geoMaestro™

DOI LEARN, Learning Management System
DOI 4.31
Supervisor User Manual

Department of the Interior

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Washington, DC

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DOI LEARN OVERVIEW

DOI LEARN is a state-of-the-art e-learning management and delivery system. This site is designed as a virtual building that hosts a variety of learning and development services. DOI LEARN includes several learning functions, such as online courses, instructor led courses, testing, and reporting.

Navigating DOI LEARN

A user can navigate in the site a number of different ways:

Quick Link Menu Bar

This navigation is located in the top right of each screen. These links allow one-click access to a number of frequently accessed pages.

- Log Off - correct way to log out of the site
- My Courses - All Training page specifying the user's assigned training
- Catalog - course catalog to search and locate courses
- Enable Text-Only - 508 compliant link
- ? - context-sensitive eHelp document

Navigation Bar

The navigation bar includes a main menu bar and a sub-menu bar. The sub-menu tabs will navigate to other features in the site. Depending on the options available, there may be an additional row of tabs for expanded functionality.

Permissions

There are various permission levels (also known as privileges) in DOI LEARN. They determine which Learning Center options are available to you. The system determines your permission-level based on the log in you use to access DOI LEARN.

Permission Level	Description
Supervisor	A student can be designated as a Supervisor, which enables them to access information about other students who have been designated as being on that student-supervisor's team.

This process will generate a new password and send it to the user by email. The user will have one day to log in before the password expires.

To Request a New Password

1. On the login page, click the **I forgot my password** link.
2. In the **User Name** text box, type your User Name. If you have forgotten your assigned user name, notify an administrator.
3. Click the **Send Password** button. An email will be sent to the email address in this specific user's profile.

APPROVAL QUEUE

The Department Head, Instructors and Supervisors have the ability to review, approve, or deny student course enrollments using the approval queue. When a Student requests training the request will appear in the approval queue and the Supervisor will receive an email stating the student requested training. The Supervisor will then approve or deny that request using the approval queue. The Department Head and the Instructors also have the ability to approve or deny training requests but they will not receive email notification of a request.

Navigating to the Approval Queue

1. Click the **Course Catalog** tab.
2. Click the **Approval Queue** sub-tab or link.

Maintaining Denial Reasons

Denial reasons allow the Department Head, the Instructors and the Supervisors to set custom reasons for denying a registration request. The custom denial reasons are displayed in the Action column of the Approval Queue list and in the Action Taken field of the Request Registration Detail.

To Add a Denial Reason

1. Navigate to the Approval Queue.
2. Click the **Edit Denial Reasons** link.
3. In the **Name** text box, type the reason.
4. In the **Description** text box, type a brief description.
5. Click the **Save** button.

To Edit a Denial Reason

1. Navigate to the Approval Queue.
2. Click the **Edit Denial Reasons** link.
3. From the **Edit** drop-down, select the reason to edit.
4. Click the **Edit** button.
5. Update the information.
6. Click the **Save** button.

To Delete a Denial Reason

1. Navigate to the Approval Queue.
2. Click the **Edit Denial Reasons** link.
3. From the **Edit** drop-down, select the reason to delete.
4. Click the **Edit** button.
5. Click the **Delete** button.

   Note: If there are requests currently using the drop reason, it will not be deleted.

Taking Action on a Course Enrollment

To Take Action on a Course Enrollment

1. Navigate to the Approval Queue.
2. Locate the course enrollment in the list. If necessary, filter for the desired view:
   a. From the **View** drop-down, select the desired approval status.
   b. Click the **Go** button.
3. In the **Action** column, click the **Awaiting Approval** link for the selected course. You can only change enrollments with the Awaiting Approval action.
4. From the **Action Taken** drop-down, select the desired action.
5. In the **Responder Comments** text box, type the desired comment.
6. Select the Payment Method from the drop-down box. Click **Go**.
7. Fill out the required fields of the payment Information section.
8. Click the **Submit** button.

To Email a Student

1. Navigate to the Approval Queue.
2. To sort the list alphabetically by last name, click the **User** column heading link.
3. Locate the desired student.
4. To launch a new email document in your email program, click the email address link.

To View a Responder's Comments

1. Navigate to the Approval Queue.
2. Locate the desired student.
3. In the **Action** column, click the approval status link.
4. Click the **Close** link when finished.

BULLETIN BOARD (MOVE TO END WITH CHAT ROOM)

DOI LEARN's Bulletin Board provides users the opportunity to communicate with one another in the form of “threaded discussions.” The Bulletin Board provides multiple subject forums within which users may post questions, comments and ideas publicly that can be accessed by others interested in a particular topic or discussion. Files may also be attached to posts. Because a record of these discussions is maintained, their content becomes searchable.

The Department Head maintains the bulletin board at the forum level. When a forum is created, Moderators are assigned. Moderator privileges include the ability to edit and delete posts that may be incorrect or inappropriate. All users may create new topics and new postings within those topics.

Navigating to the Bulletin Board

To Access the Bulletin Board

1. Click the **Communication** tab.
2. Click the **Bulletin Board** sub-tab or link.

Searching for Topics

One feature of the Bulletin Board is a Search capability. This allows the user to search by a keyword. The search will research any topic or post relating to that keyword, thus enabling users to find information very quickly.

1. Navigate to the Bulletin Board.
2. In the **Search** text box, type the desired keyword.
3. Click the **Search** button.

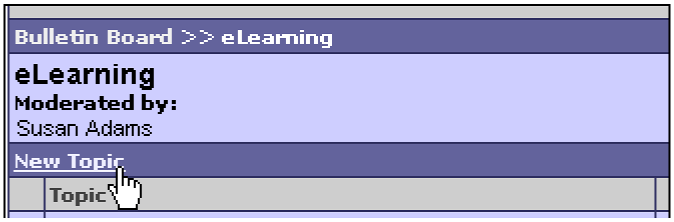
Adding New Topics

Users can create new topics in the Bulletin Board. These topics will lead the discussion thread that is created by users replying to the messages within the topic. A topic cannot be deleted; maintenance of the content will be handled at the forum or post level.

1. Navigate to the desired forum in the Bulletin Board.

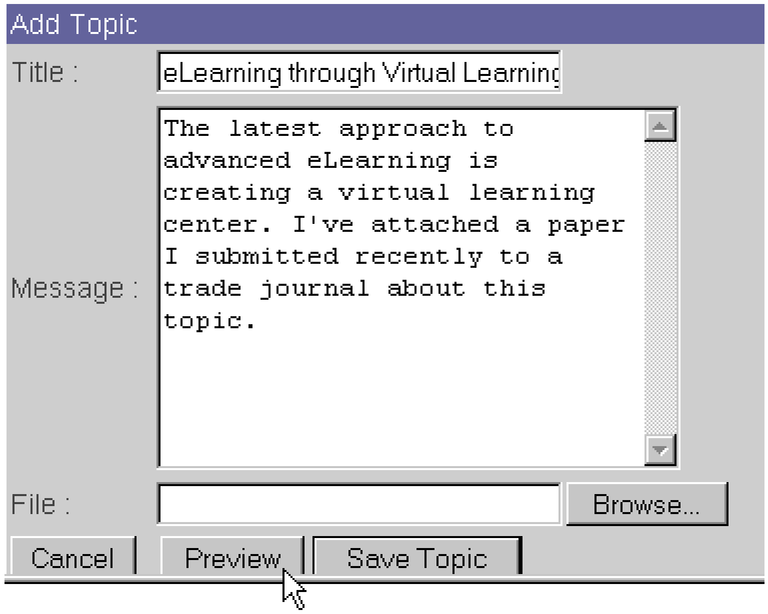
2. Locate the Forum in which to add the new topic.
3. Click the Forum name link.

4. Click the **New Topic** link.



5. In the **Title** text box, type the name of the new topic.
6. In the **Message** text box, type the first post of this discussion thread.
7. Attach a file to the post.
   a. Click the **Browse** button.
   b. Locate the file.
   c. Click the **Open** button.
8. Preview the post prior to saving.
   a. Click the **Preview** button.
   b. Review the content.

c. Click the **Close** button to return to the Add Topic window.



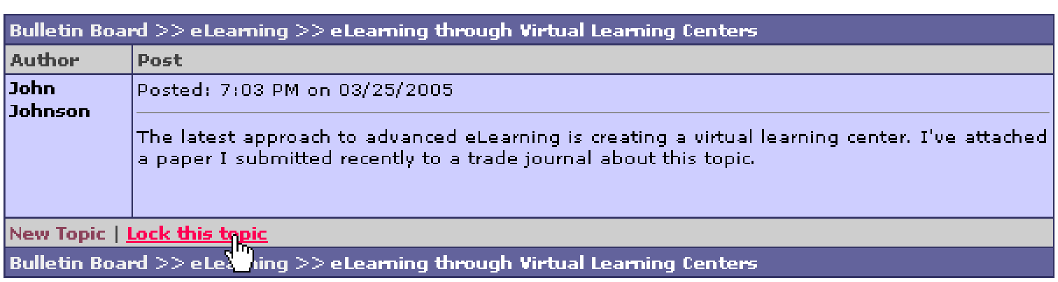
9. Click the **Save Topic** button to save the topic and post it to the forum. The topic will display on the Bulletin Board under the selected forum.

Locking and Unlocking a Topic

The Department Head and the Moderators have the option to "lock" a topic that displays on the Bulletin Board. If a topic is locked, it will prevent users from replying to the topic or making any changes to the tread. This is analogous to a read only window.

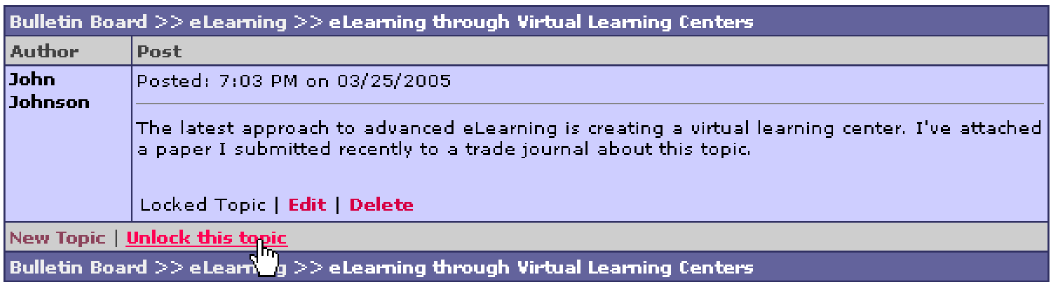
To Lock a Topic

1. Navigate to the Bulletin Board.
2. Locate the Forum that includes the Topic to lock, click the Forum name link.
3. Locate the Topic to lock, click the Topic name link.
4. Click the **Lock this topic** link located at the bottom of the list of posts.



To Unlock a Topic

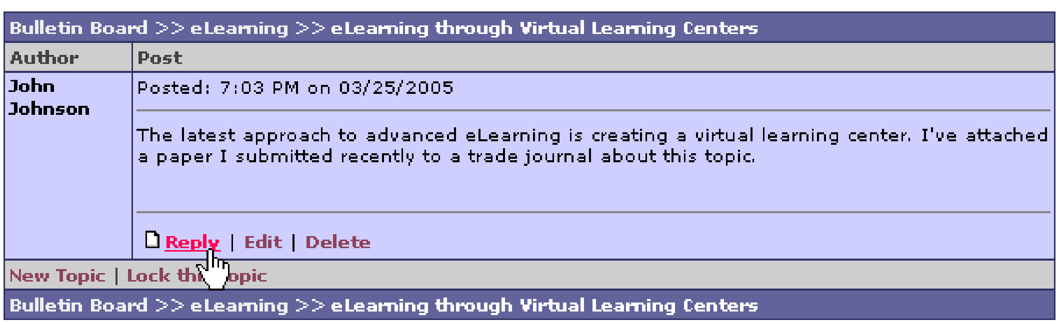
1. Navigate to the Bulletin Board.
2. Locate the Forum that includes the Topic to lock, click the Forum name link.
3. Locate the Topic to lock, click the Topic name link.
4. Click the **Unlock this topic** link at the bottom of the list of posts.



Replying to a Message

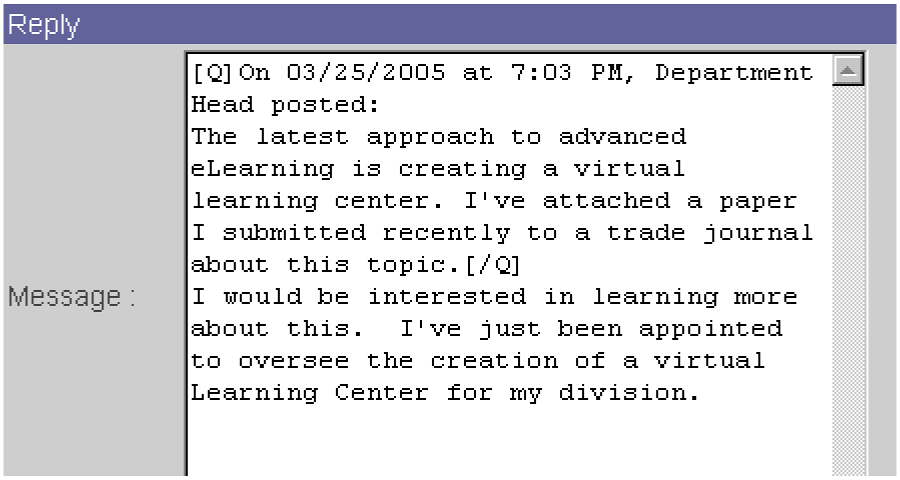
Users can reply to topics and posts that have been contributed to a forum on the Bulletin Board. Users may also preview their replies before posting, and even attach files that others may access within the forum.

1. Navigate to the Bulletin Board.
2. Locate the Forum that includes the topic, click the Forum name link.
3. Locate the desired Topic, click the Topic name link.
4. Click the **Reply** link at the end of the post.



Note: A Reply screen appears inside a separate window. It includes the original message to which you are contributing your reply or comment.

5. In the **Message** text box, at the end of the original comment, type the reply.



6. Attach a file to the post.
   a. Click the **Browse** button.
   b. Locate the file.
   c. Click the **Open** button.
7. Preview the post prior to saving.
   a. Click the **Preview** button.
   b. Review the content.
   c. Click the Close button to return to the Add Topic window.
8. Click the **Save Reply** button to save the reply to the Bulletin Board.

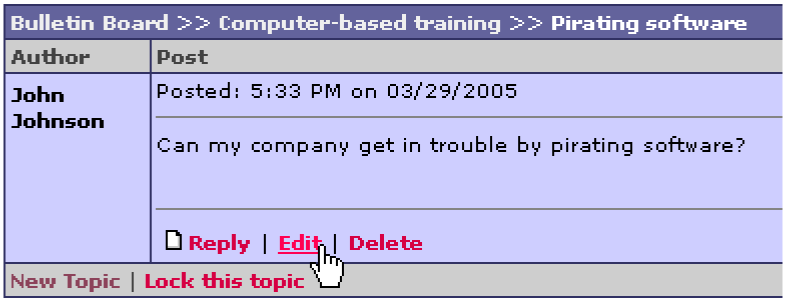
Note: The reply will display as part of a threaded discussion under the topic that was selected.

Editing a Message

The Department Head and the Moderators have the ability to edit a post. This may be done if a post appears to be off-topic, or pertain to an inappropriate subject matter, is clearly inaccurate or outdated, or is not edited properly.

1. Navigate to the Bulletin Board.
2. Locate the Forum containing the discussion content to edit, click the Forum name link.
3. Locate the Topic containing the discussion content to edit, click the Topic name link.

4. Click the **Edit** link under the post to modify. An Edit screen appears inside a new window.



5. Make the necessary modifications to the post.
6. Click the **Save Topic** button.

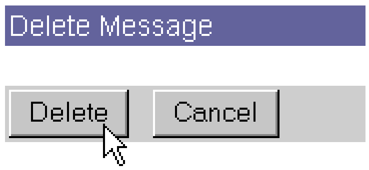
Tip: If you have not done so already, consider presenting information on your Bulletin Board about how the various forums you have created should be used. This information would cover the appropriate rules and regulations that might apply.

Deleting a Message

The Department Head and the Moderators have the ability to delete a post. This may be done if a post appears to be off-topic, or pertain to an inappropriate subject matter, or even if it states clearly inaccurate or outdated information.

1. Navigate to the Bulletin Board.
2. Locate the Forum containing the discussion content to delete, click the Forum name link.
3. Locate the Topic containing the discussion content to delete, click the Topic name link.
4. Click the **Delete** link under the post to modify.

5. A dialog will appear verifying the deletion, click the **Delete** button.



6. A second dialog will appear verifying the deletion, click the **OK** button.

CHAT ROOM (MOVE TO END)

DOI LEARN Chat Room provides users the opportunity to share instant messages with each other publicly or in a private chat room. In addition to text discussions, the Chat Room accommodates users who want to attach files and make them immediately available to others. Information entered through the Chat Room cannot be saved, so it is necessary for anyone who wants to save a correspondence to highlight the text, then copy and save it to another file format such as Microsoft Word or Notepad. In addition, it is necessary to properly log out of the Chat Room by selecting the Exit button.

Navigating to the Chat Room

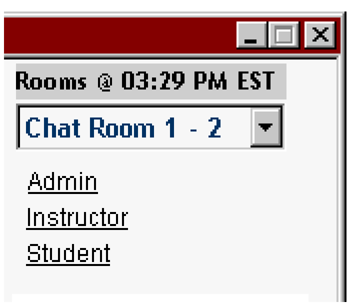
1. Click the **Communication**.
2. Click the **Launch Chat Room** sub-tab.

Note: If you have installed a pop-up blocker, the chat room may not launch. Simple enable pop-ups for this site and you should be able to access the chat room.

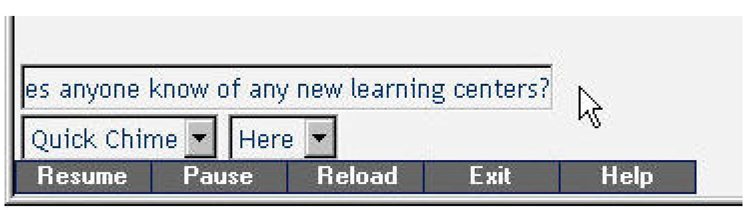
Sending an Instant Message from the Chat Room

1. Navigate to the Chat Room.

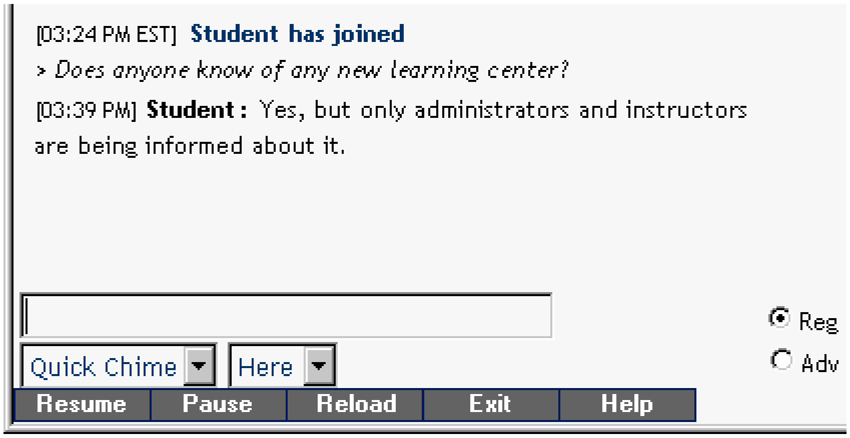
Note: Other individuals who have currently entered the Chat Room will appear in the upper right corner of the window.



