

Employee Online Training Center (EOTC)

This manual provides information on how Employees can use the system. This manual applies to all users. The EOTC is the official training database for all Employees and Managers, enabling users, i.e. Learners to view their Training requirements in one database location.

Rev 2.0

User Guide

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Introduction

This manual was designed to assist in learning to use the DPS Employee Online Training Center (EOTC), powered by Learner Web Enterprise.

This manual provides information on how Employees can use the system. This manual applies to all users. The EOTC is the official training database for all Employees and Managers, enabling users, i.e. Learners to view their Training requirements in one database location.

The Employee Online Training Center (EOTC), provides the ability to deliver, manage, track, and market learning content.

All of your learning needs, whether online, instructor led, or outside of the organization, can be coordinated in one easy to use location keeping you up to date and on target.

Accessing the EOTC via DPSHub

The Employee Online Training Center (EOTC) is assessable via DPSHub at <https://hub.detroitk12.org>.



Log in

Username *

Log in using the first 20 characters of your AD credentials

Password *

Enter the password that accompanies your username.

Log in

- Type in your UserName (Network ID) and Password.
- **NOTE: Your UserName and Password are the same credentials used to logon to your machine**

Following the log on to the DPSHub:

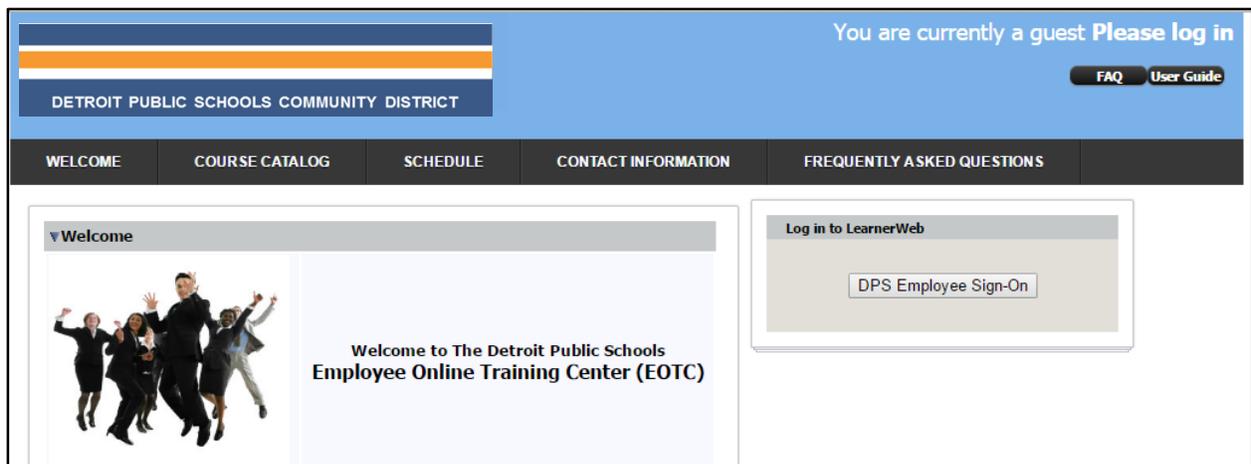
- Click on the Link/Tile to the Employee Online Training Center (EOTC)
- Skip to the “[Sign-On](#)” section in this User Guide



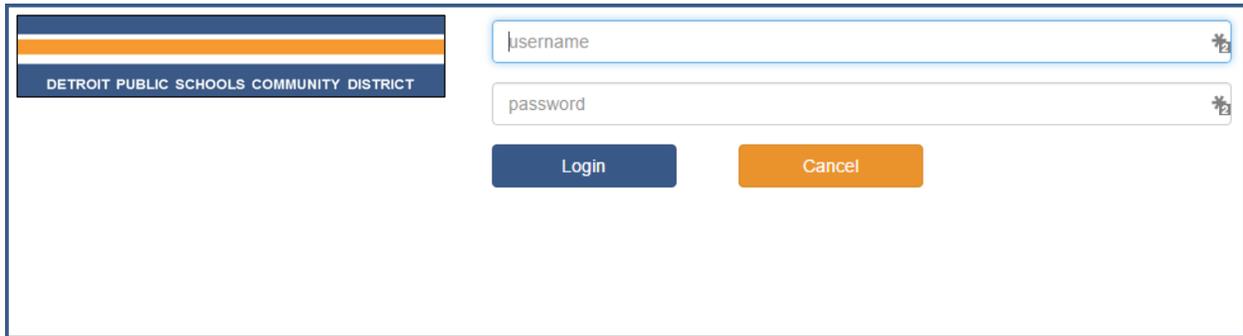
Accessing the EOTC via External

Sign-On

Go to <https://dpseotc.learnerhall.com>. The welcome page will open. Click on the ‘DPS Employee Sign-On’ button.



