

e-OSCAR® Learning Management System (LMS) User Guide

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Contents

Objective	3
Overview	3
System Requirements	3
Browser Requirements	3
▪ Browser Versions	3
▪ Cookies and Cache	3
▪ Trusted Sites	3
▪ Pop-Up Blockers in Browsers.....	3
▪ Add-ons	3
Access	4
Registration	4
Password & Access Requirements	6
Navigation and Screens	8
Dashboard	8
▪ Available Courses	8
▪ Live Training	8
▪ My Training Calendar	8
▪ Search	8
▪ Messages.....	8
My Training.....	9
▪ Courses	9
▪ Classroom	9
▪ Resources.....	9
Transcripts.....	10
My Training Calendar.....	10
Course Enrollment	11
Dashboard Menu Option:	11
My Training Menu Option:	11
Learning Resources	12
Resources:.....	12
Support	13
LMS Landing Page	13
LMS Dashboard.....	15

Objective

This User Guide is designed to provide users with an overview of the e-OSCAR® Learning Management System (LMS) including system requirements, access, registration, navigation, and support information. Each section includes screenshots that provide a visual to the particular LMS screen view users will see.

Overview

The LMS makes it easy to manage all e-OSCAR® training needs in one location. It allows Users to train interactively in various e-OSCAR® functions. Users can manage their training by enrolling in online courses, viewing materials, and taking assessments at their own pace. In addition, users can keep a transcript of their training progress.

LMS courses do not have set course completion timeframes. e-OSCAR® users are required to familiarize themselves with the LMS Course Catalog to determine which courses are best for their user role(s). The Course Catalog is provided in the LMS Welcome e-mail users receive after registering for the LMS. It is also available on the e-OSCAR.org Training page and the LMS Resources page.

System Requirements

Browser Requirements

For an optimal LMS experience, we recommend the following settings are considered and/or enabled on your personal computer and web browsers:

- **Browser Versions:** The LMS is compatible with the latest 2 versions of Internet Explorer, Google Chrome, Mozilla Firefox, and Safari browsers.
- **Cookies and Cache:** Activating cookies and cache for your browser is recommended.
- **Trusted Sites:** eoscartraining.cogentys.net must be added to your browser's list of trusted sites.
- **Pop-Up Blockers in Browsers:** Pop-up Blockers must be disabled for the LMS website, eoscartraining.cogentys.net.
- **Add-ons:** Users must have the latest Adobe Flash player installed. **Note:** Not having Flash Player installed will display a black screen, preventing users from viewing the training modules.

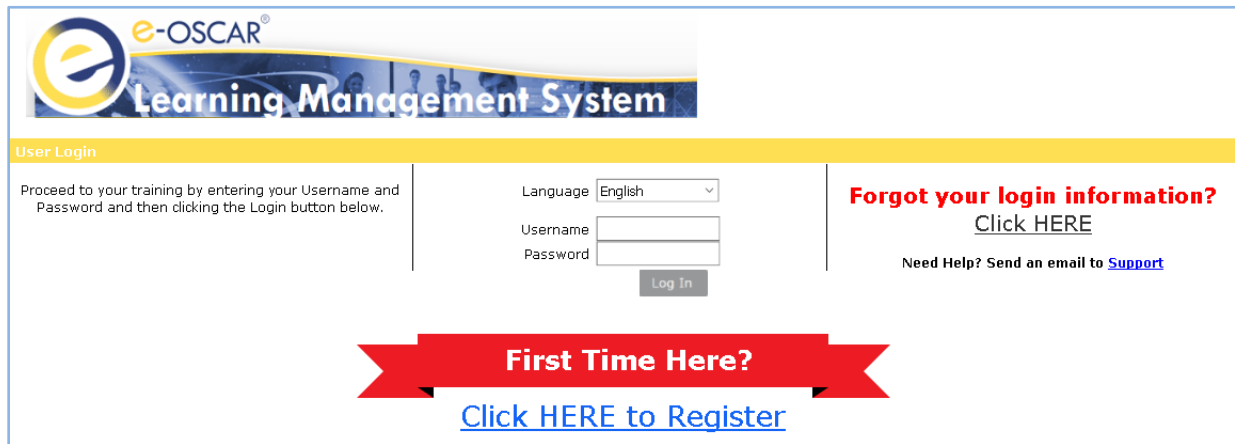
Note: Please consult with your company's internal Information Technology (IT) and security resources. Your IT or security resources may be able to provide information regarding specific settings that are authorized for your company.

Access

Registered e-OSCAR® users may access the e-OSCAR® LMS by navigating to <https://eoscartraining.cogentys.net> via recommended browser.

Because the LMS is a separate website from the e-oscar-web.net application, the login information used to log into the e-OSCAR® application will not automatically transfer over to the LMS. Users must register to use the LMS separately. However, the user may be able to create a User ID that is identical or similar to their User ID for the e-OSCAR® application.

