

## LMS Frequently Asked Questions (FAQs)

Click the highlighted, alphabetized word/phrase to view the answers to the questions below. Click **BACK TO FAQs** to return to these questions.

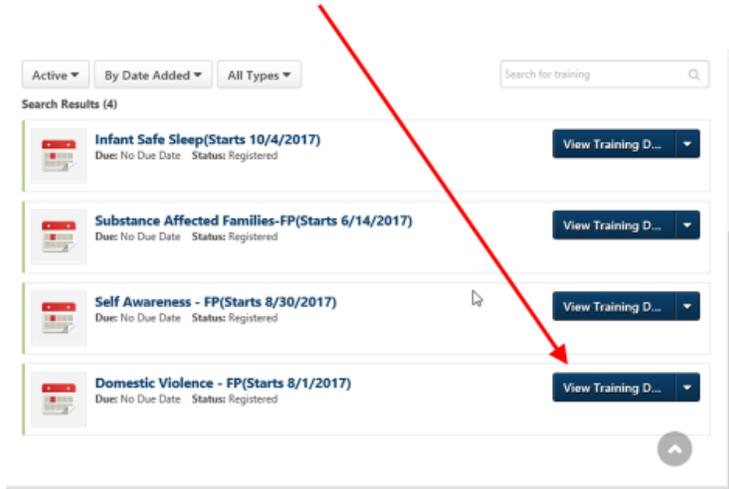
1. Where do I find the [address and directions](#) to ILT trainings?
2. How do I print my [certificate](#) for a class?
3. Who do I contact if I have a [child welfare supervisor](#) training question?
4. How do I view my [completed training](#) in my transcript?
5. Where do I complete Instructor Led Training (ILT) [evaluations](#)?
6. How do I request an [exam reset](#), if I did not pass and I'm unable to launch it again.
7. I have selected "[Forgot Password](#)" on the login screen and have not received a return email as indicated. What should I do?
8. How may I contact the Training [Help Desk](#)?
9. My staff or my manager [hierarchy](#) is not correctly shown on the LMS. What should I do?
10. Why am I no longer registered for Instructor Led Trainings ([ILTs](#)) I was previously registered for?
11. As a manager, how do I view my staff's [In-service training hours](#)?
12. How do I add [non-LMS trainings](#) (External Training) to my transcript?
13. I have changed my name, changed my email and/or changed my agency and my new account is in the LMS. Why aren't my [previous trainings](#) showing in my new account.
14. Who do I contact if I have an Random Motion in Time Study ([RMTS](#)) question or want an RMTS exam reset?
15. How do I [withdraw](#) myself or a subordinate from an Instructor Led Training (ILT)?



[BACK TO FAQs](#)

**1. Getting the Address and Directions to Training Locations on the LMS**

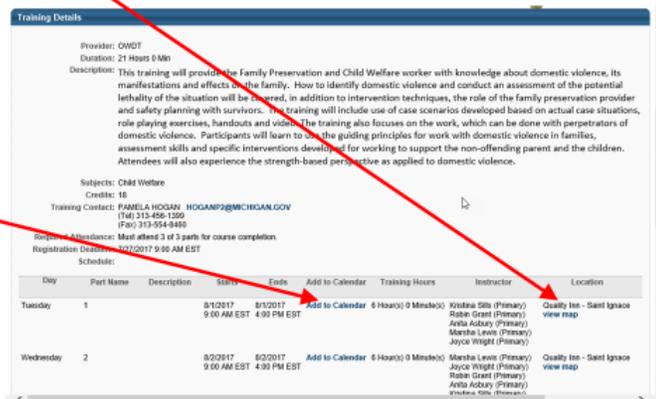
In your transcript, click the **View Training Details** button to the right of your training.



Training details including but not limited to course description, location contact person, view map, etc. appear.

Click **View Map** to do just that.

