Alabama Department of Public Health

LCMS User Guide

General Users
INSTRUCTION MANUAL

For more information contact the Bureau of Professional and Support Services (Training Unit)
Office: 334.206.5226

Website: http://www.adph.org/extranet/
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General Instructions

What is the Learning Content Management System (LCMS)?

LCMS is a web-based system that provides and tracks training information for ADPH employees and for ADPH volunteers. Volunteer credentialing information can also be found in LCMS. LCMS provides an efficient means of real-time data reporting. Reports are produced in a graph or excel spreadsheet format. LCMS has the functionality to produce on-line forms (surveys, questionnaires, self assessments, etc.) and it also provides a portal to ADPH websites (both internal and external).

Accessing & Logging into LCMS

How to Access LCMS

1. Access LCMS through the ADPH home page at www.adph.org
2. Then select the “Log In” link in the upper right portion of the web page.

Access LCMS through the Log In link at www.adph.org
The web browser will redirect to ADPH’s central log in portal.

3. Scroll the length of the page, and select the LCMS (Learning Content Management System) link.

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1. Or, access LCMS directly by entering http://www.adph.org/extranet/ into your web address bar.

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Log In to LCMS via ADPH Central Log In Portal

3. LCMS (Learning Content Management System)
How to Log In to LCMS

2. Your web browser will redirect to the LCMS home page. Here, you will need to Log In to the System.

Notes:

Diagrams of Four Different Log In Scenarios

Diagram: Four Different LCMS Log In Scenarios

Question: “Do You Have an Existing Account?”

Answer: “Yes” or “No”

If “Yes,” then

1. Log In if you remember your username & password.
2. Click link to retrieve username & password.

If “No,” then

3. ADPH employees should not create LCMS accounts.
4. Non-ADPH employees should create an account.
Diagram that shows in what order the Log In Scenarios will be explained

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3. Attention all ADPH Employees:
Do not create LCMS accounts! Instead, contact ADPH Professional & Support Services (Training Unit) at 334-206-5226.
An Explanation of the First Steps of Each of the LCMS Log In Scenarios:

1. If you are an existing user and you remember your log in credentials, then enter your Username and your Password. Next, select the Log In button.

Notes:

2. If you are an existing user and you need to retrieve your Username or Password, select the appropriate link:
   a. ADPH Employees->Click Here OR
   b. Can’t remember Username or Password->Click Here Choice 2b. is for Non-ADPH employees.

Notes:

3. If you are an ADPH Employee who does not have an LCMS account, call ADPH Bureau of Professional and Support Services (Training Unit) @ 206-5226 for assistance.

ADPH Employees should not create LCMS Accounts.

Notes:
4. If you are not an ADPH employee, you should create an account by selecting the “Don't have a Username-> Click Here” link beneath the “Log In” heading.

Notes:

The Remaining Steps for Log In Scenarios 1 & 2

1. After a successful Log In, your web browser will redirect to the “My Account” page.

Notes:

Select "Log In" after entering your Username & Password.

The “My Account” page is the first screen you will see after a successful log in.
2. Users who cannot remember their user name and/or password have one of two options.

Option a:

ADPH employees should select the ALABAMA DEPARTMENT OF PUBLIC HEALTH Employees -> Click Here link.

The next screen ADPH Employees will encounter is “Forgotten Log In Information”

Here, ADPH users are required to enter and submit their “First Name,” “Last Name,” & “PIN Number.”

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2a.
2a. If you are an ADPH employee and have forgotten your Username or Password, selecting the ADPH Employees→Click Here link results in…

2b. If you are not an ADPH employee and have forgotten your Username or Password, selecting Can’t remember Username or Password→Click Here Link results in…

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In both instances, you will be prompted to complete the Forgotten Log In Information form in order to access your Log In credentials. From here, you will progress to Scenario 1.

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2a & b...Your web browser redirecting to the “Forgotten Log In Information” page.

Here, you will need to enter your First Name, Last Name, and your PIN Number.

If you are successful, you will see the Login Information Screen next.

