



# E-LEARNING APPLICATION MANUAL

## MMS-WQM-204

September 11, 2015

**Mireaux Management Solutions**

ISO/API Consulting ■ Auditing ■ Training ■ Web QMS



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## 1.0 PURPOSE AND SCOPE

Mireaux's Web QMS E-Learning Application is to provide online courses and tests for individual training to be used within an organization. The purpose of this manual is to guide the Administrator through the setup, maintenance, and reporting of Training Courses and Tests. It will also guide the users in taking E-Learning Courses and Tests, and viewing Training Records.

**NOTE 1:** The Training Super Admin role is necessary to set up and maintain Training Courses and Tests. Users assigned either the Training Super Admin role or the DNNSTS Report Admin role may access E-Learning Reports.

**NOTE 2:** It is important that neither Administrator users nor Training Super Admin users be given the DNNSTS Report Admin role. The DNNSTS Report Admin role conflicts with both of these Administrative roles, such that if a single user holds an Administrator role and the DNNSTS Report Admin role, they will be barred from all E-Learning tools except the Reports that are available to the DNNSTS Report Admin.

**NOTE 3:** Depending on the customization of your Web QMS, the figures shown in this manual may not coincide perfectly with your Web QMS.

## 2.0 TERMS AND DEFINITIONS

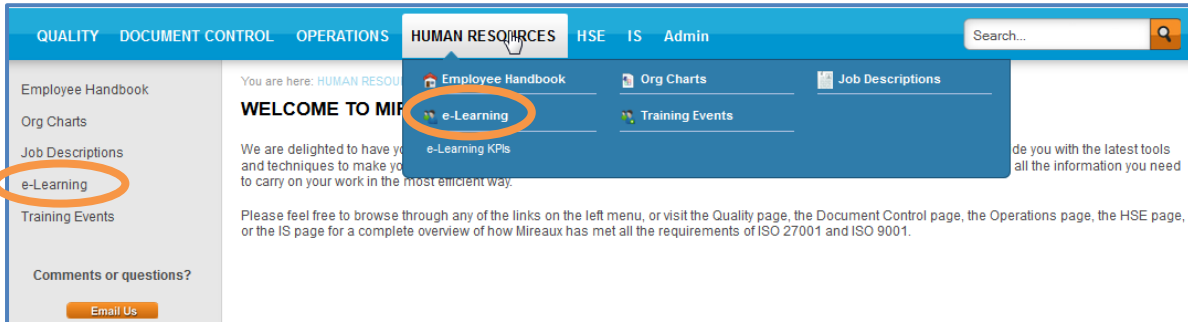
QMS Quality Management System

## 3.0 SECURITY ROLES

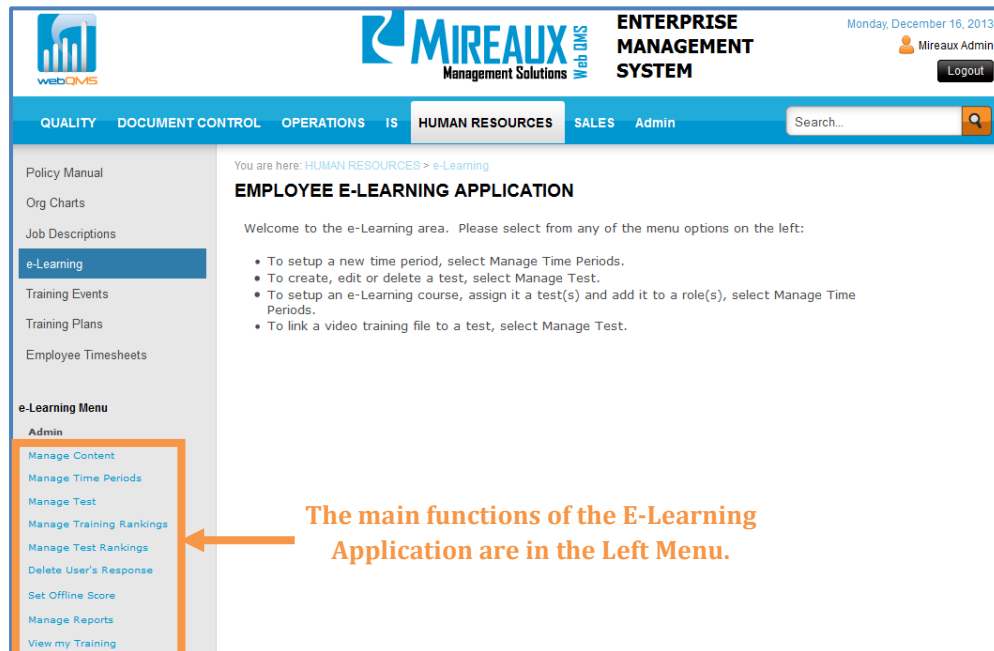
Administrator	Full Web QMS Enterprise Administrator. This user can edit, create, or delete pages, as well as add, edit, or delete modules. Administrators can also authorize users, add roles, view File Manager, clear Logs, and view/clear Recycle Bin.
DNNSTS Report Admin	This user has access to view all E-Learning reports.
Employee	This user has full access to view information on Web QMS, but limited ability to edit or create records. Employees may only take E-Learning tests and view their own training records.
Training Super Admin	This user has full Administrator access of the E-Learning Application and can create trainings and tests, assign training courses to users, send notifications for new tests, and view all training records.

## 4.0 INSTRUCTIONS

The **E-Learning Application** is located under the **Human Resources** Tab of the Top Menu and in the Left Menu of the HR page.

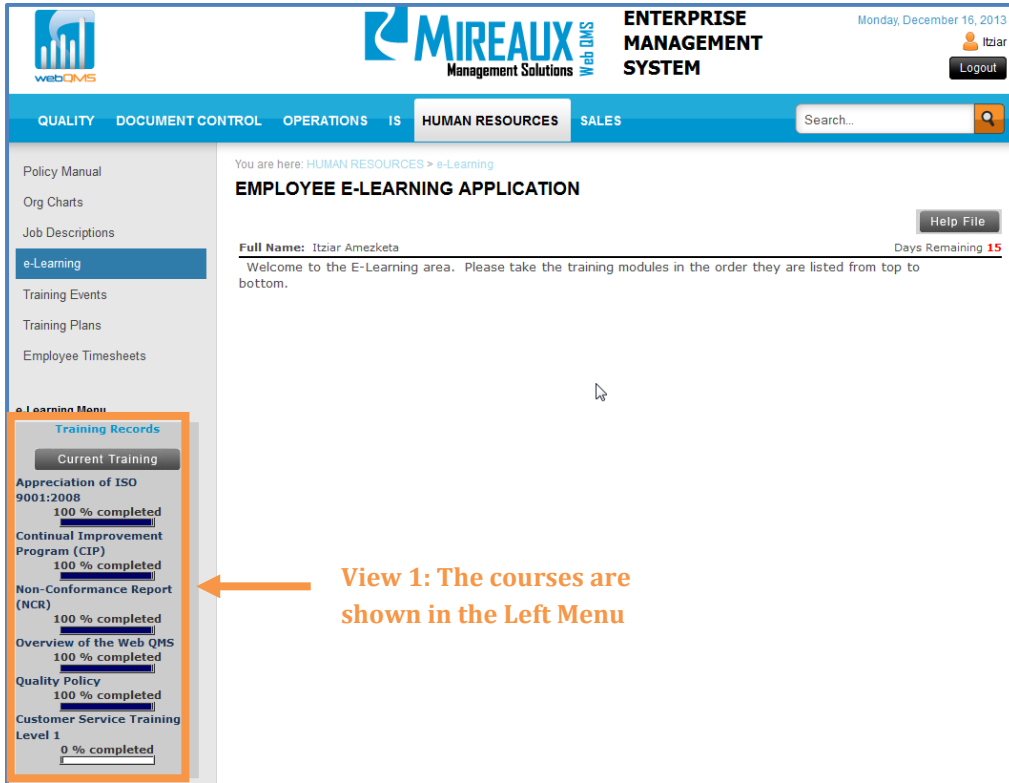


**Administrator:** When you **CLICK** either of these **Links**, you will be directed to the E-Learning page, which should look similar to this:



