

Student User Guide

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Introduction

Welcome to the American Red Cross Learning Center. This document is aimed at students who are taking online courses. This guide provides instructions on how to log into the Learning Management System (LMS), access and launch online content, navigate through the content and contact user support.

User Support

User support is available at any time. For immediate help, call user support 1-888-RPT-PROB (1-888-778-7762) or local 703-206-6011.

For general assistance, email usersupport@usa.redcross.org.

There is a template on the LMS Student login page and the LMS Home page to help you provide as much detail regarding the issue as possible, including student name and ID, course ID and name, time the issue occurred, what you were doing in the system and any system messages received.

There is also a website for your assistance. The LMS Home page and has a general description of the LMS and links to Contact Information and the User Support template to report any issues.

<http://www.redcross.org/websites/lmshome.html>

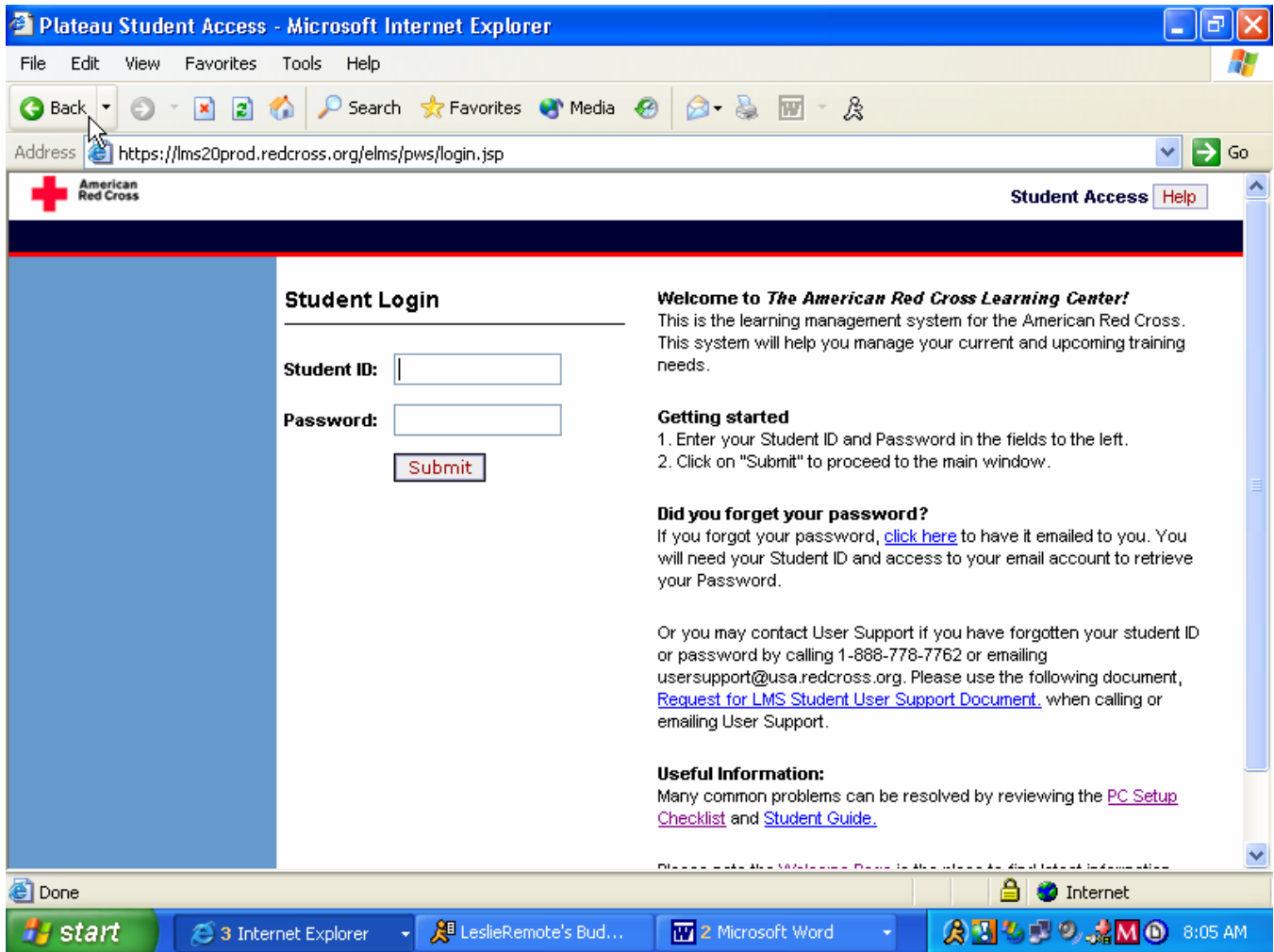
Accessing the Learning Management System (LMS)

The LMS is a web-based application. This means you will need an Internet connection and Web browser on your computer to access it. You can access the LMS from wherever you have these two things; from work, home, the library, a friend's house or anywhere else. You will need an Internet browser (Internet Explorer 5.5 or higher or Netscape 6.2 or higher). Refer to the Setup Checklist link on the login page to review your current settings. Remember if you need help, you can call user support at **1-888-RPT-PROB**.