From here, you will have the option to
1. Log In Now or to
2. Email your account credentials to the email address you specified when your LCMS account was created.

1.

2.

An email received from LCMS with Log In credentials is shown above.
**The Remaining Steps for Log In Scenarios 3 & 4**

3. As previously stated, ADPH Employees that do not have an LCMS account …

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3. …Should **not** create LCMS Accounts. Call ADPH Bureau of Professional and Support Services (Training Unit) @ 206-5226 for assistance.

   Note: ADPH employees should not create LCMS accounts without contacting ________ and receiving approval from __________.

4. Select this link (highlighted below) if you are not an ADPH Employee, and you need to create an

   A. LCMS account...

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4a. Your web browser will redirect to the Registration Information page.

4b. The next screen is:
4c. Final Registration Screen

4d. You have successfully connected To the LCMS Network!

5. If the LCMS log in is successful, the user's name will:

1. Appear in the top right hand corner as well as to

2. Appear in the bottom left hand corner. The (area/office/bureau will also be listed here.)

1.

2.

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4d. You have successfully connected To the LCMS Network!

Jayne Doe has successfully Logged In.

User: Jayne Doe
Account: Information Technology
If this is incorrect: Click Here
How to Search for & Register for a Course or Training

How to Search for a Course

Log in to LCMS.

In this example, I will login first before I search for courses.

Note: You can either search for courses or training before logging in to LCMS or after you log into the System.

Prior to logging into LCMS, you will only be able to view courses that are accessible to the public on the Training Opportunities page.

However, you will always have to log in to be able to register for a course.

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After you successfully login to LCMS, your web browser will redirect to the “My Account” screen. This is the first screen that you will see each time you login to LCMS.

Select the “Courses” link directly beneath the “Professional Development” heading on the “My Account” screen.

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Your web browser will redirect to the “Training Opportunities” screen. This is the first screen that you will see after accessing and before logging in to LCMS.


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For demonstration purposes, I will select the “On-demand” link directly beneath the “On Demand Webcasts” heading on the “Training Opportunities” web page.

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Next, I will conduct a basic search by entering a portion of the word, Introduction “Intro” into the Keyword Search field and then selecting “Search.”

5 Basic Search Example: Enter "Intro" into the Keyword Search field.
A basic search for “Intro” returns 11 items. (Only five items are shown here in this screen capture.) Notice that each of these courses contains “Intro” within its course title.

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Now I will demonstrate how to use the Advanced Search feature.

First, I will select the “Advanced Search” link located to the right of the “Keyword Search” field.

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6 Search Results for "Intro" Keyword.

7 Select the "Advanced Search" link.
Next, I will complete the Advanced Search fields in order to narrow the search results.

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The search results have been narrowed from 11 items to three because I specified the “Date Range,” “Discipline,” “Program Areas,” and “Delivery Method,” of the course in the Advanced Search fields.

Next, I will demonstrate how to register for a course/training.

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Results of the Advanced Search

1. IS-800 National Response Plan (NRP), An Introduction
   This course introduces you to the NRP, including the concept of operations upon which the plan is built, roles and responsibilities of the key players, and the organizational structures used to manage these resources.
   + Registration Details
   Course Details & Register

2. IS-200 ICS for Single Resources and Initial Action Incidents
   ICS-200 provides training and resources for personnel who are likely to assume a supervisory position within the ICS. IS-100 is a pre-requisite to the IS-200 course.
   + Registration Details
   Course Details

3. IS-100 Introduction to Incident Command System, I-100
   This course describes the history, features and principles, and organizational structure of the Incident Command System.
   + Registration Details
   Course Details & Register

* indicates a course not yet taken.
## How to Register for a Course

### Search for and locate a course.

Then, select the “Register” link beneath the course title.

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### Complete the registration form, and select “Submit.”

Notes: __________________________
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### Complete the video training. Select the “Click Here” link to access the survey.

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**Required Video for New Employees: General Orientation for New Employees**

- First Name: 
- Last Name: 
- Phone Number:
  - 555-555-5555

**General Orientation for New Employees**

(May 2001 – 16 Minutes)

*Click here* to complete the survey.
Complete the video verification form and select the “Submit” button.

