



## Commonwealth Learning Management System (LMS) Guide

This guide is designed to provide information needed to access and complete courses through the Learning Management System (LMS) at the Commonwealth family of companies. A LMS is a software application for administration, documentation, tracking, reporting, automation, and delivery of educational courses, training programs, materials or learning and development programs. Save this document in a place where you can easily find it to answer questions along the way. You can also find the latest version of this guide in the General section of the Core Procedures on Teams.

### Learning and Development at Commonwealth

Commonwealth believes in the value of ongoing education for both individual employees and the organization as a whole. Learning provides the opportunity for employees to acquire new understanding, knowledge, behavior, and skills that help them grow personally and professionally.

The company has partnered with industry leaders to provide a comprehensive catalog of online training courses from the world’s top publishers, to provide a diverse collection of high-quality learning content to improve group and individual performance. In addition, instructor-led courses offered by Commonwealth’s instructors are listed in the catalog to provide employees flexibility in registering for in person instruction.

### Logging into the LMS

Access the [Arcoro Login Screen](#). On initial set up, a link will be sent to you in a Welcome email similar to the image below. The username will be sent over in a separate email. Click on the Verify Account button in the second email to set your password.

Hello Kimberly,

Welcome to the Commonwealth Learning Management System (LMS).

The LMS is the system employees will access to complete assigned training.

Please click [here](#) to access the Commonwealth LMS (powered by Arcoro). Your username will be sent in a separate email.

**Note:** The Verify Account link will expire after 72 hours. If you miss this window refer to the Commonwealth LMS Guide located here <https://commonwealthelectric.com/commonwealth-lms/> or in General under Core Procedures on Teams.

If you have any questions, please email [training@commonwealthelectric.com](mailto:training@commonwealthelectric.com) for assistance.

Thank you!




**Note:** The Verify Account link in the email will expire in 72 hours. Follow the resetting password or username instructions if you missed this window.

Hi Kimberly Somer,

Welcome to Arcoro. An administrator within your company has given you access.

 **Your username is:** [ksomer@commonwealthelectric.com](mailto:ksomer@commonwealthelectric.com)

To get started, you'll need to verify this email address and set your password. Click the button below to complete your verification and set your password.

**Verify Account**

 This link is valid for 72 hours.



Enter the following:

**Username:** Commonwealth employee email or in some cases the email is a personal one.

**Password:** Set the password to one of your choice. Be sure to record it somewhere so you remember it.

## Resetting Your Password or Username

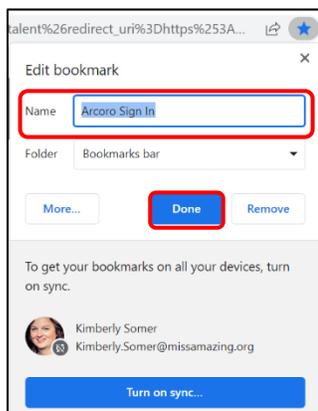
If you forget the password or username, note the links on the log in screen. Click on either [Forgot your password?](#) Or [Forgot your username?](#) to get an email reminder of the username or a link to change the password.

## Bookmark the Log in Screen

1. Once you have established your login credentials, bookmark the login screen by clicking on the **star** in Google Chrome.

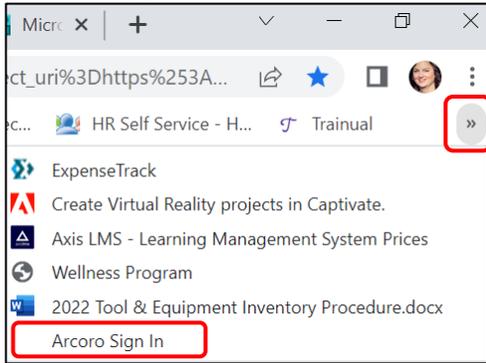


2. In the **Edit bookmark** dialog box enter in a **Name** for the bookmark or leave it set to the default. Click on the **Done** button to save it.





