

Welcome to the DSSLearnCenter

*User Guide
for
DSS Staff*

Prepared By



*Connecticut Department of Social Services
Organizational & Skill Development*

The DSSLearnCenter
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Accessing the DSSLearnCenter Site

Double Clicking the DSSLearnCenter icon on your desktop will bring you to the DSSLearnCenter Main Page.

OR

Open your Internet Explorer and type the URL: ctdss.net/learncenter to access the DSSLearnCenter Main Page.

From the Main Page click the [“Login to the DSSLearnCenter”](#) link.

Besides being able to log into the DSSLearnCenter to access course registration and other learning features, the “DSSLearnCenter Main Page” allows you to access help, site directions and other important information without being directed to log on.

First Time Log In:

The first time you log in you will use your 6 digit employee number and *welcome* for your password. You will then be prompted to create your own password and select a question in the event you forget your password in the future.

- ◆ Type Your 6 Digit Employee Number
- ◆ *welcome* is your initial password
- ◆ Click the “Log In” button
- ◆ Type *welcome* again and then a new password twice.
- ◆ Select a “secret question” and type an answer. TIP: lots of folks forget their favorite movie – if you’re the forgetful type choose an easier question.



A Quick look at the DSSLearnCenter

Once you log in to the DSSLearnCenter everything you need is close at hand.

- The “Home” Page displays any current offerings that you have signed up for and whether they are pending approval or confirmed by your supervisor in the Current Enrollment box.
- The “My Calendar” link will display any offerings you have signed up for.
- The “My Account” option, followed by the “Account Details” Tab will let you change your password and assign a proxy user (designee to manage your staff’s training).
- The “My Learning” will display current offerings including the option to Drop an offering. The “My Transcript” link will display your training history.

The screenshot shows the DSSLearnCenter interface with several callouts pointing to specific features:

- Learning History & Dropping an offering**: Points to the "My Learning" tab in the top navigation bar.
- Password Change & Proxy Functions**: Points to the "My Account" link in the top navigation bar.
- Log Out**: Points to the "Log Out" link in the top navigation bar.
- Search for offerings**: Points to the "Catalog Search" section, which includes a search input field and "Go", "Advanced Search", and "Browse by Category" buttons.
- Your Current Enrollments**: Points to the "Current Enrollments" table.
- Click a Link to Email for Help**: Points to the "Need Help?" section, which lists contact information for staff members.

Name	Status	Start Date
Participative Management	Confirmed	12/05/08
Introduction to Microsoft Excel	Confirmed	03/17/09
CPR	Confirmed	04/08/09
2009 State Ethics Training	Confirmed	Launch Now

Contact - Help
Need Help?
Contact
Debbie Blondin, Registrar <mailto:debbie.blondin@ct.gov> (860-424-5563)
Dicie Balash, Administrator <mailto:dicie.balash@ct.gov> (860-424-5561)
Ned Grayeb, Administrator <mailto:ned.grayeb@ct.gov> (860-424-5552)

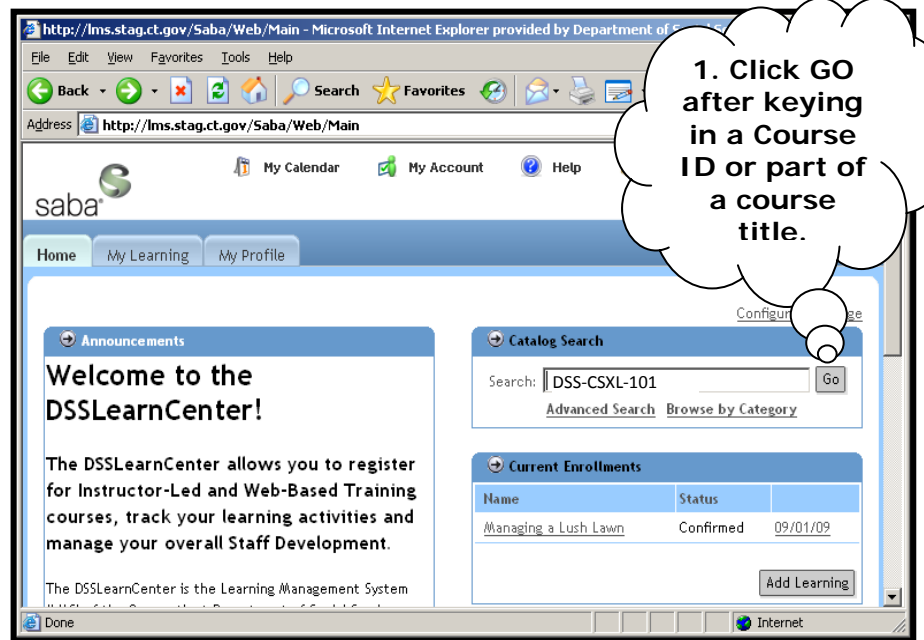
Registering for an Offering

Log into the DSSLearnCenter with your employee number and password

1. Type DSS in the Search field, then Click the Gray "GO" button in the upper

right portion of the screen. This will display all current Course Offerings.