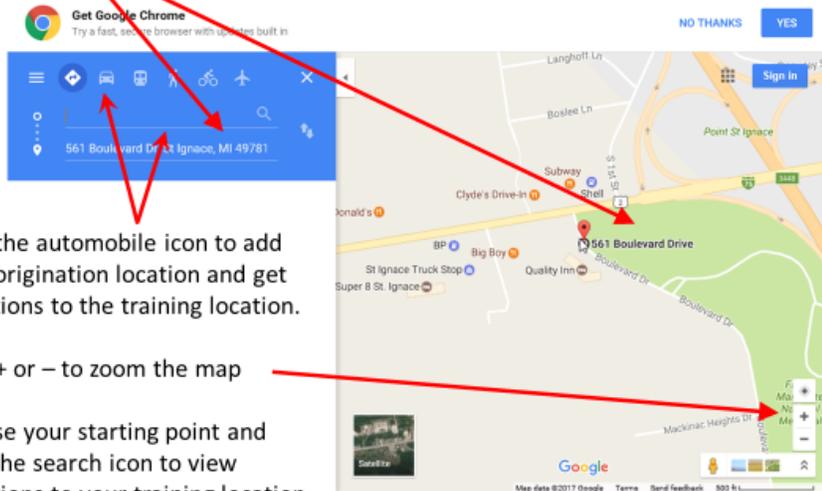
Note: you may also add each day of the training to your Outlook calendar by clicking **Add to Calendar** and following the directions provided.



(Continued next page)

## [BACK TO FAQs](#)

The address and a local map of the training location appear.

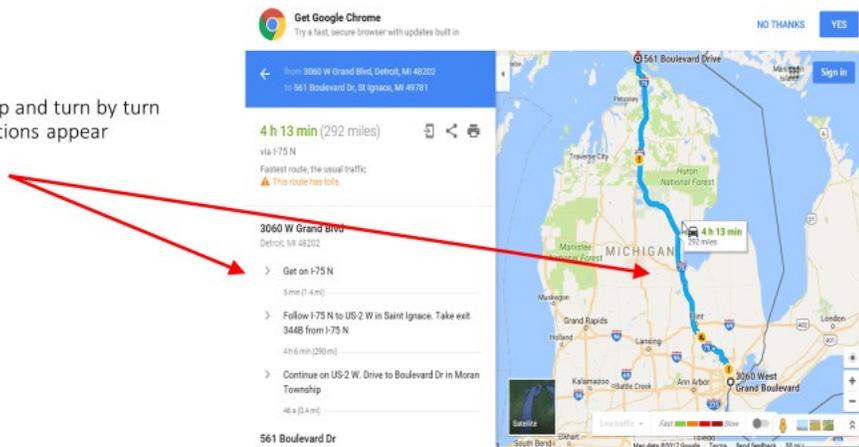


Click the automobile icon to add your origination location and get directions to the training location.

Click + or - to zoom the map

Choose your starting point and click the search icon to view directions to your training location.

A map and turn by turn directions appear



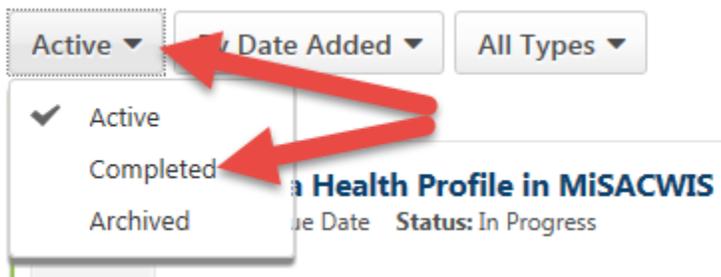
(Continued next page)

## [BACK TO FAQs](#)

### 2. Printing a Certificate in LMS

Select trainings in LMS provide the user the opportunity to print a certificate as proof of completion. To access and print a certificate in LMS, please follow these steps:

1. Log into LMS.
2. In the blue ribbon at the top of the screen, hold your cursor over "Learning" and then click "View Your Transcript."
3. To view completed training, the employee must change the view from "Active" to "Completed." This is done by clicking on "Active" and selecting "Completed" in the drop-down menu.



