Litmos

Getting Started Guide

For Users

December 2016

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Overview

Litmos is a platform for online learning, also known as a learning management system or LMS and will be used by CNCS to deliver, administer, track, monitor and record online training activities for CNCS grantees, AmeriCorps NCCC members and external reviewers.

Using Litmos, users can track CNCS training activities, store certificates of completion, communicate with course creators, participate in discussion forums and send messages to other users in the system. Litmos is also mobile responsive, meaning users can complete CNCS online training courses using smart phones or tablets.

Note: All CNCS online training courses will remain publicly available on the Knowledge Network until June 2017. Thereafter, users will be directed to the LMS to complete CNCS training courses including any courses required by your CNCS grant.
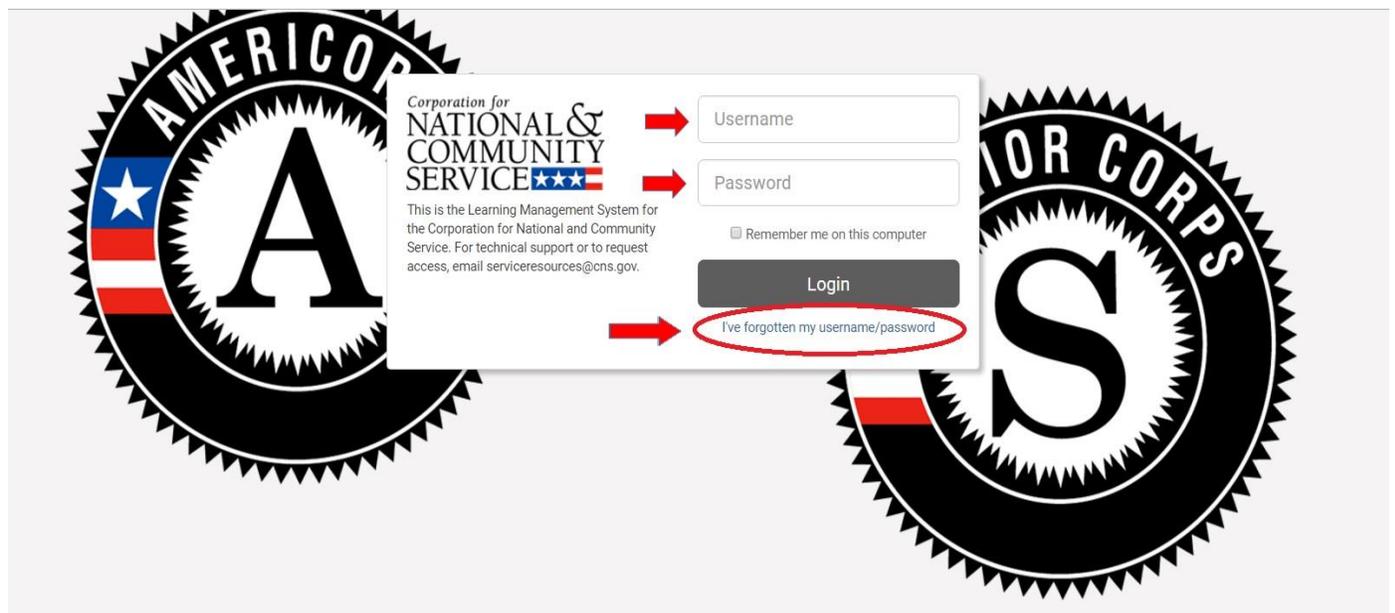
How to Log into the System

If you have already created an account, to login:

- Visit CNCSonlinecourses.litmos.com
- Enter you username and password
- Click Login

If you do not already have an account, e-mail serviceresources@cns.gov to request access.

Resetting your Password

To reset your password without logging into the system:

- Navigate to the login screen.
- Select "I've forgotten my username/password" located below the Login button.
- Enter your username and click "Continue".

- An email will be sent with a link to reset your password and log into the system.