- **It is strongly recommended** that you Narrow Down your Search by using one of the following options:



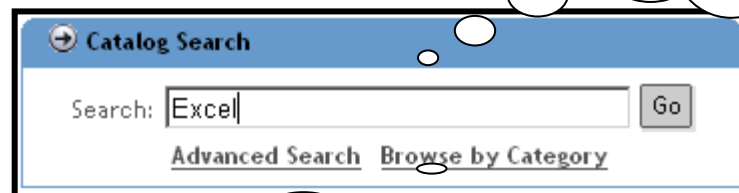
Simple search or a Category search

◆ SIMPLE SEARCH:

- To look for a specific offering -Type the Course ID (for example, dss-csxl-101) in the search field, then click "GO."
- Type part of the Course title (for example, **excel**, for "Microsoft Excel – Introduction") in the search field to bring back current offerings of that Course that contain that word in the title or description.

- ◆ **CATEGORY SEARCH:** Click the "Browse by Category" link and then click a category to narrow your search by subject.

Type part of the course Title in the Search Box and then click "GO"



OR Click the "Browse by Category" link to narrow your search

Registering for an Offering- Page 2 Continued

2. Learning Offerings will display based on your search criteria. If the "Current Enrollment" is less than the "Maximum Enrollment" then you can click the "Register" link to enroll. You may need to scroll to the right to access the "Register." link.
- Note the offerings details from left to right as shown below.
 - If you wish to view the room assignment, click the Offering Title and then scroll down to the session details. See page 7 for more information.

Take note of the Current Enrollment versus Maximum Enrollment

Learning Offerings											Calendar View	Print	Export	Modify Table
Title	Delivery Type	Start Date	Session	Location	Facility	Current Enrollment	Maximum Enrollment	End Date	Status	Price	Actions			
Basics of Eligibility	Instructor-Led	05/29/09	Friday, 1:00 - 3:00	New Haven	New Haven Regional Office	0	15	05/29/09	Open - Normal	0.00 USD	Register			
CPR	Instructor-Led	06/16/09	Tuesday, 1:00 - 3:00	Hartford	Central Office	0	15	06/16/09	Open - Normal	0.00 USD	Register			
Intro to Case Maintenance	Instructor-Led	05/29/09	Friday, 1:00 - 4:00	New Haven	New Haven Regional Office	0	15	05/29/09	Open - Normal	0.00 USD	Register			

2. Click the Register link

Registering for an Offering- Page 3 Continued

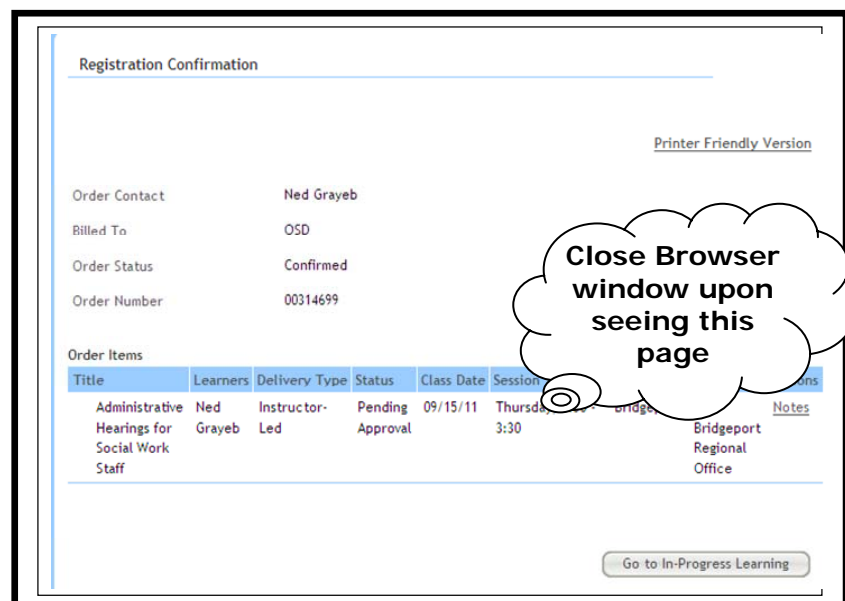
- A notice will appear if approval is required after you register.
3. Click the “Yes, Continue Registration” button once again and a confirmation screen will appear. Your seat is held pending supervisory approval.



- Your supervisor will automatically receive an email asking them to approve or deny your request to enroll in the offering.

Note: The email that is generated to your supervisor is based on the manager/supervisor listed in your “My Profile”. Please verify that the correct person is listed as your manager/supervisor before enrolling in any offering. If you find a discrepancy, please contact OSD.

4. You may Logoff or close the browser window once the Registration Confirmation page displays.



Enrollment Details

- ◆ The LearnCenter will display the Instructor and classroom location after you register by accessing the “My Enrollments” link in the My Learning tab, or from the Current Enrollments section on the Home page. Click the Title of the Offering to see the “Session Details”, then click on the “View all session” button to display the Session Time, Room and Instructor.

