



Learning Management System (LMS) Access

March 2022

Compatible Browsers

The Learning Management System (LMS) is compatible with the latest versions of Chrome or Edge only (Internet Explorer is no longer supported).



Chrome

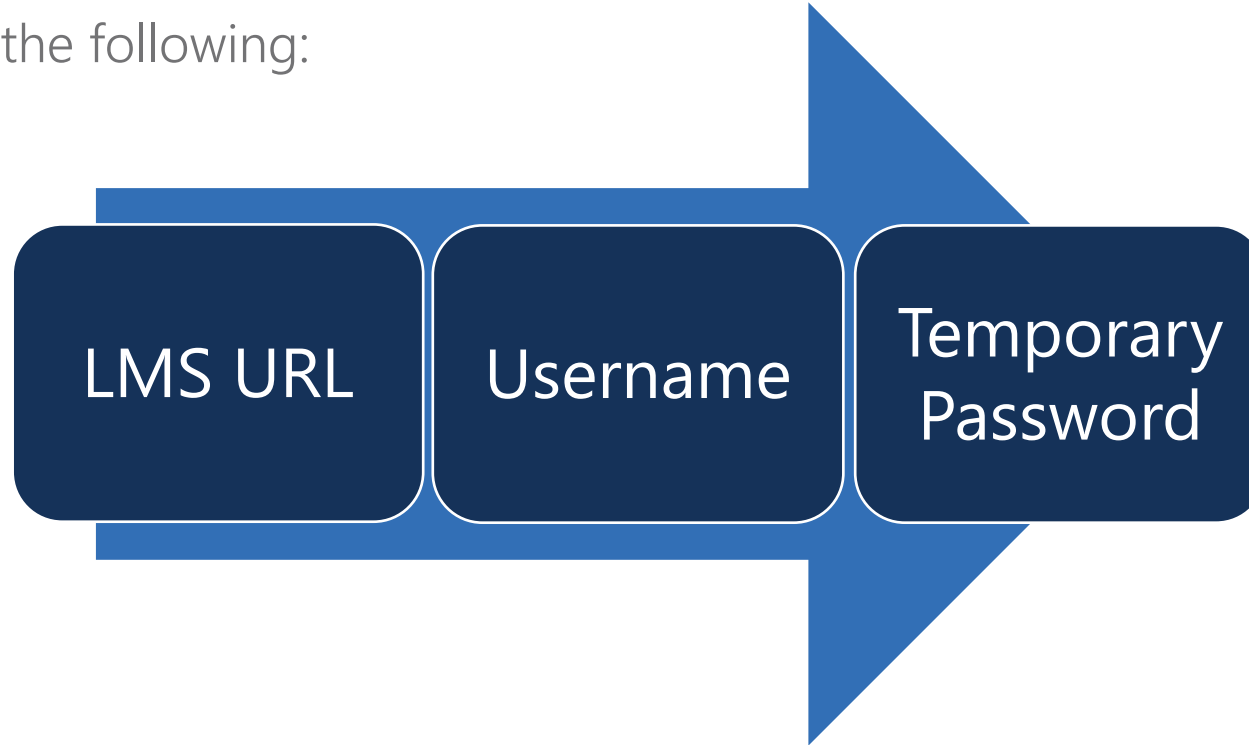


Edge

Retrieving your LMS invite

When your account is created in LMS you will receive an invite from LMS.

This invite contains the following:



Welcome to the Learning Management System! 📧 Inbox x

LMS Administrator

Mon, Mar 14, 11:43 AM (1 day ago)

to me ▾

Hello [REDACTED],

Welcome to the LMS. You have been registered for training and your courses are being added to your training dashboard. The training takes time to populate once it's added. **If you are a new user, please wait approximately 2 hours before attempting to access the training.**

You must use the latest version **Chrome or Edge browser ONLY**. If you do not know which version is on your computer, please contact your supervisor or IT dept.

