



# User Guide Training Module

This user guide covers information to help Western Alliance Bank clients access and complete their training modules successfully. If you have any additional questions which this user guide is unable to answer, please message [support@right-hand.ai](mailto:support@right-hand.ai).

1

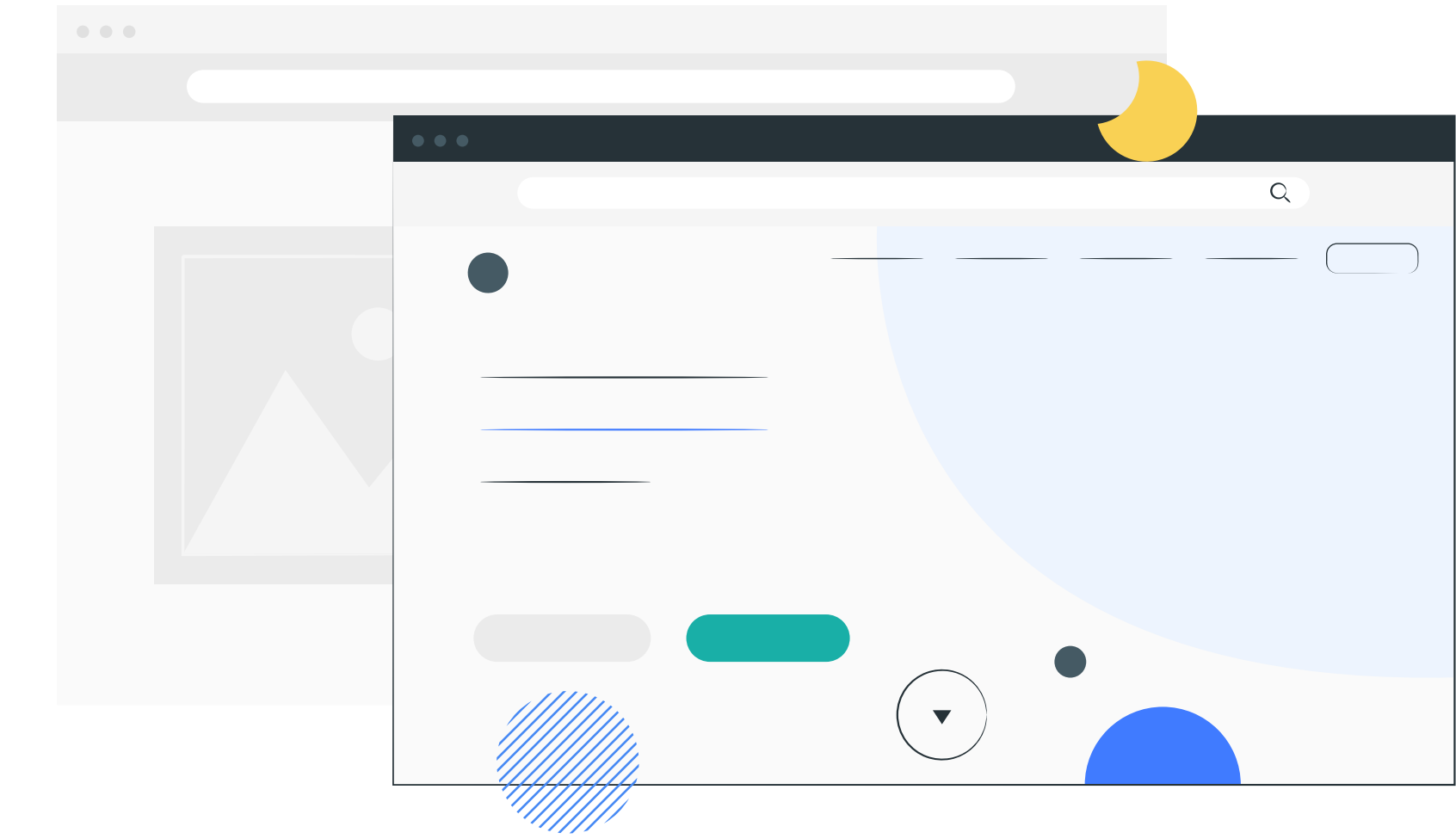
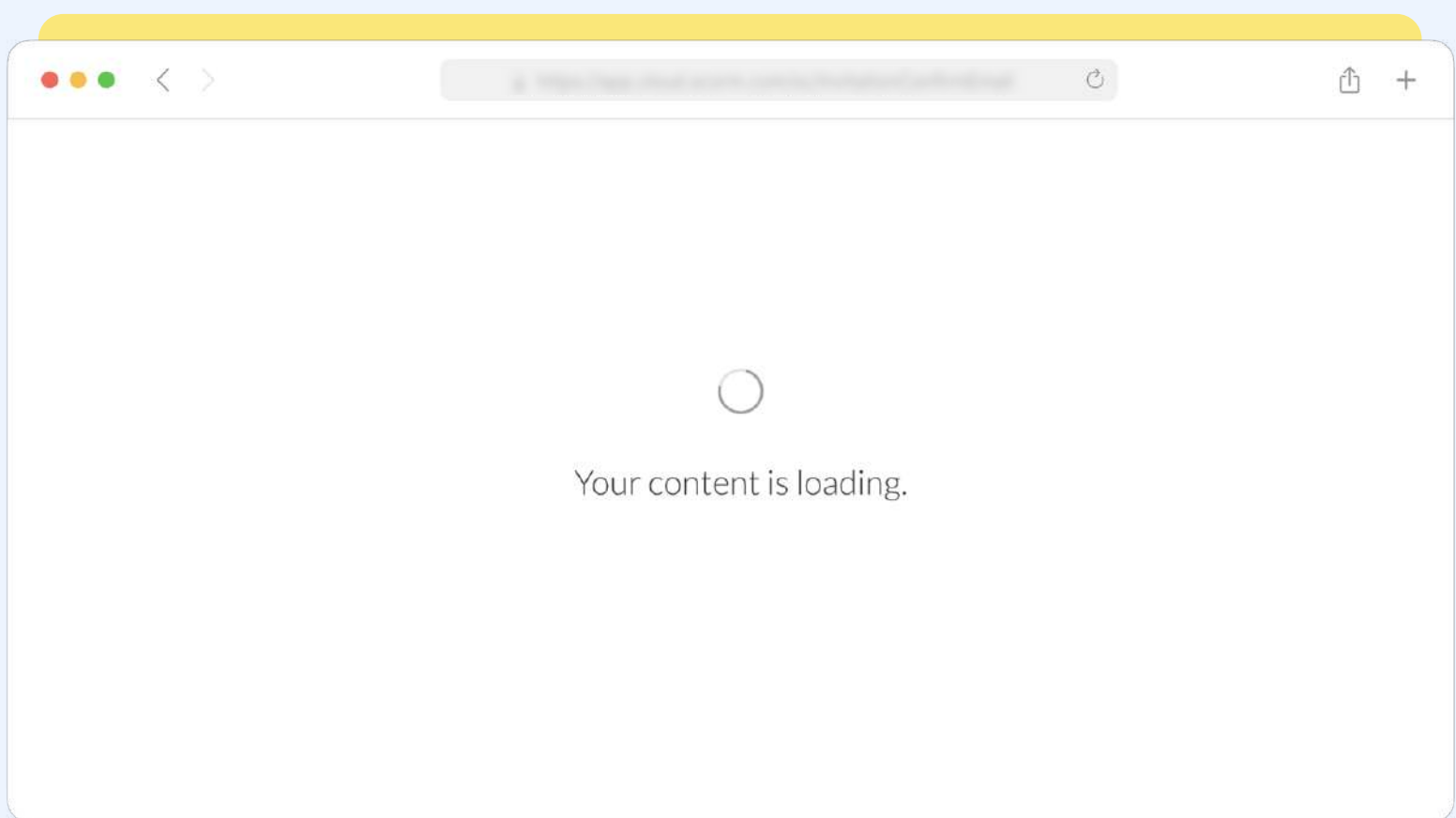
Your **email**, **first name**, and **last name** will be requested in the invitation email. Any information you provide to us will not be shared with anyone.

