



Learning Management System



User Guide

In association with





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HEARTLAND CENTER
for Learning Management



The mission of the Heartland Center for Learning Management (HCLM) is to “improve access to quality education and training for the current and future public health workforce to strengthen competence, performance, and capacity in order to enhance the nation’s public health system.”

This new system provides a free, user-friendly platform for convenient access to a catalog of quality courses designed to meet the needs of public health, preparedness, and other workforce performing essential public health/community services. These programs and products are offered in a variety of formats, including e-Learning, self-paced training modules, certificate programs, archived webinars, and tool-kits. All course activity is tracked in a personalized transcript.

For more information, visit our website at www.heartlandcenters.slu.edu/hclm/index.html or to access courses or create a free learner account at: <http://www.heartlandcenters.com>

Learning Management System Highlights:

- User-friendly interface
 - Broad browser compatibility
 - Personal transcript and activity reporting
 - Organizational reporting capability
 - Access to *over 500* high quality courses, programs, and products on a wide variety of public health and emergency preparedness topics
-

Create a free account today!

For more information contact: lmshelp@slu.edu

Creating Your Account

1 All users, regardless of prior accounts, will need to first set up a personal user account in the system by clicking on the “New Account” button. You only need to do this once. The next time you visit the site, you will simply log-in to your account with your username and password.



A. Choose your username and password

Begin filling out the User Information form.

1 Select the username to use each time you log in.

2 Choose a Password.

NOTE: The password must have at least 6 characters containing at least 1 number, at least 1 lower case letter, and at least 1 upper case letter.

B. More details

- 1 Enter your email address
- 2 Confirm your email address.
- 3 Enter your first name.
- 4 Enter your last name.
- 5 Enter your city/town and country. (Not required)

NOTE: Your certificates will print using your input exactly, so use capitalization and spelling as you would like it to appear on your certificates of completion.

More details

1 Email address*

2 Email (again)*

3 First name*

4 Last name*

5 City/town

Country

C. Demographics

- 1 Fill out each of the required (red) items of this section.

Demographics

Organization*

Work Postal Code*

Work County*

If you selected Other, please enter your organization:

1 Profession/Discipline*

Job Title/ Role*

Do you work in a Primary Care setting?*

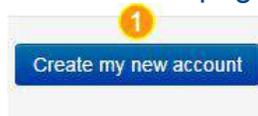
Do you work in a Medically Underserved Area (MUA)?*

Do you work in a rural area?*

Create my new account Cancel

D. Submit Information and Create Account

- 1 Click on "Create New Account" at the bottom of the page.



New Account Tips

All fields marked with a red asterisk are required to create a new account.

The System is case sensitive, make sure to enter your username and password the same way each time you log on.

Make sure to write down your username and password and keep it in a safe place!

Retrieving Log-in Information

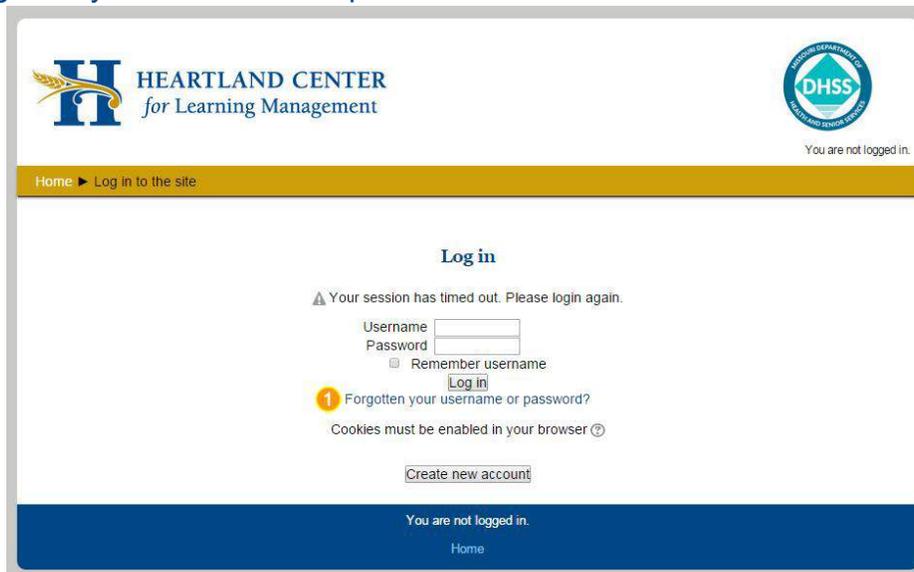
If you can't remember your username or your password, you can find it on the Log-in Page.

- 1 Go to <http://www.heartlandcenters.com> and click on the “Log-In” button.



To retrieve your password:

- 1 Click the “Forgotten your username or password?” link.



- 2 If you know your username, but have forgotten your password; enter your username under the Search by username field.

- 3 Click the “Send temporary password” link. If we can find you in the database, an email will be sent to your email address with a temporary password and instructions how to get access again.

