User Guide: Requesting Access to the AccessMCG Extranet Portal and MCG Learning Areas

Purpose

- The OHR Training and Development Division opens employee professional development training to our community partners, contractors and volunteers who do not have a MCG Computer Network login. Access for community partners, retirees and others can be done through the AccessMCG Extranet Portal.
- This guide provides instructions to complete two steps: set-up a profile, user name and password in the AccessMCG Extranet Portal; and request access to training in the Oracle Learning Management (OLM) training system.

Contractors, volunteers or interns who have a MCG computer network login **do not have to create a profile**. They automatically have access to Oracle Learning Management (OLM) through the AccessMCG ePortal. See the User Guide: MCG Contractors and Volunteers

- **Additional Information**
- Follow the instructions carefully.
- Because there are several steps, it may take up to 24 hours before you can actually enroll in a class.
- The process consists of two steps:
  1. **Set up a profile in AccessMCG**
     Set up a New User profile and password in the County's AccessMCG Extranet Portal. Once you receive a confirmation, wait approximately one hour before going to the next step to enable the system to process your application.
  2. **Request approval to go to the Learning Areas**
     Once you request approval, it will come to the OLM Administrator who will approve it within 24 hours. Once you receive the approval, wait approximately one hour before enrolling in classes to enable OLM to update your application.

Questions

If you have questions using this guide, please contact the OLM Administrator at OLM.Admin@MontgomeryCountyMD.gov or 240-777-5116.

Step 1: Requesting Access to the AccessMCG Extranet Portal

Step	Action	Visual
1.	Go to the **AccessMCG Extranet Portal** by clicking this link: Extranet Portal. Note: We recommend adding this link to your favorites or bookmarking it for the future. Click **Register New User**.	
2.	The **Registration Type** screen will open. Select your role by clicking the appropriate radio button: • **Individual** (Community Partners) • **Student** (includes interns) • **Volunteer** • **Former County Employee** (Retirees) Click **Select Individual Role button.**.	

3.	**New User Registration Screen** will open. Complete the form using these guidelines: Note: **If you have a MCG Outlook email account you do not need to fill out this form**. You most likely have access to OLM already through the AccessMCG ePortal. Refer to the User Guide: MCG Contractors and Volunteers • • **Email**: Use your home or work email address. • **Department**: 　– Contractors, volunteers, students and retirees, enter the Department you are currently working in. 　– Community partners, enter your organization. • **Password**: 　– Must be at least 8 characters long and include at least 1 number, 1 letter and 1 symbol. This message will appear at the bottom of the form. Your account is ready to be created. Continue when ready Create Clear Restart Cance Click **Create**.	Registering with County for a Business Reason? Please Read! Email Address | * This will be your login id. First name | * Last name | * Telephone Number | * Business/Company | County Individual | * Department Job Title Street Address | * City | * State | * Zip Code | * New Password | * Please check Password Rules above to make sure your password meets the requirements Confirm Password ' Required field Create Clear Restart Cancel
4.	The **Security Code Notification** will appear. Open another **tab in your browser**. Open your **email**, and find the notification message. Copy the **security code** and paste it in the box. If you don't see it within 15 minutes, check your spam, or junk mailbox. Click **Enter**.	To verify your identity, a security code has been sent to your email address. Please enter the security code here Note:In case you cannot enter the security code right away, the email contains details to enter code at later time. Code Enter Clear Cancel

5.	The **Confirmation** window will appear. Select **I agree**. Click **Continue** button. Do not click **Logout** or you will lose your information.	Please confirm that you have furnished correct information about you with the registration process. ☑ I Agree [Continue] [Logout]
6.	**Security Responses** window will appear. Click the **drop-down arrow** next to each blank field. This will provide you several questions. Select a different **question** for each field. **Type** your answer. (Your response is case sensitive.) It should be something that you will remember. Click **Save Responses**.	Please type your security responses What is the name of your favorite pet? ▼ In what city or town were you born in? ▼ In what city or town was your first job? ▼ [Save Responses] [Clear] [Show Responses] [Cancel]
7.	The **Confirm Password Responses** window will open. Click **Confirm Responses**. **You have completed your Profile.** In approximately one hour, an automated confirmation will be sent to you. Once you receive the confirmation, go to **Step 2: Requesting Access to the MCG Learning Areas.**	**Confirm Password Responses** AccessMCG Extranet Account Self Service Be sure your answers and questions are correct. **WARNING** Please make sure to remember the answers. This is **CRITICAL** Check the spelling and punctuation. In the event you forget your password, you will need to type in the exact answers to the questions below. **What is the name of your favorite childhood friend?** ▮ **What city or town were you born in?** ▮ **What is your youngest sibling's middle name?** ▮ [Confirm Responses] [Cancel] [Go Back]
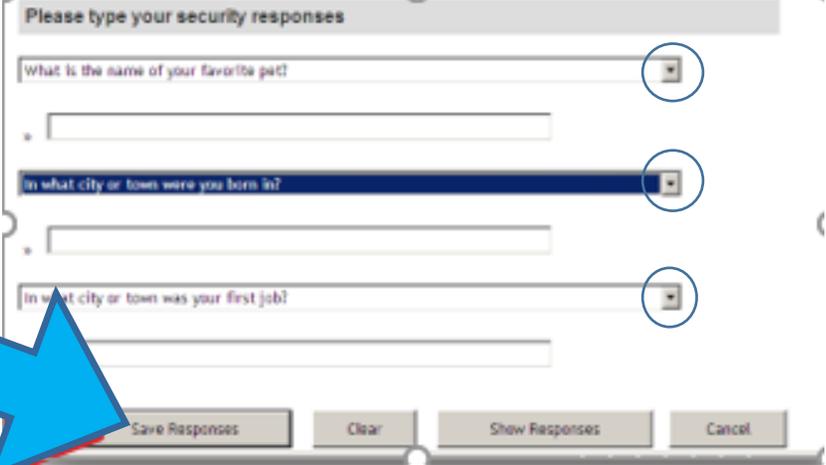
Step 2: Requesting Access to the MCG Learning Areas

