

CHECKING ORDER DETAILS - LEARNER

This tip sheet will guide you through the steps to check the order status, check who has made approvals, and verify the CAN number assigned for all orders placed in your name.

Orders are placed anytime you register or someone registers you for a course through the LMS. Orders may be placed by a learner, manager, or an administrator.

To check training order details:

1. Log on to the LMS.

NOTE: For instructions about logging on, refer to the *Log-On Instructions (TS02-L)* tip sheet.

2. Click the **Learning** tab.
3. Click the **Order History** link in the left menu.
4. To see the history of a particular order, enter the order number into the *Order Number* field and click **Search**.

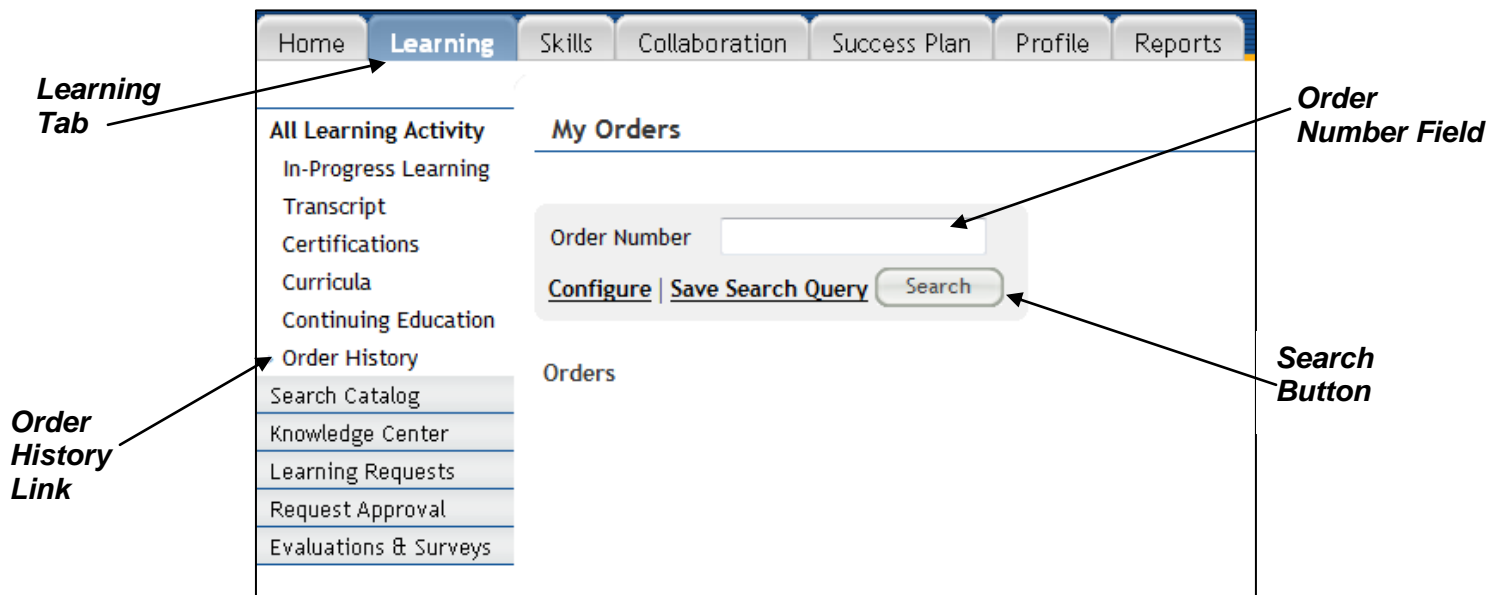


Figure 1: My Orders Screen

NOTE: Clicking the **Search** button without entering any data will display all orders.

- Click the **Order Number** you want to view.