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Notice that your web browser redirects to back to the list of courses.

Here, you should notice that the word “Registered” appears underneath the title of the course to the left of “Course Details.”

The “Go to Course” is a new link that appears in the same location as and in place of the “Register” link.

7. You have the option to continue your LCMS session or to Log Out.

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15 You have successfully disconnected from the network
My Account Page for the General User

Professional Development

Locate the "Professional Development" heading and its corresponding links on the upper left portion of the "My Account" screen. Each of the six links associated with "Professional Development" will be explained as numbered in the screen capture to the right:

1. "Courses"-This link redirects to the "Training Opportunities" screen.

2. "My Courses"-Select this link in order to view the courses that you have registered for.

3. "My Curriculum Planner"-Choose this link to be able to view the Course Planner and Active Curriculum List screen.

4. "My Transcript"-Select this link to view a record of all of the courses/training that you have registered for and completed via LCMS.

5. "My Forms"-Choose this link to view a list of forms that you have completed as of the current date.

6. "Self Assessments"-Select this link in order to view a list of assessments that help determine available courses.

"Professional Development" is located directly beneath the "My Account" heading.

The "Professional Development" category contains six links.
Courses

A. Select the “Courses” link beneath the “Professional Development Heading”

B. Your web browser will redirect to the “Training Opportunities” screen.

Here, you will find four different Categories of Training Opportunities. They are as follows:

(i.) Satellite Conferences/Webcasts, (ii.) On Demand Webcasts, (iii) Program Area, and (iv.) Discipline.

The number at the beginning of each link indicates how many items are found when the link is selected.

i.e.

Satellite
Conferences/Webcasts

(4) Schedule

i. Satellite Conferences/Webcasts- Provide opportunities to view “live” training. Select the “Schedule” link to display a schedule with different training sessions. On this screen, you may view registration and course details, as well as register for the course.

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18 Select the "Courses" link beneath "Professional Development" to be transferred to "Training Opportunities"

B.

i.

Satellite Conferences and Webcast Schedule

19 Here, you can view registration and course details, as well as register for the course.

ii.
ii. On Demand Webcasts-
Were originally broadcast as live Satellite
Conferences/Webcasts, but now are available for viewing “on demand.”
These webcasts are viewable via Windows
Media Player. Many of the “On Demand Webcasts”
are required to be viewed by all ADPH employees.

Courses that you have already registered for will be marked, “Registered.”
Registration Details and Course Details are viewable on each course
regardless of whether or not a user has registered
for the video. However, if a user has already
registered for a Course, the “Register” link will no longer be available for that course. In this case, a
“Go to Course” link will replace the “Register” link for that particular course.

iii. Program Area-
Contains training opportunities that are classified into groups
according to subject matter relating to certain occupational topics/fields. i.e.-Pharmacy

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20 Registered for Required Video

iii. & iv.

Training Opportunities

Program Area

Satellite Conferences/Webcasts

(6) E/D Waiver
(5) 530 Waiver
(8) Administrative
(2) AUM TechnaCenter
(8) Chronic Disease
(8) Communications
(8) Diabetes
(13) Emergency Preparedness
(4) EMS
(9) Environmental
(9) Family Planning
(8) Home Health
(10) IT
(9) Nursing
(8) Nutrition/Physical Activity
(9) Pharmacy
(8) Public Health
(83) SCPHP
(9) Social Work
(4) State Personnel
(8) Women’s Health

On Demand Webcasts

(11) Administrators
(5) Clerical
(12) Environmentalists
(11) Health Educators
(11) Home Health
(12) Laboratorians
(13) Nurses
(11) Nutritionists
(13) Pharmacists
(11) Physicians
(12) Public Health
(13) Social Workers
(11) Other

21 “Program Area” relates to Occupational fields grouped by subject
matter. Discipline targets professionals within certain program areas.
iv. Discipline—Contains training opportunities specifically targeted to practicing professionals within a certain program area.
  i.e.-Pharmacists
  These disciplines are specific to Public Health fields.

