Learning Management User Guide

Non-FDA Learner

Revision History

This document was prepared by:

Date	Document Version	Document Revision Description	Document Author
01.20.2022	01	First draft for FDA OTED review	Taylor Horrocks
6.29.2022	02	Second draft	Taylor Horrocks
7/14/2022	03	Third draft with updates	Sam Dillener

Table of Contents

Non-FDA Learner System Overview

This section provides a brief introduction to your role in ORA LearnED.

This system stores & tracks your training. You will log into the portal by navigating to https://fdaoted.csod.com and clicking on the button "Request an ORA Training Account." You will then need to choose from three options: 1) State, Local, Tribal, Territorial Regulator; 2) Non-ORA FDA Centers; or 3) Government, Non-FDA. After you make your selection, you will be redirected to your anonymous browsing page in ORA LearnED. From here, you can browse for training, view the Events Calendar, and register for an account.

Once you have an account, you can navigate to your Transcript, which includes your completed training records as well as all the training you are currently taking. You will be assigned training through this system, which will also appear on your Transcript. You can access and launch mandatory online training from your Transcript within ORA LearnED. You will also see the training classes for which you are currently registered. You can search for training that has been made available to you through this system. Finally, you will be able to access & launch any pre-work associated with upcoming training sessions.

ORA LearnED: Glossary

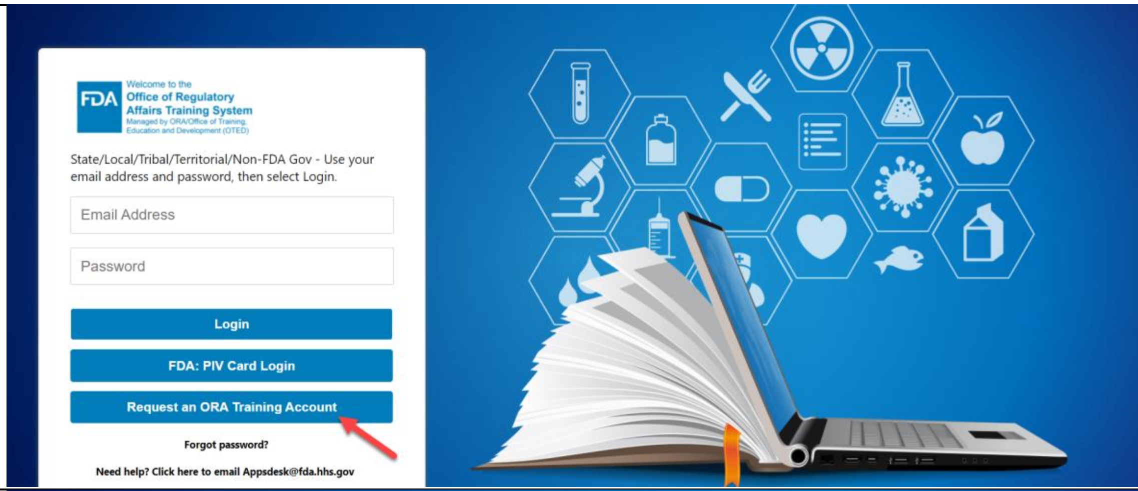
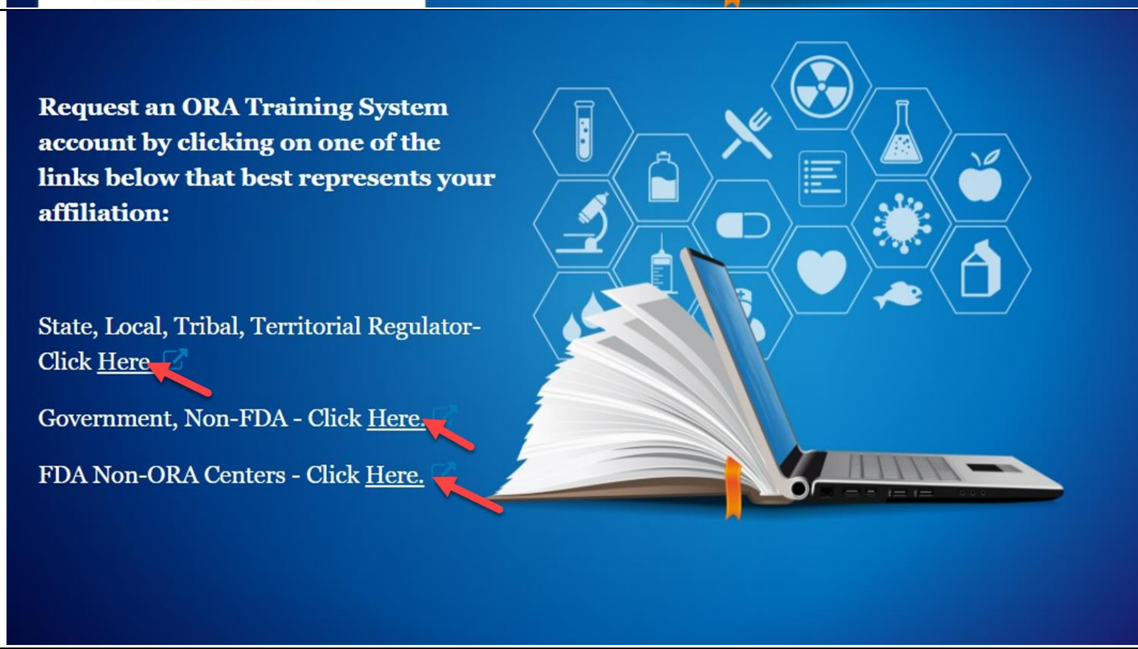
This section provides definitions of common ORA LearnED **terminology.**

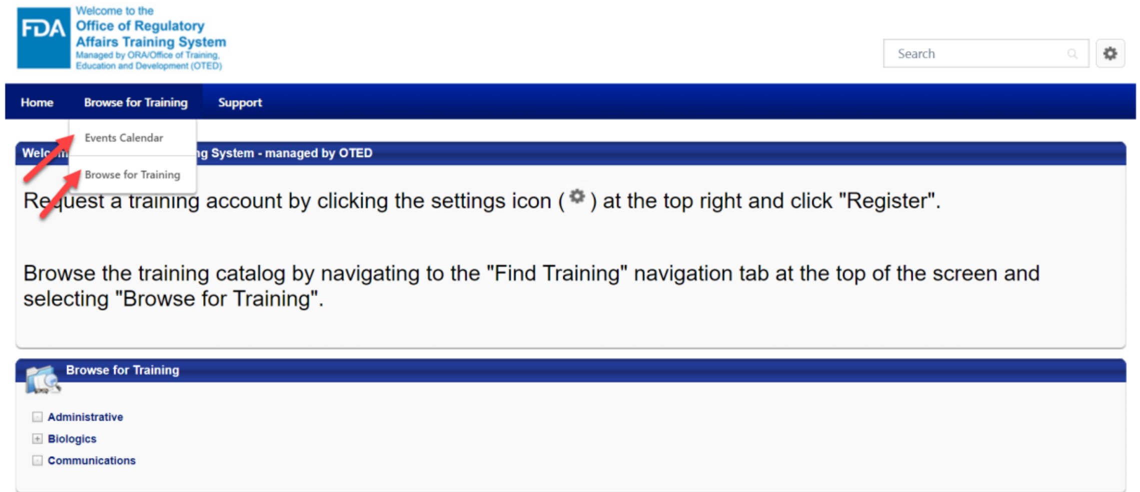
1. Curriculum	A **Curriculum** is a **Learning Object** which is made up of an association of other **Learning Objects**.
2. Event	An **Event** is a **Learning Object** which represents Instructor-Led Training (ILT) or Virtual Instructor-Led Training (vILT), given to users with credit tracked in the system.
3. Learning Object	A **Learning Object** is an individual unit of training; **Online Class**, **Material**, **Session**, **Event**, **Video**, **Test**, or **Curriculum**. A **Curriculum** can contain multiple **Learning Objects** (LOs) in a specific order for users to take.
4. Material	A **Material** LO is a basic **Learning Object** type which can be used to represent acknowledgement & requires users to mark them complete. **Materials** can support PDFs, Word Documents, Powerpoint Decks, & URLs to external sites.
5. Online Course	An **Online Course** is a SCORM package which surrounds the interactive learning content. This allows the LMS (ORA LearnED) & the user to engage with the content in new and more meaningful ways.
6. Session	A **Session** is a scheduled occurrence of an **Event.**
7. Subject	A **Subject** is any topic or item of interest. Users can choose from a pre-determined list and add **Subjects** to their **Universal Profile Bio About** page. These **Subjects** are searchable in **Learning Search**. **Subjects** added to your **Universal Profile Bio About** page also inform suggested training.
8. Statuses	Training on your **Transcript** can be in several statuses, including "**Registered**", "**In Progress**", "**Past Due**", and "**Completed**". These refer to the state of a particular item of training on your **Transcript** with regard to your progress in completing it. A "**Registered**" status indicates that you have been assigned the training but have yet to begin taking it. "**Past Due**" refers to the due date associated with the **LO**. When training is in "**Completed**" status, it is moved automatically from your **Active Transcript** to your **Completed Transcript**, providing a separate record for all of your completed training.

9. **Test**	A **Test** is a **Learning Object** in the system which captures an assessment of certain questions or exercises. This is an examination completed online in ORA LearnED which will then provide a record of completion on your **Transcript**.
10. **Transcript**	Every user has a personalized **Transcript** which enables the user to manage their training. The **Transcript** displays the status of each **Learning Object** (**LO**) requested by, assigned to, or required of the user, which allows the user to determine if the training is pending, approved, denied, or many other potential statuses. Depending on the training status, users can register, launch, and perform a variety of other training functions directly from the **Transcript**.
11. **Video**	**Videos** are supported as **LO**s in ORA LearnED, either as a URL or an uploaded file.
12. **Universal Profile**	Every user has a **Universal Profile**, representing the central user interface within the system. You can access all areas of your profile from this page.
13. **Welcome Page**	The **Welcome Page** is your landing page when you first access the system. It has widgets and tools to give you easy access to the different areas of the portal that you may frequent. You can always return to this page by clicking on the FDA logo in the top left corner of the screen.

Request an ORA Training Account

This section shows a non-FDA learner how to register for an account in ORA LearnED **.**

First, you will need to land on the correct browsing site. From https://fdaoted.csod.com, click on the button “Request an ORA Training Account.”	
Choose the option that best represents your affiliation.	

<table>
<tr>
<td>1. Before creating a profile, you can browse for training if you would like. Hover over the tab Browse for Training and select Events Calendar (to view scheduled Sessions) or Browse for Training (to view other types of training).</td>
<td>
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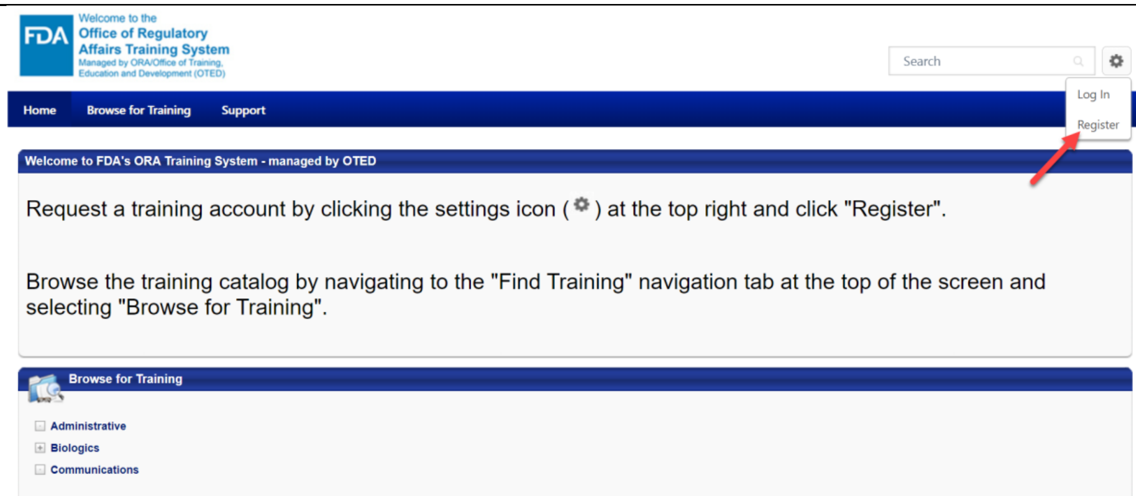
<tr>
<td>2. To request an account, hover over the gear icon in the top right corner and select Register.</td>
<td>
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<tr>
<td>3. On the first page, enter your first and last name and your email address, then click Next.</td>
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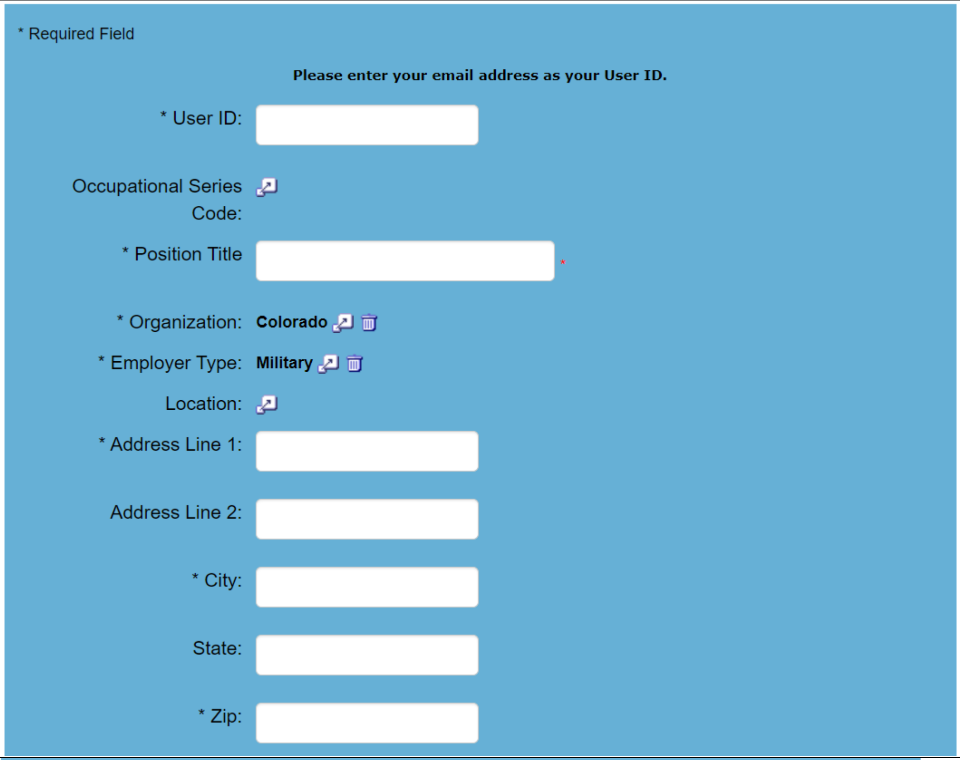
<tr>
<td>4. Fill out all required fields on the second page. Remember, in the User ID field, enter your email address.</td>
<td>
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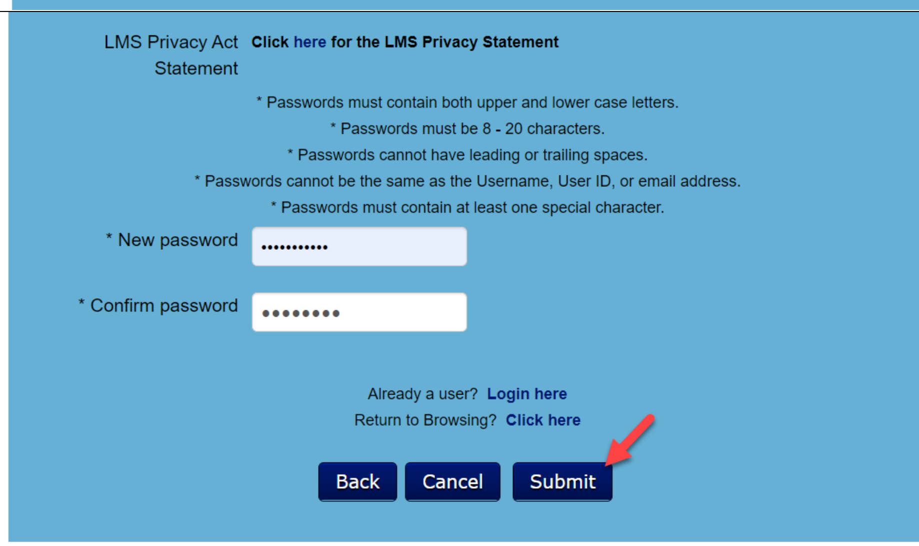
<tr>
<td>5. Once you have filled out all fields, choose a password. Click Submit.</td>
<td>
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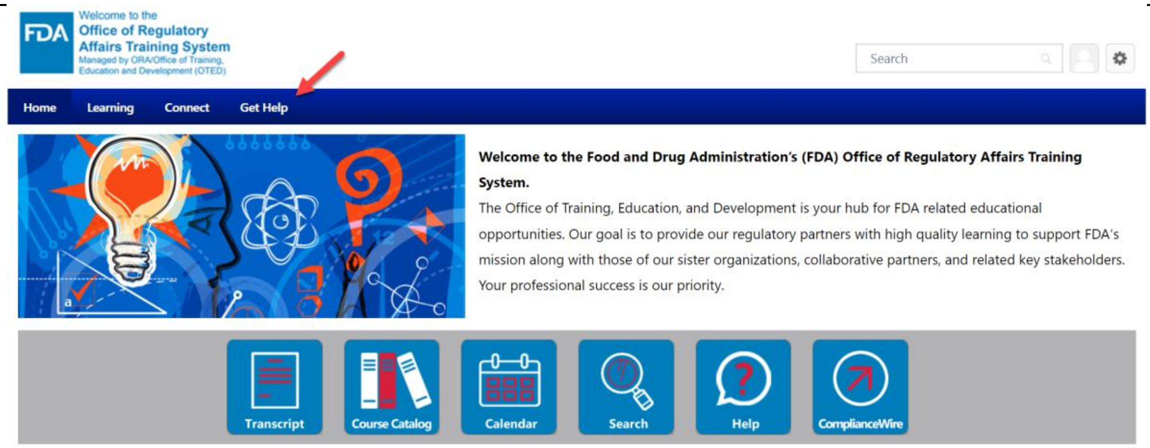
</table>

6. Finally, you will see this message confirming that your request has been submitted. Once your account request is approved, you will be able to log in using the same email address and password at: https://fdaoted.csod.com. Check your registered email account for an approval email. If your account is denied, you will also be notified.	

