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**CALIFORNIA**

# Learning Management System Trainee Tutorial



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## Covered California LMS: End User Tutorial

### Welcome to the Covered California Learning Management System (LMS)

*Covered California LMS URL:*

<https://learning.coveredca.com>

Covered California training is provided through a variety of modes, including classroom and computer-based courses. Managing who receives training, what training they need, and when and where it is presented are all handled through our Learning Management System (LMS).

This tutorial shows you how to log into the LMS and use it to find your scheduled or assigned training.

- If a course assigned to you is a scheduled classroom training session, you can see the schedule and download any class materials from the LMS.
- If you need to take a computer-based course, the LMS is where you can open the course and begin your training.



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## Covered California LMS: End User Tutorial

Logging In

**Before you can access features in the system, you must log in to the LMS**

Welcome to the Covered California Learning Management System.

Enter your login information below.



**\* Login ID**  
  
[Forgot your login ID?](#)

**\* Password**  
  
[Forgot your password?](#)

Recent Announcements

**Enter the login ID and temporary password that you received from your site administrator**

← Click "Log In"

[Contact Administrator](#)



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## Covered California LMS: End User Tutorial

Logging In

**The next screen allows for you to reset your system generated password**

**Here are the password requirements:**

- ! Minimum Password Length: 8
- ! 1 Special Character
- ! 1 Uppercase Character
- ! 1 Numeric Character

\* Current Password

\* New Password

\* Confirm New Password

**Type your new customized password in  
the required fields above**

**Click "Save" →**



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# Covered California LMS: End User Tutorial

Navigating the Home Page: My Account/Preferences

**You have logged on successfully – this is the system home page**

**To access your account, click on your name on the top right side of the screen**

✓ Your password was changed. Remember to use your new password the next time you log in.

**RECENT ANNOUNCEMENTS**

- [Captive Training - Test Only](#) 6/24/2013  
Testing testing This is Maximus
- [Welcome to Covered California LMS](#) 6/19/2013  
Congratulations we would like to welcome you to Covered California Learning Management System (LMS).
- [Butte County Training](#) 6/19/2013  
Welcome to training!  
[More... >>](#)

**MY UPCOMING LEARNING (1)** All

Title	Type	Date	Status	Action
<a href="#">AG10- Create and Manage Your Agent Account</a>	General Course		Not Started	

[All My Upcoming Training](#)    [Required Training](#)    [Overdue](#)    [Due Soon](#)    [Recurring Assignment](#)

**MY COMPLETED TRAINING (0)**

**SEARCH**

Any words

**BROWSE CATEGORIES**

- Agent (3)
- Certified Enrollment Counselor (3)
- Enrollment entities (1)
- Grantee (7)
- HR (2)
- LMS Training (5)
- Manager II (4)
- service center rep (1)
- Service center representative (1)
- Service Center Representative (3)



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## Covered California LMS: End User Tutorial

Navigating the Home Page: My Account/Preferences

Select "My Account"  
from the dropdown list



John Smith ▾

**My Account**

My Reports

My Calendar

Logout



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## Covered California LMS: End User Tutorial

Navigating the Home Page: My Account/Preferences

**Your User Information and Preferences are displayed**

**Click "Edit"**

MY ACCOUNT

Edit Login ID Edit Password Select Primary Domain Edit Security Questions

User Information	
First Name	John
Middle Name	
Last Name	Smith
✉ Email Address	j.smith@useremail.com
☎ Work Phone	
Ext.	
Home Phone	
Mobile Phone	
Fax	
📍 Address	
City	
Non-U.S. State/Province	
U.S. State	
Country	
Postal Code	

Preferences	
<b>ACCESSIBILITY</b>	
Enabled	No
<b>LANGUAGES</b>	
Primary Language	English (United States)
Secondary Language	
Region	English (United States)
Time Zone	(GMT-08:00) Pacific Time (US and Canada); Tijuana
<b>DISPLAY</b>	
Skin	CALH
# of Records (per page)	
<b>PRIVACY</b>	
Make my contact information public	Yes
Make my professional information public	Yes

**Edit**



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## Covered California LMS: End User Tutorial

Navigating the Home Page: My Account/Preferences

**This window lets you edit your preferences within the system. If you make any changes, be sure to click ‘Save.’**

***Note: Changes do not take effect until you log out of the system and log back in***

**Preferences**

**ACCESSIBILITY**

Enabled

**LANGUAGES**

Primary Language: English (United States)