**NOTE:** By selecting the bottom option “View My Training”, the Admin can switch from the Admin functions to view his/her own training.

**User:** When you CLICK either of these **Links**, you will be directed to the E-Learning page, which should look similar to this:



**ENTERPRISE MANAGEMENT SYSTEM** Monday, December 16, 2013  
Itziar Logout

QUALITY DOCUMENT CONTROL OPERATIONS IS **HUMAN RESOURCES** SALES Search...

You are here: HUMAN RESOURCES > e-Learning

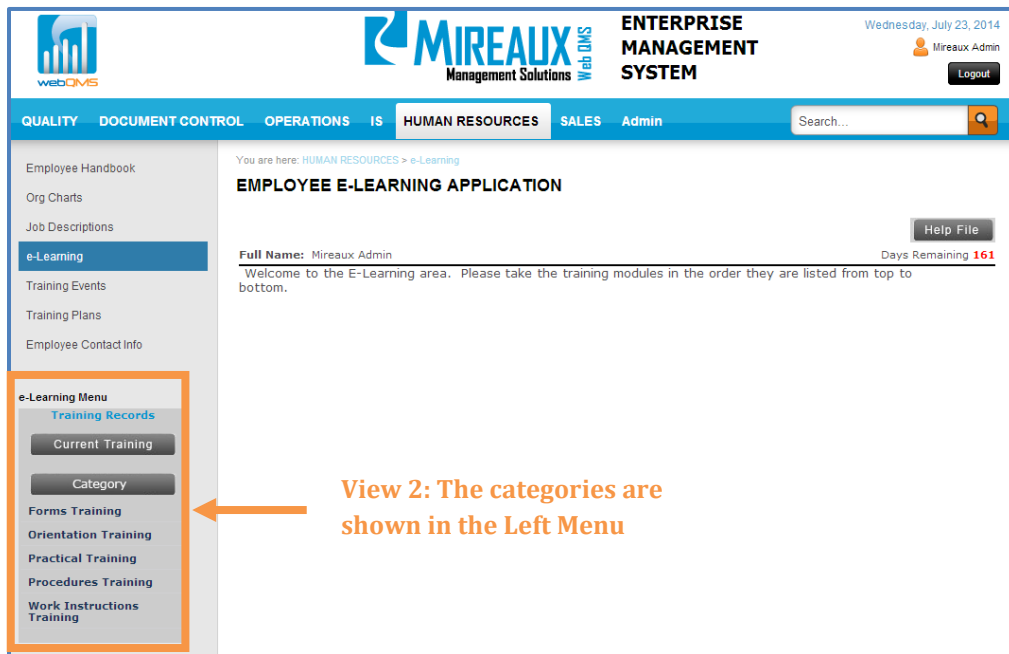
## EMPLOYEE E-LEARNING APPLICATION

Full Name: Itziar Amezketa Days Remaining **15**

Welcome to the E-Learning area. Please take the training modules in the order they are listed from top to bottom.

**Left Menu (View 1):**

- Policy Manual
- Org Charts
- Job Descriptions
- e-Learning**
- Training Events
- Training Plans
- Employee Timesheets
- e-Learning Menu
  - Training Records
  - Current Training
  - Appreciation of ISO 9001:2008 100 % completed
  - Continual Improvement Program (CIP) 100 % completed
  - Non-Conformance Report (NCR) 100 % completed
  - Overview of the Web QMS 100 % completed
  - Quality Policy 100 % completed
  - Customer Service Training Level 1 0 % completed



**ENTERPRISE MANAGEMENT SYSTEM** Wednesday, July 23, 2014  
Mireaux Admin Logout

QUALITY DOCUMENT CONTROL OPERATIONS IS **HUMAN RESOURCES** SALES Admin Search...

You are here: HUMAN RESOURCES > e-Learning

## EMPLOYEE E-LEARNING APPLICATION

Full Name: Mireaux Admin Days Remaining **161**

Welcome to the E-Learning area. Please take the training modules in the order they are listed from top to bottom.

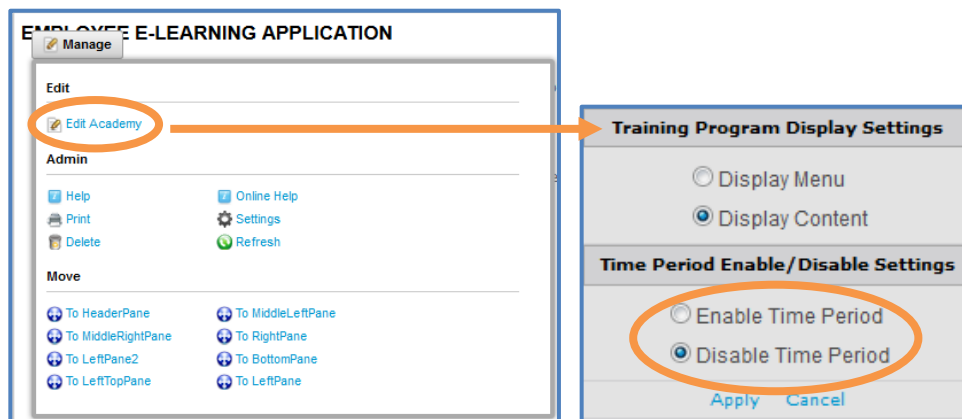
**Left Menu (View 2):**

- Employee Handbook
- Org Charts
- Job Descriptions
- e-Learning**
- Training Events
- Training Plans
- Employee Contact Info
- e-Learning Menu
  - Training Records
  - Current Training
  - Category
  - Forms Training
  - Orientation Training
  - Practical Training
  - Procedures Training
  - Work Instructions Training

## 4.1 TIME PERIODS

### 4.1.1 Enabling/Disabling Time Periods (Training Super Admin Only)

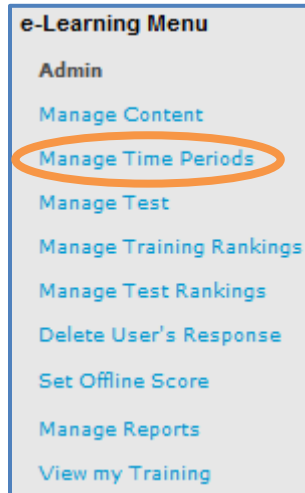
The E-Learning Application offers the possibility to organize training by Time Periods. Time Periods are the window of time during which employees can take training courses online. To enable or disable the Time Period option, SELECT **Edit Mode**, CLICK the **Manage Yellow Pencil icon**, SELECT **Edit Academy**, and CHOOSE the best **Option** for your Company.



