

# TxDMV eLearning Center Job Aid

## Recommended Web Browsers for the eLearning Center

- Google Chrome 
- Internet Explorer 
- Safari 

**NOTE:** Google Chrome (version 68 or better) is recommended if it is available; however, most browsers such as Internet Explorer and Safari will work. **We have noticed performance issues with quizzes using Microsoft Edge. We have noticed intermittent issues displaying quizzes in Firefox.**

## Accessing the eLearning Center

Visit: <https://learningtxdmv.articulate-online.com/Login.aspx> or you can access from the TAC Information Hub.

Log in using the user's email and password.

**NOTE:** The password is case sensitive.

Please contact [TxDMV-Learning@txdmv.gov](mailto:TxDMV-Learning@txdmv.gov) to obtain a lost or forgotten login email. To reset a password, refer to **Changing a Password** later in this guide.

## Making Requests to Add or Delete Users, to Change a Name, or to Designate Reporting Administrators

Please submit a completed *eLearning User Account Form* (available on the TAC Information Hub under the "County Equipment Guide" tab) for these requests.

If you are not sure how to complete the **Tabulation** row, please leave it blank, and submit the form via email [TxDMV-Learning@txdmv.gov](mailto:TxDMV-Learning@txdmv.gov). TxDMV will assist you with completing this row and return the form to you.

### Adding Users

On the form, complete the **First Name**, **Last Name**, **RTS User ID** (the RTS User ID starts with the county number), and **Email**. The eLearning Center requires an email to log in. If the user does not have an email address, TxDMV can create one. Refer to **Requesting a "Dummy" Email for a New User to Log In to the LMS**.

**NOTE:** If a user is required to use more than one RTS ID, please contact [TxDMV-Learning@txdmv.gov](mailto:TxDMV-Learning@txdmv.gov) for guidance.

### Requesting a "Dummy" Email for a New User to Log In to the LMS

If a user does not have a work email, request a "dummy" email for use with the eLearning Center.

**NOTE: With this option, users do not receive log in information when their account is created and they cannot reset their own passwords.**

Complete the *eLearning User Account Form* to request that the staff member be added as a new user to the eLearning Center, and check the **Create Email** box.

The format for the “dummy” email is first initial, last name, county @vtrelearning.com (example fjohnsonbandera@vtrelearning.com).

**NOTE:** Password resets for “dummy” email accounts must be handled by emailing [TxDMV-Learning@txdmv.gov](mailto:TxDMV-Learning@txdmv.gov).

## Deleting Users

**You should not delete any users unless the user is no longer employed by your office.**

**When a user is deleted from the eLearning Center, their entire training record is removed and cannot be recovered.**

TxDMV strongly recommends you view a user’s training record using an eLearning Center report, then print or export the record before requesting to delete that user. When requesting a user be deleted, TxDMV will provide the requestor an opportunity to save a hard copy/electronic copy of the user’s record before deleting the user’s account. See the **Viewing and Printing Reports** section below on how to save a user’s training records.

## Changing a Name

To change a name in the eLearning Center, submit a request with the updated user information on the *eLearning User Account Form* and email the form to [TxDMV-Learning@txdmv.gov](mailto:TxDMV-Learning@txdmv.gov).

**NOTE:** Do not delete an account and create a new account to change a name. This permanently deletes the training history for the user, and it cannot be recovered.

## Designating Reporting Administrators

County employees can be designated as **Reporting Administrators** in the eLearning Center. Reporting Administrators have access to the **Reports** menu in the eLearning Center. The **Reports** menu provides access to various reports for users to track progress/completion on modules. These reports can be viewed on-screen, printed, or exported.

## Changing a User’s Email

To change an email address, log in to the eLearning Center; select **Settings**, and select **Change Your E-mail Address**. The TxDMV cannot change an email address. Upon changing an email address, a system-generated email is sent, and the user must open the email and confirm the new address.

## Changing a Password

A generic password is created for users when the eLearning Center account is created. Users should create their own password when logging in for the first time.

To change a password, log in to the eLearning Center; select **Settings**, and select **Change Your Password**.

## Resetting Forgotten Passwords

A password can be reset by utilizing the **Reset Password** link on the eLearning Center login page. Click on the link; the **Reset Password (Step 1)** screen displays. Enter the email address used to log in to the eLearning Center, and select **Next**. The **Reset Password (Step 2)** screen displays. An email with a link to create a new password is sent to the provided email address.

