

Crowd Manager Certification

Crowd Manager certification is an online training that focuses on fire safety and emergencies. ADA volunteers are not required — but highly encouraged — to complete this training. We are required to have a certain number of crowd managers at each event, so it's helpful to have many certified volunteers. It is relevant to many situations beyond ADA events.

This training takes about 45-60 minutes since slides are on a timer, and the state is now requiring multiple presentations. Here's how to complete the course:

1. Navigate to: <https://apps.ncdoi.net/f?p=143:4>
2. Click "Register for crowd manager training."
3. Enter your information. Be sure to click "Crowd Management" under Course Select.
4. You will receive an email indicating that you have registered, be sure to save this email because if you can't complete the full two-part course in one sitting, you will use the link in the email to resume the course.
5. Begin with Introduction and Historical Incidents (15:25 min), review slides (they are on a timer and you cannot advance until the time is up), follow the prompts to advance through the slides.
6. Once you complete the first section, you can exit out of the presentation. On the main screen, you should see that the box has been checked for part 1, allowing you to move on to part 2.
7. Part 2 is Management (26:37 min), review the slides (again, they are on a timer and you cannot advance until the time is up), follow the prompts to advance through the slides.
8. Once you've reviewed the slides, you can exit out of the pop-up window to return to the main screen. You should see that the box has been checked for part 2.
9. Now, click to take the quiz for Management, once you've answered the 9-question quiz, click "finish attempt." If you're satisfied with your answers, click "submit all and finish." You can also return to the quiz if you want to review your answers. On the pop-up confirmation box, click submit.
10. You'll receive your quiz results. At the bottom of the screen, click "finish review." If you did not pass the quiz, you can re-attempt from this screen. You can only take the quiz twice.
11. If you're ready to move on, click "next activity, staff support (slides)."
12. On the next page, click "Click CS3234 Crowd Manager Support Staff slides.pdf link to view the file." This is a review of the slides. OR, you can choose to go ahead and take the Support Staff Quiz, this quiz is also based on the Management slides.
13. After taking the 20-question quiz, click "finish attempt." If you're satisfied with your answers, click "submit all and finish." You can also return to the quiz if you want to review your answers. On the pop-up confirmation box, click submit.
14. Once you've passed the quiz, click "finish review" at the bottom of the page.
15. After passing both quizzes, you will receive an email. Click on the link to download your certificate, then email it to volunteer@ashevilledowntown.org

16. Be sure to save this email, in case you need to locate your certificate later. Or better yet, go ahead and print or take a screenshot, so you have access to it when needed.