2. In the **Message** text box located in the lower left corner of the Chat Room window, type the desired message. The text box does support HTML code.



3. Press **[Enter]** on the keyboard. The message will appear above the message field. As others reply, their login name and message will also appear.



4. Click the **Exit** button to shut down the Chat Room properly.

Exploring Other Features inside the Chat Room

The Chat Room provides other features that you may find useful during a chat.

For example, there may come a time when you want to step away from a chat without exiting your Chat Room window. This way others will realize you are away and will not needlessly direct correspondence to you during a chat session. In addition, by stepping away without shutting down the chat session, you can preserve the display of correspondence that may be occurring among others.

To achieve this...	Do this...
To step away from a chat while keeping the session open	From the second drop-down directly above the Chat Room buttons, select **Away**. **Note:** The username of any Chat Room participant who selects Away will appear with a line running through it. Additionally, the discussion text will display that the individual is away.
To return to a chat after being away	From the second drop-down directly above the Chat Room buttons, select **Here**. **Note:** The logon name, which previously had a line running through it, will now appear without the line. In addition, the discussion text will display that the individual is back.

To pause the scrolling of messages	1. Click the **Pause** button. A dialog will appear indicating that the scrolling of messages has been paused. 2. Click the **OK** button. **Note:** While a chat is occurring, the discussion automatically scrolls down the page. However, there may come a time when you may want to step away. By selecting the Pause button, you may prevent the page from scrolling. This way you can come back and select Resume to read the entire discussion from where you left off.
To resume the scrolling of messages after a pause	1. Click the **Resume** button. A dialog will appear that says, "Playing," which indicates that the scrolling will resume. 2. Click the **OK** button.
To refresh the chat room if you encounter problems	Click the **Reload** button.
To use the quick chime feature	Click the **Quick Chime** list box button and select an appropriate expression during the chat.
To allow the entered text to remain on one line	If it is not already selected, select the **Reg** option.
To enable the entered text to wrap onto multiple lines	If it is not already selected, select the **Adv** option. **Note:** The text field changes shape to accommodate a scroll bar and a Send button. The quick chime and status features will not be available.

Selecting between Public and Private Chats in the Chat Room

The Chat Room not only accommodates a public chat where everyone who enters the Chat Room can participate, but it also accommodates a private chat where individuals may be invited into a private chat room for discussions strictly among themselves.

1. Navigate to the Chat Room.
2. Send a message either privately (See Sending a Private Message or File from the Chat Room) or openly (See Sending an Instant Message from the Chat Room) to other Chat Room participants requesting that they join the Private Chat Room.
3. From the **Rooms** drop-down, select **Private Chat**.

> **Note:** The numbers that display on the left side of the room indicate the room number. The number on the right indicates how many are currently in that particular room. A drop-down box will appear whereby you can lock or unlock the private chat room by making it Public or Private.

4. Verify all participants have joined, from the second drop-down, select **Private**.

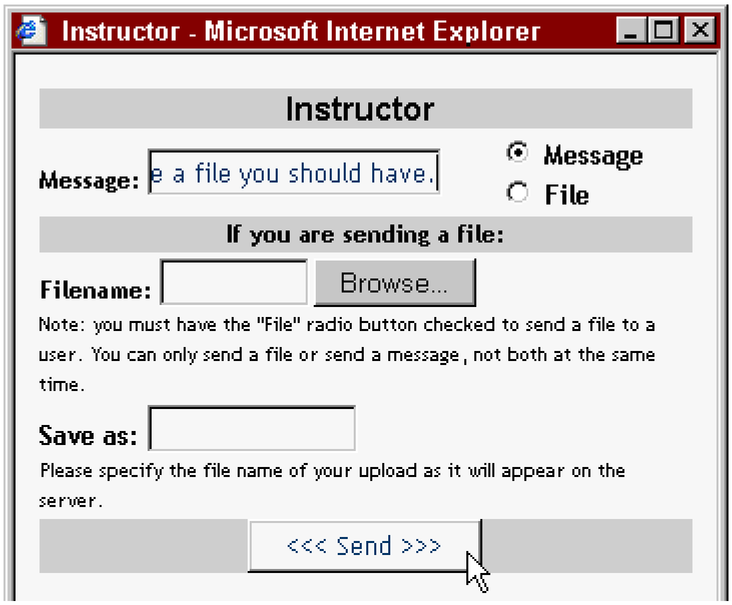
5. Click the **Exit** button to shut down the Chat Room properly.

Sending Private Information in the Chat Room

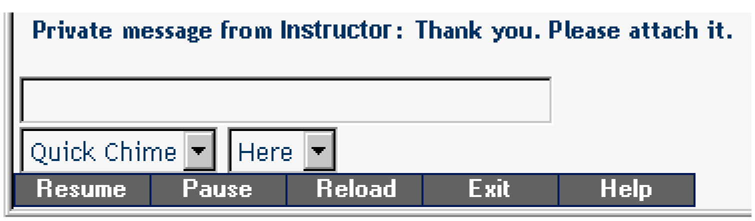
A participant in the Chat Room has the ability to send a message or file to another participant that is marked private; therefore, only that selected participant will see it. A separate window opens where you can enter private messages targeted toward the individual you previously selected. Although you may also attach a file, you cannot enter a message and file simultaneously.

To Enter a Private Message

1. Navigate to the Chat Room.
2. Click the username of the recipient.
3. Select the **Message** option.
4. In the **Message** text box, type the message.
5. Click the **Send** button.



Note: Your private message will appear only to the individual to whom it was directed. When a Chat Room participant sends you a private message, the text will appear in bold preceded by the text "Private message from..."

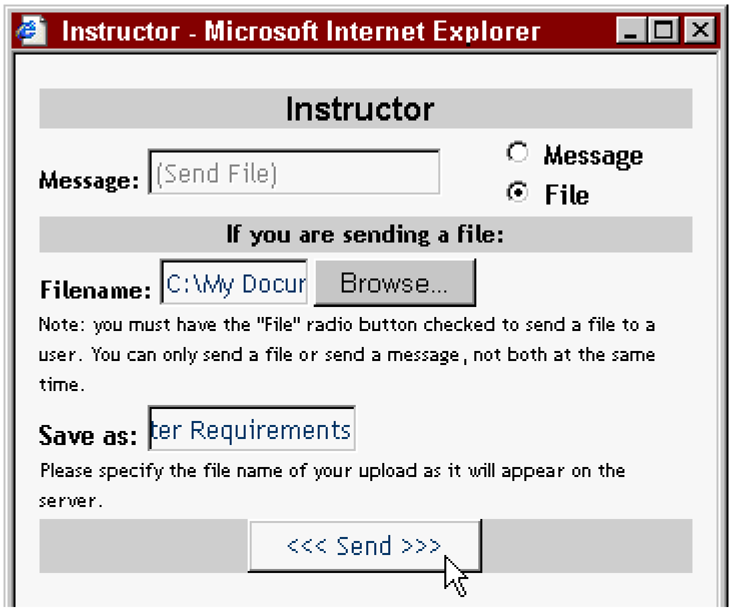


To Send a File Marked Private

1. If you have not done so already, select the recipient of the file.
2. Select the **File** option.

Note: It is not possible to send a file and a message simultaneously. Therefore, the Message field will not be available after the File option has been selected.

3. Click the **Browse** button.
4. Select the file to attach, click the **Open** button.
5. In the **Save As** text box, type the file name as it will appear on the server.
    - The file extension must be included in the file name. e.g. filename.doc if it is a Word document or filename.jpg if it is a graphic.



6. Click the **Send** button. A message from the sender privately appears to its recipient. A hyperlink that displays in the message provides the recipient with the ability to retrieve the file.

7. Click the **Exit** button to shut down the Chat Room properly.

COURSE CATALOG (MOVE ABOVE BULLETIN BOARD AND CHAT ROOM – BELOW APPROVAL QUEUE)

The Course Catalog allows all users to view the available courses in DOI LEARN. These courses can be located by either browsing through categories or searching using keywords and filters. Once a course has been located a user can view certain details of the course such as a description, the vendor, dates and times of class sessions being offered, the instructor, a roster (if available), ratings and comments from other students, and any required prerequisites.

Navigating to the Course Catalog

1. Click the **Registration** tab.
2. Click the **Catalog** sub-tab.

Viewing Featured Courses

1. Navigate to the Course Catalog.
2. The courses listed on the default page of the catalog are the featured courses.
    - If there are multiple pages of featured courses, click the **Next** link.
3. Click a course title to view the details and reviews.

Searching the Course Catalog

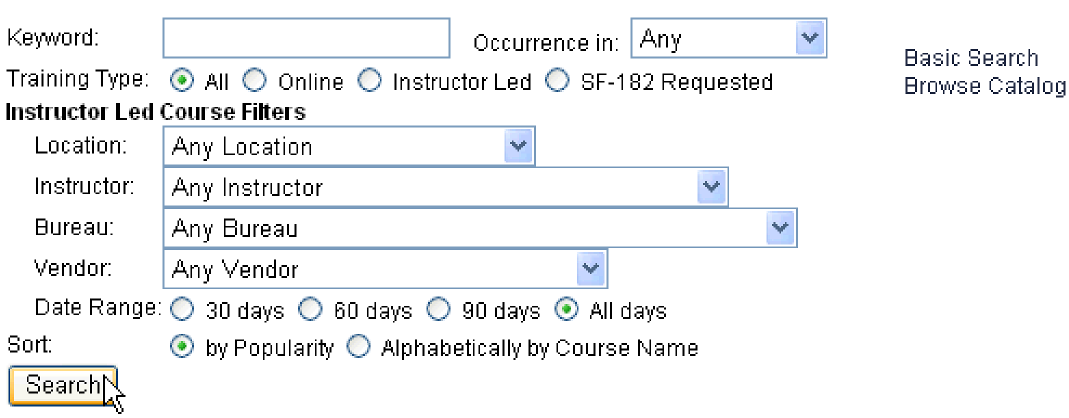
To Conduct a Simple Search

1. Navigate to the Course Catalog.
2. In the **Keyword** text box, type the word to search.
    - This search will match the keyword to the Course Name, Vendor Name and Description.
3. Select one of the following:
    a. **My Catalog**: will search only the courses for which the user can self-register.
    b. **Entire Catalog**: will search all of the courses in the catalog.

4. Click the **Search** button.

To Conduct an Advanced Search

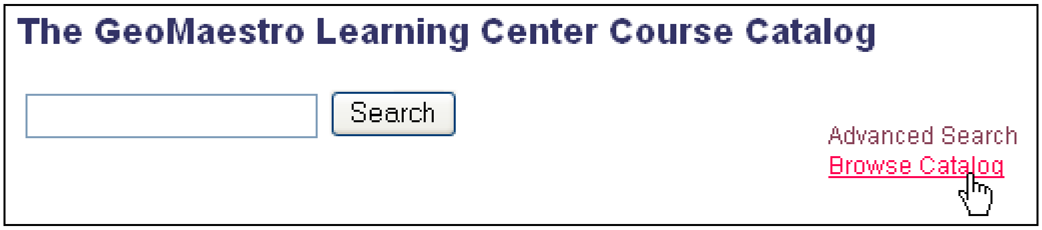
1. Navigate to the Course Catalog.
2. Click the **Advanced Search** link.
3. **Keyword**: type the word or phrase to search.
    - This search will match the keyword to the Course Name, Vendor Name and Description.
4. **Occurrence in**: select a specific field to search in relation to the keyword.
5. **Type of Course**: **SF-182 Requested**, **Instructor Led**, **Online** or **All**.
6. If Instructor-led, then narrow the search by selecting any combination of the following:
    a. **Location**: specify a location where the course is offered.
    b. **Instructor**: specify the instructor of the class.
    c. Bureau: search by the bureau that offers the class.
    d. **Vendor**: specify the vendor associated with the class.
    e. **Date Range**: select 30 days, 60 days, 90 days, or All Days.
7. **Sort**: select either By Popularity or Alphabetically by Course Name.
8. **Search in**:
    a. **My Catalog**: will search only the courses for which you can self-register.
    b. **Entire Catalog**: will search all of the courses in the catalog.
9. Click the **Search** button.



A list of courses matching the search criteria displays. If no courses meet the criteria, redefine the search. Click a course title to view course details and student ratings.

Browsing the Course Catalog

1. Navigate to the Course Catalog.
2. Click the **Browse Catalog** link.



3. Click the course category. The available courses display. If the category you selected has subcategories, you may have to select a subcategory to get the available courses to display.

Taking a Search & Select Course

1. Navigate to the Course Catalog.
2. Select the **NETg Search & Select** tab.
3. Click the **NETg Search & Select** link. A new browser window opens.
4. Click the **Search & Select** link.

Viewing Course Details

1. Navigate to the Course Catalog.
2. Locate the course to register.
    a. View the Featured Courses (current page).
    b. Search the catalog.
    c. Browse the catalog.
3. Click the course title to view the details and reviews.
4. If available, to compare this instructor-led class time with your current schedule, click the **Preview Schedule** button.
5. If available, to view a roster for an instructor-led class, click the **View Roster** button.

Registering for a Course

1. View the class details.
2. If there is more than one class available, locate a specific class.
3. To register for an online course.
   - Click the **Apply** button. You will be returned to the Search page.
   - In the **Comments** text box, type the reason you are requesting this course, Click the **Request Registration From Your Supervisor** button.
   - If the message appears stating "You are already registered for this course." the system will not allow you to register again.
4. To register for an instructor led course.
   a. View the details of the course you wish to register for.
   b. Click the **Apply** button. This creates a request awaiting approval.

> **Note:** If there is a conflict and you want to drop a class in order to register for this new class. Register for the new class first, then drop the desired class.

EVENT CALENDAR

DOI LEARN includes a calendar that is used to observe and record events. The Department Head and the Instructors can add and manage events within the calendar. Supervisors and Students may be assigned as Posters by the Department Head. A Poster can also add and manage events within the calendar. The one limitation of a Poster is they can only manage the events they have created.

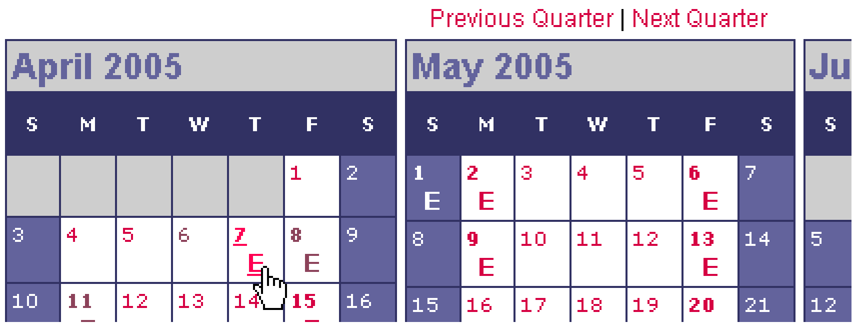
All users have common access to the calendar, and therefore it is not designed with specific audiences or individuals in mind. Nor can individuals tailor the calendar for their own specific needs. Consequently, most of the events that display on the Event Calendar represent general organization-wide announcements such as vacation days, special events, but most of all, any meetings that pertain to e-learning or the e-learning site in general. The Event Calendar provides users with five different views: a daily view, weekly view, monthly view, quarterly view and yearly view.

Navigating to the Event Calendar

1. Click the **Communication** tab.
2. Click **Event Calendar**.

Locating an Event

1. Navigate to the Event Calendar.
2. To view an event for a particular day, do one of the following:
    a. If the **Jump to Today** or **Week View** link is selected, the current view is the day view.
    b. If the **Month View** is selected, click the Event link on the day the event is scheduled.
    c. If the **Quarter** or **Year View** is selected, click the E link on the day the event is scheduled.

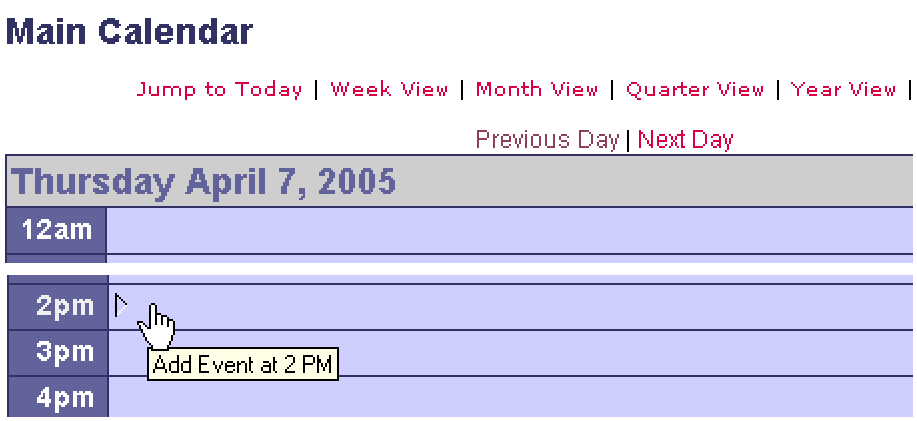


3. Within each view, a user can navigate to the previous and next periods by clicking the **Previous** and **Next** buttons. Click on a specific period's **E** or **Event** link for detailed information on that day's posted events.

Adding an Event

The Department Head, the Instructors, and the Posters have the ability to add events to the Event Calendar.

1. Navigate to the Event Calendar.
2. Locate the day the event will be scheduled.
3. In the Day View of the calendar, click the **hour** the event is to begin.

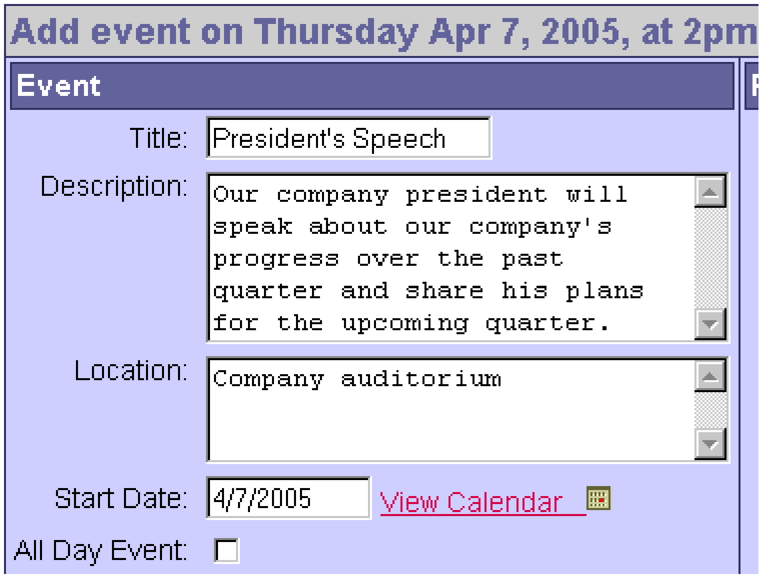


4. In the **Add Event** screen, complete the following information:
    a. In the **Title** text box, type the event's title.
    b. In the **Description** text box, type the details of the event.
    c. In the **Location** text box, indicate where the event is taking place.

    > **Tip:** For locations that are off-site, you might consider including inside the Location field a link to a MapQuest.com map as well as other directions.

    d. In the **Start Date** text box, confirm the event date.

e. Indicate whether it is an all-day event or not by checking or not checking the **All Day Event** option.

