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Welcome
Welcome to the CCOHS Learning Management System. As the Facilitator of your e-Learning account, you can:

- Set up access for individual Learners to the course(s) in your account,
- Produce a variety of reports to monitor Learner activity,
- Generate and print Certificates of Completion for your Learners, and
- Take the purchased course(s) yourself at no additional charge.

**Note:** Your account is active for one year (365 days) from the last date of purchase. When you add seats to your active e-Learning account, this will extend the expiry date for another 365 days.

If your e-Learning account has expired, you can reactivate your account by purchasing additional seats to any CCOHS e-courses. Contact CCOHS at 1-800-668-4284 or elearning@ccohs.ca for more information.

Signing In
To sign in as the Facilitator of the e-learning account:

1. Open your Web browser (Internet Explorer version 7 or higher).
2. Turn off any pop-up blockers that may be active in your browser. To disable pop-up blockers, please see [http://www.ccohs.ca/products/faqs/elearning.html#popupblocker](http://www.ccohs.ca/products/faqs/elearning.html#popupblocker)
4. Type in the **Customer ID** and **Facilitator Password** that were issued to you in the Multi-Seat License Login boxes.

**Please keep your Facilitator Password confidential.**

5. Click “Login”.

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**Note:** You must be a registered user in order to login. If you would like to register for a course click [BUY ONLINE](http://www.ccohs.ca/products/courses/login.html) for technical support, contact CCOHS Client Services.
Learning Management System

After signing in, a new screen will appear. At the top of this screen, you will see 4 tabs: Info Page (current page), My Content, Administration and Sign Off.

Info Page Tab

The Info Page contains general information and tips on using the service. Also includes the e-Learning Customer ID, password that was used to log in, account expiry date, etc.

My Content Tab

By clicking on the “My Content” tab, you will see a listing of the purchased e-Course(s), as well as a listing of the various modules in the course. Click Description for information on the e-course or the module. To start the course or the module, click on the corresponding Launch button on the right.

Note: As the Facilitator for the e-Learning account, you have complimentary access to all purchased e-courses from this Tab, so it is not required that you assign yourself a seat under Add a Learner.
Administration Tab

Click on the “Administration” tab to access the **Facilitator Services** in your Learning Management System. These services include the various features and reports used to manage and monitor the Learners in your Multi-Seat account.

Sign Off Tab

To log out of the current session, click the **Sign Off** tab at the top of the screen. You may start a new session at any time by following the instructions given in the “Signing In” section of this document.

Facilitator Services

To begin setting up your Learners in your Multi-User account, click on the **Administration** tab. The various features and reports available in this area are:

- My Profile
- Add a Learner
- Learner Report
- Learner Report Card
- Activity Report
- Assessment Report
- Programs Purchased and Assigned
- Completion Status Report – Online Version
- Completion Status Report – CSV Download
- Incompletion Report – CSV Download

My Profile

My Profile is where your Facilitator information can be viewed - the password, first and last name, email address, status of the Facilitator (active or inactive) and the memo field.

**Note:** Facilitators automatically have access to all purchased e-courses, so it is not required that you assign a seat to this profile.
Add a Learner
In the Administration tab, select “Add a Learner”.

Learner Email Alert
At the top of this screen is the notification to Enable or Disable the Learner Email Alert.

To automatically notify Learners with information to access their assigned course(s), you must first activate the email alert feature for your account.

To activate this feature, click the Enable button

Note: You can enable or disable the email alert feature for your entire account at any time with this toggle. You can also override the alert feature for a specific Learner by setting the Email Alert radio button in their profile to “No”.

Email Alert? ☑️ Yes ☐ No
Turning this off (ie clicking No, will suspend the automatic email alert for this individual learner. When you turn it back an alert will be sent at the next scheduled run.

Below is a sample of the Email Alert that will be sent to the Learner:
To set up a Learner and assign an e-course seat (program):

1. Enter a UNIQUE password. Passwords must be at least 4 characters long with no spaces.
2. Enter the First Name of the Learner.
3. Enter and Last Name of the Learner
4. Enter the Learner's email address.
   
