The K-Learning Group
A Kelly Company

Learner Manual

December 2020

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Trademarks

Product Support

If you have purchased a support package and have any questions during the use of K-LMS+ that are not addressed in this guide, please contact us.

Overview

This manual covers the areas of the K-LMS+ Learning Management System relevant to learners.

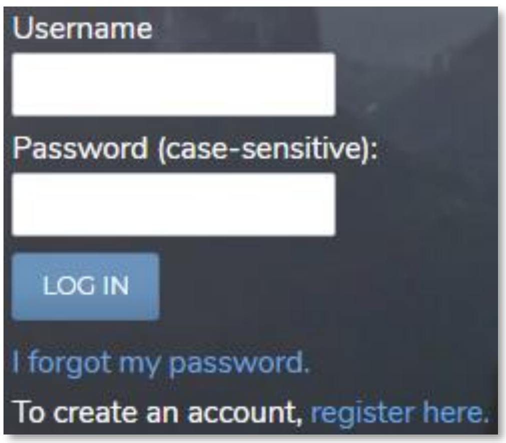
Table of Contents

ACCESSING K-LMS+

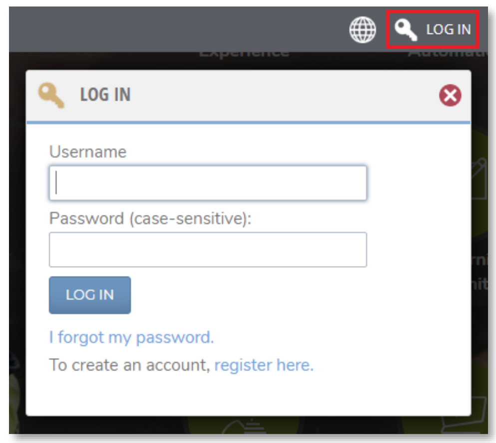
The K-LMS+ Learning Management System is web-based, which means that an internet connection and web browser are required to access the system. To access the system, open your web browser, and navigate to the URL that is given to you by your LMS administrator.

When accessing the system, you are taken to your LMS portal's home page. From there, you can log in with your login credentials if you already have them, create a new account, or browse the LMS portal's content catalog. Note that the availability of certain functionality described in this manual is dependent upon how your administrator has configured the LMS portal.

Additionally, depending on how your administrator has configured the LMS portal, "log in," "create account," and "reset password" functionality may be accessed directly in the home page content, or by clicking the "Log In" button in the top right corner of the LMS portal.



Log In form and options embedded in home page

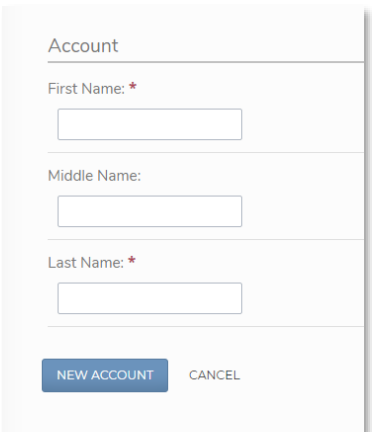


Log In form and options accessed via "Log In" button

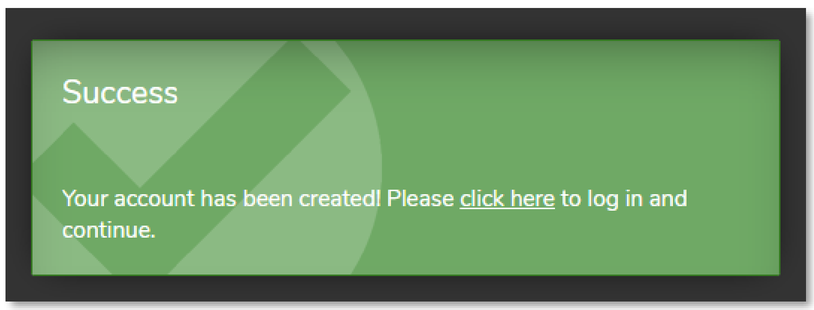
Creating an Account

If your administrator has enabled users to create their own accounts, you will see a link under the "Log In" form that says, "To create an account, register here." Click the "register here" link.

You will then be taken to a registration form. Fill out the form fields, paying attention to required fields and any other instructions as configured by your administrator, and click the "New Account" button at the bottom of the form. If you filled out the form with all required and relevant information, you will get a "success" message, and a "click here" link to log in to the LMS portal. Click the link to log in to your new LMS user account.



Abbreviated registration form with "New Account" button

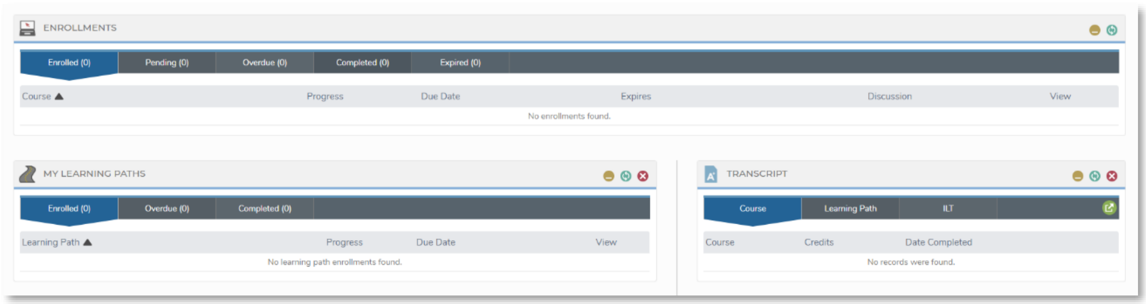


Account registration success message with link to log into account

Logging In

From your LMS portal's home page, access the "Log In" form by clicking the "Log In" button in the top right corner in the LMS portal's home page, or locate the form if it is embedded directly into the home page. Enter your username and password in the form fields, and click the "Log In" button under the "Password" field. Note that passwords are case-sensitive. So, be sure to enter your password exactly as you entered it when creating your account, or as it was given to you by your administrator.

If your username and password are correct, and your account is not in a "disabled" or "pending" status, you will be logged into the LMS portal. Upon login, you will be redirected to the LMS portal's landing page as configured by your administrator. In most configurations, the default landing page is the "My Dashboard" page.

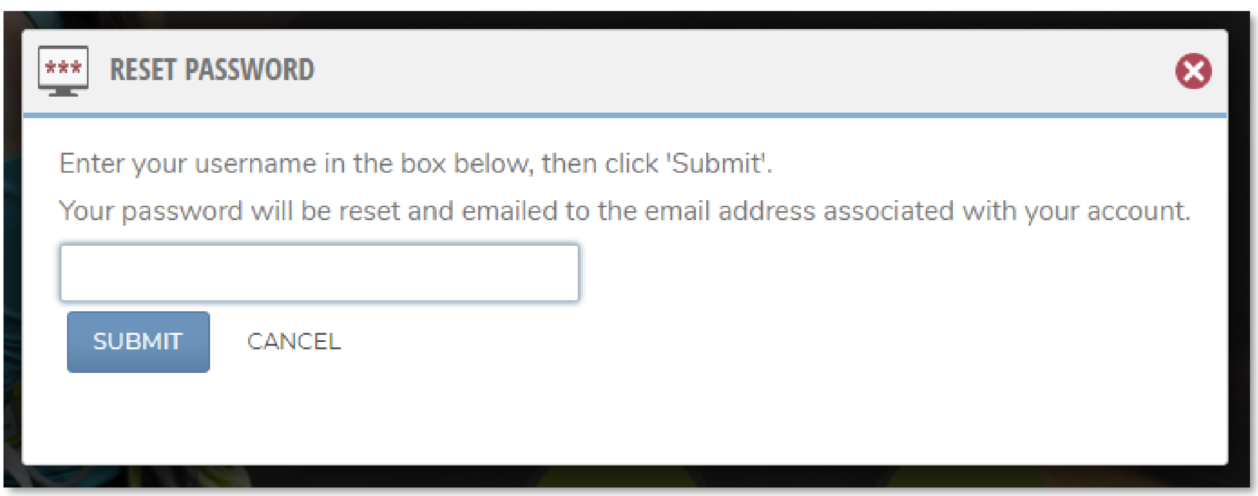


Logged in "My Dashboard" page showing "Enrollments," "My Learning Paths," and "Transcripts" widgets

Resetting a Lost Password

If you have forgotten your password, and your administrator has enabled users to reset forgotten passwords, you will see a link under the "Log In" button that says, "I forgot my password." Click this link if you have forgotten or lost your password.

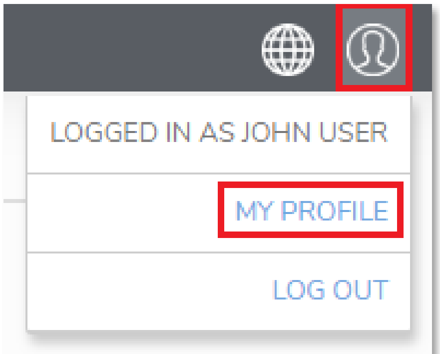
A pop-up window will prompt you to enter your username in the box, and then click the "Submit" button. Your password will be reset and emailed to the email address associated with your account.



Reset password pop-up window

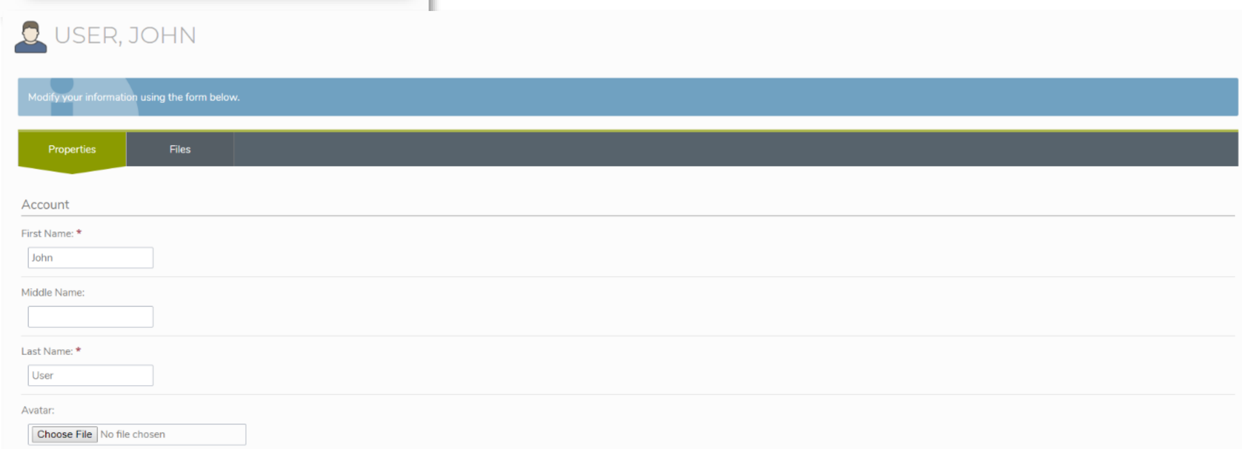
Note, if an email address is not associated with your account, your password will not be able to be reset using the "I forgot my password" link, and you will need to contact your administrator to have them reset your password.

Managing Your User Account Information



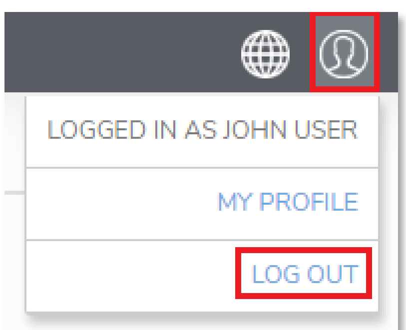
To manage your user account information, click the user icon in the top right corner of the LMS portal, and from the drop-down menu, click “My Profile.” You may edit information for any fields your administrator has configured as “user editable,” then click “Save Changes” at the bottom of the page to update the information.

If your administrator has turned on the option to allow files to be uploaded to user profiles, you will also see a “Files” tab. You can click this tab to upload files to your profile, and/or view files that have been uploaded to your profile by an administrator.



"My Profile" page showing "Properties" and "Files" tabs

Logging Out



User drop-down with "Log Out" link highlighted

To log out of the system, click the user icon in the top right corner of the LMS portal, and from the drop-down menu, click “Log Out.” This will log you out of the system and return you to the LMS portal’s home page.

MY DASHBOARD

“My Dashboard” is the central component of your K-LMS+ LMS experience. The dashboard is made up of “widgets” that allow you to perform tasks such as:

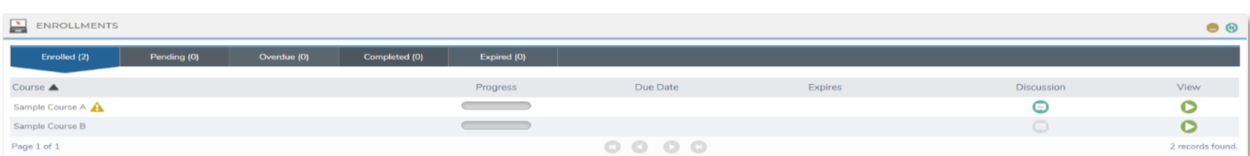
- Viewing and interacting with course content
- Seeing your progress through learning path and course enrollments
- Accessing shared documents
- Viewing events such as course enrollment due dates, course enrollment expiration dates, and instructor led training sessions you are enrolled in
- Viewing and printing your transcripts for completed course, learning path, and instructor led training enrollments
- Viewing and printing certificates you have earned for completing course and learning path enrollments
- Interacting with peers and subject matter experts via course and community discussion feeds
- Viewing your learning achievements compared to other learners in your LMS portal through leaderboards

The availability of dashboard widgets is dependent upon how the LMS portal is configured by your administrator. You may have access to all available widgets, or only a subset of widgets. All widgets that are accessible to you via your dashboard can be re-arranged and opened or closed to your liking. A detailed explanation of each widget and its functions are outlined in the sections below.

