INTRODUCTION TO THE LS360 LMS
LEARNER MODE QUICKSTART GUIDE

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INTRODUCTION

Welcome to the LS360 Learning Management System!

The LS360 LMS is a full-featured, easy-to-use system for connecting learners to the training they need. Whether you purchased some courses online a la carte or whether your company is using the LS360 LMS to manage your training, it is our hope that you, as a learner, will find the LS360 LMS a powerful, yet intuitive training management tool. This guide will show you the ins and outs and tips and tricks of the system – we will fully explain it all. You are in good hands!

This guide will walk you through all the functionality of Learner Mode in the LMS, and show you how to quickly and easily get started taking your courses as a learner.

If you have Manager Mode as well, check out the LS360 Manager Mode Training Manual!

OVERVIEW

This guide will first provide a quick orientation and walk-through, then we will go over each of the 4 areas of LMS Learner mode in detail. We will cover:

- Logging into the LMS for the first time and how to get started on courses right away
- My Courses and course organization, information, and certificates
- My Transcripts and running course reports
- My Profile and updating your information
- My Dashboard and how to use widgets
- How Do I..?

These topics display in order in the Table of Contents above. The Table of Contents is clickable – click on a topic and go directly to that section.

*If you want a quick answer to a question, check out the How Do I..? section. This section contains answers to the ten most common questions about using the LMS in Learner mode.*

Let’s get started!
YOUR FIRST LOGIN

This section will describe your initial experience and show you how to get started taking courses right away.

USERNAME, PASSWORD, AND LOGGING IN

Your login credentials: If you purchased courses online, your credentials will be emailed to you. If you are receiving training from your company, your training manager will provide your username and password to you.

VISUAL GUIDE

1. Using your favorite browser, go to https://lms.360training.com/lms/login.do
   (The LS360 LMS supports Chrome, Firefox, Safari, and IE 7 through IE 9)

2. Enter your username and password and click Login
3. On this, your first login, the **Browser Check** page displays. This page automatically checks your browser for all the components required to run the course player. If anything is amiss, this page will tell you what, and what you need to do to rectify the problem. Click **Continue**.

4. The next page is the **Guided Tour** page. If you would like to see a video tutorial of how to use Learner mode, click the **Learner Mode** button. If you want to skip this for now, click **Continue**. You can access this same movie from the **My Dashboard** page later. If you have seen the movie and do not want this page to come up during future logins, click the **checkbox** for **Don’t show this message again**.
5. The next page is the License Agreement page. Read the agreement and click I Agree.

6. The next page is the default homepage – My Dashboard. We will circle back to discuss this area later. For now, let’s forge ahead to the course area. Notice the four icons on the upper right of the screen. Click the My Courses icon.
7. On the **My Courses** page on this, your first login, the default view is **Enrolled Courses**. Any courses that you purchased, or that you were enrolled in by your training manager, display here.

8. To launch a course, simply click the course name. The course launches in a separate window, and you're on your way!
A NOTE ABOUT REGULATED COURSES

Many of the courses available from 360training.com are for-credit courses that provide a certain number of official credit hours with a state agency or other regulatory body, that count towards the fulfilling of license requirements and such.

In this event, the first page you will see when you launch the course will be the Course Approval page. On this page you need to select the appropriate reporting agency – the one you want your hours reported to – and click Save before you can begin the course.

Many courses only have one reporting agency, so there is only one selection to make. Several, though, have more than one – meaning more than one reporting agency nationwide, is giving credit for this course, such as the example below, which has automatic reporting and self-reporting options.

![Course Approval Page](image)

In this case it is very important to select the correct agency, so your credit hours get reported to the right place and you receive the correct certificate.

IF YOU NEED TO CONTACT TECH SUPPORT

If you are in doubt at all of which regulatory agency to choose, do not hesitate to call customer service at 1-800-442-1149 (individual customers) or 1-877-280-3676 (if your employer purchased the course for you) – our friendly customer support staff will be happy to help you out!