To retrieve your username:

- 1 Click the “Forgotten your username or password?” link.

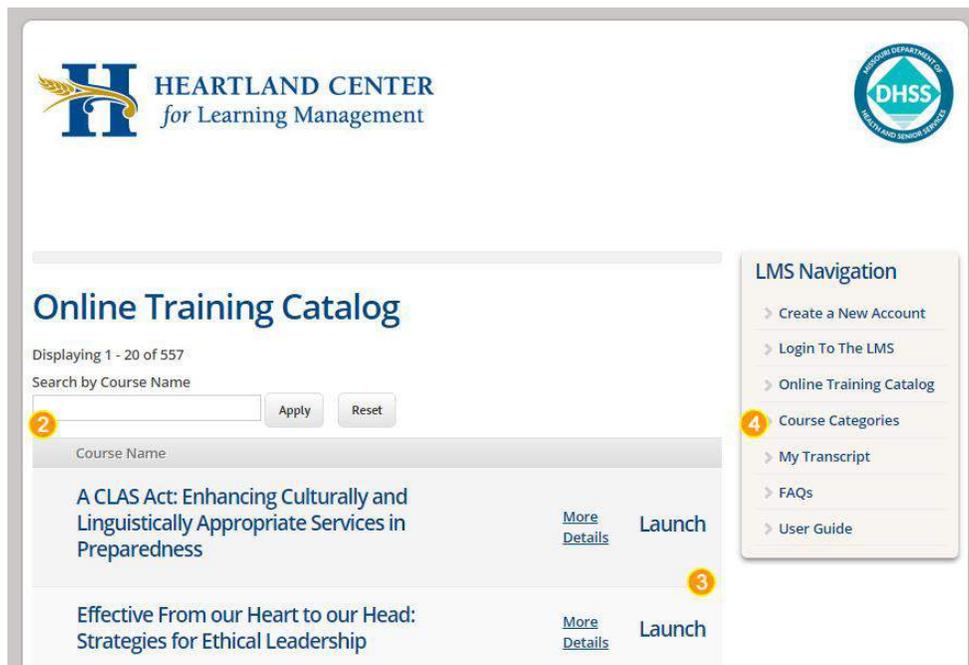
- 2 If you have forgotten username; enter your email under the search by email address field.
- 3 Click the “Search” link. If we can find you in the database, your username should auto-populate in the username field. If the database does not find your email, this means you must set-up a new account.

Finding & Launching Courses

- 1 Go to <http://www.heartlandcenters.com> and click on View All Courses.



- 2 Browse through the courses by either searching for the name or by scrolling down the page to view all courses and find the course of interest.
- 3 Click the “Launch” button to be taken directly to the course in the Learning Management System. If you are not logged in, the LMS will prompt you for your username and password.
- 4 Click the “Course Categories” button to view courses according to specific topics.



System Navigation and Transcripts

System Navigation

- 1 At any time while you are in the LMS, you can click on the Heartland Center logo at the top left hand side of your screen to get back to a page with additional available courses and a navigation menu. This navigation menu can help you view your transcript, and visit a FAQs page.
- 2 Clicking on the DHSS logo will take you to the Missouri Department of Health & Senior Services home page.



Transcripts

- 1 Click on “My Transcript” on the right hand side of the screen to view your transcript record. This includes all of your trainings in progress and completed trainings.

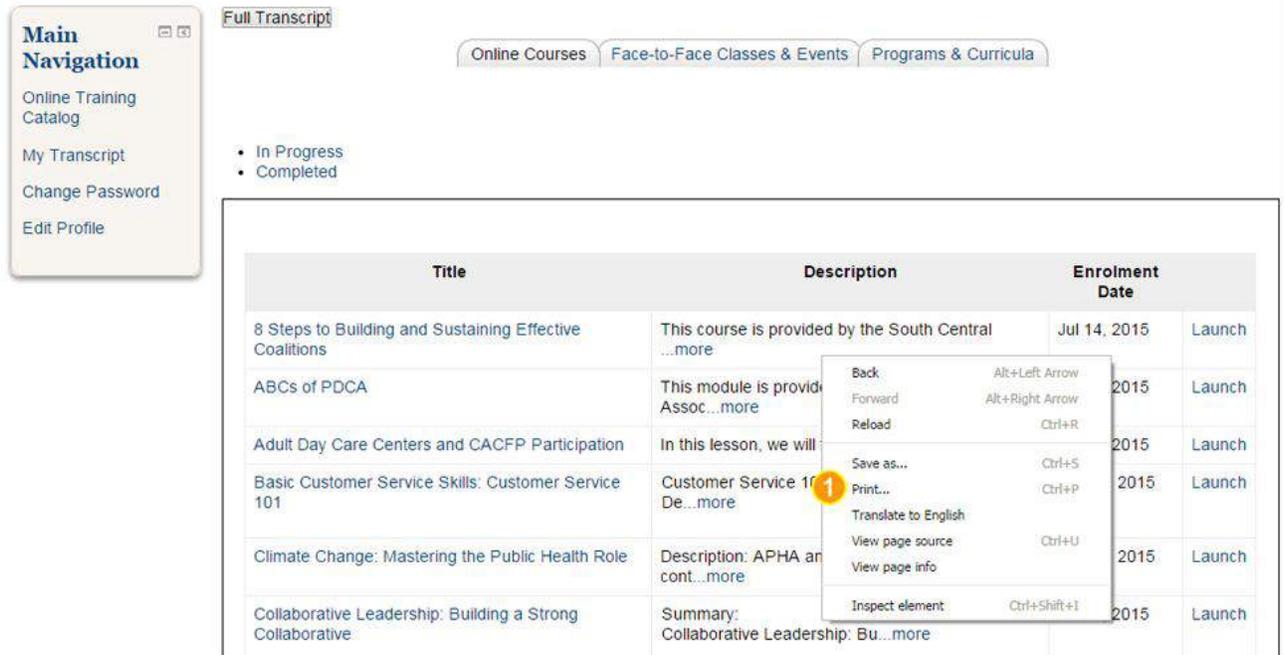
Once you click on “My Transcript”, your transcript record will then appear.

