

Issue/Request	Where to Go/What to Check	Who Corrects the Issue or Fulfills the Request
Course Question	<ul style="list-style-type: none"> • The following questions could be asked. Answer them to the best of your knowledge or let the user know you'll research and follow up with them: <ul style="list-style-type: none"> ○ Who built the web content for this course? ○ What tool was used to publish the web training content? ○ Will this course be offered every year? ○ I've already taken Ethics training; can I forgo this training and still be given credit in ELM for my Ethic training? <ul style="list-style-type: none"> ▪ Research this with the ELM Team and follow up with the user later. ○ Note: Also use the ELM Web based Course FAQ document to aid end-users. • Any other issues refer case to the ELM Team 	The Course Agency Administrator
End-User Course Credit	<ul style="list-style-type: none"> • Navigation: Enterprise Learning > Learner Tasks > Administer Activity Rosters • Type in the name of the course in the Title field and click on the Roster button for the course. • Click on the Activity Component Link and click on the Details button. • Click on the Search Options Link and enter in the End-User First and Last Name OR just the Employee ID (State of Ohio User ID) and click the Search Button. • Change the dropdown field under Attendance to Completed. Make sure the Completion Status shows Completed and hit the Save Link (Top of page or bottom). <p>*Note: This will give the user credit for completing the course. If the attendance field shows as In-Progress, the user may have not finished the entire course.</p> <ul style="list-style-type: none"> • Any other issues refer case to the ELM Team 	The Course Agency Administrator

ELM Tier 2 Support Resolution Matrix



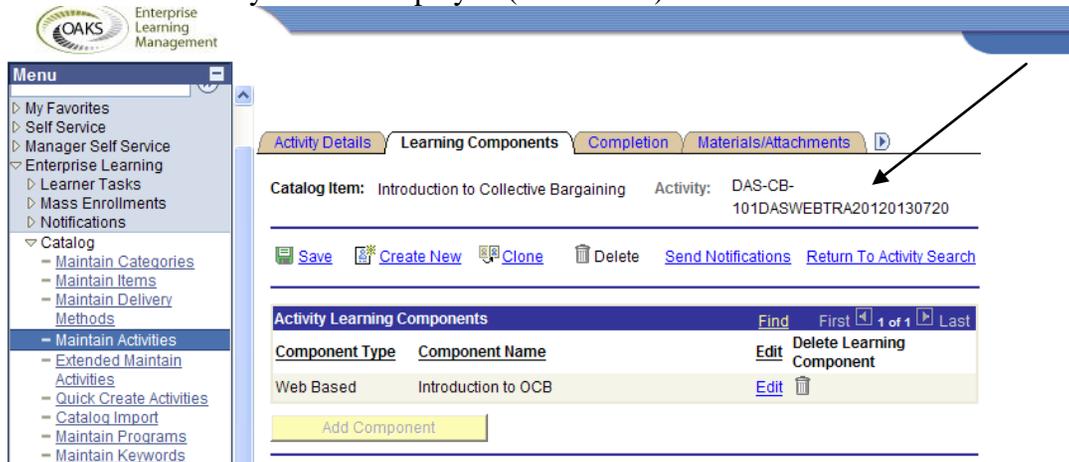
<p>View Web Course Activity Roster</p>	<ul style="list-style-type: none"> • Navigation: Enterprise Learning > Learner Tasks > Administer Activity Rosters • Type in the name of the course in the Title field and click on the Roster button for the course. • View the Roster for the course. Learners will have a Current Status of either Enrolled, In-Progress, Not Completed or Completed. <ul style="list-style-type: none"> ○ Enrolled – The learner is enrolled into the course. ○ In-Progress – The learner has attempted to take the web based course but may have not come to the end of the course. ○ Completed – The learner has completed the course and has received passing credit ○ Not Completed – The learner has not completed the course requirements and has received failed score. This is only if the web content has an exam the learner needs to pass. • To find individual Learners, click on the Search Options Link and enter in the End-User First and Last Name OR just the Employee ID (State of Ohio User ID) and click the Search Button. The learner should appear if they were enrolled into the course at some point. • Any other issues refer case to the ELM Team 	<p>The Course Agency Administrator</p>
<p>Enroll Learners</p>	<ul style="list-style-type: none"> • Navigation: Enterprise Learning > Learner Tasks > Enroll Learners • Enter your First and Last name or only your Employee ID (State of Ohio User ID) as the Requester for enrollment. • Click the Select button for your “Select Requester” row. • Enter the name of the course in the Title field or use the course code (item code) or the activity code to search for the course to enroll learners into. • Click the Enroll button for the course needing enrollment. • Enter the employee ID (State of Ohio User ID) into the Employee ID field and click the Search button. • Check the Select checkbox next to the learner and click the Continue Enrollment button. • Then click the Submit Enrollment Button and the learner is enrolled into course. 	<p>The Course Agency Administrator</p>