Click the offering Title to see the session details

Current Enrollments		
Name	Status	
CPR	Confirmed	01/27/09
Participative Management	Confirmed	02/10/09
CPR	Pending Approval	Needs Approval
Introduction to Microsoft Excel	Confirmed	05/01/09
LMS survey	Confirmed	Launch Now
Basics of Eligibility	Pending Approval	Needs Approval

Drop Back

More Actions
[Go to In-Progress Learning](#)
[Add to Plan](#)
[Request Offering](#)
[View Confirmation](#)
[Export to Calendar](#)

Completion Status: Not Evaluated
 Score: 0

Module	Assignment Type	Requirement	Details	Completion Status	Completed On	Actions
Sessions	Session	Required		Not Evaluated		View All Sessions

Click on the “View all Sessions” button

Session Time, Instructor & Room Assignment

Session Detail

Session Name	Date	Start	End	Instructor and Room
Session 1	07/08/11	9:00 AM	3:00 PM	1- Instructor: Wendy Thomas; Primary Classroom: 12th Floor PC Lab

Note: All times are in (GMT-05:00) Eastern Time (US & Canada).

[Export to Calendar](#) [Close](#)



WBT: Accessing a Web Based Training

Registration & Approval is usually not required to take a WBT offering.

First you must use a search mechanism to find the WBT Course.

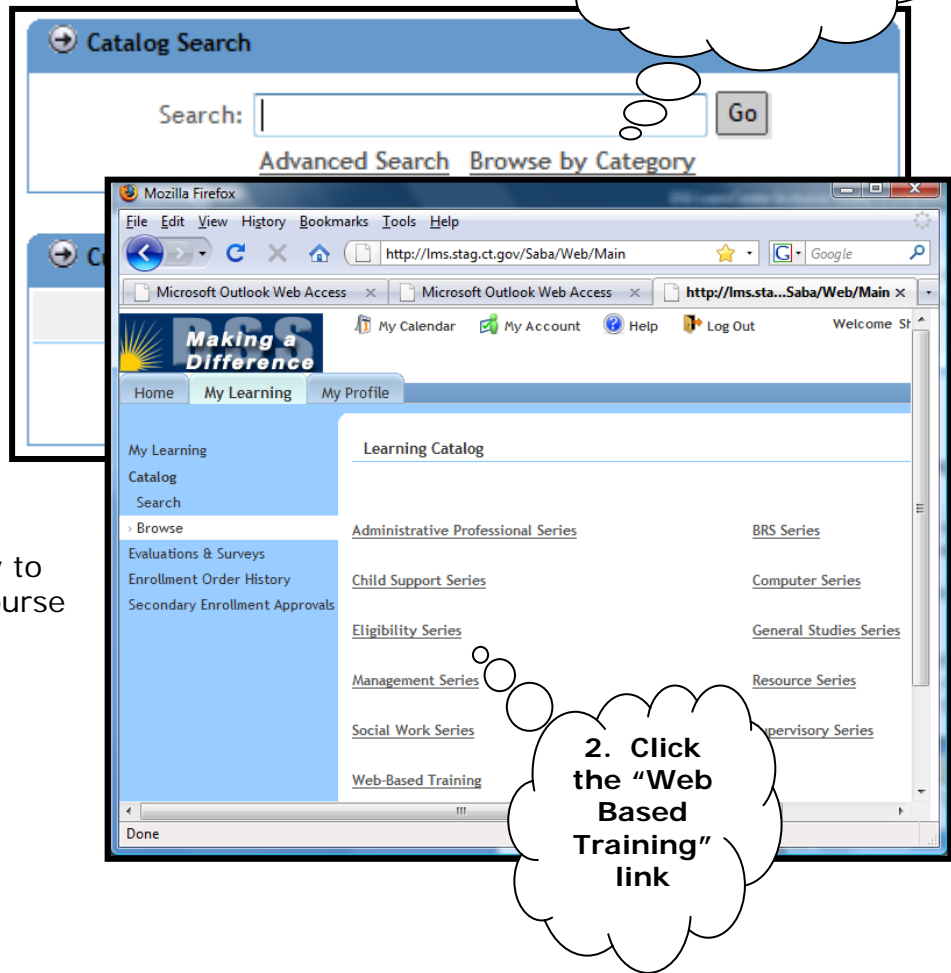
The "Simple Search" as shown on page 4 is useful if you know the title or part of the title of the WBT offering.

A "Category Search", also shown on page 4, will show you all the WBT Offerings and is accomplished by clicking the "Browse by Category" link on your home page followed by clicking the "Web Based Training" Category Link.

The example below uses a "Category Search" to find the LMS User Functions WBT offering.