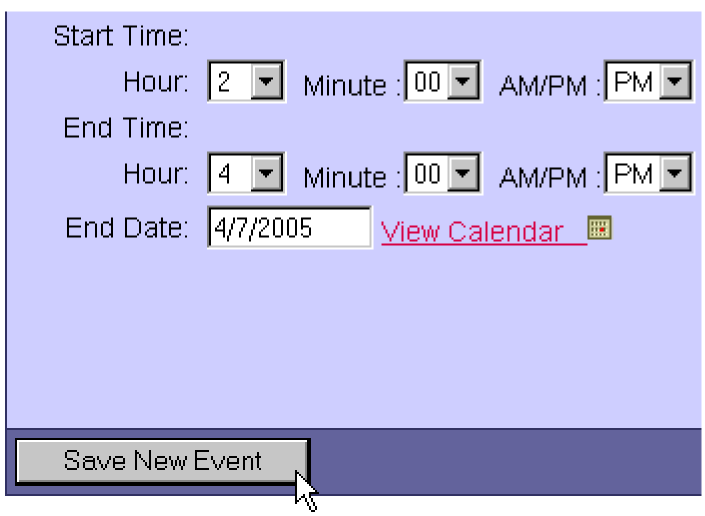


f. Under **Start Time**, select the **Hour**, **Minute** and **AM/PM** that the event will begin.

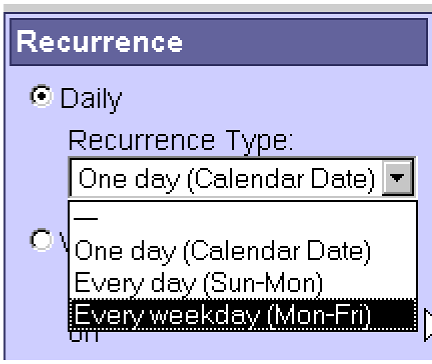
g. Under **End Time**, select the **Hour**, **Minute** and **AM/PM** that the event will begin.

h. In the **End Date** text box, confirm the event date.

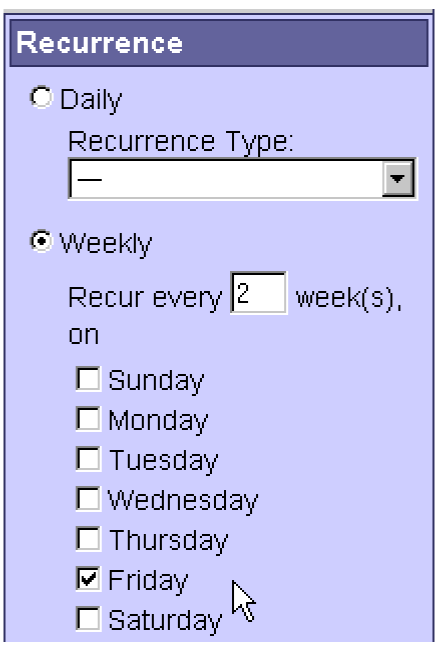
i. If this is the only occurrence of this event, click the **Save New Event** button; otherwise, continue with step 4.



5. To set a daily event recurrence, complete the following information:
    a. From the **Recurrence** option group, select **Daily**.
    b. From the **Recurrence Type** drop-down, select whether the recurrence is **One day (Calendar Date)**, **Every day (Sun-Mon)** or **Every weekday (Mon-Fri)**.



6. To set a weekly event recurrence, complete the following information:
    a. From the **Recurrence** option group, select **Weekly**.
    b. In the **Recur every __ week(s)** text box, type the number of weeks between each occurrence of the event.
    c. In the weekday check boxes, select the date(s) the event will occur.

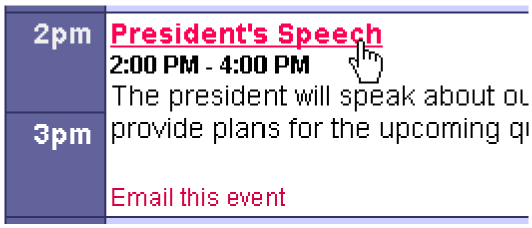


7. To set a monthly event recurrence, complete the following information:
    a. From the **Recurrence** option group, select **Monthly**.
    b. If the event is to occur on a specific date of the month: In the **Day** text box, type the number of days into the month that you want the event to recur. e.g. type 5, if the event will occur on the 5th of each month. In the **Months** text box, type in the number of months apart that each occurrence of the event will recur.
    c. If the event is to occur on a specific day of the week within a month: From the drop-down, select among the list: **First**, **Second**, **Third**, **Fourth**, **or Last**. From the next drop-down, select the specific day the event is to recur. In the **Months** text box, type in the number of months apart that each occurrence of the event will recur.
8. Click the **Save New Event** button. The event will now appear in the calendar.

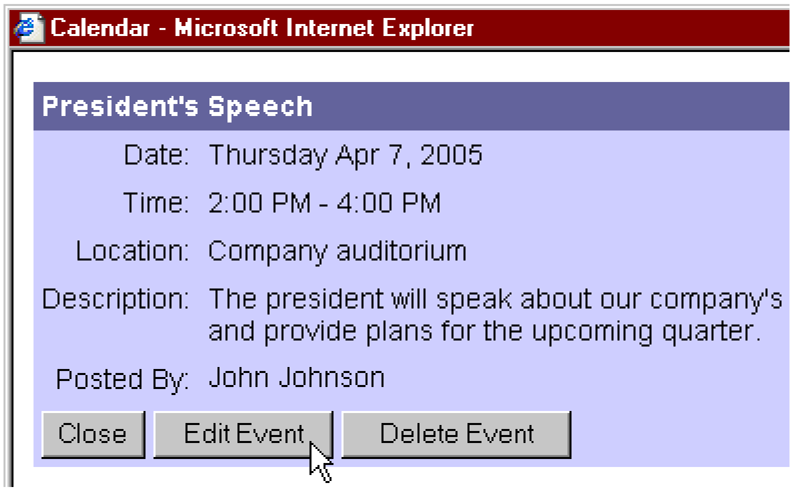
Editing an Event

The Department Head and the Instructors have the ability to edit all entries in the Event Calendar. The Posters can edit only the events they have created. In order to locate a specific event to edit, it is best to know the date the event is scheduled.

1. Navigate to the Event Calendar.
2. Locate the day the event will be scheduled.
3. In the Day View of the calendar, click the event name.



4. Click the **Edit Event** button.



5. Update the information. Refer to Adding an Event for field information.
6. Click the **Update Event** button.

Deleting an Event

The Department Head and the Instructors have the ability to delete all entries in the Event Calendar. The Posters can delete only the events they have created. In order to locate a specific event to delete, it is best to know the date the event is scheduled.

1. Navigate to the Event Calendar.
2. Locate the day the event will be scheduled.
3. In the Day View of the calendar, click the event name.
4. Click the **Delete Event** button.

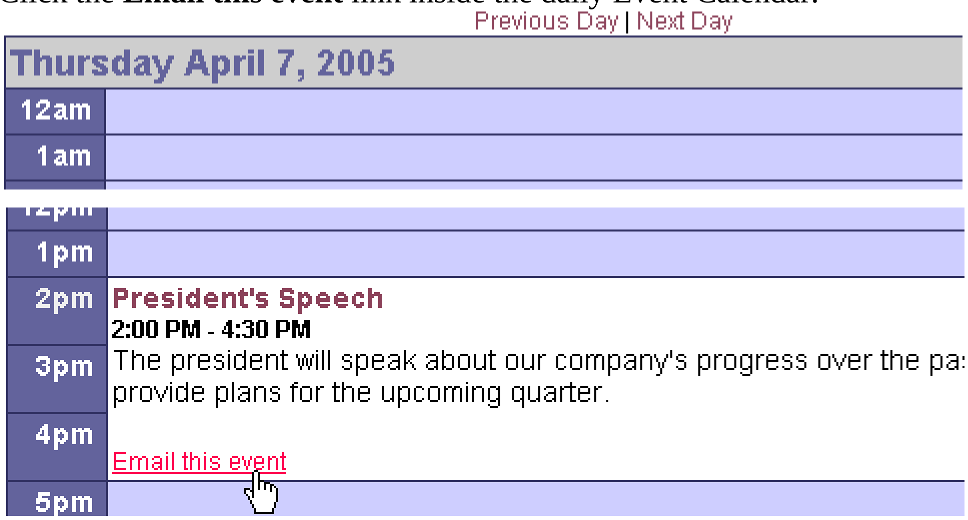
Note: The Calendar window reappears, however, this time the selected event will be removed.

Sending an Email Regarding an Event on the Calendar

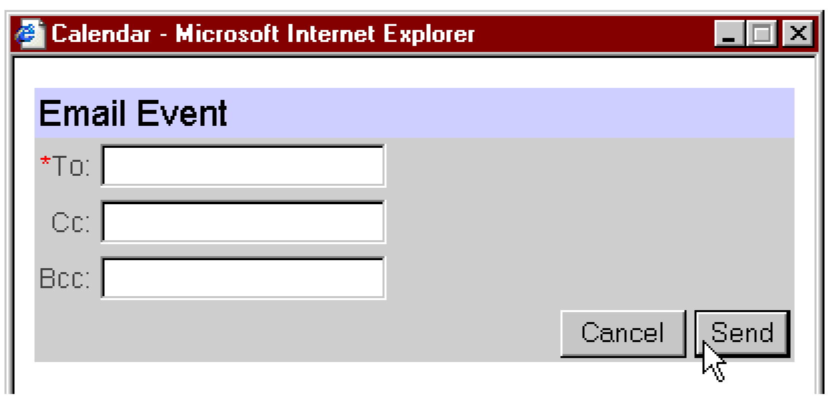
The Event Calendar provides users the option to send an email indicating information in the Event Calendar.

1. Navigate to the Event Calendar.
2. Locate the day the event will be scheduled.
3. In the Day View of the calendar, click the event name.

4. Click the **Email this event** link inside the daily Event Calendar.



5. In the **To:** text box, type the email address(es).
6. In the **Cc:** or **Bcc:** text boxes, type the email address(es).
7. Click the **Send** button to complete this task; otherwise, click the **Cancel** button to return to the calendar.



8. A dialog will appear verifying the email was sent, click the **Close** button.

ILT CALENDAR

In addition to the Event Calendar, DOI LEARN provides an Instructor-led Training Calendar, known as the ILT Calendar. Instructor-led training is automatically added to the ILT calendar when a class is created. Users of DOI LEARN can refer to this calendar to see which instructor-led courses are occurring on a specific day. Like the Event Calendar, the ILT Calendar provides users with five different views: a daily view, weekly view, monthly view, quarterly view and yearly view.

The calendar screen also provides a Search feature enabling users to search for courses at specific locations or assigned rooms. The calendar cannot be search by both location and assigned room. If attempted, the search will default to locating assigned rooms.

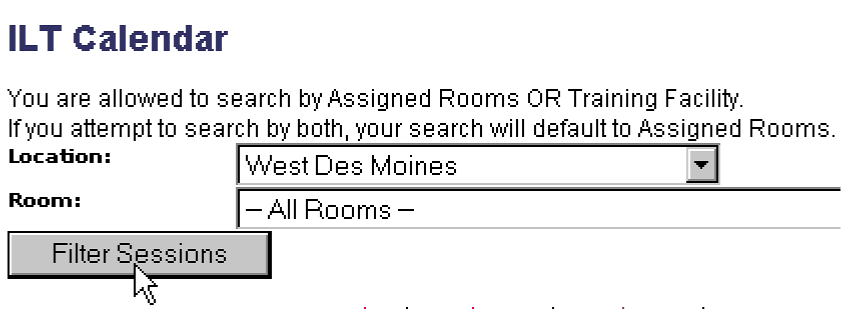
The ability to add events to the ILT Calendar works the same as it does in the Event Calendar. The only difference is that there are no Posters assigned. Only the Department Head and the Instructors can add events to the ILT Calendar.

Navigating to the ILT Calendar

1. Click the **Communication** tab.
2. Click the **ILT Calendar** sub-tab or link.

Filtering the ILT Calendar by Location or Room

1. Navigate to the ILT Calendar.
2. Search by training facility or assigned classroom:
    a. From the **Location** drop-down, select the desired training facility.
    b. From the **Room** drop-down, select the desired classroom.
3. Click the **Filter Sessions** button.



Locating and Registering for a Course

To Locate a Course

1. Navigate to the ILT Calendar.
2. If desired, filter by location or classroom to reduce the number of courses appearing on the calendar.
3. To view a class offered on a particular day, do one of the following:
    a. If the **Jump to Today** or **Week View** link is selected, the current view is the day view.
    b. If the **Month View** is selected, click the Course link on the day the class is scheduled.
    c. If the **Quarter** or **Year View** is selected, click the C link on the day the class is scheduled.
4. Within each view, a user can navigate to the previous and next periods by clicking the **Previous** and **Next** buttons. Click on a specific day's **C** or **Course** link for detailed information.

To Register for a Course

1. Locate the course in the ILT Calendar.
2. Click the **View** link to view the detailed information.
3. If a class is found and the registration time frame is still open, you may proceed with registration.
4. Click the **Preview Schedule** button. Refer to Registering for a Course for further information.

My Courses

The My Courses page lists all of the courses and tasks for which a student is registered.

To Exit an Online Course Correctly

You must exit a course by clicking on the word exit in the course. If you click the **X** in the upper right hand corner of your course window without clicking exit, your scores will not be saved and recorded on your student transcript.

If your test score is not saved while you are in a course, click your browser's **Refresh** button to show the test score. You may need to clear the cache on your browser or uninstall and reinstall the browser. The Managing Browser Cookies topic provides instructions on how to delete temporary Internet files.

Navigating to My Courses

1. Click the **Classroom** tab.
2. Click the **All Training** sub-tab.

Note: The **My Courses** button in the Quick Link bar takes you directly to the **All Training** page.

Viewing a List of Your Registered Courses

1. Navigate to My Courses.
2. The following section(s) will be shown:
    - List of Online Registered Courses. To view only your online courses, click the **Online Courses** sub-tab.
    - ILT Schedule. To view only your classroom training, click the **Instructor-Led Courses** sub-tab.
    - The Learning Plans you have been assigned. To view only your learning plans, click the **MyPlan** sub-tab.

Online Course Information

1. Course Name
    - To launch a course.
    - Certain courses require you to take the test and survey from within the actual course. The remaining courses will have a Test or Survey link in the Options column.
2. Status: Upon successful completion of a course, the status is updated from Incomplete or Not Attempted to Completed. An online course is complete when the test has been taken and passed.
    - Not Attempted
    - Incomplete
    - Completed
3. Options
    - View Summary: displays the course information.
    - References: displays the references attached to an online course created with a specific authoring tool.
    - History: displays your status in the course.
    - Test(s): displays your status for the tests and test scores if completed.
    - Survey(s): launches the course survey.
    - Feedback: launches a new window in which to rate the course. This information will appear with the course details in the course catalog.
    - Completion Certificate: print a certificate to keep for your records or submit to your supervisor.

Instructor-Led Course Information

1. Class Name/Course Name: view the details of the class.
2. Dates, Time, and Days of the class
3. Options
    - Drop Class: if there is a conflict in scheduling, this allows you to drop this class session.
    - Register: if you have been assigned by an administrator to take this course, you must select the actual class to take. To view the class sessions available, click the Register link.
    - Test(s): takes you to the Testing page.
    - Survey(s): takes you to the Survey page.
    - View Conflicts: notifies you if this class conflicts with another class for which you are currently registered.

To Change the Order of the All Training Page

1. Click the **Administration** tab.
2. Click the **My Preferences** sub-tab.
3. From the drop-down lists, select the desired order of your All Training page.

The MyPlan page is a collection of learning plans that are created by the Department Head and the Instructors to assign curricula to students. A student's learning plans are also found on their All Training page.

A learning plan is a single series of tasks that are related in nature and part of individual or group training. This benefits individuals and groups of employees who share career development goals, must comply with legal mandates, or need to maintain specific types of certification. It also provides a method for administrators to guide and track their employees on curriculum, certifications, or goals.

Students assigned to a learning plan are automatically registered for all courses in that learning plan, though for instructor-led courses the student must select the class session that works best with their schedule to be registered to that course. Use the MyPlan page or the All Training page to view your learning plan and course details, launch a course, and view information about tasks that were assigned to you.

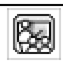
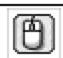
To Access your Learning Plans

1. Click the Classroom tab.
2. Click the MyPlan sub-tab or link.

To View Learning Plan Information

1. Task: the course and task names assigned through this learning plan.
2. Status
    - Not Attempted
    - Not Registered: only for instructor-led courses, to select the class date and time to attend, click the **Register** link.
    - Not complete
    - Complete(d)
3. Score: the score of the actual test for the course, the scores for any practice tests will not be shown.
4. Due Date: when this task is due.
5. Type
    - User Defined Task: this is a task that has been assigned to you that typically is not part of DOI LEARN. When this task has been completed, notify your supervisor who will then update the status of the task to complete.
    - Online
    - Instructor-led
6. User Defined Task Options
    - View Summary: description of the task.
7. Online Course Options
    - View Summary: displays the course information.
    - References: displays the references attached to an online course created with a specific authoring tool. History: displays your status in the course.
    - Test(s): displays your status for the tests and test scores if completed.
    - Survey(s): launches the course survey.
    - Feedback: launches a new window in which to rate the course. This information will appear with the course details in the course catalog.
    - Completion Certificate: print a certificate to keep for your records or submit to your supervisor.
8. Instructor-Led Options
    - Register: allows you to select the class date and time.
    - All other options are available on the ILT Schedule pane or the Instructor-Led Courses page.

The courses and tasks within your learning plan are coded as follows:

Icon	What It Means
Date Assigned	The date that this learning plan was assigned.
Date Due	The due date for completion of the entire learning plan.
	Indicates an instructor-led course.
	Indicates an online course.
	Indicates user-defined tasks.
	Indicates a certification course.
Red Due Dates	Indicates the task is overdue.

Viewing Course Information

To View the Information of an Online Course

1. Navigate to My Courses.
2. In your registered courses list, locate the desired course.
3. In the **Options** column, click the **Summary** link.
4. Click the **Close Window** link.

To View the Information of an Instructor-Led Course

1. Navigate to My Courses.
2. In your registered courses list, click the desired course title.
3. Click the **Close Window** link.

Viewing a Class Roster

You can view a list of the students who are registered in certain online courses you are taking. For an instructor-led class a roster is viewed from within the Course Catalog.

1. Navigate to My Courses.
2. Click a course title. A row of tabs will appear across the top of the screen.

Note: If the course automatically loads the class roster feature is not available.

3. Select the **Class** tab.

Sending an E-mail to an Instructor

1. Navigate to My Courses.
2. For an online course:
    a. In the **Options** column, click the **View Summary** link for the course. A Course Summary pane appears.
    b. Click the instructor's email address link.
3. For an instructor-led course:
    a. Click the course name.
    b. Copy/paste the instructor's email address into your email program.

Sending an E-mail to Other Students

Some online courses allow student to email other students. This options exists only when the students are registered for the same online course.

To Send an E-mail to All Class Members

1. Navigate to My Courses.
2. Click an online course title. A row of tabs will appear across the top of the screen.

Note: If the course automatically loads this feature is not available.

3. Select the **Class** tab.
4. Click the **Mail All** link. An email window opens.
5. Complete the form and click the **Send** button.

To Send an E-mail to One Class Member

1. Navigate to My Courses.
2. Click an online course title. A row of tabs will appear across the top of the screen.

   Note: If the course automatically loads this feature is not available.

3. Select the **Class** tab.
4. Click the student's **E-mail** link. An e-mail window opens.
5. Complete the form and click the **Send** button.