ELM Tier 2 Support Resolution Matrix



	<ul style="list-style-type: none"> • Any other issues refer case to the ELM Team 	
Drop a Learner From Course	<ul style="list-style-type: none"> • Navigation: Enterprise Learning > Learner Tasks > Administer Activity Rosters • Type in the name of the course in the Title field and click on the Roster button for the course. • To find individual Learners, click on the Search Options Link and enter in the End-User First and Last Name OR just the Employee ID (State of Ohio User ID) and click the Search Button. The learner should appear if they were enrolled into the course at some point. • In the dropdown box under “New Status” select Drop and then click the Drop button on the next page. • Any other issues refer case to the ELM Team 	The Course Agency Administrator
Approve a Learner For a Course	<ul style="list-style-type: none"> • Navigation: Enterprise Learning > Learner Tasks > Administer Activity Rosters • Type in the name of the course in the Title field or Activity Code and click on the Roster button for the course. • To find individual Learners, click on the Search Options Link and enter in the End-User First and Last Name OR just the Employee ID (State of Ohio User ID) and click the Search Button. The learner should appear if they were enrolled into the course at some point. • In the dropdown box under the “New Status” column and select Approve and then click the Continue button on the next page. • Any other issues refer case to the ELM Team 	The Course Agency Administrator
View Course Catalog Item	<ul style="list-style-type: none"> • Navigation (Read Only access): Enterprise Learning > Catalog > Maintain Items • Enter the course code (catalog item code) or enter the course name in the Catalog Item Long Name field. • Click the Search button and the course will appear. 	The Course Agency Administrator
Create Course Activities	<ul style="list-style-type: none"> • Navigation: Enterprise Learning > Catalog > Maintain Activities • *Note: Follow the Create an Activity Job-Aid 	The Course Agency Administrator

- Navigation: **Enterprise Learning > Catalog > Maintain Activities**
- Enter the **Title or Name** of the course in the **Catalog Item** field and the Activity details page will appear for the course.
- Click on the **Learning Components** Tab
- The Activity Code is displayed (See Below)



