

STUDENT USER GUIDE

A Learning Management System with a **FRESH** EXPERIENCE

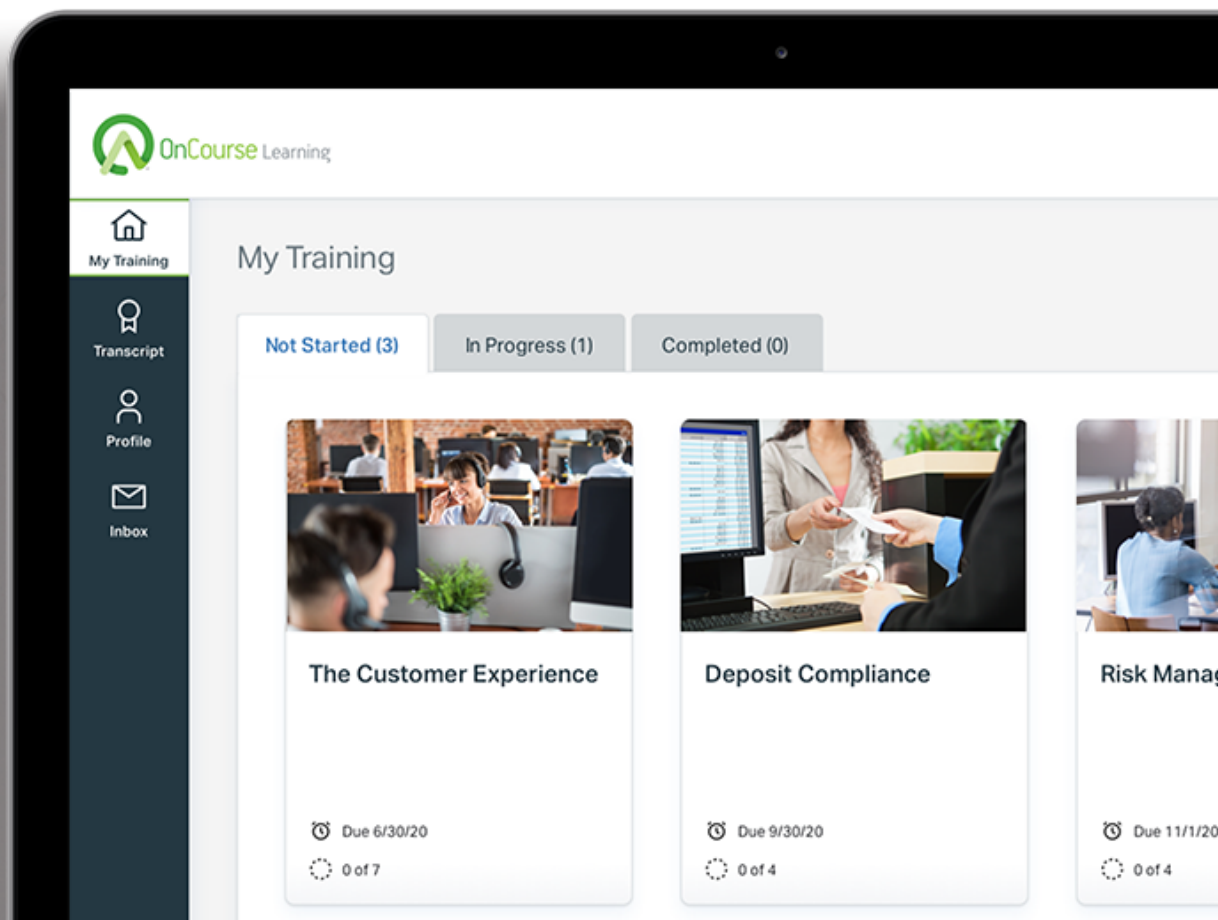


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NAVIGATION OVERVIEW



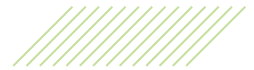
There are two navigation menus available to you. The features available to you will depend on how the site is configured. This guide will cover all available features which may not all be available to you.

1. The left menu provides access to your main features
2. The sub-menu under your name in the top right of the screen will allow you to change your password and log out
3. Unless configured by your organization, clicking the logo will take you to the [My Training](#) page

The screenshot displays the OnCourse Learning interface. On the left is a dark sidebar with icons and labels for 'My Training', 'Catalog', 'Resources', 'Transcript', 'Profile', 'Inbox', and 'Calendar'. The main area is titled 'My Training' and includes filters for 'Show' (All) and 'Sort' (A to Z). Below these are tabs for 'Not Started (2)', 'In Progress (6)', and 'Completed (1)'. Three training modules are shown as cards:

- 2020 Annual Compliance Training**: Due 11/30/20, 1 of 7.
- 2020 Lending Compliance**: Due 10/31/20, 2 of 6.
- Diversity and Inclusion Awareness**: Due 09/30/20, 2 of 15.

In the top right, a user menu for 'Mikka' is open, showing options for 'Change Password' and 'Log Out'. A red circle with the number '3' is placed over the OnCourse Learning logo in the top left.



VIEW YOUR ASSIGNED TRAINING

Upon login you will default to the [My Training](#) page to view your assigned training. The [My Training](#) menu icon on the left side of the screen will navigate back to this [My Training](#) view.

Your assigned training can consist of both required training that you have been assigned and, if the [Catalog](#) is available to you, training that you have elected to take. There are three states of progress -- **Not Started**, **In Progress**, and **Completed** -- each having its own tab for easy access. Each tab will reference the number of training activities available in each state.

Each assigned training has a 'training card' consisting of general information such as name, type or progress.

