NTC LMS User Guide – State POC

February 2019

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1. Background

The National Training Center (NTC) serves as the national focal point for the development and delivery of motor carrier safety training to enhance the capabilities of participating Federal, State, and local government officials.

The fundamental goal of the Federal Motor Carrier Safety Administration (FMCSA) is to reduce fatalities, injuries, and commercial vehicle crashes. The mission of the NTC is to provide high quality motor carrier safety and law enforcement training to its customers to assist the FMCSA in achieving its goal.

NTC course specialists are responsible for creating a standard set of courses. State Points of Contact (POCs) then schedule classes with specific dates, times, and locations, and assign instructors to allow students to register for and take a course.

2. Organization

This document is organized into sections that align with key functional areas of the National Training Center (NTC) Learning Management System (LMS). It is designed specifically for the identified role(s), and provides step-by-step instructions through the most commonly-used LMS goals and features.

Each section will also identify a permission matrix that indicates which user roles are able to view and edit certain information. The matrix is informational only, but provides an overview of LMS system roles and how each might use the various classes of information.

3. State POC Role

The LMS is a role based system that utilizes 9 different user roles to ensure a streamlined and secure learning environment for all users. One of the most important roles is State POC, which has the ability to enter suggested classes and approve or deny student registrations.

4. LogIn.gov

4.1. State Users

Each State POC will be given a user account and password to log in to the LMS system. LMS uses Login.gov and its two-factor authentication, which allows State POC to use their preferred device to complete the log in process. Below are the steps to create a LogIn.gov account.

First, go to https://fmcsa.lms.dot.gov/auth on your browser, which will display the following page. Click Continue to be redirected to Login.gov.
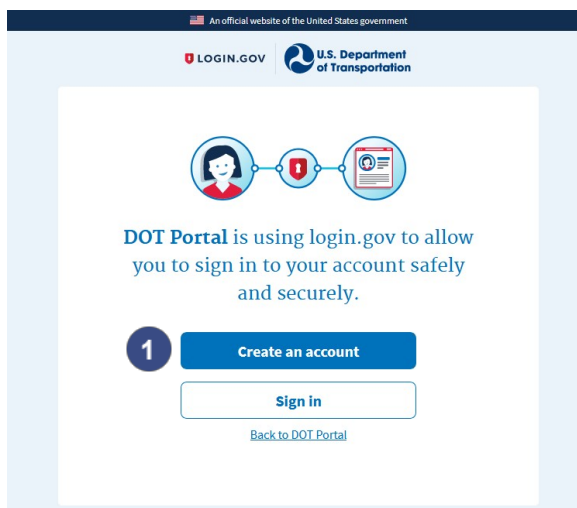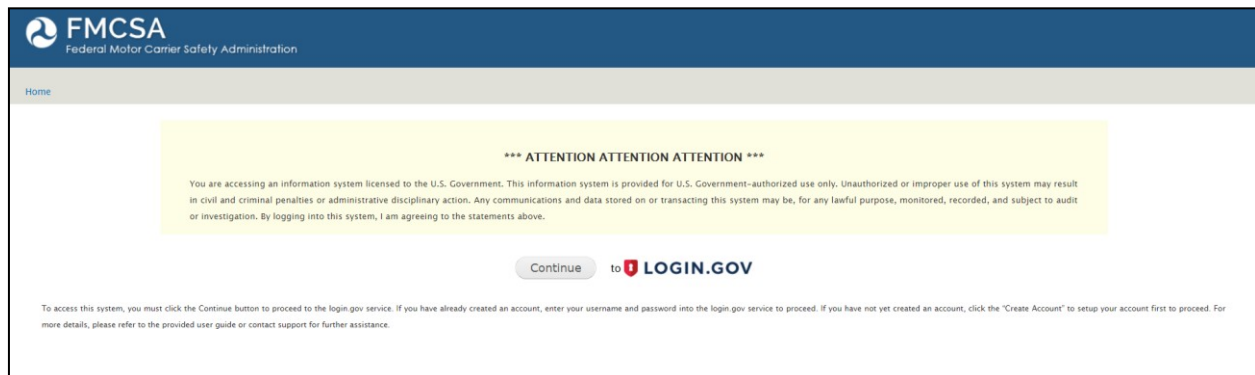
Sign in to login.gov Sign
To create a new account, click 'Create Account' on the **login.gov** sign in page.

