



Office of Human Resources Training and Organizational Development Division

User Guide: Enrolling and Navigating in the ADA Title II – Local Government 2016 CBT Class and Assessment *Revised 3/30/2017*

Purpose

This guide provides instructions for enrolling in and taking the **ADA Title II – Local Government 2016 CBT Class** and the corresponding assessment. It includes;

- Enrollment Instructions – Full-time Employees and Contractors and Volunteers who have an MCG network login.
- Starting and Navigating the through the class.
- Completing the Assessment.
- Technical Troubleshooting Guide.

Additional Information

- **Length:** Approximately 2 hours; suggest you break up the training - two lessons at a time (about 20 – 30 minutes). You can log-out and log back-in where you left off. See "[Taking the Class](#)" for additional details.
- **Delivery:** This is a [narrated course](#); the slides will automatically advance once the narration is completed. We recommend using earbuds or headphones so that others are not disturbed. You can also mute the narration, and simply read the slides.
- **Technical Requirements:** Because everyone's PC and software are different, the training may not play on every PC. A Technical Troubleshooting Guide has been included at the end of this document listing several technical issues that may occur and how to resolve them.

Questions






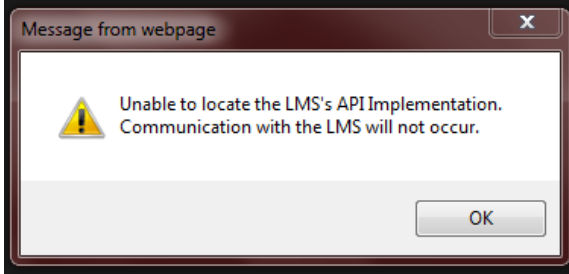






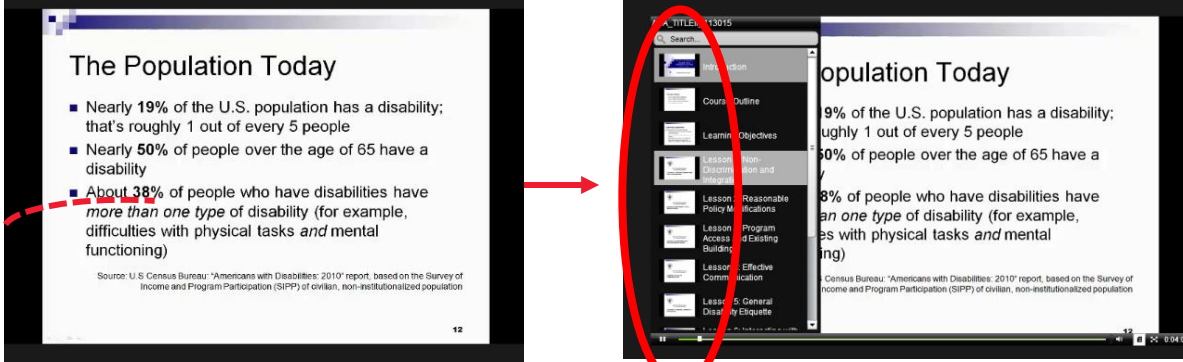
- Review the Technical Troubleshooting Guide for technology issues. If the problem is not resolved, contact the ITHelp Desk, 240-777-2828, and tell them to advance the ticket to your department IT representative.
- For any non-technical questions, contact the OHR Training and Organizational Development Training Division, OLM.Admin@montgomerycountymd.gov, 240-777-5116, or the ADA Office, ADACompliance@montgomerycountymd.gov, 240-777-6197.

Part I: Enrollment Instructions – MCG Employees Only

Login for MCG County Employees Only	Login for MCG Contractors and Volunteers with MCG computer network login
<ol style="list-style-type: none"> 1. Login to the AccessMCG e-Portal. 2. Click (1) Employee Self-Service, (2) Employee Self-Service button, (3) MCG HR Employee Self Service, (4) Learner Home. <p>Proceed to Step 3.</p>	<ol style="list-style-type: none"> 1. Login to the AccessMCG e-Portal. 2. Click (1) Learning Services (2) blue Click Here to Go to County Learning Area button, (3) MCG OLM for Contractors and Volunteers, (4) Learner Home. <p>Proceed to step 3.</p>

