Getting Started with the Commerce Learning Center

End-User Job Aid for successfully navigating and using the new Commerce Learning Center (powered by Cornerstone OnDemand).
# Table of Contents

- HOW TO LOG IN TO THE COMMERCE LEARNING CENTER ......................... pg. 1 - 2
- SYSTEM REQUIREMENTS ........................................................................ pg. 2
- INTRODUCTION TO THE HOMEPAGE ................................................ pg. 3 - 5
  - MAIN MENU NAVIGATION ................................................................ pg. 3
  - BUREAU SPECIFIC CUSTOM PAGES ................................................ pg. 4
  - HOMEPAGE FEATURES ..................................................................... pg. 4 - 5
  - LIVE SUPPORT .................................................................................. pg. 5
- HOW TO SEARCH FOR TRAINING ........................................................ pg. 5
- HOW TO LAUNCH AN OLT (ONLINE TRAINING) CLASS ........................ pg. 6 - 7
  - LAUNCH A CLASS FROM A HOMEPAGE FEATURE ...................... pg. 6 - 7
  - LAUNCH A CLASS FROM THE “SEARCH” AREA .............................. pg. 7
- HOW TO ENROLL FOR AN ILT (INSTRUCTOR-LED TRAINING) CLASS .... pg. 8 - 9
- HOW TO ACCESS MY TRAINING HISTORY .......................................... pg. 10
1. Go to https://doc.csod.com
2. You can bookmark this page so that you can easily get to the CLC in the future.
3. On the login screen, please enter your login details which are comprised of a CLC Username and your CLC password.

NOTE: You should have received an email with your CLC login credentials from the CLC system directly. If you did not receive that email or if you have forgotten your password, you have two options:

OPTION 1: Utilize the Forgot Password? link.

*Select the Forgot Password? link from the login page and you will be taken to another page (like the one shown below) to enter your CLC username or email. For security measures, you will then type the phrase in the ReCaptcha box and click Submit.
An email will be sent to you with a link to click so that you can set your own password. Please note that your new password:

a. Must be between 12 and 20 characters in length.
b. Must contain at least one upper-case character, one lower-case character, one number, and one special character.
c. Must not include any part of your username.
d. Cannot be any of the previous 24 passwords you have used.
e. Cannot have 3 or more consecutive same characters.
f. Please note that your CLC password is case sensitive and will expire every 60 days.

After completing the password update, you will be successfully logged into the CLC.

OPTION 2: Utilize 24/7 Live Support button.

*Select the 24/7 Live Support button from the login page and you will be taken to a CLC chat classroom support page (powered by eSkillz). Simply select the 'Click Here to Chat' button from that page and you will be connected with CLC support specialists who are standing by 24 hours a day, 7 days a week who can rest your password or assist with general CLC navigation and utilization inquiries.

Upon requesting a password reset, the support specialist will process your request and send you an email directly that verifies your username and provides you with a temporary password. Upon entering your CLC temporary password, the system will automatically prompt you to reset your password to one of your own choosing. Please follow the above criteria for setting your password.

SYSTEM REQUIREMENTS

BROWSER REQUIREMENTS
The following internet browser versions are recommended for optimal use of the Commerce Learning Center (CLC).

- Internet Explorer IE 8 or higher
- Firefox 4 or higher
- Safari 3 or higher
- Google Chrome

OTHER SYSTEM REQUIREMENTS
These additional computer compatibility settings required for optimal use.

- Support for Secured Socket Layer (SSL) - (Must support 128 bit SSL encryption)
- Cookies and JavaScript should be enabled.

Should you need assistance with these settings, please contact your individual bureau’s IT help desk or click on the 24x7 Live Support option from the Commerce Learning Center.
Your Commerce Learning Center homepage is where you will find main training and learning & development opportunities available to you.

**MAIN MENU NAVIGATION**

Your homepage will consist of a main navigation task bar at the top of the page which will contain a dropdown menu to other pages.

**HOME**: Contains Welcome and Universal Profile links. The Welcome link will take you back to the homepage no matter where you are in the platform. The Universal Profile link will take you to your profile where you can edit information about yourself.