Enrollments Widget

The "Enrollments Widget" shows a listing of all courses you are enrolled in, and is the main point of entry for interacting with content for courses you are enrolled in. It displays your progress, along with information on due and expiration dates for courses you are enrolled in. The widget is broken down into 5 tabs that display enrollments according to their status:

- "Enrolled" – These are the courses you are currently enrolled in that have not passed their due or expiration dates.
- "Pending" – These are courses that you have requested enrollment in that must be approved by your administrator before they will appear on your "Enrolled" tab.
- "Overdue" – These are courses you are currently enrolled in that have passed their due date. This status has no affect on your ability to complete the course(s), but you should complete them as soon as possible.
- "Completed" – These are the courses that you have completed. If the course enrollment has not expired, and the course's content has not changed since you have completed it, you may interact with the course content in "review mode."
- "Expired" – These are the course enrollments that have expired prior to you completing them. Expiration means that you are no longer able to interact with or complete the course enrollment.



Enrollments widget

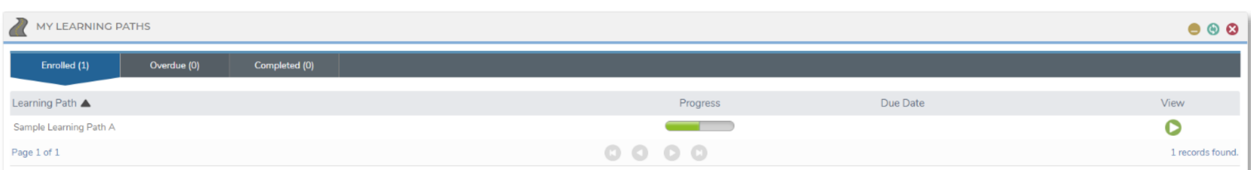
For each course enrollment listed in the "Enrollments Widget", there are buttons you can click to interact with content for that course:

- “View” button – Clicking this button will take you to the course enrollment details page for that course enrollment. From there, you will be able to access course materials and interact with course content. This is the main point for launching and completing courses. For more information on launching course content, see the section entitled “Interacting with Learning Content.”
- “Review” button – This button functions the same as the “View” button above but appears only for completed course enrollments. This opens content in “review mode” where you can still interact with content where progress is no longer tracked.
- “Discussion” button – If this button is enabled, it means that your administrator has turned on “Discussion Boards” for that course. Clicking the button will take you to the course’s discussion board where you can interact with peers and subject matter experts regarding the course.

My Learning Paths Widget

The “My Learning Paths Widget” shows a listing of all learning paths you are enrolled in, and can be used to view and interact with courses that are part of the learning paths. It displays your progress, along with information on due dates for learning paths you are enrolled in. The widget is broken down into 3 tabs that display enrollments according to their status:

- “Enrolled” – These are the learning paths you are currently enrolled in that have not passed their due date.
- “Overdue” – These are learning paths you are currently enrolled in that have passed their due date. This status has no effect on your ability to complete the learning path(s), but you should complete them as soon as possible.
- “Completed” – These are the learning paths that you have completed.



My Learning Paths widget

For each learning path enrollment listed in the “My Learning Paths Widget”, there are buttons you can click to interact with that learning path:

- “View” button – Clicking this button will take you to the learning path enrollment details page for that learning path enrollment. From there, you will be able to access learning path materials and interact with course content for courses that are part of the learning path. For more information on launching course content, see the section entitled “Interacting with Learning Content.”

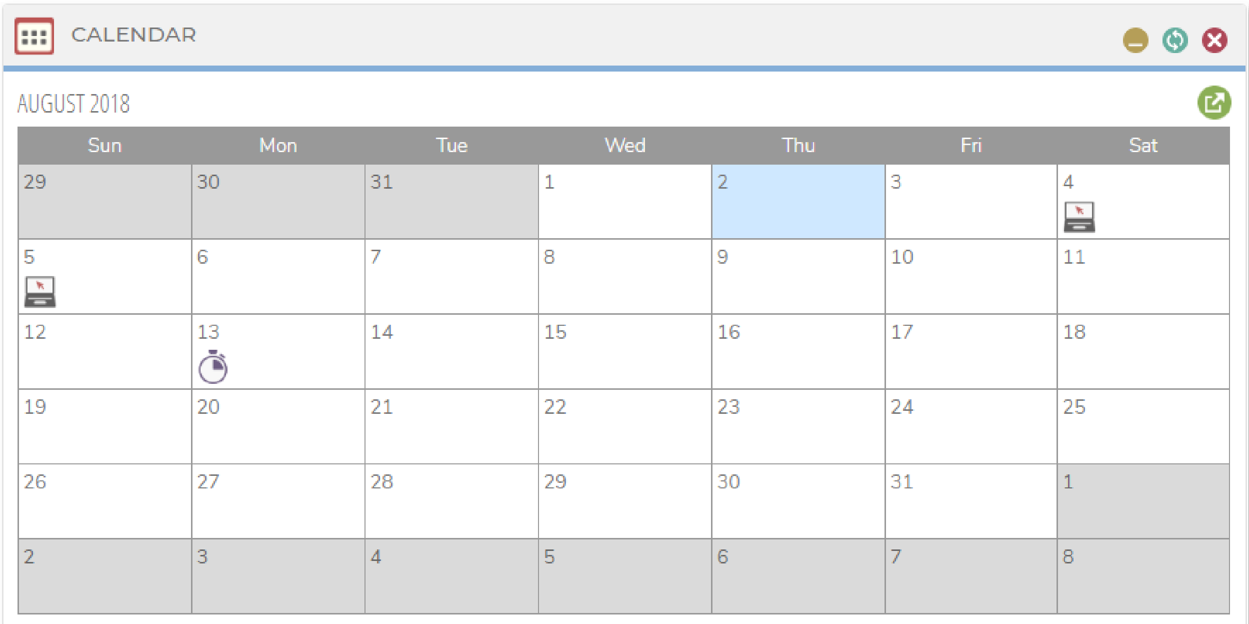
Documents Widget

The “Documents Widget” shows a listing of all documents you have access to as a result of being enrolled in courses and learning paths that have course and learning path materials attached to them, and/or being a member of communities that have documents attached to them. This widget serves as a means to quickly search for and access any document you have access to within your LMS portal.

Documents widget

Calendar Widget

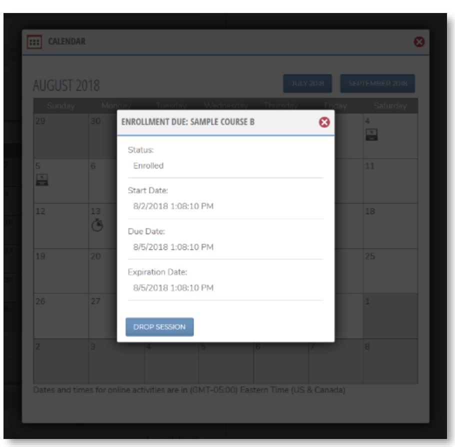
The “Calendar Widget” shows upcoming events that are relevant to you such as course enrollment due and expiration dates, and instructor led training sessions that you are enrolled in.



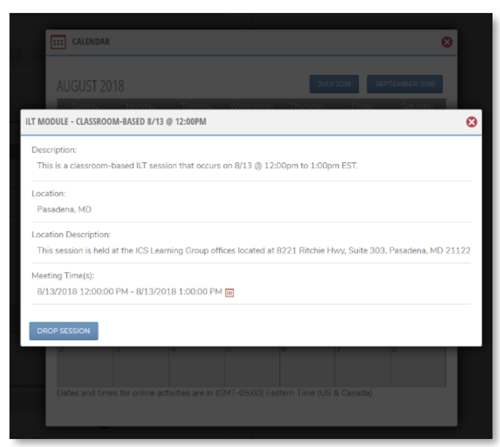
Calendar widget

Events on the calendar are indicated by the following icons:

-  “Enrollments” – This icon indicates that an enrollment is due or will expire on this date. Hovering over the icon will display the event and the name of the enrollment, and clicking on the icon will show additional information about the enrollment.
-  “Instructor Led Training” – This icon indicates that an instructor led training session you are enrolled in will occur on this date. Hovering over the icon will display the name of the instructor led training session, and clicking on the icon will show additional information about the session and allow you to join the session (if online, and in progress) or drop the session (if not yet in progress).



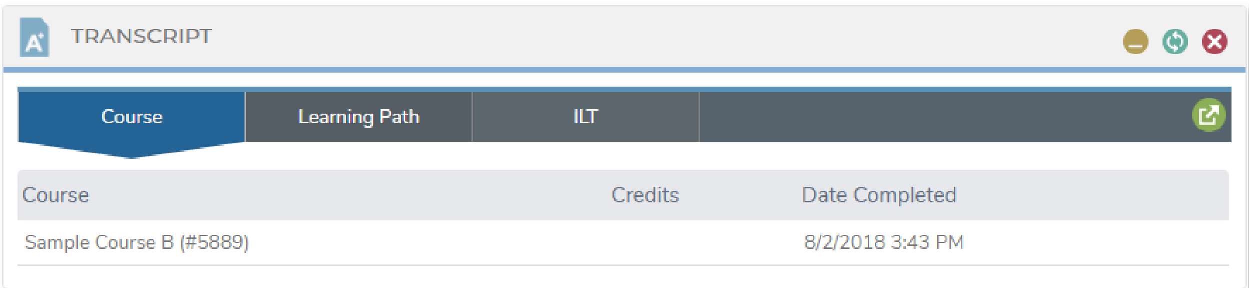
Enrollment event details



Instructor led training session details

Transcript Widget

The “Transcript Widget” shows your transcripts for all courses, learning paths, and instructor led training you have completed.

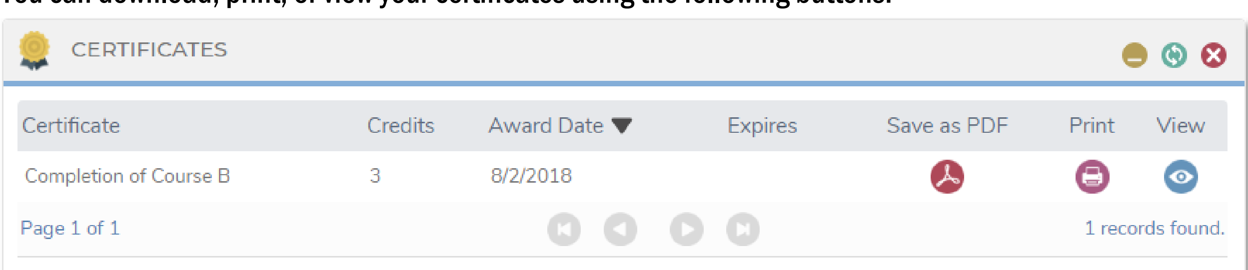


Transcript widget

Certificates Widget

The “Certificates Widget” shows all certificates you have earned by completing courses and learning paths.

You can download, print, or view your certificates using the following buttons:



Certificates widget

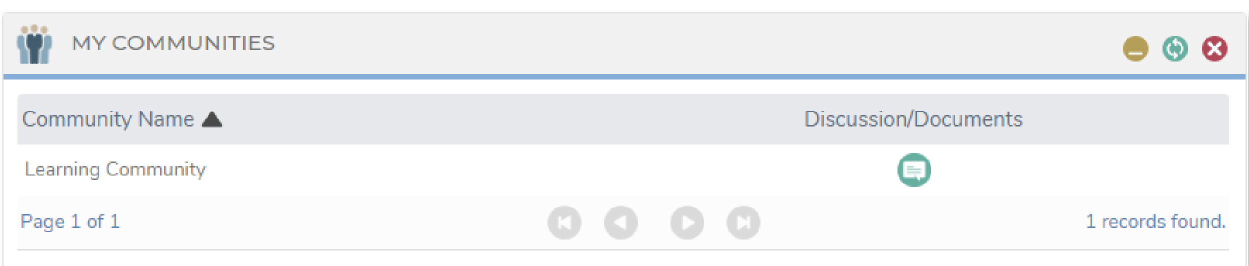
-  “PDF” – Clicking this button will generate and download a PDF file for the certificate.
-  “Print” – Clicking this button will print the certificate.

- "View" – Clicking this button will open the certificate for viewing.

Opened certificate shown on "View" icon click

My Communities Widget

The "My Communities Widget" shows the communities you are joined to.