Follow the steps below to view your assigned training:

1. Click [My Training](#) in the left menu
2. Click the [Not Started](#) tab to view newly assigned training or training you have not made progress on
3. Click the [In Progress](#) tab to view training you have started, but not completed
4. Click the [Completed](#) tab to view training that you have completed
5. By default, your training is ordered by due date. Select from the [Sort](#) dropdown to order alphabetically.
6. By default, both your required and elective training is displayed. Select from the [Show](#) dropdown to show only required or only elective training.

The screenshot shows the OnCourse Learning interface. At the top left is the OnCourse Learning logo. In the top right corner, the user's name 'Mikka' is displayed with a dropdown arrow. On the left is a dark sidebar menu with icons and labels: 'My Training' (1), 'Catalog', 'Resources', 'Transcript', 'Profile', and 'Inbox' (with a red notification badge). The main content area is titled 'My Training'. Below the title, there is a 'Show' dropdown menu (6) currently set to 'All'. To the right of this is a 'Sort' dropdown menu (5) currently set to 'A to Z', with a list of options: 'A to Z', 'Z to A', 'Newest', and 'Oldest'. Below these controls are three tabs: 'Not Started (2)' (2), 'In Progress (6)' (3), and 'Completed (1)' (4). The 'In Progress' tab is selected and highlighted in blue. Below the tabs, there are three training cards, each featuring a photograph of people in a meeting or classroom setting.

MY TRAINING

VIEW THE DETAILS OF A TRAINING ACTIVITY

To view the details of a specific training activity, click the top portion of the desired card. This action is available on both the [My Training](#) and [Catalog](#) views. Within those details you will be able to access additional information and launch your courses. The resources available may differ depending on the setup of the training program or course and can be items such as the description of the training, supplemental resources or documents related to the training, and completion certificates.

Follow these steps to view the details of your training.

1. On the [My Training](#) page, click the 'card' to access the details page for that training
2. If the training is a training program there can be up to five type of courses: *Required*, *Elective*, *Optional*, *Exam* and *Survey*. Typically, you will have 2-3 types of training available and each will be organized in its own tab
 - » The number on the tab conveys the number of required courses in that tab
 - » Once you have completed all required courses for that tab there will be a check icon conveying that you have completed the requirements for that training type
3. Additional training details can be found in the panel on the right. This information is specific to the configuration of the training but can include items such as the following:
 - » Due dates and available credits
 - » The ability to email or call an instructor
 - » Download resources or documents
 - » Signed affidavits
 - » Print the completion certificates once you have completed the training
4. Click the [Back](#) link at the top to return to the previous page

4 ← Back

My Training

Catalog

Resources

Transcript

Profile

Inbox

Calendar

2020 Annual Compliance Training

The main purpose of compliance training is to create awareness and prepare employees to confidently handle themselves in any relevant situation that could put their job, safety or well-being at risk. In addition, compliance training is also a means to legally protect the organization and its reputation in the event of an incident.

2 Required (5) Elective (1) Optional Survey (1)

Complete all courses in the list below.

1 Bank Bribery Act - E3 Past Due 09/15/20 **Continue**

Currency Transaction Reports (CTRs) - E3 Due 09/30/20

3

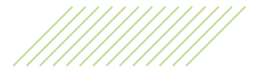
OVERALL PROGRESS 1 of 7

Due 11/30/20
Available until 12/31/20

RESOURCES

Bank Compliance Handbook.pdf
Anti-Money Laundering Policy.pdf

CERTIFICATE



LAUNCH AN ONLINE COURSE

Each course has a 'course card' on the training details page that provides the course name, important messages concerning the course, and the ability to launch the online course.

Follow the steps below to launch an online course:

1. Click the button located in the bottom right corner of the course card for the course that you would like to take
2. If the button is labeled **Start**, you have not yet launched this course. If the button is not active, you do not have access to take the training. Review the message at the top of the tab for more information about when you will have access to the course.
3. If the button is labeled **Continue**, you have made some progress on this course
4. If the button is labeled **Review**, you have completed the course and can still access the content for review. You will also see your score on the course card.

Note: When launched, the course will open in a separate window. It is recommended to maximize the course browser window for the best experience. Once completed, each course may have additional information available, such as a course completion certificate and your score.

The screenshot displays the OnCourse Learning interface. On the left is a dark sidebar with icons for Profile, Inbox, and Calendar. The main content area features a progress bar at the top with four segments: 'Required (5)' (active), 'Elective (1)', 'Optional', and 'Survey (1)'. Below this, a list of courses is shown under the heading 'Complete all courses in the list below.':

- Bank Bribery Act - E3**: Marked as 'Past Due 09/15/20'. A red circle with the number '3' is next to a blue 'Continue' button.
- Currency Transaction Reports (CTRs) - E3**: Marked as 'Due 09/30/20'. A red circle with the number '2' is next to a blue 'Start' button.
- Equal Credit Opportunity Act – Regulation B - E3**: Marked as 'Score 100'. A red circle with the number '4' is next to a blue 'Review' button.

On the right side of the interface, there is an 'OVERALL PROGRESS' section showing '1 of 7' with a green progress bar. Below this are sections for 'RESOURCES' (listing 'Bank Compliance Handbook.pdf' and 'Anti-Money Laundering Policy.pdf') and 'CERTIFICATE' (stating 'Available upon completion').



CLASSROOM TRAINING

Your organization may or may not offer classroom training. If it does not, you can skip this section of the guide. There are two methods that you may be assigned to classroom training, either within a training program or a live class found in the catalog. Either way once you have access to the classroom course the actions are the same.

