# AIC COMMUNITY CARE LMS FAQ

# QiC Learning Network

**Prepared by: Wizlearn Technologies**

Date Prepared: 13-Feb-2024

## Document Information

| | | | |
|---|---|---|---|
| Project Name: | AIC Community Care LMS | | |
| Prepared By: | Wizlearn Technologies | Document Version No: | 1.7 |
| Title: | AIC Community Care LMS FAQ | Document Version Date: | 13-Feb-2024 |
| Reviewed By: | | Review Date: | |

## Version History

| Ver. No. | Ver. Date | Revised By | Description | Filename |
|---|---|---|---|---|
| 1.0 | 12 Oct2020 | | | AIC LMS(WIZLEARN) FAQ_V1.0.docx |
| 1.1 | 1-Dec-2020 | Aruna Agrawal | | AIC LMS(WIZLEARN) FAQ_V1.1.docx |
| 1.2 | 15-Mar-2021 | Lee Ai Ling | Rename of CorpPass and SingPass to Corppass and Singpass respectively | AIC FAQ v1.2.docx |
| 1.3 | 10-May-2021 | Victor Khoo | Update of format to use for UserID for new users | AIC FAQ v1.3.docx |
| 1.4 | 27-May-2021 | Victor Khoo | Update of Type A & B accounts | AIC FAQ v1.4.docx |
| 1.5 | 12-Mar-2022 | Victor Khoo | Singpass login for Learner & Trainer Centralize management of Billing Info | AIC FAQ v1.5.docx |
| 1.6 | 15-Jun-2023 | Victor Khoo | | AIC FAQ v1.6.docx |
| 1.7 | 13-Feb-2024 | Victor Khoo | Added InterRAI Admin | AIC FAQ v1.7.docx |

## Table of Contents

# General Enquiries

## 1.1 What is COMMUNITY CARE LMS?

LMS is an abbreviation for Learning Management System. This is an upgraded version from the current system (SumTotal) that has served the Community Care Sector earlier for Community Care Organisations (CCOs) and Learning Institutes (LIs). This upgraded system is a commercial off-the-shelf system from Wizlearn.

## 1.2 What are the key features of the LMS?

The key features can be summarized as follows:
- Improved user interface, personal learning dashboard, courses marketplace, e-certificates
- In-build workflows and reports to enable workforce upskilling
- Encourage self-directed learning
- Access content on-the-go using mobile devices
- Secure and yet easy login via Singpass Mobile App

## 1.3 With reference to the colorful calendar of events, how do I read the different colours in relation to the course offerings?

| | Behavioural & Psycho-Social Health/Wellness | Clinical | Governance & Organisational Excellence | Quality Assurance/Quality Improvement | Leadership & People Management |
|---|---|---|---|---|---|
| **Color Code in LMS** | Yellow | Blue | Purple | Green | Orange |

## 1.4 What are system prequisites to access COMMUNITY CARE LMS?

System requirements:

| Operating System: | Windows (8 \| 8.1 \| 10)<br>Mac OSX (El Capitan \| Sierra \| High Sierra\| Mojave \| Catalina) |
|---|---|
| Browser : | IE 11.0 and above\| Microsoft Edge 80 and above\| Firefox 50 and above \| Google Chrome 50 and above\| Safari 11 and above |

## 1.5 Whom do I contact if I need assistance?

There is a WizLearn Helpdesk to respond to LMS related technical enquires. The helpdesk operates from Monday to Friday from 7.00am to 7.00pm and Saturday from 7.00am to 2.00pm except public holidays. You can contact them at Tel: **3129 2592** or lmssupport@wizlearn.com (email). All cases will be issued with a case ID for ease of tracing.

For course related queries, please contact the respective training provider with their contact details listed in the Course Marketplace.

### 1.6 Will the user accounts from LMS (Sumtotal) be migrated to the new system?

No. Only CCO Administrator and LI Administrator user accounts will be created in COMMUNITY CARE LMS. Respective CCO is required to create the LMS accounts for their own staff.

### 1.7 Is the LMS accessible from mobile devices?

Yes. The LMS is mobile device compatible and learners can view contents on-the-go. However, LMS administrators will have to use internet laptops to set up, manage and generate reports.

### 1.8 If CCOs are previously funded but no longer so, are they able to access LMS?

No. The system is only accessible to CCOs who are eligible for MOH training funding subsidies. Once the CCO is no longer eligible, the LMS access for all accounts under the CCO will be disabled.