1. From your "Home Page" click the "Browse by Category" link.
2. Click the "Web Based Training" link.

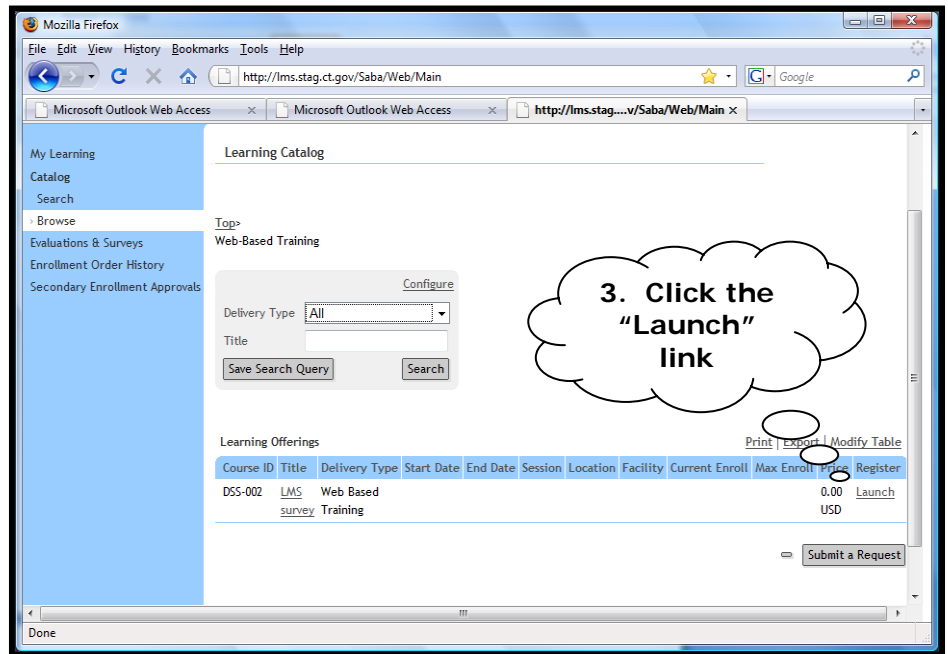
Scroll if necessary to locate the WBT course you want to take.



Accessing Web Based Training - Page 2 – Continued

3. Click the “Launch” link. The WBT will give you instructions to proceed with the course.

If you can't finish the course, exit and the WBT offering will be available on the “My Enrollments” section of your Home Page if you have not completed the final quiz. **(Note: Important information about accessing WBT courses after you have started one and have taken the final quiz is listed below)**



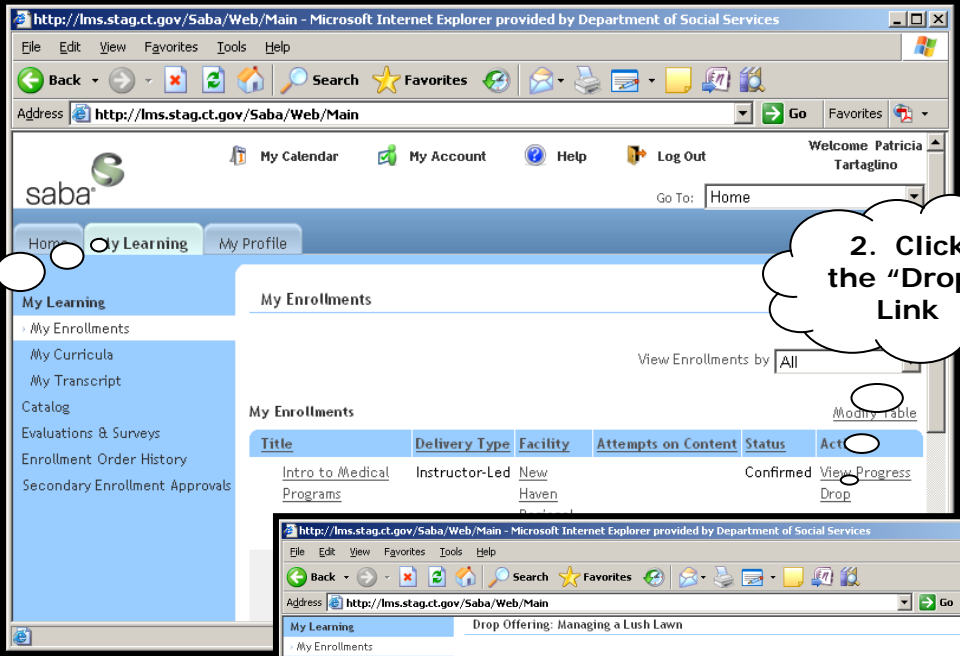
Accessing a WBT course that you have taken the final quiz, but did not receive a passing score, follow these steps:

1. Login to the DSSLearnCenter. The DSSLearnCenter home page will display.
2. Click on the My Learning tab. The My Learning page will display.
3. Click on the My Transcript selection in the left hand navigation.
4. Locate the WBT course you want to retake the quiz.
5. Click on the View Content link found under the Actions column. The Progress Report for Simplified Reporting page will display.
6. Under the Results by Module section, click on the Launch link under the Actions column. The course will launch in a new window.

Dropping an Enrollment/Offering

If you haven't already, Log In with your employee number and password.

1. Click the "My Learning" Tab in the top left section of the screen.
2. You'll see offerings you are currently enrolled in and a "Drop" link. Click the corresponding "Drop" link to drop the offering.



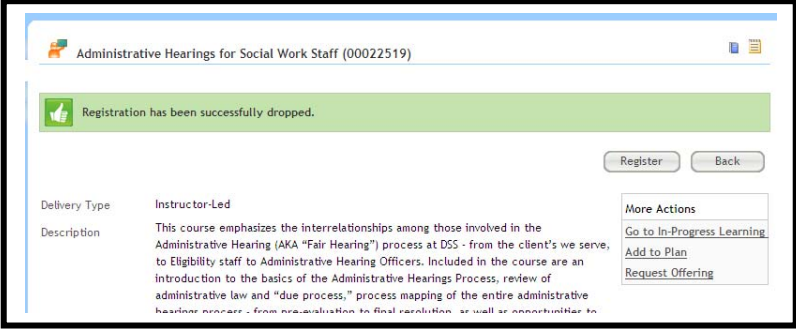
1. Click the "My Learning" Tab

2. Click the "Drop" Link

Title	Delivery Type	Facility	Attempts on Content	Status	Act
Intro to Medical Programs	Instructor-Led	New Haven		Confirmed	View Progress Drop

3. The Drop Offering Screen will appear and you will have to Scroll Down and Click "Drop" a second time. You will get a "Registration has been successfully dropped message" on the next page that displays.

