

# **OSD Learning Management System (LMS)**

## **User Guide**

## User Guide

This User Guide will help you login to and use the OSD's Learning Management System (LMS). You can keep this file open as you work through the LMS or you can print it and place it on your desk for quick reference.

As with any new system, taking the time to become familiar with how the navigation works and how the LMS is organized is key to becoming comfortable with OSD's new LMS.

As well the LMS is dynamic which means that as programming changes the information in the LMS will also change. The basic processes will remain the same, but some of the screens may change or look different.

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## Step-by-Step LMS Login Instructions for Manitoba Government Employees

### Step 1 Finding your User Name:

You will need a user name to login to the LMS.

Your user name is your personnel number, which can be found on the top left corner of your pay advice.

- **For example:** If your personnel number on your pay advice is **123456**, then your user name is **123456**

#### **User names must have 6 characters**

If your personnel number has less than 6 characters you must add the number of zeros to make 6 characters to the front of your employee number.

- **For example:** If your personnel number on your pay advice is **3456**, you must add 2 zeros in front of it to create your user name, which should look like this **003456**

### Step 2 Creating your Password:

You will need a password to login to the LMS.

You will create your password by taking:

- the last 4 numbers from your user name
- and the first 3 letters of your last name

**Note:** the first letter must be capitalized, and the rest are lower case.

- **For example:** Jane Smith's personnel number from her pay advice is **123456**; which means her user name is **123456**. Jane's password will be **3456Smi**

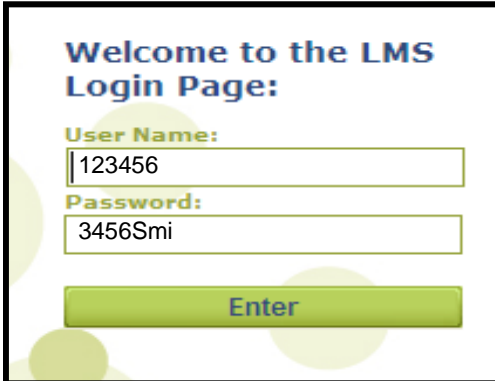
If your last name contains less than 3 letters, you will need to add the number 1 at the end of the password.

- **For example:** If your last name is Ng and your user name is 456789 your password would be **6789Ng1**

### **Step 3      Logging into the LMS:**

Once you know your user name and password you are ready to type that information into the login page.

- **For example:** Jane would enter her user name and password into the login page and click enter as follows:



### **Step 4      Changing Your Password:**

After the first time you log in, you will be asked to change your password.

**Your new passwords must be:**

- No more than 7 characters long
- Composed of a combination of upper and lower case letters, numbers and special characters of your choice
- Some examples of special characters are:

/ # : ? ! \* + % - < > @ [ ] \ / \_ { } |

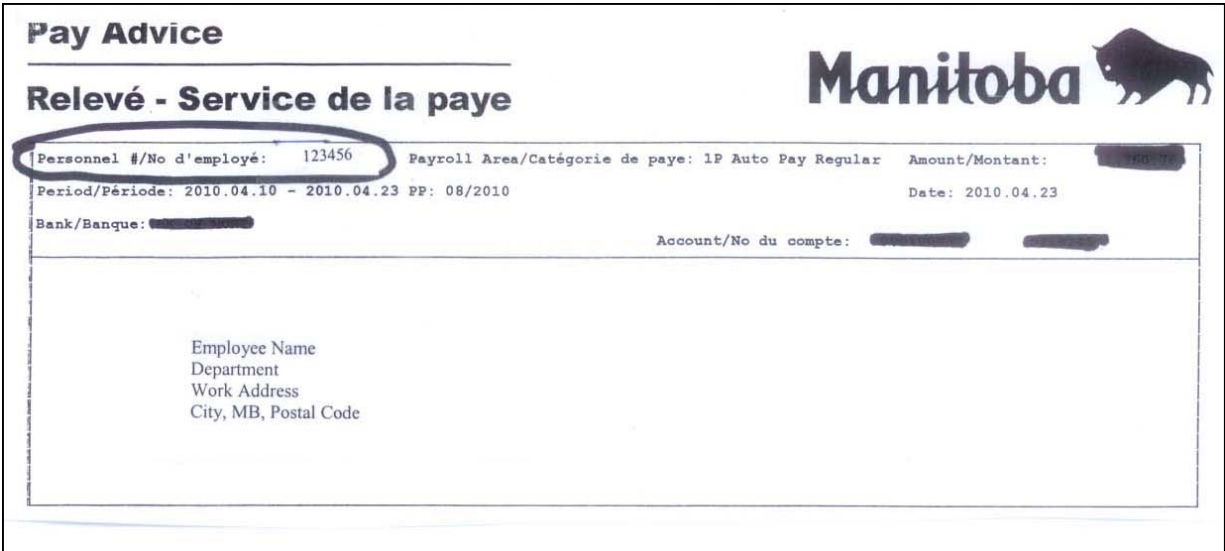
## LMS Frequently Asked Questions

### 1. Why do I need a user name and password to enter the Learning Management System (LMS)?

The LMS is a secure site and requires each user to login with a distinct user name and password. This process ensures that only you can access your learning information.


### 2. Where do I get my user name and password?

Your user name is your personnel number, which appears on your pay advice. If you are a Manitoba government employee your pay advice looks like the example below.



**Pay Advice**

**Relevé - Service de la paye**

**Manitoba** 

Personnel #/No d'employé: 123456 Payroll Area/Catégorie de paye: 1P Auto Pay Regular Amount/Montant: \$80.75

Period/Période: 2010.04.10 - 2010.04.23 PP: 08/2010 Date: 2010.04.23

Bank/Banque: Account/No du compte:

Employee Name  
Department  
Work Address  
City, MB, Postal Code

### 3. What if my pay advice looks different than the example above?

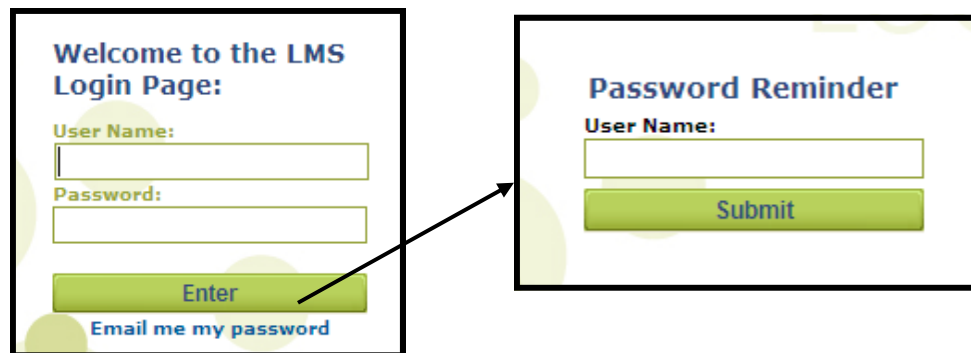
If you work for the Manitoba government and your pay advice has the name of a payroll company such as ADP, etc., you should contact OSD at [OSD@gov.mb.ca](mailto:OSD@gov.mb.ca), and we will help you to login to the LMS.

4. **Do I have to set up an account in the LMS?**

No. If you work for the Manitoba government and your pay advice looks like the example in question 2 above, then an account has been created for you. If you are not paid by SAP then you will need to have an account created for you. Please contact OSD at [OSD@gov.mb.ca](mailto:OSD@gov.mb.ca), and we will create an account for you.

5. **What do I do if I forget my password?**

On the LMS Login Page there is a link called “**email me my password.**” Click on this link and you will be taken to a password reminder page. Here you will type in your user name and your password will be sent you by email.



The diagram illustrates the process of requesting a password reminder. On the left, the 'Welcome to the LMS Login Page' is shown with fields for 'User Name' and 'Password', an 'Enter' button, and a link 'Email me my password'. An arrow points from this link to the 'Password Reminder' page on the right, which contains a 'User Name' field and a 'Submit' button.

If you don't receive an email with your password, please contact OSD by email at [OSD@gov.mb.ca](mailto:OSD@gov.mb.ca), and we will help you.

6. **What if I have trouble logging in?**

If you have trouble logging in at any other time, please contact OSD by email at [OSD@gov.mb.ca](mailto:OSD@gov.mb.ca), and we will help you.

## 7. After I logged in my screen didn't look right. What should I do?

You may need to "allow Pop-Up Windows" so that you can see the screen properly. To allow Pop-Up Windows please follow these steps:

- Click on **Tools** on your browser
- From the drop-down menu click on **Pop-up Blocker**
- Then **Pop-up Blocker Settings** (Diagram 1)
- In the "address of website to allow" field type in **OSD.learnflex.net** (Diagram 2)
- Click **Add** and **Close** the window

Diagram 1

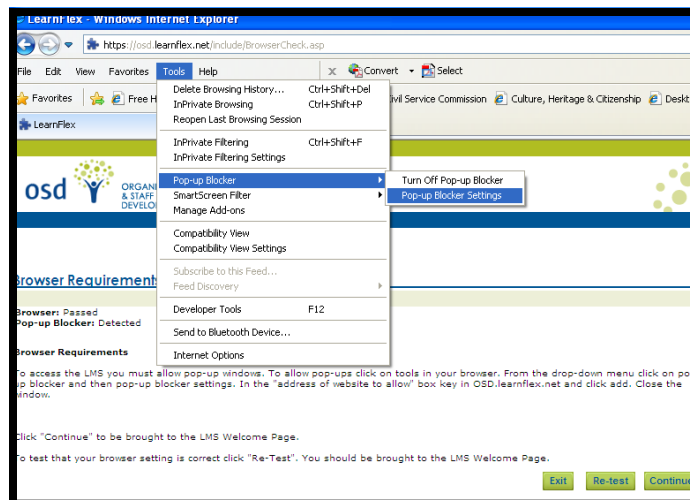
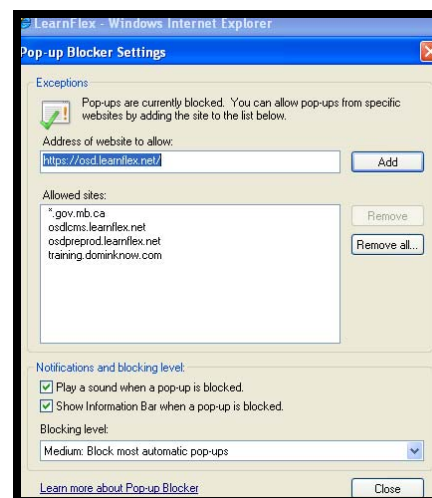


Diagram 2



## 8. I followed the instructions to allow Pop-Ups but I still can't see the page properly. What should I do next?

If you are still not able to properly see a page or open an online course you may also need to allow **Add-ons**. To allow Add-ons, please follow these steps:

1. Click on **Tools** in your browser
2. From the drop-down menu click on **Manage Add-ons** (diagram 1)
3. A new window will open with a listing of all Add-ons (diagram 2)
4. Scroll down the list. If you notice an item is disabled highlight the item and click on **Enable** in the lower right-hand corner of the window
5. When all items on the **Manage Add-ons** page are enabled, click on **Close** to close the window

Diagram 1

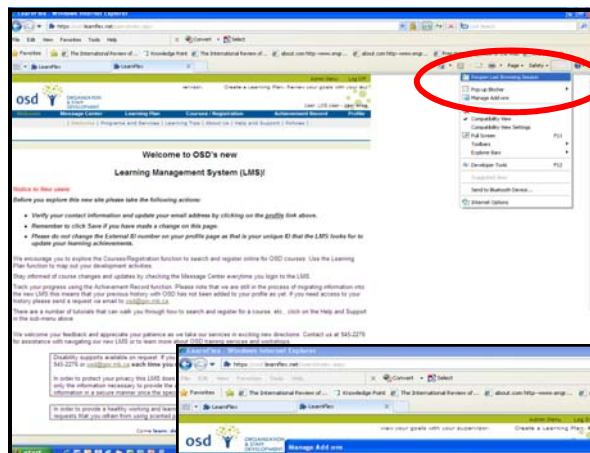
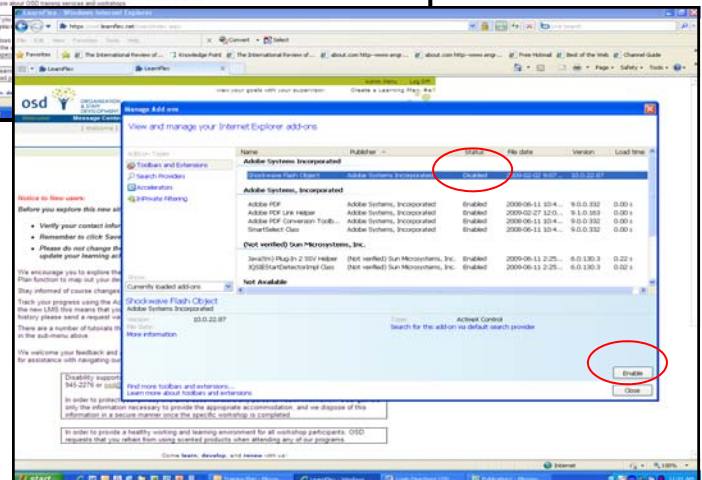


Diagram 2





**9. What are Add-Ons and why are they important?**

Add-ons allow Flash and other small applications to run, which are typically included in on-line courses.

**10. I tried to follow these instructions and I still cannot see the page properly.**

If you are still having difficulty seeing the page properly please contact the ICT Services Help Desk at 926-3400 or toll free at 1-888-281-1139.

**11. What are the other links on the login page?**

OSD also provides training and consulting services to external agencies that are not part of government. The other links on the login page are intended for that audience:

**Create Account →**

This option is for learners who are not employees of the Government of Manitoba.

**Note to Government of Manitoba employees:** Please do not create an account here as your account has been created for you.

**Browse Calendar →**

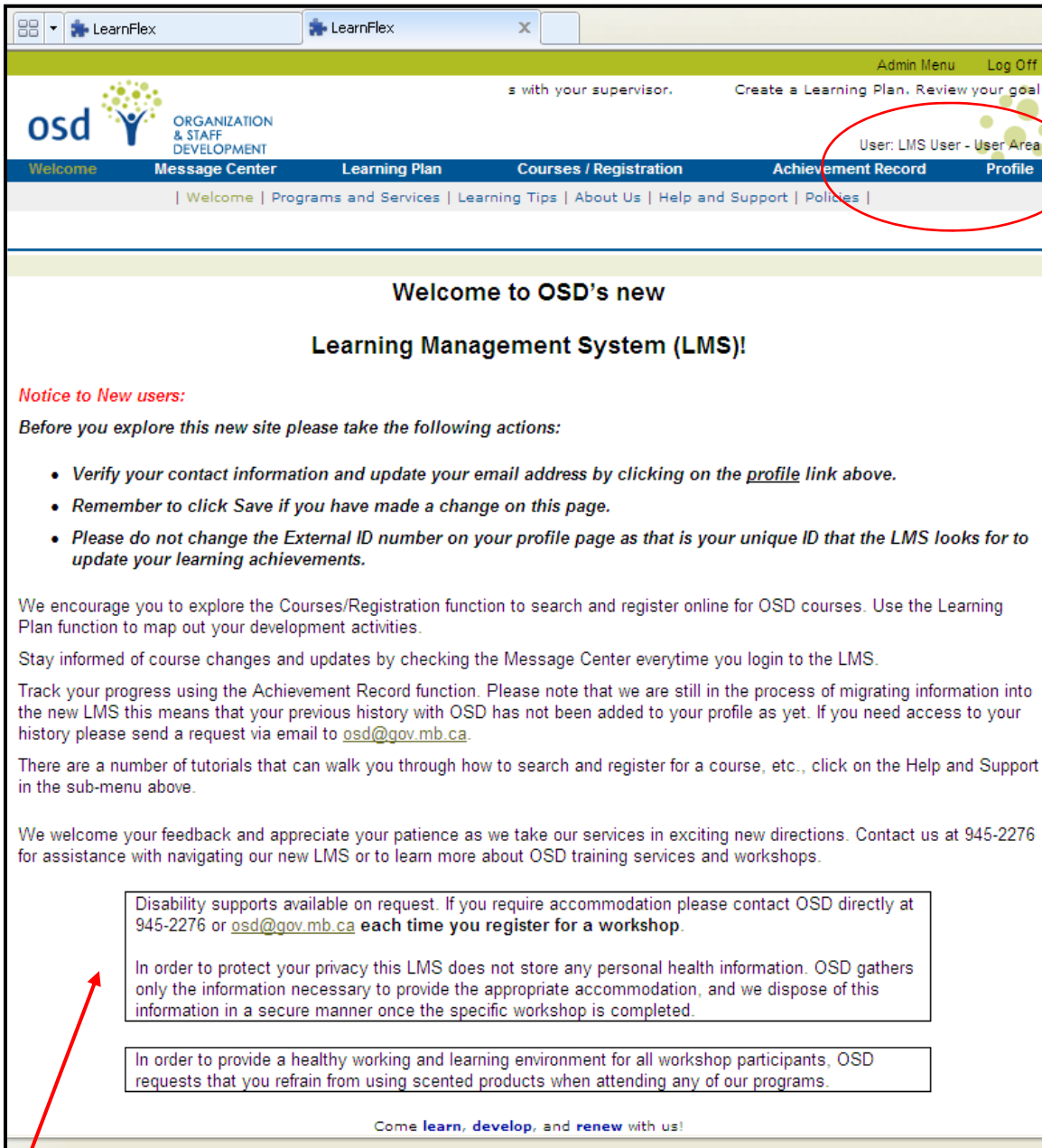
Without logging in, you can access OSD's calendar. The courses listed here are targeted to our external clients so not all courses are shown here. To view the entire OSD catalogue for government employees or to register for a course you must login to the LMS.

**12. How do I get back to the login page from these instructions?**

To return to the login page from these instructions please click on the Back button on your browser.

## Navigating the LMS

The first page you see when you login to the LMS is the Welcome page. Your name will appear in the top right corner, just below the Log Off button. For this Guide we have created a user called "LMS User."



LearnFlex LearnFlex X

Admin Menu Log Off

osd ORGANIZATION & STAFF DEVELOPMENT

with your supervisor. Create a Learning Plan. Review your goal

User: LMS User - User Area

Welcome Message Center Learning Plan Courses / Registration Achievement Record Profile

Welcome | Programs and Services | Learning Tips | About Us | Help and Support | Policies |

### Welcome to OSD's new Learning Management System (LMS)!

**Notice to New users:**

Before you explore this new site please take the following actions:

- Verify your contact information and update your email address by clicking on the [profile](#) link above.
- Remember to click Save if you have made a change on this page.
- Please do not change the External ID number on your profile page as that is your unique ID that the LMS looks for to update your learning achievements.

We encourage you to explore the Courses/Registration function to search and register online for OSD courses. Use the Learning Plan function to map out your development activities.

Stay informed of course changes and updates by checking the Message Center everytime you login to the LMS.

Track your progress using the Achievement Record function. Please note that we are still in the process of migrating information into the new LMS this means that your previous history with OSD has not been added to your profile as yet. If you need access to your history please send a request via email to [osd@gov.mb.ca](mailto:osd@gov.mb.ca).

There are a number of tutorials that can walk you through how to search and register for a course, etc., click on the Help and Support in the sub-menu above.

We welcome your feedback and appreciate your patience as we take our services in exciting new directions. Contact us at 945-2276 for assistance with navigating our new LMS or to learn more about OSD training services and workshops.

Disability supports available on request. If you require accommodation please contact OSD directly at 945-2276 or [osd@gov.mb.ca](mailto:osd@gov.mb.ca) each time you register for a workshop.