REGISTER FOR A CLASS

Classroom training may require you to register for a specific class by selecting the class that fits your schedule. This training could be in-person or virtual. It is possible you were assigned to a specific class when you were initially assigned to this training in which case you will not see the **Register** button, instead you will see the date and time the class will start.

Follow the steps below to register for a specific class:

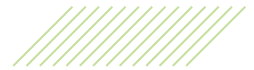
1. On the training details page, under the course name there will be a label defining the type of class, such as *Live Class*, *Live Webinar*, *Live Seminar*, etc.
2. If you are not registered, click the **Register** button located in the bottom right corner of the course card to access the list of available classes
 - » If you do not have a **Register** button you are most likely already registered in a specific class. If this is the case, you will see the date and time of the class on the card.
 - » If you do not see the date and time, chances are there are currently no classes available.
3. Select the desired class
4. Click **Confirm** to register or **Cancel** to return without registering

Select a Class to Register

Date	Time*	Location	Open	
Fr Oct 2	09:00 am - 05:00 pm	TTL Training Center, Room D201 13 South Bend Ave Chicago IL, 10010	80	✓
Mo Oct 26	09:00 am - 05:00 pm	TTL Training Center, Room D201 13 South Bend Ave Chicago IL, 10010	79	Select

*All times: Eastern Standard Time

Cancel **Confirm**



VIEW CLASS DETAILS

Once registered you will have access to class information including the schedule, instructors, location, description and resources.

Follow the steps below to view class details:

1. Access the training details page that contains the live training and locate the course card
2. Start date and time can be located on the course card
3. Click the **Class Details** icon to view additional information
4. Review the class information
5. Click the **OK** or close the popup when finished

OnCourse Learning

Mike ▾

Available upon completion

1 Fair Lending Workshop
LIVE CLASS

2 ⌚ Starts 10/02/20 at 9:00 am
in 3 days

3 ⓘ 📅
Class Details

4 Fair Lending Workshop

5 OK

Class Fair Lending Workshop

Schedule

Day	Date	Start Time	End Time
Fri	Oct 02 2020	09:00 am	05:00 pm

Location TTL Training Center, Room D201
13 South Bend Ave
Chicago IL, 10010

Format LIVE CLASS

Description Fair Lending Training

MY TRAINING

CHANGE OR DROP A CLASS

If the class date and time no longer meets your needs, you may be able to change to a different class or drop the class and wait for a class that does work with your schedule. This is a configuration based on the class settings, so you may not have the ability to change or drop a class. If this is the case, contact customer support or your LMS administrator to reschedule.

Note: Once you have completed the class it cannot be dropped.

Follow the steps below to reschedule a class:

1. Access the training details page that contains the live training
2. In the course card under the class name, click [Change Class](#)
3. Review the class you are currently registered
4. To change to another class, select one of the available classes that works with your schedule
5. Or to drop the class select the [Drop this class](#) option
6. Click [Confirm](#) to register or [Cancel](#) to return without registering

Note: If this is an elective class, dropping it will remove you from the course and class. If you need to take this course in the future, you can locate it in the catalog and register for the desired class.

The screenshot displays the OnCourse Learning interface. On the left is a dark sidebar with navigation icons for 'My Training', 'Transcript', 'Resources', 'Profile', and 'Inbox'. The main content area shows a list of training cards. The first card, 'Fair Lending Workshop', is highlighted with a red circle '1'. Below the card title is a 'Change Class' button, also circled in red with a '2'. A modal window titled 'Change Class' is open, showing the current registration details for the 'Fair Lending Workshop' (circled in red with a '3'). Below this, there are two radio buttons: 'Select a different time and location' (selected, circled in red with a '5') and 'Drop this class'. A table lists available classes with columns for Date, Time, Location, and Open. The first row shows a class on 'Mo Oct 26' from '09:00 am - 05:00 pm' at 'TTL Training Center, Room D201' with 79 spots left. A red circle '4' highlights the 'Select' link next to this row. At the bottom of the modal, there are 'Cancel' and 'Confirm' buttons, with the 'Confirm' button circled in red with a '6'. A note at the bottom of the modal states '*All times: Eastern Standard Time'.

OnCourse Learning

Mike ▾

My Training

Transcript

Resources

Profile

Inbox

Fair Lending Workshop

1

LIVE CLASS

Starts 10/02/20 at 9:00 am in 3 days

2

Change Class

3

You are registered for

Fair Lending Workshop

Fr Oct 2 09:00 am - 05:00 pm

TTL Training Center, Room D201

13 South Bend Ave

Chicago IL, 10010

5

Select a different time and location

Drop this class

Date	Time*	Location	Open
Mo Oct 26	09:00 am - 05:00 pm	TTL Training Center, Room D201 13 South Bend Ave Chicago IL, 10010	79

4

Select

*All times: Eastern Standard Time

6

Cancel

Confirm



VIEW UPCOMING CLASSES

If you are registered for classroom training, you will have access to the [Calendar](#) where you can view class specific information.

Follow the steps below to view upcoming classes:

1. Locate the [Calendar](#) in the left menu
 - » You will see an alert if you have a class occurring within the next 14 days
 - » Click the [Calendar](#) icon
2. All upcoming classes will be listed with the soonest at the top
3. Click a class to view additional information

Mike ▾

My Training

Transcript

Resources

Profile

Inbox

Calendar

Calendar

2

Fri, October 2nd
 9:00 am - 5:00 pm
Fair Lending Workshop

Fair Lending Workshop

Class

Fair Lending Workshop

Schedule

Day	Date	Start Time	End Time
Friday	October 2, 2020	9:00 AM EDT	5:00 PM EDT

Location

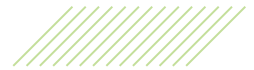
TTL Training Center
13 South Bend Ave
Chicago, IL 10010

Format

Class

Description

Fair Lending Training



VIEW ELECTIVE TRAINING

If you have the catalog available, the training may be either courses or training programs that are available for you to take if you want. They are considered elective or optional and are not required to be taken. If you do not have the Catalog icon in your left menu then you do not have access to elective training.

