



# Learner Getting Started Guide



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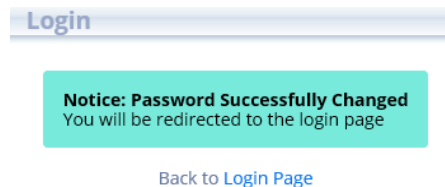
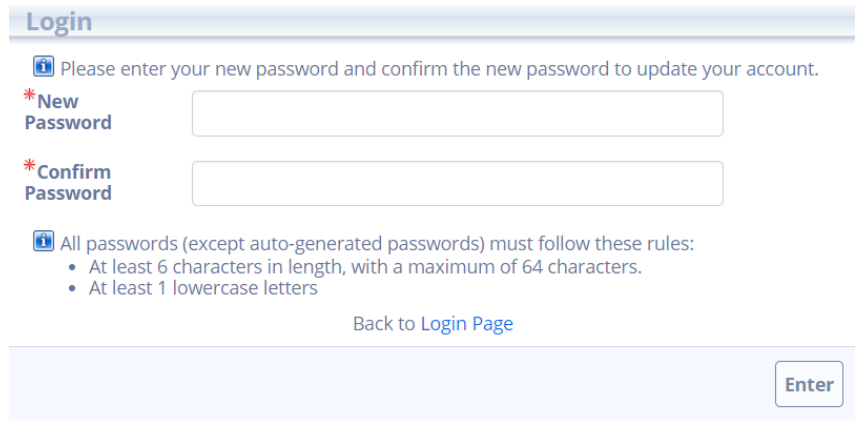
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# Logging on to learn.cisoregon.org

There are several scenarios a new user can log on to [learn.cisoregon.org](https://learn.cisoregon.org) for the first time. This guide focuses on accounts created on your behalf by an administrator or through an account request that you have submitted.

## Create Your Password

- Open the email with the subject line "CIS Learning Center Online - User Account Creation" or "CIS Learning Center Account Approved" in your inbox and click on the link to activate your account.
- Create a password that is at least 6 characters in length and includes at least one lowercase letter. The special characters `!#$%()*+,-./:;=?@[]^{}|` are also allowed.
- Confirm your password and then click Enter. You will see a window stating that the password has been changed successfully and be redirected to the login page.



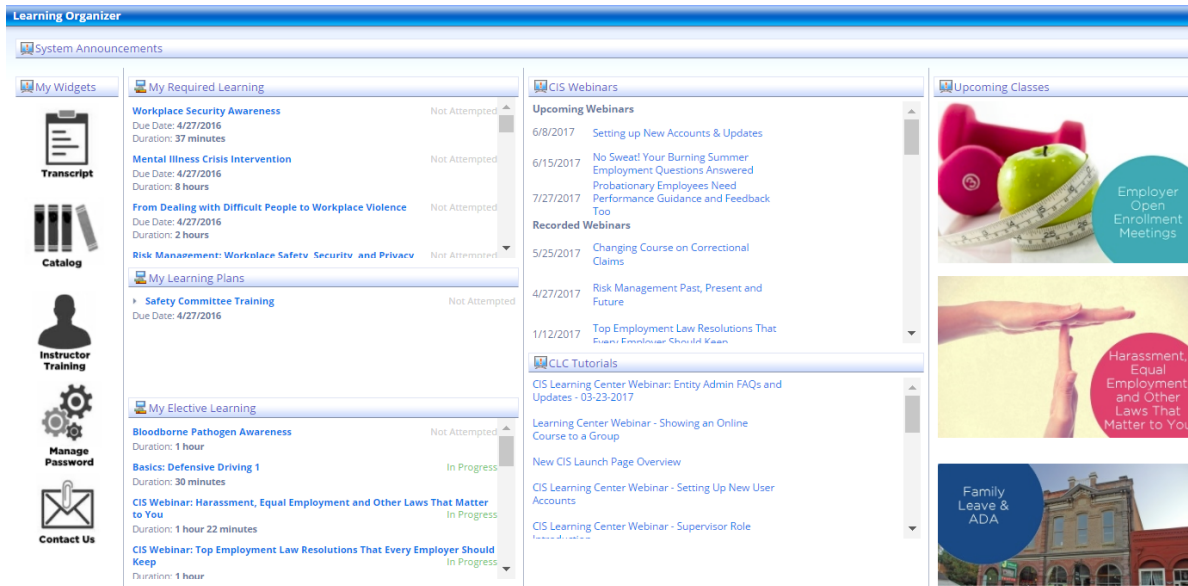
## Logging In

- Your username is your **work email address**.
- Enter your username on the login screen and click enter.



# Navigating the Learning Center

The Learning Organizer page will display after you have logged in. This page has all of the tools you need to navigate the CIS Learning Center (CLC).