Some courses are solely online courses and others are Blended Learning. With Blended Learning courses you will first complete the online course, and then you will participate in an instructor-led Skills Practice and Assessment Session to complete your training and receive your certification.

How to Login

You will need your student ID and login to access the LMS. If you registered online, this information was automatically sent to you via e-mail. If you received this information from your local chapter you will see a login similar to the screen below. This is the initial Login screen for students. Enter your student ID and password and press submit.



If you do not already have a student record, then click **Self Register** and follow the screens to enter your student information. If you have already registered or been registered, use your existing ID. If you do not know your password you can use the email option to have it emailed to you. If you do not remember your ID, contact your local Chapter and they will retrieve it for you.

American Red Cross

Sites Help

T1 (Test Site for testing Catalog access)

Catalog
Login
Self Register

Login ?

> Login

Returning User Login

If you are a returning user, please enter the student ID and password to login.
If you have forgotten your password, please contact your ARC Unit.
If you are a new user, please [register](#).

* Student ID:

* Password:

Submit

Changing your Password

All students receive an initial password to access the LMS. To ensure security, you should first change your password:

Select **Student Information** from the left side of the screen. The Student Information screen displays.

1. Click on **password**. The Change Password screen displays.
2. Enter the old password and new password in the spaces provided. Click **Apply Changes**.
3. The screen will display your current student information refreshed.

- Learning**
- Development Plan
- Qualification Status
- Learning Records**
- Learning History
- Manage Development Plan
- Enrollment Assistant
- Shopping**
- Catalog
- Shopping Cart
- Order Status and History
- Student Information**
- Student Information
- Regional Settings
- Reports

Student Information ?

> Student Information > Change Password

Change Your Password

Note: Password can not be more than 40 characters long.


Enter your old password:

Enter your new password:

Verify your new password:

Student Development Plan

Once you have logged in, you will see your Development Plan containing components or courses currently assigned to you. If it is an instructor led course that occurs at a scheduled time and location, you will see a link for **Enrollment**. If it is an Online Course that you can access through the Internet, you will see a box Add to Cart and a link for **Begin/Continue Course**.



Student Access

Logged in as: Student, NBS test

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- Learning Records**
- Learning History
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- Catalog
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- Student Information
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Development Plan ?

> View Development Plan

Development Plan

The Development Plan provides a list of all available components specific to your learning needs and your current enrollment. To view your current enrollment, select **Current Enrollment** from the **Filter** drop-down menu.

Filter:

Component Title Component Type/Component ID	Req. Date	Req. Type	Status	
Standard First Aid - Distance Learning ONLINE 32400DL (Rev 9/13/2004 08:18 AM Eastern Standard Time)	9/13/2005	Required	Begin/Continue Course	<input type="button" value="Add to Cart"/>

Click on the Add to Cart button. The next screen is the Shopping Cart.

Shopping Cart



> View Shopping Cart

Shopping Cart

When you have finished updating the contents of your Shopping Cart, click **Checkout** to purchase.

Component	Unit Price (USD)	Quantity	Total Price (USD)
1. Standard First Aid - Distance Learning			
ONLINE 32400DL (Rev 9/13/2004 08:18 AM Eastern Standard Time)	0.00	<input type="text" value="1"/>	0.00 Delete
Catalog ID: H&S Catalog	SKU: SKU-2129		

PURCHASE TOTAL (USD): 0.00

[Update Quantities](#)

[Return to Development Plan](#)

[Checkout](#)

Click on the Checkout button.

[Checkout](#)

The next screen will be Order Information.

Step 3: Order Summary

Review the Order Information below and click **Place Order** to complete the Checkout Process.

Note: The order will not be submitted unless you click the **Place Order** Button.

Order Information

Component	Unit Price (USD)	Quantity	Total Price (USD)
1. Standard First Aid - Distance Learning			
ONLINE 32400DL (Rev 9/13/2004 08:18 AM Eastern Standard Time)	0.00	1	0.00
Catalog ID: H&S Catalog	SKU: SKU-2129		

PURCHASE TOTAL (USD): 0.00

[Return to Shopping Cart](#)

[Place Order](#)

Click on the Place Order button.

