LearnAlaska

Reference Guide for User Managers

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1 Introduction

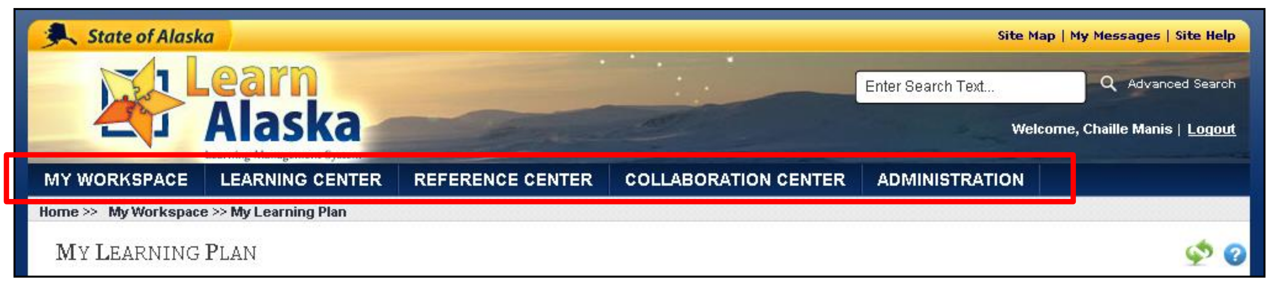
This *Reference Guide for User Managers* covers the LearnAlaska functionality available to individuals with the automatic role of *User Manager*. This role is assigned to individuals who are identified as another user's manager.

User Managers will see additional functionality under the Main Menu that allows them to perform administrative tasks for their direct reports as well as assigning required course items or waiving specific content or courses.

User Managers should be knowledgeable of general LearnAlaska functionality covered within the *Reference Guide for Users*, which covers the basic LearnAlaska functionality that is available to all users. The information covered within this *Reference Guide for User Managers* addresses the additional options available to the User Manager role.

2 Main Menu

The ***Main Menu*** remains the same for the User Manager role; however, additional options are available under these five areas.



Site Menu Option	Description / Additional User Manager Options
Learning Center	Used to search for training facilities, certifications, courses (classroom and online), curriculums, bundles and tests.
Reference Center	Used to search for and access non-course content including announcements, documents, and glossary of terms (except those associated with curriculums).
Collaboration Center	Used to search for and locate instructors and to send email messages to an instructor.
Administration	Used to view information about the system. Additional Options: • Required Training Console • Approval Console

3 Assign Required Training

User Managers can assign course or content items to their direct reports as required training, cancel their course assignments, and extend due dates, if necessary. The following course or content items can be assigned as required:

- Classroom and Online Courses
- Curriculums
- Documents
- General Courses
- SCORM Courses
- Tests

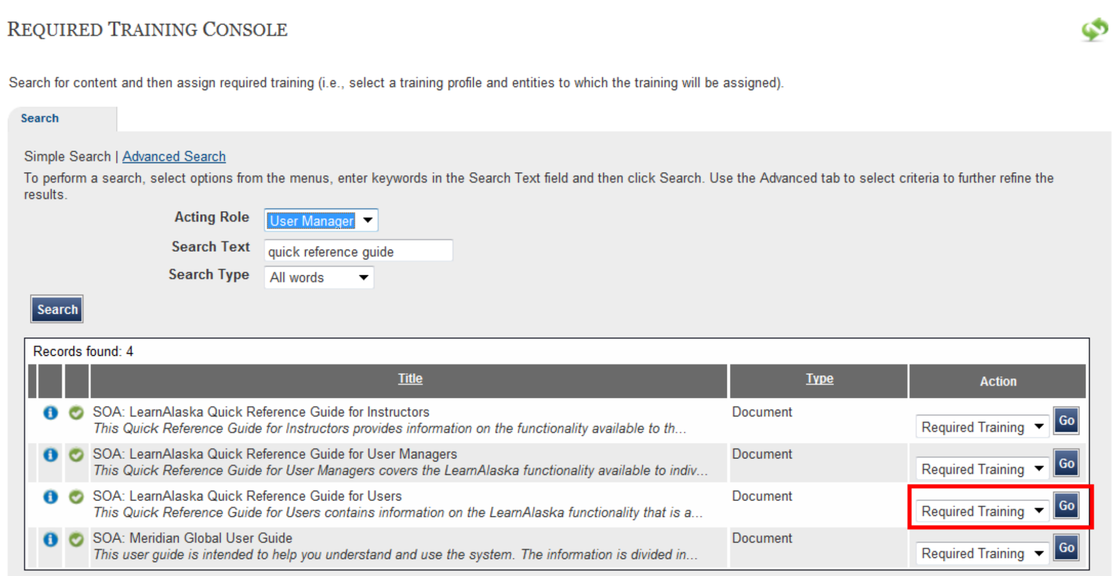
Assigning training as required is a 3-step process:

