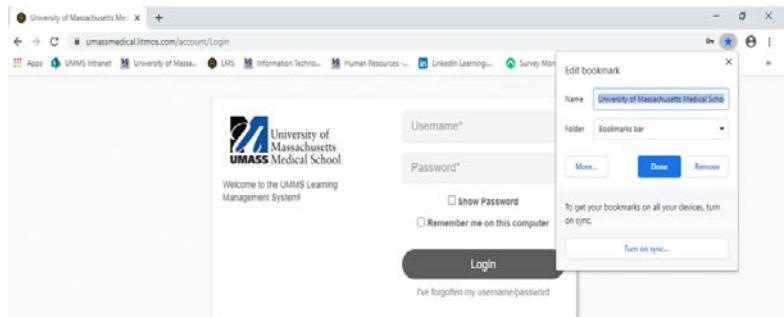


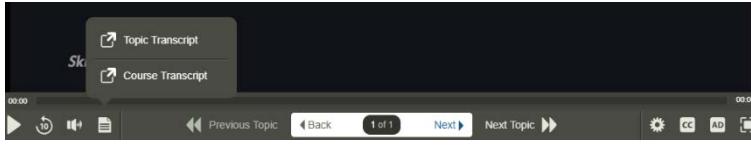
Zoom Session Questions and Answers

QUESTION	ANSWER
Access & Set-up	
Q Where on the HR website is the link to log in to the LMS?	A It is listed on the HR Website under Quick Links. Click here to access the link.
Q Does the password expire at regular intervals?	A No, currently the password is not set up to expire.
Q Can you only access the content Library via Google Chrome?	A We recommend using Google Chrome for LMS as we have found it works the best. But you are not limited to only using Google Chrome. Please know, other browsers may not show certain things like the Content Library. A
Q How do I pin my LMS login page to my toolbar?	A In Google Chrome, click on the blue star in the very top corner of your URL bar and select Done . (*Please note you can edit the bookmark name to LMS to shorten if you like).
	
Course Content	
Q Are all of these courses free?	A Yes, all courses, books and videos in the LMS are free.
Q Will we be able to start adding courses for our own teams?	A As we begin to rollout our new LMS, we want our learners to first explore and get familiar with the platform. Later this summer, we will offer tutorials for designated department representatives to assist in creating and sponsoring courses.
Q If you added a course to your "To Do" list by mistake, how do you take it off?	A Click on the course image tile that takes you to the course summary page. You will see "Start this Course" or "Continue this Course," and next to it there is an Unenroll button.
Q In the future, can we add department specific content where that department has viewing privileges for its own content?	A Yes. All requests to add content to the LMS, whether accessible to all employees, or department specific audiences, must be reviewed and approved by the UMMS Human Resources Organizational Development & Learning Team. Please contact LMSsupport@umassmed.edu for a request form.

Zoom Session Questions and Answers

QUESTION	ANSWER
Q Are all the books audio books?	A No, not all books are audio. Within the library, you will find a selection of eBooks, audio books and book summaries. One topic may come in more than one book learning platform. For example, the one topic may be accessed as a book, audio book and book summary. These different book learning platforms are designated in the title of the book. For example: <i>"Better Sentence Writing in 30 Minutes a Day - Book Summary."</i>
Q When and how is a book or course designated as completed?	A Books and videos are considered "passive assets." These assets do not register as complete because they do not include a final assessment. A course is considered a 'completed asset' because it includes an assessment. Once you have gone through the entire course and achieve the passing score of 80%, the course will appear as complete.
Q Do any of the courses or certificate programs require manager approval? Or, are they available to anyone who has an interest in taking them?	A All the content in the LMS library is available to you to access. You do not need a manager's approval to use the library. It is important to note that there is a cost associated to take certification exams. However, there is no cost to take the courses that are the prerequisites for the exam. You will need your manager's approval to cover costs for certification exams if you are planning to ask to be reimbursed.
Q Why is there is no content in my library?	A This could be one of two reasons: <ol style="list-style-type: none"> 1. Make sure after you click on the Content Library tab, you are then clicking on the Courses tab. 2. If you still don't see the content after clicking on the courses tab it could be your browser:<ol style="list-style-type: none"> a. We recommend using Google Chrome.
Q If I want to recommend a class to someone, can I send a link?	A There is not a link you can send. However, you can copy the course name from LMS and email it to someone as a reference point.
Q Are the available topics in our profile limited to our job description only?	A No, the topics in the LMS Content library are for everyone. You have access to the full library.
Q Once I complete a course, is there a possibility to add it to my LinkedIn profile?	A You can always edit your LinkedIn Profile to update your professional connections of courses and certifications you have completed. Note: LinkedIn is a platform outside of UMMS and does not link to our LMS.
Q I also saw the Learning path option and I'm not sure if I missed it but when I click on it, it's blank. Is it supposed to be blank?	A It is purposely blank right now and has not been activated. Learning Paths are currently being developed. Look for more information coming in the fall of 2020.

Zoom Session Questions and Answers

QUESTION	ANSWER
<p>Q Can the courses or books be transferred to your tablet?</p>	<p>A We have different versions of books (online textbook, audio and summaries). The audio books are MP4's so you can download those. Courses cannot be downloaded. However, we have provided instructions for you to login to LMS on your tablet so you can access the LMS on your tablet so you can access the LMS and complete library from your tablet. To learn how to download the app onto your tablet, click here.</p>
<p>Q In the "To Do" section on the Learner Dashboard, are these mandatory courses assigned by UMMS (Human Resources, IT, Office of Management, your manager, etc.) or are these voluntary courses that you have selected from the library?</p>	<p>A When you access courses within the LMS library, they will appear in your "To Do" on the Learner Dashboard. The courses you initiate on your own are voluntary. You will receive an email letting you know of the required assignment of a mandatory course and the due date. Compliance courses fall under the category of 'mandatory.'</p> <p>Additionally, UMMS leaders may select featured courses for all employees that will fall under the category of 'mandatory.' Again, you will receive an email detailing the assignment and the due date required to complete. These assignments will also appear in the 'To Do' section on the Learner Dashboard.</p>
<p>Q Can we save a course to take at a later more convenient time?</p>	<p>A Yes, courses will bookmark so you can go back into them later.</p>
<p>Q When can I use the LMS library?</p>	<p>A You can use the LMS library anytime and anywhere. However, if you are taking time during your work schedule to complete courses, please discuss with your manager.</p>
<p>Q Can you print transcripts of a course?</p>	<p>A Yes, if you go to the bottom tool bar of the course, click on the left icon that looks like a note page. You can open and download the Topic Transcript or the Course Transcript. To print, right click on the page and select Print. It will automatically be set up for you to print as a PDF or you can save as a PDF.</p> 

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QUESTION	ANSWER
Certification & Credit	
A Is there a filter function to see which courses could be used to get credits? Or get certified with?	A There is a Topic for Certification Programs you can use to search for such courses. However, we recommend you reach out to the LMS support team LMSsupport@umassmed.edu . We are happy to send details on certification programs.
Q Is there a fee for certified courses?	A There are no fees to take certified courses. The LMS Content Library includes all the content to prepare for your certification program. However, the final exam you will take to get your Certification is not included in our LMS Library and may have a cost associated with it. For information on certified courses and exam costs, please email LMSsupport@umassmed.edu .