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
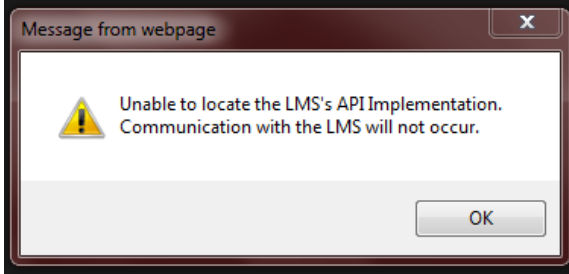
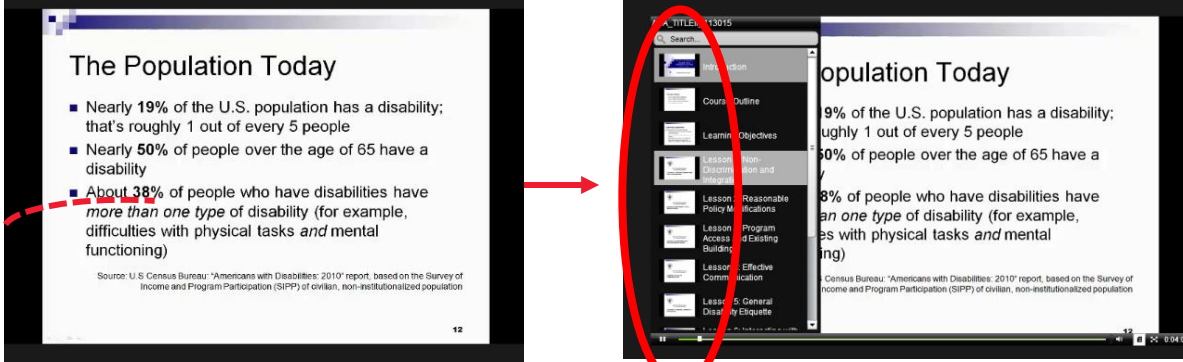- Review the Technical Troubleshooting Guide for technology issues. If the problem is not resolved, contact the ITHelp Desk, 240-777-2828, and tell them to advance the ticket to your department IT representative.
- For any non-technical questions, contact the OHR Training and Organizational Development Training Division, OLM.Admin@montgomerycountymed.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
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. Proceed to Step 3.	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. Proceed to step 3.

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

| Step	Action	Visual
	Accessing Computer Based Training (CBT) in OLM	
1	**Begin the Class** From your **Learner Home** Page: 1. Find the class listed under Enrollments. 2. Click the **Play** icon on the right of the screen. 3. The class will open with a play button (arrow) on the screen. 4. Click this **button** and the class will begin immediately. **If you get this Error Message:** 1. Disregard it. Click **OK** and proceed. 2. Wait a few seconds for the Play Arrow to appear on the screen. 3. Click the arrow and the class will begin immediately.	
2	**Navigate through the Class** When you scroll across the screen the menu will appear on the left. This will enable you to: • **Select** a screen to review; or • **Move** forward within a lesson. The following 2 slides will explain how to perform these actions.	

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.
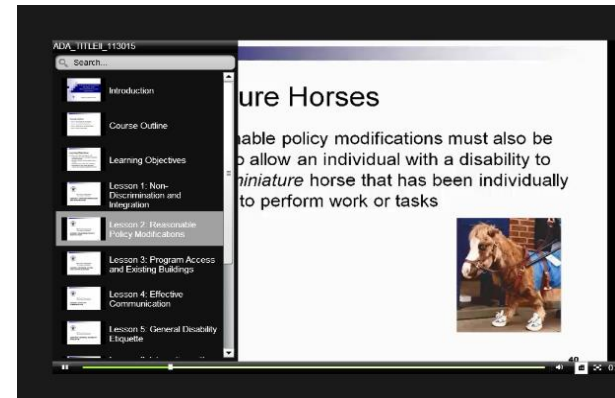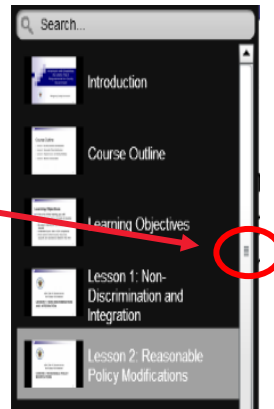
Move between slides within a lesson.

