

Department of General Services
Division of the State Architect

Learner Guidebook

DSA Academy

Learner Guidebook

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Learner Guidebook

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Learner Guidebook

Introduction

This Learner Guidebook will prepare you to navigate the DSA Learning Management System (LMS) as a learner seeking development opportunities. From this guidebook, you will learn how to:

- Access and navigate as a Learner within the DSA LMS system (DSA Academy)
- Access course and learning path information.
- View your Learner information.
- Request classes and learning paths.
- Enroll, drop, and show interest in courses.
- Print certificates and transcripts.

Things to Know

- Only access the DSA Academy using Google Chrome
- Enable pop-up blockers
- Only educational information of students is stored in the DSA Academy

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Useful Definitions

Event: Events are instructor-led training courses that contain general information about the course, such as the description, the objectives, the vendor, and the subjects.

Session: Because there are typically many instances of one course (event) held at different times and locations by different instructors, every event can occur at a variety of times and places. These scheduled instances of an event are referred to as sessions. Events do contain some default session information, such as the course prerequisites, the course evaluation, and the registration procedures, but these defaults may be modified at the session level.

DSA Academy Course Types:

- **Curriculum:** A group of learning items, such as online courses, material, and videos, that can be requested by users and assigned by system administrators. (i.e., curriculum for onboarding combines the training needed by new hires during their orientation.)
- **Event:** See Useful Definitions section of this document for description.
- **External Content:** Content that exists outside of DSA Academy, such as YouTube videos, books, and training courses.
- **Material:** Various documentation such as a website URL or an uploaded file such as an image, text document, or presentation document.
- **Online Class:** Electronic learning course that can be completed within the system.
- **Playlist:** Collections of learning content curated by users with permissions to create playlists.
- **Video:** Various watchable content that are created with video files or embedding a video from YouTube.
- **Library:** A collection of online courses.
- **Test:** Serves to measure a user's knowledge and understanding of a particular topic. These can be requested or assigned.

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Access DSA Academy – Pre-existing Accounts

If you have ever taken a class with the DSA Academy, you will already have an account in our new LMS.

To log in to DSA Academy Click the following link <https://learning-dgs.csod.com/client/learning-dgs/dsa.aspx> or copy and paste it in the browser address bar.

The image shows two parts of the DSA Academy login interface. On the left is the main login page with the DSA Academy logo, a welcome message, and a login form with fields for Username and Password. A red circle with the number '1' highlights the 'Forgot Password?' link. On the right is a 'Forgot password?' modal window. It contains a text input field for the 'Login Credential' (email address), a checkbox for 'I'm not a robot' with a reCAPTCHA logo, and 'Cancel' and 'Submit' buttons. A red circle with the number '2' highlights the 'Login Credential' input field.

Step	Direction
1	Click on Forgot Password?
2	Type in your Login Credential (email address), press submit, and a password reset email will be sent to you.

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Access DSA Academy – New Accounts

If you have never taken a class with the DSA Academy, you will need to set up an account in our new LMS before you can register for courses.

To set up a new account click the following link: <https://learning-dgs.csod.com/client/learning-dgs/dsa.aspx> or copy and paste it in the browser address bar.

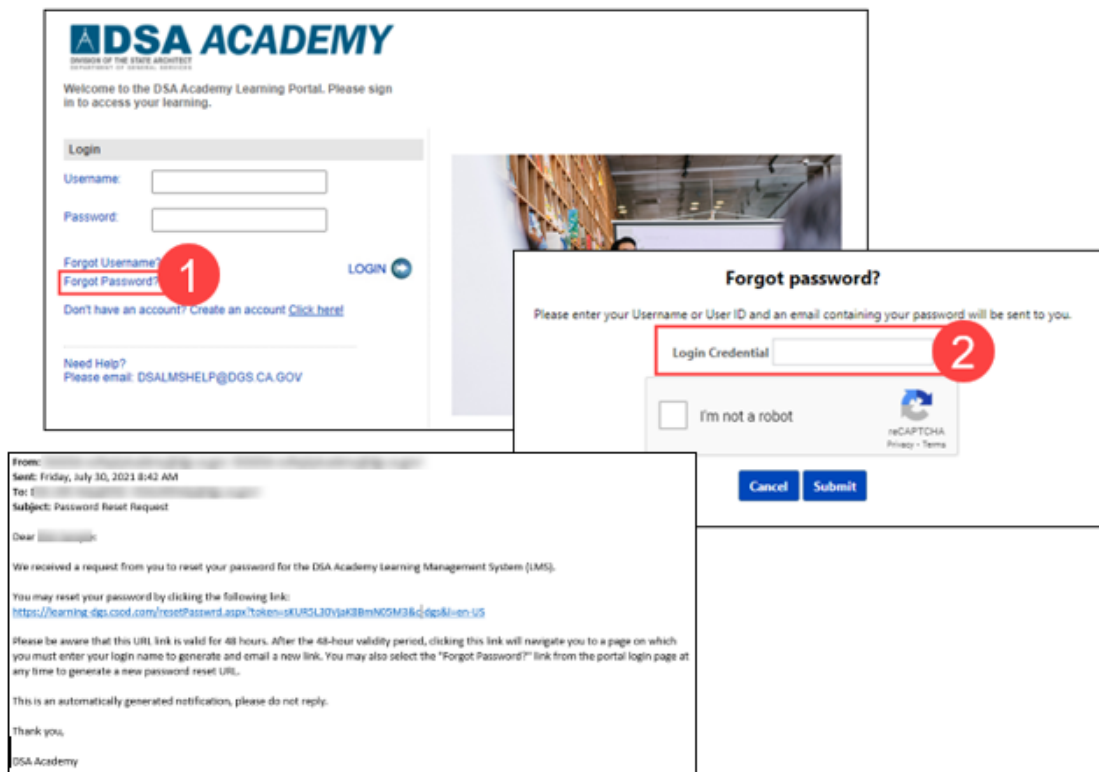
The screenshot shows the DSA Academy Learning Portal registration page. The page has a header with the DSA Academy logo and a welcome message. Below the header is a login section with fields for Username and Password, and links for 'Forgot Username?', 'Forgot Password?', and 'Don't have an account? Create an account Click here!'. A red box with the number 1 highlights the 'Click here!' link. To the right of the login section is a registration form with fields for First Name, Last Name, and Email Address, all marked as required. A red box with the number 2 highlights the registration form. Below the registration form is a CAPTCHA section with a 'I'm not a robot' checkbox and a 'Submit' button. A red box with the number 3 highlights the 'Submit' button. The page also includes a 'Need Help?' section with an email address and a note that registration can take up to 48 hours to process.

Step	Direction
1	Click on <u>Click here!</u>
2	Please fill in your information. All required areas are marked. If you do not hold an AIA or Professional License number, please leave those fields BLANK .
3	Click Submit. After submission of your information, it can take up to 48 hours for the system to process.

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Resetting Your Password

To log in to DSA Academy Click the following link <https://learning-dgs.csod.com/client/learning-dgs/dsa.aspx> or copy and paste it in the browser address bar.

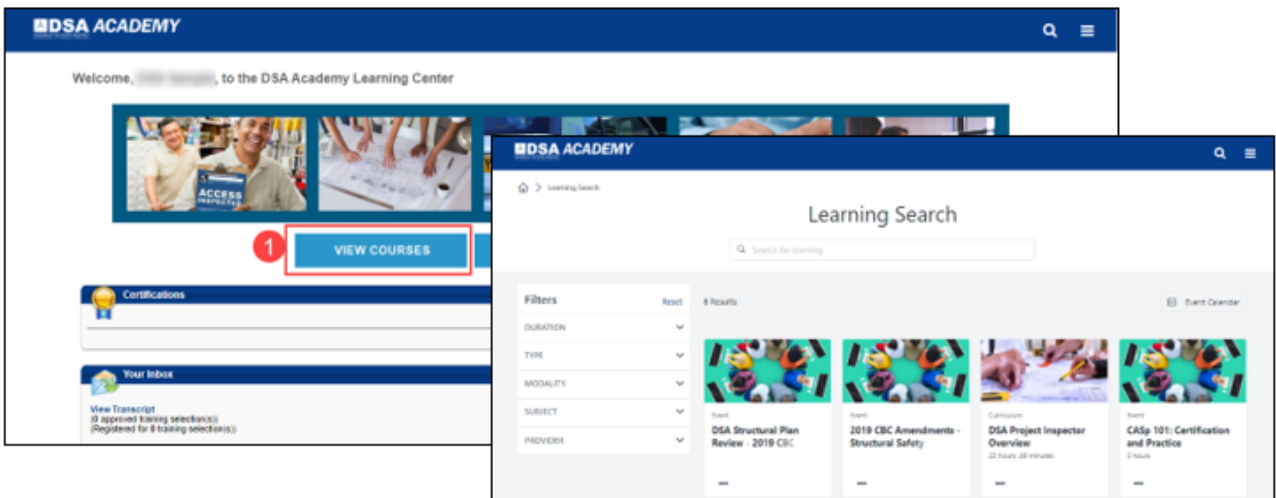
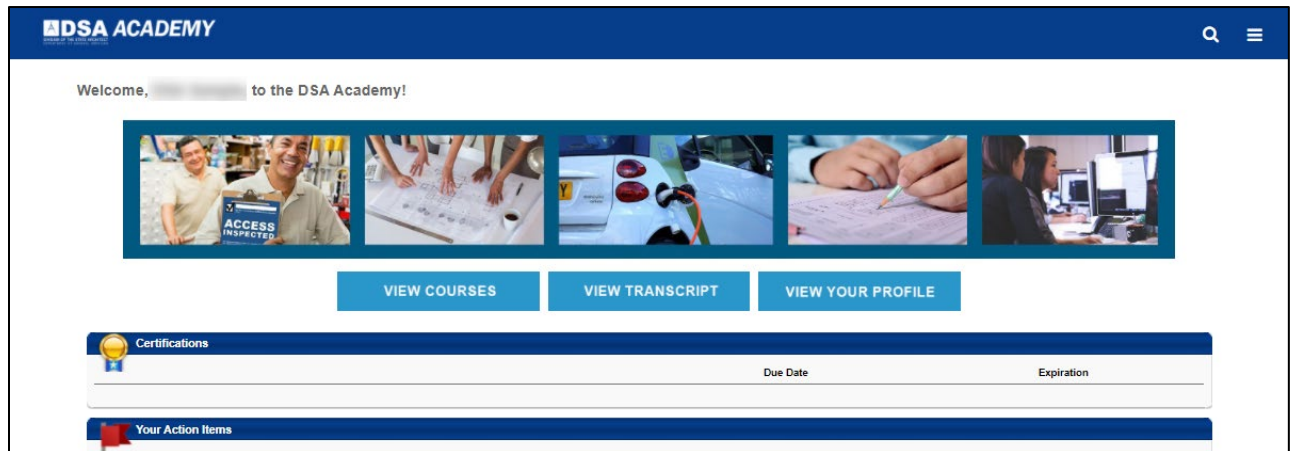


Step	Direction
1	Click on Forgot Password?
2	Type in your Login Credential (email address), press submit, and a password reset email will be sent to you.

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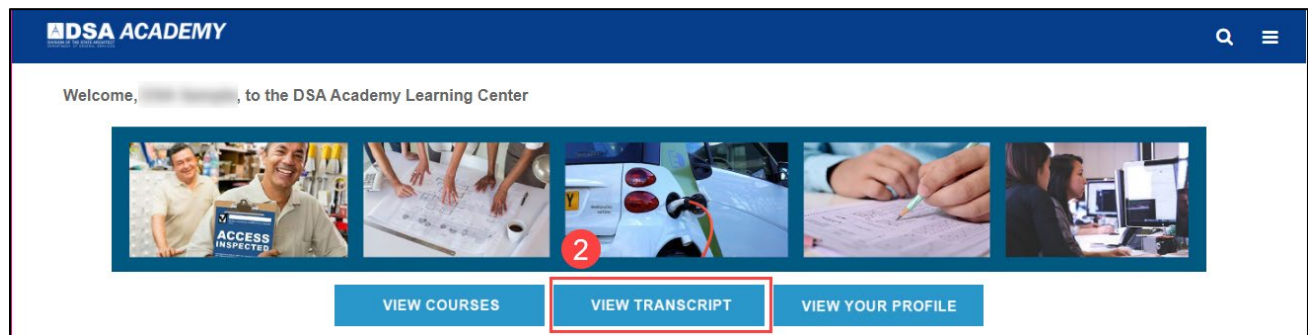
Welcome Page and User Dashboard

As a Learner, your Welcome Page is customized to you and contains buttons and links to DSA Academy's many features.

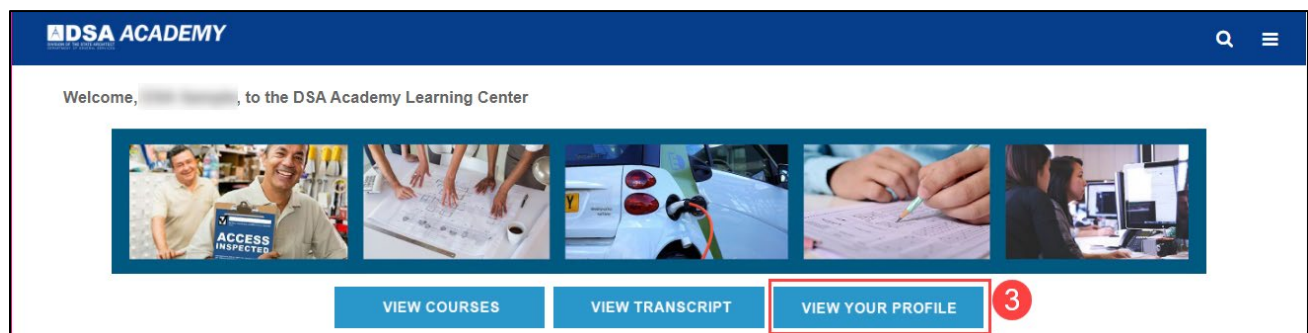


Step	Direction
1	Click on View Courses to view the course catalog.

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Step	Direction
2	Click on View Transcript to view your transcript which displays your training and different actions and statuses. You can use the drop-down menu to view Active , Completed and Archived courses on your transcript.



Step	Direction
3	Click on View Your Profile to view your Universal Profile. You will see your Bio, Transcript, Actions and Snapshot.

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13

Welcome, to the DSA Academy!

[VIEW COURSES](#)
[VIEW TRANSCRIPT](#)
[VIEW YOUR PROFILE](#)

4

Certifications

Due Date	Expiration

5

Your Action Items

No Pending Actions

6

Your Inbox

[View Transcript](#)
 (0 approved training selection(s))
 (Registered for 0 training selection(s))

7

Online Training in Progress

No Training in Progress

8

Jun		July 2021						Aug	
SUN	MON	TUE	WED	THU	FRI	SAT			
27	28	29	30	1	2	3			
4	5	6	7	8	9	10			
11	12	13	14	15	16	17			
18	19	20	21	22	23	24			
25	26	27	28	29	30	31			
1	2	3	4	5	6	7			

9

Your Upcoming Sessions

No Sessions Scheduled

10

My Training

No Training Available

11

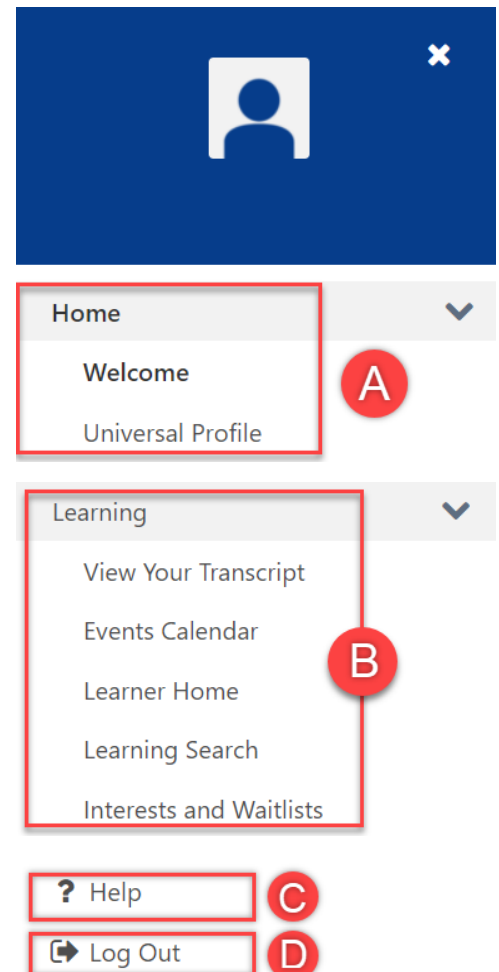
Your Interest & Waitlist Tracking

You have no waitlisted sessions.
 You have not indicated interest in any events.