Note: Once the link in the password reset email has been used, it will expire. To log into the system after the password has been reset, go to CNCSonlinecourses.litmos.com

To reset your own password from within the system:

- Click "My Profile & Settings" from the top right of the screen.
- Click the "Edit my profile" link from the right.
- Type your new password in the Password and Confirm password fields. These fields must match.

Note: Accounts are subject to deactivation of 60 days of inactivity.

Updating your User Profile

Login to the system, navigate to My Profile & Settings (in the top right corner) and click Edit my profile; update your information and click Save.
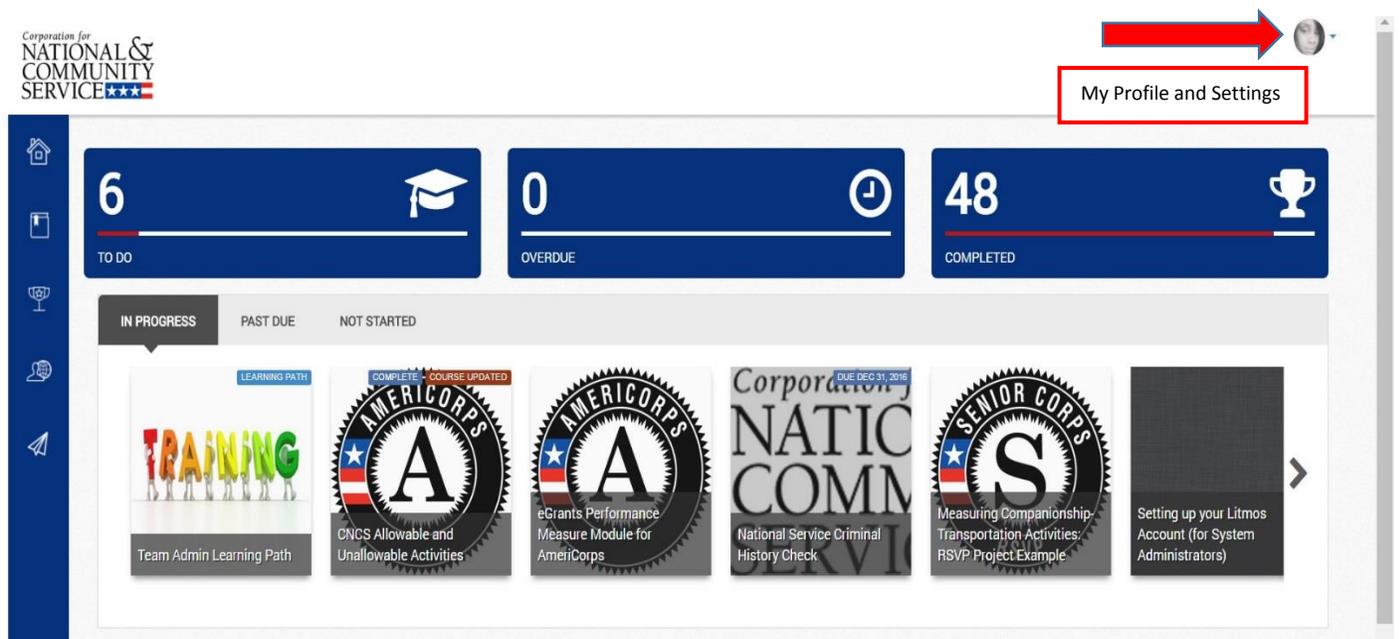
Add a picture to your profile

A user can upload an image to enhance their profile. A user can change only their own Profile Picture and do not have the ability to change another user's picture.

You can change your profile picture by navigating to My Profile in the top right hand of the Litmos window and clicking Upload a profile picture. Click Choose File, select the image file and select Upload. It may take a few minutes for the image to show up on the user's profile.

The Learner Dashboard Overview

The learner homepage is an attractive and comprehensive display of a learner's training summary. It is the first page that all learners see after logging in.

The learner dashboard presents statements of learners' courses to-do, overdue courses and completed courses. These statements are complemented by tabs that will allow each learner to find courses that are "in progress", "past due" and "not started". The tabs have been added to help learners quickly locate and access courses in a specific state.