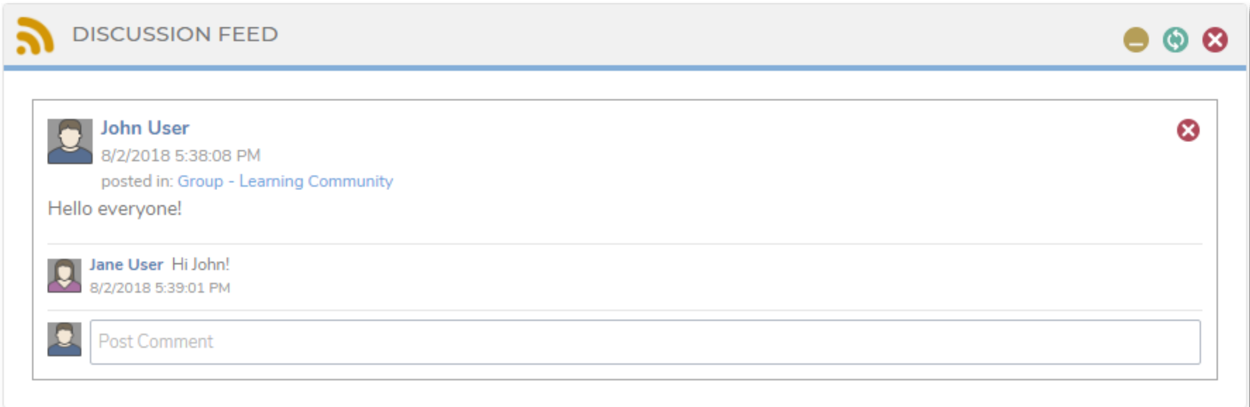


My Communities widget

Clicking the button will take you to the community's discussion board where you can interact with other community members and access shared documents.

Discussion Feed Widget

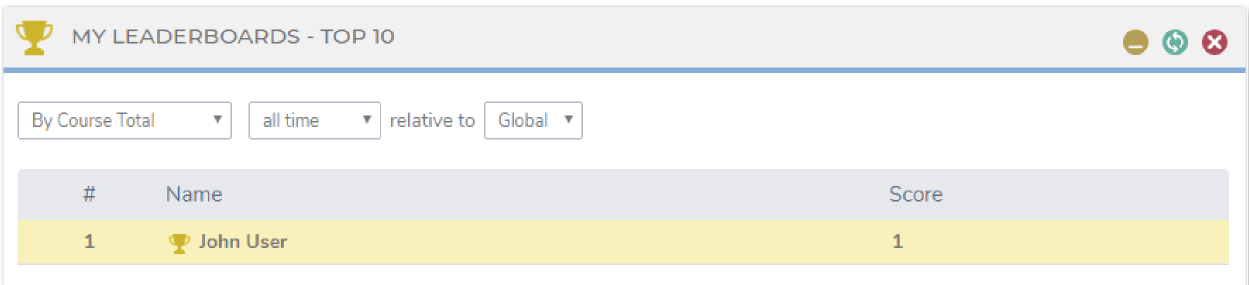
The “Discussion Feed Widget” shows a feed of all discussion board messages from courses you are enrolled in and communities you are joined to. From here, you can view and comment on recent messages posted to those discussion boards.



Discussion Feed widget

My Leaderboards Widget

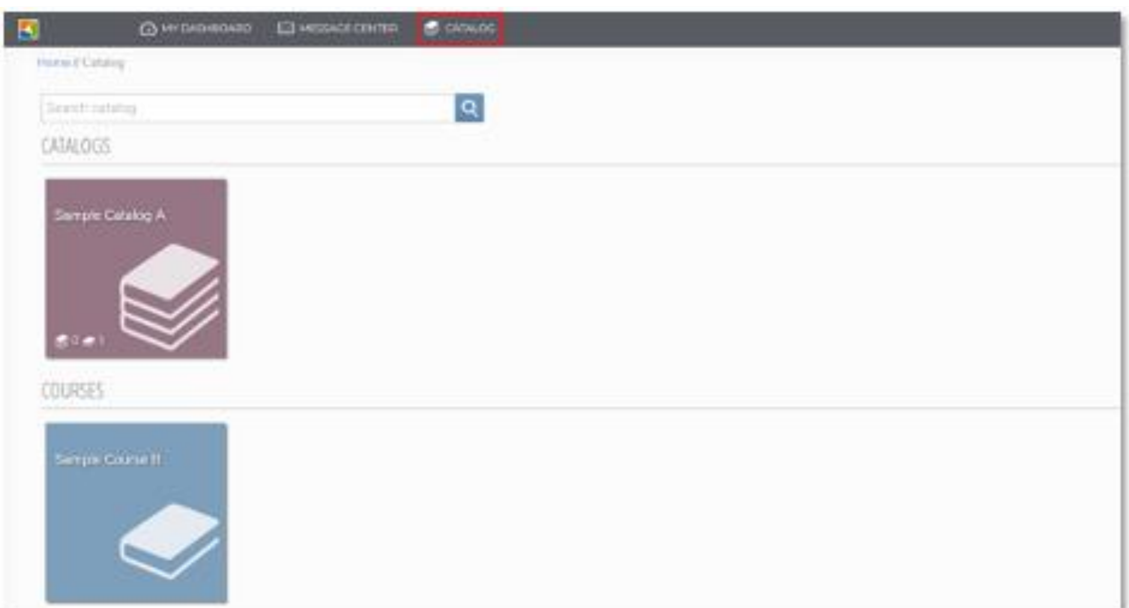
The "My Leaderboards Widget" allows you to view your learning achievements compared to other learners in your LMS portal. You can compare your progress over numerous categories and time periods, and against all users in the system or users who share similar user profile attributes.



My Leaderboards widget

CATALOG

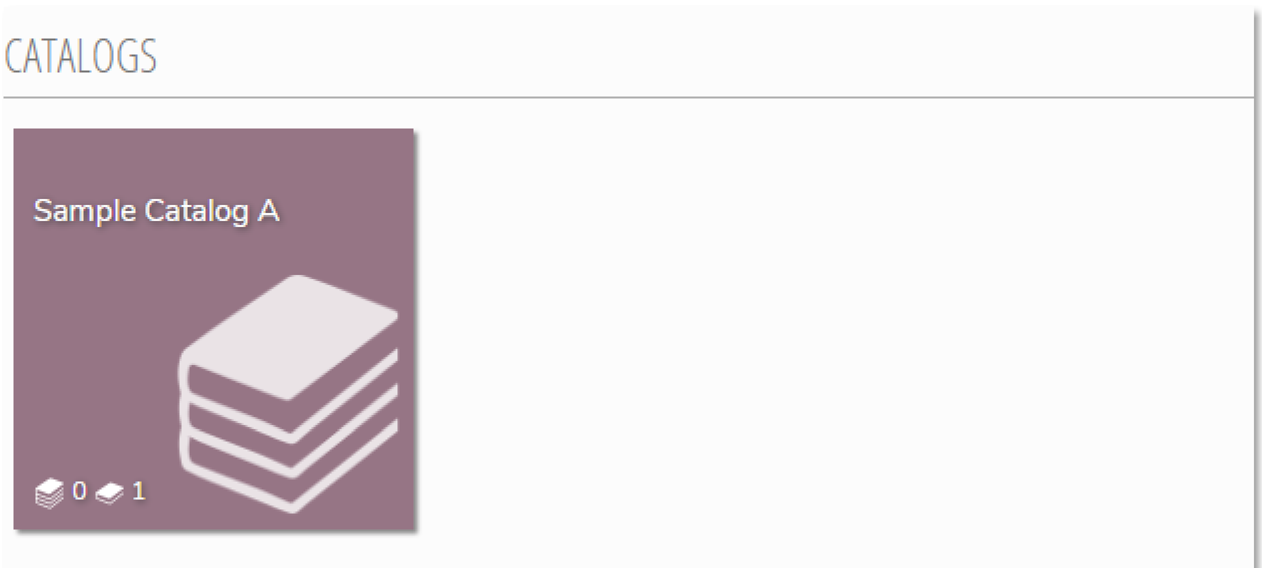
If your administrator has configured the LMS portal to allow learners to self-enroll in courses, learning paths, instructor led training, and/or communities, a link to your LMS portal's "Catalog" will be visible in the top menu bar. The "Catalog" is where you can browse and enroll in course catalogs, individual courses, learning paths, instructor led training, and where you can join communities of fellow learners.



Catalog page with "Catalog" link highlighted

Catalogs

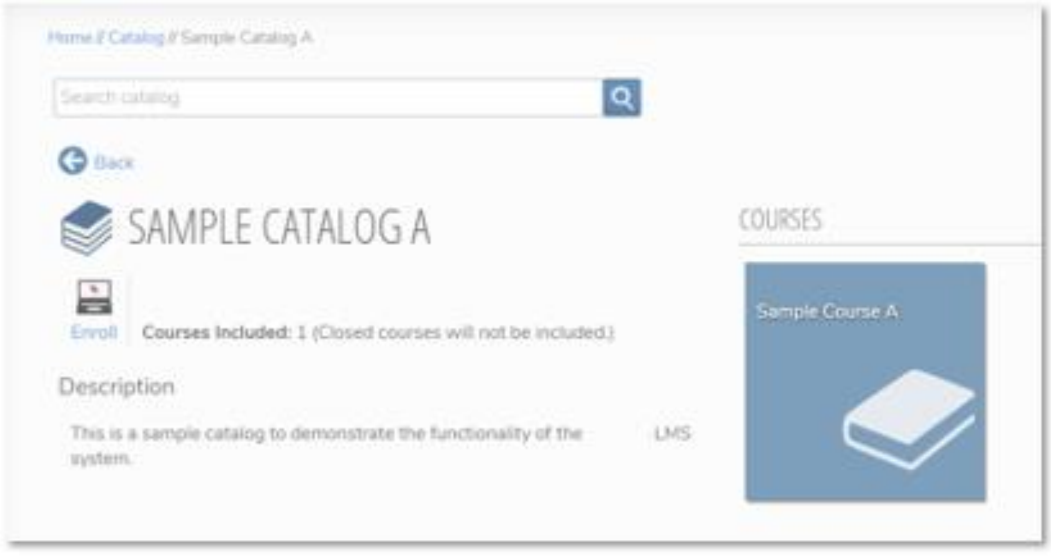
If your administrator has created catalogs to segment and organize courses within the LMS portal, you will see a list of catalogs under the “Catalogs” heading. To view more details about that catalog, and the courses contained within, click on the catalog’s tile.



"Catalogs" heading with catalog tile

After clicking the catalog tile, you will see the details of that catalog, tiles for each sub-catalog, and tiles for each course in the catalog. You can individually browse and enroll into each sub-catalog and course within the catalog by clicking the tile for that sub-catalog or course (see Courses section).

Some catalogs can be enrolled into directly, if configured by your administrator. Enrolling in or purchasing an entire catalog will enroll you into each individual course within the catalog.