Taking an Online Course

1. Navigate to My Courses.
2. In the list of registered courses, click the course name.
3. If the course automatically launches.
    a. Select a version of the course.
    b. Click the **Start your Session** link.
    c. Advance through the course and assessments according to the directions.
4. If the first page of the course opens, along with a series of tabs that allow you to view information about the *instructor* and others students taking the course.
    a. Navigate through the course using the arrows or selecting the desired page from the drop-down.
    b. To email the instructor, click the **Contact** tab.
    c. If available, to view the class roster and email registered students, click the **Class** tab.
    d. To view your current status in the course, click the **Status** tab.
    e. After you review the course information, use the **Testing** or **Survey** tabs to access any course tests or surveys that are available.
    f. To view any completed test scores, click the **Score** tab.
5. If a new pop up window opens containing details of the course, you are taking a LCMS course. See Taking an LCMS Course.

Taking a Survey

Surveys can be used to gauge your reaction to a portion of a course or to find out what you think about a potential course policy change. There are two types of online courses in the system. One type shows the Survey link in the Options column on the All Training page. The other type, the surveys do not appear until the course title link is clicked and you enter the course.

1. Navigate to My Courses.
2. In the list of registered courses, locate the desired course.
3. In the **Options** column, click the **Survey** link.
4. If a Survey link is not available:
    a. In the list of courses to which you are registered, click a course title. A row of tabs for that course will display.

    Note: If the course automatically loads this feature is not available.

    b. Select the **Survey** tab.
    c. Click the underlined survey name.
    d. Follow the on-screen instructions to complete the survey. You may only take a survey once for a particular course.

Taking a Test

There are two types of online courses in the system. One type shows the Test link in the Options column on the All Training page. The other type, the tests do not appear until the course title link is clicked and you launch the course.

1. Navigate to My Courses.
2. In the list of registered courses, locate the desired course.
3. In the **Options** column, click the **Test** link.
4. If the Test link is not available:
    a. In the list of courses, click the course title. Click the **Test** link appearing on the page.

    Note: If the course automatically loads this feature is not available.

    b. Select the **Testing** tab.
    c. Click the underlined test name and then click the **Start Test** button.
    d. Follow the on-screen instructions to complete the test.

Viewing Your Test Scores

There are two types of online courses in the system. One type shows the Test link in the Options column on the All Training page. The other type, the tests do not appear until the course title link is clicked and you enter the course.

1. Navigate to My Courses.
2. In the list of registered courses, locate the desired course.
3. In the **Options** column, click the **Test** link.
4. Click the **Score** tab.
5. If the Test link is not available:
    a. Click a course title. A row of tabs will appear across the top of the screen.

    Note: If the course automatically loads this feature is not available.

    b. Select the **Score** tab. Information regarding the tests and your scores will appear.

Note: Course scores are shown only to the student who took the course. Supervisors cannot view a student's scores. They will only see whether the student passed or failed.

Rating a Course

When a student has completed a course, they can rate the course and add a comment using the Feedback feature.

1. Navigate to My Courses.
2. In your registered courses list, locate the desired course.
3. In the **Options** column, click the **Feedback** link. The Feedback link will only appear after the course has been completed.
4. In the **Course Feedback** window, select a number between one and five (with five being the highest rating).
5. In the **Comments** box, type any comments you have about the course.

    Note: Your comments will be visible to everyone that accesses Learning Center while viewing course details within the Course Catalog.

6. Click the **Continue** button.
7. Click the **Close Window** button.

Printing a Course Completion Certificate

Upon successful completion of an online course, your training Status will change to Completed. A certificate of completion is then available to print and save for your records or turn into your supervisor, if required.

1. Navigate to My Courses.
2. In the list of registered courses, locate the desired course.
3. In the **Options** column, click the **Completion Certificate** link. The Completion Certificate is only available after the course has been completed.
4. Print the certificate.

Viewing Your References

Learning objects and resources may be assigned to you from certain online courses. These items are displayed on the References page. These References allow you to review sections of the course based on the learning objects, keywords, or resources that are available.

To View your Learning Objects

1. Navigate to My Courses.
2. Select the **Reference** tab.
3. From the resulting list, click the desired learning object name.

To Filter the List of Learning Objects

1. From the **Course Selection** drop-down list, select the desired course name.
2. Click the **List** link.
3. To return to the full list after filtering, click the **Clear** link that appears to the right of the List link.

To View your Resources

1. Click the **Resources** button.
2. Click a resource title.
3. To save the file to your computer, click the **Save** button. To open it directly from Learning Center, click the **Open** button.

To View your Keywords

1. Click the **Keywords** button.
2. Click the keyword to view. This will open, in a separate window, a list of learning objects that contain that keyword.

To Search for a Keyword

1. Click the **Search** button.
2. In the text box, type the keyword to search.
3. Click the **Search** link.

Viewing Your Student Transcript

Your student transcript contains the following information:

- username
- full name
- e-mail address
- status within DOI LEARN
- the number of times you have logged into DOI LEARN
- all of your courses
- the completion of test as pass or fail
- all of your course registration and completion dates

When you complete a test, your score for the test is listed in your transcript. If there are practice tests associated with a course, these scores will not appear.

1. Navigate to My Courses.
2. Select the **Student Transcript** sub-tab.
3. From the **Report Format** drop-down, select the file type.
4. Click the **View Report** button.

My Information (Move Higher on List)

Overview of My Information

The My Information option allows you to view your user profile. This is the information related to the user name and password you use to log in to DOI LEARN.

Navigating to My Information

1. Click the **Administration** tab.
2. Click the **My Information** sub-tab.

Managing Your User Profile

To Change your Password

1. Navigate to My Information.
2. In the **Password** text box, type your new password.
3. In the **Confirm** text box, retype your new password.
4. Click the **Save** button.

To Edit your User Profile

1. Navigate to My Information.
2. Update the desired information in the editable fields of your user profile.
3. If the information cannot be edited, please notify an administrator or your HR Department.
4. Click the **Save** button.

MyPlan Administration (Move Higher)

MyPlan is a component of the Learning Management System. It is a collection of learning plans that are created by the Department Head and the Instructors to assign curricula to students.

A learning plan is a single series of tasks that are related in nature and part of individual or group training. Learning plans can be created and saved as templates that can be rapidly assigned to one or more students. This benefits individuals and groups of employees who share career development goals, must comply with legal mandates, or need to maintain specific types of certification. It also provides a method for administrators to guide and track their employees on curriculum, certifications, or goals.

Students assigned to a learning plan are automatically registered for all the courses in that learning plan. Students can use the MyPlan options to view their learning plan and course details, launch a course, and view information about tasks that were assigned to them.

Navigating to MyPlan Admin

To Access the MyPlan Admin

1. Click the **Course Authoring** tab.
2. Click the **MyPlan Admin** sub-tab.

MANAGING INDIVIDUAL STUDENT LEARNING PLAN

A learning plan can be customized for a selected student. However, before a Department Head, Instructor or Supervisor can do this, they must create the learning plan template and assign it to the student.

Locating a Student's Learning Plan

1. Navigate to User Management.
2. Search for the Student.
3. In the resulting list, locate the desired Student.
4. In the **Learning Plan** column, click the **View** link.
    - A Supervisor will only be able to view and manage those students they supervise.
5. From the **Select Learning Plan** drop-down, select the appropriate learning plan.
    - This list shows only those learning plans to which the student has been assigned.
6. Click the **Go** button.

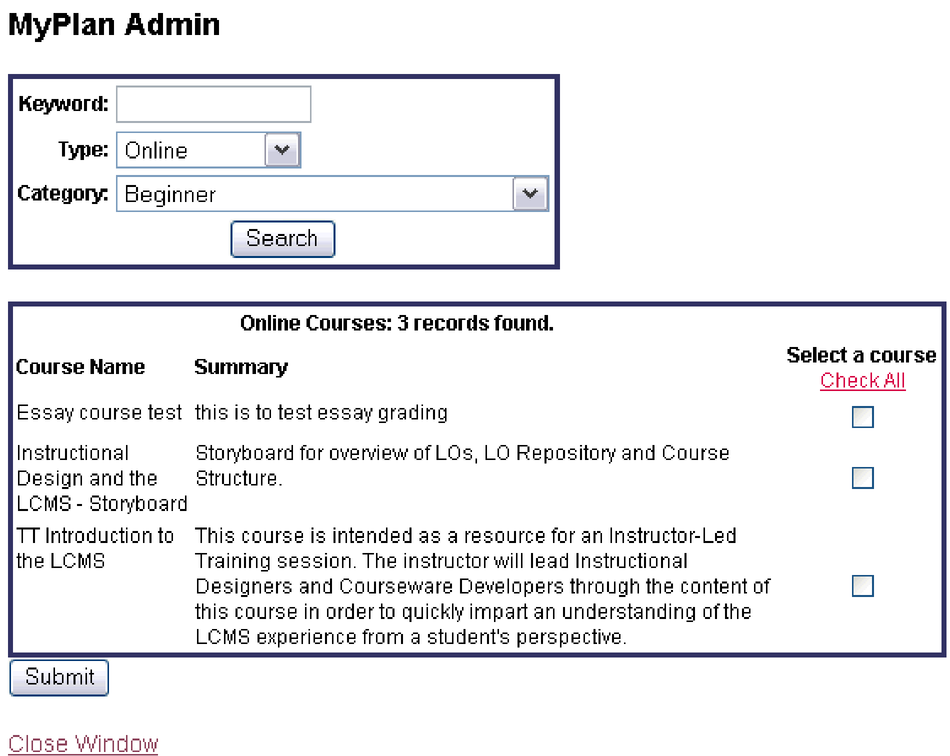
Adding Courses to an Individual Student's Learning Plan

Once a Learning Plan has been created, there are times when a new course will need to be added. For both Online Training and Instructor-Led Training the steps to add courses are identical. Follow the steps below for each type of training.

If the change is made in the template, it will only affect future students who are assigned to this learning plan. Students already assigned will not be affected. If the change is in an individual Student's learning plan, it will only affect this particular student.

1. Locate the desired student's learning plan.
2. Click the add button next to the training type.
3. To narrow the list of courses:
    a. **Keyword**: enter a keyword.
    b. **Type**: Online or Instructor-led.
    c. **Category**: select the category to which the course is assigned.

d. Click the **Search** button.



4. In the resulting list, locate the desired course(s).
5. In the **Select a Course** column, check the corresponding checkbox.
6. Click the **Submit** button.

> **Note:** If a majority, but not all, courses listed need to be selected it may be more efficient to select **Check All** and then remove the checks for the courses that are not to be assigned.

Updating User Defined Task Status

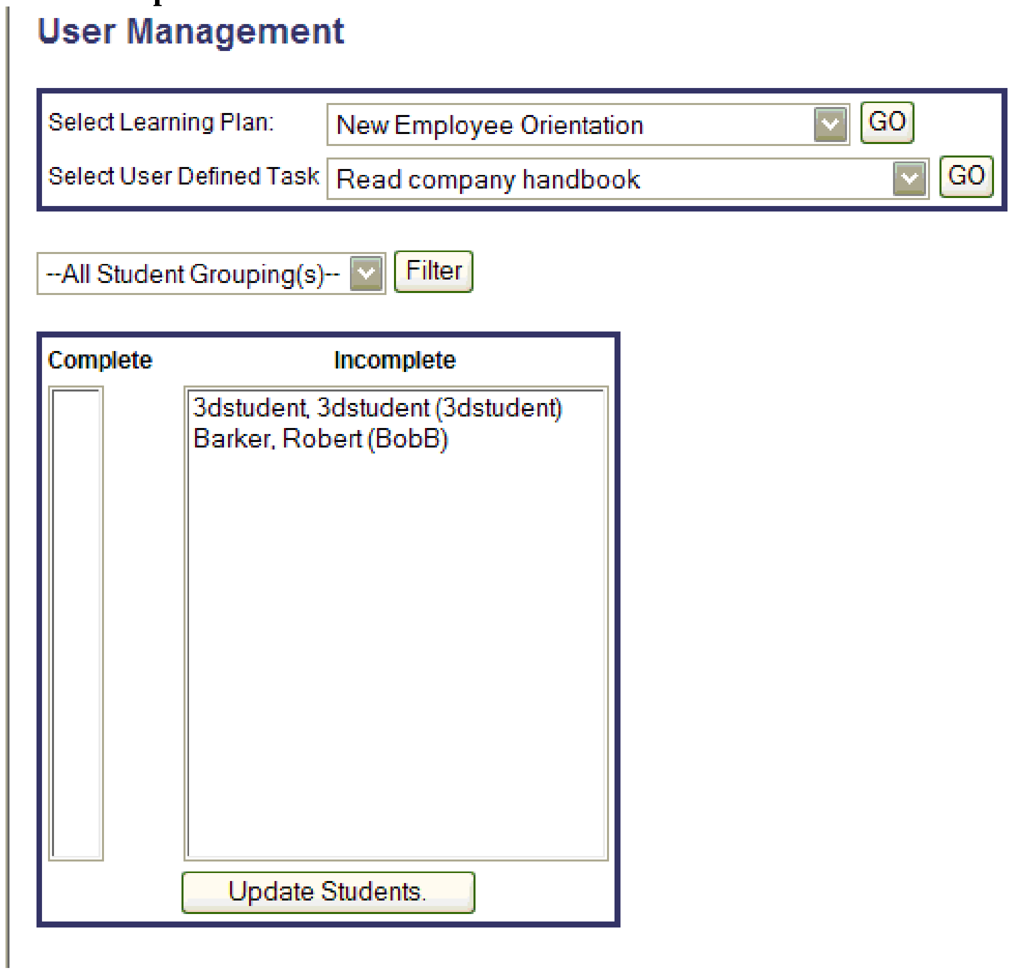
When a student completes a *user-defined task*, the status of that task will need to be updated to reflect its completion. The task status can be updated for one student or for multiple students.

To Update Task Status for a Single Student

1. Locate the desired Student's learning plan.
2. Locate the **User Defined Tasks** section.
3. For each task that has been completed, click the **Yes** option.
4. Click the **Update Student Learning Plan** button.

To Update Task Status for Multiple Students

1. Navigate to User Management.
2. Under **Options**, click the **Assign User Defined Task Completions** link.
3. From the **Select Learning Plan** drop-down, select the desired learning plan.
4. Click the **GO** button.
5. From the **Select User Defined Task** drop-down, select the desired task.
6. Click the **GO** button.
7. From the **All Student Grouping(s)** drop-down, select the student's user group to narrow the list; otherwise, leave the default of All Student Grouping(s).
8. Click the **Filter** button.
9. In the **Incomplete** list, select one or more students who completed the task.
10. Click the **Update Students** button.

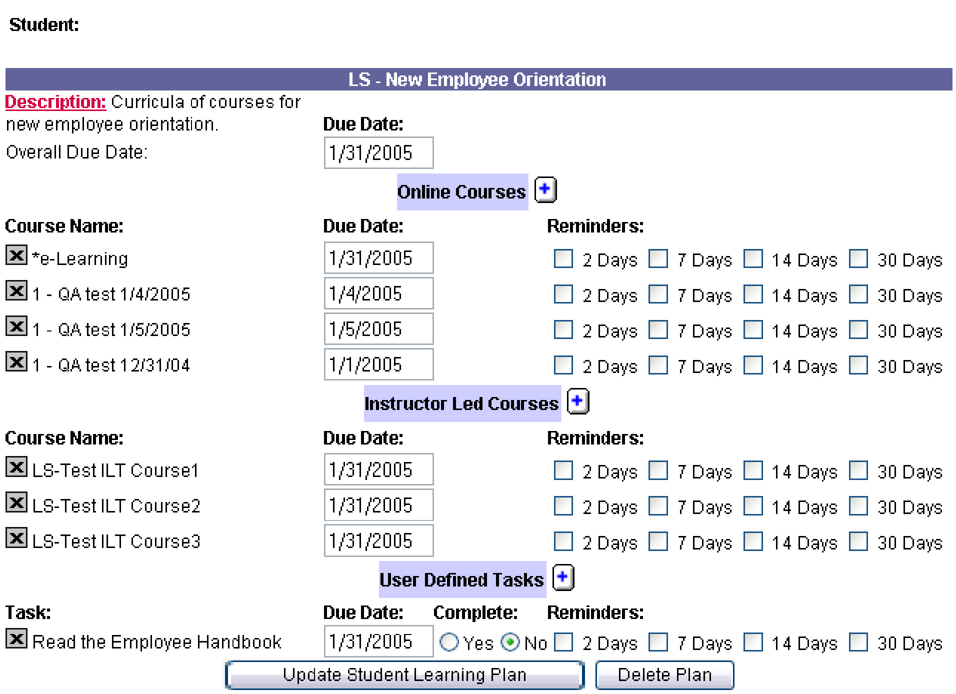


Updating Due Dates and Reminders

After a learning plan has been assigned to a student, it may be necessary to adjust the due dates and reminders for courses and tasks that were set when the learning plan was first assigned. These updates will only be changed for this individual student.

1. Locate the student's learning plan.
2. In the **Overall Due Date** text box, type the date (in MM/DD/YYYY format) by which the student should complete the course.
3. In each **Due Date** text box, type the date (in MM/DD/YYYY format) by which the student should complete the course or task.
4. To set reminders for 2, 7, 14, or 30 days, select the checkbox next to the label.

   For example, if you select the check box next to the 2 Days and 14 Days labels, the system will send students who are assigned to this learning plan an e-mail reminder 14 days before the specified due date, and another e-mail two days before the due date. You can remove the check mark (and thus cancel the reminder) by clicking the box again to remove the check mark.
5. Click the **Update Student Learning Plan** button.



Deleting a Student's Learning Plan

A Department Head, Instructor or Supervisor can remove learning plans from a student's list of assigned learning plans.

This process deletes the learning plan. Items also removed are the reference to due dates, any instructor-led courses the student had yet to register, and user defined tasks. The online courses and the instructor-led courses the student had registered for within the learning plan still remain in the student's training view.

1. Locate the desired Student's learning plan.
2. Click the **Delete Plan** button.
3. A dialog will appear verifying the deletion, click the **OK** button.

ONLINE RESOURCES

The Library features an Online Research and Learning Resources where you can access useful links to the Internet as well as additional resources that your organization has made available. Such resources may include the following:

- Links to Libraries, such as the Library of Congress and the New York Public Library
- Reference guides, such as dictionaries, maps, and the U.S. Postal service address and zip code lookup guide
- News and weather services
- Encyclopedias
- Periodicals, such as newspapers and magazines
- Search Engines
- Training and Education Sites

Navigating to the Online Resources

1. Click the **Library** tab.
2. Click the **Online Resources** sub-tab or link.

PRODUCT LIBRARY (LEAVE OFF FOR NOW?)

The Product Library is your link to your company's physical library. Depending on the size of your organization, there may be multiple locations from which employees can check out materials. These separate locations are called Libraries.

The Product Library has items such as CD-ROMs, videos, audiotapes, books, and print-based materials available for users to check out and use, as well as files that they can download from any number of geographically dispersed locations.

The first time a user accesses the Product Library the information page will appear. The required fields must be completed and then this user can use the Product Library and check out material. Note: A user is not part of the Product Library until their information is completed. This could affect Librarians handling requests for the user such as checking an item out to them or placing an item on hold.

1. Click the **Library** tab.
2. Click the **Product Library** sub-tab or link.

User Permissions

Librarians and Master Librarians maintain the libraries and the products that are offered by libraries.