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22 Example: If the Program Area is "Pharmacy," then the discipline would be Pharmacists.
My Courses

A. Select the “My Courses” link beneath the “Professional Development” Heading.

B. You will be transferred to the “My Courses” screen. Here, you will find a list of the Courses that you have started but have not completed.

Note: When you complete a course, it is no longer displayed as part of the “My Courses” listing.

Each course is listed according to a similar format:

Course Title
Brief Program Description
Status
Progress/Details

I will select the “Progress/Details” link that corresponds to the course entitled “Workplace Diversity: Valuing Differences.”

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C. Next, the web browser will redirect from the “My Courses” list to a screen that displays only information that is pertinent to the course entitled, “Workplace Diversity.”

Notice that this course is described as an “On Demand Program.” Listed here are the course’s: Broadcast Date, type (survey), status (InComplete), and its beginning and ending Registration Dates.

If a user selects the “Back to List” link, then the web browser will return to the “My Courses” screen.

D. However, if a user chooses to select the “Click here for more information link,” the web browser will redirect to a screen where the user can access handouts/resources & materials pertaining to the course.

In this case, the user can access the “Workplace Diversity” webcast using either the “Real Player” or “Windows Media Player” link on this page.

After viewing the webcast, select the “Training Acknowledgement Form” link.

25 Select “Click here for more information.”

26 Here the user can access handouts and view the webcast.
My Curriculum Planner

A. Select the “My Curriculum Planner” link beneath the “Professional Development” heading.

B. This link redirects to the “Course Planner” screen. Here, you will find your Active curriculum list.

Your curriculum is determined by a System Administrator who has assigned your account to a specific group of Curricula.

For example, each ADPH Employee is responsible for completing the courses that are listed beneath the “All Employee” heading.

Likewise, New Employees are expected to view the videos beneath the “Employee Videos Checklist” heading.

Notice that courses are either marked “Completed” or “InComplete.”

You have the opportunity to register for courses via the “My Curriculum Planner-Course Planner” Screen.

27 Select the "My Curriculum Planner" link beneath the "Professional Development" heading on the "My Account" screen.

28 "Course Planner" contains your active curriculum list.
My Transcript

A. Select the "My Transcript" link beneath the "Professional Development" heading.

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B. This link redirects to the "My Transcript" screen.

i. Here, you can Search by Key Word and Date Range

ii. If you do not recall the name of the training that you want to find, Select the “Search” button to pull all of the training you have registered for.

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29 Select the "My Transcript" link beneath the "Professional Development" heading to be directed to the "My Transcript" screen.

30 Search by Key Word and Date Range on the "My Transcript" screen.

ii.

31 Simply selecting "Search" without entering criteria, will pull your entire transcript. You can print your training report by selecting “Print Training Report.”

iii.
The employee training report can be printed and used as a tool to ensure that employees receive appropriate orientation, education and training for job performance.

It provides a summary of orientation, education and training that the employee has received during his/her evaluation period.

The form is to be completed and a copy should be placed in the employee’s file.

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<table>
<thead>
<tr>
<th>TITLE</th>
<th>Required to come off probation</th>
<th>Required for supervisors</th>
<th>Required yearly</th>
<th>Pass/ fail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Camels Studio</td>
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<tr>
<td>IS-100 Introduction to Incident Command System, 1-100</td>
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<tr>
<td>Required video for New Employees: General Orientation for New Employees</td>
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<tr>
<td>Change Readiness Trait Profile</td>
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32 The “Employee Training Report” provides a summary of orientation, education and training received by an employee during his or her evaluation period.
My Forms

A. Select the “My Forms” link beneath the “Professional Development” heading.

B. The link redirects to “My Forms” screen. Here, you will find forms listed that you have completed as of the current date.

These items are listed by type of form:

- Registration Forms
- Other Forms
- Self Assessment Forms
- Survey Forms
- Testing Forms

You have the option of searching for a specific form by entering its Title or its Description.

Items listed with a link are available for editing.

