

# Employee / Manager User Guide

## Table of Contents

|  |           |
|--|-----------|
| <b>Overview</b> .....                                  | <b>3</b>  |
| <b>Before You Use This Guide</b> .....                 | <b>3</b>  |
| <b>Who Should Use This Guide</b> .....                 | <b>3</b>  |
| <b>Contacts for Questions</b> .....                    | <b>3</b>  |
| <b>Navigating Your Learn Environment</b> .....         | <b>4</b>  |
| <b>Who Should Use This Section</b> .....               | <b>4</b>  |
| <b>Dashboard</b> .....                                 | <b>4</b>  |
| <i>Metrics</i> .....                                   | 4         |
| <i>Your Activity</i> .....                             | 5         |
| <b>My Courses</b> .....                                | <b>6</b>  |
| <i>My Courses Overview</i> .....                       | 6         |
| <i>Course Card Details</i> .....                       | 7         |
| <i>Course Detail Page</i> .....                        | 9         |
| <b>Course Catalog</b> .....                            | <b>11</b> |
| <i>Course Catalog Overview</i> .....                   | 11        |
| <b>Training Activity</b> .....                         | <b>12</b> |
| <b>Calendar</b> .....                                  | <b>14</b> |
| <b>My Profile</b> .....                                | <b>16</b> |
| <b>Learner List</b> .....                              | <b>21</b> |
| <b>Who Should Use This Section</b> .....               | <b>21</b> |
| <b>Navigating the Learner List</b> .....               | <b>21</b> |
| <b>Bulk Actions</b> .....                              | <b>22</b> |
| <b>Learner Profile</b> .....                           | <b>23</b> |
| <i>Learner Course Information</i> .....                | 25        |
| <i>Learner Transcripts</i> .....                       | 29        |
| <b>Course Enrollment</b> .....                         | <b>31</b> |
| <b>Who Should Use This Section</b> .....               | <b>31</b> |
| <b>Enrolling Via the Course Catalog</b> .....          | <b>31</b> |
| <i>Course Enrollment for your Direct Reports</i> ..... | 32        |
| <b>Enrolling Via the Calendar</b> .....                | <b>33</b> |
| <b>Enrolling your Direct Reports</b> .....             | <b>35</b> |
| <b>Course Approvals</b> .....                          | <b>36</b> |
| <b>Course Waitlist</b> .....                           | <b>37</b> |
| <b>Completing Different Course Types</b> .....         | <b>38</b> |
| <b>Who Should Use This Section</b> .....               | <b>38</b> |
| <b>Classroom Courses</b> .....                         | <b>38</b> |
| <b>Pre-Built Online Courses</b> .....                  | <b>40</b> |
| <b>Custom Online Courses</b> .....                     | <b>44</b> |
| <b>After the Course</b> .....                          | <b>48</b> |
| <i>Transcripts</i> .....                               | 48        |
| <i>Certificates</i> .....                              | 50        |

## Overview

Users with basic access to Learn have unique access as a Learner. This guide outlines the many features available to users with the Learner role.

## Before You Use This Guide

Users must have an account created for them in the Learn system. Please contact a system administrator if an account has not yet been set up for you.

## Who Should Use This Guide

This guide is intended to be used by any employee with no direct reports who uses Learn to enroll, complete, and review courses in the system. The information below covers the functionality available to users with the specific Employee Learner role.

## Contacts for Questions

The following additional resources are available should you have questions about Learn:

1. [NEOGOV Community](#): Requires NEOGOV product login ID and password for access
2. NEOGOV Customer Support: [customersupport@neogov.com](mailto:customersupport@neogov.com)
3. NEOGOV Customer Support: (877) 204-4442

## Navigating Your Learn Environment

### Who Should Use This Section

All users utilizing Learn should use this section to understand how to navigate the system.

### Dashboard

The first section of Learn is your **Dashboard**, which is also the default view when you log into the system. There are two standard sections of the Dashboard, called **Metrics** and **Your Activity**. As a user without direct reports, you only see these two sections if they are applicable to your user profile.

If you're in any other area of the system, you can navigate to the Dashboard by selecting **Dashboard** from the menu bar located at the top of the page.

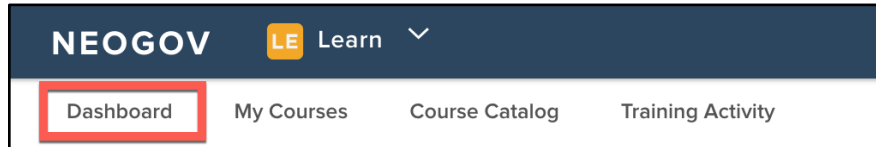


Figure 1: Dashboard

### Metrics

The first section of the Dashboard is called **Metrics**, and it summarizes all of your course information. To take any action on courses or observe data please scroll down to the **Your Activity** section of the Dashboard page.

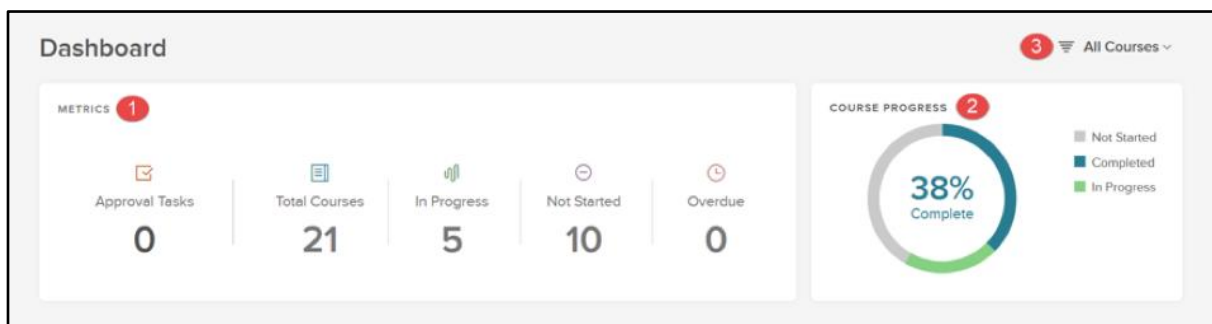


Figure 2: Dashboard View

1. **Metrics:** Displays course progress totals for all your enrolled courses
2. **Course Progress:** A progress pie chart that allows you to see a quick view of all Not Started, Completed, and In Progress courses
3. **Filter:** Organize both the Course Progress and Metrics sections of the dashboard through filtering the view (by Required or All Courses)
  - a. The data changes depending on the information applicable to each type of course

## Your Activity

This section allows users to view and act on associated active and upcoming courses. You can use the arrow icons to scroll through the courses. Summary information on each course is displayed on its course card, giving you a convenient page to quickly access important data. This helpful section prevents Learners from missing important course dates and tasks.

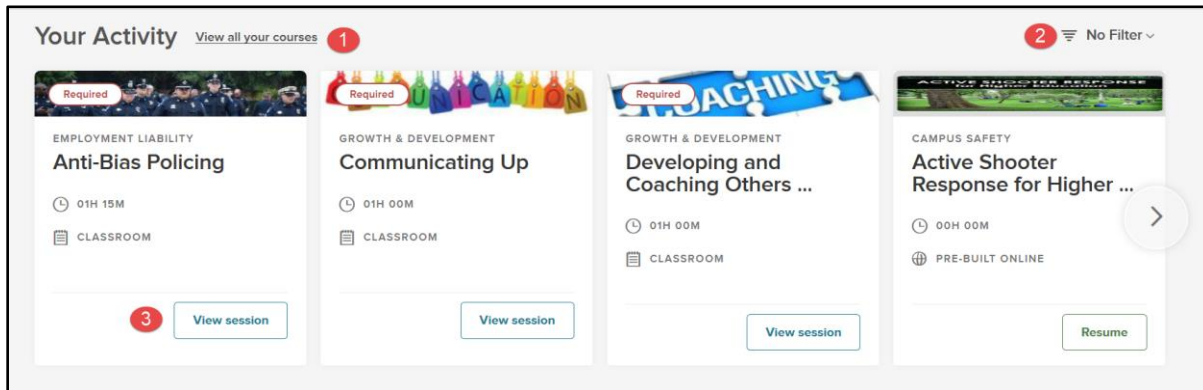


Figure 3: Your Activity

1. **View All Your Courses:** Redirects to **My Courses**, a page containing all of the courses related to your account
  - a. Courses that are in progress, completed, requiring approval, pending, not started, cancelled or in progress are visible from this page
  - b. See [My Courses](#) for more details
2. **Filter:** Organize your list of courses according to different priorities to help prevent course tasks from being missed. Filter by:
  - a. Due Date
  - b. Recently Enrolled
  - c. Shortest to Longest
  - d. Longest to Shortest
  - e. Required Courses Only
  - f. Online Courses Only
  - g. Classroom Courses Only
3. **Course Action:** The action in this section varies depending on the status of the course and the progress the employee has completed. Classroom courses allow you to **View Session** while online courses allow you to take additional actions such as **Start**, **Drop**, and **Resume**.



The **Drop** action is only available for courses you've self-enrolled in

Below the course list of **Your Activity** is a summary section that lists information about your upcoming courses, completed courses, and Top 5 Categories.

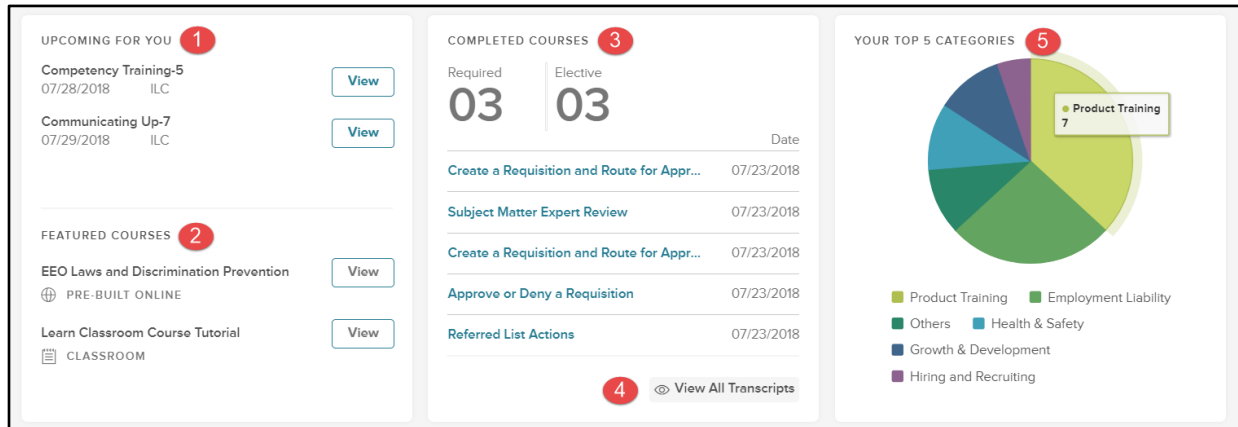


Figure 4: Your Activity > Summary Section

1. **Upcoming For You:** View upcoming classroom classes you’re enrolled in to ensure you never miss an important class
  - a. Select **View** on a listed class to be directed to the Class Details Page
2. **Featured Courses:** Up to three courses, selected by an Administrator, recommended for you to consider enrolling in
3. **Completed Courses:** A brief summary of your five most recently completed courses (See My Profile for more)
4. **View All Transcripts:** Directs you to a page where you can view, organize, and print your transcript for completed courses (See Transcripts for more)
5. **Your Top 5 Categories:** A pie-chart that quickly breaks down the topic areas you’ve chosen to concentrate your training and coursework
  - a. Use this information to ensure you’re enhancing all your skills by completing courses in under-represented categories

## My Courses

The next section is **My Courses**. This is where you can see all the courses associated with your account. Here, all courses are displayed as Course Cards in a grid format that makes it easy to see everything at once. You can use this page to filter, organize and get a quick overview of your courses.

### My Courses Overview

To navigate to the My Courses, select **My Courses** from the menu bar located at the top of the page.

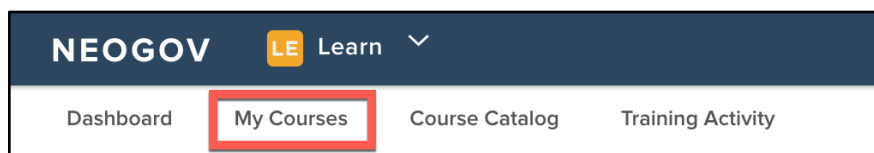


Figure 5: My Courses

From here, you can see all courses that are in progress, completed, requiring approval, pending, not started, or cancelled.

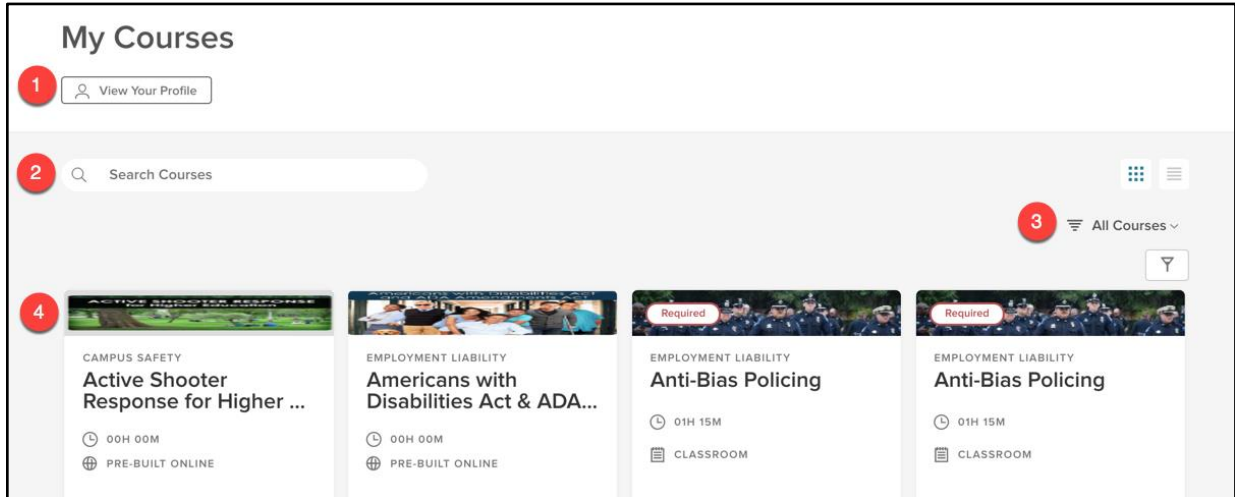


Figure 6: My Courses View

1. **View Your Profile:** Takes you to My Profile – a master list of all your course interactions
2. **Search Courses:** Use the type field to look for specific courses
3. **Filters:** Change the view of the course cards by specific parameters
  - a. View by: All Courses, Current or Pending, Completed, or Not Completed
  - b. Current Filters: Course Name, Delivery Method, Type, Enrolled Date, Progress, Due Date
  - c. View classes by either the default Grid view or the List view
4. **Course Cards:** A graphic display of the important details of a particular course

### Course Card Details

In Learn, courses are displayed in **Course Card** format in the **Dashboard**, **My Courses**, and **Course Catalog**. The Course Cards display detailed information about a course, such as if it's required, the type of course, and the duration. Each course card can be clicked to display additional information.