Secondary Language:  English (United States)  
 Spanish (Mexico)

Region: English (United States)

Time Zone: (GMT-08:00) Pacific Time (US and Canada); Tijuana

**DISPLAY**

Skin: CALH

# of Records (per page): 10

**PRIVACY**

Make my contact information public

Make my professional information public

**COMMUNICATION**

Send messages to my email address (as shown in my profile)

Send messages to my messages area (within the system)

Cancel Save

Click "Save" →





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# Covered California LMS: End User Tutorial

Navigating the Home Page: Help, My Messages, Search

**For more assistance in navigating the home page, click on the question mark located next to your name**



John Smith ▾



TRAINING HOME

MY UPCOMING TRAINING

TRANSCRIPT

TRAINING CATALOG

COLLABORATION SPACE



### RECENT ANNOUNCEMENTS

- [Captive Training - Test Only](#) 6/24/2013  
Testing testing This is Maximus
  - [Welcome to Covered California LMS](#) 6/19/2013  
Congratulations we would like to welcome you to Covered California Learning Management System (LMS).
  - [Butte County Training](#) 6/19/2013  
Welcome to training!
- [More... >>](#)

### MY UPCOMING TRAINING (2)

All ▾

Title	Type	Date	Status	Action
<a href="#">AG10- Create and Manage Your Agent Account</a>	General Course		Not Started	
<a href="#">Invoice Tracking and Reporting - LLM0002</a>	Classroom		Not Started	

All My Upcoming Training

⊕ Required Training ⊖ Overdue ⚠ Due Soon ⏰ Recurring Assignment

### MY COMPLETED TRAINING (0)

Recently Completed

### SEARCH

Any words ▾ 🔍

### BROWSE CATEGORIES

- Agent (5)
- Certified Enrollment Counselor (3)
- Enrollment entities (1)
- Grantee (8)
- HR (2)
- LMS Training (14)
- Manager II (3)
- service center rep (3)
- Service center representative (1)
- Service Center Representative (6)



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# Covered California LMS: End User Tutorial

Navigating the Home Page: Help, My Messages, Search

**Clicking the (?) icon brings up this Help window. Here you will find FAQs and you can search from a list of topics to learn more about the system.**

**Exit the Help window by closing the tab**

**Training Home**

**How do I...**

- [Find courses?](#)
- [Find curriculums and certifications?](#)
- [Find bundles and subscriptions?](#)
- [See information about a content item \(e.g., description, prerequisites, cost\), and what I can do with it?](#)
- [Check the status of my certifications?](#)
- [See all content that I accessed \(including courses that I started but did not finish\)?](#)
- [Find and read messages?](#)
- [Sort a list by column heading?](#)
- [Use Search?](#)
- [Filter tables/lists/results?](#)
- [Narrow the search results in the Training Catalog?](#)

**What am I seeing on the page in the system, and what does it mean?**

Depending on the system's setup, the page may contain up to eight portlets, as listed and explained below.

- **Homepage Feed:** Dynamic content (e.g., a video) displays in this portlet, as determined by the administrators of your system.
- **Messages, Recent Announcements, or both:** (one or the other may display in the system, or both may display) For messages, the total number of your messages displays next to the "Messages" heading. Then, a list of your most recently received messages displays. Click the name of a message to read it. For recent announcements, a few of the most recent announcements displays. Click the title of an announcement to view it. Click the "More...>" link to view a full list of announcements.
- **My Upcoming Learning:** The total number of your upcoming learning assignments displays. Click the name of the learning item to view more information about it.
- **My Completed Training:** The total number of your completed training assignments displays. Click the name of the training to view more information about it.
- **My Certifications:** The next expiration date for your active certification(s) displays under the heading. Then, each certification status displays followed by the number of your assigned or active certifications to which the status applies. This portlet does not display if you have not accessed any certifications.
- **My Curriculums:** Each curriculum status displays followed by the number of your curricula to which the status applies. This portlet does not display if you have not accessed any curriculums.
- **Search:** A search field displays below the heading. Then, a menu for narrowing a search displays.
- **Browse Categories:** Each content category displays followed by the number of content items to which the category applies.

**Note:** Authorized users may also see the gear icon (⚙), for customizing the homepage and/or editing text elements.

**What can I do on the page in the system?**

See [Common Page Attributes and Actions](#) for information about attributes and actions that commonly display across pages in the system.