Follow the steps below to access your Catalog and review the available training:

1. Click the **Catalog** in the left menu
2. By default, the training is ordered alphabetically. Select from the **Sort** dropdown to change the sort order.
3. Filter the catalog by criteria or search by title or description
4. Basic information is available on the training card such as *name*, *expiration date*, *training type* and *status*.
5. Click the training card to view additional information

The screenshot shows the OnCourse Learning Catalog interface. The left sidebar contains navigation icons: My Training, Catalog (highlighted with a red circle 1), Resources, Transcript, Profile, Inbox, and Calendar. The main content area is titled 'Catalog' and features a search bar (circled 3) and a sort dropdown set to 'A to Z' (circled 2). Below the search bar are filter sections for TYPE (Online (30)), LIBRARY NAME (Customer Service (7), Leadership Development (10), Retirement Management (9), Sales Skills (4)), and RELEASE DATE (Past Month, Past 6 Months, Past year, All). The main display shows three training cards: 'Excess IRA Contributions' (circled 4), 'IRA Beneficiary Options', and 'IRA Contributions'. Each card displays an expiration date of 11/30/20 and a status of 'Registered (Online)'. A red circle 5 with a right arrow points to the 'Excess IRA Contributions' card, indicating it can be clicked for more details. Below the first row, the top of a second row of cards is visible.



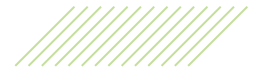
REGISTER FOR ELECTIVE TRAINING

Once you have found the training you want to take, follow the steps below to register. Once registered, the next steps will depend on the type of training; *training program*, *online course* or *class*.

1. Access the training details page and review the available training information
2. Click the **Register** button to assign the training to yourself
3. Once registered, it will appear in your **My Training** page and the **Catalog** for easy access in the future

Note: For classroom training, detailed information can be found in the [Register for a Class](#) section earlier in this guide.

The screenshot displays the OnCourse Learning web application. At the top left is the 'OnCourse Learning' logo. In the top right corner, a user profile dropdown shows the name 'Mikka'. A dark blue sidebar on the left contains navigation icons for 'My Training', 'Catalog', 'Resources', 'Transcript', 'Profile', 'Inbox' (with a notification badge), and 'Calendar'. The main content area has a 'Back' button with a left arrow. The featured course is 'IRA Contributions', with a description: 'This course explains the regulations that govern IRA contributions. This includes traditional IRA contributions, Roth IRA contributions, rollovers, transfers, excess contributions, recharacterizations, and conversions. The duration of this course is 90 minutes. The information contained herein is educational in nature. This course contains coverage of tax provisions that by necessity of space and timeframe are condensed; therefore, the course should not be tre...'. Below the description is a 'Show More' link. To the right of the text is a photo of three people (two men and one woman) looking at a document. At the bottom of the course card, there is a red circle with the number '2' and a blue 'Register' button. To the right of the course card, a box indicates the course 'Expires 11/30/20'.



DROP ELECTIVE TRAINING

For any course or training program you register for from the Catalog, you will have the option to drop that training if necessary. Any progress made will still be recorded in your transcript. Once you have completed the training it cannot be dropped.

Follow the steps below to drop elective training:

1. Access the training details page
2. For *Online Courses*, click **Drop Course**
 - » For *Training Programs*, click **Drop Program**
 - » For *Live Classes*, click the **Change** or **Drop Class** icon

The screenshot shows the OnCourse Learning user interface. At the top left is the OnCourse Learning logo. At the top right is a user profile dropdown labeled 'Mikka'. A left-hand navigation menu includes icons for 'My Training', 'Catalog', 'Resources', 'Transcript', 'Profile', 'Inbox', and 'Calendar'. The main content area has a 'Back' button and a title 'IRA Beneficiary Options'. Below the title is a descriptive paragraph about IRAs and a 'Show More' link. A red circle with the number '2' highlights a 'Drop course' button. Below this is a large card for the 'IRA Beneficiary Options' course with a 'Start' button. To the right of the card is a box indicating the course 'Expires 11/30/20'. An image of three people looking at a document is also present.

ANNOUNCEMENTS



VIEW COMPANY ANNOUNCEMENTS

Your organization may add an announcement to convey pertinent information at times. Announcements will appear at the top of your [My Training](#) page.

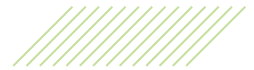
Follow the steps below to view announcements:

1. Click [My Training](#) in the left menu
2. The most recent announcement will display by default
3. Click [View All](#) to read all announcements. This will only be available if there is more than one announcement.
4. Click the [X](#) icon in the top right corner to hide the announcement alert

Note: Removing the announcements will only hide it for this session. When you log in the next time the announcement alert will be available.