To login to the LMS portal **copy and paste** this link into the browsers mentioned above: <https://wahbexchange.sharepoint.com/sites/LearningManagementSystem>

- Your LMS username is [Lms\[REDACTED\]@lmshpfwahbe.org](mailto:Lms[REDACTED]@lmshpfwahbe.org)
- Your temporary password is 5f-S{Ym47!J You will need to type this in when prompted and please pay attention to the special characters when typing.

If you have problems with your login, please contact us at navigator.lms@wahbexchange.org.

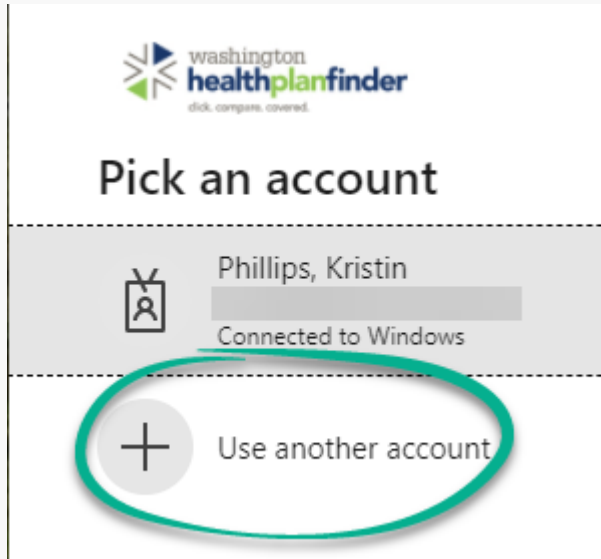
Thank you!

LMS Email Invite

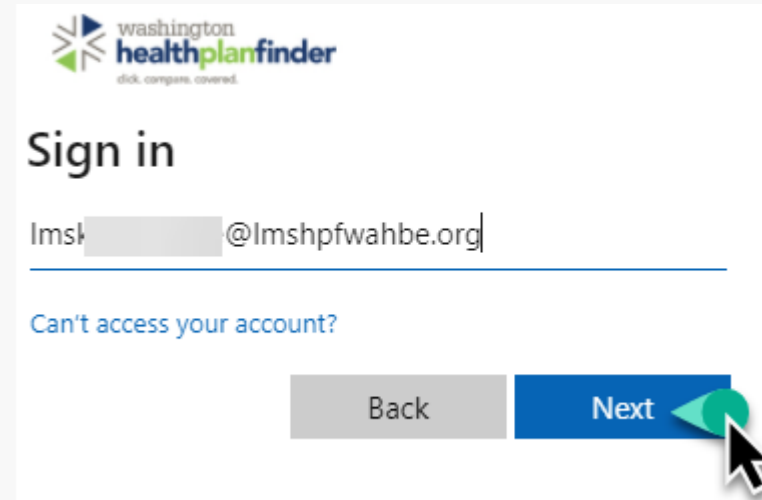
When you are ready to login to LMS you will want to copy and paste the URL from the invite into your Chrome or Edge browser.

On the left is an example of an LMS invite you will receive.

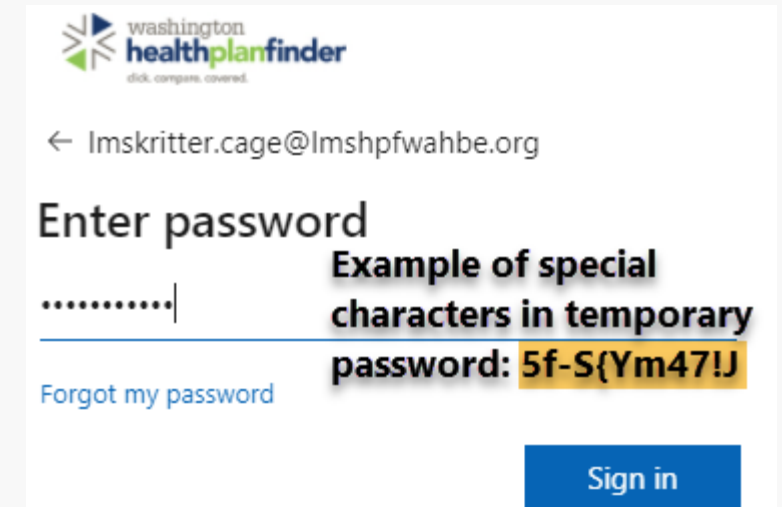
Logging into LMS



Once you've copied and pasted the LMS URL from the invite into your Chrome or Edge browser, you should see this screen. Click on 'Use another account'.