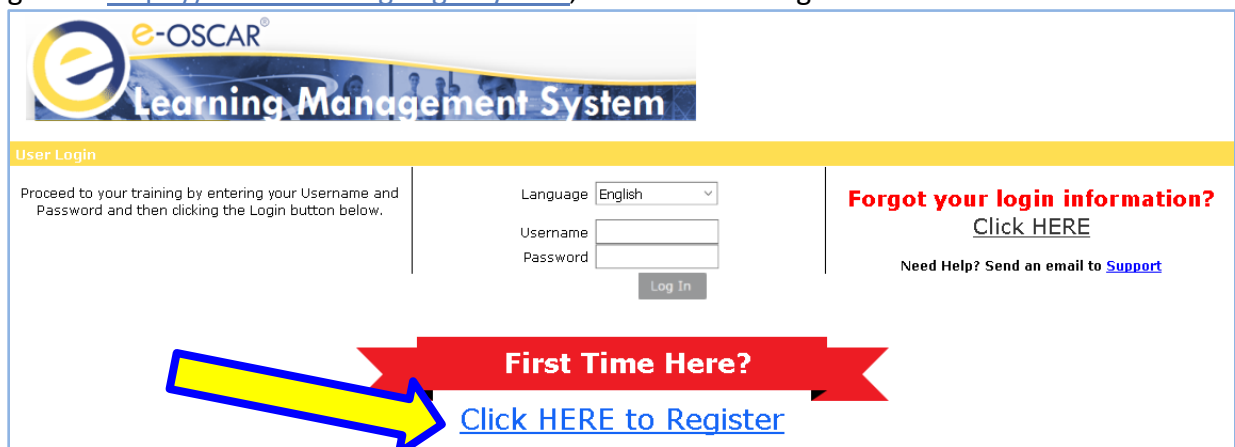
Note: Users whose registration has recently been approved for the e-oscar-web.net application may not be able to register in the LMS immediately. The two systems will take 48-72 hours to sync.



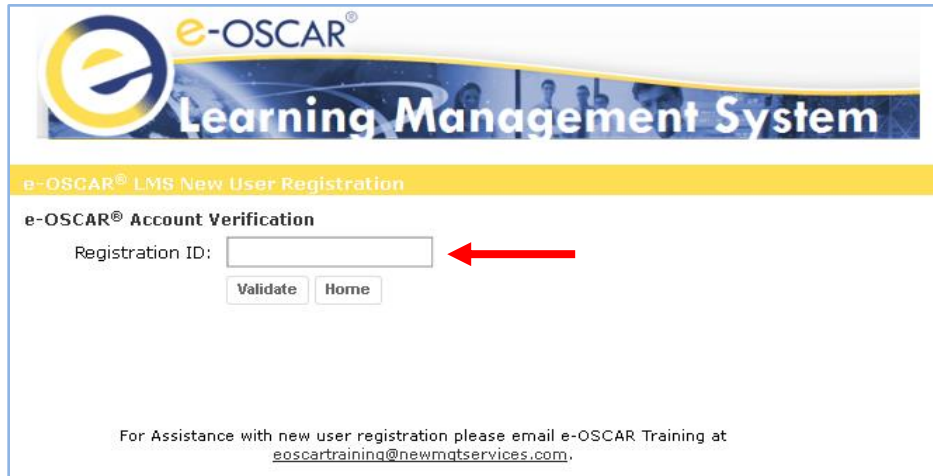
Registration

Only e-OSCAR® users with an active Registration ID may register in the e-OSCAR® LMS. If you have never visited the LMS website before, you will need to register yourself by following the process outlined below.

1. Navigate to <https://eoscartraining.cogentys.net>, click “Click to Register.”



2. Enter your company's active 7-digit e-OSCAR[®] Registration ID. This is the 7-digit number, also referred to as your "Account Number", which is listed on your invoices. (If the user does not know their company's Registration ID, they will need to contact their e-OSCAR[®] Registration Administrator.)



e-OSCAR[®] LMS New User Registration

e-OSCAR[®] Account Verification

Registration ID: ←

For Assistance with new user registration please email e-OSCAR Training at eoscartraining@newmgtservices.com.

3. Click "Validate"



e-OSCAR[®] LMS New User Registration

e-OSCAR[®] Account Verification

Registration ID:

For Assistance with new user registration please email e-OSCAR Training at eoscartraining@newmgtservices.com.

4. Confirm your registration by clicking "Proceed With Registration"



e-OSCAR[®] LMS New User Registration

e-OSCAR[®] Account Verification

Registration is Valid for Company: e-OSCAR

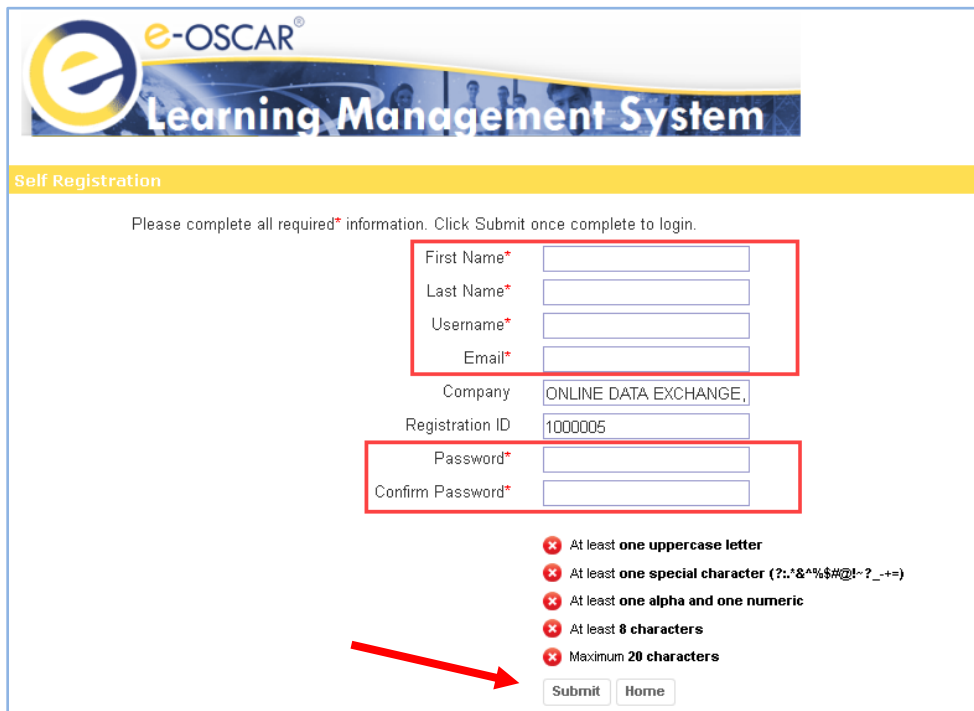
If this is the company you want to register with, click the **Proceed With Registration** button. If not click the **Home** button to return to the login screen.