The screenshot shows the OnCourse Learning interface. At the top left is the OnCourse Learning logo. To its right is the word 'Administration'. In the top right corner is a user profile dropdown labeled 'Mikka'. A left-hand navigation menu contains icons for 'My Training' (1), 'Catalog', 'Resources', 'Transcript', 'Profile', 'Inbox' (with a green badge '1'), and 'Calendar' (with a red badge '1'). The main content area is titled 'My Training'. At the top of this area is a large announcement banner (2) with the text 'Welcome to Your 2020 Training Experience' and a 'View All' link (3). A close button (4) is in the top right of the banner. Below the banner are tabs for 'Not Started (3)', 'In Progress (6)', and 'Completed (1)'. Under the 'In Progress' tab, there are three course cards: '2020 Annual Compliance Training', '2020 Lending Compliance', and 'Diversity and Inclusion Awareness'.

NOTIFICATIONS



VIEW A NOTIFICATION

Notifications are sent to your email address, but they are also available within the systems **Inbox** for easy access and review.

Follow the steps below to view a notification:

1. Locate and click the **Inbox** in the left menu
 - » You will see an alert. The number in the alert references how many unread notifications you have.
 - » Click the **Inbox** icon
2. By default, you will view your most recent notification.
3. Unread notifications are flagged with a blue bullet

NOTIFICATIONS

4. Perform a **Search** on the title or message text to help locate a specific notification
5. Click **More** to access additional actions
6. Change the **Sort** option from the default of **Newest First** to either **Oldest First** or **Unread Only**
7. In the list of notifications, select the notification you would like to read

The screenshot displays the OnCourse Learning user interface. At the top left is the OnCourse Learning logo, and at the top right is a user profile dropdown labeled 'Mikka'. A dark sidebar on the left contains navigation icons for 'My Training', 'Catalog', 'Resources', 'Transcript', 'Profile', 'Inbox' (highlighted), and 'Calendar'. The main content area is titled 'Inbox'. It features a search bar with a magnifying glass icon and a red circle '5' next to it. Below the search bar is a 'SORT' dropdown menu with a red circle '6' next to it. The menu is open, showing options: 'Newest first' (selected with a checkmark), 'Oldest first', and 'Unread only'. Below the sort menu is an 'ACTIONS' section with a red circle '7' next to it, containing 'Mark all as read' and 'Empty inbox' (in red text). The inbox list shows a notification from 'Mikka Kjarland' dated '09/23/2020 at 4:09 pm'. The notification title is 'October Training' and the body text states: 'October is almost here and you'll be receiving an email notifying you of your quarterly training that will be assigned on October 1st. Please contact support at 555-555-5555 with any questions prior to or after assignment.' The notification ends with 'Regards, OnCourse Learning'.

NOTIFICATIONS



MARK ALL NOTIFICATIONS AS READ

To clean up your inbox and make the inbox alert more accurate, you can mark all notification as read.

Note: Marking notifications here will not mark them as read in your email.

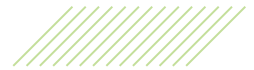
Follow the steps below to mark all notifications as read:

1. Click **Inbox** in the left menu
2. Click **More** to access additional actions
3. Click the **Mark all as read** option

Note: All messages will have the unread indicator (blue dot) removed. The alert in the Inbox menu icon will be removed until you receive a new notification.

The screenshot displays the OnCourse Learning user interface. At the top left is the OnCourse Learning logo, and at the top right is the user name 'Mikka' with a dropdown arrow. A central 'Administration' label is also present. On the left sidebar, the 'Inbox' icon is highlighted with a red circle containing the number '1'. The main content area is titled 'Inbox' and features a search bar with a red circle containing the number '2' next to it. A dropdown menu is open from the search bar, showing sorting options ('Newest first' is selected) and action options ('Mark all as read' is highlighted with a red circle containing the number '3'). Below the menu, there is a notification for 'New Training Available!'. On the right, an email notification from 'Mikka Kjarland' dated '09/23/2020 at 4:09 pm' is shown, titled 'October Training', with the body text: 'October is almost here and you'll be receiving an email notifying you of your quarterly training that will be assigned on October 1st. Please contact support at 555-555-5555 with any questions prior to or after assignment. Regards, OnCourse Learning'.

NOTIFICATIONS



DELETE AN INDIVIDUAL NOTIFICATION

If a notification is no longer needed it can be deleted. Deleting a notification here will not delete it from your email.

Follow the steps below to delete an individual notification:

1. Click the **Inbox** in the left menu, locate and select the notification to delete
2. Click the **Trash Can** in the top right corner of the message that you would like to delete
3. In the popup, click the **Delete** button to confirm deletion or the **Cancel** button to return without deleting

The screenshot displays the OnCourse Learning user interface. On the left is a dark sidebar with navigation icons: My Training, Catalog, Resources, Transcript, Profile, and Inbox (highlighted with a red circle and the number '1'). The main area is titled 'Inbox' and contains a list of notifications. The first notification is from Mikka Kjarland, titled 'October Training', received 3 minutes ago. A red circle with the number '2' and a trash can icon is positioned over the top right of this notification. A modal dialog box is open in front of the notification, asking 'Are you sure you want to delete this message?'. It features a blue 'Cancel' button and a red 'Delete' button, with a red circle and the number '3' highlighting the 'Delete' button. The background of the notification list is partially visible, showing another notification from Mikka Kjarland titled 'Assignment of training' received 9 days ago, and a third from OCL Admin titled 'New Training Available!' received a month ago. The top right of the interface shows the user's name 'Mikka' with a dropdown arrow.

NOTIFICATIONS

DELETE ALL NOTIFICATIONS

To completely clean out your inbox you can delete all notifications. Deleting notifications here will not delete them from your email.