This is where you will copy and paste your LMS username from the LMS invite.



When entering your temporary password from the invite, pay attention to the special characters in the password as some are upper or lower case. See next steps if you click 'Forgot my password'.

Logging into LMS – Forgot my password




Get back into your account

Who are you?

To recover your account, begin by entering your email or username


Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. *

If you've selected 'Forgot my password' you be prompted to enter in the characters on the screen.



Get back into your account


verification step 1 > choose a new password

Please choose the contact method we should use for verification:

☒ Email my alternate email

You will receive an email containing a verification code at your alternate email address (kr*****@gmail.com).


From there you will be sent a verification code to your email to change your password.



Get back into your account

✓ Your password has been reset

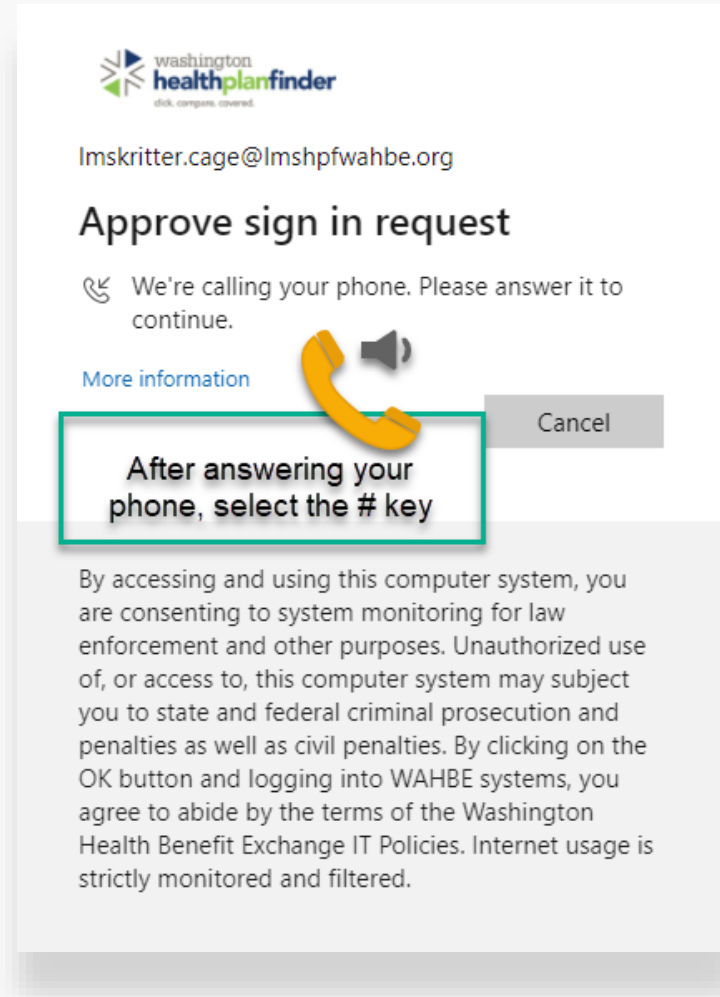
To sign in with your new password, [click here.](#)



At this point your password has been reset and you will need to select 'Click here' to sign in with your new password.

Logging into LMS- MFA

The system does what is called Multifactor Authentication (MFA) or what is commonly called 2-Factor Authentication. It is trying to verify who you are by either calling or texting you. When prompted on the screen to input a phone number, it needs to be a number you can immediately answer to be able to select the # key in order to login. This cannot be a number that is answered and transferred to you or a messaging system. If you have input a number that you no longer have access to, reach out to navigator.lms@wahbexchange.org and we can have that reset for you.



