

Useful hints about how to success Web Based Trainings Safety, Security and the Theoretical Driving Test



Access the internet address wbt.zurich-airport.com.



Click the picture of the course you have to take.



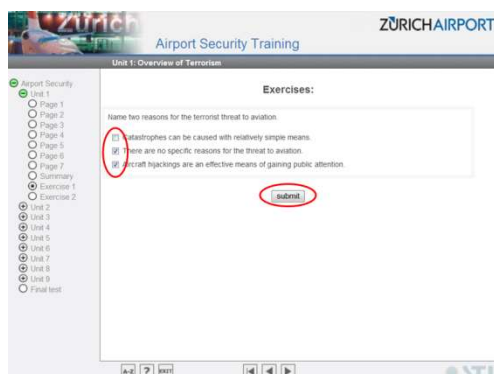
Enter your username and your password, which are indicated on your course request "Kursaufforderung". Choose course language English.

You can only access the courses which are listed on your course request. When you successfully pass the test, it will be deleted during the following night and won't be at your disposal anymore.

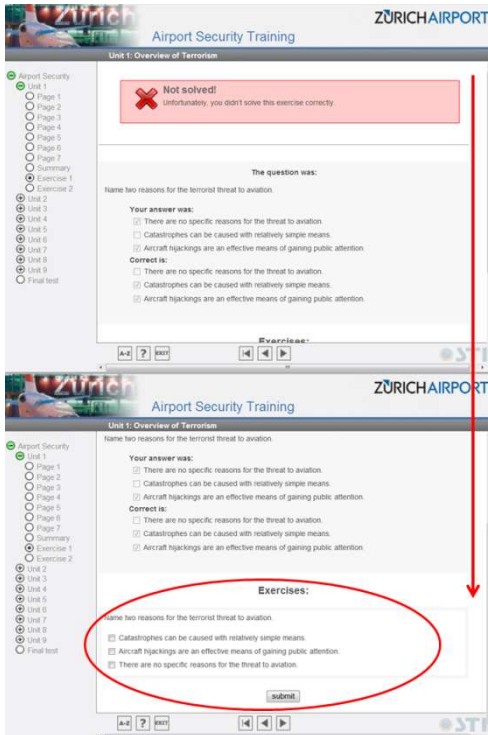


In order to successfully complete the test, the whole course (i.e. all the pages) must be worked through by using the navigation buttons   at the bottom of the page.

As soon as you have worked through a page, the page's dot from the navigation menu on the left of the screen will turn green. Do not navigate with the navigation menu as otherwise the whole content of the course might not be processed and the course will not be successfully completed.

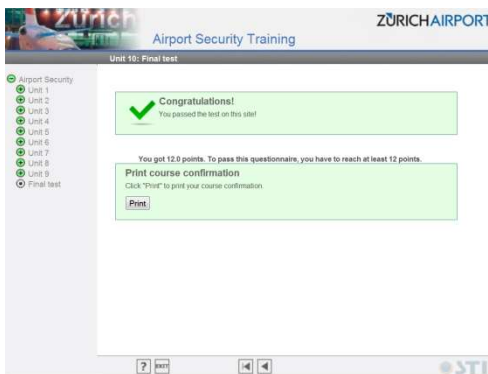


All contained exercises must be correctly solved and finished with the button "submit".



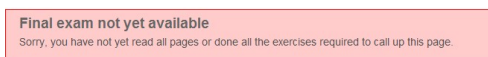
If the answers are not correct, the exercise must be repeated until they are correctly answered.

The trainings can be stopped at any time and resumed later except for the “Final tests” which must be completed without interruption.

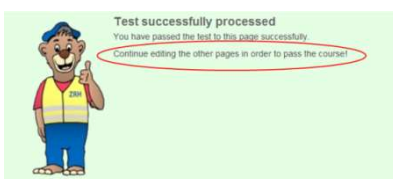


A Training is successfully completed, if the course confirmation can be printed. A successfully passed training will automatically be notified to the Services Cards and Parking. For your documentation, we recommend to print out the course confirmation at the end of the training.

In case you have to complete several WBT trainings, you can click the button “EXIT” to go back to the main page.



If not all of the exercises are successfully completed, a corresponding hint will pop up at the end of the course:



Please notice that the word “Test” in this screen refers only to this unit and not to the whole course.

Each training's peculiarities:

Airport Security Training (WBT, Theory)

- In the event that the training is not passed within the given term, the airport ID card will automatically be suspended/blocked and it will only be reactivated by subsequent successful completion of the training.
- All pages must be worked through.
- All exercises at the end of each chapter must be correctly answered and submitted.
- At the end of the training a final test must be passed. After three failed tries the whole training must be repeated.

Safety Training (WBT, Theory):

- In the event that the training is not passed within the given term, the airport ID card will automatically be suspended/blocked and it will only be reactivated by subsequent successful completion of the training.
- All pages must be worked through.
- All exercises at the end of each chapter must be correctly answered and submitted. If an exercise has too many errors, the whole training must be repeated. The following hint will pop up :



- There is no final test.