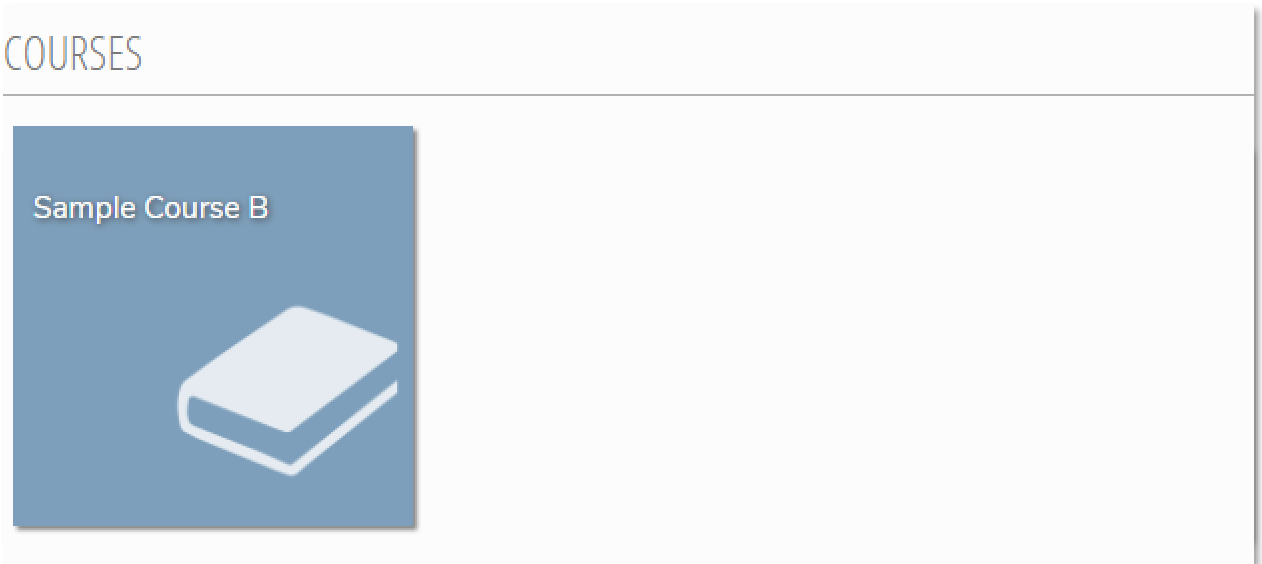


Catalog details with course tiles

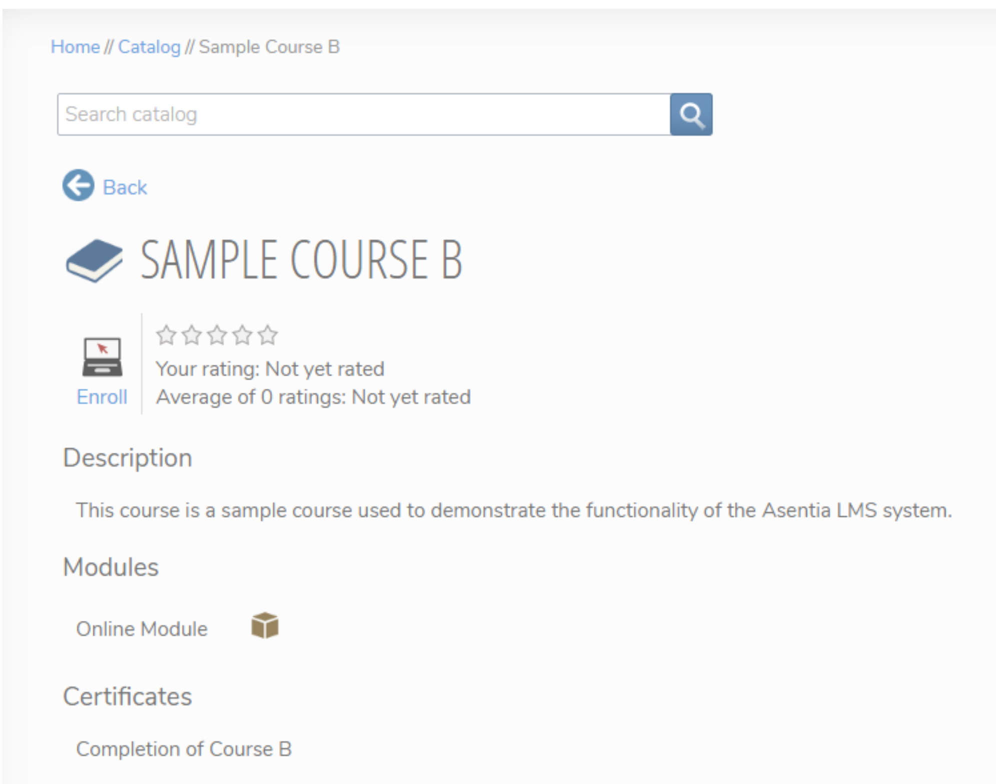
Courses

Courses that your administrator has published for self-enrollment will appear under the "Courses" heading.

Clicking a course tile will take you to the details view of that course where you can view additional information and enroll in the course.



Course enroll success screen with link to course enrollment
"Courses" heading with course tile

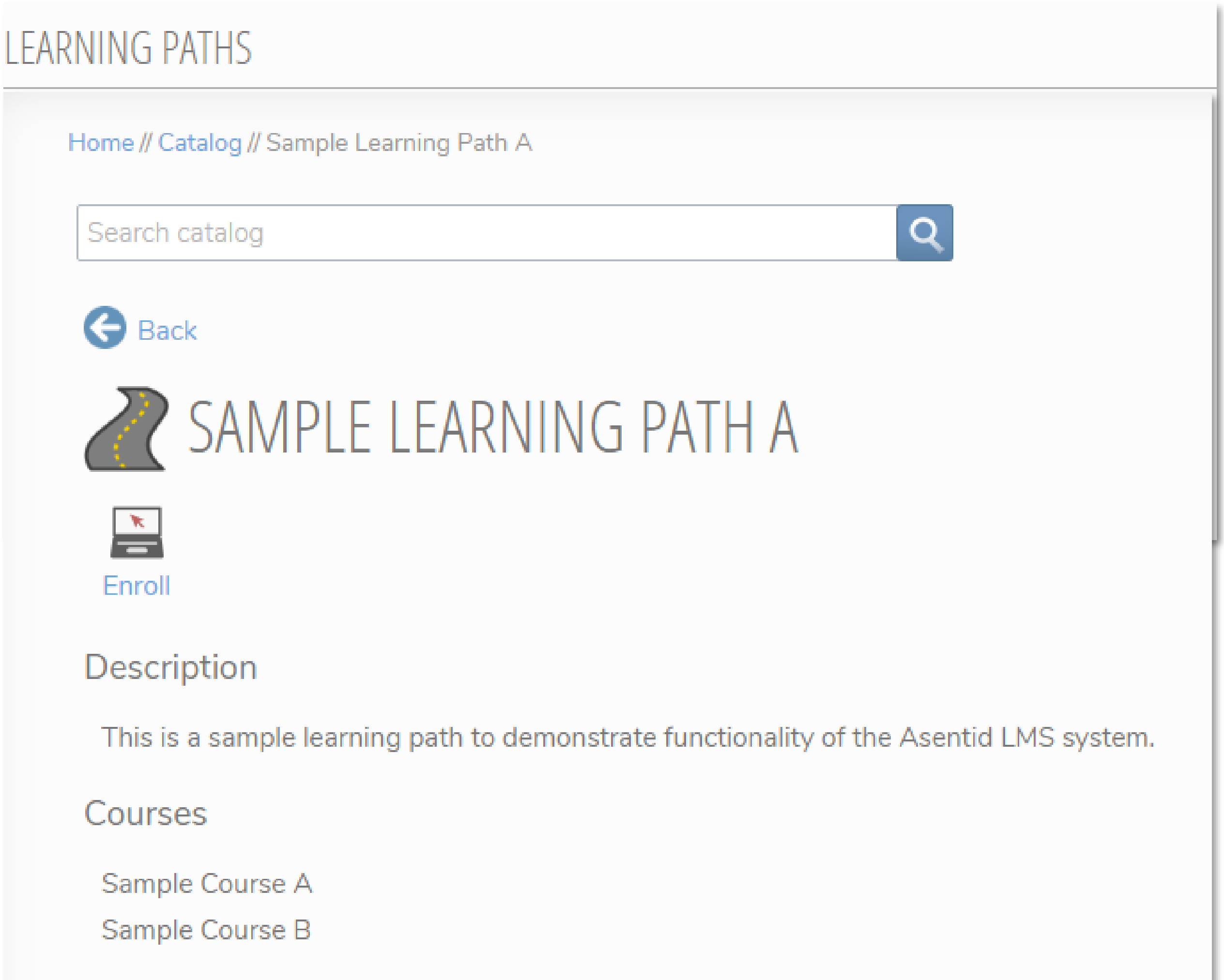


Course details

To enroll in a course, click the “Enroll” button below the course title. Once you have been enrolled in the course successfully, you will see a pop-up that contains a link to go to your course enrollment where you can begin interacting with the course’s content.

Learning Paths

Learning Paths that your administrator has published for self-enrollment will appear under the "Learning Paths" heading.



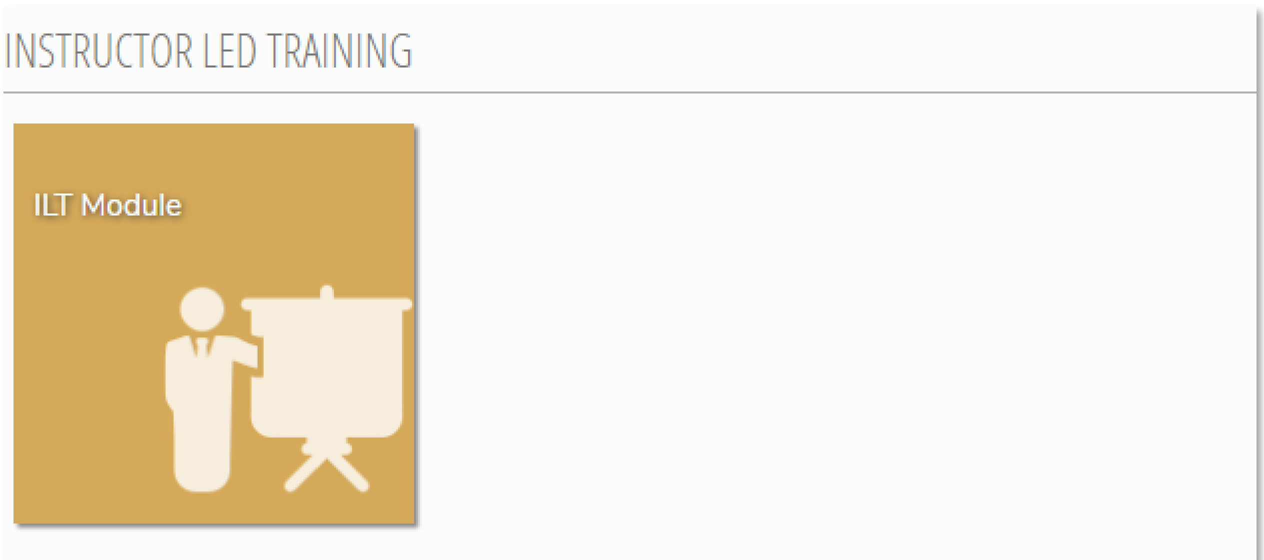
Learning Path details

Clicking a learning path tile will take you to the details view of that learning path where you can view additional information and enroll in the learning path.

To enroll in a learning path, click the "Enroll" button below the learning path title. Once you have been enrolled in the learning path successfully, you will see a pop-up that contains a link to go to your learning path enrollment. Note that enrolling in a learning path will also enroll you in all courses belonging to the learning path.

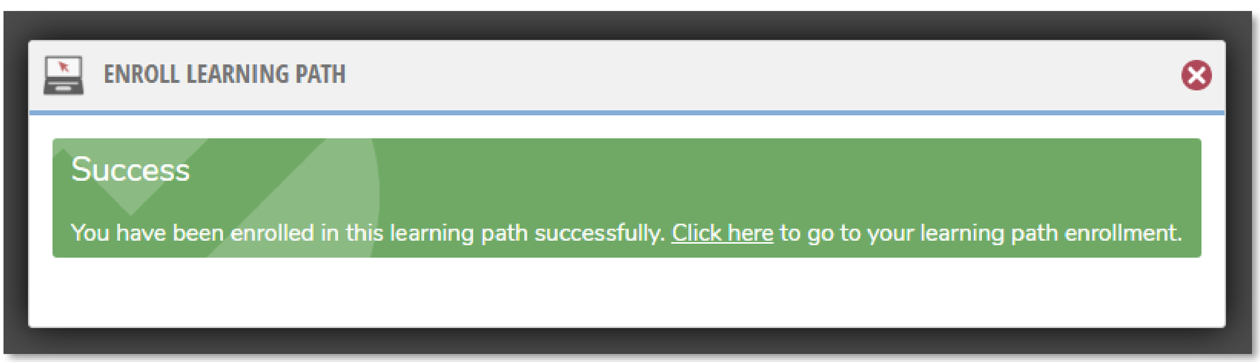
Instructor Led Training

Instructor Led Training that your administrator has published for self-enrollment will appear under the "Instructor Led Training" heading.



"Instructor Led Training" heading with instructor led training tile

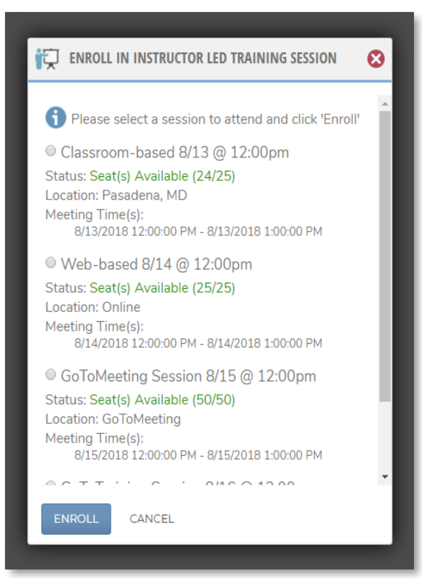
Clicking an instructor led training tile will take you to the details view of that instructor led training where you can view additional information and enroll in an upcoming session of the instructor led training.



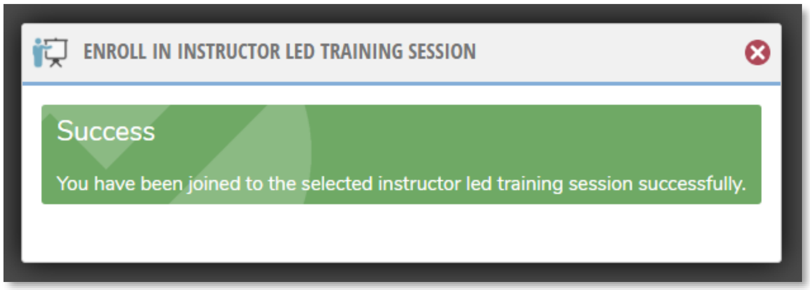
Learning Path enroll success screen with link to learning path enrollment

Instructor Led Training details with upcoming sessions

To enroll in an instructor led training session, click the "Enroll" button below the instructor led training title. This will bring up a listing of upcoming instructor led training sessions you can enroll in. Select the session you want to enroll in and click the "Enroll" button. Once you have been enrolled in the instructor led training session successfully, you will see a pop-up that indicates you have been enrolled successfully.



