course name, and click [Restore Enrollment](#).

Withdraw, archive and restore functions are also available from the course tabs on your user home screen.

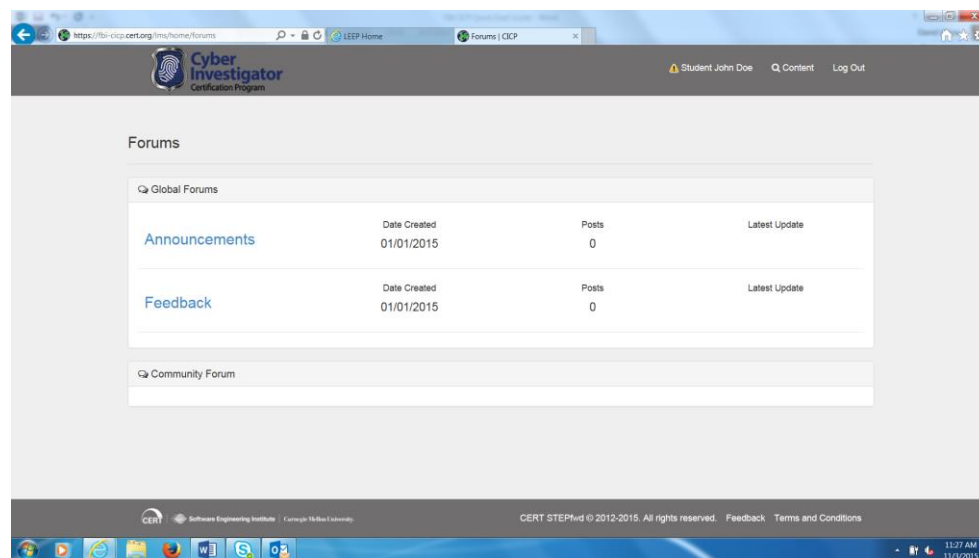
## 11 COURSE FORUMS

Forums are available for each course. This is an area where users enrolled in the course may post questions or participate in discussions.

Note: An Administrator must first create the course forum for this feature to be available.

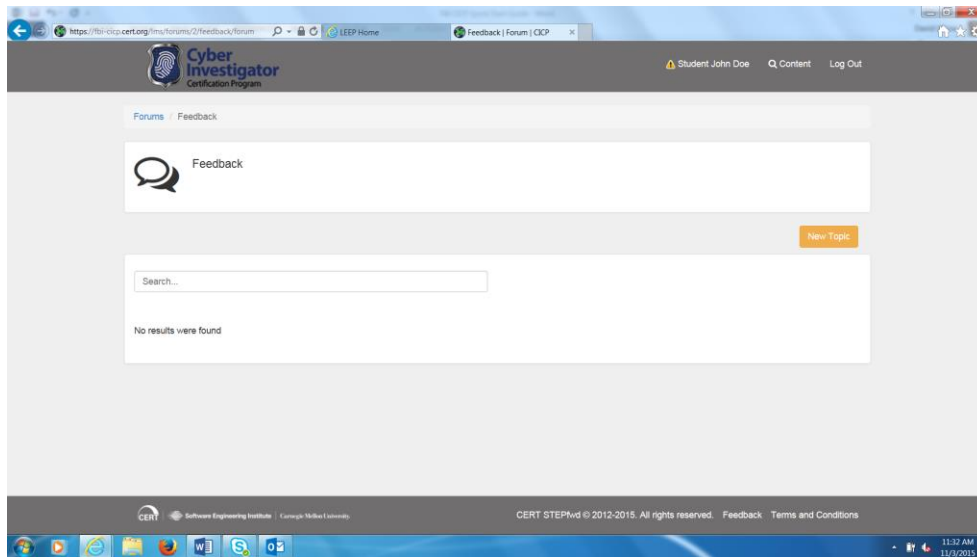
To view postings and post your comments to a course forum

1. From the [My Courses](#) tab, click the [My Forums](#) link in the [My View](#) action panel of the home page. Click on the Forum that you wish to participate.