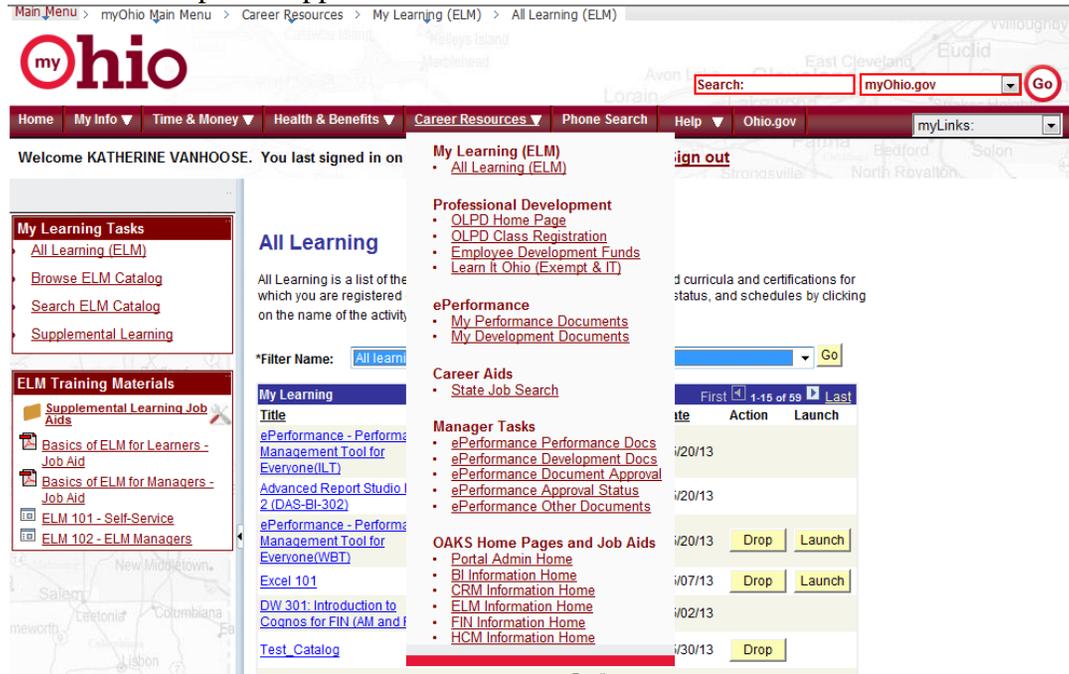
The screenshot shows the 'Enterprise Learning Management' interface. On the left is a 'Menu' with 'Maintain Activities' selected. The main area has tabs for 'Activity Details', 'Learning Components', 'Completion', and 'Materials/Attachments'. The 'Learning Components' tab is active, showing 'Catalog Item: Introduction to Collective Bargaining' and 'Activity: DAS-CB-101DASWEBTRA20120130720'. Below this are buttons for 'Save', 'Create New', 'Clone', 'Delete', 'Send Notifications', and 'Return To Activity Search'. A table titled 'Activity Learning Components' has columns for 'Component Type', 'Component Name', 'Edit', and 'Delete Learning Component'. It contains one row: 'Web Based', 'Introduction to OCB', 'Edit', and a trash icon. An 'Add Component' button is at the bottom. An arrow points to the activity code.

Search For Activity Code

The Course Agency Administrator

- The Activity code is the unique ID for the activity. It can be used search for activity rosters or to enroll learners into this specific activity.
- DAS-CB-101DASWEBTRA20120130720
 - DAS-CB-101 = Course Code
 - DAS = Primary Learning Environment for the Activity
 - WEBTRA = Facility/Room ID (Web Based Training)
 - 2012 = Year
 - 01 = Month
 - 30 = Day
 - 720 = Random Generated 3 digit #

- Have learner sign into the myohio employee portal: [Http://myohio.gov](http://myohio.gov)
- Direct them to Career Resources > All Learning (ELM) and the learner's transcript will appear.



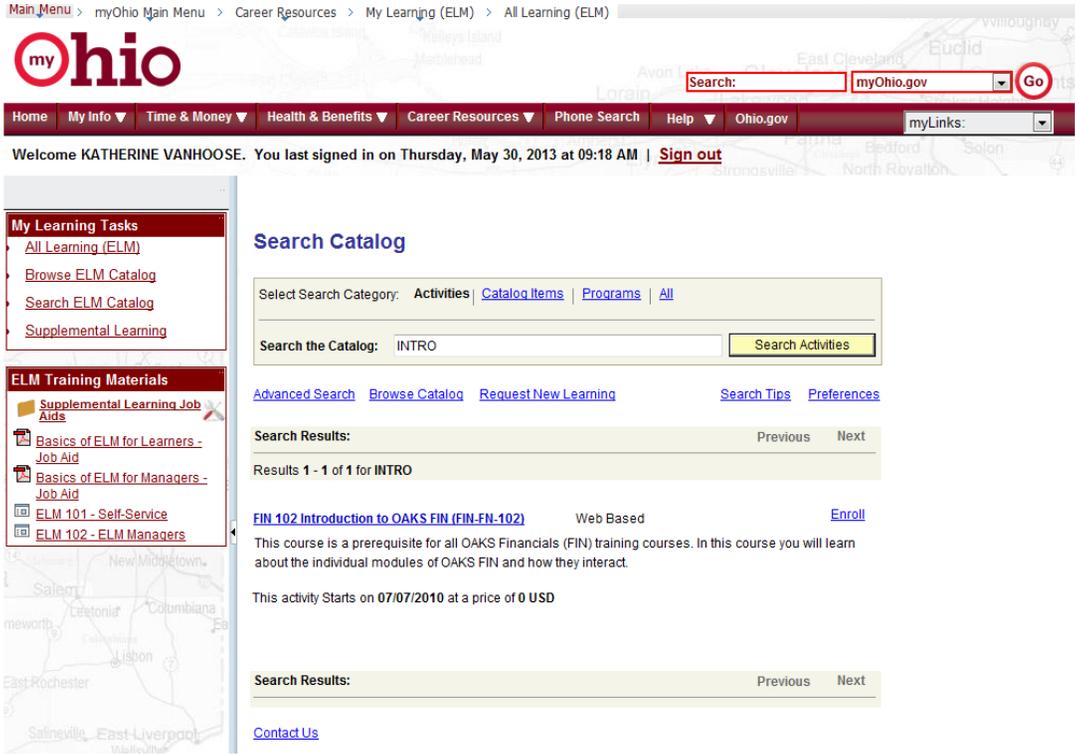
The screenshot shows the myohio.gov website interface. At the top, there is a navigation menu with options like Home, My Info, Time & Money, Health & Benefits, Career Resources, Phone Search, Help, and Ohio.gov. A search bar is visible with the text 'myohio.gov' and a 'Go' button. Below the navigation, the user is logged in as KATHERINE VANHOOSE. The main content area is titled 'All Learning' and contains several sections: 'My Learning Tasks', 'ELM Training Materials', 'All Learning' (with a description and filter), 'Professional Development', 'ePerformance', 'Career Aids', 'Manager Tasks', and 'OAKS Home Pages and Job Aids'. A table at the bottom right lists various courses with columns for 'Title', 'Action', and 'Launch'. The 'Launch' column contains buttons labeled 'Drop' and 'Launch'.