Create Account
To begin creating your account, enter your work email address and click "Submit"

Check Your Email
After selecting 'Submit', the system will send a confirmation email to the email address you provided. Check your email inbox and confirm that you have received the email. If the email doesn't appear in your main inbox, check your Spam folder. The email is safe to open. If you prefer to receive the email at a different address, select the 'Use a different email address' link.

Confirm Your Email
Once you open the system email from your inbox, select the 'Confirm your email address' button within the email. Note: The link will expire 24 hours from the time it is received.

Create Password

After selecting the 'Confirm your email address' button, you will be taken to a page to create your password. Enter a password that is at least 8 characters in length. Checking the Show password box will display the password. Enter a valid pass and click 'Continue.'

Add Phone Number

Select the appropriate international code, then enter a phone number you will use for two- factor authentications. Select to receive either an SMS text message OR 2) a phone call to receive your code. **Note**: If you have entered a landline phone number, you must select the 'Phone Call' option. Click 'Send security code.'

7 **Text Message Authentication**
If you selected the SMS text message method, you will receive a text message with the one- time security code. Enter the code in the 'One- time security code' field. Note: A code received via text will expire 5 minutes after being sent. Click 'Submit.'

8 **Phone Call Authentication**
If you selected the 'Phone Call' method, you will receive a phone call with the one-time security code. Enter the code in the 'One-time security code' field. **Note:** A code received via phone will expire 5 minutes after being sent. Click 'Submit.'
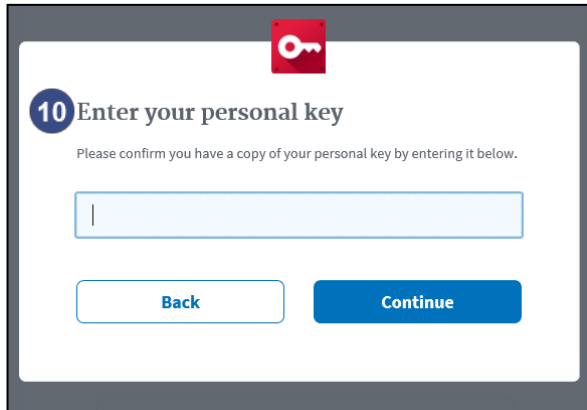
9 **Record Personal Key**
After entering your one-time security code, you will be prompted to copy your personal key. Record this key somewhere – you'll need it for the next step. It is also used in the event that you lose access to the phone number you entered to receive your one-time security code. To generate a fresh personal key, select the 'Get another key' link. After recording your personal key, click 'Continue.'

10 Enter your personal key

Please confirm you have a copy of your personal key by entering it below.

[Back]   [Continue]

Enter Personal Key
Enter your personal key (the latest you had the system generate). If you want to view your personal key, just select the 'Back' button. Click 'Continue.'

Account Creation Complete
At this point, you have successfully created a login.gov account and will be directed back to the FMCSA Portal as a logged in user.

5. Workbench

The LMS features a Workbench that serves as the central information hub for all pertinent information as shown below:


① My Edits
Displays the last 5 edits made by you.

② All Recent Content
Displays all content related to your state.

③ Create Content
When selected, it gives the POC the ability to create Classes.

④ My Drafts
Classes entered by the POC but not submitted for review.