- Use the Search portlet to find content, including courses and curriculums.
- See summary information for your curriculums and certifications, and access details about them.
- See some of your upcoming training, and completed training, and access full lists of both.
- Click the titles of content items to access the Details page for the item and view your options and information about the item.
- Click the title of a category to view content within that category
- Use the buttons in the Action columns to open items, view certificates, etc.
- See announcements, messages, or both.
- Watch the homepage feed(s). Depending on your system settings, there may be more than one homepage feed to watch.

**Main Navigation**

- Training Home
- [My Upcoming Learning](#)
- [Transcript](#)
- [Development Plan](#)
- [Training Catalog](#)
- [Collaboration Spaces](#)



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# Covered California LMS: End User Tutorial

Navigating the Home Page: Help, My Messages, Search

Click on the message icon next to the help button




TRAINING HOME
MY UPCOMING TRAINING
TRANSCRIPT
TRAINING CATALOG
COLLABORATION SPACE
? John Smith ▾
 🔍

**RECENT ANNOUNCEMENTS**

[Captivate Training - Test Only](#) 6/24/2013  
Testing testing This is Maximus

[Welcome to Covered California LMS](#) 6/19/2013  
Congratulations we would like to welcome you to Covered California Learning Management System (LMS).

[Butte County Training](#) 6/19/2013  
Welcome to training!

[More... >>](#)

**MY UPCOMING TRAINING (2)** All ▾

Title	Type	Date	Status	Action
<a href="#">AG10- Create and Manage Your Agent Account</a>	General Course		Not Started	
<a href="#">Invoice Tracking and Reporting - LLM0002</a>	Classroom		Not Started	

All My Upcoming Training
⊛ Required Training
🕒 Overdue
🚨 Due Soon
🔄 Recurring Assignment

**MY COMPLETED TRAINING (0)**

Recently Completed

**SEARCH**

Any words ▾ 🔍

**BROWSE CATEGORIES**

- Agent (5)
- Certified Enrollment Counselor (3)
- Enrollment entities (1)
- Grantee (8)
- HR (2)
- LMS Training (14)
- Manager II (3)
- service center rep (3)
- Service center representative (1)
- Service Center Representative (6)



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# Covered California LMS: End User Tutorial

Navigating the Home Page: Help, My Messages, Search

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TRAINING HOME MY UPCOMING TRAINING TRANSCRIPT TRAINING CATALOG COLLABORATION SPACE

John Smith

Now click on the blue magnifying glass

### My Messages

Read and take action on your messages. Messages are automatically deleted 365 days after the date and time that displays in the "Received" column.

<input type="checkbox"/>	From	Subject	Received
<input type="checkbox"/>	Site Administrator	<a href="#">Enrollment in Online Course: AG10- Create and Manage Your Agent Account</a>	7/27/2013 4:42 PM

Mark as Read Mark as Unread Delete

**The "My Messages" portal is where you can read and take action on messages sent to you by the LMS**




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# Covered California LMS: End User Tutorial

Navigating the Home Page: Help, My Messages, Search



**Clicking on the blue magnifying glass icon brings up the Search screen**

TRAINING HOME   MY UPCOMING TRAINING   TRANSCRIPT   TRAINING CATALOG   COLLABORATION SPACE

John Smith

Search

**The Search prompt helps you locate training materials throughout the LMS**

Search

Search within results

Start a new search

Search

**Search Results**   Classroom Calendar View   Print

200 Items

There were too many results found that match your search criteria. Not all of them can be displayed. Refine your search criteria in order to get better results.

Page 1 of 20

- How Much Do You Know About LMS?**  
test your knowledge  
Type: Test
- "Can I set up a class students can attend in person or virtually FA"**  
Type: FAQ
- 1st Certification**  
1st Certification  
Type: Certification
- Affordable Care Act CCF-101i Session #37**  
The Patient Protection and Affordable Care Act course discusses the fundamentals of the federal law ...  
Type: Classroom
- AG10- Create and Manage Your Agent Account**  
This computer-based training module provides Agents with an overview of the Covered California porta...  
Type: Online