- 5. Complete required information in Self Registration page
 - All fields with red asterisks are required
 - “Company” and “Registration ID” will autofill based on valid registration input
 - The e-OSCAR® LMS requires the following password requirements:

Password & Access Requirements

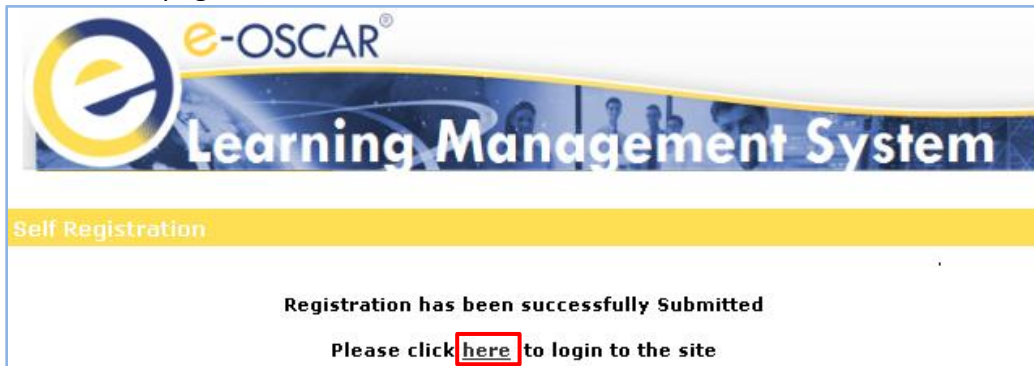
- At least one uppercase letter
- At least one special character (? : . * & ^ % \$ # @ ! ~ ? _ + =)
- At least one alpha and one numeric
- At least 8 characters
- Maximum 20 Characters

- 6. Click “Submit”

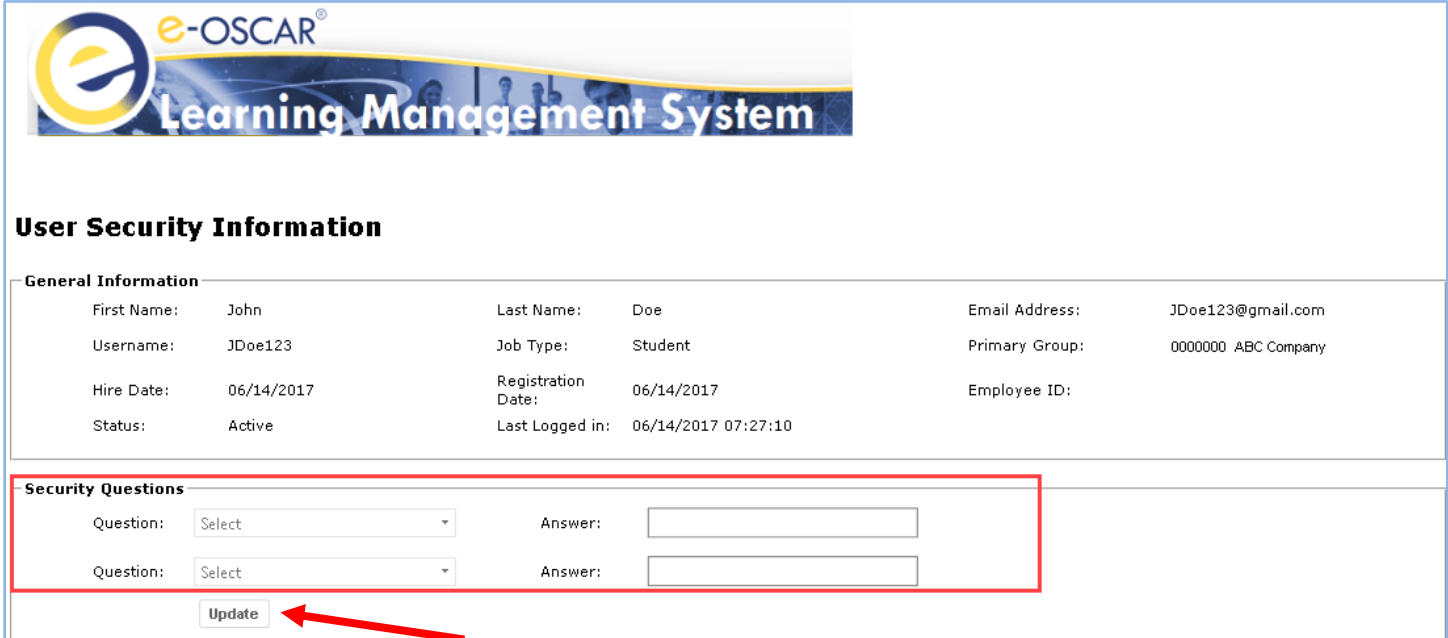


Upon completion of registration, a confirmation message will display. First time users will be asked to login directly to the LMS.

- 7. Click “here” on the webpage to access.



8. Users will be required to set up two security questions after their initial LMS registration.
- 1) Select your security questions and provide answers
 - 2) Click "Update"



The screenshot shows the 'User Security Information' page in the e-OSCAR system. It features a header with the e-OSCAR logo and title. Below the header is a section titled 'User Security Information' containing a 'General Information' table and a 'Security Questions' section. The 'General Information' table lists user details such as First Name, Last Name, Email Address, Username, Job Type, Primary Group, Hire Date, Registration Date, Employee ID, Status, and Last Logged in. The 'Security Questions' section contains two rows, each with a 'Question' dropdown menu and an 'Answer' text input field. A red box highlights the 'Security Questions' section, and a red arrow points to the 'Update' button located below it.

