LEARNING MANAGEMENT SYSTEM (LMS) STUDENT HANDBOOK

This manual is intended for student users of the Housing and Urban Development (HUD) Learning Management System (LMS). It provides guidelines for how users may log into and navigate the system to access relevant training content.

A. Harold and Associates for the Department of Housing and Urban Development
Version 1.02
## TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>LOGIN</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>PASSWORD</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>2.1. TEMPORARY PASSWORD</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>2.2. FORGOTTEN USERNAME OR PASSWORD</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>2.3. CHANGING YOUR PASSWORD</td>
<td>7</td>
</tr>
<tr>
<td>3</td>
<td>THE DISPLAY</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>3.1. THE HOME SCREEN</td>
<td>8</td>
</tr>
<tr>
<td>3.2.</td>
<td>DASHBOARD</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>1. BLOCKS</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>A. NAVIGATION BLOCK</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>B. ADMINISTRATION BLOCK</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>C. CALENDAR BLOCK</td>
<td>10</td>
</tr>
<tr>
<td>4</td>
<td>EDITING YOUR PROFILE</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>4.1 GENERAL</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>A. FIRST NAME &amp; SURNAME</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>B. EMAIL ADDRESS</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>C. EMAIL DISPLAY</td>
<td>11</td>
</tr>
<tr>
<td></td>
<td>D. CITY/TOWN &amp; COUNTRY</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>E. TIMEZONE</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>4.2 USER PICTURE</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>4.3 OTHER PROFILE OPTIONS</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>A. ADDITIONAL NAMES</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>B. INTERESTS</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>C. OPTIONAL</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>D. ADDITIONAL FIELDS</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>4.4 SAVING USER PROFILE EDITS</td>
<td>13</td>
</tr>
<tr>
<td>5</td>
<td>MESSAGING</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>5.1 HOW TO SEND A MESSAGE</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>5.2 MESSAGE NOTIFICATIONS</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>5.3 READ AND REPLY TO MESSAGES</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>5.4 OTHER MESSAGE FUNCTIONALITY</td>
<td>15</td>
</tr>
<tr>
<td>6</td>
<td>THE TRAINING CURRICULUM</td>
<td>16</td>
</tr>
<tr>
<td>6.1</td>
<td>MY COURSES</td>
<td>16</td>
</tr>
</tbody>
</table>
6.2. OPENING THE COURSE ........................................................................ 16
6.3. OPENING AN ACTIVITY IN THE COURSE ............................................. 17
6.4. TAKING A LESSON .............................................................................. 18
6.5. COMPLETING THE COURSE ................................................................. 18
1. **LOGIN**

Before accessing the learning management system (LMS), inspector candidates will have had their usernames and temporary passwords emailed to them. Use the following procedure to access the LMS.

1. **Go to** the [PASS Online Training](#) site.
2. **Enter** the Username you were provided in the **Username** field.
   *Your Username must be all lower case. For example, Username “I12345” should be entered as “i12345”.
3. **Enter** the **Password** you were provided.
4. **Click** the **Log in** button.
   *If this is the first time you are logging in, you will be forced to change your temporary password (see section 2.1).
2. PASSWORD

2.1. TEMPORARY PASSWORD

Temporary passwords are assigned by the system and expire after a period of time. When logging in using a temporary password, you will be prompted to change it in the following manner.

1. **Enter** your temporary password in the **Current password** field.
2. **Enter** your new password.
3. **Enter** your new password again.
4. **Click** the **Save changes** button.

![Change password form](image)
2.2. FORGOTTEN USERNAME OR PASSWORD

If you have forgotten your username or password, do not use the **Forgotten your username or password?** link on the LMS login page. The LMS is not configured to email this information to you.

Instead, email the LMS Administrator for assistance by either replying to the LMS signup email, or by [clicking this link](#).

![Login Page with Forgotten Password Message](image)

_Do not use this feature!_
2.3. **CHANGING YOUR PASSWORD**

To change your password, go to the Administration Block and do the following.