Step	Direction
4	Certifications displays your certifications, enabling you to track certification due dates, expiration dates, and statuses. The certifications are displayed in order of expiration with the soonest expiration date displayed first.
5	Under My Action Items is a list of courses or tasks that are due. You can click directly onto the items to manage them. You may click on My Actions Items which will direct you to the <i>Actions Page</i> . As part of the Universal Profile, the <i>Actions Page</i> displays all the user's action items.
6	Under Your Inbox (not a clickable link) is a list of items that require your attention. You can access your Transcript by clicking on View Transcript .
7	The Online Training in Progress widget lists your most recent online training titles that are in progress.

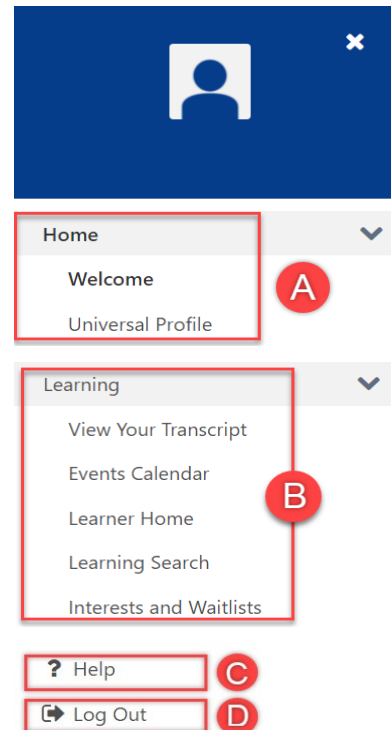
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Step	Direction
8	The Monthly Calendar displays the current month with links to the previous and next month at the upper corners of the calendar. Click on a day of the month to be directed to the events calendar for the month.
9	The Your Upcoming Sessions widget lists the user's upcoming ILT sessions in chronological order, beginning with the session that begins soonest.
10	The My Training widget lists your training, including assigned, required, in progress, suggested training, and child training items.
11	The Your Interest & Waitlist Tracking widget lists the sessions in which your status is Waitlisted and events in which you have noted interest.
12	Global Search tool found on the top, right-hand side of DSA Academy. Click the magnifying glass icon to search for people or courses.
13	Click on the Show Navigation Menu . As a Learner, you will have the Home, Learning, Help and Log Out menu options.
A	Click on the Home drop down menu which brings you to your <i>Welcome Page</i> or your Universal Profile —which is the same as the View My Profile button function.
B	Click on the Learning drop down menu which gives you access to View Your Transcript , go to the Events Calendar , the transcript page, Learning Search , and Interests and Waitlists .



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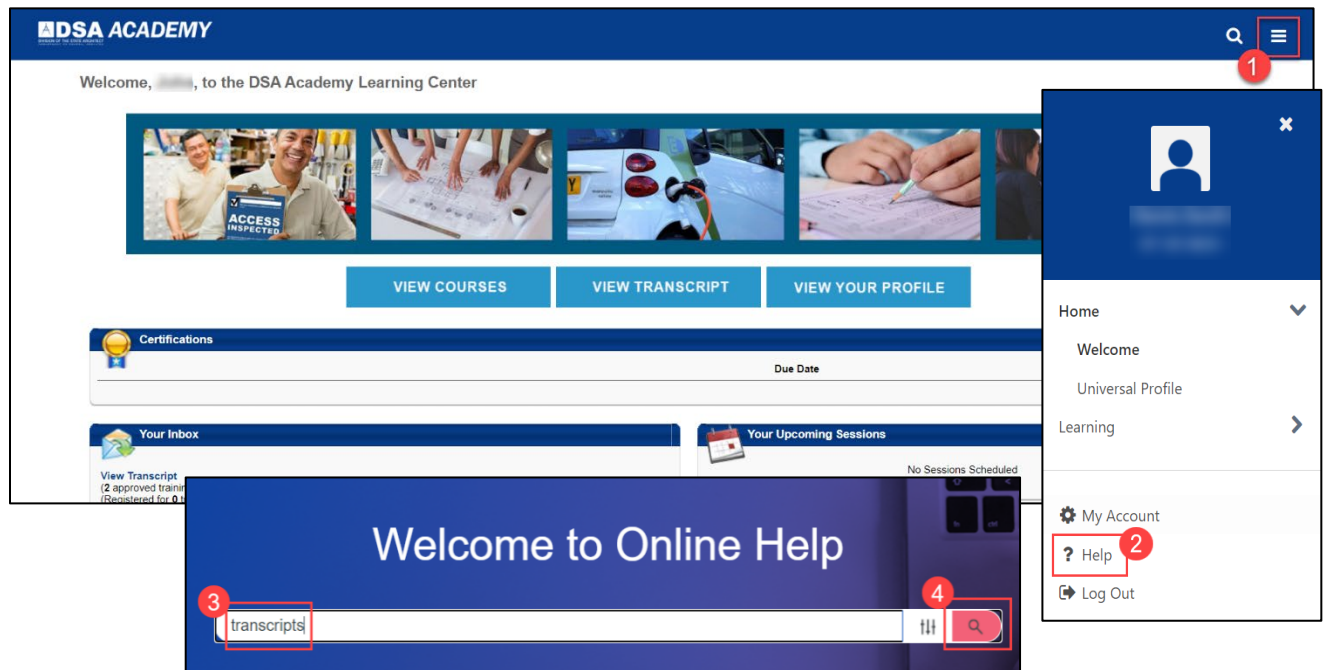
	• View Your Transcript takes you directly to your transcript. • The Events Calendar is another learning search function that allows you to see what courses are offered in a calendar view. • Learner Home is an interactive page that is all about you! It is your learning hub that facilitates a seamless learning experience, allowing you to browse for and request relevant training, search and filter for specific training, and helps ensure compliance by helping you prioritize and take action on training you must complete. Learner Home includes several features which enable learners to easily select subjects of interest, discover training based on machine learning, and quickly access and request new training. • The Interests and Waitlists menu option takes you to your interested and waitlisted courses.
C	The Help link directs you to the Online, context-sensitive Help website. Help will take you to a topic that provides information about the DSA Academy page you are currently viewing when you clicked Help.  NOTE: Online Help opens in a separate tab from DSA Academy. You won't lose your place in DSA Academy when clicking on Help.
D	Click on the Log out button.



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Access Online Help Link

DSA Academy has a built-in help link to assist you in understanding the system, or terms used. The Online Help website can be accessed by clicking on the Help link. Below are steps on how to access the Online Help link while viewing the Welcome Page.



Step	Direction
1	Click on the Show Navigation Menu from the <i>Welcome Page</i> .
2	Click on Help .
3	Type keyword in <i>Search</i> box- (i.e. Transcripts).
4	Click on magnifying glass or hit enter to access results.

Additionally, the Help link is associated to the page you are viewing in DSA Academy. For example, while viewing the *View Pending Requests* page in DSA Academy, by clicking **Help**, you will be directed to the Online Help site which covers information specific to the Pending Requests Report.

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Use Global Search

DSA Academy has Global search function that will allow you to search for a course.

DSA ACADEMY

Search

Welcome, [Name], to the DSA Academy Learning Center

ACCESS INSPECTED

PROJECT INSPECTOR OVERVIEW

Project Insp

TRAINING

Project Inspector Overview

Project Inspector Overview

Step	Direction
1	Click on the magnifying glass icon to bring up search bar.
2	Type in the name of the course (i.e. Project Inspector Overview).
3	Select the event when it auto-populates.

You will be brought to the selected event.

CURRICULUM

Project Inspector Overview

Last Updated 06/15/2021 Duration 5 minutes

Details

The Project Inspector Overview (PIO) is offered through this learning management system (i.e., Blackboard). This PIO is an on-demand course. DSA certified project inspectors must complete the course within their four-year certification period meeting one of the recertification requirements (completion of the Recertification Seminar and successfully passing the Recertification Examination are the other requirements). Unlike the previous two-day in-person class offering, this PIO contains almost 24 hours of video content plus quizzes throughout. Please plan your schedule accordingly and DO NOT wait until the last minute!

This PIO provides a summary of the key knowledge areas affording project inspector competency of the rules, regulations, standards, procedures and inspection techniques associated with public school construction projects under DSA jurisdiction. There will be an emphasis on inspection and documentation of construction items associated with:

CURRICULUM

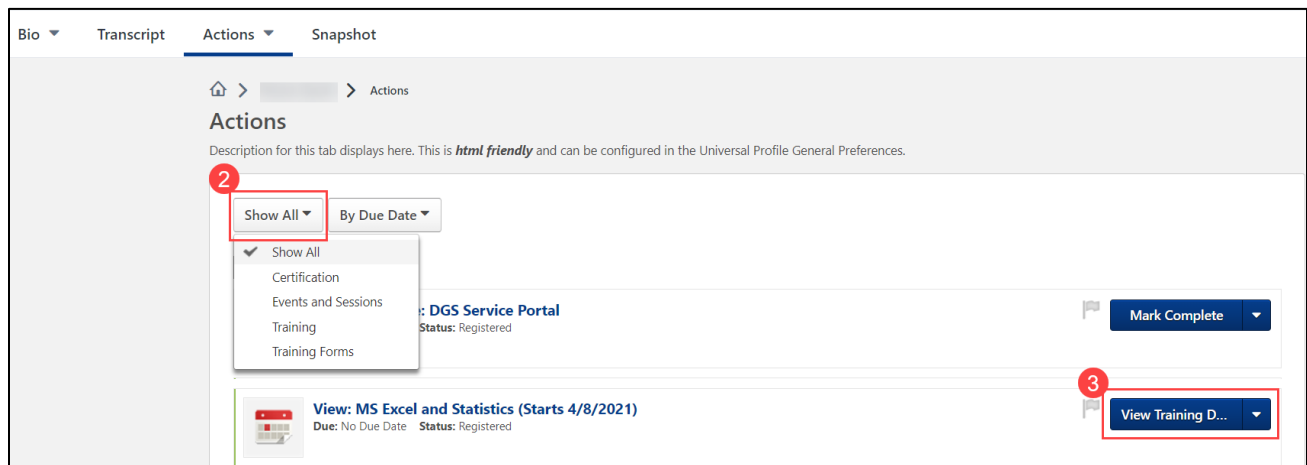
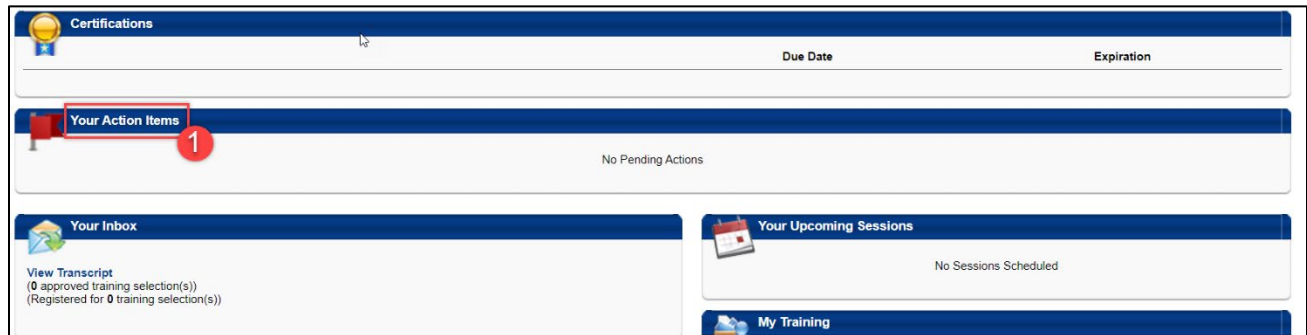
Project Inspector Overview

Open Curriculum

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View Action Items

Action items are activities that learners need to address with respective due dates. When you have Action items, they will be displayed in this *Your Action Items* box on your Welcome Page.



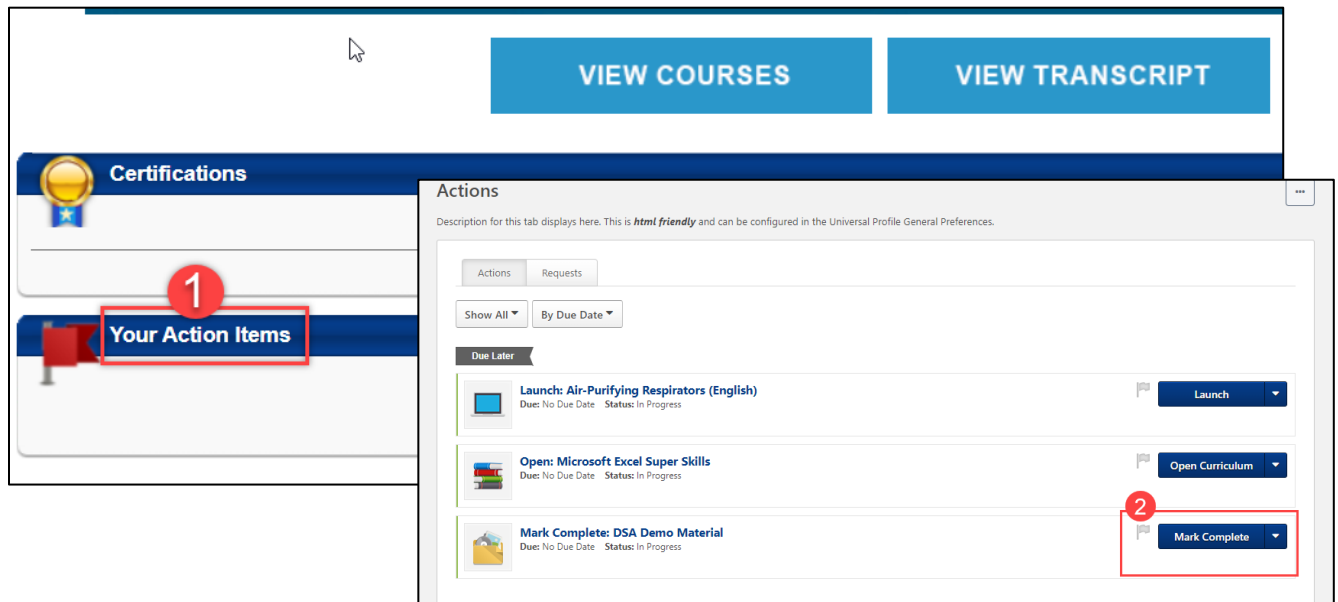
Step	Direction
1	Click on Your Action Items in the blue header on <i>Welcome Page</i> . Action Items will be listed below in the box as a dashboard view.
2	Click on Show All for full list of Action Items. Note: To search by due date, click on down arrow next to <i>By Due Date</i> .
3	Click on View Training Details (for specific area you are wishing to access) to see the Training details for that action item.