**NOTE:** If you choose to disable Time Periods, employees will have no restrictions on when they can take training courses online.

### 4.1.2 Creating A Time Period (Training Super Admin Only)

Before you can create an E-Learning Training Course, if your company is organizing training by Time Periods, you must first have a current Time Period to which the Course can be added.



To create a new Time Period, SELECT **Manage Time Periods** from the Left Menu of the E-Learning Home Page. The following screen will appear pictured in the figure below:

You are here: [HUMAN RESOURCES](#) > [e-Learning](#)

## EMPLOYEE E-LEARNING APPLICATION

[Back To Listing](#)

**MANAGE TIME PERIOD**

Total Records: 2

Reverse Listing
 
[Add Time Period](#)

Current Page: 1 / 1

Name	Start Date	End Date	Manage Training	Edit	Delete
2011	January 01, 2011	December 31, 2011	<a href="#">Manage Training</a>	<a href="#">Edit</a>	<a href="#">Delete</a>
2012-2013	January 01, 2012	December 31, 2013	<a href="#">Manage Training</a>	<a href="#">Edit</a>	<a href="#">Delete</a>

CLICK the **Add Time Period** link. The following screen will appear:

You are here: [HUMAN RESOURCES](#) > [e-Learning](#)

## EMPLOYEE E-LEARNING APPLICATION

[Back To Listing](#)

**Time Period Information...**

Name\*:

Start Date:

End Date:

These three fields you must complete:

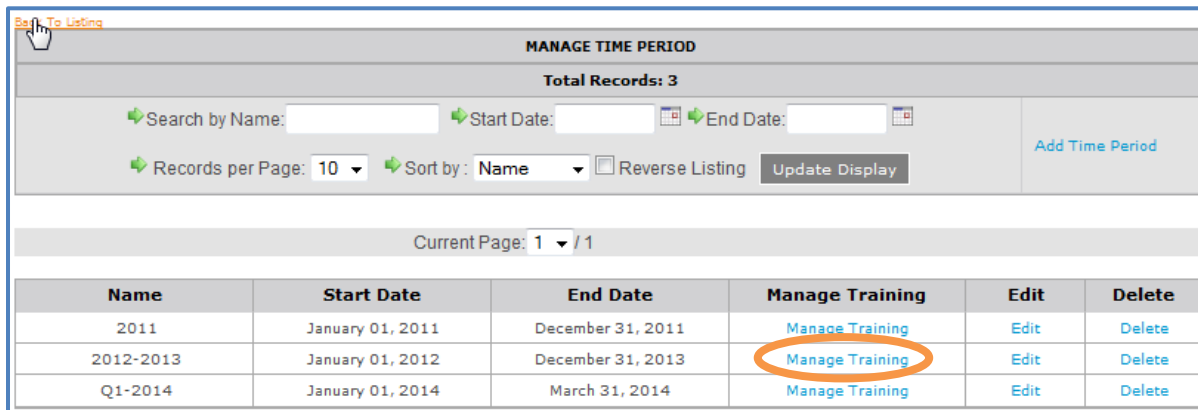
- **Name:** ENTER the **Name** of the Time Period. For example: 2013, 2013-2014, Quarter 1-2014, etc.
- **Start Date:** ENTER the **Date** on which the Time Period should begin.
- **End Date:** ENTER the **Date** on which the Time Period should end.

**NOTE:** The dates entered for the Start and End Dates cannot overlap with the dates set for any other existing Time Period. For example, if you already have one Time Period that lasts from January 1<sup>st</sup> 2012 until December 31<sup>st</sup>, 2012, you cannot add a new Time Period that begins on August 3<sup>rd</sup>, 2012. Instead, the Start Date must be no earlier than January 1<sup>st</sup>, 2013.

## 4.2 CREATING A TRAINING COURSE (TRAINING SUPER ADMIN ONLY)

### 4.2.1 Creating A New Training Course

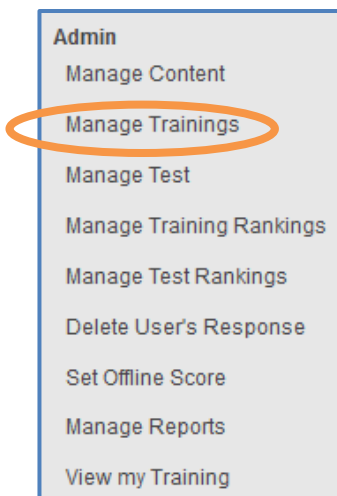
Once you have created a new Time Period or chosen an existing one that is appropriate for your training plan, you can add a new Training Course. From the Left Menu, CLICK **Manage Time Periods** as shown previously. A screen containing a list of all Time Periods will be displayed:



The screenshot shows the 'MANAGE TIME PERIOD' interface. At the top, there is a 'Back To Listing' link. Below that, the title 'MANAGE TIME PERIOD' is displayed. A summary bar shows 'Total Records: 3'. The search and filter section includes: 'Search by Name:' with a text input, 'Start Date:' with a date picker, 'End Date:' with a date picker, 'Records per Page:' set to 10, 'Sort by:' set to Name, a 'Reverse Listing' checkbox, and an 'Update Display' button. An 'Add Time Period' button is on the right. Below the filters, it shows 'Current Page: 1 / 1'. The main table has the following data:

Name	Start Date	End Date	Manage Training	Edit	Delete
2011	January 01, 2011	December 31, 2011	<a href="#">Manage Training</a>	<a href="#">Edit</a>	<a href="#">Delete</a>
2012-2013	January 01, 2012	December 31, 2013	<a href="#">Manage Training</a>	<a href="#">Edit</a>	<a href="#">Delete</a>
Q1-2014	January 01, 2014	March 31, 2014	<a href="#">Manage Training</a>	<a href="#">Edit</a>	<a href="#">Delete</a>

LOCATE the **Time Period** in which you wish to add a Training Course and CLICK **Manage Training**. If your Company has decided to disable Time Periods, the **Manage Trainings** hyperlink will be on the Left Menu.