Step	Action	Visual
8.	Go back to the **AccessMCG Extranet Portal** by clicking this link: Extranet Portal. Note: We recommend adding this link to your favorites or bookmarking it for the future. Enter your User Name (your email address) and Password. Click **Log in.**	
9.	The **AccessMCG Extranet Portal** will open. Click on **Learning Services**.	
10.	The **Learning Services** page will open. Go down to the blue box.	
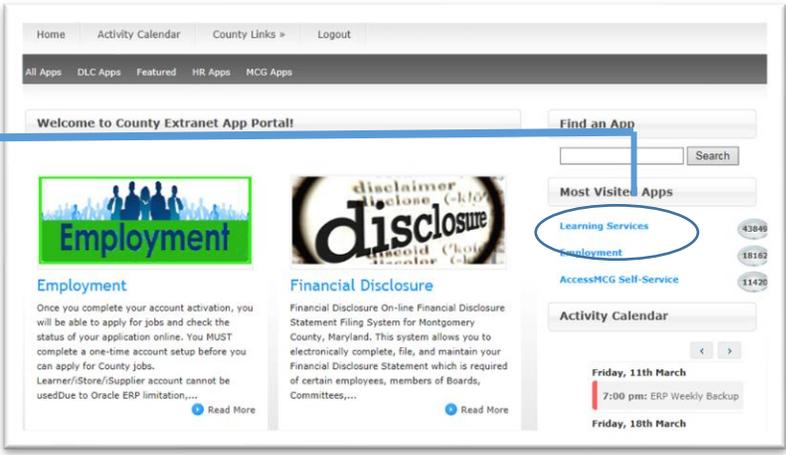
	Select the **course type** you want to access. You can only select one at a time. Click **Apply** for approval.	**Learning Catalogs Approval** Access to County Learning requires registration to/approval from the County. Each learning area/category will need separate registration/approval The first time registration may take little long time. Select Learning Catagories to obtain approval * ☐ County Library Courses ☑ **Health and Human Services Courses <<- ALREADY APPROVED!** ☑ **Human Resources Courses <<- ALREADY APPROVED!** You are required to obtain approval for learning categories before taking classes in respective categories. Apply for Approval
11.	A **message will appear** under the box confirming that your requset has been sent. It may required scrolling up or down to find the notificaiton. .	**Click Here to Go to County Learning Area** Request has been submitted. You will be receiving email notification regarding the status of approval.
12.	The **Approval Request** is sent to the Catalog Administrator, who will manually accept or reject the request. This can take up to 48 hours. Once it is approved, an automated confirmation will be sent to you. Once you receive the confirmation, wait approximately one hour for the entire system to be updated. You may now log back in and enroll in classes. For information about how to enroll, click this link: User Guide: Enroll in a Class (for Partners).	
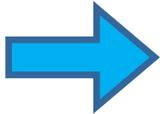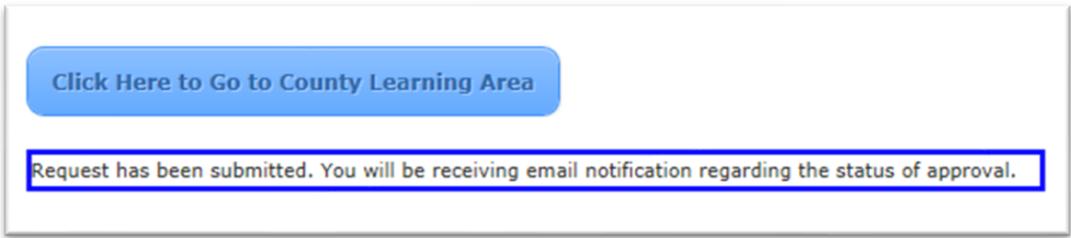
Need Additional Assistance?

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