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Manage Action Items

When you have action items, you can manage them directly from the Welcome Page. You can launch a course or complete your training from the *Your Action Items* box.

You can **Launch** curriculum, **Mark Complete** learning objects such as video or materials you have watched and read, or **View Training Details**.



Step	Direction
1	Click on the blue header, Your Action Items .
2	Click either Launch , Mark Complete , or View Training Details (i.e. Mark Complete on the <i>DSA Demo Material</i>). The training material is now removed from your Actions Items list.

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View Training Details on Transcript

Relevant details for training classes can be easily accessed from View Transcript on the Welcome Page, providing you with a wealth of information including cost, contact, and training provider.



1

VIEW COURSES VIEW TRANSCRIPT VIEW YOUR PROFILE

Transcript: [Redacted]

Use the transcript to manage all active training.

Active ▾ By Date Added ▾ All Types ▾ Search for training

Search Results (2)

-  **DSA Demo Material**
Due: No Due Date Status: Registered
-  **Congratulations**
Due: No Due Date Status: Pending Approval

2 Launch ▾

3 View Training Details

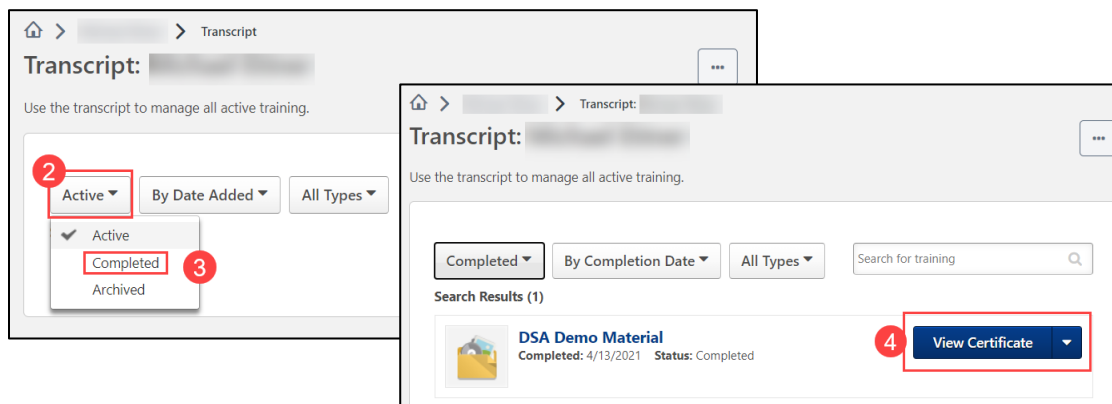
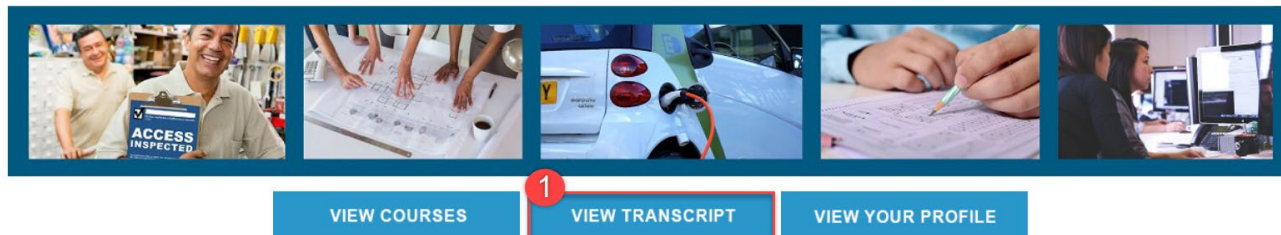
Launch
Request Exemption
Move to Archived Transcript

Step	Direction
1	Click on View Transcript from <i>Welcome Page</i> .
2	Click on Launch next to the learning object (i.e. DSA Demo Material).
3	Click on View Training Details .

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View your Training Certificates

Your transcript is your one-stop shop where you can find all the courses you have completed, pending, the details of the course, where you can review a course you have already taken and where you can find your training certificates.



Step	Direction
1	Click on View Transcript .
2	Click down arrow on Actions to show menu.
3	Click on Completed .
4	Click on View Certificate .

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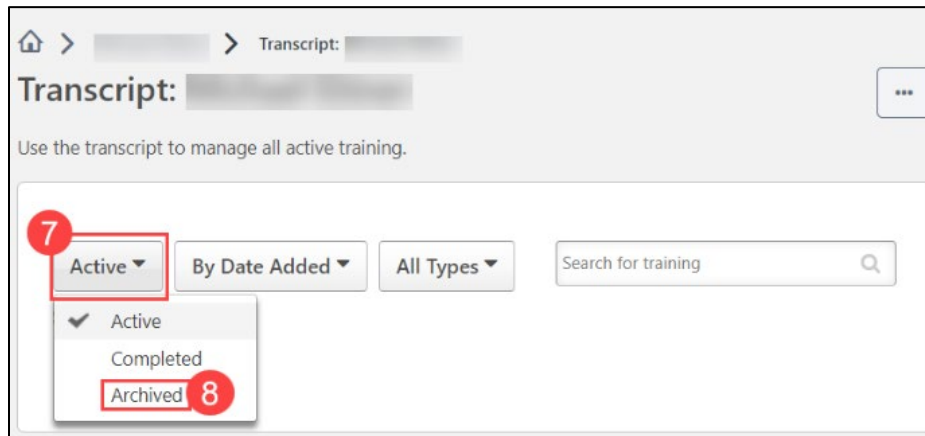
Archive a Training on Transcript

If your transcript begins to contain too much information, you may move older training files to an archive area to display only current trainings and course verifications. Don't worry! Your courses are still retained in the system, they are just removed from your view.

The screenshots illustrate the process of archiving a training on a transcript. The first screenshot shows the navigation bar with 'VIEW TRANSCRIPT' highlighted. The second screenshot shows the 'Active' dropdown menu with 'Completed' selected. The third screenshot shows the search results for 'Completed' training, displaying 'DSA Demo Material'. The fourth screenshot shows the 'Launch' button with a dropdown arrow. The fifth screenshot shows the dropdown menu with 'Move to Archived Transcript' selected. The sixth screenshot shows the confirmation dialog with 'Archive' selected.

Step	Direction
1	Click on View Transcript .
2	Click on the Active dropdown menu.
3	Click on Completed .
4	For selected learning object (i.e.- DSA Demo Material), click on down arrow to the right of <i>Launch</i> .
5	Click on Move to Archived Transcript .
6	From the warning box pop-up, click on Archive .

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Step	Direction
7	Click on Active down arrow.
8	Click on Archived to show archived files.

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View and Print your Transcript

DSA Academy allows you to view and print your transcripts on-demand. This is helpful if you transfer to another agency and want to bring records of your professional development with you.

The image shows a sequence of steps to view and print a transcript. Step 1 points to the 'VIEW TRANSCRIPT' button in the top navigation bar. Step 2 points to the 'Completed' status filter in the transcript management section. Step 3 points to the ellipsis menu icon in the top right corner of the transcript page. Step 4 points to the 'Print Transcript' option in the dropdown menu.

Transcript: [Redacted] View Team [icon] [icon]

Use the transcript to manage all active training.

Active [dropdown] By Date Added [dropdown] All Types [dropdown] Search for training [input]

Active [checked] Completed [2] Archived [dropdown]

Transcript: [Redacted] View Team [icon] [icon] [3]

Use the transcript to manage all active training.

Completed [dropdown] By Completion Date [dropdown] All Types [dropdown] Search for training [input]

Search Results (17)

DSA Demo Video
Completed: 4/13/2021 Status: Completed Evaluate [dropdown]

Copyright and Trademark Laws
Completed: 4/13/2021 Status: Completed View Training D... [dropdown]

Add External Training
Export to PDF
Print Transcript [4]
Run transcript report

Step	Direction
1	Click on View Transcript .
2	Click on the Active down arrow and click on Completed .
3	Click on the ellipsis to open menu.
4	Click on Print Transcript . <i>Your transcript will display.</i>

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Completed Training: Terrence Bennett

Print

Title	Type	Completion Date	Score	Status
DSA Demo Video	Video	4/13/2021		Completed
Copyright and Trademark Laws	External Training	4/13/2021		Completed
Lean Six Sigma Green Belt	External Training	4/13/2021		Completed
Implicit Bias	External Training	11/18/2020		Completed
SharePoint for Web Authors	External Training	9/28/2020		Completed
SharePoint for Web Authors	External Training	8/31/2020		Completed
Ethics Training (Starts 6/15/2020 8:00 AM)	Session	6/15/2020	0	Completed
DGS Service Portal	External Training	11/25/2019		Completed
Leading at the Speed of Trust	External Training	11/13/2019		Completed
DGS Service Portal	External Training	10/15/2019		Completed
DGS Service Portal	External Training	9/27/2019		Completed
Sexual Harassment and Workplace Violence Prevention AM (Starts 6/14/2019 8:00 AM)	Session	6/14/2019	0	Completed
Basic Supervisory Training – week 2 (Starts 6/10/2019 8:00 AM)	Session	6/14/2019	0	Completed
Basic Supervisory Training – week 1 (Starts 6/3/2019 8:00 AM)	Session	6/7/2019	0	Completed
EXECUTIVE LEADERSHIP FORUM	External Training	5/3/2019		Completed
ABMS/PAL FOR SUPERVISORS	External Training	3/20/2019		Completed
NEO CLASSROOM	External Training	3/14/2019		Completed

Back
Print

Step	Direction
5	Click Print . <i>Your print-preview will display. Your transcript can now be viewed and printed.</i>

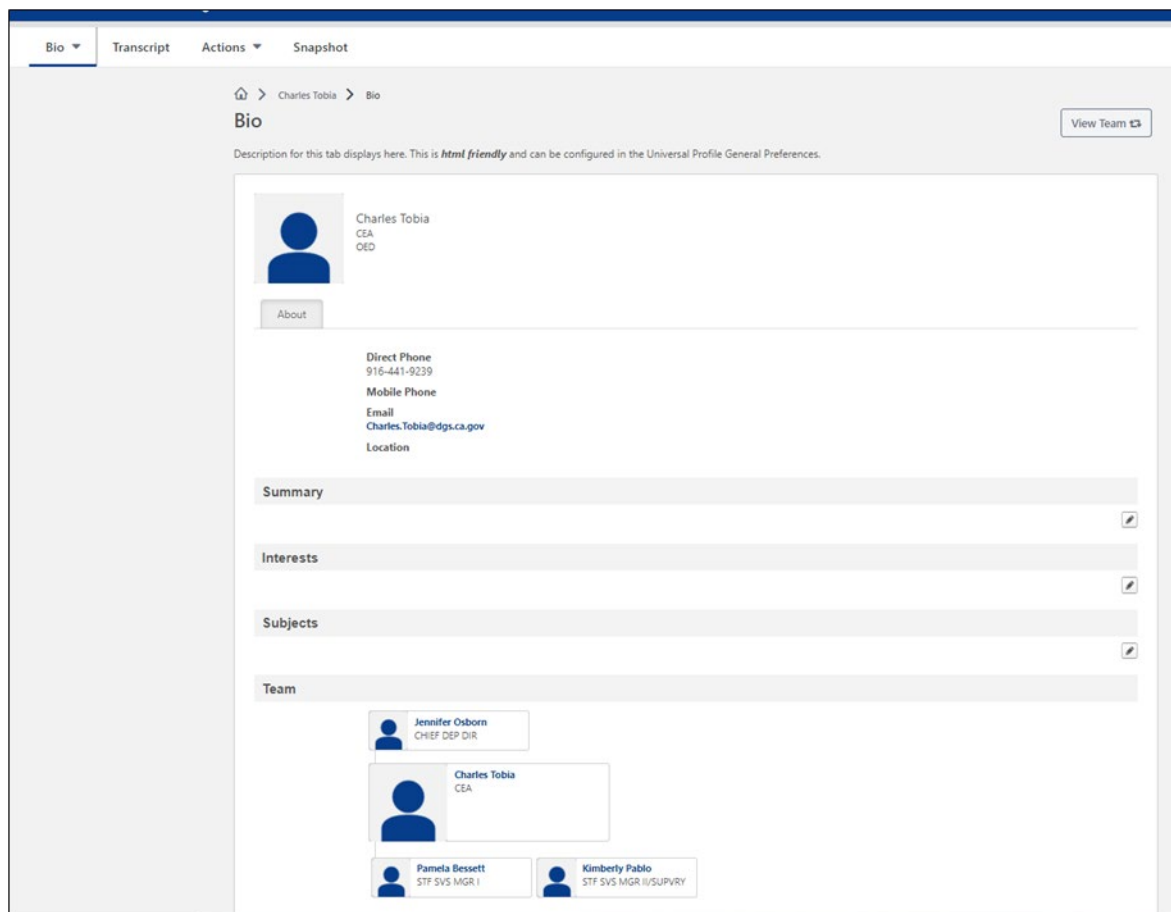
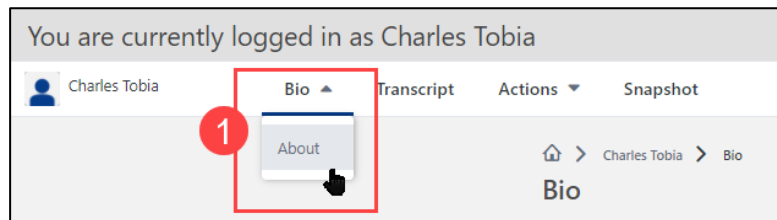
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View your Bio

You Bio has information about you.

Note: Bio can be accessed from your Welcome Page by clicking on **View Your Profile**. Also, Bio can be accessed on your Universal Profile.

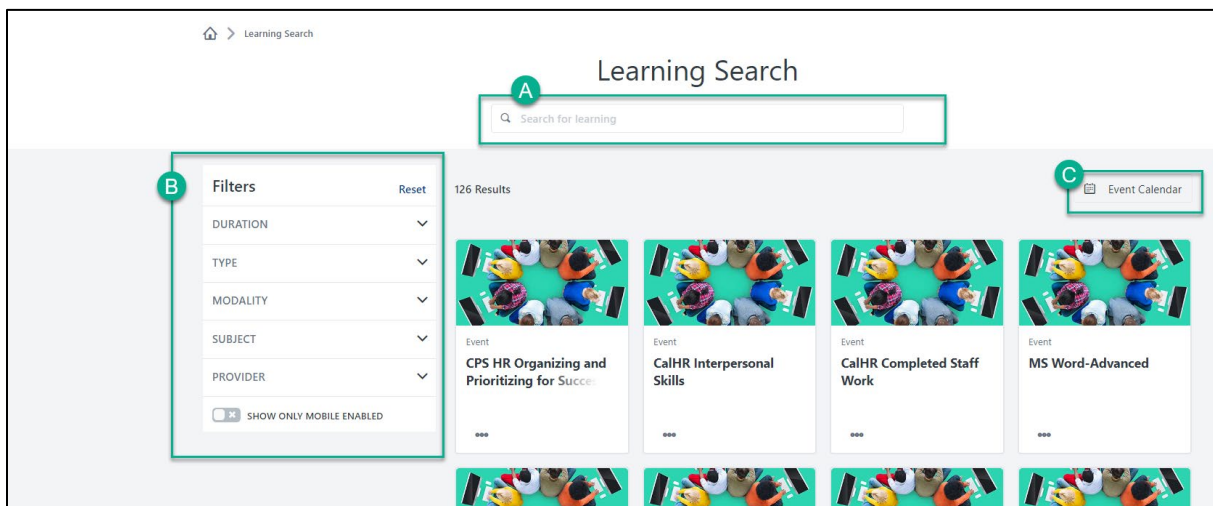
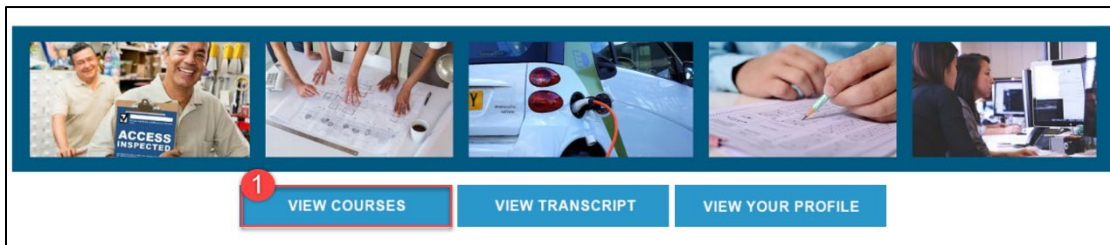
Step	Direction
1	Click on Bio from <i>Your Profile</i> .