The screenshot shows a vertical left navigation menu with the following items:

- Admin
- Manage Content
- Manage Trainings** (highlighted with an orange circle)
- Manage Test
- Manage Training Rankings
- Manage Test Rankings
- Delete User's Response
- Set Offline Score
- Manage Reports
- View my Training





- **Training Graphics:** Here you can **UPLOAD** any **Images** that you wish to display on the Course introduction page.
- **Certification Name:** If the Training Course is required as part of a certification, it should be **NOTED here**.
- **Training Description:** ENTER a brief **Overview** of the course.
- **Heading Text:** Text entered here will appear as a header for the Course introduction page.
- **Use Master Test:** This field allows you to generate a Master Test for the Training Course. For more information about Master Tests, refer to Section **4.11.2 Using a Master Test**.
- **Upload Certificate:** If a completion certificate is associated with this course, you may **ATTACH** an **Image** file here. Refer to section **4.11.1 Formatting Training Certificates** to learn the parameters needed for certificates and how to view them.
- **Set Live:** CHECKING this **Box** gives employees access to the test. This means that once you have finished entering your test, employees will be able to access it. Though this field is not marked with an asterisk, it is recommended that you **CHECK** the box. The test will not be marked as Live on the Test Management page until at least one user has successfully completed the test. For more information, refer to Section **4.5 Making Training Live**.
- **Allow Training to be Taken at Any Time:** This option will allow the Course to be taken at any time, independent of other courses.
- **List in Drop Down:** If this box is checked, the list of courses will be visible by employees as a drop down menu on the **E-Learning Application** located under the **Human Resources** Tab of the Top Menu and in the Left Menu of the HR page. If the box is unchecked, the courses will appear as a list of links. If **Categories** is selected, the training courses will be listed in the selected **Categories** folder.

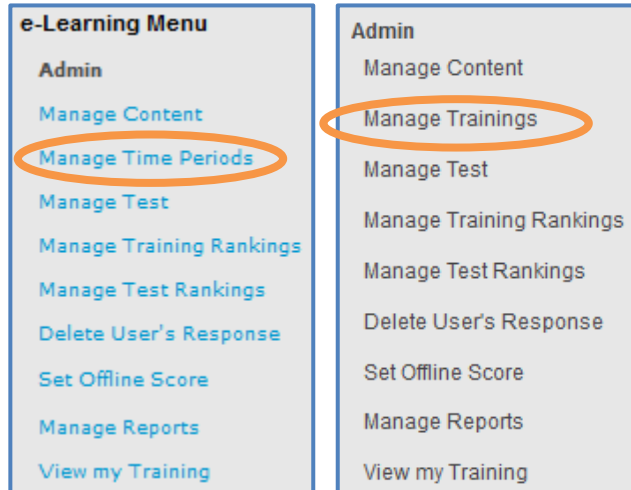
When you have completed the form, **CLICK Submit**. Once your Training Course is entered in the Time Period, you can assign tests and/or user roles to it. To learn how to assign user roles to a Course, refer to the following section **Assigning Roles to Training**. For more information on assigning tests to a Course, refer to the following section **Assigning a Test to a Course**.

### 4.2.2 Assigning Roles To Training

Each user on Web QMS has a role, or several roles, assigned to their login. For example, all employees of a company are typically assigned the Employee role, but some may also be assigned another role such as Calibration Technician. Roles help differentiate which people have access to certain areas or information on Web QMS. When a Course is added to the E-Learning Application, you will need to assign which roles should be able to access that Course.

**NOTE:** Along with a user's assigned role, their actual Job Title may affect the number of Courses available to them.

To assign a role to a Course, first **SELECT Manage Time Periods** or **Manage Trainings** (depending on whether Time Periods are enabled or disabled) from the Left Menu. Locate the current period and **CLICK Manage Training**.



The following screen appears with all of the Courses that are a part of this training period. **CLICK Assign Roles** next to the Course you wish to update.

**EMPLOYEE E-LEARNING APPLICATION**

MANAGE TIME PERIOD>MANAGE TRAINING

[Back To Listing](#)

**MANAGE TRAINING**

Total Records: 1

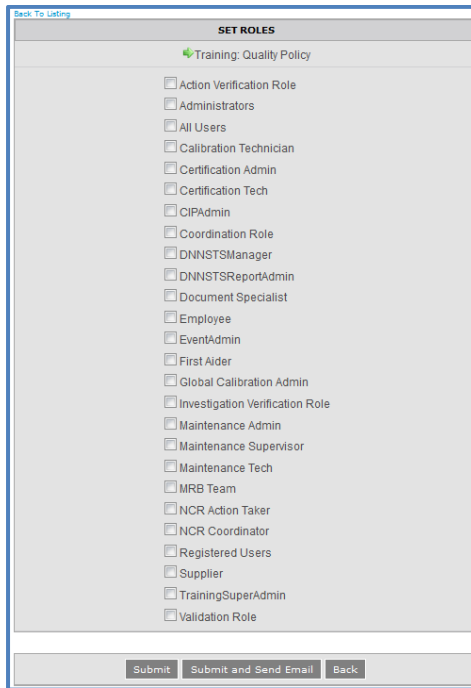
Select Time Period: Q1-2014 Search by Name:

Records per Page: 10 Sort by: Name  Reverse Listing

Current Page: 1 / 1

Live	Training Name	Description	Certification Name	Jump Start	Master Test	Assign Test	Assign Roles	Edit	Delete
<input type="checkbox"/>	Appreciation of ISO 9001:2008	<!-- [if gte mso 9]><xml> ...	ISO 9001:2008 Training	No	No	<a href="#">Assign Test</a>	<a href="#">Assign Roles</a>	<a href="#">Edit</a>	<a href="#">Delete</a>

The list of roles available on Web QMS will be shown. You can SELECT **Additional Roles** or DE-SELECT **Previously Selected Ones**.

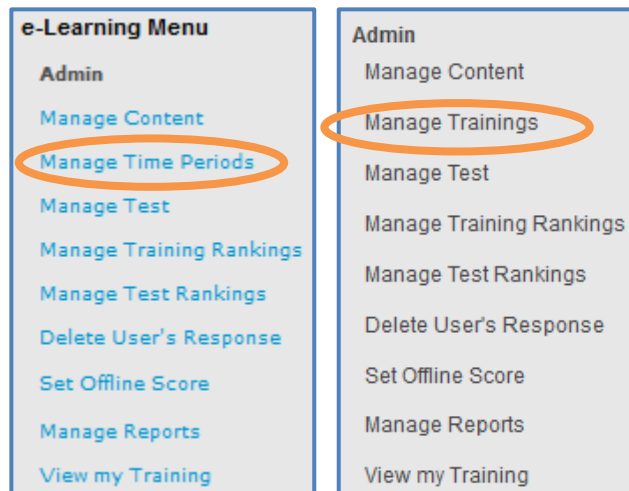


CLICK **Submit** when you are done. If you want the system to send an email notification to the selected roles, CLICK **Submit and Send Email** to enable this function.

### 4.2.3 Assigning Users To Training

When a Course is added to the E-Learning Application, you can also assign the individual user to that Course.

To assign a user to a Course, first SELECT **Manage Time Periods** or **Manage Trainings** (depending on whether Time Periods are enabled or disabled) from the Left Menu. Locate the current period and CLICK **Manage Training**.



The following screen appears with all of the Courses that are a part of this training period. **CLICK Assign Users** for the Course you wish to update.