1. Search for and select the course or content item to be assigned.
2. Select the *Training Profile* to determine the assignment due date, if any.
3. Select the direct report(s) who will be required to complete the training.

Training Profiles allow you to determine the timeframe in which the assignee must complete the training and whether the training will be a recurring requirement. Training Profiles can only be created by the Site Administrator. If you do not see the Training Profile needed, you will need to contact your domain administrator who will request that the profile is created for you.

3.1 Assign a Required Training Item

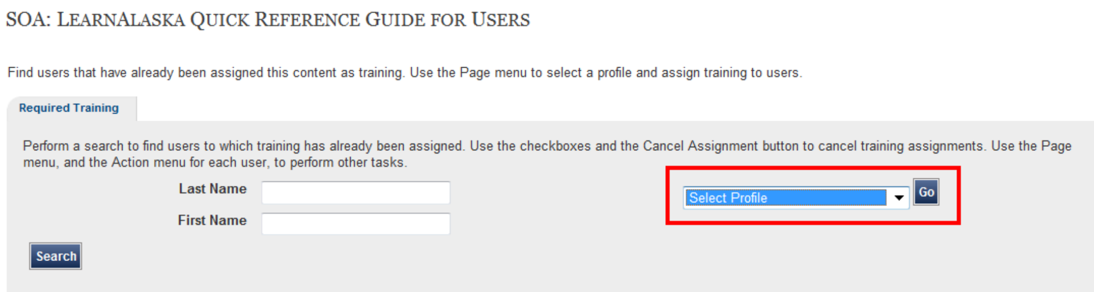
1. Go to ***Administration > Required Training Console.***
2. Enter the name or a portion of the name of the training item you wish to assign in the Search Text field (***For Example:*** quick reference guide).
3. Click **Search.**
4. Locate the desired training item and click **Go** next to Required Training in the **Action** column.



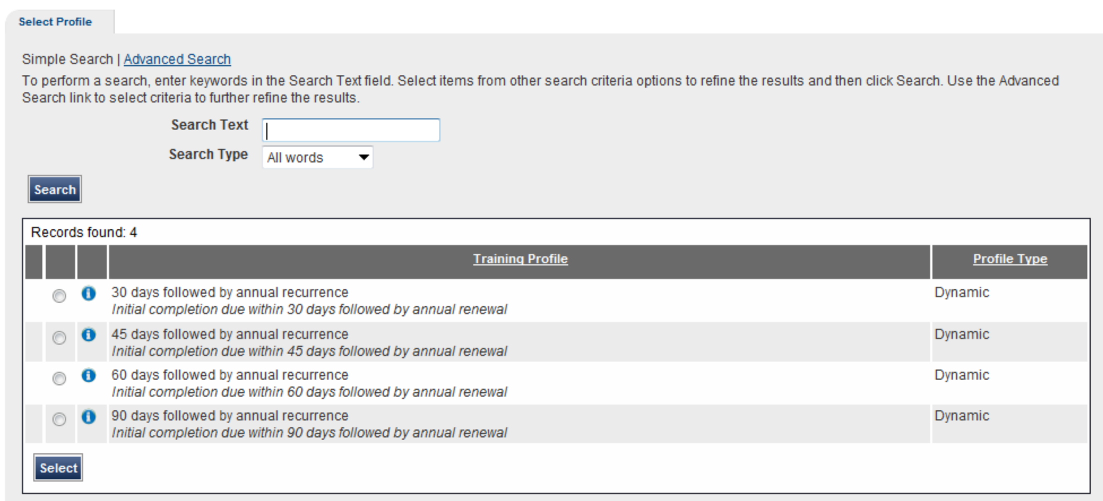
5. A page will display that permits you to:
   - Select a training profile for this item.
   - Assign the training without deadlines.