⑤ Needs Review
Content that might require review by the POC

6. Classes

The NTC LMS was built to eliminate the need for the NTC Scheduler, the system previously used by State POC's to enter suggested classes for approval by NTC. To consolidate systems, reduce redundancies, and synch issues while enhancing metrics, classes will be entered in the NTC LMS.

6.1.   Adding a Class Part 1

State POCs are responsible for creating and maintaining class information in the system. Classes created are subject to final review by Course Specialists before being made available on the public site.
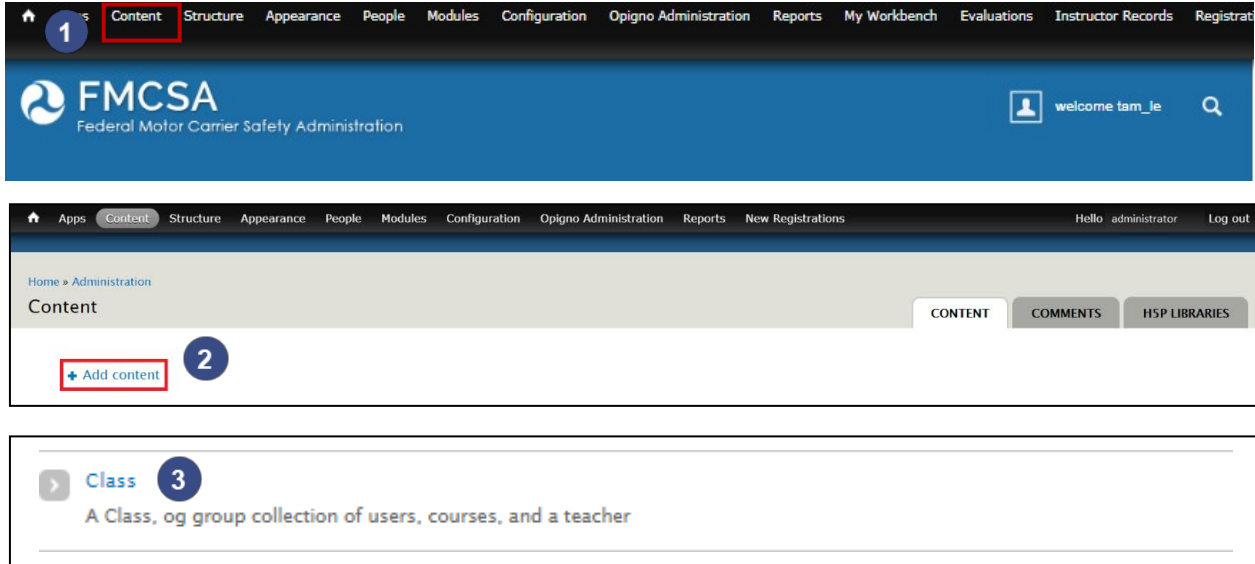
1   Content
   After logging into the LMS system, select 'Content' on the toolbar along the top of the page. Add

2   Content
   You will be directed to the Content page. Select "+ Add content" towards the top of the page.

3   Class
   You will be directed to the "Add content" page. Select "Class" to begin adding a class. The next page covers all the fields and steps for adding a class.

6.2. Adding a Class: Part 2

After selecting "Class" on the Create Content page, you arrive at the form pictured below. Use this form to author your class content and save it as a draft. The steps below will walk you through the process of adding a class. The Class content type is divided into eight tabbed sections.

6.2.1. Class Information Tab

When adding a new class, you will first see the Class Information tab.

Course
Select a category for the course from the dropdown list. Only one category can be selected. This is a mandatory field.

Number of Students
Enter the max number of students for the class.

Scheduling
Enter the class start and end date. Classes should be scheduled at least 45 days from today. If you set for the class to start less than 45 days away, the class will be rejected.

Course Length in Days
Enter the length of the class in days. Eight hours is 1 day and 12 hours is 1.5 days.

