

Parent Care Online Course User Guide

This guide will walk you through how to access and use the online courses offered through **Top Driver** to help you supervise your new driver while they gain the experience they need behind the wheel for them to become a great, confident driver. Driving is the riskiest activity they will engage in during their life; together with first-class instruction from **Top Driver** and **your coaching and support**, we can greatly reduce their risk!

Log in at: www.topdriverparent.care

Coaching from the Passenger Seat

A Parent's Guide to Supervised Driving in the Learner's Permit Phase

This course includes 12 essential behind the wheel lessons taught by veteran crash investigator, Mike Pehl. Mike uses his unique perspective and engaging, no-nonsense teaching style to walk you and your newly permitted teen through the supervised driving process. This course is self-guided and we encourage you to go through the course with your new driver at the right pace for you. Each lesson can be watched as many times or as much as you need or would like.

As part of the state licensing process, it is required that your teen complete 50 hours of supervised driving, 10 of which must be at night prior to becoming licensed. Although it is a requirement of the state, the real value of supervised driving is to give your teen as much experience in as many different driving situations as possible. The Centers for Disease Control and Prevention (cdc.gov) states:

*“The fact is, more than 2300 teens lost their lives in car crashes in 2015. That’s six teens a day too many. The main cause? **Driver Inexperience.** One of the most important safety features for your teen driver is **YOU.**”*

Top Driver is committed to helping your new driver with the best behind the wheel, classroom and online instruction available. We hope that this course helps you to safely and effectively coach your new driver from the passenger seat and together we can greatly increase their Driver Intelligence and keep them confident and safe on the roads!

Danger Zone Training

A Post-License Course for New Drivers

“National Highway Traffic Safety Administration statistics show that nationwide, 43% of first year drivers and 37% of second year drivers are involved in crashes.”

The Centers for Disease Control has studied and determined the top “Danger Zones” of novice driver collisions and this course has been specifically designed to help new drivers navigate around these situations. The following Danger Zones are specifically addressed in this course:



- ✓ Distracted Driving
- ✓ Speeding
- ✓ Impaired Driving
- ✓ Driving at Night
- ✓ Driving with Teen Passengers
- ✓ Non-use of Seat Belts
- ✓ Drowsy Driving
- ✓ Driver Inexperience

Danger Zone Training is the first post-license online course using a drip-learning technique to help new drivers retain important driving messages during the critical first six months of solo driving. In this course, Mike instructs new drivers using video, stories and dash cam footage to keep your new driver informed in an engaging manner. Each month, **after your teen receives their license**, they will receive two lessons, the first discussing one of the top danger zones and the second a short dash cam lesson which examines a scene from the footage and how to avoid it out on the road.

Top Driver is committed to working with your new driver before **and after** they receive their license to prepare them for a lifetime of Driver Intelligence!



- 1 Dropdown menu to choose course
- 2 Dropdown menu to choose lesson
- 3 Dropdown menu to change password, settings or log out
- 4 Click to begin playing lesson
- 5 Indicates lesson has been watched
- 6 Click to watch lesson
- 7 Click to advance to next lesson
- 8 *Scroll or swipe up or down to move between available lessons (swiping or scrolling left or right will not move screen)*



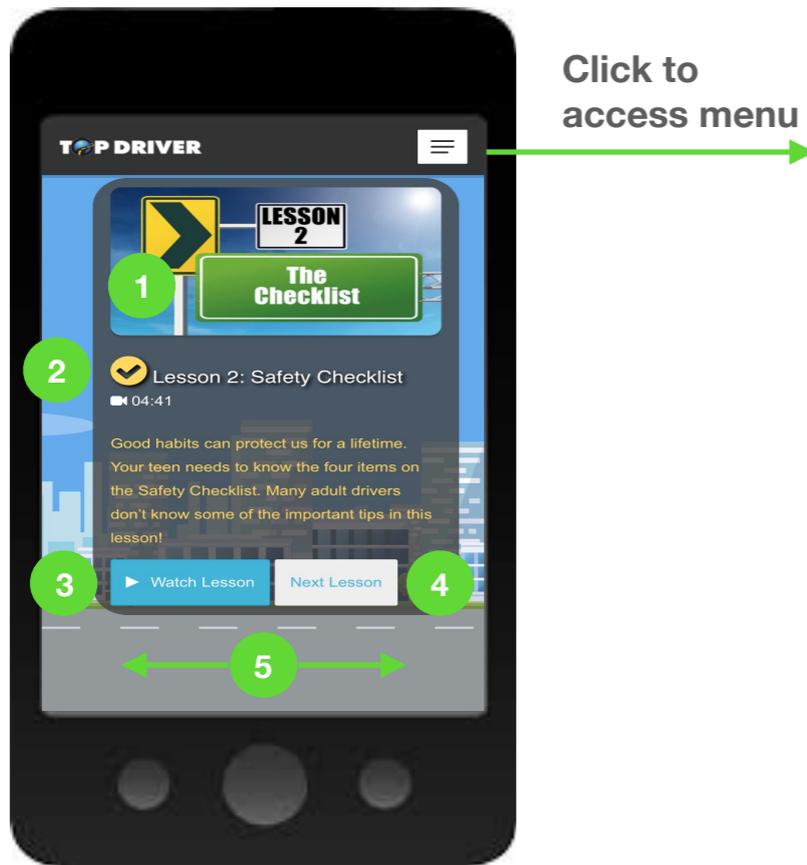
- 1 Return to dashboard
- 2 Click to play lesson
- 3 Adjust volume
- 4 Adjust play speed and quality