2

Then click 'Ok. Now take me to my training' green button once you have entered the email address, first name, and last name.

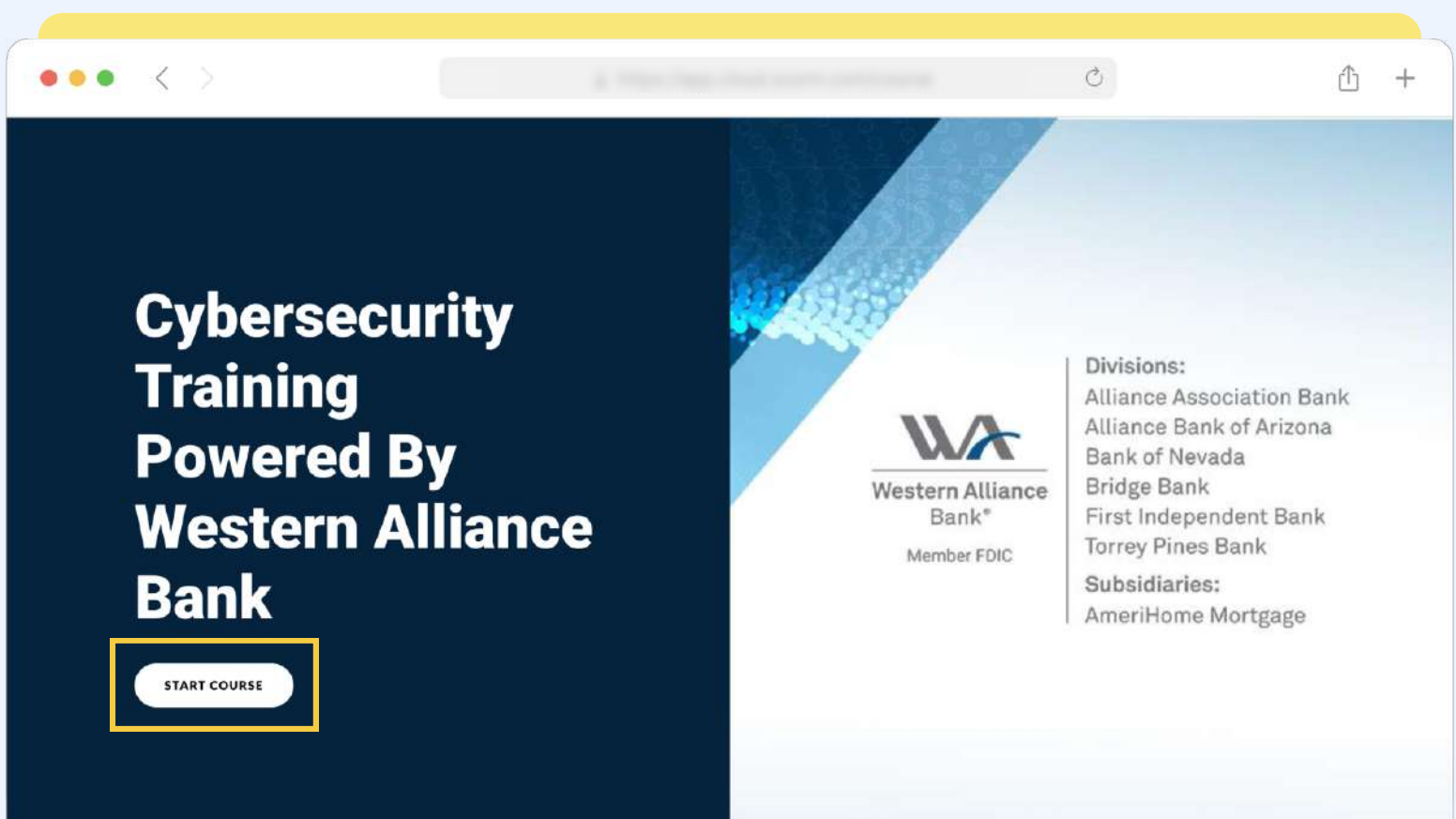
3

A loader will appear and you will have to wait until the content loads.