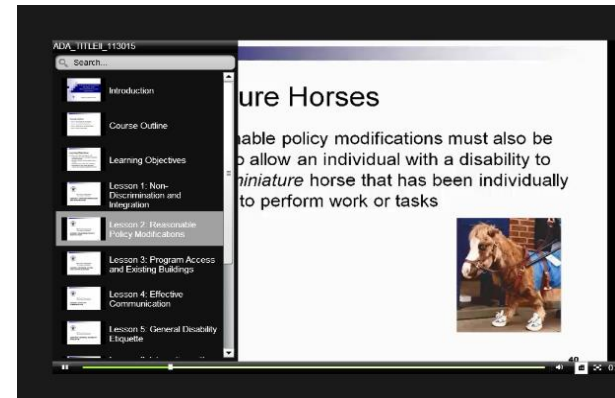
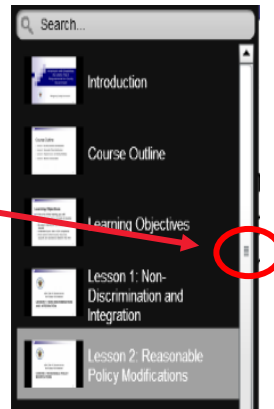
1. Click Employee Self-Service and follow this path: Go to Employee Self-Service button > MCG HR Employee Self Service > Learner Home.
2. Enrolling in the Class.
 - a. Go to the **Search** window at the top left of the screen.
 - b. Type *only one word* - **ADA** - in the window. Click **Go**.
 - c. Locate "**ADA Title II – Local Government 2016 CBT Class**".
 - d. Click the **Enroll** button located across from the title on the far right of the screen.
 - e. The screen will change, and the class detail will be shown. Click **Review**.
 - f. A second screen will open. Click **Submit**.
 - g. You will be taken back to your **Learner Home** Screen.
 - h. The class should now be listed under **Enrollments** on your Learner Home Screen.
3. Enrolling in the Assessment.
 - a. Repeat **steps a through c** shown above to enroll in the assessment.
 - b. Locate "**ADA Title II – Local Government 2016 Assessment**".
 - c. Repeat **steps e through h** listed above.
 - d. Although you will now be enrolled in both the Class and the Assessment, you must complete the Class **before** you can take the Assessment.

Part II: Taking the Class

Accessing Computer Based Training (CBT) in OLM																																						
Step	Action	Visual																																				
1	<p>Begin the Class</p> <p>From your Learner Home Page:</p> <ol style="list-style-type: none"> Find the class listed under Enrollments. Click the Play icon on the right of the screen.  The class will open with a play button (arrow) on the screen. Click this button and the class will begin immediately. <p>If you get this Error Message:</p> <ol style="list-style-type: none"> Disregard it. Click OK and proceed. Wait a few seconds for the Play Arrow to appear on the screen. Click the arrow and the class will begin immediately. 	 <table border="1"> <thead> <tr> <th>Class Name</th> <th>Type</th> <th>Status</th> <th>Item in</th> <th>Start Date</th> <th>End Date</th> <th>Completion Date</th> <th>Time Zone</th> <th>Play</th> </tr> </thead> <tbody> <tr> <td>Navigating Oracle Applications UPK Class</td> <td></td> <td>Completed</td> <td></td> <td>04-Mar-2013 00:00:00</td> <td></td> <td>24-Mar-2015 17:22:23</td> <td>Eastern Time</td> <td></td> </tr> <tr> <td>Importance of the Information Practice CBT Class</td> <td></td> <td>Completed</td> <td></td> <td>28-Mar-2013 00:00:00</td> <td></td> <td>22-Jul-2015 13:14:34</td> <td>Eastern Time</td> <td></td> </tr> <tr> <td>ADA Title II Requirements for County Government 2015 CBT Class</td> <td></td> <td>Completed</td> <td></td> <td>14-Jul-2015 00:00:00</td> <td></td> <td>14-Jul-2015 12:25:47</td> <td>Eastern Time</td> <td></td> </tr> </tbody> </table> 	Class Name	Type	Status	Item in	Start Date	End Date	Completion Date	Time Zone	Play	Navigating Oracle Applications UPK Class		Completed		04-Mar-2013 00:00:00		24-Mar-2015 17:22:23	Eastern Time		Importance of the Information Practice CBT Class		Completed		28-Mar-2013 00:00:00		22-Jul-2015 13:14:34	Eastern Time		ADA Title II Requirements for County Government 2015 CBT Class		Completed		14-Jul-2015 00:00:00		14-Jul-2015 12:25:47	Eastern Time	
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2	<p>Navigate through the Class</p> <p>When you scroll across the screen the menu will appear on the left. This will enable you to:</p> <ul style="list-style-type: none"> Select a screen to review; or Move forward within a lesson. <p>The following 2 slides will explain how to perform these actions.</p>																																					