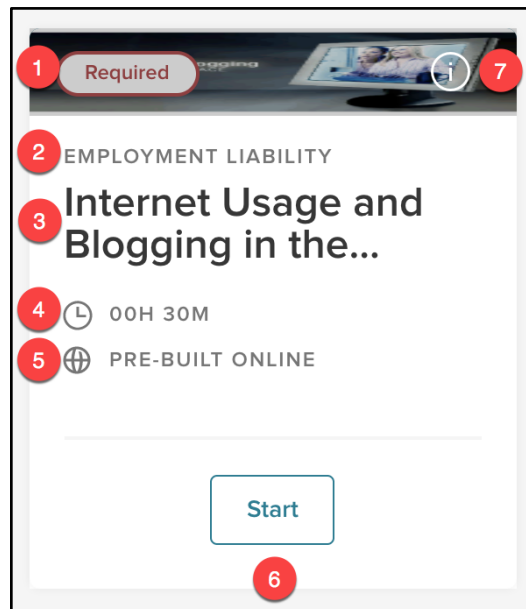


Figure 7: Course Card - Front

1. **Header:** A visual representation of the course
  - a. Includes a red **Required** label if the course is required, helping you stay compliant
2. **Course Category:** Specifies what category the course belongs to
3. **Course Name:** The title of the course
  - a. Click on the course for the full title (see Course Detail Page)
4. **Duration:** How long the course takes to complete
5. **Type of Course:** Whether the course is a Pre-Built Online, Custom Online, or a Classroom Course
6. **Course Actions:** Available options to interact with this course
  - a. Options include: **Start**, **Resume**, or **View Session** (for upcoming Classroom Courses only)

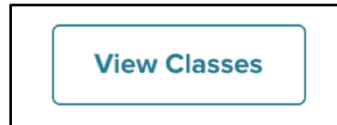


Figure 8: View Classes

- b. A **Drop** option is available to allow users to drop courses they enrolled themselves into
  - i. This permission must be enabled by NEOGOV, and does NOT allow users to drop courses their manager or HR enrolled them in



Figure 9: Drop

- c. These icons provide a straightforward way for users to take action on their courses with one click as soon as they sign in
7. **(i) Icon:** Flip to the backside of the card for more information

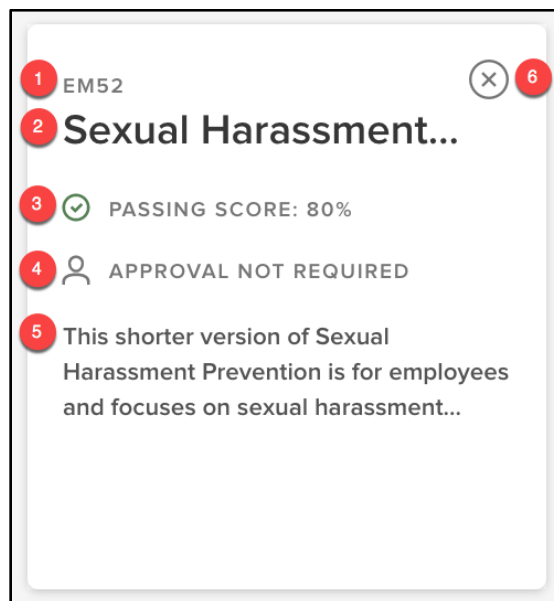


Figure 10: Course Card - Back



1. **Course Code:** The code associated with the course
2. **Course Name:** The title of the course
3. **Passing Score (If Available):** The minimum score required to pass/complete the course
4. **Approval Required:** If enrollment in the course needs to be approved by another user (i.e. manager, instructor, specific employee, etc.)
5. **Description:** Brief explanation of the course
6. **(x) Icon:** Flip back to the frontside of the card

After viewing the **Course Card**, you can find even more details about the course by clicking on the course title. This brings up the **Course Details Page**.

## Course Detail Page

When you click on the title of a course from its **Course Card**, you pull up the **Course Detail Page**. This page displays comprehensive information about a single course.

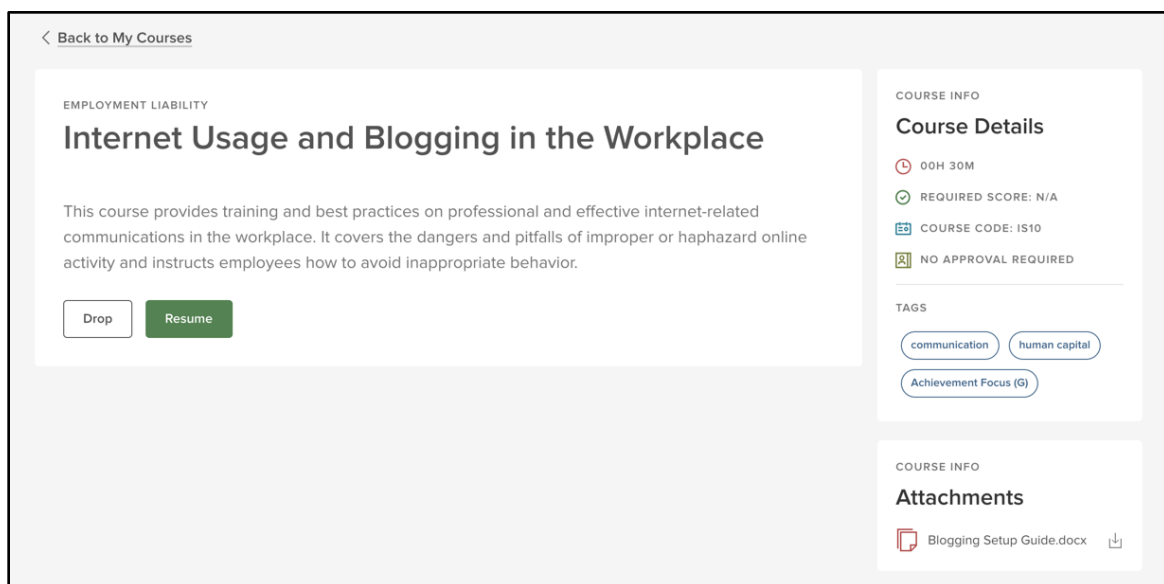


Figure 11: Course Detail Page

Each **Course Details Page** is broken up into smaller sections to make it easy to digest information.

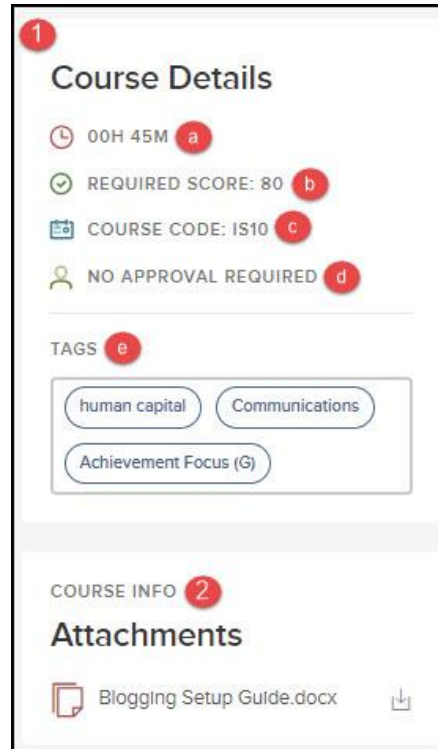


Figure 12: Course Details Page > Course Info

1. **Course Details:** The right-hand section of the **Course Details Page** that contains a lot of the bite-size information from the **Course Card**
  - a. **Duration:** How long the course takes to complete
  - b. **Required Score:** The minimum score required to pass/complete the course
  - c. **Course Code:** The code associated with the course
  - d. **Approval:** Shows self-enrollment (if applicable) and if the course needs to be approved by another user (i.e. manager, instructor, specific employee, etc.)
  - e. **Tags:** Keywords associated with the course that make it easy categorize and find in the catalog
    - i. Customers with Perform can use this feature to tag competencies to connect trainings to competencies on Performance Evaluations
2. **Attachments:** Displays any attachments available for the course
  - a. Administrators can provide instructions or helpful supplemental information to address potential questions from learners

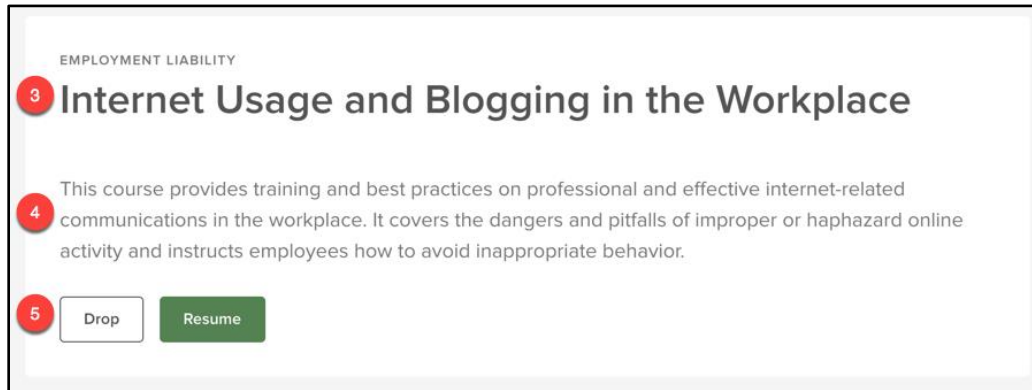


Figure 13: Course Details Page > Course Summary

3. **Course Name:** The title of the course
4. **Description:** Brief explanation of the course
5. **Action Buttons:** Available options to interact with this course
  - a. Options include: **Start**, **Resume**, or **View Session** (for upcoming Classroom Courses only)
  - b. A **Drop** option is available to allow users to drop courses they enrolled themselves into
    - i. This permission must be enabled by NEOGOV, and does NOT allow users to drop courses their manager or HR enrolled them in
  - c. These icons provide a straightforward way for users to take action on their courses with one click as soon as they sign in

## Course Catalog

The next section is the **Course Catalog**, which is a larger inventory of courses in the system that are available to you. Learners may enroll into new courses from this section if permissions allow. Please note that some courses may require a manager's approval before the enrollment process is complete.

### Course Catalog Overview

To navigate to the Catalog, select **Course Catalog** from the menu bar located at the top of the page.

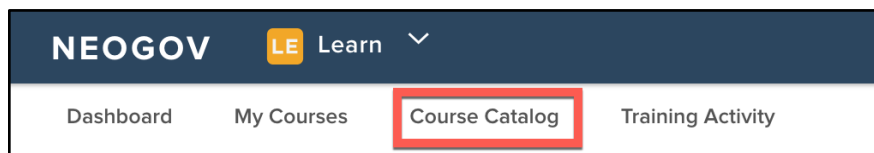


Figure 14: Course Catalog

This page provides a number of tools on to help ensure Learners find their desired course(s). Each course is organized by a specific category determined by your system administrator.

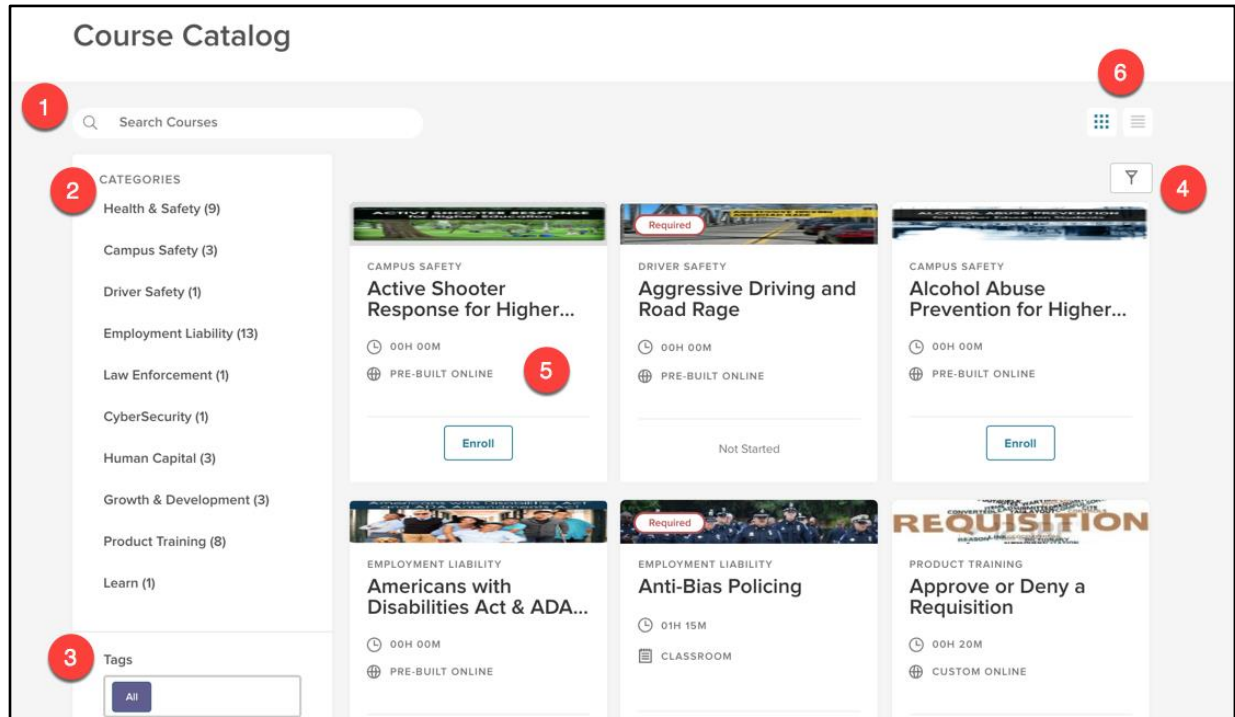


Figure 15: Course Catalog View

1. **Search Bar:** Type into this bar to look for a specific course title
2. **Categories Sidebar:** Narrow courses down by their associated category
  - a. Having similar courses grouped by topic aids learners in finding relevant coursework
3. **Tags:** Narrow courses down by associated tags or keywords
  - a. If learners are looking to improve on a specific competency, such as communication, then this is the best way to find those types of courses
4. **Filters:** Limit the course view in the **Course Catalog** with specific requirements
  - a. Filters available include: course name, course code, category, delivery method, type of course (required or not), number of classes (Classroom only), duration, last updated by, last updated on, passing score, and approval required
  - b. Multiple filters can be active at once
5. **Course Card:** Bite-sized information about a particular course
6. **Catalog View:** Toggle the **Course Catalog** view by either the default grid view or column view

All of these available filters give you the ability to find any specific course needed in the easiest and fastest way possible.

## Training Activity

The next section is the **Training Activity**, which can be used track your progress on all your courses. To navigate here, select **Training Activity** from the menu bar located at the top of the page.

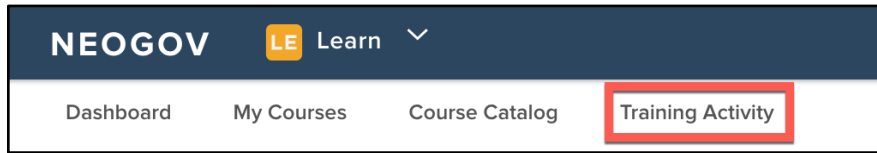


Figure 16: Training Activity

This page can be neatly divided into three sections: your **Overall Training Activity**, **Overdue Course Enrollment Metrics**, and your **Enrollment List**.

The **Overall Training Activity** section contains a pie chart that displays the total statistics for courses you are enrolled in. This shows you a detailed look at all of the courses associated with your account. Select any of the chart sections to display more information about that particular course status.

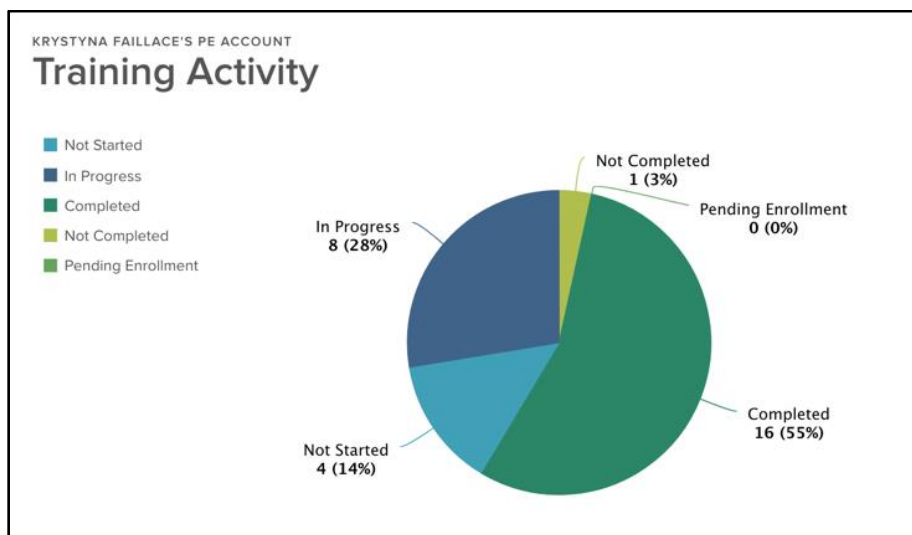


Figure 17: Overall Training Activity

Next to the **Overall Training Activity** is the **Overdue Course Enrollment Metrics**. This pie chart displays courses that have a past due date.

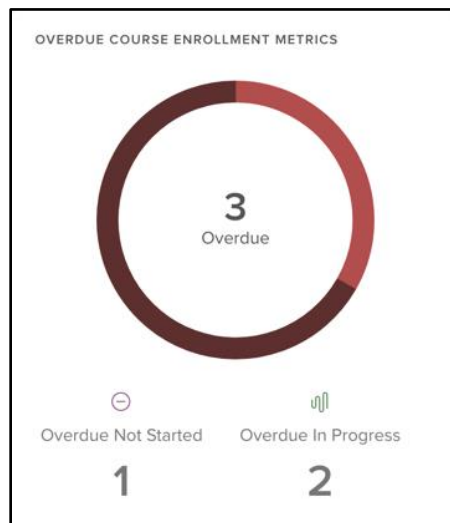


Figure 18: Overdue Course Enrollment Metrics

Beneath the above two metrics sits the **Enrollment List**. The data within this list is populated by any selected data from aforementioned pie graphs, and changes instantly with any selection. This allows Learners to easily filter between associated courses in order to find the tasks that need additional work.