- System will redirect employee to an Authentication Page illustrated below:



The screenshot shows a login interface. On the left side, there is a logo for "DETROIT PUBLIC SCHOOLS COMMUNITY DISTRICT" with a blue and orange color scheme. To the right of the logo are two text input fields. The top field is labeled "username" and the bottom field is labeled "password". Each field has a small 'x' icon in the top right corner for clearing the text. Below the input fields are two buttons: a blue "Login" button and an orange "Cancel" button.

- Type in your ***UserName (Network ID) and Password.***
- Click *Login* to access the EOTC

Your Welcome Page

You are successfully logged in and are on your Welcome/ Dashboard page. Everything you need to navigate to is in the Menus located on the left side of the page. You will also see a Welcome message, Current Enrollment information, and a Training Plan Summary.

The menus provide easy navigation



- **My Menu** is specific to the Learner/User.
- **Managers Menu** provides navigation to all of the manager, coordinator, or administrator needs within System. Very few will have access to this menu.

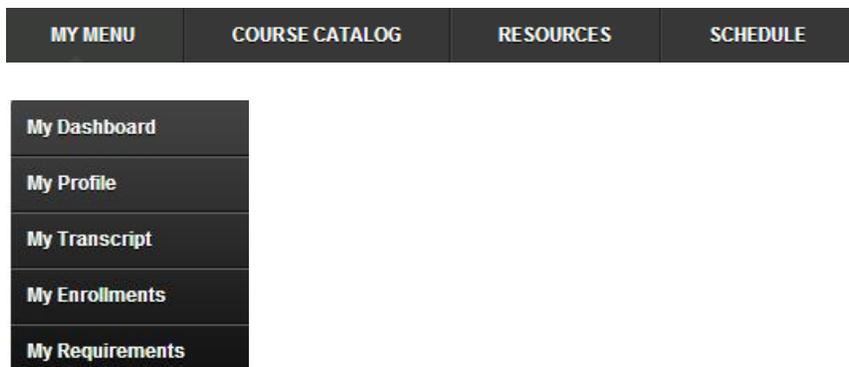
You are now ready to navigate your new learning world. View stats, see how you are doing, enroll in courses, and much more.

Navigating the Menu

Navigating the EOTC starts with understanding the menus and what is available to you. These menus are located along the left side of your Dashboard. They include information ranging from what is in your profile to the available training library.

My Menu

My Menu is all about you, the learner. See your current courses, find new courses and review what you've done.



Dashboard

Your Dashboard page with displays Required Training, Current Enrollment, Training Plan Summary, Completed Training and more. Illustration of these areas of detailed below.

MY MENU	COURSE CATALOG	RESOURCES	SCHEDULE	MANAGER MAIN MENU
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My Required Training

Congratulations, you are 100% in compliance with all training.

My Current Enrollments

► Show SQL

Delivery	Course Title	Status Name	Status Date	Action	Cancel
On-Line courses	Leadership Workshop	Enrolled	01/11/2014	Launch	Cancel
On-Line courses	Microsoft Word Excel 2007 Interactive Window	In Progress	01/11/2014	Sign-Off	Cancel
Video	Microsoft Word Excel 2003 and 2007 Online Interactive Menus	Enrolled	01/10/2014	Launch	
On-Line courses	Microsoft Word 2003 and 2007 Interactive Window	In Progress	01/10/2014	Launch	
On-Line courses	Subfinder Administrator Guide	In Progress	01/10/2014	Sign-Off	Cancel
Video	Teacher Assessment and Curriculum Video	Enrolled	01/08/2014	Launch	Cancel
On-Line courses	Customer Service	In Progress	11/19/2013	Launch	
On-Line courses	Project Management	In Progress	11/14/2013	Launch	

IMPORTANT - Getting Started

For a manual on how to use the system, click [Navigation](#).