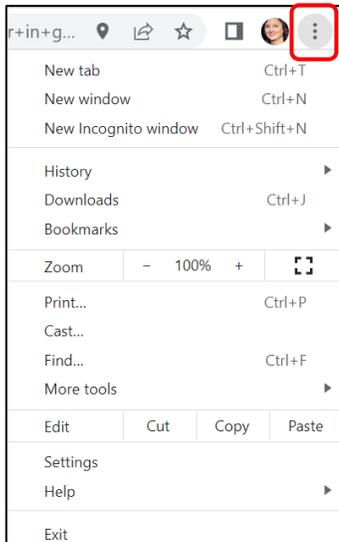
- To access a bookmark for quick access, click on the >> on the Google Chrome menu bar. A list of the bookmarked items will display. Click on the bookmark you have set for the login screen.



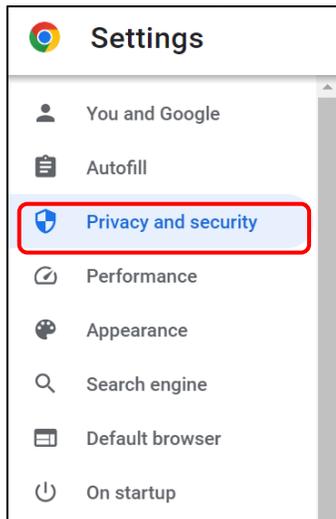
## Disable Pop Up Blocker

It is best practice to disable the pop-up blocker for the Arcoro site so courses open.

- Open Google Chrome.
- At the top right, click **three dots, Settings**.

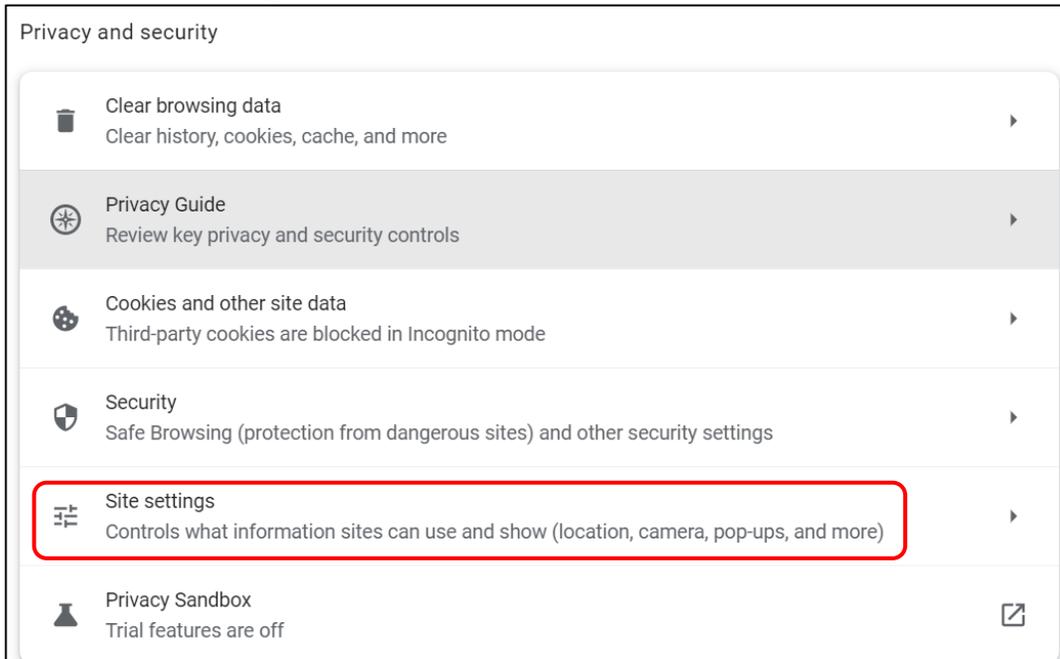


- In the left menu, click on **Privacy and security**.