The screenshot shows the Washington Healthplanfinder login interface. At the top is the logo with the tagline "click. compare. covered." Below it is the email address "lmskriter.cage@lmsphpwahbe.org". The main heading is "Approve sign in request". A message states: "We're calling your phone. Please answer it to continue." There is a "More information" link and a "Cancel" button. A yellow call icon is overlaid on the screen. A red box highlights a text instruction: "After answering your phone, select the # key". At the bottom, there is a paragraph of legal disclaimer text.

washington
healthplanfinder
click. compare. covered.

lmskriter.cage@lmsphpwahbe.org

Approve sign in request

We're calling your phone. Please answer it to continue.

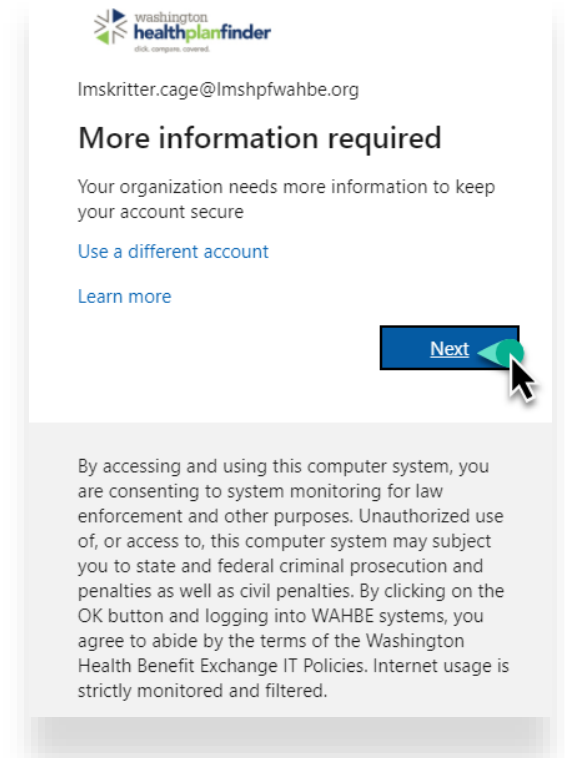
[More information](#)

After answering your phone, select the # key

Cancel

By accessing and using this computer system, you are consenting to system monitoring for law enforcement and other purposes. Unauthorized use of, or access to, this computer system may subject you to state and federal criminal prosecution and penalties as well as civil penalties. By clicking on the OK button and logging into WAHBE systems, you agree to abide by the terms of the Washington Health Benefit Exchange IT Policies. Internet usage is strictly monitored and filtered.

When the 'More information required' message pops up, click Next.



The screenshot shows the Washington Healthplanfinder login interface. At the top is the logo with the tagline "click. compare. covered." Below it is the email address "lmskriter.cage@lmsphpwahbe.org". The main heading is "More information required". A message states: "Your organization needs more information to keep your account secure". There are two links: "Use a different account" and "Learn more". A blue "Next" button with a right-pointing arrow is highlighted by a mouse cursor. At the bottom, there is a paragraph of legal disclaimer text.

washington
healthplanfinder
click. compare. covered.

lmskriter.cage@lmsphpwahbe.org

More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next

By accessing and using this computer system, you are consenting to system monitoring for law enforcement and other purposes. Unauthorized use of, or access to, this computer system may subject you to state and federal criminal prosecution and penalties as well as civil penalties. By clicking on the OK button and logging into WAHBE systems, you agree to abide by the terms of the Washington Health Benefit Exchange IT Policies. Internet usage is strictly monitored and filtered.

Sorry, you don't have access.

I'd like access, please.

If you receive this message,
just paste the LMS URL back
into your Chrome or Edge
browser

Request Access

Microsoft Messaging 1

Occasionally the URL to LMS temporarily stops working when attempting to login. If you receive this message, simply copy and paste the URL back into your Chrome or Edge browser to proceed.

