

Puerto Rico Learning Management System Student User Guide

Medicaid Management Solutions

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Note: This user manual is a draft document and will continue to be updated to reflect new functionality and User Interface changes as a result of future releases.



Privacy and Security Rules

The Health Insurance Portability and Accountability Act of 1996 (HIPAA – Public Law 104–191) and the HIPAA Privacy Final Rule¹ and the American Recovery and Reinvestment Act (ARRA) of 2009 requires that covered entities protect the privacy and security of individually identifiable health information.

¹ 45 CFR Parts 160 and 164, Standards for Privacy of Individually Identifiable Health Information; Final Rule

Revision History

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1.1	05/01/2023	Toni Myers	QA Review and 508 testing
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1. Introduction

The purpose of this user guide is to assist the students of the Puerto Rico Learning Management System (LMS) with student functions and site navigation.

2. Information You Will Need

To access the Puerto Rico LMS site, you will need to have an email address and the appropriate enrollment key. For more information on registering for the LMS and obtaining an enrollment key, refer to section 4 of this user guide.

3. System Requirements

The LMS is a web-based application that runs through a standard web browser. The LMS does not have any specific system requirements and displays on a multitude of devices.

Note: The LMS should not be run 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.

You may also need additional software plug-ins depending on the eLearning videos you are using. The most common plug-ins include Adobe (PDF) or Microsoft's Media Player.

4. Registering for the Puerto Rico Learning Management System

4.1 The LMS Hyperlink

To access the LMS website, complete the following steps:

1. Click the following hyperlink: prmmislearningcenter.myabsorb.com.
2. The **Puerto Rico Medicaid Management Information System (PRMMIS) Learning Center** home page appears. Refer to Figure 4.1.

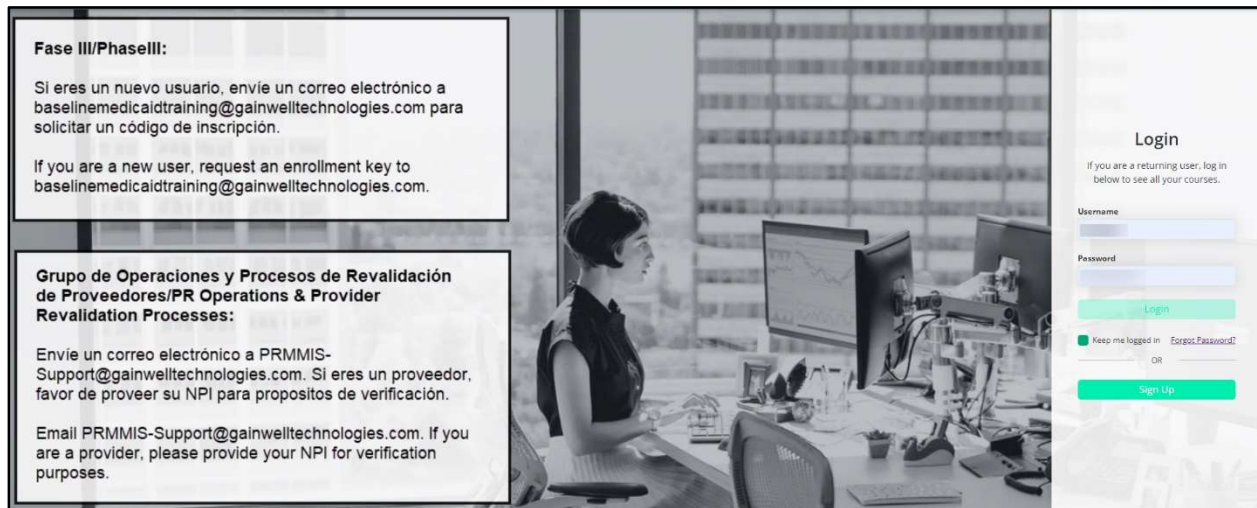


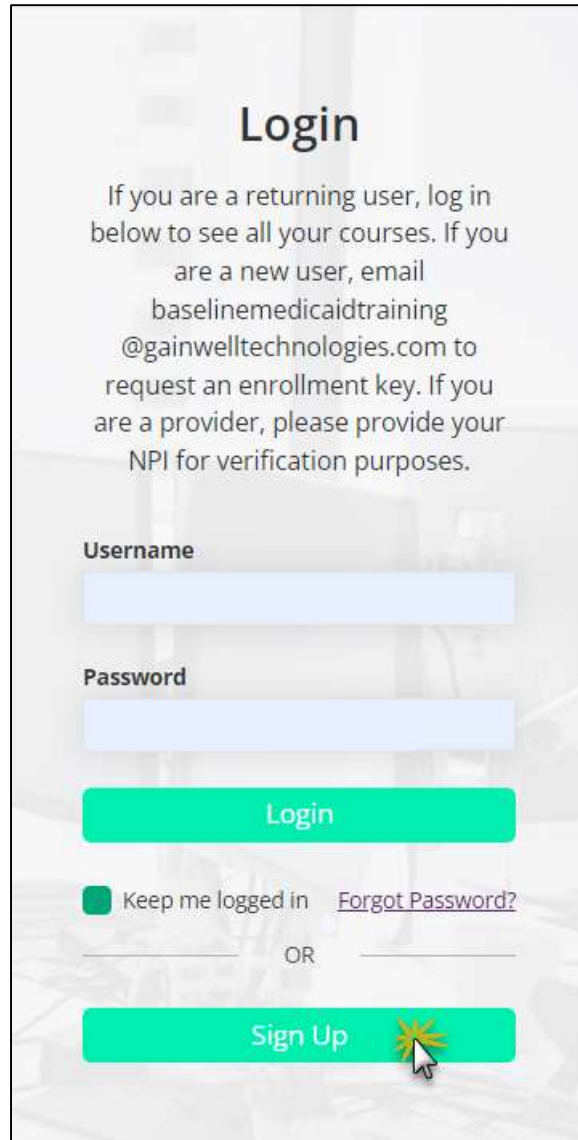
Figure 4.1 – PRMMIS Learning Center Home Page

4.2 Registration

All first-time users must register to create a username and password.

To complete registration, follow the steps below:

1. Click **Sign Up** on the **PRMMIS Learning Center** home page. Refer to Figure 4.2.

A screenshot of a login and sign-up interface. At the top, the word "Login" is centered in a large, bold, black font. Below it, a paragraph of text provides instructions for returning users, new users, and providers. The text is centered and uses a standard sans-serif font. Underneath the text, there are two input fields: "Username" and "Password", each with a light blue border and a white background. Below the "Password" field is a green "Login" button with white text. Under the "Login" button, there is a checkbox labeled "Keep me logged in" and a link labeled "Forgot Password?". Below these is a horizontal line with the word "OR" in the center. At the bottom, there is a green "Sign Up" button with white text. A yellow starburst icon with a mouse cursor pointing at it is positioned over the "Sign Up" button.

Login

If you are a returning user, log in below to see all your courses. If you are a new user, email baselinemedicaidtraining@gainwelltechnologies.com to request an enrollment key. If you are a provider, please provide your NPI for verification purposes.

Username

Password

Login

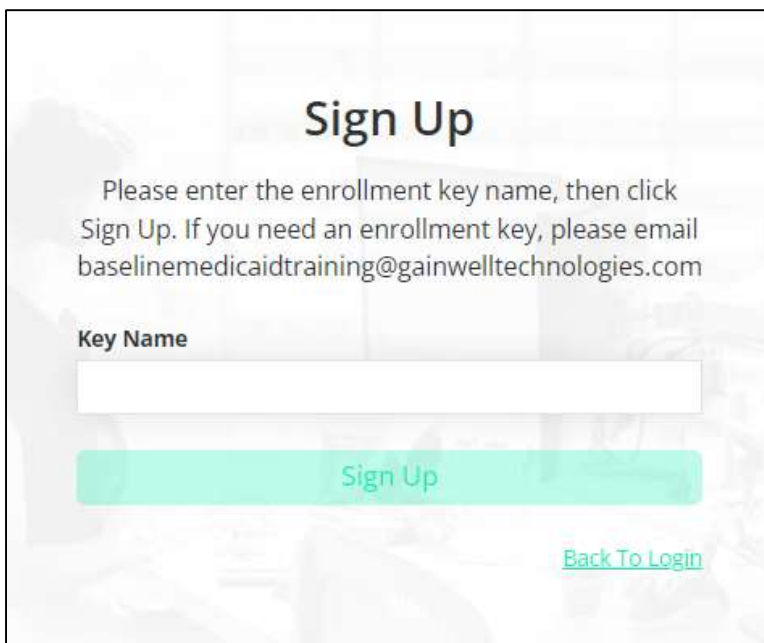
☒ Keep me logged in [Forgot Password?](#)

OR

Sign Up

Figure 4.2 – New User Sign Up Button

2. The **Sign Up** window opens. Refer to Figure 4.3.



Sign Up

Please enter the enrollment key name, then click Sign Up. If you need an enrollment key, please email baselinemedicaidtraining@gainwelltechnologies.com

Key Name

Sign Up

[Back To Login](#)

Figure 4.3 – New User Sign Up Window

3. Enter your enrollment key and click **Sign Up**. The **Sign Up** window appears.

Note: If you need an enrollment key, send an email with your request to Baselinemedicaidtraining@gainwelltechnologies.com.

4. Complete the required fields in the **Sign Up** window. A description of each field is included in the table below. Refer to Table 4.1.

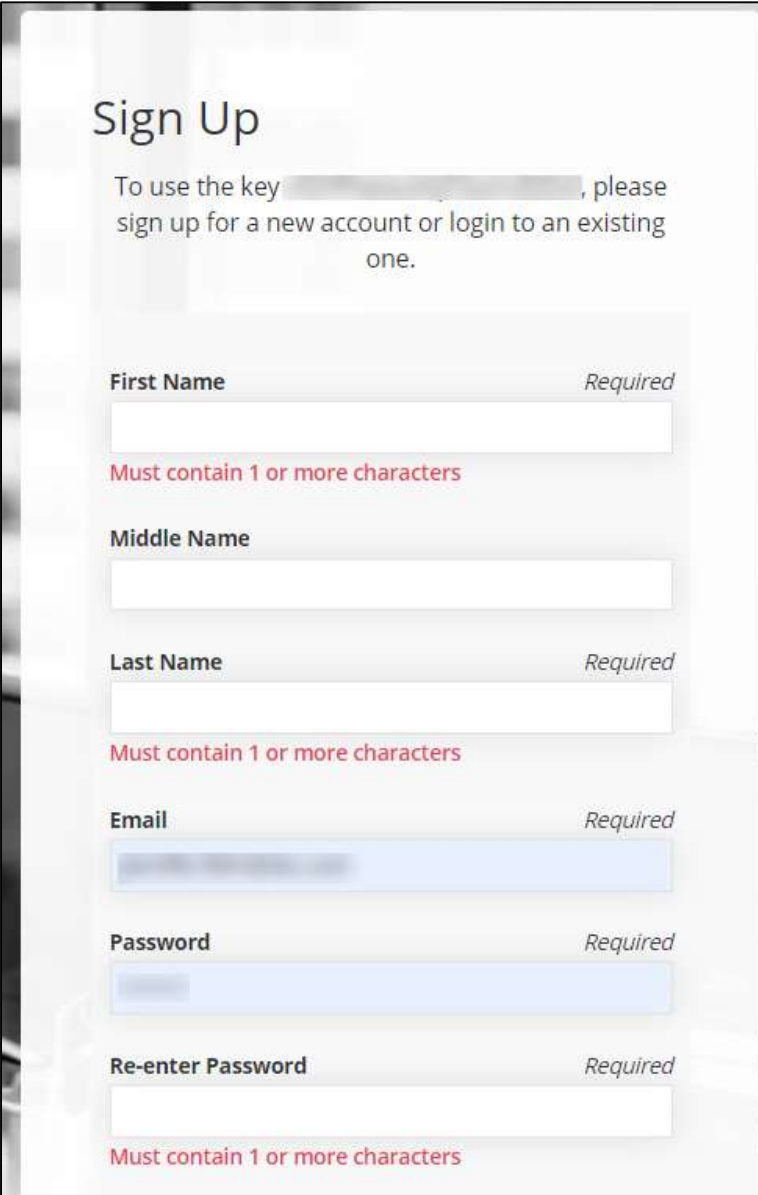
Note: Fields marked with “Required” are required to be completed.

Field	Description
First Name	Enter your first name.
Middle Name	Enter your middle name.
Last Name	Enter your last name.
Email	Enter your email address. This will be the email address that the LMS sends system notifications to.
Password	Create the password to use for accessing the system. Your password must contain at least one letter, one number, and be at least eight characters in length.
Re-enter Password	Re-enter your password.
Phone Number	Enter your phone number starting with the area code.
Address	Enter line 1 of your address.
Address 2	Enter line 2 of your address.
Country	Select your country from the drop-down list.
State/Province	Select your state from the drop-down list.
City	Enter the city of your address.
Postal/Zip Code	Enter the postal/zip code of your address.

Table 4.1 – Sign Up Fields and Descriptions

5. Click **Sign Up**.

Note: If you have not filled in a required field, the system notifies you of the error. Refer to Figure 4.4.



The screenshot shows a 'Sign Up' form with the following fields and error messages:

- First Name** (Required): Must contain 1 or more characters
- Middle Name**
- Last Name** (Required): Must contain 1 or more characters
- Email** (Required)
- Password** (Required)
- Re-enter Password** (Required): Must contain 1 or more characters

Figure 4.4 – Required Fields Error Messages

Note: If all the information passes the validation test, the account is created, and you are automatically logged into the system.

4.2.1 Username

Your email address serves as your username once the account is created.

4.2.2 Password Length

Standard setup requires the password to contain at least one letter, one number, and be at least eight characters in length.

If you do not comply with the password settings listed above, the system generates an error message. Refer to Figure 4.5.

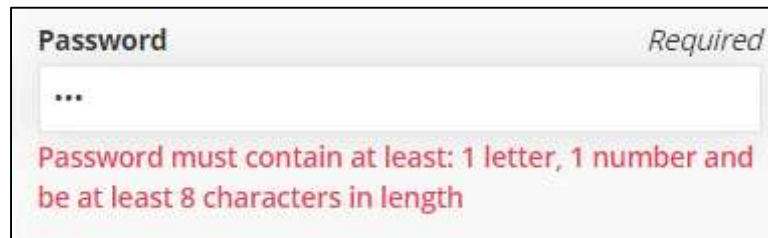
The image shows a web form for password entry. At the top, the word "Password" is on the left and "Required" is on the right. Below this is a text input field containing three dots "...". Underneath the input field, a red error message is displayed: "Password must contain at least: 1 letter, 1 number and be at least 8 characters in length".

Figure 4.5 – Password Error Message

Note: Once you have created an account, you will be able to change your password. Refer to section 5.1.3.1 for more information.

4.2.3 Help Logging In

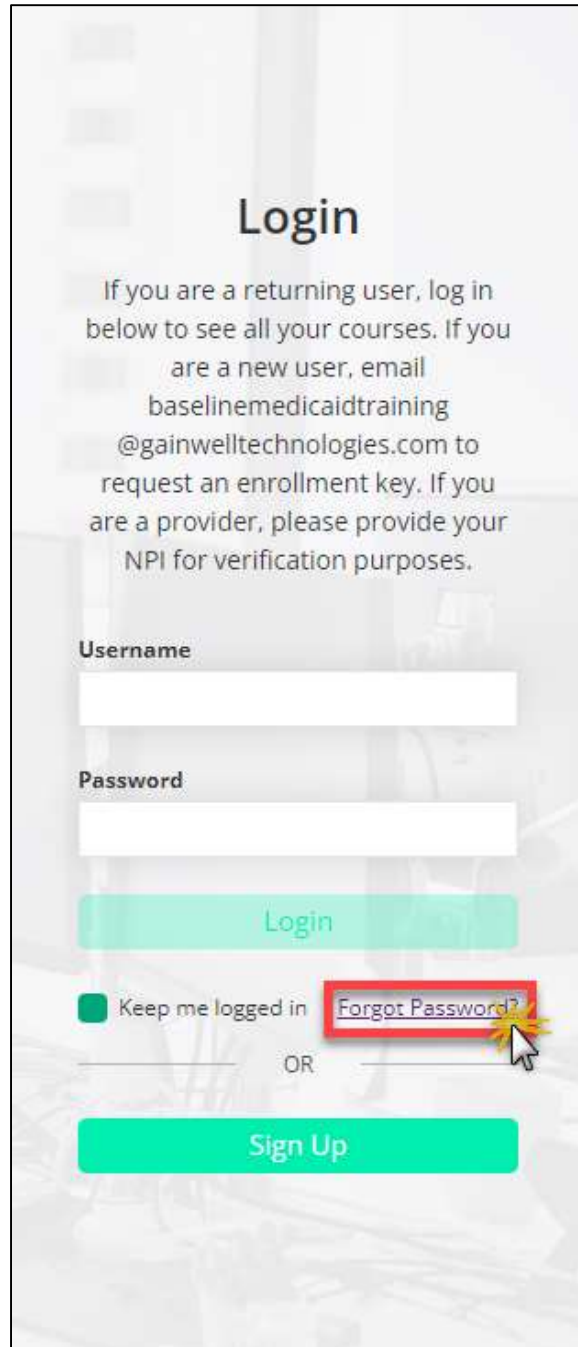
If you have previously registered an account in the Absorb LMS and cannot remember your username and/or password, there are two available options:

- If you know your email address connected to your user account, refer to section 4.2.3.1 of this user guide for further instructions.
- If you do not remember your email address connected to your user account, refer to section 4.2.3.2 of this user guide for further instructions.

4.2.3.1 Using the Email Address on File

To reset a password using the email address that was provided during initial registration, follow the instructions below:

6. On the **PRMMIS Learning Center** login window, click the **Forgot Password** hyperlink. Refer to Figure 4.6.

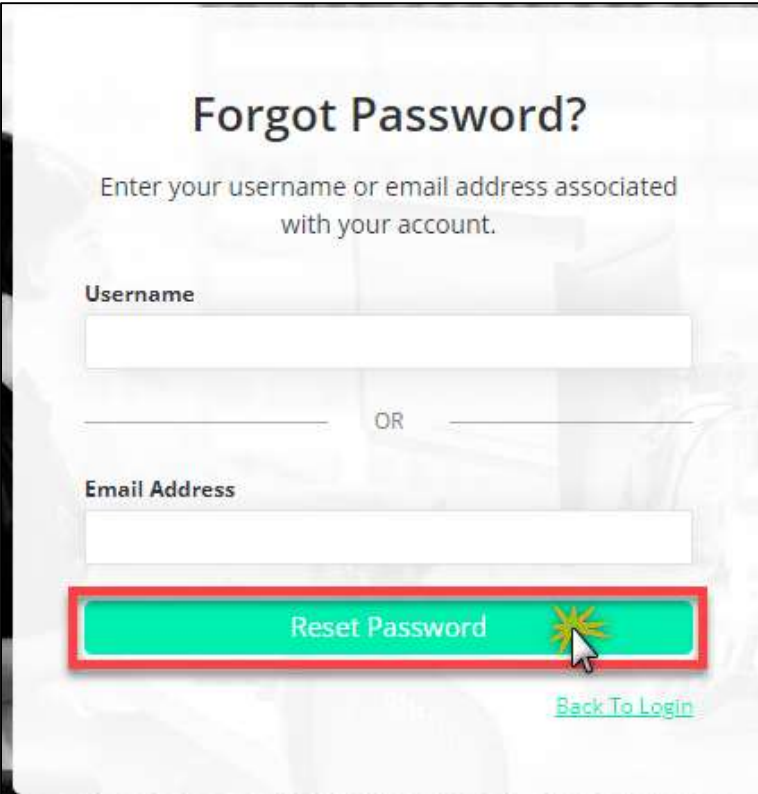


The screenshot shows a login interface with the following elements:

- Login** header.
- Instructions: "If you are a returning user, log in below to see all your courses. If you are a new user, email baselinemedicaidtraining@gainwelltechnologies.com to request an enrollment key. If you are a provider, please provide your NPI for verification purposes."
- Username** label above a text input field.
- Password** label above a text input field.
- A teal **Login** button.
- A checkbox labeled "Keep me logged in".
- A red-bordered box around the **Forgot Password?** hyperlink, with a mouse cursor clicking on it.
- An **OR** separator.
- A teal **Sign Up** button.