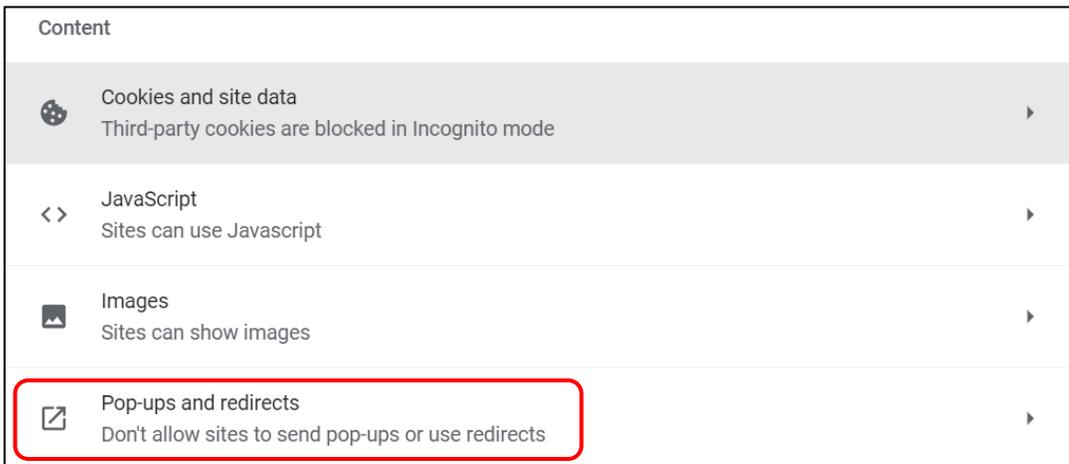




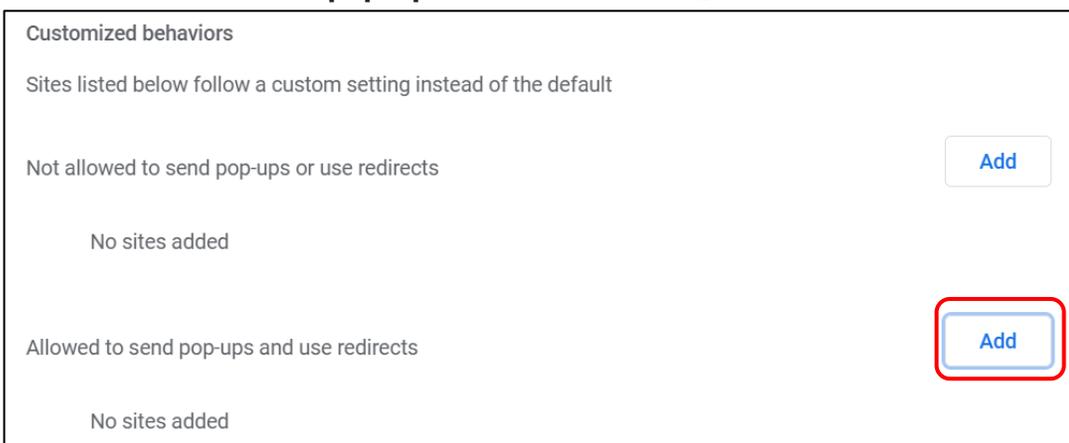
4. Click on **Site settings**.



5. Scroll down and click **Pop-ups and redirects**.



6. Under **Allowed to send pop-ups and use redirects**, select the **Add** button.





- In the **Add a site** dialog box, enter the URL of the site that needs to be added <https://talent.birddoghr.com/>. Click on the **Add** button.

- The URL will then display under the **Allowed** section. Close out of the settings.

Arcoro will open to the **Home** screen. On the **Home** screen of the LMS there are three tabs:

### **My Learning Plans**

The **My Learning Plans** tab in the LMS displays any learning plans (new hire, safety) assigned to the employee or learning the employee has assigned to themselves from the course catalog. For example, safety training, Excel skill development. Some courses may require a pre-requisite prior to the availability of a specific course. The LMS will indicate this requirement if applicable.

### **My Assigned Courses**

The **My Assigned Courses** tab in the LMS displays individual courses assigned to the employee by the LMS Admin or a Manager.

LINK	PREREQUISITES	REQUIRED	APPROVED BY	ASSIGNED DATE	DUE DATE
No records to display.					



