



## MCG OLM for Contractors and Volunteers

### Frequently Asked Questions

Oracle Learning Management (OLM), Montgomery County's learning management system, has been enhanced to provide access to **MCG OLM for Contractors and Volunteers**. This will allow contractors, volunteers, and interns, who have a MCG computer network login, to access online training and enroll in instructor-led training directly through the County's AccessMCG ePortal.

If you have any further questions, contact the OHR Training and Organizational Development Division at [OLM.Admin@montgomerycountymd.gov](mailto:OLM.Admin@montgomerycountymd.gov) or 240-777-5116.

### FAQ for Contractors, Volunteers and Interns

**1. Who does this effect?**

Any individual who works as a contractor, volunteer or intern and *has a MCG computer network login* automatically has access to Oracle Learning Management (OLM) through the AccessMCG ePortal.

Other contractors, volunteers or interns, who do not have an MCG computer network login, must set up a profile in the AccessMCG Extranet Portal, and request access to training in order to enroll.

**2. How is using the ePortal different from using the Extranet Portal?**

Accessing the Learner Home and using certain features will be much easier through the ePortal. You have the same capability to enroll and unenroll in classes, see your enrollment records, and access your training history. Additionally, new individuals will automatically have access to the ePortal with no additional setup.

**3. Where can I get instructions to use MCG OLM for Contractors and Volunteers?**

A user guide is available on the OHR website:

**4. Will I see my complete training history when I login to the ePortal?**

No, although you are logging into the same system, you will have two separate records: (1) classes you enrolled in through the Extranet Portal; and (2) classes you will enroll in through the ePortal. The records cannot be combined; however, you can still access both records.

**5. Do I still have access to my training records in OLM through the Extranet Portal?**

Yes, records of the classes you enrolled in through the Extranet Portal will be available indefinitely. To view them, log in as you have before with your Extranet Portal user name (personal email address) and password.

**6. I am currently enrolled in a class through the Extranet Portal, should I register again through the ePortal?**

No, if you are enrolled in an upcoming class through the Extranet Portal, this does not affect that enrollment. Please do not enroll again through the ePortal. Once the class is over, your attendance will be recorded in the Extranet Portal training record.

**7. What about Computer Based Training (CBT) classes?**

If you are currently enrolled in a CBT Class through the Extranet Portal, or have finished a CBT Class, but not the related assessment, you should complete both through your Extranet Portal account.

**8. How will I receive confirmations of enrollment, class changes or cancellations using the ePortal?**

All notifications will be sent to your MCG Outlook email address.

**FAQ for Supervisors**

**1. Will I be able to see the training records for contractors and volunteers who have access through the ePortal?**

No, supervisors of these contractors and volunteers will not have access to their direct report's training record, and will not be notified when they enroll in training. If you need a copy of your contractor's or volunteer's training record, please contact the OHR Training and Organizational Development Division. We recommend that you advise anyone reporting to you to notify you when they intend to enroll in training, and if there are any subsequent changes in their enrollment (e.g., withdrawals, classes cancelled, etc.).

**2. How soon will a newly-hired contractor or volunteer with a MCG computer network login have access?**

Access will be provided to these individuals within 48 hours of the start date. A user guide is located on the OHR website:

**3. How does a newly hired contractor or volunteer without a MCG computer network get access to OLM?**

As soon as the individual starts, ask them to set up a profile through the Extranet Portal and request access to training. To complete the process, they will need to obtain instructions, which are located on the OHR website:

[Instructions for Non-Employees – How to Request Access to MCG Training Catalogs, and Enrolling in a Class](#)