



**WCO CLiKC!**  
**National Coordinator Guide**

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## 1. Introduction

- **How to use this guide?**

This manual is divided into chapters which introduce you to the various functionalities offered by CLiKC! For the national coordinators. In order to understand the basic features offered to the users, you are also invited to take a look at the CLiKC! User manual.

You will find a detailed explanation of the functionalities. For the most important facts, just follow the step-by-step procedures set out in the blue boxes. Example:

- **Action 1**
- **Action 2**

There are many pictures in this guide, some including small red ovals in order to draw your attention to relevant information.

- ! Paragraphs marked with a ! at the beginning provide useful clarifications, tips and advice on specific points.

If you do encounter any problems using our platform, please do not hesitate to contact us at [elearning@wcoomd.org](mailto:elearning@wcoomd.org).

## 2. What are the technical prerequisites?

It is strongly recommended your computer meets the following technical requirements. Any other configurations (Mobile, Mac OS X, etc.) are not supported and may not display all CLiKC! features properly.

- **Hardware specifications**

You will need the following minimum hardware configuration:

- RAM: 512 MB or higher
- Audio: A sound card in order to listen to audio commentary when applicable.
- Internet connection: 1 Mbps or higher
- Screen resolution: XGA (1024x768) or higher

! You may test the speed of your Internet connection by typing “speedtest” on Google or by going to [www.speedtest.net](http://www.speedtest.net).

- **Software specifications**

You will need the following software installed on your computer:

- Operating System: Windows 7 or above
- Web browser:
  - Mozilla Firefox (Version 15 or higher)
  - Google Chrome (Version 12 or higher)
  - Internet Explorer (Version 9 or higher)
- Acrobat Reader 8 or above

! In order to browse the website problem-free, please enable pop-ups (when prompted by your browser) or disable any pop-up blocking software by following more extensive instructions here: <https://research.utexas.edu/ors/disable-popup-blocker/>.

- **What if I don't have this software?**

For Acrobat Reader, proceed as follows:

- **Open your browser**
- **Go to <http://get.adobe.com/reader/>**
- **Click "Download"**
- **Follow the instructions on the screen**

### 3. Role of the National Coordinator

Your role as the national coordinator for CLiKC! will be essential in engaging the users through the various online and offline training and capacity building events.

The National Coordinator serves as his/her administration's focal point for contact with the World Customs Organization (WCO) Secretariat on issues relating to development and training aimed at promoting Professionalism in Customs.

Through the CLiKC! website, the Coordinator is informed of events, correspondence and news concerning key programmes covering the topics listed below, for which an internal liaison within the administration is vital.

The National Coordinator is tasked with contributing to the development of the WCO's tools and strategy concerning HR management and staff development especially by sharing his/her administration's practices in these areas whenever possible and taking part in virtual working groups.

He/she plays a role in the community of training contact points so as to enhance the sharing of practices through an active network of professionals responsible for the management and development of Customs staff.

## 4. Approving a registration request

For Administrations having a national coordinator, it is allowed for the users to self-register on the website. However, the national coordinator will have to approve the registration before the new account becomes active. This step is used to ensure that the access to CLiKC! remains restricted to Customs officers of WCO Member administrations.

When a new user fills-in the registration form, an e-mail notification will be sent to you. In order to review the request:



- Click the link contained on the message, it will bring you to your CLiKC! Dashboard.
- On the “Tasks” panel of your dashboard, click the information icon near to the mention of the request.
- In the pop-up that appears, click “Accept” or “Reject” depending on your decision.
- The message will disappear from your Tasks panel and the requester will be notified of the decision you made.

**! Do not approve a registration request if it does not come from an official of your administration.**

Other government agencies and/or international organization might be authorized to access CLiKC! contents on a case-by-case basis. If such requests come to you, please forward them to the WCO Secretariat through the address [elearning@wcoomd.org](mailto:elearning@wcoomd.org).

Private Sector, individuals and other audiences might access some of the WCO courses on the [WCO Academy](#) website.

**!** For administrations having several national coordinators, only one person can approve or reject the registration requests. If you would like to change this attribution, please contact us.

## 5. Managing Users

Once user accounts have been created through the registration process, you might overview and manage them in the “Team” screen available from the main menu.