6.2.2. Class Location Tab

After completing the required fields on the Class Information tab, select the Class Location tab.

| Class Information * | Class Location * | Point of Contact * | Material Shipping Location * | Instructors | Notes | Registration * |

1 **Facility Name** *

2 **LOCATION**

Country
United States ▼

Address 1 *

Address 2

City *   **State** *   **ZIP code** *
                   - Select -   ▼

1 **Facility Name**

Enter the facility name for the class location.

2 **Location**

Enter the address for the class location. This is a mandatory field.

6.2.3. Point of Contact Tab

After completing the required fields on the Class Location tab, select the Point of Contact tab.

| Class Information * | Class Location * | Point of Contact * | Material Shipping Location * | Instructors | Notes | Registration * |

1 Title

2 First Name

3 Last Name

4 Email

5 Office Phone

6 Mobile Phone

7 ADDRESS

Country
United States ▼

Address 1 *

Address 2

City *   State *   ZIP code *
                - Select - ▼
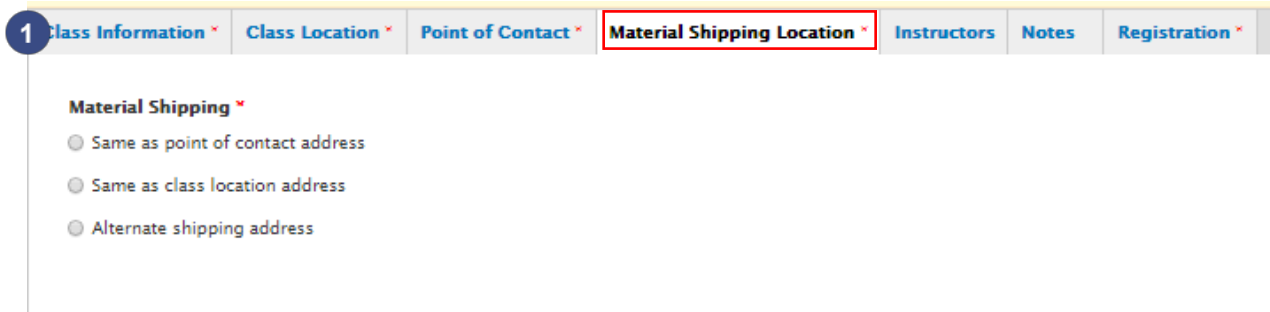
8 State Points of contact

The first one displayed will be the primary

9 Additional Email

Additional stakeholder, such as a contractor that needs to be notified about updates to this class

1 **Title**
Enter the title of the POC for this entry. If you do not wish to display a title for the contact, you can leave this blank. This field is optional.

2 **First Name**
Enter the first name of the POC for this entry as you want it to appear on the page. This is a mandatory field.

3 **Last name**
Enter the first name of the POC as you want it to appear on the page. This is a mandatory field.

4 **Email**
Enter the email address for the POC. Note: this must be a valid email address. If you do not wish to include an email address, you can leave this field blank. This is an optional field.

5 **Office Phone**
Enter the phone number for the POC, including the area code (e.g., 6174942000). Note: Enter phone numbers without hyphens or parenthesis. The system will take care of the formatting. If you do not wish to include an office phone number, you can leave this field blank. This is an optional field.

6 **Mobile Phone**
Enter the mobile phone number for POC, including the area code (e.g., 6174942000). Note: Enter phone numbers without hyphens or parenthesis. The system will take care of the formatting. If you do not wish to include a mobile phone number, you can leave this field blank. This is an optional field.

7 **Address**
Enter the mailing address for the POC. This field is mandatory.

8 **State Points of contact**
Enter the state points of contact here. Start typing and a drop down selection will appear with all the state POC emails in the system.

9 **Additional Email**
Enter additional emails for State POCs.

6.2.4. Material Shipping Tab

After completing the required fields on the Point of Contact tab, select the Material Shipping Location tab.

