OHR Training Institute

OLM: Frequently Asked Questions

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RESPONSES

OLM User Guides

OLM User Guides

Where can I find help on how to use OLM?

A: Are you a Montgomery County Employee or an Outside Partner?

Employees - go to the TransformMCG webpage and look for:

- UPKs: Demonstration, On-line Learning and Printable Instructions
- Quick Start Guides
- Frequently Asked Questions (FAQs)
- Can't find an answer? Please call the Help Desk at ext. 72828

Partners, Volunteers and Temporary Employees - Go to the OHR Training Webpage on the MCG Website and look for:

- OLM: Instructions for Non-Employees
- OLM: Frequently Asked Questions
- OLM: Step-by-Step Instructions
- Can't fine and answer? Please call MC311, or go to the MC311website for answers.

What other information can I find on the OHR Training Webpage?

- Link to Oracle Learning Management (OLM) on Employee Self Service
- Link to Oracle Learning Management (OLM) from AccessMCG (non-employees)
- Benefits Seminars
- Career Enrichment Library
- Class Catalogs/Schedules
- OHR Training Institute
- HHS – Center for Continuous Learning Program
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- HHS – Center for Continuous Learning
  - CCL Program Guide
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- Mandatory Training Requirements
- MCPR Employee Development Policy
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- OHR Training Institute Course and Competency Charts
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Training Catalogs

Locations and Directions

Employee Self Service, Catalog and Calendar Questions

How do I access the Training Catalog?

A: Are you a Montgomery County Employee or an Outside Partner?

- **Outside Partners** - **See "Community Partners and AccessMCG" below**
- **Employees** - Log-in to your Employee Self-Service (ESS)

How do I get to Employee Self- Service (ESS)?

A: Type www.montgomerycountymd.gov/eportal into your browser.

MCG Employees are automatically given access through ESS

- Log-in using your Single Sign-On Username and Password.
- Click Oracle Employee Self-Service
- Click MCG HR Employee Self-Service
- Scroll down to Employee Learning > Click on Learner Home.
- Look at the top left of the screen.
- Select the Catalog tab at the top left of the screen.
- A new window will open with links to the Catalogs available.

Where can I get a calendar/schedule of all upcoming classes?

A: Which calendar are you interested in?

Remember:

The most up-to-date information will be posted on-line in OLM.

Libraries – Contact Kate Tavakolian, 240-777-0023; email is Katherine.Tavakolian@Montgomerycountymd.gov

HHS Center for Continuous Learning (HHS) – a class schedule is located on the OHR Training Webpage under HHS-Center for Continuous Learning

OHR Training – a class schedule is located on the OHR Training Webpage

Community Partners and AccessMCG

Who qualifies as a Community Partner?

A: "Community Partners" consist of our Inter-agency Partners (HOC, Montgomery College, MCPS and MNCPP); Contractors and Temporary Employees with Montgomery County; Student Interns; and Volunteers.

- ***In HHS*, this also includes agencies or organizations who work with HHS to provide services to Montgomery County residents, and DHHS Retirees.**
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Community Partners – Interagency Partners, Contractors, Temporary Employees, Interns and Volunteers must create a profile and password on AccessMCG

Step-by-Step Instructions for creating a profile are located on the OHR Training Webpage.
Look for "OLM - Instructions for Non-Employees to How to Request Access to MCG Training Catalogs"

How do I get access to the Course Catalog?

A: Have you set up a profile?

- **<u>If Yes</u> - Have you received a confirmation?**
  - **No** - It may take up to 24 hours. How long has it been?
    - If less than 24 hours – please wait.
    - It Over 24 hours – refer to Program Administrator or email mailto:HumanRes.TrainIvr@montgomerycountymd.gov
  - **Yes** – Then you should have access.
    - Log back into AccessMCG, select Human Resources, select the Catalog "Learning Area". You should be able to view the catalog and register, etc.
- **<u>If No</u> - You will need to set-up a profile in AccessMCG. See Instructions above.**

Eliminate frustration:

Before starting, go to the instructions on the OHRTraining Webpage for setting up a profile.

I am filling out the form on AccessMCG and I am an intern/retiree/contractor, what "role" do I pick on the Profile Page?

A: Follow these guidelines:

- If you are an intern - select "student"
- if you are a retiree, select "Ex-County Employee"
- if you are a contractor select the name of the company who has your contract with the County.

I am on AccessMCG and searched for my company/organization in the Business field, but couldn't find it.