Driving Permit (WBT, Theory):

- All pages must be worked through.
- Navigation buttons ⏪ ⏩ can only be clicked after a defined waiting time.
- All exercises at the end of each chapter must be correctly answered and submitted.
- At the end of the training a final test must be passed. After three failed tries the test counts as not passed, the driving permit's application will be voided and the employer must apply for a driving permit again.

Possible problems and their solution

The website cannot be opened:

Probably the right address was not entered
 (wbt.zurich-airport.com, www instead of wbt; zuerich instead of zurich etc.)

Problems to log in:

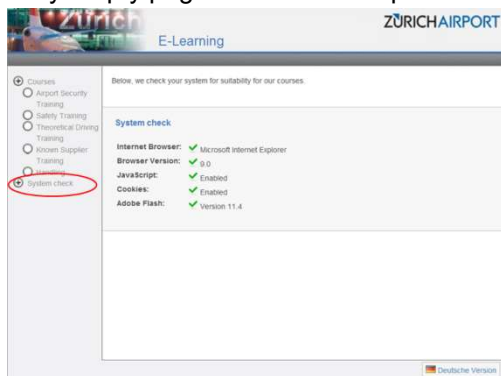
Is the right training being clicked? – Select the course listed on your Course request.

Is the training already passed? When a training has been already successfully passed, it will be deleted during the following night and won't be at your disposal anymore.

Are username and password correctly written (was 1 instead of l entered, were capital letters entered by mistake)? Please cross check and try it again.

Display problems:

Only empty pages are shown or pictures cannot be loaded:



Eventually the computer hasn't the required actualized programs. This can be proved on the website wbt.zurich-airport.com under System check. If the system requirements are not fulfilled the PC has to be actualized or a PC with the necessary requirements must be used.

The following browsers are supported:

- Internet Explorer Version 8 or newer
- Mozilla Firefox Version 11 or newer
- Google Chrome
- Apple Safari

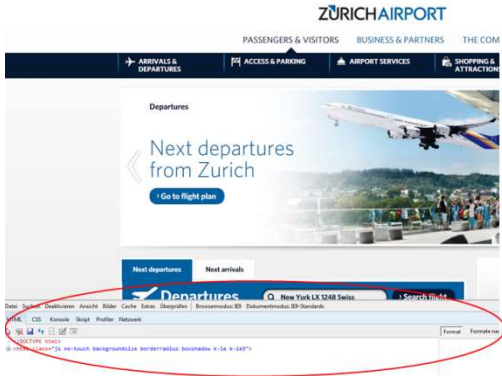
The following functions must be installed or activated:

- Cookies activated
- Java Script
- Adobe Flash Version 20 or newer

The following operating systems are supported:

- Windows
- Apple OS
- Linux
- Android

Microsoft Internet Explorer's users: if the browser's cache contains old unneeded data, this data must be erased.

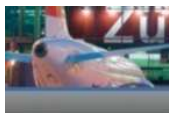
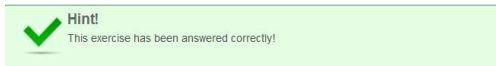


- Open only one website.
- Press function key <F12>. On the bottom of the page a new window will open.
- Press keys <Ctrl> and <R> at once.
- Click OK button on the popup.
- Press function key <F12> again to leave this mode.

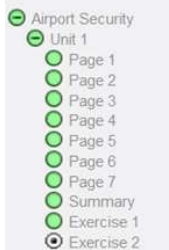
Now the display problems should be solved.

Problems with finalizing the course:

Have all exercises been answered correctly?

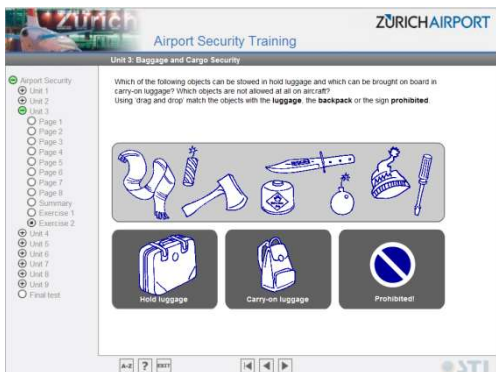


All text exercises must be passed. You have to answer all the questions of the questionnaire and then submit it. Wrong answered questions must be answered again. Eventually if too many questions were wrongly answered the whole course must be worked through.



Have all Pages been read (i.e. are the dots green)?

The whole course must be worked through with the arrow button. Some courses are programed with a minimum viewing time so that the next page cannot be accessed until the arrow turns green.



Note: graphical exercises always remain solvable. The green popup with the hint "this exercise has been answered correctly!" will never appear.

If the problem couldn't be solved:

Try to do the training on another PC or the next day.

Call the Services Cards & Parking on 043 816 26 07 and inform all the steps you have been through in order to find out the solution to the problem. Please have your course request ready.