Move between lessons

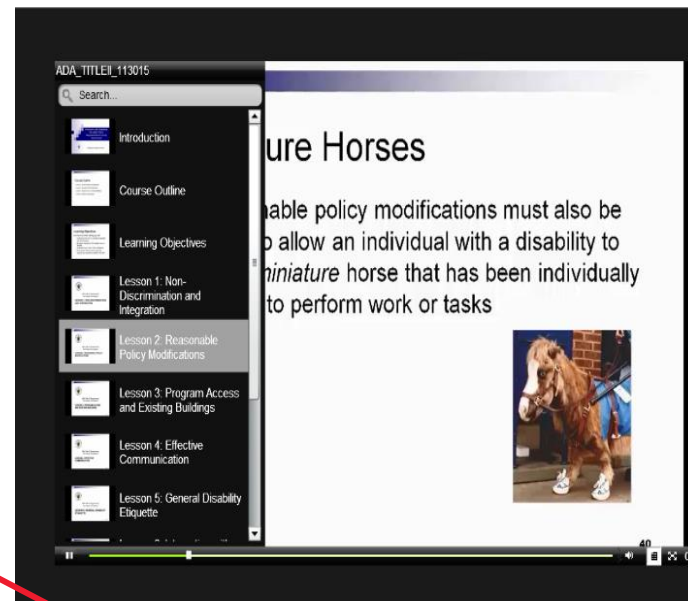
1. Scroll across the screen to open the **Menu**.
2. Use the **vertical** scroll bar to move up or down to locate the lesson.
3. Click on any **lesson** in the navigation bar.
4. The training will move to the first slide of that lesson.



Move between slides within a lesson.

The slides will appear for the full length of the narration. To **move more quickly** or to move **between slides** (backward and forward) follow these instructions.

1. Scroll across the screen to open the **Menu**.
2. Locate the white tracking button on the **Horizontal** scroll bar.
3. Click the **white tracking button** and move it left or right;
4. Put the pointer on the **horizontal** scroll bar and click the position on the bar you wish to go to.
5. This will move the tracking button, and training will move to the screen indicated by the position on the scroll bar.




Take a Break

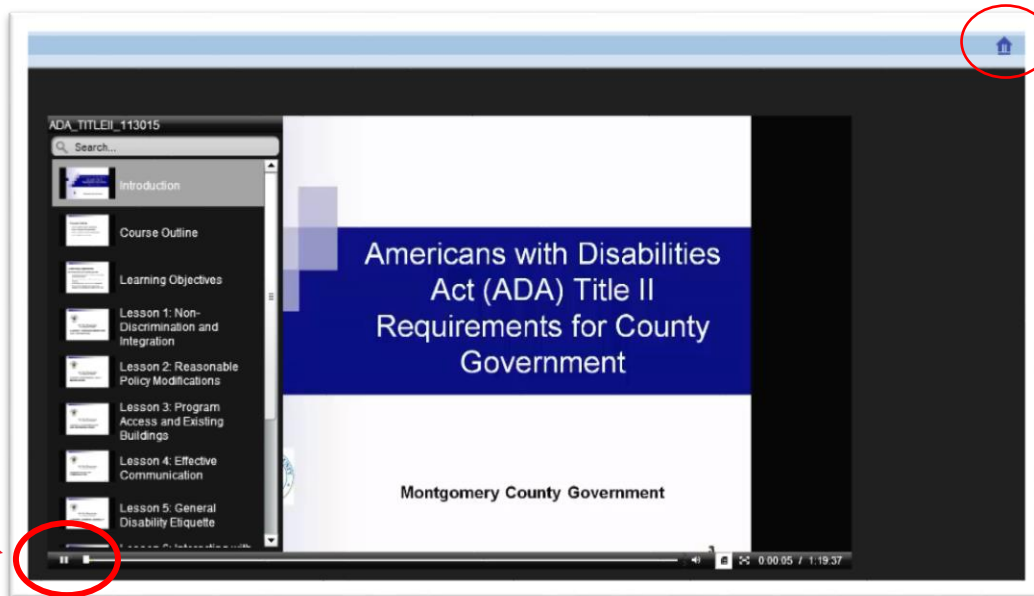
Important: If you will be away for more than 5 minutes, log-out of the class; otherwise, your session will expire and you will be **locked out**.

To **pause** the class for a couple of minutes:

- Tap the **space bar** or click the **double bars** on the horizontal scroll bar.

To take an **extended break**:

1. **Complete** the current lesson.
2. Note of where you stopped.
3. Click on the **Home** icon on the upper right hand side.
4. This will close the training  and take you back to your **Learner Home** page.
5. When you return, repeat Step 1 "Begin the Class".
6. The class will open to the first lesson. **Scroll** across the screen to open the Menu. Locate and click on the next Lesson you want.
7. The training will begin at the beginning of that lesson.
8. If you left the training in the middle of a lesson, see "Navigate through a Class" for help finding where you left off.



3. Finish the Class

1. Once you come to the last screen, click the Home icon on the upper right-hand side. *See Step 5 above.*



2. You will be taken back to your **Learner Home**.
3. Under **Enrollments**, the Class status will change to “Completed”.
4. Your next step is to complete the Assessment.

Part III: Completing the Assessment

Length

The assessment consists of 26 multiple-choice questions.