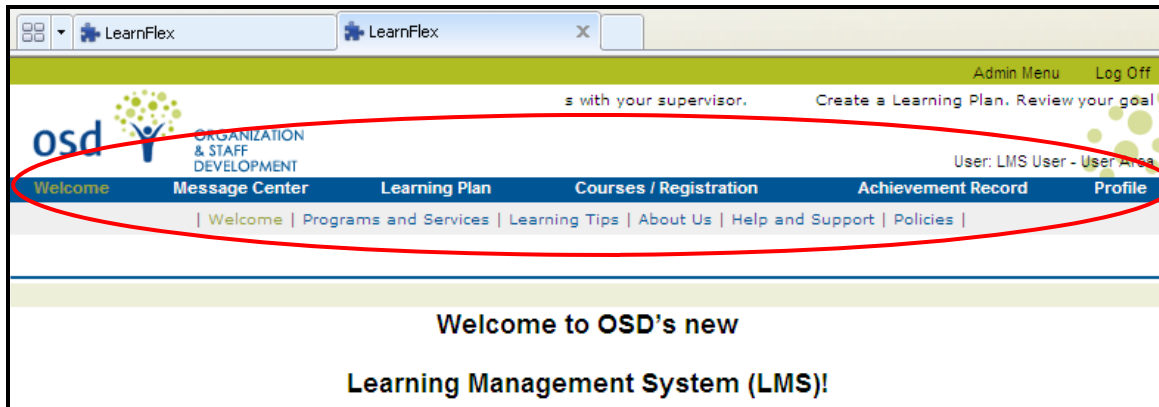
In order to protect your privacy this LMS does not store any personal health information. OSD gathers only the information necessary to provide the appropriate accommodation, and we dispose of this information in a secure manner once the specific workshop is completed.

In order to provide a healthy working and learning environment for all workshop participants, OSD requests that you refrain from using scented products when attending any of our programs.

Come learn, develop, and renew with us!

Please note our accommodation and scent free policies stated at the bottom of the Welcome page.

The LMS is organized using clickable headers along the top blue bar as highlighted below.



**Welcome →**

The Welcome tab has six subheadings organized to provide you with information about OSD's programs and services, learning tips, help and support, etc. This is where you can also find out about what's new with OSD courses and other programming information.

**Message Center →**

The Message Center will deliver specific information about courses you have registered for, including confirmations, cancellations, changes in times, or dates. We recommend that you check here often to keep up to date.

**Learning Plan →**

The Learning Plan area lists all of the courses and programs in which you are registered. Here you can view a quick status of what courses you have completed and which are pending.

**Courses/Registration →**

The Courses / Registration area is where you search for courses or programs and then register for the offerings that work for you.

**Achievement Record →**

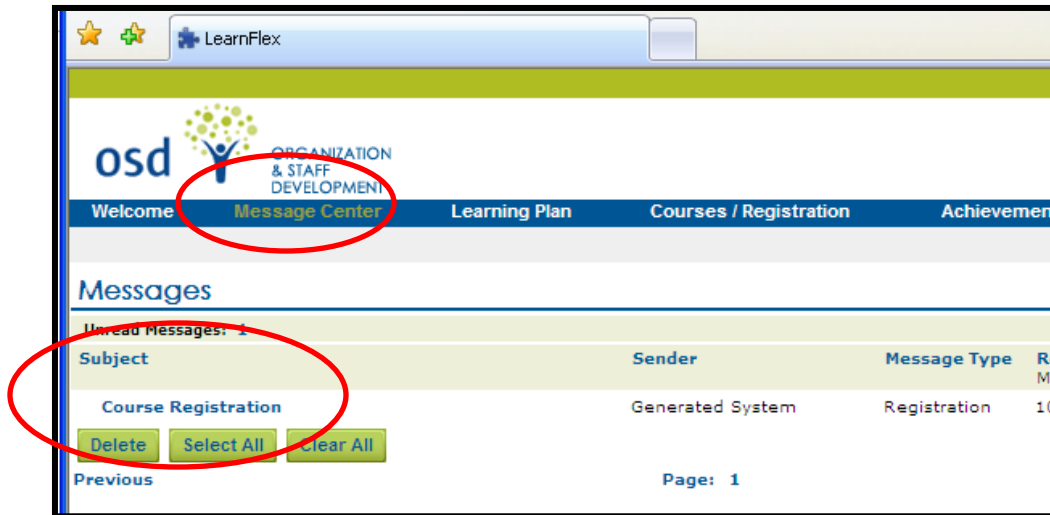
Your Achievements are tracked for you here. We are in the process of migrating information into the new LMS, which means that your previous history with OSD has not been added to your profile as yet. If you need access to your history please send a request via email to [osd@gov.mb.ca](mailto:osd@gov.mb.ca).

**Profile →**

The Profile holds your work contact information. **Please verify your information and update your email address and click save.** Please do not change the External ID number as that is your unique ID that the LMS uses to update your learning achievements.

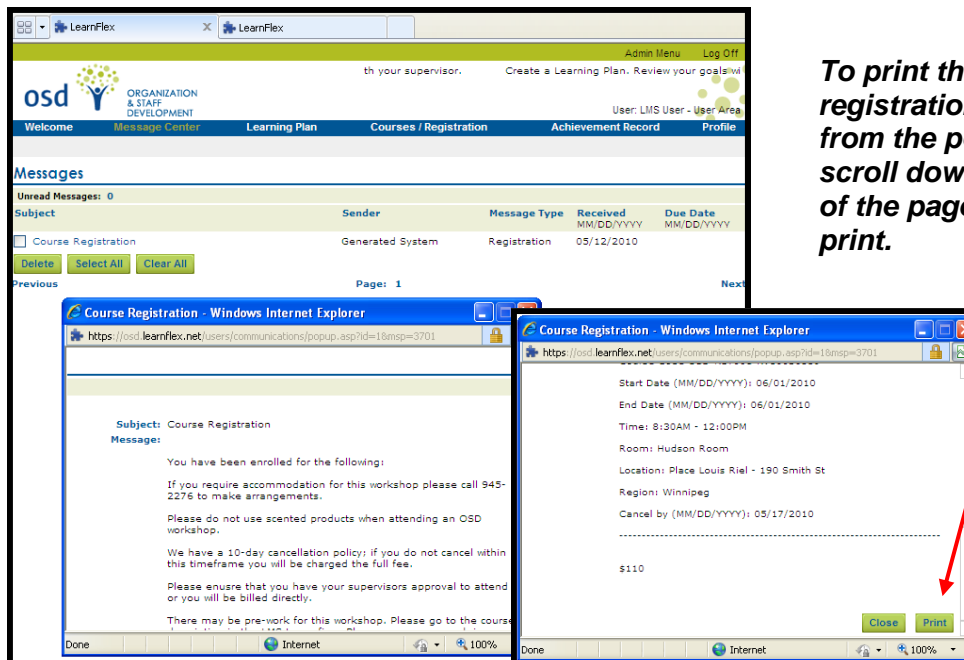
## Message Center

To read important notices from OSD, you should make it a habit to check the **Message Center** every time you log in. Once you arrive at the **Welcome** page, click **Message Center** in the top blue bar.



In this example there is one unread message for the user in the screen shot above.

To read messages, click on the subject of the message, which will open a pop-up window, as shown below. Once you have read the message, use the X in the top right to close the window and return to the Message Center page of the LMS.



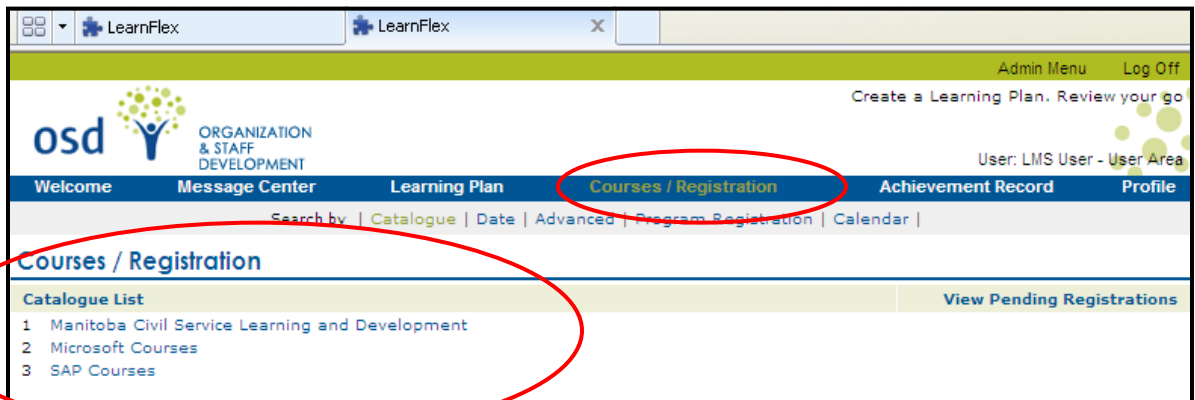
**To print the course registration information from the pop-up window scroll down to the bottom of the page and click on print.**

## Searching for a Course

Your main interactions with OSD's LMS will occur when you want to register for courses and programs.

Navigation is important in the LMS. Take a moment to review the screen below.

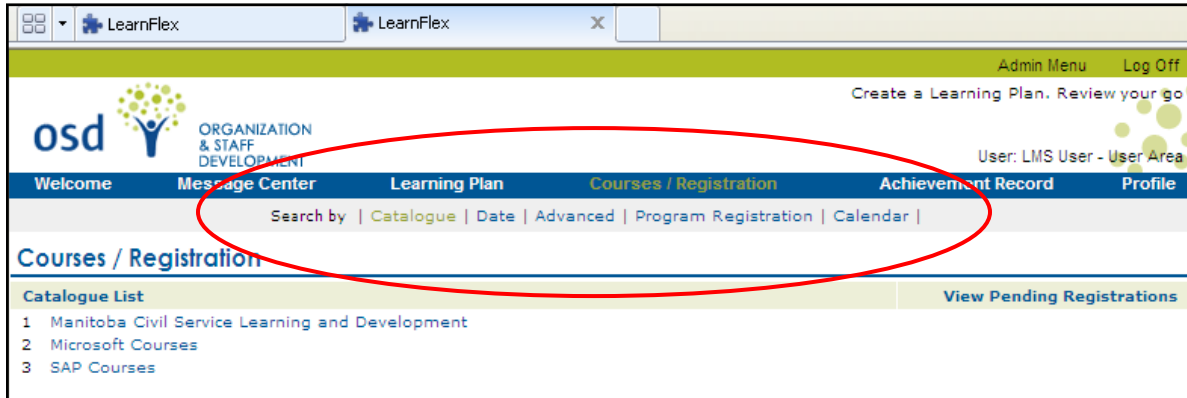
This is what you will see when you click on **Courses/Registration**. The blue navigation bar shows **Courses/Registration** highlighted in green. In the screen shot below, the menu shows you options for Courses/Registration.



OSD has three main catalogues:

1. **Manitoba Civil Service Learning and Development** – this catalogue lists all of OSD's Workshops.
2. **Microsoft Courses** – lists all of Microsoft Office 2007 courses. These are all on-line courses.
3. **SAP Courses** – provides a listing of the SAP courses offered through OSD.

Notice that there is also a sub-menu just under the main blue navigation bar. This menu changes depending on which navigation bar heading you have clicked on.



You can use one of the following five methods to find a course or program in which you wish to register:

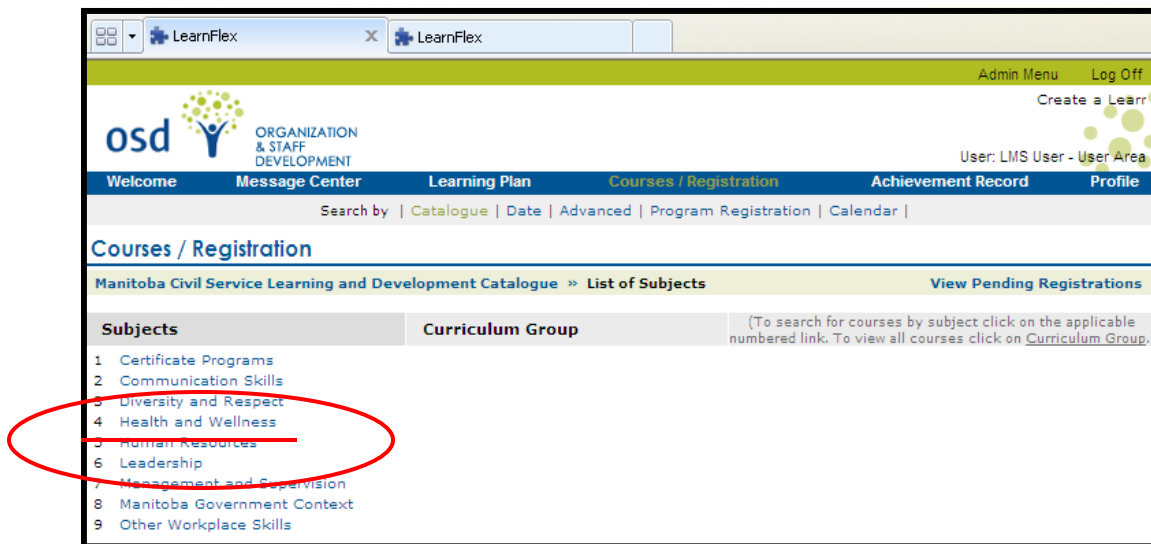
1. By **Catalogue**, using subject and / or curriculum group course lists
2. By **Date** which courses are running on a particular date
3. By **Advanced** where more specific search criteria can be keyed in
4. By **Program** registration
5. By **Calendar**, a more visual way to search by date

Each of these methods of searching will be explained in detail on the following pages.

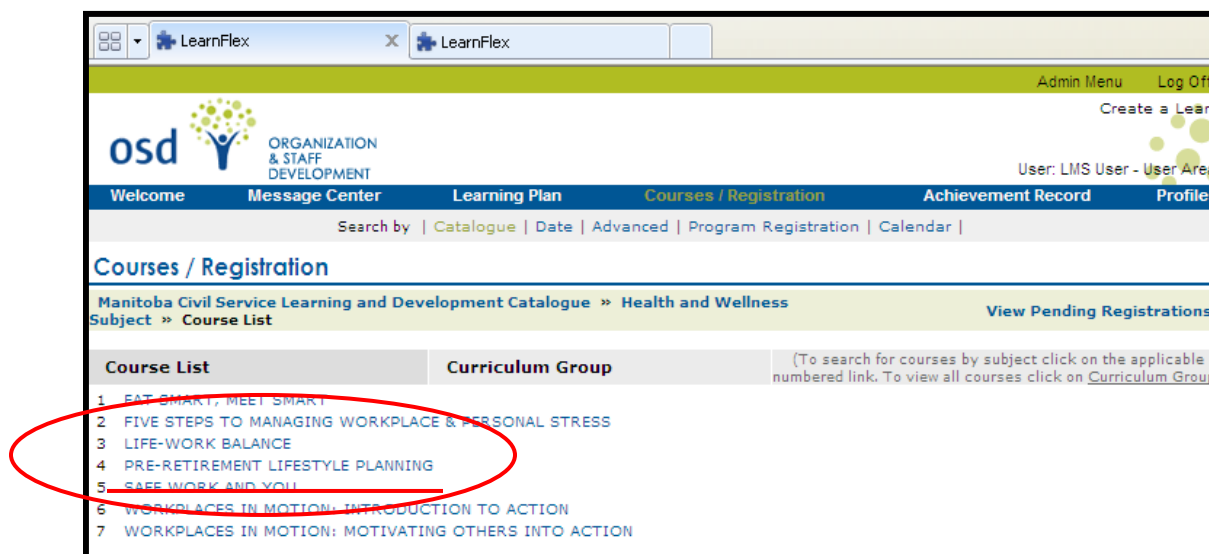
## Search by Catalogue

Currently OSD has categorized its courses into nine subject areas. These subjects make up the **Manitoba Civil Service Learning and Development Catalogue** and may change as courses are added or deleted.

Courses relating to these subject areas can be viewed by clicking on the appropriate subject area. For example, to view courses within the **Health and Wellness** subject area click on the link as indicated in the screen shot below.

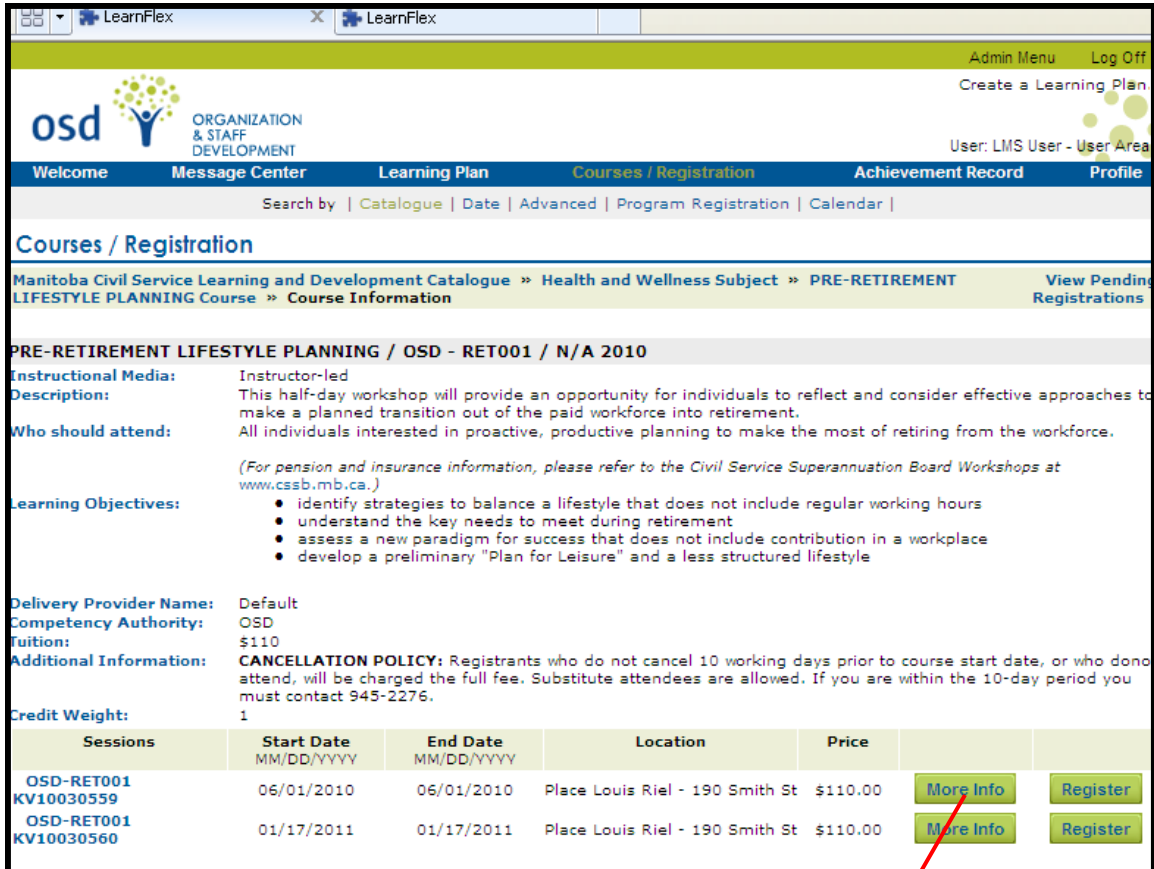


The following screen shows courses related to **Health and Wellness**. To see a course description and more information about the course, click on a course title.





For this example, we clicked on a course called **Pre-Retirement Lifestyle Planning**. This screen gives you information about course content, dates, location, etc. Click on the **More Info** button to see more information about this course. A pop-up window will open per the example at the bottom of the page. Click **Close** to close the window.