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View Course Catalog

The course catalog is where all courses open to DSA reside. Courses can be filtered by *Duration* of time, *Type*, *Modality*, *Subject* and *Provider*.



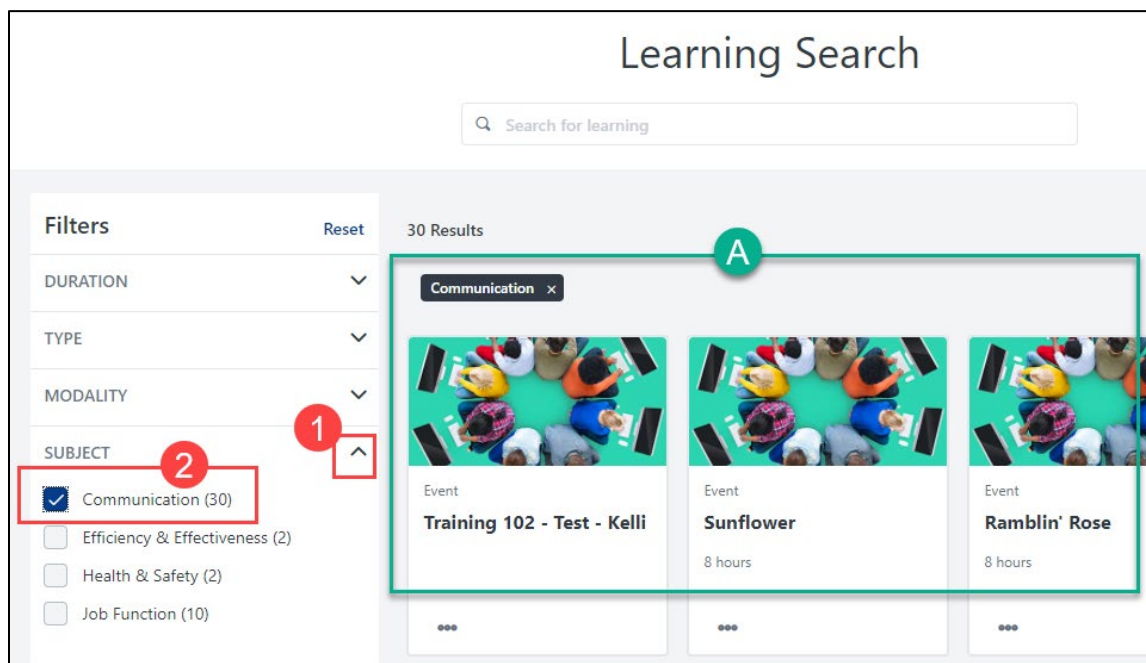
Step	Direction
1	Click on View Courses .
A	<u>Learning Search</u> will allow you to search for a course by entering in the name of the event.
B	<u>Filters</u> will allow you to search for courses based on <i>duration</i> , <i>type</i> , <i>modality</i> , <i>subject</i> , or <i>provider</i> .
C	The <u>Event Calendar</u> button will allow you to pull up a calendar view of courses that you can sort for day, week, or month.

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Use Filters in Course Catalog

You can narrow your search for courses by using the various filters in the course catalog. Filters are designed to help you search the course catalog quickly. You can search by:

- **Duration:** the amount of time a course takes
- **Type:** video, curriculum, online class, etc.
- **Modality:** how you complete the course (attending, watching, or reading)
- **Subject:** category of class (Communication, Health & Safety, Job function, etc.)
- **Provider:** who is providing the course (DGSU, OHR, ETS, DSA, etc.)

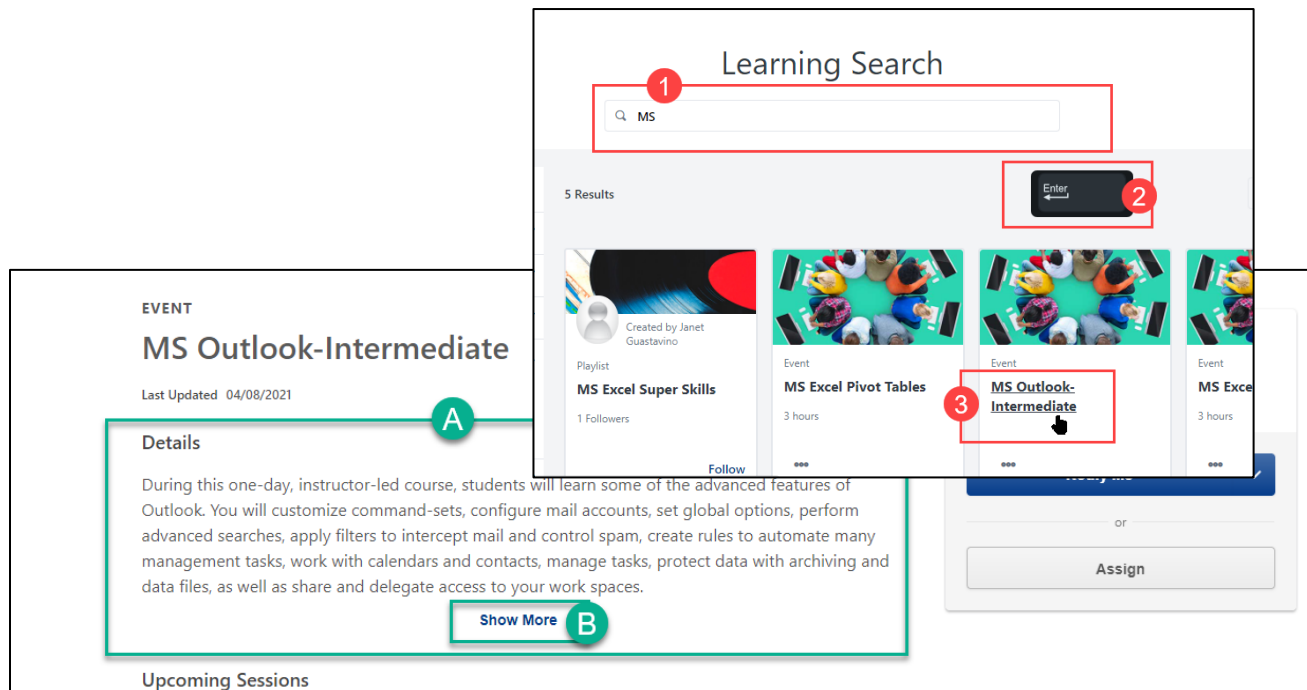


Step	Direction
1	Click on arrow next to Subject .
2	Select Communication from the different options.
A	The catalog automatically filters and displays what you have selected.

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View Course Details from Course Catalog

DSA Academy offers easy access to detailed information on a session or event (such as session information, material, etc.) that allows you quick information.

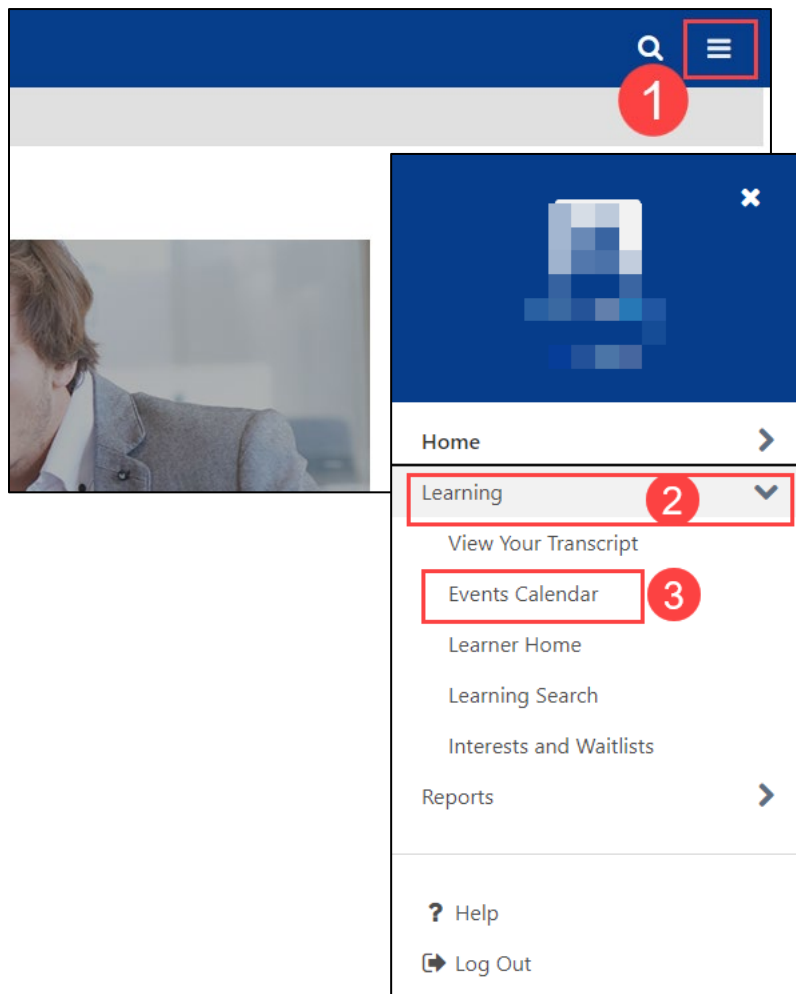


Step	Direction
1	Type search term in the <i>Learning Search Bar</i> (i.e. MS)
2	Click Enter on your keyboard.
3	Click on the name of the desired search item (i.e. MS Outlook Intermediate) from the <i>course catalog</i> . The course will open to display details, upcoming sessions, etc.
A	Details for the course display.
B	Click on Show More if you would like to expand the details window.

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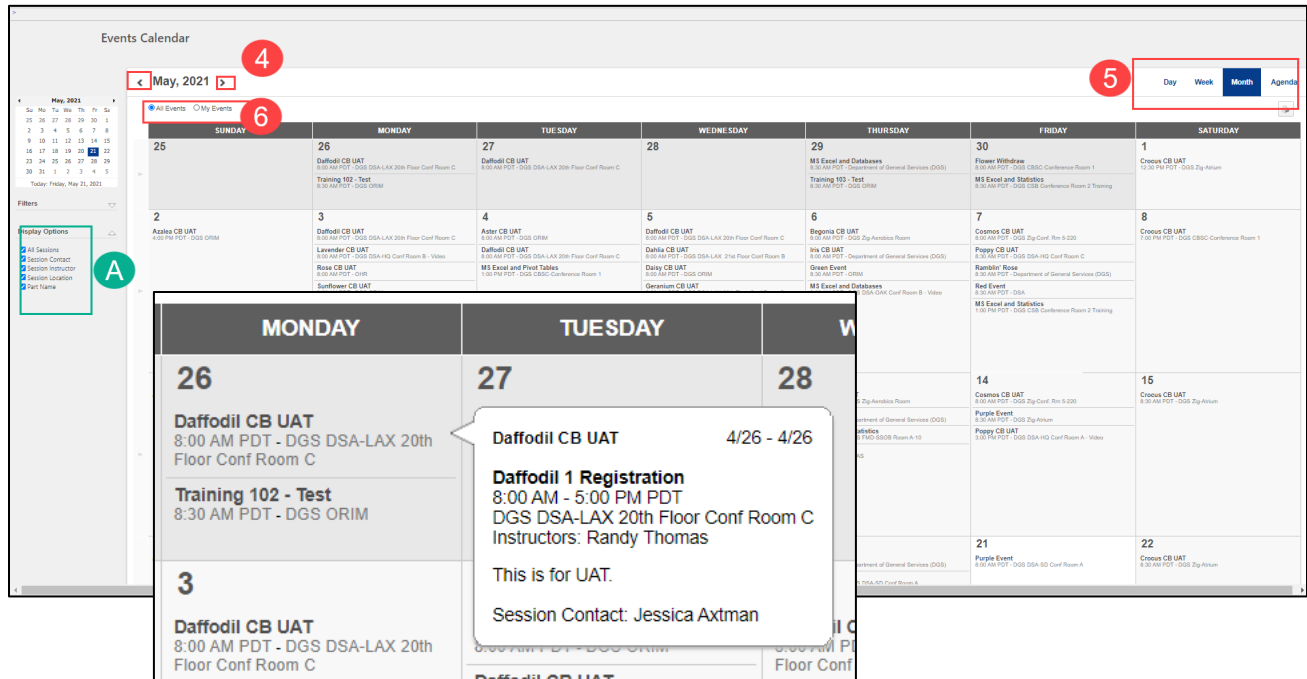
View Events Calendar

The Events Calendar allows users to view upcoming instructor-led training (ILT) events in a calendar format.



Step	Direction
1	Click on the Show Navigation Menu , from the <i>Welcome Page</i> .
2	Click on Learning .
3	Click on Events Calendar .

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Note: Hovering over an Event name opens the Hover Details. Clicking the event window will close the hover details and open the Session Details pop-up.

Step	Direction
4	At the top of the Event Calendar, you can use the navigation arrows on both sides of the month and year to page forward and backward through the calendar.
5	The calendar can be viewed according to Day, Week, Month, and Agenda.
6	Another view option is viewing All Event or My Events.
A	Select or deselect the Display Options to change the event information being shown.

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Select *Notify Me* in an Event that has no Sessions

When there are no sessions available for a course that you would like to take, you can request DSA Academy notify you when future sessions are added, so that you can then request the course. This lets us know your interest in courses.

The screenshot shows the 'Learning Search' interface. At the top, a search bar contains the text 'Incident' (annotated with a red circle 1). Below the search bar, a dropdown menu shows 'Incident Management Process' (annotated with a red circle 2). To the left, there are filters for DURATION, TYPE, MODALITY, and SUBJECT. Below the filters, there are three event cards, each with a group of people icon and the word 'Event' (annotated with a red circle 3). The first card is titled 'Incident Management Process' and has '133 Res' next to it. Below the event cards, there is a section titled 'EVENT Incident Management Process' with a 'Last Updated 03/08/2021' date. Under 'Details', it says 'This course describes how to use ServiceNow for Incident/Request creation as well as the Major Incident process.' and 'Upon completion of this course, the learner will be able to:' followed by a list of bullet points. To the right of the details, there is a 'Notify Me' button (annotated with a red circle 3) and an 'Assign' button. Below the details, there is a section titled 'Upcoming Sessions' with a 'Date (Ascending)' dropdown and '0 Sessions' text. Below this, there is a calendar icon with a red 'X' and the text 'No sessions available' (annotated with a red circle A). Below the calendar, there is a 'Notify Me' button (annotated with a red circle 3).