All contact options are available at our support site: [http://www.360trainingsupport.com/](http://www.360trainingsupport.com/)
MY COURSES

My Courses is your main page for all things course-related. There is quite a lot of information available in this area.

COURSE DISPLAY

VERTICALS

Your courses are always organized by vertical, no matter which view you select. A vertical is a general area, a category, like Occupational Training or Career Training Programs or Ethics & Compliance. These display as graphical headings, with all the courses that you are taking in this vertical listed underneath.

COURSE STATUS

To the right, each course will display its status. The most common statuses are:

- Not Started
• In Progress, which displays as a progress bar

• Completed  

Occasionally other statuses will display, such as a blank progress bar, or statuses like Affidavit Pending. Usually there will be information within the course itself that will explain such statuses – e.g. you are taking a course that requires you to send in a signed affidavit, or you are taking a course that consists only of an online test with no other content (blank progress bar).

COURSE METADATA

Beneath each course title, information about that course displays.

- Last Accessed date and time
- Approved Course hours, if any
- Duration, if provided
- More Details – this is a clickable link – it takes you to your course statistics report and to the course description page. See next section.

After you have successfully completed the course, if a certificate is provided with the course, there will be a clickable link:

- Print Certificate

When this link appears, you may click it to download a printable PDF of your official course certificate. You may also receive your certificate in an email.
1. From your My Courses page, click the More Details link underneath a course name.

2. The Statistics for [Your Username] page displays. This page tracks your course progress, time spent in course, course launches, your assessment attempts and scores, and other metadata. It updates every time you launch and close a course. Note the button on the upper right – you may Print this page. Click Course Description.
3. The Course Description page displays. This is the publicly-available information that displays on the sales website, viewable here also.

4. Click Back to Details and then Back to Courses to return to My Courses page.
THE SHOW DROP-DOWN

The views of the My Courses area are controlled by the Show: drop-down.

ENROLLED / RECENTLY ACCESSED COURSES

On your first login, the default view is Enrolled Courses. Once you have progressed into one or more courses, the default view becomes Recently Accessed Courses, so the course you were in most recently, displays first.

Notice that Recently Accessed Courses behaves as a vertical that overrides all other verticals – the two courses in the screenshot above are from different verticals.

AVAILABLE COURSES

This view applies only to learners who have self-enrollment contracts. Usually, this would mean your employer purchased a package of courses with the intent of having the employees self-enroll in them as needed.

VISUAL GUIDE TO AVAILABLE COURSES

1. From your My Courses page, select Available Courses from the Show: drop-down.

2. The Available courses page displays. The page consists of two areas – a navigation panel on top and a course display area below it.
3. Click a **Course Group** (category/vertical) to display the courses in that group. If there is an arrow to the right of the group name, that means there are sub categories. Click that course group to move to the sub category to locate the courses. You may need to scroll down to see the courses.

4. Click the **course name** of the course you want to enroll in. This will launch the course immediately.
5. You will be enrolled automatically, and this course will display on your **My Courses** page thereafter.

**COMPLETED COURSES**

This **view** will display a list of all the courses you have already completed. Any course you successfully finish will be moved to this list.

**VISUAL GUIDE TO COMPLETED COURSES**

1. From your My Courses page, select **Completed Courses** from the Show: drop-down.

2. In this instance there is just one completed course showing in your completed course view. Click Print Certificate to view and print your course completion certificate.
EXPIRED / ABOUT TO EXPIRE COURSES

This *Expired Courses* view displays a list of courses expired, these courses can no longer be accessed. *Courses about to Expire* view shows course(s) nearing expiration are would be locked from access if not completed by that date.

VISUAL GUIDE TO EXPIRED AND COURSES ABOUT TO EXPIRE

From your My Courses page, select *Expired Courses* from the Show: drop-down. The course expiration dates are set by the training manager or/and by 360Training. The expiration dates vary for courses due to industry and compliance regulations. You may contact your training manager or 360Training Support to learn about course extensions.