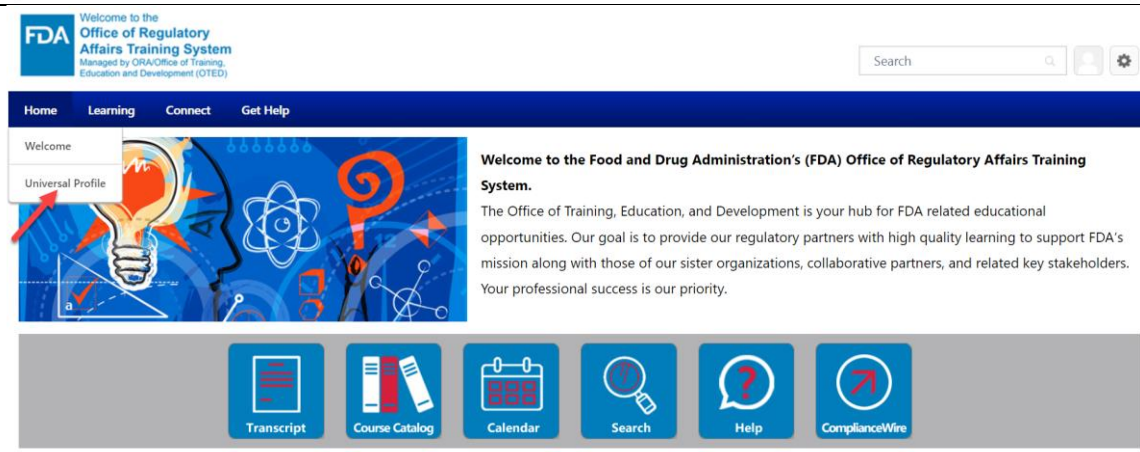
Recognize Your Navigation Bar

This section shows a learner how to navigate to different pages in the system.

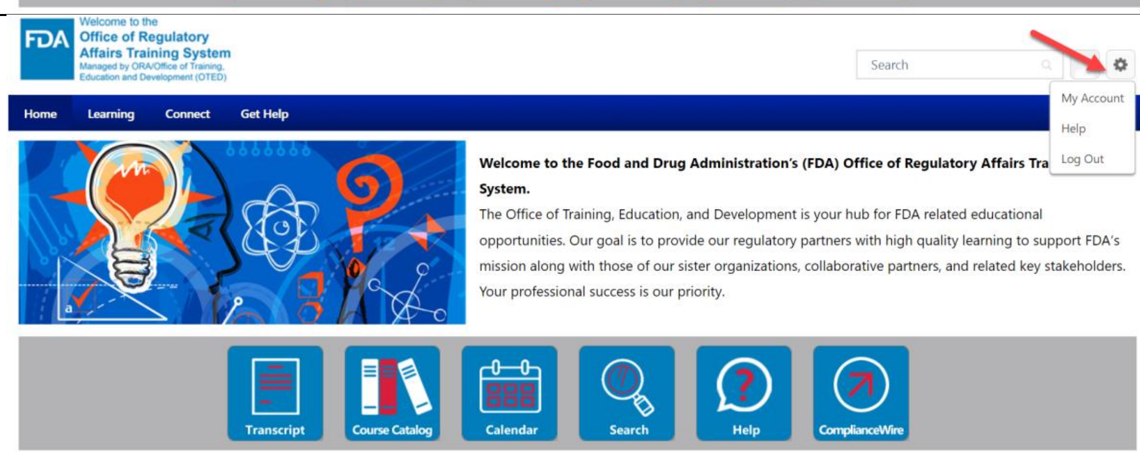
7. The **Navigation Menu** runs along the top of the page, regardless of where you are in the Portal. It will always be available.



8. You can access your profile by hovering over **Home** and clicking on **Universal Profile**.



9. By clicking on the "**Gear**" icon, you can navigate to **Online Help** and **My Account**, and **Log Out**.



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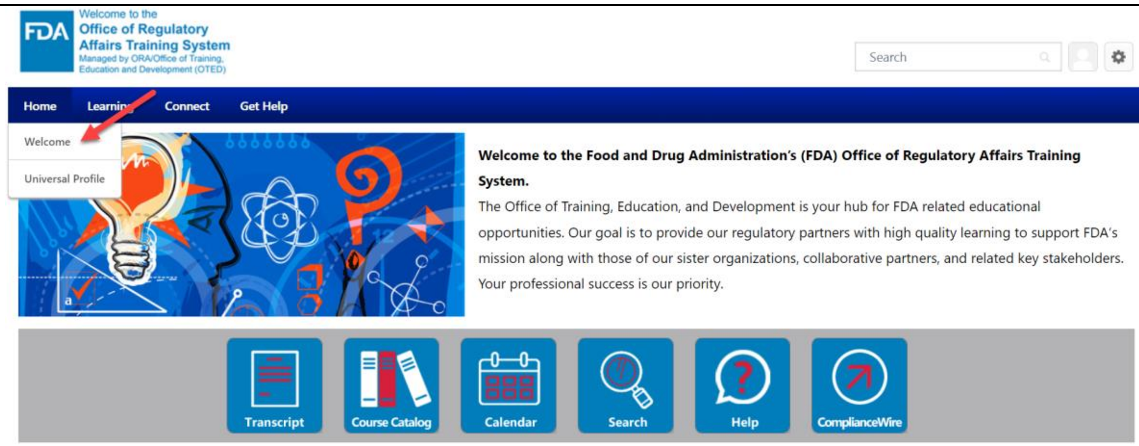
<tr>
<td>10. Under Home, you can return to the Welcome Page.</td>
<td>
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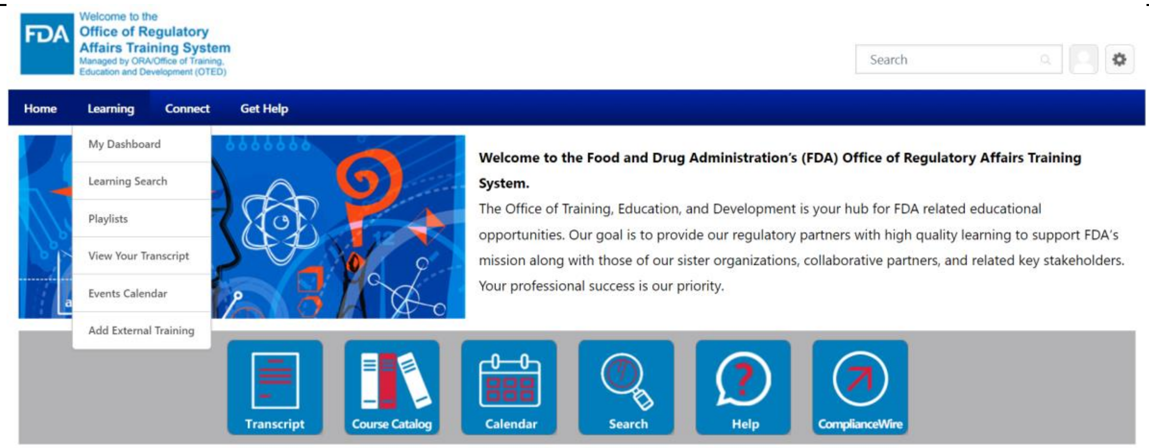
<td>11. Under Learning, you can access My Dashboard, find training using Learning Search, create Playlists, View Your Transcript, browse the Events Calendar, and Add External Training.</td>
<td>
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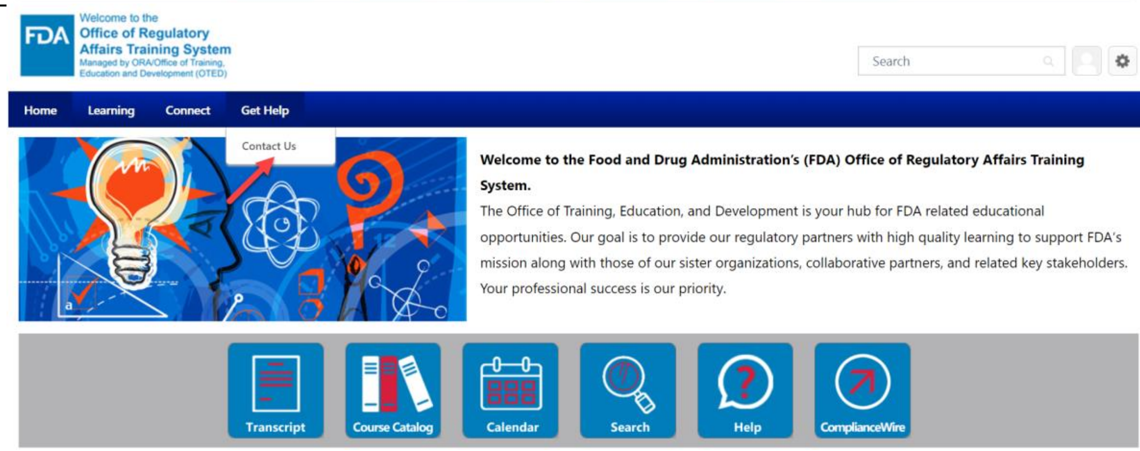
<td>12. Under Get Help, you can view a “Contact Us” custom page, which displays OTED contact information and some frequently asked questions.</td>
<td>
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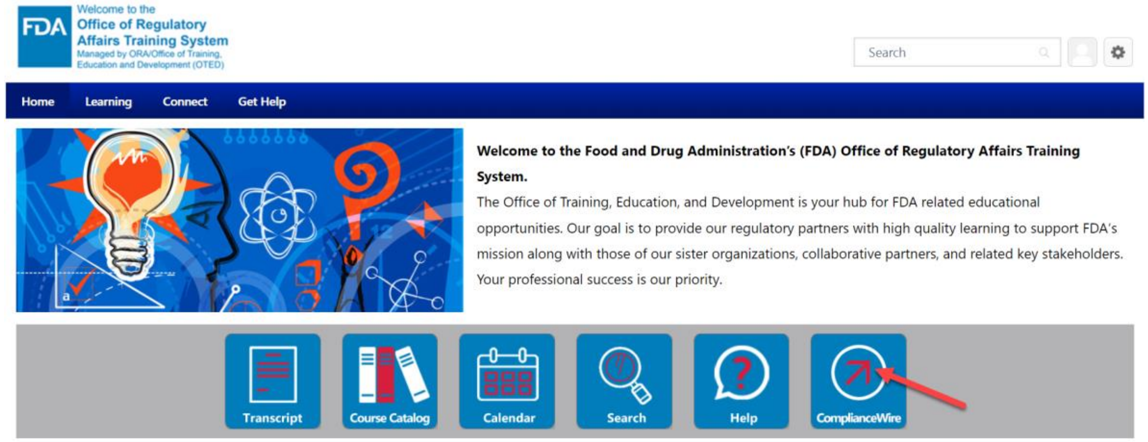
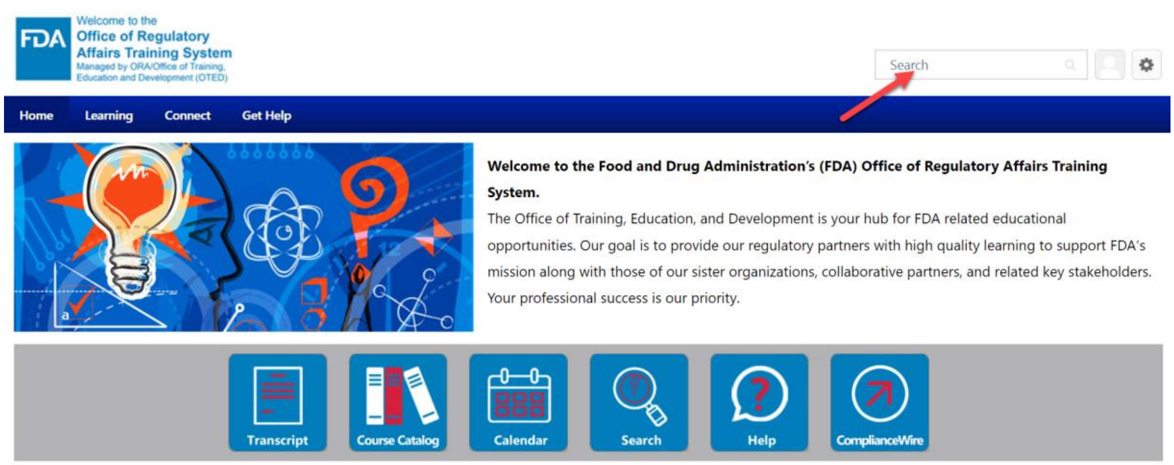
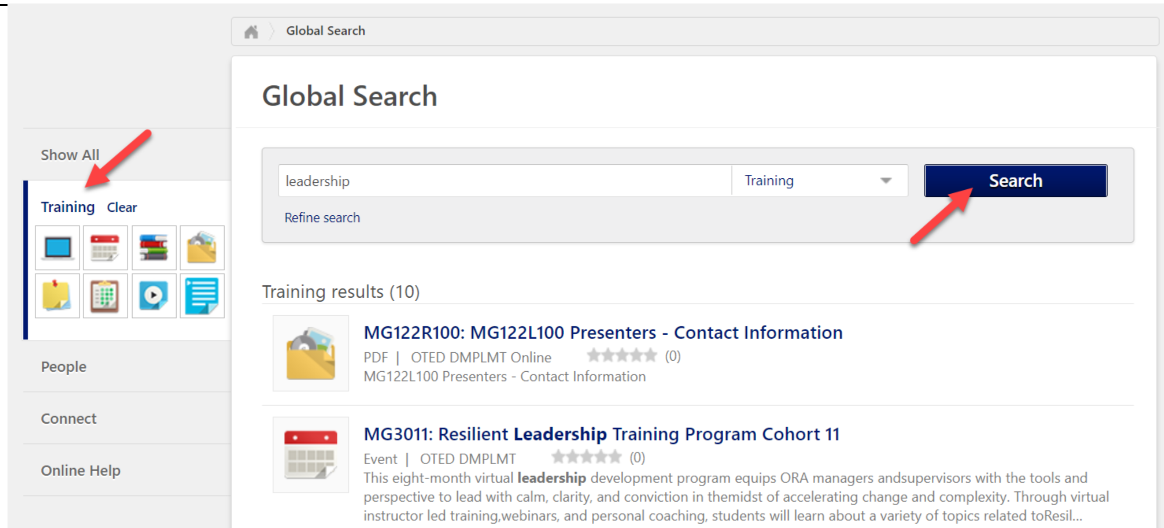
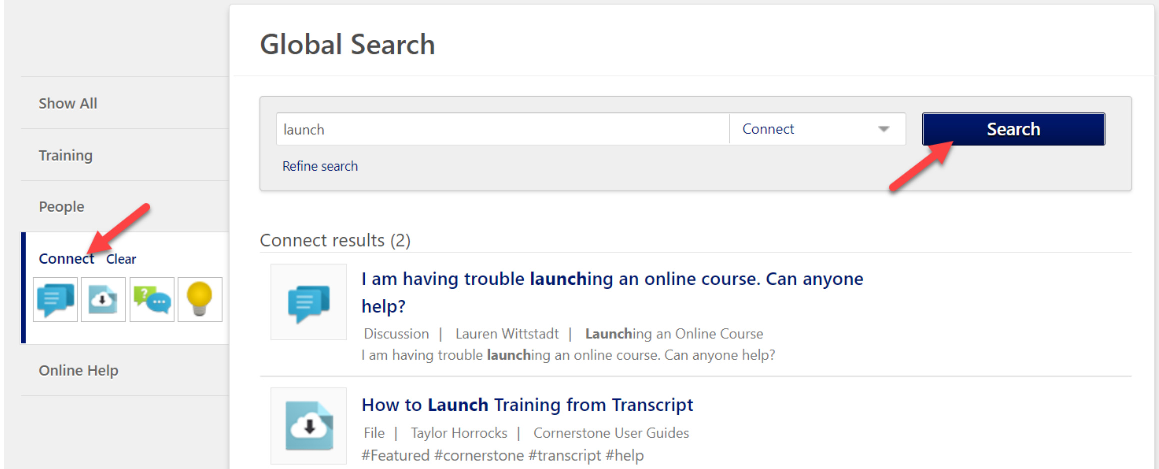
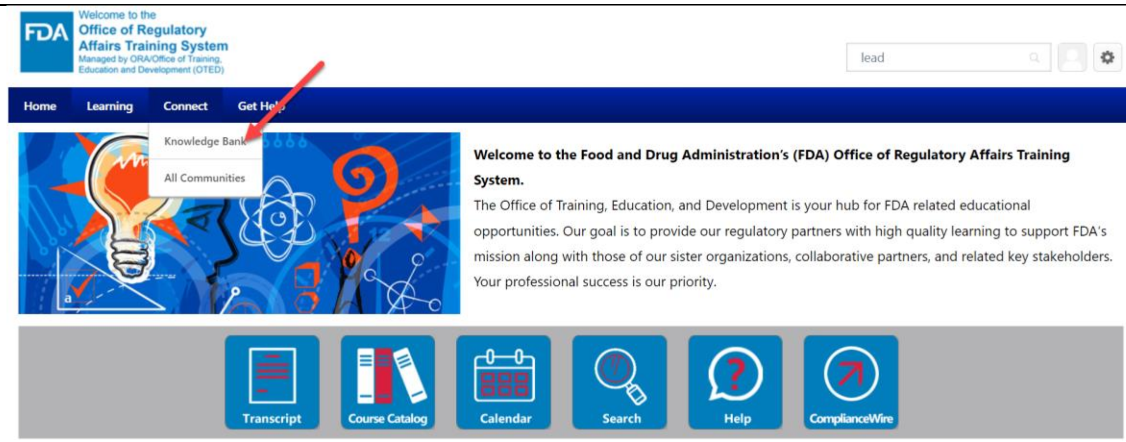
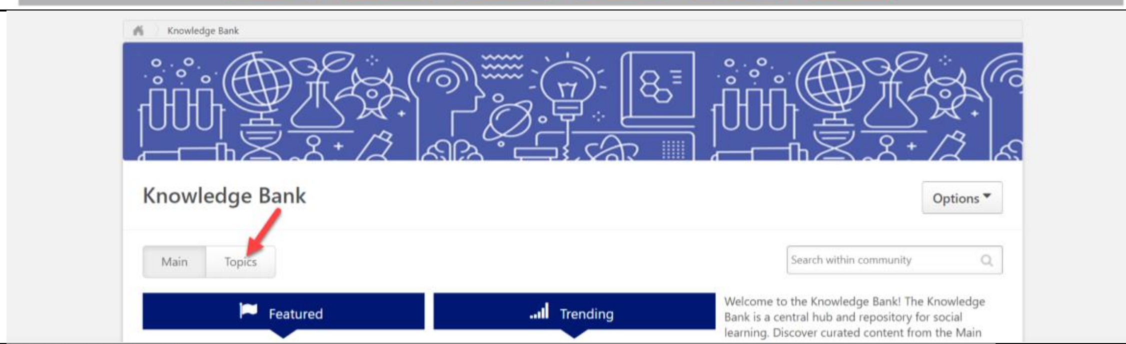
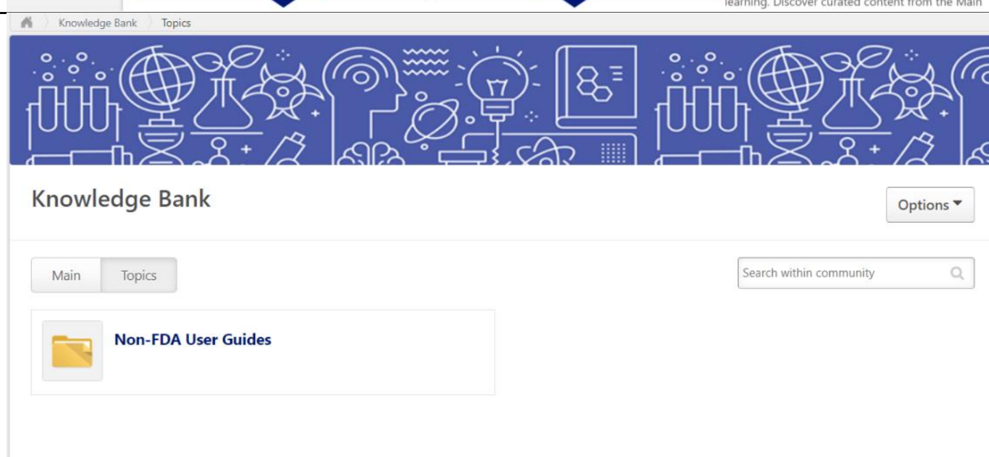
13. To easily access ComplianceWire, click on that button on the Welcome Page.	