- 5 Full screen mode
- 6 To rewatch a lesson, click this button. When it disappears, hit play again.
- 7 Click to advance to next lesson, if you have already watched this lesson you may have to hit the MARK INCOMPLETE button first.

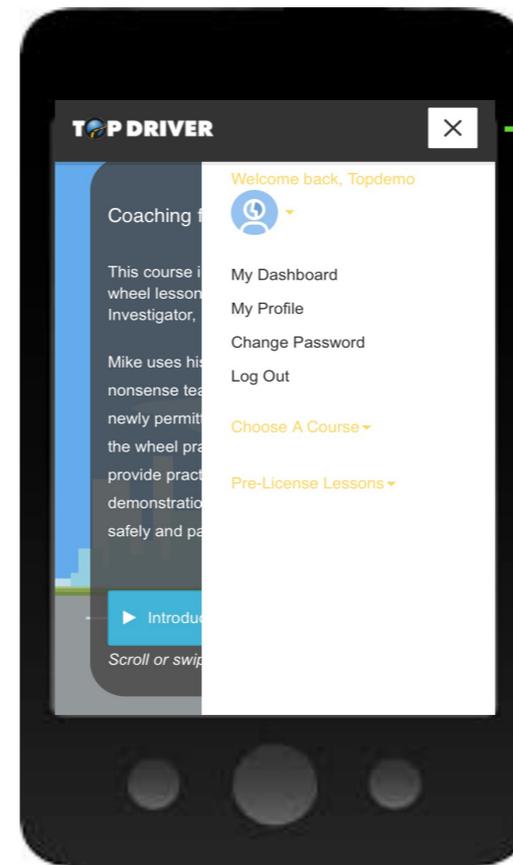
Smartphone Best Use Guidelines

For best experience always hold the phone up and down when using the dashboard to select lessons and hold the phone sideways when using the course player to watch a lesson.

Dashboard Controls



Click to access menu



Click to return to dashboard

- 1 Click to begin playing lesson
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- 3 Click to watch lesson
- 4 Click to advance to next lesson
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Course Player Controls



- 1 Return to dashboard
- 2 Click to play lesson
- 3 Adjust volume
- 4 Adjust play speed and quality
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- 6 To rewatch a lesson, click this button. When it disappears, hit play again.
- 7 Click to advance to next lesson, if you have already watched this lesson you may have to hit the **MARK INCOMPLETE** button first.

Basic Troubleshooting

If you are having any issues accessing the course, watching the lessons or navigating within the platform we recommend trying one or more of these troubleshooting solutions first:

- 1 Go to <http://www.refreshyourcache.com/en/home/> and try to refresh your cache. Sometimes browser caching causes problems.
- 2 Try accessing the course on a different browser (Chrome, Firefox, Edge, Safari, IE, Opera, etc). Sometimes the installation of your browser may be damaged. If it works on every browser but one, you can try reinstalling that browser.

Tip: We recommend using Google Chrome as your browser for our course (Chrome is one of the best programs for running online applications).

- 3 Try accessing and using the course on a different device or computer (mobile phone, tablet, PC/Mac laptop/desktop, etc.). Sometimes a certain device has trouble with a content type. This is rare but could be a problem.

If you are unable to solve your issue by using one of these fixes please email our platform support team at support@topdriverparent.care. They will get back to you as soon as possible.

Thank you for becoming an active part of your teen's driving success, we hope you and your teen find these courses as beneficial as we do!