The Department Head and the Master Librarians can:

- Appoint other Master Librarians and Librarians
- Set up libraries and maintain information related to those libraries
- Add items (also known as products) to libraries and edit information about items already in the library
- Activate and deactivate items in the library
- Check items into the library
- Check items out of the library
- Maintain the lists of available media types
- Add and maintain categories and subcategories that allow for categorizing items in the library
- View reports related to library functions and the status of library items

Librarians are limited to working within their *local library*. They can do the following:

- Check items out to students
- Check items into the library when students return them
- Appoint a student as a librarian in his or her local library
- Change local library information
- Add items to the local library
- View reports related to library functions
- Add publishers

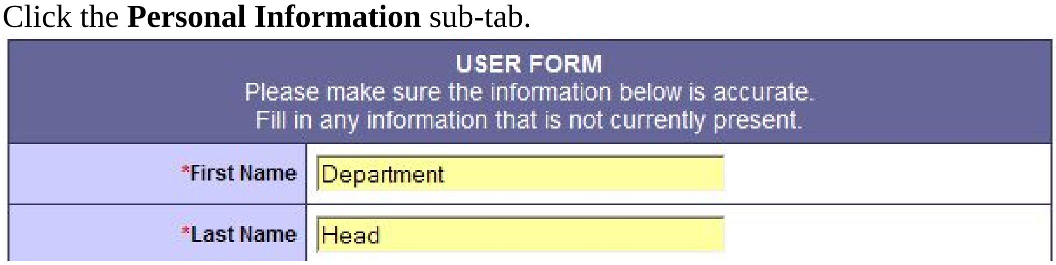
All users of the system, including Master Librarians, Librarians, and non-Librarians are considered users. They can do the following in the Product Library:

- Search for specific items and view details about those items
- View all items in their local library
- View items that you check out or placed on hold, and see a list of any unpaid fines
- Place items in a book bag and then either check them out or remove them. As appropriate, the *librarian* will complete the check out process. Depending on the student's location, the option he or she chooses, and company policies, the librarian might send the item or the student might pick it up from the library.
- Download or display electronic files that are listed as products in the library. Electronic files do not need to be checked out to the student by a librarian.
- Renew an item that you checked out. You must do this within five days of the item's due date.
- Cancel the hold on an item you no longer want.

Completing Personal Information

Before you can use the library, you will need to fill out the requested personal information. This ensures your privacy while still providing the Librarian with the necessary contact information and address in which to send the items you check out.

1. Navigate to the Product Library.
2. Click the **Personal Information** sub-tab.



3. Type or update the requested information on the user form.
4. If a home library is not selected, from the **Local Library** drop-down, select the library that is closest to your home or work.
5. Click the **Save** button.

You can now view the information on the main menu page, search for items in the library, view your book bag, or check out items from the library.

Searching by Keyword

Users can search for an item in the Product Library using keyword search, advanced search, or by displaying a list of all library items.

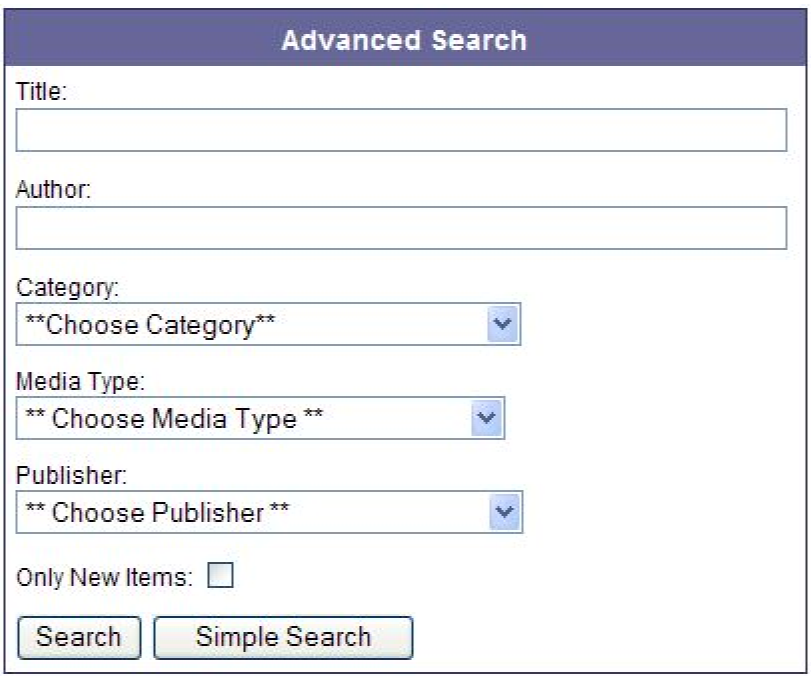
1. Navigate to the Product Library.
2. Select the **Search** sub-tab.
3. In the text box, type a keyword.
4. Select either of the following:
    a. **Entire Library**: to search through all of the items in the Product Library.
    b. **My Library**: to search through only the items in your home library.
5. Click the **Submit Search** button.

Using the Advanced Search

1. Navigate to the Product Library.
2. Click the **Search** sub-tab.
3. Click the **Advanced Search** button. The Advanced Search pane opens.

> **Tip:** To return to the previous search window and perform a keyword search or list the entire contents of the library, click **Simple Search**.

4. Use any or all of the following to narrow your search:
    a. **Title**: type a keyword of the title.
    b. **Author**: type the author's last name.
    c. **Category**: select the Category in which the item is located.
    d. **Media Type**: select the format of the item, such as a book, CD-ROM, file type, or DVD.
    e. **Publisher**: the organization that publishes and distributes the item, such as Random House or Knopf.
    f. **Only New Items**: select this check box to see only items that were recently added to the Product Library.
5. Click the **Search** button. The results of the search display. Do either of the following:
    a. To view details about the title and other copies of that title, click a title in the search results. Then, you can either add the title to your book bag for check out, or choose another menu option.
    b. To return to the keyword search window and run another search, click the **Simple Search** button.



Viewing Item Details

The Product Details pane in the Product Library allows users to view information about an item (also known as a product) in the library. Use this window to add an item to your book bag so that you can check it out from the library.

Product details include the following:

- The availability of the item: whether it is available, on hold, or checked out.
- Title: complete name of the item.
- Product code: This is the unique identifier that a *librarian* assigned to the item. The Library may contain multiple copies of a title, but each title will have its own product code.
- Author: the author of the item.
- Item description: a detailed description of the item.
- Media type: If the media type is an electronic file, you can open it in your browser or save it.
- Image (if available) of the item: this may be a snapshot of the cover.
- Library that holds the item: Click the library name to see detailed information such as the location, hours, and contact details.
- If there are additional copies of the item, they are listed below the product details. You can view details for each copy of the title.

To View Details About an Item in the Library

1. Navigate to the Product Library.
2. Locate the item:
    - Keyword search
    - Advanced search
    - Look at a list of all items, click the **Search** button.
3. Click the title of the item to view its details. The Product Details page opens.

Place an Item in Your Book Bag and Continue Searching

1. If the item is available, click the **Add to Book Bag** button.
2. Click the **Keep Searching** button. The Search window opens.

To Place an Item On Hold

1. If the item has been checked out by someone else, click the **Add a Hold Request to Book Bag** button. The request is placed on a waiting list for when the item becomes available.

To Check Out Now

1. To pick the item up from the library rather than having it sent, activate the **I would like to pick up these items** option.
2. Click the **Request Items** button. The Main Menu opens and displays a confirmation message.

To Remove an Item from the Book Bag

1. Select the item and click the **Remove Item** button.

To Download an Electronic Item

If the *media type* for a library item is shown as an electronic file (sometimes this is shown as the type of file extension, such as .doc or .swf), you can open or download the file without placing it in the book bag for check-out.

1. Click the file to download or open in the Electronic File box. The browser gives the option of downloading and saving the file or opening it for viewing.

Item Options

When the desired item in the library is found, it can be:

- Placed in your book bag for check-out.
- Placed on hold if it is not currently available.
- Immediately downloaded if it is an electronic item.

A *librarian* will determine whether the item can be checked out. If the librarian approves the check out, and depending on your location and the procedures used by your company, you can pick up the item or it will be sent to the address in the student's personal Information.

To Place an Item in your Book Bag

1. Navigate to the Product Library.
2. View the item's detailed information.
3. If the item is available, click the **Add to Book Bag** button.
4. To remove an item, select the item and click the **Remove Item** button.
5. Click the **Keep Searching** button. The Search window opens.

To Place an Item On Hold

1. Navigate to the Product Library.
2. View the item's detailed information.
3. If the item has been checked out by someone else, click the **Add a Hold Request to Book Bag** button. The request is placed on a waiting list for when the item becomes available.

To Remove a Hold on an Item

1. Navigate to the Product Library.
2. In the main menu, locate the item that you placed on hold in the **Items On Hold** section.
3. Click the **Cancel** link to remove the hold.

To Check Out Now

1. The items can be sent to the address located in the Personal Information form or picked up from the Library.
    a. To pick the item up from the library rather than having it sent, select the **I would like to pick up these items** option.
2. Click the **Request Items** button. The Main Menu opens and displays a confirmation message.

To Download an Electronic Item

If the *media type* for a library item is shown as an electronic file (sometimes this is shown as the type of file extension, such as .doc or .swf), you can open or download the file without placing it in the book bag for check-out.

1. Click the file to download or open in the Electronic File box. The browser gives the option of downloading and saving the file or opening it for viewing.

Contacting a Librarian

1. Navigate to the Product Library.
2. View the item's detailed information.
3. In the Product Details page, click the underlined name of the library. A pop-up window opens to display information about the physical location of the library and contact information, including a telephone number and email address.
4. To send an email to the librarian, click the email address. An email window opens so that you can type the message and send the email.

Viewing Checked Out Items

Users can view a list of items that they have checked out from the Product Library. When the Product Library window opens, the Main Menu page displays a list of the items that are checked out. Information in this list includes:

- Title of the checked out item
- Date that it was checked out
- Due date (when it needs to be returned the item to the library)
- Status
- If available, a link for renewing the item to extend the due date (this can only be done within five days of the renewal date)
- The library from which the item was borrowed

In addition to the list of checked out items, there is a listing of any items that were placed on hold and any unpaid fines that are due.

1. Navigate to the Product Library.
2. Review the list of items in the Items Checked Out pane.

Renewing Library Items

Users can renew a library item any time within five days of its due date.

1. Navigate to the Product Library.
2. On the Main Menu page, locate the item to renew.
3. Click the **Renew** link. A message displays stating whether the renewal was successful.
4. Click the **Close** button.

Selecting Your Local Library

During the process of viewing item details or checking out an item, you can determine whether it is held at your *home library* or in one of the other libraries that the company maintains. This information is shown under the Product Details for each library item, and is kept up-to-date by Master Librarians and the Department Head.

1. Navigate to the Product Library.
2. Click the **Personal Information** sub-tab.
3. From the **Local Library** drop-down, select the desired local library. To make it easier to pick up or receive materials you check out from the library, select the library that is closest to your home or work.
4. Click the **Save** button.

You can now view the information on the main menu page, search for items in the library, view your book bag, or check out items from the library.

REPORTS (MOVE TO TOP)

The Department Head, the Instructors, and the Supervisors have the ability to generate detailed course statistics, test information and student proficiency metrics with the click of a mouse. Various reports provide detailed information on employee activity, number of attempts on a test, average scores, student's test score, passing scores, and courses started and completed.

Reports can be generated in your choice of format, such as Portable Document Format (PDF), Microsoft Word and Excel, and Rich Text Format (RTF). The reports allow data to be filtered with the use of drop-down lists and keyword searches. A special "sort by" feature allows users to view their required data easily and conveniently.

> **Note:** Course scores are shown only to the student who took the course. Supervisors cannot view a student's scores; they will only see whether the student passed or failed.

The available system reports within DOI LEARN include:

- Course Analysis report
- Email Utility report
- Learning Plan Details report
- Learning Plan Overview report
- Student Summary report
- Student Transcript report
- Survey report
- Test report
- Test Statistics report
- Usage report

Navigating to the Reports

1. Click the **Administration** tab.
2. Click the **Reports** sub-tab.

TYPES OF SYSTEM REPORTS (FOLLOW PREVIOUS SUBJECT)

Course Analysis Report

This report provides information about student status, whether or not they have completed a course, their score, as well as registration and completion dates. It also provides their status and e-mail address, and can display a complete list of classes for which all employees have registered.

1. Navigate to the reports. In the **Main** window, click the **System Reports** link.
2. Locate the **Course Analysis** Report, in the **Actions** column, click the **Run** link or Click the **Course Analysis** link.
3. From the **Report Format** drop-down, select the document type.
4. From the **Student Status** drop-down, select the status. Reports can only be run on Active and Suspended users, Deleted users do not appear in the reports.
5. From the **Completion Status** drop-down, select the completion status.
6. To view a specific **Bureau or Region**, select the appropriate Bureau or Region from the drop-down menu.
7. Within the **Completion Date Range** section, enter a **Start Date** and an **End Date** using the MM/DD/YYYY format. Click the View Calendar link to select the dates from a calendar view.
8. From the **Course Type** drop-down, select Online or Instructor-led.
9. From the **Course Name** drop-down, select the course.
10. Click the **Go** button.
11. From the **Class Name** drop-down, select the class. If the information to include in the report is at the course level, a class does not have to be selected.
12. From the **Sort By** drop-down, select the field on which the information will be ordered alphabetically.
13. Click the **View Report** button.

Email Utility Report

This report allows you to e-mail students individually or e-mail multiple students as a group based on their class registration or completion status. This report includes student e-mail addresses.

1. Navigate to the reports. In the **Main** window, click the **System Reports** link.
2. Locate the **Email Utility** Report, in the **Actions** column, click the **Run** link or Click the **Email Utility** link.
3. From the **Student Status** drop-down, select the status. Reports can only be run on Active and Suspended users, Deleted users do not appear in the reports.
4. From the **Completion Status** drop-down, select the completion status.
5. From the **Course Name** drop-down, select the course.
6. Click the **Go** button.
7. From the **Class Name** drop-down, select the class. If the information to include in the report is at the course level, a class does not have to be selected.
8. From the **Sort By** drop-down, select the field on which the information will be ordered alphabetically.
9. Click the **Get Student List** button.

Note: Sort the list by clicking the underlined column name.

To Send an E-mail to an Individual Student

1. Locate the student and click their e-mail address.
2. In the **Subject** and the **Body** text boxes, type the desired information.
3. To attach a document:
    a. Click the **Browse** button.
    b. Locate the desired file.
    c. Click the **Open** button.
4. Click the **Send** button to send the email; otherwise, click the **Cancel** button to return to the Email Utility search criteria.

To Send an E-mail to All Students Included in the Report

1. Click the **Mail All** link below the course name.
2. In the **Subject** and the **Body** text boxes, type the desired information.
3. To attach a document:
    a. Click the **Browse** button.
    b. Locate the desired file.
    c. Click the **Open** button.
4. Click the **Send** button to send the email; otherwise, click the **Cancel** button to return to the Email Utility search criteria.

Learning Plan Details Report

This report features the percent complete for each learning path, as well as detailed information about the progress of this learning plan, including task name and type, completion status of each task, scores, due dates, and completion dates.

1. Navigate to the reports. In the **Main** window, click the **System Reports** link.
2. Locate the **Learning Plan Details** Report, in the **Actions** column, click the **Run** link or Click the **LP Details** link.
3. From the **Report Format** drop-down, select the document type.
4. To locate a specific student, in the **Student Last Name** text box, type all or part of the student's last name.
5. From the **Student Status** drop-down, select the status. Reports can only be run on Active and Suspended users, Deleted users do not appear in the reports.
6. From the **Learning Plan** drop-down, select the learning plan.
7. From the **Sort By** drop-down, select the field on which the information will be ordered alphabetically.
8. Click the **View Report** button.

Learning Plan Overview Report

This report shows the student's name, e-mail address, the learning plan that have been assigned to him or her and the date it was assigned, as well as its due date. It also displays the percent of each learning plan that is complete and the date of the most recent task completion. This report can be run to display all users who have not been assigned a learning plan as well.

1. Navigate to the reports. In the **Main** window, click the **System Reports** link.
2. Locate the **Learning Plan Overview** Report, in the **Actions** column, click the **Run** link or Click the **LP Overview** link.
3. From the **Report Format** drop-down, select the document type.
4. From the **Student Status** drop-down, select the status. Reports can only be run on Active and Suspended users, Deleted users do not appear in the reports.
5. In the **Show Students Without Learning Plan(s)** option group:
    a. **Yes**: includes all students in the report.
    b. **No**: only lists the students with the selected learning plan.
6. From the **Learning Plan** drop-down, select the learning plan.
7. From the **Sort By** drop-down, select the field on which the information will be ordered alphabetically.
8. Click the **View Report** button.

Student Summary Report

This report allows users to review the details for each student and their historical course information. A student history report is generated showing the number of courses he or she is registered for, the number of courses that student has completed, the number of times the student has logged in to the site, as well as the total time logged in.

1. Navigate to the reports. In the **Main** window, click the **System Reports** link.
2. Locate the **Student Summary** Report, in the **Actions** column, click the **Run** link or Click the **Student Summary** link.
3. From the **Report Format** drop-down, select the document type.
4. From the **Sort By** drop-down, select the field on which the information will be ordered alphabetically.
5. Click the **View Report** button.

Student Transcript Report

This report pulls a student transcript for one (or many) students that includes all of the student's demographic and contact information, as well as the number of times he or she has logged into system. This report shows course information that includes the following: course name, required passing score, score achieved, and registration and completion dates.

1. Navigate to the reports. In the **Main** window, click the **System Reports** link.
2. Locate the **Student Transcript** Report, in the **Actions** column, click the **Run** link or Click the **Student Transcript** link.
3. From the **Report Format** drop-down, select the document type.
4. From the **Student Status** drop-down, select the status. Reports can only be run on Active and Suspended users, Deleted users do not appear in the reports.
5. To view only transcripts from a specific bureau select the appropriate bureau from the drop-down menu.
6. To locate a specific student, in the **Student Last Name** text box, type all or part of the student's last name.
7. From the **Sort By** drop-down, select the field on which the information will be ordered alphabetically.
8. Click the **View Report** button.

Survey Report

This report provides a statistical summary providing student name, the date of the survey, and the student's response to each question in the survey. The user can choose the layout in which they want to view the report: a list (by student), statistics (by survey question), or a bar chart (by survey question).

1. Navigate to the reports. In the **Main** window, click the **System Reports** link.
2. Locate the **Surveys** Report, in the **Actions** column, click the **Run** link or Click the **Surveys** link.
3. From the **Select a course** drop-down, select the course.
4. Click the **Go** button.
5. From the **Select a Survey** drop-down, select the survey. Only the surveys for the selected course appear in the list.
6. Click the **Go** button.

7. After the report is run, you can select the appropriate layout for the report from the Select a View Option section:
    a. Click the **List** link to view the responses in a list by student. This is the default view.
        1. To delete the survey information, click the **Delete** button.
        2. Dialog appears verifying the deletion, click the **Delete** button to complete the deletion; otherwise, click the **Back** button.
    b. Click the **Statistics** link to view the statistical information by survey question.
    c. Click the **Bar Chart** link to view the responses by survey question.

Test Report

The test report enables a supervisor to view which students took a particular online test, their score on the test, what the pre-set passing score is, and how many times each student took the test. The report allows you to sort by last name, first name, student status, class, date the test was taken, the score received, and the required passing score.

1. Navigate to the reports. In the **Main** window, click the **System Reports** link.
2. Locate the **Test Report**, in the **Actions** column, click the **Run** link or Click the **Test Report** link.
3. From the **Select a course** drop-down, select the course.
4. Click the **Go** button.
5. From the **Select a test** drop-down, select the test. Only the tests for the selected course appear in the list.
6. Click the **Go** button.

Note: Sort the list by clicking the underlined column name.