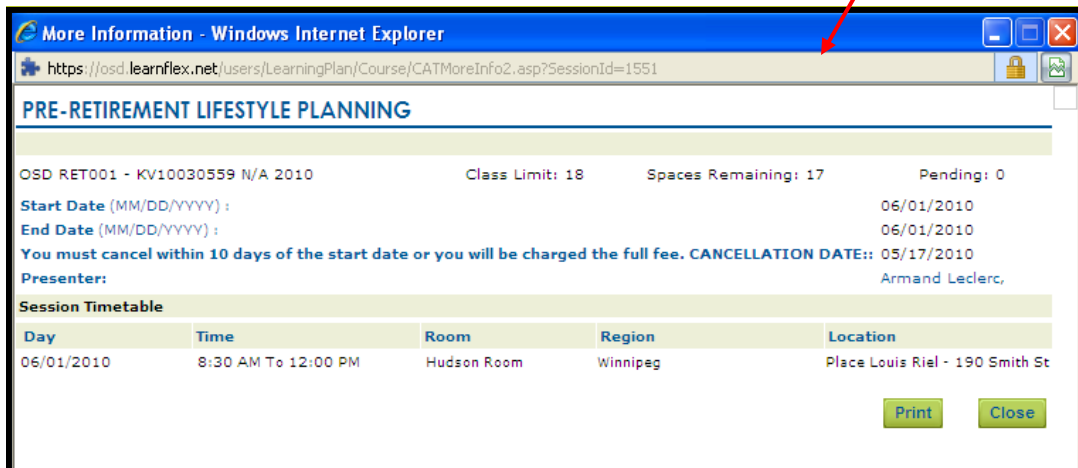


The screenshot shows the 'Courses / Registration' page for the 'PRE-RETIREMENT LIFESTYLE PLANNING' course (OSD - RET001 / N/A 2010). The page includes a navigation bar with links like 'Welcome', 'Message Center', 'Learning Plan', 'Courses / Registration', 'Achievement Record', and 'Profile'. The course details section includes:

- Instructional Media:** Instructor-led
- Description:** This half-day workshop will provide an opportunity for individuals to reflect and consider effective approaches to make a planned transition out of the paid workforce into retirement.
- Who should attend:** All individuals interested in proactive, productive planning to make the most of retiring from the workforce.
- Learning Objectives:**
  - Identify strategies to balance a lifestyle that does not include regular working hours
  - Understand the key needs to meet during retirement
  - Assess a new paradigm for success that does not include contribution in a workplace
  - Develop a preliminary "Plan for Leisure" and a less structured lifestyle
- Delivery Provider Name:** Default
- Competency Authority:** OSD
- Tuition:** \$110
- Additional Information:** **CANCELLATION POLICY:** Registrants who do not cancel 10 working days prior to course start date, or who do not attend, will be charged the full fee. Substitute attendees are allowed. If you are within the 10-day period you must contact 945-2276.
- Credit Weight:** 1

Below the details is a table with two sessions:

Sessions	Start Date MM/DD/YYYY	End Date MM/DD/YYYY	Location	Price	More Info	Register
OSD-RET001 KV10030559	06/01/2010	06/01/2010	Place Louis Riel - 190 Smith St	\$110.00	More Info	Register
OSD-RET001 KV10030560	01/17/2011	01/17/2011	Place Louis Riel - 190 Smith St	\$110.00	More Info	Register



The screenshot shows the 'More Information' pop-up window for the 'PRE-RETIREMENT LIFESTYLE PLANNING' course. The window title is 'More Information - Windows Internet Explorer'. The URL is 'https://osd.learnflex.net/users/LearningPlan/Course/CATMoreInfo2.asp?SessionId=1551'. The course details include:

- Course ID:** OSD RET001 - KV10030559 N/A 2010
- Class Limit:** 18
- Spaces Remaining:** 17
- Pending:** 0
- Start Date (MM/DD/YYYY):** 06/01/2010
- End Date (MM/DD/YYYY):** 06/01/2010
- You must cancel within 10 days of the start date or you will be charged the full fee. CANCELLATION DATE:** 05/17/2010
- Presenter:** Armand Leclerc

Below the details is a 'Session Timetable' table:

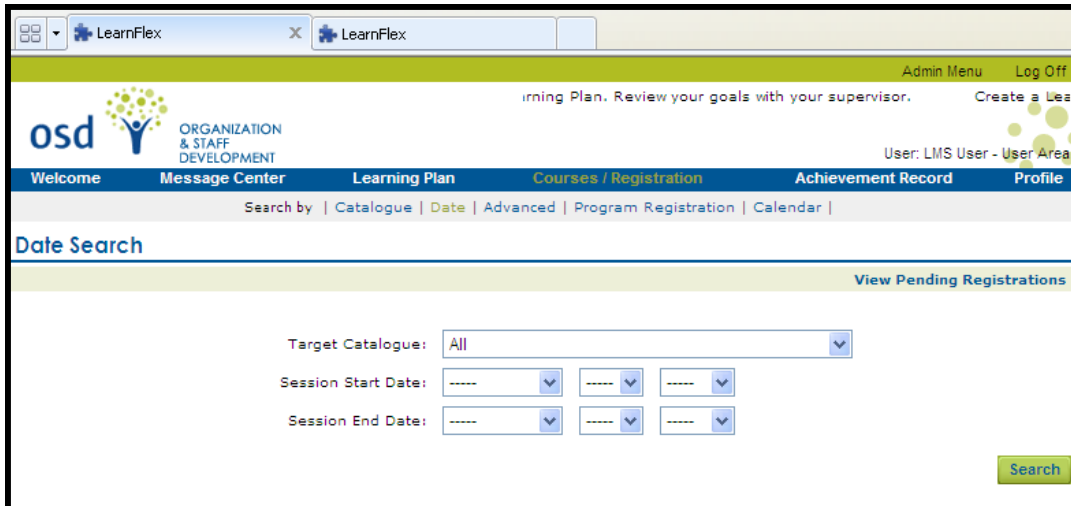
Day	Time	Room	Region	Location
06/01/2010	8:30 AM To 12:00 PM	Hudson Room	Winnipeg	Place Louis Riel - 190 Smith St

At the bottom of the window are 'Print' and 'Close' buttons.

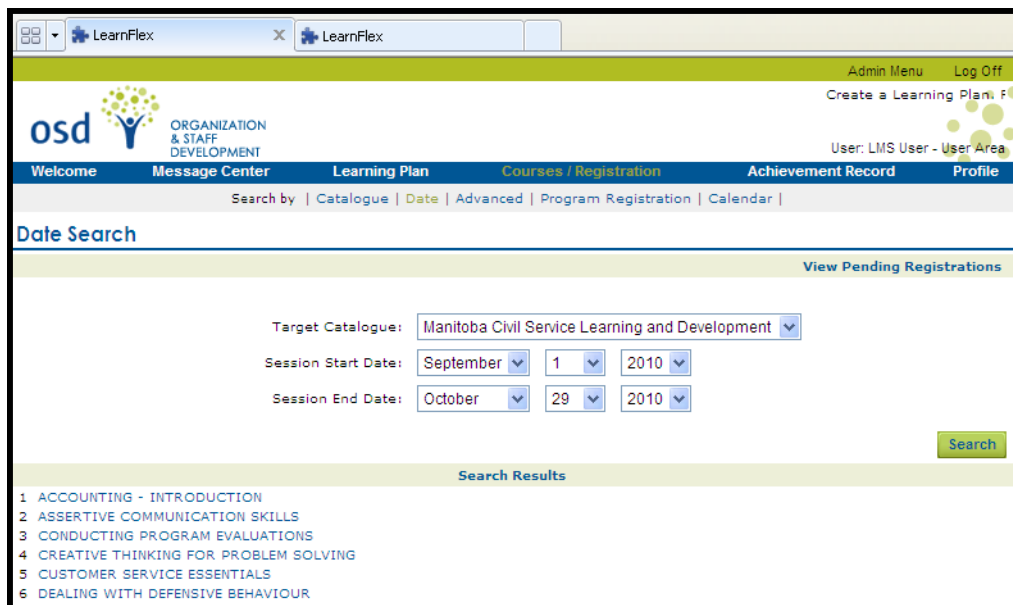


## Search by Date

If you know the date that you are available to take training, you can do a date search for courses that are scheduled to run on that date. Use the date search tools to enter your criteria.



For example, if you are interested in courses that are running between September 1, 2010 and October 29, 2010, you would pick that date range from the drop down windows as shown below and click **Search**.



**Search Results**

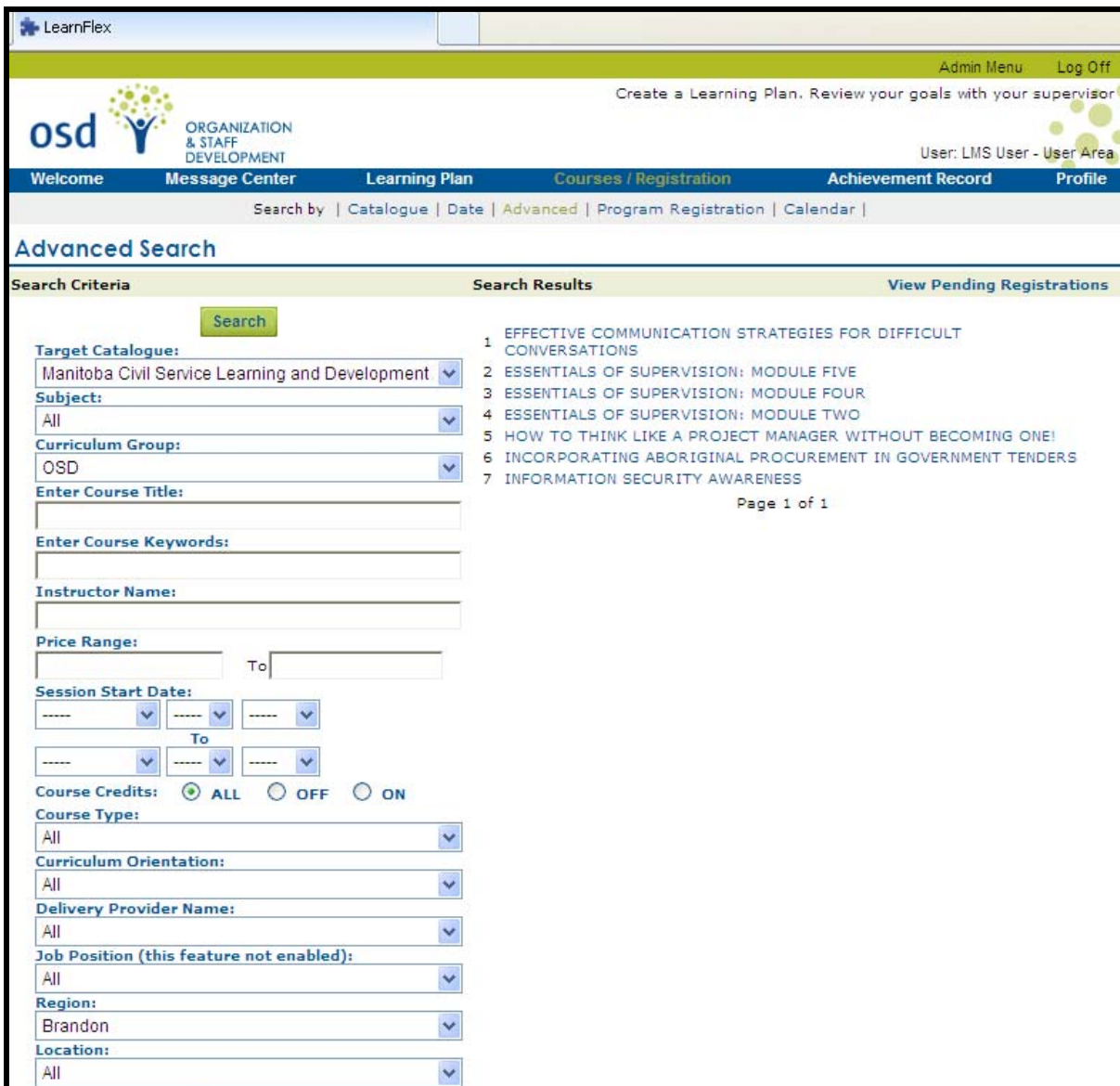
- 1 ACCOUNTING - INTRODUCTION
- 2 ASSERTIVE COMMUNICATION SKILLS
- 3 CONDUCTING PROGRAM EVALUATIONS
- 4 CREATIVE THINKING FOR PROBLEM SOLVING
- 5 CUSTOMER SERVICE ESSENTIALS
- 6 DEALING WITH DEFENSIVE BEHAVIOUR

The search results are listed on the bottom of the page as displayed in the example above. As with the Catalogue search, you can click on a course title to get more information about the course and register for it.

## Advanced Search

Advanced search allows you to enter as many search criteria as you wish. For example, you might only be interested in instructor-led courses held in your region. Simply enter data or make selections where you need to, and then click **Search** to get a list of courses that match your criteria.

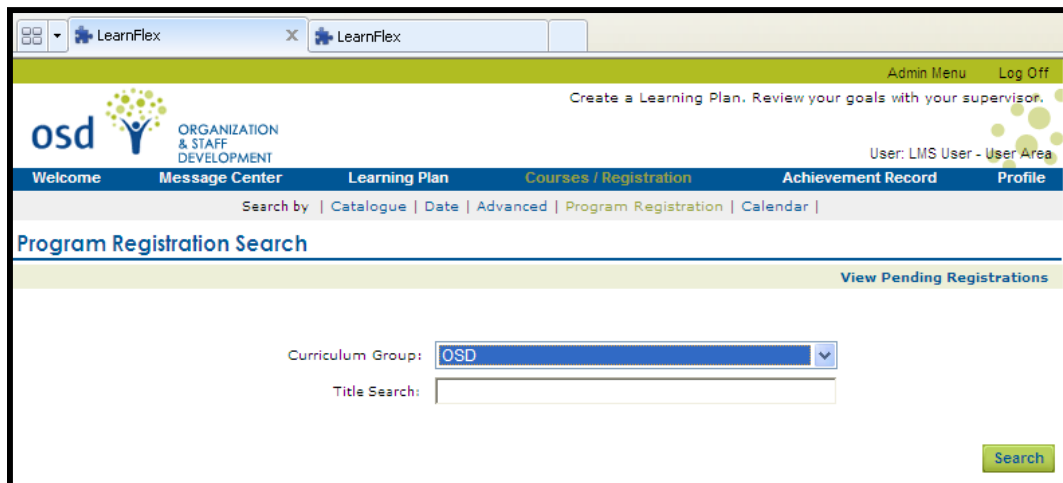
The example below shows the results of an advanced search looking for instructor-led courses in Brandon. From here you can then select a course and register.



The screenshot shows the LearnFlex Advanced Search interface. The top navigation bar includes links for Welcome, Message Center, Learning Plan, Courses / Registration, Achievement Record, and Profile. The search criteria section on the left includes fields for Target Catalogue (Manitoba Civil Service Learning and Development), Subject (All), Curriculum Group (OSD), Enter Course Title, Enter Course Keywords, Instructor Name, Price Range, Session Start Date, Course Credits (ALL selected), Course Type (All), Curriculum Orientation (All), Delivery Provider Name (All), Job Position (this feature not enabled), Region (Brandon), and Location (All). The search results section on the right displays a list of 7 courses, including 'EFFECTIVE COMMUNICATION STRATEGIES FOR DIFFICULT CONVERSATIONS' and 'ESSENTIALS OF SUPERVISION: MODULE FIVE'. The page is labeled 'Page 1 of 1'.

## Search by Program Registration

To search for programs, click on the **Program Registration** link. Select **OSD** as the Curriculum Group, and then enter a title of the program if you know it. If you leave the title blank, your search will return a list of all of the programs. Click **Search**.



LearnFlex

Admin Menu Log Off

Create a Learning Plan. Review your goals with your supervisor.

osd ORGANIZATION & STAFF DEVELOPMENT

User: LMS User - User Area

Welcome Message Center Learning Plan Courses / Registration Achievement Record Profile

Search by Catalogue Date Advanced Program Registration Calendar

### Program Registration Search

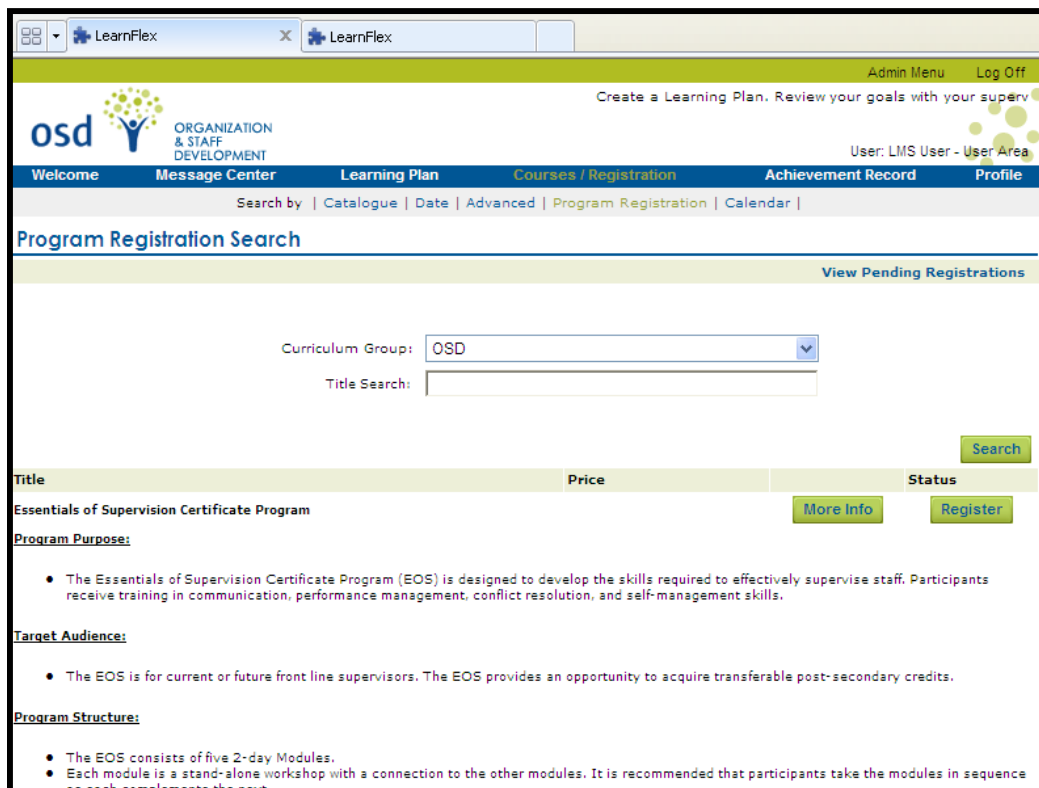
[View Pending Registrations](#)

Curriculum Group: OSD

Title Search:

Search

Your search result will show all of the programs that are available for registration. Read about the program and then select **More Info** or **Register**.



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Admin Menu Log Off

Create a Learning Plan. Review your goals with your supervisor.

osd ORGANIZATION & STAFF DEVELOPMENT

User: LMS User - User Area

Welcome Message Center Learning Plan Courses / Registration Achievement Record Profile

Search by Catalogue Date Advanced Program Registration Calendar

### Program Registration Search

[View Pending Registrations](#)

Curriculum Group: OSD

Title Search:

Search

Title	Price	Status
Essentials of Supervision Certificate Program		<a href="#">More Info</a> <a href="#">Register</a>

**Program Purpose:**

- The Essentials of Supervision Certificate Program (EOS) is designed to develop the skills required to effectively supervise staff. Participants receive training in communication, performance management, conflict resolution, and self-management skills.

**Target Audience:**

- The EOS is for current or future front line supervisors. The EOS provides an opportunity to acquire transferable post-secondary credits.