**Enrollment List**

| First Name | Last Name | Employee Number | Course Name         | Course Code | Enrollment Date | Due Date   | Status      | Sub Status  |
|------------|-----------|-----------------|---------------------|-------------|-----------------|------------|-------------|-------------|
| Danny      | Mishler   | 5               | Anti-Bias Policing  | PT51        |                 | 07/13/2018 | Cancelled   | Cancelled   |
| Danny      | Mishler   | 5               | Communicating ...   | CU          |                 | 08/09/2018 | Cancelled   | Cancelled   |
| Danny      | Mishler   | 5               | Communicating ...   | CU          |                 | 08/09/2018 | Cancelled   | Cancelled   |
| Danny      | Mishler   | 5               | Communicating ...   | CU          |                 | 06/29/2018 | Cancelled   | Cancelled   |
| Danny      | Mishler   | 5               | Active Shooter ...  | SS22        | 06/07/2018      |            | In Progress | In Progress |
| Danny      | Mishler   | 5               | Approve or Den...   | ADH         |                 |            | Not Started | Not Started |
| Danny      | Mishler   | 5               | Email in the Wor... | IS02        | 06/07/2018      |            | Cancelled   | Cancelled   |
| Danny      | Mishler   | 5               | Competency Tra...   | CT          | 06/07/2018      | 07/03/2018 | Not Started | Not Started |
| Danny      | Mishler   | 5               | The Power of Re...  | EM42        | 06/07/2018      |            | Completed   | Completed   |
| Danny      | Mishler   | 5               | Workplace Bully...  | EM30        | 06/07/2018      |            | In Progress | In Progress |

Showing 1 - 10 of 43 items

Figure 19: Enrollment List

### Calendar

The next section is the **Calendar**, which gives you a visual view of courses you are currently enrolled in and classroom courses from the Course Catalog.

To navigate to the Course Calendar, select **Calendar** from the very right of the menu bar, located just underneath your profile dropdown.



Figure 20: Calendar

The date format makes it easy to track upcoming available classes and avoid missing important tasks.

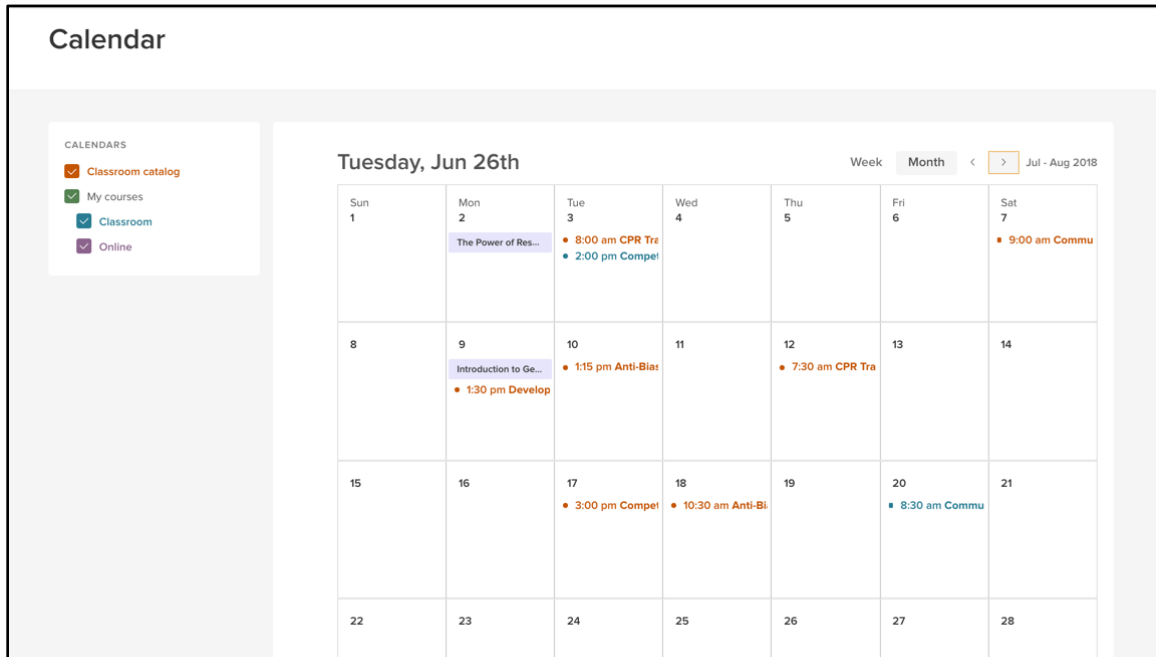


Figure 21: Calendar View

The Calendar Legend displays to the left of the Calendar and lets you see at a glance what types of courses you are either enrolled in or are able to enroll in.

You can edit your view of the calendar by clicking on any of the legend items. Focus on classes to enroll in by unchecking the **My Courses** legend option or use the Calendar to focus on upcoming classes by unchecking the **Classroom Catalog**.

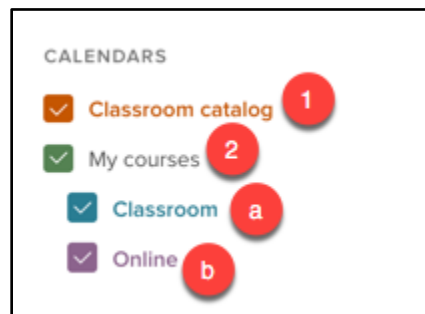


Figure 22: Calendar Legend

1. **Classroom Catalog:** All available classroom courses display in orange
  - a. If you want to enroll in one of these courses, simply select the course time and title to reach the details page (See Course Detail Page for more)
2. **My Courses:** All courses you are currently enrolled in display in one of these two views:
  - a. **Classroom:** In Blue - Classroom courses you are currently enrolled in
  - b. **Online:** In Purple - Online courses you are currently enrolled in display

**TIP!**

Your Online Courses only show on the Calendar when they have a relative due date to help remember those time sensitive classes and stay compliant

The Calendar view can be changed from the default Month view to a Week view if desired. Navigate between date periods by using the left and right arrows beside the Week/Month view options.



Figure 23: Calendar Month/Week View Toggle

## My Profile

The last section is your **My Profile**, where you can access information related to your specific account.

To navigate to your My Profile, select the dropdown beside your name in the very right corner of the screen, then select **My Profile**. From here you can also select **Sign Out** to leave the system entirely.

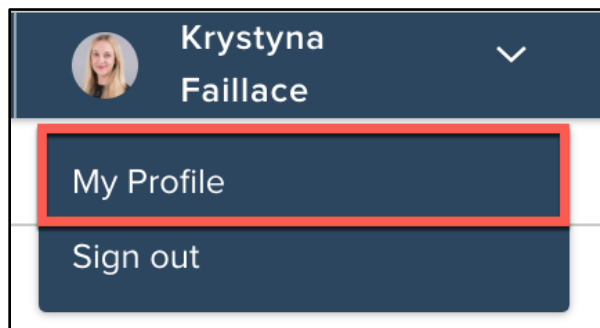



Figure 24: My Profile Dropdown

The **My Profile** page is a hub for all course information related to your Learn account. Learners can view course certificates, course transcripts, progress across recently enrolled courses, category metrics, and action items for other enrolled courses.



**Krystyna Faillace**
Profile Courses



**Krystyna Faillace**  
Implementation Manager  
Customer Service  
kfaillace+2@neogov.net  
Start Date: March 7, 2014

[View Transcripts](#)

YOUR COURSES


Total Courses  
**27**

In Progress  
**3**

Overdue  
**5**

REQUIRED COURSE PROGRESS

**17%**  
Complete



- Not Started
- Completed
- In Progress

### Enrolled Courses

|  |             |                       |
|--|-------------|-----------------------|
| <p>DRIVER SAFETY</p> <p><b>Aggressive Driving and Road Rage</b></p> <p>PRE-BUILT ONLINE</p>  | NOT STARTED | <a href="#">Start</a> |
| <p>CAMPUS SAFETY</p> <p><b>Child Abuse and Prevention</b></p> <p>PRE-BUILT ONLINE</p>  | NOT STARTED | <a href="#">Start</a> |
| <p>PRODUCT TRAINING</p> <p><b>How to use Perform</b></p> <p>CUSTOM ONLINE</p>  | NOT STARTED | <a href="#">Start</a> |
| <p>HEALTH &amp; SAFETY <span style="color: red; font-weight: bold;">Required</span></p> <p><b>Bloodborne Pathogens for all Employees</b></p> <p>PRE-BUILT ONLINE</p> | NOT STARTED | <a href="#">Start</a> |
| <p>PRODUCT TRAINING <span style="color: red; font-weight: bold;">Required</span></p> <p><b>Create a Requisition and Route for Approvals</b></p> <p>CUSTOM ONLINE</p> | NOT STARTED | <a href="#">Start</a> |

Showing 1 - 5 of 9 items [View All Enrolled](#)

### Completed Courses

|   |                      |                                  |                        |
|---|----------------------|----------------------------------|------------------------|
| <p>OHC</p> <p><b>Approve or Deny a Hire</b></p> <p>CUSTOM ONLINE</p>                    | COMPLETED<br>6/18/18 | <a href="#">View Certificate</a> | <a href="#">Review</a> |
| <p>PRODUCT TRAINING</p> <p><b>Referred List Actions</b></p> <p>CUSTOM ONLINE</p>        | COMPLETED<br>6/7/18  | <a href="#">View Certificate</a> | <a href="#">Review</a> |
| <p>PRODUCT TRAINING</p> <p><b>Subject Matter Expert Review</b></p> <p>CUSTOM ONLINE</p> | COMPLETED<br>6/7/18  | <a href="#">View Certificate</a> | <a href="#">Review</a> |
| <p>GROWTH &amp; DEVELOPMENT</p> <p><b>Competency Training</b></p> <p>CLASSROOM</p>      | COMPLETED            | <a href="#">View Certificate</a> |                        |
| <p>PRODUCT TRAINING</p> <p><b>How to use Onboard</b></p> <p>CUSTOM ONLINE</p>           | COMPLETED<br>6/7/18  | <a href="#">View Certificate</a> | <a href="#">Review</a> |

Showing 1 - 5 of 8 items [View All Completed](#)

### External Learnings

[Add External Learning](#)

No External Learnings

Figure 25: My Profile View

Similar to how the **Course Detail Pages** are broken up into the sections for easier consumption, so too is your **My Profile**.

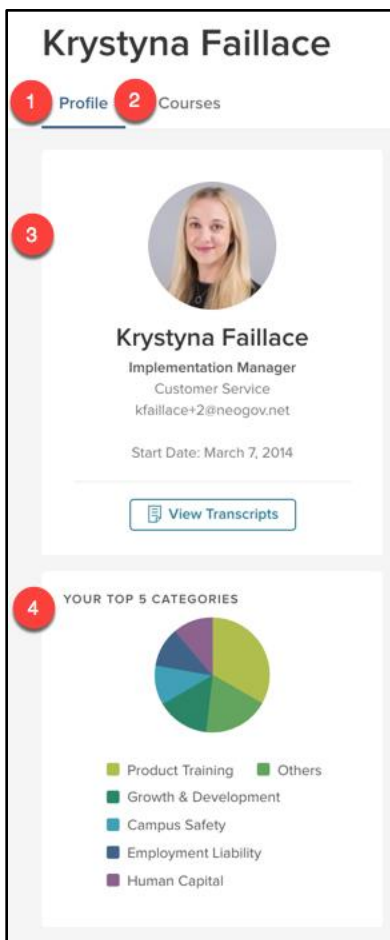


Figure 26: My Profile General Information

1. **Profile:** The default **My Profile** dashboard view
2. **Courses:** Shows all courses associated with your profile (akin to the My Courses page)
3. **User Profile:** General information about your account
  - a. Includes: Your full name, position, department, email, and start date
  - b. Also includes a **View Transcript** button that allows you to review scores, dates, and other information on all courses associated with your account
4. **Your Top 5 Categories:** Identifies trends among the courses you are enrolled in (Each course is associated with a category regardless of which course type it is)
  - a. This information helps encourage growth and development in other areas by outlining where learners are spending the most time in their training

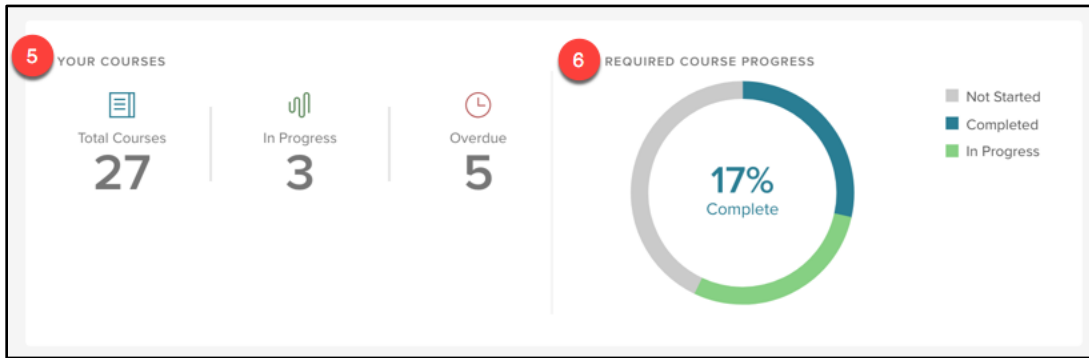


Figure 27: Course Statistics

- 5. **Your Courses:** An overview of the account metrics to determine immediate priorities
- 6. **Required Course Progress:** Summary of the total percentage of completion for required courses
  - a. Click on an option from the chart legend to configure the chart based on Not Started, Completed, and In Progress data

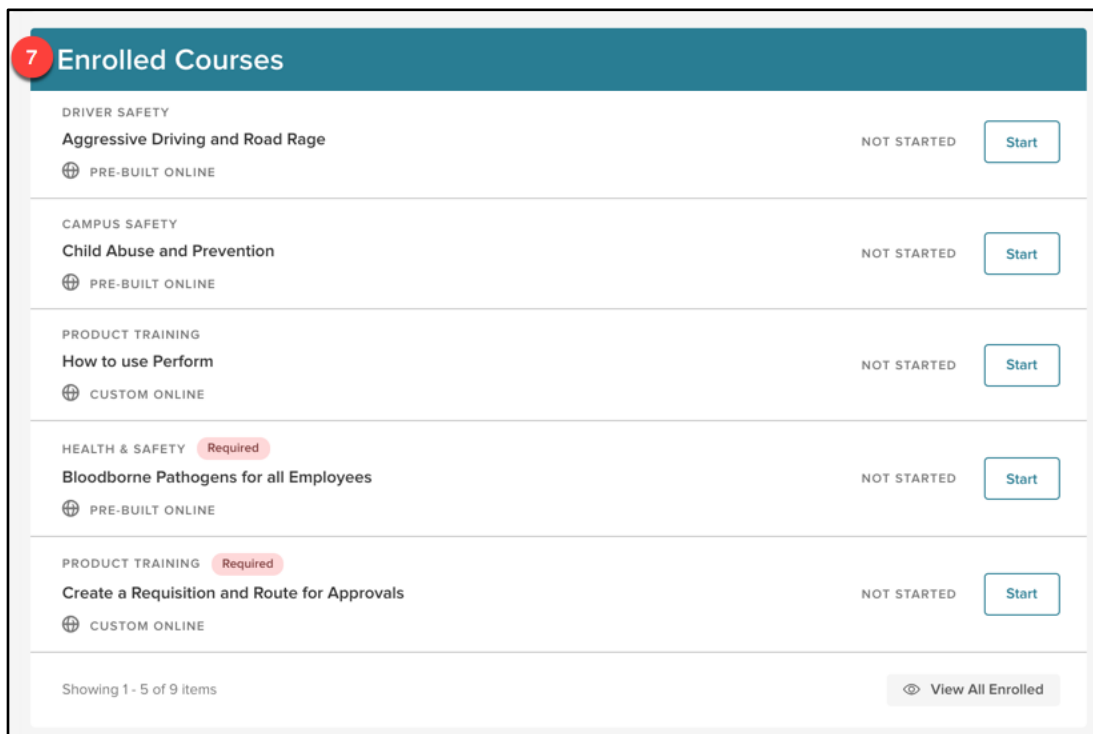


Figure 28: Enrolled Courses

- 7. **Enrolled Courses:** A list of recently enrolled courses
  - a. Each course quickly lists the course category, title, and delivery method
  - b. You can easily take action on a course by selecting the buttons on the right
    - i. Either **Start** or **Resume** is available based off if you've started the course or not