If you change your mind, click the "Register" button on this next page.



3. Click "Drop" again

Administrative Hearings for Social Work Staff (00022519)

Registration has been successfully dropped.

Register Back

More Actions

- [Go to In-Progress Learning](#)
- [Add to Plan](#)
- [Request Offering](#)

Delivery Type: Instructor-Led

Description: This course emphasizes the interrelationships among those involved in the Administrative Hearing (AKA "Fair Hearing") process at DSS - from the client's we serve, to Eligibility staff to Administrative Hearing Officers. Included in the course are an introduction to the basics of the Administrative Hearings Process, review of administrative law and "due process," process mapping of the entire administrative hearing process - from registration to final resolution, as well as procedures to

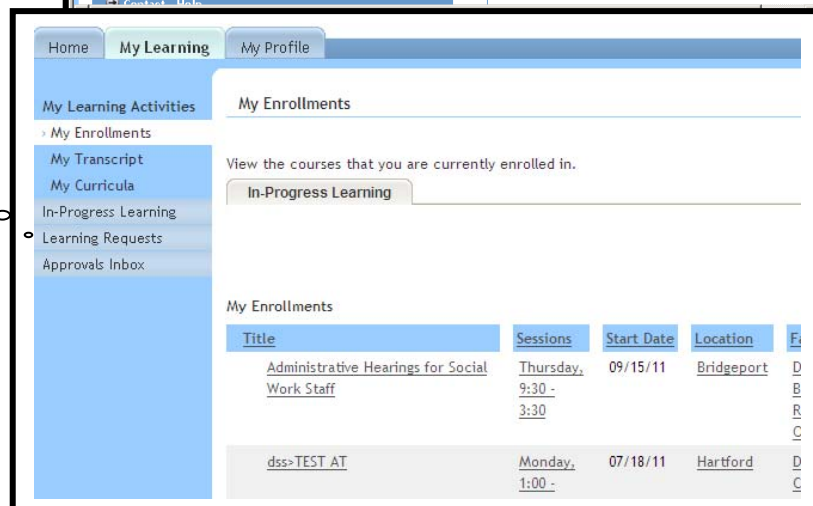
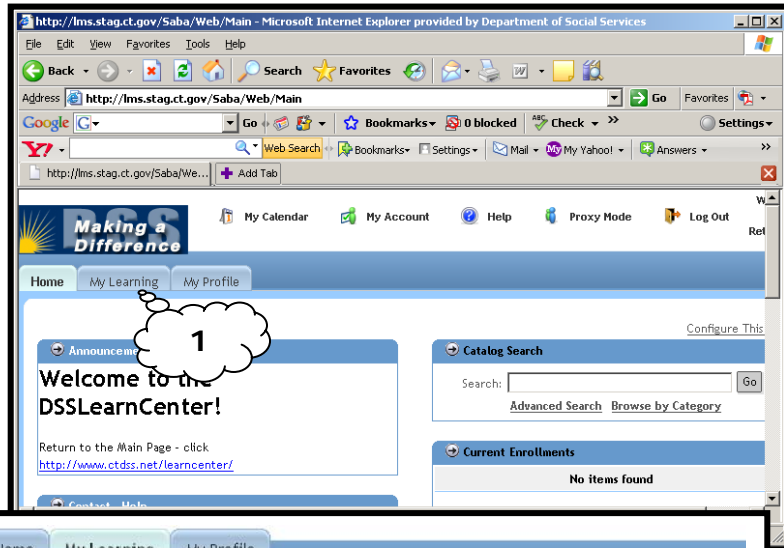
Learning Requests

Can't find an offering of the course you're interested in? OSD now has the ability to electronically track requests. When enough interest exists and resources are available, OSD will use this tool to schedule offerings.

The DSSLearnCenter allows you to request that training be scheduled for any existing course through a feature called "Learning Requests."

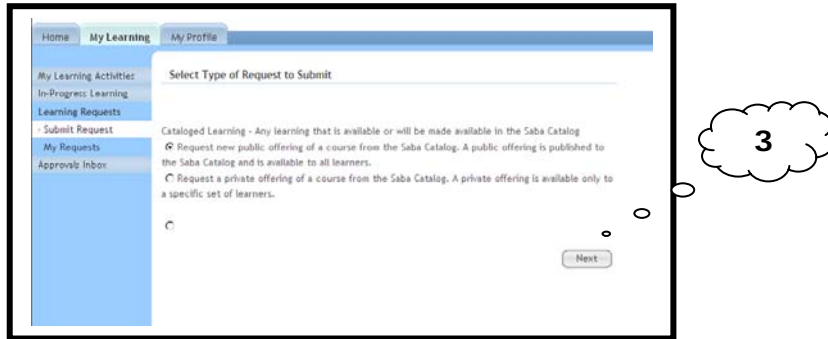
For example, let's say you want to take a Microsoft Access offering, but the course is either not currently offered or is not offered on a convenient date or is not being delivered in a convenient location.

