ATR ONLINE FREQUENTLY ASKED QUESTIONS

How does the Serial Number feature work?

Once you have received your serial number, simply register and login to the site and locate the specific program you wish to view then either type or copy/paste the code (case sensitive) into the box on the product page and click on the box below that says "Use Serial". Once this is done the program will start playing on the bottom right of your screen.

How do I purchase credits?

Credits can be purchased by clicking on the link below. You will see the different credit packages available. After purchasing a specific package you will be emailed your Serial Number.

https://www.americantrainingresources.com/eCommerce/creditPackages.aspx

How many credits will I use once I click the Use Serial button?

All programs use one credit.

Do I need a Serial Number to preview a program?

No. To preview simply click on the Free Preview button and the program will start playing.

How do I know how many credits are left on a specific Access Code?

When you log in your credit balance will be displayed at the top of the page.

How long does one credit last?

60 minutes.

Can I share my Access Code with other departments or locations?

Yes you can. However the person you share it with should register and login with their information.

If I like a program can I purchase a DVD or USB?

Yes. All programs on ATR Online are available in a DVD and USB versions. They can be purchased online at www.atr-inc.com .

Will the programs transmit to a mobile device?

Yes. As long as you have an internet connection ATR Online can be used on mobile devices.

Where is the full screen button?

Click on the bottom right of the video player and you will get full screen access. Press the escape button to reduce the size.

What is the Popup Video button do?

Once you use your serial number you will notice a button that says "popup video". If you click on this button it will allow you to customize the size of the video player to fit a specific screen size by clicking and dragging the sides of the screen.

The program is taking a long time to start playing?

To ensure you receive the highest quality picture it can take anywhere between 1 and 30 seconds to start playing. This will depend on the internet speed you are receiving.

I am receiving "No" picture.

In the extremely unlikely event this occurs this could be a security "firewall" situation in your organization. Contact your IT department.

How do I use the "Favorites" feature?

If you like a program and want to add it to your favorites, simply click on the favorite tab on the specific product page. To remove it simply go back to the product page and click on the favorite button again and it will be removed.

What is the History tab?

This will track all programs viewed by date and time of the individual who is logged in.

I Forgot my Password

Click the log in button and you will see a link that says "Forgot Your Password". Put the email address in that you originally registered with and you will be emailed a link to reset your password. If you do not receive the email be sure to check your spam folder. Due to some organizations having very strong firewalls there have been instances where this email has been blocked. If you are pressed for time then simply re-register using a different email address and you will be logged in immediately.