This menu will display a list of all users from your administration and allow you to have an overview of their achievements.

**Team Members: 1 record shown**  
All members of your team are shown below.

▼ Search by

User's Fullname ⓘ contains

Name ^	Last Login	Courses Started	Courses Completed	Competencies Achieved	Actions
 Test, User <small>Profile Bookings Records 360° Feedback Required</small>	3 Sep 2019	1	0	0	  

Export as

- **Editing user profile**

If you need to change any information (for example e-mail address) of a user:

- Click the wheel icon near the name of the user.
- Edit the necessary information in the new page.
- Click “Save changes”.

! Please note that the users themselves are also able to edit this information.

- **Suspending a user**

It is possible to temporarily de-activate, or suspend, a user account. This user will then not be able to login but all information related to his/her account will be kept.

To suspend a user:

- Click the eye icon near the name of the user. The eye will become crossed.

! To reactivate the account, click on the icon again.

- **Deleting a user**

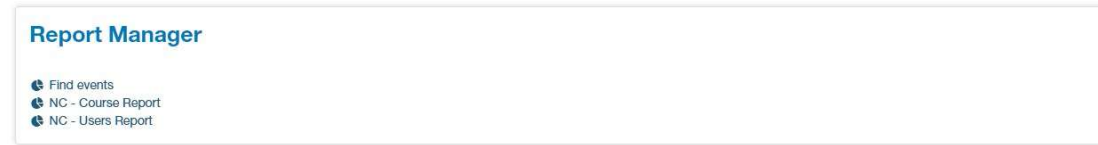
It is required that the national coordinator ensures that all users registered on the CLiKC! website are actually Customs officers. If a registered user is no longer belonging to your administration, the account should be deleted.

- Click the red cross icon near the name of the user.
- In the confirmation message, click “Delete”.

! Please note that deletion is not reversible and that all user information will be removed from the system.

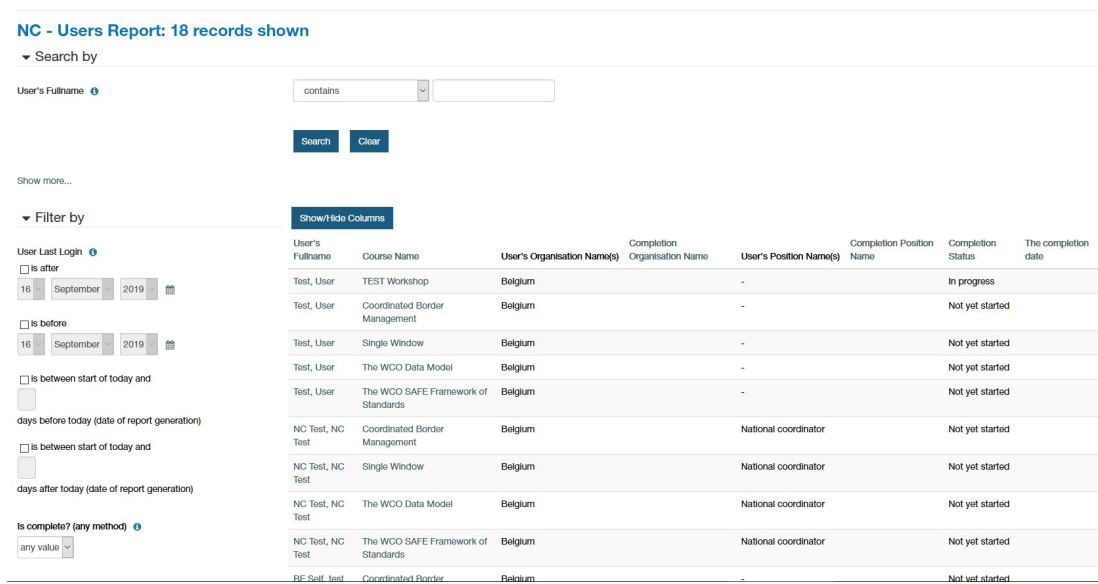
## 6. Monitoring and reporting

The features of the website should make it easy to search and find what the users of your administration have achieved on the CLiKC! Platform. Several reports are available in the “Report Manager” section of your dashboard.



