



FAQs

Frequently Asked Questions

LMS Basics

<p>What is the LMS?</p>	<p>An LMS is a software or web-based technology used to create, plan, deliver and assess specific learning processes. It can support the work of learners as well as learning and development professionals. An LMS provides L&D teams with an interface to create and deliver content while monitoring and assessing learners' progress and performance. With modern-day LMS platforms, L&D teams can differentiate the learning experience for unique groups, from employees to customers to channel partners.</p> <p>On the learner's side, an LMS enables users to access content on an intuitive platform. An LMS with a mobile app empowers learners to access material anytime, anywhere. Learners can engage in interactive learning experiences such as video conferencing, chat rooms and games. By heightening the learning experience, an LMS can boost user engagement and better equip companies to meet current and future business goals. More information is available here: Back to Basics</p>
<p>Why should I use the LMS?</p>	<p>An LMS can provide your organization and learners with a variety of benefits, no matter your company's size or your learners' goals. Your company can save time and money by delivering and administering large amounts of information on an intuitive platform. An LMS allows you to improve and expand upon traditional instructional methods through its support of different learning styles, including face-to-face, online and social learning. You can also integrate additional business tools into your LMS, such as human resources software or customer service applications—streamlining operations and elevating your business.</p>
<p>How do I access LMS?</p>	<p>Each LMS will have a unique LMS route. Please reach out to your System Administrator for your unique route.</p>
<p>How do I change my LMS password?</p>	<p>When you navigate to your unique LMS route; you can use the "Forgot Password?" functionality to reset your password. You can also reach out to your System Administrator for a manual password reset.</p>
<p>How do I search and register for a course?</p>	<p>For detailed instructions, please refer to Search Option within LMS.</p>

Computer Troubleshooting

<p>What is the optimal screen size and resolution for viewing content on a computer?</p>	<p>Absorb LMS does not have any specific system requirements and will display on a multitude of devices. Our learner interface runs on screens of all sizes while the admin interface works on desktops, laptops, and tablets.</p>
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What devices are compatible with the LMS?	Our learner interface runs on screens of all sizes while the admin interface works on desktops, laptops, and tablets.
Can I access the LMS on two devices?	We do not support running our application, Absorb LMS, in multiple browsers or windows/tabs concurrently. Doing so may result in unexpected behavior. Manipulating browser cookies can cause issues with the normal execution of the LMS operations. Also, your course content may have additional requirements beyond the browser. For example, if you are still using flash-based content, your learners will need to have Flash installed. Remember, Flash support is discontinuing by all major browsers and Adobe by the end of 2020.

Contact Us

Technical Issues on the LMS? Where to go next for help.	If you are experiencing a technical issue that can't be resolved using the FAQ resources, please reach out to your System Administrator.
How do I contact an administrator?	Please use the following email address [insert address] for more help
My question is not here, where do I go next?	If you still need help, please reach out to your System admin at the following email address [insert address]

Course Management

How do I view and Enroll in Courses? (Course Catalog)?	a)Click on the Course Catalog Button to be directed to your available Courses. b)Select the Enroll Button by clicking on it to Enroll yourself in the Course.
How do I view a Course I have already started?	a)Select the Resume Button on your Dashboard to review the courses you have started b)Once you have clicked the resume, you can see what courses are left outstanding. c)Alternately you can select the My Courses Tile which can direct to your outstanding courses.
How do I View courses I complete?	You can access your transcript by using the hamburger menu on the top righthand side of the dashboard. Once you have selected the menu you can click on the transcript button to navigate to your transcript.
What to do after a course expires.	Reach out to your System Administrator to see if you can be re-enrolled in the course.
Can I complete a course after its Due Date?	Yes, when this due date passes, the course is still available to the user to take and complete as necessary.
How do i un-enroll from a course?	Reach out to your System Administrator to see if you can be unenrolled from the course.

How can i cancel / change my session?	If enabled, there is a Change or Cancel option in the ILC Course. If you are unable to find this option, please contact your System Administrator.
How can I filter through my catalogue?	<p>Using the Refine Search option allows you to further filter your content. When in Catalogue on the Learner Experience, select the filter icon in the upper left corner. Use the filtering options to search for Online Courses, Instructor Led Courses, Curriculums and Course Bundles.</p> <p>Choose one option in the drop down menu in Advanced Filter to filter option results by Venue Locations, Venue Types, and Vendor.</p> <p>Important Note: Search results may vary as they search for each word individually and will not be limited to exact phrasing. For example, searching for "information security" will result in the display of all matches that connect with the word "information" or "security." This may produce results that are inconsistent with your needs so do consider what word or words will be best to add to the search bar.</p>
Can I un-enroll from an Instructor Led Course	Reach out to your System Administrator to see if you can be re-enrolled in the course.
Why can't I jump from one module to another in my Curriculum?	A Curriculum is a managed learning path for working through a selection of Courses. You will need to complete one course at a time for subsequent courses to unlock.
I purchased a course bundle, why can't I locate it in My Courses?	You will not be able to see the Course Bundle after enrolling in or are enrolled. You will see individual courses in My Courses.

Miscellaneous

How do I reset my password.	<p>a)To reset your password, navigate to your Learner profile by clicking you profile icon at the top right side of the screen.</p> <p>b)Once you are on the profile screen click on the change password button.</p>
How can I search for courses or content in the LMS?	To search within the header on all pages, click the magnifying glass to view the search bar. Then, type in the name of the course, tag or resource that you are searching for and hit enter. You must only type in alphanumeric characters not special characters as they cannot be used to define a search.
How do i change the information on my profile (name, email address, etc.)	<ol style="list-style-type: none"> 1. Sign in to the LMS and select the Profile icon from the upper right corner of the Learner Dashboard. 2. Select the Profile Tab and select Edit. 3. Save your changes
Why doesn't my enrollment key work?	<ol style="list-style-type: none"> 1. Try to copy and paste the Enrollment Key from the email into the Enrollment Key tile on your Learner Dashboard. 2. Remove all spaces before and after the enrollment key. 3. Reach out to your System Administrator to confirm the correct Enrollment Key was sent.

<p>How do I get credit for a course taken outside of the LMS (external training)</p>	<p>On your Learner Dashboard enter information in External Training to record training taken outside the LMS. Submit to the System Administrator.</p>
<p>How can I update language on my Dashboard?</p>	<p>Update your language preference on the Learner Experience. On the bottom left of your screen hover over the globe icon. Click to open language options available to you.</p>
<p>Where can I view email messages in the system?</p>	<p>View email messages from your Learner Experience. Messages are displayed to you in the header and within your Profile.</p>
<p>Why aren't I receiving emails?</p>	<p>If you have enrolled in a course or completed course content and have not been receiving notifications through email, verify that your email address is correct in your profile.</p> <p>The system sends out emails to two locations:</p> <ol style="list-style-type: none"> 1. The registered email address on your profile 2. Your Messages in your profile. <p>If you are not receiving emails in either location, reach out to your System Administrator for support.</p>
<p>Where can I view my grades (transcripts)</p>	<p>View your transcripts two ways:</p> <ol style="list-style-type: none"> 1. Select Transcripts from the hamburger menu on the upper right side of your screen; 2. Select Transcripts from a tile on your dashboard.
<p>Can I print off my transcripts?</p>	<p>Yes! There is a Print Transcripts option on the upper right side of the screen, when accessing your transcripts on the learner experience.</p>
<p>How do I reset my password.</p>	<ol style="list-style-type: none"> a)To reset your password, navigate to your Learner profile by clicking you profile icon at the top right side of the screen. b)Once you are on the profile screen click on the change password button.