MUNICIPAL RELATIONS LEARNING PORTAL

manitobamunicipallearning.ca

FREQUENTLY ASKED QUESTIONS (FAQ)

Contents

Municipal Relations Learning Portal

1. **What is the Municipal Relations Learning Portal?**

   - The Municipal Relations Learning Portal will be home to a range of tools and resources to support and enable Manitoba's municipal stakeholders.

   - The mandatory Codes of Conduct training course is the first training opportunity available through the Learning Portal. Over the coming months, additional materials may be added to the Learning Portal for your review and consideration.

2. **How do I access the Municipal Relations Learning Portal?**

   - Open your internet browser, go to manitobamunicipallearning.ca and click **register**.

   - On the registration screen, select your municipality from the drop-down list and enter your first and last name.

   - To ensure you have the best possible user experience, please enter an email address. Entering your email will enable access to self-service password resets and training reminders. Email addressees will not be used for any other purposes. If an email address is not provided, password resets will be available only by emailing mrmaas@gov.mb.ca. This email address is not monitored outside of business hours. Replies will be provided within two business days.

   - Enter a 'User Password' and confirm your password. Please note: You can see the characters you have entered in the password field by clicking the eye in the corner of the box.

   - Click '**Submit**'.

3. **How will I know when more training opportunities or resources are added to the Municipal Relations Learning Portal?**

   - The Learning Portal will be home to a range of tools and resources to support and enable Manitoba's municipal stakeholders. Municipal Relations will notify you when key training opportunities or resources are added to the Learning Portal.

   - You are also encouraged to bookmark the Learning Portal URL in your internet browser and return to the Portal at regular intervals to look for updates.

4. How do I log into the Municipal Relations Learning Portal?

- Open your internet browser, go to manitobamunicipallearning.ca and click log in.

- Enter your first and last name, and the password you created at registration.

- Click the green '**Log In**' button.

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

- To ensure you have the best possible user experience, it is strongly recommended that you provide an email address at registration. Entering your email will enable access to self-service password resets 24 hours a day.

- If you entered an email at registration, click '**Lost Password**' toward the bottom of the Log In screen.

- Enter the email you used at registration, and instructions to reset your password will be automatically sent to you via email.

- If you did not enter an email at registration, please contact mrmaas@gov.mb.ca. This email address is not monitored outside of business hours. A reply will be provided within two business days.

6. What do I need to access the Municipal Relations Learning Portal?

- The system is available from any computer with an internet connection.

7. Can anyone else see my information in the Municipal Relations Learning Portal?

- The Learning Portal holds all of your information securely; other users cannot see any of your data. System administrators can view your account information, including your course history. They may need to access your Learning Portal account to troubleshoot your issues related to your Learning Portal account.

8. What if the Municipal Relations Learning Portal does not load correctly, or I cannot see all of the content?

- If the Learning Portal loads improperly on your internet browser, please first try opening the Learning Portal in a different browser. Recommended browsers include Google Chrome or Microsoft Edge.

- If you still are having trouble, please review your browser settings or contact your internal technical support to ensure your browser settings are not affecting the Learning Portal display.

- If your issues persist, please contact mrmaas@gov.mb.ca or 204-945-2572 for trouble-shooting support.

9. How do I get help with Municipal Relations Learning Portal related issues?

- Contact Municipal Relations at mrmaas@gov.mb.ca or 204-945-2572.

10. How do I log out from the Municipal Relations Learning Portal?

- Click '**Logout**' at the top-right corner of any page when you are done using the Learning Portal.

Training

11. How do I launch the Codes of Conduct course from my Municipal Relations Learning Portal account?

- You will need a computer with internet access.

- On the Training page, select 'Codes of Conduct' from the 'Course List'. The button will take you to a new page, with more information on the course.

- Once you have reviewed this information, click the '**Open**' button. The course will launch in a new browser tab.

12. What if I do not have time to finish the course, and need to finish the course later?

- You can re-launch the Codes of Conduct course as many times as you like.

- To re-launch the course, select 'Codes of Conduct' from the 'Course List'. The button will take you to a new page, with more information on the course.

- Click the '**Open**' button to re-launch the course. Click '**Resume**' in the centre of the page to start the course where you left off.

13. Can I re-launch the Codes of Conduct course after I have completed it, to review the information?

- You can re-launch the course at any time after completion to review content and refresh your memory.

- To re-launch the course, select 'Codes of Conduct' from the 'Course List'. The button will take you to a new page, with more information on the course.

- Click the '**Open**' button to re-launch the course.

- Click '**Resume**' in the centre of the page to start the course where you left off, or select '**Restart'** at the bottom. You can use the navigation bar on the left hand side of the course to navigate to the section you wish to review.

14. How long does it take to complete the Codes of Conduct training?

- The Codes of Conduct course should take approximately one to two hours to complete.

