



citycounty insurance services  
cisoregon.org

## MEMBER UPDATES & ANNOUNCEMENTS

### CIS Learning Center Entity Admin Update

#### RETIRED COURSES UPDATE

Twenty-eight courses are marked as “retired” in the Learning Center online catalog and their replacement courses are now available. CIS’ retired courses will be permanently removed by March 15, 2017. [Click here](#) for a complete list of all the courses.

We need your help to:

- a. Notify employees who’ve been assigned one of these courses that they must complete the course by March 1 or they’ll be assigned the new course title.
- b. Remove the retired courses from any learning plans, assignments or bundles by March 1.
- c. Add the new replacement course to the learning plan, bundle or Mass Assignment.

To keep content current, CIS’ content vendor Skillsoft implements course replacements twice a year. The next round will run between April 1 to September 15; then again from November 1 to March 15.

Contact [Mary Meyer](#) with any questions at 503-763-3815.

#### IN THIS UPDATE

[RETIRED COURSES UPDATE](#)

[LEARNING CENTER VENDOR  
SKILLSOFT SWITCHING SERVER  
PROVIDER](#)

[REMOVE INACTIVE EMPLOYEES  
FROM USER MANAGER](#)

[GOOGLE CHROME UPDATES](#)

[CIS ANNUAL CONFERENCE -  
LEARNING CENTER  
PRESENTATIONS](#)

[UPCOMING CLC WEBINARS](#)

[LAW ENFORCEMENT COURSES  
ARCHIVED](#)

[QUICK TIP](#)

If you have any questions,  
please contact the CIS Learning  
Center at 503-763-3800 ext. 8 or  
via [learn@cisoregon.org](mailto:learn@cisoregon.org).

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## LEARNING CENTER VENDOR SKILLSOFT SWITCHING SERVER PROVIDER

Skillsoft is moving its hosting provider to a new Iron Mountain facility in Massachusetts. The company continues its commitment to provide you with outstanding learning solutions. [This FAQ document](#) highlights details about Iron Mountain and actions you may need to take regarding the migration. Please read and share with your IT department, especially the section titled “Do I need to do anything?”

**IMPORTANT:** You must take action before **March 4, 2017**, based on your specific system requirements.

### **What's the impact to you?**

You'll be impacted if you've implemented White Listing, and have a Skillport site URL that ends with:

- \*.skillport.com
- \*.skillsoft.com
- <http://services.geolearning.com/>\*

Once you've completed the tasks listed in the FAQ document, please inform your end users that they cannot access Skillsoft content or services on **Saturday, March 4, 2017** during the extended maintenance window.

Please email [learn@cisoregon.org](mailto:learn@cisoregon.org), if you have any questions.

## REMOVE INACTIVE EMPLOYEES FROM USER MANAGER

With over 11,500 users now in our system, it's more important than ever before to pay close attention to those who are actively using the Learning Center. Keep your database up-to-date by tracking those who are active or inactive on a regular basis — monthly, or at least quarterly.

- a. If an employee has left your organization, mark them as “archived.”

- b. If someone is out on extended leave, but you expect them to return, mark their user account as “inactive.”

Also, we have a list showing that many employees have been assigned a course, or self-enrolled, and have not started or completed that course. If employees will not be completing a course, please ask that they drop the course. They can do this by clicking the course link from their home page, then clicking the Drop Course button on the right side of the course activity page.

## GOOGLE CHROME UPDATES

1. JAVA is no longer supported by Chrome. For any Java-dependent courses (Global Collaboration Partners courses starting with Basics: or Safety:), use Internet Explorer or Firefox.
2. Advanced Reporting does not open in Chrome. Use Internet Explorer or Firefox instead.

## CIS ANNUAL CONFERENCE - LEARNING CENTER PRESENTATIONS

Join us at the CIS Annual Conference at the Salem Convention Center, Feb. 22-24. There'll be two training-related presentations on Friday, Feb. 24.

1. “CIS Learning Center: Managing Enrollment and Online Training for Groups” (9:45 a.m.) CIS Training Manager Mary Meyer will present information on how to: set up an online training in a group setting; register everyone; mark attendance; generate certificates, and run reports.
2. “Redefining Effective Training — Making Learning a Priority” (11:15 a.m.) Is training one of the hats you're wearing in your organization? Wondering how to thrive in that role? Spend an hour with Jessie Charlton, CIS' instructional design and multimedia specialist, as she shares tips and tricks to turn training into learning and action.

Questions? Contact [Mary](#) prior to Feb. 17 at 503-763-3815. To register for the conference, visit [www.cisoregon.org/conference](http://www.cisoregon.org/conference).

## UPCOMING CLC WEBINARS

### **March 23, Entity Admin FAQs and Updates, 10 - 11 a.m.**

CIS Training Manager Mary Meyer reviews some commonly asked questions, including:

- How do I update a user account from one city to another?
- How do I remove a user account when an employee leaves?
- How do I enroll a group for a classroom training?
- How do I show an online course to a group at an upcoming meeting?
- How can I upload one of our policies and then assign it to our employees?

What other topics are you interested in? Contact Mary at [mmeyer@cisoregon.org](mailto:mmeyer@cisoregon.org) with ideas!

### Additional upcoming CIS Learning Center Webinars

- June 8, 10 a.m. – How to Waive a Class, and Approve a Waiver
- Sept. 14, 10 a.m. – Topic To Be Determined
- Dec. 7, 10 a.m. – Topic To Be Determined

## LAW ENFORCEMENT COURSES ARCHIVED

We had purchased five law enforcement courses from LocalGovU for a one-year contract. Unfortunately, the usage was low, so this contract will not be renewed. With no outstanding assignments, we archived these courses:

- Ethics in Law Enforcement
- Law Enforcement Liability
- Litigation Procedures
- Presenting Effective Testimony in a Court Room
- Risk Management for Law Enforcement

If you have questions about these topics, or suggestions for other topics for law enforcement, please contact Mary at [mmeyer@cisoregon.org](mailto:mmeyer@cisoregon.org).

#### QUICK TIP:

If you have employees who are not receiving the system-generated email notices, here are a couple ideas for you:

1. Contact your IT department or email provider to whitelist the Maestro IPs and email address. This identifies our vendor as “safe” and allows you to receive emails. You’ll find the details on the Entity Admin Resources page at <http://learn.cisoregon.org/EntityAdmins.aspx>. Look for the document named “System Compatibility — Course Launch and Completion.”
2. If you have marked your User Profile with a “Daily Notification,” you’ll receive this notice around 5 p.m. (if there has been any activity that day).