e-OSCAR® Learning Management System (LMS) User Guide

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Objective

This User Guide is designed to provide users with an overview of the e-OSCAR® Learning Management System (LMS) including system requirements, access, registration, navigation, and support information. Each section includes screenshots that provide a visual to the particular LMS screen view users will see.

Overview

The LMS makes it easy to manage all e-OSCAR® training needs in one location. It allows Users to train interactively in various e-OSCAR® functions. Users can manage their training by enrolling in online courses, viewing materials, and taking assessments at their own pace. In addition, users can keep a transcript of their training progress.

LMS courses do not have set course completion timeframes. e-OSCAR® users are required to familiarize themselves with the LMS Course Catalog to determine which courses are best for their user role(s). The Course Catalog is provided in the LMS Welcome e-mail users receive after registering for the LMS. It is also available on the e-OSCAR.org Training page and the LMS Resources page.

System Requirements

Browser Requirements

For an optimal LMS experience, we recommend the following settings are considered and/or enabled on your personal computer and web browsers:

- **Browser Versions**: The LMS is compatible with the latest 2 versions of Internet Explorer, Google Chrome, Mozilla Firefox, and Safari browsers.

- **Cookies and Cache**: Activating cookies and cache for your browser is recommended.

- **Trusted Sites**: eoscartraining.cogentys.net must be added to your browser’s list of trusted sites.

- **Pop-Up Blockers in Browsers**: Pop-up Blockers must be disabled for the LMS website, eoscartraining.cogentys.net.

- **Add-ons**: Users must have the latest Adobe Flash player installed. **Note**: Not having Flash Player installed will display a black screen, preventing users from viewing the training modules.

**Note**: Please consult with your company’s internal Information Technology (IT) and security resources. Your IT or security resources may be able to provide information regarding specific settings that are authorized for your company.
Access

Registered e-OSCAR® users may access the e-OSCAR® LMS by navigating to https://eoscartraining.cogentys.net via recommended browser.

Because the LMS is a separate website from the e-oscar-web.net application, the login information used to log into the e-OSCAR® application will not automatically transfer over to the LMS. Users must register to use the LMS separately. However, the user may be able to create a User ID that is identical or similar to their User ID for the e-OSCAR® application.

**Note:** Users whose registration has recently been approved for the e-oscar-web.net application may not be able to register in the LMS immediately. The two systems will take 48-72 hours to sync.

Registration

Only e-OSCAR® users with an active Registration ID may register in the e-OSCAR® LMS. If you have never visited the LMS website before, you will need to register yourself by following the process outlined below.

1. Navigate to https://eoscartraining.cogentys.net, click “Click to Register.”
2. Enter your company’s active 7-digit e-OSCAR® Registration ID. This is the 7-digit number, also referred to as your “Account Number”, which is listed on your invoices. (If the user does not know their company’s Registration ID, they will need to contact their e-OSCAR® Registration Administrator.)

For Assistance with new user registration please email e-OSCAR Training at eoscarraining@newmotiveservices.com.

3. Click “Validate”

For Assistance with new user registration please email e-OSCAR Training at eoscarraining@newmotiveservices.com.

4. Confirm your registration by clicking “Proceed With Registration”
5. Complete required information in Self Registration page
   - All fields with red asterisks are required
   - “Company” and “Registration ID” will autofill based on valid registration input
   - The e-OSCAR® LMS requires the following password requirements:

     **Password & Access Requirements**
     - At least one uppercase letter
     - At least one special character (?:.*&^%$#@!~?__+=)
     - At least one alpha and one numeric
     - At least 8 characters
     - Maximum 20 Characters

6. Click “Submit”

Upon completion of registration, a confirmation message will display. First time users will be asked to login directly to the LMS.

7. Click “here” on the webpage to access.
8. Users will be required to set up two security questions after their initial LMS registration.
   1) Select your security questions and provide answers
   2) Click “Update”
Navigation and Screens

Upon registration, the LMS user will be routed to the Dashboard automatically. The horizontal Menu Bar is the primary method of navigating in the LMS. The Menu Bar consists of 4 menus:

1) Dashboard
2) My Training
3) Transcripts
4) My Training Calendar

Dashboard provides a quick view of the most important contents within the LMS. Included in the Dashboard page are:

- **Available Courses**: Includes all courses available to the learner. This section will indicate name, status, and category of courses.

- **Live Training**: Includes any Live Training available.

**Note**: Live training courses are not regularly available. Information regarding Live training classes and how to register will be provided when the classes are announced.