Narrow Your Search

**Categories**

- Agent (4)
- Certified Enrollment Counselor (3)
- Enrollment entities (1)
- Grantee (8)
- HR (2)
- Lead (2)
- LMS Training (28)
- Manager I (2)
- Manager II (4)
- Other (154)
- ROOT (2)
- service center rep (5)
- Service center representative (3)
- Service Center Representative (10)



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# Covered California LMS: End User Tutorial

My Upcoming Training

**To view courses assigned to you, click the "My Upcoming Training" tab**

TRAINING HOME **MY UPCOMING TRAINING** TRANSCRIPT TRAINING CATALOG COLLABORATION SPACE

RECENT ANNOUNCEMENTS

- [Captivate Training - Test Only](#) 6/24/2013  
Testing testing This is Maximus
- [Welcome to Covered California LMS](#) 6/19/2013  
Congratulations we would like to welcome you to Covered California Learning Management System (LMS).
- [Butte County Training](#) 6/19/2013  
Welcome to training!  
[More... >>](#)

SEARCH

Any words

BROWSE CATEGORIES

- Agent (5)
- Certified Enrollment Counselor (3)
- Enrollment entities (1)
- Grantee (8)
- HR (2)
- LMS Training (19)
- Manager II (4)
- service center rep (5)
- Service center representative (3)
- Service Center Representative (9)

**MY UPCOMING TRAINING (2)**

Title	Type	Date	Status	Action
<a href="#">AG10- Create and Manage Your Agent Account</a>	General Course		Not Started	
<a href="#">Invoice Tracking and Reporting - LLM0002</a>	Classroom		Not Started	

All My Upcoming Training    Required Training    Overdue    Due Soon    Recurring Assignment

**MY COMPLETED TRAINING (0)**

Recently Completed



# Covered California LMS: End User Tutorial

My Upcoming Training

Now click on the  
"Transcript" tab

TRAINING HOME MY UPCOMING TRAINING **TRANSCRIPT** TRAINING CATALOG COLLABORATION SPACE

## MY UPCOMING TRAINING (4)

Title	Type	Date	Status	Action
<a href="#">AG10- Create and Manage Your Agent Account</a>	General Course		Started	<a href="#">Open Item</a>
<a href="#">SCR CalHEERS Release 2</a>	Curriculum		Not Started	
<a href="#">Orientation for New Hires - LLM</a>	Curriculum		Not Started	
<a href="#">Invoice Tracking and Reporting - LLM0002</a>	Classroom		Not Started	

⊕ Required Training ⊖ Overdue ⚠ Due Soon 🔄 Recurring Assignment

My Upcoming Training displays a list of courses from which you can access all the courses that have been assigned to you



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# Covered California LMS: End User Tutorial

Transcript

The "Transcript" tab takes you to a record of all your training

The screenshot shows the LMS interface with the 'TRANSCRIPT' tab selected in the navigation menu. Under the 'Views' section, the 'Required Training' button is highlighted with a red box and a red arrow pointing to it, with the text 'Click "Required Training"' above it. The 'ALL MY TRAINING (1)' section displays a table with one training record.

**Views**

- All My Training
- Required Training
- Curriculums
- Certifications
- External Learning

**MORE INFORMATION**

- [Waived Prerequisites](#)
- [Required Training Exemptions](#)
- [Expired Incomplete Content](#)

**ALL MY TRAINING (1)**

Title	Type	Status	Score	Start Date	Completion Date	Credit Type	Credit Hours	Action
<a href="#">Invoice Tracking and Reporting - LLM0002 (2)</a>	Classroom	Not Started		9/6/2013		N/A	N/A	





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# Covered California LMS: End User Tutorial

Transcript

COVERED CALIFORNIA John Smith

TRAINING HOME MY UPCOMING TRAINING **TRANSCRIPT** TRAINING CATALOG COLLABORATION SPACE

**Click on "Curriculums"**

**Views**

All My Training **Curriculums** External Learning

Required Training Certifications

**MORE INFORMATION**

[Waived Prerequisites](#)

[Required Training Exemptions](#)

[Expired Incomplete Content](#)

**REQUIRED TRAINING (2)** Save as PDF Print

[AG10- Create and Manage Your Agent Account](#)  
Assigned On: 7/3/2013 • Assignment Type: Organization

[Orientation for New Hires - LLM](#)  
Assigned On: 7/25/2013 • Assignment Type: Organization

**This screen displays a list of your required training**



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# Covered California LMS: End User Tutorial