A: Try the organizations initials; enter only one word from the title and see what comes up. If you cannot find anything use the option to enter the business information.

AccessMCG would not accept my email address. What is the problem?

A: There are two possible reasons

- You entered a Montgomery County email address; if you are a student intern or contractor with MCG, enter your personal email address.
- The system already has your email. You must enter a unique email address. Because you will be registering as a unique individual, you also need a unique email. There are free email accounts available through Google and other systems.

I'm having problems creating my password.

A: Be sure it is at least 8 characters long; has at least one number, one letter and one symbol, and is not a word in the dictionary. Also, do not repeat the same character; for example "gog" is fine but "ggo" is not.

I never got the email with the Security Code. How do get it?

A: Sometimes your email client will identify the email as "trash" or "spam". Look in your spam folder and see if it is there.

When I opened my email to get the security code I lost the AccessMCG screen.

A: You will need to start over again.

1. Close everything and begin the process again.
2. When you get to the point where the new security code message comes up

3. Open another session of your web browser (look for a blank tab at the top of the screen or launch another session of your browser.
4. Go to your email account.
5. Look for an email from AccessMCG Self-Service.
6. Copy the security code.
7. Go back to the AccessMCG screen.
8. Paste the security code in the window.
9. A screen will appear allowing you to reset a new password, be sure to enter something you will remember or write it down in a secure place.

How long until my profile is approved in AccessMCG?

A: It takes about 60 minutes for the profile to be completed. You will receive a confirmation in your email box.

How long until I get access to the Catalog?

A: Once you have completed the request for access, it should take about 24 hours to receive a response.

I don't remember the password / Can you reset my password?

A: For security reasons, you need to do that through AccessMCG.

Click this link Access MCG, enter your log-in information, and click the Forgot Password button on the home page. The prompts will guide you through the process to reset your password.

Enrolling in a Class

Partners, Volunteers, Temporary Employees and Contractors must set up a profile in AccessMCG *before* you can enroll.

How do I enroll in a class?

A: From your Learner Home, search for the class.

- The Search is located right above the tabs at the top left of the screen.
- Select Class and type a few letters of the title.
- Click Go > the list of classes will come up.
- Click on Enroll > the details of the class will come up.
- Review the class information.

- Click Enroll again and Submit > A confirmation will appear near the top of your Learner Home page. MCG Employees and their Supervisors will also receive an Outlook confirmation.

I found a Course, but no classes are listed; where are the classes?

A: The Catalog includes every course the OHR provides whether or not there are classes listed. If nothing is listed, there are no Classes currently scheduled.

I can't find a class which I know has been scheduled.

A: There are several ways to search for a class

- Use the Search Window at the top; enter the first few letters of the title; if this does not work, enter another word from the title.
  - If nothing is found, and **you know the date**:
    Go back up to the Search window and enter the date (format – yyyy/mm/dd)
  - If nothing is found, and **you do not know the date**
    - Click Advanced Search at the top of the page. > The Search Criteria window will open.
    - Go to the Objectives or Description box.
    - Enter a word that would be included in the description.
    - Click the Search button on the upper right of the screen.

If I am interested in a particular course, when will I know when a class for it is scheduled?

A: Which catalog is the class in?

- **Libraries** – Contact Kate Tavakolian, 240-777-0023; email is Katherine.Tavakolian@M...
- **OHR Training** - classes are announced in September by email to all employees. We email a monthly update of upcoming classes.
- **CCL** - classes are announced in August and January through email to HHSAll and all registered Community Partners. We also a monthly update of upcoming classes.

MCG Employees: **OLM Quick Start Guides**

For more help Enrolling in a class go to these links.

Partners: **OLM Step-by-step Instructions**

Un-enrolling from a Class

Thank you **for withdrawing from a class when you cannot attend. You may be giving another colleague the opportunity to**

I need to withdraw/cancel a class; how do I do that?

A: Log into your Learner Home. Look for the class under Enrollments. There will be an Unenroll button to the right of the class listing. Click that, and follow the prompts.

How far in advance of a class can I withdraw/cancel/unenroll in OLM?

A: You may un-enroll up to the morning of the class. You can do this from home as well.

What if I can't get to a computer?

A: For OHR and CCL Classes, please call the Training Office, 240-777-5166. Include your name, the date of the class and the

Waitlist Status

How do I know if I'm on a waitlist for a class?