## My Widgets

- Hyperlinks to your most frequently accessed areas including password manager, catalog, and transcript.

## My Required Learning

- Courses that you have been assigned to take. Click on the blue title to view the list of associated activities.

## My Learning Plans

- A group of courses that you have been assigned to take. Click on the blue title to access the learning plan page.

## My Elective Learning

- Courses that you have selected from the catalog to take. Click on the blue title to access the course page.

## CIS Webinars

- Upcoming webinar registrations and recordings of past webinars on a variety of topics.

## CLC Tutorials

- Tutorial recordings that are specific to various features in the CLC.

## Upcoming Classes

- Scheduled CIS onsite (instructor-led) classes. Click on the picture to review class options.



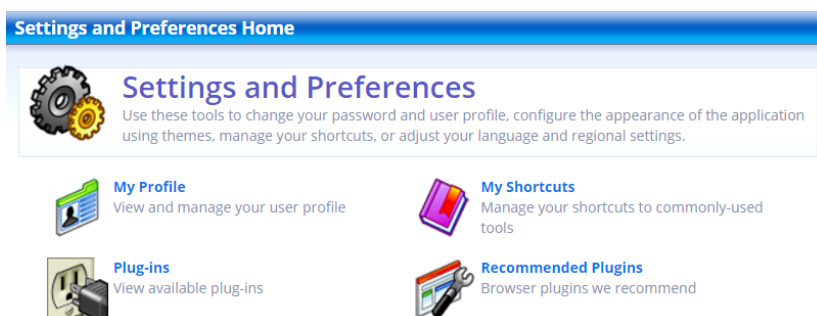
# System Requirements

## Internet Connection

- A high speed internet connection will ensure the best learner experience in working with the online courses.
- If you use a dial-up connection, it may take several minutes to load the course pages.
- Cookies and scripting should be enabled on the workstation in order to allow book marking of courseware.
- Remove/disable pop-up blockers for Adobe Flash and Java.

## Plug-ins

- Java Applet (free download available under Settings & Preferences, Recommended Plugins)
- Adobe Flash (free download available under Settings & Preferences)



## Supported Browsers

- Chrome
- Firefox
- Internet Explorer
- Safari

# Online Learning Catalog

The CLC catalog provides a variety of ways to search for available online courses, webinar recordings, instructor-led classes and reference documents.

## Browse the Catalog

1. **Alphabetically** – a complete listing of all available courses
2. **Category** – courses grouped by subject matter and CEUs (i.e. Computer Skills, Legal, DPSST...)
3. **Bundles** – topics grouped into bundles. Just click “Enroll” and sign up for all the classes in that bundle at once. For example: Project Management, Business Grammar, Communication Skills, Customer Service, etc.
4. **ILT with Open Seats** - instructor-led training (ILT) classes with upcoming dates available
5. **ILT Calendar** - a calendar-style view of upcoming instructor-led training classes
6. **Learning Plans** - courses that have been grouped together, often by your organization to meet a specific learning requirement. For example: New Employee Orientation, Annual Safety Review, etc.
7. **Online Resources** - a list of forms, handouts, policies and presentation slides available for viewing. These are often found in the activities section of a course page, but can be accessed outside of a course too.

# Frequently Asked Questions

## Login Issues

1. I did not receive my new user email. How do I log in?
  - a. Please start by checking your junk mail folder or checking with your IT department to see if the email was blocked. If you're still unable to locate the email, contact the CLC Helpdesk for a password reset.
2. I forgot my password. How do I log in?
  - a. On the login page, click the "Forgot my Password" link and enter your email address. A link to reset your password will be emailed to you. Note: you must use the same email as is listed on your account. If your account does not have a valid email address associated with it, contact the CLC Helpdesk for a password reset.
3. I keep getting an error when I try to log in that says, "Unfortunately, we were unable to verify your account." What do I do?
  - a. There are several issues that could cause this. If you know your username and password are accurate, try clearing the cookies in your browser and then trying again.
  - b. If that doesn't work, please contact the CLC Helpdesk for assistance. It's possible your account has been temporarily disabled due to a password expiration issue.

## Email Address or Employer Change

4. My email address changed, should I create a new account?
  - a. No. Please contact the CLC Helpdesk for assistance.
5. I've switched employers, but my employer is still a CIS member. Should I create a new account?
  - a. No. Please contact the CLC Helpdesk for assistance.
6. I'm no longer employed with a CIS member and I tried to log in, but it says my account is not found. Can I still access training or get copies of certificates?
  - a. You cannot access any trainings or complete any trainings that were in progress. However, we can email you completion certificates for courses you have already completed. Please contact the CLC Helpdesk for assistance.