   Note: If you have activated the *Email Alert Feature*, this field must be filled in with a valid email address.

5. Enter the name of your organization (optional)

6. You can use the Memo field to enter information about the Learner that can be used when generating reports, such as location or department (optional).

7. The *First Visit* field will automatically be updated when the Learner logs in the first time.

8. In the Active field, the *Yes* radio button is selected by default to allow access to the system.
   
   Note: If a Learner has left the organization and needs to be denied access, you will be able to update their profile and click on the *No* radio button to deactivate the password.

9. To assign an e-course seat (program) to the Learner, highlight the course by clicking on the course title. To assign 2 or more e-course seats to a Learner, hold down the 'Ctrl' key while simultaneously clicking on the e-course titles to be assigned.

   Notes:
   
   • Assigning an e-course seat (program) to a Learner profile reduces the available number of e-course seats by one.
   
   • Once an e-course seat (program) is assigned to a Learner profile, it cannot be unassigned.
   
   • Once all the purchased seats have been assigned, the title of the e-course will disappear from the list of available programs.

Each course title corresponds to a program number, such as P1176EN, so the system identifies a course seat as a program.

In the screenshot below, the *Programs Assigned* field is highlighted in yellow to indicate that no programs (course seats) have been assigned to the Learner profile.
10. Click the **Update** button to save the Learner Profile.

When a Learner has been successfully assigned an e-course seat (program), the Programs Assigned: field in their profile will look like the one below. If an e-course seat has not been assigned, the Learner will see the message "There are no programs available" on their My Content page.
After the Learner profile has been created, you will be brought to the Learner Report screen, which lists the Facilitator and Learner profiles that have been set up in your e-Learning account.
From this screen, click the "Add a Learner" link to add the next Learner. Clicking Restart will take you to the Learner Report search screen.

**Learner Report**

The Learner Report lists everyone who is set up in your e-Learning account. You can use this report to resend the email alerts, if this feature is active in your account, and to update Learner profiles to assign additional e-course seats.

To produce the **Learner Report**, you can choose from any of the following options.

- **Include** – Indicate whether you wish to include Facilitators or Learners only.
- **and Inactive Learners** -- Indicate whether you wish to include inactive Learners or just active Learners.
- **Finding values that** – Generate a list of the Learners that start with or contain specific values in the Password, First Name, Last Name, Email Address and/or Memo fields.
- **Format** – Choose to view the report Online or download in MS Excel format.

Click **Continue** to generate the Learner Report based on the criteria you have indicated.

**Resend Email Alert**

To send another copy of the email alert to a Learner, click the Resend button in the last column. If the Resend button is not available, then one of the following situations may apply:

- The Email alert feature is not active in your account;
- No e-course has been assigned to the Learner;
- There is no email address available in the Learner's profile; or
- The email alert option in Learner’s profile has been set to No.

**Add a new e-course seat to an existing Learner profile**

To assign a new e-course to an existing Learner profile, please follow the steps below:

1. Click the **Administration** Tab
2. Click **Learner Report**
3. Enter information to search for the Learner (password, first or last name)
4. Click **Continue**
5. In the resulting report, click on the Password for the appropriate Learner.
6. Near the bottom of the profile, you will see the available seats for the purchased e-courses that have not already been assigned to the Learner.
7. Click the e-course that is to be assigned. Only those e-courses that have not already been assigned to the Learner or that have seats available will be displayed.
8. Click Update

Notes:
- When you assign a new e-course seat to a Learner, and you have enabled the Email Alert feature, an email will automatically be sent to the Learner’s email address.
- Facilitators cannot delete a Learner profile from the Learning Management System; you can only make them inactive. To have a Learner removed from your account, please contact elearning@ccohs.ca. Learners will only be removed if they have never accessed their assigned e-course modules or exams.
- If an e-course seat has been incorrectly assigned to a Learner, please contact elearning@ccohs.ca to have the seat removed from the Learner’s profile so it can be assigned to a different Learner. Seats will only be removed if the module or exam has not already been accessed by the Learner.