The bottom right side of the learner homepage will show the recent achievements section. The recent achievement section displays the three most recent achievements for the learner. If a learner wishes to view his or her entire set of recent achievements, the learner can select 'view all".

The bottom of the learner homepage exhibits a section with a "news" tab and a "calendar" tab. The "news" tab shows a log of latest news posts that have been written by administrators. The calendar tab shows a list of instructor led training sessions and always defaults to the present month. Through this calendar, learners have an ability to view available sessions, registered sessions and past sessions. Learners can click on an ILT session to view the details of the session.

Navigating the Learner Dashboard
Header Navigation

From left to right:

Logo - The company logo.

Profile Drop Down:
- Username - Your username.
- My Profile & Settings - Change your information here including Profile picture, Password, Time Zone, Language, Address, Email and more.
- Sign-Out - To insure the highest security possible, sign out of the system.

Home Tab

Dashboard Statistics
- Courses to Do
- Overdue Courses
- Completed Courses
- Badges Earned (if Gamification is enabled)

Courses To Do
- In progress courses
- Past due/Overdue courses
- Courses that have not been started

News/Calendar
- Location where the latest news is posted
- Calendar where learners will be able to see the sessions they have register for and sessions they are able to self-register for.

- **Course List** - All available courses will be listed here, including complete and incomplete courses. All courses in the course catalog and that have been assigned to the learner will be listed. Use the Search bar at the top of the list to search for a specific course.   To play a course, click on the title of the course.
- **Recently Viewed** - Courses that were last viewed.
- **Popular Categories** - Filter courses by topic or type.

Achievements Tab

When a user completes a course they get an achievement. These achievements stick around whether the user is still assigned to the course or not. Also if there is a certificate attached to a course it will appear in the achievements area so the user can download it at any time by selecting download my certificate next to the Achievement.

Note: Certificates may be used as training verification.

Live Sessions Tab

- Available Sessions: Sessions the learner is able to register for.
- Your Registered Sessions: Sessions you have registered for and are going to attend.
- Your Past Sessions: Session you have registered for and attended in the past.
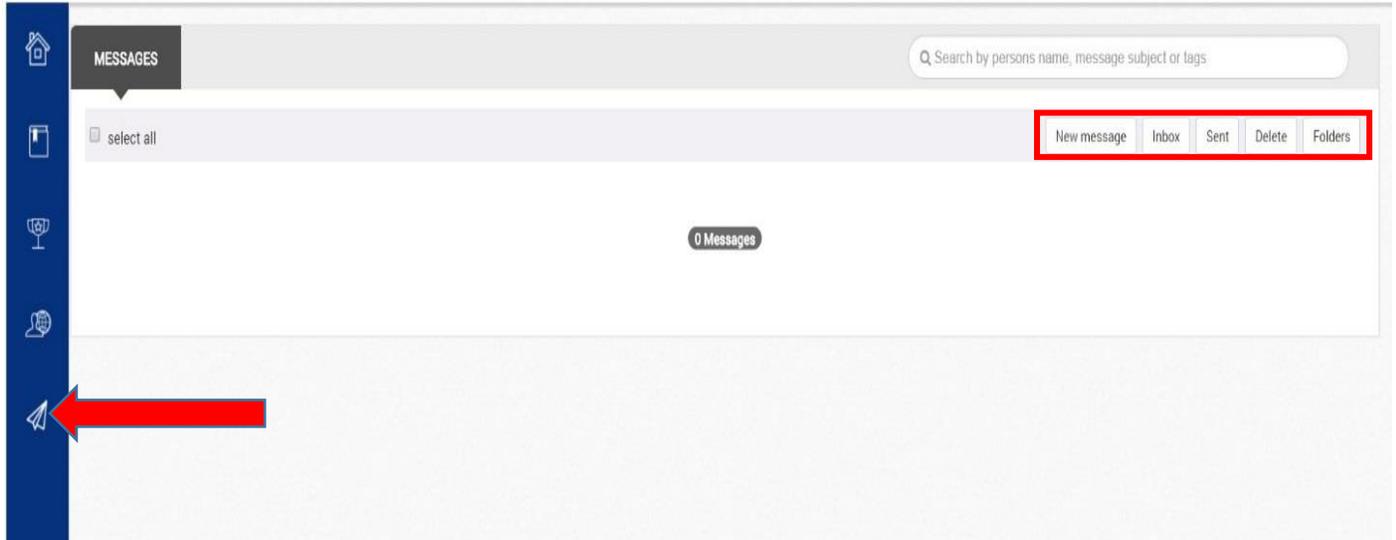
- **Messages** - The most recent messages will be listed here. Search through your inbox by typing text into the search bar.
- **New Message** - Send a new message to another user in your account
- **Inbox** - View all messages in the Inbox.
- **Sent** - All emails that were sent by you.
- **Delete** - Delete messages you no longer need
- **Folders** - Organize messages into folders.