[Place Order](#)

Then return to your Development Plan by clicking the [Development Plan](#) link in the top left corner.



Learning
Development Plan

[Development Plan](#)
[Qualification Status](#)

[> View Development Plan](#)

Student Enrollments

If you have components you have already enrolled in, you can see these from the Development Plan by selecting Enrollment from the filter on the top right of the page. This will tell you the details of the schedule including start and end times and dates and facility.

[Student Access](#)
[Home](#)
[Help](#)
[Logout](#)

Viewing: Nicholson, Leslie (ID nicholsonles)
View Others
Logged in as: Nicholson, Leslie

Learning

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Shopping

[Catalog](#)

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[Order Status and History](#)

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Development Plan

> Component Enrollments

Component Enrollments

Component

[Adult CPR - Skills Practice and Assessment](#)

COURSE 324205A (Rev 1/1/2003 12:00 AM Eastern Standard Time)

Schedule ID	Start Date/Time	End Date/Time	Facility	Status
223678	6/3/2004 09:00 AM Eastern Standard Time	6/3/2004 05:00 PM Eastern Standard Time		Enrolled (Assigned and Paid)

[Return to Development Plan](#)

Accessing online content or course

Click the [Begin/Continue Course](#) link to begin viewing course content.

The Content Structure page is an outline of the course contents. You can access any content that has an active link (blue and underlined is the standard display). Most courses are structured so that you have to complete sections in a predetermined order. In this example, the first item that is accessible to you is the introduction: [Introduction to Adult CPR and AEDs](#). Once you have completed this, the [Emergency Situations Pre-Exam](#) becomes accessible. Upon completing the test, the next content: [Topic 1: Recognizing and Emergency](#) becomes available. This logic applies throughout the entire course.

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Content Structure

Component Type: ONLINE
Component ID: 32411DL
Revision Date: 9/9/2004 12:06:32 PM
Component Title: Adult CPR with AED - Distance Learning

The sub-modules need to be completed in sequential order.

- [Introduction to Adult CPR and AEDs](#)
- Lesson 1: Emergency Situations
 - The sub-modules need to be completed in sequential order.
 - Emergency Situations Pre-Exam
 - Topic 1: Recognizing an Emergency
 - Topic 2: Emergency Action Steps
- Lesson 2: Protecting Yourself
 - The sub-modules need to be completed in sequential order.
 - Protecting Yourself Pre-Exam

To launch the content, click on the active link.

When launched, the content will open in a separate browser window.

Navigating Through the Content

Once the content is launched, it will open in a separate browser window. The appearance of the content will depend on the tool that was used to create it.

Some content is in Portable Document Format (PDF). You will need Adobe Acrobat Reader installed on your machine to view these files. If you do not already have this software on your machine, you can access Adobe's web page for the software download and information/instructions by clicking this link. <http://www.adobe.com/products/acrobat/readstep2.html>

Some content is in Macromedia Flash Player. You will need Flash Player installed on your machine to view these files. If you do not already have this software on your machine, you can access Macromedia's web page for the software download and instructions by clicking this link www.macromedia.com/software/flash/

When you return to the content structure page, the content you just took will be marked complete. This is illustrated by the green check mark and the date and time stamp of your completion.

American Red Cross: Learning Management System Student Guide

Plataeu Student Access - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media

Address <https://learningctr.redcross.org/elms/pws/authenticate.do;jsessionid=BAARV6yUqA2hcInX1BVKOlW95X1Eh481Msb5VlpTITGRqw3CqP5i> Go

American Red Cross Student Access Home Help Logout

Logged in as: Student, NBS test

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Content Structure

Component Type: ONLINE
Component ID: 32411DL
Revision Date: 9/9/2004 12:06:32 PM
Component Title: Adult CPR with AED - Distance Learning

The sub-modules need to be completed in sequential order.

[Introduction to Adult CPR and AEDs](#)

Completed on 9/9/2004 12:12:30 PM

Lesson 1: Emergency Situations

The sub-modules need to be completed in sequential order.