Step	Direction
1	From the <i>Learning Search</i> bar, type in even name (i.e. Incident Management Process).
2	Select the class as it appears below the search box. <i>The Event Details page will display.</i>
A	<i>No sessions available</i> will display if there are no sessions available to choose from.
3	Click on either Notify Me button to be brought to the <i>Interest Tracking</i> form.

Learner Guidebook

Interest Tracking

 Incident Management Process

Location  

Select a Location

Comments 

Enter your comments here

☐ Notify me when sessions are scheduled at any location 



Due Date
None
None
None


Your Inbox

View Transcript
(2 approved training selection(s))
(Registered for 2 training selection(s))

Approve training
(Your employees have 1 training request(s) pending approval)


Your Interest & Waitlist Tracking

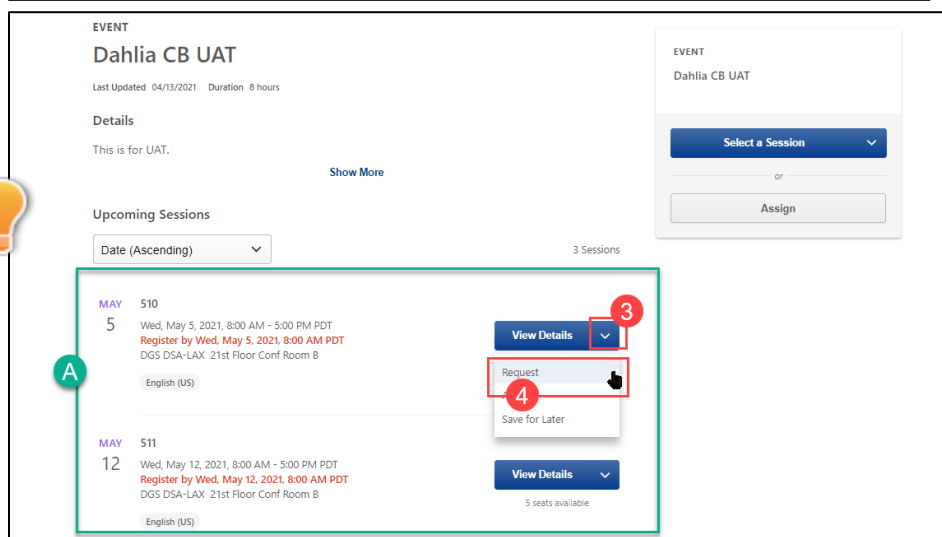
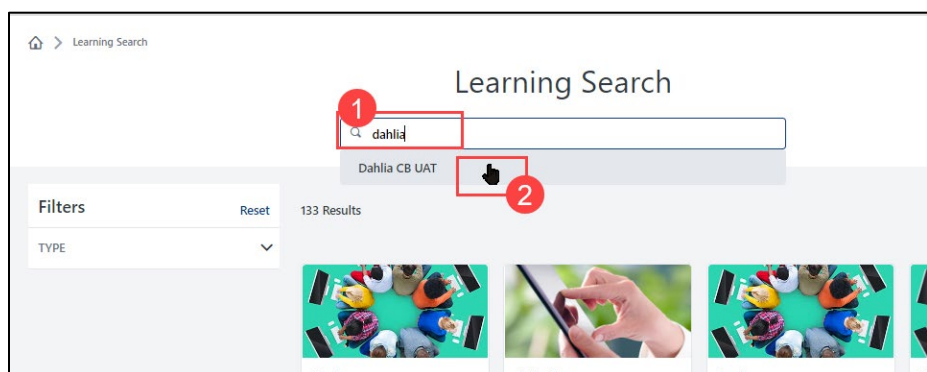
You have no waitlisted sessions.
You have indicated interest in 2 event(s). 

Step	Direction
A	DO NOT select a location.
4	Enter our comments in the <i>Comments</i> box (i.e. UAT Test).
5	Ensure that you check the box next to <i>Notify me when sessions are scheduled at any location</i> .
6	Click Submit . You will be brought back to the Event Details page for the course you expressed interest in. Click the DSA Academy logo at the top of the screen to be brought back to your <i>Welcome Page</i> .
7	The course you are interested in displays in this box. Click the Interest & Waitlist Tracking header.

Learner Guidebook

Register for a Session

Let's sign up for a class. When you want to register for a course, you can look through the catalog, filter by varied means, or if you know the name of your class, you can type it in the Learning Search box. When you register for a training event, or course, you will receive an email confirmation and the course will display in its status on your Welcome Page.



NOTE: The number of seats available will appear under View Details.

Step	Direction
1	Type the name of your course (i.e. Dahlia) in the <i>Learning Search</i> bar.
2	Select the name of the course as it auto-populates. <i>The Event Details page will display.</i>
A	Session details are listed in the screen.
3	Click the drop-down arrow next to <i>View Details</i> .
4	Select Request .

Learner Guidebook

After you request a session, it will show up in the session details page with Pending Approval under the View Details.

Upcoming Sessions

Date (Ascending) ▾

3 Sessions

MAY

5

510
Wed, May 5, 2021, 8:00 AM - 5:00 PM PDT
Register by Wed, May 5, 2021, 8:00 AM PDT
DGS DSA-LAX 21st Floor Conf Room B

English (US)

View Details

▾

Pending Approval

Learner Guidebook

View Order Details (Receipts)

The Order Details page displays all of the details for the order, including transaction date, transaction ID, payment method, order status, and the details of each item purchased.

The screenshots illustrate the process of viewing order details in a web application. The first screenshot shows the user's profile (Samuel Hudson) and the navigation menu. The second screenshot shows the 'Orders' page with a table of transactions. The third screenshot shows the 'Order Details' page for a specific order.

Order Details Page:

Order Information

User Name	
User ID	
Transaction Date	

Order Details

Title	Provider	Type	Status	Quantity & Price	Subtotal
DSA Project Inspector Overview	DSA	Self	In Progress	1X \$500.00	\$500.00

Subtotal: \$500.00
Processing Fee: \$14.95
Total: \$514.95

Step	Direction
1	Select the Navigation menu in the upper-right corner of the screen
2	Select the My Account icon
3	Select the Orders tab on the left under Preferences
4	Select the Transaction ID to view the Order Details page for the order.
5	The Print option in the Options drop-down in the upper-right corner of the page allows users to print the details of the order.

Learner Guidebook

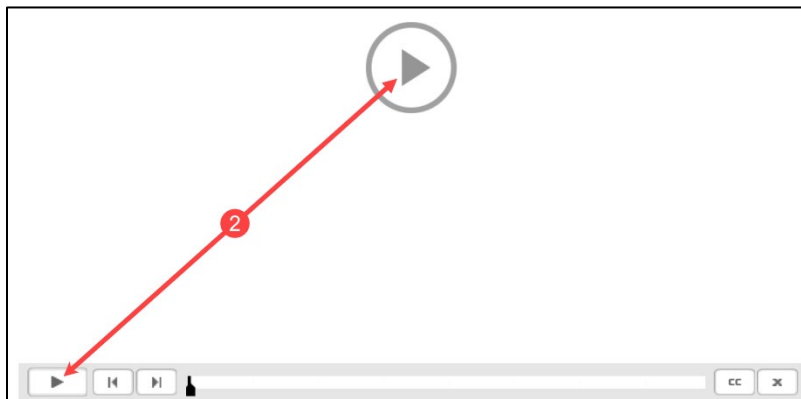
Open and Launch an Assigned Course and Receive Email Confirmation

When you have been approved for an eLearning course, you can launch it directly from *My Training* on your homepage.

The screenshot shows the 'Your Action Items' section with a list of tasks: 'Launch: DSA Demo SCORM', 'Open: Microsoft Excel Super Skills', and 'Launch: DSA Demo Material'. Below this is the 'My Training' section, which contains a table with columns for 'Due Date' and 'Action'. The table lists 'DSA Demo Material', 'Congratulations', and 'DSA Demo SCORM', each with a 'Launch' button. A red circle with the number '1' highlights the 'Launch' button for 'Congratulations'. To the right of the 'My Training' section are two other boxes: 'Your Inbox' with a 'View Transcript' link, and 'Your Interest & Waitlist Tracking' with a message about waitlisted sessions.

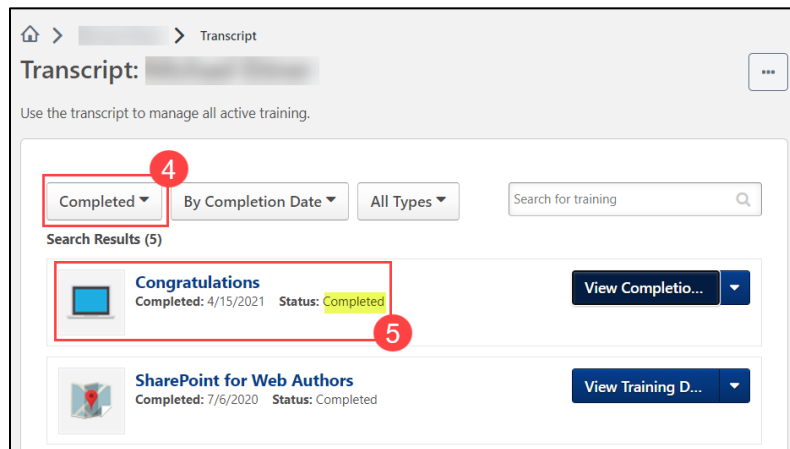
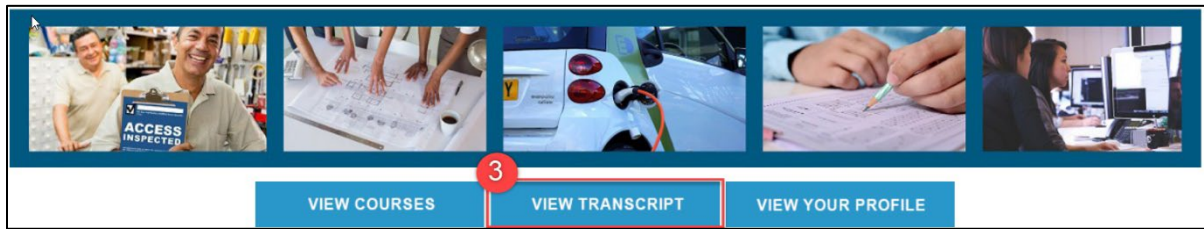
Your Action Items		
Launch: DSA Demo SCORM	None	
Open: Microsoft Excel Super Skills	None	
Launch: DSA Demo Material	None	

My Training		
	Due Date	Action
DSA Demo Material	None	Launch
Congratulations	None	Launch 1
DSA Demo SCORM	None	Launch



Step	Direction
1	Click on Launch under <i>My Training</i> from your <i>Welcome Page</i> for the desired item.
2	Click on either right arrow to begin training video.

Learner Guidebook

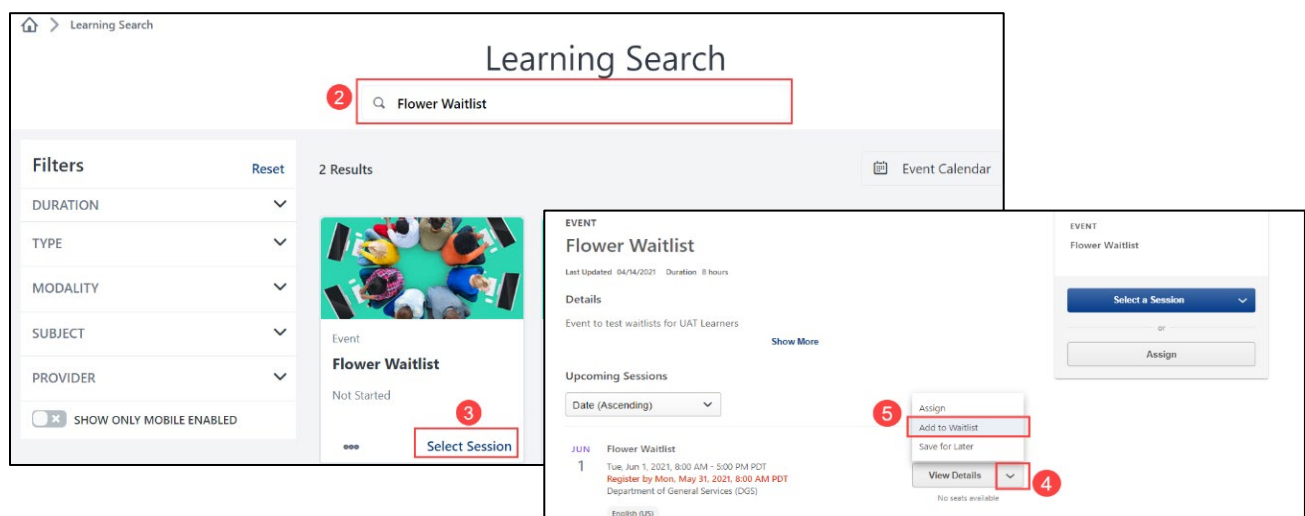
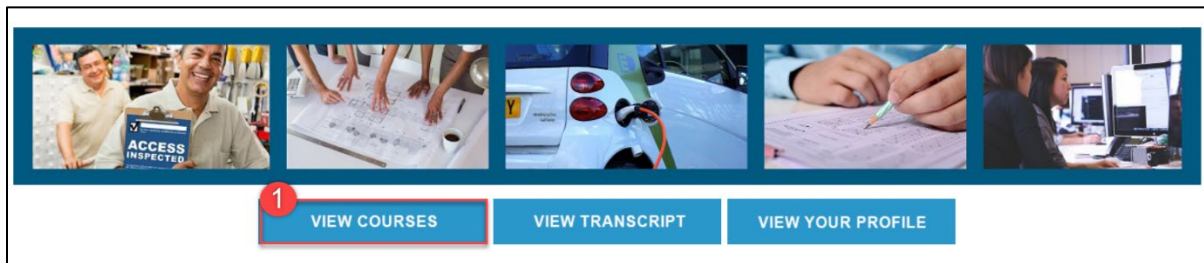


Step	Direction
3	Click on View Transcript on <i>Welcome Page</i> .
4	Change from <i>Active</i> to <i>Completed</i> on down arrow.
5	Verify completion of course on <i>transcript</i> . DSA Academy will send an email to you once you complete your course.

Learner Guidebook

Add Yourself to a Waitlist

When a course has no more available seats, you can add yourself to the course waitlist through the Course Catalog and can verify your waitlist status through View Transcript.



Step	Direction
1	Click on View Courses .
2	Type the name of the course (i.e. Flower Waitlist) in <i>Learning Search Bar</i> .
3	Click on Select Session .
4	Click down arrow on View Details .
5	Click on Add to Waitlist .

Learner Guidebook

After the system administrator approves the course, you are now on the waitlist for class. This will show on your **Transcript** and in your *Waitlist and Interest Tracking* box from your Welcome Page.

Transcript: ...

View Team ...

Use the transcript to manage all active training.