## My Training History

All courses taken or certifications completed by employees and tracked in the LMS will appear on the employee's transcript to reflect their individual learning. Transcripts are a tool employees or managers can use to see completed training. Click on the **My Training History** tab in the LMS to view your personal transcript.

## Opening a Course

1. Click on the name of the course either in the learning plan on the **My Learning Plans** tab or the individual assignment on the **My Assigned Courses** tab.

LEARNING PLAN	TITLE	DESCRIPTION	COMPLETE	TYPE	DUE DATE
Driving Safety Refresher	Defensive Driving Awareness (Global)	A split-second decision can change your life, especially when you are behind the wheel of a fast-moving, heavy vehicle. Take this course to refresh your memory about safe driving practices - particularly what you need to do before and during your drive. Ideal learners are anyone who drives cars or small vehicles.	<input type="checkbox"/>	Course	03/27/2023
Driving Safety Refresher	Zero-Damage Claim Focus	Parking lot collisions are the top cause of fleet accidents. Each year, there are more than 50,000 collisions in parking lots and garages. Parking lot and garage structure collisions lead to over 500 fatalities and more than 60,000 injuries annually. Lower speeds limits in parking lots does not mean lower risk. Distracted driving occurs also in parking lots, as well as on the road.	<input type="checkbox"/>	Course	03/27/2023



2. Read any **Course Notes** and then click on the **Open Course** button.

<b>Course No.</b> 376190 Active	<b>Course Ref Number</b>	<b>Training Type</b> Online Training (OLT)	<b>Approvals</b>	<b>Cost</b> \$0.00	<b>Auto Enroll</b> Auto Enroll Disabled
<b>Course Title</b> Defensive Driving Awareness (Global)			<b>Reference Materials Link</b>		
<b>Course Version Number</b>			<b>Course Notes</b> (highlighted)		
<b>Course Description</b> A split-second decision can change your life, especially when you are behind the wheel of a fast-moving, heavy vehicle. Take this course to refresh your memory about safe driving practices - particularly what you need to do before and during your drive. Ideal learners are anyone who drives cars or small vehicles.			<b>CEU</b> 0		
<b>Categories</b> Safety			<b>Duration</b> 12 minutes		
<b>Author</b>			<b>Mastery Score</b>		
<b>Open Course</b> (highlighted)		<b>Enroll others in this course</b>	<b>Course Roster</b>		

3. The page opens back to the **My Learning Plan** tab. Scroll down to the **Enrolled Courses** section and click on the **Open** link in the **Launch/View** column.

LEARNING PLAN	TITLE	DESCRIPTION	COMPLETE	TYPE	DUE DATE
Driving Safety Refresher	Defensive Driving Awareness (Global)	A split-second decision can change your life, especially when you are behind the wheel of a fast-moving, heavy vehicle. Take this course to refresh your memory about safe driving practices - particularly what you need to do before and during your drive. Ideal learners are anyone who drives cars or small vehicles.	<input type="checkbox"/>	Course	03/27/2023
Driving Safety Refresher	Zero-Damage Claim Focus	Parking lot collisions are the top cause of fleet accidents. Each year, there are more than 50,000 collisions in parking lots and garages. Parking lot and garage structure collisions lead to over 500 fatalities and more than 60,000 injuries annually. Lower speeds limits in parking lots does not mean lower risk. Distracted driving occurs also in parking lots, as well as on the road.	<input type="checkbox"/>	Course	03/27/2023
<b>Complete</b>					

Enrolled Courses						
	COURSE TITLE	LAUNCH/VIEW	START DATE	END DATE	CLASSROOM	STATUS
Withdraw	Defensive Driving Awareness (Global)	<b>Open</b> (highlighted)				Scheduled