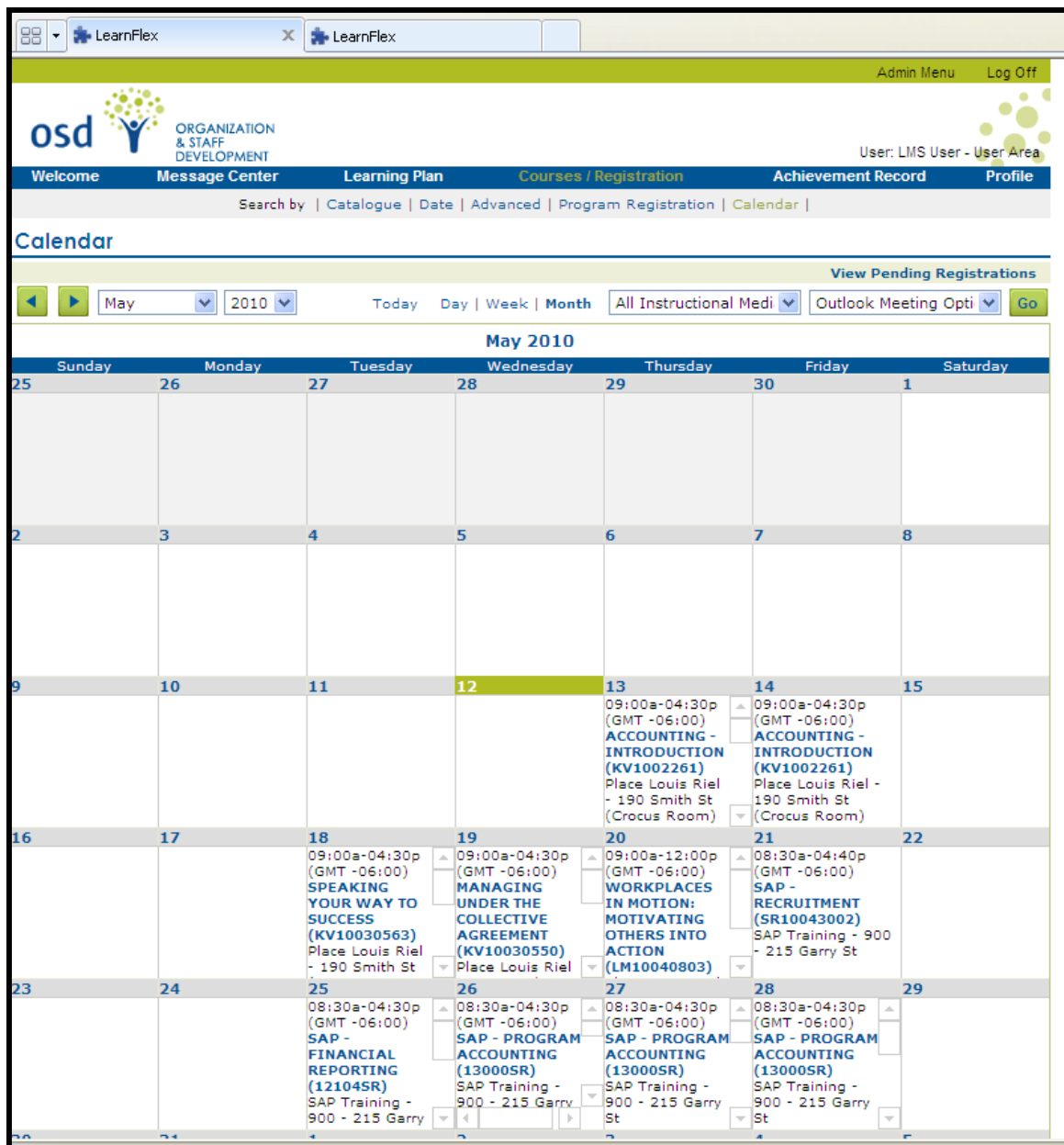
**Program Structure:**

- The EOS consists of five 2-day Modules.
- Each module is a stand-alone workshop with a connection to the other modules. It is recommended that participants take the modules in sequence.

## Search by Calendar

To use a more graphic search tool, try clicking on **Calendar**. This option displays courses in a calendar format but still allows you to enter some criteria. When you see a course that interests you, click on the link to get to the course information and registration page.

Below is an example of a calendar for Instructor-led courses in May, 2010.



LearnFlex

Admin Menu Log Off

osd ORGANIZATION & STAFF DEVELOPMENT

User: LMS User - User Area

Welcome Message Center Learning Plan Courses / Registration Achievement Record Profile

Search by Catalogue Date Advanced Program Registration Calendar

Calendar

View Pending Registrations

May 2010

Today Day Week Month All Instructional Medi Outlook Meeting Opti Go

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	29	30	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
				09:00a-04:30p (GMT -06:00) ACCOUNTING - INTRODUCTION (KV1002261) Place Louis Riel - 190 Smith St (Crocus Room)	09:00a-04:30p (GMT -06:00) ACCOUNTING - INTRODUCTION (KV1002261) Place Louis Riel - 190 Smith St (Crocus Room)	
16	17	18	19	20	21	22
		09:00a-04:30p (GMT -06:00) SPEAKING YOUR WAY TO SUCCESS (KV10030563) Place Louis Riel - 190 Smith St	09:00a-04:30p (GMT -06:00) MANAGING UNDER THE COLLECTIVE AGREEMENT (KV10030550) Place Louis Riel	09:00a-12:00p (GMT -06:00) WORKPLACES IN MOTION: MOTIVATING OTHERS INTO ACTION (LM10040803)	08:30a-04:40p (GMT -06:00) SAP - RECRUITMENT (SR10043002) SAP Training - 900 - 215 Garry St	
23	24	25	26	27	28	29
		08:30a-04:30p (GMT -06:00) SAP - FINANCIAL REPORTING (121045R) SAP Training - 900 - 215 Garry	08:30a-04:30p (GMT -06:00) SAP - PROGRAM ACCOUNTING (130005R) SAP Training - 900 - 215 Garry	08:30a-04:30p (GMT -06:00) SAP - PROGRAM ACCOUNTING (130005R) SAP Training - 900 - 215 Garry	08:30a-04:30p (GMT -06:00) SAP - PROGRAM ACCOUNTING (130005R) SAP Training - 900 - 215 Garry	

## Registering for a Course

Once you have chosen the course you would like to attend, click on that course to arrive at the **Courses / Registration** page for that specific course.

There are two registration processes. One process applies to courses that are offered at no cost to civil servants and one process where there is a tuition fee. Both processes are easy to follow and you will be prompted with instructions as you go.

To determine if there is a cost to attend a course, check the **Tuition** and **Price** areas on the registration page (see the red highlighted areas in the example below).

### Registering for a No-cost Course:

In the example below you will notice that there are a number of sessions offered for this course. First determine which date you would like to attend and then click on the corresponding **Register** button for that date.

**INFORMATION SECURITY AWARENESS / OSD - ISA001 / N/A 2010**

**Instructional Media:** Instructor-led

**Description:** The government has developed an Information Security Awareness program in order to teach employees how to **Protect** information, **Detect** signs of trouble, and to **React** appropriately. The importance and content of the Electronic Networks Usage Policy will also be discussed.

**Who should attend:** Any government employee who uses a government computer asset should attend an Information Security Awareness session. All government employees are required to understand their legal and organizational responsibilities with regard to information security.

**Learning Objectives:**

**NOTE: This workshop is intended for Government of Manitoba employees only.**

- **Sensitive information** - How to recognize and protect sensitive information that is stored or transmitted electronically.
- **Passwords** - How to select and effective password and protect your password from misuse.
- **Computer Viruses** - How to detect and prevent computer viruses.
- **E-mail Security** - When to open e-mail attachments, recognize hoaxes, prevent spam and protect yourself from e-mail scams.

**Delivery Provider Name:** Default

**Competency Authority:** OSD

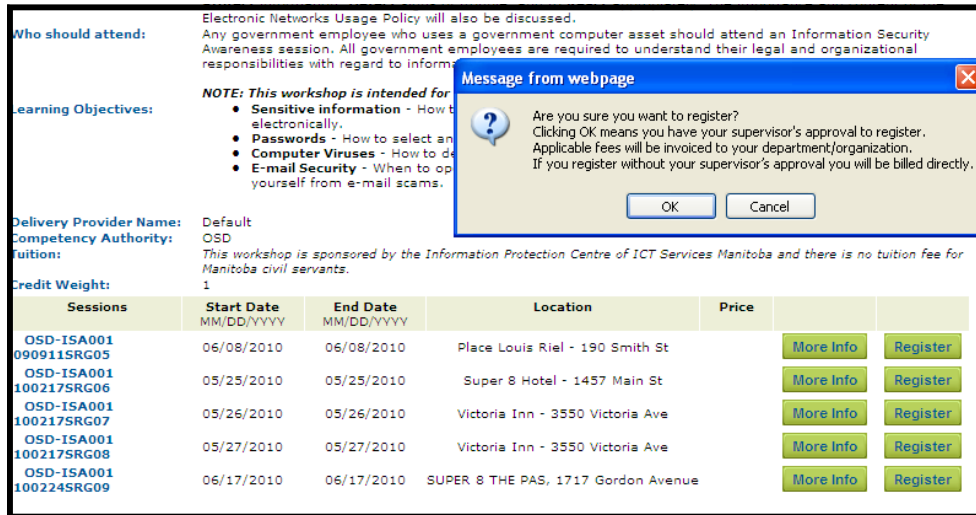
**Tuition:** This workshop is sponsored by the Information Protection Centre of ICT Services Manitoba and there is no tuition fee for Manitoba civil servants.

**Credit Weight:** 1

Sessions	Start Date MM/DD/YYYY	End Date MM/DD/YYYY	Location	Price	More Info	Register
OSD-ISA001 090911SRG05	06/08/2010	06/08/2010	Place Louis Riel - 190 Smith St	0.00	More Info	Register
OSD-ISA001 100217SRG06	05/25/2010	05/25/2010	Super 8 Hotel - 1457 Main St	0.00	More Info	Register
OSD-ISA001 100217SRG07	05/26/2010	05/26/2010	Victoria Inn - 3550 Victoria Ave	0.00	More Info	Register
OSD-ISA001 100217SRG08	05/27/2010	05/27/2010	Victoria Inn - 3550 Victoria Ave	0.00	More Info	Register
OSD-ISA001 100224SRG09	06/17/2010	06/17/2010	SUPER 8 THE PAS, 1717 Gordon Avenue	0.00	More Info	Register

When you click **Register** a pop-up window will appear with a number of messages. Please make sure you read these messages to ensure you understand the implications of clicking **OK**.

In the case where there is no charge to attend these messages will not apply. However, even if there is no charge you should ensure your supervisor has approved your attendance as you would be away from your office.



The screenshot shows a registration page for the 'Information Security Awareness' course. A pop-up window titled 'Message from webpage' is displayed over the page. The pop-up contains the following text:

Are you sure you want to register?  
Clicking OK means you have your supervisor's approval to register.  
Applicable fees will be invoiced to your department/organization.  
If you register without your supervisor's approval you will be billed directly.

Buttons: OK, Cancel

The background page shows the following details:

**Who should attend:** Electronic Networks Usage Policy will also be discussed. Any government employee who uses a government computer asset should attend an Information Security Awareness session. All government employees are required to understand their legal and organizational responsibilities with regard to information security.

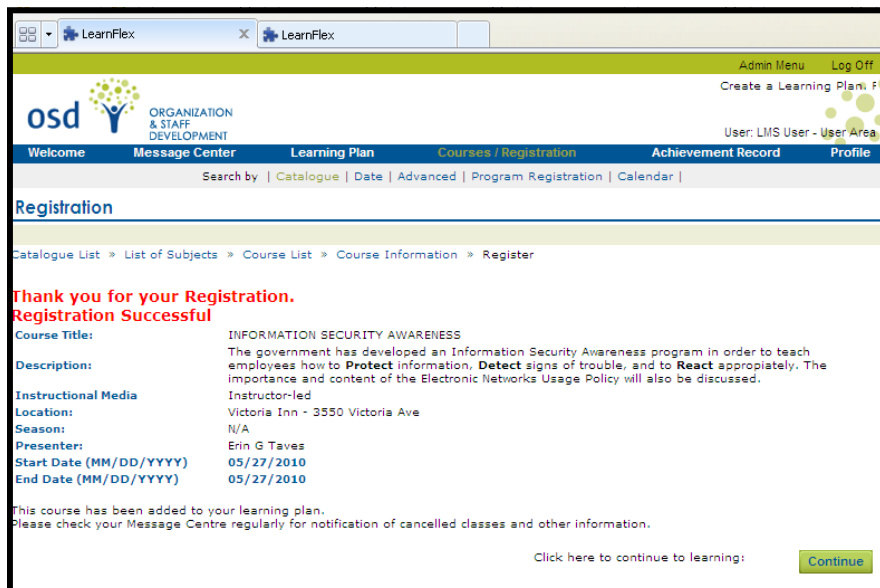
**Learning Objectives:**

- Sensitive information - How to handle it electronically.
- Passwords - How to select and manage them.
- Computer Viruses - How to detect and remove them.
- E-mail Security - When to open and how to protect yourself from e-mail scams.

**Delivery Provider Name:** Default  
**Competency Authority:** OSD  
**Tuition:** This workshop is sponsored by the Information Protection Centre of ICT Services Manitoba and there is no tuition fee for Manitoba civil servants.  
**Credit Weight:** 1

Sessions	Start Date MM/DD/YYYY	End Date MM/DD/YYYY	Location	Price	More Info	Register
OSD-ISA001 090915SRG05	06/08/2010	06/08/2010	Place Louis Riel - 190 Smith St		More Info	Register
OSD-ISA001 100217SRG06	05/25/2010	05/25/2010	Super 8 Hotel - 1457 Main St		More Info	Register
OSD-ISA001 100217SRG07	05/26/2010	05/26/2010	Victoria Inn - 3550 Victoria Ave		More Info	Register
OSD-ISA001 100217SRG08	05/27/2010	05/27/2010	Victoria Inn - 3550 Victoria Ave		More Info	Register
OSD-ISA001 100224SRG09	06/17/2010	06/17/2010	SUPER 8 THE PAS, 1717 Gordon Avenue		More Info	Register

When you click **OK**, you will receive a confirmation notice as in the screen shot below.



The screenshot shows the 'Registration' page in the LearnFlex system. The page displays a confirmation message:

**Thank you for your Registration.**  
**Registration Successful**

**Course Title:** INFORMATION SECURITY AWARENESS

**Description:** The government has developed an Information Security Awareness program in order to teach employees how to **Protect** information, **Detect** signs of trouble, and to **React** appropriately. The importance and content of the Electronic Networks Usage Policy will also be discussed.

**Instructional Media:** Instructor-led

**Location:** Victoria Inn - 3550 Victoria Ave

**Season:** N/A

**Presenter:** Erin G Taves

**Start Date (MM/DD/YYYY):** 05/27/2010

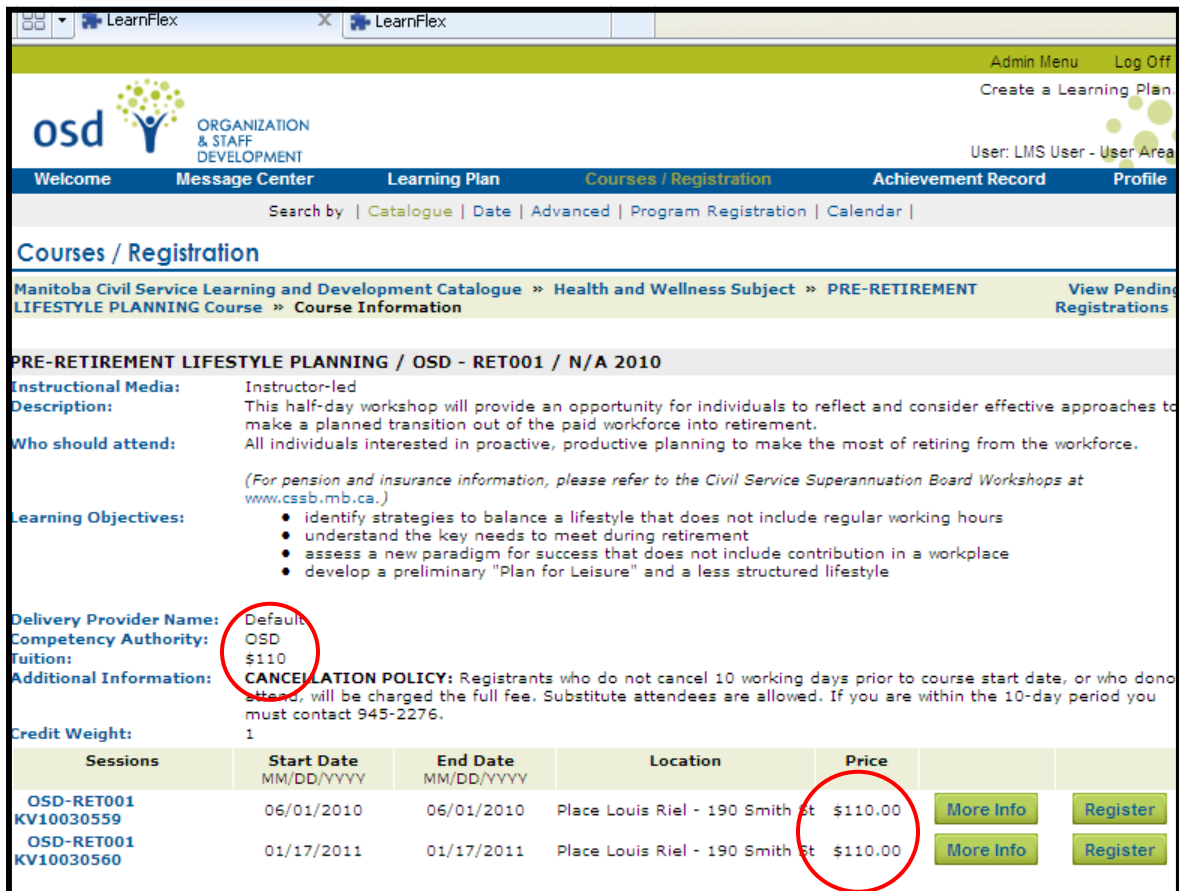
**End Date (MM/DD/YYYY):** 05/27/2010

This course has been added to your learning plan.  
Please check your Message Centre regularly for notification of cancelled classes and other information.

Click here to continue to learning: [Continue](#)

## Registering for a Course with a Tuition Fee

When a course has a tuition fee you will see the amount displayed on the course information page as indicated by the red circles below:



The screenshot shows the 'Courses / Registration' page for the 'PRE-RETIREMENT LIFESTYLE PLANNING' course. The page includes a navigation bar with links like 'Welcome', 'Message Center', 'Learning Plan', 'Courses / Registration', 'Achievement Record', and 'Profile'. The course details section shows the following information:

- Instructional Media:** Instructor-led
- Description:** This half-day workshop will provide an opportunity for individuals to reflect and consider effective approaches to make a planned transition out of the paid workforce into retirement.
- Who should attend:** All individuals interested in proactive, productive planning to make the most of retiring from the workforce.
- Learning Objectives:**
  - identify strategies to balance a lifestyle that does not include regular working hours
  - understand the key needs to meet during retirement
  - assess a new paradigm for success that does not include contribution in a workplace
  - develop a preliminary "Plan for Leisure" and a less structured lifestyle
- Delivery Provider Name:** Default
- Competency Authority:** OSD
- Tuition:** \$110
- Additional Information:** **CANCELLATION POLICY:** Registrants who do not cancel 10 working days prior to course start date, or who do not attend, will be charged the full fee. Substitute attendees are allowed. If you are within the 10-day period you must contact 945-2276.
- Credit Weight:** 1

Below the course details is a table with columns: Sessions, Start Date, End Date, Location, Price, More Info, and Register. The table lists two sessions, both with a price of \$110.00, which are circled in red in the original image.

