

LMS user guide

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This guide will occasionally be updated. It is advisable not to download a copy, and instead access it from the LMS each time you refer to it, to ensure you are looking at the latest version.

This is a comprehensive guide to using the LMS. If you require further assistance, please contact your local administrator.

The recommended browsers for using the LMS are Internet Explorer (minimum IE9) or Google Chrome.

You can click on a page name in the table of contents below to navigate directly to that page.

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Logging in and out of the LMS

Login page

On the login page, you can tick the “Remember username” box if you would like the LMS to remember your username for you. This will mean you won’t have to type in your username each time you log in. Your username will always be your email address.

Forgotten your username or password

If you have forgotten your username or password, follow the steps below:

1	Open the LMS login page.
2	Click “Forgotten your username or password”.
3	Enter your email address in the “Email address” box.
4	Click “Search”.
5	You will be emailed a link to reset your password. Further instructions will be included in the email.

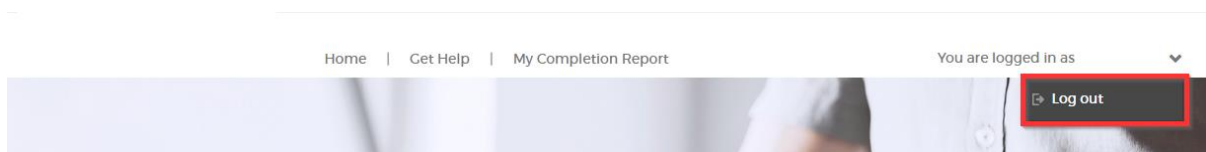
Changing your password

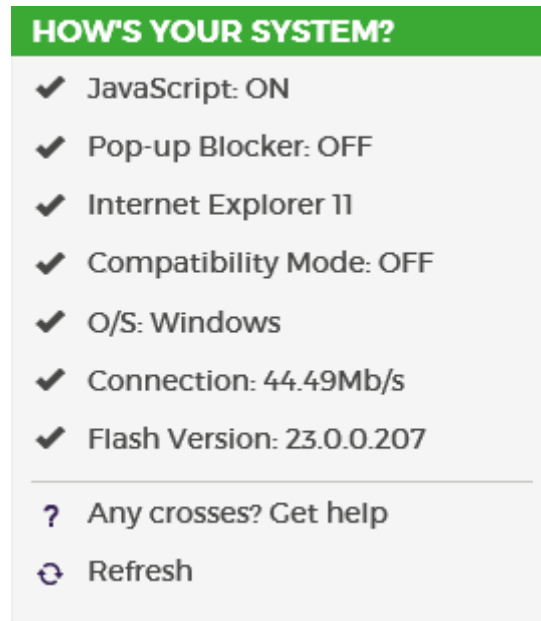
The quickest way to change your password is to request a new one using the steps above. Further instructions on changing your password will be included in the email.

Logging out

When you have finished using the LMS, you should log out, rather than simply closing the window or navigating away from it.

To log out, click “You are logged in as [YOUR NAME]” in the top right corner of the LMS window and click “Log out” in the drop-down menu that appears.





Check your system is set up correctly

The “How’s your system?” block on the homepage indicates whether your current settings may prevent the LMS from working properly on the device you are using to access it.

If any crosses appear in the block, and you need help resolving them, follow the steps in the relevant section below.

Once you have resolved an issue, click the “Refresh” button at the bottom of the block to check you have successfully updated your system.

Below is guidance on how to troubleshoot some common issues.

Issue: JavaScript is not enabled


You will need to enable JavaScript in order to use the LMS. Instructions for how to do this in Internet Explorer and Chrome are shown below.

Internet Explorer

1	Click “Tools” on the toolbar at the top of the browser window.
2	Click “Internet options”.
3	Click the “Security” tab.
4	Click the “Custom level...” button.
5	Scroll down to the bottom of the list and locate the “Scripting of Java applets” section.
6	Click the button next to “Enable-ON”.
7	Click the “OK” button.
8	Click the “OK” button.

9	Click the “Refresh” button on the “How’s your system?” block. “JavaScript: ON” should be shown, and the cross next to this text should change to a tick.
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Chrome

1	Click the  icon near the top right corner of the browser window.
2	Click “Settings”.
3	Click “Show advanced settings...” at the bottom of the browser window.
4	In the “ Privacy ” section, click the “Content settings...” button.
5	In the “JavaScript” section, make sure the button next to “Allow all sites to run JavaScript (recommended)” is selected.
6	Click the “Finished” button. This will close this part of the menu.
7	Close the tab.
8	Return to the tab where the LMS is open. Click the “Refresh” button on the “How’s your system?” block. “JavaScript: ON” should be shown, and the cross next to this text should change to a tick.


Issue: [Pop-up blocker is turned on](#)

You will need to disable any pop-up blockers in order to use the LMS. Instructions for how to do this in Internet Explorer and Chrome are shown below.