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; or
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.
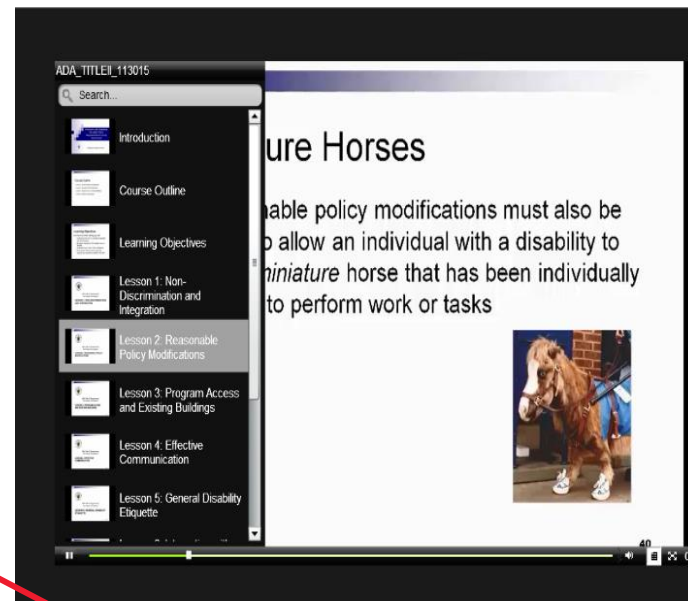
Take a Break

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.
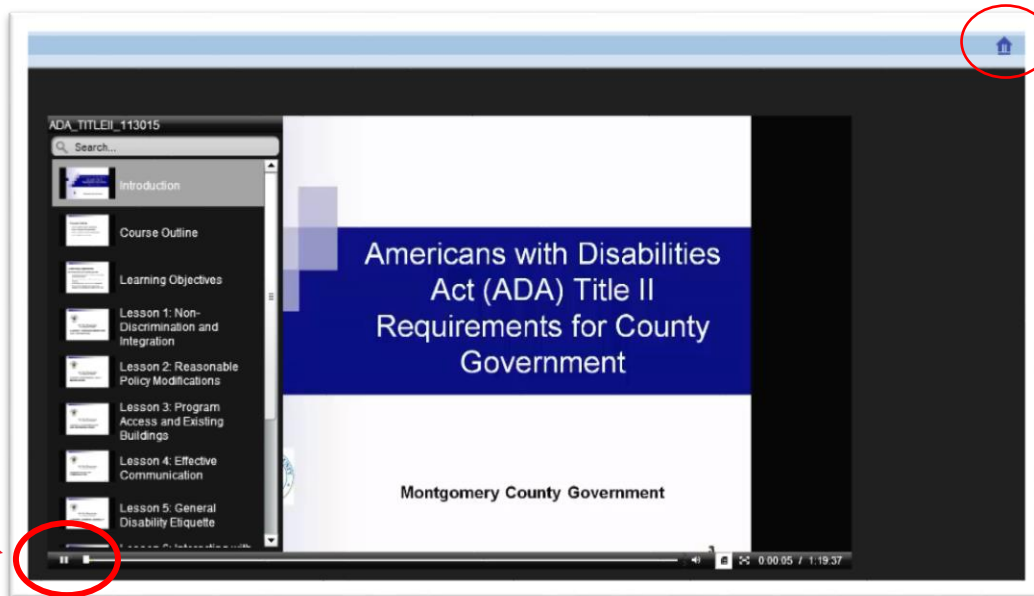
3.	**Finish the Class**	
	1. Once you come to the last screen, click the Home icon on the upper right-hand side. *See Step 5 above.* 2. You will be taken back to your **Learner Home**. 3. Under **Enrollments**, the Class status will change to "Completed". 4. Your next step is to complete the Assessment.	

Part III: Completing the Assessment
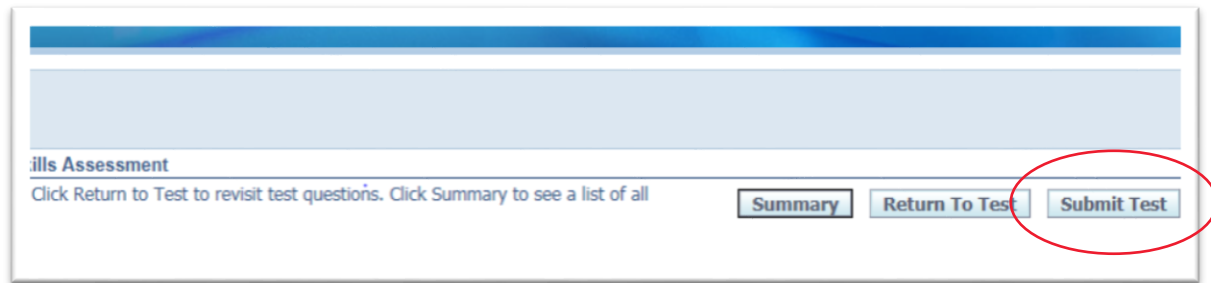
Length
The assessment consists of 26 multiple-choice questions.