### 1.9 How CCO staff movement from place to place is managed?

As access is via Singpass, the onus is on the new hiring CCO to create new account. Learner training history will not be migrated. Hence, it is advisable for staff resigning from the Organisation to access the LMS and download/print the training history and e-Certificates for future records.

### 1.10 What happens when a user resigns from his/her organisation?

It is advisable for the respective CCO LMS administrator to deactivate the user account on the last day of service by setting the user Last Date of Service under the profile. CCO LMS Administrator should also check if there are any outstanding courses that the staff has signed up for and liaise with the respective Learning Institutes to withdraw the application. As a back-up the LMS system will automatically disable all inactive accounts after 90 days as part of account maintenance.

### 1.11 Why do I keep receiving email about my account will be disable due to inactivity?

As part of the security policies on accounts, a new enhancement have been implemented to ensure security of user accounts that are inactive for 90 days to be disabled from the system. During the period, there will be 2 email triggers to the user should the user is still inactive before the account disablement at the 90 day mark; specifically 30 days and 7 days before the 90 day mark to inform the user to login to keep their account active. Should the user still do not login during this period, the account will automatically be disabled once the conditions are met.

## 2. Corppass Enquiries

### 2.1 Why do we need Corppass Access?

In compliance to IT Security, the LMS needs to implement two-factor authentication (2FA). The current 2FA solutions for IHiS-managed systems will be either ILTC Active Directory ID/**Singpass** for systems that are hosted in H-Cloud or **Corppass** for systems that are hosted outside H-Cloud. Since the new LMS is hosted outside the H-Cloud, Corppass is opted as the 2FA solution.

Corppass is a corporate digital identity introduced in Sep 2018 for businesses and other entities (such as non-profit organisations and associations) to transact with Government agencies online. It allows organisations to have better control of their user account management. Corppass is also used for the National Electronic Health Record (NEHR) System.

### 2.2 What is the link for Corppass User Guides?

Please click here.

### 2.3 What is the link for general enquiries related to Corppass?

Please click here.

### 2.4 What is the difference between 'User Id' and 'Corppass Id'?

There is no difference between the two in COMMUNITY CARE LMS.

### 2.5 Who requires a Corppass Account in my CCO?

Anyone who would like to attend a training provided by one of our AIC appointed Learning Institutes. With this account, your staff will be able to log into the LMS system and access the course materials, a personal dashboard, etc.

### 2.6 Who can create the Corppass Account and which digital service should we sign up to?

Every CCO will have a designated "Corppass Administrator". Please approach this person to create the Corppass Account for you. Search for "AICLMS" under Agency for Integrated Care to sign up. You will only be allowed to access and transact the specific digital service which is 'AICLMS'. You will not be able to view entity details, create Corp Pass accounts, manage other users, nor have access to other digital services.

# 3. LMS Learner Queries

### 3.1 How do I get started as a LMS Learner?

Access to the LMS internet website at https://lms.wizlearn.com/aic. Login via the Singpass and use your Singpass Mobile Application on your mobile phone to scan the QR code. Key in your passcode for Singpass to authenticate to gain access into the LMS. If there are any issues with login, please contact your CCO LMS Administrator or contact the Wizlearn Helpdesk.

Select "Marketplace" to start browsing the course catalogue. Select any course that is of interest to you. Submit 'express interest' if you wish to sign up for training. Any updates for the course that you have indicated interests will be notified via your email address that is stored in the system.

### 3.2 Can a learner re-register for a course after the 1st registration has been cancelled?

Yes. A learner can re-register for the course after the 1st registration is cancelled.

### 3.3 How will a learner registering for a course will know the UEN?

There is no necessity to remember the UEN as this information will be automatically populated in the Express Interest Form so long as the staff logs into the LMS.

### 3.4 How do I know I am successful in my course application?

You will receive an email notification for any updates relating to the course that you have signed up for.

### 3.5 How can I withdraw from the course after I have been confirmed?

You will be able to withdraw from a class session in your dashboard before the registration for that course closes. Any withdrawal after that needs to be communicated to the learning institute for withdrawal from the course.

### 3.6 Will there be occasions where the Learning Institute cancels the course that I have been registered for?

There may be occasions where the LI cancels the course such as the class does not have a minimum number of learners. The LI will trigger a cancellation 2 weeks before the course start date.