1. From your Home Page click the "My Learning" tab.
2. Click the "Learning Requests" option on the left side of the window.

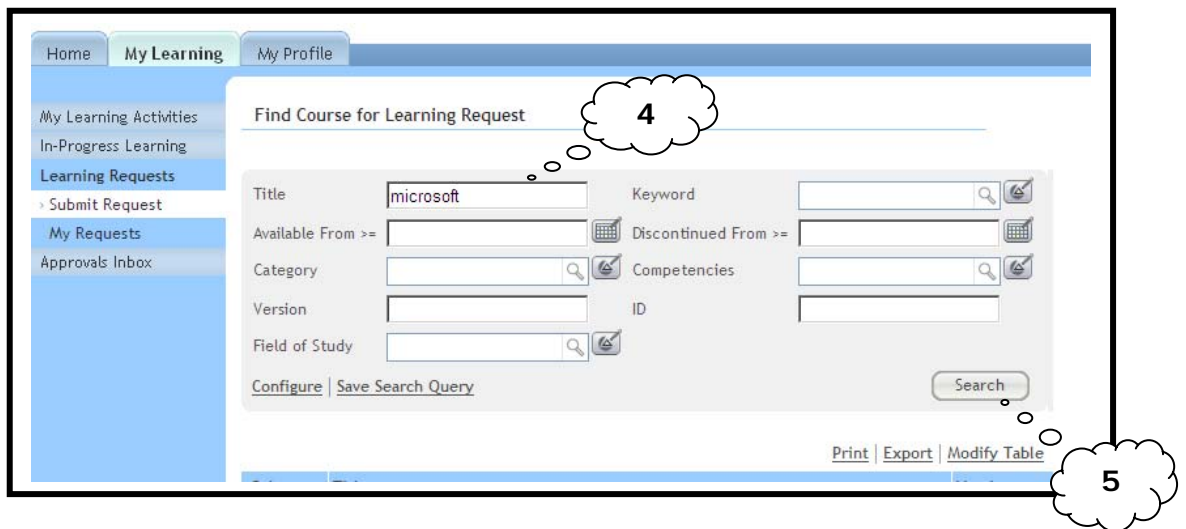


Learning Requests – Page 2 – Continued

3. Click the "Next " Button.



4. To bring back results you will need to type in part of the first few characters of the title of the course you are interested in signing up for in the "Search" text box. In this example, Access begins with the word Microsoft so you would just type in "Microsoft".



5. Click the "Search" button.

6. The Screen below displays that there are several Microsoft Access Courses, for example, Access Forms, Access Macros and Access Reports. Click on the box under the Select column next to the course you would like to make a learning request for.

The screenshot shows a web application interface with a navigation menu on the left and a main content area. The navigation menu includes 'Home', 'My Learning', and 'My Profile'. Under 'My Learning', there are sub-menus for 'My Learning Activities', 'In-Progress Learning', 'Learning Requests', 'My Requests', and 'Approvals Inbox'. The 'Learning Requests' sub-menu is active, showing a 'Submit Request' link.

The main content area is titled 'Find Course for Learning Request'. It contains a search form with the following fields:

- Title:
- Keyword:
- Available From >=:
- Discontinued From >=:
- Category:
- Competencies:
- Version:
- ID:
- Field of Study:

There are 'Configure' and 'Save Search Query' links, and a 'Search' button.

Below the search form is a table with columns 'Select', 'Title', and 'Version'. The table contains the following rows:

Select	Title	Version
<input type="checkbox"/>	Microsoft Access: Advanced (DSS)	
<input type="checkbox"/>	Microsoft Access: Forms (DSS)	
<input type="checkbox"/>	Microsoft Access: Intermediate (DSS)	
<input type="checkbox"/>	Microsoft Access: Introduction (DSS)	
<input type="checkbox"/>	Microsoft Access: Macros (DSS)	
<input type="checkbox"/>	Microsoft Access: Reports (DSS)	
<input type="checkbox"/>	Microsoft Excel: Advanced (DSS)	
<input type="checkbox"/>	Microsoft Excel: Advanced Formulas (DSS)	
<input type="checkbox"/>	Microsoft Excel: Charts and Pivot Tables (DSS)	
<input type="checkbox"/>	Microsoft Excel: Functions and Formulas (DSS)	
<input type="checkbox"/>	Microsoft Excel: Intermediate (DSS)	
<input type="checkbox"/>	Microsoft Excel: Introduction (DSS)	
<input type="checkbox"/>	Microsoft Excel: Introduction/System 7 Downloads	
<input type="checkbox"/>	Microsoft Excel: Macros (DSS)	

A callout bubble with the number 6 points to the 'Select' column of the table.

Learning Requests – Page 3 – Continued

7. The New Learning Request screen displays
 - a. Select the Delivery type
 - b. Use the Calendar tools to specify a date range if there is a preference.
 - c. Look up the location and/or facility preference
 - d. Type a note to clarify any information or possibly even request a course that might not be offered at the current time.
 - e. Click the “Save” button.