Use Global Search	
This section shows a learner how to search for postings and training using Global Search.	
1. The search bar in the top right corner of your screen is called **Global Search**. You will see it on every page in ORA LearnED.	
2. You can use **Global Search** to find training. Enter the title or keywords, then press enter or click on the **Search** button. Make sure to select the Training tab on the lefthand side. You can filter your search to specific **Learning Object** types by selecting a thumbnail image on the lefthand side.	

3. You can also search for postings in **Communities** that you are part of. Enter a keyword, then press enter or click on the **Search** button. Make sure to select the Connect tab on the lefthand side. You can filter your search to specific types of postings by selecting a thumbnail image on the lefthand side.	

Access Your User Guides

This section shows a learner how to access user guide documents relevant to their role.

1. On the **Navigation Bar**, hover over **Connect** and select **Knowledge Bank**.	
2. In the **Knowledge Bank**, click on **Topics**. Then, click on the topic called " ORA LearnED **User Guides**."	
3. Click on the subtopic called "**Non-FDA Learner**".	

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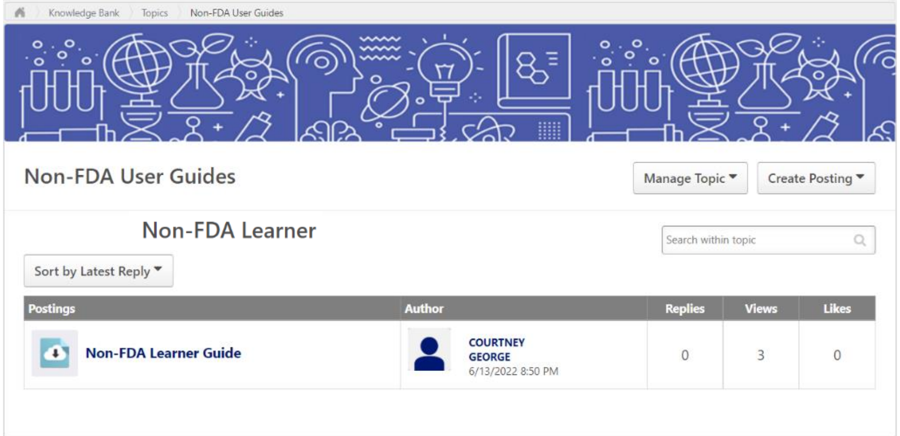
<td>4. To open a user guide, click on the name of the posting. Then, within the posting, click on the name of the file. It will download to your desktop.</td>
<td>
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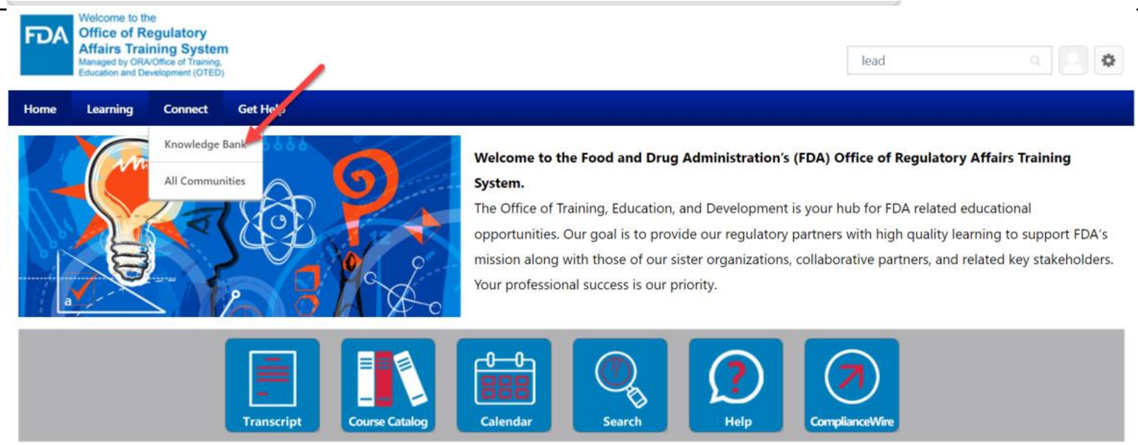
<td>5. You can access these user guides at any time by navigating back to the Knowledge Bank.</td>
<td>
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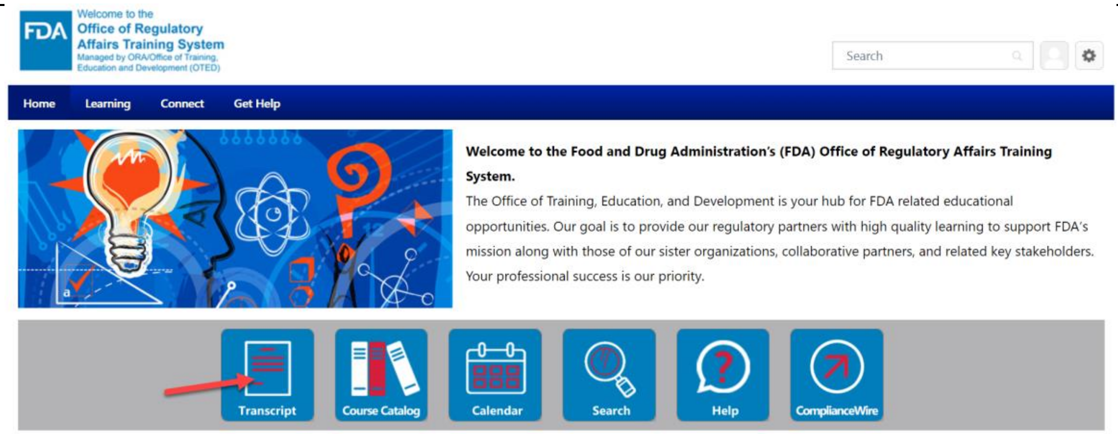
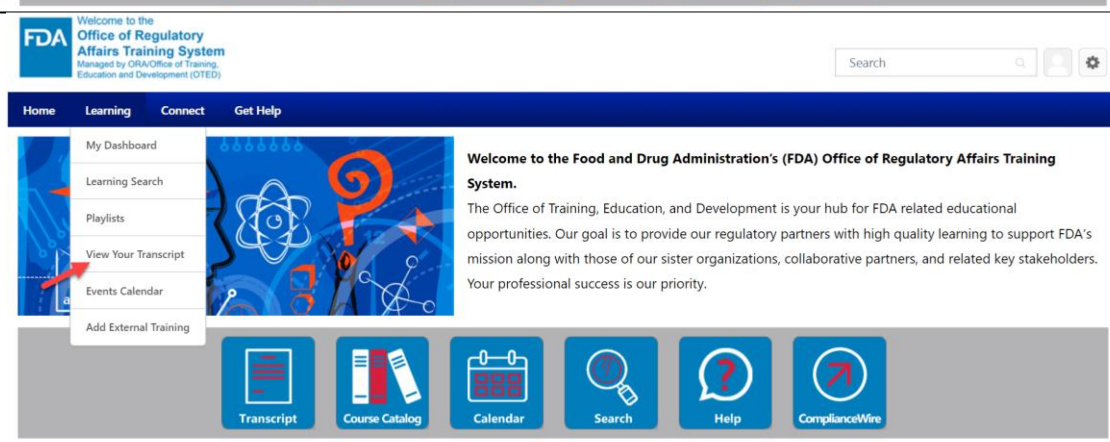
Access Your Transcript

This section shows a learner how to navigate to their Transcript.

1. On the **Welcome Page**, click on the **Transcript** button.

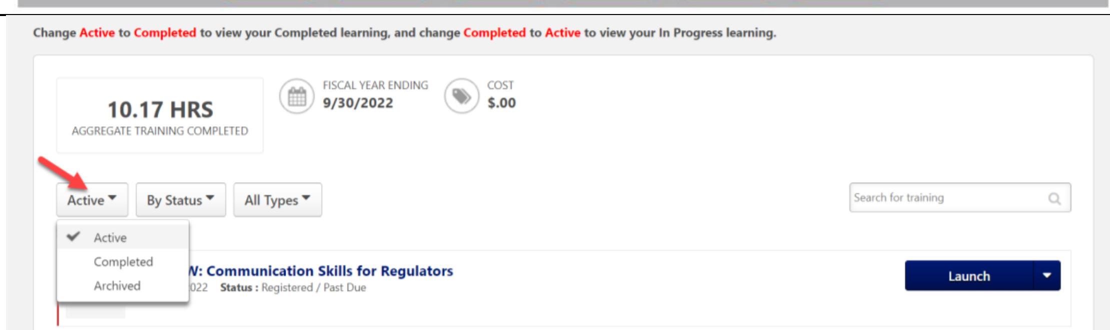


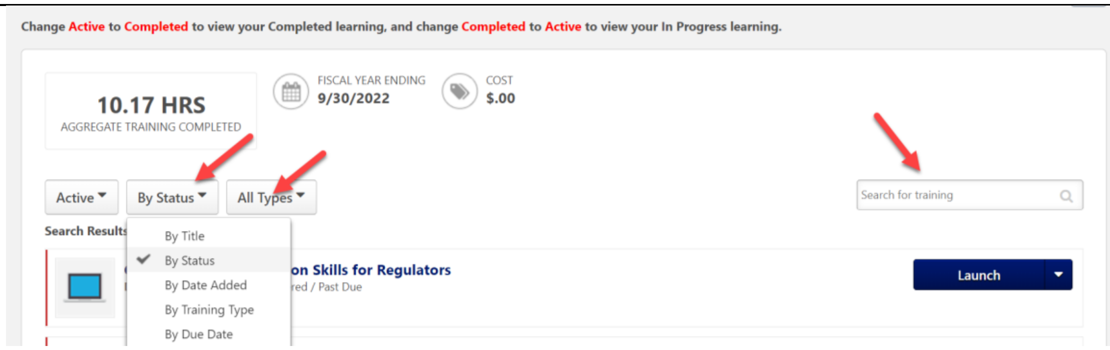
2. You can also get to your **Transcript** from the **Navigation Menu** by hovering over **Learning** then clicking on "**View Your Transcript**".

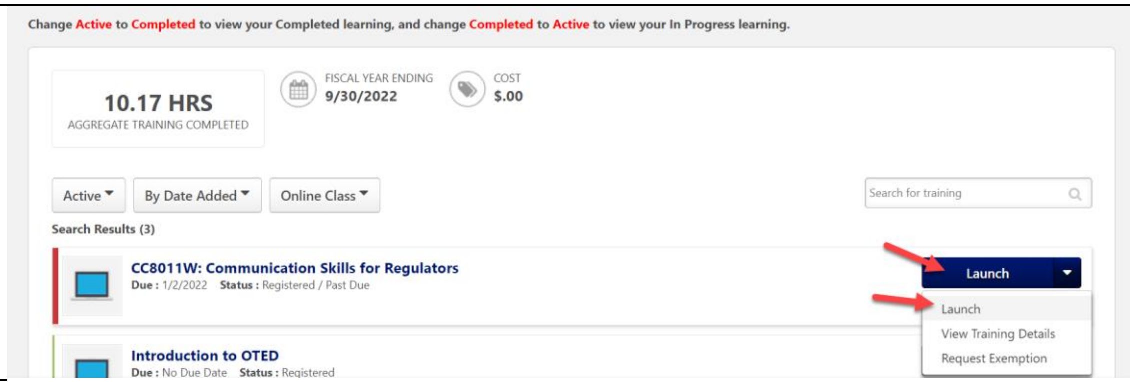
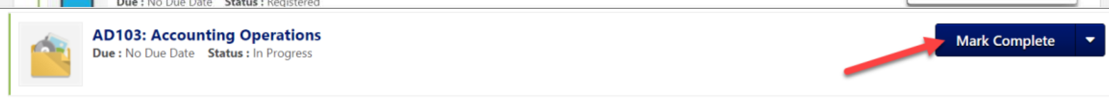
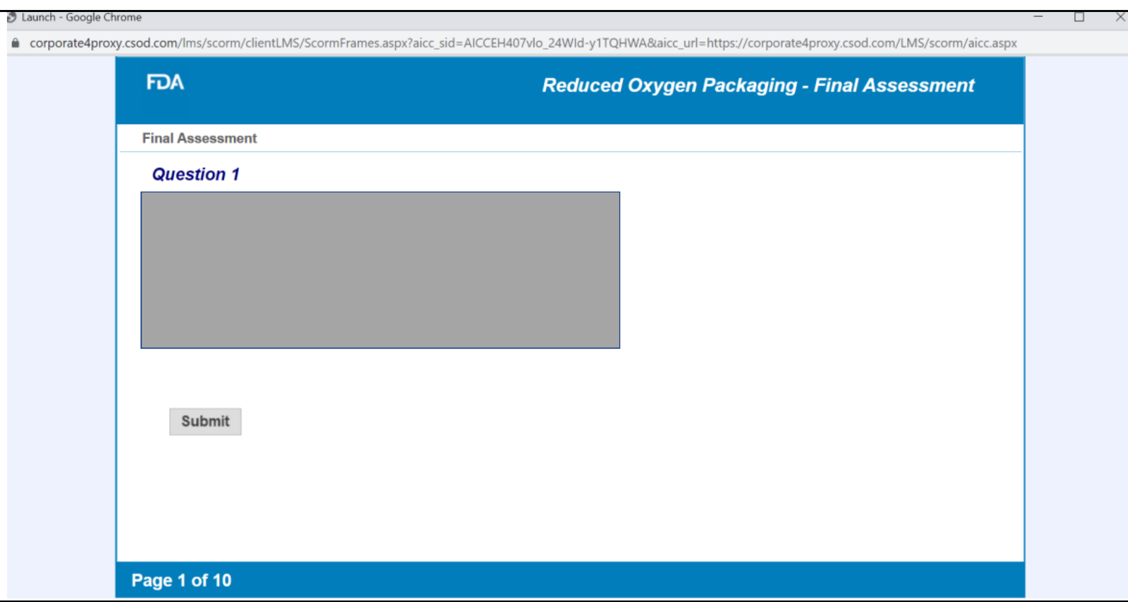


3. This is your **Transcript,** which provides a summary of all your training. When you first access the **Transcript**, you land on the **Active Transcript**. Here, you can manage courses you are currently taking.

   To view courses you have taken in



the past, select **Completed Transcript**.	
4. There are several filtering options available on your **Transcript.** You can sort your **Transcript** by **Status**, **Due Date**, and **Type.** You can also **Search for Training** within your **Transcript**.	

This section shows a learner how to complete training on their Transcript.	
1. From your **Transcript**, **Launch** the **Learning Object**, either from the button or drop-down.	
2. For some **Learning Objects**, including **Videos** and **Materials**, you will need to mark yourself complete to earn credit. To do so, click the **Mark Complete** button after you have finished reading or watching the training.	
3. **Online Courses** will open in a separate window. If they have a quiz component, you must pass the quiz in order to be marked complete. In most cases, you will have unlimited attempts.	