Figure 4.6 – Forgot Password Hyperlink

7. The **Forgot Password** window opens.
8. In the field provided, enter your username or email address.
9. Click **Reset Password**. Refer to Figure 4.7.

A screenshot of a web form titled "Forgot Password?". Below the title is the instruction "Enter your username or email address associated with your account." There are two input fields: "Username" and "Email Address", separated by an "OR" label. Below the "Email Address" field is a red-outlined button labeled "Reset Password" with a yellow starburst icon and a mouse cursor pointing at it. To the right of the button is a blue link labeled "Back To Login".

Forgot Password?

Enter your username or email address associated with your account.

Username

OR

Email Address

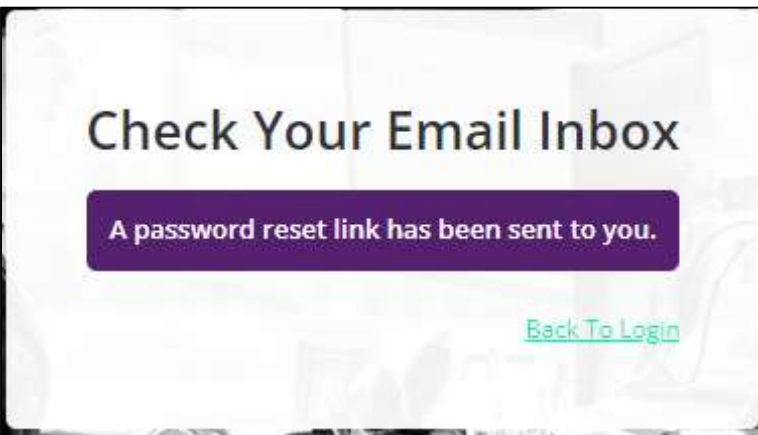
Reset Password

[Back To Login](#)

Figure 4.7 – Forgot Password Window

10. If you enter the correct email address, a message displays stating that a password reset link has been sent to you. An email containing a link to complete the reset process is sent to your inbox. Refer to Figure 4.8.

Note: This link will expire after 24 hours.

A screenshot of a notification message titled "Check Your Email Inbox". Below the title is a purple box containing the text "A password reset link has been sent to you." At the bottom right is a blue link labeled "Back To Login".

Check Your Email Inbox

A password reset link has been sent to you.

[Back To Login](#)

Figure 4.8 – Password Reset Email Notification

Note: If you enter an email address that is not on file or enter your email address incorrectly, you will not receive an email to reset your password. Refer to the No Email Address on File/Password Reset Email Not Received section of this user guide for more information.

11. Once you receive the password reset email, click the **Password Reset** hyperlink provided to reset your password. Refer to Figure 4.9.

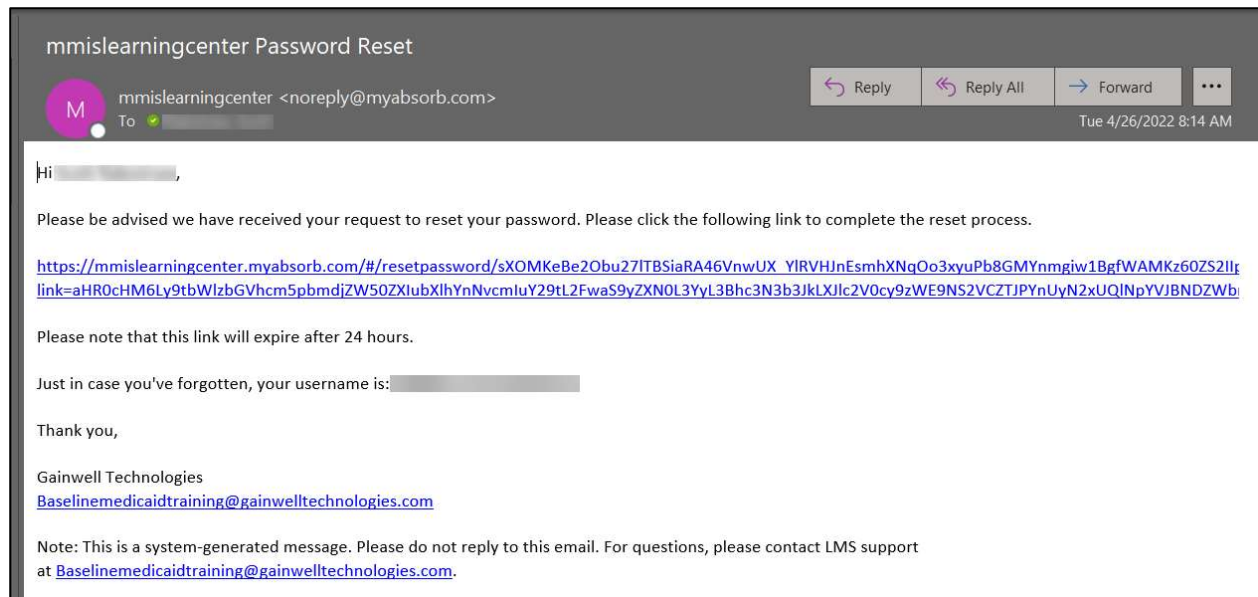


Figure 4.9 – Password Reset Email

Note: Your username is also provided in the email.

12. The **PRMMIS Learning Center** website loads, and the **Reset Password** window opens.

13. In the **New Password** field, enter your new password.

Note: As a reminder, the system requires the password to contain at least one letter, one number, and be at least eight characters in length.

14. In the **Confirm New Password** field, enter your new password again for confirmation.

15. Click **Reset Password**. Refer to Figure 4.10.

A screenshot of the "Reset Password" window. It has a title "Reset Password" and a message: "Please enter a new password. Password must contain at least: 1 letter, 1 number and be at least 8 characters in length". There are two input fields: "New Password" and "Confirm Password", both marked as "Required". At the bottom, there is a green button labeled "Reset Password" with a yellow starburst icon and a mouse cursor pointing at it.

Figure 4.10 – Reset Password Window

16. The system updates the password, and a **Login** button appears. Click **Login**. Refer to Figure 4.11.

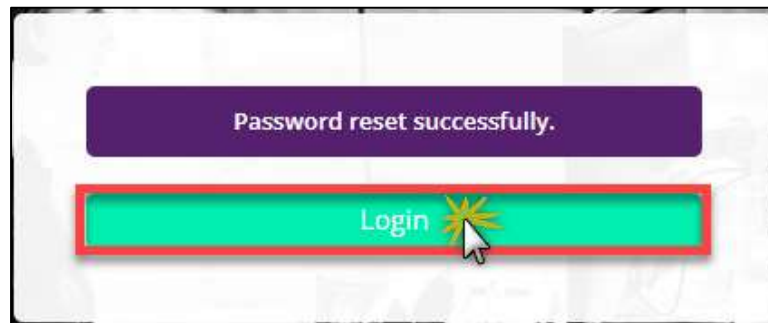


Figure 4.11 – Successful Password Reset Window

4.2.3.2 No Email Address on File/Password Reset Email Not Received

If you do not receive an email to reset your password, follow the instructions below:

1. Draft an email to the LMS administrators at Baselinemedicaidtraining@gainwelltechnologies.com to tell them you forgot your username/password.
2. The LMS administrators will receive your email and assist you in regaining access to the system.

4.3 Terminology

To successfully navigate the LMS, it is important to understand the terminology and field names being used. Refer to Table 4.2.

LMS Term	Definition
Calendar	The Calendar displays your upcoming courses.
Catalog	The Catalog displays all available online courses, instructor led trainings (ILCs), and curricula.
Curriculum	The Curriculum is a group of online courses and/or ILCs placed together to accomplish a learning goal.
Dashboard	The Dashboard is the main page and contains all learner information including information on courses, registrations, notifications, transcripts, and more.
Instructor Led Course (ILC)	An ILC is training that is delivered by an instructor.
My Courses	The My Courses window displays a list of all online courses, ILCs, and curricula that you have registered for, started, or completed.
Online Course	An online course is a video.
Profile	The Profile window contains profile information such as first name, last name, password, email, address, and department.
Search	The Search function allows you to search courses by course type, ratings, venues, tags, and more.
Transcript	The Transcript page contains course completion and certification information.

Table 4.2 – LMS Terminology

5. Dashboard

When you initially login to the LMS, the PR MMIS Learning Center Dashboard appears. This is the main window for navigation throughout the system. Refer to Figure 5.1.



Figure 5.1 – PRMMIS Learning Center Dashboard

5.1 Dashboard Header

Use the Dashboard header located in the upper right-hand corner to navigate the LMS. The four icons found on the Dashboard header are Search, Messages, Profile, and Menu. Refer to Figure 5.2.



Figure 5.2 – Dashboard Header Icons

5.1.1 Search

The LMS allows users to easily search for content within the user interface using the search bar on the header of all pages.

3. Click the **Magnifying Glass** icon on the header. The **Search Bar** expands. Refer to Figure 5.3.



Figure 5.3 – Search Bar

4. Type what you are looking for in the **Search Bar** and press **Enter**. The search function automatically looks for content that matches your term and returns up to 100 results.

Note: Search results may vary as they are not limited to exact phrasing. For example, searching for "Report Manager" will result in the display of all matches that contain the word "Report" or "Manager". This may produce results that are inconsistent with your needs, so consider which word or words will be best to add to the search bar.

Note: You must only type in alphanumeric characters. Special characters cannot be used to define a search.

5. The **Search Results** page opens. Refer to Figure 5.4.

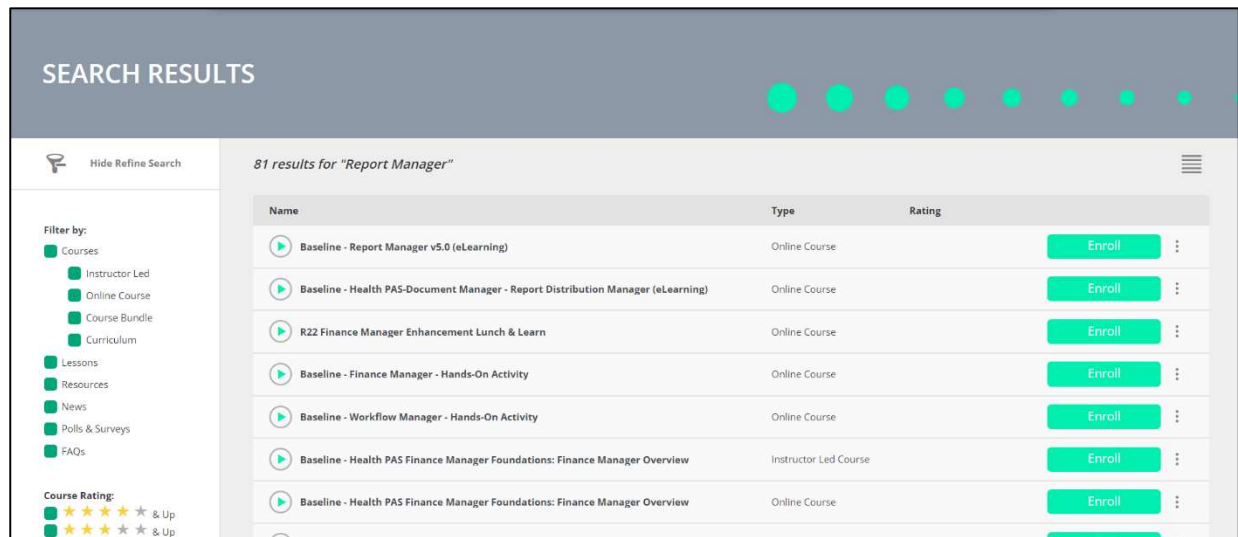


Figure 5.4 – Search Results Page

Note: The categories displayed include Name, Type, Rating, and options for enrollment.

6. Click the **Choose View** icon to adjust how search results are displayed. The results are initially displayed as a simple text list. You can modify the display so that the results are viewed as tiles, a simple text list, or a more detailed list that includes images, tags, etc. Refer to Figure 5.5.

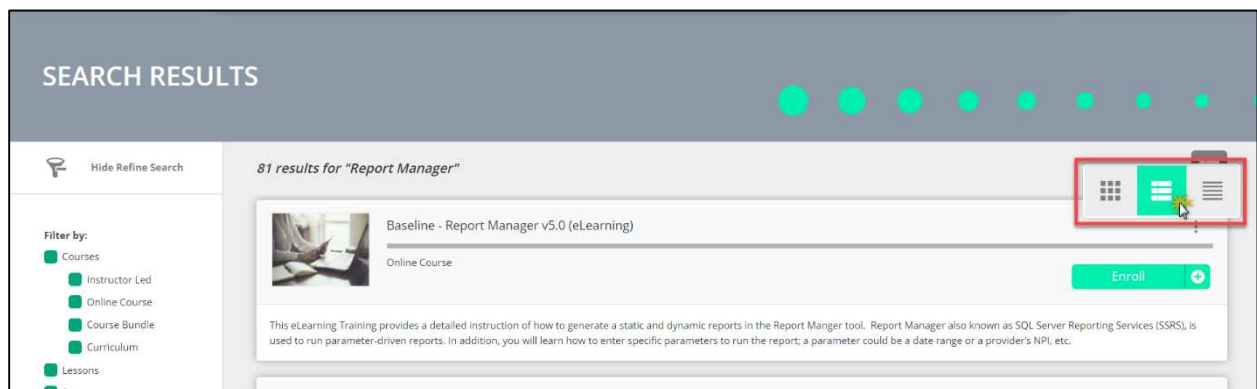


Figure 5.5 – Choose View Icon

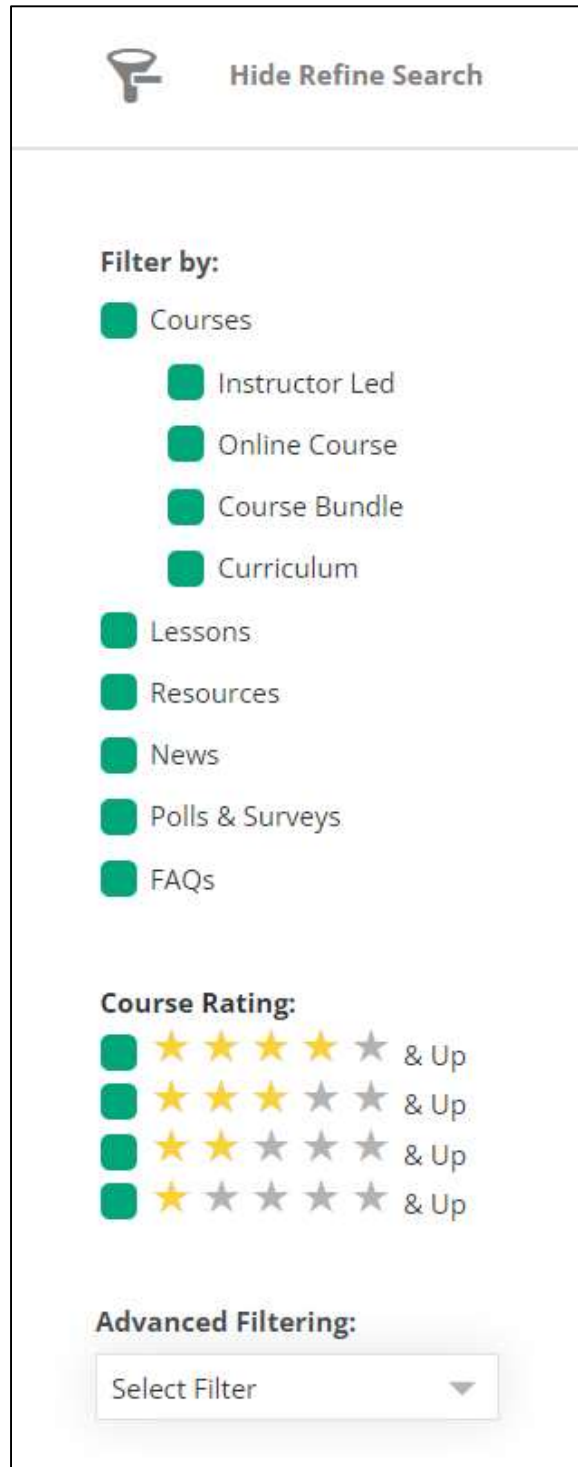
Note: To refresh the search bar, you must remove the old search term or write in a new search term and press enter. Even if you clear the search bar, the page will not be cleared until the Enter key is pressed. Furthermore, the "X" on the top search bar will only hide the search bar and not clear what is contained within it.

5.1.1.1 Refine Search Criteria

The Refine Search Criteria option allows users to further filter their content. It becomes available to users after they complete a search using the Search icon in the header (on the Search

Results page), or when a user proceeds directly from their Dashboard tile to the Catalog, My Courses, Resources, and Calendar. Refer to Figure 5.6.

Note: The filtering options will vary depending on the page you are searching on.



The image shows a 'Refine Search Pane' with a funnel icon and the text 'Hide Refine Search'. Below this, there are two main sections: 'Filter by:' and 'Course Rating:'. The 'Filter by:' section contains a list of categories with checkboxes: Courses, Instructor Led, Online Course, Course Bundle, Curriculum, Lessons, Resources, News, Polls & Surveys, and FAQs. The 'Course Rating:' section contains four rows of star ratings, each with a checkbox and the text '& Up'. The first row has 5 stars, the second has 4 stars, the third has 3 stars, and the fourth has 2 stars. Below these sections is an 'Advanced Filtering:' section with a dropdown menu labeled 'Select Filter'.

Figure 5.6 – Refine Search Pane

Note: If you do not see the option to apply filters on your search, you may have the Refine Search Criteria option hidden. If you only see the funnel with the plus sign, click the Plus Sign icon and then return to the Dashboard and search again. You will then see these filtering options appear.

1. Select the check box next to the search criteria you want to use to refine your search. The Refine Search criteria are listed below:
 - Courses
 - Instructor Led
 - Online Course
 - Course Bundle
 - Curriculum
 - Lessons
 - Resources
 - News
 - Polls & Surveys
 - FAQs
 - Course Rating

Note: You can access the Advanced Filtering feature by clicking the drop-down list in the lower left-hand corner of the page. Refer to the Advanced Filtering Criteria section within this user guide for more information.

5.1.1.2 Advanced Filtering Criteria

The Advanced Filtering Criteria fields provide more options to help narrow your search results. To access the Advanced Filtering Criteria fields, follow the instructions below:

2. Click the drop-down list within the **Refine Search** pane on the lower left-hand corner of the page. Refer to Figure 5.7.

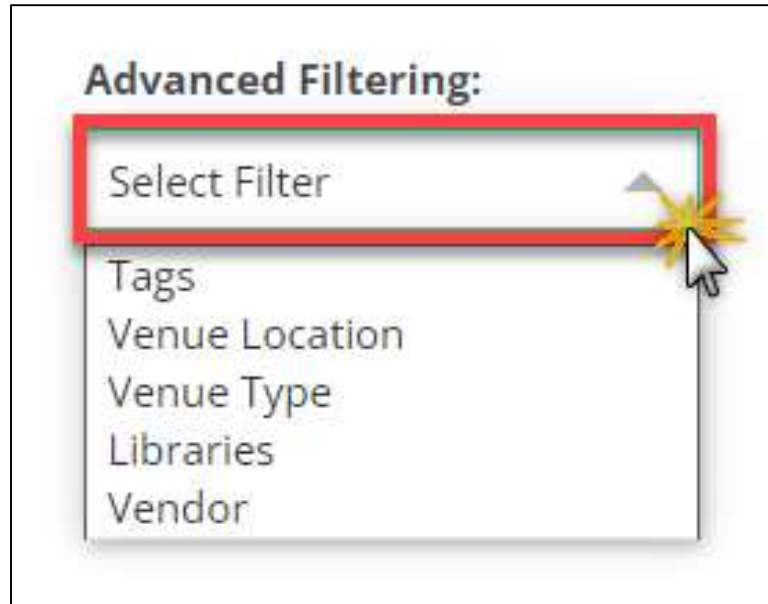


Figure 5.7 – Advanced Filtering Drop-Down List

The Advanced Filtering Criteria fields are listed below:

- Tags
- Venue Location
- Venue Type
- Libraries
- Vendor

5.1.1.3 Sorting Search Results

Users have the option to sort the information on the Search Results page, the Catalog page, and in My Courses. This sorting option allows a user to organize their search results so they can easily find what they are searching for. Refer to Figure 5.8.