Active ▼ By Date Added ▼ All Types ▼

Search for training 🔍

Search Results (2)



Flower Waitlist (Starts 6/1/2021)
Due: No Due Date **Status: Waitlisted**

View Training D... ▼



DSA Demo Curricula
Due: No Due Date **Status: In Progress**

Open Curriculum ▼

**My Training**

	Due Date	Action
DSA Demo Material	None	Launch
Tulip Program (UAT Curriculum)	None	Open Curriculum

**Your Inbox**

View Transcript
(2 approved training selection(s))
(Registered for 5 training selection(s))

**Your Interest & Waitlist Tracking**

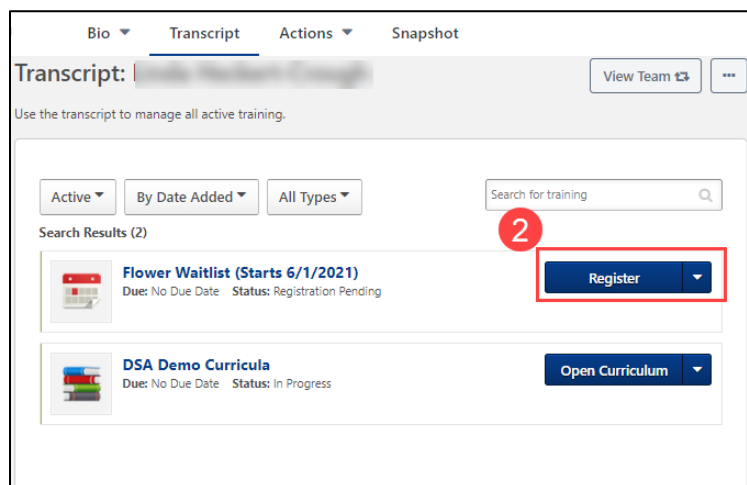
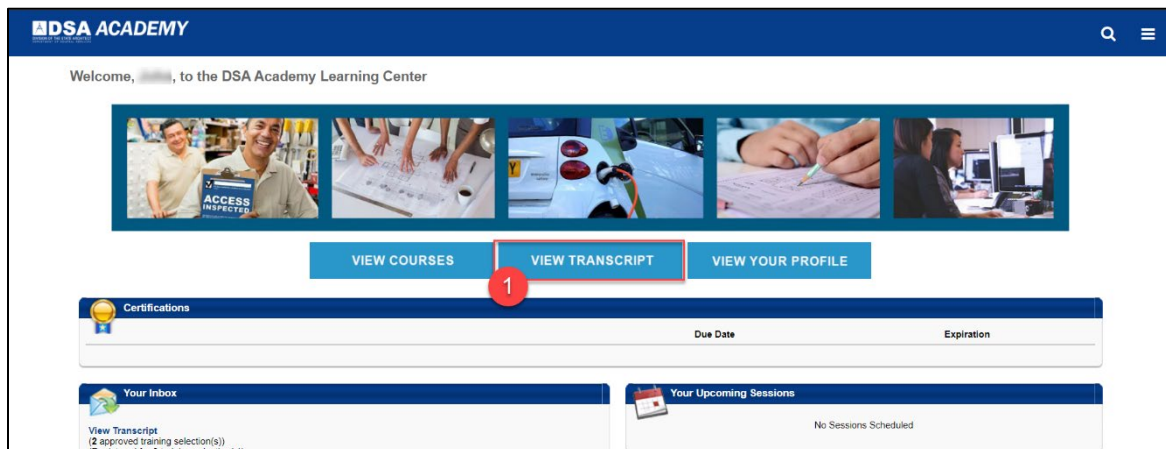
	Status
Ramblin' Rose - (Starts: 5/7/2021) Location: Department of General Services (DGS) Start Time: 8:30 AM PST	Waitlisted
Flower Waitlist - (Starts: 6/1/2021) Location: Department of General Services (DGS) Start Time: 8:00 AM PST	Waitlisted

You have indicated interest in 2 event(s).

Learner Guidebook

Be Enrolled to a Session from Waitlist

Users will automatically be notified once they are moved off the waitlist.

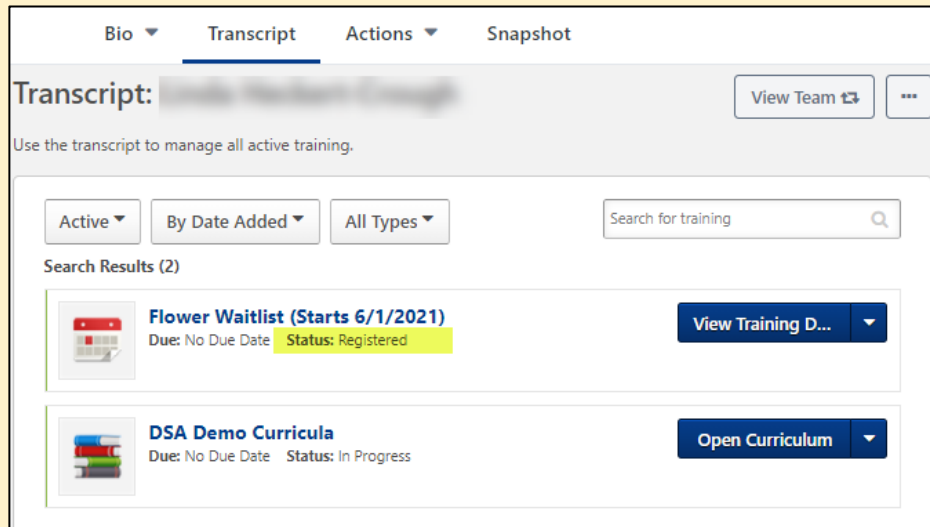


NOTE: You can also register for the course by clicking the course from **Your Action Items**.

Step	Direction
1	Click on View Transcript to add course.
2	Click Register to add course.

Learner Guidebook

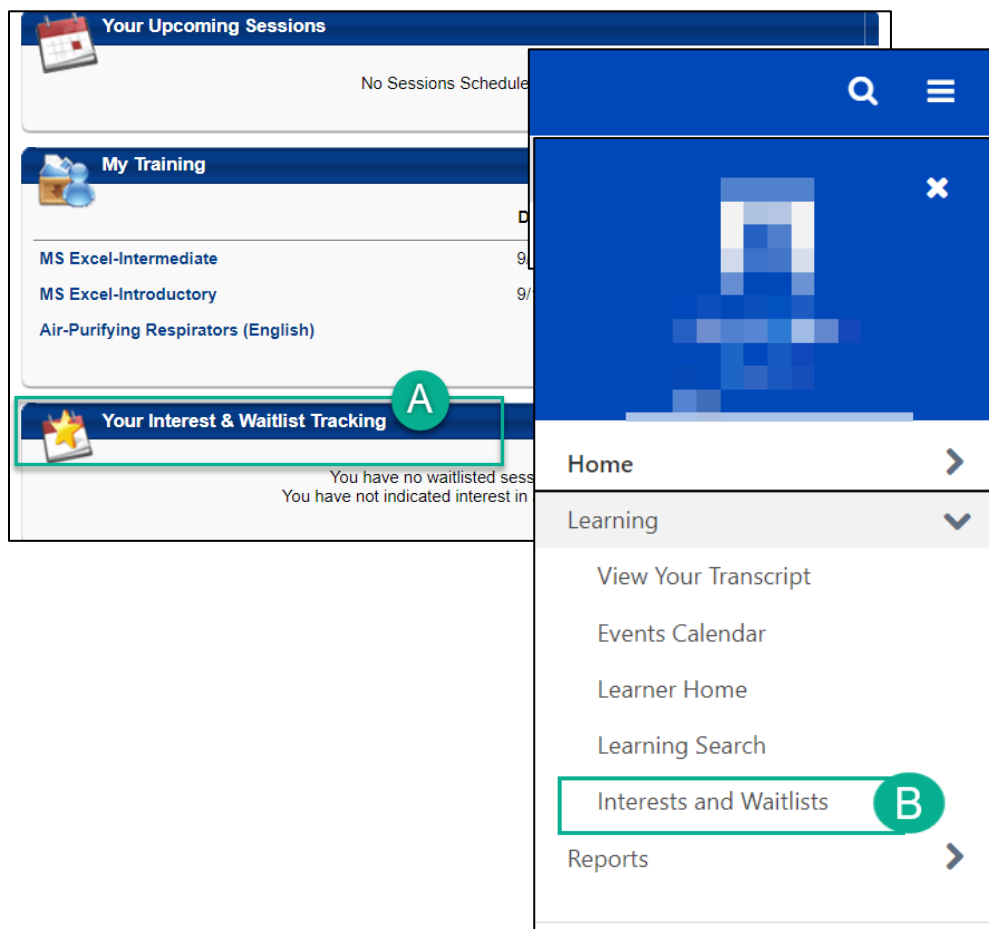
You will receive confirmation of enrollment on your Transcript and will be sent a confirmation email once you have been moved from the waitlist to active enrollment.



Learner Guidebook

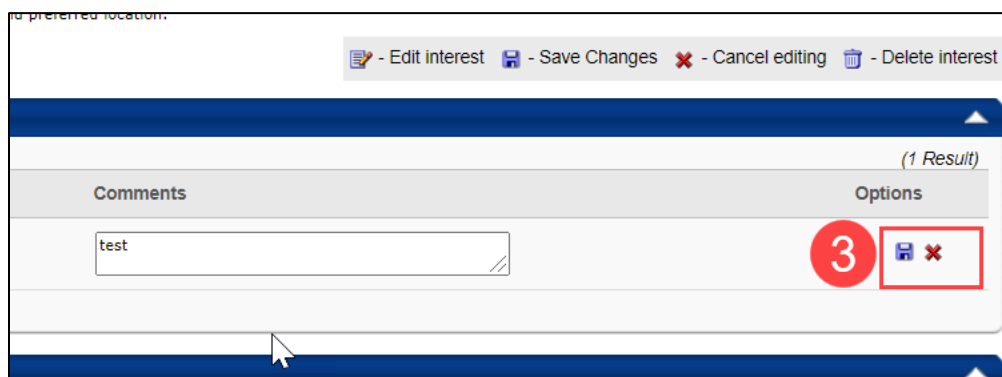
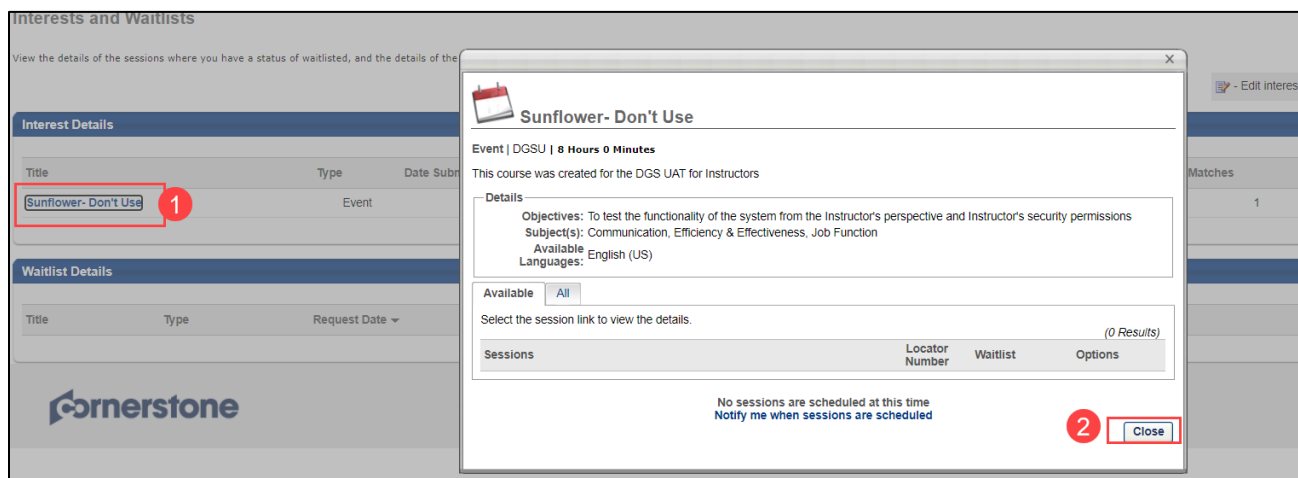
Course Interests

If you were interested in a course and chose “Notify Me” when a session becomes available, you can view your interested courses in the Interests and Waitlist page. The Interests and Waitlists page can be used to track interest history and view sessions that you are waitlisted for. To access the Interests and Waitlists page, click on the title or icon from the Welcome Page labeled **Waitlist & Interest Tracking** or use the Show Navigation Menu and click on **Learning>Interests and Waitlists**.



Step	Direction
A	Click on My Interests & Waitlist Tracking . <i>The Interests and Waitlists page will appear.</i>
B	Click on Interests and Waitlist from the Show Navigation Menu. <i>The Interests and Waitlists page will appear.</i>

Learner Guidebook

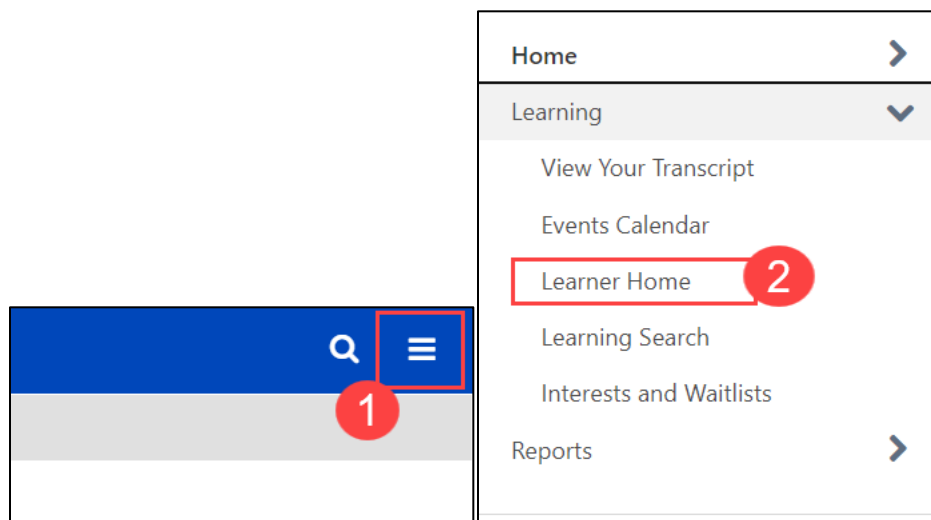


Step	Direction
1	Under Interest Details, click on the Course Title to view the course details and the available sessions. <i>The details will pop up.</i>
2	Click on Close .
3	You may add comments and delete interests.

Learner Guidebook

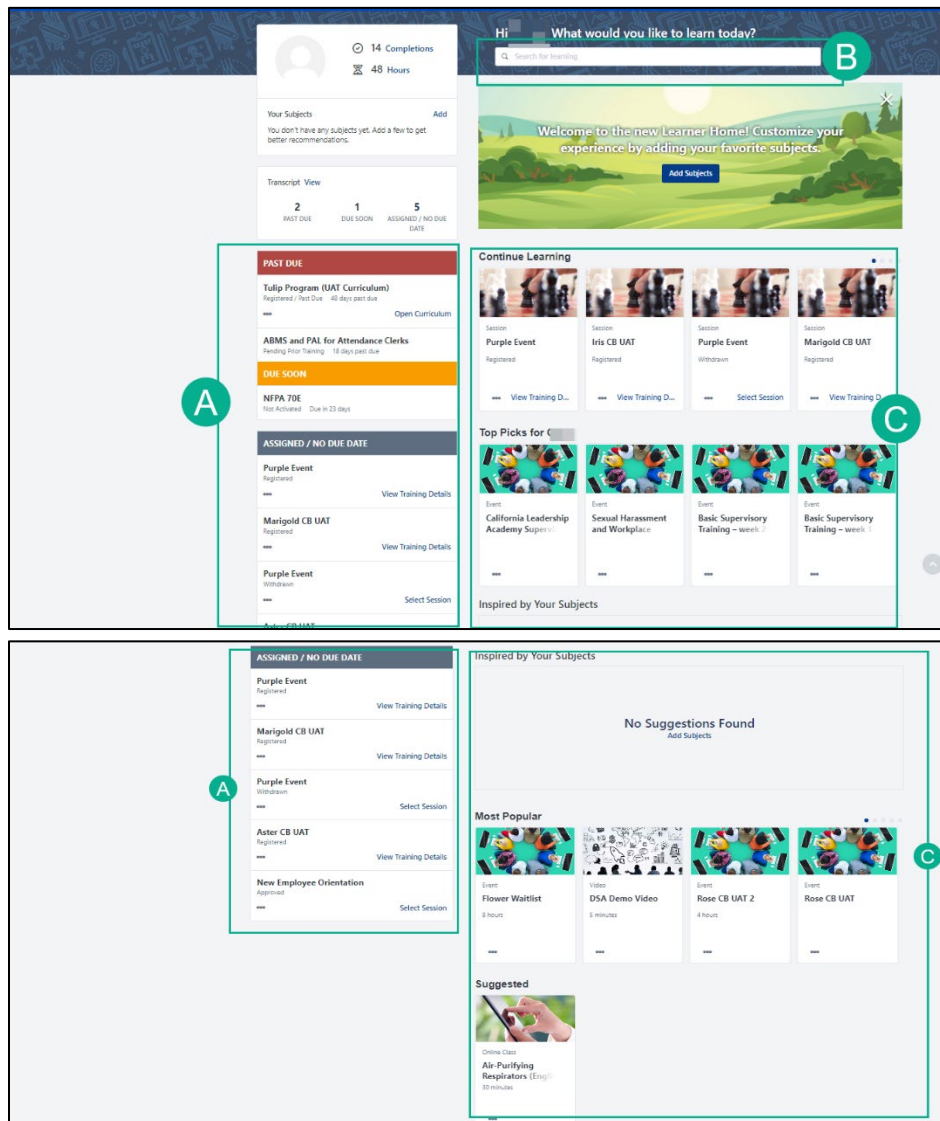
Learner Home

The Learner Home serves as a learning hub which facilitates a seamless learning experience for users, allowing you to browse for and request relevant training, search and filter for specific training, and helps ensure compliance by helping you prioritize and take action on training must complete. The Learner Home includes several features which enable learners to easily select subjects of interest, discover training based on machine learning, and quickly access and request new training.