A: When you enroll, you will receive a confirmation email. Check for your "enrollment status". It will tell you if you are on a waitlist. In addition, on the "Learner Home" page, the enrollment status is listed for each class. It will indicate if you are on the waitlist.

Also, you will get a copy of the notification on your ESS Workflow, and your status will show up with other class information under "Enrollments"

What position am I on the waitlist?

A: OLM does not provide your position number on the waitlist. However, if you are at the top of the list, and someone un-enrolls, the system will automatically notify you up to the morning of the day of the class.

How will I know if I am moved off the waitlist?

A: You will receive an email notification that your status is now" Enrolled".

Also, you will get a copy of the notification on your ESS Workflow; and your status will be changed to "Enrolled" with other class information under "Enrollments" .

How many days before the class will I be notified if I am off the Waitlist?

A: The system will notify you immediately when your status becomes "Enrolled" up to the morning the class is held.

Time, Date, Location and Parking

Why doesn't the class have a location?

A: Classes are posted with a "Training Center" which provides Learners with the general area where the class will be held (ie. Rockville Core).

Once you enroll, go to "My Enrollments" on your Learner Home and click on details. You will see a "Venue" listed – this is the address of the class.

How can I get directions to a location?

A: Directions for our most commonly used locations are located on the Training Webpage.

How can I get parking instructions for a specific location?

A: A map and parking instructions have been included with the Directions (see above).

How do I get a parking pass? (Rockville Core: Red Brick; EOB; COB; Rockville Library)

A: Are you an employee?

Yes – you can show the parking attendant your badge for 4 free hours of parking. If the class is longer, you may pick up a form at the registration table.

No – there will be parking forms at the registration table.

How will I know if a class/location/time changes?

A: As soon as we change the venue/time/date of a class, the system automatically sends out and email notification to everyone who is enrolled. In addition, the class information under "Enrollments" on your Learner Home will be updated.

> **MCG Employees Only:** There should also be a copy of the notification in your ESS workflow list.

I didn't receive a notification of this class change. Why?

A: There could be several reasons. The system always sends out notifications when we make a change in a class. Your mailbox may have been full or it was accidently deleted.

> **For Partners:** Has your email be changed? If so, you need to update the information in AccessMCG.

Training Records – Old System

Will I still have access to my old training records?

A: Yes. You will have access to your transcript from the Training Registration and Management System (TRMS) until we move those records into OLM. This will be done in a couple of months.

> We recommend that you print off a copy of your transcript from TRMS so you have a hard copy for your records. Please make your request after the OLM has been up for at least two weeks to ensure all records are updated in the old system.
>
> **MCG Employees** – go to Training Registration and Management System
>
> **Outside Partners** – email the OHRTraining Team, mailto:humanres.trainivr@montgomerycountymd.gov

How far back will the old records go that are moved to OLM?

A: All training records that are in the old system will be moved. These go back to before FY2000.

Where do I find my old records on OLM?

A: They will be located under "External Learning".

Can I print off a transcript of my old training records in OLM?

A: At this time you can only view these records.

OLM Training Records and External Training

How do I get a transcript of my training in OLM?

A: When you first log into your Employee Self-Service, there are several links along with the "Learner Home" , one of these is "Reports". Select this link and follow the instructions to print a copy of your transcript.

I recently attended a class/seminar/conference not give by Montgomery County. How do I enter this information into OLM?

A: You have the option of going to the External Learning tab and following the prompts.

- **MCG Employees -** review the UPK for Entering External Learning on TransformMCG. The UPK is located on the Training Website.
- **Partners –** review the Step-by-Step instructions on the OHRTraining Website.

Can I get a transcript of my external learning?

A: At this time you can only view these records. Until we have that capability, we recommend copying the information and pasting it in an Excel Spreadsheet or Word document.

Using the On-Line Learning – UPK/ERP/CBT

I am having problems getting the computer-based training to run.

A: Web Based trainings (including Computer Based Trainings and ERP User Productivity Kits) will only work in Internet Explorer 8, 9 or 10.

- To find out which version of Internet Explorer you have, right click on the "My Computer" icon on your desktop > click on Properties > view the basic information about your computer to find your current version.

- If your computer has an older version of Internet Explorer you will need to upgrade.

  - **MCG Employees -** Please call the Help Desk to upgrade at 240-777-2828.

  - **Partners –** To upgrade your system, contact the company which provides your Internet Software. For instance, for Internet Explorer, go to the Microsoft Office website.