Learner Report Card

The Learner Report Card provides detailed information on activity, such as time spent and assessment scores, for e-course modules that Learners have accessed in a specified time period. Note: For those e-courses that have multiple modules, this report will list all modules in the e-course, even if they have not been accessed yet by the Learner.

You can use any or all of the following options to generate the Learner Report Card.
- **Between** - To select the date ranges for generating the report, you can click on the calendar icon or manually enter the dates.
- **Whose Password contains** - Enter a few letters of the password. All Learners whose passwords contain those letters will be included in the report.
- **Whose Last Name starts with** – Enter a few letters for the Last name. Only the Learners whose last name begins with those letters will be included in the report.
- **Output format** – Indicate whether you wish to view the report Online or download it as a Microsoft Excel file.

When you have finished entering your criteria for the Learner Report Card, click **Next** to generate the report.
Advanced Search Options

Clicking on [Advanced Search On/Off] will expand the search page to include the following additional options that you can choose from.

- **For learners that are** – You can choose to view a report of only those Learners who have an Active status, Inactive Status or both.
- **For Programs (Sort by Id | Title)** – To restrict your report to Learner activity related to a specific program, click on Id or Title.
  - Id will show the e-courses in your e-Learning account by their program number
  - Title will show the e-courses by their title
- **For modules (Sort by Id | Title)** – To restrict your report to Learner activity on a specific module, e.g. only the Exam modules
  - Id will show the modules by number
  - Title will organize the modules by their title
- **Save selections** – Choose Yes if you would like to use the same criteria the next time you generate the Learner Report Card

Below is an example of the Learner Report Card with notes that explain the information that appears in the report. To view the report without the notes, click Hide Notes at the top of the page.
You can access a Learner's profile by clicking on their password in this report. Click Restart to generate the report again to show any changes made in their profile, such as assigning a new e-course seat.

Printing a Certificate of Completion

Many CCOHS e-courses include a final exam that the Learner can access through a separate Exam module or by clicking the "Exam" button at the end of a module. Each Learner has 3 attempts to complete the exam by achieving a passing score. In most e-courses, a passing score is 80% or higher. **Note:** Learners can view, save and print their own Certificates of Completion when they pass the exam.

For e-courses that have multiple modules, there may be tests at the end of each module in addition to the final exam. Test scores will also be displayed in this report.

To print or save a Learner's Certificate of Completion, click the "Cert" button in the last column. Certificates are generated as Adobe Reader PDF files by default. You can, however, choose to print the certificate using Flash or save in JPEG format.

Activity Report

The Activity Report shows the total time Learners spent in a module and any scores achieved in an
You can choose from the following options to generate the Activity Report:

- **Start Date** – Select a date using the calendar feature or enter the date manually using the MM/DD/YYYY format, where M refers to the month, D refers to the day and Y refers to the year, e.g. October 1, 2013 will be entered as 10/1/2013.
- **End Date** - Select a date using the calendar feature or enter the date manually using the MM/DD/YYYY format, where M refers to the month, D refers to the day and Y refers to the year, e.g. October 15, 2013 will be entered as 10/15/2013.
- **Learners** – Select Active Learners Only or All Learners
- **Scores** – Select Highest Score Only or All Scores
- **Modules** – Enter a module number or click on the icon to open a list of the accessed modules
- **Score** – To restrict your report to only Learners that have achieved specific scores, enter the score value then choose the "greater than or equal to" (>=) or "less than or equal to" (<=) operator
- **Find learners that** – Choose the Start With or Contains option then enter the applicable information into the Password, First Name, Last Name, Email or Memo fields
- **Output as** - The default option is to output the report as an Excel (CSV document) file, but you can choose to have the report output in PDF format or view it online

Below is an example of the online version of the Activity Report.
Assessment Report

Through the Assessment Report, you can track the scores achieved by your Learners for the final exam.