Step	Direction
1	Click on the Show Navigation Menu .
2	Click on Learner Home .

Learner Guidebook

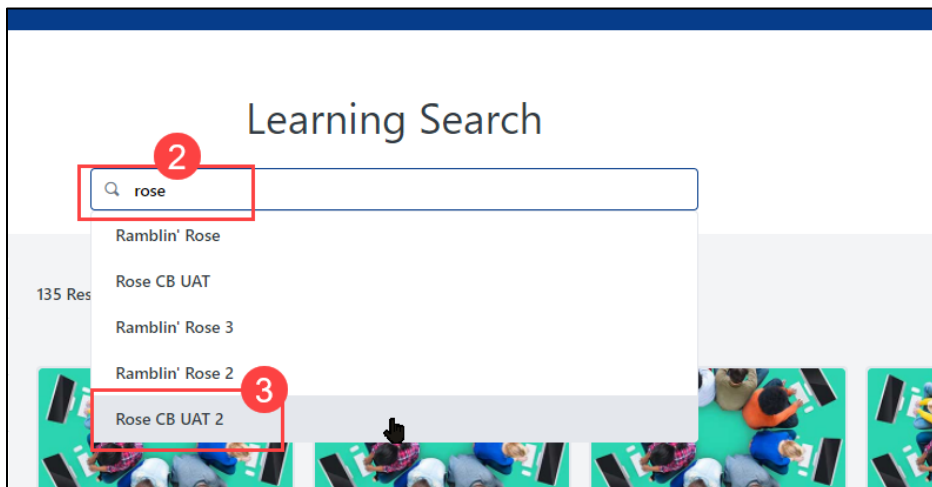
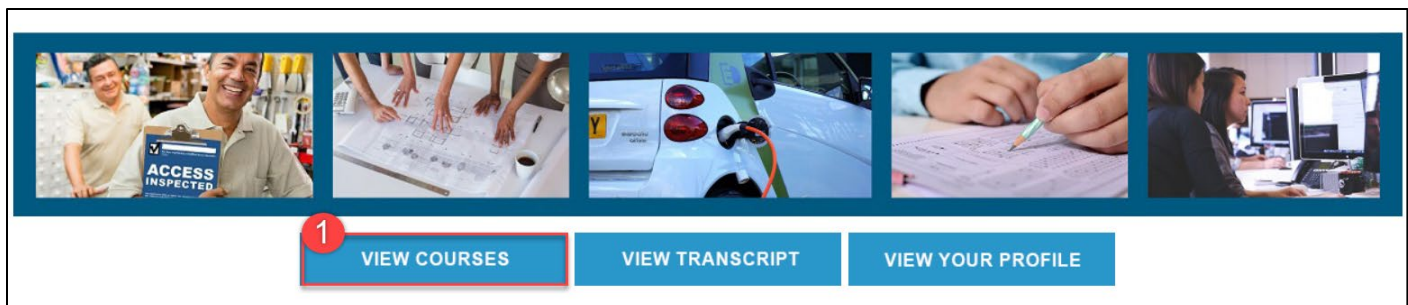


Step	Direction
A	Past Due, Due Soon, Assigned/No Due Date courses are displayed on the left - hand side. For instance, you may choose to View Training Details and Select Sessions.
B	The Learner Home page includes a search bar where you can search for courses using Learning Search.
C	Continue Learning, Top Picks for User, Inspired by Your Subjects, Most Popular and Suggested courses are displayed.

Learner Guidebook

Select a Course that Requires Prerequisites

Prerequisites are courses that are required before another course. For example, the Recertification Seminar is a pre-requisite for taking the Recertification Exam. When a course requires prerequisites, DSA Academy will let you know. When you see that you are trying to register for a class that has a prerequisite, you will see a message appear in a conflict box.



Step	Direction
1	Click on View Courses .
2	Type in the name of the course (i.e. Rose) in <i>Learning Search</i> box for search results. <i>Rose CB UAT 2 will auto-populate.</i>
3	Select the course (i.e. Rose CB UAT 2).

Learner Guidebook

The screenshot shows the 'Rose CB UAT 2' event page. At the top, it says 'EVENT' and 'Rose CB UAT 2'. Below that, it says 'Last Updated 04/13/2021' and 'Duration 4 hours'. The 'Details' section shows 'UAT Testing' and a 'Show More' link. The 'Prerequisites' section is highlighted with a green box and labeled 'A', showing 'EVENT' and 'Disaster Service Worker'. The 'Upcoming Sessions' section is highlighted with a green box and labeled 'B', showing a date selector set to 'Date (Ascending)' and a session for 'APR 21' on 'Wed, Apr 21, 2021, 8:30 AM - 4:00 PM PDT' with a 'Register by Wed, Apr 21, 2021, 8:30 AM PDT' deadline. A dropdown menu for 'View Details' is shown with 'Request' selected, labeled '4' and '5'. A large conflict message box is on the right, labeled '6', stating 'There are conflicts in your request: This training requires prerequisites to be completed before you request. You may submit an exception request for administrative approval if you would like to be exempted from the prerequisite.' and has a 'Continue' button.

Step	Direction
A	<i>Course prerequisites</i> are shown here.
B	Upcoming <i>session information</i> is shown here.
4	Click the drop-down arrow to the right of <i>View Details</i> .
5	Select Request . <i>The conflict box will display.</i>
6	Click the X on the top right corner. If you select continue, it will request the main course and not the pre-requisite. You will not be able to sign up for the course unless you request an exception from the prerequisite.

Learner Guidebook

Receive Course Approval Email

Once the DSA Academy has approved a course you have requested, you will receive an email.

Step	Direction
1	Check your personal email account
2	Look for email from DGSDSA-noReplyAcademy@dgs.ca.gov with a subject line with your class name.

Receive Course Denial by Email

If your request for a course has been denied, you will receive an email from the DSA Academy.

Step	Direction
1	Check your personal email account
2	Look for email from DGSDSA-noReplyAcademy@dgs.ca.gov with a subject line with your class name.

Learner Guidebook

Complete All Learning Under a Curriculum

The screenshot illustrates the process of completing a curriculum in the UAT system. It is divided into three numbered steps:

- Step 1:** The user is on the 'My Training' page. Under the 'Bouquet Curricula' section, the 'Open Curriculum' button is highlighted with a red box and a red circle containing the number 1.
- Step 2:** The 'Bouquet Curricula' page is shown. A 'Launch' button next to the 'Bouquet Instructions' course is highlighted with a red box and a red circle containing the number 2.
- Step 3:** The 'Bouquet Instructions' course page is shown. The 'Mark Complete' button is highlighted with a red box and a red circle containing the number 3.

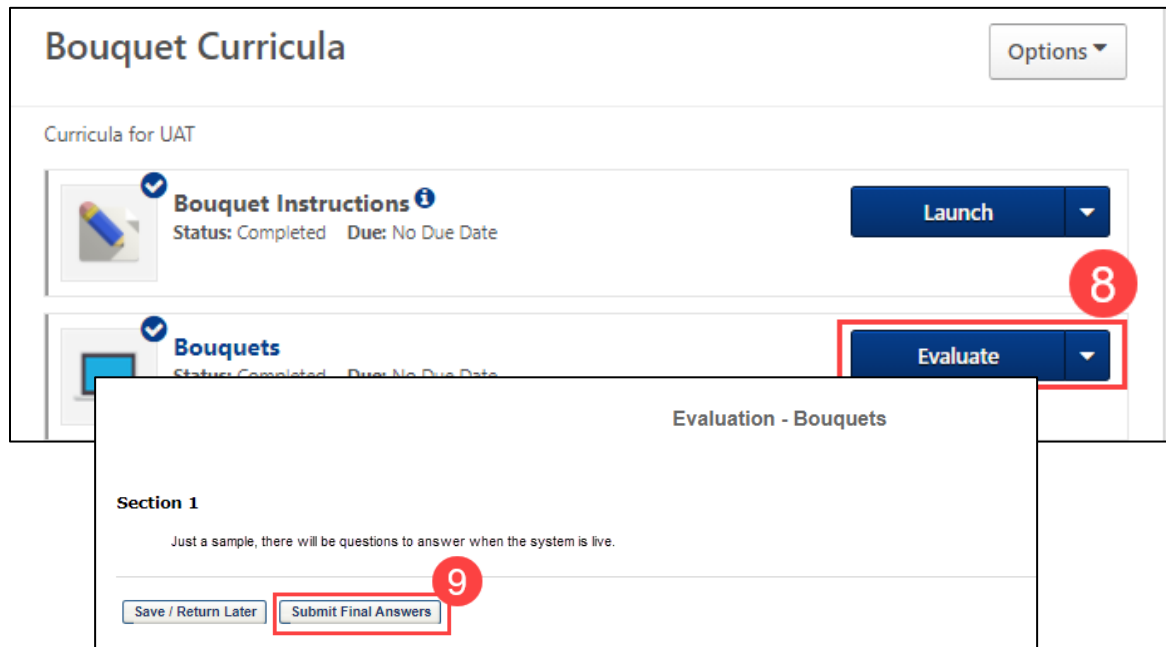
Step	Direction
1	Open the training (i.e. Bouquet Curriculum) under <i>My Training</i> on the <i>Welcome Page</i> .
2	The page will refresh, launching the Curricula. Click on Launch on the course (i.e. Bouquet Instructions).
3	After reading the instructions, Mark Complete .

Learner Guidebook

The screenshot displays the 'Bouquet Curricula' interface. At the top left, a circular progress indicator shows '25%' completion under the heading 'CURRICULUM PROGRESS'. Below this, an orange warning icon and text state: 'Curriculum progress will update in real time.' The main section, 'Curricula for UAT', lists two items: 'Bouquet Instructions' (Status: Completed, Due: No Due Date) and 'Bouquets' (Status: Not Activated, Due: No Due Date). The 'Bouquets' item has an 'Activate' button highlighted with a red box and a red circle with the number '4'. Below the list is a 'Table Of Contents' window showing a list of slides with titles and durations. A red box and a red circle with the number '4' highlight the 'Table Of Contents' window. To the right of the table of contents is a large play button icon, also highlighted with a red box and a red circle with the number '4'. At the bottom left, a smaller version of the 'Bouquet Curricula' interface is shown, with the 'Launch' button for the 'Bouquets' item highlighted with a red box and a red circle with the number '5'.

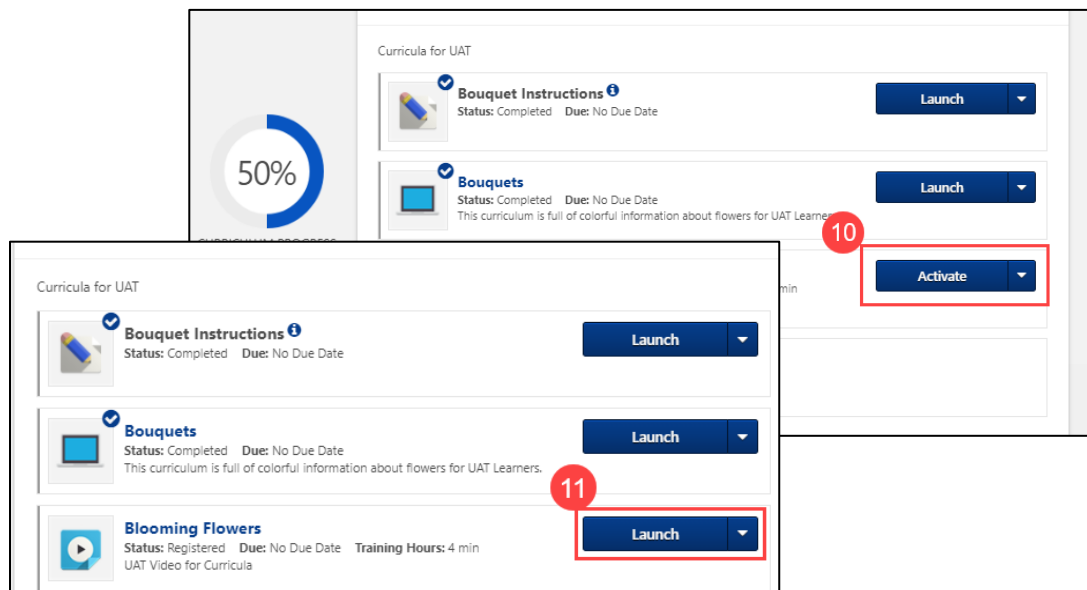
Step	Direction
4	Click on Activate for the course title (if required).
Note	Curriculum progress will update in real time.
5	The page will refresh then click Launch .
6	Click on the Play icon and complete all items in the table of contents
7	Upon completion of the Training, Close the window or click EXIT on the last slide.

Learner Guidebook



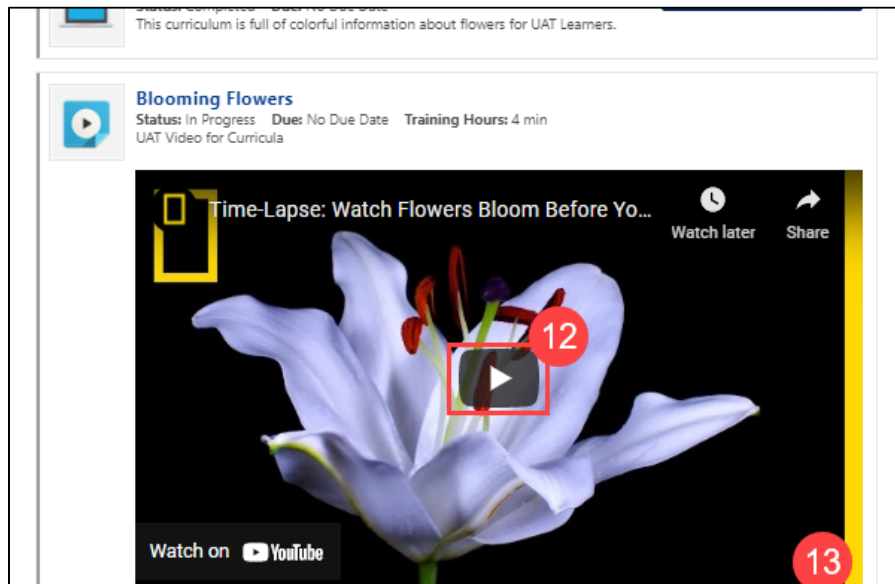
Step	Direction
8	Click on Evaluate for the course (if evaluation is required).
9	The screen will refresh to the Evaluation. Click Submit Final Answers .