## 4. LMS Administrators Queries

### 4.1 What are the employee details required to create a LMS account?

The minimum employee details required to create the LMS account would be the employee NRIC/FIN number, UserID, Name, Email Address, Employment Type and UEN Number. UserID format for any new account creation to follow the following format:

Format for Learner – MSNHTFaFa [**Org Code + Staff Name**]
Format for Admin – CCOAMSNHTFaFa [**'CCOA'+ Org Code + Staff Name**]

Legend:

**Organisation Code** (see in LMS)

**Role in LMS:**
Learner = No prefix
CCOA = CCO's LMS Administrator
T= CCO in-house Trainer

**Staff Name:**
'1st letter of last name': Tan = 'T'
'Given Name': Fa Fa = 'fafa'

*Please note that to select/input **'CCO'** for the **custom role** for the account creation.

Custom User Type

◉ CCO   ○ Other Users

### 4.2 What type of Corppass account do I need to perform the role of a LMS Administrator for my CCO?

A user role account under Corppass will be needed to perform the role of a LMS Administrator for the CCO organizations. For organizations whom allow a sub–admin role account for Corppass for the LMS Administrator will have the ability to create Corppass accounts for the user for the LMS digital service.

### 4.3 Whom or how do I update if there is a change of LMS Administrator in the organization?

The new LMS administrator account will need to be first created in the system.

### 4.4 Whom or how do I update if there is a change of organization name or UEN?

Please keep AIC informed if there is a change in the organization name or UEN.

## 4.5 What is 2-tier approval in COMMUNITY CARE LMS?

The 2-tier approval in COMMUNITY CARE LMS works as per depicted in the diagram below. The 1st tier approval will be by the CCO Administrator of the user which will then flow to the Learning Institute (LI) Administrator for the 2nd tier approval. The purpose of the 1st tier approval is to confirm that the CCO endorses the need for the staff to be trained in the specific course. While the 2nd tier is for the LI to confirm the learner has been registered for the class.
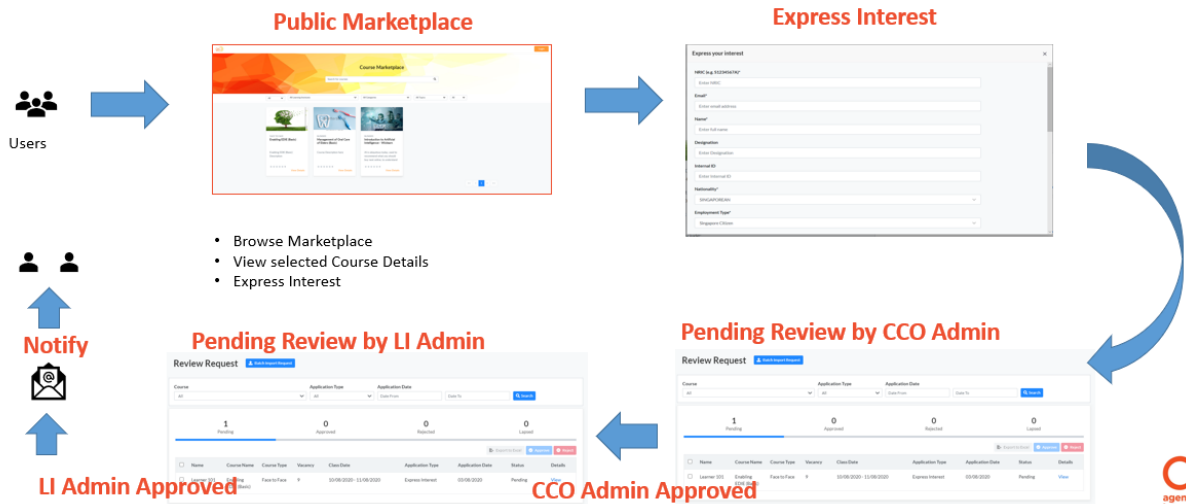


## 4.5 CCO administrator updates the billing information and approves. Can the LI view the updated billing information?

Yes. LI Administrator will be able to click and view the billing info that the CCO Administrator has and approved.

## 4.6 Can CCO Administrator put in address and email for the billing details?

CCO Administrator can update the address and email for the billing details under the UEN Management module. This is no longer a manual keying of the billing information for each of the course registration.

## 4.7 How can CCO load their own in-house course materials into the LMS?

CCO could create their in-house course materials into the LMS via Workspace. However, they should not publish to the public catalogue for these course that they run in-house.

## 4.8 Can we change the User ID & Internal ID for existing accounts that were created according to previous required format?