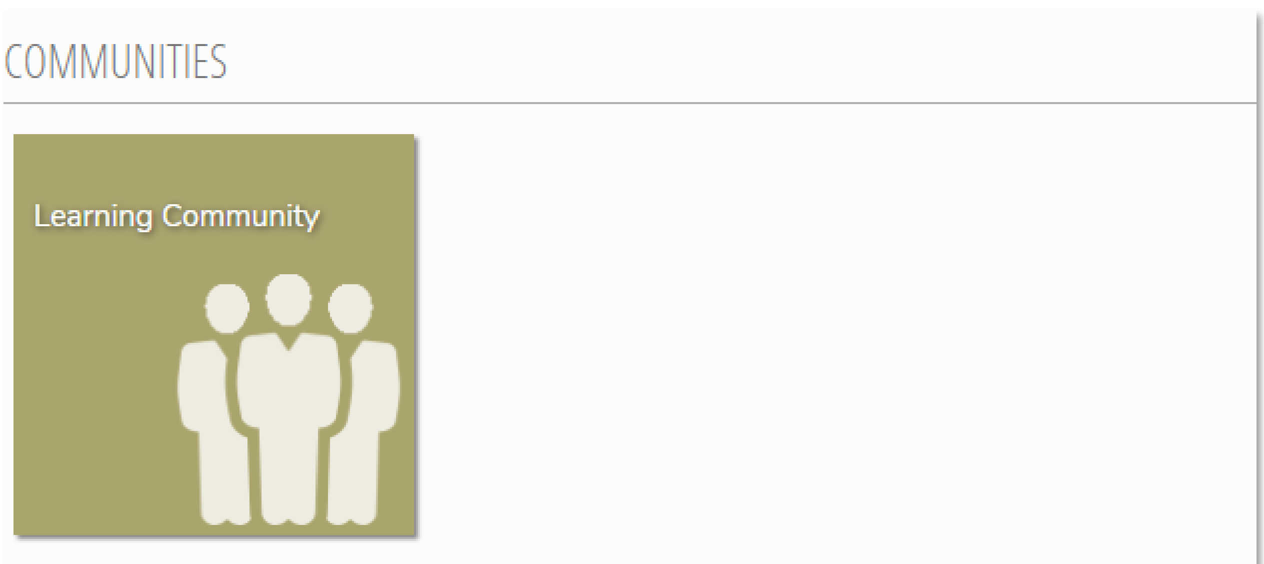
Instructor Led Training session listing



Instructor Led Training enroll success screen

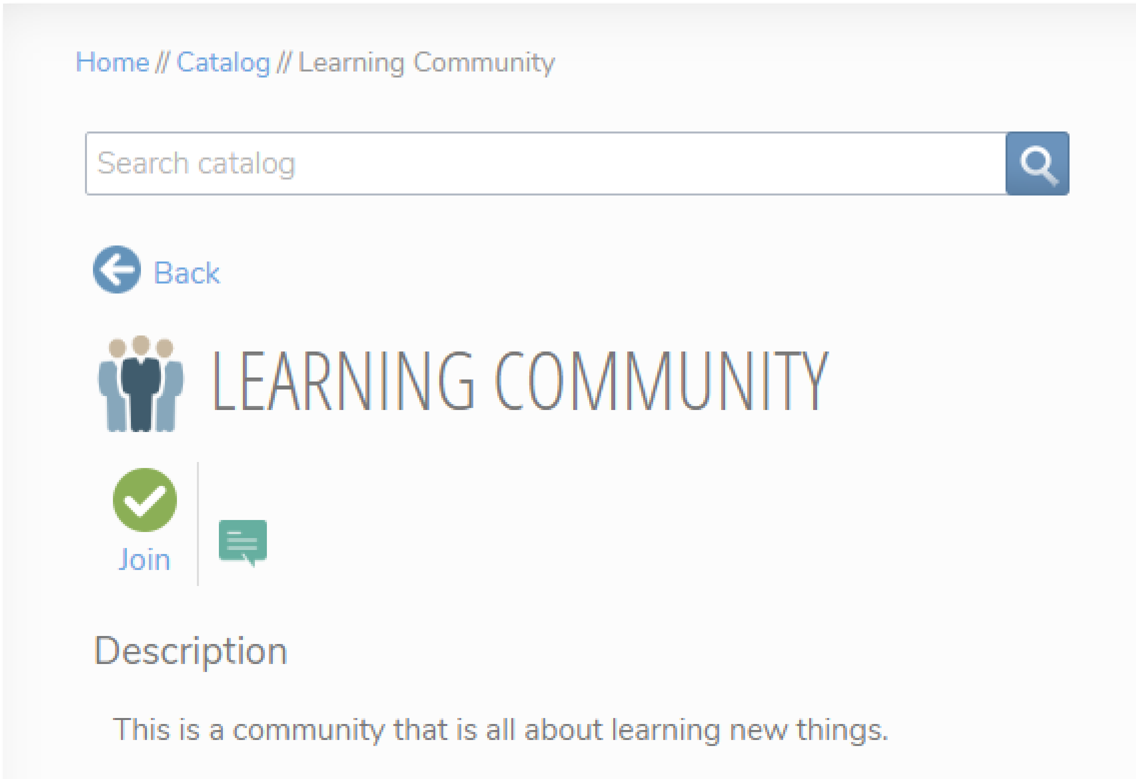
Communities

Communities that your administrator has published for learners to join themselves will appear under the "Communities" heading.



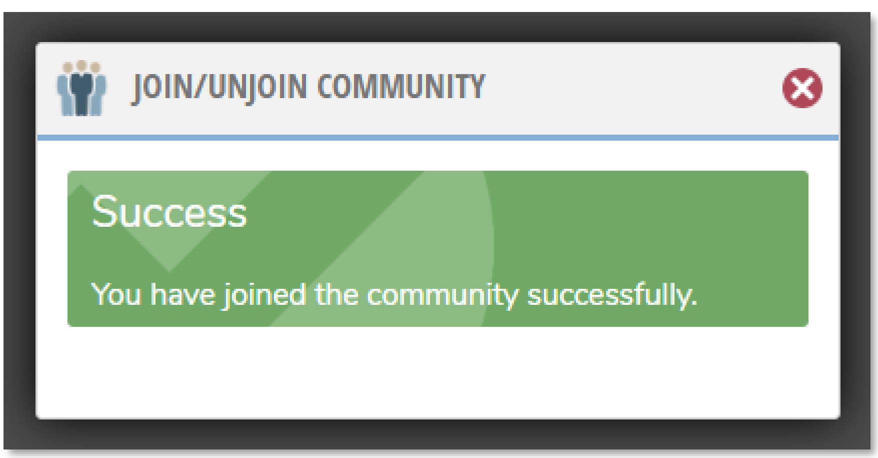
"Communities" heading with community tile

Clicking a community tile will take you to the details view of that instructor led training where you can view additional information, join the community, or unjoin the community if you were already joined.



Community details

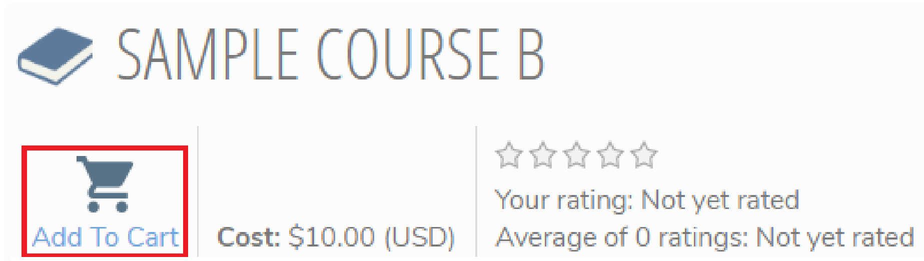
To join or unjoin a community, click the "Join" or "Unjoin" button below the community title. You will see a pop-up confirming that you have been joined or un-joined successfully.



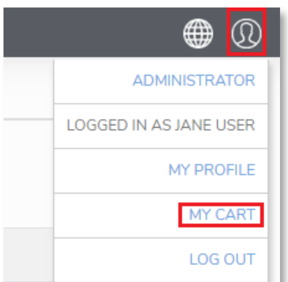
Community join success screen

Purchasing Items

If your administrator has placed a cost on a catalog, course, learning path, or instructor led training, the "Enroll" buttons you see on those items as described in the sections above will be replaced with "Add to Cart" buttons with the item's cost to the right of the button. Clicking the "Add to Cart" button will place the item in your shopping cart.



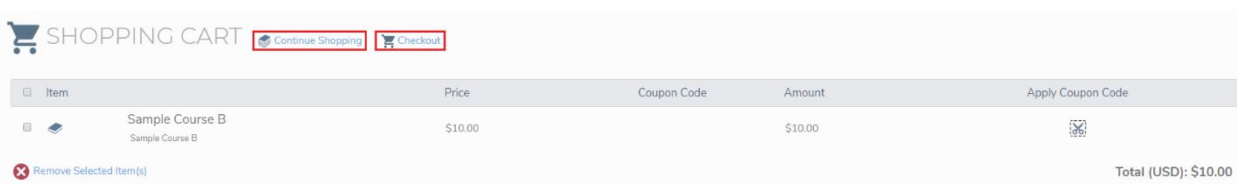
Course details with "Add to Cart" button highlighted



User menu with "My Cart" link highlighted

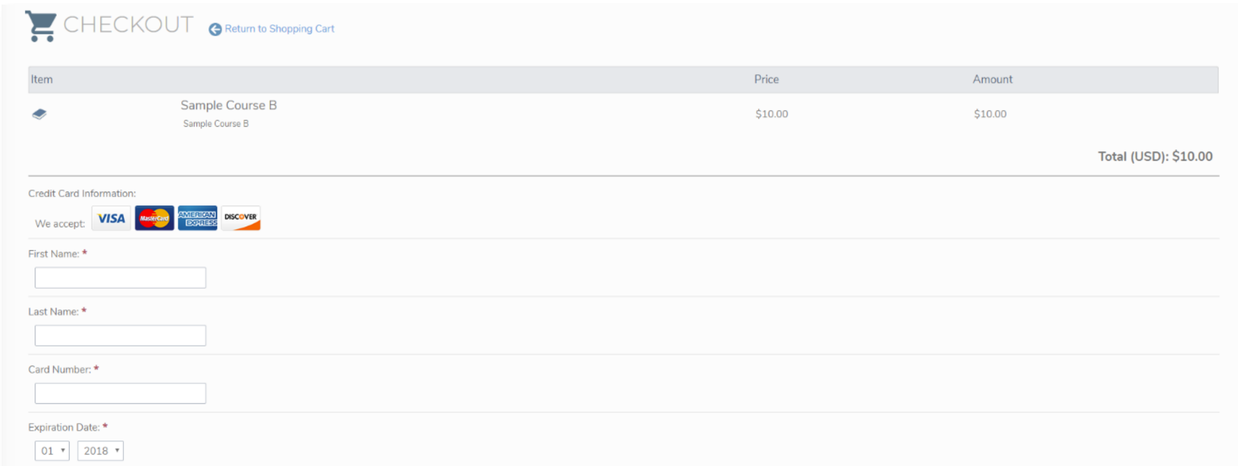
From there, you can continue adding items to your cart, or view your cart by clicking the "Go to Cart" button on the item you have just added, or by clicking the "My Cart" link from the user menu.

From the shopping cart page, you can view the items in your cart, apply any coupon codes you may have for items by clicking the  button, or checkout and pay for your purchases by clicking the "Checkout" button. You can also go back to the catalog to continue adding items to your purchase by clicking the "Continue Shopping" button.



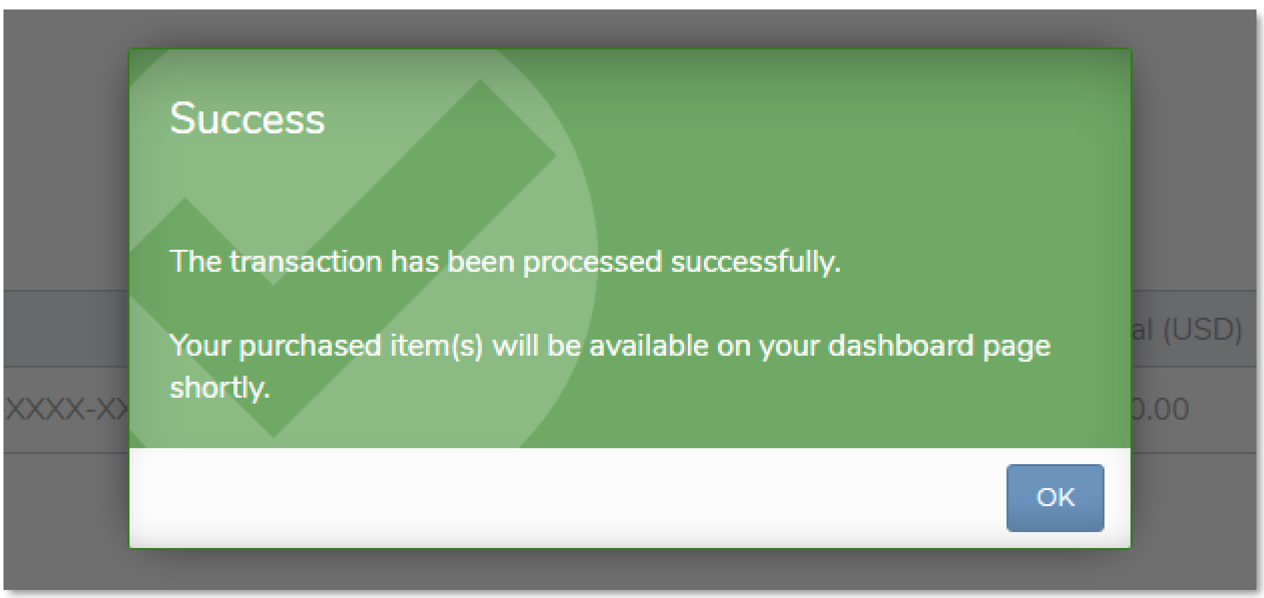
Shopping cart with "Continue Shopping" and "Checkout" links highlighted

Once you click the "Checkout" button, you will be taken to a form to enter your payment information and complete the checkout process.