The user can sort search results by Recent Activity, Alphabetical, Date Enrolled, or Expiry Date.

Note: The options available on the drop-down list vary depending on the page that the learner is viewing.

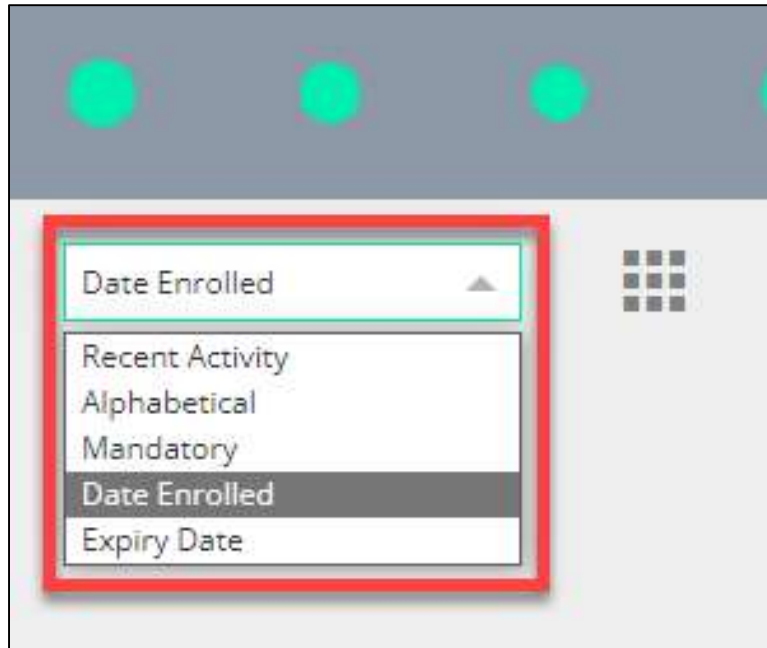


Figure 5.8 – Sort Search Results Drop-Down List

5.1.2 Messages

The Messages icon is displayed in the header and within the user's Profile. The user can access their Messages inbox by clicking the Messages icon.

Note: A green circle with the number of new messages will appear on top of the envelope to alert the user of a new message.

1. Click the **Messages** icon. The five most recent unread priority and system messages display within the header. Refer to Figure 5.9.

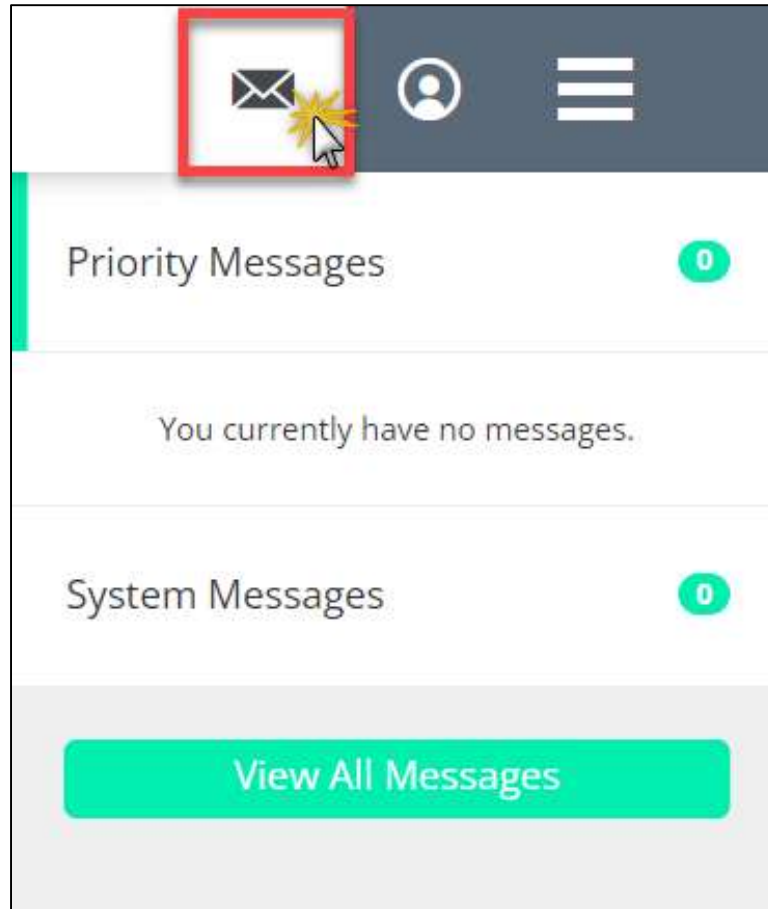


Figure 5.9 – Messages Icon

2. Select the message you want to read from the **Messages** drop-down list. A window with the full message appears. Refer to Figure 5.10.

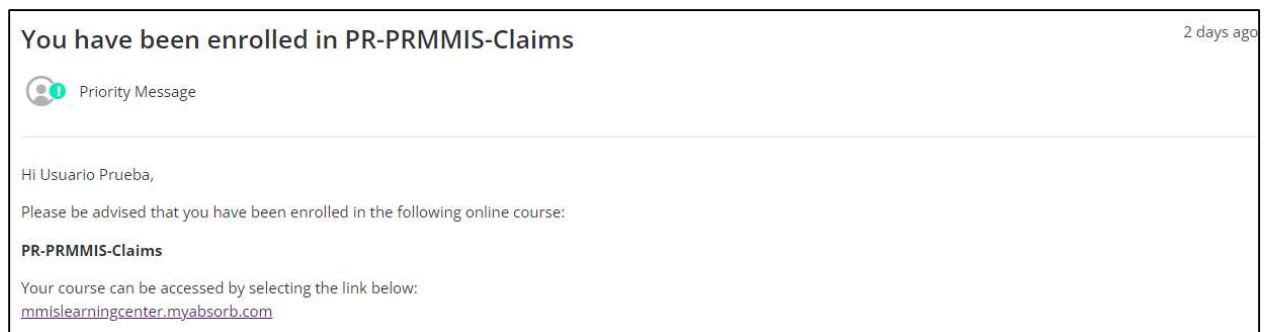


Figure 5.10 – Full Message Window

5.1.2.1 Priority vs. System Messages

The Message inbox is split into two categories: Priority Messages and System Messages.

- **Priority Messages** – Direct messages, or messages that require a call to action where the user is expected to respond (e.g., enrollment updates, reminders, etc.)
- **System Messages** – Messages that are automated and record activity (e.g., enrollments, completions, etc.)

Click View All Messages under the Messages icon. The Messages Inbox page displays with a list of all messages. Refer to Figure 5.11.

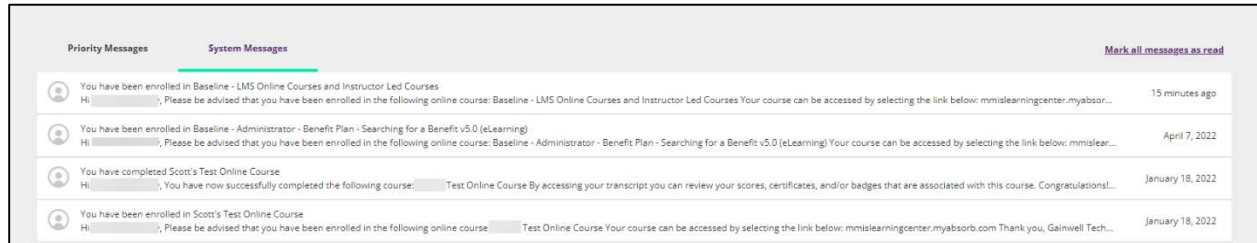


Figure 5.11 – Messages Inbox

Note: Messages cannot be deleted but can be marked as read.

Note: Messages can also be viewed on the Profile window. Refer to the Profile section for more information.

5.1.3 Profile

A user's profile information can be viewed by clicking the Profile icon on the Dashboard header. Refer to Figure 5.12.

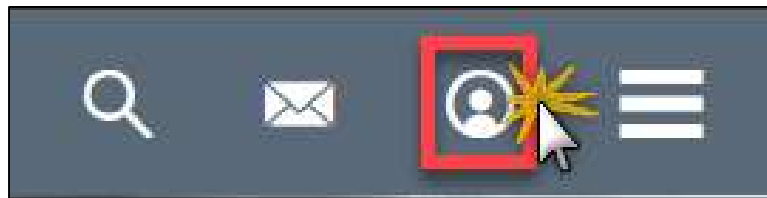


Figure 5.12 – Profile Icon

Click the Profile icon to view your user profile. The Profile Information window appears. Refer to Figure 5.13.

The screenshot shows the 'Profile Information' page. At the top, there are three tabs: 'Profile', 'Messages', and 'My Activity'. The 'Profile' tab is selected. On the left side, there is a profile card for 'Scott Rakestr...'. It features a large circular placeholder for a profile picture with a camera icon in the center. Below the name, there are input fields for 'Username', 'Email', and 'Department'. At the bottom of this card are two green buttons: 'Edit Profile' and 'Change Password'. On the right side, under the heading 'Profile Information', there are several input fields: 'First Name' (filled with 'Scott'), 'Middle Name', 'Last Name' (filled with 'Rakestraw'), 'Username', 'Email', and 'Phone Number'.

Figure 5.13 – Profile Information Page

The Profile Information window lists the following user details:

- Name
- Username
- Email
- Phone Number
- Address
- Country

- State/Province
- City
- Postal/Zip Code
- New Hire
- Requested Training
- ISO Training
- Local Badge
- LMS Admin Course Review
- Manager
- Capability

Note: Not all fields will contain information. Information listed varies depending on the user.

5.1.3.1 Edit User Profile/Change Password

To modify your profile information, including changing your password, complete the following steps:

1. On the **Profile** window, click **Edit Profile**. Refer to Figure 5.14.

Figure 5.14 – Edit Profile Window

Note: You cannot edit every field in the Profile Information window. If your email changes, you will need to contact the PRMMIS Learning Center Support Team. Refer to the Contact Us section of this user guide for more information.

Note: Required fields will have “Required” displayed above the field.

2. Click **Change Password** to create a new password. Refer to Figure 5.15.

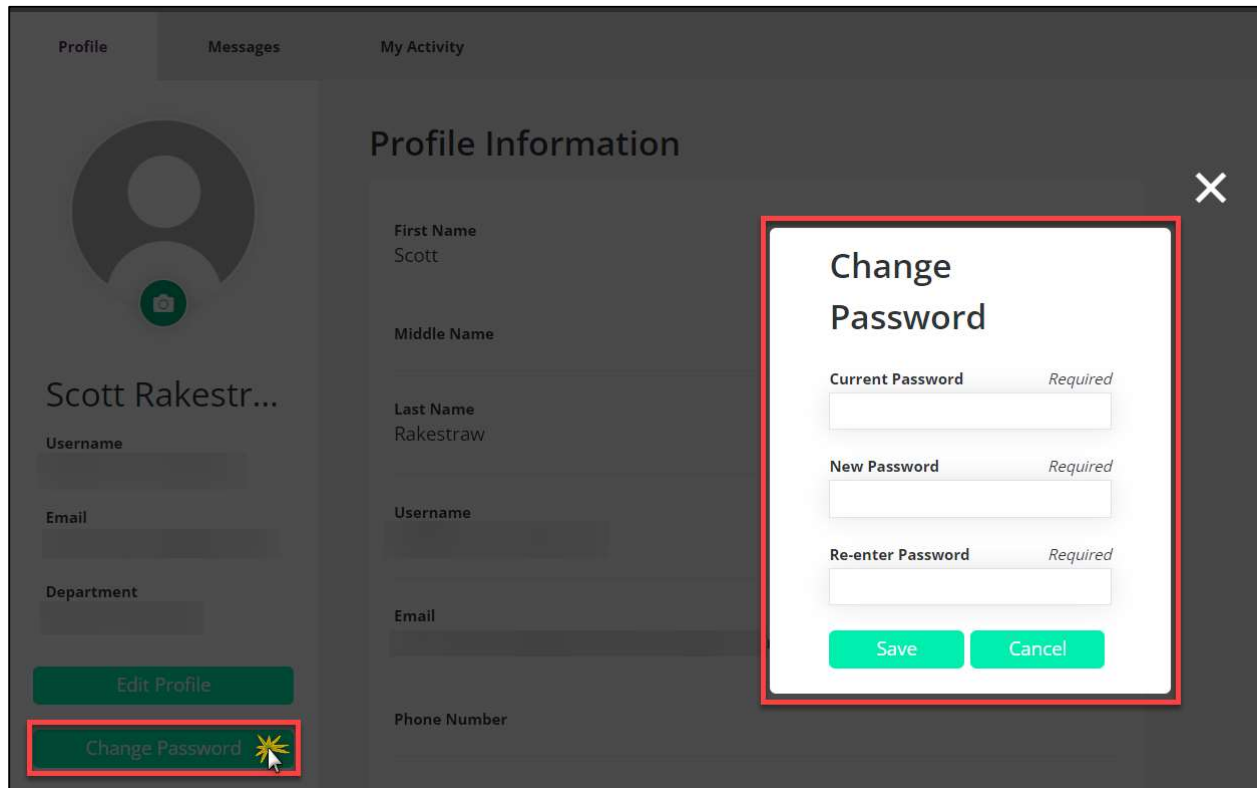


Figure 5.15 – Change Password Window

3. Enter your current password in the **Current Password** field.
4. Enter your desired new password in the **New Password** field.

Note: As a reminder, the system requires the password to contain at least one letter, one number, and be at least eight characters in length.

5. Enter your new password again in the **Re-enter Password** field.
6. Click **SAVE** to save your new password or **CANCEL** to discard any changes.

5.1.3.2 Messages/My Activity

You can access Messages and My Activity by clicking the tabs on the upper left-hand side of the Profile window. Refer to Figure 5.16.



Figure 5.16 – Messages and My Activity Tabs

1. Click the **Messages** tab to access the **Messages Inbox**. Refer to section 5.1.2 of this user guide for more information.
2. Click the **My Activity** tab to view your recent activity within the LMS. Refer to Figure 5.17.



Figure 5.17 – My Activity Tab

The My Activity tab in the user profile provides an activity feed for users to see exactly what they were last working on.

Note: Enrollments, comments, completions, and certificates earned are displayed in chronological order.

5.1.4 Menu

The Menu serves as a navigation tool for users within the LMS. Most of the options can also be accessed via Dashboard tiles.

3. Click the **Menu** icon on the **Dashboard** header to display a list of areas you can access within the LMS. Refer to Figure 5.18.

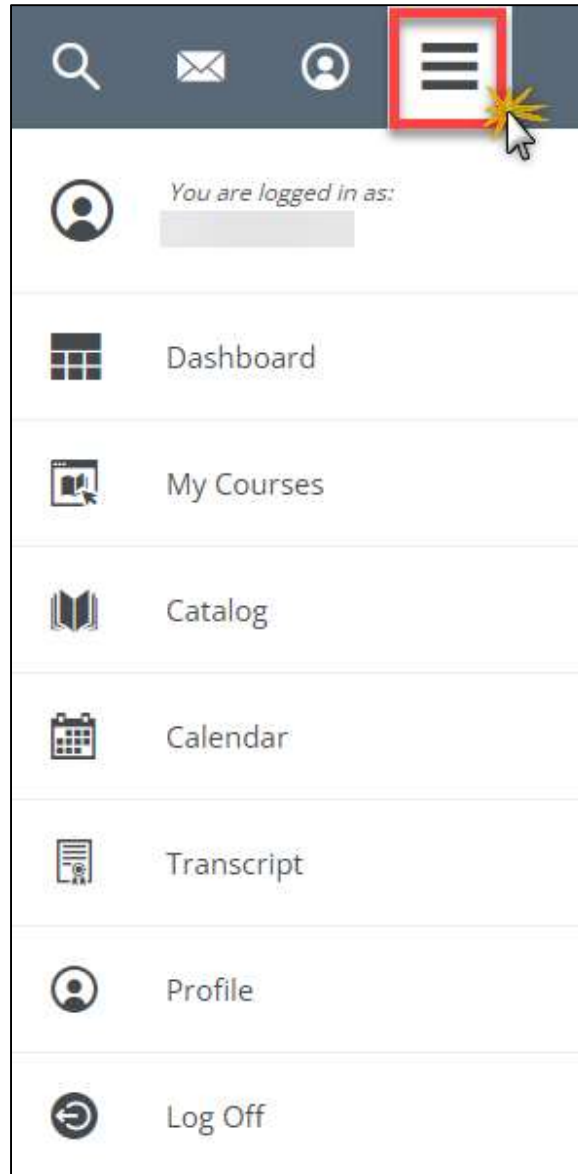


Figure 5.18 – Menu

Note: You can access the Dashboard, My Courses, Catalog, Calendar, Transcript, and Profile pages within the Menu. Refer to the Dashboard Tiles section in the user guide for more information.

4. Click **Log Off** to log out of your LMS account.

5.2 Dashboard Tiles

Users can navigate different areas of the LMS by utilizing the Dashboard tiles. The tiles that are displayed on the PRMMIS Learning Center Dashboard are described below:

- **Resume** – Allows you to continue working on the last course you accessed.
- **My Courses** – Displays a list of courses you are currently enrolled in.
- **Catalog** – Shows a complete list of available courses.

- **Transcript** – Provides a transcript of all courses you are/have been registered for.
- **Contact Us** – Enables you to send a request to the LMS support team via email.
- **External Training** – Allows you to enter any training completed outside of the LMS to be added to your transcript.
- **LMS Student User Guide** – Redirects you to the link where you can download the user guide.

My Pinned Courses and Featured Courses are also displayed to allow users to easily access their saved courses and courses recommended by admins. Refer to Figure 5.19.

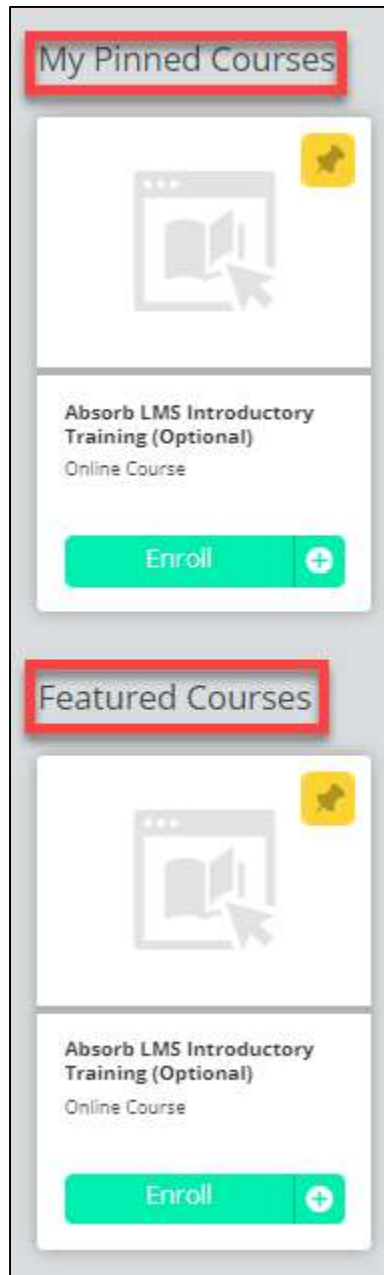


Figure 5.19 – My Pinned Courses & My Featured Courses Ribbons

5.2.1 Resume

The Resume Tile allows a learner to continue with the course that is displayed at the bottom of the Tile. Refer to Figure 5.20.

Note: If a course hasn't been started the Dashboard Tile will display the following message: "Nothing to display yet".



Figure 5.20 – Resume Dashboard Tile

1. If a course has been started, click **Resume**. The **Course Content** window appears. Refer to Figure 5.21.
2. Navigate to the portion of the course that has been started and click **Resume**. Refer to Figure 5.21.