- View a report of the users already assigned this training item.
- Extend a training period.

6. To view a list of the users who are already assigned this item as required training, complete an open search by clicking **Search** with no criteria entered in the Last Name or First Name fields.
7. To select a training profile, choose the desired option from drop down menu to the right and then click **Go**.
   a. To assign training without a deadline, select the *Assign Training Without Deadline* option from the drop down menu and click **Go**.



8. Search for the desired training profile. Do not enter anything in the Search Text field and click **Search**.

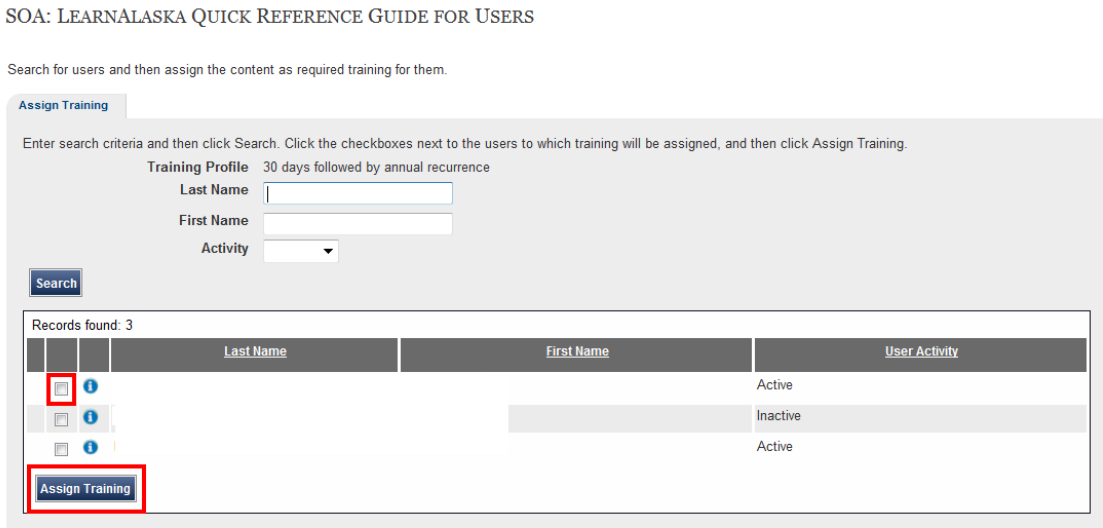


9. Available Training Profiles will be displayed, select the radio button next to the desired profile, and click **Select**.

10. The ***Assign Training*** page displays where you select the users to which the training will be assigned.

    a. Enter identifying data in the Search Text field and click **Search**. Leave the Search Text field blank and click **Search** to display all entities assigned to you. Note: If a user has already been assigned this required training item, their name will not appear in the list.

b. Select the checkbox(s) next to the entity name(s) and click **Assign Training**.



c. A confirmation message will display at the top of the screen stating "The required training was assigned to the selected user(s)."

d. The direct report's name is removed from the list after the assignment is made to prevent duplicate assignments.

3.2 REMOVE A REQUIRED TRAINING ITEM

1. Go to ***Administration > Required Training Console***.
2. Enter the name of the training item or a portion of the name in the Search Text field and select the appropriate **Search Type** option.
3. Click **Search**.
4. Locate the desired training item and click **Go** next to *Required Training* in the **Action** column.
5. To view a list of the users who are already assigned this item as required training, complete an open search by clicking **Search** with no criteria entered in the Last Name or First Name fields.
6. Select the checkbox to the left of the direct report's name and then click **Cancel Assignment.**
7. Click **OK** to confirm the cancellation.

3.3 EXTEND A REQUIRED TRAINING ASSIGNMENT DUE DATE

1. Go to ***Administration > Required Training Console***.
2. Enter the name or a portion of the name for the training item in the Search Text field.
3. Click **Search**.
4. Locate the desired training item and click **Go** next to *Required Training* in the **Action** column.
5. Select *Extend Training Period* from the drop down menu and Click **Go.**
6. Enter your direct report's name in the Last Name and First Name fields and click **Search**.

Only those users who have a current training period will be displayed.