Follow the steps below to delete all notifications:

1. Click the **Inbox** in the left menu
2. Click **More**
3. Select the **Empty inbox** option
4. In the popup, click the **Delete** button to confirm deletion or the **Cancel** button to return without deleting

The screenshot shows the OnCourse Learning user interface. On the left is a dark sidebar with icons for 'My Training', 'Catalog', 'Resources', 'Transcript', 'Profile', 'Inbox' (highlighted with a red circle '1'), and 'Calendar'. The main content area is titled 'Inbox'. At the top of the inbox is a search bar with a red circle '2' over the 'More' (three dots) button. A dropdown menu is open, showing 'SORT' options: 'Newest first' (selected), 'Oldest first', and 'Unread only'. Below this are 'ACTIONS' like 'Mark all as read'. A red circle '3' highlights the 'Empty inbox' option at the bottom of the dropdown. A confirmation popup is displayed in the center, asking 'Are you sure you want to delete all messages in your inbox?'. It has a blue 'Cancel' button and a red 'Delete' button (highlighted with a red circle '4'). The background of the popup shows an email from 'Mikka Kjarland' dated '09/23/2020 at 4:09 pm' with a trash icon. The email content mentions 'email notifying you of your quarterly training that support at 555-555-5555 with any questions prior' and 'OnCourse Learning'.



UPDATE CONTACT INFORMATION

Your contact information is available in your profile. Some or all this information may have been entered when your account was created. Your organization may have policies or procedures in place concerning what information you should populate in your profile.

Follow the steps below to update the basic information in your profile:

1. Click **Profile** in the left menu
2. Review your profile information and update if necessary
3. All required fields are marked with an asterisk (*)
4. Click **Save** if you made updates

Mikka ▾

My Training

Catalog

Resources

Transcript

1 Profile

Inbox

Calendar

Edit Student Profile

2

3

First Name *

Mikka

Middle Name

Last Name *

Kjarland

Address Line 1

Address Line 2

City

State

Select state ▾

Zip Code

Country

United States ▾

Email *

mkjarland@oncourselearning.com

Alternate Email

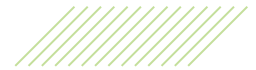
Home Phone

Work Phone

Cell Phone

4

Save



VIEW YOUR TRANSCRIPT

Your transcript will display all current and past training that has been assigned to you. This includes all required and elective training. Required training will appear in the transcript upon assignment while elective training will appear once progress has been made.

Follow the steps below to view your transcript:

1. Click **Transcript** in the left menu
2. If you have courses that you self-registered for from the catalog that are in progress or completed, you will have an **Individual Courses** section at the top of your transcript
3. After that, each assigned training program will appear within its own section with course-level information. The information will provide details based on your progress and status within the training.
4. Once you have successfully completed a training program the training program completion certificate icon will be available. Click **Program Certificate** to view then download or print your certificate.
5. If you have course-level complete certificates available, the course completion certificate icons will be available.
6. Your transcript will default to display all completed training

Mikka ▾

My Training

Catalog

Resources

Transcript

Profile

Inbox

Calendar

Transcript

6

Show: Completed ▾

Print

2

Individual Courses

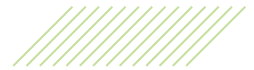
Course	Type	Started	Completed	Time	Score	Passed ▾	Certificate
Appraisal and Evaluation Interagency Guidelines	Online	09/09/2020	09/09/2020	0h 2m	100		<div>5</div>

3

Compliance Refresher Training

4

Course	Type	Started	Completed	Time	Score	Passed	Certificate
Real Estate Settlement Procedures Act - Regulation X Refresher	Online	08/19/2020	08/19/2020	0h 0m	100		
Safeguarding Consumer Information - Refresher Course	Online	08/19/2020	08/19/2020	0h 0m	100		
Equal Credit Opportunity Act - Regulation B Refresher	Online	08/19/2020	08/19/2020	0h 0m	100		



FILTER YOUR TRANSCRIPT

By default, the transcript will display your completed training. To view other options, use the [Show](#) dropdown.

Follow the steps below to filter your transcript:

1. Click [Transcript](#) in the left menu
2. In the [Show](#) dropdown, select either the *All*, *Not Complete* or *Completed*

Mikka ▾

My Training

Catalog

Resources

1
 Transcript

Profile

Inbox

Calendar

Transcript

2

Show:

Completed ▾

Completed
Not Complete
All

Print

Course	Type	Started	Completed	Time	Score	Passed	Certificate
Appraisal and Evaluation Interagency Guidelines	Online	09/09/2020	09/09/2020	0h 2m	100		

Compliance Refresher Training

Course	Type	Started	Completed	Time	Score	Passed	Certificate
Real Estate Settlement Procedures Act - Regulation X Refresher	Online	08/19/2020	08/19/2020	0h 0m	100		
Safeguarding Consumer Information - Refresher Course	Online	08/19/2020	08/19/2020	0h 0m	100		
Equal Credit Opportunity Act - Regulation B Refresher	Online	08/19/2020	08/19/2020	0h 0m	100		



PRINT YOUR TRANSCRIPT

Printing your transcript will provide you an electronic or hard copy of your training. The active filter will be applied when printed.