That didn't work

This message is received when it's trying to use your email vs. your LMS username. Click the highlighted area to proceed

We're sorry, but [redacted] can't be found in our directory. Please try again later, while we try to automatically

Here are a few ideas:

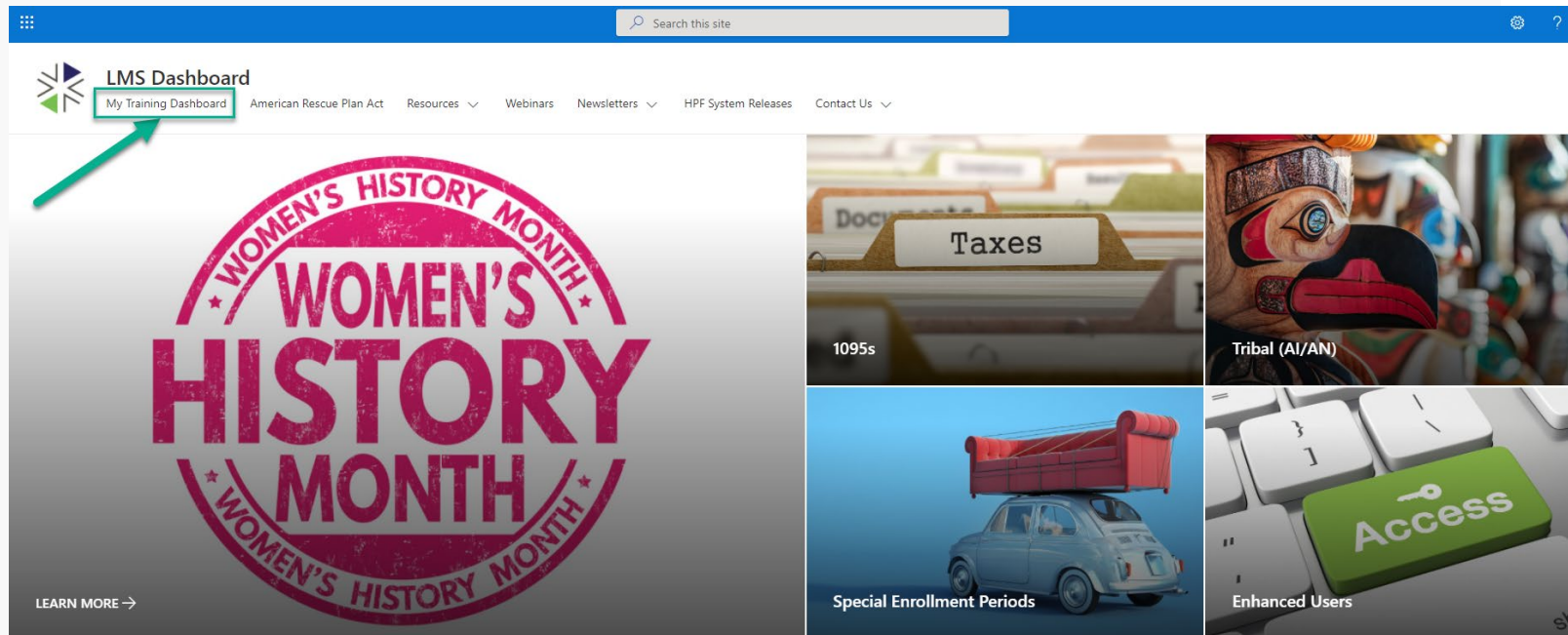
➔ Click here to sign in with a different account to this site.

This will sign you out of all other Office 365 services that you're signed into at this time

Microsoft Messaging 2

If you see the 'That didn't work' messaging, Microsoft is trying to use your email address instead of your LMS username. You can click on 'Click here to sign in with a different account to this site' to move forward.

