

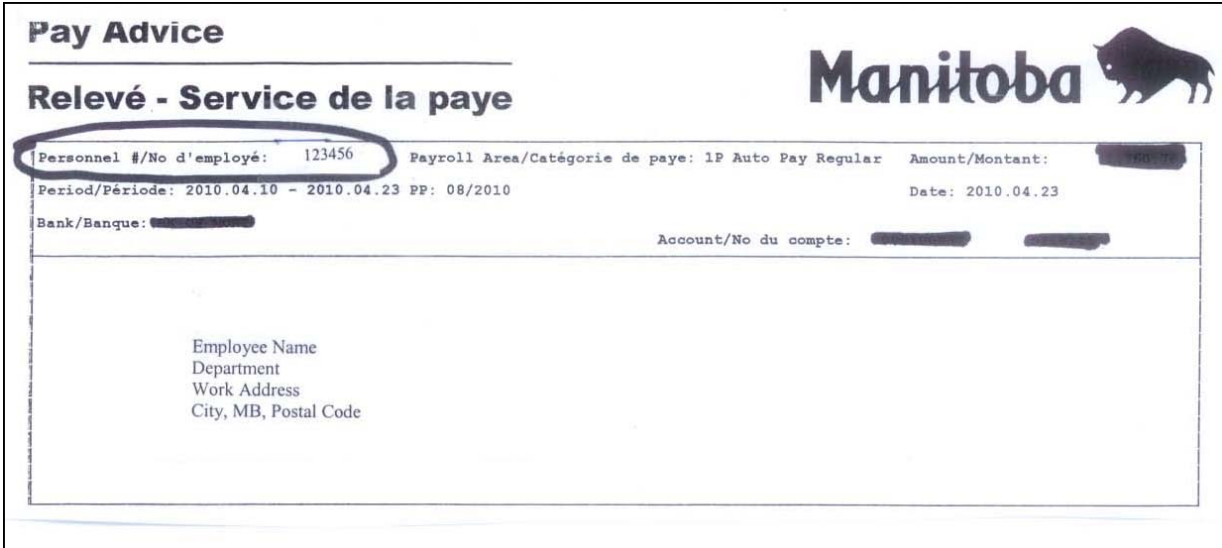
LMS Frequently Asked Questions

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: [REDACTED]

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

Bank/Banque: [REDACTED] Account/No du compte: [REDACTED]

Employee Name
Department
Work Address
City, MB, Postal Code

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

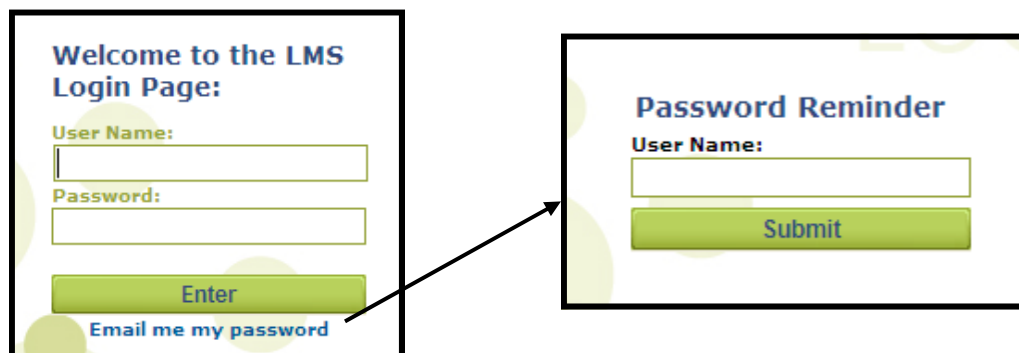
If you work for the Manitoba government and your pay advice has the name of a payroll company such as ADP, etc., you should contact OSD at OSD@gov.mb.ca, and we will help you to login to the LMS.

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, 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. It shows two web pages. The first page, titled "Welcome to the LMS Login Page:", contains a "User Name:" field, a "Password:" field, an "Enter" button, and a link labeled "Email me my password". An arrow points from this link to the second page, titled "Password Reminder", 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, 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, 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:

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

Diagram 1

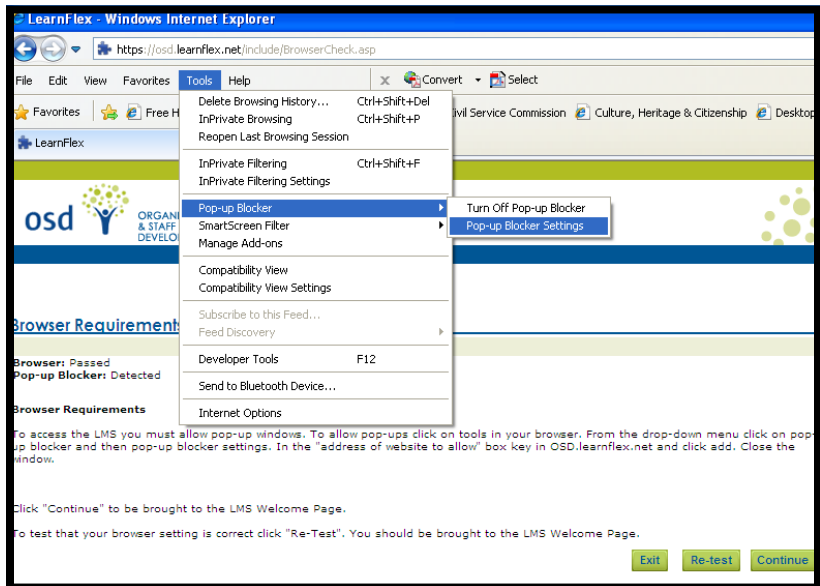
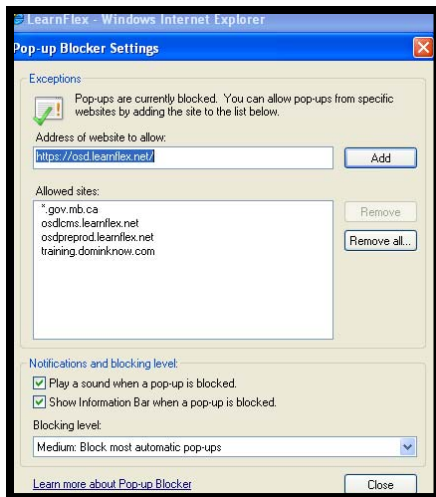


Diagram 2



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 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.