Similarly, *Courses about to Expire* view from the Show: drop-down, will display for the course(s) nearing expiration. You may also choose to contact your training manager or 360Training Support in advance to learn about all your course expiration dates.
### My Courses

Below are the courses that you have access to. Click on the course name to launch into a course. To view additional details including statistics and course description please click on the "More Details" link beneath the course name. To filter your view of courses, select the filter in the "Show" drop-down on the right of the page.

#### Ethics & Compliance

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Ethics - Advanced (Comprehensive Course)</td>
<td>Expires On Saturday, September 21, 2013</td>
</tr>
</tbody>
</table>

#### HE

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Law</td>
<td>Expires On Friday, September 26, 2013</td>
</tr>
</tbody>
</table>

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LMS Learner Mode Guide
My Transcript page has seven unique kinds of reports available to a learner. The report most suitable to your need depends on the nature of your enrollment. There are reports specific to all courses, course groups, and training plans.

**KINDS OF REPORTS**

**Performance by Course**

Regardless if you are enrolled for course groups and/or training plans, the performance by course report provides you progress information of every enrolled course(s). This is what makes this report the most commonly used report by students. This report includes: Course Name, Course Complete, Completion Date, Percent Complete, Pre Test Score, Pre Test Passed, Post Test Passed, Highest Post Test Score, Number of Quizzes Taken, and Course Status.

**Performance by Course (Transcript)**

This report is more comprehensive compared to the performance by course report, providing more granular detail. This report includes: Course Name, Course Complete, Completion Date, Percent Complete, First Access Date, Last Access Date, Total Number of Launches, Seat Time (minutes) spent in the course, Pre Test Score, Pre Test Passed, Post Test Passed, Average Post Test Score, Highest Post Test Score, Lowest Post Test Score, Last Post Test Date, Quiz Passed, Average Quiz Score, Highest Quiz Score, Number Quizzes Taken, Number Posts Test Taken, Average Improvement (Average Post Test Score - Pre Test Score)

**Performance by Training Plan**

If you are enrolled for training plans by your training manager, this report will provide you statistics of every individual training plan enrolled, which includes: Average Percent Complete, Number of Courses Not Started,
Number of Courses In-Progress, Number of Courses Completed, Number of Courses Expired, Number of Courses Locked, Total Number of Courses, Average Post Test Score, Average Quiz Score, Average Highest Improvement (Average Highest Post Test Score - Average Pre Test Score)

**Performance Summary (All Course Groups)**

This report is especially useful if you are enrolled for more than one course group. This report summarizes the information of all the course groups you are enrolled for. It includes: Average Percent Complete, Number of Courses Not Started, Number of Courses In-Progress, Number of Courses Completed, Number of Courses Expired, Number of Courses Locked, Total Number of Courses, Average Pre Test Score, Average Post Test Score, Average Quiz Score, Average Highest Improvement (Average Highest Post Test Score - Average Pre Test Score)

**Performance Summary (All Courses)**

This report offers summary statistics of all the courses available to you. The statistics includes: Average Percent Complete, Number of Courses Not Started, Number of Courses In-Progress, Number of Courses Completed, Number of Courses Expired, Number of Courses Locked, Total Number of Courses, Average Post Test Score, Average Quiz Score, Average Highest Improvement (Average Highest Post Test Score - Average Pre Test Score)

**Performance Summary (All Training Plans)**

This report is especially useful if you are enrolled for more than one training plan. This report combines the statistics of all the training plans enrolled. It includes: Average Percent Complete, Number of Courses Not Started, Number of Courses In-Progress, Number of Courses Completed, Number of Courses Expired, Number of Courses Locked, Total Number of Courses, Average Post Test Score, Average Quiz Score, Average Highest Improvement (Average Highest Post Test Score - Average Pre Test Score)