To create a new forum topic

1. Click the [New Topic](#) box, enter your topic subject in the Subject field and your comments in the body field.



## 2. Click Create.

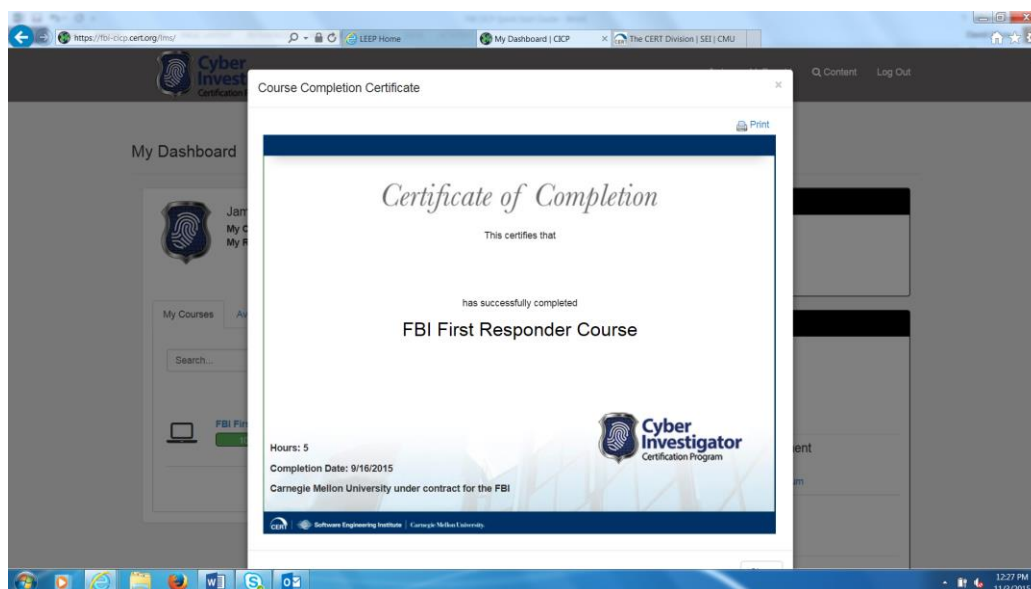
The icons above the Body field allow you to use bold, italics, bulleted or numbered lists, or add a URL in your post.

To reply to a forum topic

1. Click the topic subject link to bring up the forum reply screen. The forum topic appears at the top of the screen along with the latest posting to this topic.
2. Click Reply to post your comments.

## 12 COURSE COMPLETION CERTIFICATE

Once you have completed all items within a course, including the assessment, your course progress status will be 100% and a course completion certificate link will be available to you.





On the [My Courses](#) tab, the courses that have been completed will have a [Completion Certificate](#) link available. Completion certificate links may also be accessed via the completed course's page.

Click the [Completion Certificate](#) link to open the completion certificate. The certificate contains

- Your name
- The name of the course
- The total number of hours for the course
- Date of completion

To print the certificate, click the [Print](#) link in the top-right corner.

## 13 GENERATE COURSE PROGRESS REPORTS

The [My Course Progress](#) link under [My Reports](#) in the Dashboard action panel is used to generate a report detailing your progress in all courses for which you have enrolled.

1. Click the [My Course Progress](#) link to view the list of courses you are enrolled in and the completion percentage for each. A completion date will be listed for any course you have successfully completed.

This report may be printed or saved as.csv file. An additional option to display/export a direct access URL is also available.

## 14 CONTACT

To report a problem or provide other feedback, click the [Feedback](#) link at the bottom of the FBI-CICP window or send email to [helpdesk@leo.gov](mailto:helpdesk@leo.gov) or [cicp@ic.fbi.gov](mailto:cicp@ic.fbi.gov).

Please detail as much information as possible including the specific system element(s) involved (community, course, content piece, etc.) and any error messages you may have received.