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

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<thead>
<tr>
<th>Step</th>
<th>Action</th>
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| 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. | ![Visual 1](#) |
| 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. | ![Visual 2](#) |
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.

Click **Create**.

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**.
5. The **Confirmation** window will appear.

Select **I agree**. 
Click **Continue** button.

**Do not click Logout** or you will lose your information.

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**.

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.**
Step 2: Requesting Access to the MCG Learning Areas

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<th>Action</th>
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<td><strong>8.</strong></td>
<td>Go back to the AccessMCG Extranet Portal by clicking this link: <a href="#">Extranet Portal</a>. 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.</td>
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<tr>
<td><strong>9.</strong></td>
<td>The AccessMCG Extranet Portal will open. Click on Learning Services.</td>
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<td><strong>10.</strong></td>
<td>The Learning Services page will open. Go down to the blue box.</td>
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Select the **course type** you want to access. You can only select one at a time.

Click **Apply** for approval.

| 11. | **A message will appear** under the box confirming that your request has been sent.  
It may required scrolling up or down to find the notification. |
| 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?**

If need additional assistance using this guide or accessing MCG OLM for Contractors and Volunteers, please contact the OLM Administrator at OLM.Admin@MontgomeryCountyMD.gov or 240-777-5116.