Material Shipping

Select whether materials for this class should be sent to the point of contact address listed, the class location listed, or to an alternate shipping address. If 'Alternate shipping address' is selected, a new field for "Alternate Shipping Address" will appear.

6.2.5. Instructors Tab

After completing the required fields on the Material Shipping Location tab, select the Instructors tab.

1. Number of Instructors
Select the number of instructors needed for the class.

2. Requested Instructors
Select the names of instructors you would like to request for the class. To add another requested instructor, click 'add' and type the name of the additional instructor.

6.2.6. Notes Tab

After completing the required fields on the Instructors tab, select the Notes tab. The fields on this tab are optional.

1   **Notes**

If this class is not in the State Training Plan and/or has not been approved by the FMCSA Division Office, please document this in the Notes section prior to submitting.

6.3.   Submitting Class Entry for Editorial Review

After saving a class entry draft, you will see a preview of your class content.

Note: this draft does not represent the way the information formats once published, but provides you the opportunity to review the content before you submit it to an NTC level user for final approval and publishing.

At the top of your draft, you see the below pictured toolbar, which allows you to view the current status of the content, edit the draft, and submit your draft to the editor.

1   View Draft

The View Draft button shows you the current state of your draft and allows you to preview it before you send it for approval.

2   Edit Draft

Clicking the Edit Draft button takes you back to a page that is very similar to the one you used while creating the contact info. After you create a draft, you can use the Edit Draft button to go back and make updates, changes, or corrections. Note that if you edit a published draft, the edited version must go back through the editorial process (Draft   Needs Review   Published). In addition, if you are editing a published contact, this button text says "New Draft" instead of "Edit Draft."

3   Set Moderation State

While in the "View Draft" view, you have access to the Set Moderation State drop-down menu. If you have viewed your draft and are ready to send it on to be edited and published, you can select "Needs Review" in this list and click "Apply." When you do this, you are setting the state of the draft to "Needs Review" and an NTC level user will be able to review and publish the draft.

4 **Moderate**

The Moderate button takes you to the content moderation interface, pictured below, which provides a bit more in-depth view of the moderation and the state of the content. The Moderate page allows you to see the revision number, the draft's original author, and any authors who have revised it. From here, you can also move content from "Draft" to "Needs Review" state.

After you send your class entry to the "Needs Review" state, NTC-level users will be able to review, edit, or publish the class content. Once the content is in this state, the content author's role in creating the class information is finished.

Note: As a POC you can request an instructor, you will receive a warning message when you submit the class for review indicating that a class cannot be published without instructors being assigned. This class is still submitted for review, and NTC HQ users will assign the instructor and approve the class.

7. Registration Queue

NTC level users and the State POC can view all Registrations for all courses within the LMS. The Registration Queue is designed to track all incoming registrations for all classes, prompting the State POC to make an approval or rejection decision based on submitted data.

Registration Queue
To access the Registration Queue, select "Registration" from the top navigation bar.

All Registrations
Clicking on the "Registration" link will take you to the "All Registrations" page. This page lists class registrations of all statuses: Approved, Pending, and Rejected. Registrations are sorted by class.

Search Filters
Registrations can be filtered by Registration Created date, Class Start Date, State Location, Course Name, registration email, Class Status, and Registration Status. Make your selection from the dropdown lists and click "apply" to see your results. Click the "Reset" button to reset your search filters.

Student Registration
Each registration includes the student's name, date registered, position title, organization, user type, and registration status.

View
Selecting the "View Details" link from the registration queue page takes you to the student's registration information page.