Follow the steps below to print your transcript:

1. Click **Transcript** in the left menu
2. Click the **Print** button
3. Select the desired print settings based on your browser
4. Click **Print** or **Save** button based on the selected settings

The screenshot shows the OnCourse Learning interface. On the left is a dark sidebar with navigation icons: My Training, Catalog, Resources, Transcript (highlighted with a red circle 1), Profile, Inbox, and Calendar. The main content area is titled 'Transcript' and shows a 'Show: Completed' dropdown with a red circle 2 next to a 'Print' button. Below this is a table titled 'Transcript for Mikka NewStudent' with columns: Course, Passed, Attempted, Completed, Duration, Type, Credits, and Score. The table lists several courses, including '2020-04-15 Admin Test Online Course 01', 'Appraisal and Evaluation Interagency Guidelines', '2020 CFS-Test-TP #1', 'CFS-Test Online Course 01', '2020 Mastery 2', and '191203a'. To the right of the table is a print settings panel with a red circle 3 next to the 'Print' heading. It includes options for Destination (Canon MX490 series F), Pages (All), Copies (1), Layout (Portrait), and Color (Black and white). At the bottom of the panel is a red circle 4 next to a 'Print' button and a 'Cancel' button. The top right of the interface shows the user's name 'Mikka' with a dropdown arrow.

Course	Passed	Attempted	Completed	Duration	Type	Credits	Score
Public Courses							
2020-04-15 Admin Test Online Course 01	✓	04/15/2020	04/15/2020	1 min	Online	-	100
Appraisal and Evaluation Interagency Guidelines	✓	09/09/2020	09/09/2020	2 min	Online	-	100
2020 CFS-Test-TP #1							
CFS-Test Online Course 01	✓	04/15/2020	04/15/2020	1 min	Online	-	100
Affidavits							
2020Mastery2	✓	03/31/2020	03/31/2020	1 min	Online	-	100
191203a	✓	03/31/2020	03/31/2020	1 min	Online	-	100

COMPLETION CERTIFICATE

For the training you have completed, you will have training program completion certificates, and depending on how your training is set up, you may have course-level completion certificates too. There are two page you can print completion certificates from -- your transcript and the training details pages if you still have access to review the training.

PRINT FROM THE TRANSCRIPT

Follow the steps to print your certificates from your transcript:

1. Click **Transcript** in the left menu
2. Training program completion certificates are located in the title section of each training program to the far right
3. Course completion certificates are located in each course row to the far right
4. Select the desired print settings based on your browser
5. Click the **Print** or **Save** button based on your browser settings

The screenshot displays the OnCourse Learning interface. On the left is a dark sidebar with navigation icons: Home, My Training, Catalog, Resources, Transcript (highlighted with a red circle 1), Profile, Inbox, and Calendar. The main content area is titled 'Transcript' and shows a list of courses under 'Individual Courses' and 'Compliance Refresher'. A large certificate preview is shown in the center, titled 'Training Program Completion Certificate' for Mikka Kjarland, dated 8/19/2020. To the right of the certificate is a print settings panel (circled with a red circle 4) with options for Destination (Canon MX490 series F), Pages (All), Copies (1), Layout (Portrait), and Color (Black and white). Below the print settings is a table with columns 'Passed' and 'Certificate'. The first row shows a green checkmark in the 'Passed' column and a certificate icon in the 'Certificate' column (circled with a red circle 3). The second row shows a green checkmark in the 'Passed' column and a certificate icon in the 'Certificate' column (circled with a red circle 2). At the bottom of the table is a 'Print' button (circled with a red circle 5) and a 'Cancel' button. The bottom of the page shows a table with columns for course name, status, dates, duration, score, and completion status.

Course	Status	Start Date	End Date	Duration	Score	Completion
Appraisal and Evaluation Intro	Completed					
Compliance Refresher	Completed					
Real Estate Settlement Process Refresher	Completed					
Safeguarding Consumer Course	Completed					
Equal Credit Opportunity Act - Regulation B Refresher	Online	08/19/2020	08/19/2020	0h 0m	100	Completed

COMPLETION CERTIFICATE

PRINT FROM TRAINING DETAILS

While you have access to the content of your training on your [My Training](#) page, you can also access the certificates on the training details page.

1. Training program certificates are located in the right panel once all required training has been completed
2. Course completion certificates, if available, are located in the course card

OnCourse Learning Mikka ▾

← Back

Compliance Refresher Training

Compliance concerns begin when a mortgage professional uses the telephone to solicit business from a consumer. Consumers have protection against unwanted telephone solicitations under the national Do-Not-Call Registry, the Telemarketing Sales Rule, and state Do-Not-Call laws. This course explores the background and goals of the Telemarketing Consumer Fraud and Abuse Prevention Act and the Telephone Consumer Protection Act. It covers is...

[Show More](#)

Required (4) **Elective (2)** **Optional**

Complete all courses in the list below.