[Emergency Situations Pre-Exam](#)

- Topic 1: Recognizing an Emergency
- Topic 2: Emergency Action Steps

Lesson 2: Protecting Yourself

The sub-modules need to be completed in sequential order.

start 6 Internet Explorer Studguide.doc - Micro... 12:12 PM

Navigating Online Exams

Some online content has exams. Exams become accessible once the content is finished. You launch the exam the same way you did the content, by clicking on the hyperlink of its title. Some exams are sequential, meaning you have to answer each question when it is presented. Some exams are free-form, meaning you can jump around. There will be messages that display before the first question to provide specific information about that exam. Once all messages have been displayed, each question will be presented separately. Below is a picture of a question with explanation of the icons:

The screenshot shows the 'Exam' interface with the American Red Cross logo. At the top right is a 'Help' link. Below the logo, the text 'Question 2 of 5' is displayed. The main content area shows a question: 'The organization of the ARC consists of:' followed by several blue hyperlinks: 'Centers, which are delivery units for civilian communities and stations, which serve military installations.', 'Stations, which serve both military installations and civilian communities as needed.', 'Centers and chapters, which are delivery units for civilian communities and chapters, which serve military installations.', and 'Stations and centers, which serve military installations, and chapters, which deliver to civilian communities.' On the left side, there are five navigation icons: 'Next' (a document with a right arrow), 'Previous' (a document with a left arrow), 'Find Unanswered' (a document with a magnifying glass), 'Grade Exam' (a document with a checkmark), and 'Exit' (a door). Five callout boxes with red arrows point to these icons and the question text, providing instructions: 'Advance to the next question' (points to Next), 'Go back to the previous question' (points to Previous), 'Advance to the next unanswered question' (points to Find Unanswered), 'Submit the exam for grading' (points to Grade Exam), and 'Exit the exam' (points to Exit). A larger callout box on the right side of the question text states: 'Click on the response wording or the icon beside the response to select it'.

Most exams are resumable, meaning you can exit the exam and return later to resume at the question you left off. If you need to exit the exam, the LMS will bookmark your spot for you and when you return to the content, you will be returned to the same location. You need to answer all of the questions because any questions you do not answer will be marked incorrect by the LMS and will lower your score. If you attempt to grade the exam and questions were not answered, the LMS will warn you that there are unanswered questions. Once you have answered all the questions, submit the exam for grading and then exit the exam.

If you passed the exam, you are allowed to move onto the next content unit. If you failed, you will see an exam-specific message and may be prompted to take the exam over again or returned to the content for further review depending on the specific course and number of times you have already attempted the exam. Certain exams are linked to specific content, and if you fail, it will mark the content you need to review by removing the completion check marks. With these exams, you will need to review the content again to access the exam again. Some exams allow you multiple attempts to pass the exam. If you exceed the number of attempts, you will need to speak with someone at your American Red Cross Chapter or Unit for assistance.

Learning History and Printing Proof of Completion

Once you have completed a course or course component, you can see the details in your Learning History. Click on the link on the left menu bar. If you are going to attend a skills session as part of a Blended Learning course, it is required that you print a proof of completion certificate out of the LMS to present to your instructor at the Skills Practice and Assessment Session. This serves as verification that you have successfully completed the online portion of the course. This proof of completion can be printed out of the LMS at any time after successful completion of the course. Click on the Learning History link in the left menu frame and then on the Print link for Proof of Completion next to the appropriate course.

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Learning History ?

> View Learning History

Learning History

The following details your completed learning.

Sort by: Completion Date

Component	Completion Date	Status	Proof of Completion	Online Completion
Adult CPR with AED - Distance Learning <small>MARKET TEST 3241DL (Rev 8/28/2003 03:27:57 PM)</small>	10/4/2003 04:53:26 PM	Passed	Print	Yes
Standard First Aid - Distance Learning <small>MARKET TEST 32400DL (Rev 8/28/2003 03:31:26 PM)</small>	10/4/2003 04:38:30 PM	Passed	Print	Yes
Standard First Aid with AED - Distance Learning <small>MARKET TEST 32410DL (Rev 8/28/2003 04:53:39 PM)</small>	10/4/2003 04:24:24 PM	Passed	Print	Yes
Adult CPR - Distance Learning <small>MARKET TEST 3212DL (Rev 8/29/2003 02:26:19 PM)</small>	10/4/2003 04:01:41 PM	Passed	Print	Yes
First Aid - Distance Learning <small>MARKET TEST 3240DL (Rev 8/15/2003 06:17:33 PM)</small>	10/4/2003 03:51:23 PM	Passed	Print	Yes
AED Essentials - Distance Learning <small>MARKET TEST 3247DL (Rev 8/29/2003</small>	10/4/2003 03:31:02 PM	Passed	Print	Yes

Glossary of Terms

Student: Any person for whom a record has been created in the **Students** section of the Student Management area. This includes employees, volunteers, contractors, and others for whom you wish to keep learning records and to enroll in courses. Each student has a unique ID number.

Component: A learning requirement that can be content, an exam, session attendance, instructor-led, or an external certification.

Learning History: The entire history of events for a student of components assigned and completed.

Proof of Completion: Report that shows the Component that the Student completed. It is required by for entry into Skills Assessment Sessions.