General Information					
First Name:	John	Last Name:	Doe	Email Address:	JDoe123@gmail.com
Username:	JDoe123	Job Type:	Student	Primary Group:	0000000 ABC Company
Hire Date:	06/14/2017	Registration Date:	06/14/2017	Employee ID:	
Status:	Active	Last Logged in:	06/14/2017 07:27:10		

Security Questions			
Question:	Select	Answer:	<input type="text"/>
Question:	Select	Answer:	<input type="text"/>

Navigation and Screens

Upon registration, the LMS user will be routed to the Dashboard automatically. The horizontal Menu Bar is the primary method of navigating in the LMS. The Menu Bar consists of 4 menus:

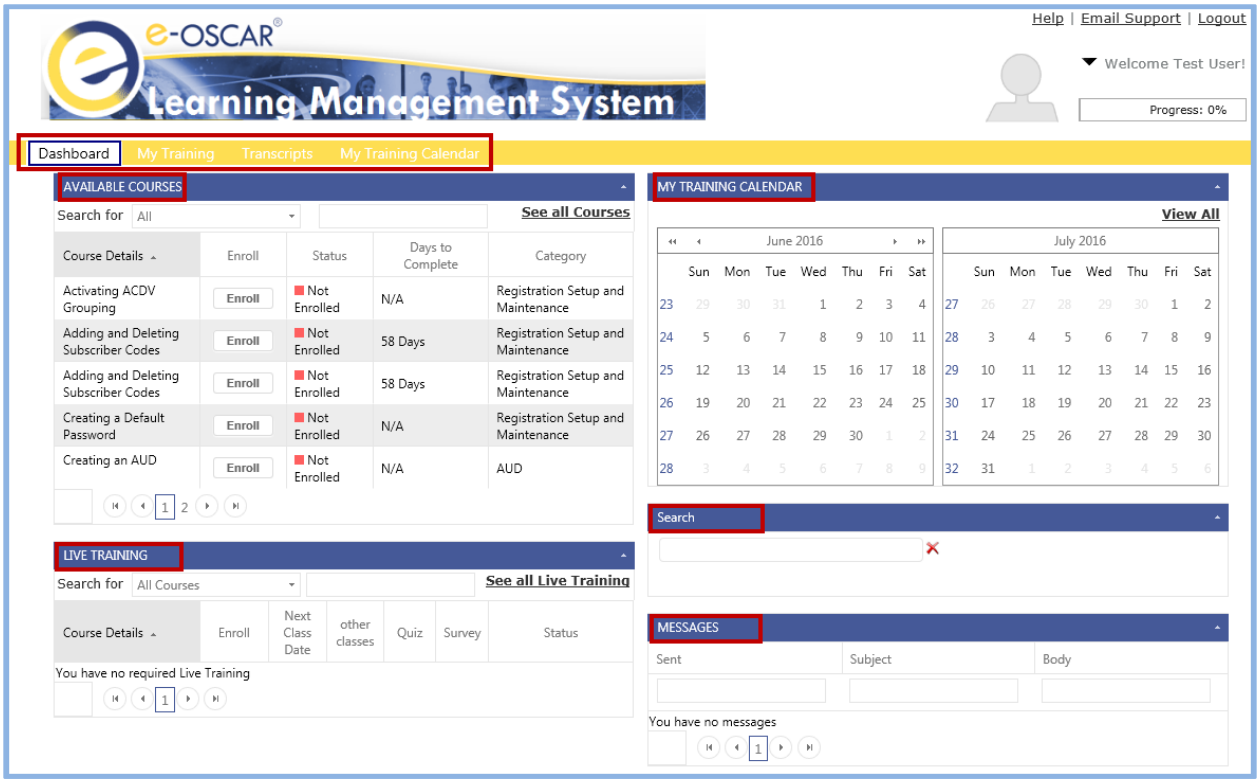
- 1) **Dashboard**
- 2) **My Training**
- 3) **Transcripts**
- 4) **My Training Calendar**

Dashboard provides a quick view of the most important contents within the LMS. Included in the Dashboard page are:

- **Available Courses:** Includes all courses available to the learner. This section will indicate name, status, and category of courses.
- **Live Training:** Includes any Live Training available.

Note: Live training courses are not regularly available. Information regarding Live training classes and how to register will be provided when the classes are announced.

- **My Training Calendar:** Provides a calendar view of course in which the learner is registered. This includes LMS interactive courses and Live Training courses.
- **Search:** Allows learner to search for courses via keywords or tags.
- **Messages:** Shows learner messages sent to e-OSCAR Training support team.