2

Customer Identification Program (CIP) Refresher

Score 100

Score and progress will not update

Review

DI - Sexual Harassment Refresher

Score 100

OVERALL PROGRESS 6 of 6

CERTIFICATE

1

Training program past due
Due 09/15/20
Available until 09/30/20

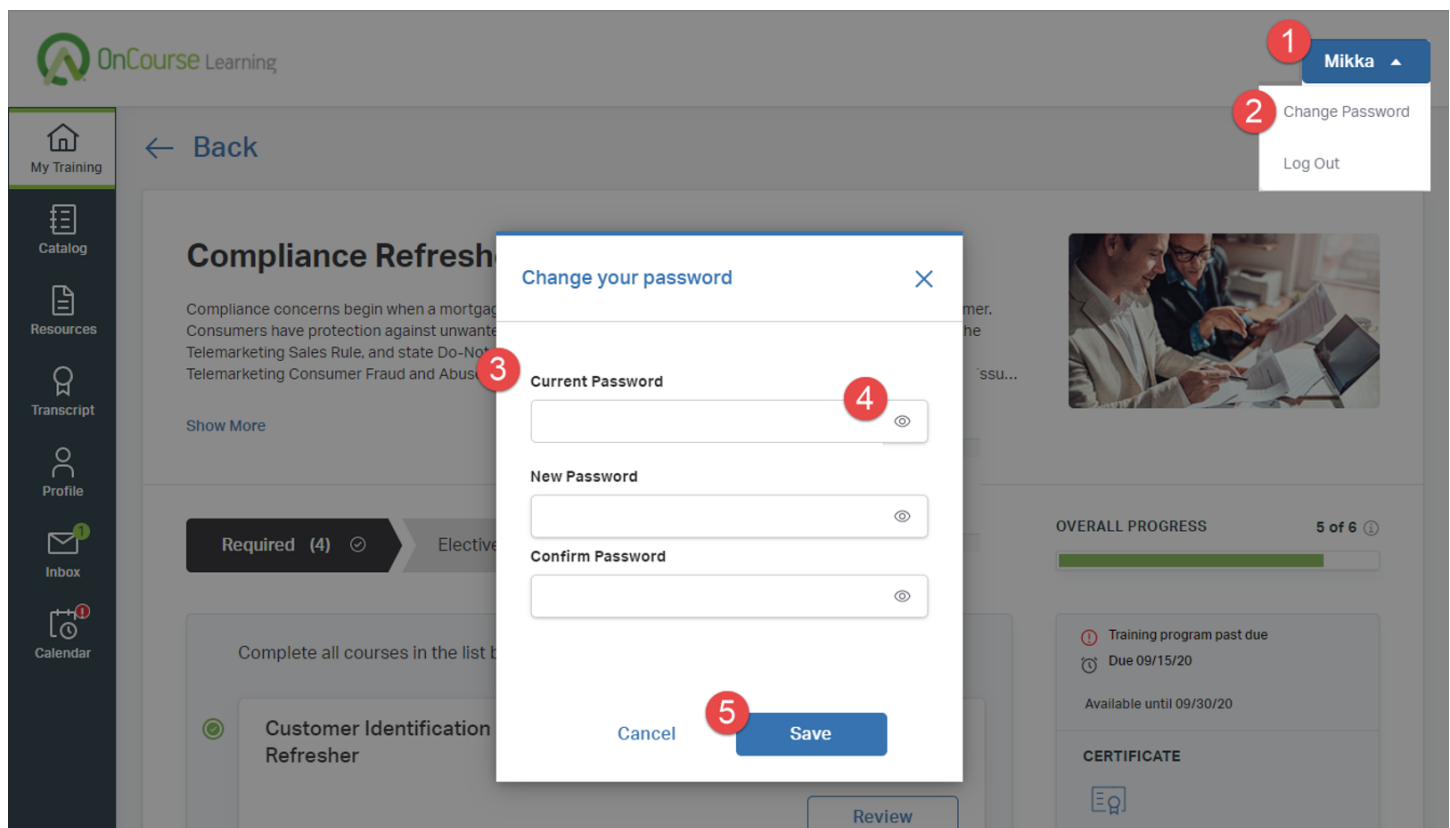


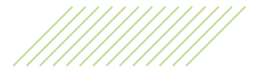
CHANGE YOUR PASSWORD

There are times when you may be prompted to change your password for security measures or if you have forgotten your password when attempting to login. You also have the ability to voluntarily change your password if necessary. The process to actually change your password is very similar regardless of the reason you have to change your password.

Follow the steps below to voluntarily change your password once you are logged in:

1. Hover over your name button in the top right of the screen
2. Click the **Change Password** link
3. The following password fields are all required:
 - » **Current Password:** Type current password
 - » **New Password:** Type desired new password
 - » **Confirm Password:** Type desired new password again
4. Click the **Eye** icon to view the text you entered if necessary
5. Click **Save** to change your password or **Cancel** to exit without saving





DOWNLOAD A RESOURCES

If resources are available, you can download them to your computer. If you do not have access to resources, you will not see the Resources menu icon.

Follow the steps below to view a resource:

1. Click **Resources** in the left menu
2. If necessary, search for the desired resource. The search will search both the name and description fields
3. Click anywhere in the resource row to download the resource
4. Access the downloaded file based on your browser settings

The screenshot shows the OnCourse Learning interface. The left sidebar contains navigation icons: My Training, Catalog, Resources (highlighted with a red circle 1), Transcript, Profile, Inbox, and Calendar. The main content area is titled 'Resources' and features a search bar (with a red circle 2) and a table of resources. The table has columns for Name, Updated, Description, and Type. Two resources are listed: '2020 Training Calendar' and '2020 Training Curricula Guide'. The second resource row is highlighted with a red circle 3. Below the table, there are pagination controls showing 'Items per page: 20' and '1-2 of 2 items'. At the bottom of the page, a file download bar shows '2020_Training_Cur....pdf' with a red circle 4 next to it.

Name	Updated	Description	Type
2020 Training Calendar	08/19/2020	The first step in planning your annual training calendar is to identify required training. After you've identified any required training, think about any additional training opportunities that can help promote a safe and compliant workplace.	PDF
2020 Training Curricula Guide	08/19/2020	This training curriculum is a total package of learning activities designed to achieve the objectives of the training program. In a competency-based system, the objective, or desired end, is that trainees will acquire the specific knowledge, and skills (competencies) they need to do their jobs.	PDF

Items per page: 20 1-2 of 2 items 1 of 1 pages

2020_Training_Cur....pdf Show all



LOG OUT OF THE STUDENT PORTAL

Once you are finished you can log out.

Follow the steps below to log out of the student portal:

1. Hover over your name button in the top right of the screen
2. Click the **Log Out** link to return to your login page