Transcript

The screenshot shows the user interface of the Covered California LMS. At the top left is the Covered California logo. The navigation bar includes 'TRAINING HOME', 'MY UPCOMING TRAINING', 'TRANSCRIPT' (highlighted in yellow), 'TRAINING CATALOG', and 'COLLABORATION SPACE'. The user's name 'John Smith' is in the top right. Below the navigation bar, there are 'Views' buttons: 'All My Training', 'Curriculums' (with a dropdown arrow), and 'External Learning'. The 'Curriculums' button is highlighted with a red box, and a red arrow points to it with the text 'Click on "Certifications"'. Below this, the 'Certifications' button is also highlighted with a red box. To the right, a 'MORE INFORMATION' section contains links for 'Waived Prerequisites', 'Required Training Exemptions', and 'Expired Incomplete Content'. The main content area is titled 'CURRICULUMS (2)' and features a table with columns for Title, Enrollment Date, Completion Date, Status, Progress, and Action. Two curriculum items are listed: 'Orientation for New Hires - LLM' and 'SCR CalHEERS Release 2', both with an enrollment date of 7/29/2013 and a status of 'Started'. The 'Orientation for New Hires - LLM' item shows a progress bar at '67% Completed'. 'Save as PDF' and 'Print' buttons are located at the top right of the table.

Title	Enrollment Date	Completion Date	Status	Progress	Action
<a href="#">Orientation for New Hires - LLM</a>	7/29/2013		Started	67% Completed	
<a href="#">SCR CalHEERS Release 2</a>	7/29/2013		Started		

**This screen displays the progress of your training curriculum**



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# Covered California LMS: End User Tutorial

Transcript

**Next, click the "Training Catalog" tab**

TRAINING HOME MY UPCOMING TRAINING **TRANSCRIPT** **TRAINING CATALOG** COLLABORATION SPACE

John Smith

**Views**

All My Training Curriculums External Learning

Required Training Certifications

**MORE INFORMATION**

[Waived Prerequisites](#)

[Required Training Exemptions](#)

[Expired Incomplete Content](#)

**CERTIFICATIONS (2)** Save as PDF Print

Title	Date Obtained	Expiration Date	Status	Progress	Action
<a href="#">Covered California Certified Enrollment Counselor</a>			Started		
<a href="#">Grantee Cert</a>			Started		

**This screen displays the progress of your training certification**



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# Covered California LMS: End User Tutorial

Training Catalog

**Now click on the "Collaboration Space" tab**

COVERED CALIFORNIA TRAINING HOME MY UPCOMING TRAINING TRANSCRIPT TRAINING CATALOG **COLLABORATION SPACE**

John Smith

The training catalog page is where you can browse for your assigned training

**BROWSE TRAINING CATALOG**

**Search**

Search for: **You can search for courses here** Any words Search

[See more search criteria](#)

**Browse by Category**

<a href="#">Agent (5)</a>	<a href="#">Certified Enrollment Counselor (3)</a>	<a href="#">Enrollment entities (1)</a>
<a href="#">Grantee (9)</a>	<a href="#">HR (3)</a>	<a href="#">LMS Training (25)</a>
<a href="#">Manager II (4)</a>	<a href="#">service center rep (5)</a>	<a href="#">Service center representative (3)</a>
<a href="#">Service Center Representative (10)</a>		

You can also browse by category here




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# Covered California LMS: End User Tutorial

Collaboration Space



TRAINING HOME   MY UPCOMING TRAINING   TRANSCRIPT   TRAINING CATALOG   **COLLABORATION SPACE**

John Smith

**COLLABORATION SPACE (3)**

Collaboration spaces are typically used to share information among a particular group of users. There are three types of collaboration spaces: private, public, and moderated.

Title	Type	Status	Join Date	
<a href="#">Sharing Information about Curriculum</a>	Public			<a href="#">Access Space</a>
<a href="#">JM Sharing info</a>	Public			<a href="#">Access Space</a>
<a href="#">LMS Administrators</a>	Public			<a href="#">Access Space</a>

**The collaboration space is where you can access shared information about your training**



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## Covered California LMS: End User Tutorial

This concludes the tutorial.

You can now log in to access your training

<https://learning.coveredca.com>

For assistance contact:

1-888-402-0737

[Assisterinfo@ccgrantsandassistors.org](mailto:Assisterinfo@ccgrantsandassistors.org)

Thank you!