

## LMS

### Frequently Asked Questions

#### 1. What is the LMS?

LMS is an acronym for Learning Management System. It is an automated system that can streamline the training registration process, allow access to training, help administrators manage training, and enable reporting on training initiatives. All these functions can be achieved at the individual, organizational, IC, NIH, and HHS levels. The Operating Divisions (OpDivs) within the Department of Health and Human Services selected the SABA Learning Suite as the Department's learning management system. You may hear the LMS referred to as the NIH Learning Management system or the HHS Learning Portal.

#### 2. Why should I use LMS?

The LMS offers a consolidated training platform that benefits employee career development. Employees can use the LMS to find and register for training, track their training, and manage their career training goals. There are over 3,000 free online courses, Books 24/7 that contains free reference books for desktop and business, and hundreds of free audio books available to you in the LMS. When you use the LMS, your training records reside in one system that is accessible to you at any time.

#### 3. What are the Benefits of using the LMS?

*For learners:*

Below are functions commonly available to any learner who has an account in the system.

Typical learners have the ability to:

- See a system welcome page and configure it for your needs
- View current enrollments, assigned curricula/certifications, competency gap status, and communities from the welcome page
- View an onboard calendar of your training events
- Set various personal preferences in the system and change your own password
- Utilize context-sensitive onboard help screens
- Utilize a course catalog search (simple and advanced) and browse by category options
- Access online training and register for classroom training
- Self-register for courses and track manager approval
- Add external training completions to your official transcript

- Access HHS and NIH competencies
- Utilize a multi-rater competency assessment linked to training to close gaps in proficiency levels
- Record your job history, current job roles, and career interests
- Access your enrollments, transcript, and printable certificates of completion
- Create a learning plan/individual development plan (IDP) and track your progress, select and track continuing education credits
- Participate in shared collaboration space with other learners in the same training or who share an interest Request additional classes for training you want to attend

*For supervisors/managers:*

To access these functions, you must be designated as a manager of at least one system user. Only direct reports designated in the system will show up on your team page.

Supervisors/managers have the ability to:

- Approve or deny enrollments for which you are in the approval chain
- Develop learning plans/individual development plan (IDP) for your direct reports and track progress
- Assign online or classroom training, competencies, certifications, and curricula to your direct reports and track their progress toward completion
- View the transcripts, learning plans, and current enrollments of your direct reports
- Assign competencies and multi-rater assessments to your team, then view aggregate and individual results
- Assess your direct reports on HHS and NIH competencies
- Approve/deny raters requested by your direct reports for their multi-rater assessments

#### **4. How do I access LMS?**

Use the LMS link here or type the following web address in your web browser:

<https://lms.learning.hhs.gov>.

#### **5. How do I log on to LMS?**

For detailed instructions, please refer to tip sheet [Employee Log On](#)

#### **6. How do I change my LMS password?**

The HHS Learning Portal/LMS now employs HHS Simplified Sign-On (SSO). As a result, your LMS credentials are now the same as your NIH network credentials. To change your NIH network/LMS password, contact the NIH IT Service Desk.

**7. How do I search and register for a course?**

For detailed instructions, please refer to tip sheets [Browse By Category and Register](#) and [Search for a Course and Register](#).

**8. How do I launch an online course?**

Please refer to tip sheet [Launch an Online Course](#).

**9. How do I register for an internal NIH Training Center class that requires tuition?**

Please refer to the NIH Training Center payment page located here:  
<http://trainingcenter.nih.gov/payment.html>.

**10. How do I pay for an external training class that requires tuition (i.e. university, etc.)?**

Please refer to the NIH Training Center payment page located here:  
<http://trainingcenter.nih.gov/payment.html>.

**11. Do we still use the NIHITS System?**

No, NIHITS is no longer used for managing training at the NIH Training Center. Course registration and approvals for internal NIH Training Center classes now take place through the LMS (HHS Learning Portal) instead of NIHITS.

**12. What is a CAN?**

CAN stands for Common Accounting Number. It is used to for the tracking of financial transactions by the NIH Business Systems (NBS) organization.

**13. Do LMS orders for NIH Training Center classes need to have the CAN number added?**

Yes, all fee-based training orders for classes provided by the NIH Training center must have the CAN number added to them. This is required in order to complete the process for creating an obligation in the NBS financial system.

**14. Is there a correct or incorrect location to enter the CAN number on the Order Details page?**

Yes, the CAN number must be entered by clicking the “Notes” link in the “Actions” column on the “Order Details” screen.

DO NOT click on the “Add Note” link under the “Order Notes” section of the page. This is the incorrect location.