**Performance Summary by Course Group**

Unlike Performance Summary (All Course Groups) report, where you receive summarized information of all course groups collectively. The Performance Summary by Course groups provides you statistics for every individual course group enrolled. This includes: Course Group Name, Average Percent Complete, Number of Courses Not Started, Number of Courses In-Progress, Number of Courses Completed, Number of Courses Expired, Number of Courses Locked, Total Number of Courses, Average Post Test Score, Average Quiz Score, Average Highest Improvement (Average Highest Post Test Score - Average Pre Test Score)

**VISUAL GUIDE: ACCESSING REPORTS**

1. Click the **My Transcripts** icon on the top taskbar.

2. The Transcripts area displays; by default it opens to the **Performance by Course** report
3. Select your desired report from the left navigation pane.

4. To run the report, click **Execute Report** button available in the center of the page.

5. Your report would now display. The horizontal scroll bar at the bottom allows you to navigate through the entire report.

6. To print this report, click **Print** button or **Back** button to return back to the report execution page.
MY PROFILE

The My Profile page allows you to modify your personal and login information. The information entered here can be viewed by your training manager and/or 360Training for course reporting purposes as well as for issuing completion certificates and anything concerning your training.

VISUAL GUIDE: MODIFYING PROFILE INFORMATION

1. Click the My Profile icon on the top taskbar.

2. The Profile area displays; by default it opens to the My Profile page.

3. You can modify everything on this page except for your User Name.

4. After you have entered your information, click the Save button.
5. Changes when saved will display a confirmation message at the top of the page.
MY DASHBOARD

Clicking **My Dashboard** icon on the top taskbar opens this view. My Dashboard is a collection of simple widgets designed to provide shortcuts to the information that you may need. Once you get up and running in the LMS you might want to put a widget or two in place to save yourself a few clicks.

THE WIDGETS

To activate a widget, drag it from the left column onto one of the empty spots in the main viewing area – you may order them how you like.

To remove a widget from the main viewing area, click Close. The widget will deactivate and return to the left column. To move a widget to a different slot, first close it, and then drag it from the left column to the desired area.

The Courses widget is open by default, but you can close it or move it.

![My Dashboard](image)

TUTORIAL WIDGET

1. Select the tutorial widget from the left panel and drag and drop it in the empty slot labeled **Drop Widget Here**
2. All tutorials and guides relating to the learner mode will display here.

3. Clicking View Tutorial opens up the Learner mode video tutorial.

4. Clicking Close Video button on the top to exit the tutorial.

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**AFFIDAVIT WIDGET**

1. Select the Affidavit widget and drag and drop it in the empty slot labeled Drop Widget Here

2. The affidavit title would display with its status. Affidavits are tied to the course and must be electronically signed by the learners and submitted to 360Training.com

3. In Progress means that the affidavit has not been signed and submitted by the student to 360Training.com for review.

4. Learner would need to return to the course to access the affidavit.

5. After the affidavit is submitted, the status in the Affidavit widget reflects Affidavit Received
6. Affidavit received by 360Training.com would be reviewed and would display status of “Completed” after being reviewed.

**ALERT WIDGET**

1. Select the Alert widget and drag and drop it in the empty slot labeled Drop Widget Here
2. Any alert setup by your training manager, when triggered, would display here
3. Hovering your cursor over the alert will display the alert message

**COURSES WIDGET**

1. Select the Courses widget and drag and drop it in the empty slot labeled Drop Widget Here
2. The options available in the drop down view are as follows:
   - Recently Accessed
   - Enrolled Courses
   - Completed Courses
   - Expired Courses
   - Courses about to Expire
3. Selecting any of the above option, displays its corresponding course(s) and progress bar
5. Clicking the course title opens the course player

6. Select the Profile widget and drag and drop it in the empty slot labeled Drop Widget Here

7. Edit your personal or login information by clicking Account Management

8. Clicking Account Management link, takes you directly to My Profile page
9. Hit the back button on your browser or My Dashboard icon at the top to return to the My Dashboard page.