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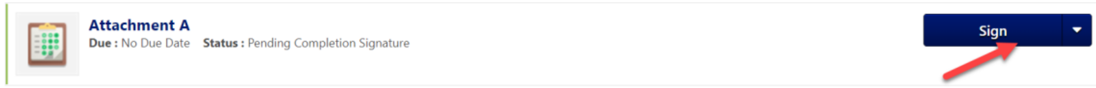
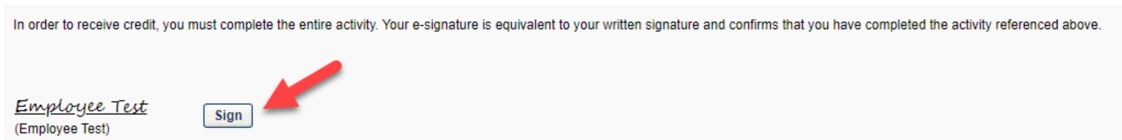
<td>4. Sometimes you will be required to provide your electronic signature to complete a Learning Object. When this is the case, your status will be Pending Completion Signature until you click Sign. On the Training Details page, click Sign again.</td>
<td>




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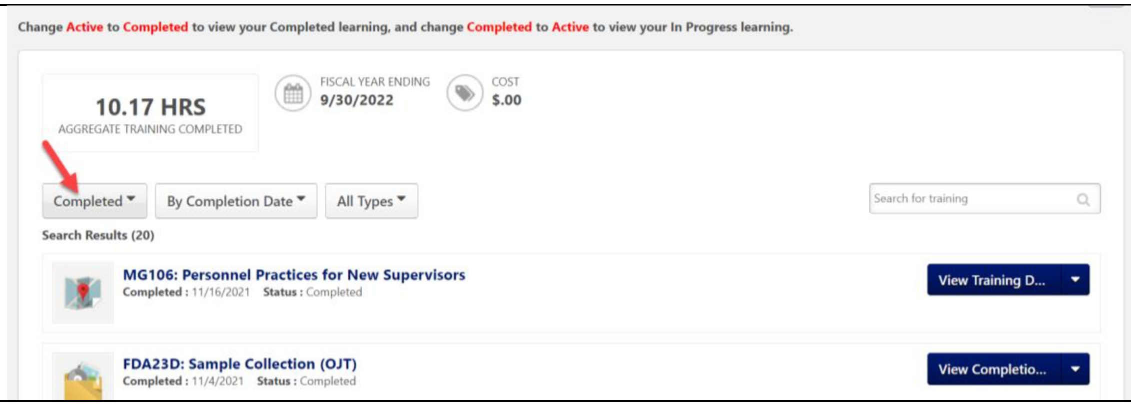
<tr>
<td>5. When you've finished the Learning Object, it will automatically transfer from your Active Transcript to your Completed Transcript.</td>
<td>


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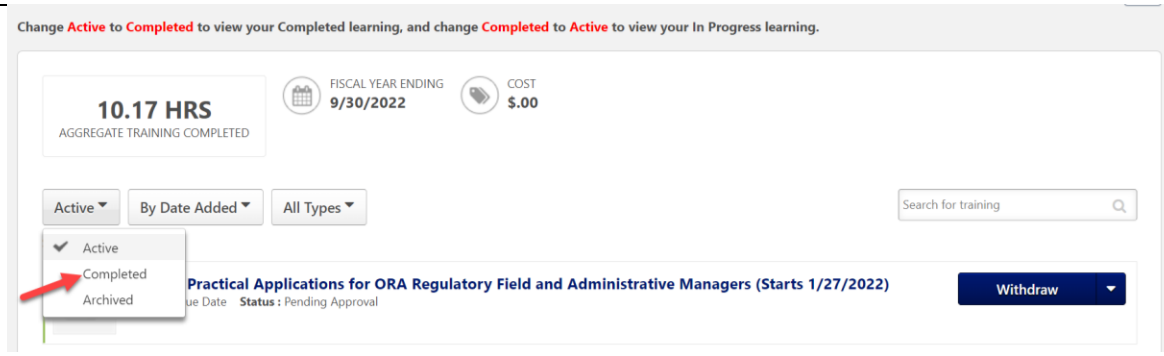
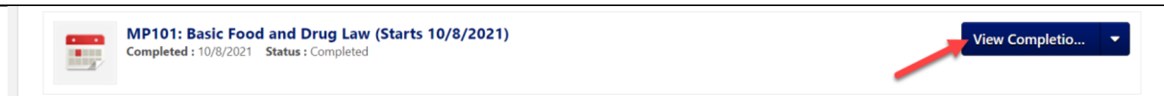
Access Your Certificate of Completion

This section shows a learner how to access and download their Certificate of Completion.

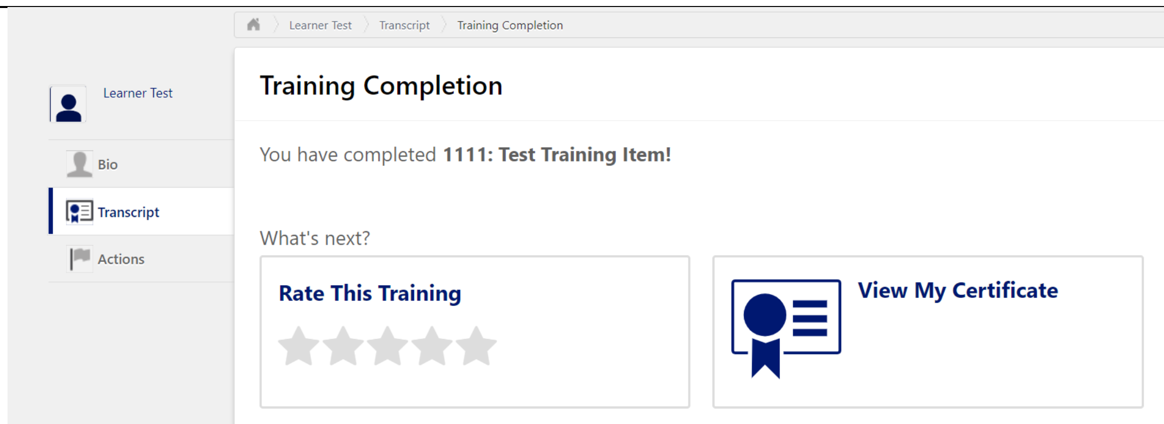
1. From your Transcript, click the **Active** dropdown and select **Completed** to view your **Completed Transcript**. This will show all your completed **Learning Objects**.



2. To view the **Completion Page** of a **Learning Object**, click **View Completion Page**.

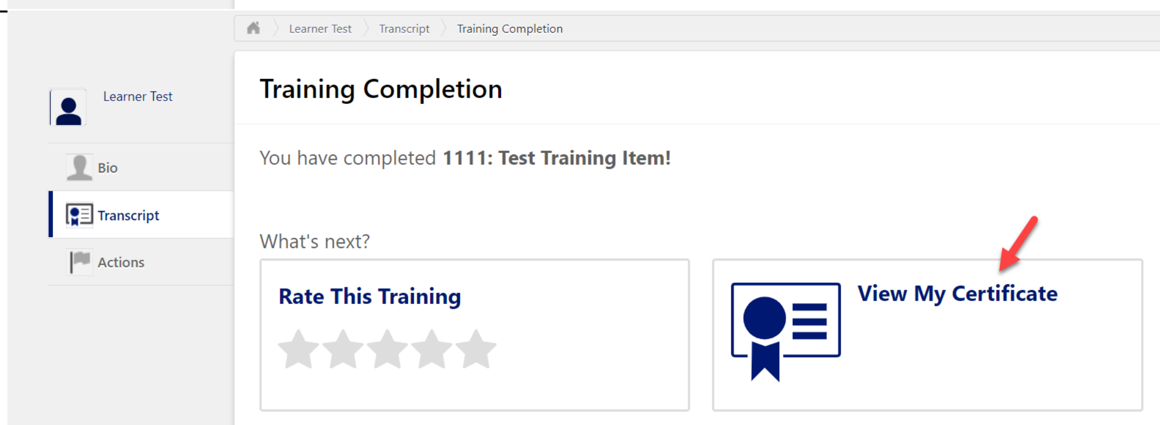


3. From the **Training Completion Page**, you can access your **Certificate** and rate the training.



4. You can view your **Certificate** for completed training. Your own name and information will display in the certificate.

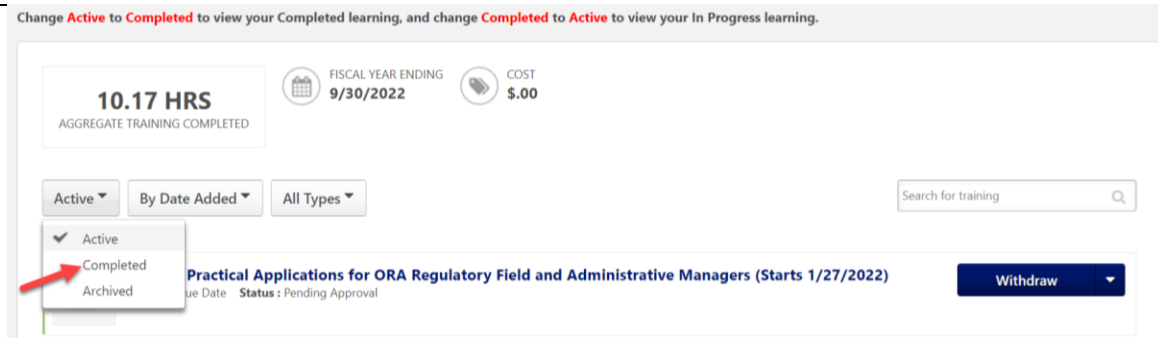
   The certificate will open in a separate window and can be downloaded.



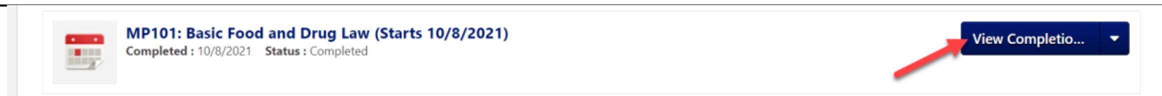
Review Your Completed Training

This section shows a learner how to rate and review previously completed training.

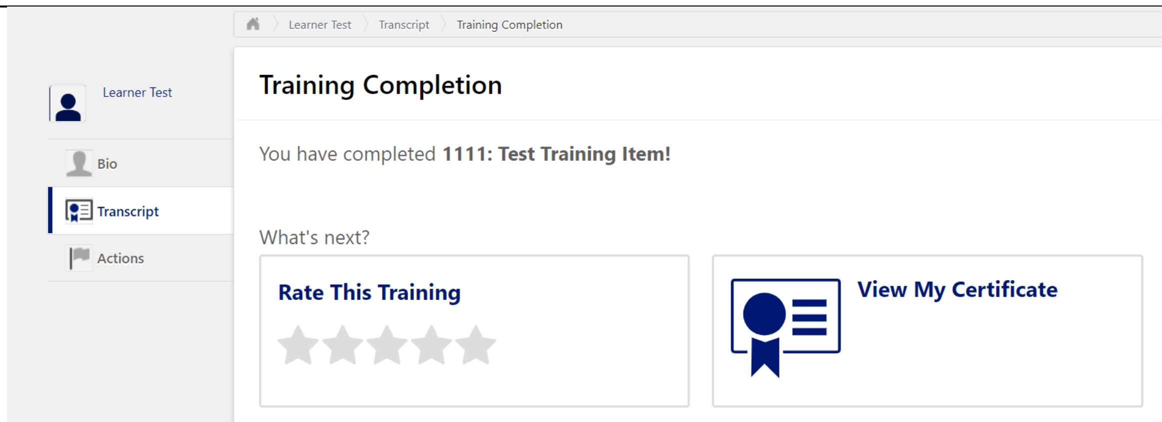
1. From your Transcript, click the **Active** dropdown and select **Completed** to view your **Completed Transcript**. This will show all your completed **Learning Objects**.



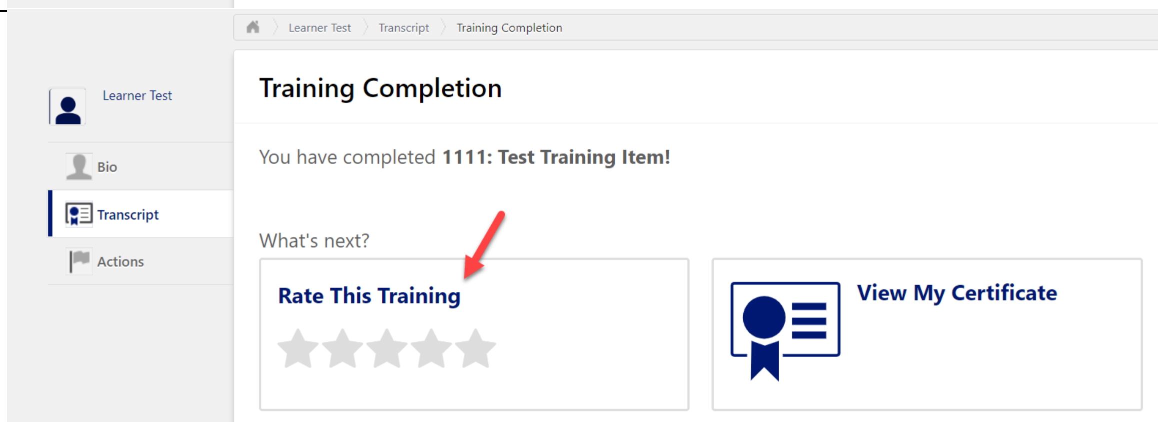
2. To view the **Completion Page** of a **Learning Object**, click **View Completion Page**.



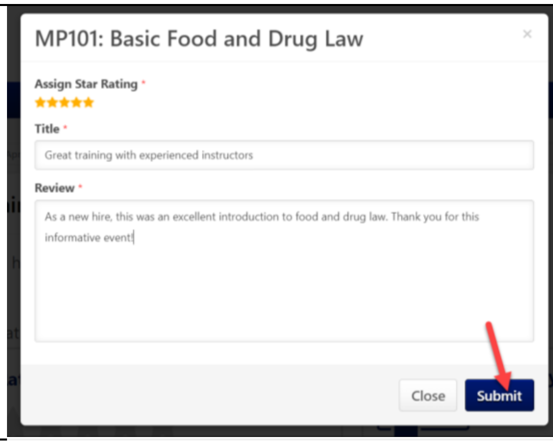
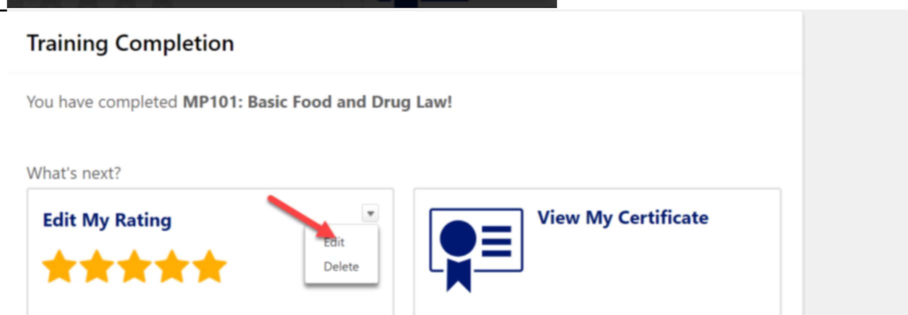
3. From the **Training Completion Page**, you can access your **Certificate** and rate the training.



4. To rate and review the training, click on Rate This Training.



<table>
<tr>
<td>5. Choose a star rating, add a title, and write a review. All fields are required.

Then, click Submit to finalize your review.</td>
<td>
</td>
</tr>
<tr>
<td>6. You can edit your rating at a later date by returning to the Training Completion Page and clicking on the dropdown next to your rating then selecting Edit.</td>
<td>
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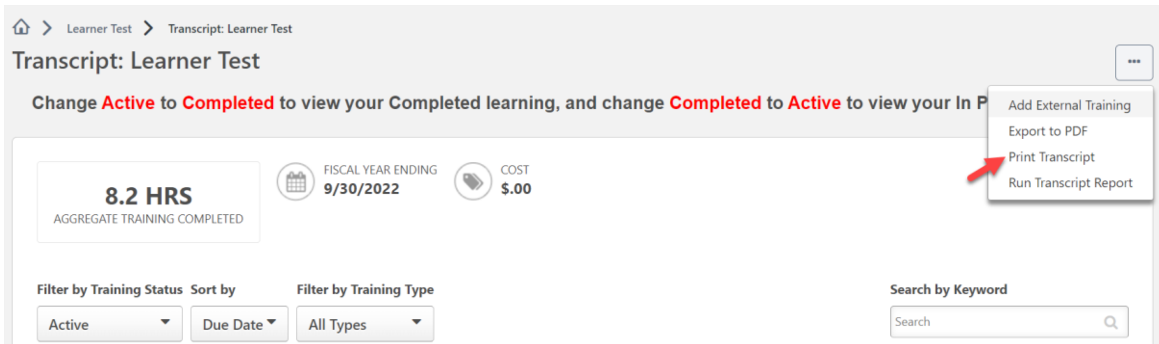
Download/Print Your Transcript

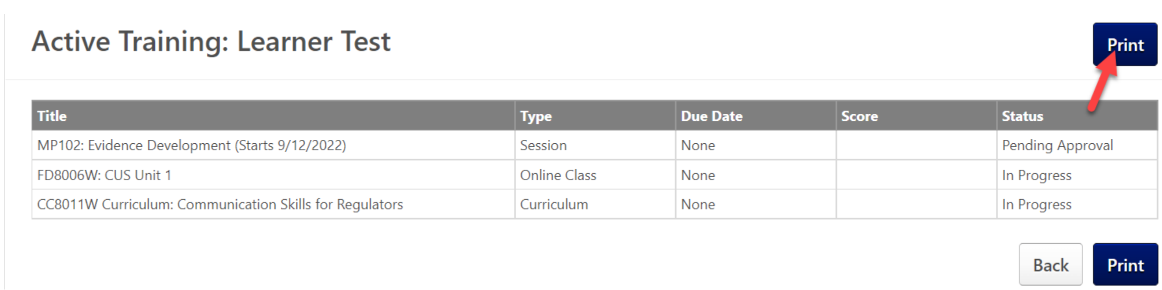
This section shows a learner how to print their Transcript to get an output of their training record.

1. Access your Transcript. Click on the **Options** icon.

   Select **Print Transcript**. You could also select **Export to PDF**.

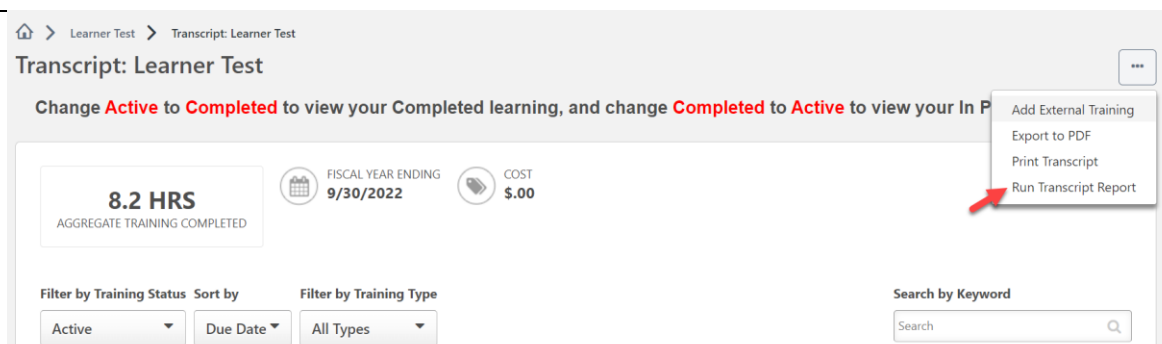


2. You will now see a page listing your Active Training. Click **Print**.



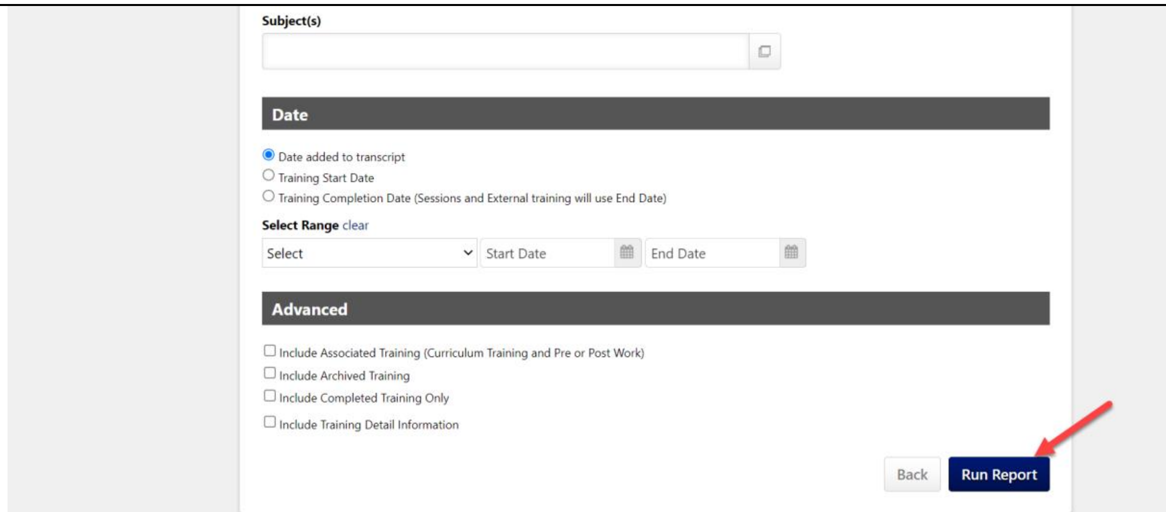
3. To download and print a more detailed report, including training that you have completed, return to your **Transcript** and click on the **Options** icon.