Please refer to the graphic below:

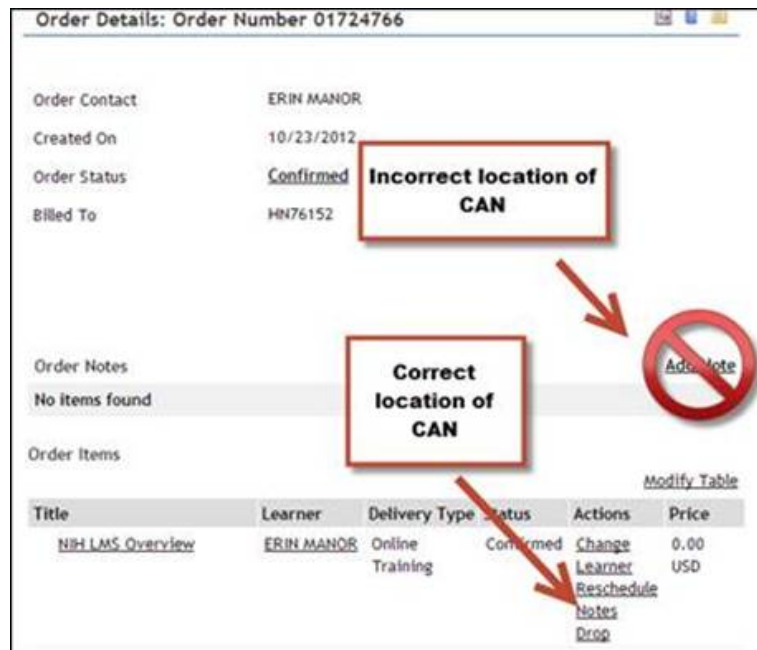


Figure 1 Correct and Incorrect Location of the CAN

**15. I am a Manager or an Alternate Manager in the LMS. How do I add a CAN number?**

To add or view a CAN number as a Manager or Alternate Manager please follow the instructions on the tip sheet that is found at [TS73-S Add/Review a CAN on an Order-- Manager or Alternate Manager](#).

**16. I am a Manager in the LMS. How do I approve/reject a training order?**

1. Log on to LMS.
2. Select "**Team Home**" from the Go To drop-down menu.
3. Click the "**Team Learning**" tab.
4. Under the "Actions" column for a specific enrollment, click "**Actions**" and then click "**Approve**" or "**Reject**."

For additional details, please see the tip sheet that is found at [TS75-S Approving Orders--Manager](#).

**17. I am an Alternate Manager in the LMS. How do I approve/reject a training order?**

1. Log on to LMS.
2. Select "**Team Home**" from the Go To drop-down menu.
3. Click the "**Team Learning**" tab.
4. Select "**Alternate Team**" in the drop-down "**View Enrollments For**" menu.
5. Under the "Actions" column for a specific enrollment, click "**Actions**" and then click "**Approve**" or "**Reject**."

For additional details, please see the tip sheet that is found at [TS76-S Approving Orders--Alternate Manager](#).

**18. I am an Additional Approver for Orders (AAO) in the LMS. Are there any other roles that I need to have in the LMS to do everything I need to do?**

Yes, you also need to have the LMS Local Learning Administrator role in order to add the CAN number to the orders.

**19. I am an Additional Approver for Orders (AAO) in the LMS. How do I add a CAN number?**

To add or view a CAN number as an Additional Approver for Orders (AAO) please follow the instructions on the tip sheet that is found at [TS74-A Add/Review a CAN on an Order--AAO](#).

**20. I am an Additional Approver For Orders in the LMS. How do I approve/reject a training order?**

1. Log on to LMS.
2. On the LMS home page, click the "**Learning**" tab.
3. Click "**Request Approval**" from the menu on the left.

4. Under the "**Actions**" column for a specific enrollment, click "**Actions**" and then click "**Approve**" or "**Reject**".

For additional details, please see the tip sheet that is found at [TS71-A Approving Orders--AAO](#).


## **21. How do I print a certificate of completion?**

For detailed instructions, please refer to tip sheet [Print a Certificate of Completion](#).

## **22. Why doesn't my transcript include all the training I have taken at NIH?**

Your LMS transcript will only include training taken through or has been added to the LMS. If you are looking for any other specific training records, you should consult the course owner and/or tracking system owner. Training records can be added your transcript by an LMS administrator as long as documentation is provided.

## **23. Can I add training to my transcript?**

No. If training was completed outside of the LMS, an LMS administrator must add the training to your LMS transcript for you. To identify an LMS Administrator in your IC, please refer to the "[List of IC LMS Administrators](#)" , located here: [http://trainingcenter.nih.gov/lms\\_resources.html](http://trainingcenter.nih.gov/lms_resources.html).

## **24. Is the LMS Mac compatible?**

Yes, the LMS is compatible with Mac OSX 10.4 and higher. Mac users should access the LMS using the Safari web browser, instead of Firefox, unless otherwise specified.