Click the Assessment Report under the Administration tab to produce specific reports that can be viewed online or saved as an MS Excel Spreadsheet or PDF file.

The search options for the Assessment Report are the same as listed above for Activity Report. However, the report will display only the Learners who have taken the examination.

Below is an example of the online version of the Assessment Report. The report can also be generated as an Excel (CSV document) file or output as PDF.
Programs Purchased and Assigned

This report displays all learners, sorted by Last Name, who have had programs assigned to them. It is also a summary of all e-course seats you have purchased and how many seats are still available to assign to new or existing Learners.

The Programs Purchased and Assigned report can be viewed online or generated as an Excel file. Below is an example of the online version of this report.

Below is an example of the Excel version of the Programs Purchased and Assigned report.
Completion Status Report
The Completion Status Report lists the e-Learning courses by program number first, then by the last name of all the Learners that have been assigned the e-course. The report is available as a PDF file that can be viewed online or downloaded as an Excel file.

<table>
<thead>
<tr>
<th>Program</th>
<th>Learner Apprenent</th>
<th>Module Module</th>
<th>WHMIS for Workers (CCOHS)</th>
<th>Assigned</th>
<th>Completed</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1000GEN Exam - WHMIS for Workers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>91395EN WHMIS for Workers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>1000GEN Exam - WHMIS for Workers</td>
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<td></td>
<td>91395EN WHMIS for Workers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Incompletion Report
The Incompletion Report can be generated only as an Excel file and will contain information on those Learners who have not completed their assigned e-courses. Below is an example of the Incompletion Report.

Ordering more seats/e-courses
To add seats for existing or new e-courses in your e-Learning account, you can order online using a credit card, follow the link to the e-course page: http://www.ccohs.ca/products/courses/course_listing.html.

Please make sure to have your Customer ID and Facilitator Password as you will need this information to have the seats added to your existing e-Learning account. If you have any questions regarding adding seats to your account, please contact elearning@ccohs.ca or 1-800-668-4284.
Learner Access Instructions
If you have not enabled the automatic Email Alert feature in your account, below are instructions that you can provide to the individual Learners so they can begin accessing their assigned e-courses.

**Note:** Learners will use the same Customer ID (CCHS####) as the Facilitator. Only their passwords will be UNIQUE.

## Login Instructions

To log into the CCOHS e-learning course, please follow these steps:

1. Open your Web browser (Internet Explorer version 7 or higher).
2. Turn off any pop-up blockers that may be active in your browser. To disable pop-up blockers, please see [http://www.ccohs.ca/products/faqs/elearning.html#popupblocker](http://www.ccohs.ca/products/faqs/elearning.html#popupblocker)

**Note:** Learners who have been assigned a French course AND who would like to use the French platform should use the French login page: [http://www.cchst.ca/products/courses/login.html](http://www.cchst.ca/products/courses/login.html).

4. Under the Multi-User License Login boxes, type in your Customer ID and UNIQUE Password.
5. Click “Login”.
6. Click on the My Content tab
7. Click the Launch button to the right of the e-course program/module you wish to access.

## Sign Off Instructions

To log out of the current session, click the Sign Off tab at the top of the screen. You may start a new session at any time by following the instructions above.

## General Notes

Learners can access the e-course modules multiple times. A bookmark feature will automatically save the most recently viewed page. The final exam, however, has a limit of 3 attempts for the learner to achieve a passing score. Each time the exam is launched will count as an attempt. Please do not navigate away from the exam screen during the exam session until you have fully answered all the questions and submitted your exam. If you navigate away from the page, the exam will auto-submit and you will lose one of your attempts.

After the learner has passed the exam, they must view their results, e.g. incorrectly answered questions, **BEFORE** printing the certificate. Once they close the examination window, the option to review the questions/answers will no longer be available.