4. Locate the training for which you would like to print a certificate.
5. If a certificate is enabled for that training, you will have the option to "View Certificate" in the blue rectangle to the right of the training.



6. This will open a new window on your computer from which you can view and print a PDF version of a certificate.

## [BACK TO FAQs](#)

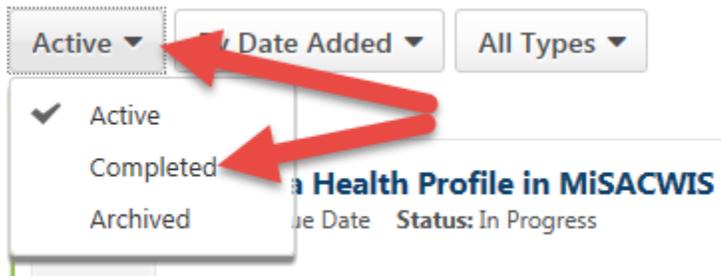
### 3. Child Welfare Supervisor Training Requests

Please send your Child Welfare Supervisory training requests to [MDHHS-OWDTRegistration@michigan.gov](mailto:MDHHS-OWDTRegistration@michigan.gov)

[BACK TO FAQs](#)

#### 4. Viewing Completed Category in Transcript

In LMS, the employee's transcript view defaults to the "Active" transcript. This only shows trainings that are in-progress, assigned, or in the future. To view completed training, the employee must change the view from "Active" to "Completed." This is done by clicking one "Active" and selecting "Completed" in the drop-down menu.

[BACK TO FAQs](#)

#### 5. Accessing ILT Evaluations

The class (with the Evaluate button) is in the **Completed** category of the transcript, not the **Active**, which appears when you open your transcript.

To access it, click the **Active** button (left center of screen), then, **Completed**. Then, click **Evaluate** to the right of the completed class.

[BACK TO FAQs](#)

#### 6. Exam Reset Requests

All exams/tests/quizzes in LMS are set with pre-determined number of allowable attempts. If you have used all allowable attempts for an exam/test/quiz in a curriculum such as PSI, PSTT or New ES, please contact your instructor regarding the possibility of an additional attempt for that exam/test/quiz being approved. The instructor will need to email [MDHHStraining@michigan.gov](mailto:MDHHStraining@michigan.gov) authorizing the addition of another exam/test/quiz attempt if approved. If you have used all allowable exam/test/quiz attempts for an item not included in a curriculum, your failing status will stand, and you will not be given an additional attempt for the exam/test/quiz.

[BACK TO FAQs](#)

## 7. Password Reset/Establish

You will need to first contact your Security Coordinator to open a MiSacwis account (if you are a child welfare staff), a Bridges account (if you are a payment assistance staff) or a MiAims account (if you are an adult services staff). Then, they will feed your information to the LMS in one business day. Then, you may follow the directions below to login:

To establish or reset your password for LMS:

1. Go to <https://michigan.csod.com/client/michigan/default.aspx>.
2. Enter your full work email address as your "User ID."
3. Click on "Forgot Password."
4. Follow the directions provided by the system. This email may take up to 10 minutes to arrive.

[BACK TO FAQs](#)

## 8. Contacting the Training Help Desk

Effective December 1, 2015, the MDHHS Training Helpdesk does not have a phone number to call regarding questions and/or technical issues. Please direct all communication to [MDHHStraining@michigan.gov](mailto:MDHHStraining@michigan.gov). If you have already logged into the LMS, there is a link to this email in the lower left corner of the LMS homepage.

[BACK TO FAQs](#)

## 9. Incorrect Manager-User Hierarchy

Direct report and manager information in LMS pulls directly from MiAims for Adult Services employees, Bridges for Public Assistance employees, and MiSACWIS for Child Welfare staff (except for Families First staff coming from FFIS). This information is pulled once every 24 hours from each system.