## **25. The HHS Learning Portal Link is not available to me through AMS. What should I do?**

Failure to access the LMS during the past 365 days will cause your LMS account to be automatically deactivated. To reactivate your account, contact your IC LMS Administrator, who will follow the instructions in tip sheet [Reactivating a Deactivated Account](#).

After an IC LMS Administrator takes action, accounts take 24 hours to be reactivated. After 24 hours, users have six grace days to successfully log on. Doing so resets the 365 day cycle, giving the user another year before deactivation.

## 26. Is there a time limit for activity in LMS system?

Yes. After 15 minutes of inactivity, you will be automatically logged off. You will need to log on again in order to continue.

## 27. How do I verify that I am enrolled in a training course?

1. Log on to LMS.
2. From the “**Home**” page, click the “**Learning**” tab.
3. The “**My In-Progress Learning**” Page appears, that contains all of your current enrollments.

## 28. What is the "Status" column used for in the enrollments on the "My In-Progress Learning" page?

The “Status” in each enrollment on the “My In-Progress Learning” page indicates the status of your existing course registrations.

- **Confirmed:** The course enrollment has been approved through the LMS training order approval workflow.

**Note:** A “Confirmed” status in the LMS does not guarantee that you have a confirmed seat in the class. You will receive an email notification confirming your seat in the class. If you do not, please verify with your NIH Training Center coordinator before attending training.

- **Not Evaluated:** You are registered for the class but have not yet completed the course content necessary to determine completion.
- **Waitlisted:** a seat is not currently available but your seat will be reserved if one becomes available.
- **Pending:** your Manager or Additional Approver for Orders (AAO) has yet to approve/deny your request for training through the LMS. In this case you are not eligible for enrollment until your Manager and AAO approves your request.

## 29. How can I get LMS help??

For LMS related assistance, please submit a HR Systems Support help desk ticket at <http://intrahr.od.nih.gov/helpdeskform.htm>.

### 30. How can I get help regarding a NIH Training Center class?

For NIH Training Center related assistance, please contact the NIH Training Center at (301) 496-6211, Email: [training1@od.nih.gov](mailto:training1@od.nih.gov).

### 31. Why didn't I receive an e-mail notification regarding my enrollment request?

It is likely that the email address in your LMS profile is incorrect or missing.

To verify and edit your email address:

1. Log on to the LMS.
2. From the Home Page click the "**Profile**" tab.
3. Click "**My Contact Information**" on the vertical navigation.
4. Verify that your email address is correct. If not, then enter the correct address in the "**E-mail**" field and click "**Save**".

If this does not resolve your issue, then please submit a HR Systems Support help desk ticket at <http://intrahr.od.nih.gov/helpdeskform.htm>.

### 32. Why didn't my manager receive an e-mail notification regarding my enrollment request?

It is likely the manager designated in your LMS profile is not who you expect it to be. The manager listed in the LMS is the last person who approved your ITAS timecard.

To check to see who is currently designated as your manager in the LMS:

1. Log on to the LMS.
2. From the Home Page click the "**Profile**" tab.
3. Verify that the correct "**Manager**" is listed.

If your manager information is incorrect, then please submit a HR Systems Support help desk ticket at <http://intrahr.od.nih.gov/helpdeskform.htm>. With proper authorization they would be able to set up your manager as an "Alternate Manager" in your LMS profile.

If the information is correct, then contact your manager directly and ask them to verify that their LMS profile reflects the correct email address.

### 33. How do I drop or withdraw my registration from an Instructor-led training course?

Please refer to tip sheet [Drop a Course](#).



#### **34. How do I know if I have an LMS account?**

All NIH staff listed in the NIH Enterprise Directory (NED) with an “Active Directory” (AD) account have an account created from them in the LMS. If you are unsure whether you have an AD account, please check the “NIH AD Email” field of your NED profile at <https://ned.nih.gov> . If an email address is listed, then you should have a valid LMS account.

#### **35. I have an LMS account, but why can't I log in?**

Your LMS account may be deactivated due to non-use (366 days). If you think this is the case, to re-activate your LMS account, please submit a HR Systems Support help desk ticket at <http://intrahr.od.nih.gov/helpdeskform.htm>.

#### **36. A class that I am interested in taking is no longer in LMS. What happened?**

The class/offering may no longer be accepting enrollments, has already taken place, or is being discontinued. You may either continue to look for new offerings of the course in the future, or for more information contact the NIH Training Center at (301) 496-6211, Email: [training1@od.nih.gov](mailto:training1@od.nih.gov).

#### **37. Why do I see an enrollment for a training offering for which I did not register?**

If you did not self-register for an offering but it appears in your enrollments, then your Manager or an LMS Administrator likely assigned the training to you. It is also possible that the offering was assigned to you programmatically as part of an HHS or NIH-wide training requirement.