**TRAINING**: Contains View Your Transcript, Events Calendar and Browse for Training links. The View Your Transcript link will allow you to see more of your In Progress and Completed items. You will be able to see items from your full transcript in the previous CLC by July 31, 2015. The Events Calendar link will allow you to see either all available upcoming ILT sessions or just the ones for which you have registered, depending on which view you select. The Browse for Training link is where you can browse for OLT (Online Training) classes, ILT (Instructor-Led Training) events/sessions, VILT (Virtual Instructor-Led Training) events/sessions and other training offerings.

**PORTALS**: Contains links to all of the individual bureau custom pages.

**NEED HELP?**: Contains links for further assistance.
INTRODUCTION TO THE HOMEPAGE (CONTINUED)

BUREAU SPECIFIC CUSTOM PAGES
From the homepage, you will see a banner with bureau-specific boxes which contain the name of the individual bureaus that belong to the “Other Bureaus” CLC. By selecting the individual bureau box, you will be taken to that bureau’s specific custom page.

HOMEPAGE FEATURES
Your homepage has multiple “features” that allow you to view different CLC functionality in a convenient layout. Below is an explanation of each feature on your homepage.

**MY INBOX** : This feature serves to inform you of any OLT (Online Training) classes (formerly known as WBT Courses) and ILT (Instructor-Led Training) or VILT (Virtual Instructor-Led Training) sessions you have been registered for by either yourself or your supervisor. If you are a supervisor, you will be informed in this feature that you have approvals that are awaiting your action and will take you to the designated areas for supervisor approval.

**DEPARTMENT REQUIRED TRAINING** : This feature will contain links to DOC required/mandatory training that will be available all the time for the employee to take in the CLC.

**MY ASSIGNED TRAINING** : You will find all your assigned training in this feature. With this feature you are able to see OLT classes, ILT sessions, VILT sessions and curricula that either you, your bureau, or DOC has assigned to you.

**VIDEO** : The “Video” feature allows your bureau to display launchable videos so employees are able to see relevant DOC videos.

**GETTING STARTED** : This feature is where you will find the Getting Started with the Commerce Learning Center End-User Job Aid for Other Bureaus.
INTRODUCTION TO THE HOMEPAGE (CONTINUED)

**MY TRANSCRIPT**: This feature will show you the three most current In Progress items in your individual transcript. If you click on the header of the feature it will take you to your transcript view where you can see more of your In Progress and Completed items. You will be able to see items from your transcript in the previous CLC by July 31, 2015.

**LIVE SUPPORT**

The small green box on the right side of the screen will expand when your mouse is hovered over it and it will say Contact Live Support. After clicking on this, you will be sent to a CLC chat classroom support page (powered by eSkillz). Simply select the ‘Click Here to Chat’ button from that page and you will be connected with CLC support specialists who are standing by 24 hours a day, 7 days a week who can assist with general CLC navigation and utilization inquiries including how to use the CLC, how to find training, course launch assistance and more.

**HOW TO SEARCH FOR TRAINING**

The CLC has a robust search feature. You are able to search for OLT classes, ILT sessions, and VILT sessions. Simply enter a word or keyword of the training name into the Search box area and all available options will be made visible. If the OLT class, ILT session, or VILT does not appear, that means the items may not be available to your division or do not exist in the CLC. If you want to view all items, place the cursor in the Search area and click on the Enter button.
HOW TO LAUNCH AN OLT (ONLINE TRAINING) CLASS

An OLT class is a self-paced online course that you launch, review the entire course and complete. There are multiple ways to launch an OLT class in the CLC.

TO LAUNCH A CLASS FROM A HOMEPAGE FEATURE
In this example, there is an OLT class available to launch from the DOC Required Training homepage feature:

First click on **Add** under the **Option** column which will take you to the transcript page.

Find the class you want to take and then click on **Launch**.

The OLT class will then launch in a separate browser window.