Scoring

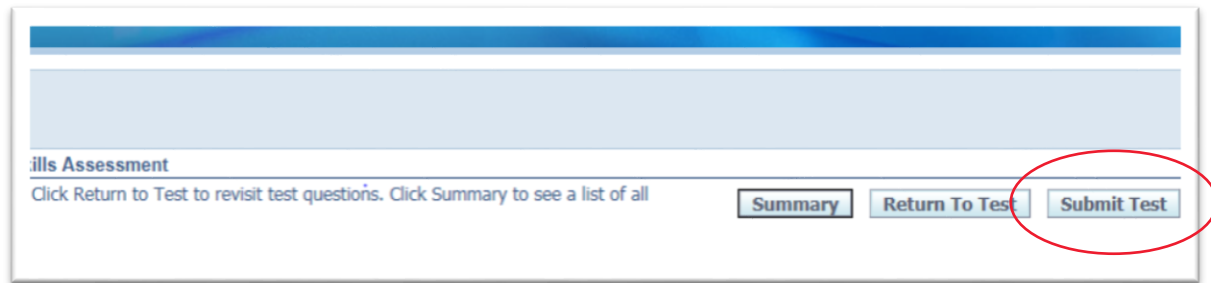
This training is not scored. However, you can review the results.

Accessing Computer Based Training (CBT) in OLM																																						
Step	Action	Visual																																				
1.	<p>Begin the Assessment</p> <p>On your Learner Home Page:</p> <ol style="list-style-type: none"> Look under Enrollments for the Assessment. Look for the Play icon to the far right of the Assessment Title. Click on the Play icon. 	<table border="1"> <thead> <tr> <th>Class Name</th> <th>Type</th> <th>Status</th> <th>Item in</th> <th>Start Date</th> <th>End Date</th> <th>Completion Date</th> <th>Time Zone</th> <th>Play</th> </tr> </thead> <tbody> <tr> <td>Navigating Oracle Applications UPK Class</td> <td></td> <td>Completed</td> <td></td> <td>01-Mar-2015 00:00:00</td> <td></td> <td>24-Mar-2015 12:22:23</td> <td>Eastern Time</td> <td></td> </tr> <tr> <td>Importance of the Influenza Vaccine CBT Class</td> <td></td> <td>Completed</td> <td></td> <td>28-Mar-2013 00:00:00</td> <td></td> <td>22-Jul-2015 13:14:34</td> <td>Eastern Time</td> <td></td> </tr> <tr> <td>ADA Title II Requirements for County Government 2015 CBT Class</td> <td></td> <td>Completed</td> <td></td> <td>14-Jul-2015 00:00:00</td> <td></td> <td>14-Jul-2015 12:25:47</td> <td>Eastern Time</td> <td></td> </tr> </tbody> </table>	Class Name	Type	Status	Item in	Start Date	End Date	Completion Date	Time Zone	Play	Navigating Oracle Applications UPK Class		Completed		01-Mar-2015 00:00:00		24-Mar-2015 12:22:23	Eastern Time		Importance of the Influenza Vaccine CBT Class		Completed		28-Mar-2013 00:00:00		22-Jul-2015 13:14:34	Eastern Time		ADA Title II Requirements for County Government 2015 CBT Class		Completed		14-Jul-2015 00:00:00		14-Jul-2015 12:25:47	Eastern Time	
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2.	<p>Respond to Questions</p> <p>The Assessment will open.</p> <ol style="list-style-type: none"> For each question, select the response you think is correct by clicking the radio button. You must respond to all questions. Click Finish at the bottom of the screen. 	<p>(Answer all questions in this section)</p> <p>1. Which County programs, services, or</p> <p><input type="radio"/> (a) Transportation</p> <p><input type="radio"/> (b) Health and social services</p> <p><input type="radio"/> (c) Everything</p> <p><input type="radio"/> (d) Everything except recreation</p> <p>2. Which of the people has a disability i</p> <p><input type="radio"/> (a) Ae Sook, who can read very l</p> <p><input type="radio"/> (b) Bruce, who can read very littl</p> <p><input type="radio"/> (c) All of them</p>																																				

3. Submit your Responses

The Review screen will open.

1. Click **Submit Test**.
2. The Confirmation and Test Result screen will open.
3. This class is not scored, so nothing will be shown.
4. Click **View Feedback**.



4. A copy of the **Assessment** will appear indicating correct and incorrect responses.

- a. A **correct response** is shown with a **green check mark**.



- b. An **incorrect response** is shown with a **red X**.