SURVEY WIDGET

1. Select the Survey widget and drag and drop it in the empty slot labeled Drop Widget Here.

2. The options in the drop down view are of Pending and Completed, the Pending view displays by default.

3. The surveys assigned by your training manager and still pending would display in the below white region.

4. If you choose to begin your survey, click the survey title and you will be redirected to the My Surveys page where you can access your survey.
5. The Completed Survey view will display you all the surveys you have completed.
HOW DO I

In this section, we will try to cover some of the most frequently asked questions by students. If you still have any query, you can contact our customer support 1(800)-442-1149 for an immediate response.

I HAVE FORGOTTEN MY PASSWORD. HOW DO I CHANGE MY PASSWORD?

There are a few options available if you have forgotten your password.

1. On the login page, click **Forgot Password**

2. You can now provide either your **User name** or **Email Address** and click Submit.

3. You must know either your **Email Address** or **Username**, to be able to receive a temporary password. Either way, you will be sent an email with a temporary password. If you don’t remember the Email address you provided and your Username, call our support team at 1 (800)-442-1149 for assistance. The email you receive will contain the temporary password.
360training.com

Your new temporary password is below.

Site Login: https://lms.360training.com/lms/login.do?brand=DEFAULT

Password:zygtnse1
If you face any issues please contact your training manager.

Thank you,
360training Corporate Staff

4. One you have logged in to your account, you can reset your password from the My Profile page. Passwords must be alphanumeric and at least eight characters long.

HOW DO I ENROLL FOR A COURSE?

If you are a corporate learner and your training manager has given you the option to self-enroll, navigate to the Available Courses view in My Course page to see all available courses for enrollment.

If you are an individual learner trying to enroll for additional courses, visit our website www.360training.com to view and enroll for course(s). You can also contact our Enrollment Advisory team for assistance at (888)-360-8764.
HOW DO I SEE THE COURSE DESCRIPTION BEFORE I SELF ENROLL?

1. After you have logged in, visit **My Courses** page

2. In the Show: dropdown select **Available Courses** view

3. Browse through your available course groups from the top navigation

4. After you select the course group, its corresponding course(s) would display at the bottom. The **Course Description** link is available right below the course title

5. The course description when clicked would open a new window.
**HOW DO I TURN OFF MY DASHBOARD?**

*My Dashboard* is a collection of simple widgets designed to provide shortcuts to the information that you may need. Contact your training manager or 360Training support team 1(800)-442-1149 if you wish to have this feature removed from your Learning Management System.

**CAN I PRINT MY COURSE OUT?**

If your course contains any learning material in the form of PDF or Word doc, you may print these materials. However, most courses offered online do not allow the content to be printed due to certain regulatory requirements. You may however, review your course content several times after completion.

**HOW DO I START A COURSE?**

1. After you have logged in, visit *My Courses* page
2. In the Show: dropdown select *Enrolled Courses* course
3. If you see the course you wish to begin, clicking the course title to launch the course player

DO I HAVE TO TAKE MY COURSE COMPLETELY ONCE I START?

Course modules and lessons can be taken at your own convenience; you would need to click the Save and Close button on your course player to successfully logout from your course. On launching the course again will resume your course(s) from the last viewed screen. The course final exam, however, must be completed in one sitting. If you exit your course during an exam, it will count as an unsuccessful attempt.
HOW CAN I SEARCH FOR A COURSE?

It can get tricky looking for a specific course if you have several course groups available in show: Available Courses view. One quick way to search a course is by entering a keyword of the course title in the search bar available in the top right of your screen. After you have entered the keyword, click Enter on your keyboard or the search button to display the search result. The path to the correct course group would display below, if this course is available in your library, for enrollment.
WHAT IS THE DIFFERENCE BETWEEN THE REPORTS AVAILABLE IN MY TRANSCRIPT?

Please visit the Kinds of Reports section in this learner guide to see the difference between the seven reports available to learners.

HOW DO I LOG OUT?

Click the Log Out link present in the bottom right of your page to log out from the Learning Management System.