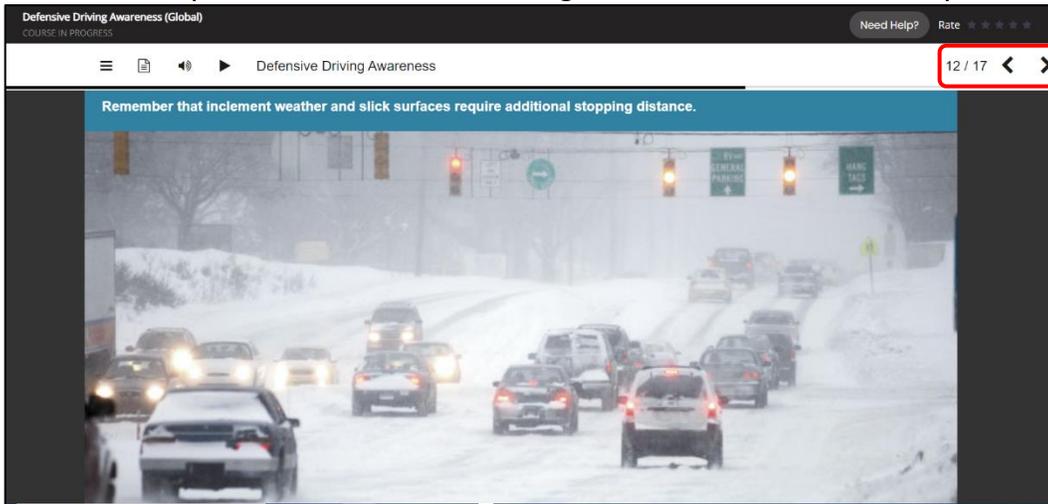
4. If an acknowledgement is required following the course completion, a pop-up box will display. Click on the **OK** button.

talent.birddoghr.com says

The course that is about to launch has a required acknowledgement attached to it. Upon completing the course, its status will be shown as incomplete until you open and complete the required acknowledgement by clicking the launch course button.



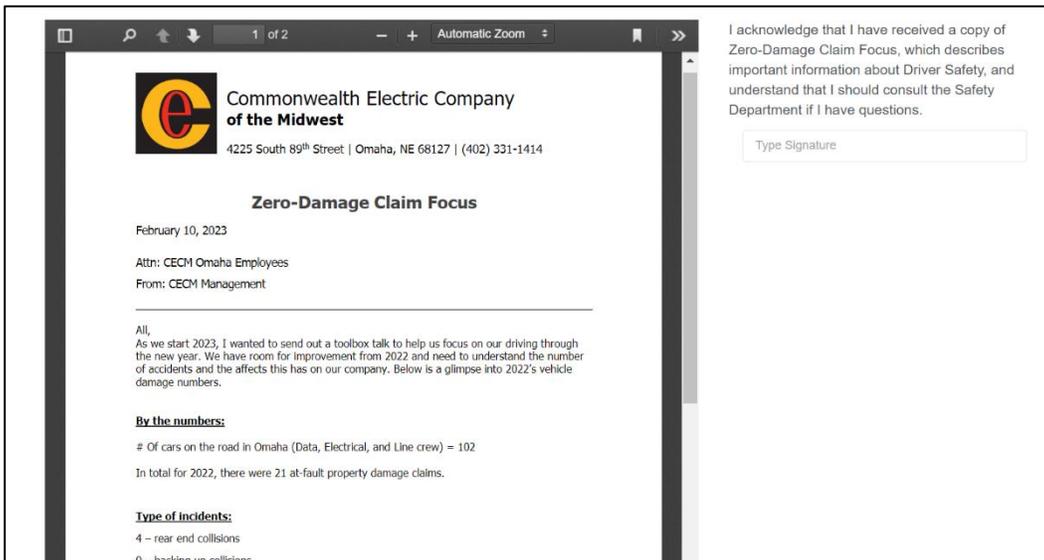
- When **Open** is selected, the course will open in a new tab. Complete the course. The arrow keys at the top or bottom may need to be used to navigate through the course. You must complete all elements of the assignment for the course to complete.



- Once the course is complete, exit the course. The course will record as complete in the LMS.
- If the course **includes an acknowledgement**, the course **Status** will show **Incomplete**. Click on the **Open** link again under the Launch/View column.