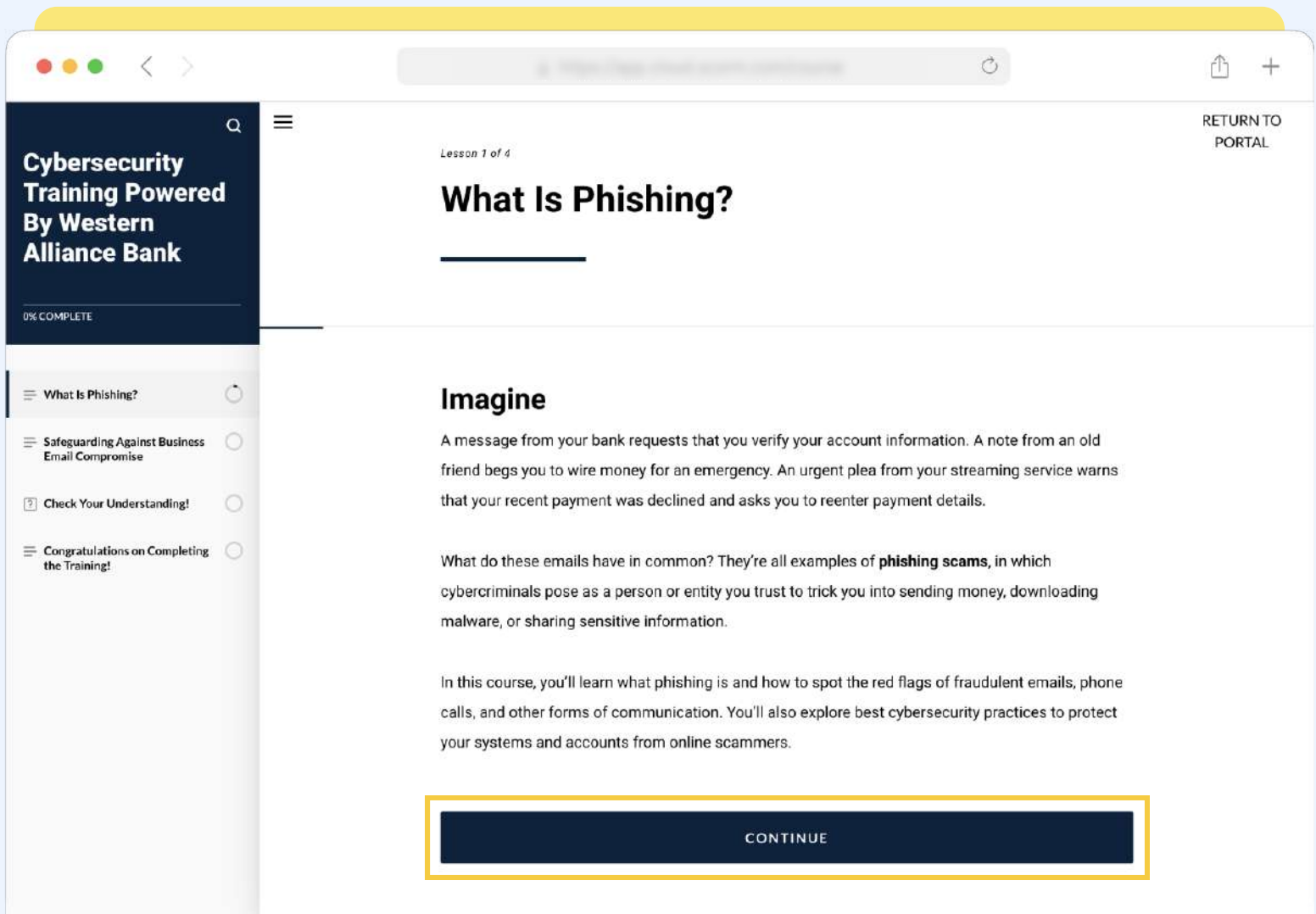
4

The course page will appear and click the 'Start Course' button to begin.



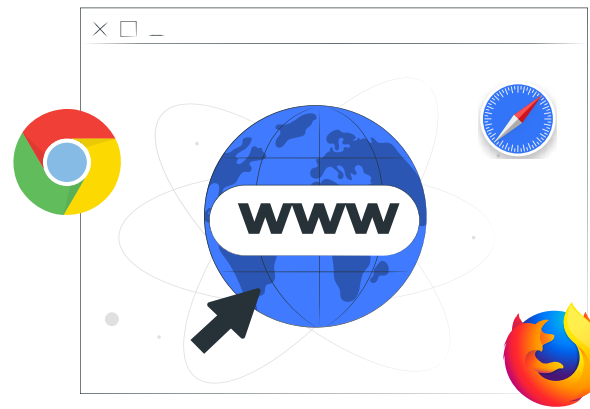
5

Scroll to the bottom of each page and click on 'Continue'. Once you reach the end, you will be prompted to complete a short quiz.



# How to update your browser to the latest version

If you are having trouble accessing the training module, it is possible that this is because your browser needs to be updated or you need to enable pop ups in your browser. Please follow the directions below to do this.'