**EMPLOYEE E-LEARNING APPLICATION**

MANAGE TIME PERIOD>MANAGE TRAINING

[Back To Listing](#)

**MANAGE TRAINING**

Total Records: 14

Selected Time Period: 2014 Search by Name:

Records per Page: 10 Sort by: Name  Reverse Listing

Current Page: 1 / 2 Next Last

Live	Training Name	Description	Certification Name	Jump Start	Master Test	Category	Assign Test	Assign Roles	Assign Users	Edit	Delete
<input checked="" type="checkbox"/>	Appreciation of ISO 9001:2008	<pre><font face="Arial,>	ISO 9001:2008 Training	No	No	Orientation Training	<a href="#">Assign Test</a>	<a href="#">Assign Roles</a>	<a href="#">Assign Users</a>	<a href="#">Edit</a>	<a href="#">Delete</a>
<input checked="" type="checkbox"/>	Calibration Tech and Admin	Learn how to use the calibration	Calibration Tech and Admin	No	No	Orientation Training	<a href="#">Assign Test</a>	<a href="#">Assign Roles</a>	<a href="#">Assign Users</a>	<a href="#">Edit</a>	<a href="#">Delete</a>
<input checked="" type="checkbox"/>	Continual Improvement Program (CIP)	<ul><li>Learn how	Continual Improvement Program (CIP) Training	No	No	Orientation Training	<a href="#">Assign Test</a>	<a href="#">Assign Roles</a>	<a href="#">Assign Users</a>	<a href="#">Edit</a>	<a href="#">Delete</a>

You can type in the username you want to assign the course to, or simply **CLICK Search Users** to view all employees.

**SET USERS**

Training: Appreciation of ISO 9001:2008

Search:

CHECK the employees you want to assign the course to. **CLICK Submit** when you are done. If you want the system to send an email notification to the selected users, **CLICK Submit and Send Email** to enable this function.

**SET USERS**

Training: Appreciation of ISO 9001:2008

Search:

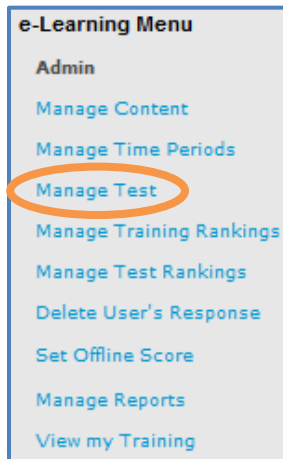
Mireaux User

### 4.3 CREATE TESTS

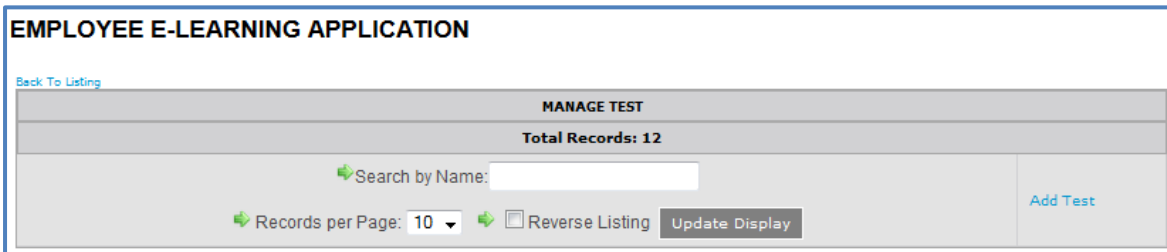
In order to ensure that the effectiveness of training is measured, tests are created for every E-Learning course. This guarantees that after a user has viewed the training presentation, the system knows the person who took the training and their score.

#### 4.3.1 Creating A New Test

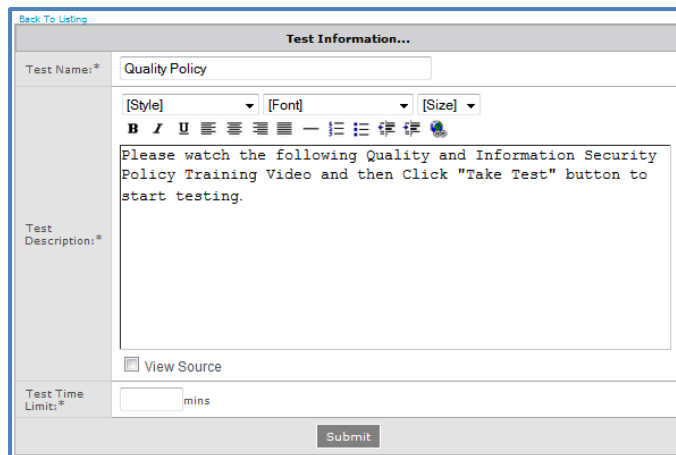
SELECT **Manage Test** from the Left Menu of the E-Learning module.



The following screen will appear. CLICK **Add Test** to add a new test.



The form below will appear. FILL OUT the **Fields** as follows:



**NOTE:** Fields marked with a red asterisk are required.

This form contains the following fields:

- **Test Name:** ENTER the **Name** of your Test here. It should clearly relate to the course it covers in order to avoid any confusion later. Depending on your course, more than one test may be assigned.
- **Test Description:** This description will give a brief explanation of what will be covered. There are editing tools available above the box to format the message.
- **Test Time Limit:** ENTER the **Time, in Minutes**, that the user will be allowed to complete the Test.

CLICK **Submit** when you are finished. Your new Test will now be listed with all of the others.

As you can see, the **Manage Questions** and the **Set Test Parameters** columns have an asterisk beside them. This means that these sections have not been completed yet, and these areas need to be populated in order for your test to be functional. For more information on adding questions to a Test, refer to the section on **Creating Test Questions**.

Live	Test Name	Time	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View Test	Export to Excel	Edit	Delete
Live	Appreciation of ISO 9001	30	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Live	ASP.NET Quiz	30	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Live	Calibration Tech and Admin	20	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Live	CIP Application	20	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Live	ISO 27001 Executive Overview	20	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Not Live	ISO 27001 Test	20	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Live	Non Conformance Report (NCR) Test	30	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Not Live	Q1-Quality Policy	15	Survey Results	Manage Questions*	Delete All Questions	Set Test Parameters*	Q & A Report	Manage Links	View	Export	Edit	Delete
Live	Quality Policy	15	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Live	SQL Server Quiz	20	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete

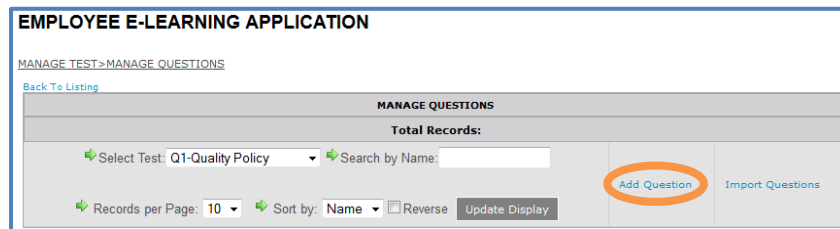
\* After "Set Test Parameters" indicates the Test needs to Set Test Parameters  
\* After "Manage Question" indicates the Test needs Question to be added

### 4.3.2 Creating Test Questions

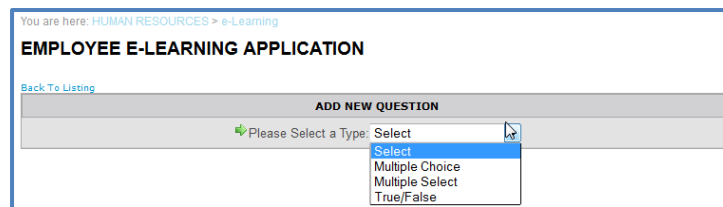
There are two ways to populate a Test with questions: **ADDING questions one-by-one** from within the E-Learning Application, or **UPLOADING a Pre-formatted Excel file** filled with questions. It is recommended that the Super Test Admin role add questions from within the E-Learning Application if he/she is also the author of the test. If, however, the test questions need to be written by someone without the Super Test Admin role, it is recommended that the author be instructed in the creation of an Excel sheet for the Super Test Admin to upload.