33 Select the "My Forms" link located beneath the "Professional Development" heading.

34 The forms that you have completed as of the current date are listed on the "My Forms" screen.
Self Assessments

A. Select the "Self Assessments" link beneath the "Professional Development" heading.

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B. The link redirects to the "Self Assessments" screen.

Items listed with a link Here, you will find assessments listed to help you determine available courses.

You have the option of searching for a specific self assessment by entering its Title or its Description.

You also have the option to "Print Response" for self assessments marked "Completed."

Assessments that are not marked "Completed" are available for editing.

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35 Select "Self Assessments" beneath the "Professional Development" heading.

36 "Self Assessments" contain assessments used to determine available courses. Items listed with a link are available for editing. You can "Print Responses" for "Completed" assessments.
Personal Information

How to Edit Your Profile

A. Find the “Personal Information” heading on the “My Account” screen.

Select “Edit Profile.” This is the first link beneath the “Personal Information” heading.

B. Each time “Edit Profile” is selected, your web browser will automatically redirect to the “Personal Information” screen.

You can also navigate back to this screen from within “Edit Profile” by selecting the “General Information” link/tab, which consists entirely of the “Personal Information” screen.

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A. Locate & Select “Edit Profile”

B. “Personal Information” Screen

Personal Information/General Information (Tab 1)

1. General Information | Address | Contacts | Profiles | Support

Personal Information

First Name * | Middle Initial | Last Name * | Suffix

Date of Birth
Format: 00/00/0000

SSN
Format: 000-00-0000

Department
General Account

* - Indicates required field

Notes:__________________
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37 Locate and select "Edit Profile" located beneath the "Personal Information" heading on the "My Account" page.

38 Tab 1: The Personal Information screen can be accessed from within "Edit Profile" by selecting "General Information."
Please note that all of the required fields (indicated by a red asterisk) throughout your profile were completed when your account was created.

However, it is important to complete as many other fields as possible. When you have finished, select “Update.”

Next, you will see the “Address Information” screen as modified, along with the confirmation, “Record Was Updated Successfully.”

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E. Next, we will examine the “Contacts” tab.

Here, you should enter as many applicable contact points as possible.

First, I will correct the invalid work phone as shown below.

To modify a contact type, select “Edit.”

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Tab 3: Select "Edit" to modify a contact point. Select "Add New" to create an additional point of contact.
Backspace until you have cleared the existing content.

Next, enter accurate data. Then, select “Save & Continue.”

Notes: ____________________________________________________________

You will be notified that the “Record Was Updated Successfully.”

Select the “Contacts” link on the menu to make further modifications.

From the Contact Page, you may want to continue to “Edit” or “Add New” contact type and its associated data.

Once you have selected “Add New” you are required to select the type of contact from the drop-down list. You are also required to enter the “Contact Information” before you select “Save & Continue.”

Notes: ____________________________________________________________

42 Backspace to remove existing information. Next, add new contact information. Finally, select “Save & Continue.”

43 You will receive the confirmation message, "Record Was Updated Successfully.”

44 Select “Add New” to create another point of contact.

45 To add a new contact, you will need to select the type of contact from a drop-down menu. Next, you will need to enter the contact information before you select "Save & Continue."
Once that you have added a new contact type and contact information, select “Save & Continue.”

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Again, you will receive the “Record was Updated Successfully” confirmation message.

In order to verify that this change has occurred, I will return to the contacts tab. Here, I have the option to delete the Contact type that I have just added.

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F. Now, you are ready to progress to the Profiles tab. Profiles are necessary to target you for LCMS training. You can have more than one Profile. Select “Add” to create a profile.

F. Profiles (Professional & Volunteer) (Tab 4)

46 Select “Save & Continue” after you have added your new contact information.

47 After creating and saving your new contact, you will receive the confirmation message, “Record was updated successfully.”

48 You now have the option to delete the contact point that you just created.

49 Tab 4: Select "Add" to create a new profile.
Next, you will need to use the drop down menu to select the category that best describes your profession/occupation.

In this example, I will select “Computer and Mathematical Occupations.”