Navigating your Message Inbox

When you click on the "Messages" tab you will see a screen similar to the one shown below. From here you can compose a new message and send it to individual users, whole teams or all members of a selected training course.

How to use Folders

Folders which are a great way to organize your messages for faster searching at a later date. For example, users can apply a folder called "Module Completed" to a message, then at a later date find all of the messages related to course building by clicking on the "Course Building" folder, which will return all of the related messages.

Viewing and Responding to a Message

Litmos displays messages in a threaded style so you can see all of the messages related to a conversation on one screen. This makes following a message trail quick and easy, and this style of viewing is really useful when you have multiple people involved in the conversation.

Navigating through a Course

In the course module player, users can navigate to another module and view progress from within the module player. From the navigation window, users can also view Additional References and Forums.

Send Feedback to CNCS

If you are looking for a specific resource mentioned in these courses, use the "Feedback" button (in the course player) or email ServiceResources@cns.gov.

Technical Support

For assistance with your account username or password or for help locating a course, downloading a course, updating your profile, or sending a message email ServiceResources@cns.gov.

For issues with technology, please send your inquiry to: support@litmos.com. Litmos telephone support is available Monday-Friday 1am-6pm (PST) at (925) 251-2220.

Frequently Asked Questions

What is Litmos?

Litmos is a platform for online learning, also known as a learning management system or LMS.

What is actually changing?

CNCS online courses are now available via the LMS. Courses will remain publicly available via the Knowledge Network, however users will be automatically redirected to the LMS after June 2017.

What are the benefits of using the LMS for users?

Using the system, users can track their progress more easily in the LMS, making it possible to come back to a course and pick up where you left off and to verify that you have completed required coursework. Other benefits include: tracking your course history, storing certificates of completing, communicating directly with course creators or instructors and participating in discussion forums. Users can also complete training using their smart devices.

Do I need an email address to create an account?

Yes, an email address is required to setup an account. You'll also need to create a user name and password.

I did not receive any instructions from my Program about accessing the system. What do I do?

To request access to Litmos, email serviceresources@cns.gov.

I need technical support. Who do I contact?

For technical support, to request access, or assistance accessing these pages using assistive technology email serviceresources@cns.gov.

Will CNCS provide users and other users with a demonstration of the LMS?

A demonstration for all CNCS users is scheduled for December 20 from 3:00-4:00 pm ET. Your Program will provide additional details about this training. Check out the [Litmos Training page for additional resources](#).

Is CNCS tracking my activities in the LMS? If so, what happens with this information?

The LMS tracks all activity in the system including test scores and other results. This information is generally used to improve the quality of CNCS training and in some instances used to verify the completion of required courses.

What types of CNCS online courses are available within the LMS?

CNCS offers online courses focused on the following topics: CNCS Performance Measures, Disability Inclusion, Disaster Preparedness, Education, Financial Management, Member Recruitment and Development, National Service Criminal History Checks and courses designed specifically for AmeriCorps and Senior Corps users.