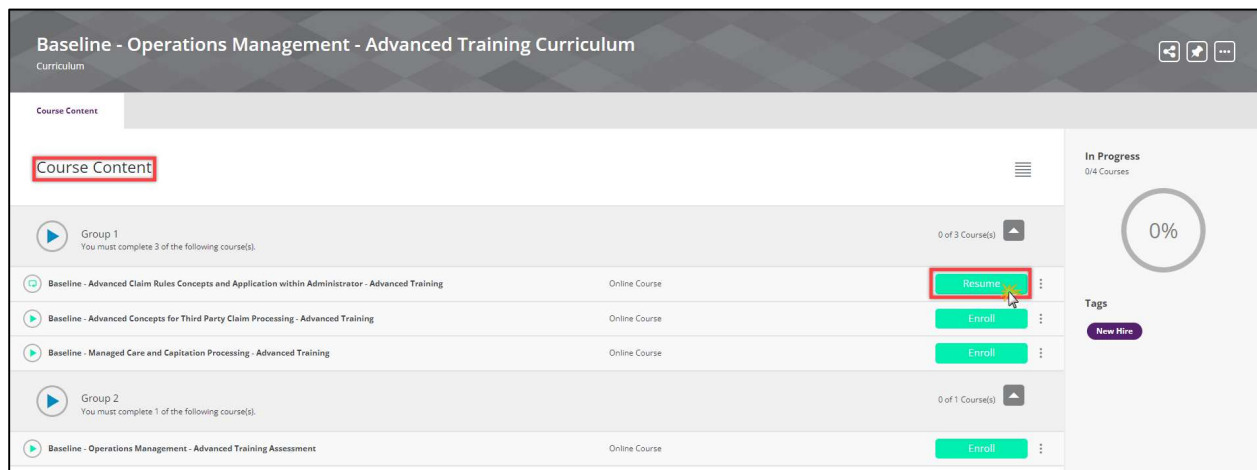


Figure 5.21 – Resume Course Content Window

5.2.2 My Courses

My Courses allows you to view/start a course that you are currently enrolled in.

1. Click the **My Courses Tile** on the **Dashboard** or select **My Courses** from the **Menu** drop-down list to access a list of courses you are currently enrolled in.

Note: Each course will either display a View, Start, or Resume button depending on the course status.

2. Click **View** on the **Course Tile** to see information about the course.
3. Click **Start** on the **Course Tile** to begin the course.
4. Click **Resume** on the **Course Tile** to continue working on a course you previously started. Refer to Figure 5.22.

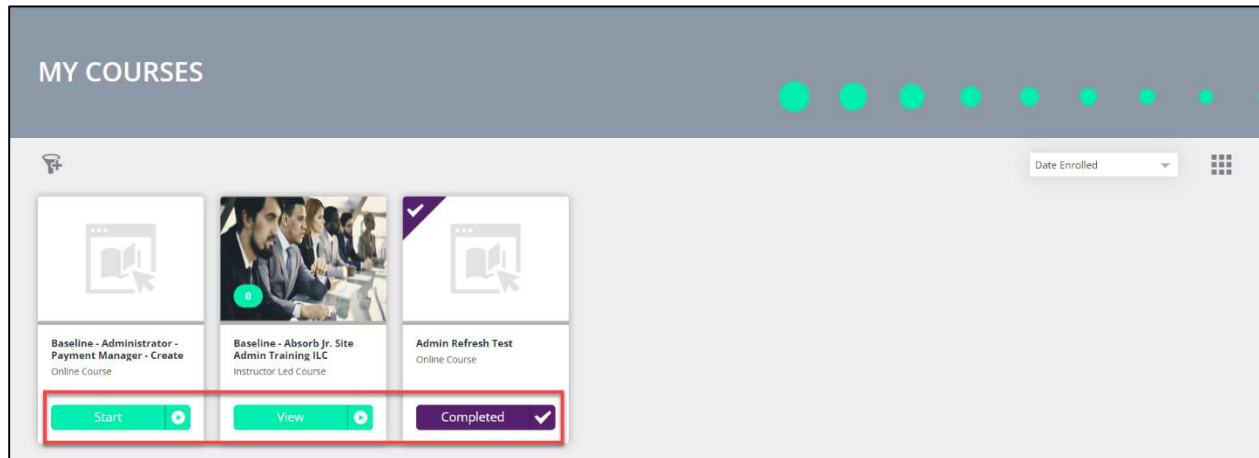


Figure 5.22 – My Courses Page

5. Click the drop-down menu in the upper right-hand corner to sort courses by the following menu options: Recent Activity, Alphabetical, Mandatory, Date Enrolled, or Expiry Date. Refer to Figure 5.23.

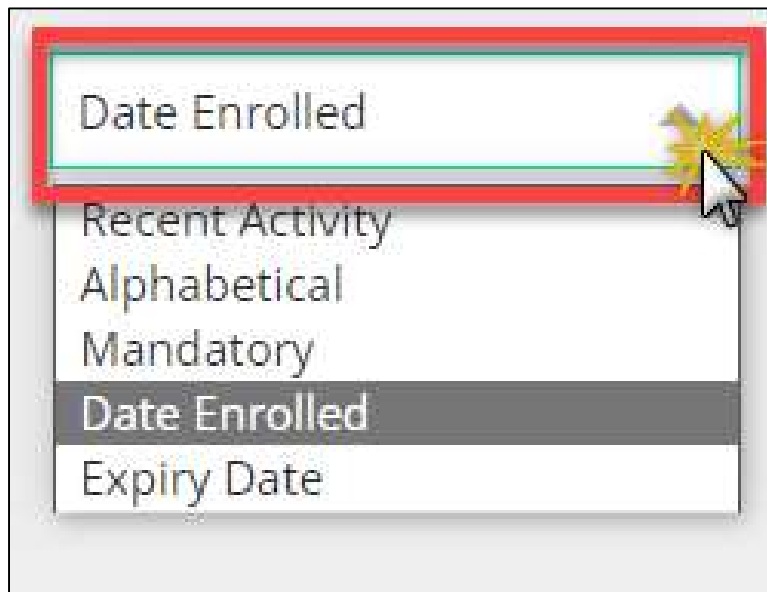


Figure 5.23 – My Courses Sorting Options

6. Any pinned courses will be displayed in this section. A pinned course will display a yellow **Thumbtack** icon in the upper right-hand corner of the course. Refer to Figure 5.24.

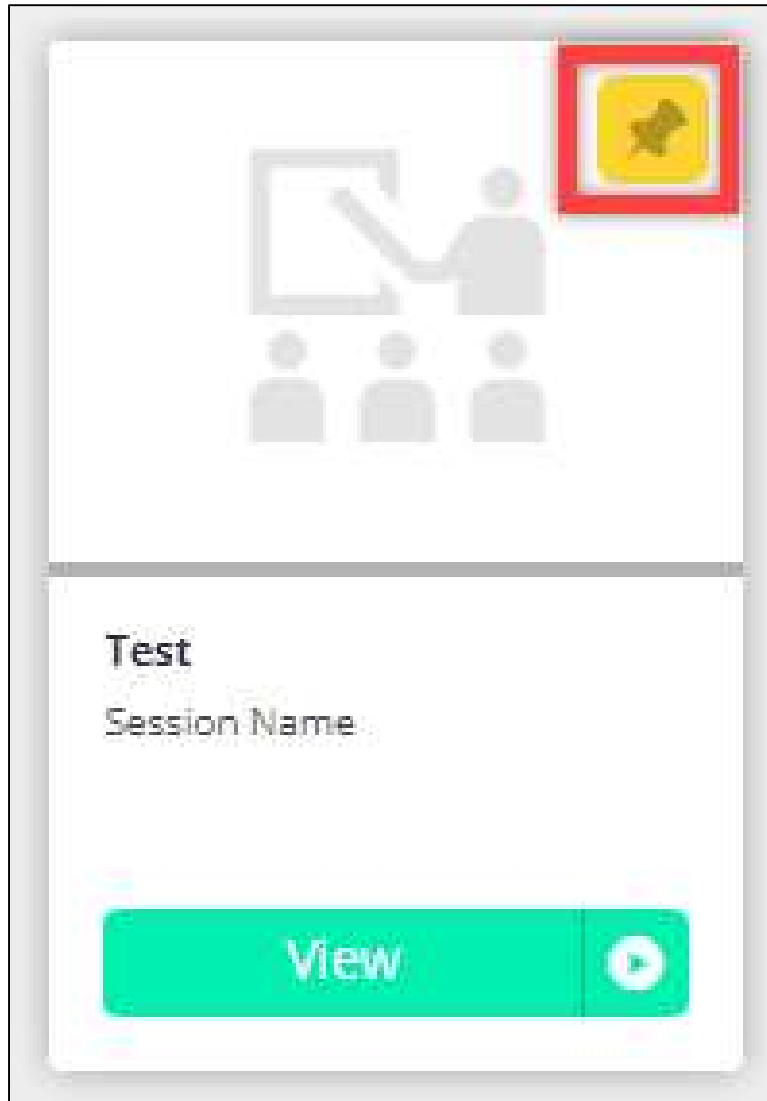


Figure 5.24 – Pinned Courses Identification

5.2.2.1 Search for a Course

To search for a course, complete the following steps:

1. Use the **Refine Search Criteria** filter on the left-hand side to narrow search criteria. Refer to Figure 5.25.

Hide Refine Search

Show Completed

Course Type:

☐ Online Course

☐ Instructor Led Course

☐ Curriculum

Course Name:

Search Course Name

Advanced Filtering:

Select Filter

- Tags
- Venue Location
- Venue Type
- Libraries
- Vendor

Figure 5.25 – My Courses Refine Search Criteria

- Once you click on a specific course, the **Course Content** window appears. Here, you can read the course description, check the status, and start/resume the course. Refer to Figure 5.26.

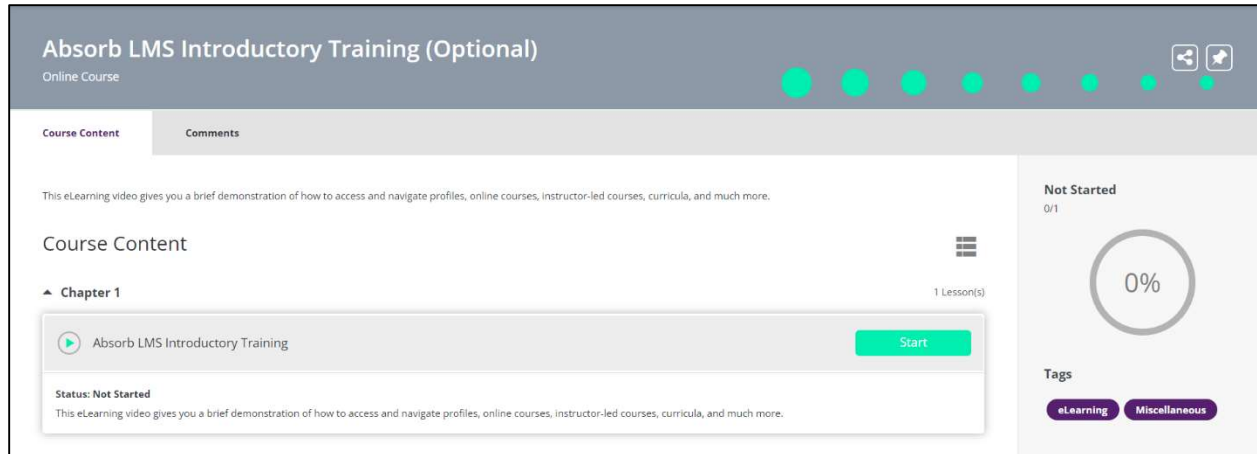


Figure 5.26 – Course Content

5.2.3 Course Catalog

The Course Catalog displays a list of available curricula including Instructor Led Courses (ILCs), Online Courses, and Curriculum options. The available curricula are defined below:

- **Instructor Led Course (ILC)** – A scheduled course that can take place in a physical location or virtual meeting room.
- **Online Course** – An online training featuring an eLearning video.
- **Curriculum** – A managed learning path for working through a selection of courses.

To navigate through the Course Catalog, complete the following steps:

1. Click the **Catalog Tile** to access the available courses within the LMS.
 - a. You can also access the **Course Catalog** by clicking the **Menu** icon and selecting **Catalog** from the drop-down list.
2. The **Catalog** window opens. Refer to Figure 5.27.

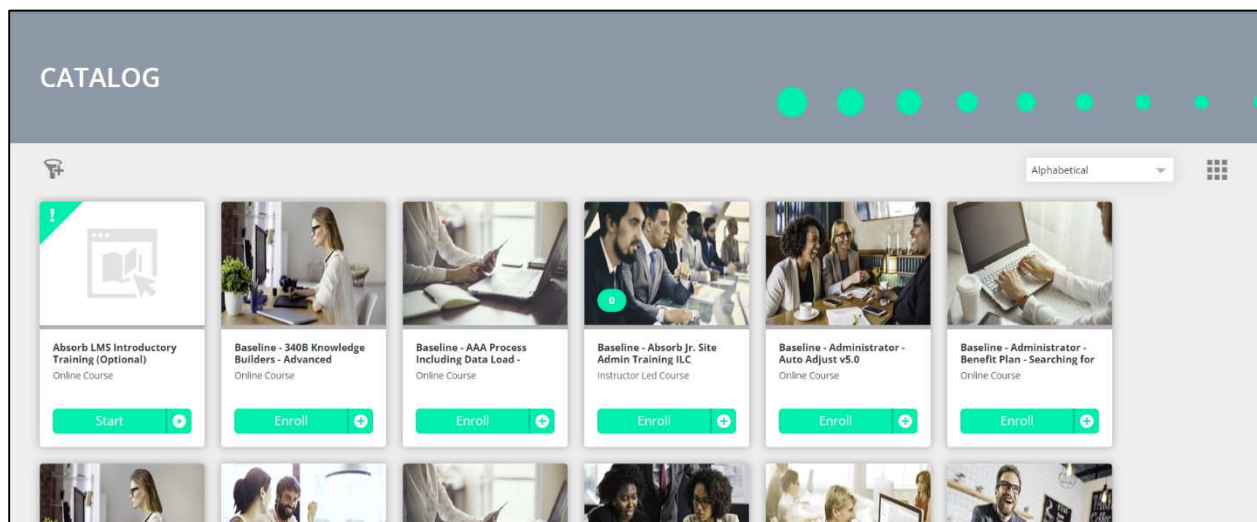


Figure 5.27 – Course Catalog

- Only 30 courses are initially displayed in the window. Click **Load more...** at the bottom of the page to display more courses. Refer to Figure 5.28.

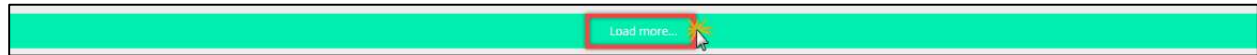


Figure 5.28 – Load More Courses Button

- Click the **Share** icon on the **Course Tile** to create a link to share the course information with others.
- Click the **Thumbtack** icon on the **Course Tile** to pin the course to **My Pinned Courses** on the **Dashboard** for quick access to a course. Refer to Figure 5.29.

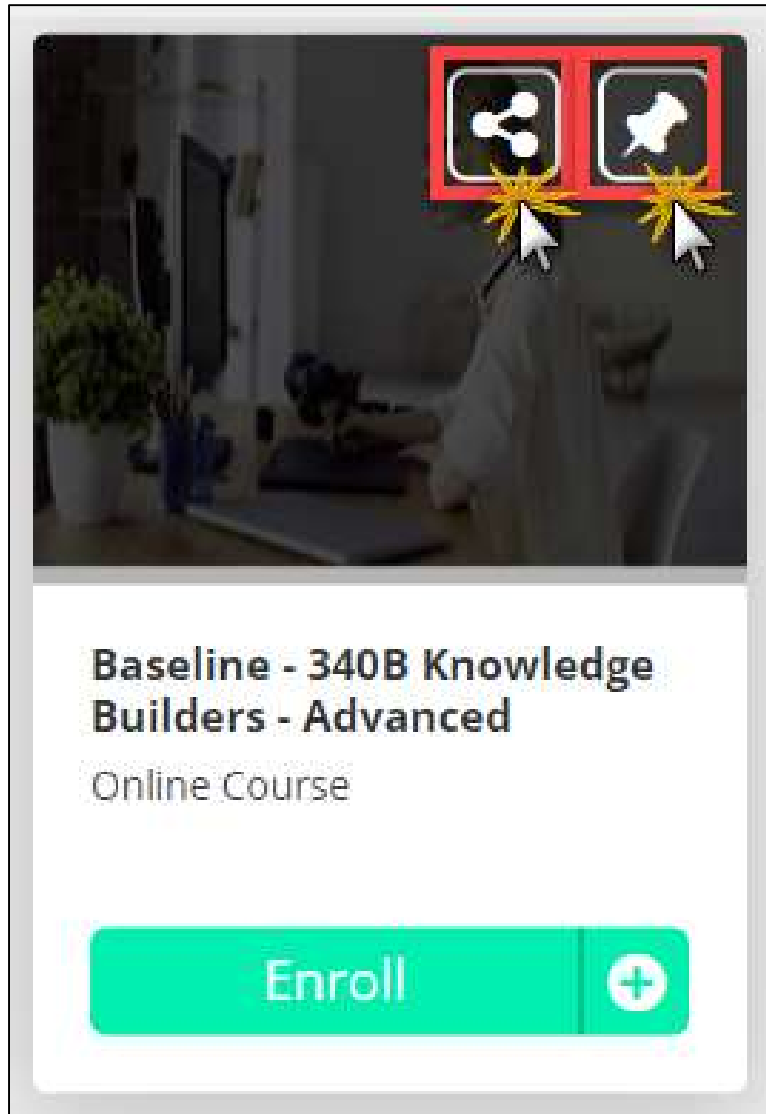


Figure 5.29 – Share/Pin Icons

5.2.3.1 Enrollment

Users can self-enroll in courses within the LMS. There are multiple ways to enroll in a course on the Course Catalog window.

Follow the directions below to enroll in a course:

1. Click **Enroll** on the **Course Tile** to quickly enroll in the desired course. Refer to Figure 5.30.

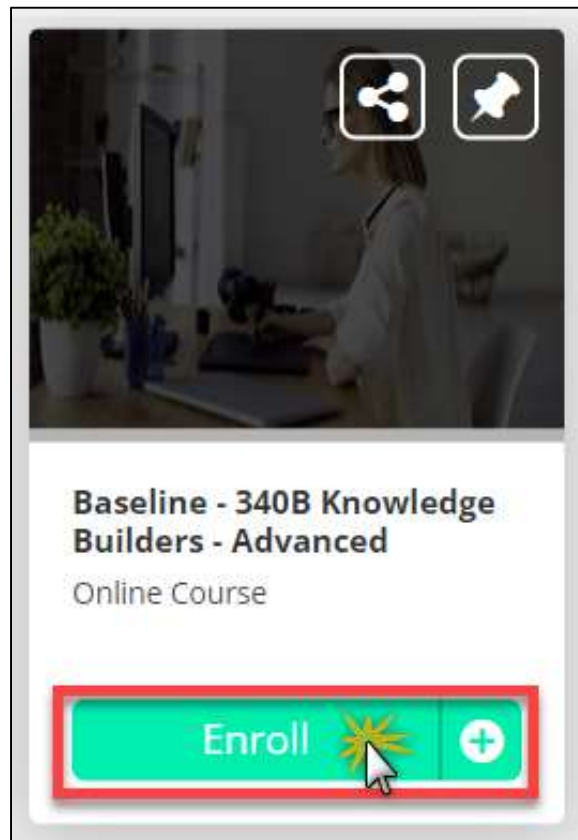


Figure 5.30 – Enroll Button

OR

2. Click the **Course Title** hyperlink on the **Course Tile**. Refer to Figure 5.31.

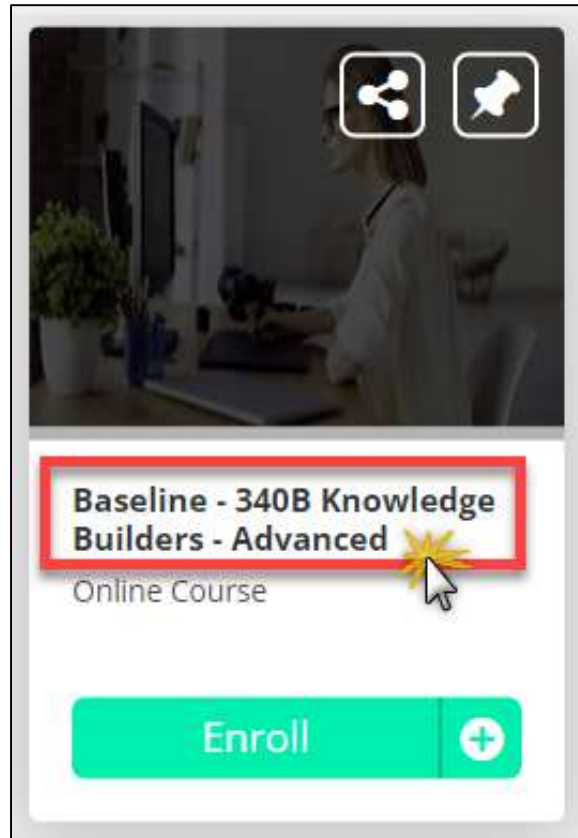


Figure 5.31 – Course Title Hyperlink

3. The **Course Content** window opens. Click **Enroll**. Refer to Figure 5.32.



Figure 5.32 – Course Content Window

Note: If the session has reached its maximum class size and there are no other seats available, you will be placed on a waitlist for the course. Refer to Figure 5.33 and Figure 5.34.