**Please note: your course will sometimes take around 15 minutes to show up in the completed transcripts area.*

The screenshot shows the LMS interface. At the top left is the Heartland Center logo. At the top right is the DHSS logo. Below the logos is the 'Online Training Catalog' section, which includes a search bar and a list of courses. The first course is 'A CLAS Act: Enhancing Culturally and Linguistically Appropriate Services in Preparedness' with 'More Details' and 'Launch' links. The second course is 'Effective From our Heart to our Head: Strategies for Ethical Leadership' with 'More Details' and 'Launch' links. On the right side, there is an 'LMS Navigation' menu with options: 'Create a New Account', 'Login To The LMS', 'Online Training Catalog', 'Course Categories', 'My Transcript' (highlighted with a callout bubble '1'), 'FAQs', and 'User Guide'.

Printing Transcripts

1 While on your transcripts page, right click the new page with your mouse, and select “Print” to print your transcript record.



The screenshot shows a web interface for viewing transcripts. On the left is a 'Main Navigation' sidebar with links for 'Online Training Catalog', 'My Transcript', 'Change Password', and 'Edit Profile'. The main content area has a 'Full Transcript' tab and navigation buttons for 'Online Courses', 'Face-to-Face Classes & Events', and 'Programs & Curricula'. Below these are filters for 'In Progress' and 'Completed'. A table lists transcript records with columns for Title, Description, and Enrolment Date. A right-click context menu is open over the row for 'Basic Customer Service Skills: Customer Service 101', with the 'Print...' option highlighted by a yellow circle with the number '1'.

Title	Description	Enrolment Date	Launch
8 Steps to Building and Sustaining Effective Coalitions	This course is provided by the South Central ...more	Jul 14, 2015	Launch
ABCs of PDCA	This module is provide Assoc...more	2015	Launch
Adult Day Care Centers and CACFP Participation	In this lesson, we will	2015	Launch
Basic Customer Service Skills: Customer Service 101	Customer Service 10 De...more	2015	Launch
Climate Change: Mastering the Public Health Role	Description: APHA an cont...more	2015	Launch
Collaborative Leadership: Building a Strong Collaborative	Summary: Collaborative Leadership: Bu...more	2015	Launch

Additional Help and FAQs

I NEED TECHNICAL ASSISTANCE, WHAT SHOULD I DO?

For technical assistance, please contact the LMS Coordinator at lmshelp@slu.edu.

I HAD AN ACCOUNT WITH THE PRIOR LMS; WILL I NEED TO SET UP A NEW PROFILE FOR THIS NEW LMS?

Yes. We are asking all users to setup a new profile for the LMS. If transcripts are needed from the old LMS, please contact us at lmshelp@slu.edu and we will provide those transcripts to you.

I DON'T HAVE AN ACCOUNT. HOW DO I SET ONE UP?

- If you do not have an account setup in the new system, the LMS will prompt you to set one up.
- Passwords must have at least 6 characters containing at least 1 number, at least 1 lower case letter, and at least 1 upper case letter.

I HAVE FORGOTTEN MY USERNAME AND/OR PASSWORD, WHAT SHOULD I DO?

On the log-in page, click on the link, "Forgotten your username or password" and the next page will prompt you through obtaining your username or password.

I HAVE TAKEN A COURSE AND MY TRANSCRIPT IS NOT SHOWING COMPLETE, WHAT SHOULD I DO?

Your course can take around 15 minutes to show up as "completed" in your transcript.

I AM A MANAGER AND NEED TO SEE REPORTS FOR MY GROUP OR INDIVIDUALS, WHAT SHOULD I DO?

Please contact the LMS Coordinator at lmshelp@slu.edu and request the reports needed.