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

Step	Action	Visual
1.	**Begin the Assessment** On your **Learner Home** Page: 1. Look under **Enrollments** for the Assessment. 2. Look for the **Play** icon to the far right of the Assessment Title. 3. Click on the **Play** icon.	
2.	**Respond to Questions** The **Assessment** will open. 1. For each question, select the response you think is correct by clicking the **radio button.** 2. You must respond to all questions. 3. Click **Finish** at the bottom of the screen**.**	

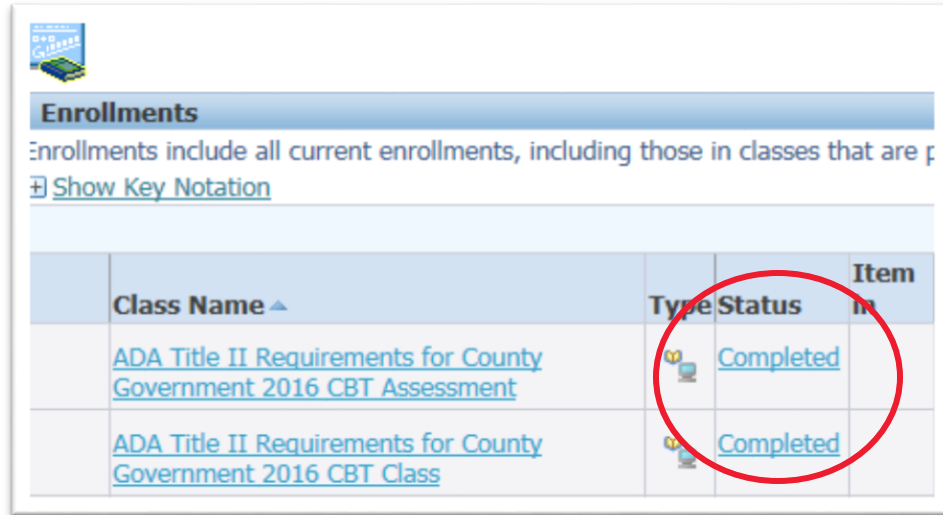|		
3.	**Submit your Responses** The Review screen will open. 1. Click **Submit Test.** 2. The Confirmation and Test Result screen will open. 3. This class is not scored, so nothing will be shown. 4. Click **View Feedback**.	 ills Assessment Click Return to Test to revisit test questions. Click Summary to see a list of all Summary Return To Test Submit Test Confirmation You have successfully submitted the Test. Test Results: ADA Local Government CBT Skills Assessment You have successfully submitted the test. To return to your home page, click Home in the player navigation bar. View Feedback **Test Score Details** Your Score (Points): **This test is not scored**
4.	A copy of the **Assessment** will appear indicating correct and incorrect responses. a. A correct response is show 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.	

January, 2016

5. Close the Assessment
 	
  1. Click the **Home** icon at the top of the screen.
 	
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  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.
	Enrollments
	Enrollments include all current enrollments, including those in classes that are p
	⊞ Show Key Notation
	
	| Class Name ▲
		Type	Status	Item In

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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.
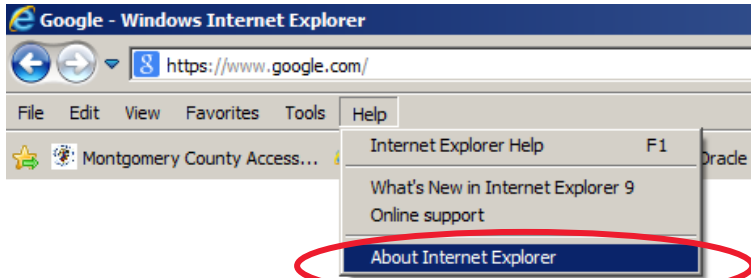
Part IV: Trouble Shooting Guide