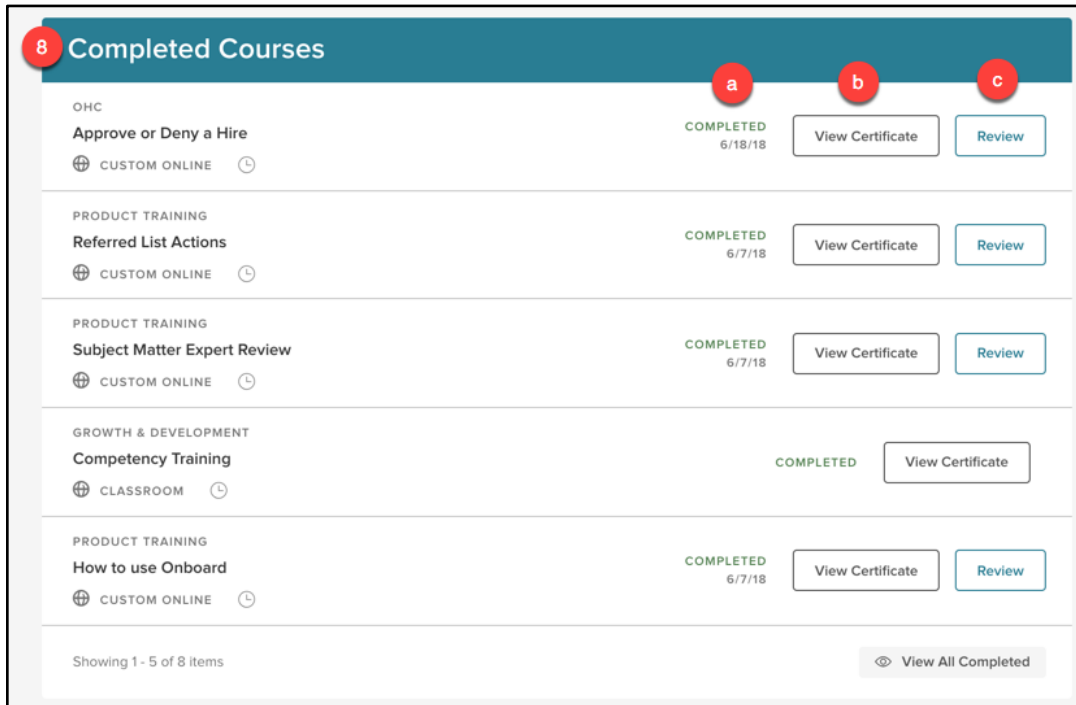


Figure 29: Completed Courses

- 8. **Completed Courses:** A list of all recently completed courses
  - a. **Completed:** The date the (online) course was completed
  - b. **View Certificate:** Click to view and print the course completion certificate
  - c. **Review:** View the completed course details and scores



Both Pre-Built and Custom Online Courses allow you to review all course material with the **Review** button

At the bottom of the **My Profile** page are the **External Learnings**. This displays all learning sessions completed by the employee outside of the organization. No action items are available here as the sessions are held at the location listed in the description.

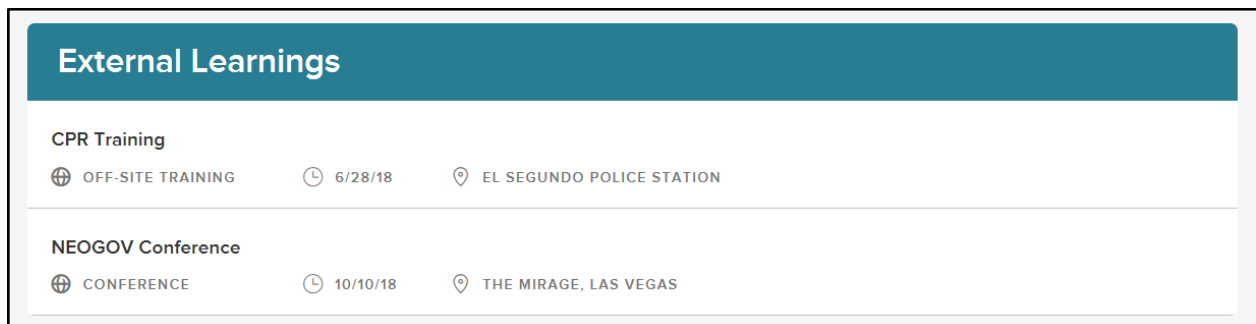


Figure 30: External Learnings

## Learner List

### Who Should Use This Section

Managers should use this section to learn how to enroll others in courses via the Learner List and access the Learner Profiles of their Direct Reports.

### Navigating the Learner List

The Learners List displays your direct reports and your full hierarchy, allowing you to enroll several learners in one or more online courses in bulk.

To navigate to the **Learner List**, select **Learners** from the menu bar at the top of the page.

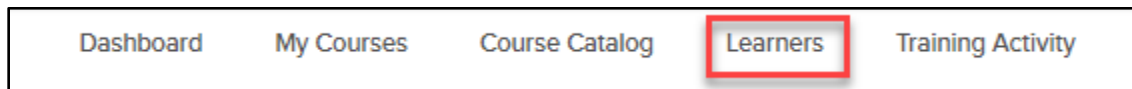


Figure 31: Learners Header


The **Learner List** is a table that displays information associated to each employee you have access to.

The screenshot shows a table titled 'Learners List' with a 'Bulk Actions' dropdown and a search icon. The table has 11 columns, each with a red numbered callout: 1 (Photo), 2 (First Name), 3 (Last Name), 4 (Direct Manager), 5 (Department), 6 (Position), 7 (Start Date), 8 (Online Access), 9 (Active), and 10 (Email). The table contains three rows of employee data. At the bottom, there is a pagination control showing '1' items per page and 'Showing 1 - 3 of 3 items'.

| Photo | First Name | Last Name | Direct Manager   | Department        | Position          | Start Date | Online Access | Active | Email            |
|-------|------------|-----------|------------------|-------------------|-------------------|------------|---------------|--------|------------------|
|       | Amber      | Campbell  | Mykesha Mack     | Parks & Recrea... | Customer Servi... | 03/28/2016 | Activated     | Yes    | test-2@neogov... |
|       | Mykesha    | Mack      | Krystyna Failace | Customer Servi... | Applicant Supp... | 10/04/2016 | Activated     | Yes    | kfailace+77@n... |
|       | Evan       | Oderman   | Mykesha Mack     | Parks & Recrea... | Customer Servi... | 03/21/2017 | Activated     | Yes    | testtetest@ne... |

Figure 32: Learners List



1. **Employee Photo:** A photo of the employee
2. **First name:** Employee’s first name
3. **Last name:** Employee’s last name
4. **Direct Manager:** The employee’s direct manager
5. **Department:** The title of the employee’s department
6. **Position:** The title of the employee’s position
7. **Start Date:** The employee’s start date
8. **Online Access:** The status of the employee’s account activation
9. **Active:** Whether the employee is active or inactive
10. **Email:** The employee’s email address

In addition to the columns provided by default, you have the option to add additional columns and remove and restructure the existing columns. To edit this grid view, select the column icon  above the top right corner of the table. A flyout appears with the following additional options:

| OPTIONS |   |
|---------|---|
| 1       | <input type="checkbox"/> Position Code    |
| 2       | <input type="checkbox"/> Department Code  |
| 3       | <input type="checkbox"/> Class Spec Title |
| 4       | <input type="checkbox"/> Class Spec Code  |
| 5       | <input type="checkbox"/> Division         |
| 6       | <input type="checkbox"/> Division Code    |
| 7       | <input type="checkbox"/> Employee #       |

Figure 33: Edit Column Flyout

1. **Position Code:** The unique code associated to the Position
2. **Department Code:** The unique code associated to the Department
3. **Class Spec Title:** The title of Class Spec
4. **Class Spec Code:** The unique code associated to the Class Spec
5. **Division:** The name of the Division
6. **Division Code:** The unique code associated to the Division
7. **Employee #:** The unique number associated to the employee

Columns are added by checking the green circle , and can be moved by dragging the dot grid . This allows you to customize the Learner List to best suit your needs for information about employees you need to see at a quick glance.

## Bulk Actions

Instead of enrolling direct reports one by one, using the Learner List saves you time by enrolling multiple learners at once using **Bulk Actions**. Enrolling in Bulk saves you time by enrolling everyone at once rather than enrolling each direct report one by one. For example, if all of your Direct Reports need to take a sexual harassment prevention training, that can be quickly assigned using Bulk Enrollment.

To enroll employees in a course, select the appropriate employees to enroll by clicking the checkbox to the left of each employee (or select all). Once you've selected all necessary employees, click the **Bulk Actions** button above the top left corner of the table.

**Learners List**

Bulk Actions

3 record(s) are selected. Select All 3 records Clear Selection

| ✓ | Photo | First Name | Last Name | Direct Manager    | Department        | Position          | Start Date | Online Access | Active | Email              |
|---|-------|------------|-----------|-------------------|-------------------|-------------------|------------|---------------|--------|--------------------|
| ✓ |       | Amber      | Campbell  | Mykesha Mack      | Parks & Recrea... | Customer Servi... | 03/28/2016 | Activated     | Yes    | test-2@neogov...   |
| ✓ |       | Mykesha    | Mack      | Krystyna Faillace | Customer Servi... | Applicant Supp... | 10/04/2016 | Activated     | Yes    | kfaillace+77@n...  |
| ✓ |       | Evan       | Oderman   | Mykesha Mack      | Parks & Recrea... | Customer Servi... | 03/21/2017 | Activated     | Yes    | testtetstest@ne... |

10 items per page Showing 1 - 3 of 3 items

Figure 34: Learners List > Bulk Actions

From here, a flyout appears that gives you the option to Enroll in a course or by Association. Both of these options allow you to enroll your employees into courses.

**Actions** Done

Enroll in a course

Enroll by Association

Figure 35: Bulk Actions List

To directly enroll employees into a specific class, select **Enroll in a course**. This brings you to a page that has the course cards of the available Online Courses. Each course card displays the type of course, the course name, and the length of the course. Select the course you wish to enroll your employees in and select **Enroll** at the top right corner of the page.



While using **Bulk Enroll**, you can only enroll learners in one course at a time

The other option available to you here is **Enroll by Association**. Associations are used to pair an individual or group of individuals to a specific course, which helps ensure that your employees are associated and enrolled in certain courses they need to take.

## Learner Profile

The Learner Profile contains important information pertaining to your employees, in one centralized and easy to access place.

To navigate to a Learner Profile, select the name of the employee from the Learner List. The Learner Profile provides you with information on the employee’s courses, progress, and course outcomes.

**Amber Campbell**

Profile Courses

**Amber Campbell**  
Customer Service  
Parks & Recreation  
test-2@neogov.net

Start Date: January 1, 2016  
Manager: Mykeshia Mack

[View Transcripts](#)

**YOUR COURSES**

Total Courses: 14 | In Progress: 1 | Not Started: 11 | Overdue: 2

**REQUIRED COURSE PROGRESS**

30% Complete

- Not Started
- Completed
- In Progress

**YOUR TOP 5 CATEGORIES**

- Product Training
- Health & Safety
- Employment Liability
- Growth & Development

▲ 12 ▼

**Enrolled Courses**

|  |                  |
|--|------------------|
| PRODUCT TRAINING <span>Required</span>                 |                  |
| Approve or Deny a Hire                                 | PENDING APPROVAL |
| ⊕ CUSTOM ONLINE  |                  |
| CAMPUS SAFETY  |                  |
| Alcohol Abuse Prevention for Higher Education Students | NOT STARTED      |
| ⊕ PRE-BUILT ONLINE                                     |                  |
| EMPLOYMENT LIABILITY                                   |                  |
| Americans with Disabilities Act & ADA Amendments Act   | NOT STARTED      |
| ⊕ PRE-BUILT ONLINE                                     |                  |
| HEALTH & SAFETY  |                  |
| Behavior-Based Safety Training                         | NOT STARTED      |
| ⊕ PRE-BUILT ONLINE                                     |                  |
| HEALTH & SAFETY  |                  |
| Employee Safety Awareness                              | NOT STARTED      |
| ⊕ PRE-BUILT ONLINE                                     |                  |

Showing 1 - 5 of 14 Items [View All Enrolled](#)

**Completed Courses**

|                      |                                  |
|----------------------|----------------------------------|
| GROWTH & DEVELOPMENT |                                  |
| Competency Training  | COMPLETED 7/19/18                |
| ⊕ CLASSROOM ⌚        | <a href="#">View Certificate</a> |

Figure 36: Learner Profile

The top left corner of the Learner Profile displays the employee’s information including:



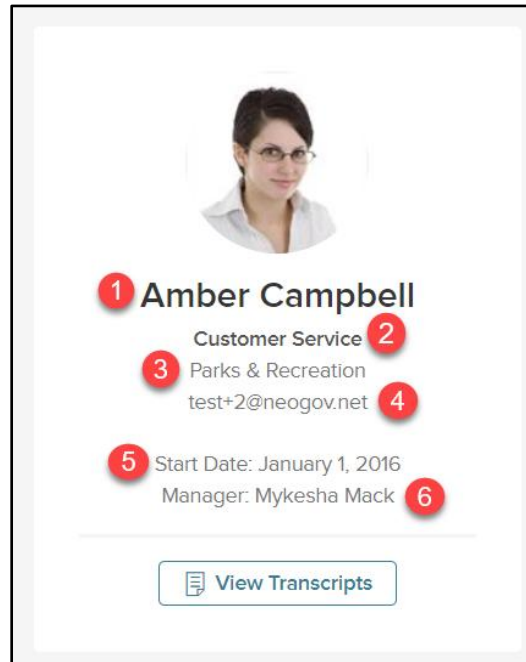


Figure 37: Employee Information

1. **The Employee's Name**
2. **Employee's Position**
3. **Employee's Department**
4. **Employee's Email**
5. **Start Date**
6. **Manager**

### Learner Course Information

The Learner Profile is conveniently broken up into a number of sections to make it easier to consume all the information. The top section displays information on the total courses for the employee, the number of courses in progress, and the number of overdue courses. This information provides managers with a quick snapshot of where the employee is at in their trainings and helps them more easily monitor their progress.

To the right of that is the required course progress pie chart that displays the percentage of courses the employee has completed, with those In Progress and Not Started included.

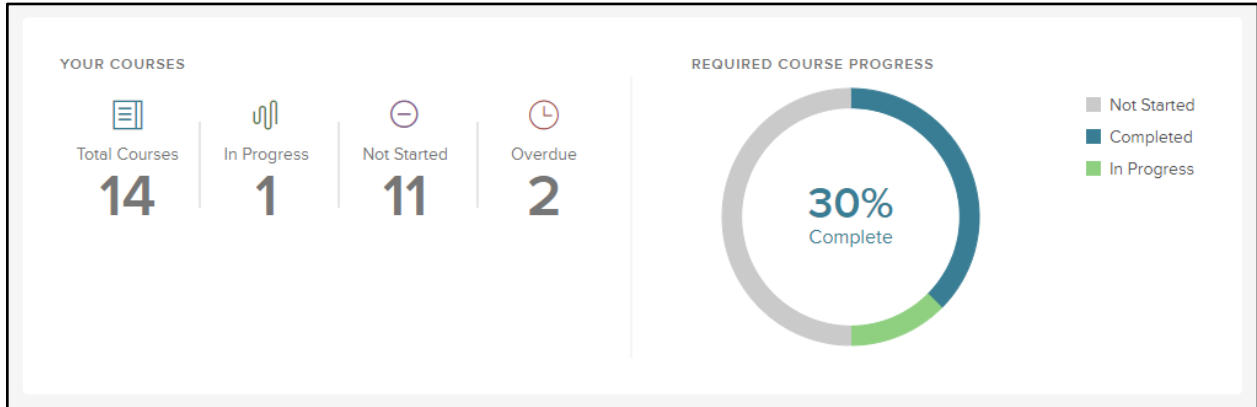


Figure 38: Your Courses and Progress

Similar to the dashboard, the Top 5 Course Categories for the employee are included on the left side of the learner profile. Hovering over each section displays the category as well as the number of courses the employee has taken in each category.



Figure 39: My Profile > Top 5 Categories

Beneath the header information of your **My Profile** is the **Enrolled Courses** section, which displays a subset of the courses the Learner is currently enrolled in.

| Enrolled Courses          |  |                                   |
|---------------------------|--|-----------------------------------|
| 1                         | PRODUCT TRAINING <span>Required</span> 4               | 5 PENDING APPROVAL                |
| 2                         | Approve or Deny a Hire                                 |                                   |
| 3                         | 🌐 CUSTOM ONLINE  |                                   |
|                           | CAMPUS SAFETY  |                                   |
|                           | Alcohol Abuse Prevention for Higher Education Students | NOT STARTED                       |
|                           | 🌐 PRE-BUILT ONLINE                                     |                                   |
|                           | EMPLOYMENT LIABILITY                                   |                                   |
|                           | Americans with Disabilities Act & ADA Amendments Act   | NOT STARTED                       |
|                           | 🌐 PRE-BUILT ONLINE                                     |                                   |
|                           | HEALTH & SAFETY  |                                   |
|                           | Behavior-Based Safety Training                         | NOT STARTED                       |
|                           | 🌐 PRE-BUILT ONLINE                                     |                                   |
|                           | HEALTH & SAFETY  |                                   |
|                           | Employee Safety Awareness                              | NOT STARTED                       |
|                           | 🌐 PRE-BUILT ONLINE                                     |                                   |
| Showing 1 - 5 of 14 items |  | <a href="#">View All Enrolled</a> |

Figure 40: Enrolled Courses

- 1. Category:** The category of the course
- 2. Name:** The course name
- 3. Type:** The type of course (Custom Online, Pre-Built Online, Classroom)
- 4. Required:** Whether a course is required and not elective
- 5. Status:** The status of the course



View the status of required courses to check the progress of mandatory courses to make sure your team members are compliant

Beneath the **Enrolled Courses** is a list of the **Completed Courses**, which displays information on the employee’s five most recently completed courses.

