



Go Wild: Updates

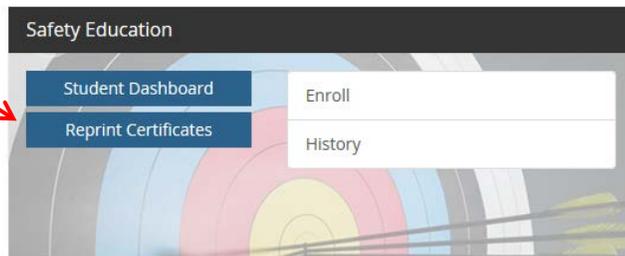
If you haven't yet taken notice, Go Wild is constantly evolving on the user end. While there have been some major bugs and issues, system fixes are continuously being released and improved upon. We appreciate your patience as well as the feedback concerning areas of improvement and issues you may have experienced or are experiencing...

Recent system fixes:

- **Convenience fees & the Payment Gateway:** You are now able to submit payment, using a credit card or auto pay direct from your bank account without the worry of being charged a convenience fee. Once fees are submitted, the student's certifications will move to their accounts instantaneously. Should you feel more comfortable sending in the course paperwork and fees, we will still accommodate that method as well.
- **Schedule Tab:** The update to add location, address, city, state, zip to each class period is now available.



Printing Student Safety Certificates: We get a lot of calls about customers not knowing where to print their safety certifications. A Reprint Certificates button was added to the customer's homepage under the Safety Education section.



The ability to print certificates also remains in the same place it was before in the Student Dashboard.



Click the PDF icon to print.

Current Issues and Workarounds:

- **Clearing Cache:** You may have had trouble when saving updates/changes to your class roster. In this instance, we suggest you try clearing your cache.
 - **How to Clear Cache:** That can be done by going to *Tools > Internet Options > Browsing History and then deleting Temporary Internet Files*. We realize system fixes are rarely immediate but we are thankful for your willingness to cooperate with us and collaborate to come up with working solutions.
 - If you are using Explorer, you can also try using different internet browsers, like Google Chrome or Mozilla Firefox.

- **Reserved Seats:** The reserved number of seats function is not working at this time and the programmers are aware of the problem. The online reservation is working off of the Max number of students.
 - **Workaround:** Please use caution and only use the Max number allowed and leave your reserved number 0 until this is fixed.
- **Students and Instructors are not receiving emails** when using the “email all students” link from the roster tab because it is putting the emails in your spam or junk email folder.
 - We have requested a fix to change the *sent from* name to “Wisconsin DNR”. This should direct the messages to the *customer’s inbox* instead of the *spam folders*.
- **Timesheets:** The TIMESHEET tab is auto-populated by what you enter in your class SCHEDULE and your INSTRUCTOR ROSTER. There are a few items to be aware of when working with your Timesheet.
 - **Workaround: Admin Hours:** You can log your admin hours on either the first day of class or the last day. There is an issue logged with the programmers to design a spot for admin hours in the future.
 - **Workaround: Warden Hours:** Wardens are paid employees; enter 0’s (zeros) for their time, they do not volunteer. Eventually the system will not populate the warden to the timesheet.
 - **No Blanks, Must enter 0 (zero’s):** When logging hours you must save one instructor at a time and if you have a date that an instructor did not help you must enter a 0 (zero) in the field. You cannot leave the field blank otherwise you will get an error when you try to submit your fees.
- **Submitting payment** with the completed roster via the Financial Tab. Instructors are getting a confirmation number WINSEI000_____, but the class is still showing up as “open” and no certifications are processed.
 - **Workaround:** Typically, this is a result of the instructor closing out of the browser after completing the payment through the e-payment gateway and not clicking the button stating “You must click continue to go back to the Go Wild site.” When the instructor fails to complete the full process the class remains OPEN and the transaction INCOMPLETE. Reconciliations are being run on a weekly basis and we are requesting data fixes as needed.

Some friendly reminders when utilizing the Instructor Dashboard in Go Wild:

- **Don’t forget to order your class supplies!** The supply management system is slowly getting better with system updates but you will notice that currently the tab is the furthest to the right. Once you’ve entered your Main Info and Schedule you need to click the Supply Orders tab and order your class materials. We have a request to have the Supply Orders tab moved to be the third tab.

Edit ARCHERY Class



- **Remember to use your DNR Customer ID number** on your paperwork. We no longer have the ability to search by the 5 digit instructor number previously assigned to you. If you need to have your volunteer hours credited to you, we need to have your CID.
- **Class Schedule:** When setting up a course and using the “Schedule” tab, be sure to enter the start and end times of each day you plan to hold the course. Failure to do so will result in inaccurate timesheets and volunteer hours reporting, and the course will not display on the upcoming courses site.
- **Review your Student ROSTER** before submitting payment, make sure the “Roster” tab properly displays the students in the course, whether they have **paid, completed** the course, and earned a **certificate**.

Paid	Completed	Certification	Harvested	Actions
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="checkbox"/>	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="radio"/> Yes <input type="radio"/> No	<input type="checkbox"/>	

Actions

- Print Roster
- Email All Students
- Print Temporary Certificates

- **Instructor Roster:** Be sure that your additional instructors have been added to the course roster, using their customer id number, and that you complete the Timesheet.
- **Printing Safety Certificates:** WI DNR no longer prints or mails safety education certifications. Customers now print their own.
- **Printing Temporary Safety Certificates: What is the LEAD? checkbox?;** Lead instructors who want to be listed on the temporary certificates when they print need to check the box in front of your name, scroll up to the roster and click *Print Temporary Certificates* link. Whoever has the box checked in front of their name is who will show up on the printed temporaries. The check mark will not save, it disappears after you print. You will have to check it each time before printing.

Save Updates

Instructor Roster

+ Add Warden + Add Instructor

Lead?	Contact	CID	Status	Actions
<input checked="" type="checkbox"/>	RANDALL ALBERT	049-957-061	Active	
<input type="checkbox"/>	RANDY DUNKEL			
<input type="checkbox"/>	MATTHEW KECKER			
<input type="checkbox"/>	NICHOLAS MARCELL			
<input type="checkbox"/>	DEAN STANGL			
<input type="checkbox"/>	WILLIAM STUART			

Actions

- Print Roster
- Email All Instructors

Done

NOTE: *If no check mark is used it picks the first instructor listed on the instructor roster.**

There are a number of training aids available to help you navigate Go Wild. PowerPoints, Forms, and documents can be found at the volunteer instructor corner. Go to: <http://dnr.wi.gov/volunteer/instructorCorner/> or go to www.dnr.wi.gov and keyword search "Instructor Corner." if at any time you find yourself stuck, Program Staff are available and more than happy to assist.

NOTE: * Printing Instructor Certification Cards:** At this time there is no option to print or reprint instructor certification cards. We anticipate this functionality to be available soon.

Remember your first point of contact should be your RSW, (Recreational Safety Warden) if you are not sure who that is see map below or find out here: <http://dnr.wi.gov/volunteer/safetyeducation/rswwmap.html>

You can also reach us by emailing DNRLESafety@wisconsin.gov or by calling 608-267-7509