To test your browser configuration for most courses listed in the LMS click [Test Browser](#).

Please read this memo in regards to potential issues with on-line training. [e-Learning Best Practices](#)

2014 Annual Training Hours

13
Earned Hours

0 18

For a summary of your total hours, please click [Current Training Hours Report](#)

Completed Training (last 5 or less)

► Show SQL

Course Title	Status Name	Status Date	Action	Certificate
Year Ending: 12/31/2014				
Subfinder Employee Guide 6.1	Finished - Requirement Met	01/16/2014	Retake	
SubFinder Web Connect for Employees 5.6	Finished - Requirement Met	01/16/2014	Retake	
Access 2010 Essentials	Finished - Requirement Met	01/14/2014	Retake	
Access 2010 Expert	Finished - Requirement Met	01/14/2014	Retake	
Access 2013 Advanced	Finished - Requirement Met	01/14/2014	Retake	

Build: 14
Powered by LearnerWeb
enterprise

My Profile

Displays information about you including LearnerID (employee id), Name, Title, Department, Hire Date, Telephone, Email Address, and Manager (reflected as Manager’s LearnerID). Review My Profile for accuracy. This information is provided by your HR department. Please contact your HR to make any changes.

[Home](#) > [My Profile](#)

MY MENU	COURSE CATALOG	RESOURCES	SCHEDULE	MANAGER MAIN MENU
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 **Edit**

My Profile - Displays information about you including LearnerID (employee id), Name, Title, Department, Hire Date, Telephone, Email Address, and Manager (reflected as Manager’s LearnerID). Review My Profile for accuracy. This information is provided by your HR department. Please contact your HR to make any changes [MyProfile](#)

Learner ID **LW000003**

First Name

Last Name **Black**

Nick-Name

*Security Question ID

Security Answer

Title Name

Department Name

Telephone

Extension

Email Address

Manager Name Full **Cori Black**

Administration

Role(s) Faculty

Staff

[Add/Update](#)

My Transcript

(My History) - lists all of the courses you have Started, Finished, Cancelled, or are In Progress. The course Version, Completion and Expiry Dates can be found in My Transcripts.

Note - Courses need to be approved and/or completed to appear on My History.

MY MENU	COURSE CATALOG	RESOURCES	SCHEDULE	MANAGER MAIN MENU					
Search: <input type="text"/> <input type="button" value="Go"/> <input type="button" value="Reset"/> <input type="button" value="Print"/> <input type="button" value="Edit"/>									
Show SQL									
My Transcript is a listing of all completed training. You can sort your transcript by clicking on a column title. To learn more information about the course and to access documents and other resources available after completing the course, click the course title. To the right may be an action column to review or retake on-line training if it has an annual refresher.									
Course ID	Course Title	Category Name	Status Name	Status Date	CERTIFICATE	Action	Credit Amount	Score	
Year Ending: 12/31/2014									
MSEXEA10-1	Microsoft Office Excel 2010 Advanced 1	Desktop Applications	Cancelled	01/16/2014					
SUBFINEMP61	SubFinder Employee Guide 6.1	Technology	Finished - Requirement Met	01/16/2014		Retake			
SUBFINWEB56	SubFinder Web Connect for Employees 5.6	Technology	Finished - Requirement Met	01/16/2014		Retake			
MSEXEA10-1	Microsoft Office Excel 2010 Advanced (Session 1)	Desktop Applications	Cancelled	01/15/2014					
MSEXEA10-1	Microsoft Office Excel 2010 Advanced (Session 1)	Desktop Applications	Cancelled	01/14/2014					
MSEXEA10-2	Microsoft Office Excel 2010 Advanced (Session 2)	Desktop Applications	Cancelled	01/14/2014					
MSPPE13	PowerPoint 2013 Essentials	Desktop Applications	Cancelled	01/14/2014					
MSPPE13-1	Microsoft Office PowerPoint 2013 Essentials	Desktop Applications	Cancelled	01/13/2014					
MSEXEA10-1	Microsoft Office Excel 2010 Advanced (Session 1)	Desktop Applications	Cancelled	01/13/2014					
_TestVideoEmbedded	Windows 8 Essentionaks			01/13/2014					
_TestVideoEmbedded	Windows 8 Essentionaks			01/13/2014		Sign-Off			
_TestVideoEmbedded	Windows 8 Essentionaks			01/13/2014					
_TestVideoEmbedded	Windows 8 Essentionaks			01/13/2014					
DPSMAIL002	DPSMail Quick Reference Guide - Using Briefcase	Technology		01/11/2014		Sign-Off			
PSFINRR84	PeopleSoft Requester/Receiver Training - 8.4 current version	PeopleSoft	Cancelled	01/10/2014					
SUBFINWEB56	SubFinder Web Connect for Employees 5.6	Technology		01/10/2014					
SUBFINWEB56	SubFinder Web Connect for Employees 5.6	Technology	Finished - Requirement Met	01/10/2014					