- **My Training Calendar**: Provides a calendar view of course in which the learner is registered. This includes LMS interactive courses and Live Training courses.

- **Search**: Allows learner to search for courses via keywords or tags.

- **Messages**: Shows learner messages sent to e-OSCAR Training support team.
My Training provides access to all training modules and available training resources in the LMS.

- **Courses:** Includes all courses available to the learner. Users may filter their view of the course list using the left navigation menu pane. View Options include:
  - **Required** – allows users to filter out classes according to whether they are required or not.
  - **Status** (i.e. Course Status) – allows users to filter out classes according to their enrollment status. i.e. *Not Enrolled, Enrolled or Complete*.
  - **Categories** – allows users to filter out classes according to their e-OSCAR® course categories (*Categories are outlined in the LMS Course Catalog*).

- **Classroom:** Includes any existing Live Training courses when available.
- **Resources:** Includes any document resources available to learners. This includes:
  - Reference Cards
  - Job Aids
  - LMS Course Catalog and User Guide
  - e-OSCAR® Newsletters and Release Notes
  - Metro 2 Code Sheet
  - FAQs
  - Any other relevant documents that are available
Transcripts provides users with their own transcripts. Transcripts will indicate all classes that the learner has completed, the date completed, and the quiz score. Transcripts may be downloaded via Excel, Word, or PDF format for user records.

All users are classified under “student” roles, so there is not an “administrator” role for each company. Therefore, one person cannot pull the transcripts for all users. Each user must pull their own transcript and provide that information to the appropriate party, when necessary. Details of each company’s transcript record retention procedures must be defined internally.

My Training Calendar provides users with a calendar view of all upcoming enrolled training due dates (if any). It will also provide dates of any live Training courses for which the learner is registered (if any).
Course Enrollment

The LMS allows users to enroll in courses from two screens. Users may enroll from the Available Courses section on the Dashboard screen or the Courses section under the My Training screen.

Dashboard Menu Option:
- Available Courses—All available courses will display. Users can enroll or resume from here. Users can also view the status of each course.

My Training Menu Option:
- Courses - All available courses will display. Learners can enroll or resume and view the course status from here. Users may also refine the course search by utilizing left search pane.
Learning Resources

The LMS allows users to view various training resources including, but not limited to, e-OSCAR® reference cards, job aids, LMS User Guide, and LMS Course Catalog. Users may access and download resources at any time. Resources can be found on the My Training screen in the Resources section.

Resources:
- Resources can be downloaded by clicking “View”. Users may save or print the PDF from the pop-up screen.

**Note:** Users’ PDF viewer may vary, therefore, the below screenshot may not reflect actual view.
Support

The e-OSCAR® LMS is a self-service portal. Support is available from various screens in the LMS.

LMS Landing Page
There are two support options on the LMS Login page; forgot password support and general LMS support.

- **Forgot Password Support**
  1. “Click Here” under “Forgot your login information?”.
  2. Enter your Username or the email address for your Username and click “Submit”.
  3. LMS will prompt the user to answer a security question (if one has been set up).
  4. Click “Verify”.
    - **OPTIONAL:** Users may also use the “Click here” option to quickly receive a reset link via email.
If a user chooses to reset their password from within the Learning Management System site, they will be routed back to LMS landing page to log in.

If the user forgets their Username, they can click the “Support” Link below the “Enter your Username” field. An email template will pop up.

**Note:** Email template may vary based on users email service (i.e. Outlook, Gmail, Hotmail etc.).

### General LMS Support
Send an email inquiry to the e-OSCAR® Training team.

1. Click “Support” on the right side of the LMS Login Page.

   ![Support Link](image)

   **First Time Here?**
   
   **Click HERE to Register**

   ![Login Page](image)

   **Forgot your login information?**
   
   **Click HERE**

2. An email template will pop up (Note: Email template may vary based on users email service (i.e. Outlook, Gmail, Hotmail etc.).

3. Complete the email template. Be sure to include your company’s Registration ID, your name, your Username and as much detail about your inquiry as possible.
LMS Dashboard
There are two support options from within the LMS site after successfully logging in; Help and Email Support.

- **Help**: Routes the user to the Training page on e-OSCAR information website ([http://www.e-oscar.org/](http://www.e-oscar.org/)) where users can find LMS information.

- **Email Support**: Displays an embedded email template. Users can use this template to email e-OSCAR® directly, without having to use their companies’ email software.

The fastest way for LMS users to obtain support is by utilizing the self-service options within the LMS. e-OSCAR® training can be contacted by emailing eoscartraining@newmgtservices.com.