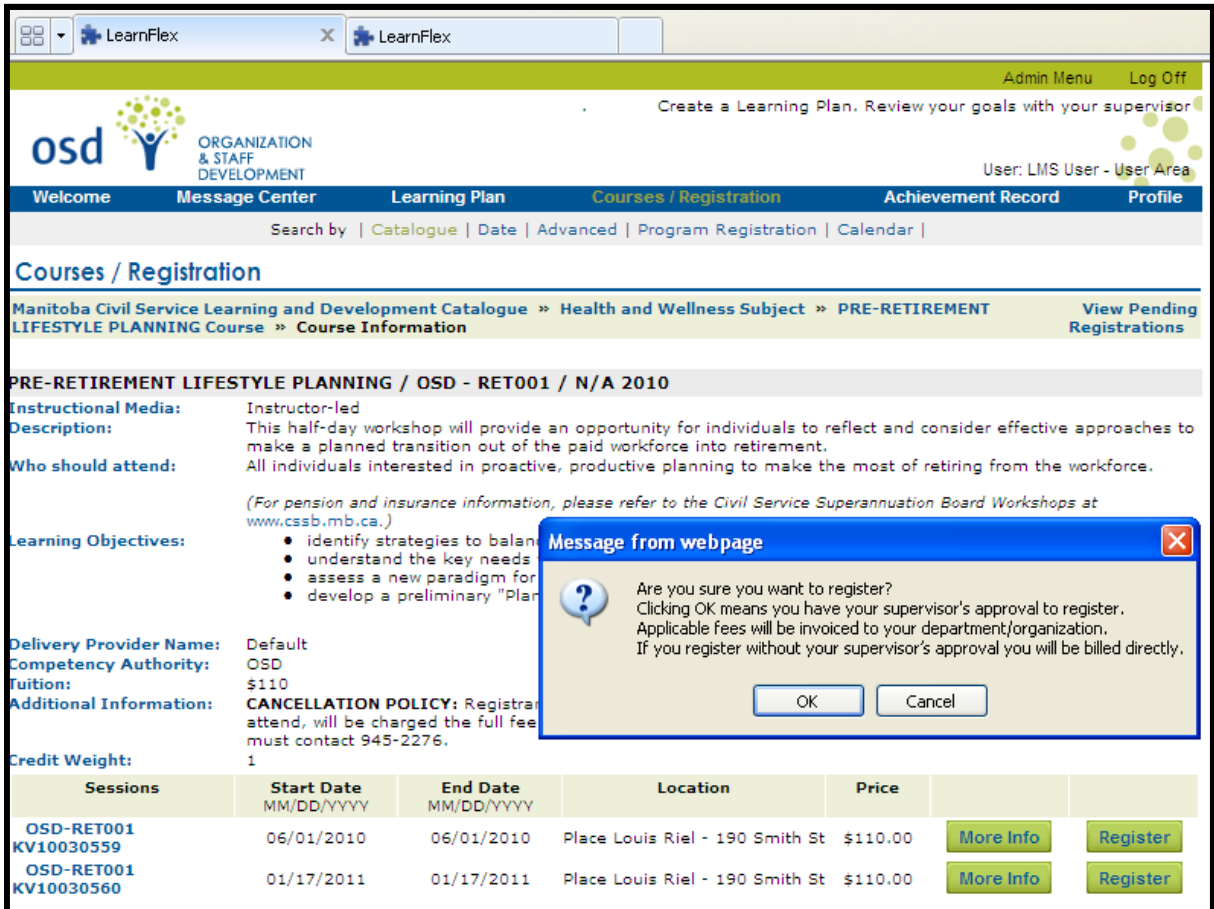
Sessions	Start Date MM/DD/YYYY	End Date MM/DD/YYYY	Location	Price	More Info	Register
OSD-RET001 KV10030559	06/01/2010	06/01/2010	Place Louis Riel - 190 Smith St	\$110.00	More Info	Register
OSD-RET001 KV10030560	01/17/2011	01/17/2011	Place Louis Riel - 190 Smith St	\$110.00	More Info	Register



When you click **Register**, you will be prompted to confirm that you are sure you want to register. Please read this message carefully.

By clicking **OK** you are confirming that you have **approval from your supervisor to attend and that fees are to be invoiced to your department or organization** per the billing information you entered.

**You should also be aware that if your department does not approve your attendance you will be billed directly.**

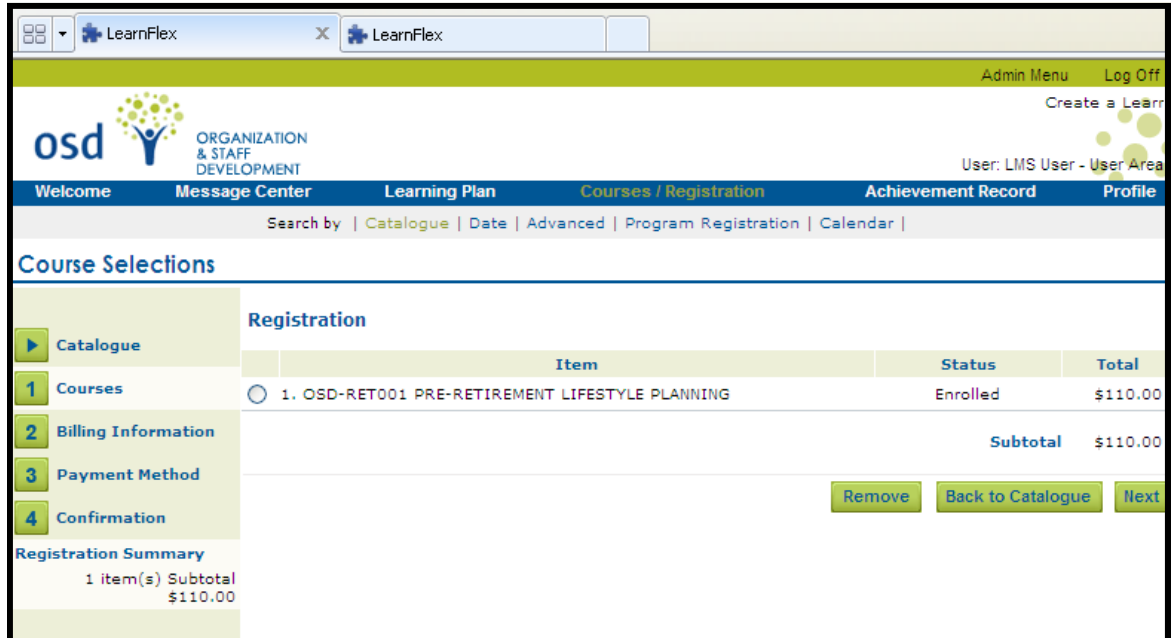


The screenshot shows the LearnFlex web application interface. The top navigation bar includes links for 'Welcome', 'Message Center', 'Learning Plan', 'Courses / Registration', 'Achievement Record', and 'Profile'. The 'Courses / Registration' section is active, displaying a breadcrumb trail: 'Manitoba Civil Service Learning and Development Catalogue » Health and Wellness Subject » PRE-RETIREMENT LIFESTYLE PLANNING Course » Course Information'. A confirmation dialog box titled 'Message from webpage' is overlaid on the page, asking 'Are you sure you want to register?' and providing instructions on supervisor approval and billing. The background page shows details for the 'PRE-RETIREMENT LIFESTYLE PLANNING / OSD - RET001 / N/A 2010' course, including its description, objectives, and a table of sessions.

Sessions	Start Date MM/DD/YYYY	End Date MM/DD/YYYY	Location	Price	More Info	Register
OSD-RET001 KV10030559	06/01/2010	06/01/2010	Place Louis Riel - 190 Smith St	\$110.00	More Info	Register
OSD-RET001 KV10030560	01/17/2011	01/17/2011	Place Louis Riel - 190 Smith St	\$110.00	More Info	Register



When you click **OK** you will be brought to a series of billing information pages that require you to key in information in order to complete your registration.



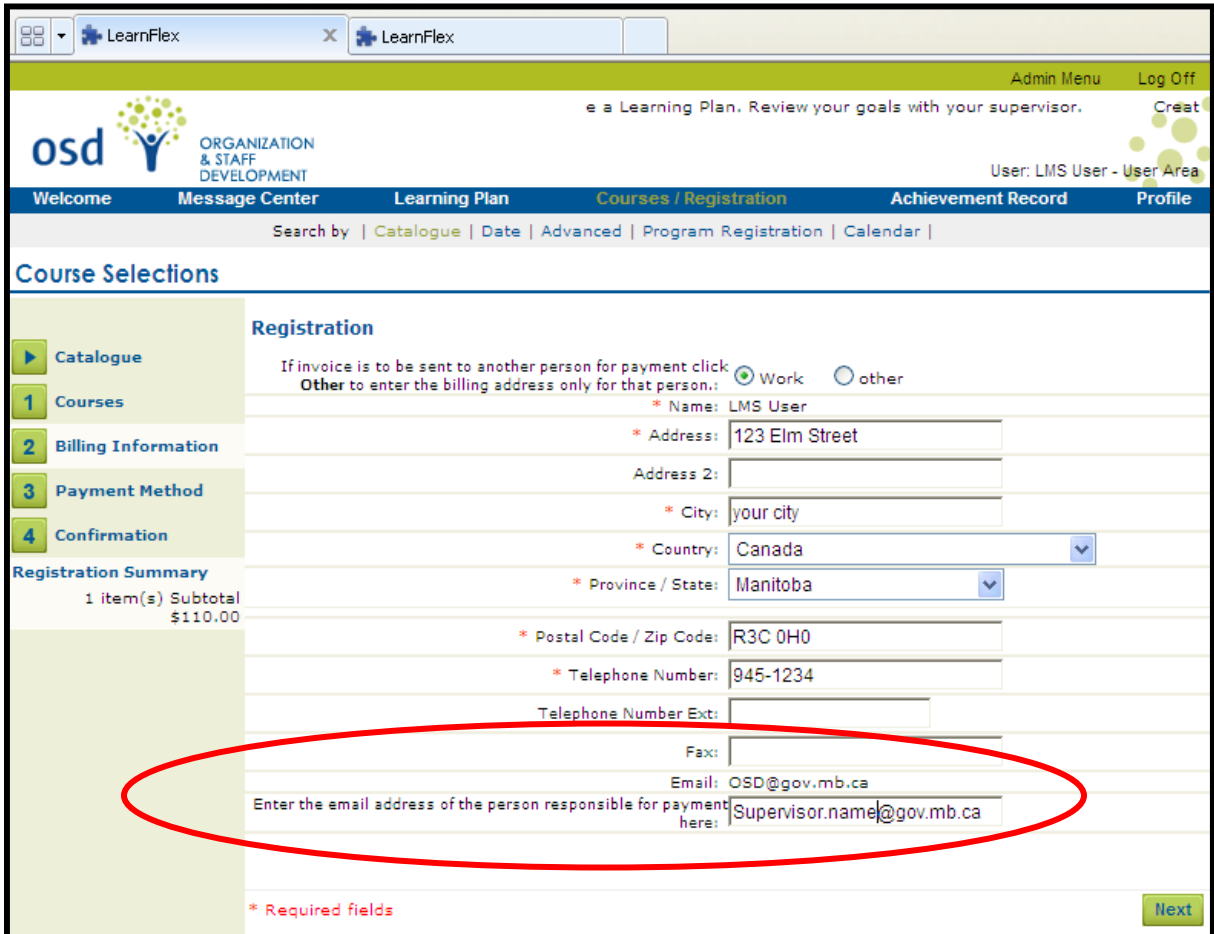
The screenshot shows the LearnFlex web application interface. At the top, there's a navigation bar with links like 'Admin Menu', 'Log Off', and 'Create a Learn'. Below this is a header with the 'osd' logo and 'ORGANIZATION & STAFF DEVELOPMENT'. A user login area shows 'User: LMS User - User Area'. The main navigation menu includes 'Welcome', 'Message Center', 'Learning Plan', 'Courses / Registration' (which is highlighted), 'Achievement Record', and 'Profile'. Below the menu, there's a search bar with options like 'Catalogue', 'Date', 'Advanced', 'Program Registration', and 'Calendar'. The 'Course Selections' section is active, showing a 'Registration' process with four steps: 1. Catalogue, 2. Billing Information, 3. Payment Method, and 4. Confirmation. The 'Catalogue' step is currently selected. A table lists the selected course: '1. OSD-RET001 PRE-RETIREMENT LIFESTYLE PLANNING' with a status of 'Enrolled' and a total of '\$110.00'. A 'Subtotal' of '\$110.00' is also shown. At the bottom, there's a 'Registration Summary' showing '1 item(s) Subtotal \$110.00'. Action buttons include 'Remove', 'Back to Catalogue', and 'Next'.

In the above example you will see the course you are registering for listed.

To continue with the registration process click **Next**. If you wish to cancel out before the registration process is completed highlight the course and click **Remove**.

When you click **Next** you are brought to the **Billing Information** page.

Here you are required to fill in your billing information. The most important information on this screen is the email address of the person responsible to pay the invoice.



LearnFlex

Admin Menu Log Off

Organization & Staff Development

User: LMS User - User Area

Welcome Message Center Learning Plan Courses / Registration Achievement Record Profile

Search by Catalogue Date Advanced Program Registration Calendar

### Course Selections

**Registration**

If invoice is to be sent to another person for payment click **Other** to enter the billing address only for that person.: ☒ Work ☐ Other

\* Name: LMS User

\* Address: 123 Elm Street

Address 2:

\* City: your city

\* Country: Canada

\* Province / State: Manitoba

\* Postal Code / Zip Code: R3C 0H0

\* Telephone Number: 945-1234

Telephone Number Ext:

Fax:

Email: OSD@gov.mb.ca

Enter the email address of the person responsible for payment here: Supervisor.name@gov.mb.ca

\* Required fields

Next

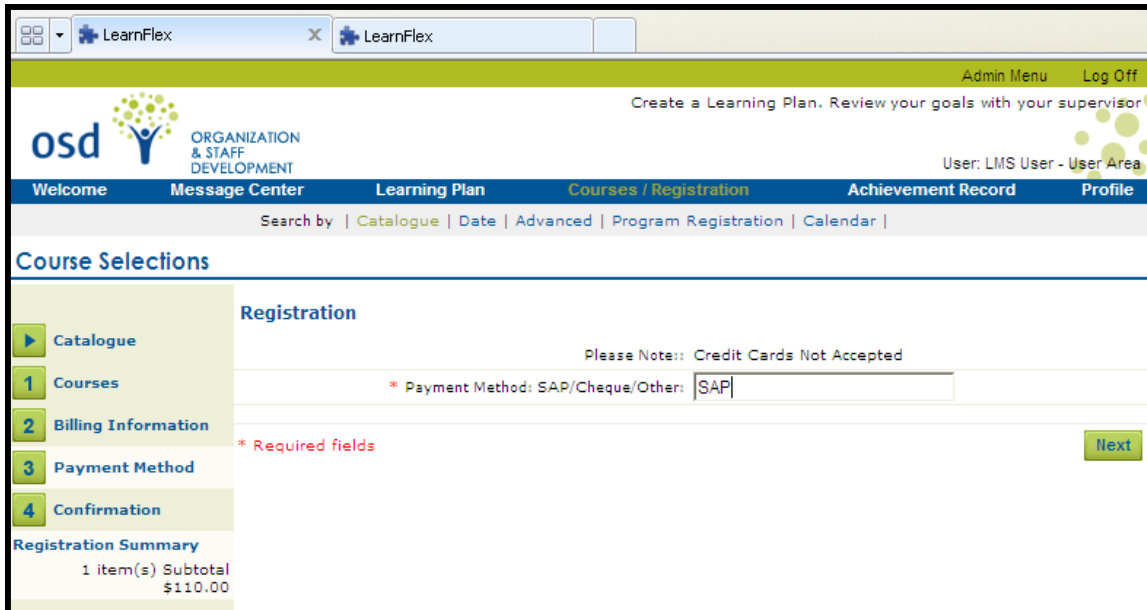
To enter a different address for that person click on the **Other** button and key in the address information only.

(Note: the system recognizes you as the person registering for a course and automatically puts your name in the “Name” field – this cannot be changed; however you can key in an alternate address of the person where the invoice is to be sent.)

Click **Next** to move to the **Payment Method** page.

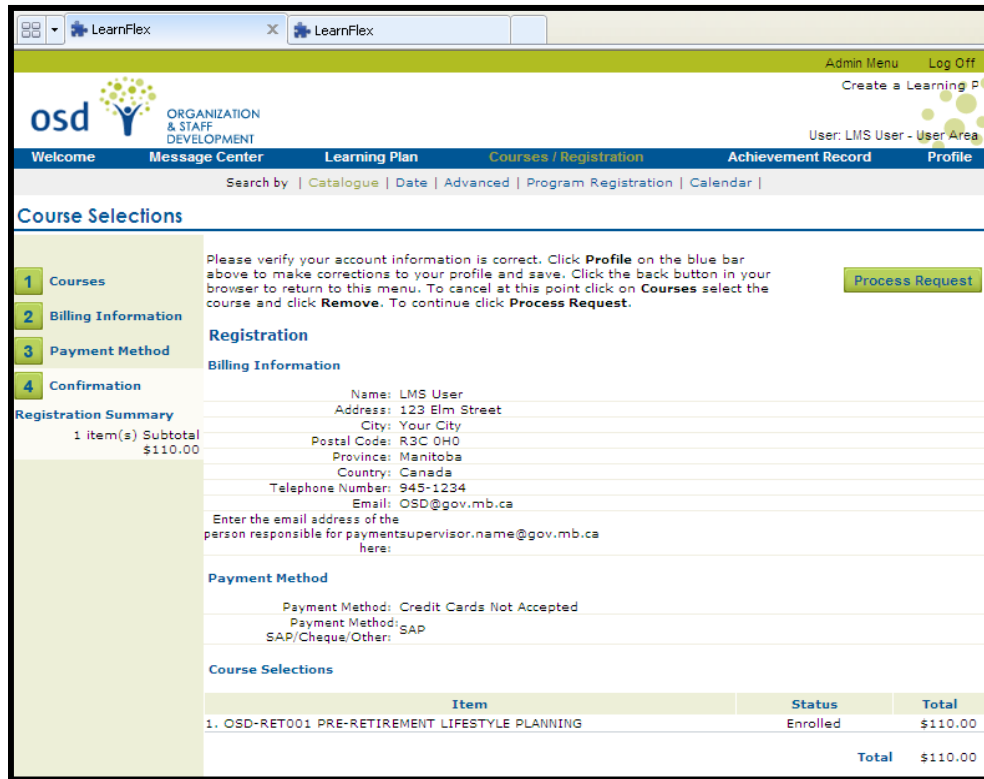
The **Payment Method** page requires you to indicate the method of payment. This is a required field and you cannot complete the registration process unless you choose one of the following methods **SAP / Cheque / Other**.

**Please Note: Credit cards payments are not accepted.**



The screenshot shows the LearnFlex web application interface. At the top, there's a navigation bar with 'Admin Menu' and 'Log Off' links. Below this is a header section with the 'osd' logo and the text 'ORGANIZATION & STAFF DEVELOPMENT'. A user login area on the right says 'User: LMS User - User Area'. The main navigation menu includes 'Welcome', 'Message Center', 'Learning Plan', 'Courses / Registration' (which is highlighted), 'Achievement Record', and 'Profile'. Below the navigation menu, there's a 'Search by' section with links for 'Catalogue', 'Date', 'Advanced', 'Program Registration', and 'Calendar'. The main content area is titled 'Course Selections' and contains a 'Registration' section. In this section, a message states 'Please Note:: Credit Cards Not Accepted'. Below this, there's a form field for '\* Payment Method: SAP/Cheque/Other:' with 'SAP' entered. A red asterisk and the text '\* Required fields' are displayed next to the form field. A 'Next' button is located to the right of the form field. On the left side of the 'Registration' section, there's a sidebar with a list of steps: 'Catalogue', '1 Courses', '2 Billing Information', '3 Payment Method' (which is highlighted), and '4 Confirmation'. At the bottom of the sidebar, there's a 'Registration Summary' section showing '1 item(s) Subtotal \$110.00'.