My Enrollments

My Enrollment displays list on-line courses you are currently enrolled in and instructor led courses you are signed up to attend.

▼ My Current Enrollments					
▶ Show SQL					
Delivery	Course Title	Status Name	Status Date	Action	Cancel
Instructor Led	Microsoft Office Excel 2010 Advanced 1	Enrolled	01/20/2014		Cancel
On-Line courses	Microsoft Word Excel 2007 Interactive Window	In Progress	01/11/2014	Sign-Off	Cancel
On-Line courses	Leadership Workshop	Enrolled	01/11/2014	Launch	Cancel
On-Line courses	Microsoft Word 2003 and 2007 Interactive Window	In Progress	01/10/2014	Launch	
Video	Microsoft Word Excel 2003 and 2007 Online Interactive Menus	Enrolled	01/10/2014	Launch	
On-Line courses	Subfinder Administrator Guide	In Progress	01/10/2014	Sign-Off	Cancel
Video	Teacher Assessment and Curriculum Video	Enrolled	01/08/2014	Launch	Cancel
On-Line courses	Customer Service	In Progress	11/19/2013	Launch	
On-Line courses	Project Management	In Progress	11/14/2013	Launch	

My Requirements

My Required training is a listing of training development plans that have been assigned to you by your manager or the system.

Requirements are grouped into folders which can be open and closed to reveal requirements. Click on a course title for more information about the training.

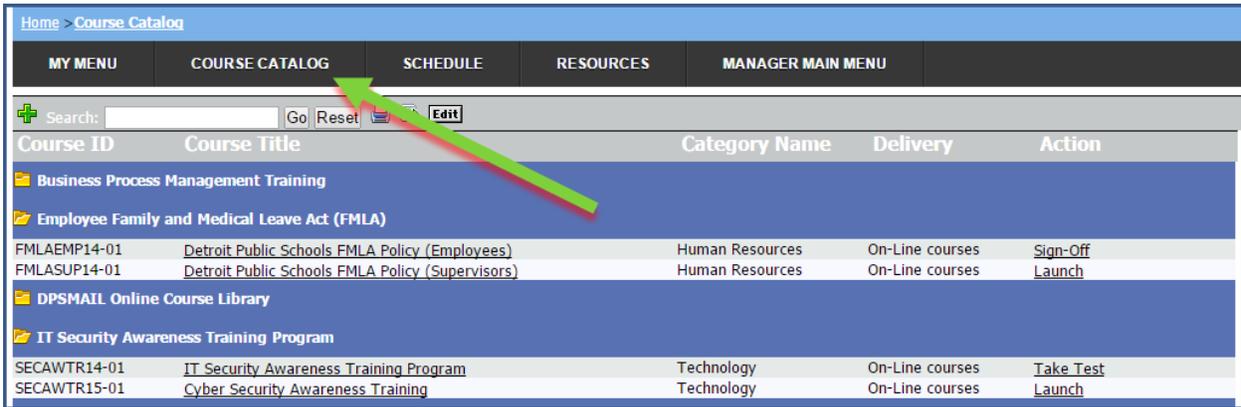
If the course has any actions (Launch, List Events, Request...) they will list on the far right.