- Adding Questions from Within the E-Learning Application

CLICK **Manage Questions** to add questions to the test. You will see this screen:



To add a question, CLICK **Add Question**. You will see the following form, which contains a drop down menu from which you may CHOOSE the **Type** of question you wish to add.

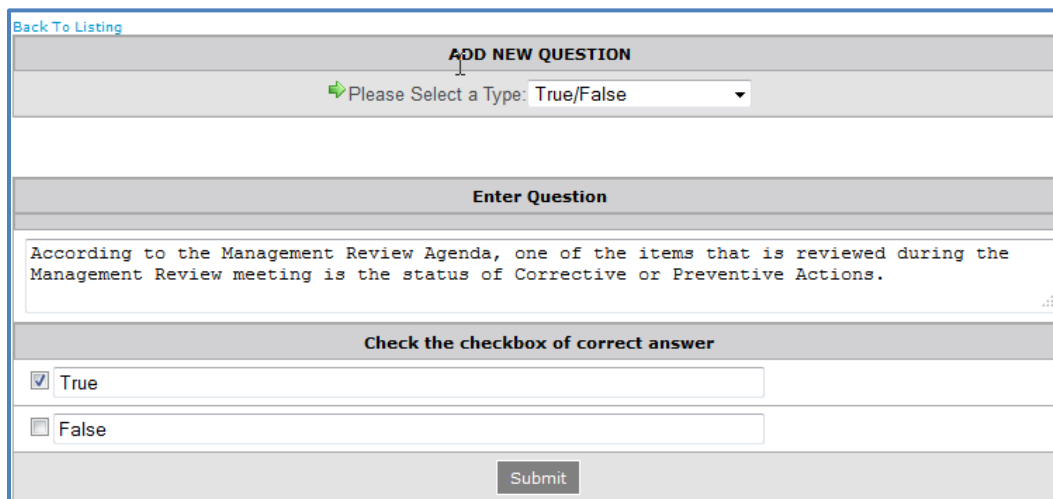


There are three types of questions:

- **Multiple Choice:** Users can only CHOOSE **One Correct Answer** from the options.
- **Multiple Select:** Users may SELECT **Several Answers** from the available options.
- **True /False:** Users may only SELECT **True** or **False**.

Once you have picked the type of questions, the program brings up the fields depending on the type of question you have selected. Examples are given below for each of the three types of questions:

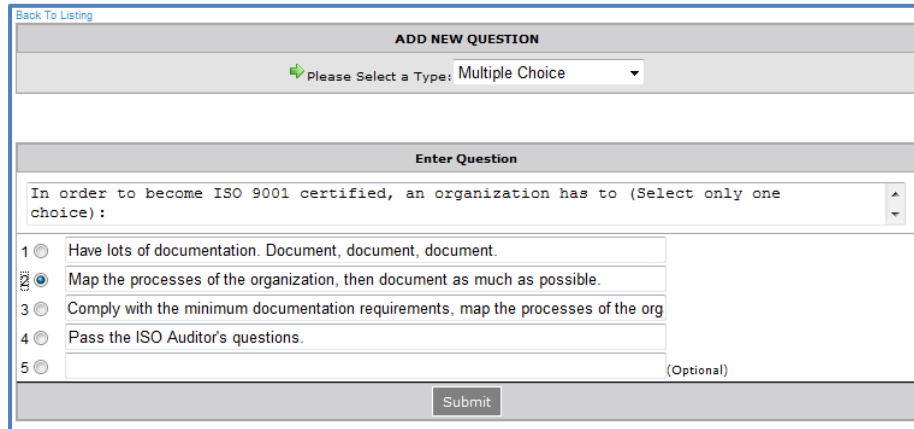
- **True/False Questions**



TYPE a **True/False** statement into the **Enter Question** field. In the **CHECK the Checkbox of Correct Answer** field, SELECT whether your statement is **True** or **False**. Once you finish populating these two fields, ensure that you have SELECTED the correct response and CLICK **Submit**. You will be returned to the list of questions. CHOOSE **Add Question** to add the next question.

- **Multiple Choice Questions**





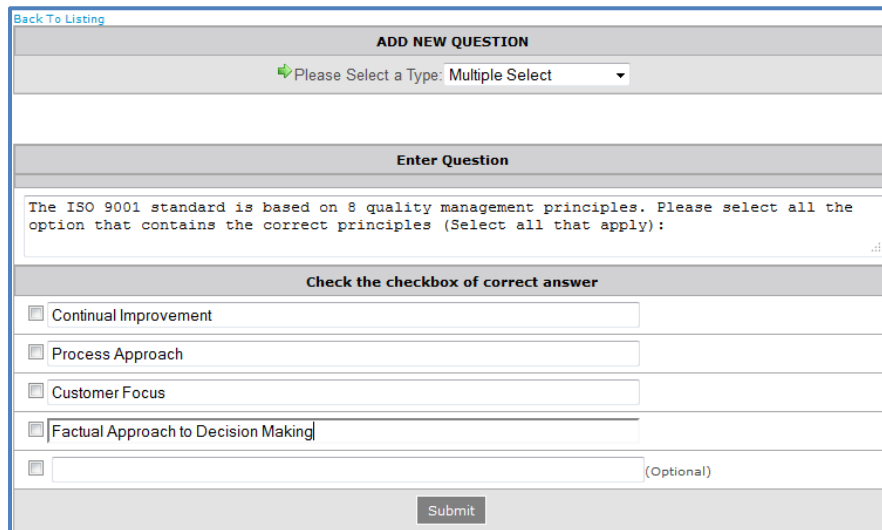
The screenshot shows a web form titled "ADD NEW QUESTION". At the top, there is a "Back To Listing" link and a dropdown menu set to "Multiple Choice". Below this is the "Enter Question" section with a text area containing the question: "In order to become ISO 9001 certified, an organization has to (Select only one choice) :". Underneath are five radio button options:
 

- 1  Have lots of documentation. Document, document, document.
- 2  Map the processes of the organization, then document as much as possible.
- 3  Comply with the minimum documentation requirements, map the processes of the org
- 4  Pass the ISO Auditor's questions.
- 5  (Optional)

 A "Submit" button is located at the bottom right of the form.

TYPE the **Question** into the **Enter Question** field. Four choices are required for every question; a fifth is optional. CLICK the radio button next to the correct answer. Once you finish populating these fields, ensure that you have selected the correct response and CLICK **Submit**. You will be returned to the list of questions. CHOOSE **Add Question** to add the next question.

- **Multiple Select**



The screenshot shows a web form titled "ADD NEW QUESTION". At the top, there is a "Back To Listing" link and a dropdown menu set to "Multiple Select". Below this is the "Enter Question" section with a text area containing the question: "The ISO 9001 standard is based on 8 quality management principles. Please select all the option that contains the correct principles (Select all that apply) :". Underneath is a section titled "Check the checkbox of correct answer" with five checkbox options:
 

- Continual Improvement
- Process Approach
- Customer Focus
- Factual Approach to Decision Making
- (Optional)

 A "Submit" button is located at the bottom right of the form.