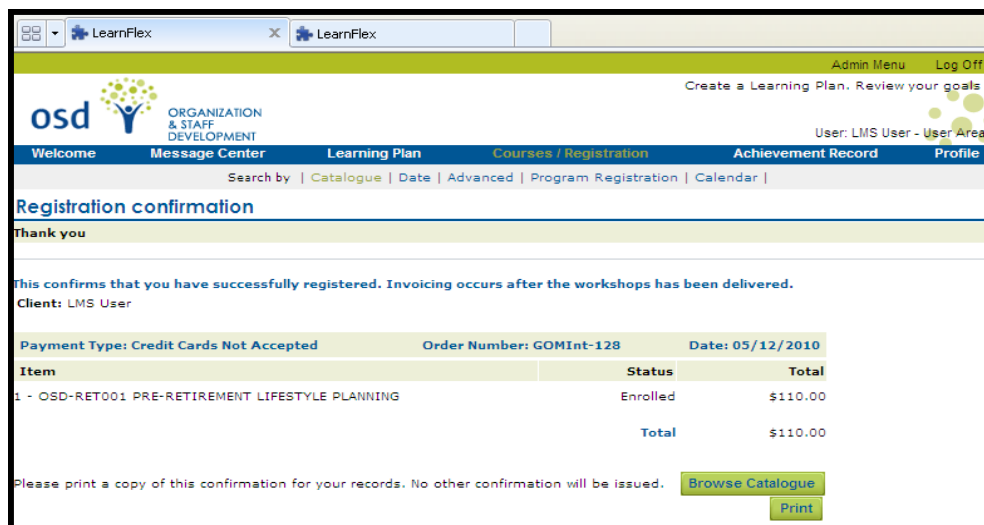
When you click **Next** you are brought to the **Confirmation** page. Please read over the information you have keyed in.



The screenshot shows the 'Course Selections' page. On the left is a sidebar with a numbered list: 1 Courses, 2 Billing Information, 3 Payment Method, and 4 Confirmation. The main content area has a 'Registration Summary' section showing '1 item(s) Subtotal \$110.00'. Below this is a 'Registration' section with a 'Billing Information' form containing fields for Name, Address, City, Postal Code, Province, Country, Telephone Number, and Email. A 'Payment Method' section shows 'Credit Cards Not Accepted', 'SAP', and 'SAP/Cheque/Other'. At the bottom is a 'Course Selections' table.

Item	Status	Total
1. OSD-RET001 PRE-RETIREMENT LIFESTYLE PLANNING	Enrolled	\$110.00
<b>Total</b>		<b>\$110.00</b>

Click **Process Request** to finalize the registration. You will receive a registration confirmation message. Click **Print** to print out a copy for your records. When your registration is final you will also receive a course registration message in your Message centre. Click on **Message Centre** and click on **Course Registration** message to review.

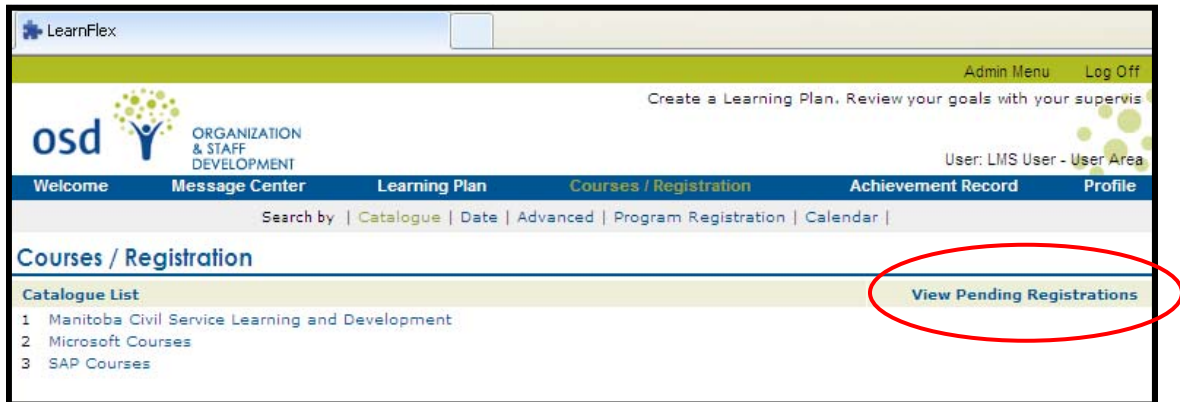


The screenshot shows the 'Registration confirmation' page. It starts with a 'Thank you' message, followed by a confirmation statement: 'This confirms that you have successfully registered. Invoicing occurs after the workshops has been delivered.' Below this is a summary table showing the registration details.

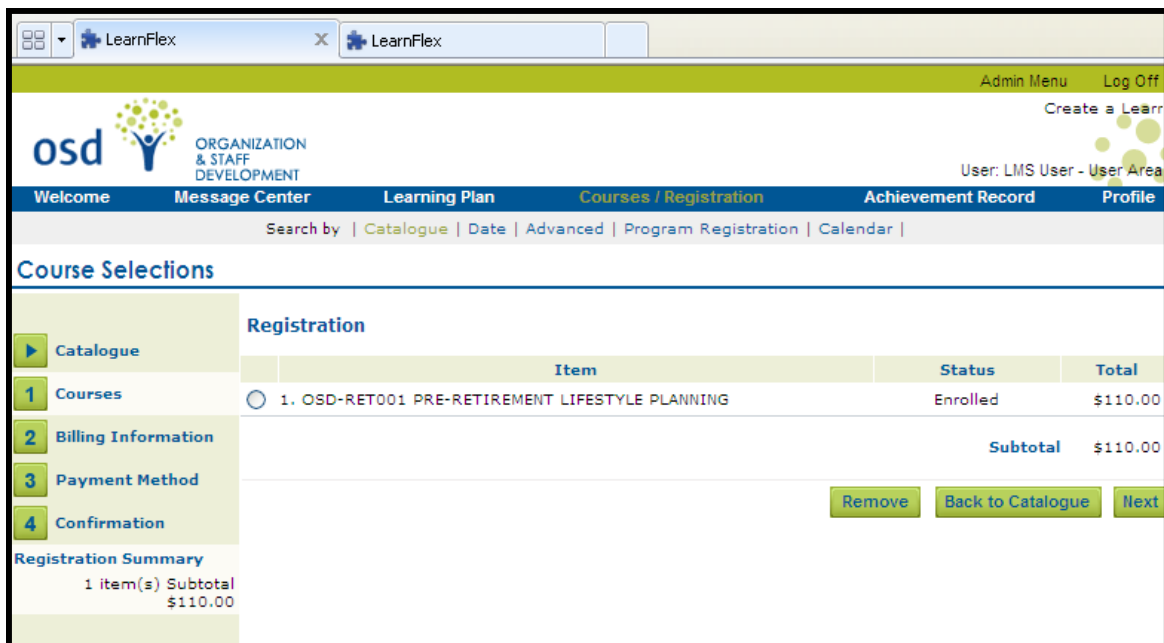
Item	Status	Total
1 - OSD-RET001 PRE-RETIREMENT LIFESTYLE PLANNING	Enrolled	\$110.00
<b>Total</b>		<b>\$110.00</b>

At the bottom, there are buttons for 'Browse Catalogue' and 'Print'.

There may be occasions where you have to exit the registration process from a tuition-based course before you have entered all the required information. You can go back and complete the registration process by clicking on **View Pending Registrations** from the **Courses/Registration** page.



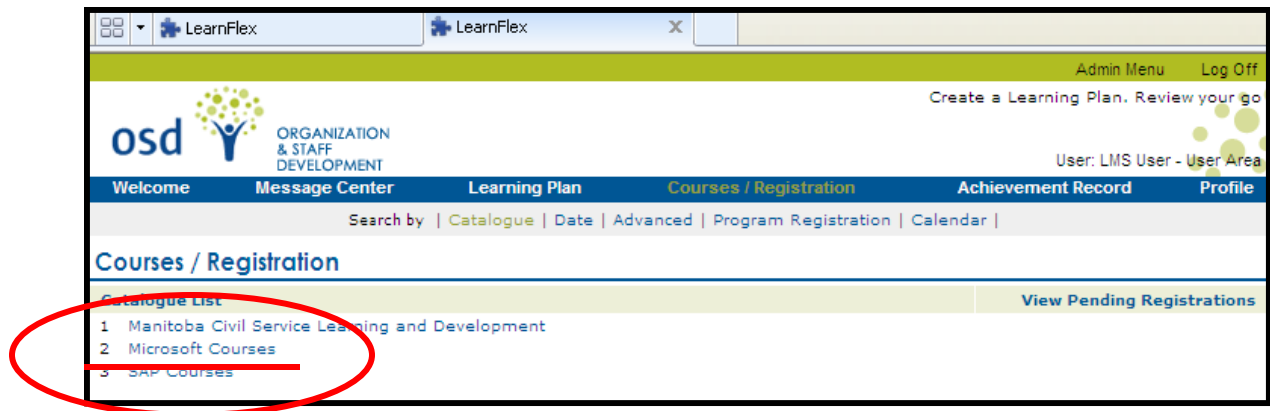
You will be brought back to the first page of the course registration page as in the example below. Click **Next** to continue and follow the instructions to finalize the registration process.



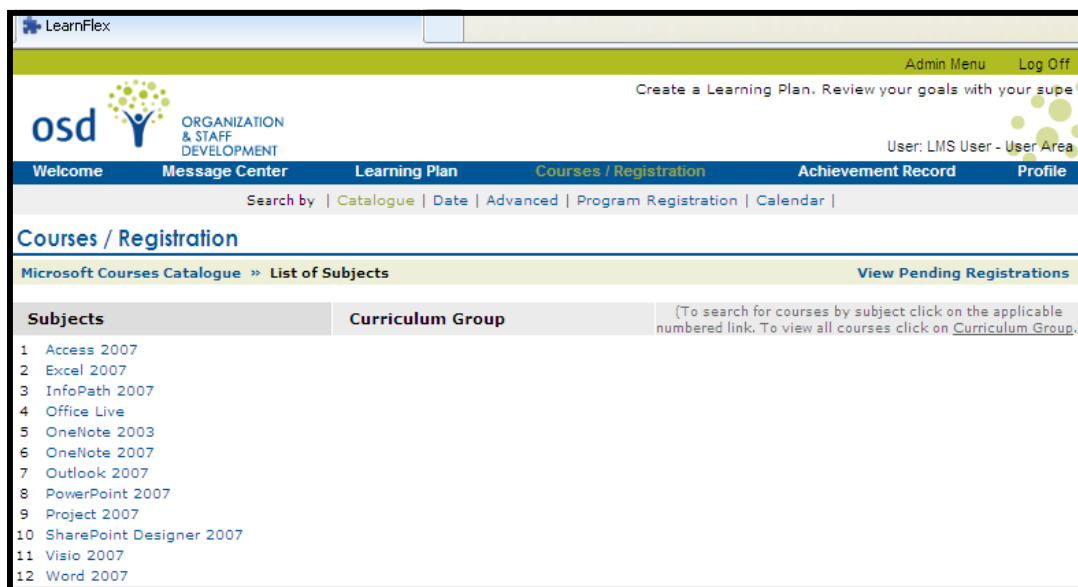
## Registering for On-Line Courses:

OSD offers a series of on-line courses as well as classroom courses. The current the catalogue of on-line courses are Microsoft Office 2007 courses.


To register for an on-line course click on **Microsoft Courses** as indicated in red below.



A list of course subjects will appear and you would then choose the topic you are looking for and click on it.



In this example we will register for **Getting Started with Microsoft Office Word 2007**.



LearnFlex

Admin Menu Log Off

Create a Learning Plan. Rev...

User: LMS User - User Area

Welcome Message Center Learning Plan Courses / Registration Achievement Record Profile

Search by | Catalogue | Date | Advanced | Program Registration | Calendar |

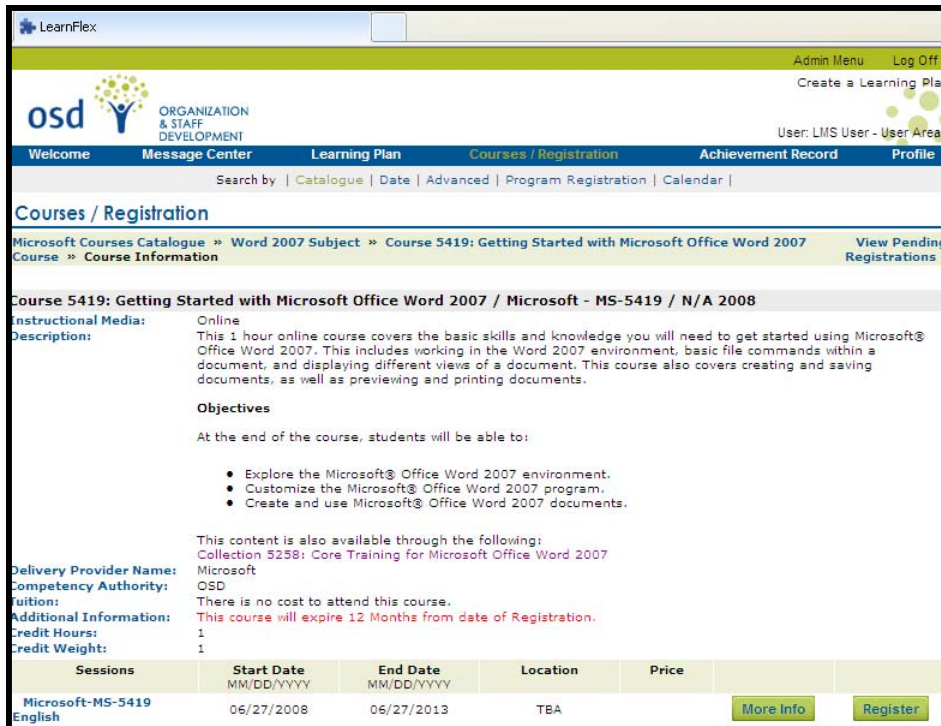
**Courses / Registration**

Microsoft Courses Catalogue » Word 2007 Subject » Course List View Pending Registrations

Course List	Curriculum Group	(To search for courses by subject click on the applicable numbered link. To view all courses click on Curriculum Group.)
1 Course 5419: Getting Started with Microsoft Office Word 2007		
2 Course 5420: Editing and Proofreading Documents in Microsoft Office Word 2007		
3 Course 5421: Formatting Documents in Microsoft Office Word 2007		
4 Course 5423: Working with Graphical Elements in Microsoft Office Word 2007		
5 Course 5424: Working with Longer Documents in Microsoft Office Word 2007		
6 Course 5449: What's New in Microsoft Office Word 2007		
7 Course 6787: Collaborating with Others and Personalizing Microsoft Office Word 2007		
8 Course 6788: Working with Advanced Features of Microsoft Office Word 2007		

The Microsoft on-line courses are offered at no cost so the same no-cost registration process for classroom applies for on-line course registration as well.

You will notice that the start and end dates are different than classroom dates. Microsoft on-line courses are offered on a license basis which coincides with an overall contract date.



LearnFlex

Admin Menu Log Off

Create a Learning Plan

User: LMS User - User Area

Welcome Message Center Learning Plan Courses / Registration Achievement Record Profile

Search by | Catalogue | Date | Advanced | Program Registration | Calendar |

**Courses / Registration**

Microsoft Courses Catalogue » Word 2007 Subject » Course 5419: Getting Started with Microsoft Office Word 2007 View Pending Registrations

Course 5419: Getting Started with Microsoft Office Word 2007 / Microsoft - MS-5419 / N/A 2008

**Instructional Media:** Online

**Description:** This 1 hour online course covers the basic skills and knowledge you will need to get started using Microsoft® Office Word 2007. This includes working in the Word 2007 environment, basic file commands within a document, and displaying different views of a document. This course also covers creating and saving documents, as well as previewing and printing documents.

**Objectives**

At the end of the course, students will be able to:

- Explore the Microsoft® Office Word 2007 environment.
- Customize the Microsoft® Office Word 2007 program.
- Create and use Microsoft® Office Word 2007 documents.

This content is also available through the following:  
Collection 5258: Core Training for Microsoft Office Word 2007

**Delivery Provider Name:** Microsoft

**Competency Authority:** OSD

**Tuition:** There is no cost to attend this course.

**Additional Information:** This course will expire 12 Months from date of Registration.

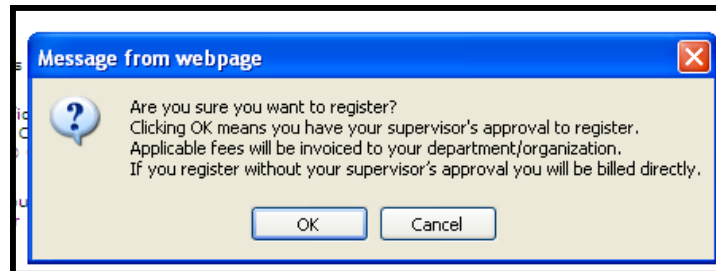
**Credit Hours:** 1

**Credit Weight:** 1

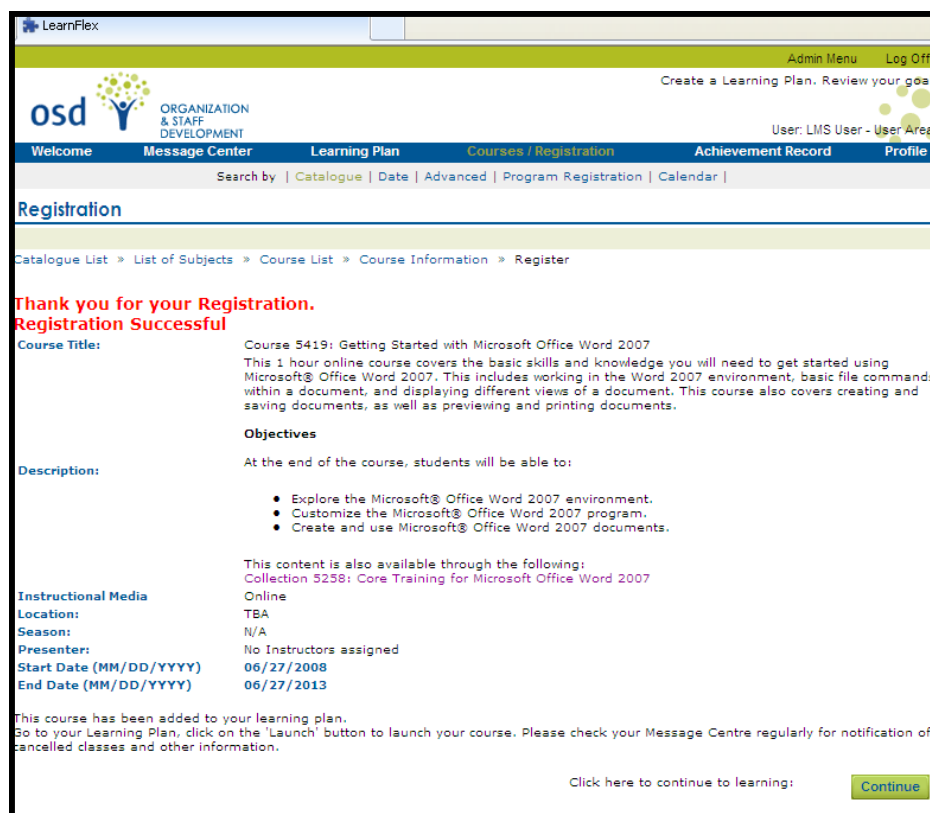
Sessions	Start Date MM/DD/YYYY	End Date MM/DD/YYYY	Location	Price	
Microsoft-MS-5419 English	06/27/2008	06/27/2013	TBA		More Info Register



The same registration message will appear for on-line courses as it does for classroom registrations.