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Here, the “Profiles” screen is shown with the Professional Category and Specific Profession drop-down menus.

1. It is important to note that after a specific profession is selected, its description is automatically displayed.

2. Also, the “specific profession” drop-down box is auto populated with choices directly associated with the professional category that is selected.

As previously stated, completing the License/Certification information is optional. This information is not applicable to all professionals.

Select “Save & Continue”.

51 The “specific profession” drop-down box is auto-populated with choices directly associated with the professional category that is selected. After a specific profession is chosen, its description is automatically displayed.
Next, the System will require you to complete a “General Volunteer Form” (shown here) as part of your profile.

Select “Save & Continue” once you have completed a screen.

When you have completed the final screen, select “Submit.”

G. After you complete your Professional Profile and your Volunteer Form, the Profession that you have indicated will appear beneath “Professional Profile” as well as beneath “Volunteer Forms.” You have the opportunity to Add your License #, add another Professional Profile, remove an existing profile, and/or edit the Volunteer Form that you have completed.

G. Contact Support (Tab 5)

52 Select “Save & Continue” after you complete the first few screens of the form. Finally, select “Submit” at the end of the form after completing it.

53 Here, you have the option to add a license number (if applicable). You may remove a profile, as well as edit your volunteer form.
If you have questions regarding the LCMS System, you can choose Contact Support to notify the system administrators.

Here, you must enter or select all of the required fields: Email Subject, Message Type, & Email Message.

Definitions of Selectable Message Types:

Access Denied: Report if access is denied to the application.
Report content: Report content which should not be viewed by the public, etc.
Account Information: Report login related issues.
Other: represents all other reportable issues.

A screen capture of a sample “Contact Support” message has been included in this guide.

Select “Submit” when you have completed all of the required fields.

The next screen you will see is a “Message Confirmation” that “Your message was sent successfully!”

Please note to check your Message Center for replies to your email questions.
At this point, you may choose to select “My Account” in order to change your password, or you may choose to Log Out of the System. Here, we will choose to return to the “My Account” screen in order to demonstrate how a user can change his or her password.

Find the “Personal Information” heading on the “My Account” screen.

Select “Change Password.” This is the second link beneath the “Personal Information” heading.
How to Change Your Password

The next screen you will see is the “Change Password” screen. Here, you will be required to enter your:
1. Current Password
2. New Password &
3. Confirm New Password

(You confirm your new password by reentering your “New Password” into the “Confirm New Password” field).

Password Requirements:
1. Passwords cannot be blank.
2. Passwords must contain between 4 and 12 letters and/or digits.
3. No special characters (such as ?, !, &, etc) are allowed.
4. Although new passwords cannot begin with a space, spaces are allowed in the remainder of the password.

Select “Update” after you enter the required fields.

Remember to always “Log Out” of LCMS before leaving your computer.

Before:

![Incomplete “Change Password” screen prior to “Update.”](image)

After:

![Complete “Change Password” screen ready to “Update.”](image)

You will receive the confirmation message, “Your Password Has Been Updated! Record Was Updated Successfully.”
First, we will by demonstrating how to use the search feature to find a form.

**Access**

A. Select the category that includes the type of form that you are interested in searching for and finding.

Please note that the number in parentheses indicates how many forms of each type are available for completion.

Here, I will select “Volunteer Forms.”

B. Next, your web browser will redirect to a list of the forms belonging to the category that you selected.

In this example, the title “Volunteer Forms” is listed in the top left hand corner of the page.

C. Enter one or more keywords in the Search field. You may search by Title or Description. Select “Search.” Here, I will search for “General” because I am looking for a General Volunteer Form.

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**List of Forms Associated with the Selected Category**

61 Locate "Form Center" on the "My Account" page. Select one of five form categories. The number to the left of each category indicates the how many forms per category.

62 Selecting the "Volunteer Forms" link under "Form Center" returns six items. (Only two are shown here.)
D. The LCMS System has returned one item, “General Volunteer Form,” as the result of the search for “General.”

Next, we will select “Start Response.”