Test Statistics Report

This report shows various statistics regarding a course. The information shown includes: course title and corresponding test title, the maximum possible score, average score, average score percentage, required passing percentage, average time for test, times the test is allowed to be taken, and the number of times the test was taken.

1. Navigate to the reports. In the **Main** window, click the **System Reports** link.
2. Locate the **Test Statistics** Report, in the **Actions** column, click the **Run** link or Click the **Test Stats** link.

Usage Report

This report provides detailed information such as student name, e-mail address, number of logins, and total time logged in to the system. It gives an overview of how DOI LEARN is being utilized by your students.

1. Navigate to the reports. In the **Main** window, click the **System Reports** link.
2. Locate the **Course Analysis** Report, in the **Actions** column, click the **Run** link or Click the **Course Analysis** link.
3. From the **Report Format** drop-down, select the document type.
4. From the **Student Status** drop-down, select the status. Reports can only be run on Active and Suspended users, Deleted users do not appear in the reports.
5. To locate a specific student, in the **Student Last Name** text box, type all or part of the student's last name.
6. Within the **Login Date Range** section, enter a **Start Date** and an **End Date** using the MM/DD/YYYY format. Click the View Calendar link select the dates from a calendar view.
7. From the **Course Type** drop-down, select Online or Instructor-led.
8. In the **Students to display** option group:
    a. **All students**: displays all students within the system who match the Student Status criteria.
    b. **Only students who have logged in**: displays only student who have logged in that match the Student Status criteria.
9. From the **Sort By** drop-down, select the field on which the information will be ordered alphabetically.
10. Click the **View Report** button.

USING THE DYNAMIC REPORTING ENGINE (FOLLOW PREVIOUS)

Overview of Dynamic Reporting

DOI LEARN has the ability for the Department Head to create custom reports and share these reports with other administrators. When the Department Head, the Instructors or Supervisors receive a report that has been shared with them it will appear in the All Reports section. Any updates the original creator makes on the report will also be applied to this report. The report can be copied to preserve the current state and then edited to customize the report. A copied report will then appear in the My Reports section. These changes will only affect the copy of the original report. A benefit of making a copy of the original report is that, if the creator deletes it, the original will be removed from the All Reports section of anyone with whom it has been shared. Custom reports can be exported as a .csv file, which can be viewed and saved as an Excel spreadsheet.

Tips for Finding a Report

- Sort columns by fields; this will help group similar names and attributes together to make the list easier to scan.
- When creating your own reports, add unique, clear names and descriptions. These will help you find them later and similarly assist people with whom you share the report.
- Click **Details** to view more detailed information about a report.
- If the report was shared with you, the creator may have modified or deleted it.

Viewing a Report

1. Navigate to the reports.
2. Click the **My Reports** or **All Reports** link.
3. Locate the desired report and in the **Actions** column, click the **Run** link.
4. View the detailed list of information regarding the report using the Result Page links to view additional records.
    a. To view more records on each page, from the **Display ## Records Per Page** drop-down, select 10, 25, 50, or 100.
    b. Click the **GO** button.

5. Optionally, the following actions can be performed on the report:
    a. Edit Report
    b. Export to CSV
    c. Return to All Reports, returns to the All Report view.
    d. Return to My Reports, returns to the My Reports view.

Exporting a Report

1. Navigate to the reports.
2. Click the **My Reports** or **All Reports** link.
3. Locate the desired report, in the **Actions** column, click the **Details** link.
4. Click the **Run** button to return the filtered records.

5. Click the **Export to CSV** button.
6. Click the **Download Report** link to download; otherwise, click the **Close Window** link.
7. Click the **Open** or **Save** button on the File Download window.

When a report is exported, the report is first created on the server, at which point the browser handles the file according to the browser settings (by either prompting for action, requesting a location to save the file, or launching the default viewer for that file type). The file name will resemble the following:

xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx.ext

This filename is a unique combination of numbers and letters to track the report on the server and protect it from unauthorized download. The file can be safely renamed to something easier to remember when the browser prompts you to save the file to disk. Alternatively, you may rename the file on your system once it has been downloaded.

Copying a Report

1. Navigate to the reports.
2. In the **Main** window, click the **All Reports** or **My Reports** link.
3. Locate the report, in the **Actions** column, click the **Copy** link.
4. In the **New Report Name** text box, type the new name.
5. In the **New Description** text box, type the new description.
6. Click the **Copy Report** button.
7. A message will appear stating "Report Copied. A copy of this report is now available to you as *the new report name*." This report will appear in the All Reports and the My Reports views.
8. Click the **Close** button.

This version of the report can now be run, edited, shared, copied or deleted.

> **Note:** Concerning a copied report, any changes made to the original will not appear automatically in your copy. You must alter your copy yourself or make a new one from the altered original. In addition, if the original is deleted by the creator it will be removed from your All Reports view. However, you will not loose your copied version.

Renaming a Report

1. Navigate to the reports.
2. In the **Main** window, click the **My Reports** link.
3. Locate the report, in the **Actions** column, click the **Rename** link.
4. In the **Report Name** text box, type the new name.
5. In the **Description** text box, type the new description, if desired.
6. Click the **Rename Report** button.
7. A message will appear stating "Renaming Report. The name of your report has been changed."
8. Click the **Close** button.

Editing a Report

1. Navigate to the reports.
2. The Edit feature is only available from the My Reports view. Refer to Copying a Report to transfer a copy of a report located in All Reports to My Reports.
3. In the **Main** window, click the **My Reports** link.
4. Locate the report, in the **Actions** column, click the **Edit** link.
5. Update the information as desired for Steps 1 - 5. Refer to Creating a Report for instructions.
6. For **Step 6 - Save Your Report** do one of the following:
    a. To save using the current report name.
        1. Select the **Overwrite Existing Report** option.
        2. Click the **Next** button.
        3. To run the report now, check the **Run this dynamic report now** check box.
        4. Click the **Finish** button.

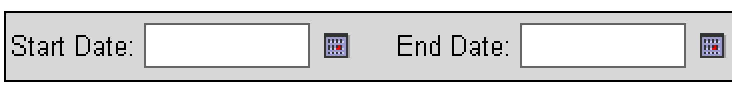
    b. To save using a different name and create a new report while saving the old version.
        1. Select **Save and Run New Report** option.
        2. Click the **Next** button.
        3. In the **Title** text box, type the new name.
        4. In the **Description** text box, type the new description.
        5. To run the report now, check the **Run this dynamic report now** check box.
        6. Click the **Finish** button.

Note: Concerning a copied report, any changes made to the original will not appear automatically in your copy. You must alter your copy yourself or make a new one from the altered original. In addition, if the original is deleted by the creator it will be removed from your All Reports view. However, you will not loose your copied version.

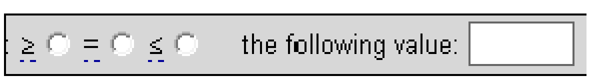
Filtering a Report

1. Navigate to the reports.
2. In the **Main** window, click the **All Reports** or **My Reports** link.
3. Locate the report, in the **Actions** column, click the **Filter** link.
4. Edit the values in which to filter. Leaving a filter blank will default to all.
    a. A text field displays a **Value** text box with an icon to look up possible values. Enter the value and click the **Insert** button, the filtering value will appear in the second text box. To add more than one value click the **OR** button to insert any additional values.
        - A wild card feature is available. Use the % symbol at the beginning or within the value as the wild card. The wild card is added to the end by default, therefore do not type a % at the end of a value. e.g. - Course status can enter '%comp' to find all Incomplete, Completed, and Complete statuses.

    b. A date field includes start and end date text boxes with calendar lookup icons. Enter a date range using the MM/DD/YYYY format. Leave a date blank to search for all items before or after the opposite entered date, respectively.



    c. A numeric field includes three option groups and a text box. Enter a numerical value to filter by, and select whether the filter will return records with a value greater than or equal to, equal to, or less than or equal to the entered value.



5. Click the **Finish** button.

Deleting a Report

1. Navigate to the reports.
2. The Delete feature is only available from the **My Reports** view.
3. In the **Main** window, click the **My Reports** link.
4. Locate the report, in the **Actions** column, click the **Delete** link.
5. A dialog will appear verifying the deletion. Click the **OK** button to delete; otherwise, click the **Cancel** button.

> **Caution**: If the report being deleted, is a report that has been shared with other users it will be removed from their All Reports view upon deletion.

Dynamic Reporting Data Dictionaries

When you are creating a custom report using the Dynamic Reporting Engine, the first step is to select the view in which the report will be based. The fields available in each view are listed below for the following views:

- Approval Queue
- Course Feedback
- Course Summary Statistics
- E-Commerce Transactions
- ILT Attendance
- User Course Details
- User Learning Plan Details

Approval Queue Data Dictionary

Field Label	**Description**
Approval Status	The current approval status such as Awaiting Approval, Approved, Denied, Course Canceled, Course Replaced, Course Deleted
Beginning Date	The beginning date
Class Location	The location of the class.
Class Name	The name of the class in which the student is requesting approval

Course Name	The name of the course in which the student is requesting approval
Course Type	OLT, ILT
Email	Student’s email address
End Date	The final date of the class
Extension	Student’s phone extension
First Name	Student’s first name
Funding Source Code	The funding code
Language	The interface language
Last Name	Student’s last name
Material Cost	The cost of materials
Middle Initial	Student’s middle initial
Office Phone	Student’s office phone number
Request Date	The date when the student requested the registration for the class
Response Date	The date that the student received a respond from his supervisor
Responder Email	The email address of the person who responded to the student’s request
Responder First Name	The first name of person who responded to the student's request
Responder Last Name	The last name of the person who responded to the student's request
Response Date	The date of response
Supervisor	Yes, No
Times In	Number of times the student accessed the site
Travel Cost	Total cost of travel
Total Time On	Total time the student spent on the site
Tuition Cost	The cost of tuition
User Creation Date	The date the user was added to the system
User Name	Student’s user name
User Status	Active, Suspended, Deleted

User Type	Department Head, Instructor, Supervisor, Student

Course Feedback Data Dictionary

Field Label	**Description**
Class Name	The name of the class
Comments	Student's feedback on a course
Course Creation Date	The date when the course was created in the database
Course Name	Course name
Course Status	Live, Not Live
Email	Student’s email address
Extension	Student’s phone extension
First Name	Student’s first name
Language	The interface language
Last Name	Student’s last name
Middle Initial	Student’s middle initial
Office Phone	Student’s office phone number
Rating	Rating for the course
State	The state
Supervisor	Yes, No
Times In	Number of times the student accessed the site
Total Time On	Total time the student spend on the site
User Creation Date	The date when the user was added to the system
User Name	Student’s user name
User Status	Active, Suspended, Deleted
User Type	Department Head, Instructor, Supervisor, Student
Vendor CourseID	Course ID that is provided by the vendor
Vendor Name	Vendor name

Course Summary Statistics Data Dictionary

Field Label	Description
Average Stars	The average of number of starts that the course received
Bureau	Bureau
Class Name	Class name
Completion Count	Number of times this course has been completed by all students
Completion Date	The date of completion
Completion Status	The status
Course Creation Date	The date the course was created in the system
Course Name	Course name
Course Start Date	The start date of a course
Course Status	Live, Not Live
Course Type	OLT, ILT
Org Code	The organizatoinal code
Region	The region
Registration Count	Number of courses in which students have registered
Registration Date	The date of registration
Registration Status	The registration status
Student Completion Count	The student count at completion
Vendor CourseID	Course ID that is provided by the vendor
Vendor Name	Vendor name

E-Commerce Transactions Data Dictionary (release 2)

Field Label	Description
Authorization Code	Authorization Code that is assigned to the transaction
Class Name	Class name

Comment	Text that describes the current transaction
Course Name	Course name
Course Status	Live, Not Live
Course Type	OLT, ILT
Course Creation Date	The date the course was created in the system
Date Of Purchase	Date of purchase
Discount	Discount amount
Email	Student’s email address
Extension	Student’s phone extension
First Name	Student’s first name
Language	The interface language
Last Name	Student’s last name
Middle Initial	Student’s middle initial
Office Phone	Student’s office phone number
PricePaid	Total price that the student paid
PurchaseID	ID number for the purchase order
Quantity	Number of items the student purchased
Supervisor	Yes, No
Times In	Number of times the student accessed the site
Total Time On	Total time the student spent on the site
User Creation Date	The date the user was added to the system
User Name	Student’s user name
User Status	Active, Suspended, Deleted
User Type	Department Head, Instructor, Supervisor, Student
Vendor CourseID	Course ID that is provided by the vendor
Vendor Name	Vendor name

ILT Attendance Data Dictionary

Field Label	**Description**
Attendance	Present, Absent
Attendance Note	Notes from the attendance utility
Bureau	The bureau
Class Name	Class name
Class Session End	Finishing date for the class session
Class Session Start	Starting date for the class session
Completion Status	The completion status
Course Code	The course code
Email	Student's email address
Extension	Student's phone extension
First Name	Student's first name
Language	The interface language
Last Name	Student's last name
Middle Initial	Student's middle initial
Office Phone	Student's office phone number
Org Code	The organization code
Region	The region
Registration Status	The status of registration
Supervisor	Yes, No
Times In	Number of times the student accessed the site
Total Time On	Total time the student spent on the site
User Creation Date	The date the user was added to the system
User Name	Student's user name
User Status	Active, Suspended, Deleted
User Type	Department Head, Instructor, Supervisor, Student

User Course Details Data Dictionary

Field Label	**Description**
Bureau	The bureau
Certification Due Date	Certification Due Date
Class Name	Class name
Completion Date	The date the student completed the course
Course Name	Course name
Course Start Date	The date the student started the course
Course Type	ILT, OLT
Courses Completed	Number of courses the student has completed
Courses Registered	Number of courses in which the student is registered
Courses Waived	Number of courses marked waived for the student
Email	Student’s email address
Extension	Student’s phone extension
First Name	Student’s first name
Justify Waiver	Text to describe the waiver reason
Language	The interface language
Last Accessed Date	Last date the student accessed the course
Last Name	Student’s last name
Lesson Status	Completed, Incomplete, Not Attempted
Middle Initial	Student’s middle initial
Office Phone	Student’s office phone number
Org Code	The organizational code
Region	The region
Registration Date	The date the student registered for the course

Registration State	Previous, Current Previous - OLT are Dropped courses; Previous - ILT are classes that have occurred based on the current date; Current - OLT are courses for which a student is currently registered; Current- ILT classes that have yet to occur based on the current date
Score	The student's test score provided it exists
Supervisor	Yes, No
Test Attempts	Number of times the student opened the test
Times In	Number of times the student opened the site
Total Time On	Total time the student spent on the site
User Creation Date	The date the user was added to the system
User Name	Student's user name
User Status	Active, Suspended, Deleted
User Type	Department Head, Instructor, Supervisor, Student
Waive Reason	The reason why the student was waived from the course

User Learning Plan Details

Field Label	**Description**
Completion Date	The date of completion
Completion Status	Completed, Not Attempted
Email	Student's email address
Extension	Student's phone extension
First Name	Student's first name
Item Due Date	The due date for the learning plan item
Language	The interface language
Last Name	Student's last name
Learning Path	The name of the learning plan

Learning Path Description	Text describing the learning plan
Middle Initial	Student’s middle initial
Office Phone	Student’s office phone number
Org Code	The organizational code
Path Assigned Date	The date the learning plan was assigned to the student
Path Due Date	The due date that the student has to complete his learning plan
Registration Status	The registration status
Score	The student’s test score provided it exists
Supervisor	Yes, No
Task Name	The name of the task
Task Type	ILT, OLT, UDT
Times In	Number of times the student accessed the site
Total Time On	Total time the student spend on the site
User Creation Date	The date the user was added to the system
User Name	Student’s user name
User Status	Active, Suspended, Deleted
User Type	Department Head, Instructor, Supervisor, Student

SF-182 (MOVE BELOW REPORTING SECTIONS)

The SF-182 Form (Request, Authorization, Agreement, and Certification of Training) is used to document the authorization and approval of training. It serves as supporting documentation for obligating and paying for training courses and provides a record for the employee.

Administrator Privileges

Section in the SF-182 Administration	**DeptHead**	**Instructor**	**Supervisor**
Entire SF-182 Form	x	x	x
Form Header	x	x	x
Section A – Trainee Information	x	x	x
Section B – Training Course Data	x	x	x
Section C – Estimated Costs and Billing Information	x	x	x
Section D – Approvals	x	x	x
Section E – Approvals/Concurrence	x	x	x
Section F – Certification or Training Completion	x	x	x
Approval or Deny Request	x	x	x
Form Comments	x	x	x
Form Transaction History	x	x	x

Cancel Request	x	x	
Document High Dollar Training	x	x	
Email SF-182 Form	x	x	
Send Confirmation Email	x	x	
Printable SF-182 Form	x	x	x
Printable SF-182 Form Section G	x	x	x

Navigating to SF-182 Administration

1. Click the **Administration** tab.
2. Click the **SF-182 Admin** sub-tab.

Overview of SF-182 Procedure

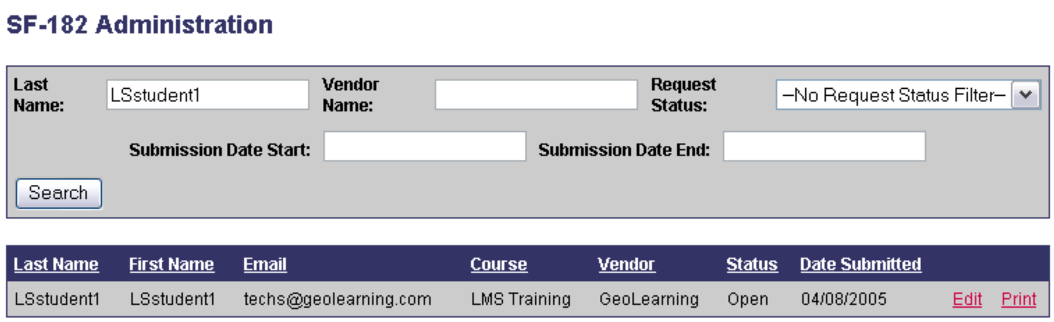
The SF-182 Form (Request, Authorization, Agreement, and Certification of Training) is used to document the authorization and approval of training. It serves as supporting documentation for obligating and paying for training courses and provides a record for the employee.

To gain approval for external training a student must:

1. Complete the SF-182 form. Submitting a form will automatically generate two emails:
   - The Student receives notification that the form has been submitted.
   - The Student's direct Supervisors receive notification that the form is ready for review.
2. Wait for confirmation of approval.
   - When the approval process is complete, the student will receive an email stating that the approval for training has been completed.
3. Register for the course if approved.

Locating a User's SF-182 Form

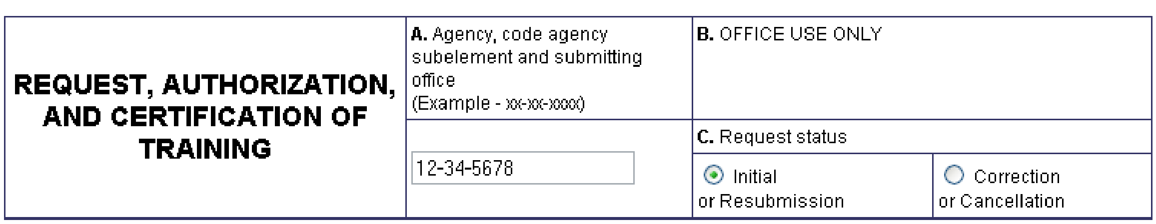
1. Navigate to SF-182 Administration.
2. Filter for the desired user by any of the following:
    a. Last Name
    b. Vendor Name
    c. Request Status
    d. Submission Date Start
    e. Submission Date End
3. Click the **Search** button.
4. In the resulting list, locate the desired user.
5. Click the **Edit** link.