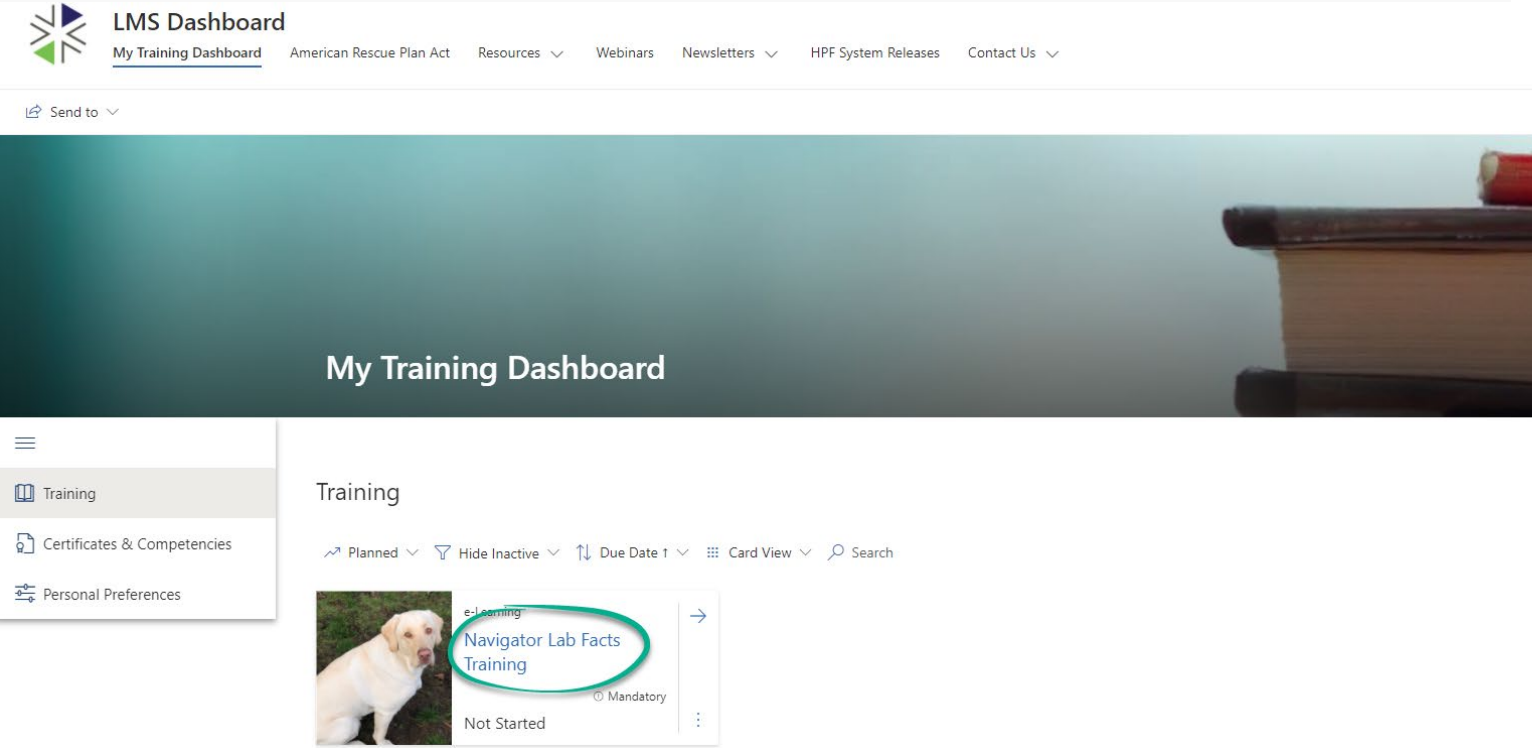
LMS Dashboard



This is an example of the LMS Dashboard and the different images you see are tiles that you can click on to get information on topics shown along with other resources at the top. The tiles will change depending on the time of year.

To get to your training, you will click on My Training Dashboard, just under where you see the LMS Dashboard.

My Training Dashboard



This is an example of your My Training Dashboard and sample training. You will see the menu where you can look at trainings, certificates, etc. To access your training click either the name of the training plan or course, as shown in this example – Navigator Lab Facts Training

My Training Dashboard – Start Course

Course Syllabus

Navigator Lab Facts Training



COURSE OVERVIEW

> Navigator Lab Facts Training

> Navigator Lab Facts Training

COURSE STATUS

Navigator Lab Facts Training > COURSE OVERVIEW

'Navigator Lab Facts Training' Overview

Description

Exam

Information

Category: Quiz

Type: e-Learning

Link to Course Page: [Navigator Lab Facts Training](#)


Contact(s): [Phillips, Kristin](#)

Click to proceed to training

Go to Learning Items

Once you have selected the training (as shown on the previous screen) you will see the prompt to click 'Go to Learning Items' to take you to the training.