Checkout page with payment information form

Enter your payment information and click "Submit Order." Your order will be processed immediately, and once processing is successful, you will be enrolled in the items you purchased, and you will receive a pop-up confirmation that your order has been processed successfully. Also, depending on your administrator has configured their payment gateway settings, you may receive an email receipt from the payment gateway provider.

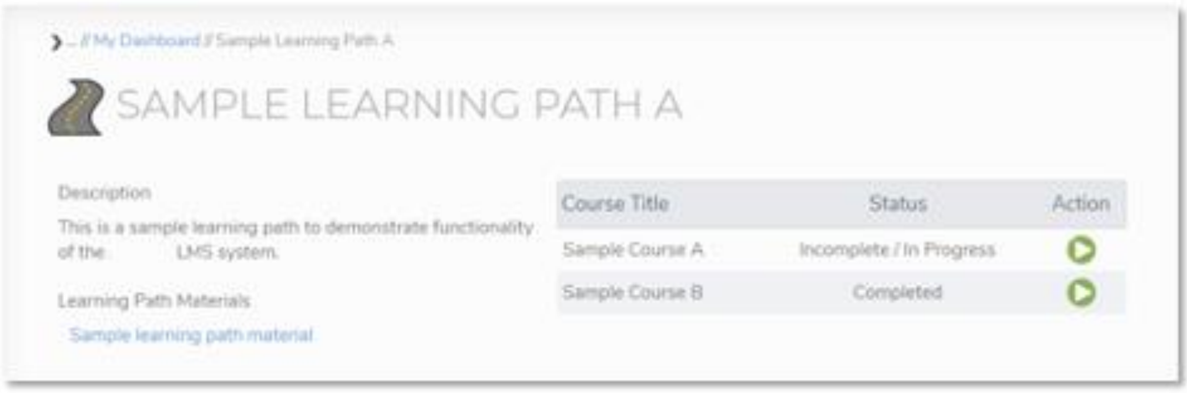


Payment processed successfully message

INTERACTING WITH LEARNING CONTENT

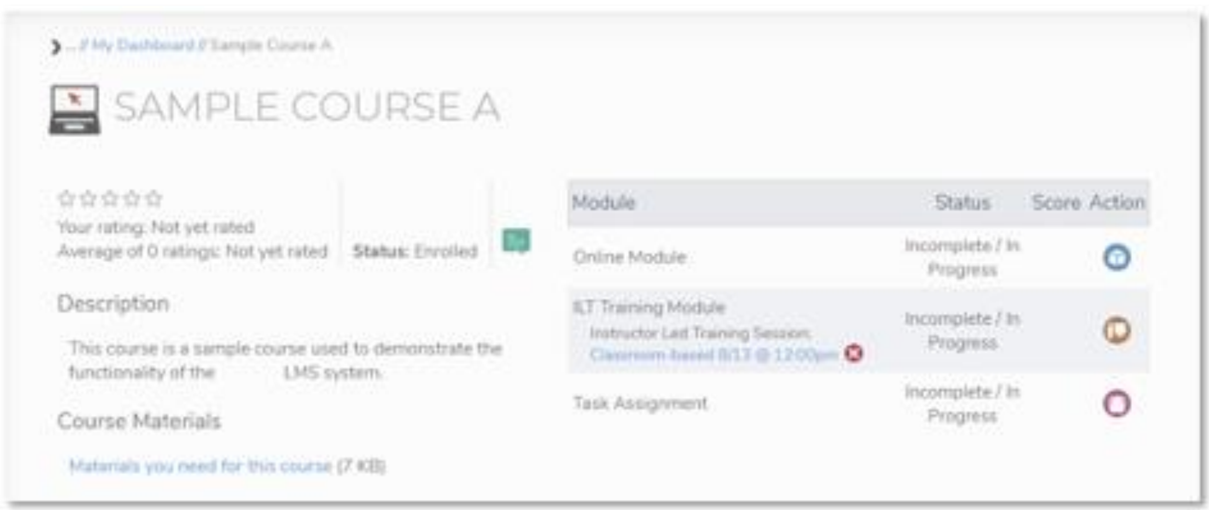
If you have learning path and/or course enrollments listed on your "My Learning Paths" and "Enrollments" widgets, you may interact with them by clicking the "view" button for that enrollment.

Clicking the "view" button for a learning path enrollment will take you to the learning path enrollment screen where you can view the courses that make up your learning path, and all information and materials related to that learning path. To complete a learning path enrollment, you must complete course enrollments for all courses listed for the learning path.



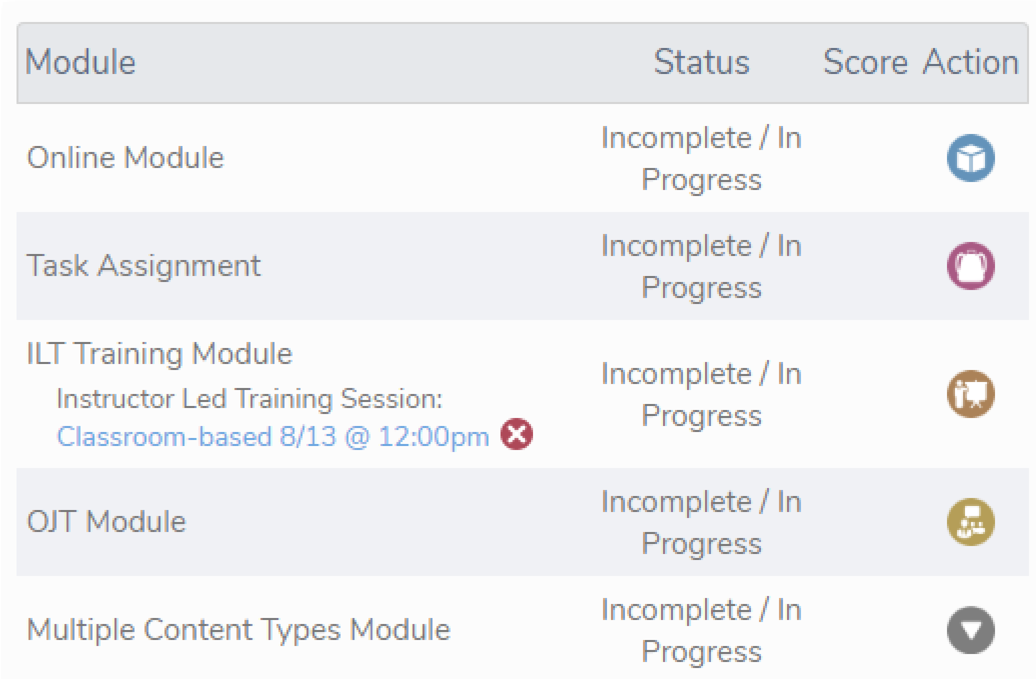
Learning path enrollment screen

Clicking the "view" button for a course enrollment will take you to the course enrollment screen where you can view the modules that make up your course, and all information and materials related to that course. To complete a course enrollment, you must complete all modules listed for the course.



Course enrollment screen

Course Modules



Module	Status	Score	Action
Online Module	Incomplete / In Progress		
Task Assignment	Incomplete / In Progress		
ILT Training Module Instructor Led Training Session: Classroom-based 8/13 @ 12:00pm	Incomplete / In Progress		
OJT Module	Incomplete / In Progress		
Multiple Content Types Module	Incomplete / In Progress		

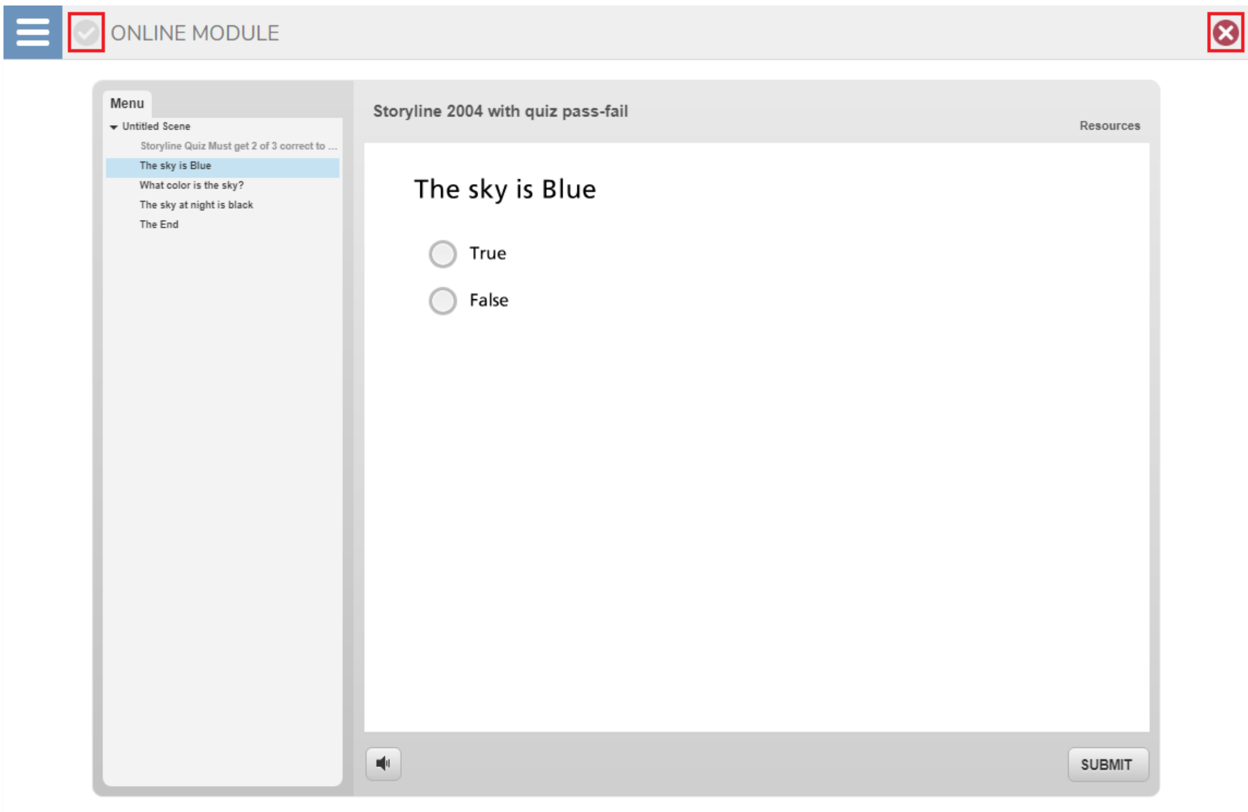
Course modules listing

Course modules that you are required to complete for a course enrollment are listed on the course enrollment details page. These modules can have a single content type, or multiple content types associated with them. Depending on the content type associated with the module, you will see one of the following icons in the "Action" column for that module.

- "Content Package/Online" – This icon indicates that the module is an online "content package" module. These modules are launched and tracked entirely within your LMS portal.
- "Task" – This icon indicates that the module is a "task" module. These modules require you to download a document, complete the task per the instructions in the document, and upload the completed task for an administrator to review. You will receive credit for completing the task after an administrator has reviewed it.
- "Instructor Led Training" – This icon indicates that the module is an instructor led training module. These modules require you to register for and attend an instructor led training session that is conducted either online or in a classroom setting. You will receive credit for completing the instructor led training after an administrator has confirmed that you have attended the session you registered for.
- "OJT" – This icon indicates that the module is an "on the job training" module. These modules require you to submit a request and complete the training in your working environment with a proctor. You will receive credit for completing the "OJT" after the proctor has logged in and recorded the results.
- "Multiple Content Types" – This icon indicates that the module has multiple content types associated with it. Clicking this icon will expose a menu showing two or more of the icons described above. You must compete one of the content types to receive credit for completing the module.

Launching an Online Module

To launch an online module, click the icon for the module you want to launch. The module will launch in the same window with a status and navigation bar at the top.



Content launch window with status and exit buttons highlighted

From this screen, you can interact with the online content. Once the content has been completed, the dim "check" icon will turn green , you can then exit the content by clicking the red "exit" icon .