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Search by Keyword for Specific Form

63 Conduct a Basic Search for Forms with “General” in the Title.

64 The system returns “General Volunteer Form.” Select “Start Response” to begin.

How to Complete Forms

A. Each form in the “Form Center” is unique; therefore, I will not explain how to complete each element of this form.

However, it is important to note that you must complete each required field (indicated by an asterisk) before you can “Save & Continue” to the next screen.

Also, you cannot “Submit” a form until all required fields have been completed.

A. Screen 1
Screen 2

General Volunteer Form

Will you serve during a public health emergency event?
- Yes
- No

Will you serve during an out-of-state public health emergency event?
- Yes
- No

Are you fluent in any language other than English?
- Yes
- No

Screen 3

General Volunteer Form

Are you a certified sign language interpreter?
- Yes
- No

Have you been vaccinated against smallpox?
- No
- Yes

If YES, date of vaccination, location and vaccinating authority.

Screen 4

General Volunteer Form

Number of people in immediate household:
1

Would you be willing to become a member of the Medical Reserve Corps (MRC)?
- Yes
- No

Do you have a valid driver’s license?
- Yes
- No

Rate your computer skills:
- Good
- Fair
- Poor

Screen 5

General Volunteer Form

Do you have current First Aid Training?
- Yes
- No

Do you have current CPR training?
- Yes
- No

If yes, please give expiration date.

What is your professional background?

Screen 6

General Volunteer Form

Volunteer Form Complete. Click to edit.

Screen 7 - After Form Submission

Message (Highlighted):
Volunteer Form Completed. Click to edit.
Understanding Form Status

“Form Status” is a descriptive phrase that serves as a reminder to users of what stage of completion they have achieved in response to a form.

A. “Start Response”-Each form in a user’s account that has not been modified is identified with a "Start Response" link, which is located to the right of the form title. Select this link to begin.

B. “Continue Response”-If you have begun a form, but have not completed it, a “Continue Response” link will appear to the right of the form title. Select this link to resume working towards completing the form.

“Continue Response” Started on (specific date and time)-If you do not finish a form on your second completion attempt, the “Continue response started (specific date and time) text will appear beneath the Continue Response link to the right of the form title.

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“Start Response”

“Continue Response”

65 Each form that has not been modified has a "Start Response" link.

66 If you have begun a form, but have not completed it, select the "Continue Response" link to complete the form.
A. “Completed” - When you have finished a form, the “Completed on (Date and Time)” text will appear to the right of the form title.

If the “Edit Response” link appears above the “Completed on (Date and Time)” text, you will have the opportunity to edit your form by selecting this link.

Be certain to log off the system when are through working in LCMS.
Message Center

Check Messages

The “Message Center” portion of the “My Account” page has two functions, both of which are described below:

1. First, LCMS general users can connect to the “Message Center” screen by selecting the “Check Messages” link.

This screen’s function is to provide a location for posting important messages sent from LCMS system administrators.

Also, the “Message Center” screen serves as a searchable repository for both unread and read messages.

Users can select “Details” to view a message, or choose to “Delete” a message that has previously been read.

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Message Center

68 Users can connect to the “Message Center” by selecting “Check Messages.” Selecting “Contact Support” allows users to submit their questions to System Administrators.

69 Here, we have two messages. One message’s status is “Read.” The other is “Unread.”
2. “Contact Support” screen. This screen’s function is to provide users with the capability to send emails requesting assistance or more information from system administrators via a pre-determined email template.

Note: Those who have requested assistance using the “Contact Support” screen, should check their messages using the “Check Messages” link under the “Message Center” heading in order to receive responses to their questions or comments.

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70 “Contact Support” is a pre-determined email template that allows users to send email requests to system administrators. Responses are sent to users via "Check Messages."
A. First, locate the “Check Messages” link beneath the “Message Center” heading.

To the left of the phrase “Check Messages” is a number in parentheses. This number indicates how many new messages you have.

B. Next, select the “Check Messages” link to view your message(s).

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C. Your web browser will redirect to the “Message Center” screen.