Password resets submitted through the eLearning Center Login page send a confirmation email to the user’s email. If a user has a “dummy” email account (created by TxDMV) or cannot access the email used for login, the

user will never see/receive the confirmation email. Instead, send an email to [TxDMV-Learning@txdmv.gov](mailto:TxDMV-Learning@txdmv.gov) to request a password change.

## Viewing and Printing Reports

Users can view their training history by selecting **History** from the main menu. Reporting Administrators will see a **Reports** option on the main menu that allows them to select a default report type, such as **User Activity** (select one or more modules to view) or a list of all users in the eLearning Center.

**NOTE:** Once a user completes a module, **it takes at least 10 minutes to update the History/Reports information in the eLearning Center.** If a user completes a module and does not see an expected score/status, wait 10 minutes before the **History** or **Report** is viewed again.

**The user should avoid retaking the module while the reporting information is updated, since this could affect the status and/or score.**

**History/Reports** can be viewed on-screen, printed, or exported to a **PDF** or **.CSV** file (this can be opened using Microsoft Excel).

To generate a report for a single user's module progress:

1. Select **Reports** from the menu.
2. Locate the **Reports About Your People** section.
3. Select **User Activity: What content did a user view?**
4. Select the user and a date range. Select **Run Report**. The report displays on-screen.
5. Use the **Print** or **Export** (select **Export to PDF** or **Export to .CSV** from the menu) options to create a hard copy or electronic copy of the module progress.

To generate a report for a group (county) module progress:

1. Select **Reports** from the menu.
2. Locate the **Reports About Your People** section.
3. Select **Group Activity: What content did a group view?**
4. Select your group (county) and a date range. Select **Run Report**. The report displays on-screen.
5. Use the **Print** or **Export** (select **Export to PDF** or **Export to .CSV** from the menu) options to create a hard copy or electronic copy of the report.

## Understanding Module Status & Quiz Scores

The different types of statuses users might see associated with a module are:

**Completed:** user scored 80% or better on the quiz or visited all the module pages if there is no quiz.

**Passed:** user scored 80% or better on the quiz or visited all the module pages if there is no quiz.

**Failed:** user scored less than the 80% on the quiz. Refer to **Retaking a Quiz** for information on how to reset a quiz.

**Incomplete:** user has not visited all the pages in the module or has not yet taken the quiz.

**Neutral:** user opened the module, but did not continue beyond the first module page.

## Known Issues

**ISSUE 1: The user sees a passing score (80% or better), but the status (such as complete or passed/incomplete) does not update.** In this case, the important information is whether **the score is 80% or better**.

If the score reflects 80% or better, the user has satisfied the requirements for completing the course. The user does not need to retake the module again for the Completed or Passed status to show.

**ISSUE 2: The user sees a status of completed or passed, but the score is 0%.** In this case, the important information is the **Completed/Passed** status.

If the status is Completed or Passed, the user has satisfied the requirements for completing the course. The user does not need to retake the module again to show a score of 80% or better.

In either case, eLearning reports will confirm that the user has satisfactorily completed the module. The score and/or status is always correctly recorded in the eLearning Center; however, it does not always display in the user's **History** or **Reports**.

**To summarize, the user DOES NOT need to retake the module once an 80% or higher score and/or Completed/Passed status is achieved.**

## Retaking a Quiz

A quiz can be retaken as often as necessary or desired.

**NOTE:** This procedure does not clear a user's previous attempts and scores from the eLearning Center. This procedure will allow a user to reset a quiz and retake it; all answers, correct or incorrect, will be reset.

### Quiz has a Retry Button

If there is a Retry Quiz button at the end of the quiz, select it to reset the quiz answers and score. Proceed to take the quiz again, and repeat this step as often as necessary.



### Quiz does not have a Retry Button

If there is **NO RETRY QUIZ BUTTON**, close the course window (select the X in the upper right corner of the screen or select the Exit Course button if there is one on the last page).



On the eLearning Center course page, select the **Launch Content** button.