The screenshot shows a web application interface for submitting a learning request. The navigation bar includes 'Home', 'My Learning', and 'My Profile'. The left sidebar lists 'My Learning Activities', 'In-Progress Learning', 'Learning Requests', 'Submit Request', 'My Requests', and 'Approvals Inbox'. The main content area is titled 'New Learning Request' and contains the following fields:

Title	Microsoft Excel: Introduction (DSS)
Person	320169
Delivery Type	Instructor-Led
Requested Start On/After	09/12/11
Requested End On/Before	
Location	Hartford
Facility	DSS Hartford Regional Office
Notes	There are several staff in the Hartford Regional Office that would like to take Intro to Excel.

At the bottom right of the form are 'Save' and 'Cancel' buttons. A callout bubble with the number 7 is positioned to the right of the form.

Proxy Responsibilities

If you have been assigned to cover someone as a proxy you will be able to approve or deny training requests with the instructions below as long as the person you are covering for made you a proxy while they were logged on with the correct date ranges. It's important that you approve or deny soon after email notification because that seat in the session is being held.

- Log in to your DSS LearnCenter as you normally would with your own employee number and password.

1. Click the "Proxy Mode" link in the top center area of your screen. (This link will only display if you have been assigned as a Proxy)

2. You will see the screen to the right with the person's name that you are covering. Click the "Select" link to the right of that person's name.

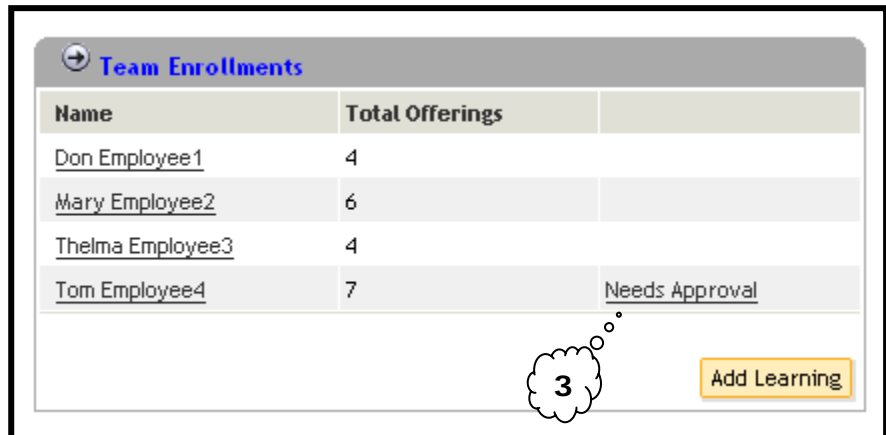
You will see the "Team Enrollments" section in the bottom right corner of the screen as shown to the right.

The top screenshot shows the DSS LearnCenter interface. In the top center area, there is a link labeled "Proxy Mode" which is highlighted with a callout bubble containing the number "1". The interface includes a navigation bar with "Home", "My Learning", and "My Profile". The main content area has sections for "Announcements", "Welcome to the DSSLearnCenter!", "Contact - Help", "Contacts and Tips!!", and "Current Enrollments".

The bottom screenshot shows the "Select Proxy Role" dialog box. It contains the text "Select a person to act on behalf of." and a table of assigners. The table has two columns: "Name" and "Actions". The first row shows "Terry Manager" in the "Name" column and "Select" in the "Actions" column. A callout bubble with the number "2" points to the "Select" link. There is also a "Close" button at the bottom right of the dialog box.

Proxy Responsibilities – Page 2 – Continued

3. If any of the employees have the “Needs Approval” link to the right of their name click it once.

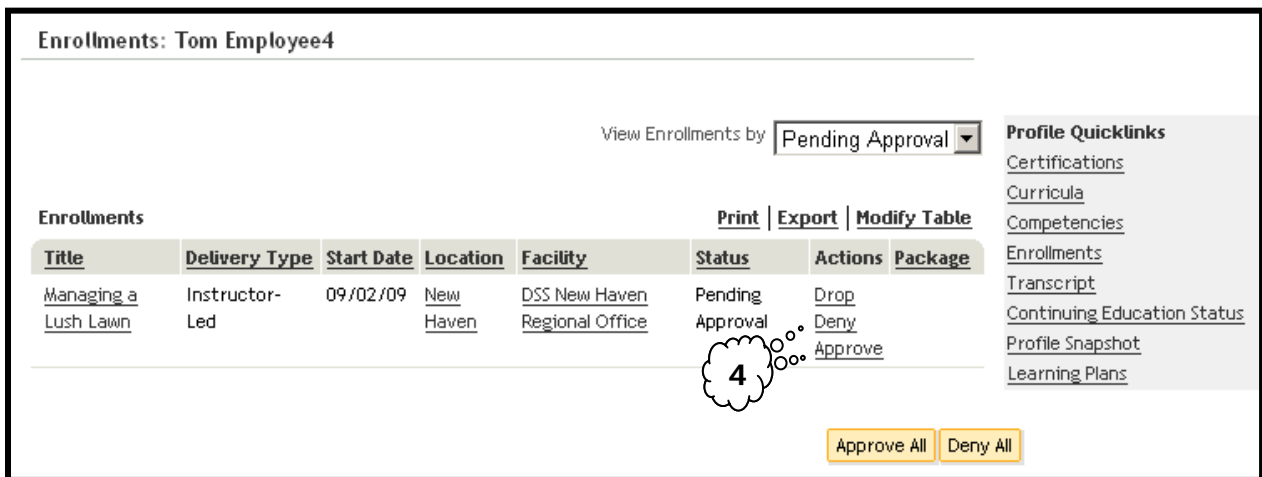


Name	Total Offerings	
Don Employee1	4	
Mary Employee2	6	
Thelma Employee3	4	
Tom Employee4	7	Needs Approval

3

Add Learning

4. As shown below, you will see the enrollments for that employee and you will have a choice to click the “Deny” link, or the “Approve” link for each offering. If there are multiple enrollments you will also have an option to “Approve All” or “Deny All”.