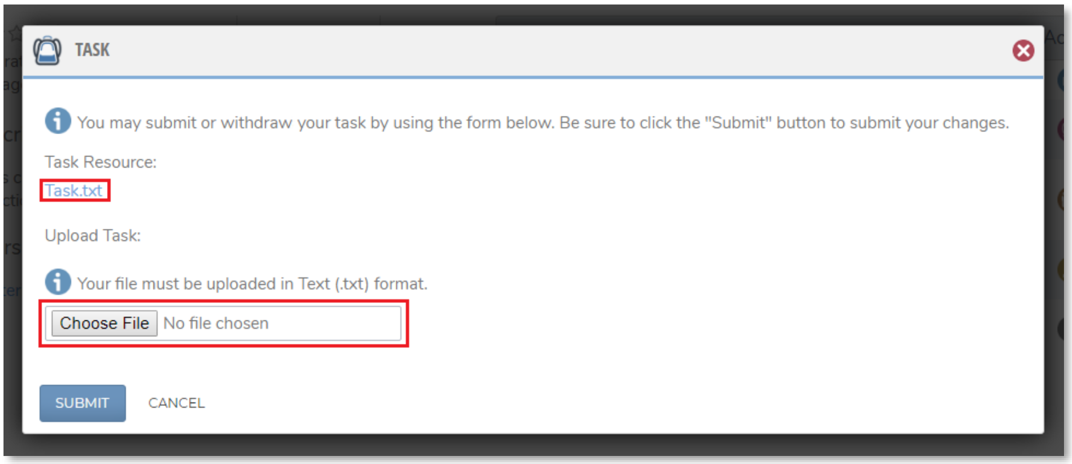
When exiting online content, be sure to use the "exit" icon to ensure that your progress will be properly tracked.

IMPORTANT NOTE: If you close your browser window rather than using the "exit" icon, your progress in the module will not be tracked.

Completing a Task Module

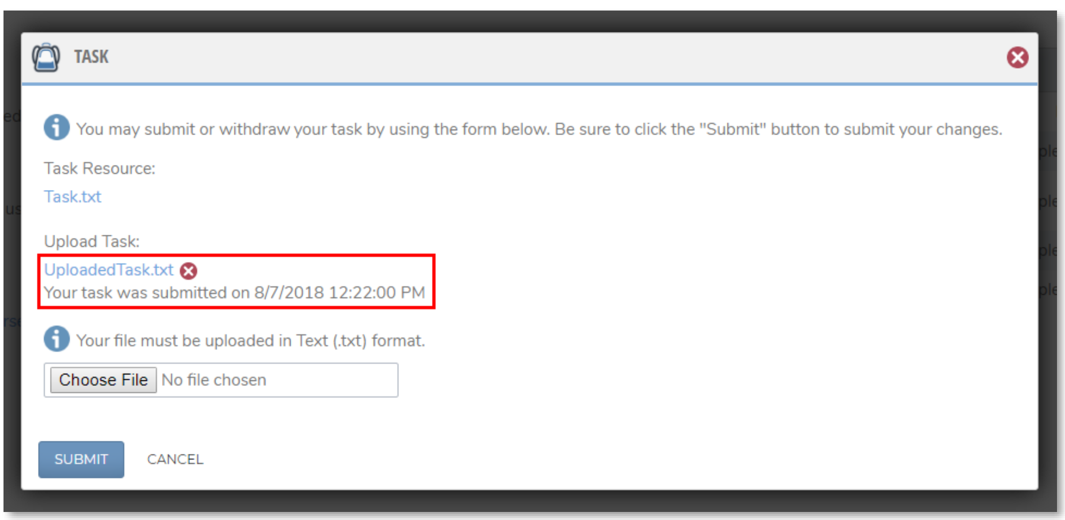
To complete a task module, click the icon for the task module you want to complete. A pop-up window will open showing the task resource document containing the task, and an upload field for you to upload the completed task. You can download the task resource document by clicking the link.

Once you have completed the task per the instructions in the document, you can return to this page to upload the completed task. Uploading the completed task will submit it to an administrator for review, the administrator will review the task and mark the task as completed.



Task module pop-up with task resource link and upload fields highlighted

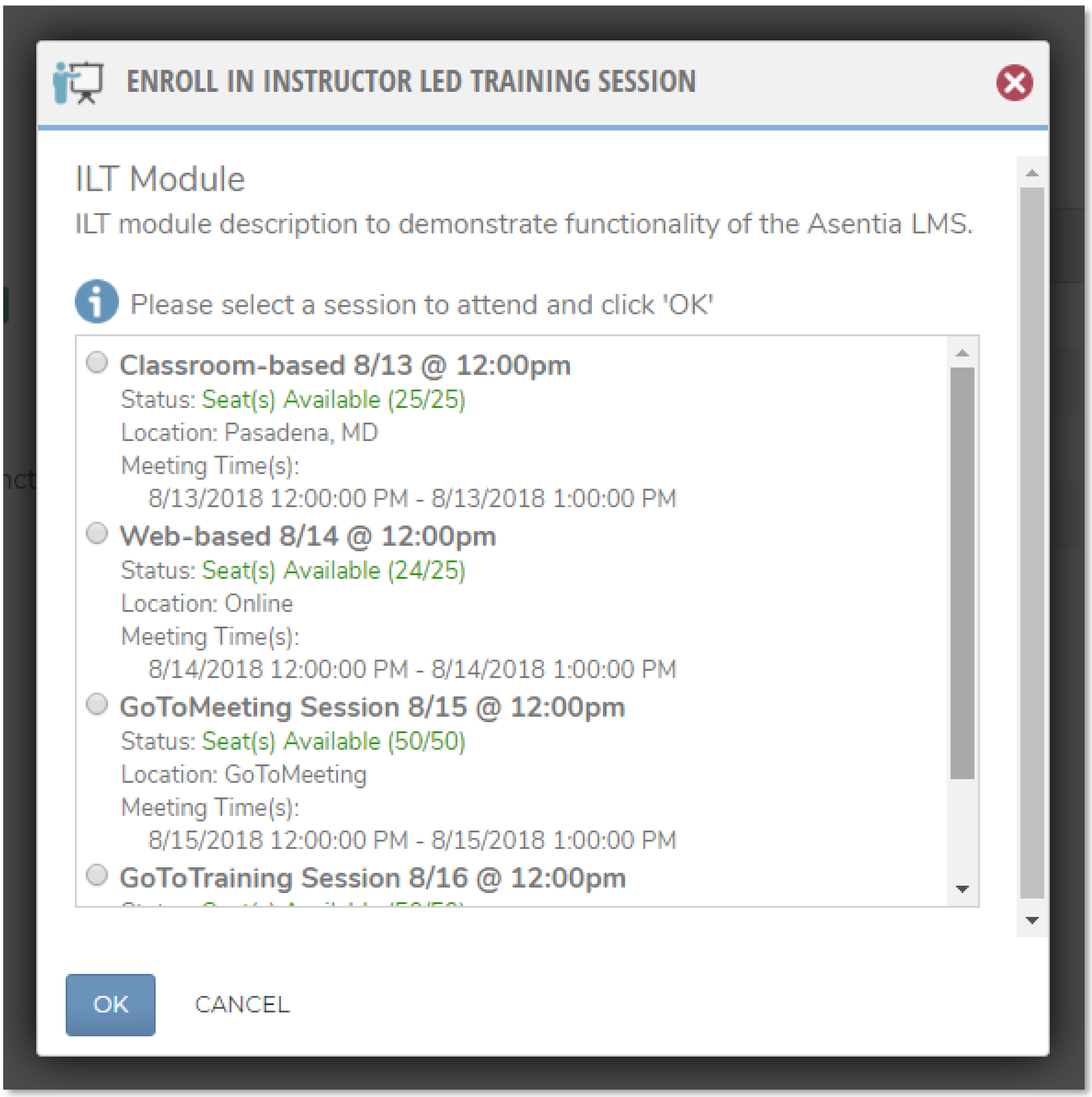
If you have uploaded a task, you may withdraw and re-submit the task at any time prior to an administrator reviewing it. You can withdraw the task by clicking the red "X" icon next to the file you have uploaded.



Task module pop-up with uploaded task field highlighted

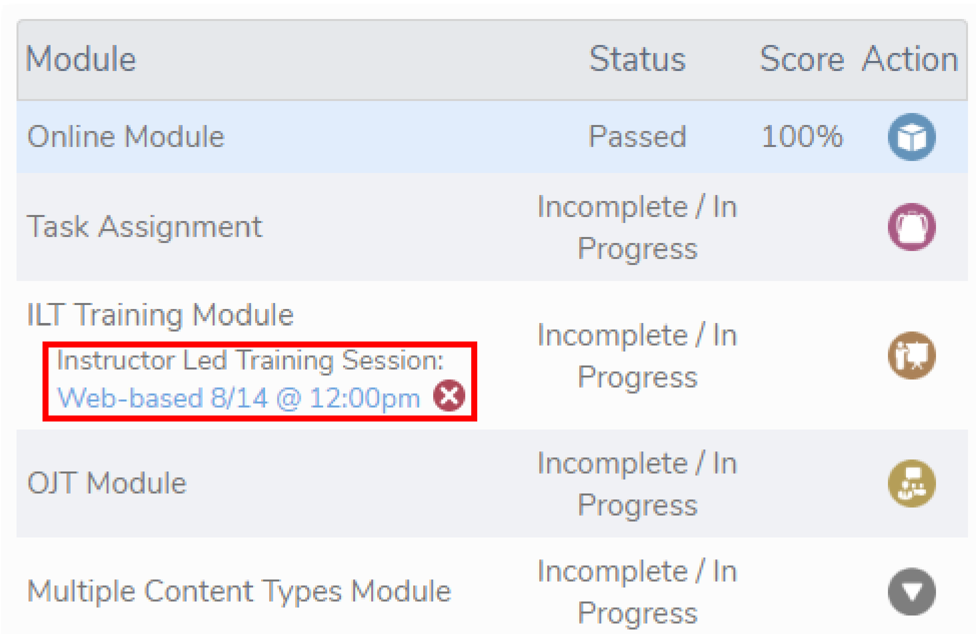
Attending an Instructor Led Training Session

To register for an upcoming session as part of an instructor led training module, click the icon for the module you want to register for. A pop-up window will open showing the upcoming instructor led training sessions that are available for registration. Select the session you want to register for and click the "OK" button.

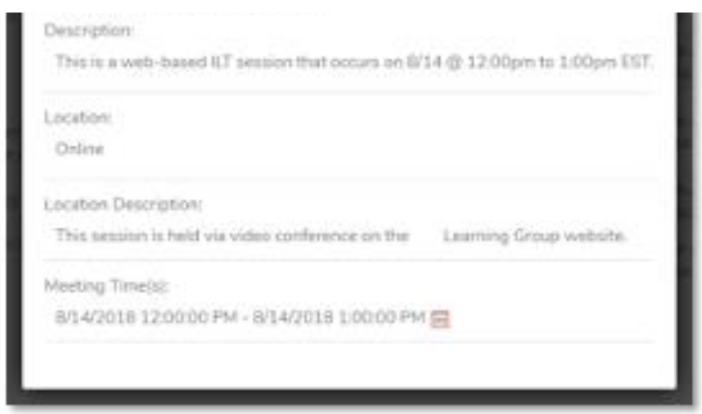


Pop-up window showing upcoming instructor led training sessions

Once you have registered for a session, it will appear on your module listing page and in your "Calendar Widget." To view session details and attend the session you have registered for, you can click the link on the module listing page, or the icon on your "Calendar Widget." Note that "join session" links for online-based sessions will only appear beginning 15 minutes prior to the start of the session. If you would like to drop out of a registered session and your administrator allows this, you can drop out of the session by clicking the red "X" icon next to the session listed on the module listing page or from the session details pop-up window.