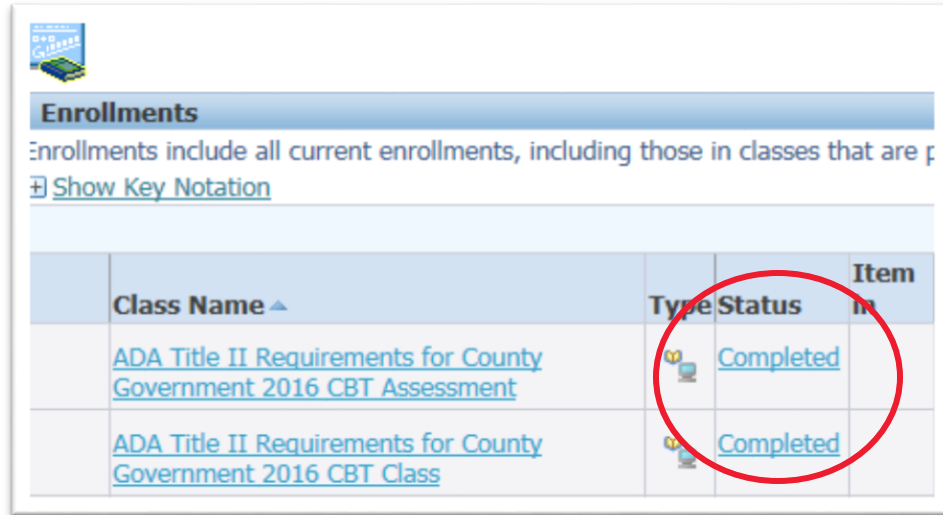
- c. An **explanation** of the correct response will be shown below each question.
- d. Review the **explanations** particularly to the answers which were wrong.



5. Close the Assessment

1. Click the **Home** icon at the top of the screen.



2. You will be taken back to your **Learner Home** screen.
3. Under **Enrollments** the class and assessment will both be listed with the status of completed.

A screenshot of a web application interface. At the top left is a logo with the text 'OLM LEARNERS'. Below it is a blue header bar with the title 'Enrollments'. Under the header, there is a paragraph of text: 'Enrollments include all current enrollments, including those in classes that are p' followed by a link 'Show Key Notation'. Below this is a table with four columns: 'Class Name', 'Type', 'Status', and 'Item'. The table contains two rows of data, both with 'Completed' in the Status column. A red circle highlights the 'Status' column for both rows.

Class Name ▲	Type	Status	Item
ADA Title II Requirements for County Government 2016 CBT Assessment		Completed	
ADA Title II Requirements for County Government 2016 CBT Class		Completed	

Proof of Completion:

OLM does not provide a certificate.

- If your Supervisor asks, you may provide your supervisor with one of two items:
 - A **screen shot** of your Learner Home Page showing the Class and Assessment status as Complete.
 - A **printed transcript**. Instructions for printing a transcript are located at this link: [OLM Learners Help Guide](#).

Part IV: Trouble Shooting Guide

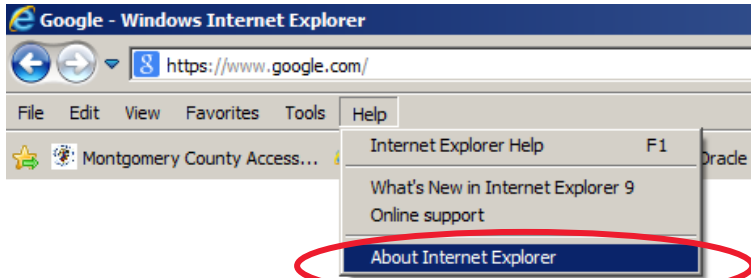
If you are having problems, it may be that the technology requirements are not being met. Below are the requirements to successfully play a CBT class, and instructions to address each issue. You may need the help of your department's Information Management Office since they are most familiar with your equipment. After you have verified that your system meets the requirements, if you continue to have problems, please contact the OLM Administrator, 240-777-5116; or email OLM.administrator@montgomerycountymd.gov

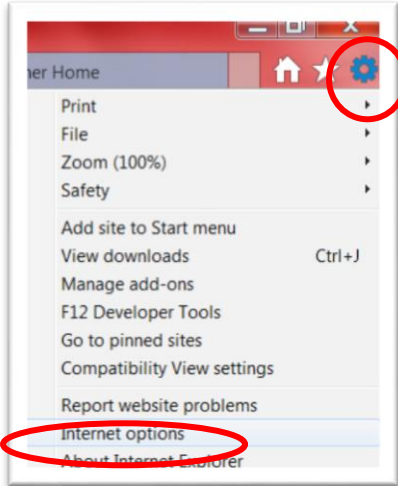
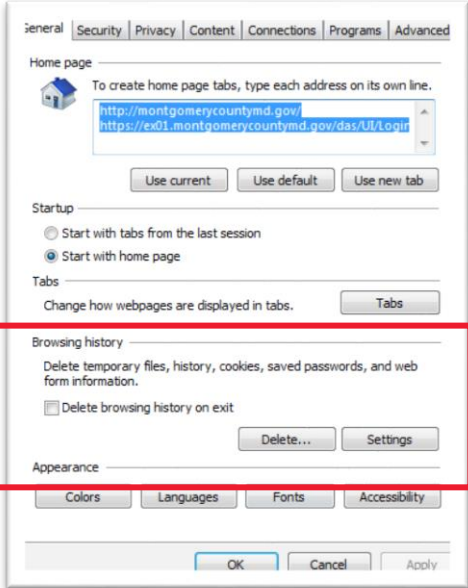
Technology Requirements