- You can start and stop the course as many times as you need to accommodate your schedule.

- Under the 'Codes of Conduct' button in the 'Course List' you can see how close to completion you are.

15. How do I navigate through the Codes of Conduct Course?

- Please click on the '**Next**' or '**Submit**' button in the lower right hand corner of the screen to move through the course.

- If it is your first time going through the course, **do not** use the Menu Bar to navigate. You may miss required content and links on the course slides and will not be able to fully complete the course.

- The left **Menu Bar** serves as a guide to the course and enables you to view the course topics as you work through the course. It is recommended that you work through the slides of the course in order by using the '**Next**' button.

- You can also click on the '**Prev**' button to return to an earlier slide.

- View the 'Using this Course' slide at the start of the course to help you work through the course.

- There are many interactive links and buttons included on the slides to provide you with further information and resources. Please read each slide carefully for directions to these resources.

- There are many activities and questions included on the slides to help you review and test your knowledge. Please read the instructions on each slide carefully to complete the activities. When you have selected your answer, click on the '**Submit**' button in the lower right hand corner of the slide. A pop-up window will indicate if you have selected the correct answer.

- Your progress through the course is tracked as you complete each slide. You must click on each slide and activity to fully complete the course.

16. How do I complete the Codes of Conduct course? I have finished the course, but it still shows "in progress?"

- Did you leave the course open at any time while completing other tasks? The Municipal Relations Learning Portal will time-out after 20 minutes of inactivity as a security feature. If you anticipate pausing or being called away while taking the course, it is advisable to close the course and log out of the Learning Portal. When you log in again, the Learning Portal will allow you to return to the page where you left off.

- If you continue to work in the course without logging out, the Municipal Relations Learning Portal will no longer track your progress, and your status will show as 'in progress' rather than 'complete'. To resolve this, please log back into the course and complete the following steps:

   o Make sure to visit each slide and complete all activities on the slides.
   o Complete all knowledge checks and activities.
   o Close the course.

- Note: The Municipal Relations Learning Portal will only record you as having completed the course once you have accessed every tab and link in the

course. If you just clicked through the course pages quickly without doing all the activities, you have not finished the course.

- If you are absolutely certain that you have completed every component of the course and it is still showing as incomplete, then contact mrmaas@gov.mb.ca for assistance.

17. How will my Chief Administrative Officer (CAO) know when I have completed the course?

- Each council member is responsible to ensure they have completed the course by the deadline, and to ensure that the CAO has received notification that the course has been completed.

- Once you have completed the course, the Municipal Relations Learning Portal will automatically send an email, notifying your CAO that you have completed the course. Each council member is responsible to ensure that the CAO has received this notification.

- If you have completed the course, but your CAO has not received an email notification, you can print or download and share your certificate of completion through the Municipal Relations Learning Portal.

18. When does the training need to be completed by?

- All council members' must complete the training within six months of being elected or re-elected – by April 26, 2023 (or January 22, 2023 for resort municipalities).

19. What happens if I do not complete the training by the deadline?

- If you do not complete the training by the deadline, you may not carry out a power, duty or function as a council member until you complete the training. The same rule applies for within six months of being elected or re-elected. You must complete the training as soon as possible before resuming your duties as a council member.

- Councils and Chief Administrative Officers should keep track of who has completed the training, and remind council members who have yet to complete the training that they must do so immediately. Council is responsible for ensuring all members have completed the mandatory training within six months of being elected or re-elected. Council is also responsible for ensuring that a member of council who has not completed the training prior to the deadline does not carry out a power, duty or function as a council member until they have completed the training

20. How do I save or print my certificate of completion for my own records?

- Once you have completed the Codes of Conduct course, you may save or print your certificate for your records.

- On the Training page, click the green '**Download Certificate**' button under the Course List. Please note: This option will only appear once you have completed the course.

- Your certificate will open in a new browser tab. From there, you may save or print your certificate using the options in the file menu, or otherwise depending on your internet browser.

21. Can I print a copy of the Codes of Conduct course so I can refer back to it later?

- The course is not a "document", so you cannot print it the way you might print a hard copy of a PowerPoint presentation. If there is a particular screen you want to print, you can use the "Print Screen" function on your keyboard to capture a screen image.

- You can also print the individual resource documents that you will find at the various links to which you are directed in the course. Many of the resources reflect key components of the course content, and can be used as a quick reference to refresh your memory.

- You can also re-launch the course at any time to review the content.

Resources

22. How do I download resources from the resources page?

- On the resources page, click the black '**Download**' button next to the resource you wish to access.

- Depending on the internet browser you use, the downloaded resource may appear on the bottom of the page.

- Once downloaded, the resource is also stored in the 'downloads' folder on your computer. You may access it from here, save it to a more convenient location, or print the resource.