- **Overviewing Course completion**

The report entitled “NC – Users Report” will give you a list of the status of the progression of all users of your administration, within all courses they are enrolled in.



The screenshot shows the "NC - Users Report: 18 records shown" interface. It includes a search bar for "User's Fullname" with a dropdown menu set to "contains" and "Search" and "Clear" buttons. Below the search bar is a "Filter by" section with options for "User Last Login" (is after, is before, is between start of today and days before today, is between start of today and days after today) and "Is complete? (any method)". A "Show/Hide Columns" button is also present. The main part of the screenshot is a table with the following columns: User's Fullname, Course Name, User's Organisation Name(s), Completion Organisation Name, User's Position Name(s), Completion Position Name, Completion Status, and The completion date.

User's Fullname	Course Name	User's Organisation Name(s)	Completion Organisation Name	User's Position Name(s)	Completion Position Name	Completion Status	The completion date
Test, User	TEST Workshop	Belgium		-		In progress	
Test, User	Coordinated Border Management	Belgium		-		Not yet started	
Test, User	Single Window	Belgium		-		Not yet started	
Test, User	The WCO Data Model	Belgium		-		Not yet started	
Test, User	The WCO SAFE Framework of Standards	Belgium		-		Not yet started	
NC Test, NC Test	Coordinated Border Management	Belgium		National coordinator		Not yet started	
NC Test, NC Test	Single Window	Belgium		National coordinator		Not yet started	
NC Test, NC Test	The WCO Data Model	Belgium		National coordinator		Not yet started	
NC Test, NC Test	The WCO SAFE Framework of Standards	Belgium		National coordinator		Not yet started	
BE Self-test	Coordinated Border	Belgium		-		Not yet started	

▪ Click the link “NC – Users Report” to access it.

Within the report, it is possible to search for a specific course and/or a specific user by using the search fields on the top of the screen. You might also restrict the results to a specific period by using the filters on the left of the screen.

- **Getting more details on a course**

The report entitled “NC – Course Report” will give you a list of the status of the progression of all users of your administration, within a course of your choice.

**NC - Course Report: 2 records shown**

▼ Search by

User's Fullname contains

Course Name contains

Date completed

is after 16 September 2019

is before 16 September 2019

is between start of today and  days before today (date of report generation)

is between start of today and  days after today (date of report generation)

Grade at time of completion is equal to

Course Name	User's Fullname	Date completed	Grade at time of completion	User Last Login
TEST Workshop	Test, User			3 Sep 2019
TEST Workshop	BE Self, test			3 Sep 2019

Export as

- Click the link “NC – Course Report” to access it.
- Enter the name of the course in the “Course Name” field.

It is also possible there to restrict the results through the filters available on top of the screen.

- **Getting details on a user’s progression.**

If you would like to look at the achievements of a specific users, this is also possible through the “Team” menu of the website, which will give you an overview of the accounts of all staff members of your administration registered on CLiKC!.

**Team Members: 1 record shown**

All members of your team are shown below.

▼ Search by

User's Fullname contains

Name	Last Login	Courses Started	Courses Completed	Competencies Achieved
Test, User <small>Profile Bookings Records 360° Feedback Required</small>	3 Sep 2019	1	0	0

Export as

- Click the Team button on the top bar menu.
- If necessary, search for the team member you are looking for using the search engine.
- Click the “Records” link to access the detailed status of learning progress.

! Please note that all reports can be exported for further statistics or recordings outside the system. Use the “Export” button located at the bottom of each report page.

## 7. Workshops and other live events

The CLiKC! Website will progressively be used as a paperless registration system for participation in the WCO regional or global workshops, seminars or other training-related events.

The usual paper-based registration process is organized as follows:

- The WCO Secretariat sends an invitation letter and a template of application form to the concerned Member administrations.
- The Administration identifies the potential candidate(s) based on the profile detailed in the invitation.
- The Administration submits to the WCO Secretariat the completed registration form(s).
- The WCO Secretariat and/or the other stakeholders select the final participants to the event.