D. “Receiving Options” is located at the top of the screen directly under the “Message Center” heading.

i. You may choose to select the “Message Center Only” checkbox to only receive messages through the LCMS message center.

ii. However, if you select the “Email and Message Center,” checkbox, you will receive each LCMS system message at the email address that you specified in your user profile, as well as through the “Message Center.”

71 Select the “Check Messages” link beneath the “Message Center” heading. The number to the left of ”Check Messages” indicates the number of new messages.

72 The "Message Center" offers two "Receiving Options." Users can have messages only delivered to their LCMS "Message Center" account, or users can have messages delivered to both their "Email & Message Center."

73 Here we will search for the Key Word "Health."
E. A search field is located beneath “Receiving Options.” Here, you have the option of searching according to “Subject” or “Message.” Here, we will search using the keyword, “Health.”

After entering one or more keywords, you will need to select “Search” to begin the process of finding items that match your specifications. There is also a “Cancel Search” option.

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E. Message Center (Full-Screen View)

F. The number of items/messages found is located beneath the “Search” field. In this example, two items matched our search criterion of having “Health” included within the subject’s title.

Sample Message Addressed to Jayne Doe follows:
Next, notice that the subject of each message is displayed alongside the date and time the message was sent. A status of “Read” or “Unread” is given.

You can sort the messages in ascending order according to the subject of the message(s) by selecting the “Subject” link. If you select the “Status” link, you can sort the messages according to “Read” and “Unread.”

To view a message, you will need to select “Details” on the row beneath the subject of that particular message. Refer to the sample message addressed to Jayne Doe. You may want to remove from the “Message Center” some of the messages that you have already read. Located directly beneath the message that you want to remove.

Select “Delete” on the row.

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All messages received will follow the same format:

G. “Message”
From: Sender’s Name
Sent: Date and Time
Issue: the Message Itself

If the message contains instructions, the user may choose to print the message for future reference by selecting Ctrl+P.

H. After reading the message, you can return to the list of messages posted to the “Message Center” by selecting the “Go Back” button. The status of the message will change to “Read.” At this point, you may decide to delete the message by choosing “Delete.”

I. Either select the “My Account” link on the “Message Center” screen continue working in LCMS, or “Log Out.”

77 Standard Message Format: From, Sent, & Issue.

79 Exit "Message" and "Go Back" to the "Message Center."

78 The Message is Now Labeled “Read.”

80 Either Continue in LCMS or Log Out.
**Contact Support**

A. First, locate the “Contact Support” link beneath the “Message Center” heading.

B. Next, you will need to select this link in order to reach the “Contact Support” screen.

C. Complete the “Contact Support” Screen

   i. Enter the *Email Subject

   ii. Select the *Message Type

   (Explanation of Message Types):

   1. Access Denied—Occurs when a user is unable to gain entry to sections of LCMS that were once accessible to him or her.

   2. Report Error—These errors consist of temporary technical errors that occur due to a system malfunction.

   3. Report Content—These errors consist of non-technical, substance-related errors. These may be as simple as grammatical errors or as complex as factual errors or errors in logic.

A & B. Locate and select The “Contact Support” link.

81 Locate & Select the "Contact Support" link beneath the "Message Center" heading.

C. Complete the entire “Contact Support” screen.

82 Enter the Email's Subject. Select a Message Type. Enter an Email Message.
4. Account Information - Request to support staff to provide more information or to answer general questions regarding your LCMS account.

5. Other - Issues that cannot be classified by or grouped within the other four message types.

   iii. Enter your *Email Message.

   iv. Check to make certain you have completed this screen, in its entirety.

D. Select “Submit” to receive a “Message Confirmation.”

You can either return to “My Account” to continue working in LCMS, or “Log Out” of the system.

Note: You will need to check your “Message Center” for replies to your requests for assistance.

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(Explanation of Message Types):

83 Select one of five Message Types from the drop-down Menu.

84 Enter your specific request for assistance, and select "Submit."

“Your message was sent successfully!”

85 Next, you will receive a "Message Confirmation," "Your message was sent successfully! You will need to check your “Message Center” for replies.