The screenshot shows a navigation menu at the top with items: MY MENU, COURSE CATALOG, RESOURCES, SCHEDULE, and MANAGER MAIN MENU. Below the menu, the 'My Required Training' section is highlighted with a blue border and contains a message: 'Congratulations, you are 100% in compliance with all training.' Below this is the 'My Current Enrollments' section with a 'Show SQL' link and a table with columns: Delivery, Course Title, Status Name, Status Date, Action, and Cancel. To the right of the main content is a sidebar titled 'IMPORTANT - Getting Started' containing three paragraphs of text with links: 'Navigation', 'Test Browser', and 'e-Learning Best Practices'.

Course Catalog (Library)

Course Catalog Library is a complete list of online and instructor led courses available to you. This list includes required training and optional professional development.

Click on the yellow folder icon  to open a catalog. You can see additional information about the course by clicking the title. You will use this area to Enroll, Cancel, and Retake a Course.



Home > Course Catalog

MY MENU COURSE CATALOG SCHEDULE RESOURCES MANAGER MAIN MENU

Search: Go Reset Edit

Course ID	Course Title	Category Name	Delivery	Action
Business Process Management Training				
Employee Family and Medical Leave Act (FMLA)				
FMLAEMP14-01	Detroit Public Schools FMLA Policy (Employees)	Human Resources	On-Line courses	Sign-Off
FMLASUP14-01	Detroit Public Schools FMLA Policy (Supervisors)	Human Resources	On-Line courses	Launch
DPSMAIL Online Course Library				
IT Security Awareness Training Program				
SECAWTR14-01	IT Security Awareness Training Program	Technology	On-Line courses	Take Test
SECAWTR15-01	Cyber Security Awareness Training	Technology	On-Line courses	Launch

Actions include:

- Cancel – cancels an enrolled course. System will send you an Confirmation via email
- Launch - begin an online course
- Waive - request to be waived from taking the course
- Request - Request permission to attend an instructor led course
- Enroll - self-enroll in a course. System will send you an Confirmation via email
- Sign-off - requires you to sign-off, or acknowledge, that you have completed training Courses requiring Sign-off
- Take Test - take an assessment if required to complete course
- Take Survey - take a survey if required to complete course
- Review - review online materials from a completed course
- Retake - for courses that expire (ex CPR annually) retake will appear when you are within 30 days of expiration
- *Sign-off, Take Test, and Take Survey can also be found in My To-Do List.*

Sign-Off Screen

The Sign-Off Screen will display after each course you have online course an Learner (employee) has enrolled. The course taken requires you to confirm that training is completed.

- You may confirm by selecting 'Yes', and the system will change your Enrollment status to completed.

- If you confirm by selecting 'No', the system keep the Learner (employee) enrolled in the course with an enrollment status of 'In Progress'.
- Click on Submit button to confirm or Click Reset button to clear your selections

LearnerWeb Release 2013.03.31 - Google Chrome

staging3.maxit.com/DetroitK12/Programs/Standard/Control/elmLearner.wml?RemoteST=ad082e0907de011dC

User Sign-Off for Subfinder for Administrator Guide 6.1

This course requires that you enter confirmation to indicate that training is complete. Please enter your confirmation now.
If you do not enter confirmation now, you will be able to do so later from 'My Enrollments' or your 'To-Do List'.

Are you recording the training as finished: Yes No

Completion Date: 01/29/2014

Comments:

Submit Reset

Resource

Resource - is for reference materials ONLY.

Welcome **Jefferson Nichols**

DETROIT PUBLIC SCHOOLS COMMUNITY DISTRICT

FAQ User Guide Log out

Home > Resources

MY MENU COURSE CATALOG SCHEDULE RESOURCES MANAGER MAIN MENU

Search: Go Reset Edit

Show SQL

Course ID	Course Title	Delivery	Action
LeamerWeb Base Catalog			
Microsoft Office (2007, 2010, 2013) Desktop Applications Quick Reference Guides			
MSEXA07-RES	Excel 2007 Advanced Quick Reference Card	Paper-based Tutorial	Launch
MSEXA10-RES	Excel 2010 Advanced Quick Reference Card	Paper-based Tutorial	Launch
MSEXA13-RES	Excel 2013 Advanced Quick Reference Card	Paper-based Tutorial	Launch
MSEXE07-RES	Excel 2007 Essentials Quick Reference Card	Paper-based Tutorial	Launch

Actions include:

- Launch - begin an online course

Schedule

Schedule opens a calendar of upcoming Scheduled Events. Hover over an event for description, location, etc. Classroom training and other scheduled events can be found by clicking Schedule in My Menu. A calendar will appear. Hover your mouse over an underlined event and a details window will pop-up. Click the Register button in the pop-up to enroll.