If your manager information is not correct in LMS, it must be corrected in the system in which the information is coming from. For all three systems this can be done by contacting your local office security coordinator to have the information corrected. If you work in Central Office, please contact [DHS\\_Application\\_Security@michigan.gov](mailto:DHS_Application_Security@michigan.gov).

Please note that when a person has an account in more than one of the systems listed above, LMS is forced to choose the main user information from only one system, as LMS does not support a person having multiple managers or locations. MDHHS has defined rules to instruct the LMS on how to handle feeds from multiple systems. The priority order for the systems is: MiSACWIS, BRIDGES, ASCAP, and then FFIS.

So, if a person is in more than one system, we first get the data from SACWIS – if they have an account there, next we will get the data from BRIDGES – if they have an account there, next we get the data from ASCAP – if they have an account there, and last, we will get the data from Families First.

[BACK TO FAQs](#)

## 10. ILT Withdrawal (Name and Email Changes/Merging Profiles/ Profile Deactivations)

If an LMS user has had a name or email address change, and this information is to be changed in LMS:

1. User should make a note of any classroom or instructor led training in which they are enrolled as LMS will withdraw them at the time that their old profile is deactivated.
2. State employees must work with their Local Office Security Coordinator (LOSC) to have their name/email updated in source system (MiSACWIS, FFIS, Bridges, ASCAP, etc.) from which LMS is pulling that users profile data. Private agency staff should work with their agency's normal process for having the data updated in MiSACWIS or FFIS. OWDT cannot update user data in source systems and will not update name/email manually in LMS.
3. Once the employee's data has been updated in the source system, employee must notify OWDT helpdesk at [MDHHSstraining@michigan.gov](mailto:MDHHSstraining@michigan.gov) that they have updated their name/email in source system. In this email please specify old name/email and new name/email. This is necessary as

the new email address in the source system will be seen by LMS new user. Our LMS administrators will have to merge the historic training records from the old user profile to the new user profile after the next daily data sync between source system and LMS.

4. Once the daily sync has taken place, OWDT helpdesk will merge the two profiles in LMS so that the new profile gets all the old transcript data.
5. At this time employee is responsible for re-enrollment into any classroom/instructor led training from which they were withdrawn when their old profile was deactivated. Classroom enrollments do not carry from old profile to new automatically unless the user has already been marked as complete for that training. Computer based trainings will carry over automatically. The user must only re-enroll into classroom training. Re-enrollment is also required if the user was on a waitlist for a classroom training.

Whenever a user's LMS profile is deactivated, including name/email changes when merged, or temporary deactivations when a user keeps the same email but moves from one office to another or one source system to another, the LMS will withdraw the employee from any classroom or instructor led training in which the employee was enrolled. If at any time LMS is not receiving active data feed from a source system, LMS assumes that user has separated from employment and will not attend training. At that time the LMS automatically withdraws users from classroom training. It is the user's responsibility to re-enroll into classroom training if seats are still available. Re-enrollment is also required if the user was on a waitlist for a classroom training.

### [BACK TO FAQs](#)

## **11. Viewing In-Service Training Hours:**

### ***Training Hours Report***

Supervisors of staff with in-service training hour requirements should only use the "Training Hours" report to view direct reports cumulative hours. The "Training Hours" is the only report in LMS that calculates in-service hours in accordance with State of Michigan requirements.

There are other reports in LMS that will display hours, but many of them falsely duplicate hours in some situations. Please use only the "Training Hours" report to view appropriate hours. This is the same report used by compliance monitors.

The "Training Hours" report is only available to supervisors, and training coordinators. Front line staff cannot generate this report themselves.