   Select **Run Transcript Report**.



4. You can select specific **Learning Object** types, subjects, date criteria, and more. For a comprehensive report, do not make any additional selections. Click **Run Report**.

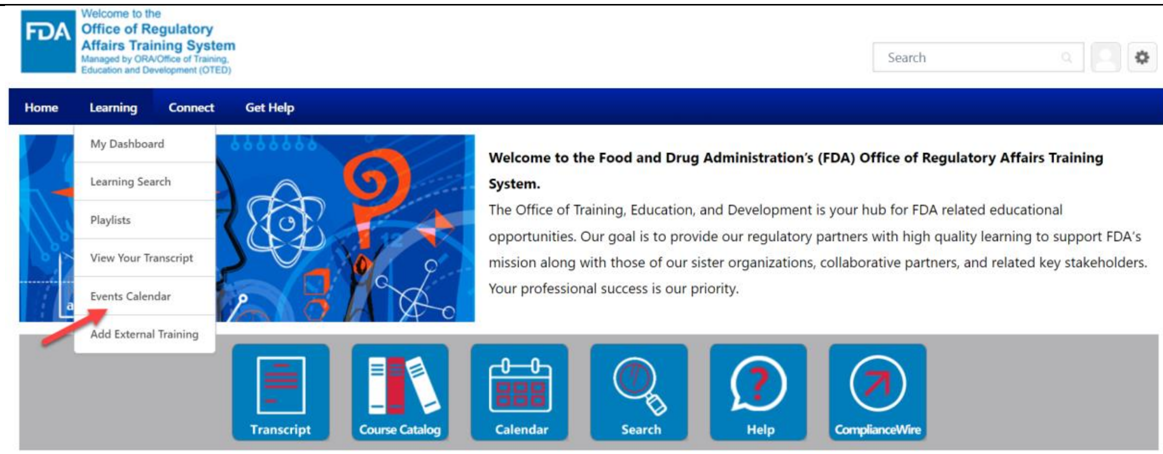
   The report will immediately download to your desktop.



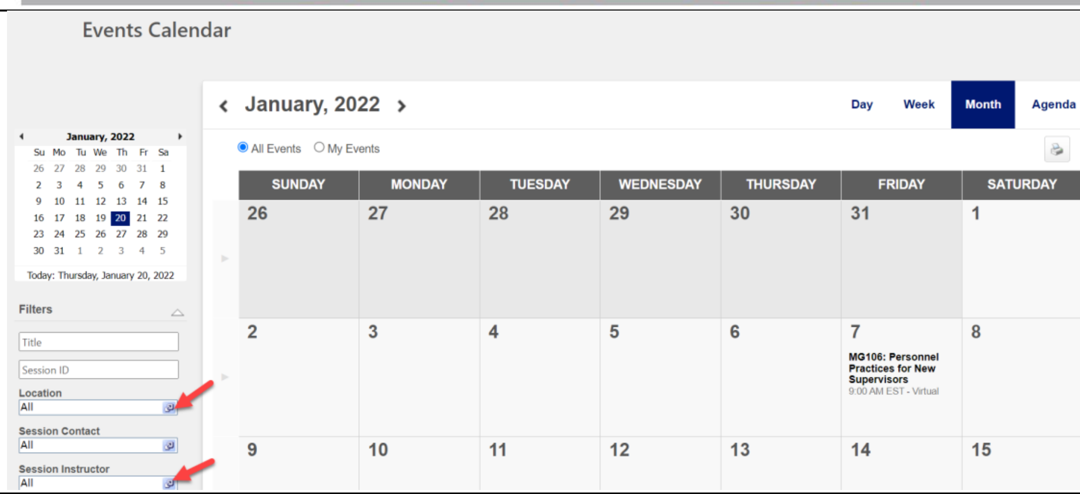
View Your Scheduled Sessions

This section shows a learner how to view the Sessions for which they are scheduled in a calendar format.

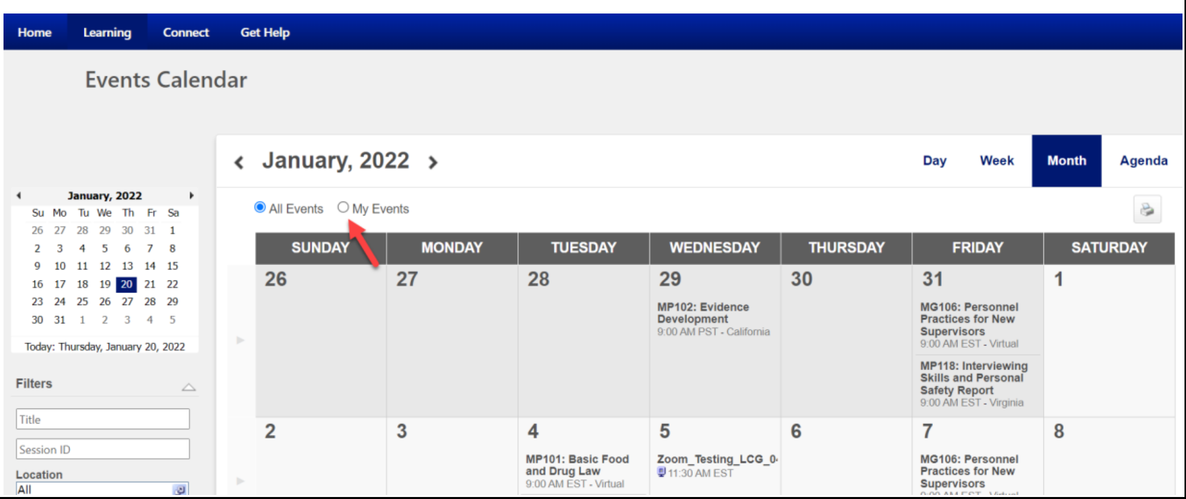
1. From the **Navigation Menu**, hover over **Learning**, then **Events Calendar**.

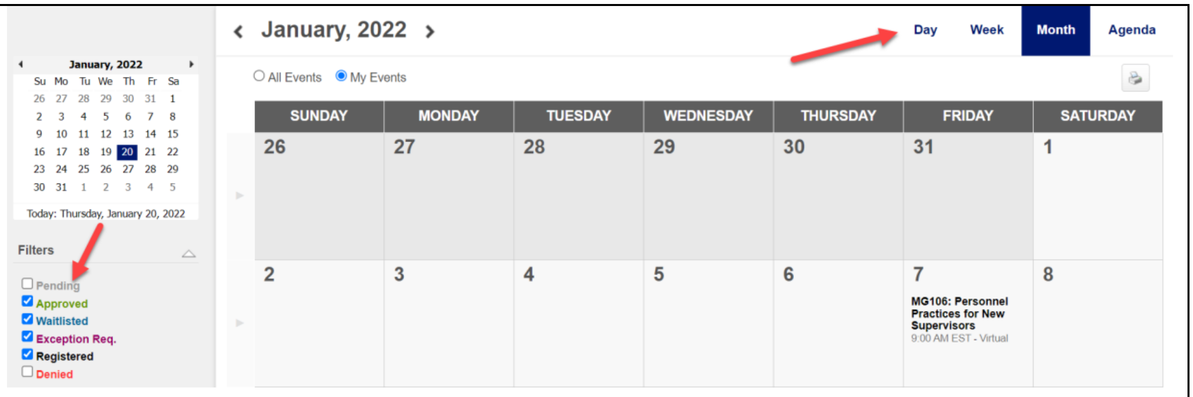
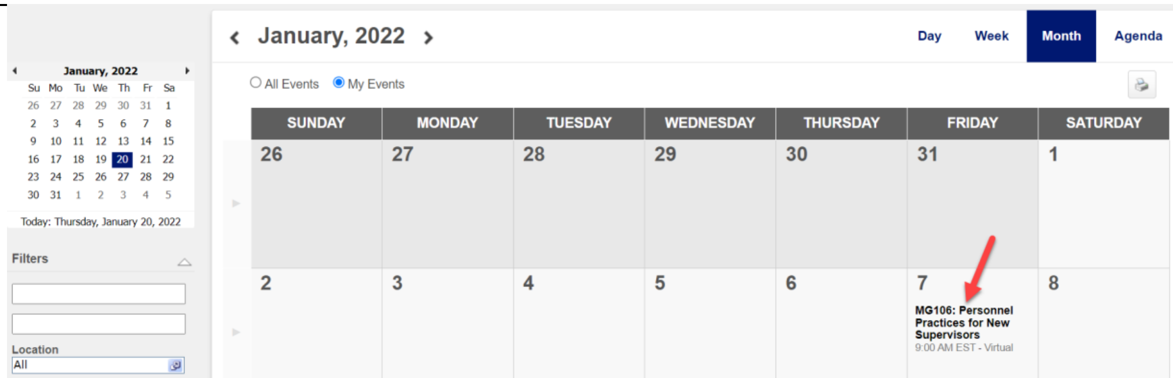


2. This is the **Events Calendar** page which shows the schedule of all available **Sessions**. You can filter the **Events Calendar** by **Session Instructor** or **Location**



3. To view all the **Sessions** that you are registered for, select **My Events** instead of **All Events.**

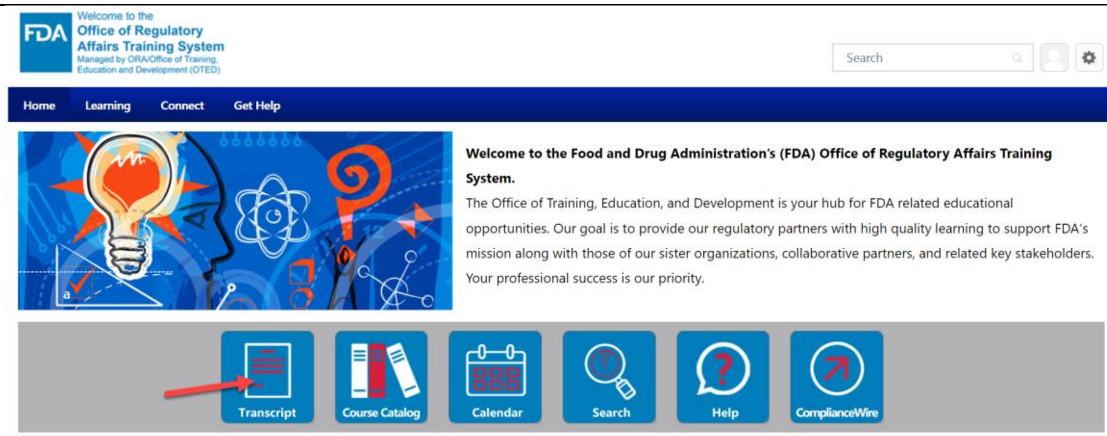


4. Different statuses can also be filtered on the left-hand side. You can switch to a **Day**, **Week**, or **Agenda** view using the options in the top right corner.	
5. Finally, you can view **Session Details** by clicking on the title of any of the scheduled **Sessions** on the page. These **Sessions** will also be displayed on your **Active Transcript**.	

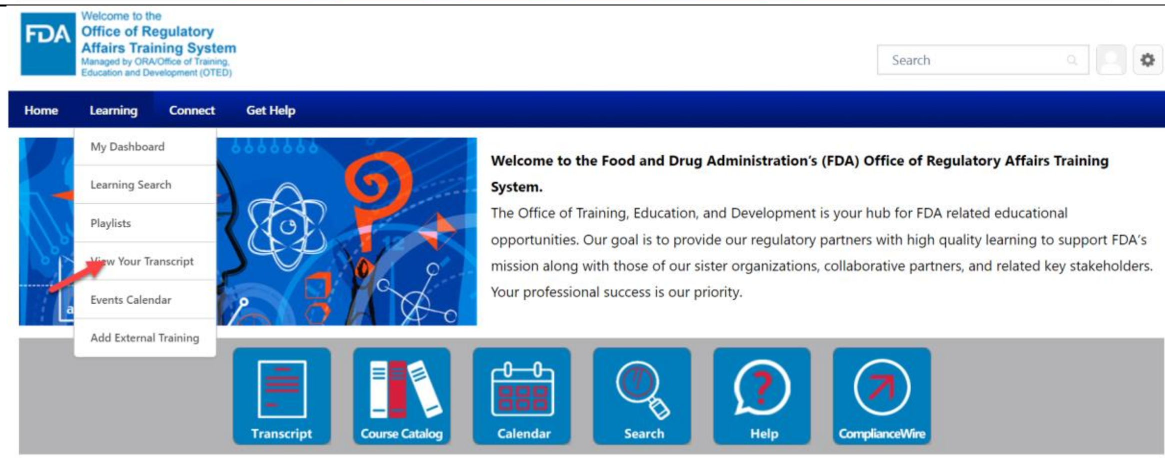
View Session Details

This section shows a learner how to view the details of Sessions for which they are already registered.

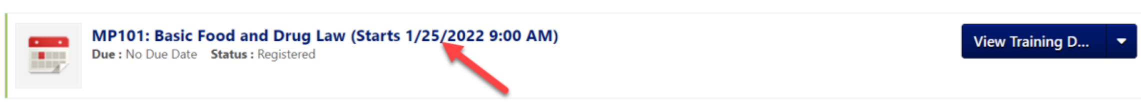
1. On the **Welcome Page**, click on the **Transcript** button.

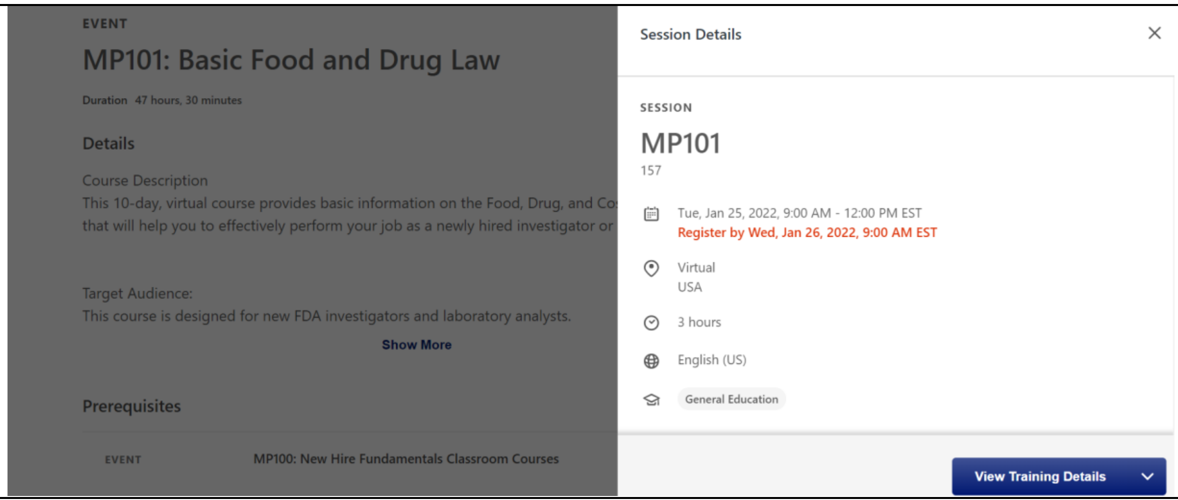


2. You can also get to your **Transcript** from the **Navigation Menu** by hovering over **Learning** then clicking on "**View Your Transcript**".



3. From your **Transcript**, search for a **Session** that you are registered for. Then click on the title of the training to view the **Session Details**.

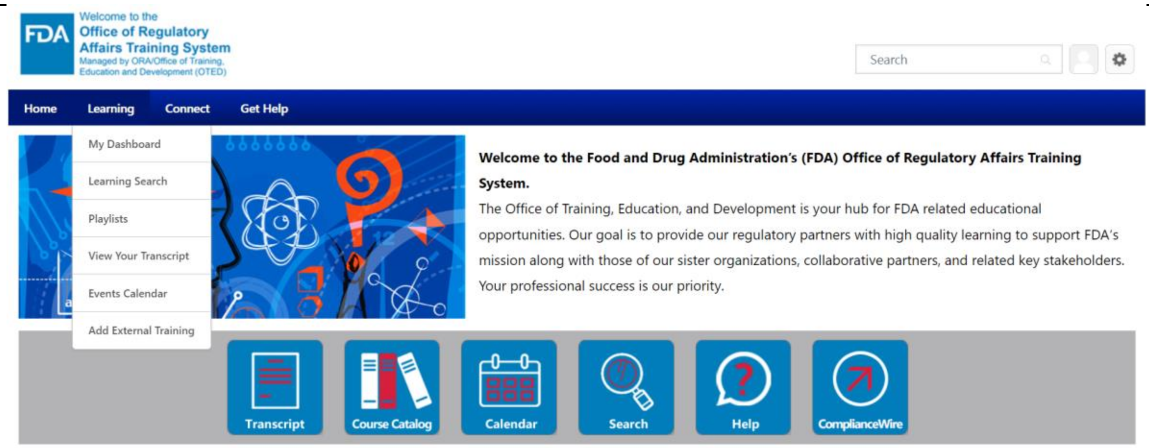


<table>
<tr>
<td>4. The Session Details page provides information like date and time, name of the instructor, prerequisites, Commodity Area, and more.</td>
<td>
</td>
</tr>
</table>

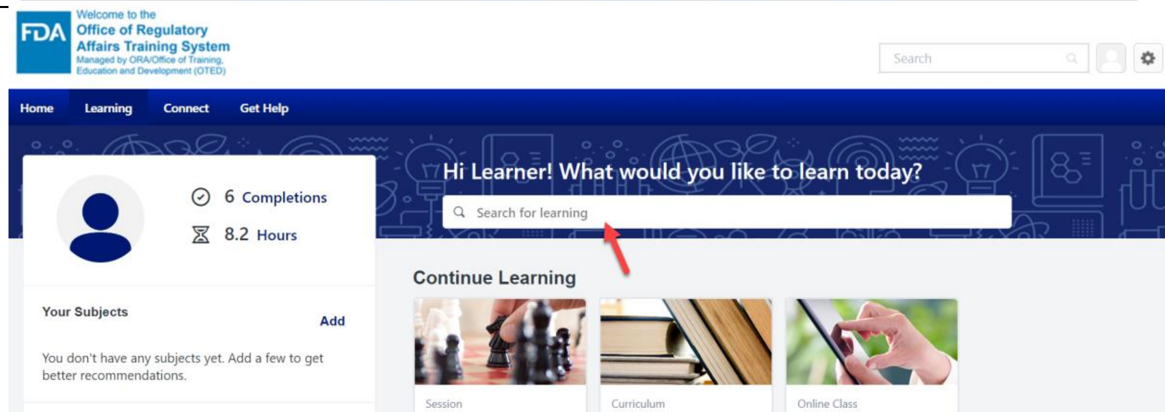
Search for Training

This section shows a learner how to search for training in the system.