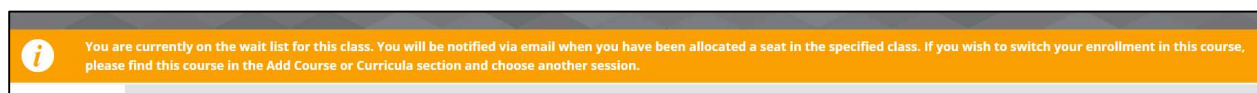


Figure 5.33 – Waitlist Notification Message

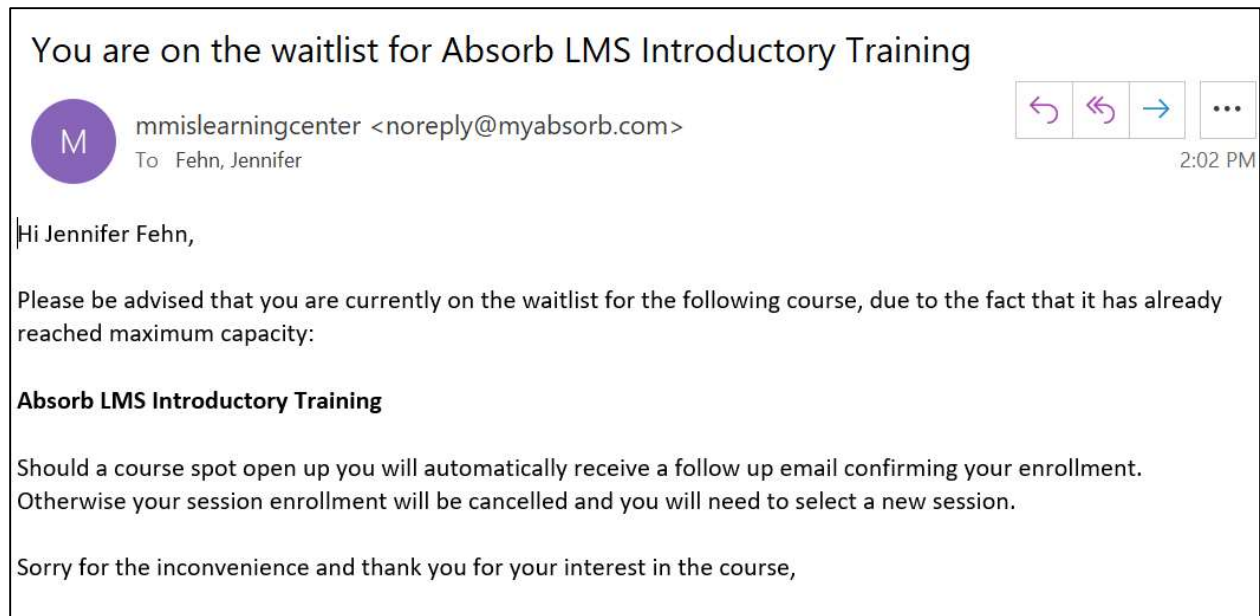


Figure 5.34 – Waitlist Notification Email

Note: If a spot becomes available in the course, you will automatically receive a follow-up email confirming your enrollment.

Note: Refer to the Instructor Led Course (ILC) Enrollment section of this user guide for more information on enrolling in an ILC.

Note: Refer to the Online Course Enrollment section of this user guide for more information on enrolling in an Online Course.

Note: Refer to the Curriculum Enrollment section for more information on enrolling in a Curriculum.

5.2.3.1.1 Instructor Led Course (ILC) Enrollment

An Instructor Led Course (ILC) is a scheduled course that can take place in a physical location or virtual meeting room. ILCs can be broken down into 3 parts:

- **Course** – The course is the encompassing entity that explains what the content is about. This is where the user can keep track of the completion settings, email options, course resources, and more.
- **Session** – Sessions cover all the scheduled times the ILC will take place. A course can have multiple sessions that all cover the same course material.
- **Class** – Classes are each individual time, date, and venue that dictate when and where the course will take place.

Once you have enrolled in an ILC, you will need to enroll in a session. The instructions are listed below:

1. View the available **Sessions** for the ILC within the **Course Content** window.
2. Click **Enroll** to enroll in the desired session. Refer to Figure 5.35.

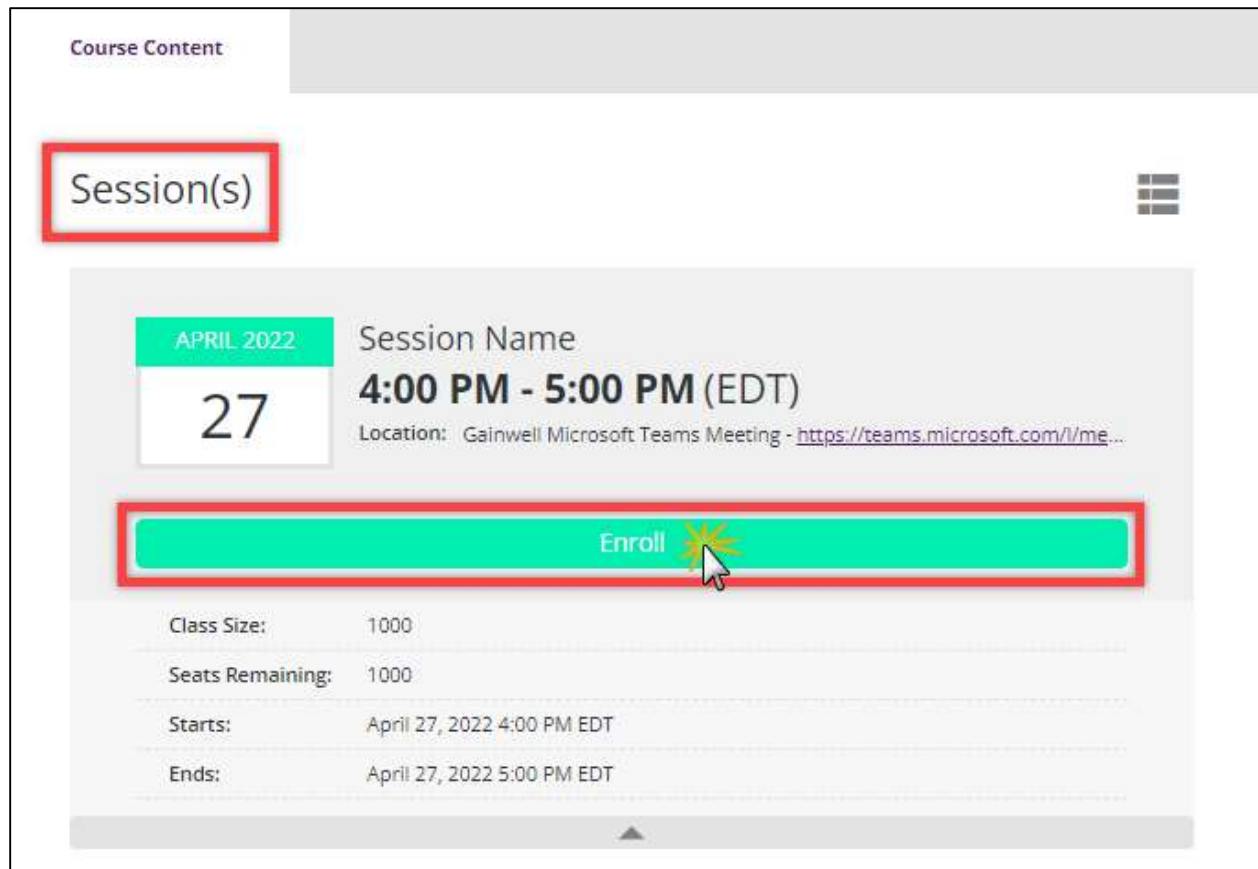


Figure 5.35 – ILC Session Enroll Button

3. A **Session Reminder** email will be sent to the email address associated with your account. Refer to Figure 5.36.



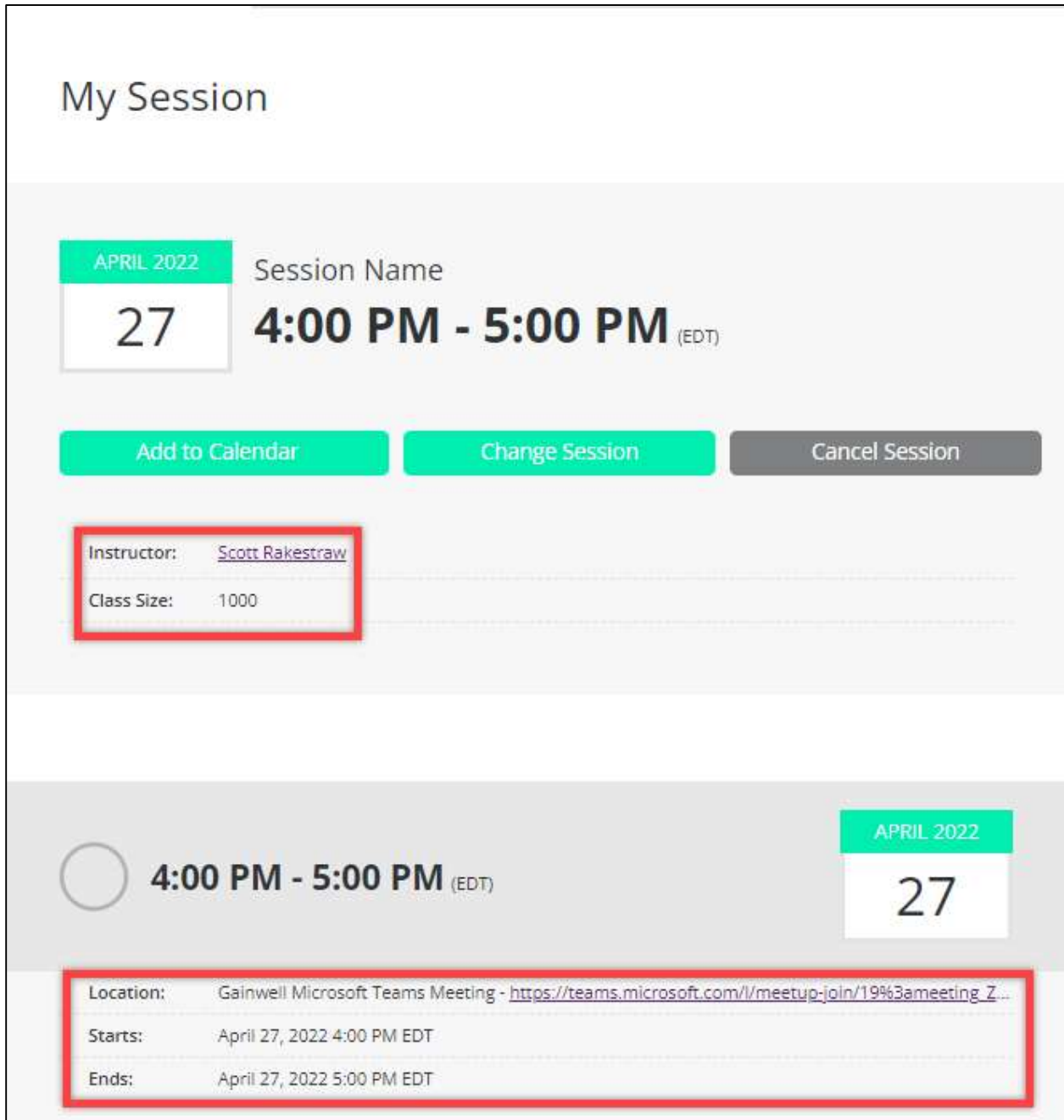
Figure 5.36 – Session Reminder Email

Once enrolled in a session, the following information appears:

- **Instructor** – Name of trainer who will be conducting the session.
- **Class Size** – Number of students permitted in the session.

- **Location** – Where the session will occur.
- **Start Date/Time** – When the session will begin.
- **End Date/Time** – When the session will end.

Refer to Figure 5.37.



My Session

APRIL 2022
27

Session Name
4:00 PM - 5:00 PM (EDT)

Add to Calendar Change Session Cancel Session

Instructor: [Scott Rakestraw](#)
Class Size: 1000

4:00 PM - 5:00 PM (EDT)

APRIL 2022
27

Location: Gainwell Microsoft Teams Meeting - https://teams.microsoft.com/l/meetup-join/19%3ameeting_Z...
Starts: April 27, 2022 4:00 PM EDT
Ends: April 27, 2022 5:00 PM EDT

Figure 5.37 – Session Information

4. Click **Add to Calendar** to add the session to your personal calendar. Refer to Figure 5.38.

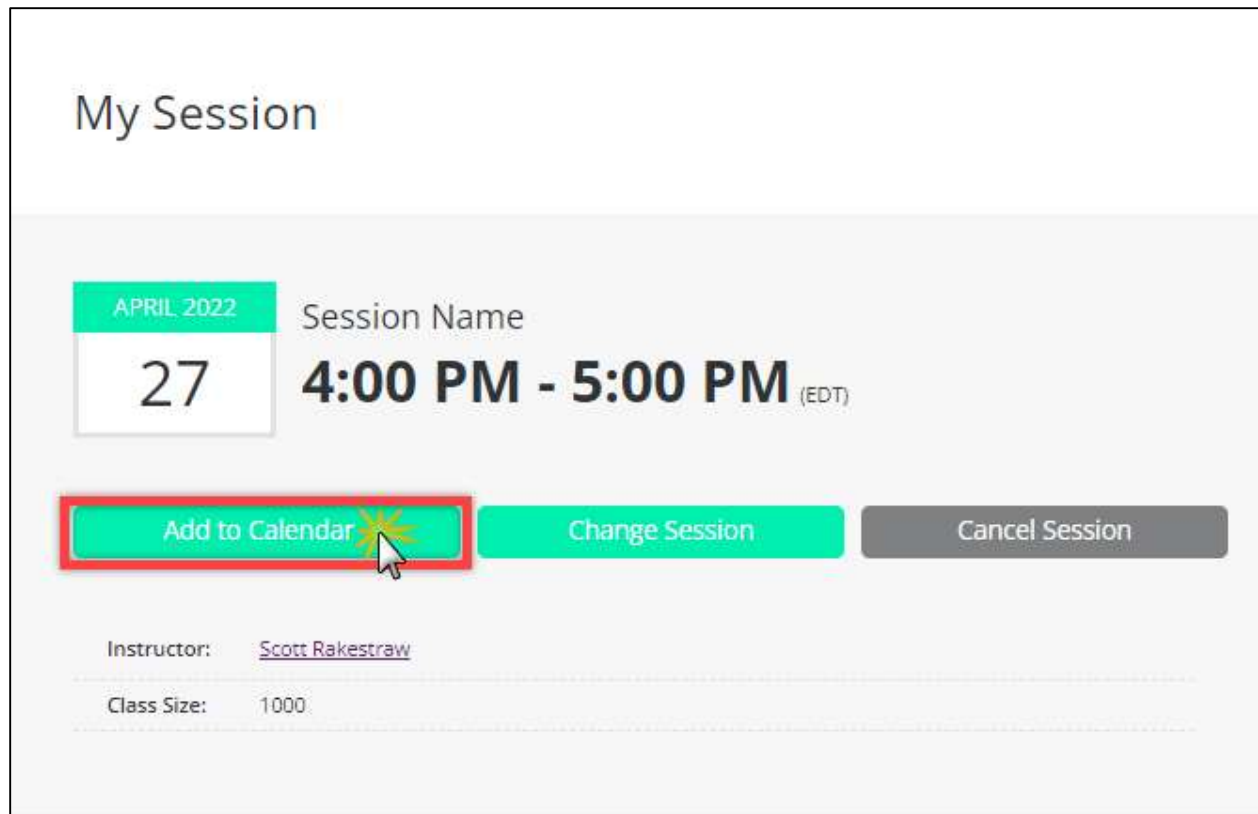


Figure 5.38 – Add Session to Calendar Button

Note: The session is automatically added to your LMS Calendar. Refer to the Calendar section of this user guide for more information.

5. Click **Change Session** to view a list of available sessions and change your session selection. Refer to Figure 5.39.