**Completed Courses**

| Category             | Name                         | Type          | Required | Completed Date | Action           |
|----------------------|------------------------------|---------------|----------|----------------|------------------|
| GROWTH & DEVELOPMENT | Competency Training          | CLASSROOM     |          | 7/19/18        | View Certificate |
| PRODUCT TRAINING     | How to use Perform           | CUSTOM ONLINE |          | 7/10/18        | View Certificate |
| PRODUCT TRAINING     | Subject Matter Expert Review | CUSTOM ONLINE |          | 7/10/18        | View Certificate |
| PRODUCT TRAINING     | Referred List Actions        | CUSTOM ONLINE |          | 7/10/18        | View Certificate |
| HEALTH & SAFETY      | Earthquake Safety Training   | CUSTOM ONLINE | Required | 7/10/18        | View Certificate |

Showing 1 - 5 of 7 Items View All Completed

Figure 41: Completed Courses

1. **Category:** The category of the course
2. **Name:** The name of the course
3. **Type:** The type of course (Custom Online, Pre-Built Online, or Classroom)
4. **Required:** Whether the course is required or elective
5. **Date:** The date the course was completed
6. **Certificate:** Option to view the Certificate for the completion of the course, which allows managers to recognize and celebrate their employee’s accomplishments and growth

Managers can track training that is completed outside of the organization using the **External Learnings** section at the bottom of the Learner Profile.

**External Learnings** Add External Learning

No External Learnings

Figure 42: External Learnings

Here you can also add **External Learnings** such as Seminars, Conferences, or additional trainings to the Employee’s profile. Managers can only add External Learning if they have the ability to enroll others into courses.

Add an **External Learning** by clicking the **Add External Learning** button for a flyout.

Figure 43: Add External Learning Flyout

1. **External Learning:** Choose the type of External Learning you wish to add
2. **Score:** Include the score of the External Learning, if applicable



If an External Learning Event is not available, contact a System Administrator to add it to the list

### Learner Transcripts

**Transcripts** for each employee are available by selecting **View Transcripts** under the employee’s information. Transcripts are a great way for managers to easily see their team’s completed courses in one central place. They serve as a quick check to verify if your team member has taken specific training.

Figure 44: Employee Info > View Transcripts

At the top of the **Learner Transcript** is Employee Information, total number of courses the employee has been enrolled in, and the number of courses the employee has completed.

**LEARNER TRANSCRIPT**  
**Amber Campbell**  
 Customer Service  
 Parks & Recreation  
 ID - 44

Total Courses  
**22**

Completed  
**07**

**NEOGOVS**™ Krystyna Faillace's PE Account  
 300 N. Continental Blvd.  
 El Segundo, California 90245

Figure 45: Learner Transcript Header

Below is the **Transcript Table**, which displays information for each course.

| Name                   | Code   | Type     | Enrollment Date | Completion Date | Score   | Status      | Sub Status       |
|------------------------|--------|----------|-----------------|-----------------|---------|-------------|------------------|
| Competency Traini...   | CT     | Elective | 07/10/2018      | 07/19/2018      | NA      | Completed   | Attended         |
| How to use Perform     | PE     | Elective | 07/10/2018      | 07/10/2018      | NA      | Completed   | Completed        |
| Subject Matter Exp...  | SME    | Elective | 07/10/2018      | 07/10/2018      | NA      | Completed   | Completed        |
| Referred List Actions  | RLA    | Elective | 07/10/2018      | 07/10/2018      | NA      | Completed   | Completed        |
| Earthquake Safety ...  | EST    | Required | 07/10/2018      | 07/10/2018      | NA      | Completed   | Completed        |
| How to Reset your ...  | NGPass | Required | 07/10/2018      | 07/10/2018      | 75.00%  | Completed   | Passed           |
| Create a Requisitio... | CRRA   | Required | 07/10/2018      | 07/10/2018      | 100.00% | Completed   | Passed           |
| Anti-Bias Policing     | PT51   | Required | 06/07/2018      | ---             | NA      | Not Started | Not Started      |
| Communicating Up       | CU     | Required | 06/07/2018      | ---             | ---     | Not Started | Not Started      |
| Approve or Deny a...   | ADH    | Required | ---             | ---             | ---     | Pending     | Pending Approval |

Page 1 of 1 | 10 items per page | Showing 1 - 10 of 22 items

Figure 46: Transcript Table

1. **Table Display Drop Down:** Select between All or Completed Courses to display on the table
  - a. The default view shows Completed Courses
2. **Name:** The name of the course
3. **Code:** The course code
4. **Type:** The type of course (Elective or Required)
5. **Enrollment Date:** The date the employee was enrolled in the course
6. **Completion Date:** The date the employee completed the course
7. **Score:** The score the employee received, if applicable
8. **Status:** Status of the course (Completed, Not Started, Pending, or In Progress)
9. **Sub Status:** A more detailed status, if available, for the corresponding course
  - a. e.g. *Passed, Waitlisted, Not Attended, etc.*
10. **Print Transcript:** Print the table with the information being displayed

## Course Enrollment

### Who Should Use This Section

This section is intended for all Learn users with the Employee Learner role who are enrolling in courses.

### Enrolling Via the Course Catalog

Learners can enroll in any available course from the Course Catalog page if self-enrollment has been configured for that course. Identify the course desired and either select **Enroll** from the Course Card or from the Course Detail Page.

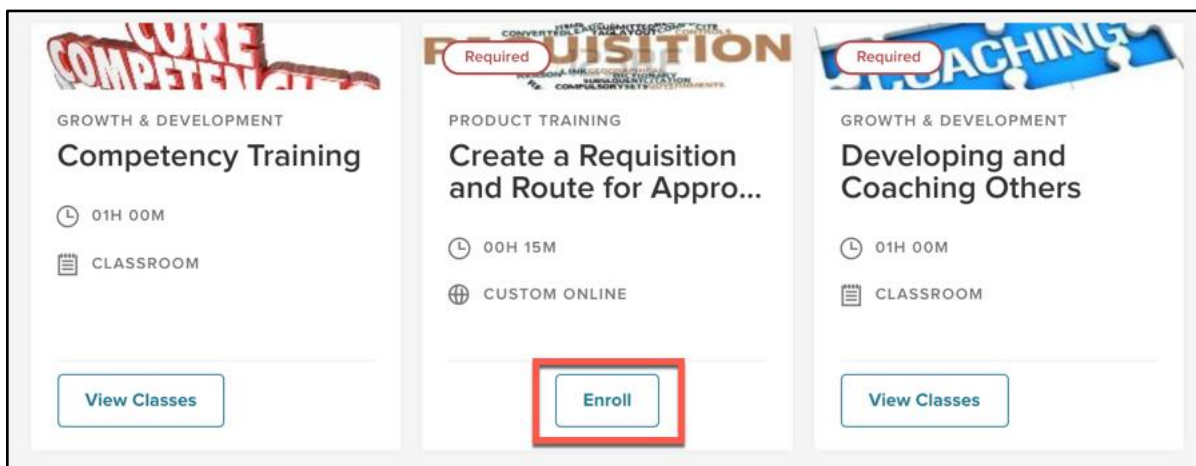


Figure 47: Course Card Enroll Button

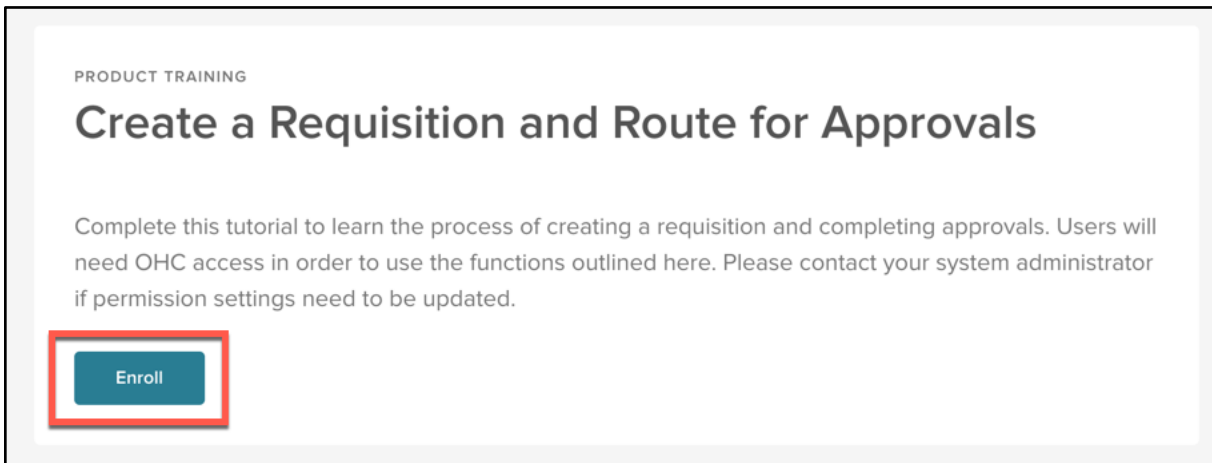


Figure 48: Course Details Page Enroll Button

When you select **Enroll** a popup appears asking to confirm your enrollment. To confirm your course selection, click **Yes, Enroll Me**.

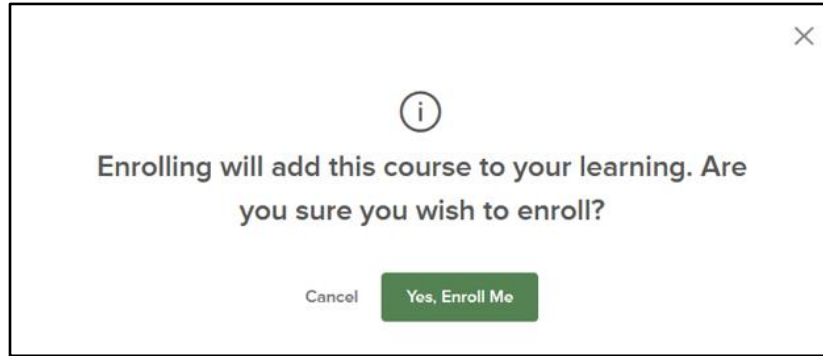


Figure 49: Enrollment Popup

Once enrolled, the course will be associated with your Learner account and can be accessed from the Dashboard page. Learners must successfully enroll in a course before having the option to view its content.

### Course Enrollment for your Direct Reports

From the Course Catalog, select the Course Name to be taken to the Course Details Page.

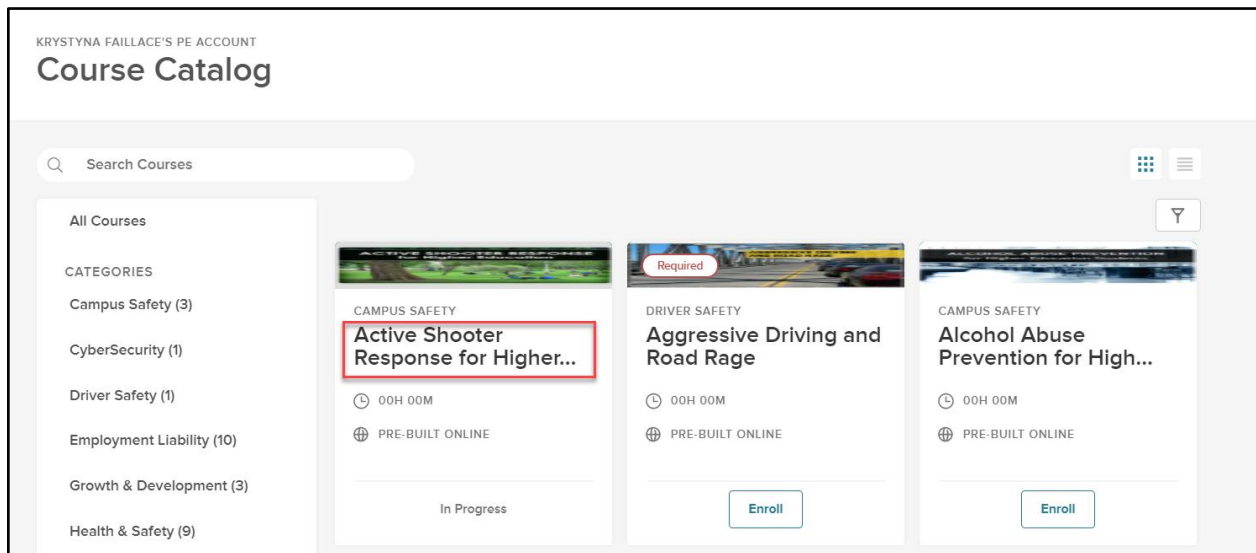


Figure 50: Select Course Name

To enroll your Direct Reports, select **Enroll Others**.



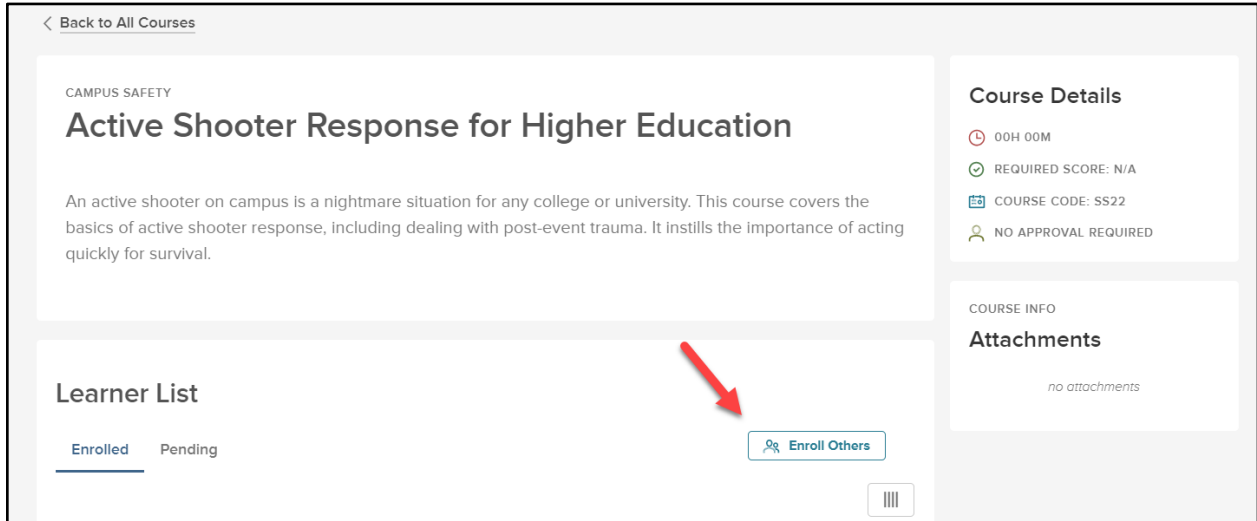


Figure 51: Course Details Page > Enroll Others

Select the employees you wish to enroll in the course, then select **Enroll Employees**.



Employees are enrolled in the course after any approvals (if applicable) have taken place

If the approval is set as the manager and their manager is enrolling them, they are enrolled right off the bat

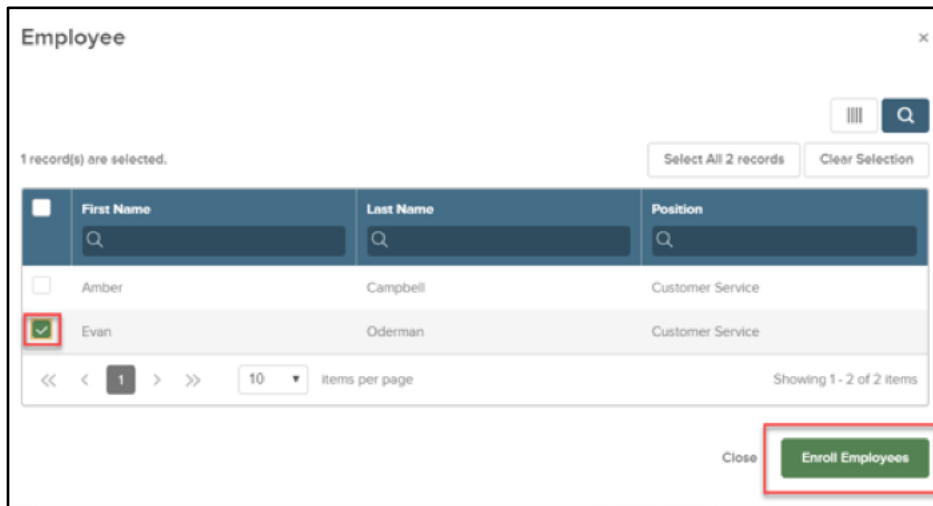


Figure 52: Enroll Employees

### Enrolling Via the Calendar

Learners can also enroll themselves in courses directly from the Calendar page.