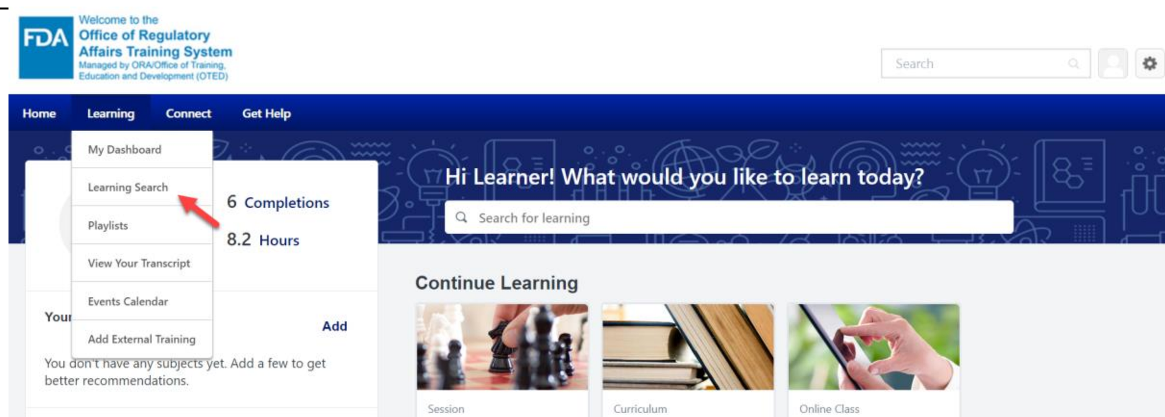
1. From the Navigation Menu, hover over the **Learning** tab & select **My Dashboard**.



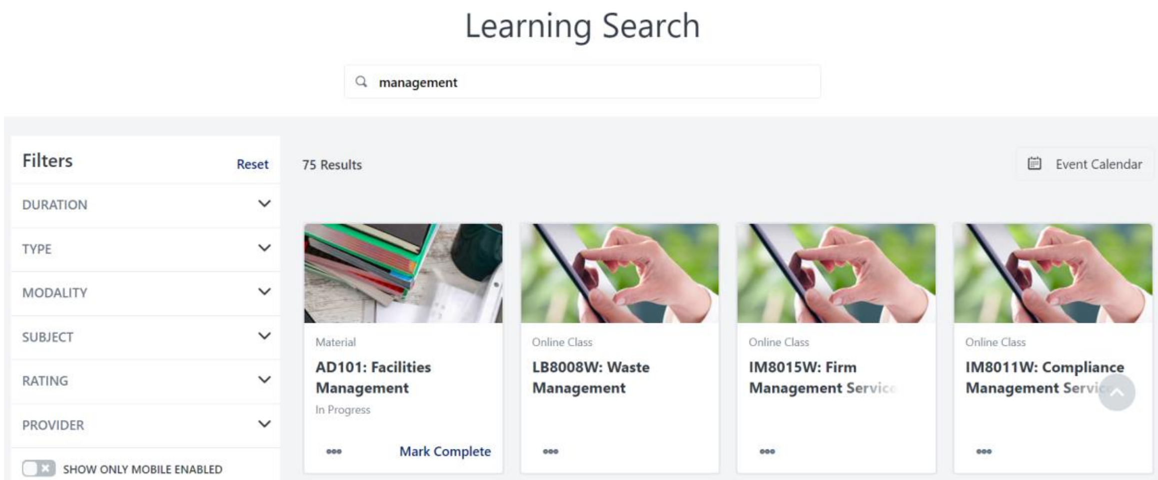
2. From **My Dashboard**, you can view training recommendations, see a high-level overview of your **Transcript**, and browse for training. Start searching for training by typing into the search bar at the top of the page. When you press enter, you will land on **Learning Search**.



3. You can also use the **Navigation Bar** to access **Learning Search** under **Learning**.



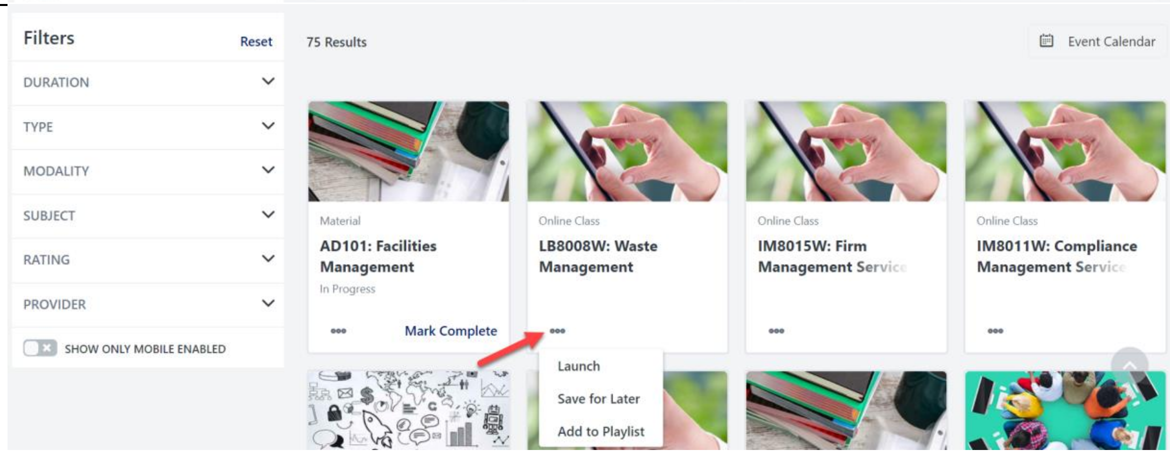
4. **Learning Search** allows you to look up **Learning Objects.** Use the title or key words to search. You can use the filters on the lefthand side to narrow your search.



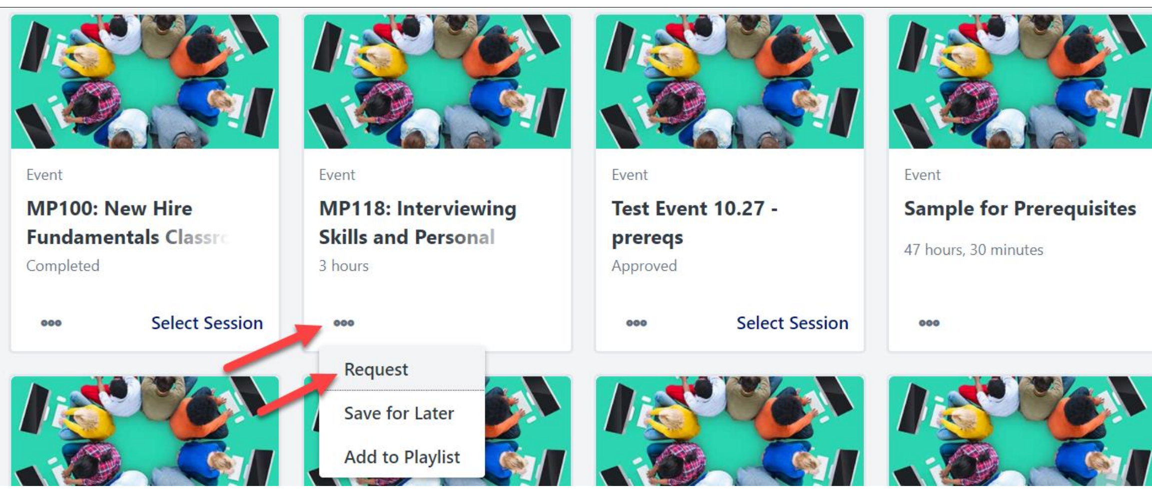
5. Select an **Online Class**, **Material**, **Video**, or **Curriculum** that you would like to take.

   Click on the Options button. You can immediately **Launch** the training, save it for later, or add it to a new **Playlist**.

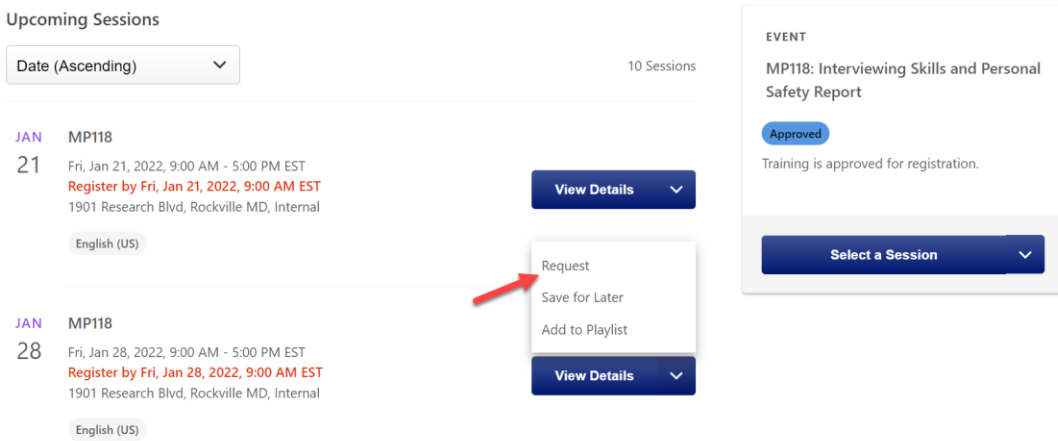
   If you save a **Learning Object** for later, you can find it again on **My Dashboard**.



6. For **Events**, you will not see the option to Launch. Instead, click **Request** to add the **Event** to your **Transcript**.

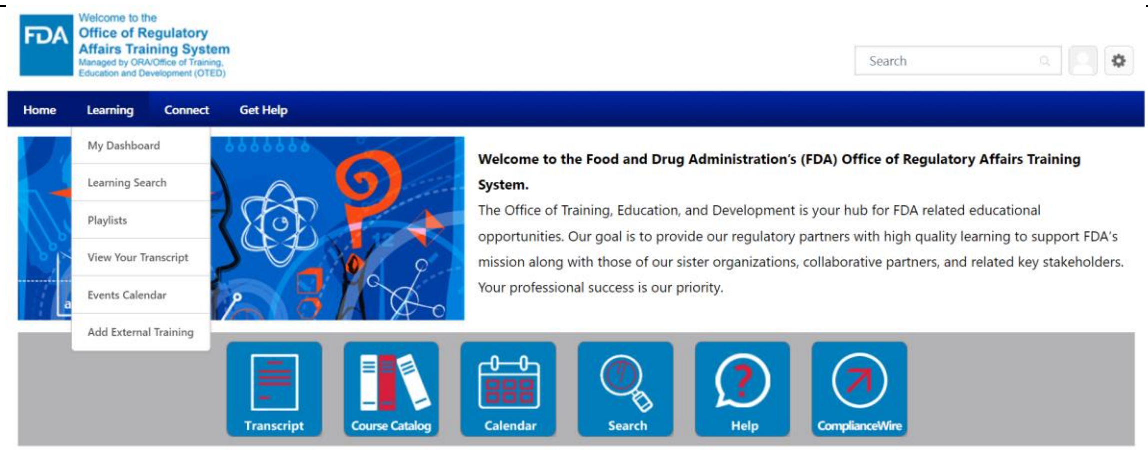
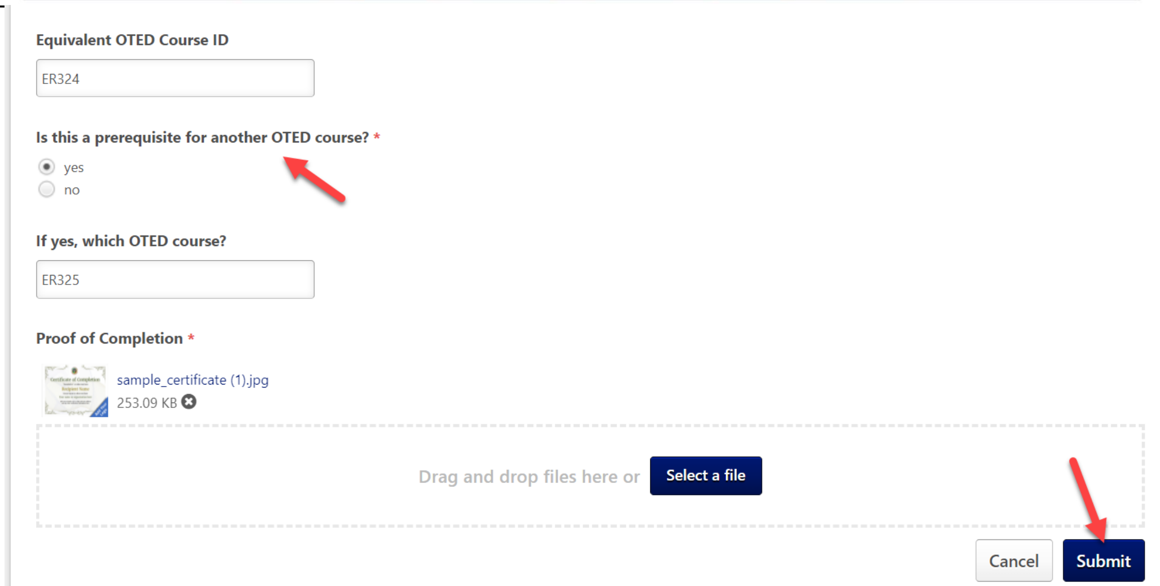


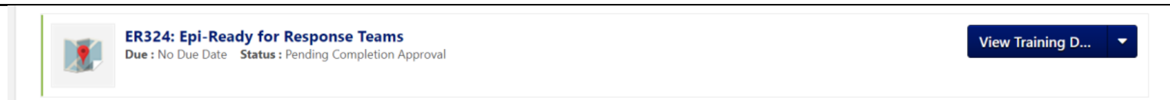
7. *Note:* If you click **Request** on a specific **Session**, you will be automatically placed on the Pending Approval list. This does not complete your nomination or imply that you have been selected for the **Session**. You must follow your local procedures to register for the **Session**.



Add External Training

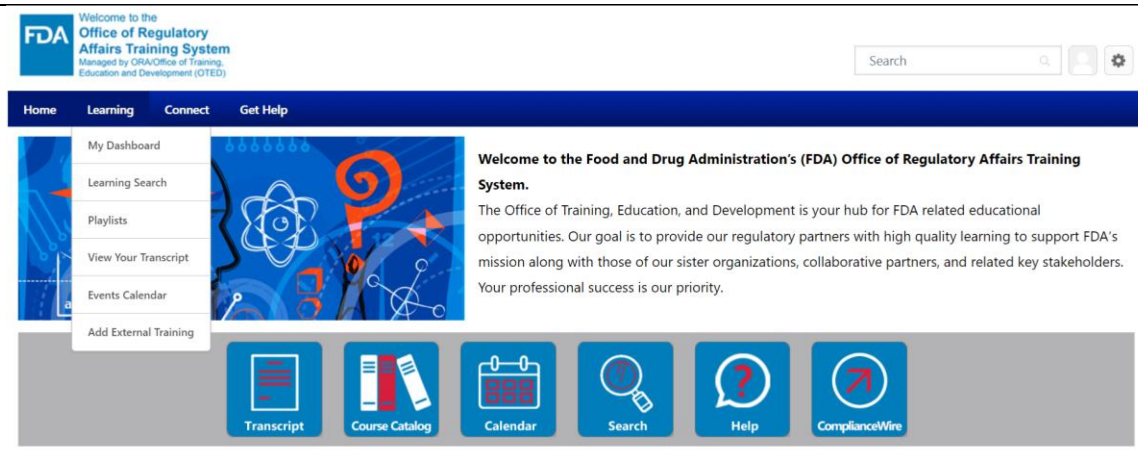
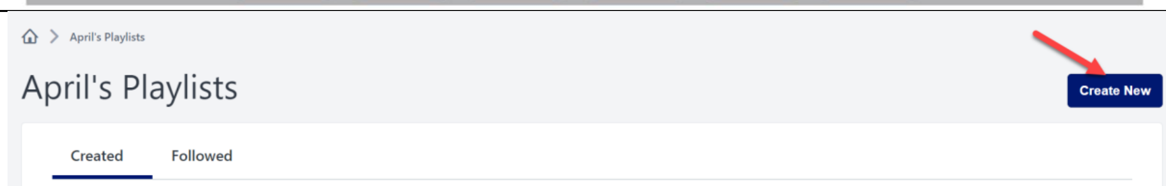
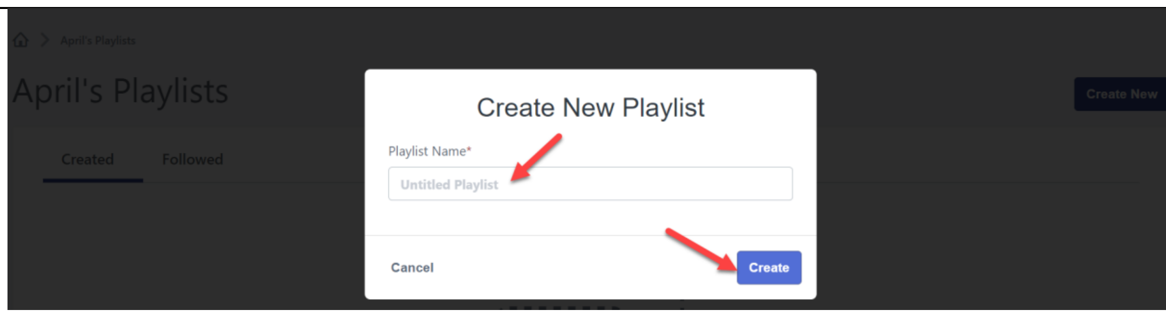
This section shows a learner how to submit a request to add External Training to their Transcript. This is how learners can request credit for prerequisites that they have already completed.

1. From the **Navigation Bar**, hover over **Learning** and select **Add External Training**.	
2. This form gives you the opportunity to add training to your record that 1) you have already taken, and 2) is external to ORA LearnED. Fill out all required fields. If you are requesting a prerequisite override, make sure to select that option. Click **Submit** when the form is complete.	