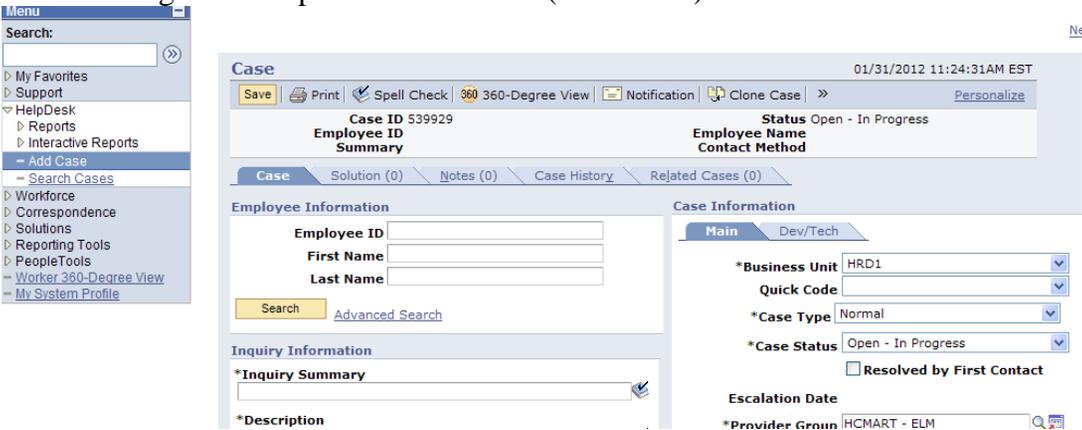
Direct Learner to View Their Transcript to Launch Course