After you have completed the OLT class you will then find your OLT class completion in your transcript. Click on the Active button and then click on Completed. When the completion screen appears, you will see the rest of the OLT classes you have completed.
TO LAUNCH AN OLT CLASS AFTER SEARCHING FOR A SPECIFIC TITLE IN THE “SEARCH” AREA
In this example, you will search for an available OLT class.

Click on the class title you want to view, then click Request.

Then click on Launch.

The class will then launch.

After you have completed the OLT class, you will no longer see the class name listed in the features on your welcome page. You will find all completed items in the Completed view of your transcript page.
HOW TO ENROLL FOR AN ILT (INSTRUCTOR-LED TRAINING) CLASS

An ILT class is an instructor-led onsite class that you attend either onsite or virtually (VILT or virtual instructor-led training). Once attended, you will be marked completed for the class subsequent to the offering.

First search for the ILT event name in which you want to enroll for. For this example, a search is done for a retirement class. Type “Retirement” into the field. Notice that there are options that appear which contain the word “retirement” in either the title or keyword.

Here, you can do one of two things: you can either select the event directly in the dropdown that appears (in which case you can skip to the big arrow below), or you can just do a generic search on all things containing “Retirement”. If you conduct generic search, simply type in the word and then select “Enter” on your keyboard or click the magnifying glass on the far right of that field.

You will then be taken to the global search page where you can filter the results by object type, using the area of the page shown below that is on the left side.

Click the Training link to drill deeper into the different types of learning objects. As you will see, there are multiple icons of learning objects to choose from depending upon available CLC training offerings.

As you can see, the Retirement Training class is on the results page. Click on the class title, which in this case is Retirement Training.
The Training Details page appears on this page. Scroll down to see the sessions that are available to choose from.

**Training Details**

**Retirement Training**
Event: DOC (DEPARTMENT OF COMMERCE) . 4 hours

**Available Languages**
English (US)

**Subjects**
Administrative

**Event Number**
01

### Sessions

<table>
<thead>
<tr>
<th>Available Sessions (2)</th>
<th>Available / Waitlist</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>10 - 01</strong></td>
<td>5/0</td>
<td>Request</td>
</tr>
<tr>
<td>Session, DOC (DEPARTMENT OF COMMERCE) . 8 hours</td>
<td>Arlington, VA</td>
<td></td>
</tr>
<tr>
<td>Starts</td>
<td>5/13/2015 - 9:00 AM EST</td>
<td></td>
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<tr>
<td>Ends</td>
<td>5/14/2015 - 1:00 PM EST</td>
<td></td>
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<tr>
<td>English (US)</td>
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</tr>
</tbody>
</table>

| **11 - 01**            | 5/0                  | Request |
| Session, DOC (DEPARTMENT OF COMMERCE) . 8 hours | Arlington, VA |
| Starts | 5/14/2015 - 9:00 AM EST |
| Ends | 5/15/2015 - 1:00 PM EST |
| English (US) |              |

**Notify me of new sessions**

Click Request on the session you want to attend.

*NOTE: If “Notify me of new sessions” appears at the bottom, you can put your name in for Interest Tracking, if available.*
HOW TO ACCESS MY TRAINING HISTORY

Your full Commerce Learning Center transcript will be updated by July 31, 2015, so please check back periodically. In the interim, all training that you take in the new CLC starting June 1, 2015 will display as you complete your training.

TRANSCRIPT VIEW

You are able to get to your transcript by different areas within the portal. Click on the Home tab on the top navigation bar and then click on Universal Profile which will then take you to your profile where you will click on Transcript.

Another way to access your transcript page is by clicking on the My Transcript feature on the welcome page. After you click on the feature header, it will take you directly to your Active section of your transcript.

Under Active you have three choices you can select from: Active, Completed, and Archived

Active: What you are currently viewing and have yet to take.
Completed: All training items you have completed.
Archived: All training items that have been archived within a certain period of time in the system or that you have manually archived.

TRANSCRIPT OPTIONS

Also on the transcript page you will see the dropdown menu called Options.

With this area you are able to export your transcript as a PDF, print your transcript, or run a transcript report.