R-105 Miscellaneous Registration Transactions

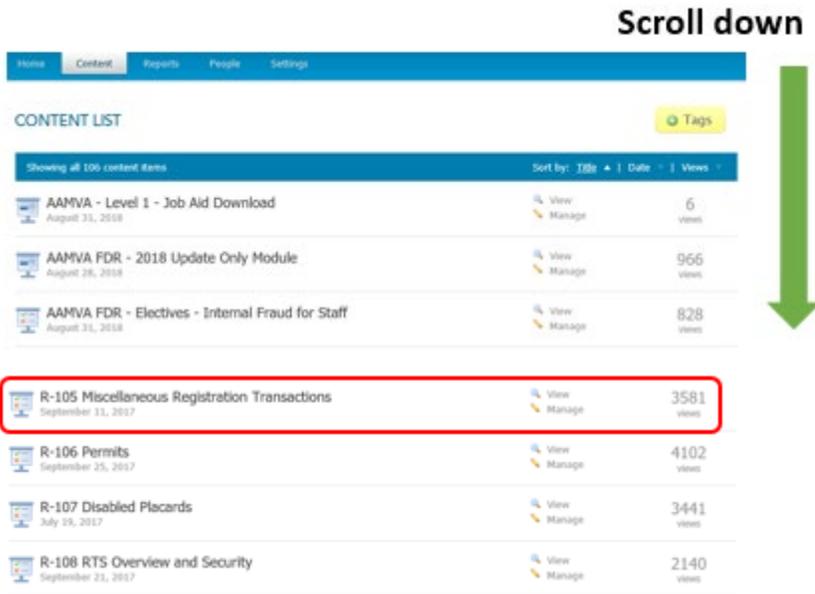
*Click here to add a description*

Views: 2831 | 67 slides | Created: August 31, 2017 | Updated: September 11, 2017



If the user logs out and back in again before attempting to retake the quiz, scroll down the home page to the desired course in the **Content List**, and select the course to display the course page. From the course page, select **Launch Content**.

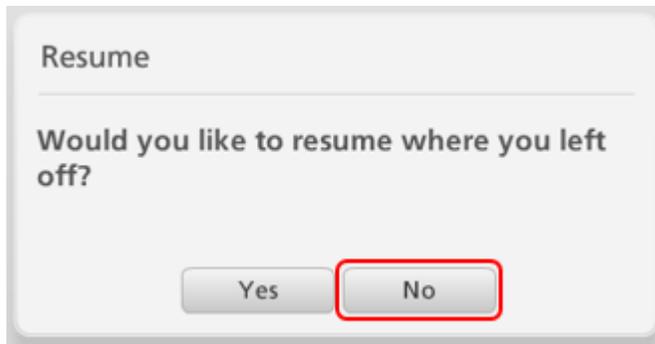
**Scroll down**



The screenshot shows a web interface with a navigation bar (Home, Content, Reports, People, Settings) and a 'CONTENT LIST' section. A yellow 'Tags' button is visible. Below the list, a table displays content items with columns for title, date, view/manage actions, and view counts. The item 'R-105 Miscellaneous Registration Transactions' is highlighted with a red box.

Content Item	Date	Views
AAMVA - Level 1 - Job Aid Download	August 31, 2018	6 views
AAMVA FDR - 2018 Update Only Module	August 28, 2018	966 views
AAMVA FDR - Electives - Internal Fraud for Staff	August 31, 2018	828 views
<b>R-105 Miscellaneous Registration Transactions</b>	September 11, 2017	<b>3581 views</b>
R-106 Permits	September 25, 2017	4102 views
R-107 Disabled Placards	July 19, 2017	3441 views
R-108 RTS Overview and Security	September 21, 2017	2140 views

The course window opens and a **Resume** message appears, asking “**Would you like to resume where you left off?**”



The dialog box has a title 'Resume' and the question 'Would you like to resume where you left off?'. At the bottom, there are two buttons: 'Yes' and 'No'. The 'No' button is highlighted with a red box.

**Select No** (if **Yes** is selected, the course is not reset, and the answers remain so the quiz cannot be retaken). When selecting **No**, the course is reset and the quiz answers/score are removed. The first course page then displays.

## Closing a Module

A user should go to the very last page of a module and select the “X” button in the upper right corner of the window to properly close a module. This cleans up the module and makes sure that user information (date/time, progress, status, quiz score) is updated in the eLearning Center.

## Logging Out of the eLearning Center

Select **Log Out** on the top right corner of the screen. For security reasons, always log out of the eLearning Center when exiting.

The user should close the browser window (or tab in the browser) to make sure they are logged out and the eLearning Center properly shuts down.

## Getting Help

For issues or questions not addressed by this document, please email [TxDMV-Learning@txdmv.gov](mailto:TxDMV-Learning@txdmv.gov).

Please describe the issue using as much detail as possible. Include the module name, date/time of the issue, user name, whether it is a content or technical issue/question, and user contact information (email/phone).

Content issues are considered anything within a module (incorrect or unclear text, graphics, audio & quiz questions/answers). Technical issues are considered anything related to the performance of the module (such as slow/spotty audio performance, missing module buttons, and incorrect module status/quiz score reporting).