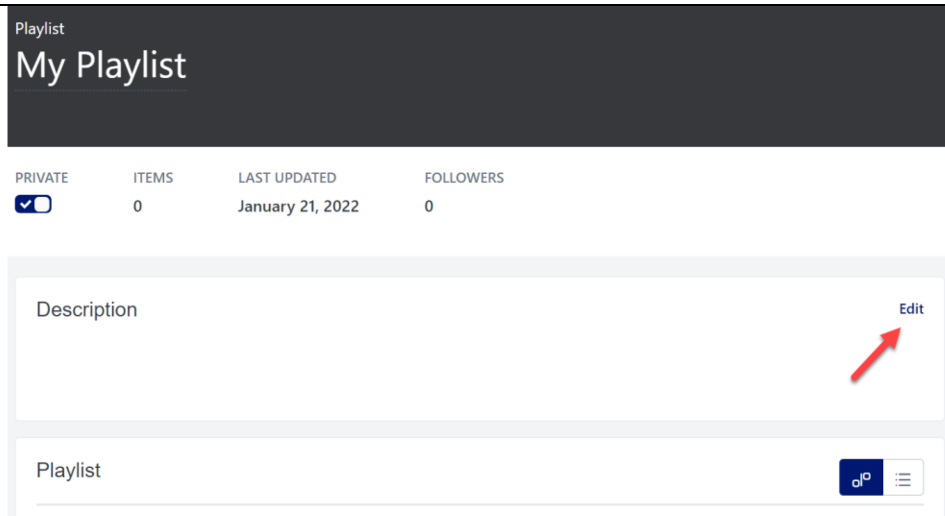
3. After submitting the form, you will land on your **Active Transcript**. Find the title of the training you just submitted and click **Mark Complete**. Tip: It helps to filter by date added.	
4. The training will now be in a **Pending Completion Approval** status. You will be notified by email whether your request was approved or denied.	

Create and Follow Playlists

This section shows a learner how to create their own Playlist and follow other Playlists.

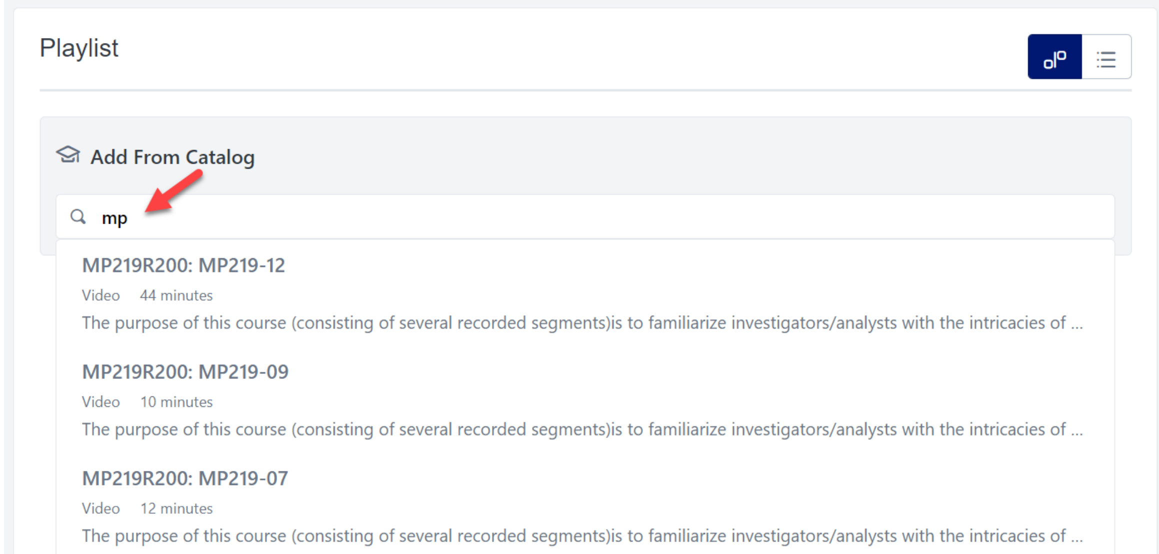
<table>
<tr>
<td>1. From the Navigation Bar, hover over Learning and select Playlists.</td>
<td>
</td>
</tr>
<tr>
<td>2. Click on Create New to start creating a Playlist.</td>
<td>
</td>
</tr>
<tr>
<td>3. Enter a name for the Playlist and click Create.</td>
<td>
</td>
</tr>
</table>

4. In the **Playlist** builder, click **Edit** to add a description.

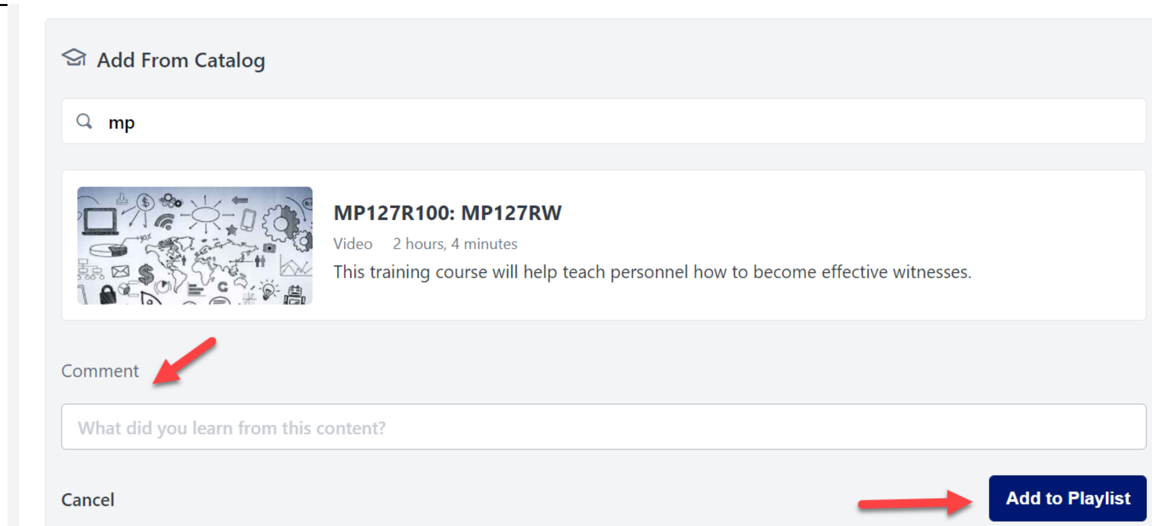


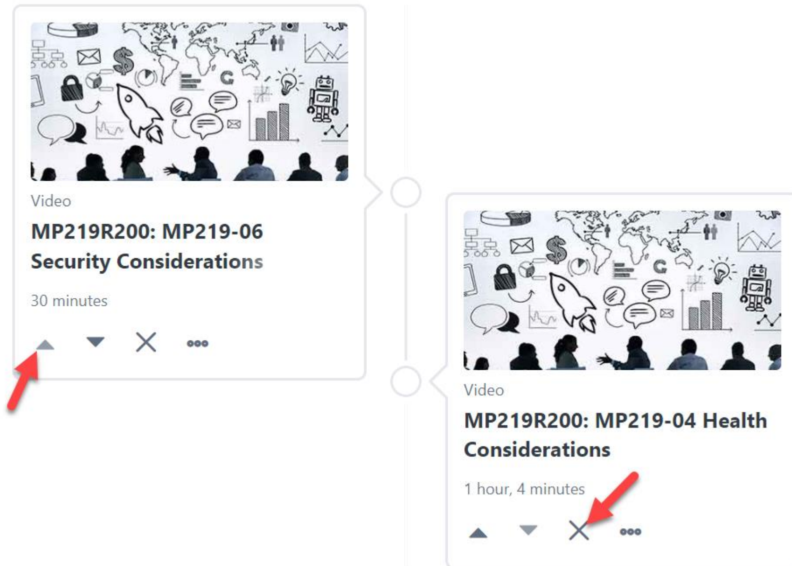
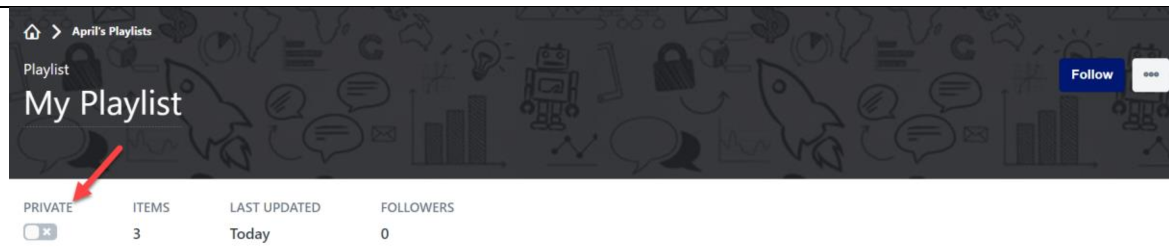
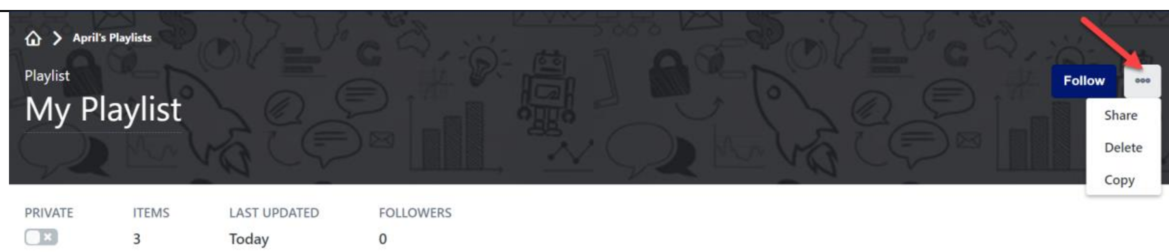
5. To add **Learning Objects** from the catalog to your **Playlist**, start typing a title or keyword into the search bar. This search bar uses predictive search, which means that corresponding results will appear as you type.

   Find the **Learning Object** you're looking for and click on its title.



6. Add a comment if you would like to explain why you found this **Learning Object** valuable. Then, click **Add to Playlist**.



<table>
<tr>
<td>7. Once you have added the Learning Objects you want to include in your Playlist, you can click on the small arrows to move training up and down in the list. Or you can click on the x icon to remove a Learning Object from the Playlist.</td>
<td>
</td>
</tr>
<tr>
<td>8. If you want others to be able to view your Playlist, click on the Private button. If the button is grayed out with an x, your Playlist is public.</td>
<td>
</td>
</tr>
<tr>
<td>9. The options icon in the top right corner allows you to share, delete, and copy your Playlist.</td>
<td>
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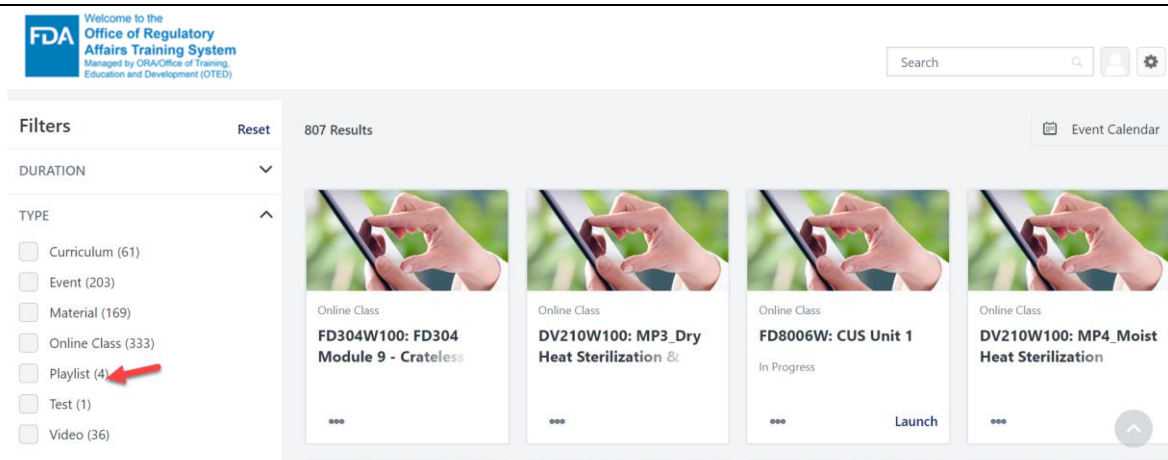
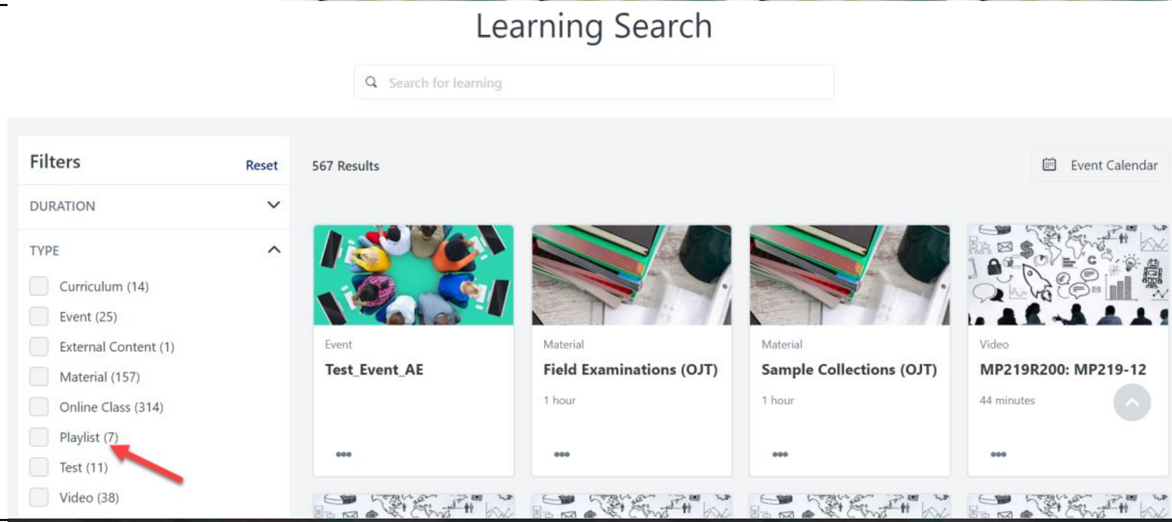
</table>

10. To browse for other **Playlists**, use the **Navigation Bar** to hover over **Learning** and select **Learning Search.**

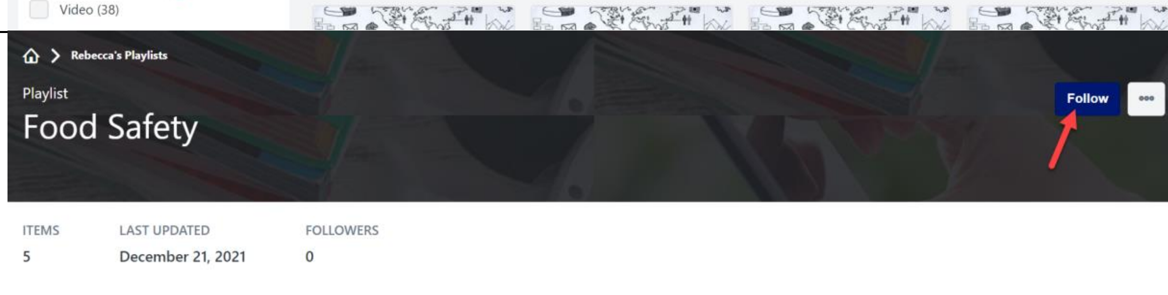


11. Find the "Type" filter on the lefthand side and select **Playlist**.



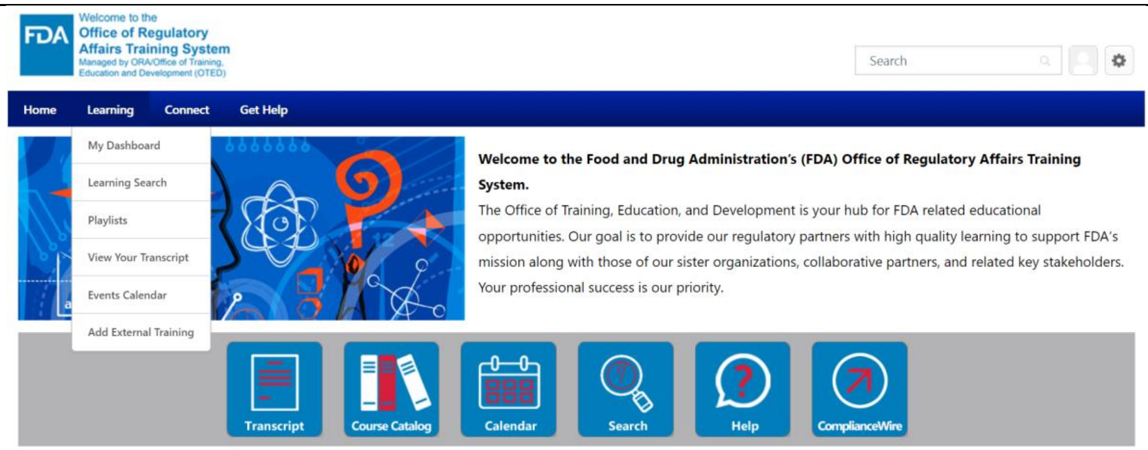
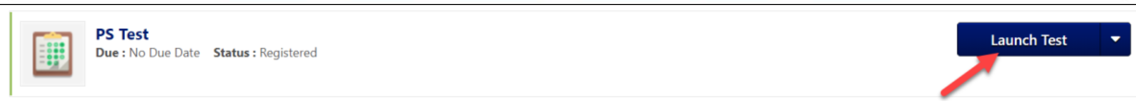
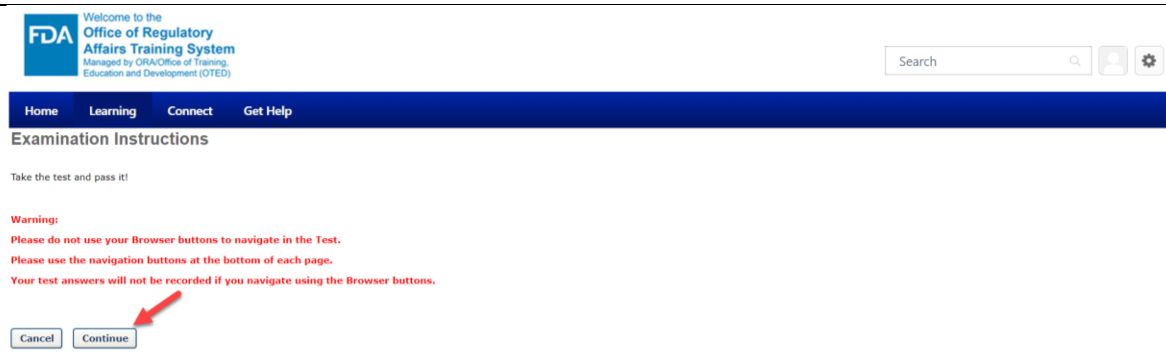
12. When you find a **Playlist** that you are interested in, click on the title. Then, select **Follow**.