1. Expand the Administration Block by selecting the down arrow in the top right corner of the page, next to your username.
2. Click on the Preferences link.
3. Click on the Change password text link in the Preferences field.
4. **Enter** your current password, and then enter the new password two times.
5. **Click** the Save changes button.
3. **THE DISPLAY**

3.1. **THE HOME SCREEN**

The LMS will open to the *Home* screen. The *Home* screen is divided into two sections: a large **content area** in the center flanked by the **Navigation** and **Settings** blocks on the left side.

![Home Screen Image](image1)

3.2. **DASHBOARD**

This is your personal dashboard. It is the only page on the site you are able to customize.

![Dashboard Image](image2)
1. **Blocks**

Blocks contain information which may be added to the left, right or center column of any page.

   a. **Navigation Block**

      The navigation block appears on every page of the site. It contains a menu that includes Home, Dashboard, Calendar, and Courses. The navigation block has clickable links, which can be used at any time.

      - **Home** takes you directly to the site Homepage.
      - **Dashboard** takes you directly to your personal dashboard.
      - **Calendar** opens your personalized course calendar page.
      - **Private files** opens a page containing any files personalized to you and your course.
      - **My Courses** contains a list of courses you are enrolled in. An administrator sees this link as "Courses", which expands to the course categories. Once inside a course, the block expands to show each section of the course and activities/resources which are in that section.

   b. **Administration Block**

      The **Administration block** contains links for Profile, Grades, Messages, Preferences, and to log out of the LMS.

      - **Profile** allows you to edit your profile (see section 4 Editing your profile).
      - **Grades** displays your course grades.
      - **Messages** displays all read and unread messages (see section 5 Messaging).
      - **Preferences** displays a page that allows you to edit multiple settings from one location.
      - **Log out** allows you to log out of the LMS.
c. **Calendar Block**

The Calendar block displays important course specific dates (e.g., due dates and course start and end dates).
4. **EDITING YOUR PROFILE**

The user profile fields are divided into 5 sections: **General, User Picture, Additional names, Interest, & Optional**, which are all explained in the sections below.

To update your profile, simply **click** on the down arrow in the **Administration block** at the top right corner of the page, select **Profile**, and then **Edit profile** in the **User details** block.

*Remember to click **Update profile** when you have finished.*

4.1 **GENERAL**

This first section contains fields that must be completed.

![Profile Fields](image)

a. **First Name & Surname**

These are self-explanatory. These names will identify you everywhere in your courses.

b. **Email Address**

The email address should be an address that you check regularly. It is used for communication with the LMS Administrator. It is also the address that is displayed to other users, depending on your 'Email display' setting (below).

c. **Email Display**

This controls the visibility of your email address to others. The three settings are self-explanatory, but please note 'Hide my email address from everyone' only hides it from students. Teaching staff and other staff with editing access will always be able to see your email address.
d. **CITY/TOWN & COUNTRY**
Add your location.

e. **TIMEZONE**
This field allows users to select their time zone.

### 4.2 USER PICTURE

This section is optional and allows you to choose your own profile picture. Your current picture is shown, if you have already chosen one. To add a picture to your profile, do the following.

1. Click the **File** icon.
2. **Click** the **Browse** button and choose a picture for your profile. The picture must be in JPG or PNG format (i.e., the names will usually end in .jpg or .png).
3. Click the **Upload this file** button. NOTE: Make sure that the file is not larger than the maximum size listed, or it will not be uploaded.
4. When you are taken back to your profile page, the image might not appear to have changed. If this is so, just use the **Reload** button in your browser (or press F5 on your keyboard).

![User picture](image)

### 4.3 OTHER PROFILE OPTIONS

There are several optional fields allowing you to add further details to your profile such as contact details and your website.

a. **ADDITIONAL NAMES**
Use this field to add phonetic names, middle names or alternate names.

b. **INTERESTS**
Use a comma between different interests. This allows you to connect with
others who list similar interests.

c. **OPTIONAL**

Use the following optional fields to enter additional information about yourself.