#### **38. Why won't my online course launch?**

If your online course will not launch, please check the following:

1. Your Web browser's popup blocker is turned off.
2. The latest version of Flash is installed on the computer.
3. Adobe Acrobat Reader v.6.0 or higher is installed on the computer.
4. That you use the Safari web browser on a Macintosh computer. Do not use Firefox unless otherwise specified.
5. That you are not using Internet Explorer (64 bit) if the computer is running Windows 7. Use Internet Explorer (32 bit).

If this does not fix the problem, please use the Skillsoft browser compatibility check

found at <http://browser.skillport.com/bh/default.asp> to test the system. This will check the browser, plug-ins, Flash, Java, and other softwares that need to be loaded on the system in order for it to launch properly. Any items that do not pass, please report to your local IT support to update your system.

If you continue to experience difficulty launching the course, please submit a HR Systems Support help desk ticket at <http://intrahr.od.nih.gov/helpdeskform.htm>.

### **39. Are there competencies in the LMS?**

Yes. The LMS contains both HHS and NIH core competencies.

### **40. Is there FREE training in the LMS?**

Yes. There are over 3,000 free Skillsoft self-paced training courses available in the LMS. These collections include, but are not limited to, GovEssentials, Well-BeingEssentials, BusinessPro, and OfficeEssentials.

### **41. What other FREE resources are available in the LMS?**

The LMS has Books24x7, which offers over 15 topical collections to cover the desktop and business information needs of NIH staff. These collections include:

- The full text of thousands of leading professional books from the industry's top authors and publishers.
- Concise summaries of today's foremost books for business and government.
- A mobile-accessible site where users may access the full content and functionality of the Books24x7 platform in "Books24x7 On The Go".
- Title recommendations from the HHS community.

In addition, there are over 100 free audio books that you can download to your iPhone, iPad, or iPod.

### **42. What should I expect when converting from a contractor to Federal employee?**

This process is seamless and you will not experience anything different while using the LMS. Please check your transcript to ensure that your training history has not been affected.

If you experience complications with this process, please submit a HR Systems Support help desk ticket at <http://intrahr.od.nih.gov/helpdeskform.htm>.

#### **43. With which Web browser should I view the LMS?**

PC users should access the LMS through Internet Explorer version 6.0 or higher.

Windows 7 users:

There are two versions of Internet Explorer 8 (IE8) available for computers using Windows 7: 64 and 32 bit. Because a 64-bit version of Flash Player does not yet exist, online course content that incorporates Flash or ActiveX Controls will not display correctly using the IE8 64-bit browser. In this situation, open an instance of IE8 32-bit to access the content.

Mac users should access the LMS through the Safari Web browser. Do NOT use Mozilla Firefox 2.0 (or higher) to access the LMS unless otherwise specified.

#### **44. I have questions regarding submitting external training nominations through iProcurement. Who should I contact?**

Contact the NIH IT Service Desk at 301-496-4357, or their website at <http://itservicedesk.nih.gov/>. When entering the ticket, select the NBS option.

#### **45. How do I get LMS Admin rights?**

You have to take NIH LMS training to be able to receive administrator privileges within the LMS system. LMS administrator classes can be found at:

[http://trainingcenter.nih.gov/lms\\_courses.html](http://trainingcenter.nih.gov/lms_courses.html)

The following are the list of LMS administrator classes and their descriptions:

[NIHTC1001 LMS Local Learning Administrator](#) - This half-day course will provide an introduction to the LMS and the permissions associated with Local Learning Administrators. During this course, hands-on exercises will be completed by learners in a training environment to simulate the steps needed to perform basic Local Learning Administrator functions such as registering learners for offerings, and managing learner profiles and transcripts.

[NIHTC1002 LMS People Administrator](#) - This two-day course provides an introduction to the LMS and the permissions associated with People Administrators. Hands-on exercises will be completed by learners in a training environment to simulate the steps needed to perform basic People Administrator functions such as managing competencies, assigning training using a prescriptive rule, and managing learner transcripts.

[NIHTC1003 LMS Learning Administrator](#) - This two-day course provides an introduction to the LMS and the permissions associated with Learning and Content Administrators. Hands-on exercises are performed in a training environment to simulate basic LMS functions, which include creating and modifying courses and their offerings as a Training Administrator, and working with online courses as a Content Administrator.

**46. How do I get my LMS Admin rights added to my LMS profile after completing the training?**

LMS administrator privileges are NOT AUTOMATICALLY GRANTED upon completion of training. Visit [Submitting a WiTS Ticket for LMS Administrator Privileges](#) to learn how to gain administrator privileges after completing training.