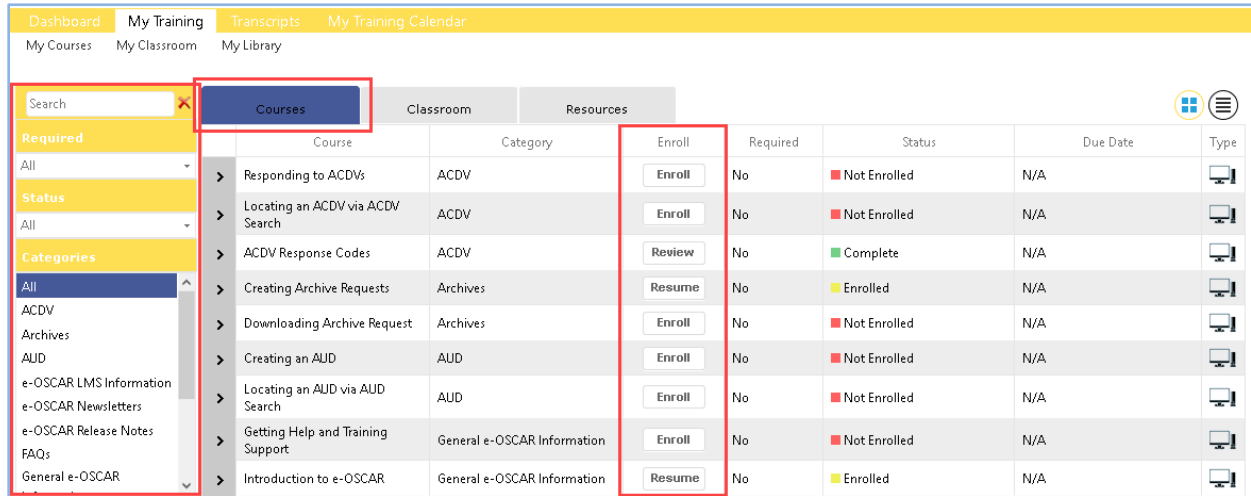


The screenshot shows the e-OSCAR Learning Management System Dashboard. At the top, there is a navigation menu with four items: **Dashboard**, **My Training**, **Transcripts**, and **My Training Calendar**. The **Dashboard** menu item is highlighted with a red box. Below the menu, the dashboard is divided into several sections:

- AVAILABLE COURSES:** A table listing courses with columns for Course Details, Enroll, Status, Days to Complete, and Category. The table shows five courses, all with a status of "Not Enrolled".
- LIVE TRAINING:** A section with a search bar and a table for course details. It displays the message: "You have no required Live Training".
- MY TRAINING CALENDAR:** A calendar view showing dates for June and July 2016. It includes a search bar and a "View All" link.
- MESSAGES:** A section for viewing messages, including a search bar and a table with columns for Sent, Subject, and Body. It displays the message: "You have no messages".

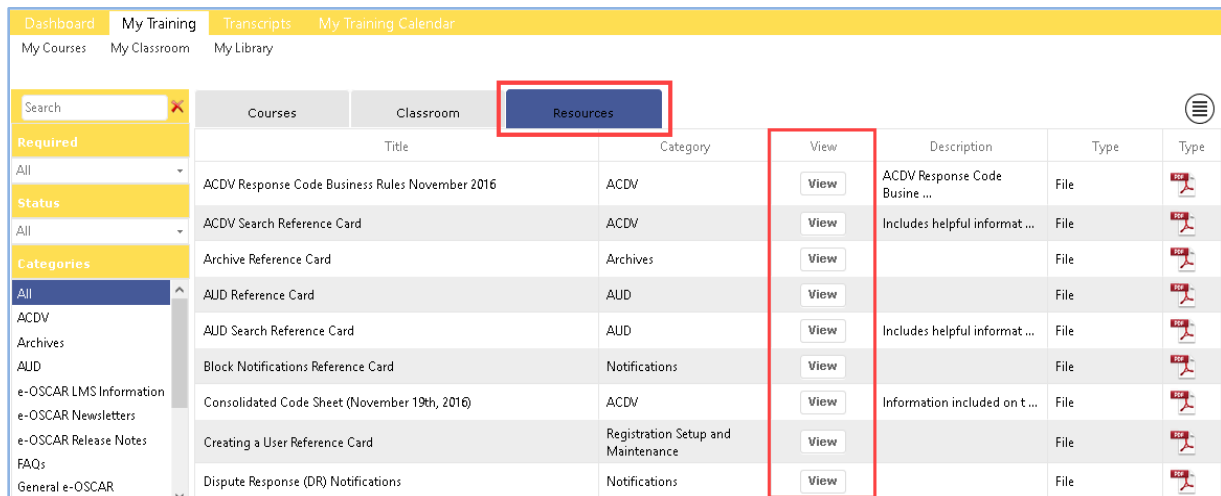
My Training provides access to all training modules and available training resources in the LMS.

- **Courses:** Includes all courses available to the learner. Users may filter their view of the course list using the left navigation menu pane. View Options include:
 - **Required** – allows users to filter out classes according to whether they are required or not.
 - **Status** (i.e. Course Status) – allows users to filter out classes according to their enrollment status. i.e. *Not Enrolled, Enrolled* or *Complete*.
 - **Categories** – allows users to filter out classes according to their e-OSCAR® course categories (*Categories are outlined in the LMS Course Catalog*).



Required	Course	Category	Enroll	Required	Status	Due Date	Type
All	> Responding to ACDVs	ACDV	Enroll	No	Not Enrolled	N/A	File
All	> Locating an ACDV via ACDV Search	ACDV	Enroll	No	Not Enrolled	N/A	File
All	> ACDV Response Codes	ACDV	Review	No	Complete	N/A	File
All	> Creating Archive Requests	Archives	Resume	No	Enrolled	N/A	File
All	> Downloading Archive Request	Archives	Enroll	No	Not Enrolled	N/A	File
All	> Creating an AUD	AUD	Enroll	No	Not Enrolled	N/A	File
All	> Locating an AUD via AUD Search	AUD	Enroll	No	Not Enrolled	N/A	File
All	> Getting Help and Training Support	General e-OSCAR Information	Enroll	No	Not Enrolled	N/A	File
All	> Introduction to e-OSCAR	General e-OSCAR Information	Resume	No	Enrolled	N/A	File

- **Classroom:** Includes any existing Live Training courses when available.
- **Resources:** Includes any document resources available to learners. This includes:
 - Reference Cards
 - Job Aids
 - LMS Course Catalog and User Guide
 - e-OSCAR® Newsletters and Release Notes
 - Metro 2 Code Sheet
 - FAQs
 - Any other relevant documents that are available



Title	Category	View	Description	Type	Type
ACDV Response Code Business Rules November 2016	ACDV	View	ACDV Response Code Busine ...	File	File
ACDV Search Reference Card	ACDV	View	Includes helpful informat ...	File	File
Archive Reference Card	Archives	View		File	File
AUD Reference Card	AUD	View		File	File
AUD Search Reference Card	AUD	View	Includes helpful informat ...	File	File
Block Notifications Reference Card	Notifications	View		File	File
Consolidated Code Sheet (November 19th, 2016)	ACDV	View	Information included on t ...	File	File
Creating a User Reference Card	Registration Setup and Maintenance	View		File	File
Dispute Response (DR) Notifications	Notifications	View		File	File

Transcripts provides users with their own transcripts. Transcripts will indicate all classes that the learner has completed, the date completed, and the quiz score. Transcripts may be downloaded via Excel, Word, or PDF format for user records.