- Web page
- ICQ number
- Skype ID
- AIM ID
- Yahoo ID
- MSN ID
- **ID number** – This is your HUD-assigned ID. For Inspector Candidates and HUD employees, this will be your MID, HID, IID or CID.
- Institution
- Department
- Phone
- Mobile Phone
- Address

d. **ADDITIONAL FIELDS**

The following additional fields are used for personnel tracking.

- HFA
- REAC
- HUD

4.4 **SAVING USER PROFILE EDITS**

You must **click** the **Update profile** button when you are finished making changes to your user profile settings.
5. **MESSAGING**

"Messaging" refers both to automatic alerts about new forum posts, assignment submission notifications, and to conversations using the instant messaging feature.

5.1 **HOW TO SEND A MESSAGE**

To send a message, do the following:

1. **Click** on the **Messages** link (the gray balloon at the top right corner of the page).
2. Search for the recipient by name in the **Search** box. If you have already messaged that person, your conversation will appear as a thread below.
3. **Click** on the name of the person you would like to message.
4. **Type** your message in the **Message box**.
5. Click the **Send message** button.

5.2 **MESSAGE NOTIFICATIONS**

If you’ve received a message, a red icon will appear on the gray balloon at the top of the page, with a number indicating how many messages are unread.
5.3 READ AND REPLY TO MESSAGES

If the Messages icon shows you have a message, click the message icon (with the number of messages). **Type** your reply into the message box and then **click** on the **Send a message** button.

5.4 OTHER MESSAGE FUNCTIONALITY

Click the gray circle icon in the Messages tray to access additional functionality such as starring conversations to make them persistently appear in your Messages list and adding and removing contacts.
6. **THE TRAINING CURRICULUM**

6.1 **MY COURSES**
Your course or the list of courses you are enrolled in can be found on the **Home screen** and the **Dashboard Screen**. Your course(s), as well as the entire course curriculum, can also be found by expanding the **Available Courses** link in the Navigation Block.

6.2 **OPENING THE COURSE**
To open the course, **click** on the name of the course. For example, in the images above, the user should click on the **Uniform Physical Condition Standards (UPCS) Certification Training Program** link.

The content area of the screen lists the training activities such as lessons, exercises and exams that are included the course.
6.3. **OPENING AN ACTIVITY IN THE COURSE**

To open an activity in the course, click on its name.

<table>
<thead>
<tr>
<th>Module 100 Series Lessons - Protocol</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lesson 101 Physical Inspection Program</td>
</tr>
<tr>
<td>Lesson 102 UPCS Inspector Certification Process</td>
</tr>
<tr>
<td>Lesson 103 The UPCS Inspection Protocol</td>
</tr>
<tr>
<td>Lesson 104 Pre-inspection Requirements and Best Practices v3</td>
</tr>
<tr>
<td>Lesson 105 Inspection Requirements and Best Practices pt.1</td>
</tr>
<tr>
<td>Lesson 105 Inspection Requirements and Best Practices pt.2</td>
</tr>
<tr>
<td>Lesson 106 Post Inspection Requirements and Best Practices</td>
</tr>
<tr>
<td>Lesson 107 UPCS Inspection Protocol Review</td>
</tr>
</tbody>
</table>

After an activity is opened, the screen changes to display a summary of the selected activity. In addition, the following information about the activity is also displayed:

- **Number of attempts allowed** – The number of times you are allowed to attempt to complete/pass the item.
- **Number of attempts you have made** – The number of times you have tried to complete/pass the item.
- **Grade for the attempt** – If you have made several attempts, a grade for each attempt is displayed.
- **Grading method** – Defines how the grade for the item is determined.
- **Grade reported** – The grade that will be recorded in the gradebook.

To open the activity, click on the **Enter** button on the activity summary screen.
6.4. TAKING A LESSON
To open an activity in the course, **click** on the **Enter** button on the item summary screen.
After completing an activity, you can close it by clicking on the **Exit Activity** link.

6.5. COMPLETING THE COURSE
To complete the course, you must successfully complete all required items that are in the curriculum. You can mark activities as completed by clicking on the boxes next to the activities on the course page.