[Home](#) LMS365

 **Navigator Lab Facts Training**

[Send to](#) ▾

▾ Course Description

Exam

▾ Content

> Navigator Lab Facts Training ⓘ

Video

0%

Not Started

> Navigator Lab Facts Training ⓘ

Quiz

ⓘ This item is locked until all previous learning items are completed.

🔒 Locked

Click to start

▶ Start

Information

★★★★★ 0 ratings

📖 e-Learning

🔗 Quiz

👤 🌐 Phillips, Kristin

Play course

✓ Enrolled

↺ Unenroll from course

Learning Progress

0%

My Training Dashboard – Start Course

To start the course, you can click either the Start button or Play course.

My Training Dashboard – Course Completion

Navigator Lab Facts Training

Congratulations, you have completed the Course

Please rate this training: ★★★★★ 0 ratings

[Exit. Back to the course](#)

Click to move to quiz

You will see the above message once you've completed the course and you will click 'Exit. Back to course' to move one the quiz.

LMS will tell you that you've completed the learning module and prompt you to click Continue to move on, as show on the right.

Navigator Lab Facts Training

Quiz

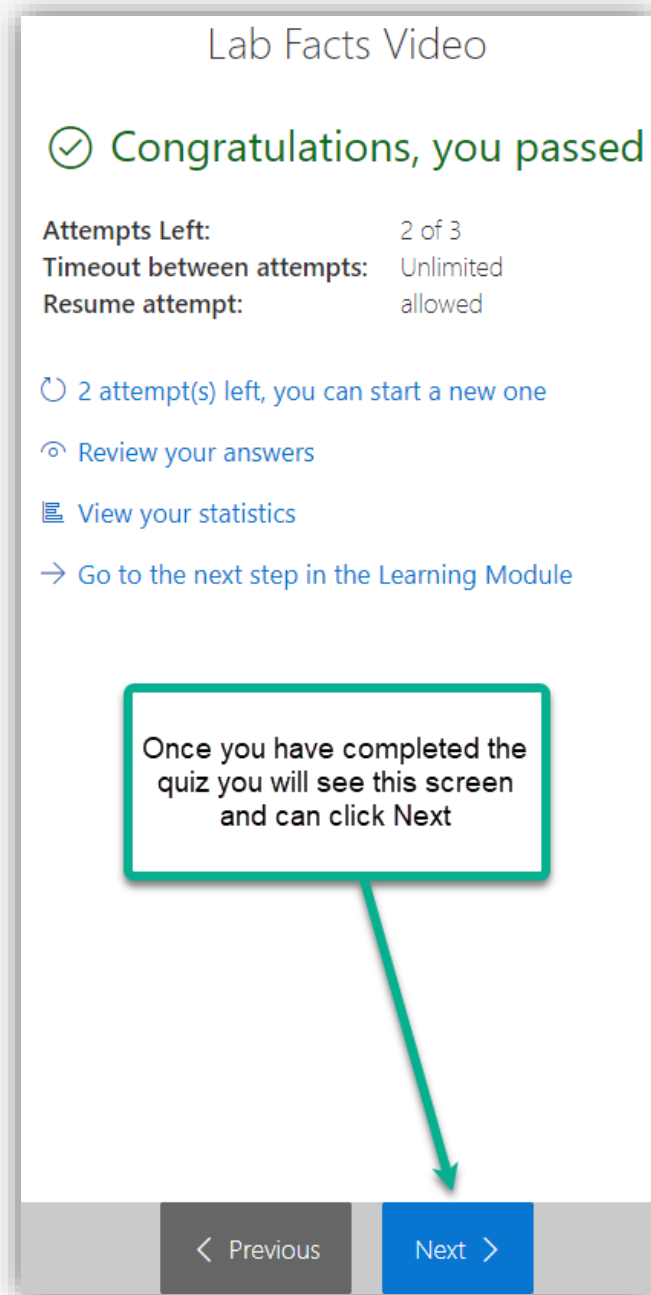
✓ You have completed the learning module

Learning Items: 1
Completed: 1 (100%)

→ Go to the next step in the Course

Click

Continue



My Training Dashboard – Quiz Completion

Once you have completed the quiz and passed, you will see the Congratulations messaging. You can review your answers, attempt again or go to the next step in the learning module by clicking Next.