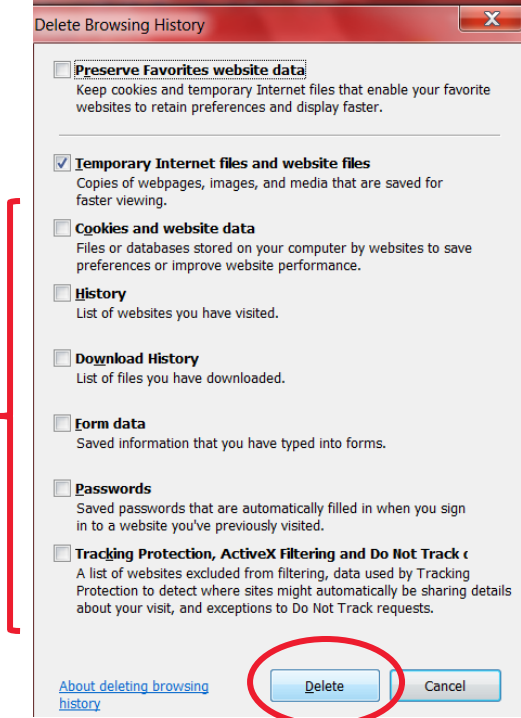
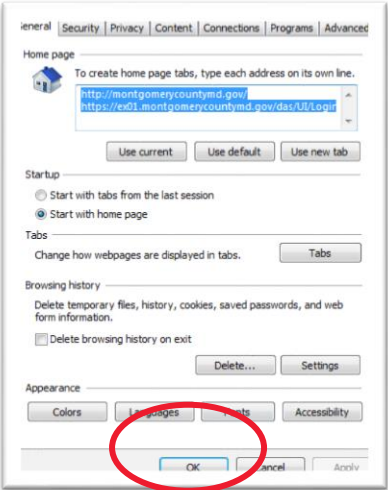
Any of these four situations could block you from completing the training. If you are having a problem, we recommend that you address each one in order. Detailed steps for resolving each issue are given below.

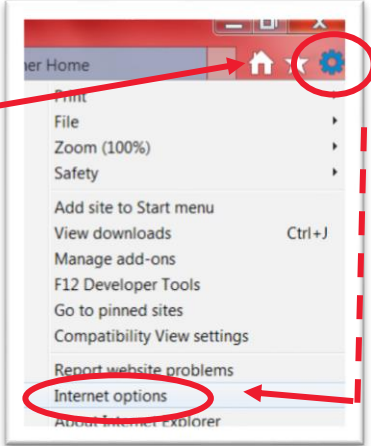
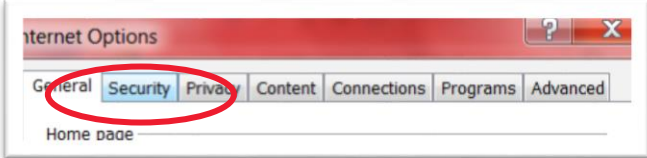
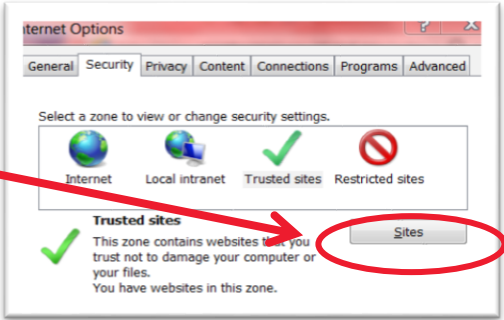
	Issue	Resolution
1.	You need to have Version 8 or newer.	Confirm your version of Internet Explorer (IE).
2.	The memory is too small to play the training.	Empty the cache (memory) stored on Internet Explorer (IE).
3.	Your computer is blocking the link from playing.	Add the training link to your "Trusted Sites".
4.	Computer resolution is incorrect.	Change your computer resolution.