All available courses to enroll in are displayed in Orange. Click on any time and title of an orange class to open its Course Details Page.



Figure 53: Available Calendar Class

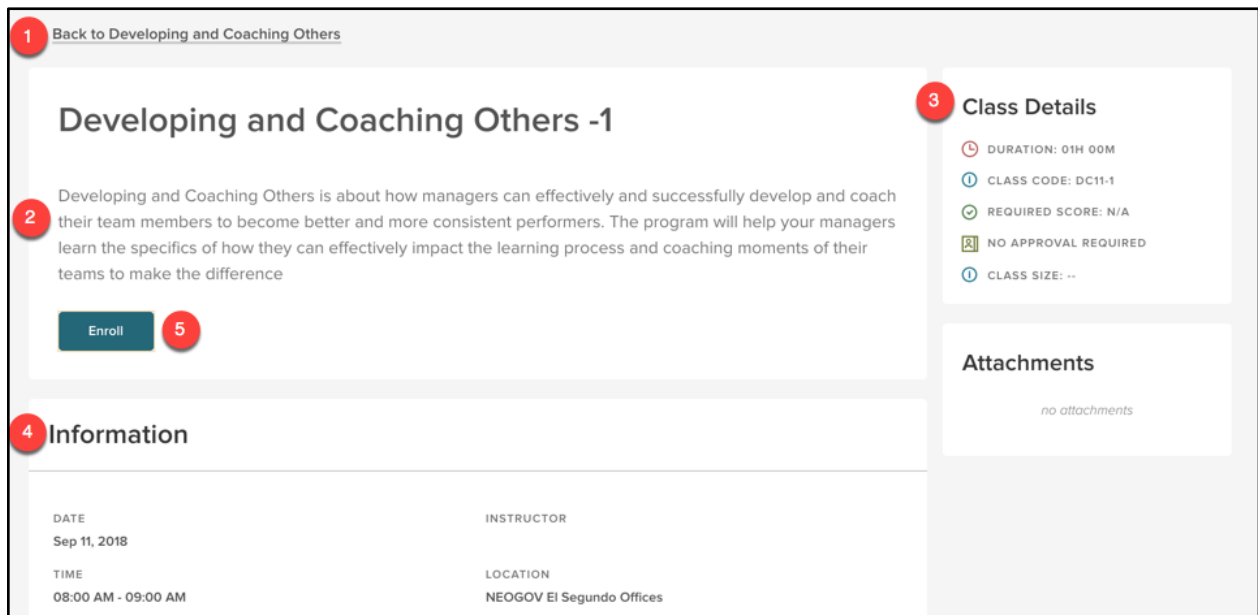


Figure 54: Classroom Course Class Page

1. **Back:** View general information about this specific course
  - a. Here you can access other course dates and enroll in one that is more convenient if the current course time from the Calendar is not compatible with your schedule
2. **Course Details:** A general explanation of the course
3. **Class Details:** View specific information for this class session
  - a. for this specific class are listed in this section. Administrators may configure class dates differently depending on the situation which makes this area convenient for updates. This section outlines the basic administrative attributes as well as tags that can be useful when searching for this course in the future.
4. **Information:** Details specific for this class occurrence in terms of where to complete the training (i.e. date, time, instructor, location)
5. **Enroll:** Select this button to enroll yourself in the course if you've decided to take this class

- Administrators must enable the self-enrollment feature in order for this button to appear on Learner accounts
- Same as previously addressed, when you click on the **Enroll** button a confirmation popup appears to confirm your enrollment in the course.



You can only enroll in Classroom Courses from the Calendar

## Enrolling your Direct Reports

From the Calendar, you can enroll your Direct Reports in a classroom course. Click on a classroom course to view the class details page. This displays information about the course such as the duration, required score, whether approval is required, and the class size.

Below the description, you can view who in your hierarchy is enrolled in the course, pending approval, or on the waitlist. Enroll your direct reports in the course by selecting Enroll Others.

Back to Developing and Coaching Others

### Developing and Coaching Others -1

Developing and Coaching Others is about how managers can effectively and successfully develop and coach their team members to become better and more consistent performers. The program will help your managers learn the specifics of how they can effectively impact the learning process and coaching moments of their teams to make the difference

**Enroll** 1

**Class Details**

- DURATION: 01H 00M
- CLASS CODE: DC11-1
- REQUIRED SCORE: N/A
- NO APPROVAL REQUIRED
- CLASS SIZE: --

**COURSE INFO**

**Attachments**

no attachments

**Learner List**

Enrolled 2 Pending Waitlist **Enroll Others** 2

| First Name | Last Name | Position         | Due Date   | Status      | Actions   |
|------------|-----------|------------------|------------|-------------|-----------|
| Evan       | Oderman   | Customer Service | 09/Tu/yyyy | Not Started | Edit Drop |
| Amber      | Campbell  | Customer Service | 09/Tu/yyyy | Not Started | Edit Drop |

Showing 1 - 2 of 2 Items

Figure 55: Calendar > Course Details Page

- Enroll:** Enroll yourself in a course
- Enroll Others:** Useful for Managers looking for courses on specific dates/times to enroll their team (or anyone in their direct report hierarchy)

After selecting **Enroll Others**, a popup appears to complete the enrollment.

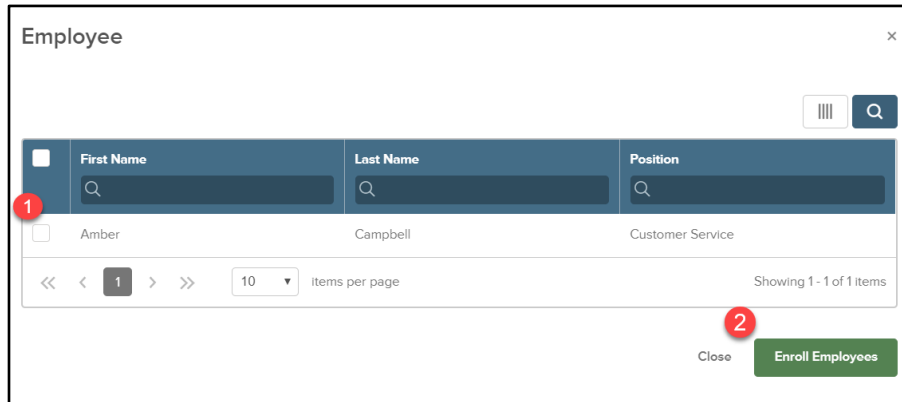


Figure 56: Enroll Employees

1. Select the employees you wish to enroll
2. Select **Enroll Employees**



You can only register for Classroom Courses from the Calendar

## Course Approvals

Some courses may require approval from a Manager, Instructor, or Administrator before the enrollment is complete. The enrollment process changes slightly in this situation.

If the course requires an approval the enrollment message changes to reflect that requirement. A confirmation message appears after the course approval has been sent.

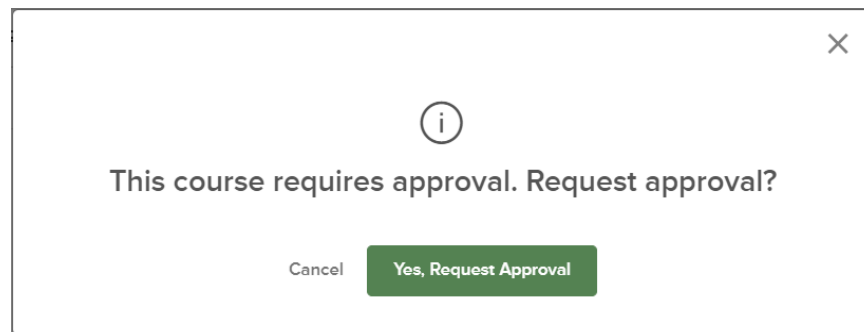


Figure 57: Request Approval

The enrolled course displays **Pending Approval** until the course has been approved by a Manager, Instructor, or Administrator. The “Online Course Enrollment Approved Request” email notification is sent to the Learner after the course has been approved.

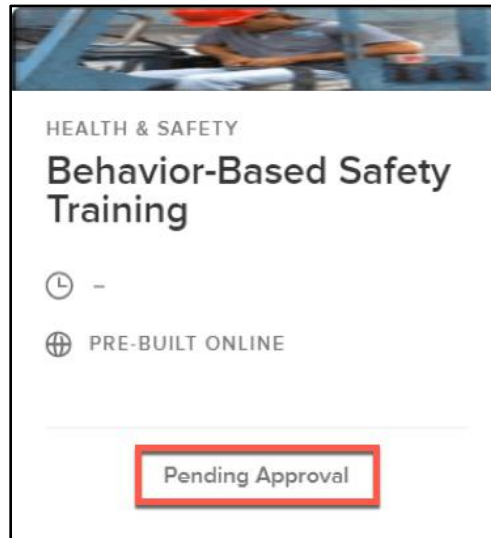


Figure 58: Pending Approval

### Course Waitlist

If the waitlist feature is enabled by an Administrator, then Learners may enroll in a course that has reached maximum capacity. This functionality is course specific and may not apply to all courses. Find a course through the course catalog to enroll.

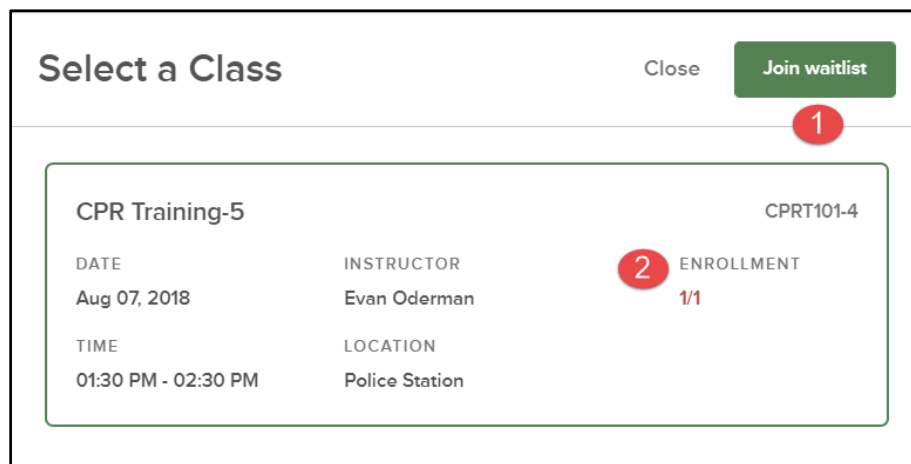


Figure 59: Join Waitlist

1. **Join Waitlist:** This message appears rather than **Enroll Me** when the desired class is full
  - a. Select the icon to be placed on the waitlist
2. **Enrollment:** Within the Course Details section is the Total Course Capacity for this date along with the current amount of Learners already enrolled

## Completing Different Course Types

The Learn system contains three course types: Classroom, Pre-Built Online, and Custom Online. This section outlines how to open each type of course and complete it.

### Who Should Use This Section

All users who are enrolled in any course type should use this guide to learn how to successfully complete each type of course. Users can only complete a specific course type if they are enrolled in a course under that type. Be sure you are enrolled in a course in order to go about completing it!

### Classroom Courses

Classroom Courses are courses completed outside of the system at a physical location with a live instructor. After you've attended the class, you may check the status of your completion via the Learn system. However, you cannot complete a classroom course directly in the system the same way an online course is completed. For classroom courses, an administrator must process the completions on the roster.

Let's take a look at a Classroom Course. Identify one by the Delivery Method Type on a Course Card – accessible from either your **Dashboard** or **My Courses**.

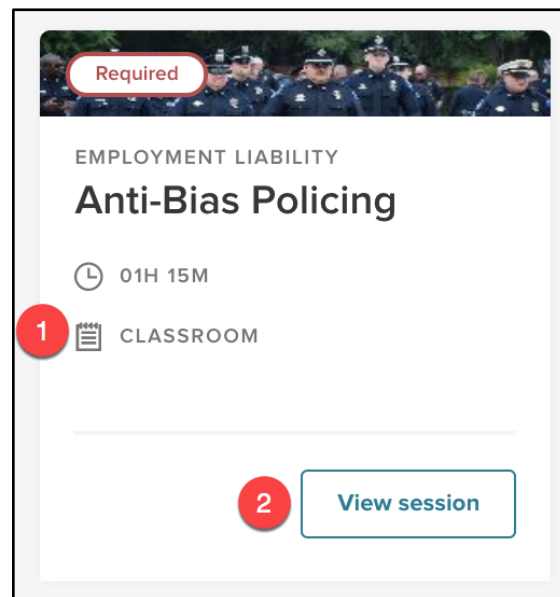


Figure 60: Classroom Course Card

1. **Delivery Method:** The course type (Classroom or Online)
2. **View Session:** Pulls up the Classroom Course session details

Click on the **View Session** button. This pulls up the **Class Details Page**, which gives you further information about the class.

The screenshot shows a user interface for a course titled "Anti-Bias Policing". At the top left, there is a link to "Back to My Courses". The main content area is divided into three sections:

- EMPLOYMENT LIABILITY:** Contains the title "Anti-Bias Policing" and a paragraph describing the course's focus on fairness and unbiased thinking. Below this is a "Drop" button.
- Information:** A table providing course details:
 

| Anti-Bias Policing-3 |                           | PT51-3      |
|----------------------|---------------------------|-------------|
| DATE                 | INSTRUCTOR                | ENROLLMENT  |
| Jul 24, 2018         | Amber Campbell            | Not Started |
| TIME                 | CLASSROOM LOCATION        |             |
| 09:00 AM - 10:15 AM  | NEOGOV El Segundo Offices |             |
- CLASS INFO:** A sidebar on the right containing:
  - Class Details:**
    - Duration: 01H 15M
    - Required Score: N/A
    - Class Code: PT51-3
    - No Approval Required
    - Class Size: 10
  - TAGS:** "Police" and "Compliance" buttons.
  - COURSE INFO:**
    - Attachments:** A document titled "Anti-Bias Policing.docx" with a download icon.

Figure 61: Class Details Page

The **Class Details Page** is very similar to the **Course Details Page**.

From the right-hand side you can view the detailed information about the course (like duration, required score, class size, etc.) and download any available attachments. The center of the screen continues to show the title and description of the class. Notice how our only available **Action** button is only "Drop." That's because classroom courses can't be completed online.

When it comes to completing a course, most of the work is done outside of the system. Ensure that you attend the class at the designated date, time, and location. Once you attend the physical class, the rest is up to the Administrator. For classroom courses with required scores, Administrators also enter scores on their end of the system once the course has been completed.

After the Administrator inputs the results of the class, you'll be able to see the change from the **Course Card** and **Course Details Page**.

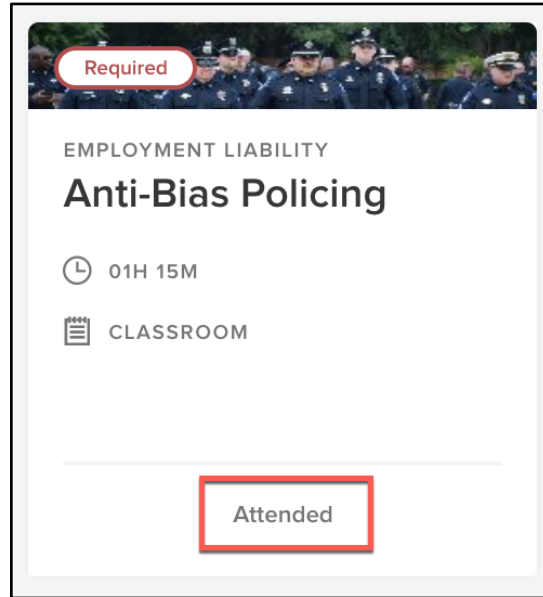


Figure 62: Classroom Course Card > Attended

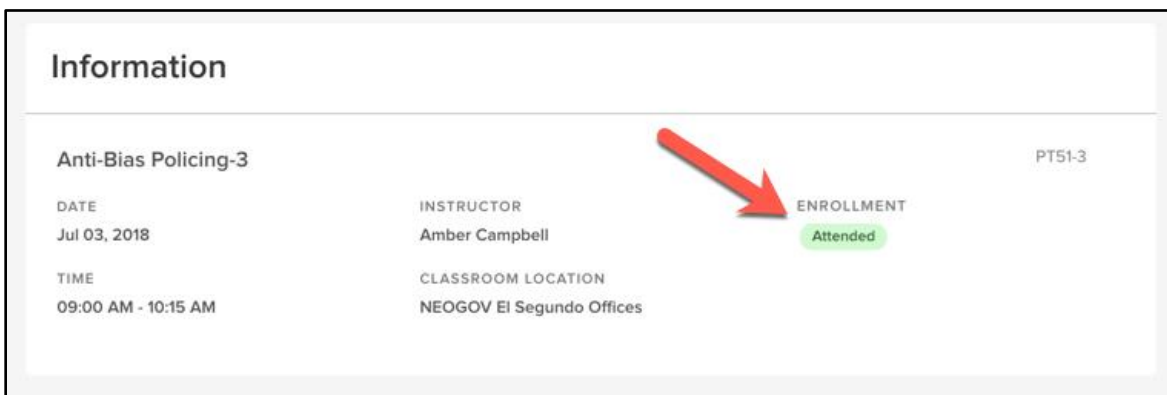


Figure 63: Enrollment > Attended

### Pre-Built Online Courses

Pre-Built Online courses are one of two online courses available (the other being Custom Online Courses) for learner enrollment. Organizations can upload their own SCORM content into the system.