ENTER a **Question** into the **Enter Question** field. Four choices are required for every question; a fifth is optional. CLICK the checkbox next to each correct answer. Once you finish populating these two fields, ensure that you have SELECTED the correct response and CLICK **Submit**. You will be returned to the list of questions. CHOOSE **Add Question** to add the next question.

#### 4.3.2.1 Adding Questions from an Excel File

Once you have created a test, you can import the questions instead of typing one by one. In order to import a test, you must structure your question using Microsoft Excel in the following format:

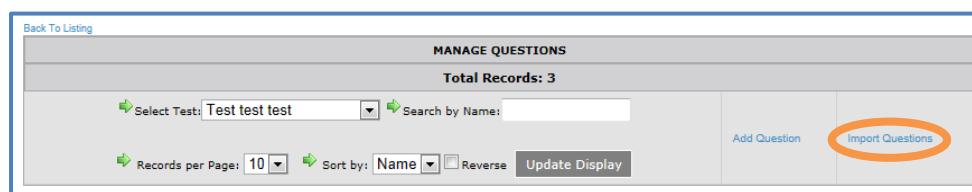
	A	B	C	D	E	F	G	H
1	questype	question	option1	option2	option3	option4	option5	answer
2	MULTIPLECHOICE	What are the retention parameters for Employee Training Records? (select one)	Training record	Retain records	Everyone is	None of the		4
3	TRUEFALSE	According to the Management Review Agenda, one of the items that is reviewed during the Management Review meeting	TRUE	FALSE				1

**NOTE:** The first row must always contain exactly the labels shown in the figure above. The actual question and answer information should be entered as follows:

- **Questype:** In column A, ENTER the **type** of question. There are 3 choices: TRUEFALSE, MULTIPLECHOICE or MULTIPLESELECT. The choices must be written **Exactly as Above**, with no spacing and in all caps.
- **Question:** In column B, ENTER the **Actual Question** exactly as you wish it to appear.
- **Option1:** In column C, TYPE the **First** answer. If this is a TRUEFALSE question, TYPE **True**.
- **Option2:** In column D, TYPE the **Second** answer. If this is a TRUEFALSE question, TYPE **False**.
- **Option3:** In column E, TYPE the **Third** answer.
- **Option4:** In column F, TYPE the **Fourth** answer.
- **Option5:** Though column G must always be reserved for a possible answer, a fifth answer to a question is not required. If there is a fifth possible answer to your question, TYPE it here. If not, leave this cell blank.
- **Answer:** In column H, TYPE which **Option Number** corresponds with the correct answer. In the case of TRUEFALSE you can TYPE **1** or **2**. In the case of MULTIPLECHOICE, you can TYPE **1, 2, 3, 4,** or **5**. In the case of MULTIPLESELECT you can TYPE **All of the Numbers that Apply**, separating them with a comma.

Before you attempt to upload your test, know that this spreadsheet must be saved as an **Excel 2003** spreadsheet. Where later versions of the Excel spreadsheets have **.xlsx** as the file extension, Excel 2003 spreadsheets have an **.xls** file extension. If using Excel 2007 or later, format the spreadsheet as described above, then **CLICK the Office icon** and **CHOOSE Save As**. When at the Save As dialogue box, **CLICK the drop down menu "Save as TYPE"** and **CHOOSE Excel 97 – 2003 Workbook**, then **CLICK Save**.

When you are ready to import, **LOCATE your Test** and **CLICK Manage Questions**. The following screen will be appear. **SELECT the link entitled Import Questions**.



First locate your **.xls** file. Next TYPE IN the **Number of Rows**, including the first row containing the labels. **CLICK Submit** to populate the test with these questions.

Back To Listing

**Import Questions from Excel Worksheet...**

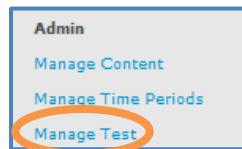
Select Excel File: \*

Enter Number of rows:\*

### 4.3.3 Setting Test Parameters

Once all of your questions are entered, you must set parameters for your Test in order to determine how many of the questions are shown each time someone takes the test and how many questions must be answered correctly to achieve a passing score.

First, SELECT **Manage Test** from the Left Menu of the E-Learning Home Page.



Find your test and CLICK **Set Test Parameters**

Live	Test Name	Time	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View Test	Export to Excel	Edit	Delete
Live	Appreciation of ISO 9001	30	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Live	CIP Application	20	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Live	ISO 27001 Executive Overview	30	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Live	ISO27001 Basic Overview	20	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Not Live	Overview: ISO 9001	30	Survey Results	Manage Questions*	Delete All Questions	Set Test Parameters*	Q & A Report	Manage Links	View	Export	Edit	Delete
Live	Quality Policy	15	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Not Live	Risk Assessment	10	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Not Live	Web QMS	20	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete

\* After "Set Test Parameters" indicates the Test needs to Set Test Parameters  
\* After "Manage Question" indicates the Test needs Question to be added

This link will take you to a form that should be filled out as follows:

**EMPLOYEE TRAINING AND DEVELOPMENT - e-LEARNING**

MANAGE TEST>SET TESTING

Back To Listing

**SET TESTING**

Select Test: TOS Web QMS

Total Number of Questions:

Number of Questions Displayed to User:

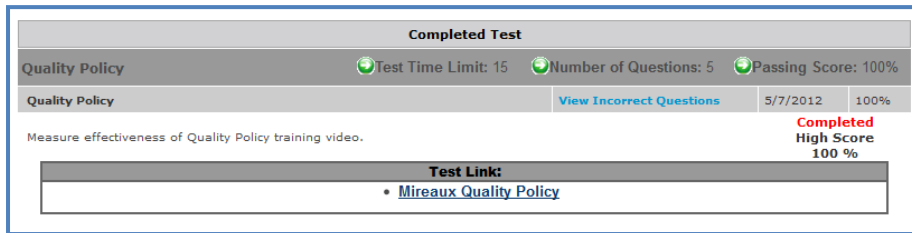
Number of Questions to be Passed:

- **Total Number of Questions:** This field will be pre-populated by the system.
- **Number of Questions Displayed to User:** Here, ENTER **How Many** questions you would like to have show up each time a user takes the test.
- **Number of Questions to be Passed:** ENTER **How Many** questions should be answered correctly to obtain a passing score.

Once you are finished, CLICK **Submit** to save the settings.

#### 4.3.4 Linking Multimedia Files To A Test

Multimedia files, such as videos, PowerPoint presentations, etc., can be linked to a Test in order to give users online instruction. If a Test has a multimedia file linked to it, then when users view the Test, they will see a link such as the one pictured in the figure below.



##### 4.3.4.1 Linking to a File already on the Internet

- From the Left Menu, CLICK **Manage Test**.
- Find the test to which you wish to add a multimedia file and SELECT **Manage Links**.