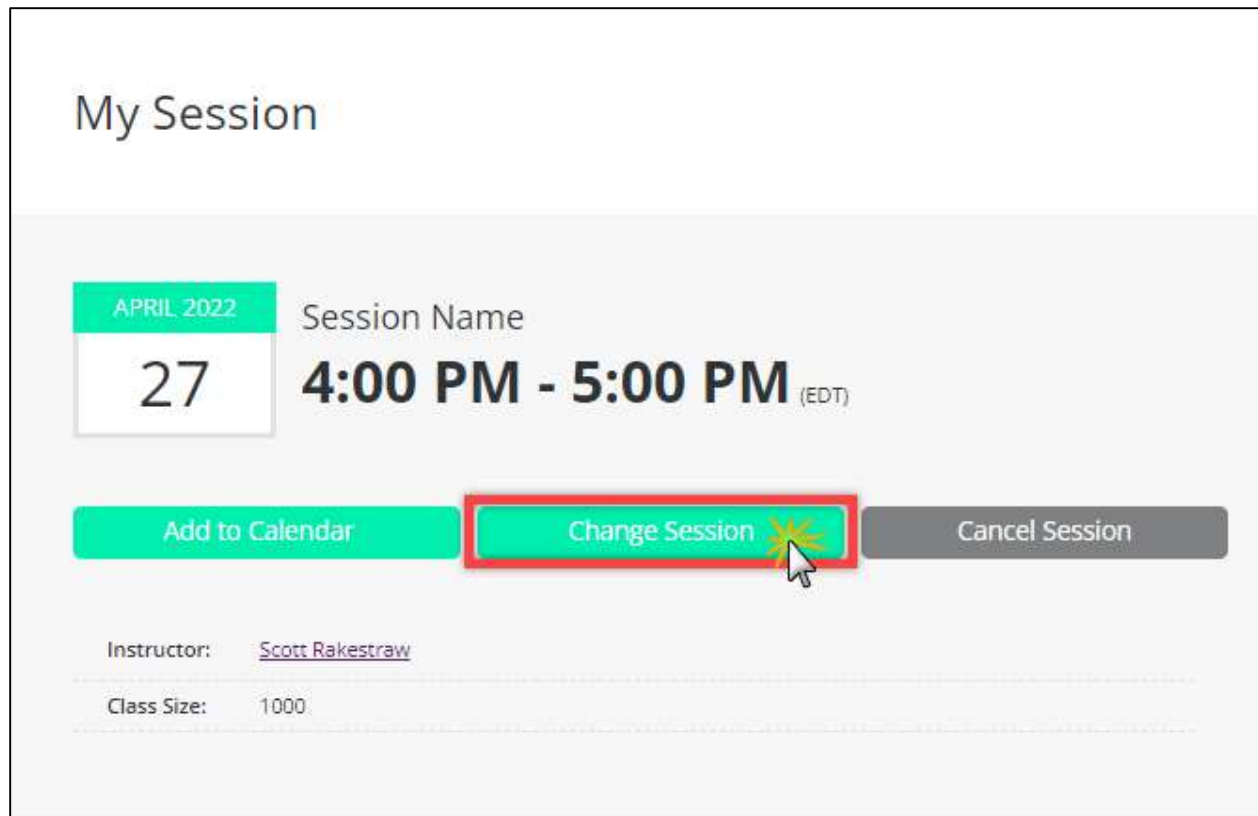


Figure 5.39 – Change Session Button

6. Click **Cancel Session** to withdraw your enrollment from the session. Refer to Figure 5.40.

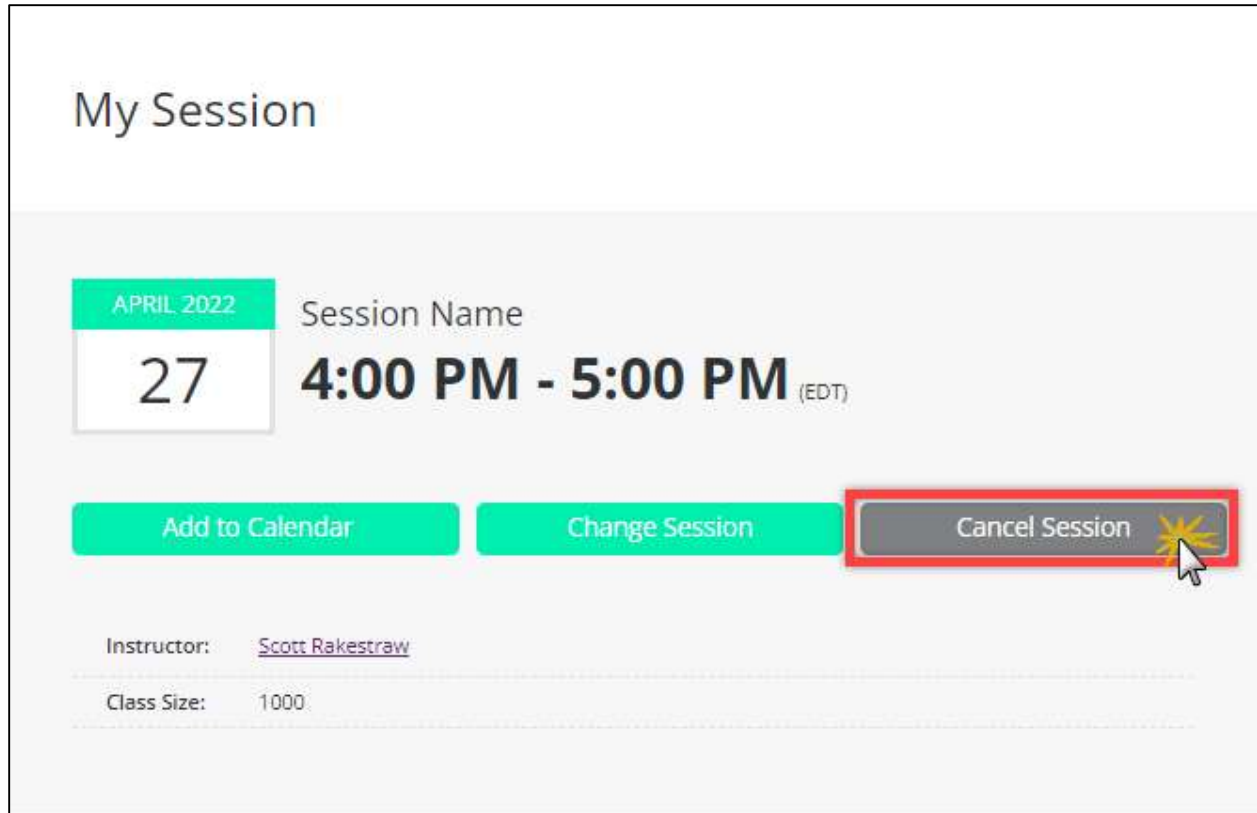


Figure 5.40 – Cancel Session Button

Note: If there are any adjustments made to a session you are enrolled in, you will receive an email notifying you of the change.

5.2.3.1.2 Online Course Enrollment

An Online Course is an online training featuring an eLearning video.

1. Once you have enrolled in an online course, the **Course Content** window opens. Refer to Figure 5.41.

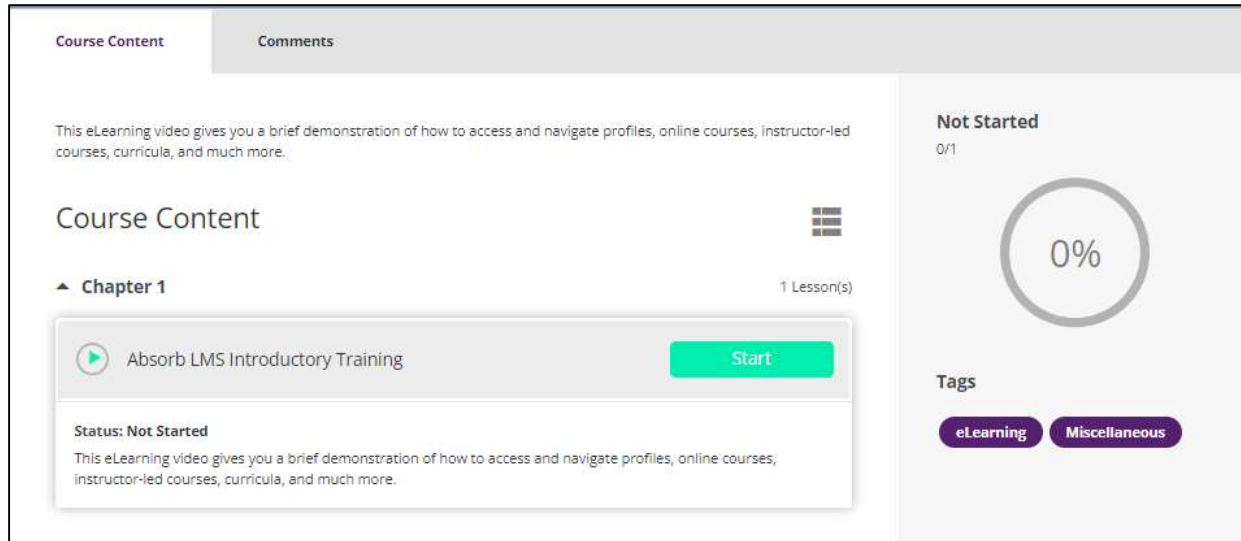


Figure 5.41 – Online Course Content Page

2. An enrollment confirmation email will be sent to the email address associated with your account. Refer to Figure 5.42.

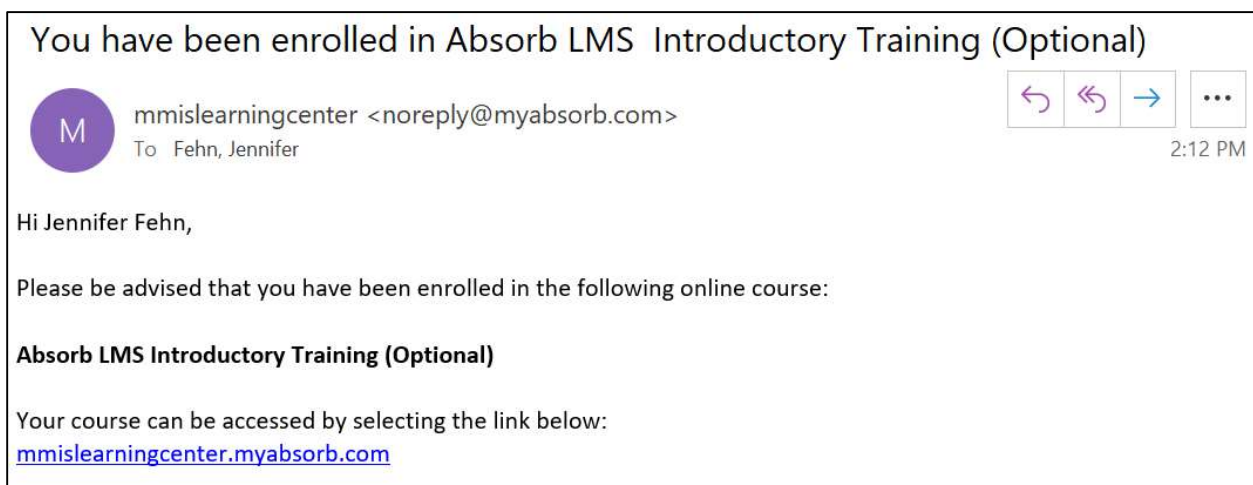


Figure 5.42 – Online Course Enrollment Email

3. Click **Start** to begin the lesson. Refer to Figure 5.43.

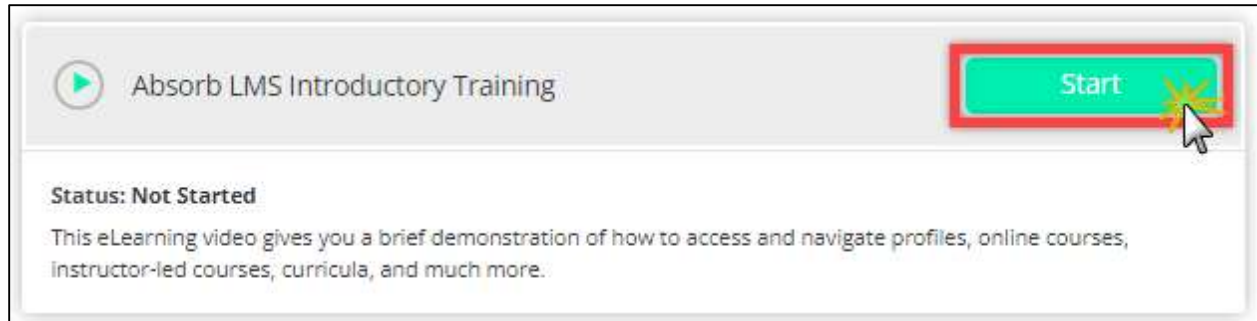


Figure 5.43 – Start Online Course Button

4. The eLearning video opens. Click **Play** to start the video. Refer to Figure 5.44.

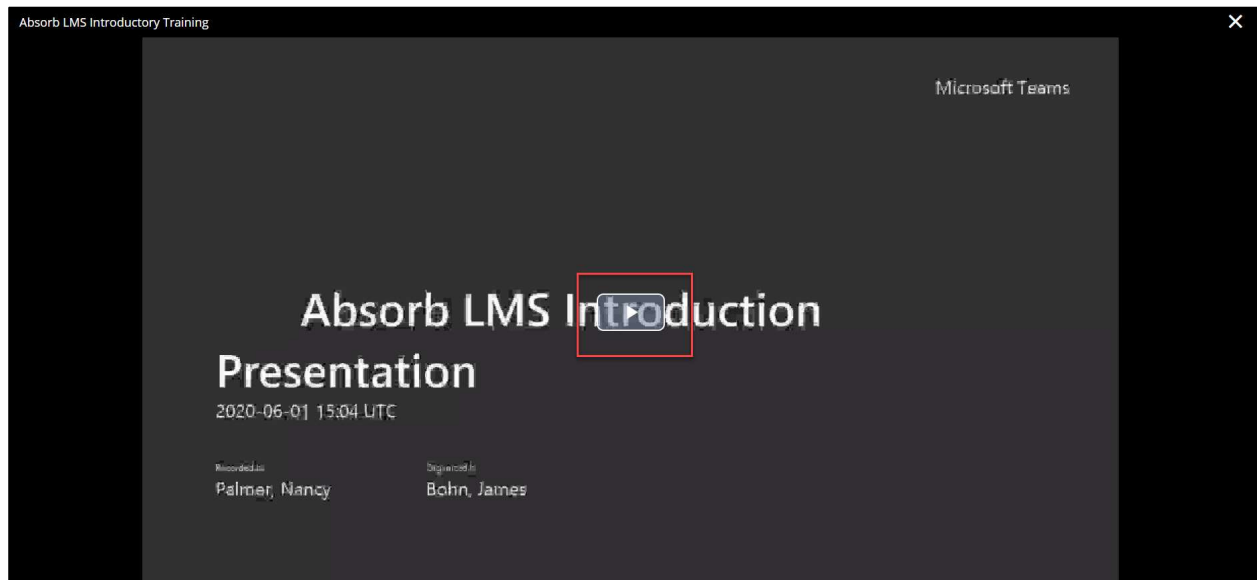


Figure 5.44 – eLearning Video

5. Click **X** in the upper right-hand corner to exit the video at any time. You can resume the video by clicking **Resume** on the **Course Content** window. Refer to Figure 5.45.

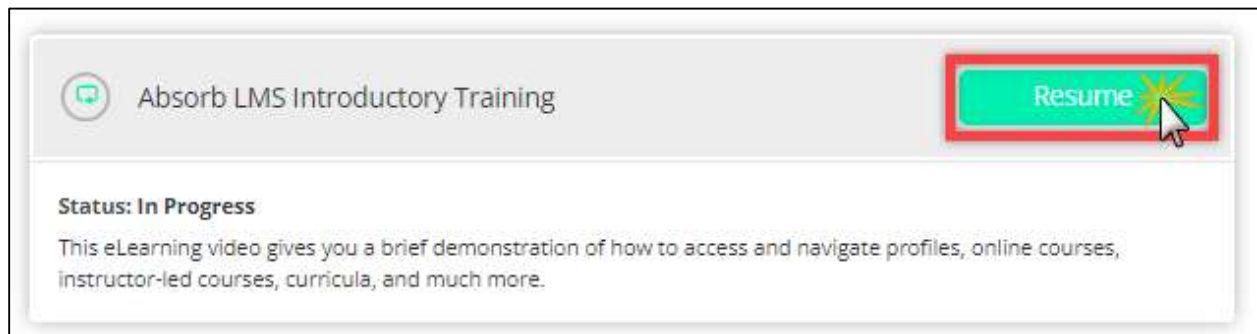


Figure 5.45 – Resume Button

5.2.3.1.3 Curriculum Enrollment

A curriculum within the LMS is a managed learning path for working through a selection of courses. Learners can navigate to curriculums in My Courses or the Catalog.

1. Once you've enrolled in a curriculum, the **Course Content** window displays all courses contained within it. Refer to Figure 5.46.

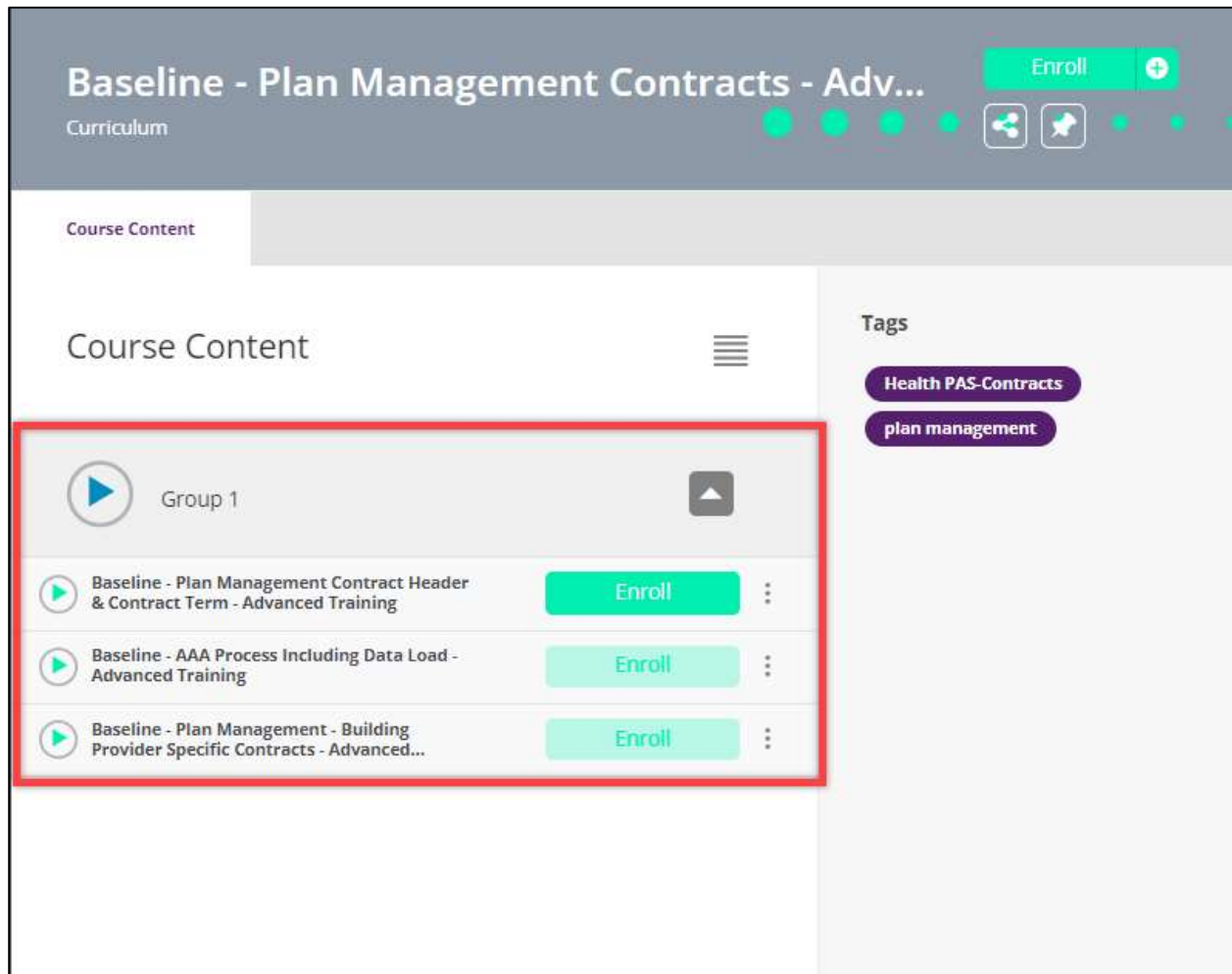


Figure 5.46 – Curriculum Course Content Window

2. An enrollment confirmation email will be sent to the email address associated with your account. Refer to Figure 5.47.

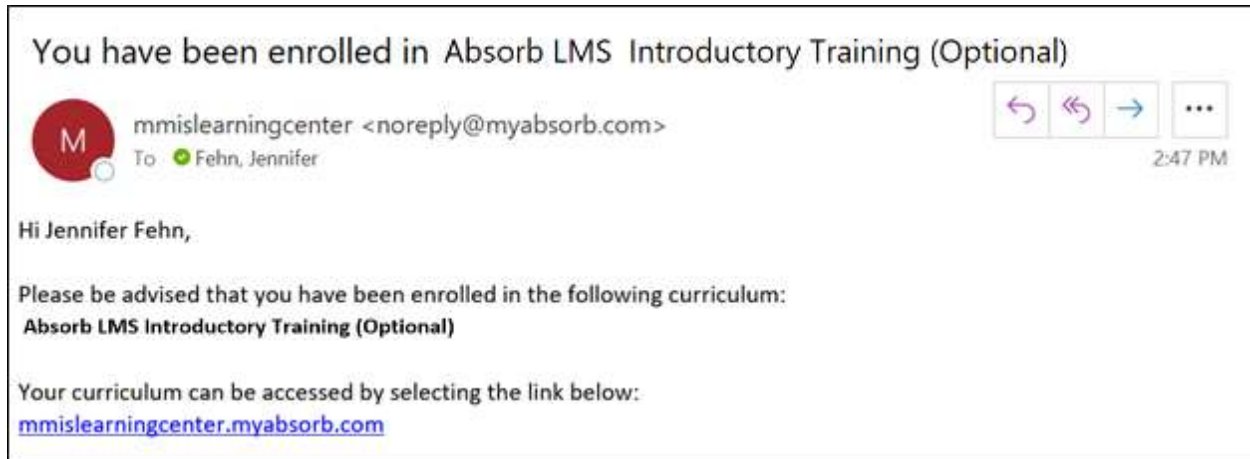


Figure 5.47 – Curriculum Enrollment Email

- The type of course is listed next to the course title. Click the **Course Title** hyperlink of the desired course to review the course description. Refer to Figure 5.48.