The same message is also delivered confirming your on-line registration. There are no course maximums set, so you will always be able to register and immediately launch an on-line course.



LearnFlex

Admin Menu Log Off

Create a Learning Plan. Review your goal

User: LMS User - User Area

Welcome Message Center Learning Plan Courses / Registration Achievement Record Profile

Search by Catalogue Date Advanced Program Registration Calendar

Registration

Catalogue List » List of Subjects » Course List » Course Information » Register

**Thank you for your Registration.  
Registration Successful**

**Course Title:** Course 5419: Getting Started with Microsoft Office Word 2007

This 1 hour online course covers the basic skills and knowledge you will need to get started using Microsoft® Office Word 2007. This includes working in the Word 2007 environment, basic file commands within a document, and displaying different views of a document. This course also covers creating and saving documents, as well as previewing and printing documents.

**Objectives**

At the end of the course, students will be able to:

- Explore the Microsoft® Office Word 2007 environment.
- Customize the Microsoft® Office Word 2007 program.
- Create and use Microsoft® Office Word 2007 documents.

**Description:**

This content is also available through the following:  
Collection 5258: Core Training for Microsoft Office Word 2007

**Instructional Media**

Location: TBA

Season: N/A

Presenter: No Instructors assigned

**Start Date (MM/DD/YYYY)** 06/27/2008

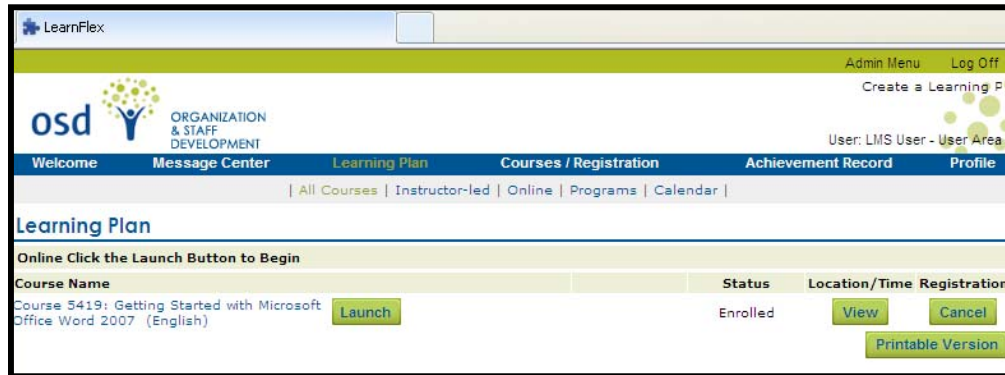
**End Date (MM/DD/YYYY)** 06/27/2013

This course has been added to your learning plan.  
Go to your Learning Plan, click on the 'Launch' button to launch your course. Please check your Message Centre regularly for notification of cancelled classes and other information.

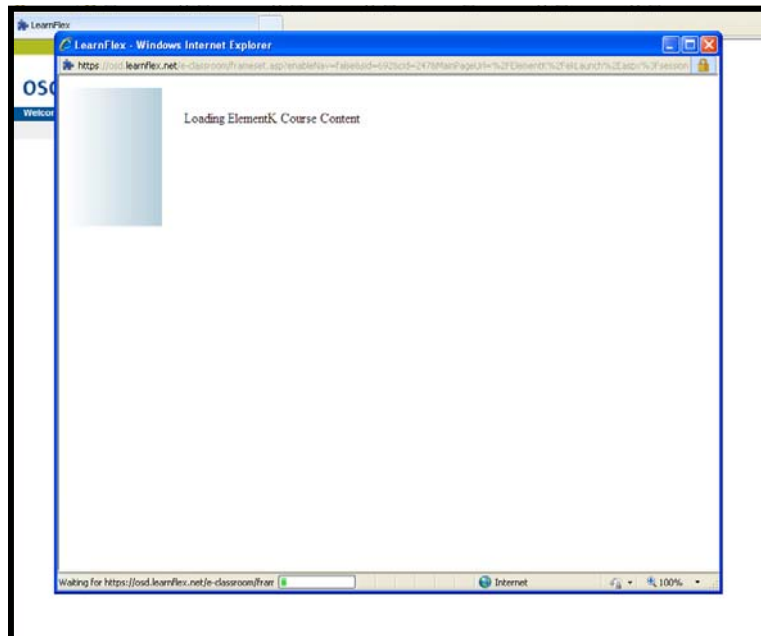
Click here to continue to learning: [Continue](#)



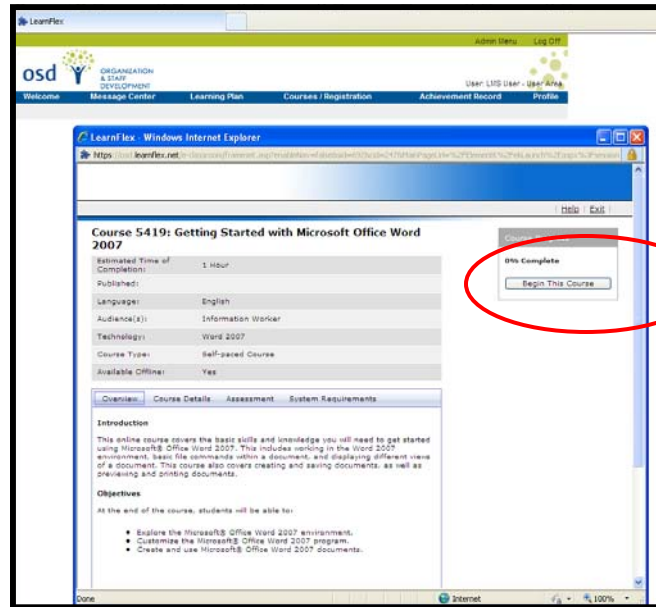
When you press continue you are returned to your **Learning Plan** page and you will notice that a launch button appears. Click the **Launch** button to start the on-line course.



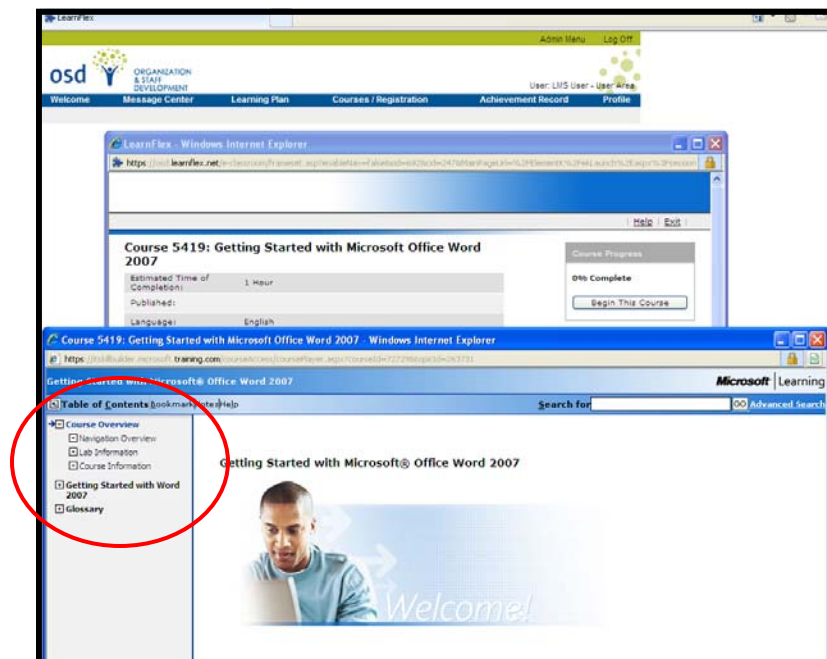
While your course is loading you will see the following screen. It may take a few moments for the course to load. If the course does not load please email us at [OSD@gov.mb.ca](mailto:OSD@gov.mb.ca) and report the problem.



When the course is loaded and ready to start it will open in a pop-up window. To start the course click on **Begin the Course** as highlighted in the red circle below:

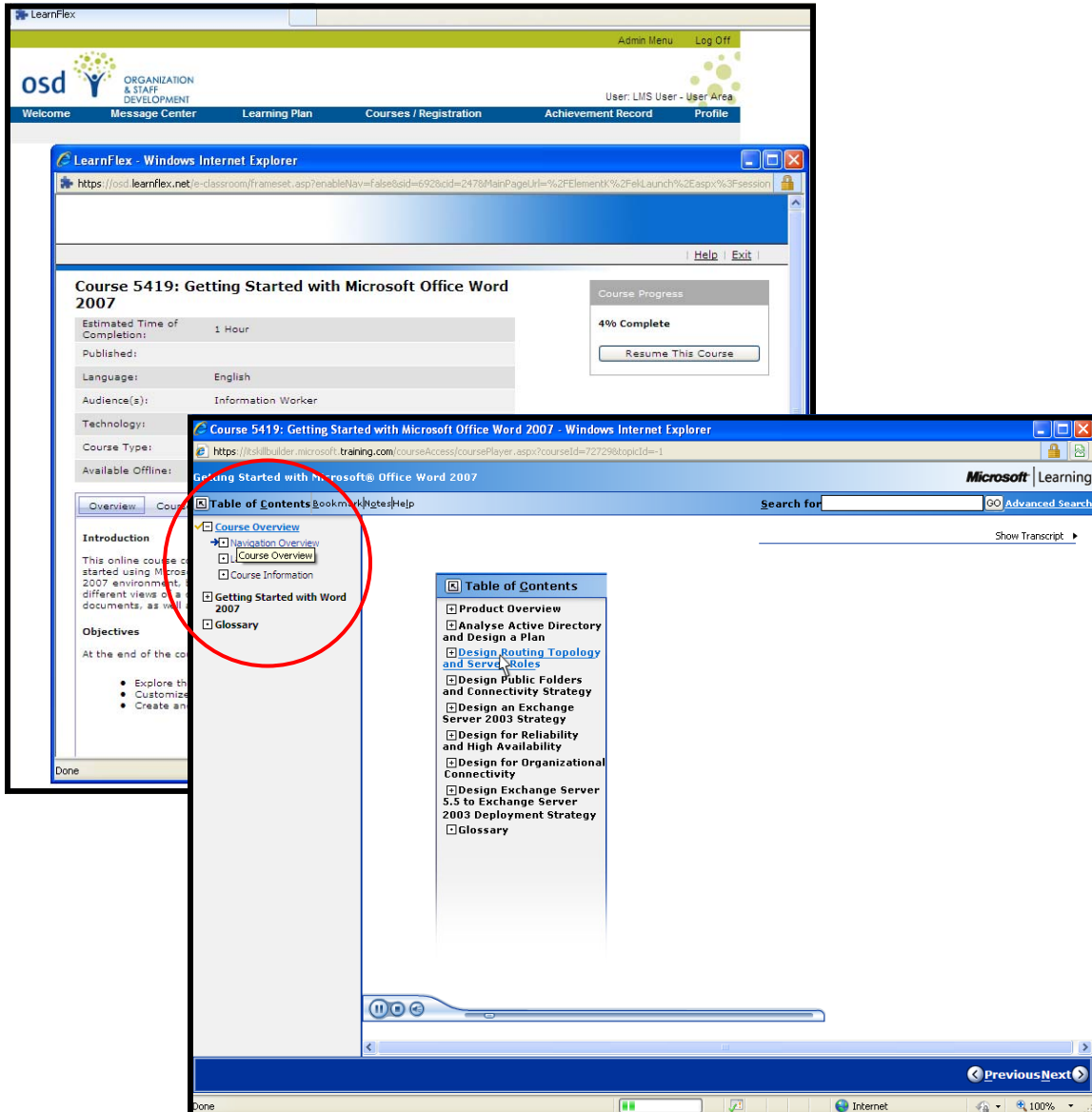


In this example the course provides you with a table of contents to help you navigate the course. The course keeps track of the sections you complete. If you have to quit the course you can X out of it and come back later.



To go back into the course you would go back to your **Learning Plan** page and click on **Launch**.

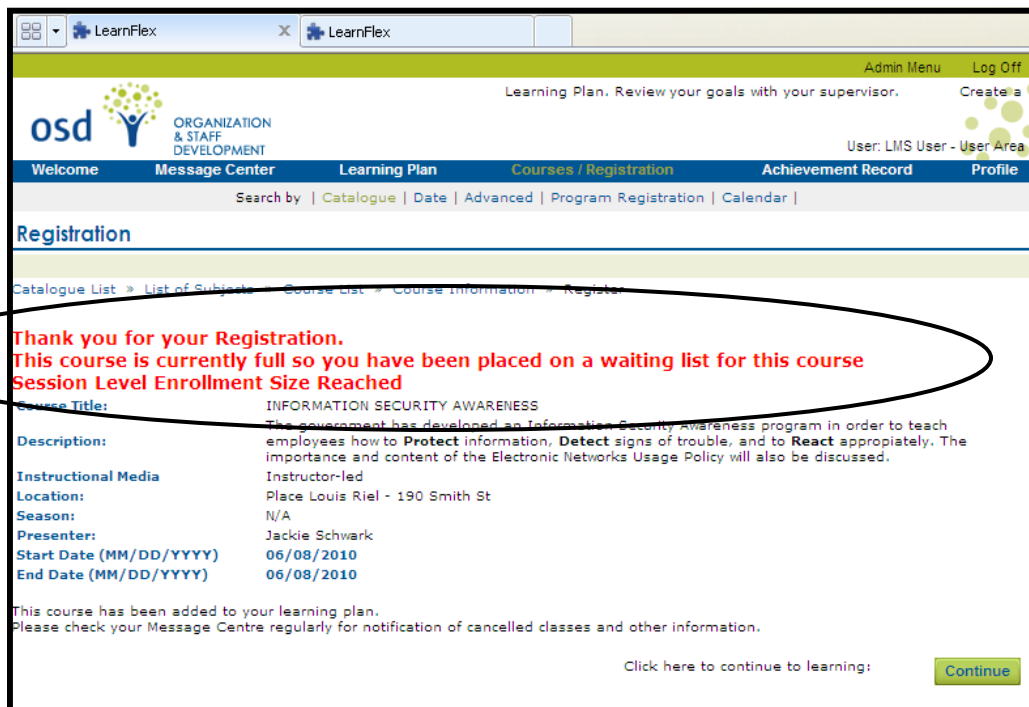
When you are back in the course you will notice that the percent complete is registered. In this case only 4% was completed. To resume the course click on **Resume the Course**. You will be brought back to the table of contents area where you will see a checkmark indicating you have completed that section and an arrow marking the spot where you should begin. Click here to resume the course.



The screenshot displays the LearnFlex web application. At the top, there's a navigation bar with links like 'Welcome', 'Message Center', 'Learning Plan', 'Courses / Registration', 'Achievement Record', and 'Profile'. The main content area shows details for 'Course 5419: Getting Started with Microsoft Office Word 2007'. It includes fields for 'Estimated Time of Completion' (1 Hour), 'Published', 'Language' (English), 'Audience(s)' (Information Worker), 'Technology', 'Course Type', and 'Available Offline'. A 'Course Progress' section indicates '4% Complete' and has a 'Resume This Course' button. Below this, a 'Table of Contents' is visible, listing various topics. The 'Table of Contents' is highlighted with a red circle, and a red arrow points to the 'Table of Contents' link in the navigation menu. The 'Table of Contents' list includes: 'Product Overview', 'Analyse Active Directory and Design a Plan', 'Design Routing Topology and Service Roles', 'Design Public Folders and Connectivity Strategy', 'Design an Exchange Server 2003 Strategy', 'Design for Reliability and High Availability', 'Design for Organizational Connectivity', 'Design Exchange Server 5.5 to Exchange Server 2003 Deployment Strategy', and 'Glossary'.

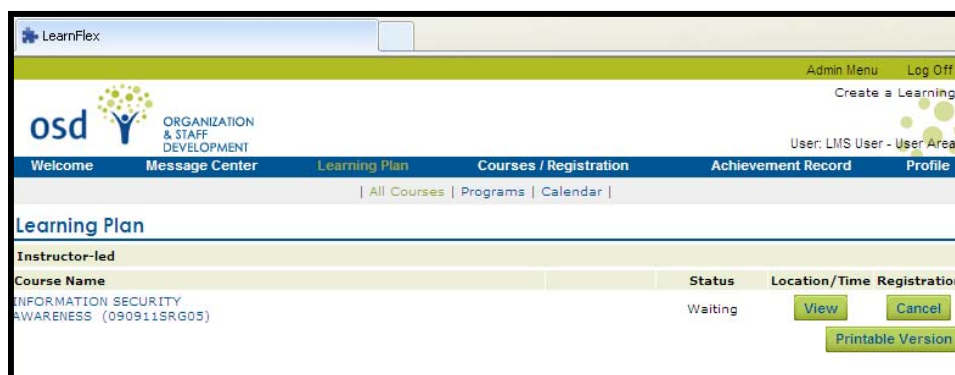
## Wait Lists

The LMS keeps track of the number of people that have registered for an instructor-led classroom course. The typical course maximum for this type of course is 20. If you click register and the course has reached its maximum you will receive a message letting you know that you have been placed on a wait list.



The screenshot shows the LMS interface with a red message box stating: "Thank you for your Registration. This course is currently full so you have been placed on a waiting list for this course Session Level Enrollment Size Reached". Below the message, course details for "INFORMATION SECURITY AWARENESS" are listed, including description, location, season, presenter, and dates. A "Continue" button is visible at the bottom right.

When you click **Continue**, regardless of whether you are registered or on a wait list, you will be brought to your learning plan and you will see the course listed there. If you are on a wait list you will see a status of **Waiting** as in the example below. If someone cancels out of that course, and you were next on the list to attend, the status will change to enrolled. You can also call OSD at 945-2276 to confirm your status.

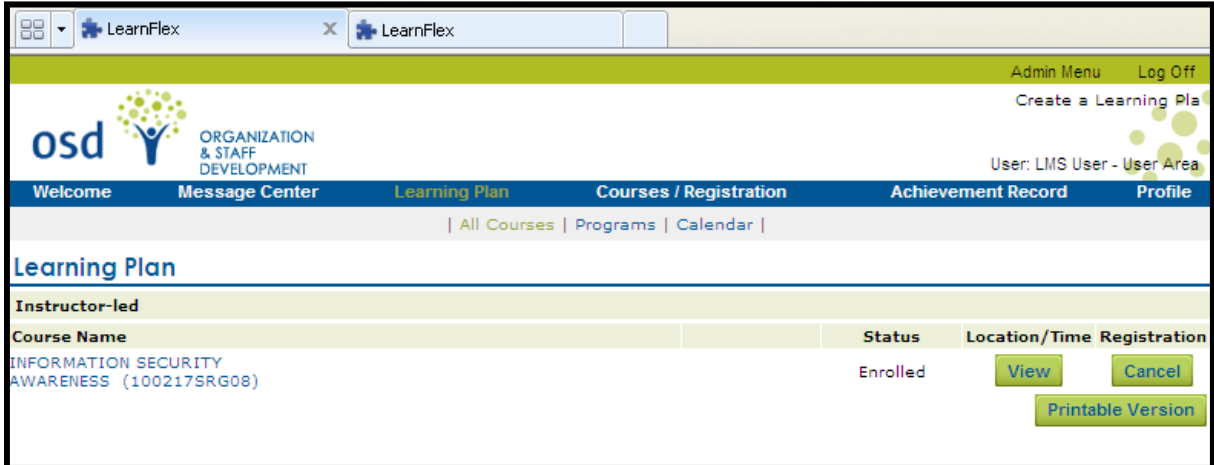


The screenshot shows the "Learning Plan" page with a table listing courses. The course "INFORMATION SECURITY AWARENESS (090911SRG05)" is listed with a status of "Waiting". Buttons for "View", "Cancel", and "Printable Version" are provided for each course entry.