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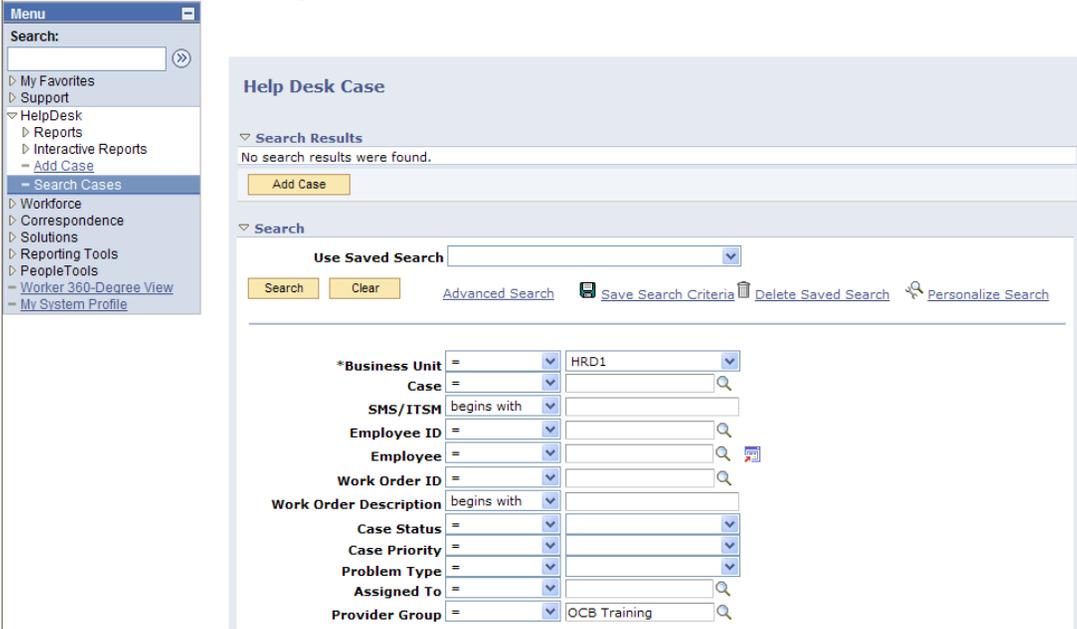
- Have the learner click on the **Launch** button for the course that needs to be launched. They will need to click the **Launch** link on the next page to start the course.

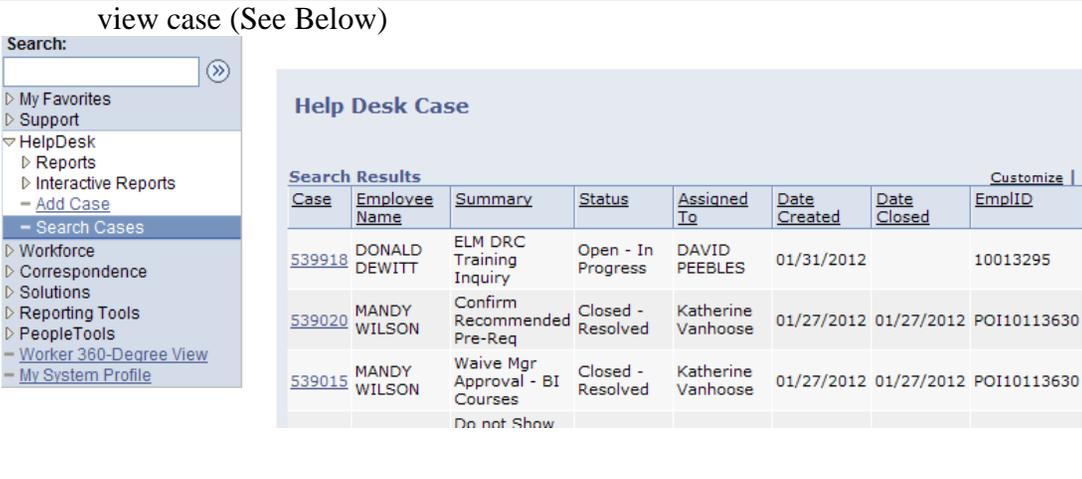
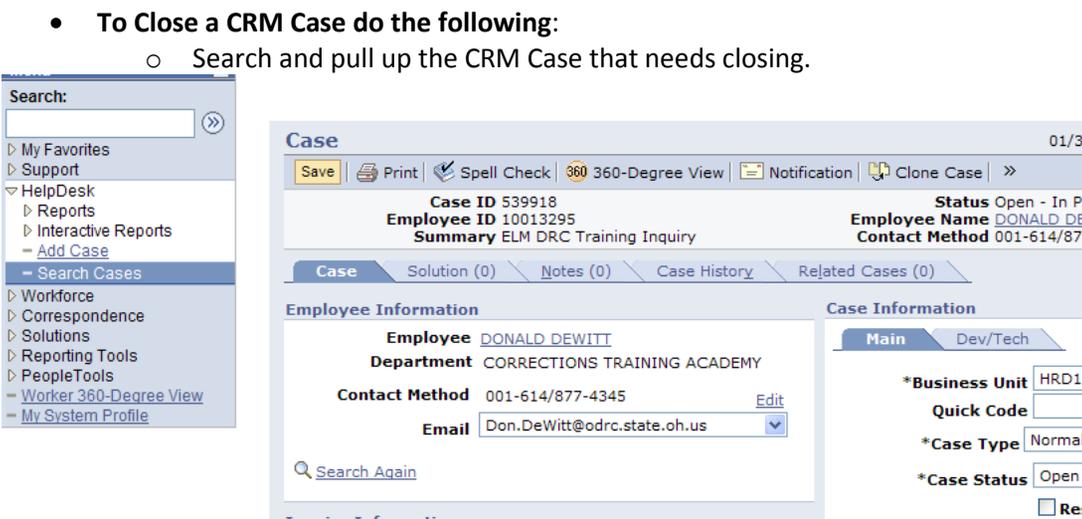
***Note:** If the learner does not see the course from their transcript page, the course may be on another page. Have the Learner click **View All** to see all of their training.