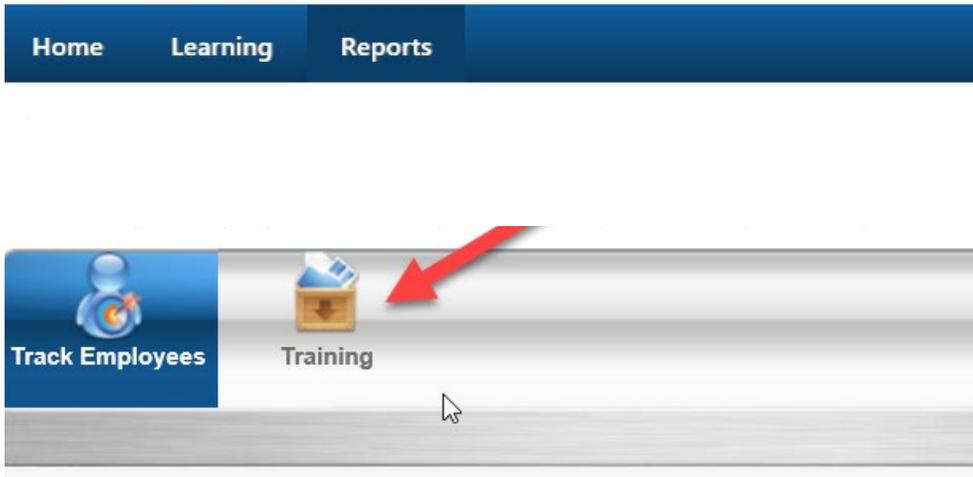
For a supervisor or training coordinator to generate a "Training Hours" report:

1. Log into LMS.

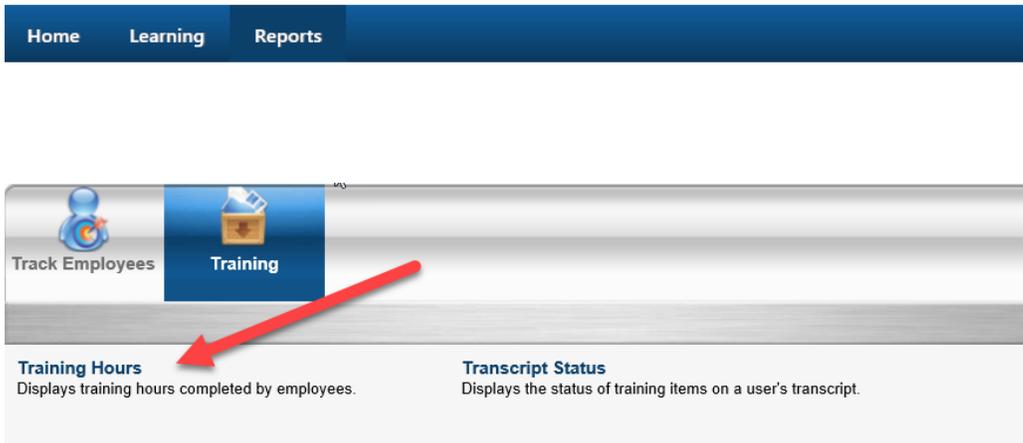
- Hold your cursor over "Reports" in the blue banner, and then select "Standard Reports" in the drop-down menu.



- Select the "Training" icon.



- Select "Training Hours".



5. Enter the desired date range for your search. This is normally a full calendar year

**DATE CRITERIA**

Date Criteria:  From:  To:

6. For user criteria, select user and locate the desired employee if only searching for one user. Select location and locate your desired office if want whole office. Please note that managers will only have access to their direct reports, as well as second or third level direct reports if applicable. Training coordinators will have access to all staff that LMS recognizes as reporting to the training coordinators location(s).
7. Under “Advanced Criteria,”
  - a. Leave “Training Type as all.
  - b. Leave “Recurring Training” unchecked.
  - c. Under “Group By,” select “Summarize by User.”
  - d. Under “Status,” uncheck all options **except** “Completed” and “Completed Equivalent.”
8. Under “Output,” select “Export to Excel.”
9. Select “Open.”

Do you want to open or save **Training\_Hours\_10\_04\_10\_AM.xls** (18.0 KB) from **corporate2proxy.csod.com**?