Course Name	Status	Location/Time	Registration
INFORMATION SECURITY AWARENESS (090911SRG05)	Waiting		View Cancel

## Learning Plan

The **Learning Plan** page keeps track of the courses and programs in which you have registered. You can review the location and time of the course and check your status. If you are registered in course your status will show as **Enrolled** as in the example below.



Admin Menu Log Off  
Create a Learning Plan  
User: LMS User - User Area

Welcome Message Center **Learning Plan** Courses / Registration Achievement Record Profile

| All Courses | Programs | Calendar |

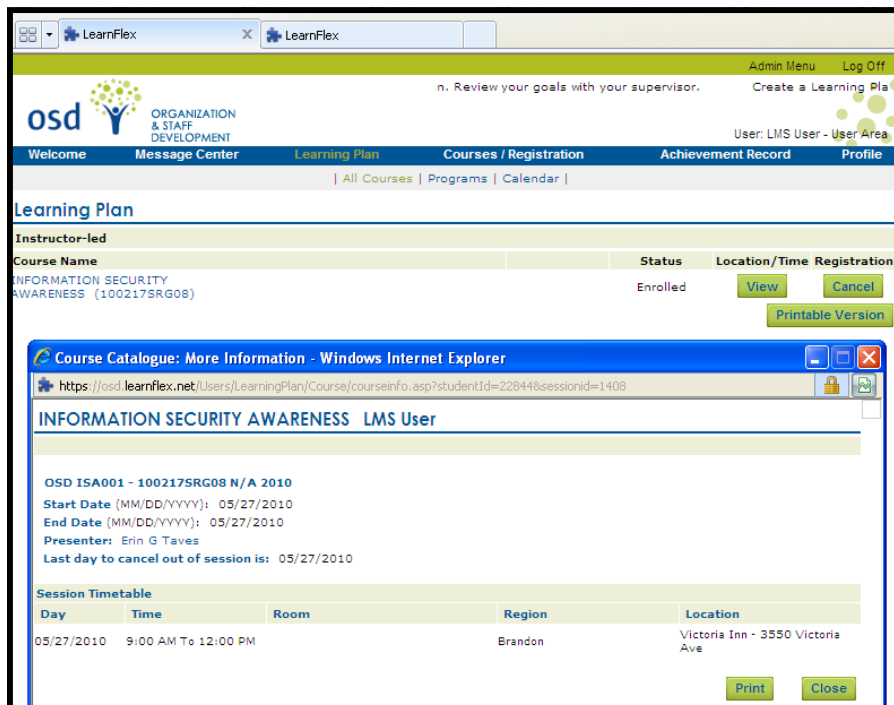
### Learning Plan

Instructor-led

Course Name	Status	Location/Time	Registration
INFORMATION SECURITY AWARENESS (100217SRG08)	Enrolled		<a href="#">View</a> <a href="#">Cancel</a>

[Printable Version](#)

To view more details about the course click **View**. Click **Print** to print those details.



Admin Menu Log Off  
n. Review your goals with your supervisor. Create a Learning Plan  
User: LMS User - User Area

Welcome Message Center **Learning Plan** Courses / Registration Achievement Record Profile

| All Courses | Programs | Calendar |

### Learning Plan

Instructor-led

Course Name	Status	Location/Time	Registration
INFORMATION SECURITY AWARENESS (100217SRG08)	Enrolled		<a href="#">View</a> <a href="#">Cancel</a>

[Printable Version](#)

Course Catalogue: More Information - Windows Internet Explorer  
https://osd.learnflex.net/Users/LearningPlan/Course/courseinfo.asp?studentId=22844&sessionId=1408

### INFORMATION SECURITY AWARENESS LMS User

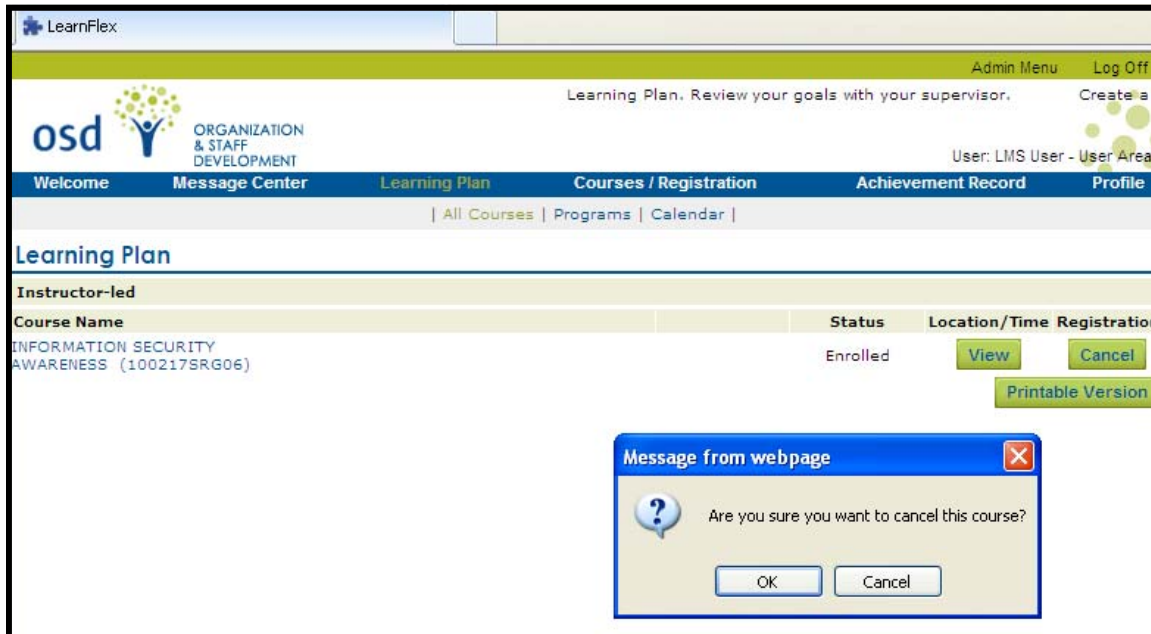
OSD ISA001 - 100217SRG08 N/A 2010  
Start Date (MM/DD/YYYY): 05/27/2010  
End Date (MM/DD/YYYY): 05/27/2010  
Presenter: Erin G Taves  
Last day to cancel out of session is: 05/27/2010

Session Timetable

Day	Time	Room	Region	Location
05/27/2010	9:00 AM To 12:00 PM		Brandon	Victoria Inn - 3550 Victoria Ave

[Print](#) [Close](#)

You can also cancel out of the course from your Learning Plan page. Click **Cancel** and a pop-up box will appear asking you to confirm your request to cancel.



#### NOTE:

If you are within OSD's 10-day cancellation policy this cancel button will be "greyed out" or inactive. This means that you will have to call OSD at 945-2276 to cancel.

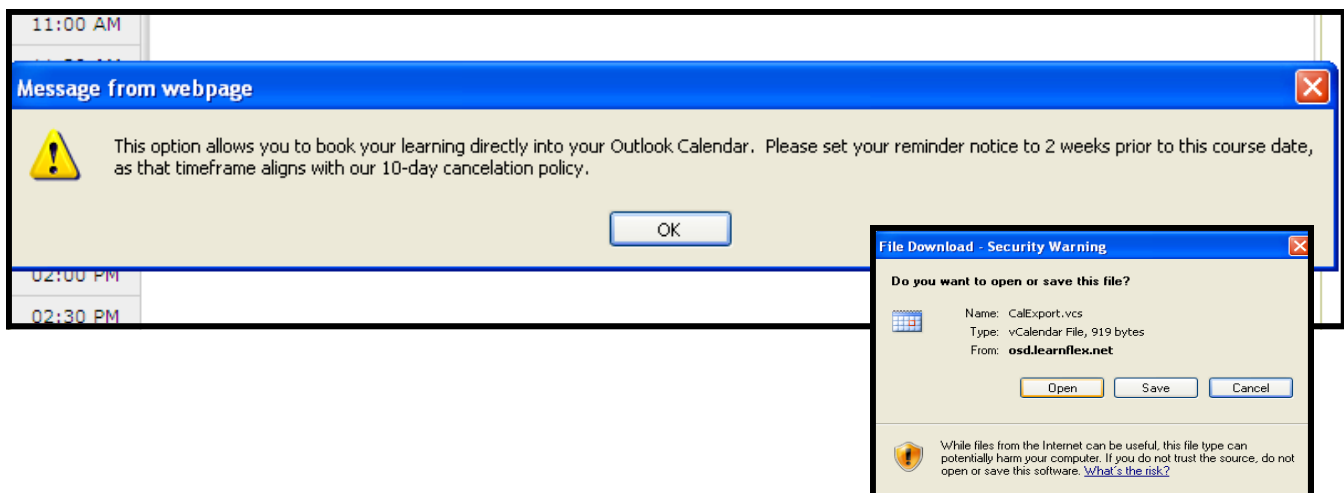
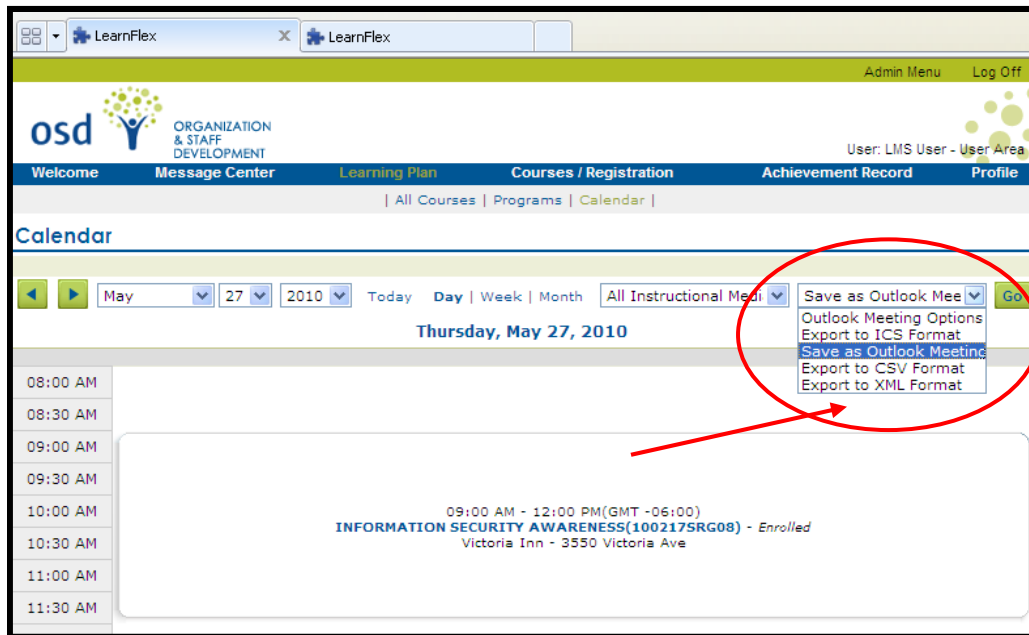
**If you fail to notify OSD within the 10-day cancellation timeframe you will be charged.**

The Learning Plan page also enables you to view and manage the certificate programs in which you are registered by clicking **Programs**. The programs are broken down into modules and are registered separately. You can view the program requirements, get session information, and register for programs from your Learning Plan.

There is a **Calendar View** on the Learning Plan page where you can see a personalized view of your registrations in a calendar format where you can get more information and session details.

You can also save this date in your Outlook calendar as a meeting notice as follows:

1. Display the course date in **Calendar Day** view.
2. Choose **Save as Outlook Meeting** and click on **Go**.
3. A pop-up box will open letting you know that action is required.
4. Click **OK**; a message will appear asking you whether you want to open or save this file. Click on **Open**.



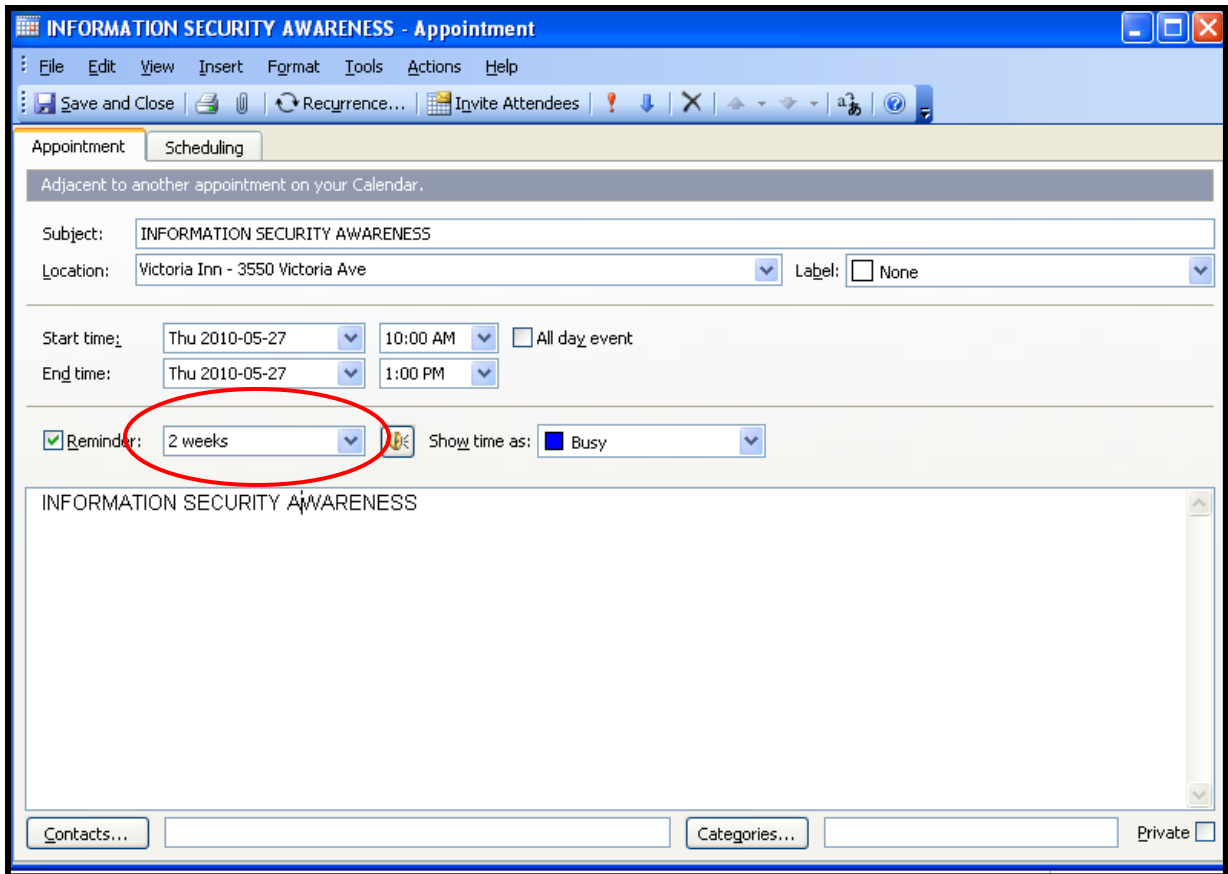


When you click **Open** you will be brought to your personal **Outlook Appointment page**. Notice that all the information regarding date, time and location of the course are filled in for you.

**NOTE: An important action you must take is to set the reminder to 2 weeks prior to the course start date as this date will coincide with OSD's 10-day cancellation policy.**

If you are not able to attend the course, the 2 week reminder date will be the last day you can cancel without being charged. If you do not cancel prior to this date and do not attend the course you or your department will be required to pay the full tuition fee.

To set the reminder date click on the down arrow and scroll down the options. Select **2 weeks** which is the last option in the list. Click on **Save** and **Close** to update your calendar.



**INFORMATION SECURITY AWARENESS - Appointment**

File Edit View Insert Format Tools Actions Help

Save and Close Recurrence... Invite Attendees

Appointment Scheduling

Adjacent to another appointment on your Calendar.

Subject: INFORMATION SECURITY AWARENESS

Location: Victoria Inn - 3550 Victoria Ave Label: None

Start time: Thu 2010-05-27 10:00 AM All day event

End time: Thu 2010-05-27 1:00 PM

☒ Reminder: 2 weeks Show time as: Busy

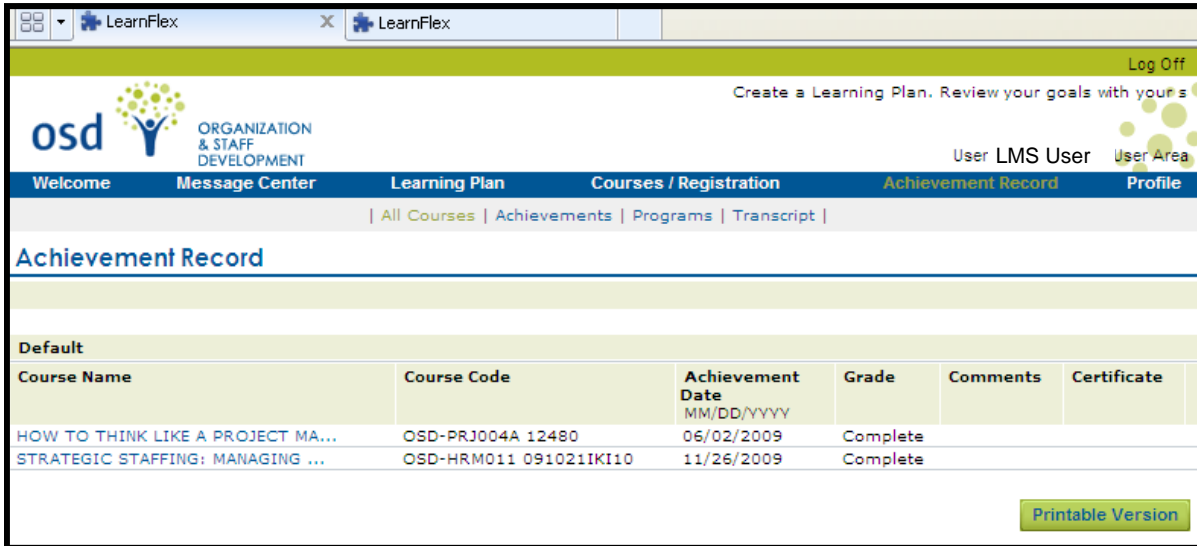
INFORMATION SECURITY AWARENESS

Contacts... Categories... Private



## Achievement Record

The **Achievement Record** maintains a record of the course and program completions that you have achieved through OSD. The various sub-links on this page will show you various aspects of your achievements. You can also print this page for your records.



Course Name	Course Code	Achievement Date MM/DD/YYYY	Grade	Comments	Certificate
HOW TO THINK LIKE A PROJECT MA...	OSD-PRJ004A 12480	06/02/2009	Complete		
STRATEGIC STAFFING: MANAGING ...	OSD-HRM011 091021IKI10	11/26/2009	Complete		

Achievements are updated at the end of every month. If you took a course this month, you likely won't see it in your achievement record until the middle to end of the next month.

Updates are made based on the attendance roster of each course where either the instructor has taken attendance, or the person has initialled the attendance sheet.

## Transcripts

The **Transcript** feature will list all your completed courses; however if you need an official transcript you must contact OSD for this request. Official transcripts are printed on letterhead and sent directly to the requesting institution or to you directly.

### ***Please Note:***

With the migration to the new system, it was not possible to globally import the achievement history of all past course participants. This means that OSD must import the history of past participants through a manual process. It will take some time to accomplish this. OSD will only migrate achievements from 2004 onward; however, the records will remain accessible should information prior to 2004 be required.

If you are currently registered in a program and need your records, please contact OSD at [OSD@gov.mb.ca](mailto:OSD@gov.mb.ca) to arrange for your information to be imported to your account.