Completing the SF-182 Form

All of the fields in the SF-182 form are required and must be completed in one sitting.

1. Complete the form using your personal information.
2. Click the **Submit** button.



Section A-TRAINEE INFORMATION

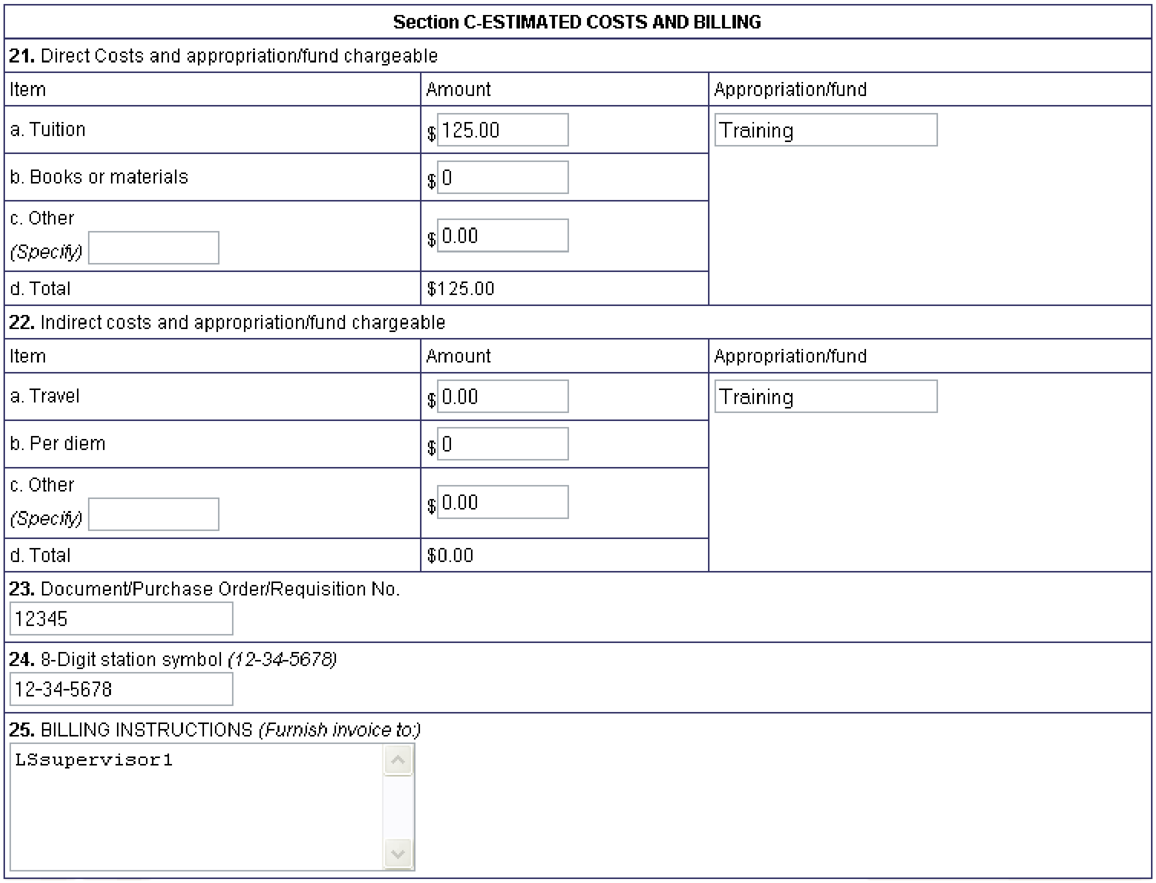
1. Applicant's name Last name First name M.I.	Enter first 5 letters of last name	**2.** Social Security Number	**3.** Date of birth (01/01/2000)
4. Home address Street City State Zip code	**5.** Home telephone	**6.** Position level Non-supervisory / Manager Supervisory / Executive	
7. Organization mailing address Branch Division Office Bureau Agency	**8.** Office telephone Number / Extension	**9.** Continuous civilian service Years Months	**10.** Number of prior non-government training days
11a. Position title/function	**11b.** Special Needs	**12.** Pay plan/series/grade/step Plan Series Grade Step	**13.** Type of appointment / **14.** Education level

Section B-TRAINING COURSE DATA

15a. Name and mailing address of training vendor Name GeoLearning Street 1700 Pennsylvania Ave. City Washington State DC Zip code 20006	**15b.** Location of training site Same ☑ Street City State Zip code
16a. Course title LMS Training	**16b.** Training objectives *(Benefits to be derived by the Government)* Administrative training on the Learning Management System platform.

17. Catalog/Course No.	**18.** Training Period (mm/dd/yyyy)	**19.** No. of course hours *(4 digits)*	**20.** Training codes	
1001	18a. Start 12/12/2005	19a. During duty 12	20a. Purpose 01	20c. Source 03
	18b. Complete 12/13/2005	19b. Non-duty 0	20b. Type 02	20d. Special interest 04
		19c. Total		

AGENCY USE ONLY



Section C-ESTIMATED COSTS AND BILLING		
21. Direct Costs and appropriation/fund chargeable		
Item	Amount	Appropriation/fund
a. Tuition	$ 125.00	Training
b. Books or materials	$ 0	
c. Other *(Specify)*	$ 0.00	
d. Total	$125.00	
22. Indirect costs and appropriation/fund chargeable		
Item	Amount	Appropriation/fund
a. Travel	$ 0.00	Training
b. Per diem	$ 0	
c. Other *(Specify)*	$ 0.00	
d. Total	$0.00	
23. Document/Purchase Order/Requisition No. 12345		
24. 8-Digit station symbol *(12-34-5678)* 12-34-5678		
25. BILLING INSTRUCTIONS *(Furnish invoice to:)* LSsupervisor1		

Viewing a User's SF-182 Form

1. Navigate to SF-182 Administration.
2. Locate a student's SF-182 form.
3. Click the **Edit** link.
4. Locate the **Entire SF-182 Form**, click the **Edit** link.

Editing a User's SF-182 Form

The entire SF-182 form or each section of the form can be viewed. While viewing, the content can be edited and/or a comment can be added for the Department Head, Instructors and Supervisors to view. The Department Head, Instructors and Supervisors can also add a comment from this screen.

The sections available for viewing and editing are:

- Form Header
- Section A - Trainee Information
- Section B - Training Course Data
- Section C - Estimated Costs and Billing Information
- Section D - Approval or Deny Request
- Section E - Approvals/Concurrence
- Section F - Certification or Training Completion

To View and Edit a User's SF-182 Form

1. Locate a student's SF-182 form.
2. Locate the desired section, click the **Edit** link.
3. Edit as desired.
4. Click the **Save** button to save the changes and return; otherwise click the **Back** button to return without saving.

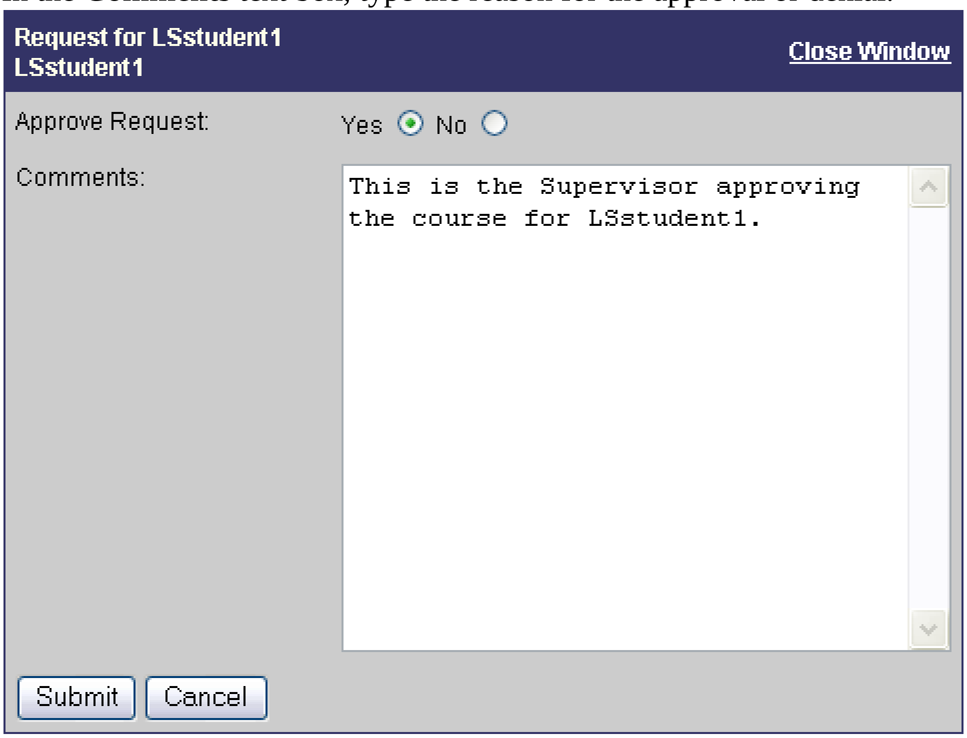
Approving or Denying a Request

The process to approve the training for a student requires two approval requests. Approval can be obtained either of the following ways:

- The student's direct Supervisor and one Department Head or Instructor.
    - After the Department Head or Instructor completes the Approval or Deny Request section, they can then Send a Confirmation Email to complete the process.
- Two Supervisor approvals: Both of these Supervisors must be specified in that student's User Profile.
    - If this process is selected a Department Head or Instructor must still Send a Confirmation Email for final approval to take place.

To Approve or Deny a Request

1. Navigate to the SF-182 Administration.
2. Locate a student's SF-182 form.
3. Locate the **Approval or Deny Request** section.
4. Click the **Edit** link.
5. Click the **View/Add Comments** button.
6. In the **Approve Request** option group, select one of the following:
    a. If approved, select **Yes**.
    b. If not approved, select **No**.
7. In the **Comments** text box, type the reason for the approval or denial.



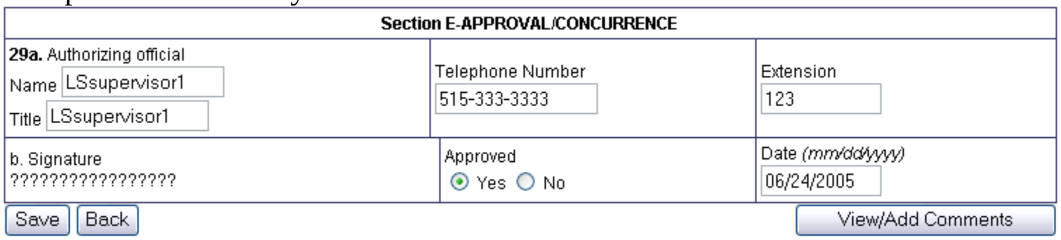
8. Click the **Submit** button.

To Complete the Approvals/Concurrence Process

This section will not be verified by the site and the procedure for completion will be based on your internal process.

1. Navigate to the SF-182 Administration.
2. Locate a student's SF-182 form.
3. Locate the **Approvals/Concurrence** section.

4. Click the **Edit** link
5. Complete the necessary information.



Section E-APPROVAL/CONCURRENCE

29a. Authorizing official Name LSsupervisor1 Title LSsupervisor1	Telephone Number 515-333-3333	Extension 123
b. Signature ????????????????	Approved Yes No	Date *(mm/dd/yyyy)* 06/24/2005

Save Back View/Add Comments

6. Click the **Save** button to save and return; otherwise click the **Back** button.

To Complete the Certification or Training Completion

This section will not be verified by the site and the procedure for completion will be based on your internal process.

1. Navigate to the SF-182 Administration.
2. Locate a student's SF-182 form.
3. Locate the **Certification or Training Completion** section.
4. Click the **Edit** link.
5. Complete the necessary information.

Section F-CERTIFICATION OF TRAINING COMPLETION

30a. Certifying official Name Instructor Title Instructor	Telephone Number 515-444-4444	Extension 123
b. Signature ????????????????		Date *(mm/dd/yyyy)* 06/24/2005

Save Back View/Add Comments

6. Click the **Save** button to save and return; otherwise, click the **Back** button.

Once the approval process is complete, the next step is to send a confirmation email.

Managing Comment in a User's SF-182 Form

In addition to adding comments a comment types can also be added from the section comments window, remember that once a comment has been added it cannot be deleted.

To Add a Comment to a Section

1. Navigate to the SF-182 Administration.
2. Locate a student's SF-182 form.
3. Click the **View/Add Comments** button.

4. In the **Type** drop-down, select **Approval**.
5. In the **Comment** text box, type a comment.
6. Click the **Submit** button to save; otherwise, click the **Cancel** button.

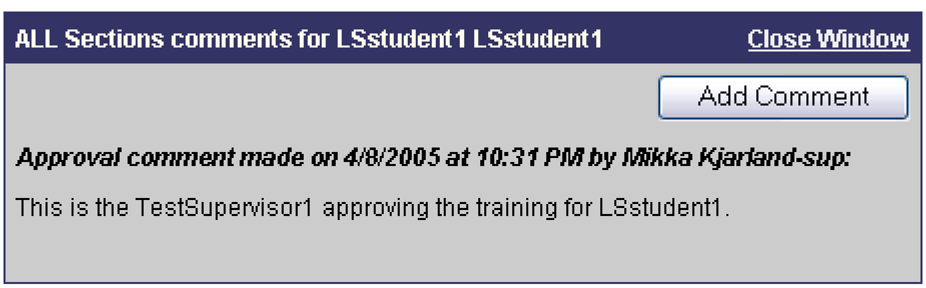
To Add a Comment Type

To add a comment type the Department Head, Instructor or Supervisor must be in the View/Add Comments window for any of the SF-182 sections. Note that the View/Add Comments button is not accessible from the Entire Form section.

1. Click the **Manage Comment Types** button.
2. Click the **Add Comment Type** button.
3. Type the new comment type.
4. Click the **Add Comment Type** button to save; otherwise click the **Cancel** button.
5. Click the **Close Window** link.

View All of the Comments in the Form

1. Locate the **Form Comments** section.
2. Click the **View** link.
3. View the comments that have been added to this form.



4. A comment can also be added by clicking the Add Comment button.
5. Click the **Close Window** link.

Sending Email Within the SF-182 Form

Email a SF-182 Form

An email is generated that includes a printable html of the SF-182 form and the form's comments.

1. Navigate to the SF-182 Administration.
2. Locate a student's SF-182 form.
3. Locate the **Send Email** section.
4. Click the **Send** link.
5. Insert the recipients email addresses, subject, and body.
6. Click the **Send** button.

Send a Confirmation Email

The confirmation email Send link is only active if the entire approval process has been completed.

1. Navigate to the SF-182 Administration.
2. Locate a student's SF-182 form.
3. Locate the **Send Confirmation Email** section.
4. Click the **Send** link.
5. The following four selections appear:
    a. **Create Course Admin** will direct you to the LMS authoring tool to create the new course.
    b. **Register Trainee Admin** will direct you to the LMS student registration section to register for the course if it is located in the catalog.
    c. **Confirmation Email Admin** will allow you to create a confirmation email and send an attachment to this user.
    d. **Return to Request Admin** will close this window and return to the SF-182 administration section for this student.

Printing a User's SF-182 Form

1. Navigate to the SF-182 Administration.
2. Locate a student's SF-182 form.

3. Print the SF-182 form:
    a. Locate the **Print the SF-182 form** section
    b. Click the **View** link.
    c. Click the **OK** button on your print window to print; otherwise click **Cancel**.
4. Print the SF-182 Section G form:
    a. Locate the **Print the SF-182 form section G** section
    b. Click the **View** link.
    c. Click the **OK** button on your print window to print; otherwise click **Cancel**.

Locating the SF-182 Form in the Catalog

To Access an Existing SF-182 Course

1. Navigate to the Course Catalog.
2. Click the **Advanced Search** link.
3. In the **Training Type** option group, select **SF-182 Requested**.
4. Click the **Search** button.
5. In the resulting list, locate the desired course.
6. Click the course title to access the SF-182 form.

To Access Courses Not Found in the Catalog

If an external training course cannot be found in the catalog, a student can request permission to take the training by submitting the SF-182 form.

1. Navigate to the Course Catalog.
2. Located on every page in the catalog, click the **online SF-182 form** link to access the SF-182 form.

USER MANAGEMENT

The User Management feature allows you to search for users, assign users to courses, or maintain user information. The following tasks can be completed using the User Management module:

- Create a new Student (or Supervisor).
- Create a new Instructor.
- Edit a Student's or an Instructor's profile.
- View and edit a student's transcript.
- View a user's activity log.
- Assign multiple students to an online or an instructor-led course.
- Assign a student to multiple online or instructor-led courses.
- Assign waivers to students.
- Manage a student's learning plan.
- Manage drop reasons.
- Assign user defined task completions.

Navigating to User Management

1. Click the **Administration** tab.
2. Click the **User Management** sub-tab.

Search for Users

The Department Head, the Instructors and the Supervisors can view a list of all Learning Center users. The list includes each user's username, status, and links that will allow you to:

- Send an e-mail to the user.
- Edit the user's profile.
- View the user's transcript. This shows a transcript of courses and classes taken and allows the administrator to update the Completion Status of a course as well as add Extra Transcript Items.
- View an activity log for the user. This shows when the user was logged into the site and for how long.

- View the courses/categories available to the user and register him or her to courses.
- Manage course waivers.
- Manage a user's learning plans.

To View a List of All Users

1. Navigate to User Management.
2. Use the system defaults (Search All) for the search criteria and click **Search**.

To Filter for a Specific User or Group of Users

1. Navigate to User Management.
2. Select the desired Search Criteria:
    a. **Where**: select the field in which to search for your keyword.
    b. **Contains Text**: type the keyword.
    c. **User Type**: select the user type in which to search.
    d. **User Grouping**: select the user group in which to search.
3. Click the **Search** button.

Viewing a User's Activity Log

The Department Head, the Instructors and the Supervisors may view a user's activity within DOI LEARN. The Activity Log shows a user's login and logout dates and total time spent in DOI LEARN.

1. Navigate to User Management.
2. Search for the desired user.
3. In the resulting list, locate the desired user.
4. In the **Activity Log** column, click the **View** link.

Note: When a user does not log out properly, the Total Time is estimated by using the last activity date/time plus 10 minutes.

Assigning User Defined Task Completions

The Department Head, the Instructors and the Supervisors can assign user defined task completions to students in a learning plan.

1. Navigate to User Management.
2. Select the **Assign User Defined Task Completions** link.
3. From the **Select Learning Plan** drop-down, select the learning plan that contains the user defined task.
4. Click the **GO** button.

5. From the **Select User Defined Task** drop-down, select the task.
6. Click the **GO** button.
7. Click the **Filter** button. The list will return only student assigned to the selected learning plan.
    a. To narrow the list of students, from the drop-down, select a specific User Grouping. Click the **Filter** button.
8. From the **Incomplete** list box, select the students to mark complete.
9. Click the **Update Students** button.

Assigning Waivers

Waivers can be used to specify that a user has demonstrated competency for a class without taking the class. The Department Head, the Instructors and the Supervisors can specify whether to allow waivers for a particular course when creating or editing that course. They can also determine if a waiver has been applied to particular student by viewing the student's transcript report.

1. The course must allow waivers. See Creating a Course for instructions.
2. Navigate to User Management.
3. Search for the student.
4. In the resulting list, locate the desired student.
5. In the **Waivers** column, click the **Edit** link.
6. In the **Select Course Type** option group, select **OLT** or **ILT**.
7. From the **Courses Available for Waiver** drop-down, select the course name.