All users are classified under “student” roles, so there is not an “administrator” role for each company. Therefore, one person cannot pull the transcripts for all users. Each user must pull their own transcript and provide that information to the appropriate party, when necessary. Details of each company’s transcript record retention procedures must be defined internally.

e-OSCAR Learning Management System												
Dashboard		My Training		Transcripts		My Training Calendar						
Total Completed: 1			eLearning Completed: 1			Live Training Completed: 0			Units Earned: 0			
Test User 's Training Transcripts												
Type	Course	Category	Type	Format	Required	Review	Certificate	Completed	Quiz Score	Units	Assigned	Due
All	Adding and Deleting Subscriber Codes	System Functions	eLearning	Desktop	No	View		5/18/2016	96.5%	0	Yes	N/A

My Training Calendar provides users with a calendar view of all upcoming enrolled training due dates (if any). It will also provide dates of any live Training courses for which the learner is registered (if any).

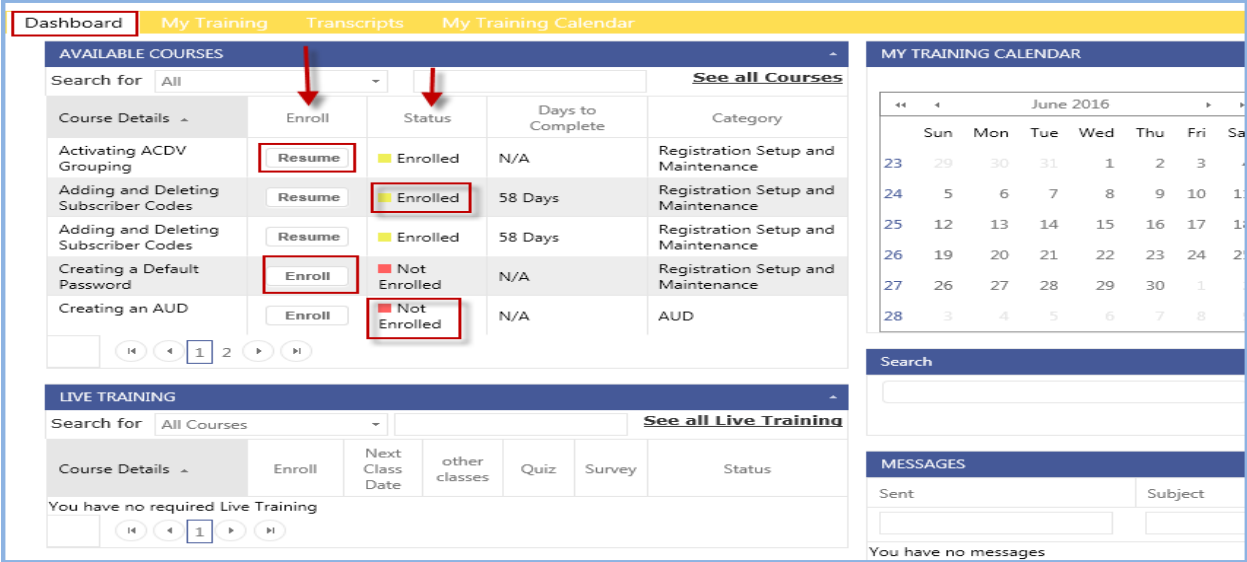
e-OSCAR Learning Management System																																															
Dashboard		My Training		Transcripts		My Training Calendar																																									
<div style="display: flex; justify-content: space-between;"> Search for Courses Calendar Agenda </div>																																															
<div style="display: flex;"> <div style="width: 20%;"> <p>Calendars</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Courses <input checked="" type="checkbox"/> Live Training <input checked="" type="checkbox"/> Meetings <p>Status</p> </div> <div style="width: 80%;"> <p>June, 2016</p> <table border="1"> <thead> <tr> <th>Sun</th> <th>Mon</th> <th>Tue</th> <th>Wed</th> <th>Thu</th> <th>Fri</th> <th>Sat</th> </tr> </thead> <tbody> <tr> <td>29</td> <td>30</td> <td>31</td> <td>01 Jun</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>5</td> <td>6</td> <td>7</td> <td>8</td> <td>9</td> <td>10</td> <td>11</td> </tr> <tr> <td>12</td> <td>13</td> <td>14</td> <td>15</td> <td>16</td> <td>17</td> <td>18</td> </tr> <tr> <td>19</td> <td>20</td> <td>21</td> <td>22</td> <td>23</td> <td>24</td> <td>25</td> </tr> </tbody> </table> </div> </div>													Sun	Mon	Tue	Wed	Thu	Fri	Sat	29	30	31	01 Jun	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
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12	13	14	15	16	17	18																																									
19	20	21	22	23	24	25																																									

Course Enrollment

The LMS allows users to enroll in courses from two screens. Users may enroll from the **Available Courses** section on the **Dashboard** screen or the **Courses** section under the **My Training** screen.