COURSE TITLE	LAUNCH/VIEW	START DATE	END DATE	CLASSROOM	STATUS
Defensive Driving Awareness (Global)	<a href="#">Open</a>				Incomplete (Pending Acknowledgement)

- The policy, document, or attestation will display. Review the document in its entirety.





- In the **Type Signature** box type in your name to acknowledge that you have reviewed the document.

I acknowledge that I have received a copy of Zero-Damage Claim Focus, which describes important information about Driver Safety, and understand that I should consult the Safety Department if I have questions.

Type Signature

- Click on the **Save** button.
- The course will be completed and then display under the **My Training History**.

Courses			
TITLE	GRADE	COMPLETION DATE	STATUS
Defensive Driving Awareness (Global)	100	03/13/2023	Complete - Pass

### **Available Training Options**

There are several training options available in the LMS instructor-led (ILT), on the job training (OJT), online training (OLT), policy acknowledgement, task, and virtual instructor led (VLT).

- **Instructor-Led Training (ILT)** is a training course led by an instructor in person. The LMS will include a listing of these course offerings. Some courses may offer multiple dates and times that the employee can choose from.
- **On the Job Training (OJT)** is training that occurs while the employee is performing their job. For example, when a supervisor shows an employee how to perform a task and then the employee demonstrates their understanding.
- **Online Training (OLT)** is a way of providing training over the internet using a computer, smartphone, tablet, or other device. This type of training uses a variety of multimedia elements such as graphics, audio, video, and web-links to provide training on a topic. Online training allows for efficiency when training is needed across multiple regions.
- **Policy Acknowledgement** allows for various documents to be placed in the LMS for employees to read (company polices, handbooks, etc). They are then asked to sign an acknowledgement that they have read and understand the document.
- **Tasks** are activities an employee may be asked to do that the organization would like to track. These may be assigned individually or in a training plan. Examples may include meeting with a manager after completing online training to discuss what was learned or demonstrating for a supervisor that the employee knows how to perform a task following completion of training.
- **Virtual Instructor Led (VLT)** is a learning method in which the instructor and learner are in separate locations yet meet in a virtual or simulated environment where the instructor provides training to the learner.



The Commonwealth training catalog contains a variety of courses aligned with the company's core values of customers, employees, character, and mastery. Courses can be found on topics such as new hire orientation, EEO, Cyber Security, Safety, Timekeeping, Office Skills, mentoring, leadership, CPR/First Aid etc.

### **Who has access?**

All full and part-time employees have access to Commonwealth's LMS.

### **Course Assignment and Completion Timeline**

Training is assigned by LMS Administrators or the direct manager of an employee. Employees will receive email notifications when a course is assigned to them, or they may sign into the LMS to view their assigned courses. All employees are required to complete training assigned to them by the established deadline.

New employees are assigned a new hire training plan. The plan includes courses to orient the employee and department-specific courses. Existing employee requirements may include annual compliance courses (i.e., Cyber Security) or target training for a specific topic (i.e., Driving Safety). Employees are encouraged to complete professional development. The course catalog on the LMS offers optional courses employees may take to increase their skills in various areas that interest them.

### **Learning Surveys and Assessments**

To measure the value of learning, some courses may include a satisfaction survey or a learning assessment. A satisfaction survey helps assess an employee's satisfaction with the learning opportunity. The results aid management in determining if the course meets the learning needs and objectives. Learning assessments measure whether the employee acquires the intended knowledge, skills, or attitude from the training.