10. Select “Yes” or “Allow” in the next message box.

Internet Explorer Security

**A website wants to open web content using this program on your computer**

This program will open outside of Protected mode. Internet Explorer's [Protected mode](#) helps protect your computer. If you do not trust this website, do not open this program.

Name: **Microsoft Office**  
 Publisher: **Microsoft Corporation**

Do not show me the warning for this program again

11. Select “Yes.”

Microsoft Excel

**The file format and extension of 'Training\_Hours\_10\_04\_10\_AM.xls' don't match. The file could be corrupted or unsafe. Unless you trust its source, don't open it. Do you want to open it anyway?**

12. The resulting report will display the appropriate in-service hours for the selected employee(s).

Type	Training	Provider	Status	Time in Training	Training Hours
External Training	ACEs	ICAN Luncheon	Completed	3	3
External Training	Active Shooter Training	Michigan State Police	Completed	2.5	2.5
External Training	Car Seat Safety Training		Completed	1	1
Session	Crucial Accountability for Workers	OWDT	Completed	12	12
Session	Emerging Leader: Behaviors That Exemplify Your Leadership Skills	OWDT	Completed	3	3
External Training	MiSACWIS Health information required	HLO Crystal M.	Completed	1	1
Test	RMTS Children's Services Exam FY 2019	OWDT	Completed	0.12	0
Online Class	RMTS Children's Services FY 2019	OWDT	Completed	0.03	0
External Training	safeTALK Suicide Alertness for Everyone	BSC 2	Completed	4	4
Session	Secondary Trauma Training & Culture/Climate Assessment and Development for Child Welfare Staff	OWDT	Completed	6	6
Online Class	The learning management system (LMS) is not the system of record for training data prior to 12/1/15.	OWDT	Completed	0	0
Session	Trauma Screening Checklist Training 101	OWDT	Completed	5	5
External Training	YAVFC	Montcalm DHHS	Completed	1.5	1.5
				39.15	39
<b>Total Hours</b>				39.15	39

[BACK TO FAQs](#)

## 12. Adding External Training

In the LMS, training coordinators are not involved in the process of entering and approving external training. In the LMS the employee enters the external activity him/herself, and it then goes electronically to the manager on record for approval. Directions for an employee to add an external training can be found on slides 18-22 of the PowerPoint named "Viewing Your Transcript." This PowerPoint can be found on you LMS home page, bottom left corner.

[BACK TO FAQs](#)

## 13. Previous Trainings Missing with New Account

With any email change, a new account is created for you in the LMS. This may be because of, but not limited to a name change or an agency change. Your previous LMS account, with its transcript, must be manually merged with your new LMS account. You must request this be done by the OWDT helpdesk at [MDHHSstraining@michigan.gov](mailto:MDHHSstraining@michigan.gov).

[BACK TO FAQs](#)

## 14. Random Moment Time Study (RMTS) Training

Any RMTS information or exam reset requests are to be sent to [MDHHS-RMTS@michigan.gov](mailto:MDHHS-RMTS@michigan.gov). Your request has been forwarded there.

[BACK TO FAQs](#)

## 15. Withdraw/Remove Employee from ILT/Classroom Training

In the LMS, cancelations/withdraws from instructor led or classroom trainings are not handled by the helpdesk.

To withdraw yourself from this and other trainings, in your transcript, click on the right side of the blue rectangle to the right of the training, then, click Withdraw.

For a manager to remove a direct report employee from training:

1. Log into LMS.
2. Learning.
3. Manage employee learning.
4. Click on icon to view desired employee's transcript.

**(Continued next page)**

5. Once in the employee's transcript, click on the small blue box to the right of "View Training Details" and select "Remove."



LMS users cannot remove computer-based training from their own transcripts once assigned. A user must have their manager on file in the LMS remove the computer-based training from their profile using the steps above. If a user does not have a manager listed in LMS, please contact the helpdesk at [MDHHStraining@michigan.gov](mailto:MDHHStraining@michigan.gov) for assistance in removing the computer-based training.

[BACK TO FAQs](#)