All these steps will still be present in the paperless process, which will be organized as follows:

- The WCO Secretariat sends an invitation letter and registration instructions to the concerned Member administrations.
- The Administration identifies the potential candidate(s) based on the profile detailed in the invitation or forward internally the invitation. The workshop will also be communicated on CLiKC! through the course catalogue.
- Potential candidates ask for enrolment in the corresponding course in the catalogue.
- The national coordinator approves or denies this enrolment.
- Once enrolled, the candidate fills in the requested information and/or pre-requisites.
- The WCO Secretariat and/or the other stakeholders select the final participants to the event.

### • Approving the enrolment (application) to the workshop

Once users have asked for enrolment in a workshop through the course catalog, you will be notified by e-mail. The notification will also appear on the “Applications” page available from the main menu.

Users								
Country	National Coordinator	Requester	Requester Email	Request Type	Requested Course	Requested Date	Status	Actions
Belgium	NC Test NC Test	BE Self Test 05	selftestbe05@gmail.com	Registration		19-09-2019 11:27:22	Accepted	N/A
Belgium	NC Test NC Test	Thibault Hermes	mail@mail.com	Registration		18-09-2019 10:05:04	Pending	Accept / Deny
Belgium	NC Test NC Test	Thibault Hermes	th.wco@wcoomd.org	Registration		18-09-2019 08:55:42	Pending	Accept / Deny
Portugal		PT Self Test	ptselftest@gmail.com	Registration		03-09-2019 12:11:18	Pending	Accept / Deny
		ES Self Test	thi.hermes@gmail.com	Registration		03-09-2019 11:10:47	Pending	Accept / Deny
Benin		NONC Self Test	th.hermes@gmail.com	Registration		29-08-2019 15:02:00	Pending	Accept / Deny
Belgium	NC Test NC Test	BE Self test	l.hermes@gmail.com	Enrolment	Get enrolled now	28-08-2019 15:46:30	Pending	Accept / Deny
Belgium	NC Test NC Test	BE Self test	l.hermes@gmail.com	Registration		28-08-2019 15:33:52	Pending	Accept / Deny
France	France NC	FR Test User 02	fruser02@mail.com	Enrolment	Get enrolled now	31-07-2019 08:57:55	Pending	Accept / Deny
France	France NC	FR Test User 02	fruser02@mail.com	Registration		31-07-2019 08:53:36	Pending	
France	France NC	FR Test User	fruser01@mail.com	Registration		31-07-2019 08:46:18	Pending	

In order to make a decision on the application by the candidate:

- **Click the link contained on the message, it will bring you to the Applications page.**
- **Near the name of the requester, click on “Accept” or “Deny” depending on your decision.**

! A denial is a final decision and the candidate will not be able to apply again before the next session.

- **Monitoring the application**

Accepting the enrolment does not necessarily mean that the applicant will be accepted to the training events, it means you are considering his/her application meeting both the WCO and your administration criteria participating in the event.

### Alerts

Showing 1 of 1

Seminar booking reminder: TEST Workshop, Brussels, 9:00 AM-5:00 PM, 5 September 2019 - 9 September 2019

[View all alerts](#)

When an applicant is selected for a training event, this is notified to you in the “Alert” panel and you can review the message that has been sent to the participant.

### Team Members: 1 record shown

All members of your team are shown below.

▼ Search by

User's Fullname

Name	Last Login	Courses Started	Courses Completed	Competencies Achieved
Test, User <small><a href="#">Profile</a> <a href="#">Bookings</a> <a href="#">Records</a> <a href="#">360° Feedback</a> <a href="#">Required</a></small>	3 Sep 2019	1	0	0

Export as

You can also review the status of the application of a given applicant by going in the “Team” menu and clicking on the “Bookings” link for this user.

## 8. Where do I get additional help?

If you need further information or have a question on how CLiKC! works, you might use one of the following possibilities:

- Consult the National Coordinators Information point, it contains some additional documentation and can also help you getting in touch with the community of national coordinators.
- Read our [FAQs](#).
- Send a message to [elearning@wcoomd.org](mailto:elearning@wcoomd.org).

## 9. Updates

Despite our best efforts, you may find minor errors in the modules and courses. Please be so kind as to bring them to our attention so that we can put things right. Our modules are designed to be updated and improved on request, so don't hesitate to send us your comments.

If you would like more information, please send your questions or comments to us at the following address: [elarning@wcoomd.org](mailto:elarning@wcoomd.org)