Learner Guidebook

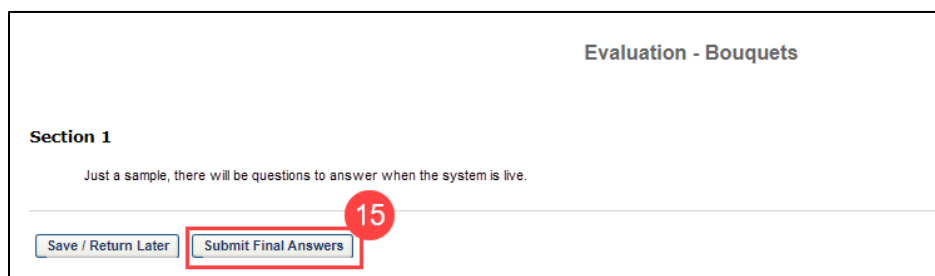
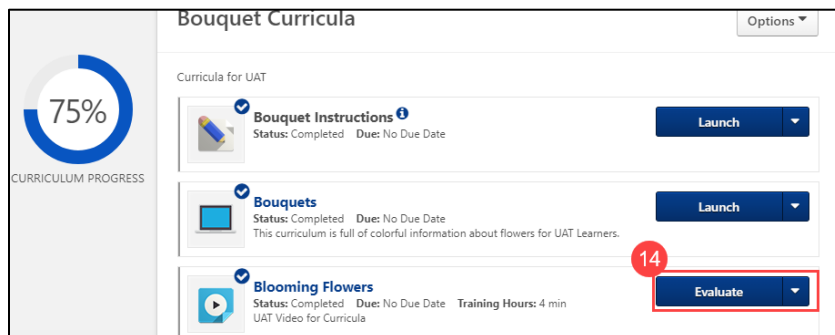


Step	Direction
10	Click on Activate for the course video (i.e. Blooming Flowers).
11	Click Launch

Learner Guidebook



Step	Direction
12	Click on the Play icon
13	Watch the video to completion for it to auto complete.



Learner Guidebook

Step	Direction
14	Click on Evaluate for the course (if required).
15	The screen will refresh to the Evaluation. Click Submit Final Answers .

Bouquet Curriculum

Curricula for UAT

- Bouquet Instructions**
Status: Completed Due: No Due Date **Launch**
- Bouquets**
Status: Completed Due: No Due Date **Launch**
This curriculum is full of colorful information about flowers for UAT Learners.
- Blooming Flowers**
Status: Completed Due: No Due Date Training Hours: 4 min **Launch**
UAT Video for Curricula
- Bouquet Material**
Status: Not Activated Due: No Due Date **Activate**

Bouquet Material
Status: Registered Due: No Due Date
Sample Material Course for UAT **Launch**

Party menu (floral design) - Google Chrome

1 / 1 | 46% +

Bouquet Material
Status: In Progress Due: No Due Date
Sample Material Course for UAT **Mark Complete**

Learner Guidebook

Step	Direction
16	Click on Activate for the course material (i.e. Bouquet Material).
17	Click Launch .
18	Download the PDF to your Desktop
19	Close the window.
20	Click Mark Complete .

The collage illustrates the following steps:

- Step 21:** The DSA Academy Learning Center dashboard with the 'VIEW TRANSCRIPT' button highlighted.
- Step 22:** A close-up of the 'VIEW TRANSCRIPT' button.
- Step 23:** The 'Active' dropdown menu in the 'Filter by' section.
- Step 24:** The 'Completed' option selected in the 'Filter by' section.
- Step 25:** The 'View Certificate' button in the 'Transcript' section.
- Step 26:** The 'Download' icon in the PDF viewer.
- Step 27:** The 'Close' button in the PDF viewer.

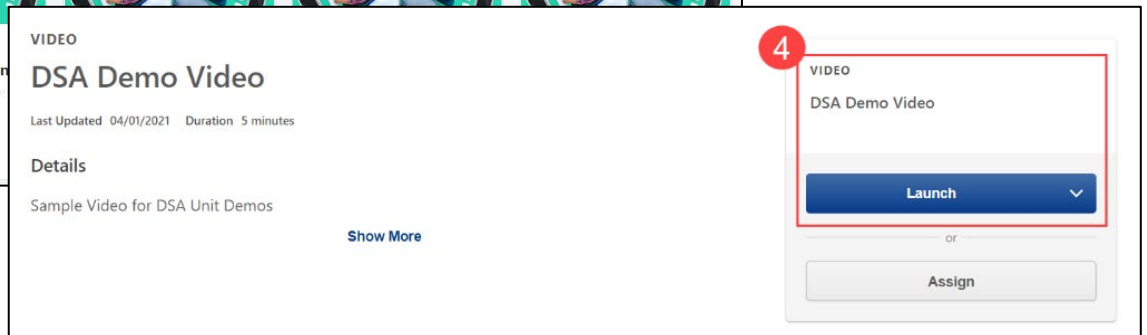
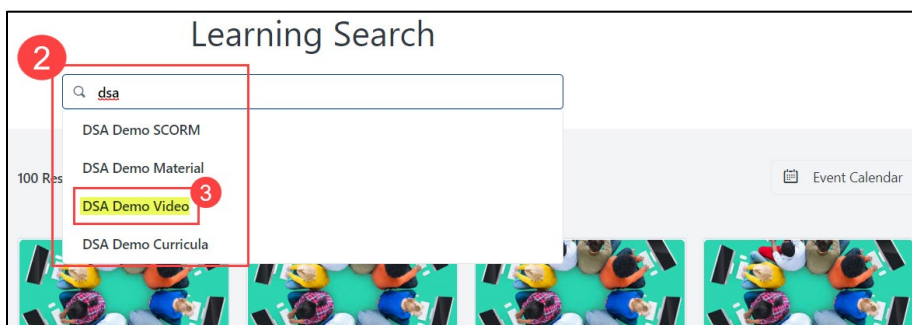
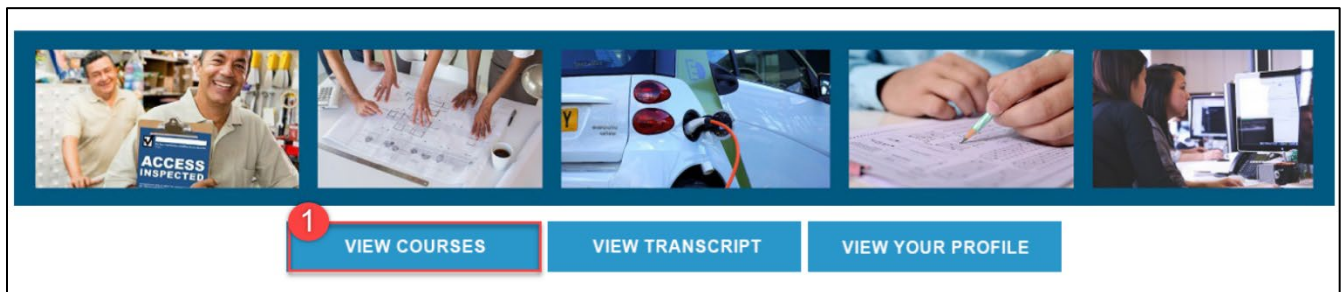
Learner Guidebook

Step	Direction
21	Click on DSA Academy icon to return the <i>Welcome Page</i> .
22	Click View Transcript .
23	Click the drop down next to <i>Active</i>
24	Click Completed .
25	Click View Certificate .
26	Download the PDF of your certificate to your Desktop.
27	Close the window.

Learner Guidebook

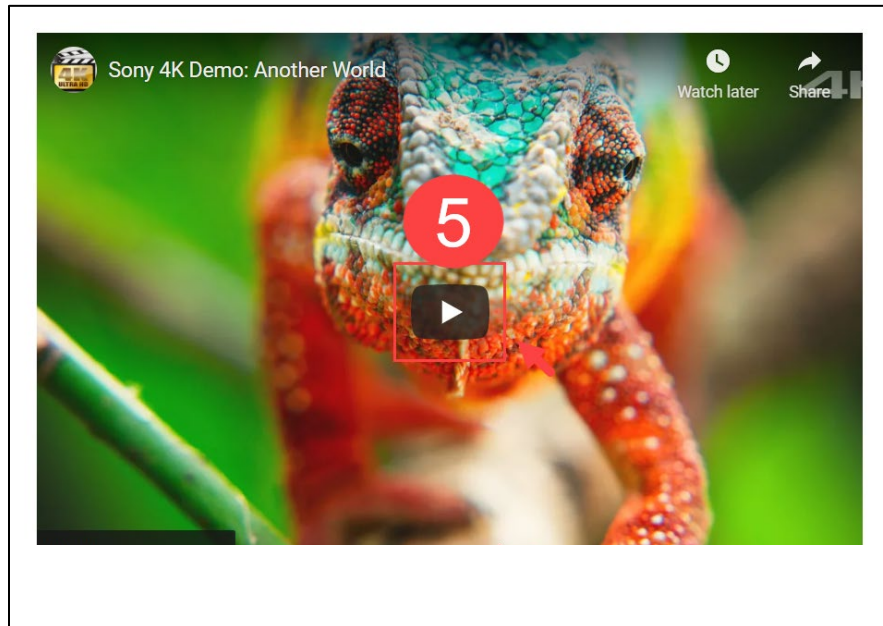
Receive Completion Status and Email After Finishing an Online Event

You will be able to receive an email confirmation for your record of a completed training within minutes of finishing.



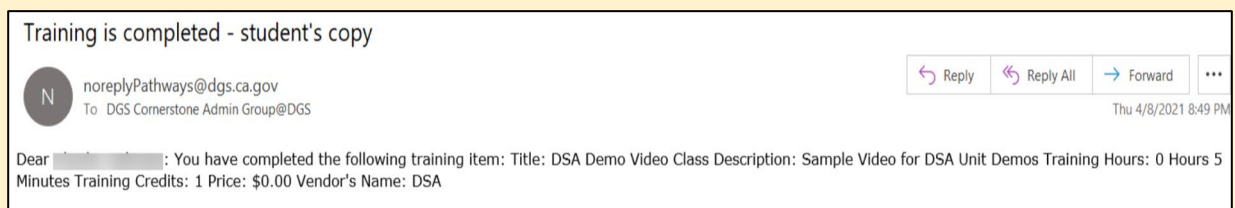
Step	Direction
1	Click on View Courses .
2	Type name of desired course (i.e. DSA) in <i>Learning Search</i> .
3	Click on course name (i.e. DSA Demo Video).
4	Click on Launch .

Learner Guidebook



Step	Direction
5	Click on play arrow.
6	Video will auto complete after its watched to completion.

You will receive a timely confirmation email for your records after completing a course curriculum or task.



Learner Guidebook

Request to Withdraw from a Course

There may be times when you need to withdraw from a course. This can be done quickly in DSA Academy.



Withdraw Registration

If you withdraw your registration for this session, you will immediately be withdrawn from the roster.

Session Details

Event Name: Flower Withdraw
Date / Time: (1) 4/30/2021 8:00 AM - 4/30/2021 5:00 PM
Location: DGS CBSC-Conference Room 1

SESSION WITHDRAWAL OPTIONS

Please select a reason

Comments

Learner Guidebook

Step	Direction
1	Click on View Transcript on <i>Welcome Page</i> .
2	On the selected course (i.e. Flower Withdraw), click the dropdown arrow on View Training Details , then click on Withdraw . <i>The Withdraw Registration window displays.</i>
3	Select reason for withdrawal from the drop-down menu choices.
4	Enter Comments if applicable.
5	Click on Submit .

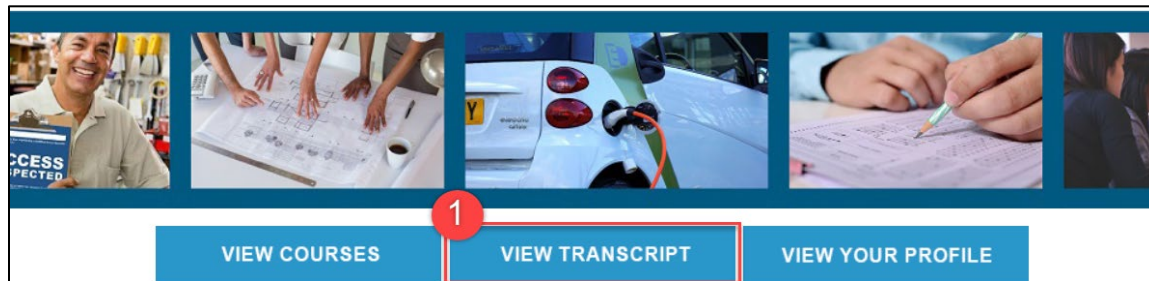
Your course withdrawal will be reflected on your transcript and you will receive an email confirmation of withdrawal. You will be able to view the withdrawal notification in your transcript area.

The screenshot displays a user interface for searching training courses. At the top, there are three filter buttons: 'Active', 'By Date Added', and 'All Types', each with a dropdown arrow. To the right is a search bar labeled 'Search for training' with a magnifying glass icon. Below these is the text 'Search Results (8)'. A result card is shown with a calendar icon, the title 'Flower Withdraw (Starts 4/30/2021)', and the details 'Due: No Due Date' and 'Status: Withdrawn'. To the right of the card is a blue button labeled 'Select Session' with a dropdown arrow. A green rectangular box highlights the course title and status information.

Learner Guidebook

Receive Email Notification for Withdrawn Event

Users will automatically receive an email confirmation of course withdrawal.



Search Results (9)

- MS Excel-Introductory (Starts 4/21/2021 6:00 AM)**
Due: No Due Date Status: Pending Approval
- Sunflower (Starts 4/27/2021)**
Due: No Due Date Status: Registered

Withdraw Registration

If you withdraw your registration for this session, you will immediately be withdrawn from the roster.

Session Details

Event Name: MS Excel-Introductory
Date / Time: (1) 4/21/2021 6:00 AM - 4/21/2021 6:30 AM
Location: Department of General Services (DGS)
Price: \$0.00

SESSION WITHDRAWAL OPTIONS

Personal Reasons ▼

Family

Submit **Cancel**

Cornerstone

Withdraw ▼

- Withdraw**
- View Training Details
- Request Exemption
- Move to Archived Transcript

Step	Direction
1	Click on View Transcript .
2	Click on down arrow to the right of Withdraw .
3	Click on Withdraw .
4	Click on drop menu to indicate reason and add comments.
5	Click Submit .

Learner Guidebook



MS Excel-Introductory (Starts 4/21/2021 6:00 AM)
Due: No Due Date **Status: Withdrawn**

Select Session ▼



Step	Direction
A	Withdrawn status is verified on transcript.

You will receive an email notification of withdrawal.

MS Excel-Introductory has been Canceled

noreplyPathways@dgs.ca.gov
To: DGS Cornerstone Admin Group@DGS

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Thu 4/8/2021 5:43 PM

Dear Carlos:

This message is to notify you that [REDACTED] has withdrawn from MS Excel-Introductory scheduled on 4/21/2021 at 6:00 AM with Locator Number 443.

Thank you,

Pathways Team

MICHAEL - UAT TEAM