8. Managing Class Registrations

State POC level users will have the ability to approve and reject student registrations for all classes within their state, in the LMS. To access registrations for a class, the POC will navigate to the class details page and click the registration tab as shown below:
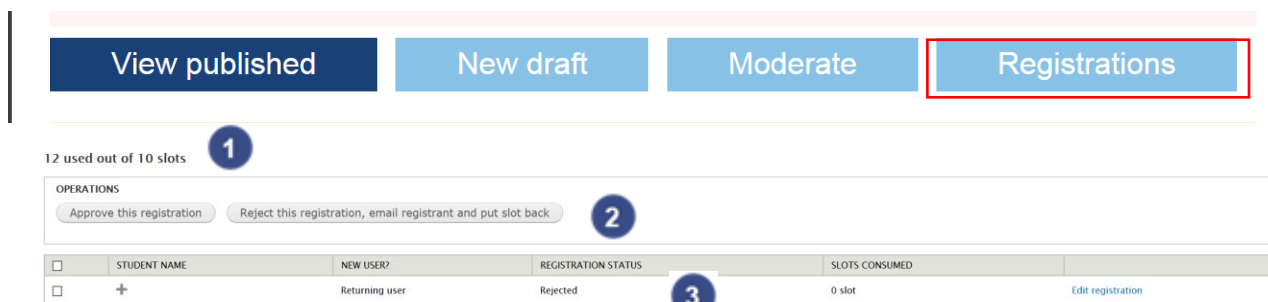
Slots Used

The spots used information show how many seats are available in the class, and how many have been filled. Note, as you approve a registration the student receives an email notification and is granted access into the class. If a registration is rejected the spot becomes available for another registration. The class can continue to take registrations until it is closed. Note that you can de- register a student by rejecting their registration even if they had previously been approved.

Registration Operations

The POC can select one or several registrations by clicking the checkbox to the left of the 'Student Name', clicking the 'Approve This Registration' button.

Student Registrations

Each student registration will display their name (if they are a returning user, you will need to click the "+" to view student details), whether they are a returning student; their registration status, and if they occupied a slot in the class. Registrations have the following statuses:

- Pending-A decision has not been made as to approving or rejecting admittance into the class.
- Approved- The POC has reviewed and approved admittance into the class.
- Rejected- The POC has reviewed and rejected admittance into the class.
- Wait List-When the spots for the class are filled, additional registrations received will be under the wait-list status.
-

Important Notes:

- A POC can select multiple registrations to approve or reject at a time.
- A POC can reject or approve a registration at any time prior to the class beginning even if they had previously made a decision (A rejected registration can still be approved).
- Notifications are sent out to students and POC's when a registration is received.
- Students receive notifications when approval or rejection is assigned to the registration.

9. Evaluations

9.1.   Viewing Completed Evaluations

Completed course evaluations can be viewed on the All Evaluations page.

Evaluations
To begin viewing completed course evaluations, click on the "Evaluations" link from the top navigation bar.

All Evaluations
This will take you to the "All Evaluations" page, where you can view all evaluations completed. You can select the other tabs to view the evaluations broken out by type.

Evaluations
Each evaluation is listed with a title, postdate, and type. Select the title of the evaluation you would like to view.

10. Instructors Records

State POC users can access instructor records and certification information.

10.1. Instructor Certifications

Instructor Records
To view Instructor Certifications, begin by selecting "Instructor Records."

Instructor Certifications
You will be directed to the Instructor Certifications page.

Filter
Here you can filter certifications by Instructor name, state, employment type, certification type, certification period, certification level, or certification status.

Instructor Profile
You can click on an instructor's name to view their profile.

Certification Details
The instructor certification page is organized by instructor name. Each instructor's certification has their certification period, level and status listed.

10.2. All Instructor Profiles

Instructor Records
To view instructor profiles, begin by clicking on the "Instructor Records" link on the top navigation.

Instructor Profiles Tab
Click on the Instructor Profiles tab on top.

Instructor Profiles
This will take you to a page with a list of all instructor profiles within LMS.

Filter
You can filter your results by name, state, approver certification, position applied for, or current user role.

Profile Details
Each instructor profile result will display their name, approve certifications, state, user account, position applied for, and roles in the system.