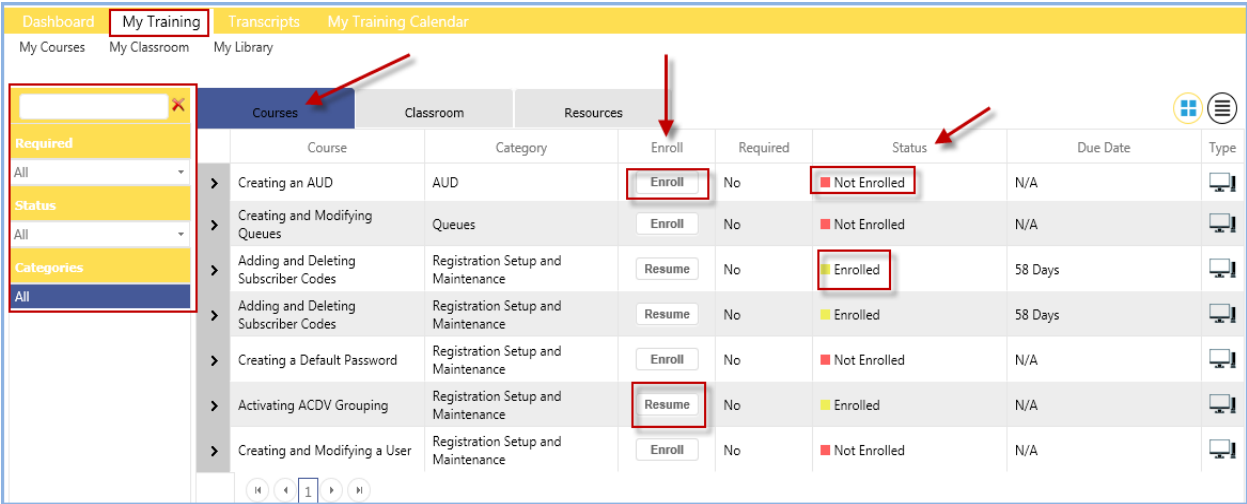
Dashboard Menu Option:

- **Available Courses**– All available courses will display. Users can enroll or resume from here. Users can also view the status of each course.



My Training Menu Option:

- **Courses** - All available courses will display. Learners can enroll or resume and view the course status from here. Users may also refine the course search by utilizing left search pane.



Learning Resources

The LMS allows users to view various training resources including, but not limited to, e-OSCAR® reference cards, job aids, LMS User Guide, and LMS Course Catalog. Users may access and download resources at any time. Resources can be found on the **My Training** screen in the **Resources** section.

Resources:

- Resources can be downloaded by clicking “View”. Users may save or print the PDF from the pop-up screen.

Note: Users’ PDF viewer may vary, therefore, the below screenshot may not reflect actual view.

The screenshot displays the e-OSCAR LMS interface. At the top, there are navigation tabs: "My Training" (highlighted), "Transcripts", and "My Training Calendar". Below these are "My Classroom" and "My Library". The main content area is divided into "Courses", "Classroom", and "Resources" (highlighted). A table lists resources with columns for Title, Category, View, Description, Type, and Type. Two resources are visible: "ACDV Search Reference Card" (Category: ACDV) and "AUD Reference Card" (Category: AUD). Red arrows point to the "View" button for the "ACDV Search Reference Card" and the "View" button in the table header. A pop-up window shows the "ACDV Search" reference card, which includes the e-OSCAR logo, the title "ACDV Search", and a description: "The ACDV Search feature allows Data Furnishers (DFs) to search for an ACDV by entering specific criteria. The search can encompass new or pending ACDVs, as well as ACDVs submitted within the past 7 days. The search criteria will include any combination of control number, account number, social security number and/or date opened within a queue or across all queues. In certain circumstances, the DF will be able to process the ACDV from within the search results." Below the description is a button labeled "Search for an ACDV".

Support

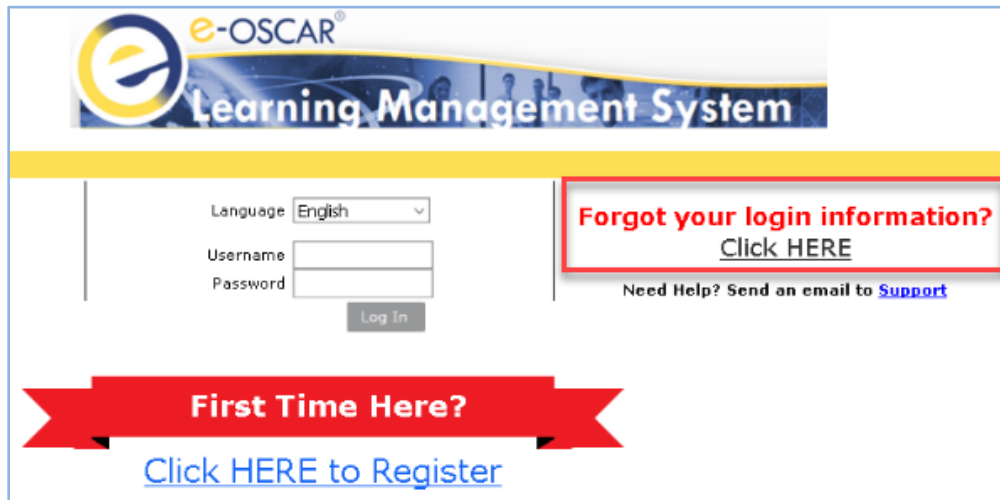
The e-OSCAR[®] LMS is a self-service portal. Support is available from various screens in the LMS.

LMS Landing Page

There are two support options on the LMS Login page; forgot password support and general LMS support.