Go to Schedule to view courses/events.

You can view the schedule by Event Listing , Month View , or Day View (the 2nd calendar icon)  by clicking the appropriate icon.

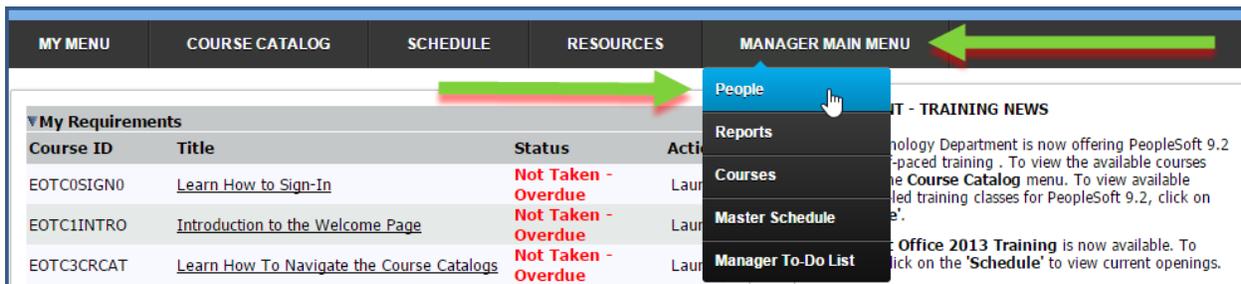
Home > Schedule				
MY MENU	COURSE CATALOG	RESOURCES	SCHEDULE	MANAGER MAIN MENU
<input type="text" value="All Locations"/> <input type="text" value="All Colleges"/> <input type="text" value="All Courses"/> <input type="text" value="Search:"/>				
<input type="button" value="Show Sequence"/> <input type="button" value="Go"/> <input type="button" value="Reset"/> <input type="button" value="Edit"/>				
<< Previous February 2014 Go Next >>				
Mon	Tue	Wed	Thu	Fri
Jan 27	28 9:30AM PeopleSoft Requester/Receiver Training - 8.4 current version	29	30 9:30AM PeopleSoft Approver/Receiver Training - 8.4 current version	31
3 9:00AM Microsoft Office Excel 2010 Advanced	4 9:30AM PeopleSoft Requester/Receiver Training - 8.4 current version	5 9:00AM Microsoft Office Excel 2010 Advanced	6 9:30AM PeopleSoft Approver/Receiver Training - 8.4 current version	7
10	11 9:30AM PeopleSoft Requester/Receiver Training - 8.4 current version	12	13 9:30AM PeopleSoft Approver/Receiver Training - 8.4 current version	14
17 9:00AM Microsoft Office Excel 2010 Advanced	18	19 9:00AM Microsoft Office Excel 2010 Advanced	20	21
24	25 9:30AM PeopleSoft Requester/Receiver Training - 8.4 current version	26 9:00AM PowerPoint 2013 Essentials	27 9:30AM PeopleSoft Approver/Receiver Training - 8.4 current version	28
3 9:00AM Microsoft Office Excel 2010 Advanced	4	5 9:00AM Microsoft Office Excel 2010 Advanced	6 9:30AM PeopleSoft Approver/Receiver Training - 8.4 current version	7