Internet Explorer

1	Click “Tools” on the toolbar at the top of the browser window.
2	Click “Internet options”.
3	Under the “Privacy” tab, make sure the button next to “Turn on Pop-up Blocker” is unticked.
4	If you are asked if you are sure you want to do this, click “Yes”.
5	Click the “Refresh” button on the “How’s your system?” block in the LMS. “Pop-up Blocker: OFF” should be shown, and the cross next to this text should change to a tick.

Chrome

1	Click the  icon near the top right corner of the browser window.
2	Click “Settings”.
3	Click “Show advanced settings...” at the bottom of the browser window.
4	In the “Privacy” section, click the “Content settings...” button.
5	Scroll down to the “Pop-ups” section and click the “Manage exceptions...” button. This will open the “Pop-up exceptions” box.
6	Return to the tab where the LMS is open. Make sure you are on the LMS homepage and then copy the address from the address bar at the top of the browser window.
7	Return to the “Settings” tab. Paste the address into the text box in the “Pop-up exceptions” box.
8	Click the “Done” button. This will close this part of the menu.
9	Click the “Done” button. This will close this part of the menu.
10	Close the tab.
11	Return to the tab where the LMS is open. Click the “Refresh” button on the “How’s your

system?" block. "Pop-up Blocker: OFF" should be shown, and the cross next to this text should change to a tick.

Issue: Compatibility Mode

If there is a cross next to the "Compatibility Mode" setting this indicates the setting is **ON** and the user is accessing the LMS in compatibility mode. Even though the user is launching the LMS in a required browser e.g. (IE11), the compatibility mode will force the LMS/webpage back to an (IE8) version which is not a supported browser version for the LMS. This would affect the user's access to the LMS and course and could cause issues with the user's completion tracking.

Please note:

Compatibility mode only affects users accessing the LMS using Internet Explorer and does not affect users who are using Google Chrome.

Issue: Connection

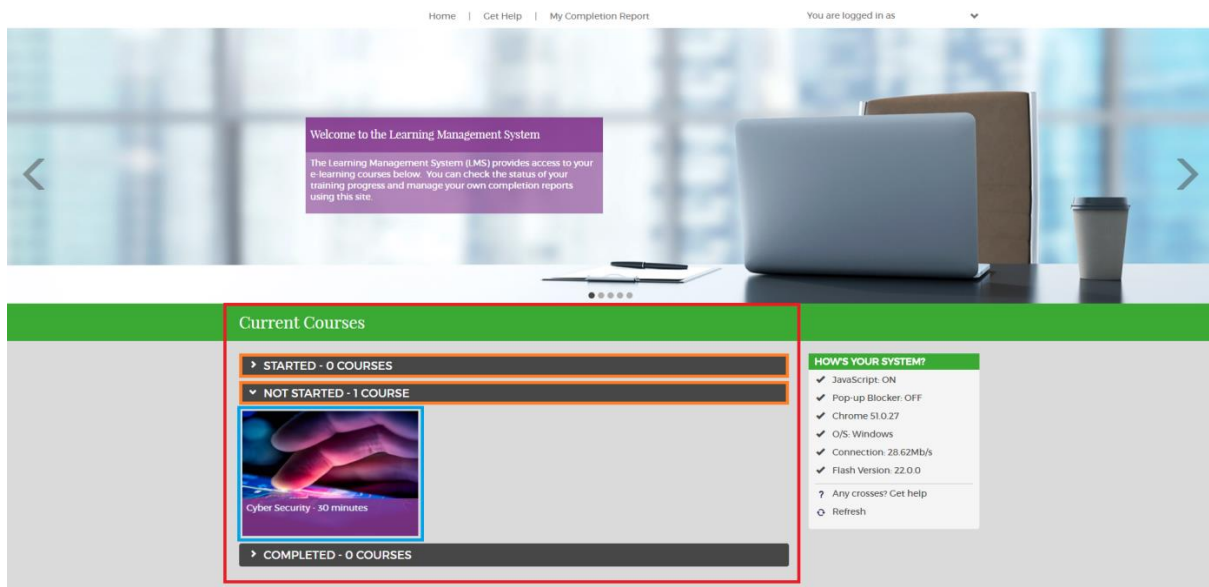
If there is a cross beside the connection speed this indicates the user is not accessing the LMS via the required connection. The e-learning course relies on a strong connection speed to run the course and track completion data efficiently back to the LMS.

Issue: There is an issue with your Flash player

You either do not have the Flash Player plug-in installed or do not have the correct version. Contact your LMS administrator.

Current Courses

You will find the courses you have been enrolled on under “Current Courses” on the homepage. This is shown by the red box in the example below.



Sections

To access each section, click on the section title bar to expand it. Section title bars are shown by the orange boxes in the example above. You can only have one section open at a time.