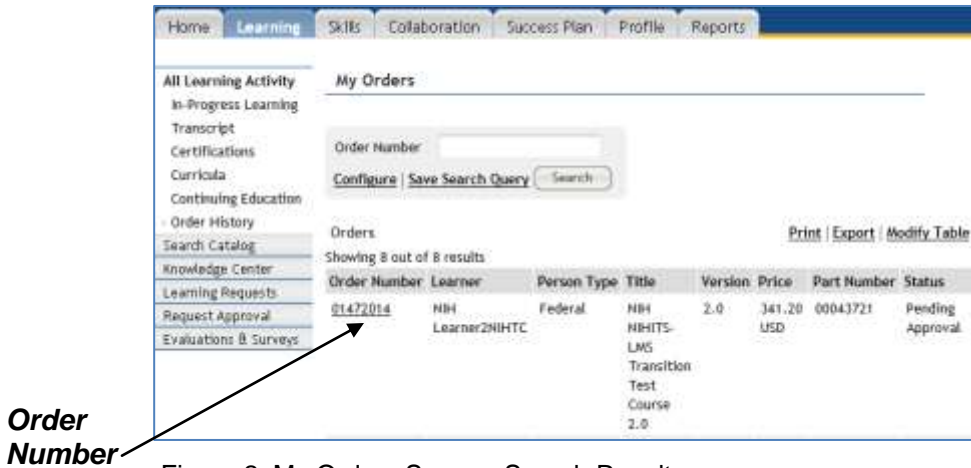


Figure 2: My Orders Screen; Search Results

- This screen will show you the order details. The *Status* column will indicate whether the order is **Pending Approval** or **Confirmed**.
- To see who has approved the order, click on the **Audit Trail** icon in the upper right corner.
- In order to view the CAN assigned to a particular order, In the *Actions* column click **Notes**.

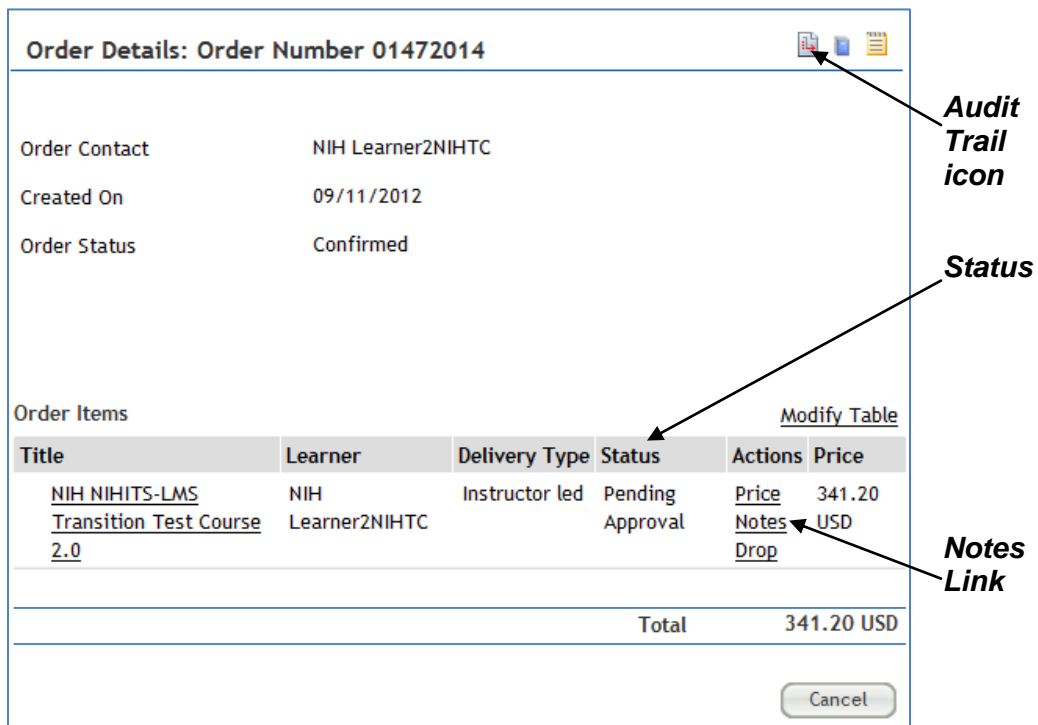


Figure 3: Order Details Screen: Order Number 01472014.

- The Add/View Notes page will appear. Here you can see if there is a CAN number assigned to the order. If the original CAN was modified, this CAN will appear on top of the list. The top most CAN is the one assigned to the order.

Add/View Notes

Notes

View By Category ALL

Generally used to capture short comments and suggestions about learning content and training courses. [Add Note](#) | [Modify Table](#)

Showing 2 out of 2 results

Created On	Created By	Category	Note
09/18/2012	NIH Learner2NIHTC	CAN	1234568
09/18/2012	NIH Learner2NIHTC	CAN	1234567

Close

CAN Modified

Original CAN

Close Button

Figure 4: Add/View Notes Screen; CANs

If you experience trouble with this process, please contact the helpdesk for support at LMSSupport@mail.nih.gov.