7. Click **Go** for Apply Extension in the **Action** column. The Apply Extension window will display.
8. Enter the number of days to extend the assignment due date in the # Extension Days field.
9. Enter an explanation of why the extension is being given in the Reason field.
10. Click **Apply Extension**.

4 APPROVE TRAINING ACCESS REQUESTS

When a user attempts to enroll in a course or content item that requires approval, an Access Request is automatically generated. As user's manager, you will receive a notice through email and in your ***My Messages*** area. You respond to these access requests through the ***Administration > Approval Console***.

Course or content approval requirements are set up when the course or content item is created. Approval requirements may vary both by item and / or by who is required to provide the approval. There are two types of approval paths:

Approval Path	Description
Linear	When one or more approvers are required. The first approver must approve the request before it is sent to the next approver. If any approver denies the request, the approval process is stopped and the subsequent approvers will not be notified. The user is automatically enrolled in the course or given access to the content item once all approvers in the linear path have given their approval.
Non-Linear	When one or more approvers are required. The approvers can approve the request at any time and in any order. The user will automatically be enrolled in the course or given access to the content item once all approvers have given their approval.

4.1 RESPOND TO AN ACCESS REQUEST

1. Go to ***Administration > Approval Console***.
2. Note that the My Action and Final Action fields have a default setting of *Pending*. Leave as-is and click **Search.**
3. Click the **Expand** icon in front of your direct report's name.
4. Review the requests to enroll in the training course or to have access to the content item.
5. Click **Go** next to the *Take Action* in the ***Action*** Menu.
6. Review the Reason for Request and click the appropriate approval or denial radio button.
7. If denying the request, enter the reason for the denial in the Reason for Action text box.
8. Click **Take Action**.

After approving or denying an Access Request, an approver may take action to either rescind the approval/denial or change it, if necessary.

4.2 Changing an Access Request Response

1. Go to ***Administration > Approval Console***.
2. Select the option in the drop down for both the My Action and Final Action field to the current status of the access request.
3. Click **Search**.
4. Click the **Expand** icon in front of your direct report's name.
5. Review the requests to enroll in the training course or to have access to the content item.
6. Click **Go** next to the *Take Action* in the ***Action*** Menu.
7. Enter the reason for changing the access request response in the Reason for Action**.**
8. Click **Take Action.**
9. Click the **Expand** icon in front of your direct report's name again.
10. Select the *View History* option in the drop down menu in the Action column and click **Go.**
11. Click the **Expand** icon in the Requests area.

5 View User Transcripts

User Managers are able to view a direct report's transcript to gather information or to perform other user management tasks. A user's transcript will indicate which courses they are enrolled in, currently taking, or have completed.

5.1 View a User Transcript

1. Go to ***Administration > Manage Users***.
2. Enter the name or a portion of the name for the user in the Search Text field.
3. Click **Search**.
4. Select the checkbox next to the desired user and select the *View Transcript* option from the Action drop down menu. Click **Go.**
5. Click **Apply**.
6. The user's transcript will display.

6 View / Print Completion Certificates

User Managers are able to view and print the completion certificate that is automatically generated each time a user successfully completes a course item. Completion certificates are not generated for content items.

6.1 View a Completion Certificate

1. Follow the steps to View a User Transcript outlined in the previous section.
2. Once a user has successfully completed all items for a course, test, or curriculum, Certificate displays as an option on the ***My Transcript*** page.

7 UPDATE A FINAL SCORE

While a User Manager has the ability to change the final score that a direct report has received after completing a course item, this is not recommended or endorsed by the course providers responsible for training content in the LearnAlaska LMS. If you suspect that a final score has been recorded incorrectly for your direct report, please contact the LearnAlaska Help Desk at **LearnAlaska.HelpDesk@alaska.gov** to resolve the issue.

8 ADDITIONAL USER MANAGER REFERENCE INFORMATION

8.1 MERIDIAN GLOBAL REFERENCE MATERIALS

Detailed information regarding each functional option within LearnAlaska can be found within the Meridian Global User Guide and Meridian Global Administrator Guide. Both of these detailed information guides can be accessed by selecting ***Reference Center > Documents*** and using the simple search to locate these documents.

8.2 ONLINE TUTORIAL VIDEOS

A set of online tutorial videos are available that provide guidance with some of the basic navigation and functions in LearnAlaska. These videos are available from the LearnAlaska portal page at **learn.alaska.gov/portal**.