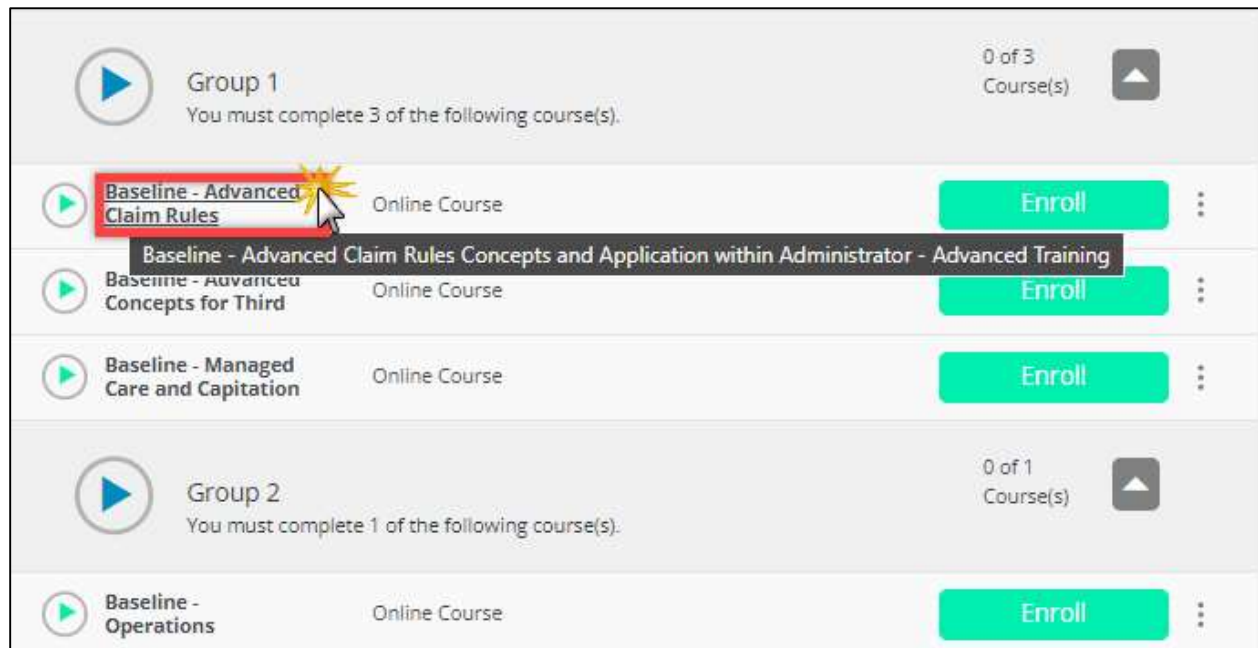


Figure 5.48 – Curriculum Course Information

- The course content window displays with the description of the course. Refer to Figure 5.49.

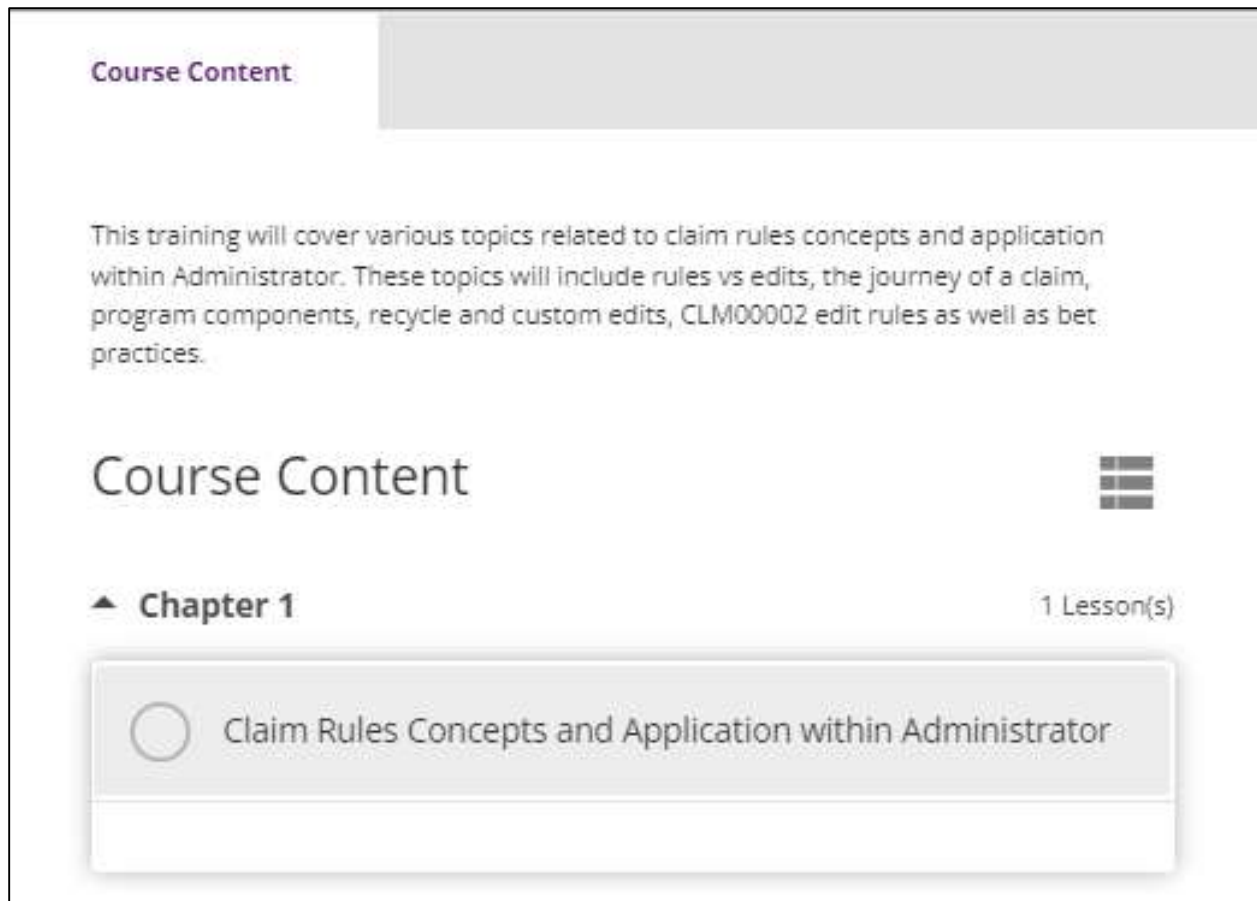


Figure 5.49 – Course Content Window

5.2.3.2 Unenrollment

Users can unenroll themselves from a course.

To unenroll from a course, complete the following steps below:

Note: Users won't be allowed to unenroll from courses that are included in a curriculum.

1. From the **My Course** window, select the course you wish to unenroll from.
2. Once the desired course is selected, click the **Ellipsis** icon. Refer to Figure 5.50.

Note: If the learner has not enrolled in any courses, the Ellipsis icon will not appear.

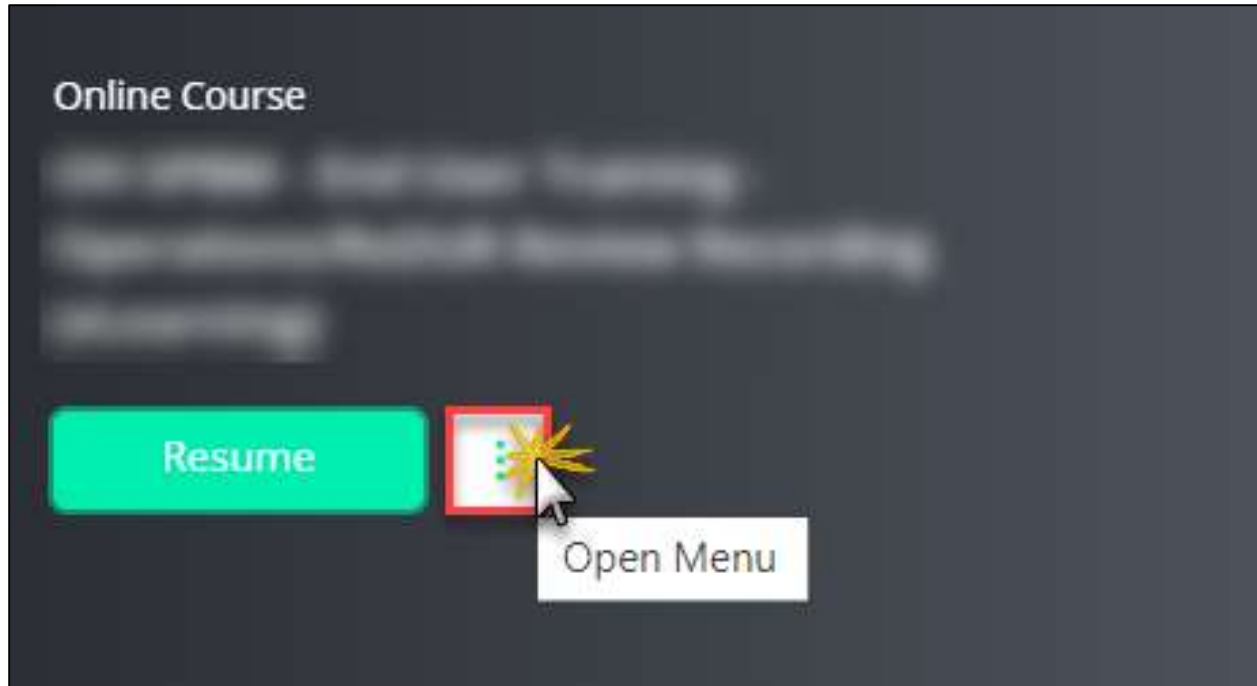


Figure 5.50 – Course Unenrollment

3. The **Ellipsis** icon expands, click the **Unenroll** button. Refer to Figure 5.51.

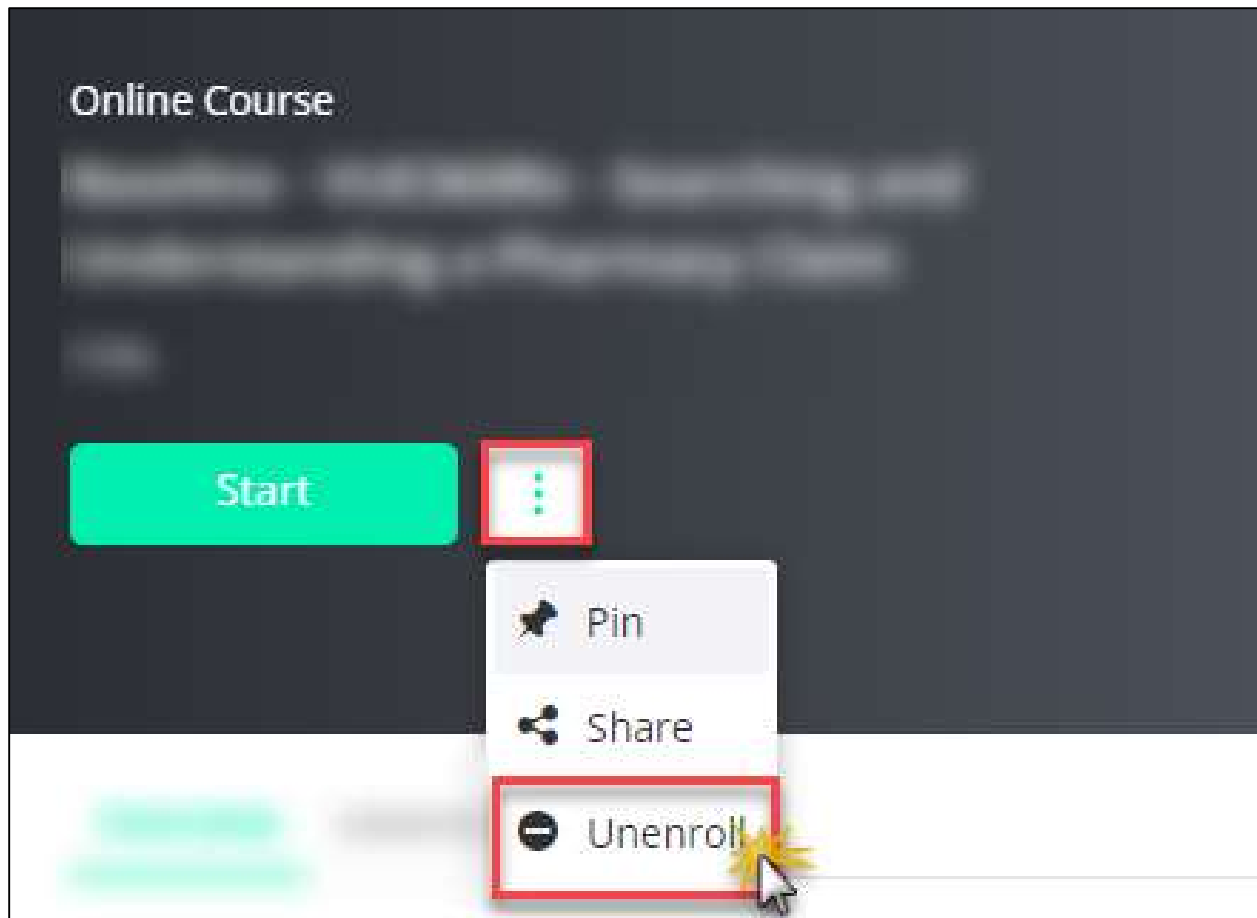


Figure 5.51 – Unenroll from Course Button

4. An unenrollment confirmation dialog box appears. Click **Unenroll**. Refer to Figure 5.52.

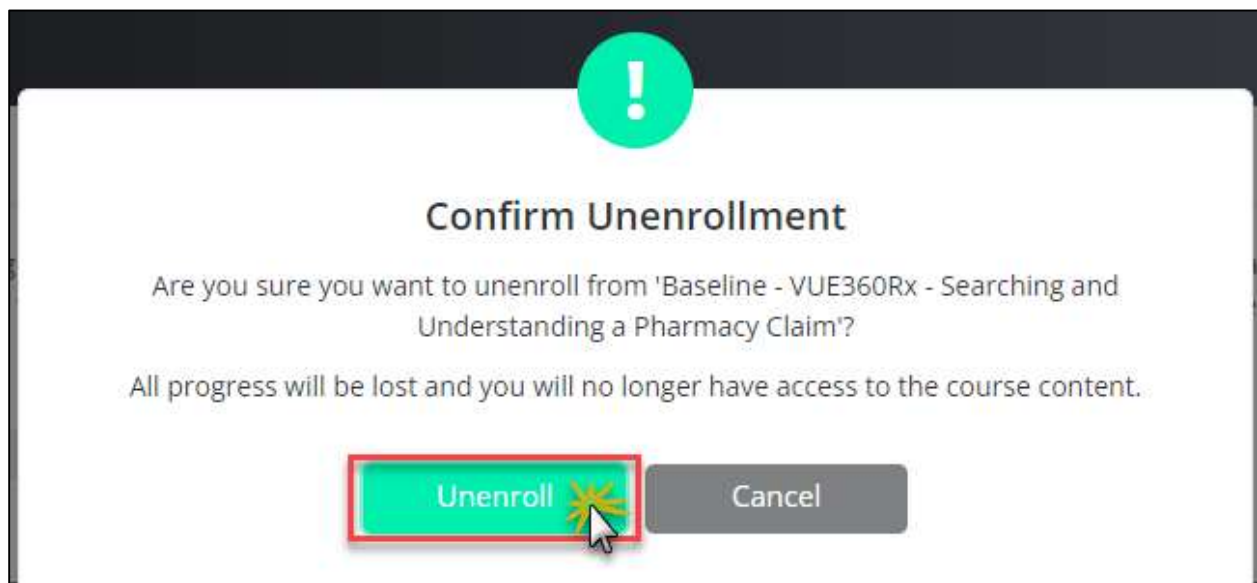


Figure 5.52 – Course Unenrollment Confirmation

5. The LMS processes the unenrollment for the course and a dialog box appears in the lower right-hand corner of the screen. Refer to Figure 5.53.

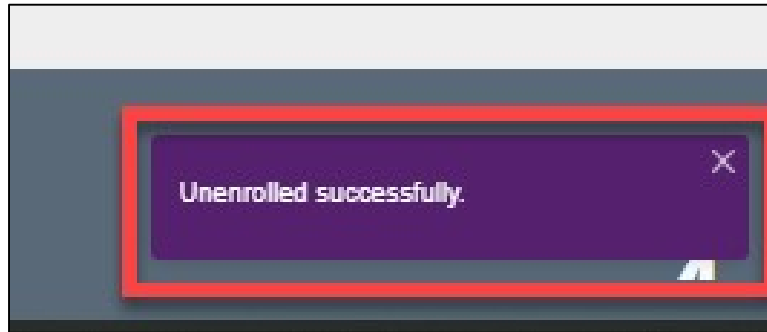


Figure 5.53 – Unenrollment Confirmation Box

5.2.4 Calendar

The Calendar window keeps track of your scheduled course events in calendar form. Refer to Figure 5.54.

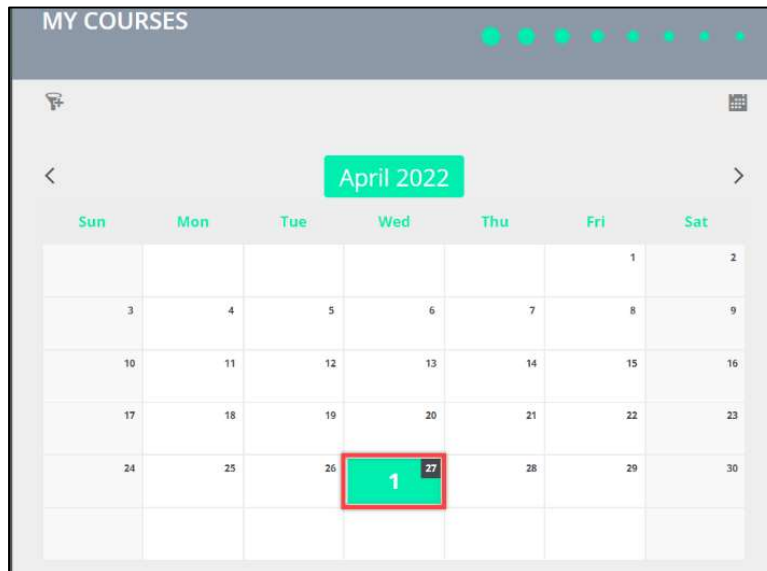


Figure 5.54 – User Calendar

Click a specific date to view session event details. The information will display at the bottom of the screen. Refer to Figure 5.55.

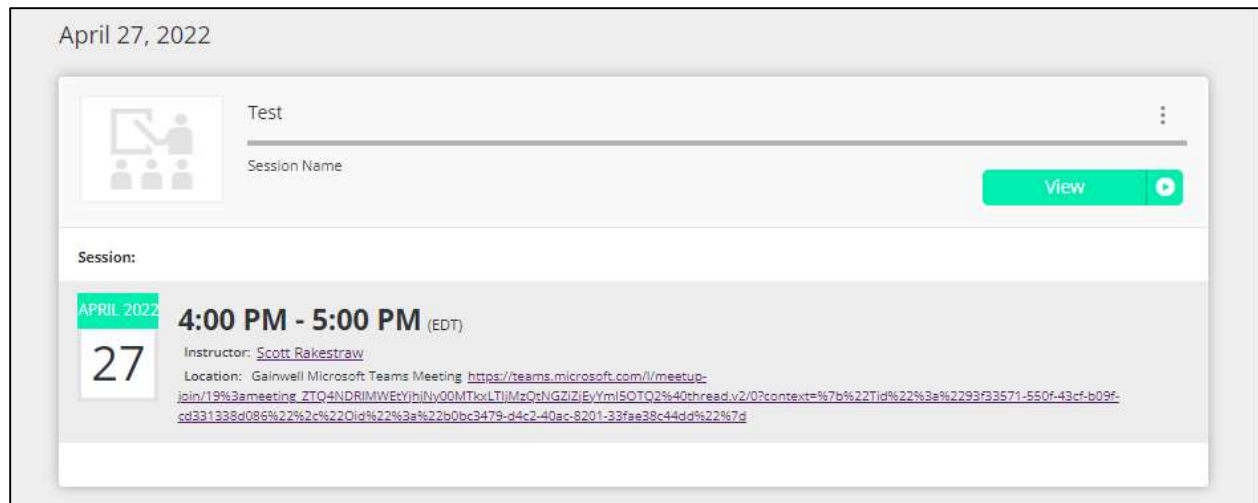


Figure 5.55 – Calendar Session Details

5.2.5 Transcript

The Transcript window gives you the opportunity to view your completed curriculum history.