Note: Only courses that are marked as eligible for waivers will appear in the list.

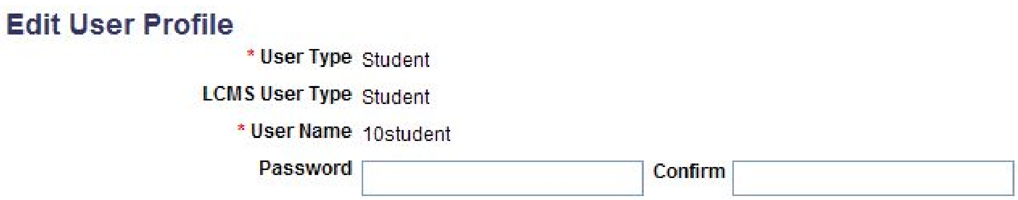
8. In the **Mark Course as Waived** option group, select **Yes** to mark this course waived for this student; otherwise, select **No**.
9. From the **Reason for Waiver** drop-down, select the desired reason.
10. In the **Justification for Waiver** text box, type the reason the waiver was given.
11. Click the **Update** button.

ADDING AND EDITING USER INFORMATION

Editing a Student or Supervisor

The Department Head, the Instructors and the Supervisors may edit the information for Students and Supervisors; however, Supervisors may only edit information for their subordinates.

1. Navigate to User Management.
2. Search for the student or supervisor.
3. In the resulting list, locate the desired user.
4. In the **Edit** column, click the **Edit** link.



5. Update the information. Refer to Adding a Student or Supervisor for field information.
6. Click the **Save** button. The system confirms the update and refreshes the window. If the password was reset, click the **Save and send User Name and Password in email** button to notify the user.

Editing a Student's Transcript

1. Navigate to User Management.
2. Search for the student.
3. In the resulting list, locate the desired student.
4. In the **Transcript** column, click the **Edit** link. The Transcript Administration window opens.
5. Locate the desired course to update.
6. From the **Completion Status** drop-down, select the new status.

7. In the **Completion Date** text box, type the date the course was completed using the MM/DD/YYYY format.
8. In the **Score** text box, type the score if available. This entry must be numeric.
9. Click the **Update Transcript** button to save your changes. The system confirms the update and refreshes the window.

To Add Extra Transcript Items

1. From the Transcript Administration page, click the **Add Extra Transcript Item** button. A new window opens.
2. In the **Course Name** text box, type the name of the course.
3. In the **Class Name** text box, type the name of the class.
4. From the **Completion Status** drop-down, select the status.
5. In the **Completion Date** text box, type the date the course was completed using the MM/DD/YYYY format.
6. In the **Score** text box, type the score if available. This entry must be numeric.
7. In the **Registration Date** text box, type the date the Student registered for the course using the MM/DD/YYYY format.
8. Click the **submit** button to save the item; otherwise, click the **Close Window** link to return to the Transcript Administration page.

To View a Student's Transcript

1. From the Transcript Administration page, click the **View Student Transcript** link.
2. From the **Report Format** drop-down, select the desired format.
3. Click the **View Report** button.

ASSIGNING USERS TO COURSES

Assigning a User to an ILT Course

To Assign One or More ILT Courses to a Single Student

1. Navigate to User Management.
2. Search for the student.
3. In the resulting list, locate the desired student.
4. In the **ILT Courses** column, click the **View** link. The Classroom Scheduler screen appears.
5. In the **Not Registered** list box, select the courses for which the student is to be registered.
6. Click the **Update Registrations** button to register the student for the selected course or courses.

To Remove One or More ILT Courses from a Single Student

1. Navigate to User Management.
2. Search for the student.
3. In the resulting list, locate the desired student.
4. In the **ILT Courses** column, click the **View** link. The Classroom Scheduler screen appears.
5. In the **Registered** list box, select the courses to drop.
6. From the **Drop Reason** drop-down, select the reason the student is being dropped from the course. If the desired drop reason does not exist, refer to Maintaining Drop Reasons for instructions. If you are a Supervisor, please notify the Department Head to add the desired reason.
7. Click the **Update Registrations** button to drop the student from the selected course or courses.

Assigning a User to an OLT Course

To Assign One or More OLT Courses to a Single Student

1. Navigate to User Management.
2. Search for the student.
3. In the resulting list, locate the desired student.
4. In the **OLT Courses** column, click the **View** link. The Classroom Scheduler screen appears.
5. To sort the available courses by course name, from the **Group By** drop-down, select **Course Name**, click the **Go** button.
6. In the **Available Courses** list box, select the courses for which the Student is to be registered.
7. Click the **Add Course** button to register the student for the selected course or courses.

To Remove One or More OLT Courses from a Single Student

1. Navigate to User Management.
2. Search for the student.
3. In the resulting list, locate the desired student.
4. In the **OLT Courses** column, click the **View** link. The Classroom Scheduler screen appears.
5. In the **Registered Courses** list box, select the courses to drop.
6. From the **Choose Drop Reason** drop-down, select the reason the student is being dropped from the course. If the desired drop reason does not exist, refer to Maintaining Drop Reasons for instructions. If you are a Supervisor, please notify the Department Head to add the desired reason.
7. Click the **Remove Courses** button to drop the student from the selected course or courses.

Assigning Multiple Users to an ILT Course

The Department Head, the Instructors and the Supervisors can assign multiple students to an ILT course. Assigning multiple students to an ILT course simplifies the registration process for students.

To Assign Multiple Students to an ILT Course

1. Navigate to User Management.
2. Under **Options**, click the **Assign Multiple Users to an ILT Course** link.
3. In the Multiple Student Registration pane, from the **Course** drop-down, select the course.

4. From the **Class** drop-down, select the class.
5. To narrow the list of students, from the User Grouping drop-down, select a group.
6. In the **Not Registered** list box, select the student(s) to register.
7. Click the **Update Students** button.

To Remove One or More Students from an ILT Course

1. Navigate to User Management.
2. Under **Options**, click the **Assign Multiple Users to an ILT Course** link.
3. In the Multiple Student Registration pane, from the **Course** drop-down, select the course.
4. From the **Class** drop-down, select the class.
5. To narrow the list of students, from the User Grouping drop-down, select a group.
6. In the **Registered** list box, select the student(s) to drop.
7. From the **Drop Reason** drop-down, select the reason the student is being dropped from the course. If the desired drop reason does not exist, refer to Maintaining Drop Reasons for instructions. If you are a Supervisor, please notify the Department Head to add the desired reason.
8. Click the **Update Students** button to drop the course.

Assigning Multiple Users to an OLT Course

The Department Head, the Instructors and the Supervisors can assign multiple students to an OLT course. Assigning multiple students to an OLT course simplifies the registration process for students.

To Assign Multiple Students to an OLT Course

1. Navigate to User Management.
2. Under **Options**, click the **Assign Multiple Users to an OLT Course** link.
3. From the **Course** drop-down, select the course.
4. Click the **GO** button.
5. From the **Class** drop-down, select the class.
6. Click the **Select students for this course** button.
7. Search for the desired students.
8. In the **Select a student** list box, select the desired students.
9. Click the **Add Student** button.

To Remove One or More Students from an OLT Course

1. Navigate to User Management.
2. Under **Options**, click the **Assign Multiple Users to an OLT Course** link.
3. From the **Course** drop-down, select the course.
4. Click the **GO** button.
5. From the **Class** drop-down, select the class.
6. Click the **Select students for this course** button.
7. Search for the desired students.
8. In the **Select a student** list box, select the student(s) to drop.
9. From the **Drop Reason** drop-down, select the reason the student is being dropped from the course. If the desired drop reason does not exist, refer to Maintaining Drop Reasons for instructions. If you are a Supervisor, please notify the Department Head to add the desired reason.
10. Click the **Remove Student** button.

TECHNICAL TIPS

Accessing DOI LEARN from Home

The minimum modem speed for accessing DOI LEARN at home is a 28.8 Kbps. However, it is recommended that you use a 56 Kbps modem for faster access. With a 28 Kbps modem, it will take about seven minutes for a course to download. Once the course download is complete, you can move quickly to each page since the course is in cache memory.

Browser Setting Tips

Be sure to use either Netscape Navigator 7.1 or Internet Explorer 5.0 (or higher) to avoid potential issues with the courseware.

Make sure that both cookies and scripting are enabled. You will not be able to bookmark courses unless the cookies and scripting options are enabled.

To Check Internet Explorer 6.0 for Cookies and Scripting

1. Under the **Tools** menu, select **Internet Options**.
2. Click the **Privacy** tab.
3. Move the slider to **Medium**. If no slider exists, click the **Default** button.
4. Click the **Security** tab.
5. Click the **Custom Level** button.
6. In the **Reset to** drop-down, select **Medium**.
7. Click the **Reset** button.
8. To confirm the change, click **Yes**.
9. Click the **OK** button.

To Check Internet Explorer 5.0-5.5 for Cookies and Scripting

1. Under the **Tools** menu, select **Internet Options**.
2. Click the **Security** tab.
3. Click the **Custom Level** button.
4. In the **Reset to** drop-down, select **Medium**.

5. Click the **Reset** button.
6. To confirm the change, click **Yes**.
7. Click the **OK** button.

To Check Netscape 7.1 for Cookies and Scripting

1. Under the **Edit** menu, select **Preferences**.
2. Double-click **Privacy & Security**.
3. Click **Cookies**.
4. Make sure that **Enable cookies based on privacy settings** is selected.
5. Click **View**.
6. Make sure that **Medium** is selected.
7. Click **OK**.
8. Double-click **Advanced** in the Category box.
9. Click **Scripts & Plugins**.
10. Make sure **Navigator** is checked.
11. Check all of the boxes under the **Allow Scripts to:** heading.

Browser Settings for Java

Some NETg courses require a Java Virtual Machine or Java Run time Environment. Be sure to check that they are available for NETg courses.

When you start a NETg course, a new browser window opens and NETg's Java applet will download. This will take approximately 1-2 minutes depending on your Internet connection and computer. Once this initial load is complete, the course pages forward quickly. The NETg course will be displayed within this new window.

To Check Internet Explorer for Java

1. Under the **Tools** menu, select **Internet Options**.
2. Click the **Advanced** tab.
3. Locate the **Browsing** heading.
4. Check the two **Disable Script Debugging** options.
5. The computer must have either Microsoft NM or Java (Sun); the courses will not work if both are enabled.

6. If you locate **Microsoft VM**.
    a. Check the three check boxes under **Microsoft VM**.
    b. If **Java (Sun)** is directly above Microsoft VM, uncheck the Java 2 V1.4x checkbox.
7. If you have **Java (Sun)** and cannot locate **Microsoft VM**.
    a. Check the check box for Java 2 V1.4x.
8. Click the **OK** button.

> **Note:** The courses will not work if you have both Java (Sun) and Microsoft VM enabled. Make sure only one of them is enabled.

To Check Netscape 7.1 for Java

1. Under the **Edit** menu, select **Preferences**.
2. Click **Advanced**.
3. If **Enable Java** is not checked, check this option now. If you do not enable Java, a blank screen will appear in Web Player 2.0 courses and you will not be able to continue in the course.
4. Click the **OK** button.

Browser Settings to Keep Cache Cleared

If the system is very slow or locks when trying to launch an application or course, you may need to clear your content cache.

To Clear the Cache Using Internet Explorer 6

1. Under the **Tools** menu, select **Internet Options**.
2. Under the Temporary Internet files section, click the **Settings** button.
3. Select the **Every visit to the page** option.
4. Click the **OK** button.
5. Under the Temporary Internet files section, click the **Delete Files** button.
6. Click the **OK** button.
7. Click the **Refresh** button on your browser.

To Clear the Cache Using Netscape 7.1

1. Under the **Edit** menu, select **Preferences**.
2. Double-click **Navigator**.
3. Click **History**.
4. Click **Clear History**.
5. Double-click **Advanced**.
6. Click **Cache**.
7. Click **Clear Cache**.
8. Click **OK**.

Disabling Pop-up Blockers in Internet Explorer

If the course comes up with a blank white window, you may have a popup blocker that is stopping the course from loading.

1. Right-click on the **File** menu.
2. Uncheck everything except **Standard Buttons**, **Address Bar**, **Links**, and **Lock the Toolbars**.
3. If you try to load the course again and still are getting a blank white window close the blank window. This time try holding down the CTRL key while you click on the course to see if it loads.

Internet Speed Tips

If you are trying to access a course or are in a course and it locks, it is most likely an Internet speed connection issue. It could also be a problem with your computer. You can test the practical throughput of your connection by doing the following:

1. Use this bandwidth test tool by entering your connection information and clicking the **Go** button.
2. If the speed is below 15 Kbps, there will probably be problems with the course locking or the course not launching. Please check with your Internet Service Provider (ISP) to see if the speed can be increased.

You can check the version of the Java Run time Environment, and increase your connection speed, by doing the following:

For Windows 95, 98, or Me

1. Open a DOS prompt by clicking the **Start** button in the lower-left hand corner of the screen.
2. Click **Run**.
3. In the **Open** field, type **command**.
4. Click the **OK** button. A DOS window will appear.

For Windows NT, Windows 2000, Windows XP or Windows 2003

1. Open a command-line session by clicking the Start button in the lower-left hand corner of your screen.
2. Click **Run**.
3. In the **Open** field, type **cmd**.
4. Click the **OK** button. This will bring up a command-line session.
5. Type **java-version** at the prompt and press **Enter**.
6. Verify that the Java Version is at least 1.02 or higher.
7. If your Java version does not met this standard, visit the Plug-Ins Installation Center. From there you will be able to download and install the latest version of the Java Run time Environment (JRE).

> **Note:** Please contact your organization's IT Help Desk support group if you have any questions about installing the Java client on your workstation.

Managing Browser Cookies

Cookies are small text files that are stored on your PC by your browser. They can contain information such as your name or your list of completed sections.

You should delete cookies if:

- the cookie is corrupted,
- the information saved is not correct (e.g., sections are marked as completed but they are not, etc.), or
- you cannot launch a course.

If you use the Internet often, empty your temporary Internet files weekly (i.e. clean your cache) to prevent cookies from being corrupted. These cookies are cached only while you are visiting the site and are deleted from the cache when you close the session.

For Internet Explorer 5.0 – 5.5

1. Under the **Tools** menu, select **Internet Options**.
2. Under the Temporary Internet files section, click the **Delete Cookies** button.
3. To confirm deletion, click the **OK** button.

For Internet Explorer 6.0

1. Under the **Tools** menu, select **Internet Options**.
2. Under the Temporary Internet files section, click the **Delete Cookies** button.
3. Click the **OK** button.
4. Click **Delete Files**.
5. Select **Delete all offline content**.
6. Click the **OK** button.
7. Click the **OK** button.

To Delete Cookies in Netscape 7.1

1. From the **Edit** menu, select **Preferences**.
2. Double-click **Privacy & Security**.
3. Click **Cookies**.
4. Click **Manage Stored Cookies**.
5. Click **Remove All Cookies**.
6. Click **Close**.
7. Click **OK**.

Navigation Tips

Use Text Links

Use the underlined text links to access the features named within each.

Use Quick Links

Use the bar on the top right portion of the page to quickly log on, log off, go to the My Courses or Catalog pages.

Use the Menu Bar

DOI LEARN modules each have an associated menu bar. Depending on the features you are using, there may be additional menu bars and tabbed areas under the top-level menu. Click the underlined link in a menu bar to access that feature. The feature you choose may have multiple pages associated with it. To return to the main (beginning) page of a feature, click the tab or underlined link in the menu bar.

Exit DOI LEARN

To exit DOI LEARN, click the **Log Off** link in the Quick Links menu bar.

System Performance Suggestions

In order to optimize your computer, clear the temporary files once a month along with these other maintenance items.

- Delete temp files from your Windows directory.
- Delete temp files from Netscape and Internet Explorer.
- Empty your recycle bin.
- Run Scan Disk or similar tool to scan your hard drive and correct any errors.

GLOSSARY

A

AICC: Aviation Industry CBT Committee

B

Book Bag: In the optional Product Library, a holding area (similar to the shopping carts used on sites that sell merchandise) where items a student wants to check out are placed until the student decides to check out the items or remove them. A librarian must approve whether an item can be checked out before the student can pick it up or have it sent to him or her.

C

Category-Learning Center: In DOI LEARN, courses and classes can be associated with categories so students can search for all courses under a particular category.

Category-Product Library: Anyone with a department-head logon can maintain administrative information (such as adding users, creating courses, and registering students for courses) for DOI LEARN.

D

Department Head: Anyone with a department-head logon can maintain administrative information (such as adding users, creating courses, and registering students for courses) for DOI LEARN.

H

Home Library: Since a corporate library can have multiple locations (libraries), students need to specify which library they wish to use which is the student's home library.

I

ILT: Instructor-led training

Instructor: Instructor-level logons give the instructor access to their courses and students. Courses can be created, tracked, updated, etc. For Instructor-Led courses, the Instructor may also update attendance and make notes on a class or student.

L

Learning Management System (LMS): Software that automates the administration of training events. All LMSs manage the log-ins of registered users, manage course catalogs, record data from learners and provide reports to management.

Learning Plan: A list of courses and tasks that an instructor or administrator assigns to help students reach a learning objective.

Librarian: A person who has permission to maintain an assigned corporate library.

Library Access Code (LAC): Also referred to as Open Restricted Registration. Students may open enroll for any course they desire provided their LAC matches the LAC for that course. This provides a level of control over the courses. Certain groups of employees may freely enroll.

M

Master Librarian: A person who has permission to maintain all corporate libraries as well as designate librarians.

Media Type: The format, such as a book, VHS, audio tape, or CD-ROM, of an item in the library. For example, the library might contain a version of a training module in book form, as an audio tape, and on CD-ROM. The media type associated with a product allows students to choose the most convenient medium when selecting products to check out of the library. It also helps librarians to track the types of materials available in the library. The list of available media types can be added to and changed by master librarians. A media type can also be deactivated, and then reactivated, by a master librarian.

O

OLT: Online Training

P

Product Code: A unique identifier for an item in a library. If you have multiple copies of the title, each copy will have a separate product code. We recommend you use the last five digits of the ISBN code, followed by a letter of the alphabet to indicate whether this is the first copy, second copy, and so on. For example: 26428A for the first copy, 26428B for the second copy, and so on.

Product Library: The optional Product Library is a Web-enabled library database. It is an optional module of your Learning Management System (LMS). This tool is a virtual catalog system that automates the set-up and management of your corporate library. Administrators and corporate librarians set up and monitor the use and location of online courses, CD-ROMS, video, audiotapes, book, and print-based materials, as well as files that students can download from any number of geographically dispersed locations.

Publisher: The entity responsible for an item's production and distribution. To locate the publisher name, check the title page of a book, or the back cover of the item.

S

SCORM: Sharable Content Object Reference Model

SF-182: The SF-182 Form (Request, Authorization, Agreement, and Certification of Training) is used to document the authorization and approval of training. It serves as supporting documentation for obligating and paying for training courses and provides a record for the employee.

Site Administrator: The GeoLearning administrator who can maintain information for your learning center. A site administrator logon allows for the highest level of system permissions.

Student: Students can take courses and tests, complete surveys, rate courses, and view any of their own information. If your company has an open registration policy, students can register for courses offered through DOI LEARN.

Supervisor: Supervisors can access information about other students who have been designated as being on their team.

U

User-defined task: Instructors can define tasks that describe an action students need to perform which are called user-defined tasks. The student must tell the instructor when the task is complete, and the instructor will modify the student's records to show the task as completed.