Courses are divided by completion status. There are three possible statuses:

1. Started

Courses you have started but not yet completed.

2. Not started

Courses you have not yet started.

3. Completed

Courses you have completed, but may want to retake or access later.

Course image

Each course has a course image. A course image is shown by the blue box on the example above. If you hover over a course image, you can read an overview of the course.

If you click the image, you will be taken to the course page, where you will be able to see more information and launch the course.

Course page


Once you have clicked on a course image, you will be taken to the course page.

Home | Get Help | My Completion Report You are logged in as Martin Samson ▼

Home / EUK CS 16/17

Cyber Security

COURSE SUMMARY



This course explores some of the key threats faced in the cyber landscape and provides guidance on how you can protect yourself and the company from those risks.

1

LEARNING OBJECTIVES

By the end of this course, you will have a better understanding of:

- Cyber security risks
- Some of the indicators that can help identify phishing
- The actions you should take to protect your own cyber security and that of the company

Click on the course title below to launch the course.

3 Cyber Security **4**

The features of the page are described below:

1. Course overview

This section contains the information about the course that is also shown on the homepage – the course name, image and description.

2. Learning objectives

This section contains the learning objectives for the course.

3. Course launch link

This is the link to launch the course. The course will open in a pop-up window.

4. Course completion indicator

This indicator is ticked once you have completed the course (having passed the assessment, if appropriate).

Bookmarking

When you are taking a course, **you can exit at any time and your progress will be saved** ('bookmarked') – you will be able to return to where you left off. If the course has an assessment, and you exit during this, you will be taken to the start of the assessment when you return to the course.

Running reports

The “My Completion Report” page is your personal training report. You can view and download data on every course you have ever been enrolled on.

Home | Get Help | My Completion Report You are logged in as ▼

My Completion Report

Year course assigned *

Month course assigned **1**

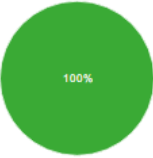
Status

There are required fields in this form marked *.

Results for Martin Samson

Summary

● Incomplete



2

Download

Click the button to download your report as an xls file which can be opened in Microsoft Office, OpenOffice or other spreadsheet programmes.

3

Detailed completion data **4**

Show entries Search:

Course	Date Assigned	Status	Score	Time Spent	Date Completed	Country	Department
Cyber Security	29/06/2016	Incomplete	0	-	-		QA

Showing 1 to 1 of 1 entries Previous Next

The features of the page are described below:

1. Filters

The filters let you narrow down what is shown in the report.

2. Pie chart

The pie chart provides an overview of the courses you are viewing, divided by completion status: “Started”, “Not Started” and “Completed”.

3. Download button

This button allows you to download your selected data in a .csv compatible format. This file can then be opened using programs such as Microsoft Excel or Google Sheets.

4. Detailed completion data

This table allows you to see data on each course, such as:

- When you were enrolled on it
- If you have completed it
- Your score
- How long you spent on it

You can also:

- Use the search box immediately above the table to search for specific information
- Sort each column using the arrows at the top of the column
- Expand each row to see additional data by clicking on the + on the left-hand side of the row

Things to note:

1. If you have completed a course which did not have an assessment, the course will be marked as "Complete" but the score will show as "0" or "N/A"
2. Dates shown on the LMS and in the downloaded report are in the format DD/MM/YYYY
3. When you open your downloaded completion report, you may need to expand some columns on the spreadsheet to see all the information. Sometimes, information will be partially shown, or ##### will be shown until the column is expanded

Add the LMS to your trusted sites (optional)


Adding the LMS to your trusted sites will set an appropriate security policy on your browser for the LMS. Doing this is **optional**.

Instructions for how to do this in Internet Explorer and Chrome are shown below.

Internet Explorer

1	Open up the LMS and log in. Make sure you are viewing the homepage and then copy the address from the address bar.
2	Click "Tools" on the toolbar at the top of the browser window.
3	Click "Internet options".
4	Click the "Security" tab.
5	Click the "Trusted sites" icon (green tick).
6	Click the "Sites" button that appears below and to the right of the icon.
7	Paste the LMS site address into the "Add this website to the zone" box.
8	Click "Add".
9	Click "Close".
10	Click "OK".

Chrome

1	Open up the LMS and log in. Make sure you are viewing the homepage and then copy the address from the address bar.
2	Click the  icon near the top right corner of the browser window.
3	Click "Settings".
4	Click "Show advanced settings..." at the bottom of the browser window. This will open a new tab.
5	Scroll down to the " Network " section and click the "Change proxy settings..." button.
6	Click the "Security" tab.
7	Click the "Trusted sites" icon (green tick).
8	Click the "Sites" button that appears below and to the right of the icon.
9	Paste the LMS site address into the "Add this website to the zone" box.
10	Click "Add".
11	Click "Close".
12	Click "OK".
13	Close the tab.