Enrollments: Tom Employee4

View Enrollments by

Profile Quicklinks
[Certifications](#)
[Curricula](#)
[Competencies](#)
[Enrollments](#)
[Transcript](#)
[Continuing Education Status](#)
[Profile Snapshot](#)
[Learning Plans](#)

Enrollments [Print](#) | [Export](#) | [Modify Table](#)

Title	Delivery Type	Start Date	Location	Facility	Status	Actions	Package
Managing a Lush Lawn	Instructor-Led	09/02/09	New Haven	DSS New Haven Regional Office	Pending Approval	Drop Deny Approve	

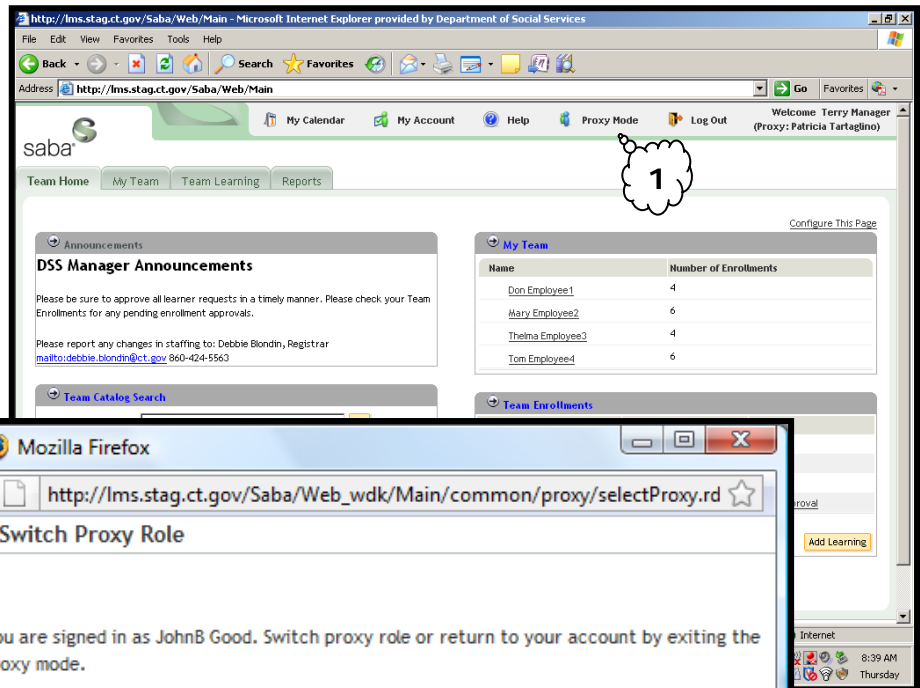
4

Proxy Responsibilities – Page 3 – Continued

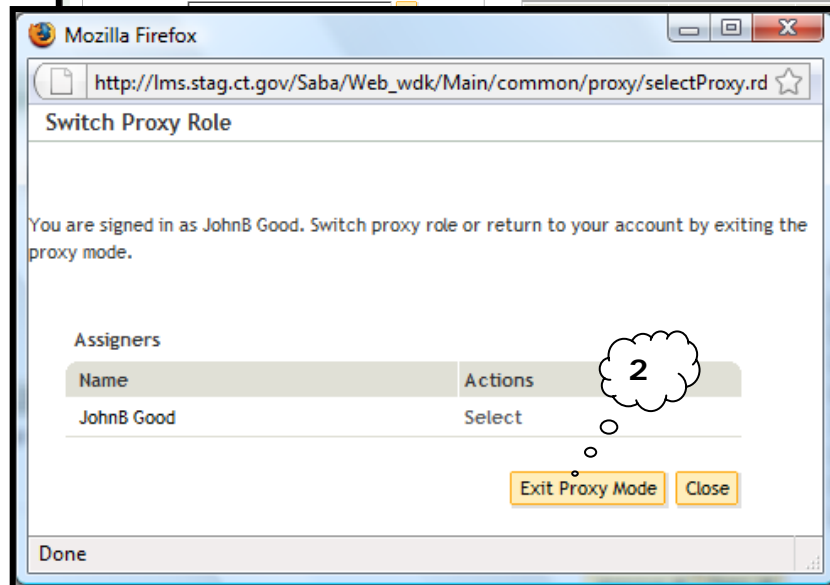
Exiting Proxy Mode

You might notice that while you're in "Proxy Mode" you can't see your own enrollments or register for offerings. You must "exit proxy" mode.

1. Click the Proxy Mode link on the top of your screen



2. In the "Switch Proxy Role" window click the "Exit Proxy Mode" button.



Note: The "Proxy Mode" link will remain available for the time frame you are covering for your supervisor/manager.