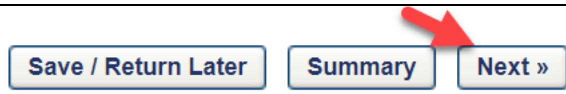
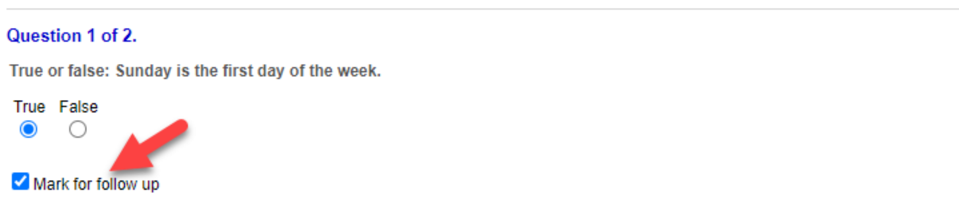
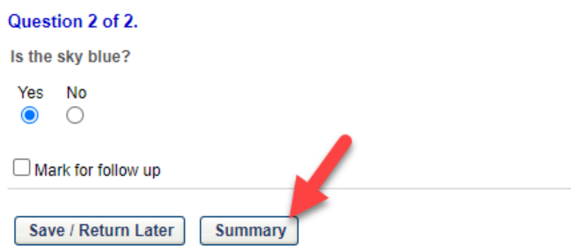
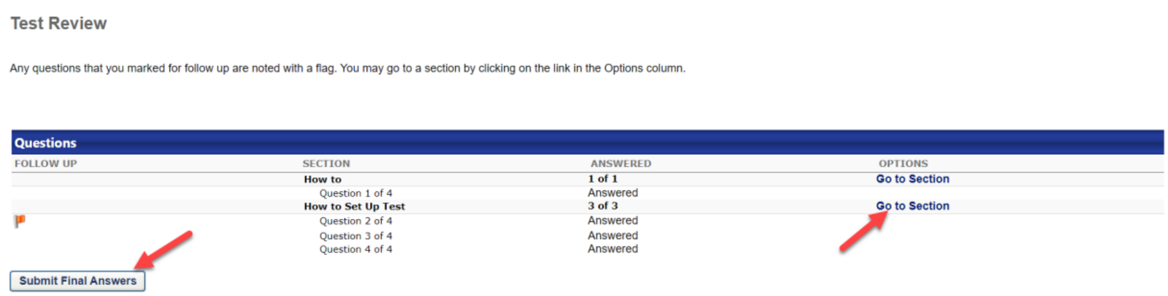
You can return to **Playlists** that you follow by navigating to **Learning** > **Playlists** and selecting the "Followed" tab.

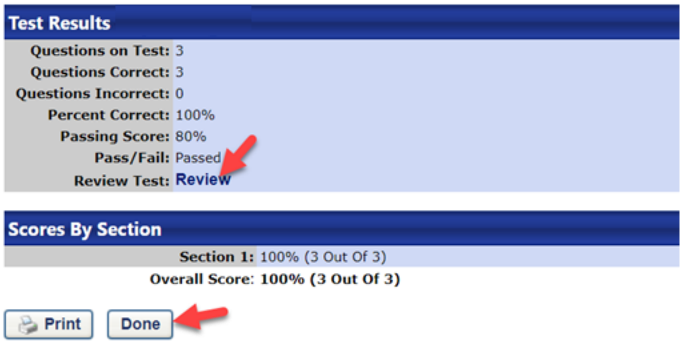


Take a Test

This section shows a learner how to launch and submit a test.

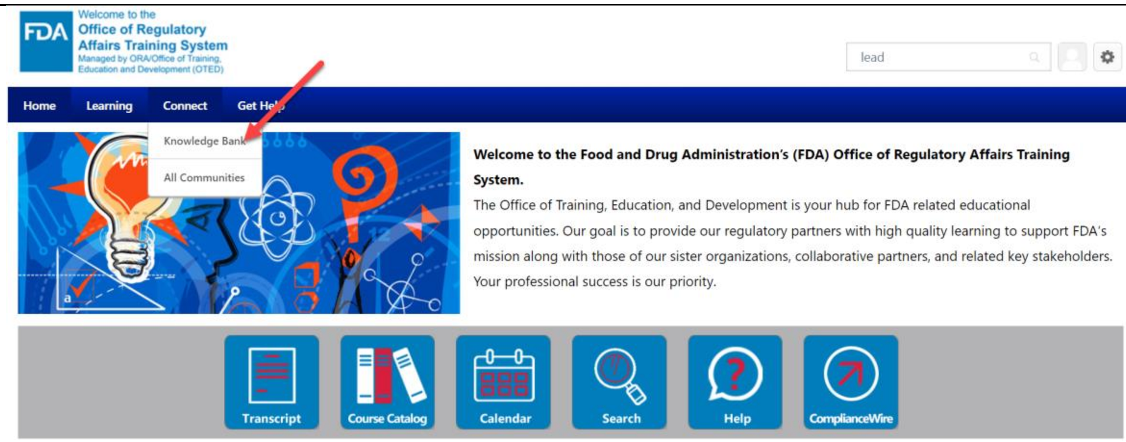
1. In most cases, **Tests** will be directly assigned to your **Transcript**. Hover over **Learning** on the **Navigation Bar** and select **View Your Transcript**.	
2. From your **Transcript**, click **Launch Test**.	
3. The first page will provide instructions and a warning to avoid using browser buttons to navigate the test. You will need to use the buttons at the bottom of each page. Click **Continue** once you have read the instructions.	

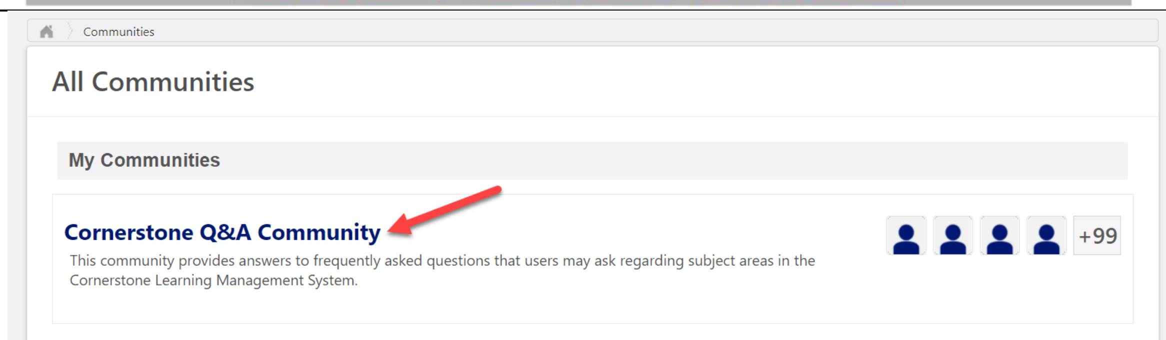
4. Answer the questions in each section, using the **Next** button at the bottom of each page to move forward.	
5. If you are unsure of the correct answer to a question, click on the "Mark for follow up" button to flag the question for review.	
6. When you reach the final section of the test, click **Summary**. You can also click **Save/Return Later** if necessary. In most cases, you will have unlimited time.	
7. To return to a section, click on the **Go to Section** option. When you are ready to complete the test, click **Submit Final Answers**.	

8. You can now view your results. To review details, such as which questions were incorrect, click **Review**. When you have finished reviewing the results, click **Done**.	

Navigate the Cornerstone Q&A Community

This section shows a learner how to create postings and interact with others in Communities.

<table>
<tr>
<td>1. From the Navigation Bar, hover over Connect and select All Communities.</td>
<td>


</td>
</tr>
<tr>
<td>2. You will automatically be a member of the Cornerstone Q&A Community, so it will display under My Communities. In the future, you may become a member of additional Communities. Click on the title to enter the Community.</td>
<td>


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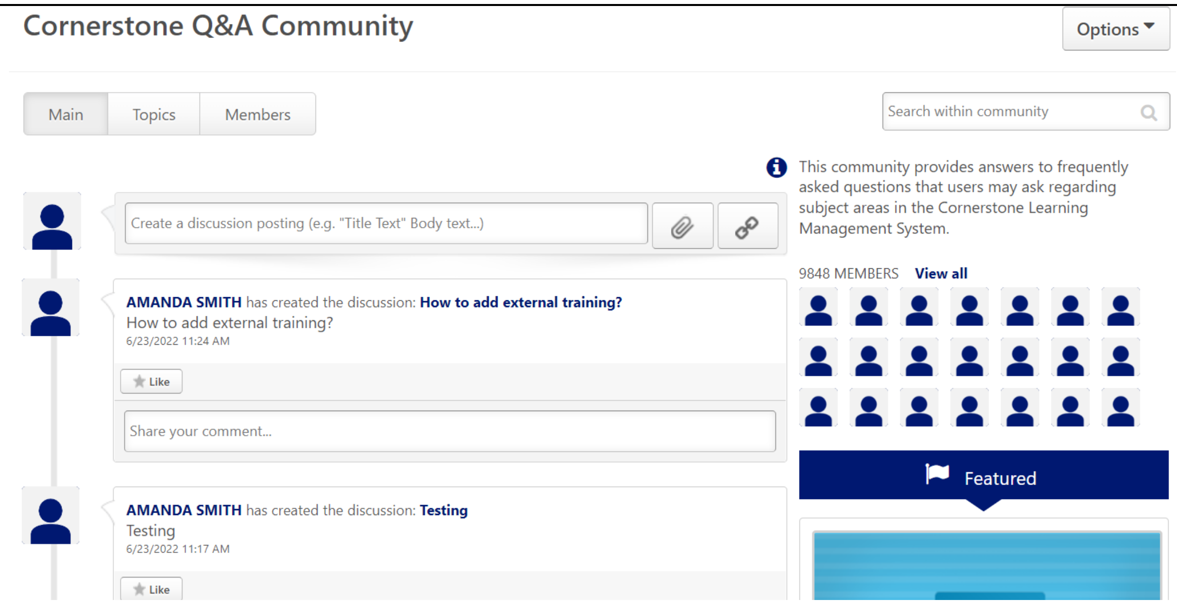
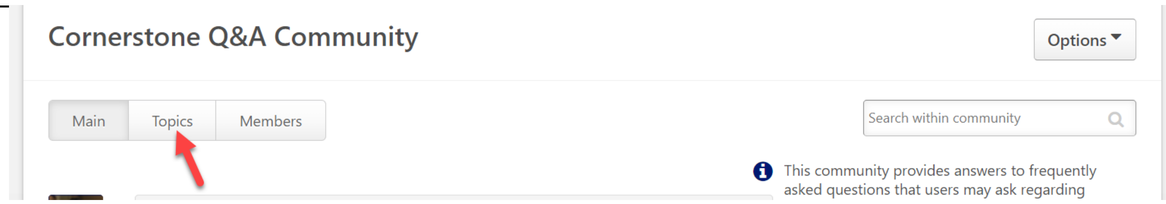
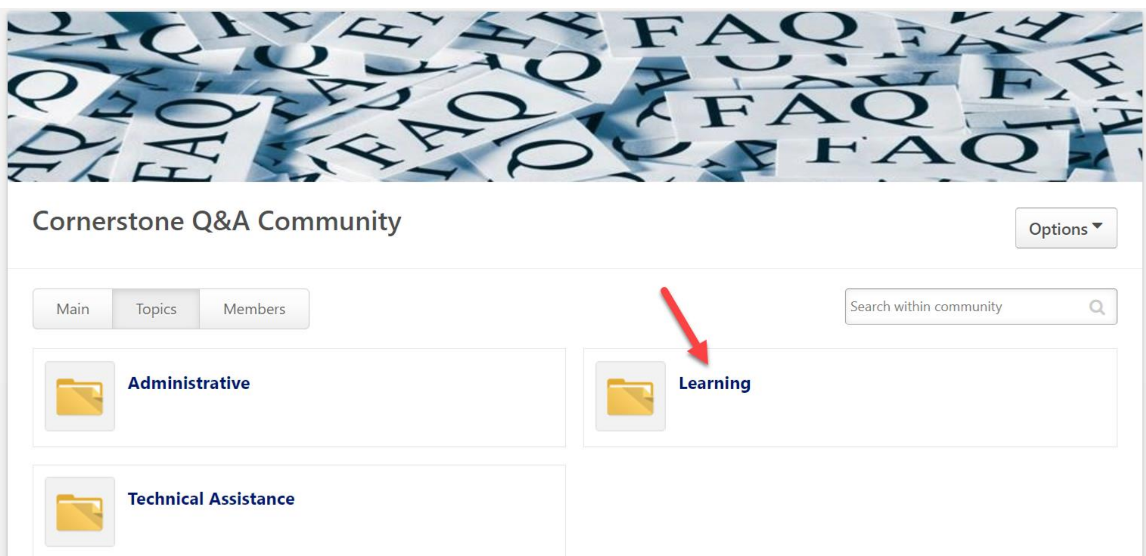
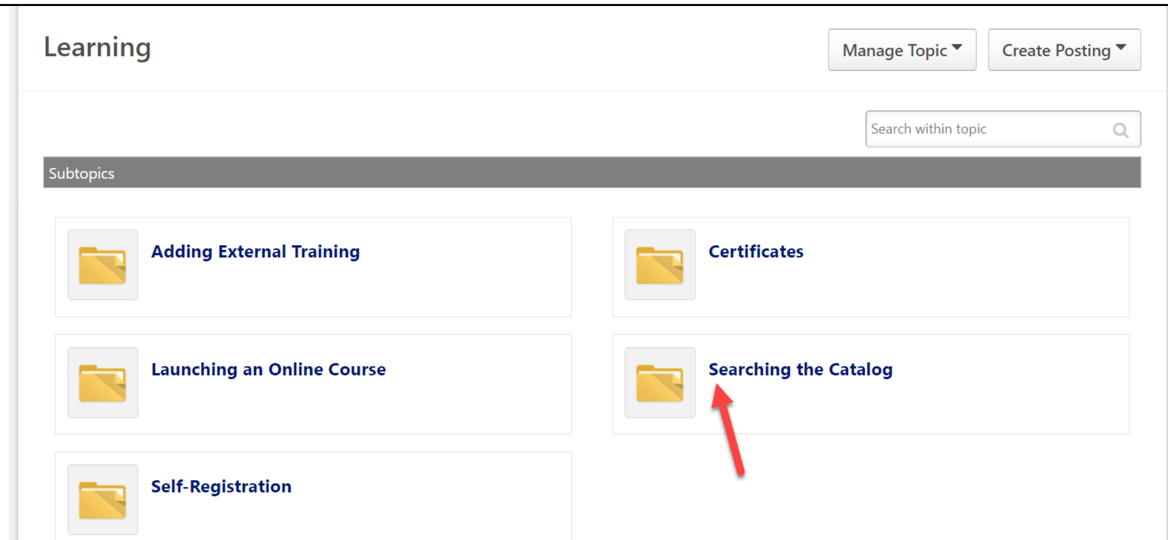
</tr>
</table>

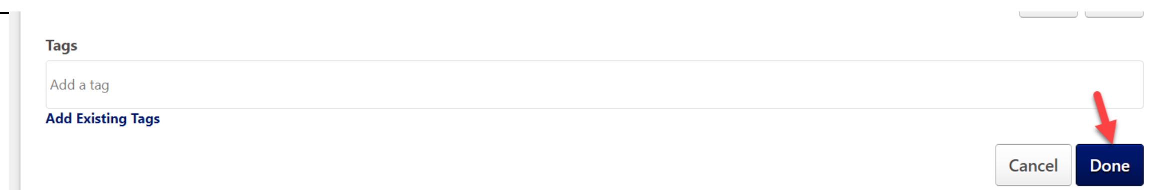
3. On the main page of the Community, you will see a discussion feed. Here, you can click on the Like button to like other members' postings. You can also use the "Share your comment" box to reply to another member of the Community. Finally, you can create your own discussion posting using the bar at the top.	
4. To find postings on specific topics, click on the Topics button.	
5. Click on the title of a topic to view subtopics.	

6. In the subtopics, you'll be able to locate specific postings. Click on the title of a subtopic.



7. From here, you can view others' postings and create your own. To do so, click Create Posting, then choose the type of posting you'd like to create.

8. Enter a Title and Body, then attach links or files if necessary. You can also add tags related to the content of your posting. To submit, click Done.



Frequently Asked Questions	
This section provides responses to common user questions.	
1. If I can no longer attend a Session that I am registered for, what should I do?	You should withdraw from the Session. To do so, go to your Active Transcript and find the Session that you cannot attend. Instead of saying "Launch," the blue button should say "Withdraw." Click on that button. You will be prompted to select a reason for withdrawal and enter a comment, then you can submit. You will no longer be registered for the Session. *Note:* Withdrawing from a Session in ORA LearnED does *not* remove the meeting invitation from your Outlook calendar. If you would like to remove it, you must do so within Outlook.
2. How can I upload a profile photo?	On any page in ORA LearnED, you will see a small gear icon in the top right corner. Hover over that icon and select My Account. This will bring you to the Preferences page of My Account. Find the existing profile photo and click on the dropdown arrow in the top right corner. Select "Change." From here, you can upload and save a new profile photo. Keep in mind that everyone will be able to see this photo in ORA LearnED.
3. ORA LearnED says I haven't completed the prerequisites for a Session, but I did take the required courses in the past. What do I do?	Page 34 of this user guide describes the process for submitting External Training. Use this tool to submit proof of completion, and if this is approved, you will be marked complete for the prerequisites.
4. Where can I find Certificates of Completion?	Navigate to your Completed Transcript. Find the Learning Object and click on the button to View Training Completion Page. This page will display a link to launch your Certificate.
5. I am taking a Curriculum, and I do not have the option to launch several of the Learning Objects. What is the problem?	It is most likely that the Curriculum enforces sequencing, meaning that you must complete individual courses or entire sections of the Curriculum before moving on. If the Learning Objects have a status of "Pending Prior Training," this is definitely the case. Start at the beginning of the Curriculum and make sure that you have completed everything in order.
6. How do I find a list of the required prerequisites for a Learning Object?	Prerequisites will be displayed from the Training Details page of a Learning Object. This is the page that appears when you click on the title of a Learning Object from Learning Search. For Sessions, they also display on the Session Details page, which you can access by clicking on the title of a Session from the Events Calendar.
7. What if my account request is denied?	
8. How do I reset my password?	
9. When I try to register, the system says an account already exists with that email address. What do I do?	