Let's take a look at a Pre-Built Online Course. Identify one by the Delivery Method Type on a Course Card – accessible from either your **Dashboard** or **My Courses**.



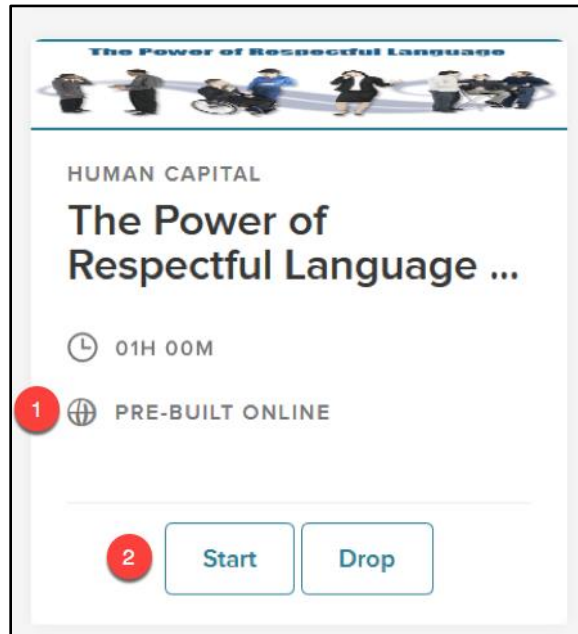


Figure 64: Pre-Built Online Course Card

1. **Delivery Method:** The course type (Classroom or Online)
2. **Action Item:** Select an action on the course to **Start** or **Drop** the course
  - a. A **Resume** option is available when the course has previously been started. Since the system automatically saves course progress, this allows users to come back at any time to continue with the course
  - b. The **Drop** option is a permission that must be enabled by NEOGOV
    - i. This allows users to drop courses they enrolled themselves into but does NOT allow users to drop courses their manager or HR enrolled them in

Click on the **Start** button to launch the course.

**NOTE:** Starting a course in Learn removes the ability for the user to drop the course later. After a course is started it is then required that the user resume the course to complete it.



Courses open in a new browser tab, so ensure your browser's popup blockers are disabled for NEOGOV websites

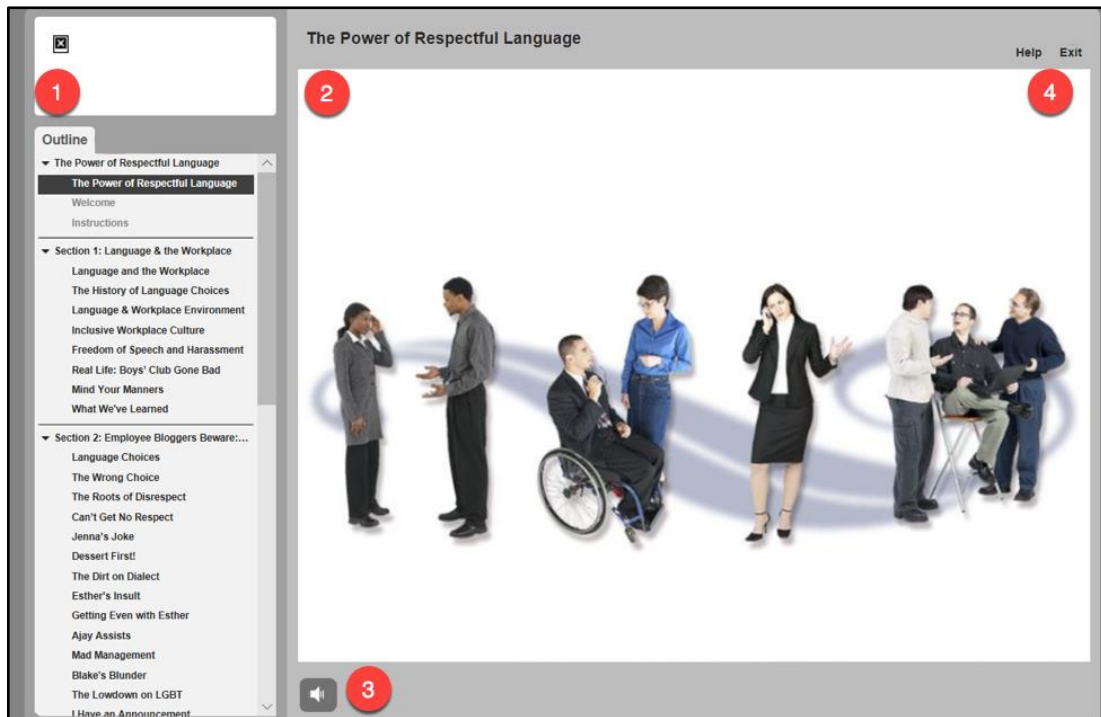


Figure 65: Pre-Built Course Display

1. **Outline:** The entire course outline is available from the SCORM course window
  - a. Scroll down the page to review all content sections
  - b. Makes course progress clear and better outlines the topics of the course
  - c. Learners must view the course topics sequentially and cannot skip ahead
2. **Course Content:** All course content (audio, video, questions, and text) is displayed in this section
  - a. NEOGOV's large library of Pre-Built Online Courses consists of engaging material to help your learners retain important information for the workplace
3. **Audio Configuration:** Increase, decrease, or mute the course audio
4. **Help and Exit:** Get assistance or leave the course at any time
  - a. Select **Help** to receive troubleshooting options from the course system
  - b. All courses save automatically, so learners can continue at a later time without deleting any progress

**NOTE:** Pre-Built Online and Custom Online Courses may be **Gated**, which is enabled by the course author. This requires each page of the course to be viewed sequentially, preventing learners from skipping to the end of the course. If Gated is enabled, learners must use the **Prev** and **Next** icons to progress through the course.



Figure 66: Prev and Next Buttons

To complete the course, navigate through the pages to interact with the material. The combination of visuals, audio, and text help make for an engaging learning experience.

Some Pre-Built Online Courses also contain questions. These can be presented throughout the course or at the end to assess the knowledge of the material. Select the best answer and select **Submit** to move forward to the next question.

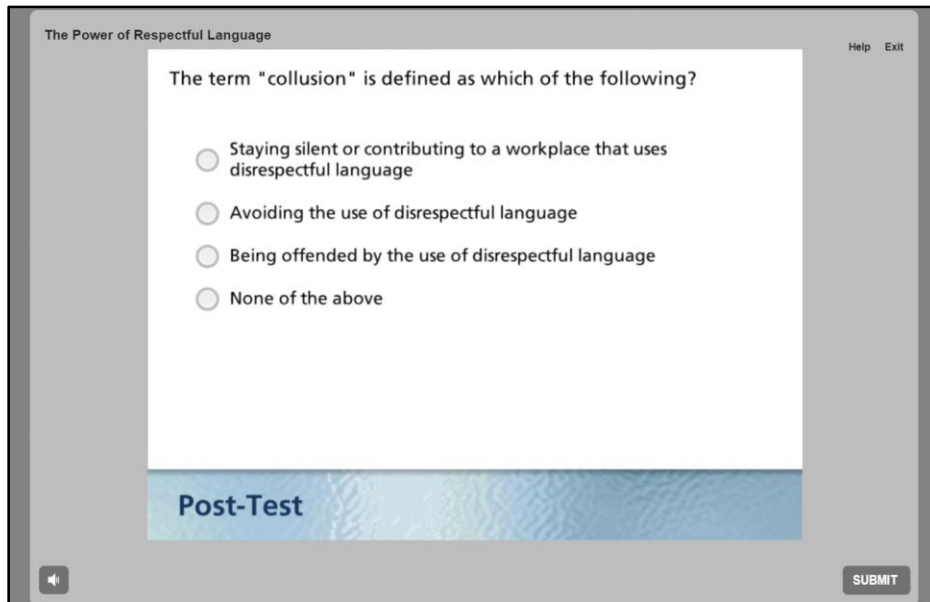


Figure 67: Pre-Built Online Questions

Additionally, administrators may configure the course to require a minimum passing score. If a minimum passing score is enabled, Learners need to achieve that score in order to complete and pass the course.

Once you've reached the end of the lessons, the course is completed. Select the arrow icon to record your accomplishment in Learn.

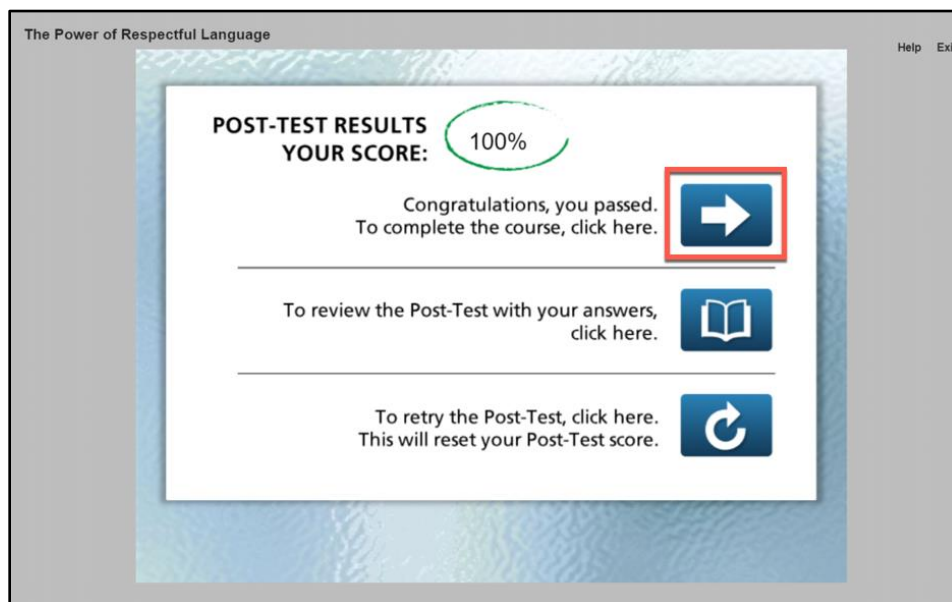


Figure 68: Completed Pre-Built Online Course

## Custom Online Courses

The third type of course available to you are **Custom Online Courses**. These are created by Administrators, who have the ability to create custom online courses for Learners to complete online via the Learn system. This allows for administrators to create their own course content.

Let's take a look at a **Custom Online Course**. Identify one by the Delivery Method Type on a Course Card – accessible from either your **Dashboard** or **My Courses**.

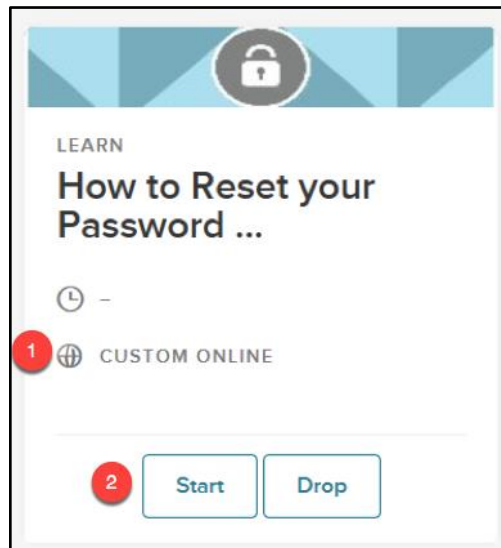


Figure 69: Custom Online Course Card

1. **Delivery Method:** The course type (Classroom or Online)
2. **Action Item:** Select an action on the course to **Start** or **Drop** the course
  - a. A **Resume** option is available when the course has previously been started. Since the system automatically saves course progress, this allows users to come back at any time to continue with the course
  - b. The **Drop** option is a permission that must be enabled by NEOGOV
    - i. This allows users to drop courses they enrolled themselves into but does NOT allow users to drop courses their manager or HR enrolled them in

Clicking on the course title takes you to the **Course Detail Page**.

The screenshot shows a course detail page with the following layout:

- LEARN** section:
  - Title: **How to Reset your Password**
  - Description: Learn how to reset your password across all NEOGOV products including Governmentjobs.com. NEOGOV compliance requirements mandate that passwords be reset every 180 days. Complete this course to prevent any issues completing your next required password reset.
  - Start button: A green button labeled "Start".
- PROGRESS** section:
  - A circular progress indicator showing "0% Complete".
- COURSE INFO** section:
  - Course Details**
    - Duration: --
    - REQUIRED SCORE: 75
    - COURSE CODE: NGPASS
    - NO APPROVAL REQUIRED
  - TAGS**
    - password, login, jobs, Insight, Perform, Onboard, OHC, Learn
- COURSE INFO** section:
  - Attachments**
    - Password Criteria Guide.docx (with download icon)
- Course Content** section:
  - How to Reset your Password**: 3 Pages, 0 Question Groups, 00h 00m
  - New Password Criteria**: 1 Page, 1 Question Group, 00h 00m

Figure 70: Custom Online Course Detail Page

Notice how it looks similar to the **Course Detail Pages** for Classroom and Pre-Built Online Courses. From the right-hand side you can view the detailed information about the course (like duration, required score, class size, etc.) and download any available attachments.

The center of the screen continues to show the title, description of the class, and a **Start** button to launch the course. If the course has been previously started, a **Resume** button appears instead.

Differences start with the Progress Graph. This chart updates as you progress through the course, showing how much has been completed. This is helpful if the whole course can't be completed in one sitting. When you come back to the class, you'll know exactly how much has been completed and how much is left.

The close-up shows the **PROGRESS** section with a circular progress indicator that is currently at 0% and labeled "Complete". The entire progress section is highlighted with a red border.

Figure 71: Progress Graph

The addition of the **Course Content** section of the **Course Details Page** is the biggest change to the Custom Online Course Details Page. Here, you can see the basic details of the custom online content.