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
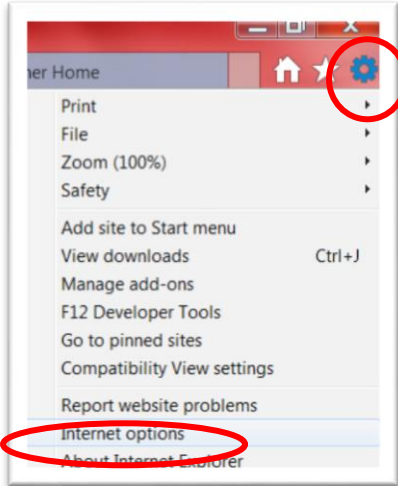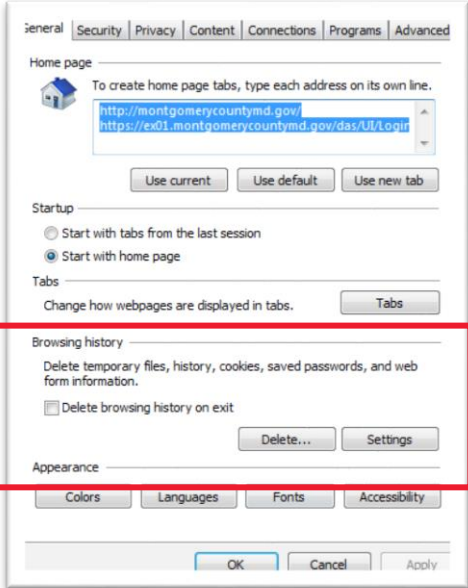
Technology Requirements
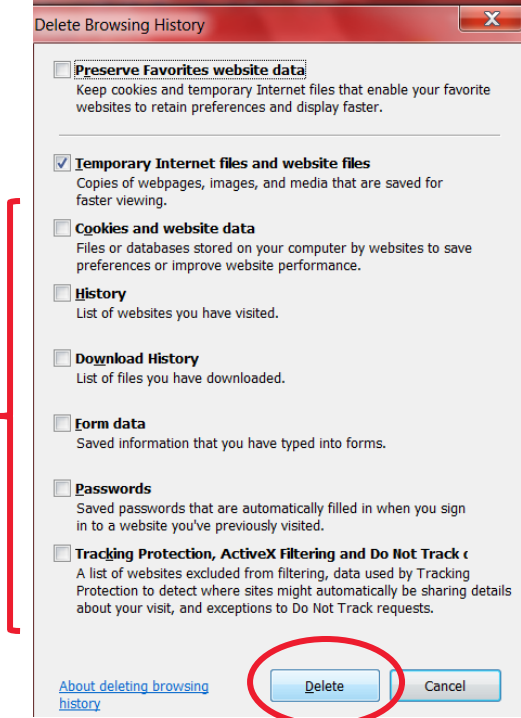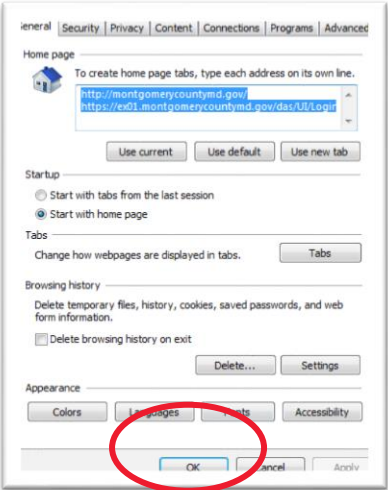
Any of these four situations could block you from completing the training. If you are having a problem, we recommend that you address each one in order. Detailed steps for resolving each issue are given below.
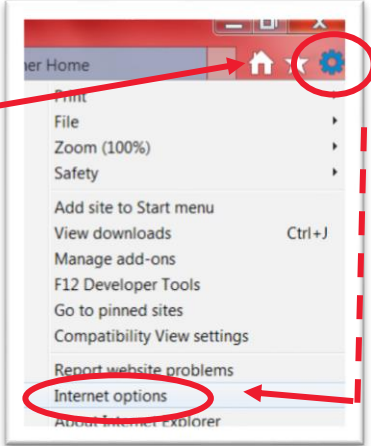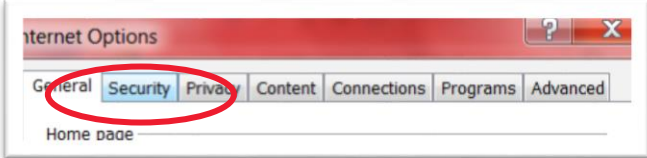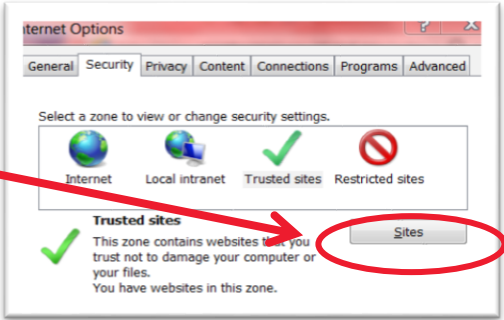
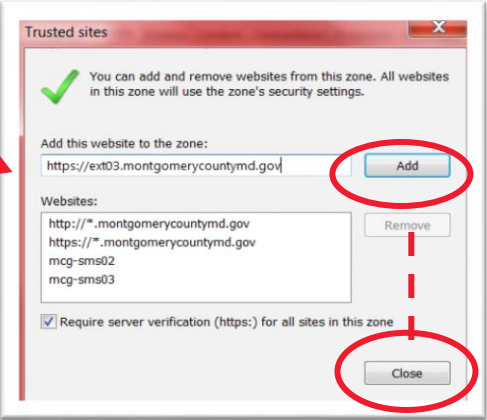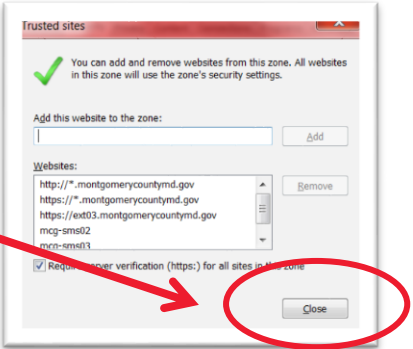|	Issue	Resolution
1.	You need to have Version 8 or newer.	Confirm your version of Internet Explorer (IE).
2.	The memory is too small to play the training.	Empty the cache (memory) stored on Internet Explorer (IE).
3.	Your computer is blocking the link from playing.	Add the training link to your "Trusted 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?)