### **Tracking Learning in the LMS**

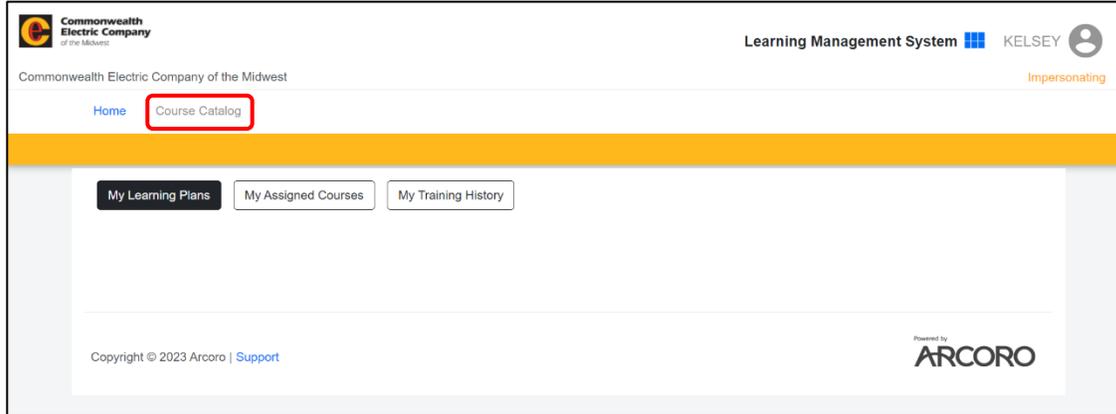
When training is completed, it will be tracked in the LMS. When online training is completed by an employee the course will automatically be marked complete. For courses done in a group or led by an instructor the instructor or administrator will mark the employee complete in the LMS. If a task is assigned to an employee, the employee should complete the assigned task and then mark the task complete in the LMS.



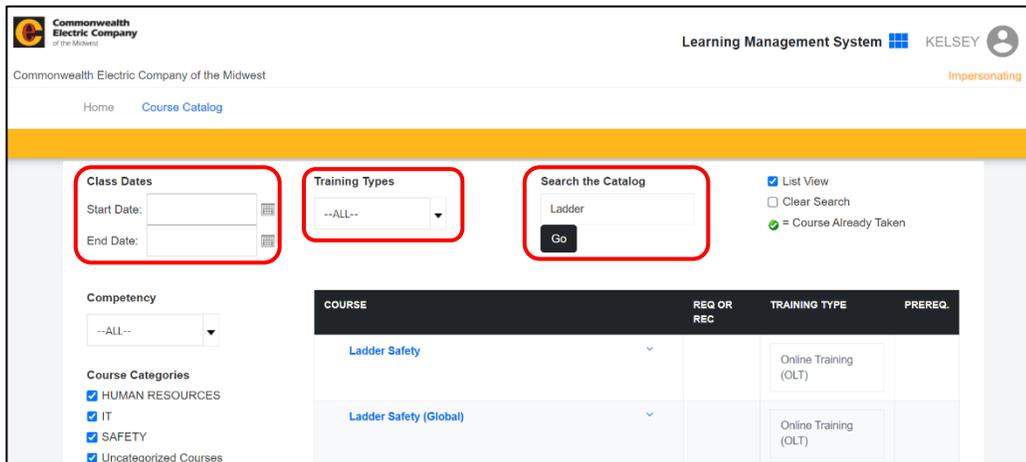
## Course Catalog

The Course Catalog contains all the courses available at Commonwealth. Some courses can be self-assigned in areas of development such as Excel, Word, etc. Others are only assigned by a LMS Admin or Manager.

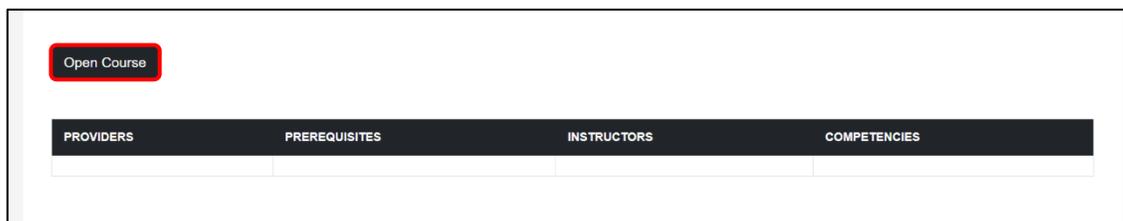
1. To view the options in the **Course Catalog**, click on the link located on the **Home** page.



2. The **Course Catalog** will display. Courses can be searched by the following:
  - a. **Class Dates:** Enter the start and end date of the course to search by date.
  - b. **Training Types:** Select the appropriate training type from the dropdown options.
  - c. **Search the Catalog:** Enter a key word into the search box to search for a topic.
  - d. **Competency:** Select the appropriate competency from the dropdown options.