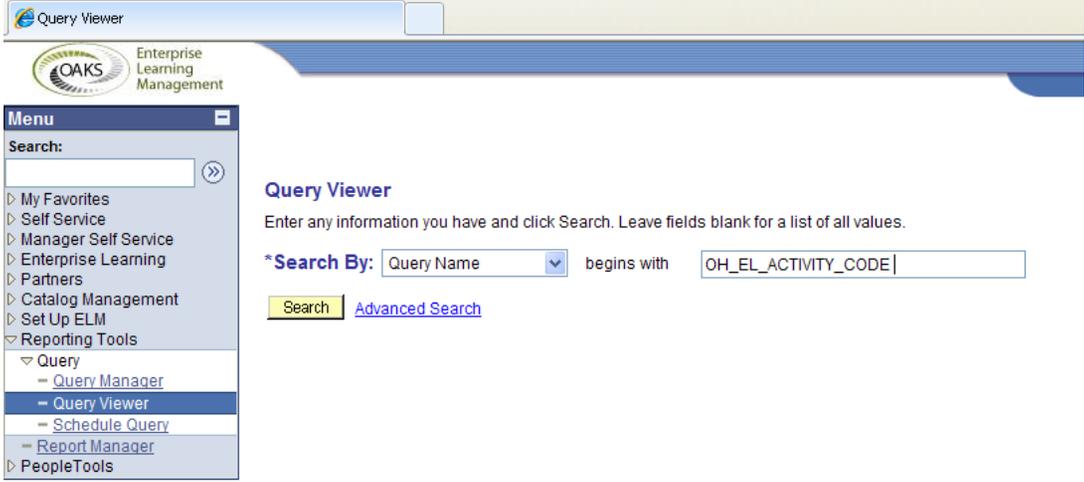
<p>Direct Learner to Search the ELM Catalog</p>	<ul style="list-style-type: none"> • Have learner sign into the myohio employee portal: http://myohio.gov • Direct them to Career Resources > All Learning (ELM)> Search ELM Catalog • Instruct the Learner to enter in the name of the course in the SEARCH THE CATALOG field and click the Search Activities button. • Direct the learner to click the ENROLL link for the course they are need to enroll into. On the next page have them click SUBMIT ENROLLMENT button  <p>The screenshot shows the myohio.gov website interface. At the top, there is a navigation menu with 'Main Menu', 'myOhio Main Menu', 'Career Resources', 'My Learning (ELM)', and 'All Learning (ELM)'. The 'myohio' logo is prominently displayed. Below the logo is a search bar with the text 'myOhio.gov' and a 'Go' button. A navigation bar contains links for 'Home', 'My Info', 'Time & Money', 'Health & Benefits', 'Career Resources', 'Phone Search', 'Help', and 'Ohio.gov'. A welcome message for 'KATHERINE VANHOOSE' is visible, along with a 'Sign out' link. On the left, there are two sidebar menus: 'My Learning Tasks' with links to 'All Learning (ELM)', 'Browse ELM Catalog', 'Search ELM Catalog', and 'Supplemental Learning'; and 'ELM Training Materials' with links to 'Supplemental Learning Job Aids', 'Basics of ELM for Learners - Job Aid', 'Basics of ELM for Managers - Job Aid', 'ELM 101 - Self-Service', and 'ELM 102 - ELM Managers'. The main content area is titled 'Search Catalog' and shows search results for 'INTRO'. The results include a link for 'FIN 102 Introduction to OAKS FIN (FIN-FN-102)' with an 'Enroll' button. Below the result, there is a description of the course as a prerequisite for OAKS Financials (FIN) training and its start date of 07/07/2010 at a price of 0 USD. A second 'Search Results' section is visible at the bottom of the page.</p>	<p>The Course Agency Administrator</p>
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<p>How to Create a CRM Case and Assign to the ELM Team</p>	<ul style="list-style-type: none"> • Sign into the myohio employee portal: Http://myohio.gov • Navigate to OAKS Quick Access and under Customer Relationship Mgmt click the Launch Application link • Navigate to HelpDesk > Add Case (See Below)  <ul style="list-style-type: none"> • Enter your State of Ohio User ID in the Employee ID field and click the Search button • Enter a Title of the issue in the Inquiry Summary field and then enter the full description of the issue in the Description field. • Enter the following Case Information: <ul style="list-style-type: none"> ○ Business Unit: ELM1 ○ Quick Code: Blank ○ Case Type: Normal ○ Case Status: Open – In Progress ○ Provider Group: HCMART – ELM ○ Assigned To: David Peebles or Katherine Vanhooose ○ Agency/Application: DAS ELM ○ Service/Module: Technical ○ Inquiry Type/Process: Other ○ Case Priority: Choose One ○ On Behalf Of: Agency ○ Impact: Choose One 	<p>The Course Agency Administrator</p>
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	<ul style="list-style-type: none"> ○ Channel: Email ● If you have any attachments click the Notes (0) tab and enter a subject in the Subject fields ● Next click on the Add an Attachment link and browse for you document to attach to the CRM case. ● Next click Save Case and the case is assigned to the ELM Team for resolution. 	
<p>How to Search for CRM CASE/Close a CRM Case with a Resolution</p>	<ul style="list-style-type: none"> ● Sign into the myohio employee portal: Http://myohio.gov ● Navigate to OAKS Quick Access and under Customer Relationship Mgmt click the Launch Application link ● Navigate to HelpDesk > Search Cases (See Below)  <ul style="list-style-type: none"> ● Enter the following Information: <ul style="list-style-type: none"> ○ Business Unit = ELM1 ○ Provider Group = <i>Choose Your Provider Group</i> ● Next Click the Search button ● Click on the Case # Number of the CRM case that has a Open Status to 	<p>The Course Agency Administrator</p>