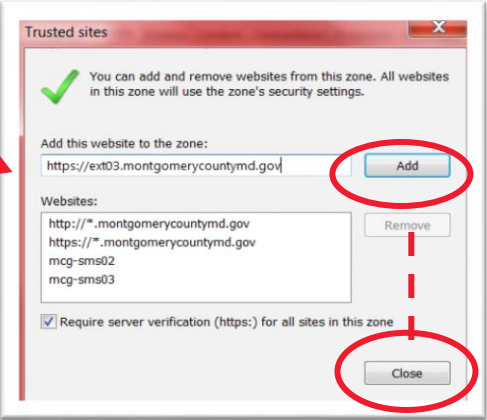
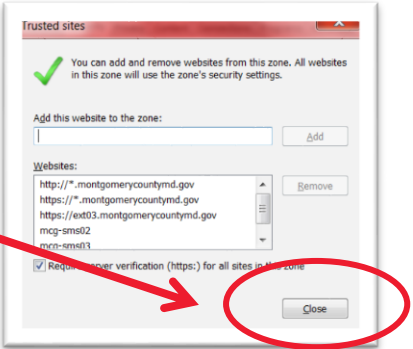
If these measures do not work, use another browser, such as Firefox to access the training. You can download the application free at <https://www.mozilla.org/en-US/firefox/new/> (don't you need administrator authorization to download software to a County computer?)

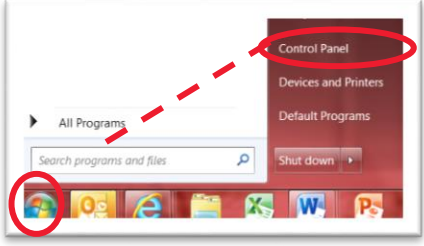
Step	Action:	Visual
1.	<p>Confirm Your Version of Internet Explorer (IE)</p> <p>Open IE. Go to Help, and Select About Internet Explorer.</p> <ul style="list-style-type: none"> • A window will open with the version clearly stated. • If needed, request an upgrade by contacting the Help Desk, 240-777-2828 	 <p>The screenshot shows the Internet Explorer browser window with the 'Help' menu open. The 'About Internet Explorer' option is highlighted with a red oval. The browser title bar reads 'Google - Windows Internet Explorer' and the address bar shows 'https://www.google.com/'. The menu items are: 'Internet Explorer Help F1', 'What's New in Internet Explorer 9', 'Online support', and 'About Internet Explorer'.</p>

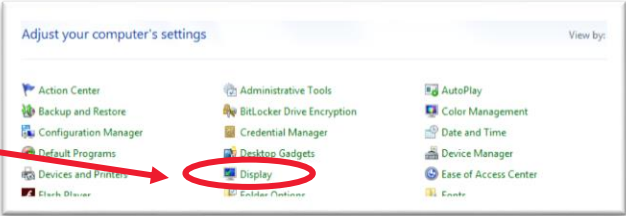
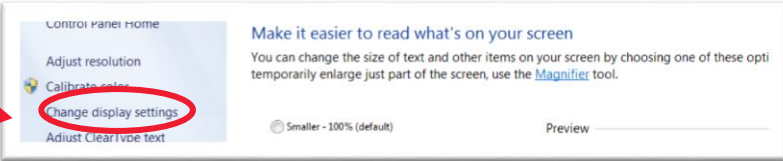
Step	Action :	Visual
1.	<p>Empty the Cache Stored on Internet Explorer (IE).</p> <ol style="list-style-type: none"> 1. Open your browser. 2. Click the Tools icon on the top of your browser. <ul style="list-style-type: none"> – The icon may be on the right or left. 3. A box will drop down. 4. Click on Internet Options 	 <p>A screenshot of the Internet Explorer browser window. The 'Tools' menu is open, showing options like Print, File, Zoom, Safety, Add site to Start menu, View downloads, Manage add-ons, F12 Developer Tools, Go to pinned sites, Compatibility View settings, Report website problems, Internet options, and About Internet Explorer. The 'Tools' icon in the top right corner of the browser window is circled in red, and the 'Internet options' menu item is also circled in red.</p>
	<p>The Internet Options window will open.</p> <ol style="list-style-type: none"> 1. Find Browsing History 2. Click Delete 	 <p>A screenshot of the Internet Options dialog box. The 'Browsing history' section is highlighted with a red box. It contains the text 'Delete temporary files, history, cookies, saved passwords, and web form information.' and a checkbox labeled 'Delete browsing history on exit'. Below this section are 'Delete...' and 'Settings' buttons. The 'Appearance' section at the bottom has 'Colors', 'Languages', 'Fonts', and 'Accessibility' buttons. At the very bottom are 'OK', 'Cancel', and 'Apply' buttons.</p>