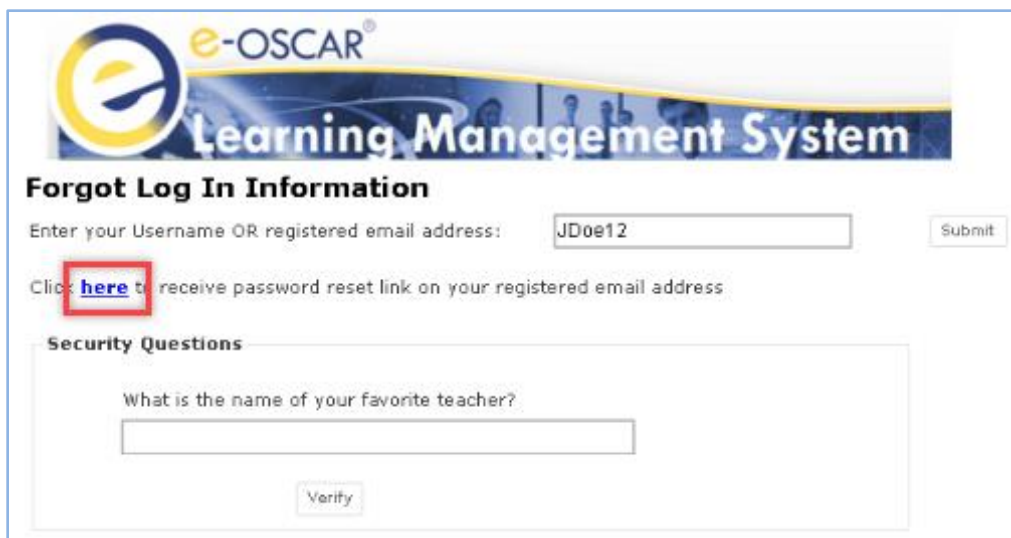
- **Forgot Password Support**

1. “Click Here” under “Forgot your login information?”.



The screenshot shows the e-OSCAR Learning Management System login page. At the top is the logo and title. Below it is a language dropdown menu set to 'English', followed by input fields for 'Username' and 'Password', and a 'Log In' button. To the right of the login fields, there is a red-bordered box containing the text 'Forgot your login information?' and a blue link 'Click HERE'. Below this box is the text 'Need Help? Send an email to [Support](#)'. At the bottom of the page, there is a red ribbon banner that says 'First Time Here?' with a blue link 'Click HERE to Register' below it.

2. Enter your Username or the email address for your Username and click “Submit”.
 3. LMS will prompt the user to answer a security question (if one has been set up).
 4. Click “Verify”.
- **OPTIONAL:** Users may also use the “Click here” option to quickly receive a reset link via email.



The screenshot shows the 'Forgot Log In Information' page. At the top is the logo and title. Below it is the heading 'Forgot Log In Information'. There is a text input field with the placeholder 'Enter your Username OR registered email address:' and the value 'JDoe12', followed by a 'Submit' button. Below this is a blue link 'here' highlighted with a red box, with the text 'Click here to receive password reset link on your registered email address'. Underneath is a section titled 'Security Questions' with a text input field containing the question 'What is the name of your favorite teacher?' and a 'Verify' button below it.

- If a user chooses to reset their password from within the Learning Management System site, they will be routed back to LMS landing page to log in.
- If the user forgets their Username, they can click the “Support” Link below the “Enter your Username” field. An email template will pop up.

Note: Email template may vary based on users email service (i.e. Outlook, Gmail, Hotmail etc.).

- **General LMS Support:** Send an email inquiry to the e-OSCAR® Training team.

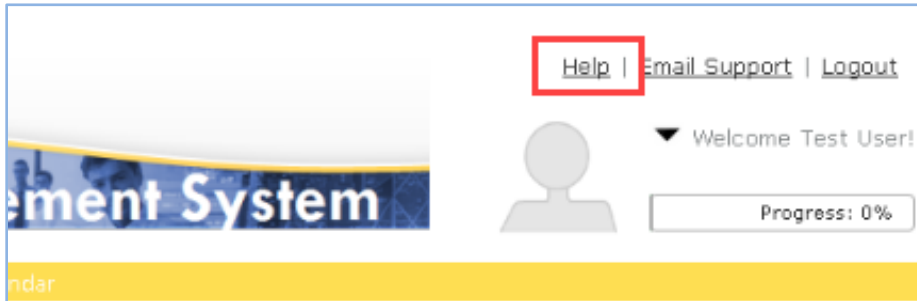
1. Click “Support” on the right side of the LMS Login Page.

2. An email template will pop up (**Note:** Email template may vary based on users email service (i.e. Outlook, Gmail, Hotmail etc.).
3. Complete the email template. Be sure to include your company’s Registration ID, your name, your Username and as much detail about your inquiry as possible.

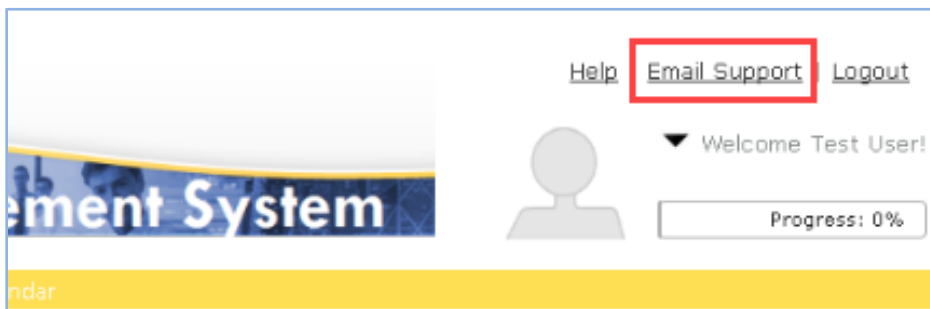
LMS Dashboard

There are two support options from within the LMS site after successfully logging in; Help and Email Support.

- **Help:** Routes the user to the Training page on e-OSCAR information website (<http://www.e-oscar.org/>) where users can find LMS information.



- **Email Support:** Displays an embedded email template. Users can use this template to email e-OSCAR[®] directly, without having to use their companies' email software.



The fastest way for LMS users to obtain support is by utilizing the self-service options within the LMS. e-OSCAR[®] training can be contacted by emailing eoscartraining@newmgtservices.com.