Manager Main Menu

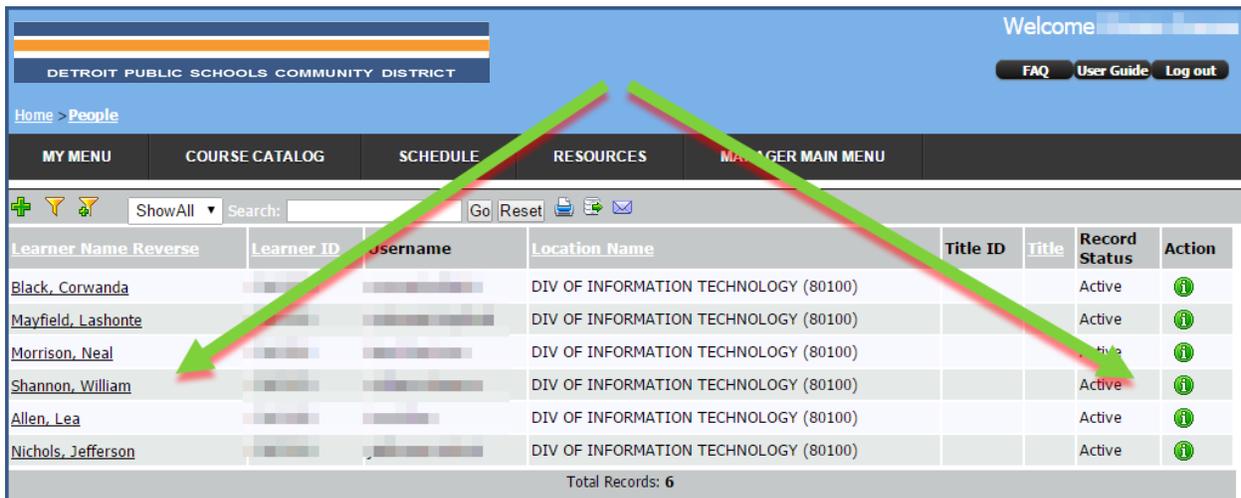
Manager Main Menu is a list of links to various functions within the LMS that are in addition to the **My Menu**. By clicking on links in the menu, you will be able to access People, Reports, Manager To-Dos, Master Schedule, Communication Manager (TBD), Competency Manager (TBD), and Tuition Requests (TBD). All menu links vary in access depending on your specific security profile.

Managers will be able to view their staff, as well as the training history of their staff. (NOTE: Training that is registered for/taken *outside* of the EOTC will not be listed—E.g. Professional Development, 3rd Party Training Vendors, etc.). Steps to view history are listed below:

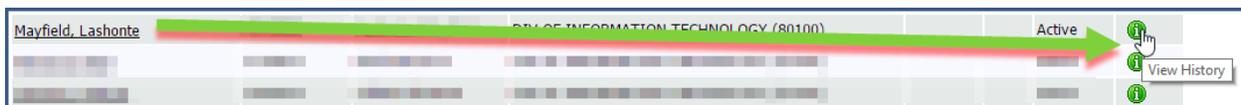
- Select **[MANAGER MAIN MENU]**
- Select **[People]**



A listing of personnel assigned to the Manager will be generated.



- Select the  icon to **[View History]**



The *Learner History* for the person selected will be generated.

Home > People > **Learner History**

MY MENU COURSE CATALOG **SCHEDULE** RESOURCES MANAGER MAIN MENU

Learner ID [redacted] Learner Name Reverse **Mayfield, Lashonte** Email Address **lashonte.mayfield@detroitk12.org**
Title Name [redacted] Department Name [redacted] Division Name [redacted]

Properties **History** Learning Tracks

Search: [input] Go [Print] [PDF] [Excel]

Course ID	Course Title	Status Name	Status Date	Expiry Date	Certificate	Action
EOTC4SCHRS	Learn How to Navigate Schedule and Resource Area	Finished - Requirement Met	06/10/2014			
EOTC5FAQLG-2	Learn How to Navigate FAQ and Logout	Finished - Requirement Met	06/10/2014			
FMLAEMP14-01	Detroit Public Schools FMLA Policy (Employees)	In Progress	11/12/2014			
GENCOMBAS-1	Computer Basics (Desktops and Laptops)	Enrolled	07/09/2014			
MSEXA07-RES	Excel 2007 Advanced Quick Reference Card	Finished - Requirement Met	07/09/2014			
MSEXA13-2	Microsoft Office Excel 2013 Advanced	Cancelled	08/08/2014			
MSEXA13-RES	Excel 2013 Advanced Quick Reference Card	Enrolled	07/07/2014			
MSEXARES2	Excel 2010 - Managing Workbooks	In Progress	07/09/2014			
MSEXARES4	Excel 2010 - Working with Data Ranges	In Progress	07/09/2014			
MSEXE07-RES	Excel 2007 Essentials Quick Reference Card	Enrolled	07/16/2014			

<< Prev 1 2 3 4 5 6 7 8 9 10 11 Next >> [List All]
Total Records: 104

Logout

Learners can Logout by clicking “Logout” link in the upper right hand corner of the Dashboard.