<p>2.</p>	<p>The Delete Browsing window will open.</p> <ol style="list-style-type: none"> 1. Uncheck all boxes except Temporary Files by clicking the box. This will remove the check. 2. Click Delete It will take a few seconds to delete your cache. 	 <p>The screenshot shows the 'Delete Browsing History' dialog box with the following options: <ul style="list-style-type: none"> <input type="checkbox"/> Preserve Favorites website data: Keep cookies and temporary Internet files that enable your favorite websites to retain preferences and display faster. <input checked="" type="checkbox"/> Temporary Internet files and website files: Copies of webpages, images, and media that are saved for faster viewing. <input type="checkbox"/> Cookies and website data: Files or databases stored on your computer by websites to save preferences or improve website performance. <input type="checkbox"/> History: List of websites you have visited. <input type="checkbox"/> Download History: List of files you have downloaded. <input type="checkbox"/> Form data: Saved information that you have typed into forms. <input type="checkbox"/> Passwords: Saved passwords that are automatically filled in when you sign in to a website you've previously visited. <input type="checkbox"/> Tracking Protection, ActiveX Filtering and Do Not Track c: A list of websites excluded from filtering, data used by Tracking Protection to detect where sites might automatically be sharing details about your visit, and exceptions to Do Not Track requests. The 'Delete' button at the bottom right is circled in red. A red bracket on the left side of the dialog indicates that all checkboxes are unchecked.</p>
<p>3.</p>	<p>You will be returned to the Internet Options Box.</p> <ol style="list-style-type: none"> 1. Click OK. <p>Your Cache is now cleared.</p> <ol style="list-style-type: none"> 1. Log out and log in again and proceed to take the training. 	 <p>The screenshot shows the 'Internet Options' dialog box with the following settings: <ul style="list-style-type: none"> Home page: http://montgomerycountymd.gov Startup: <input checked="" type="radio"/> Start with home page Browsing history: <input type="checkbox"/> Delete browsing history on exit Appearance: <input type="button" value="Colors"/> <input type="button" value="Languages"/> <input type="button" value="Feeds"/> <input type="button" value="Accessibility"/> The 'OK' button at the bottom is circled in red.</p>

Step	Action:	Visual
1.	<p>Add Training Link to your Trusted Sites</p> <p>The web link to the training (below) may need to be added to your Trusted Links: https://ext03.montgomerycountymd.gov</p> <ol style="list-style-type: none"> 1. Click the Tools icon on the top of your browser. The icon may be on the right or left. 2. A box will drop down. 3. Click on Internet Options. 	 <p>A screenshot of the Internet Explorer browser's menu bar. The 'Tools' icon (a gear) is circled in red. A red arrow points from the 'Tools' icon to the 'Internet options' menu item, which is also circled in red. Other menu items visible include Print, File, Zoom (100%), Safety, Add site to Start menu, View downloads (Ctrl+J), Manage add-ons, F12 Developer Tools, Go to pinned sites, Compatibility View settings, Report website problems, and About Internet Explorer.</p>
2.	<p>The Internet Options box will open.</p> <ol style="list-style-type: none"> 1. Locate the Security tab. 2. Click the tab. 	 <p>A screenshot of the 'Internet Options' dialog box. The 'Security' tab is selected and circled in red. Other tabs visible include General, Privacy, Content, Connections, Programs, and Advanced. The 'Home page' field is visible below the tabs.</p>
3.	<p>The Security window will open.</p> <ol style="list-style-type: none"> 1. Click on the Sites button. 	 <p>A screenshot of the 'Internet Options' dialog box with the 'Security' tab selected. Under the heading 'Select a zone to view or change security settings.', there are four icons: Internet, Local intranet, Trusted sites, and Restricted sites. The 'Trusted sites' icon has a green checkmark. Below this, the 'Trusted sites' section is expanded, showing a description and a 'Sites' button, which is circled in red. A red arrow points from the 'Sites' button in the action column to this button.</p>

<p>4.</p> <p>The Trusted Sites window will open.</p> <ol style="list-style-type: none"> 1. Type the following URL in the field as shown: https://ext03.montgomerycountymd.gov 2. Click the Add button. 3. Click Close to close the Sites Window. 		
<p>5.</p> <p>The Internet Options window is still open.</p> <ol style="list-style-type: none"> 1. Click OK to close it. <p>The URL will now appear in the list of trusted Websites.</p> <ol style="list-style-type: none"> 1. Logon to the ePortal and proceed to take the training. 		

Step	Action:	Visual
<p>1.</p>	<p>Change your Computer Resolution</p> <p>This is done from your Control Panel so does not require any particular application to be running.</p> <ol style="list-style-type: none"> 1. Move your cursor to the bottom left of your screen. 2. Click the Microsoft Icon. 3. A menu will open. 4. Click on Contol Panel. 	

<p>2.</p>	<p>The Control Panel will open up.</p> <ol style="list-style-type: none"> 1. Find Display. 2. Click Display. 	
<p>3.</p>	<p>The Display Window will open.</p> <ol style="list-style-type: none"> 1. Click Change Display Settings. 	
<p>4.</p>	<p>The Make it Easier... window will open.</p> <ol style="list-style-type: none"> 1. Go to the Resolution box. The resolution should be 1152 x 864. 2. If this is not correct move the dial until the ratio changes to 1152 x 864. 3. Click Apply. 4. Click the Close icon. Your screen <u>will go blank</u> for about 3 seconds while your display ratio is adjusted. 5. Once the display returns, click OK. 6. Click Apply. 	