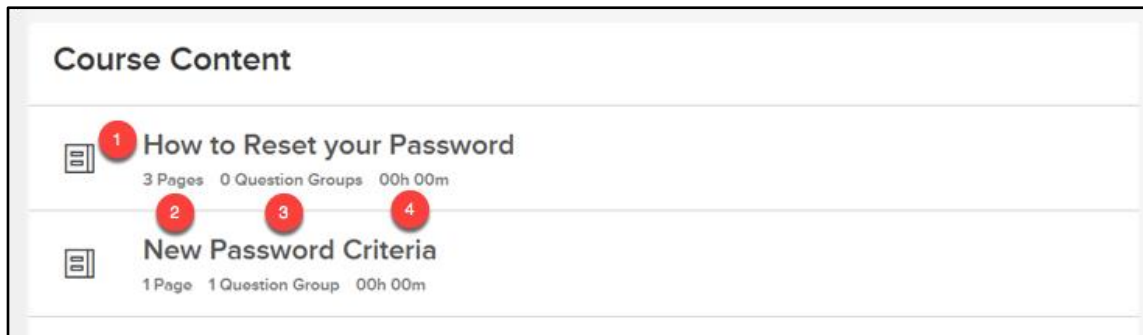


Figure 72: Course Content

1. **Chapter Title:** The title of the lesson
2. **Page Count:** How many pages are in this chapter
3. **Question Groups:** How many questions are in this chapter
4. **Time Requirement:** The amount of time you must review the chapter for (if available)

Let’s click **Start** and go through a class. The first page of the course should look similar to this:

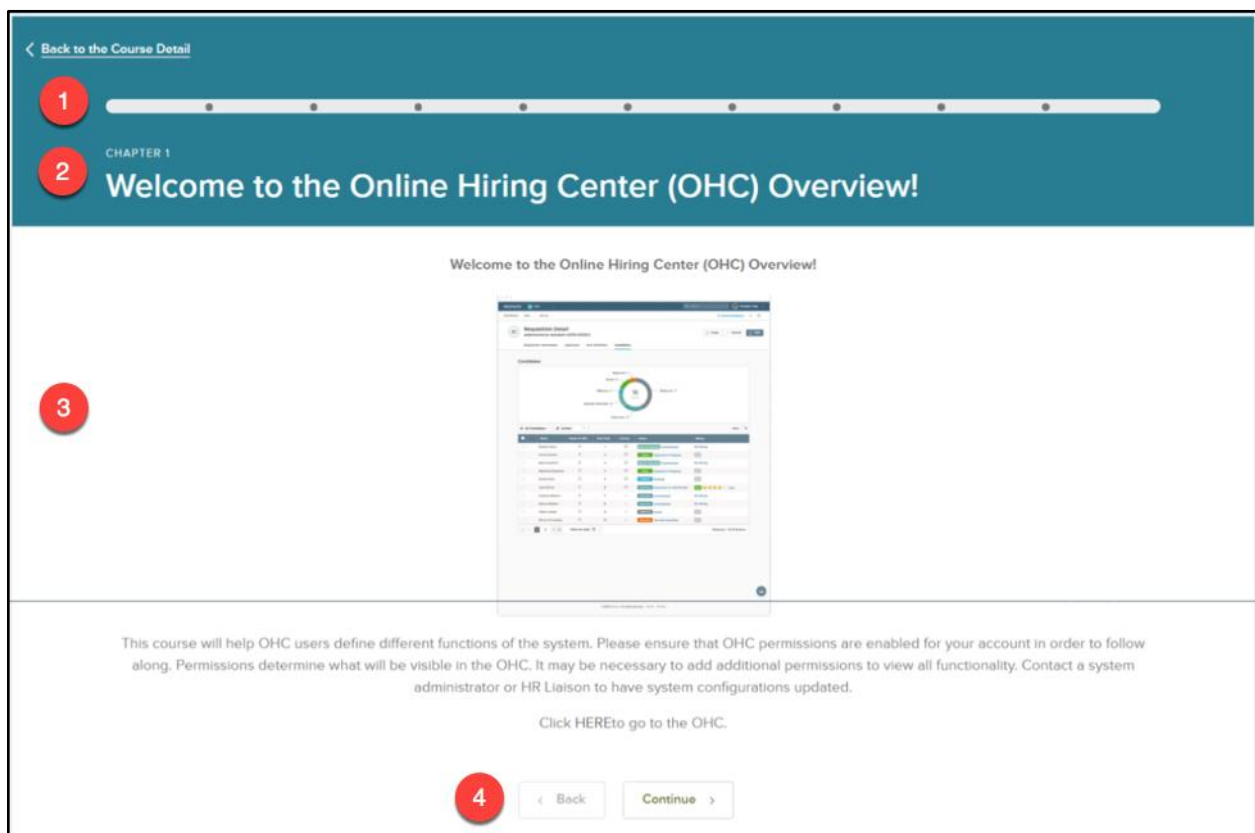


Figure 73: Custom Online Course > Chapter 1

1. **Progress Bar:** Shows how much of the material you’ve covered
2. **Chapter Title:** The chapter number and title display here on the header
3. **Material:** The text, videos, and visuals that make up the content of the course
4. **Navigation Buttons:** Toggle through course sections by clicking **Continue** or **Back**.

TIP!

Select **Back to the Course Detail** in the upper left corner to temporarily exit the course at any time – your progress saves automatically, so don't worry about losing your progress!

To complete the course, read and interact with all the content in the slides. Once you reach the final slide, the **Continue** button now reads **Submit Course**. If the last course slide involves a required quiz question, be sure to select an answer and then click **Submit Course**.

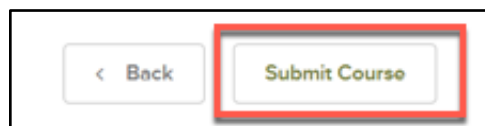


Figure 74: Submit Course Button

Once you've submitted the course, the **Course Completion Page** appears. If applicable, your quiz scores are listed along with a brief summary of the individual sections. Select **Return to Course Details** to exit the course.

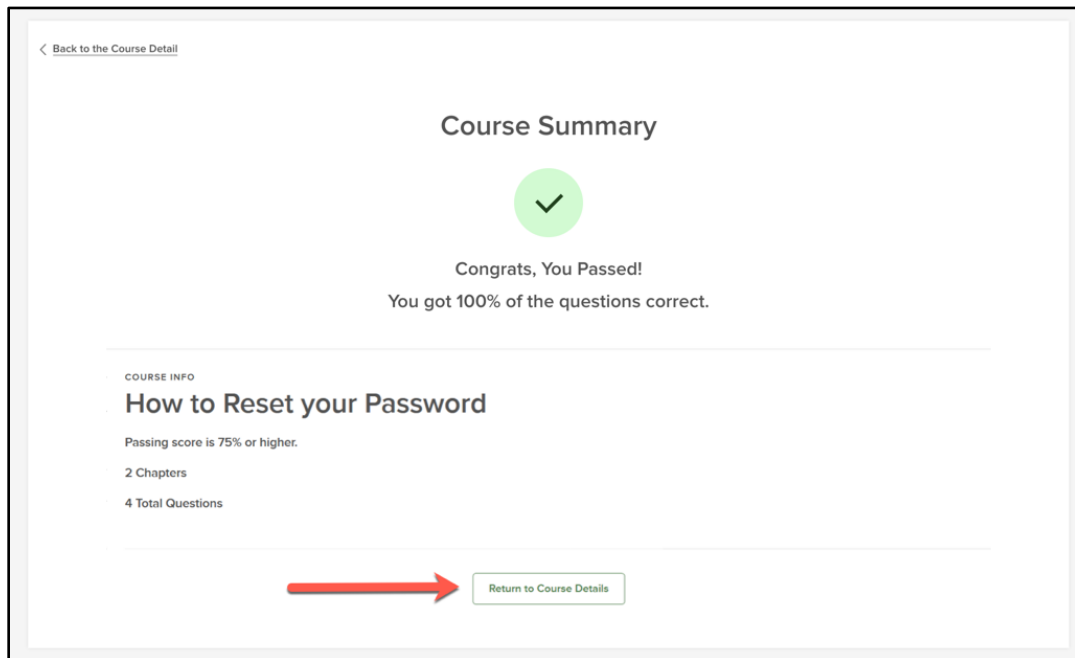


Figure 75: Course Completion Page

Notice how the **Course Details Page** of your completed course now displays an updated progress pie chart. The detail page also includes a **View Certificate** button which can be used to view and print the course certificate. (See Certificates for more)

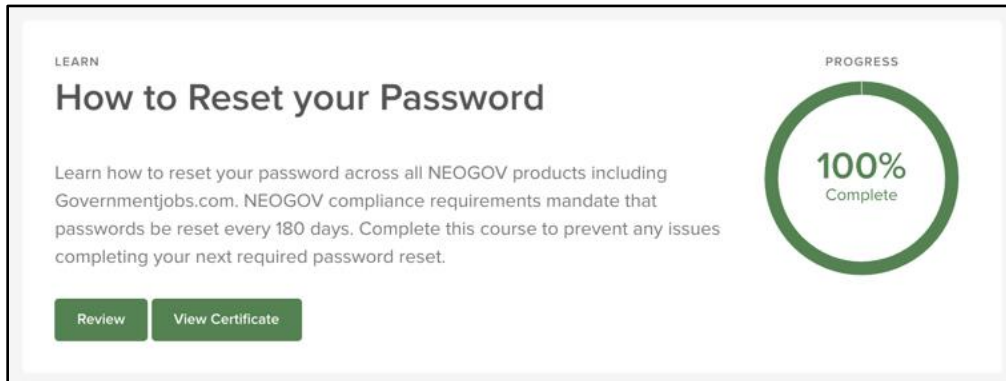


Figure 76: Completed Custom Online Course

## After the Course

When you start completing courses within the system, you can see your accomplishments reflected within your profile statistics and you can view transcripts of all the courses you've completed. All of this information is easily accessible from your My Profile.

One way Learn allows you to keep track and show off all the courses you've completed is via your Transcripts.



You can also see a quick version of your course statistics (including completed courses) from your **Dashboard**

## Transcripts

The **Transcripts** page is a list of all your courses, sorted by total versus completed. This page is especially useful for Learners who want to export a transcript of all completed courses at once.

You can access this page from either your **My Profile** or from your **Dashboard** (under **Your Activity**).



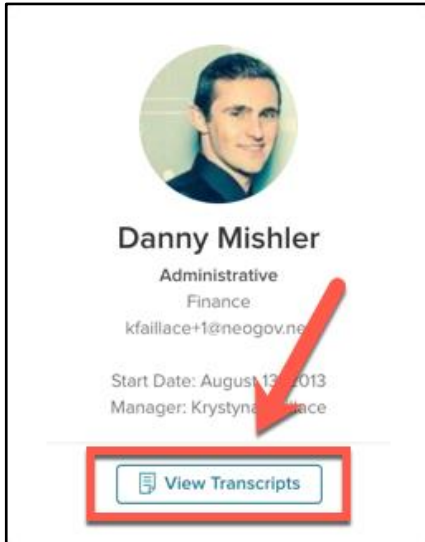


Figure 77: My Profile > View Transcripts

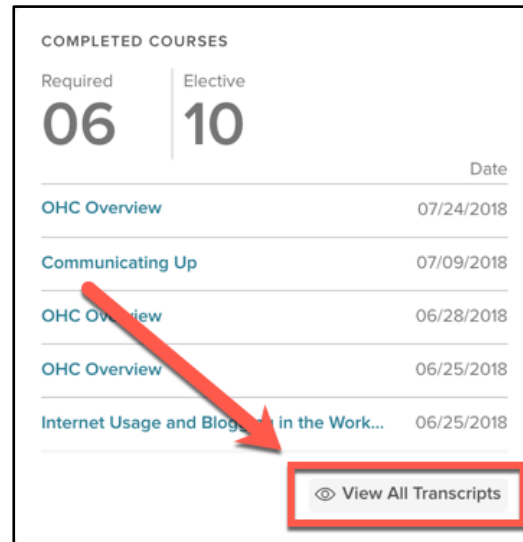


Figure 78: Dashboard > View Transcripts

| Name                   | Code  | Type     | Enrollment Date | Completion Date | Score   | Status    | Sub Status |
|------------------------|-------|----------|-----------------|-----------------|---------|-----------|------------|
| Create a Requisitio... | CRRRA | Required | 07/23/2018      | 07/23/2018      | 100.00% | Completed | Passed     |
| Subject Matter Exp...  | SME   | Elective | 07/23/2018      | 07/23/2018      | NA      | Completed | Completed  |
| Create a Requisitio... | CRRRA | Required | 07/23/2018      | 07/23/2018      | 100.00% | Completed | Passed     |
| Approve or Deny a...   | ADR   | Elective | 07/23/2018      | 07/23/2018      | 100.00% | Completed | Passed     |

Figure 79: Transcript View

1. **Header:** Displays your Name, Job, Department, Employee ID, and Total & Completed Courses
  - a. The completed courses are calculated out of the total courses
2. **Transcript Toggle:** Change the transcript view between completed courses and all courses
  - a. Gives the option to observe statuses on enrolled but not yet completed courses
  - b. Use this tool to export a complete record of all course progress across the system
3. **Filter:** Organize your courses according to any criteria using the searchable column headers
4. **Print Transcript:** Export the course details displayed below in the chart

Certificates

After completing a course you're also given the ability to see the results of your course in the form of Certificates! This display of achievement instills a sense of accomplishment in Learners by acknowledging their efforts to improve their skills.

You can access Certificates from the **Completed Courses** section of your **My Profile**. The **View Certificate** button can be used to view and print the course certificate.



Certificates open in a new browser tab, so ensure your browser's popup blockers are disabled for NEOGOV websites

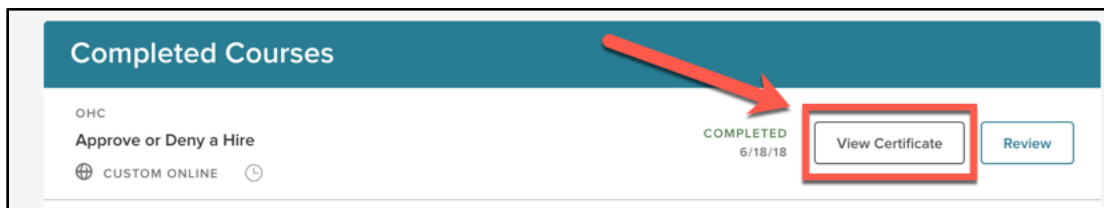


Figure 80: Completed Courses > View Certificate



You can also access the Certificate for a completed course from the **Course Detail Page** after you've completed the course

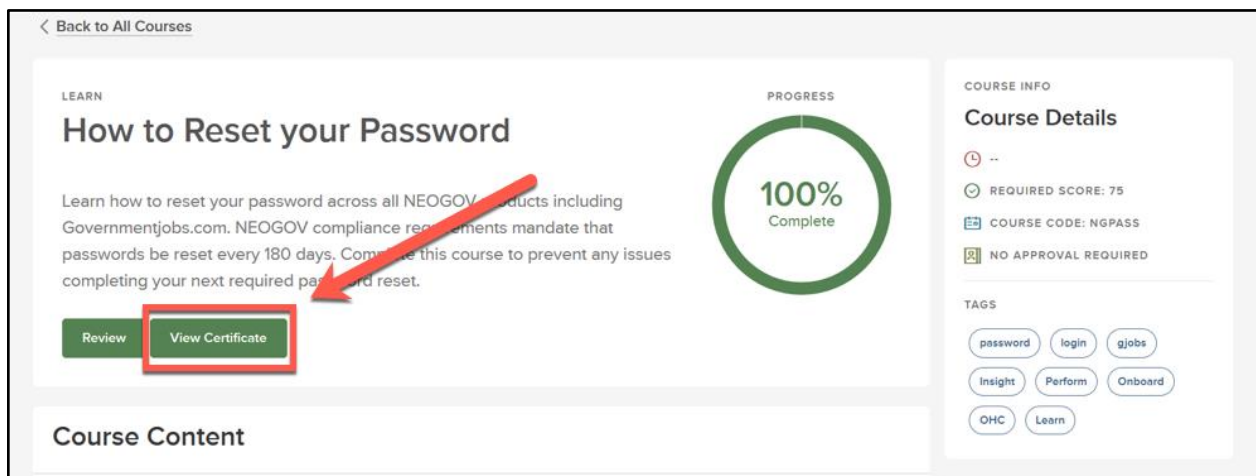


Figure 81: Course Details Page > View Certificate

Learners can view the certificate and click **Print Certificate** to print the image shown. This section is also available to managers who may be reviewing the profile of their direct reports.

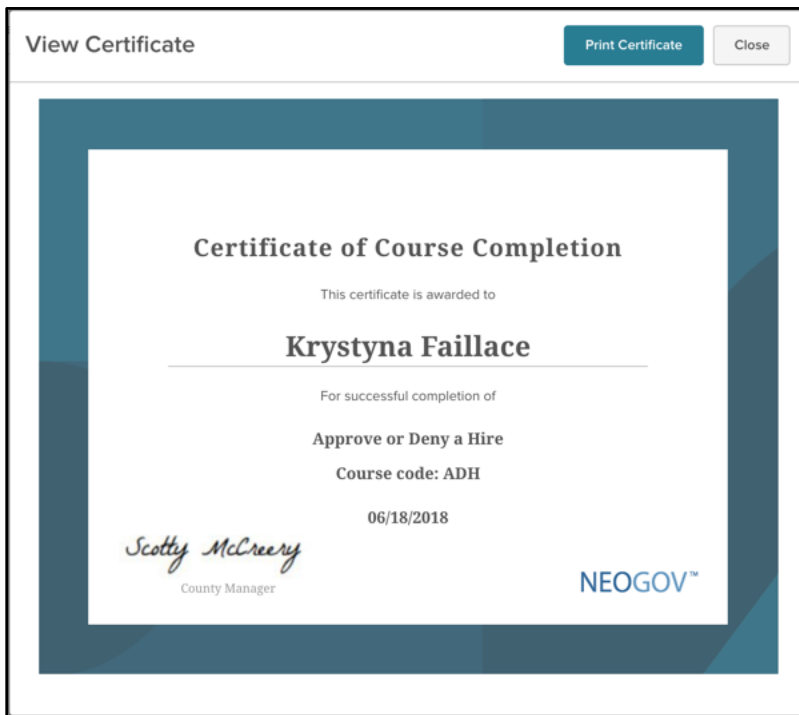


Figure 82: Certificate of Course Completion