User ID is unique at point of account creation. Unable to change User ID once the account is saved/created.

## 4.9 Reactivating disabled accounts.

Note to update account expiry date upon activating/enabling of the account. Upon re-activating disabled account of Learner, inform Learner to login to system before 23:59pm of the same day.

### 4.10 Can I register learner profile for my freelance care staff to have access to CCLMS, in this case, they can attend the free on-line courses?

Staff who are in-house employees under the organisation's payroll are eligible to sign up for courses in the system as there are course fee subsidies. For those who are not, please approach the course providers to sign up or access to courses & full course fees apply.

### 4.11 Why can't I delete a group in the CCLMS?

To prevent accidental deletion of users in the system and caused the users to be a floating account, CCLMS has enhanced the system to prevent administrators to delete a group if there are users under the group. In order to delete the group, the administrator will need to move the users to another group before deleting the group folder. Please refer to the administrator guide on the details of performing this action if needed.

### 4.12 What is the new Job role field for and how should I tag my users?

Due to lack of job role data in LMS, course marketing is not targeted. Users in the mailing list receive all course marketing materials regardless whether the marketed courses are relevant for their Job roles. With this enhancement, capturing of Job Role information of users will ensure the right courses are sent to the right learners and improve the course sign-up rate. There are 10 main categories for the Job roles and the administrator can click on the 'View Mapping Table' for the legend to know which category should they tag their users to.

### 4.13 Who can create a InterRAI Admin account in CCLMS?

A InterRAI admin account in CCLMS can only be created by 2 groups of users; namely by the Overall admin or another existing InterRAI admin in the system.

# 5. Courses/Certificates

### 5.1 What are the ways to register for the course?

There are 2 ways to register for courses namely, (1) by the staff (learner) or (2) by the CCO LMS Administrator. Staff (learner) can click "express interest" at the course marketplace for any course that he/she is interested to attend. The request will be automatically routed to the CCO LMS Administrator for approval. CCO LMS Administrator can also perform individual or batch registration for a course on behalf of the staff.

### 5.2 Upon completion of a course where can I locate my Certificate of Completion?

Users will be able to locate their certificates from 'View my Progress' icon where they will be able to see the progress of all their activities.

### 5.3 Can I ask my CCO Administrator to print me a copy of the e-Certificate from the LMS?

CCO/LI Administrator will be able to print a copy of the e-Certificate from the Certificate Download module upon the learner completion of the course.

### 5.4 How do I save a copy of my training history and my Certificates from the system?

Users are able to export out as a excel on their training history and/or download the certificates that they are awarded from 'View my Progress' icon.

# 6. Approvals/Notifications

## 6.1 Do the CCO Administrators have to fill in billing info first before approving the course registrations?

With effect from 28 Mar 2022 onwards, CCO Administrator will just need to go under Tools>UEN Management to update their billing info once and all the course registrations will follow the billing info as input for the organization.

## 6.2 Will the Learner receive email notifications upon course registrations?

Yes, the learner would receive email notification of the course registration.

## 6.4 Who will receive notification upon the cancellation of course registered?

LI/CCO/Overall Administrators will receive an email notification when a user cancel his/her registration.

## 6.5 Will LI Administrators be able to publish announcement to course participants?

As of this moment, LI Administrators will not be able to send announcement to course participants from the system.

## 6.6 If LI has approved the registration, can we still withdraw or replace the learner??

If LI has approved the registration, the request to withdraw can still be submitted. This will trigger an email to notify the LI Administrator to attend to this request outside of the system manually. This will not be an automatic withdrawal.

## 6.7 Name on certificate

With the system having both full name and display name, the system was originally drawing the display name for certification. Coming on the system will be the new bookmark to be use for certificate which will be drawing the full name.

# 7. Reports

## 7.1 What are the reports available in COMMUNITY CARE LMS?

The system is able to generate standard as well as customized reports for the purpose of management of Staff learning and development. More reports will be added over time. Currently, the following reports are available:

**For LI Administrators:**
- System Admin Reports (Login Summary, User Progress, Detailed User Progress, Attendance, Activity Creation, Activity Progress)
- Audit Reports
- Custom Reports (Evaluation Consolidation, Actual Course Run, Course Tracking, Billing, UAM)

**For CCO Administrators:**
- System Admin Reports (Login Summary, User Progress, Detailed User Progress, Attendance, Activity Creation, Activity Progress)
- Audit Reports
- Custom Reports (CCO Training Places, UAM)

[Back to Top]