	<p>view case (See Below)</p>  <ul style="list-style-type: none"> • To Close a CRM Case do the following: <ul style="list-style-type: none"> ○ Search and pull up the CRM Case that needs closing.  <ul style="list-style-type: none"> • Next click on the Solution (0) tab and enter your solution in the Enter New Solution field with a description of the resolution to the case. • Click the Solve button • Then click the Save Case button to close the case. 	
<p>Run PSQuery Reports</p>	<ul style="list-style-type: none"> • Navigate to Reporting Tools > Query > Query Viewer • Enter in the name of the Query in the Query Name begins with Field (See below). 	<p>The Course Agency Administrator</p>

	 <p>• Choose to the Run to HTML or Run to Excel <i>*Note: Ignore Schedule, you may click add to Favorites to add the query to your favorites list of reports.</i></p>	
<p>ELM Glossary</p>	<p>*Note: Refer to the ELM 9.0 Learning Catalog Structure and Security Document</p> <ul style="list-style-type: none"> • <u>Categories</u> – Learning Subject (ex., Communications) • <u>Catalog Item</u> – Course Name • <u>Delivery Methods</u> – Course Delivery Method (How course is delivered to audience?) • <u>Activities</u> – Course class (course event) • <u>Learning Component</u> – Activity Learning Method (The defined learning approach for the class) • <u>Learning Environment</u> – The agency own environment for the agencies training catalog. The LE also gives the agency administrators access to catalog data. All training catalog data (catalog items, activities, facilities, etc.) for an agency will need to have the agencies LE assigned to it. • <u>Learner Group</u> – is the group of learners that will need access to search and register for the course. Every agency has their own learner group as well as special learner groups (ex., Training Officers only). 	