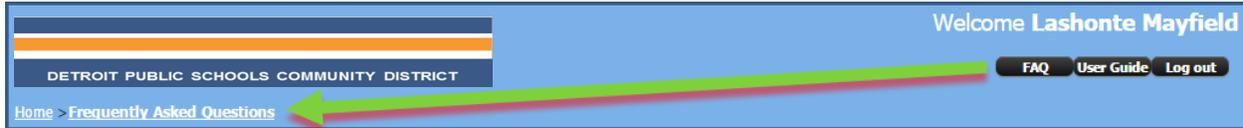
Welcome **Lashonte Mayfield**

DETROIT PUBLIC SCHOOLS COMMUNITY DISTRICT

FAQ User Guide **Log out**

FAQ (Frequently Asked Questions)

FAQ is a list of some of the more common learner questions, such as how to change your password, and step by step answers.



Question: How Do I Sign onto Training Center

Go to dpeotc.learnerhall.com. The welcome page will open and you will see the Sign In box on the left side of the screen.

Type in your UserName and Password.

NOTE: Your UserName and Password are case sensitive.

Question: How Do A I Reset My Password

If you've forgotten your password, click on "Forgot Username or Password?"

System will ask for your email address

Type in your DPS email address (ex. firstname.lastname@detroitk12.org)

The System will send you your username and password to your DPS email address.

Question: How do I launch an online course I've enrolled in?

If you have already registered for an online course, it will appear under "My Dashboard" on your home page. To launch it, just click on the Launch link in the Action column.

You may also launch it from the course details page, when finding the course in the Course Catalog. When you are enrolled a launch button appears on the course details page.

If you have taken the course already and want to review it, you can find the course in your "My Transcript" tab, click on the course name, and "Retake" the course for review.

The course has to be set up to allow this, however, so if there is no launch button it is your are either already 'Enrolled' in that course or the course was set up to prevent relaunching it after completion.

Question: Having Issues Launching your Course

If you have issues viewing the course after launching it test the following:

Javascript must be turned on

Cookies must be enabled

Popup blocking must be turned off

Question: How Do I Enroll In A Course

You may search for the course you're seeking to enroll by clicking on the "Course Catalog".

You may click on course title for course details. You can enroll by click the "Enroll" link.

In some case, course have more than one sessions available. To view the sessions available, click on the "List Events" and a list of session should appear with a "Enroll" link for each session available.

Click on the "Enroll" link for the session you wish to attend. A confirmation of enrollment will be sent via to your email address.

Please Note

You can ONLY enroll in 1 session per course.

Question: How do I View or Print a Certificate of Completion?

Once you've completed a course that provides certificates;

You may view the course in "My Transcript" menu.

Select the course taken, to the far right would be the options to Print or Email certificate. Click your desired option.

Question: How Do I View My Enrolled Courses

Enrolled coursed can be visible through "My Dashboard" or "My Enrollments" through "My Menu".

Click on "My Dashboard" to view Required Training; My Enrollments; and "Completed Courses".

Question: Can A Learner Retake an old courses?

Yes,

LearnerWeb system keeps a full record of each student's study history. A full list of their completed courses is available from within the system where students can re-take and re-study material.

Learner can access the course through “My Dashboard” or via Course Catalog and click on “Retake” or “Launch”

Question: Customer Support Contact

Send email inquiries to it.training@detroitk12.org, or call the DPS Service Center at (313) 576-0100

Question: How do I attend a Virtual Classroom course?

The LMS currently supports use of the Saba Centra Virtual Classroom.

You can test that your computer is able to run the client by opening this link to view requirements and test your browser.

Also

You must be set up to launch online courses

To use VOIP you should have a working microphone and speakers or headset

Navigate to the course offering either from your homepage, if you are enrolled, or find the course in the catalog and enroll in it to get the Launch button to appear.

Click the launch button to open the online session

Question: How do I Launch A Course

Navigate to the course offering either from your homepage, if you are enrolled, or find the course in the catalog and enroll in it to get the Launch button to appear.

Click the launch button to open the online session

Customer Service

Course Request: Send request to the IT Training Group via email at it.training@detroitk12.org

General Questions: You may also contact the Help Desk Service Desk at (313) 576-0100.