The screenshot displays the 'Navigator Lab Facts Training' dashboard. On the left, under 'Send to', there are two sections: 'Video' and 'Quiz', both showing 100% completion with green progress bars and 'Completed' status. Each section has a 'Review' button. The main area on the right shows 'Enrolled' status at the top, followed by 'Learning Progress' which includes a large green checkmark icon, the word 'Completed', and enrollment/completion dates (October 7, 2020, and March 14, 2022). Below this is the 'Certificates' section, which features a green download icon. A callout box with the text 'Click to download certificate' points to this icon. To the right of the download icon, the text 'Valid' is displayed, followed by 'Acquired: 3/14/2022' and 'Valid until: —'.

Navigator Lab Facts Training

Send to

Video

100% Completed

Review

> Navigator Lab Facts Training ⓘ

Quiz

100% Completed

Review

Enrolled

Learning Progress

Completed

You were enrolled on October 7, 2020.
You completed the training on March 14, 2022.
Congratulations!

Certificates

Valid

Acquired: 3/14/2022

Valid until: —

Click to download certificate

My Training Dashboard – Course & Quiz Completion

After you have gone through the course and the quiz you will see your completion status and the date that you completed. From this screen you can download your certificate(s). You can also exit back to the LMS Dashboard from here (this will be shown in the next couple of slides).

My Training Dashboard – Certificates

If you happen to go back to your training dashboard and still want to retrieve your certificates you can simply click on 'Certificates & Competencies' under the menu icon. This will bring up a list of courses for you to choose from and you would click on either the name of the course or the certificate icon as shown below.

My Training Dashboard

Menu: Training, **Certificates & Competencies**, Settings, Personal Preferences

Certificates & Competencies

Certificates ▾ Select Status ▾ Search

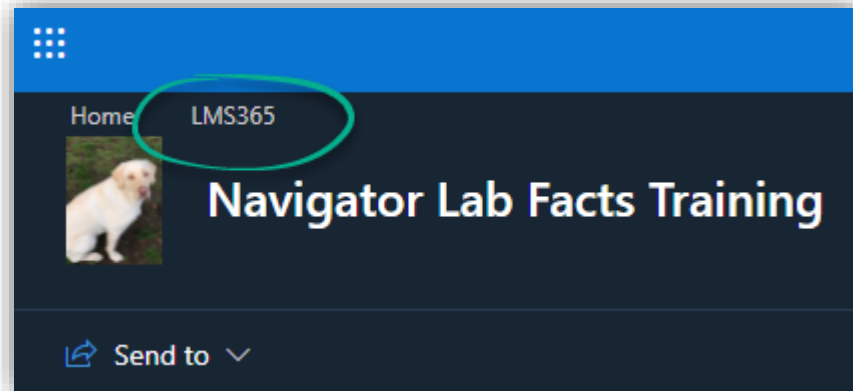
| Training Name | Status | Issue Date | Expiry Date |
|---|--------|------------|-------------|
| 2021 Spring Security & Privacy Awareness e-Learning | Valid | 4/2/2021 | |

You can retrieve your certificates by clicking on either

Exit Back to LMS Dashboard

You can exit back to the LMS Dashboard depending on where you are at:

- Black screen below shows from the training completion screen
- My Training Dashboard screen is shown to the right



Who do I reach out to if I need help?

You are welcome to reach out to have a new invite sent, password or quiz reset or other LMS questions.

Navigator.lms@wahbexchange.org





WWW.WAHEALTHPLANFINDER.ORG | WWW.WAHBEXCHANGE.ORG