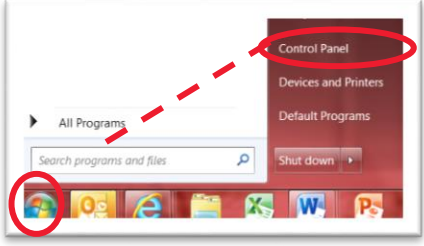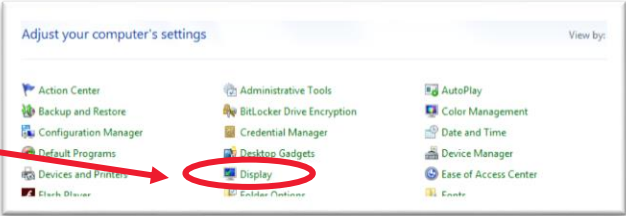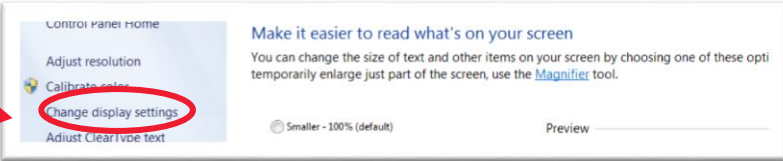| Step	Action:	Visual
1.	**Confirm Your Version of Internet Explorer (IE)** Open IE. Go to **Help**, and Select **About Internet Explorer.** • A window will open with the version clearly stated. • If needed, request an upgrade by contacting the Help Desk, 240-777-2828	

Step	Action :	Visual
1.	**Empty the Cache Stored on Internet Explorer (IE).** 1. Open your **browser**. 2. Click the **Tools** icon on the top of your browser. – The icon may be on the right or left. 3. A box will drop down. 4. Click on **Internet Options**	
	The **Internet Options** window will open. 1. Find **Browsing History** 2. Click **Delete**	

January, 2016

2.	The **Delete Browsing** window will open. 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**.**	
3.	You will be returned to the **Internet Options** Box. 1. Click **OK.** **Your Cache is now cleared**. 1. Log out and log in again and proceed to take the training.	

Step	Action:	Visual
1.	**Add Training Link to your Trusted Sites** The web link to the training (below) may need to be added to your Trusted Links: **https://ext03.montgomerycountymd.gov** 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.**	
2.	The **Internet Options** box will open. 1. Locate the **Security** tab. 2. Click the tab.	
3.	The **Security** window will open. 1. Click on the **Sites** button.	

4.	The **Trusted Sites** window will open. 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.	
5.	The **Internet Options** window is still open. 1. Click **OK** to close it. **The URL will now appear in the list of trusted Websites.** 1. Logon to the ePortal and proceed to take the training.	

Step	Action:	Visual
1.	**Change your Computer Resolution** This is done from your **Control Panel** so does not require any particular application to be running. 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.**	

2.	The **Control Panel** will open up. 1. Find **Display**. 2. Click **Display**.	
3.	The **Display Window** will open. 1. Click **Change Display Settings**.	
4.	The **Make it Easier…** window will open. 1. Go the the **Resolution** box. The resolution should be 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**.	

January, 2016