1. Click the **Transcript Tile** on the **Dashboard**. The **Transcript** window opens. Refer to Figure 5.56.

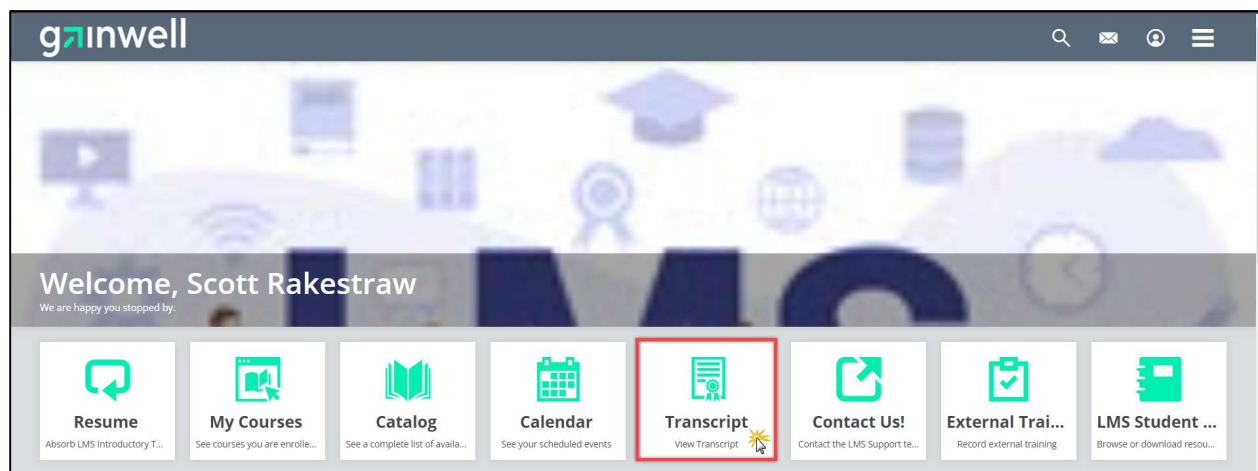
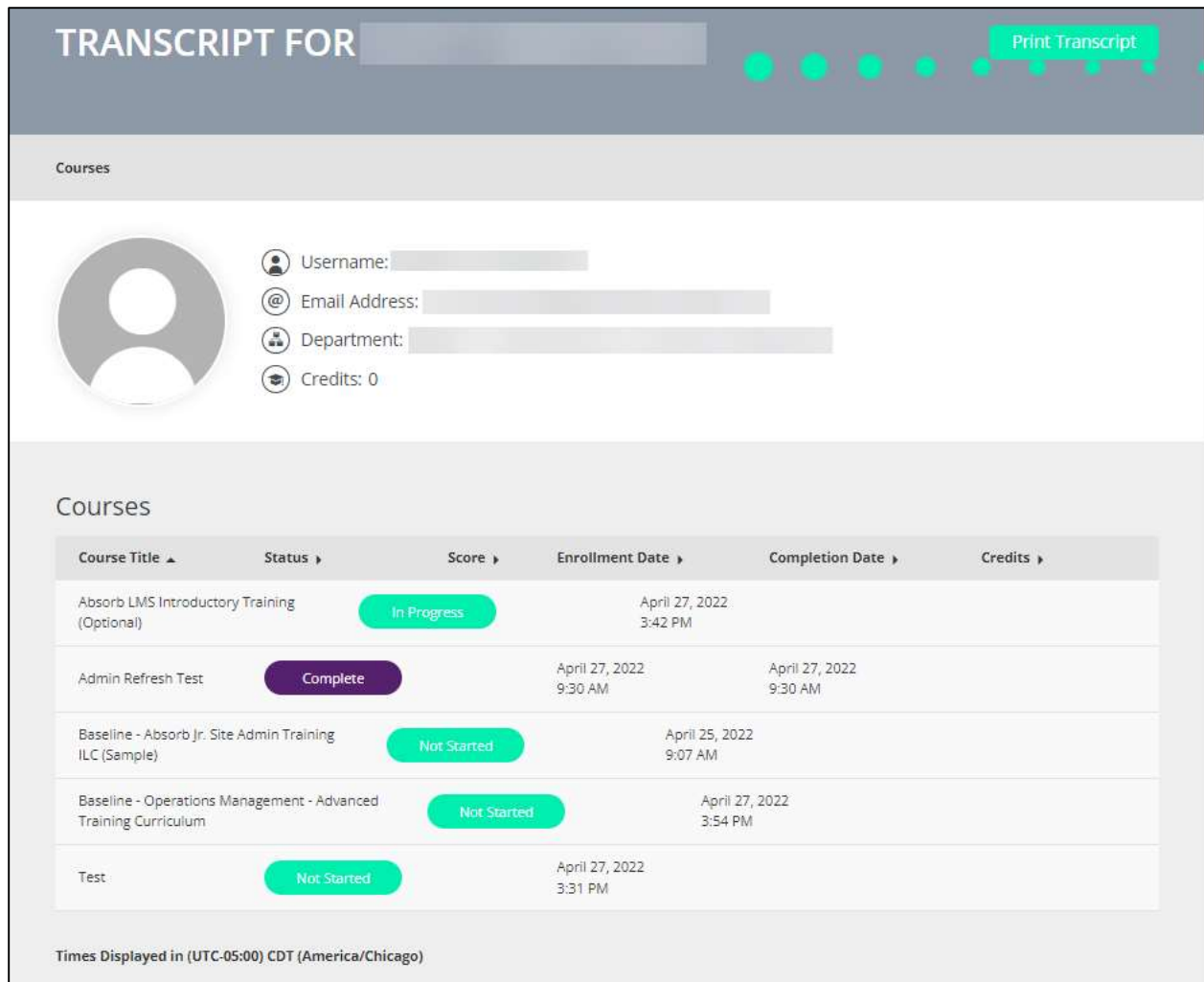


Figure 5.56 – User Transcript Tile

2. The **Transcript** window displays with the user profile information and two lists: **Courses** and **External Training**.

Note: If there are no records of certificates or external training the Certificates or External Training list will not appear.



TRANSCRIPT FOR [Redacted Name] [Print Transcript](#)

Courses

Username: [Redacted]
Email Address: [Redacted]
Department: [Redacted]
Credits: 0

Course Title	Status	Score	Enrollment Date	Completion Date	Credits
Absorb LMS Introductory Training (Optional)	In Progress		April 27, 2022 3:42 PM		
Admin Refresh Test	Complete		April 27, 2022 9:30 AM	April 27, 2022 9:30 AM	
Baseline - Absorb Jr. Site Admin Training ILC (Sample)	Not Started		April 25, 2022 9:07 AM		
Baseline - Operations Management - Advanced Training Curriculum	Not Started		April 27, 2022 3:54 PM		
Test	Not Started		April 27, 2022 3:31 PM		

Times Displayed in (UTC-05:00) CDT (America/Chicago)

Figure 5.57 – Transcript Page

- To print the user transcript, click **Print Transcript** in the upper right-hand corner of the page. Refer to Figure 5.58.



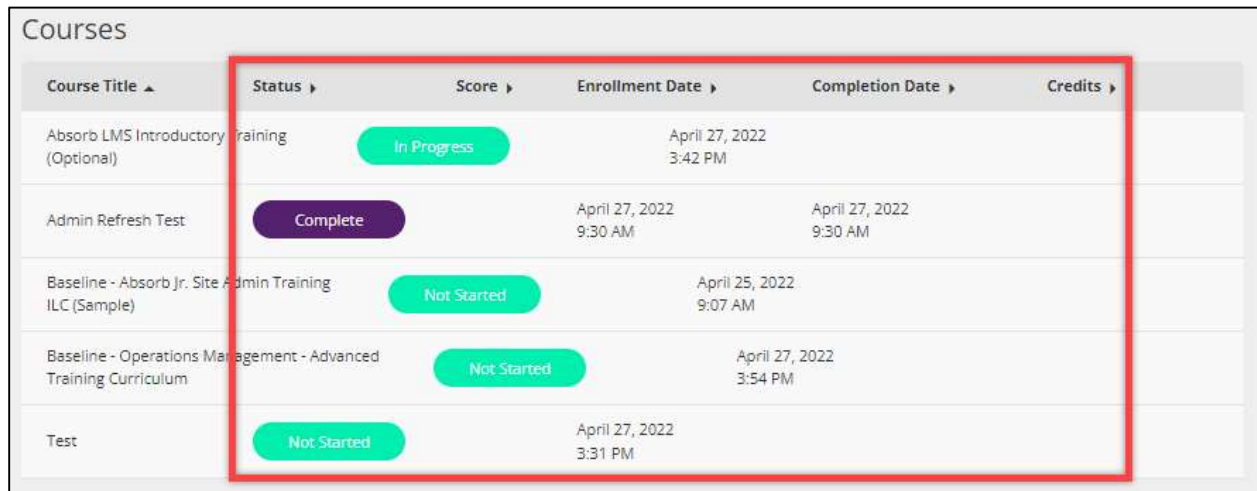
Figure 5.58 – Print Transcript Button

5.2.5.1 Certificates

Certificates are earned upon completion of certain courses and displayed on the Transcript window.

5.2.5.2 Courses

A list of completed/in-progress courses is displayed on the Transcript window. Course details include Status, Score, Enrollment Date, Completion Date, and Credits. Refer to Figure 5.59.



Course Title ▲	Status ▶	Score ▶	Enrollment Date ▶	Completion Date ▶	Credits ▶
Absorb LMS Introductory Training (Optional)	In Progress		April 27, 2022 3:42 PM		
Admin Refresh Test	Complete		April 27, 2022 9:30 AM	April 27, 2022 9:30 AM	
Baseline - Absorb Jr. Site Admin Training ILC (Sample)	Not Started		April 25, 2022 9:07 AM		
Baseline - Operations Management - Advanced Training Curriculum	Not Started		April 27, 2022 3:54 PM		
Test	Not Started		April 27, 2022 3:31 PM		

Figure 5.59 – Courses List

5.2.5.3 External Training

A list of External Training records is displayed on the Transcript window. Refer to the External Training section of this user guide for more information.

5.2.6 Contact Us

The Contact Us Tile enables you to send a request to the PRMMIS Learning Center Support Team via email. To contact the support team, complete the following steps:

1. Click the **Contact Us Tile** on the **Dashboard**. The **Contact Us** window appears. Refer to Figure 5.60.

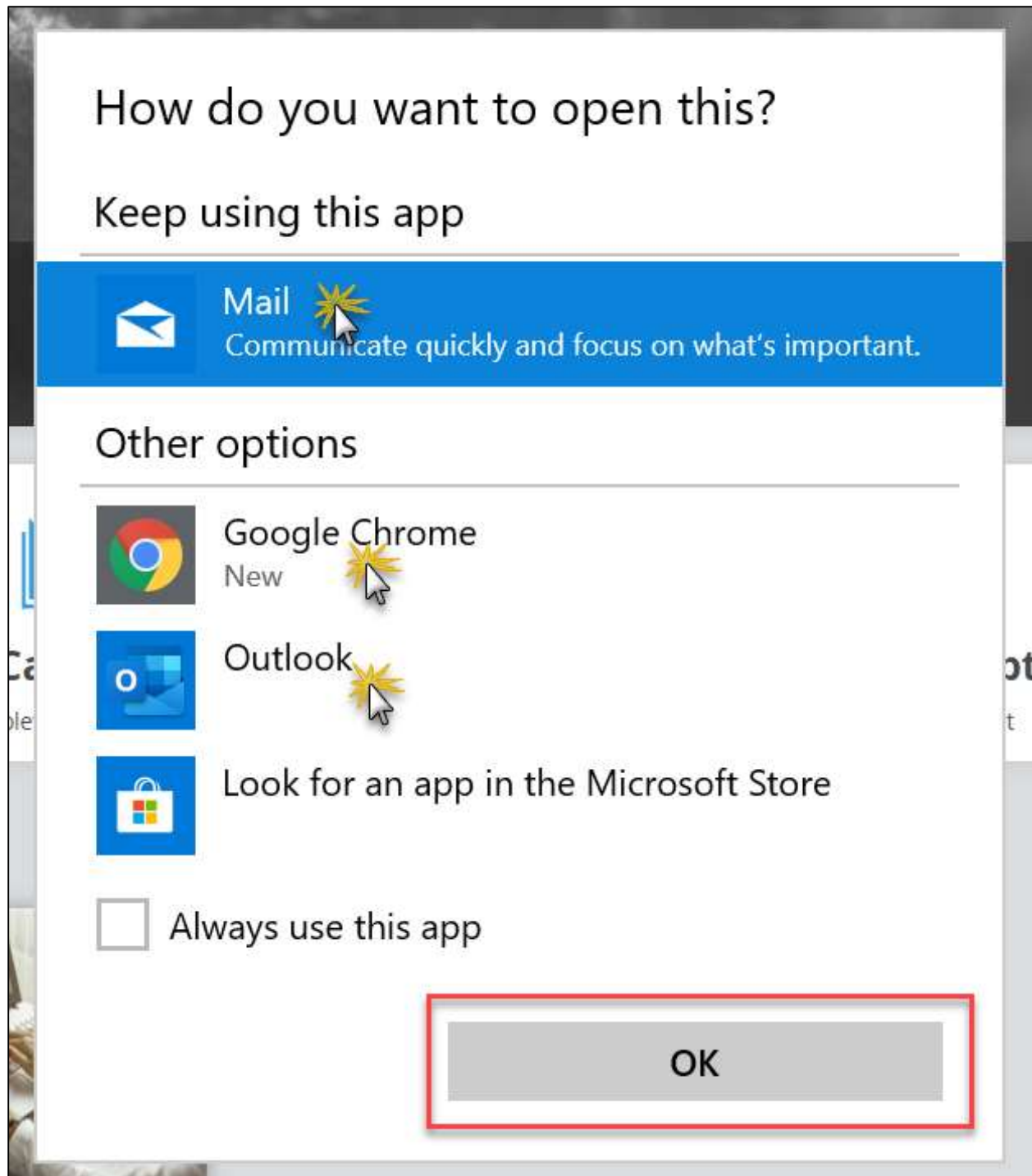


Figure 5.60 – Type of Email Prompt

2. If the prompt email does not appear, your email application will open automatically. An email addressed to the **PRMMIS Learning Center Support Team** will appear.
3. Submit your request to the **PRMMIS Learning Center Support Team** via email.
4. A support team member will reply to your request as soon as possible.

5.2.7 External Training

External Training allows the user to record any training completed outside of the LMS.

To add an External Training record to your transcript, follow the directions below:

1. Click the **External Training Tile** on the **Dashboard**. The **External Training** window appears. Refer to Figure 5.61.

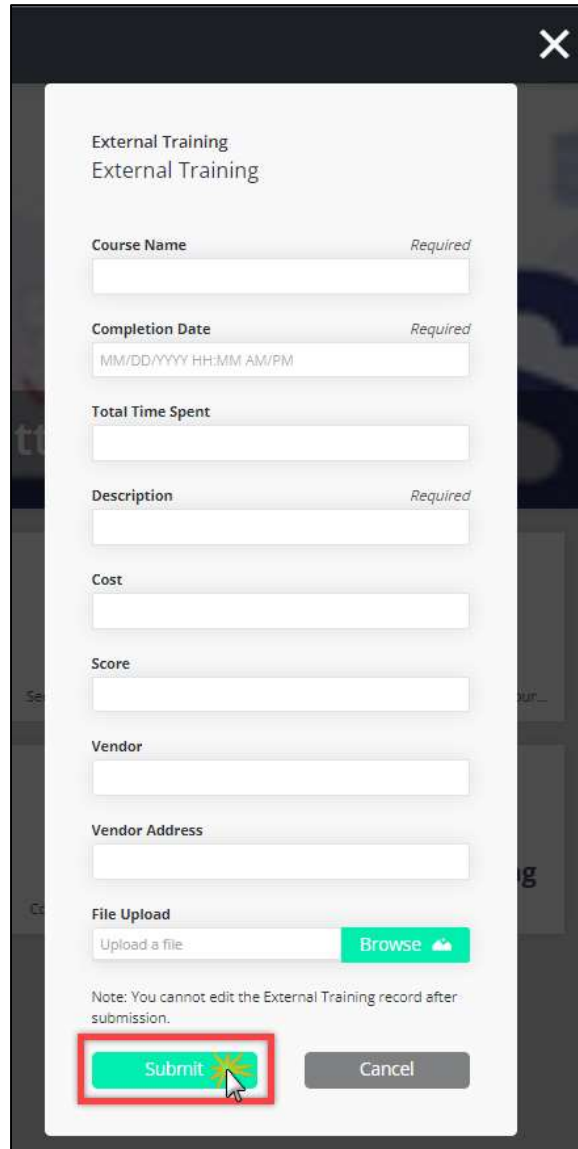


Figure 5.61 – External Training Window

2. Complete the information in the **External Training** window. A description of each field is included in the table below. Refer to Table 5.1.

Note: Course Name, Completion Date, and Description are required fields.

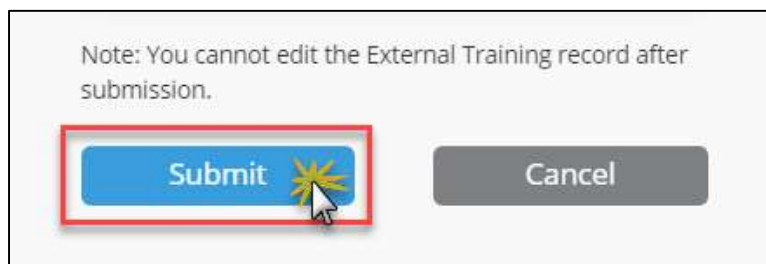
Field	Description
Course Name	Name of the course
Completion Date	Date of which you completed the course

Field	Description
Total Time Spent	Number of hours to complete the course
Description	Description of the course
Cost	Price of the course
Score	Percentage score upon completion
Vendor	Provider name
Vendor Address	Provider address
File Upload	Add a course certificate upon completion

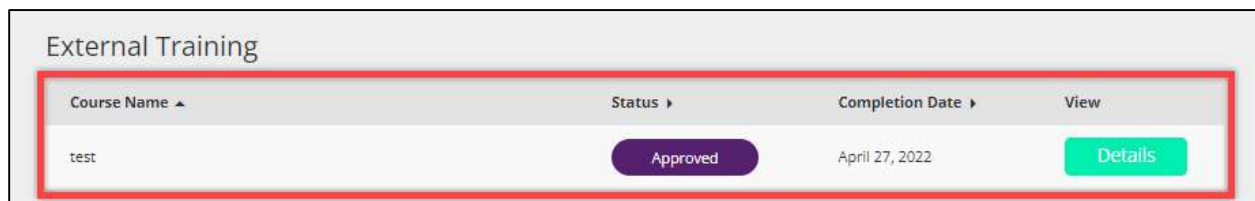
Table 5.1 – External Training Fields and Descriptions

3. Click **Submit** to record your external training record. Refer to Figure 5.62.

Note: You cannot edit the External Training record after submission.

**Figure 5.62 – Submit External Training**

Note: You can view your External Training records within the Transcript tab. Refer to Figure 5.63.

**Figure 5.63 – External Training within Transcript Tab**