## Notifications

7. I'm not receiving any emails from the CLC. What can I do to make sure I receive them?
  - a. View your "My Profile" page and make sure the box next to "Receive Automated Emails" is checked. Contact the CLC Helpdesk if you need assistance with this.
  - b. Contact your IT department and have them whitelist the domain [gm1.geolearning.com](mailto:gm1.geolearning.com) and the email [LearningSystemAdministrator@sumtotalsystems.com](mailto:LearningSystemAdministrator@sumtotalsystems.com).

## Courses

8. My course won't open when I click the launch button.
  - a. Your popup blocker may be preventing the system from displaying the course. Check to verify that popup blockers are disabled for this site.

## FAQs cont.

- b. Try a different browser. Internet Explorer, Google Chrome and Mozilla Firefox are the preferred browsers. Some courses work better on different browsers, but it is often dependent on the computer being used and not the course itself.
- 9. I click on the course and all I see is a blank window. The course window opens after clicking the Launch button, but the course does not load.
  - a. Try a different browser. Internet Explorer, Google Chrome and Mozilla Firefox are the preferred browsers. Some courses work better on different browsers, but it is often dependent on the computer being used and not the course itself.
  - b. You can also try checking to make sure that your plug-ins are up-to-date. From the My Home page, click on Settings and Preferences and then Recommended Plugins. Follow the instructions to make sure you have the most recent versions available.
- 10. I have completed the course, but the status still shows Not Attempted, Incomplete, or In Progress.
  - a. The Incomplete and In Progress status are designed to be used when the learner has an activity required for course completion that remains outstanding. Verify that all sections of the course are complete. If a test is required for completion, ensure the test is complete. Tests for some courses are located on the Activities page for the course.
  - b. The Exit feature within the course bookmarks and saves the course information. Be sure you click the Exit button when leaving a course.
  - c. If you have done all of the above and the course is still not marked with a "Complete" status, try refreshing the Internet page.
  - d. If that does not work, the issue may be related to the course or browser settings. Contact the CLC Helpdesk for assistance.

### Certificates

- 11. How do I get a copy of my completion certificate?
  - a. Certificates are attached to the course completion email sent whenever a course is marked complete.
  - b. To get a copy of the certificate, log in to the CLC and click on the Transcript icon on the left-hand side of the Learning Organizer page. Click on the blue hyperlinked name of any course marked complete and there will be a "Print Certificate" button on the page.
  - c. Adobe Reader is required to view or print a certificate.

### Classes

- 12. I'm trying to register for a class, but when I look at the catalog page it does not list any available sessions. How do I register?
  - a. The class may be full. Only classes with available seats or a waiting list are shown on the screen.
  - b. You may not have access. Our instructor-led classes are available only to members with certain coverage lines such as General Liability, Workers' Compensation, or Employee Benefits.

## FAQs cont.

- c. There may not be any sessions scheduled. There are several instructor-led classes in our catalog, but only a handful have actual sessions scheduled. The CLC homepage ([learn.cisoregon.org](http://learn.cisoregon.org)) contains a list of all classes with sessions currently scheduled.
  - d. You chose the wrong entity upon registration. If you self-registered, the entity chosen at registration governs the catalog availability that you will see. For example, you may have chosen the city you work in, but not your actual employer. Contact the CLC Helpdesk for assistance in resolving this issue.
13. I signed up for a webinar, but now I am unable to attend. Will I still be available to view it?
- a. First, please drop the course to open up the seat for someone else that is able to attend. To do this, log in to the CLC and find the class name in the learning section of the home page. Click on the class name and then click on the Drop Course button.
  - b. Webinar recordings are generally added as courses within a week of their original air date. Check back on your home page after a week and look in the CIS Webinars column to find a link to the course for the recording.
14. I signed up for a class, but now I am unable to attend. What do I do?
- a. If there was not a fee associated with the class, please drop the course to open up the seat for someone else that is able to attend. To do this, log in to the CLC and find the class name in the learning section of the home page. Click on the class name and then click on the Drop Course button.
  - b. If the course had a fee associated with it. Please refer to our cancellation policy below.

### **CIS Registration Deadline & Cancellation Policy for Classes with a Fee**

*The registration deadline is one week prior to the date of training, unless otherwise indicated. If you have paid your registration fee and are now unable to attend, we encourage you to send a substitute. If you cannot send a substitute, CIS will refund 100% of your registration fees if written notice is received at least 7 days prior to the training.*

*If your registration was not paid and you cancel with less than 7 days notification, CIS will bill the balance due.*

*Cancellations are not accepted by phone. They must be submitted by email to [learn@cisoregon.org](mailto:learn@cisoregon.org) or via the CIS Learning Center "Drop Class" feature (located either in My Required Learning, My Elective Learning or through the Class Roster in the Class Manager).*

## CLC Help Desk

Have more questions? Contact us at [learn@cisoregon.org](mailto:learn@cisoregon.org) or via phone at 503-763-3831 ext. 8. We are available Monday through Friday from 8 a.m. - 5 p.m.