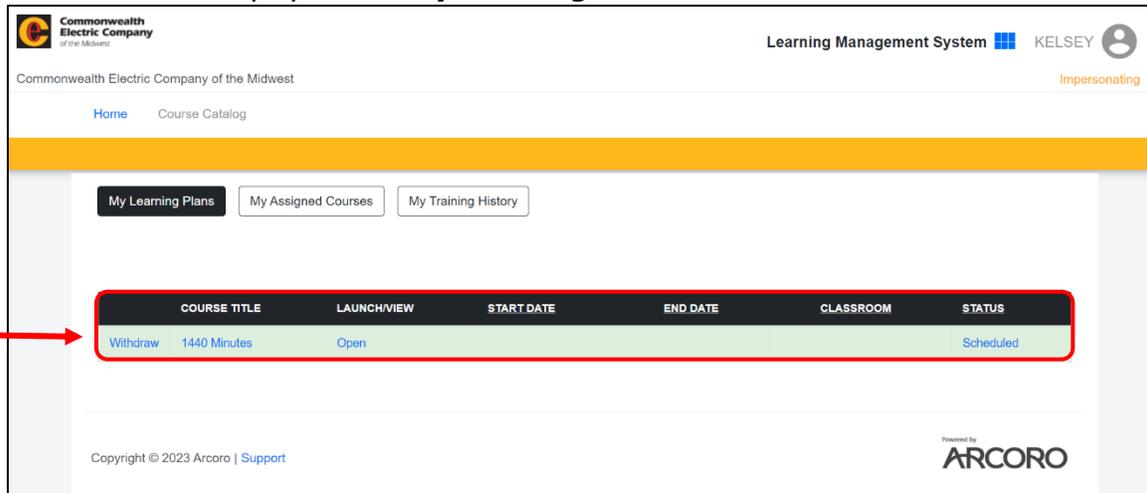


3. To self-enroll in a course, click on the **Course Name**. Scroll down and click on the **Open Course** button.

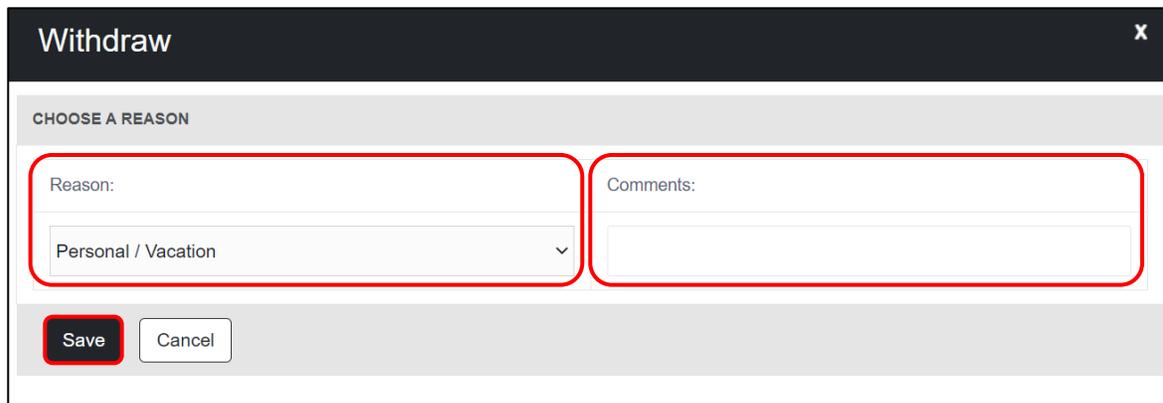




4. The course now displays in the **My Learning Plans** tab on the **Home** screen.



5. To withdraw from a course, click on **Withdraw**. A **Withdraw** dialog box will display. In the **Reason** field select the appropriate reason for withdrawal from the dropdown options. Enter **Comments** if needed. Click on the **Save** button.



If you have any questions on training or using the Learning Management System (LMS), email [training@commonwealthelectric.com](mailto:training@commonwealthelectric.com) for assistance.