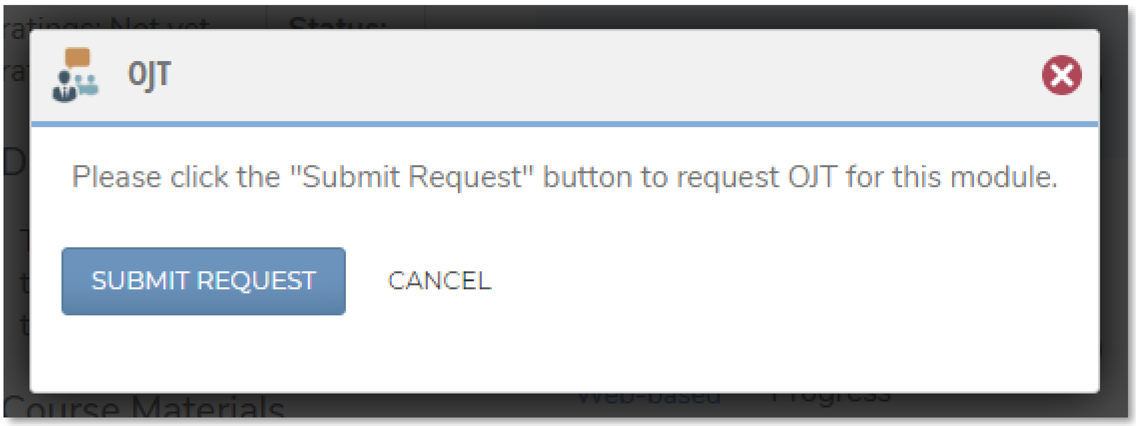
Module listing page with registered instructor led training session highlighted



Enrolled session information pop-up window

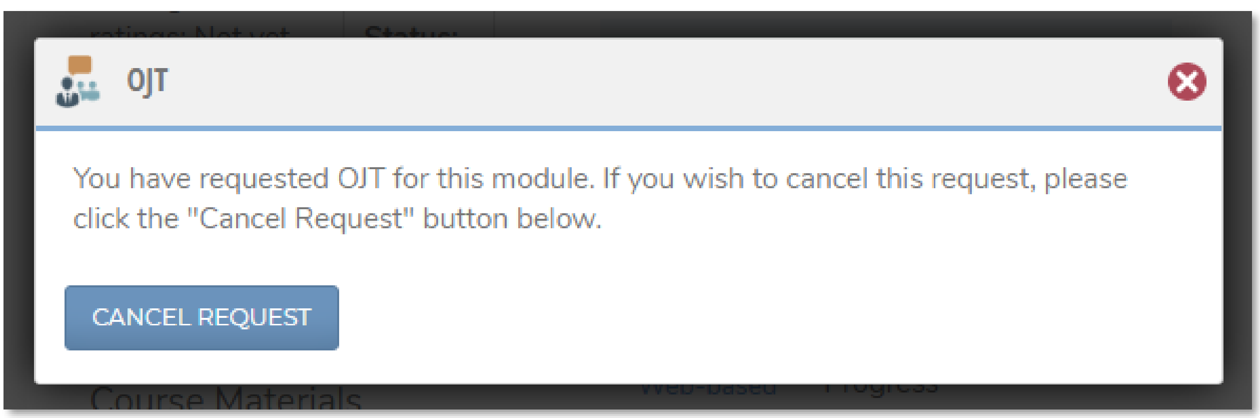
Completing an OJT Module

To submit a request for "on the job training," click the icon, and in the pop-up window, click the "Submit Request" button. This will submit a request to an administrator who will contact you to schedule "on the job training" outside of the LMS system. Once your training has been completed, the administrator will record your results and mark the module as completed.



OJT submit request pop-up

If at any time prior to your "on the job training" being scheduled, you would like to cancel your request, you may do so by clicking the icon for the module you sent the request for. In the pop-up window, click the "Cancel Request" button. This will cancel your "on the job training" request.



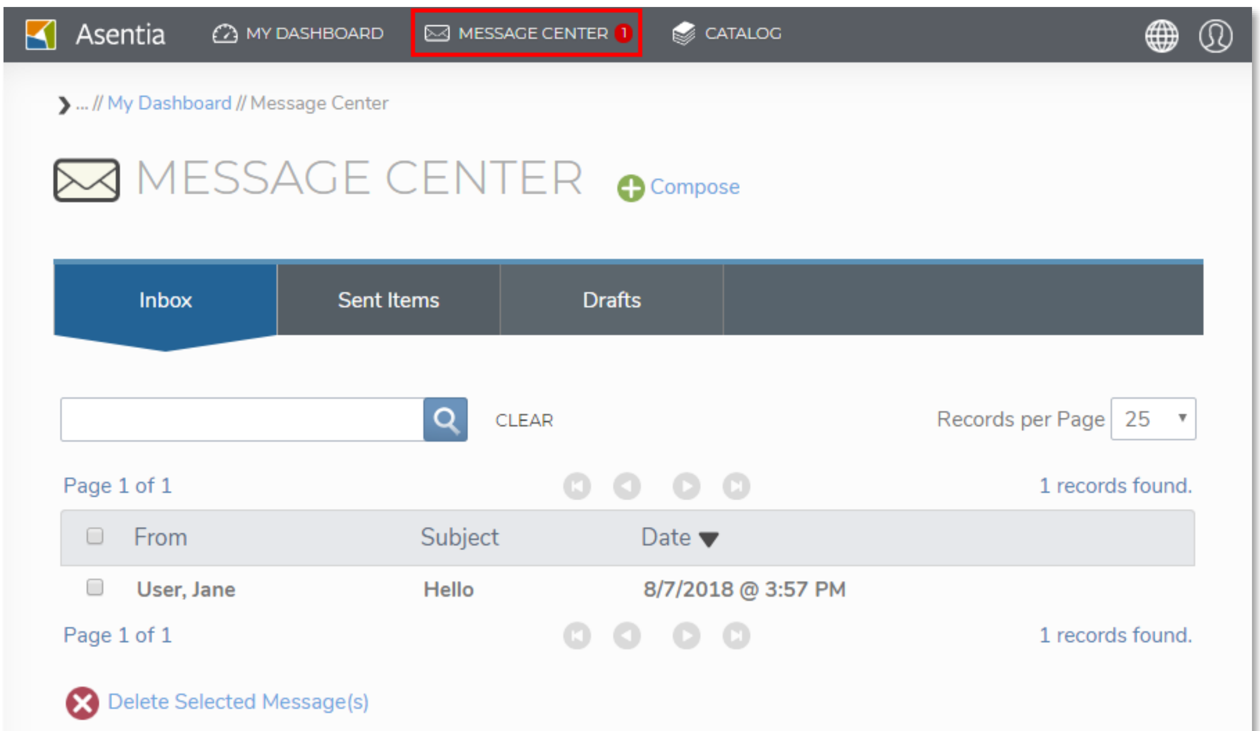
OJT cancel request pop-up

COMMUNICATING WITH ADMINISTRATORS AND FELLOW LEARNERS

K-LMS+ provides the ability for you to communicate with administrators, subject matter experts, and your fellow learners directly through the "Message Center", and through group-oriented messaging in "Discussion Boards" attached to courses and communities.

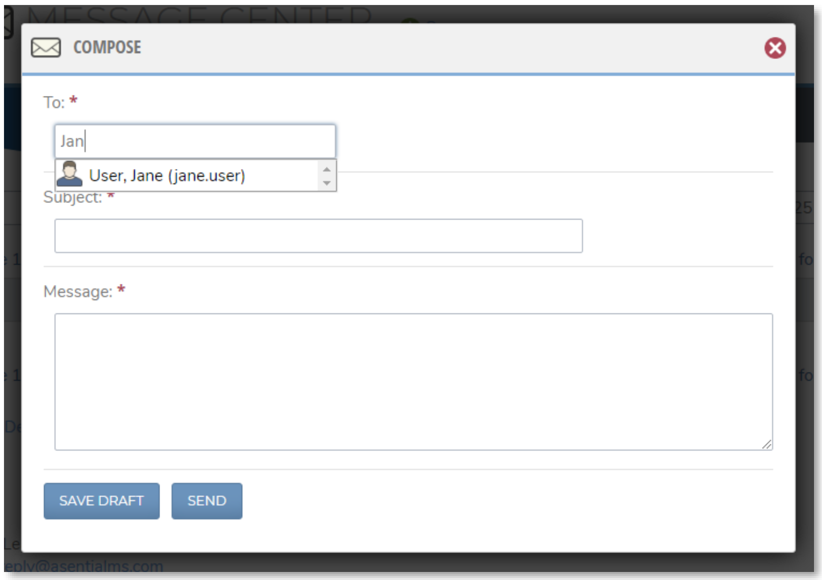
Message Center

The "Message Center" is an intra-LMS messaging system that allows you to exchange messages with other users in your LMS portal. To access the message center, click the "Message Center" link in the top navigation bar of your LMS portal. This will take you to the "Message Center," from there you can send messages, and view messages that were sent to you.



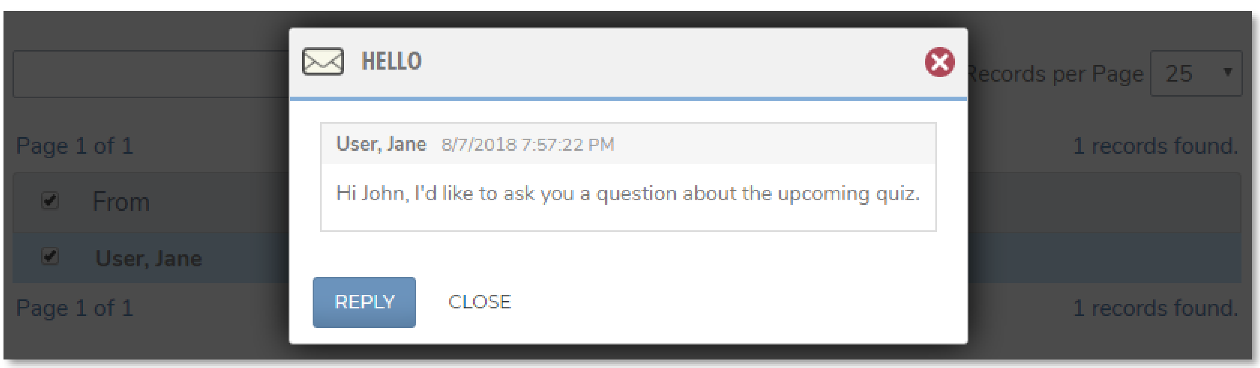
Message Center with link highlighted

To send a message, click the "Compose" link on the page. This will open a pop-up window where you can compose and send your message. You can start your message by beginning to type the intended recipient's name in the "To" field, as you type, a list of users and groups will begin to populate, select your recipient by clicking on the name. From there, you can populate the subject and body of your message. Once you have finished, you can send the message by clicking the "Send" button or save it for later by clicking the "Save Draft" button.



Compose message pop-up

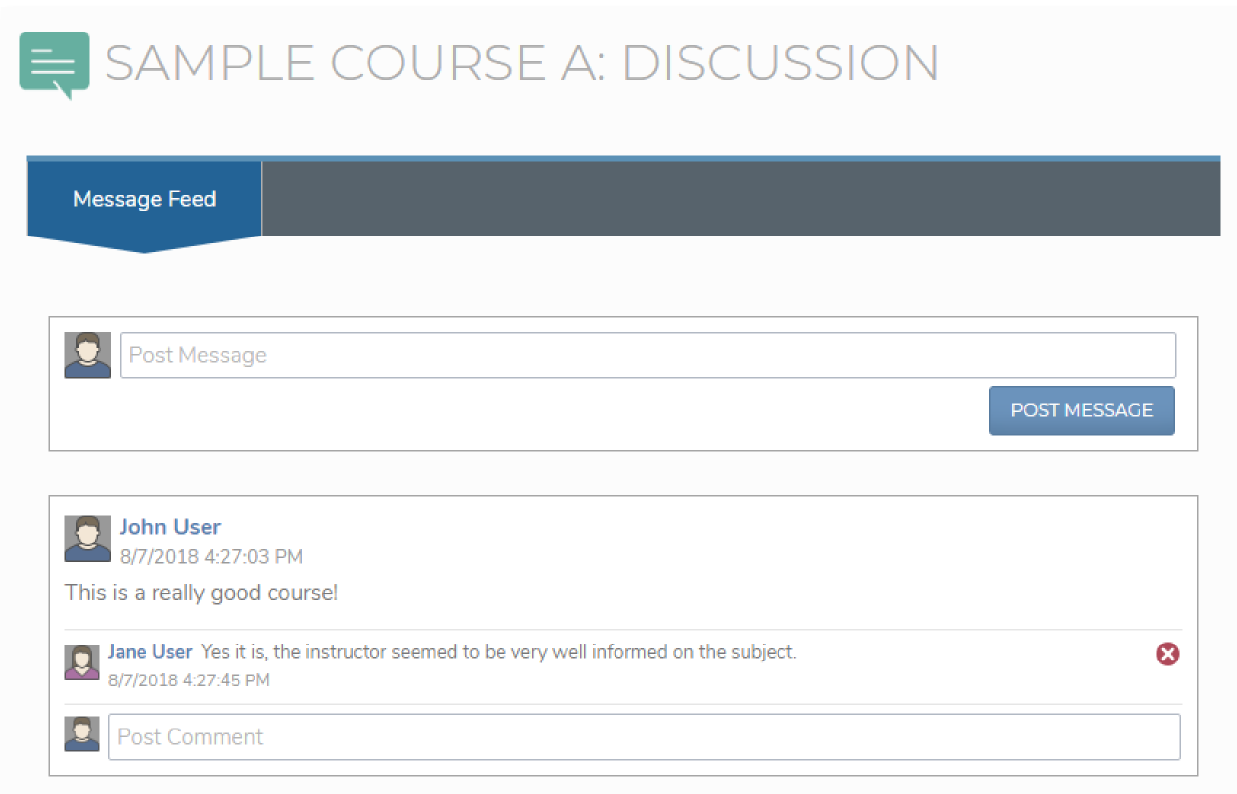
To view a message, click on the message's title in the message listing. This will open a pop-up window containing the message, you can reply to the message from this window, and view all other messages between you and the user in the message thread.



View message pop-up

Discussion Boards

"Discussion Boards" are a group-oriented messaging system that can be attached to courses and communities. To visit a course or community's discussion board, click the icon for that course or community from your "[Enrollments]" and "[My Communities]" widgets. Clicking the icon will take you to the discussion board for that course or community. From there, you can view and participate in discussions relevant to that course or community. To post a new message to the discussion, enter your message in the "post message" field, and click the "Post Message" button. Your message will be posted to the discussion, or if your administrator has turned on moderation for the discussion, it will be sent to a moderator for approval. You may also comment on other user's posts by entering your message in the "post comment" field and pressing the "Enter" button on your keyboard. Note that comments on posts are subject to the same moderation rules as new posts.



Course discussion board