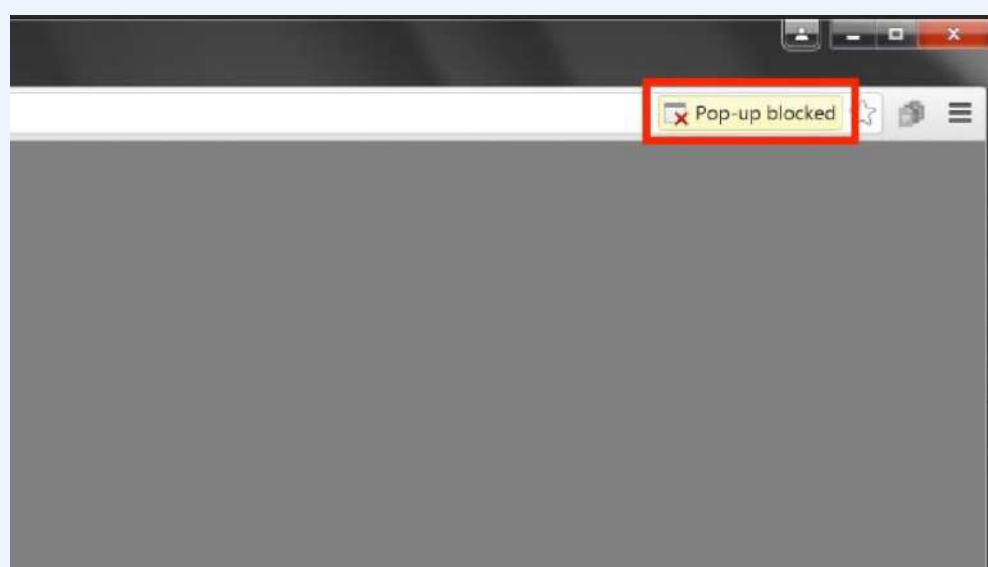


## Google Chrome

1. In the upper right-hand corner of Chrome, click on the Chrome menu icon and select **Help**, then click on **About Google Chrome**.
  2. Google Chrome will check for updates and install them automatically. Click **Restart** to apply any updates that were installed.
- **Note:** If you see a **Set Up Automatic Updates for All Users** button, it is highly recommended you select this option, as it will keep Google Chrome up-to-date in the future.

If you do not have Google Chrome installed, go to: <http://www.google.com/chrome/> to download the newest available version for your system.

If your browser prevents pop-ups from appearing, you may need to enable a pop-up blocker.

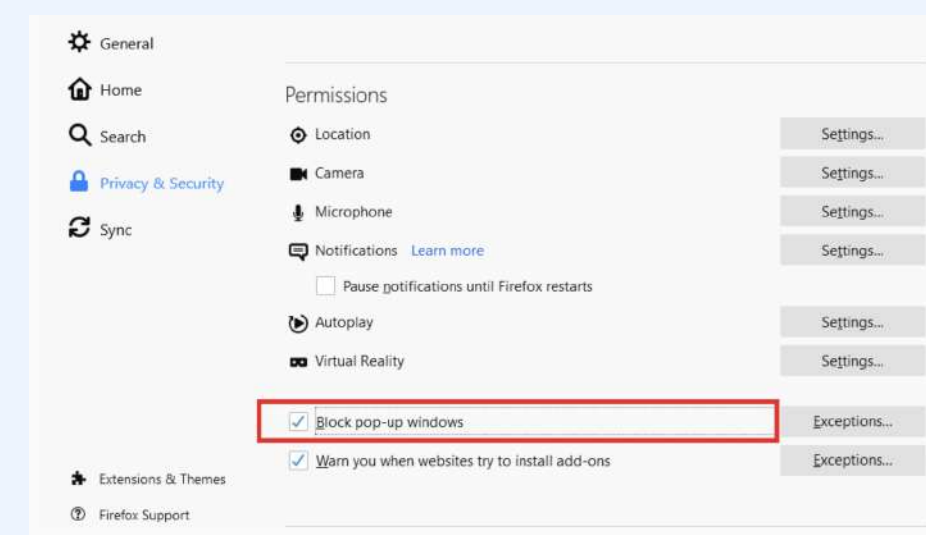


## Mozilla Firefox

1. If you have a menu bar in Firefox, click on the **Firefox** menu, then select **About Firefox**. If you do not have a menu, look for the Firefox menu icon in the upper right-hand corner of your browser. At the very bottom of the menu, click the question mark icon and select **About Firefox**.
2. Firefox will check for updates and install them automatically. Click **Restart to Update** to apply any updates that were installed.

If you do not have Mozilla FireFox installed, go to: <https://www.mozilla.org/en-US/firefox> to download the newest available version for your system

If your browser prevents pop-ups from appearing, you may need to enable a pop-up blocker.



## Safari

1. Click on the **Safari** menu, then select **About Safari**.
2. Safari is updated as part of your regular Mac OS X updates. To check for any updates not yet installed, click on the **Apple** menu and select **Software Update**

If your browser prevents pop-ups from appearing, you may need to enable a pop-up blocker.