Live	Test Name	Time	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View Test	Export to Excel	Edit	Delete
Live	Appreciation of ISO 9001	30	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Live	CIP Application	20	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Live	ISO 27001 Executive Overview	30	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Live	ISO27001 Basic Overview	20	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete

The following screen appears:



**EMPLOYEE E-LEARNING APPLICATION**

[Back To Listing](#)

**Upload Files**

Display Name\*:

Display Url:   
Please Use URL like [www.google.com](http://www.google.com)

Link	Displayname	File/Link	Edit	Delete
	Appreciation of ISO 9001	<a href="http://www.mireauxms.com/vTraining/ISO9001/English/Mireaux-ISO9001-Overview-short.htm">www.mireauxms.com/vTraining/ISO9001/English/Mireaux-ISO9001-Overview-short.htm</a>	<a href="#">Edit</a>	<a href="#">Delete</a>
	Apreciacion del ISO 9001 (Spanish)	<a href="http://www.mireauxms.com/vTraining/ISO9001/Spanish/Mireaux-ISO9001-Overview-short-spanish.htm">www.mireauxms.com/vTraining/ISO9001/Spanish/Mireaux-ISO9001-Overview-short-spanish.htm</a>	<a href="#">Edit</a>	<a href="#">Delete</a>

- If the multimedia file you wish to use has already been uploaded, then you need only link to it.
- **Display Name:** ENTER the **Title** you wish to show on the Test page.
- **Display URL:** PASTE or ENTER the **URL** of the file. Note that you need a full URL without the http:// such as [www.mireauxms.com](http://www.mireauxms.com). If you begin your URL with http://, the application will not accept the link.
- Once you have filled in the blanks, **CLICK Upload** to link the file to your Test.

#### 4.3.4.2 Linking Uploaded Files to a Test:

Once you have successfully uploaded a file to the server, it can be linked through a URL. The URLs of files uploaded will follow the same format:

[www.qms.\[YourCompanyName\].com/vTraining/\[FolderName\]/\[FileName,IncludingExtention\]](http://www.qms.[YourCompanyName].com/vTraining/[FolderName]/[FileName,IncludingExtention])

For example, if you worked for a company called **Gordian Knot**, and you were to upload a file called **SolutionsToImpossibleProblems.avi** to a folder on the Web QMS server named Challenges, the eventual URL of this file would be:

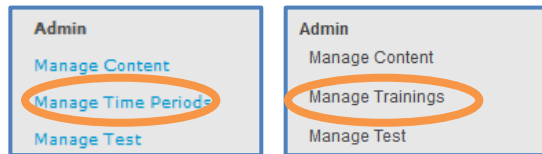
[www.qms.gordianknot.com/vTraining/Challenges/SolutionsToImpossibleProblems.avi](http://www.qms.gordianknot.com/vTraining/Challenges/SolutionsToImpossibleProblems.avi)

Once you have the URL of your multimedia file, link it to the test using the instructions listed above. Ensure that your folder and file names appear exactly as they are on the Web QMS server.

**NOTE:** A good way to CHECK this before linking the file to a test is simply to enter the URL in the address bar of your web browser. If the URL is correct, you should be able to view the file directly from there. If the file does not display in your browser when you do this, then **DOUBLE CHECK** your URL.

#### 4.4 ASSIGNING A TEST TO A TRAINING COURSE

Once you have created a Test, set its parameters, added questions or files, etc. You can then assign it to a Training Course. To assign a test to a Course, first **SELECT Manage Time Periods or Manage Training** (depending on whether Time Periods are enabled or disabled) from the Left Menu.



This link will take you to a page that lists all existing Time Periods. LOCATE the **Time Period** containing the Course to which you would like to assign a Test, and **CLICK Manage Training** in that Time Period's row (see figure below).

Back To Listing

**MANAGE TIME PERIOD**

Total Records: 4

Reverse Listing

Current Page: 1 / 1

Name	Start Date	End Date	Manage Training	Edit	Delete
Q1 - 2010	January 01, 2010	March 31, 2010	<a href="#">Manage Training</a>	Edit	Delete
Q1 - 2011	January 01, 2011	March 31, 2011	<a href="#">Manage Training</a>	Edit	Delete
Q2 - 2010	April 01, 2010	June 30, 2010	<a href="#">Manage Training</a>	Edit	Delete
Q3 - 2010	July 01, 2010	December 31, 2010	<a href="#">Manage Training</a>	Edit	Delete

This link will bring you to a screen displaying a list of all the Training Courses within the selected Time Period. Identify the Training Course to which you would like to add a test, and **CLICK its Assign Test** link.

**MANAGE TRAINING**

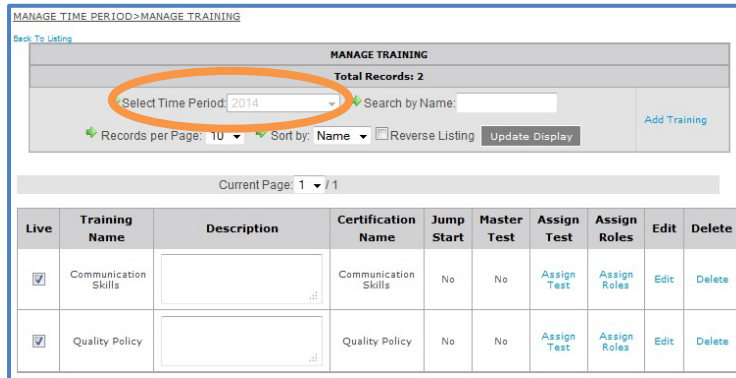
Total Records: 7

Reverse Listing

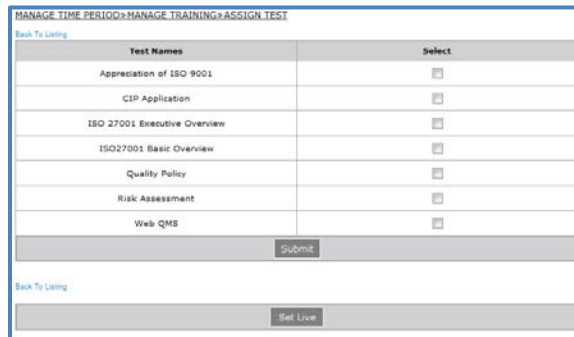
Current Page: 1 / 1

Live	Training Name	Description	Certification Name	Jump Start	Master Test	Assign Test	Assign Roles	Edit	Delete
<input checked="" type="checkbox"/>	Appreciation of ISO 9001:2008	<font size="2"><span	N/A	No	No	<a href="#">Assign Test</a>	<a href="#">Assign Roles</a>	Edit	Delete

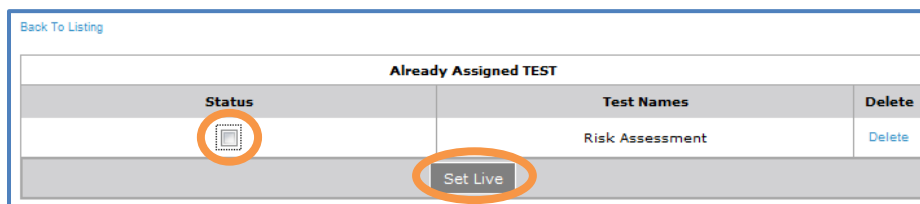
If time periods are disabled, the Manage Training hyperlink on the Left Menu will bring you to a screen displaying a list of all the Training Courses available and Time Period grayed out.



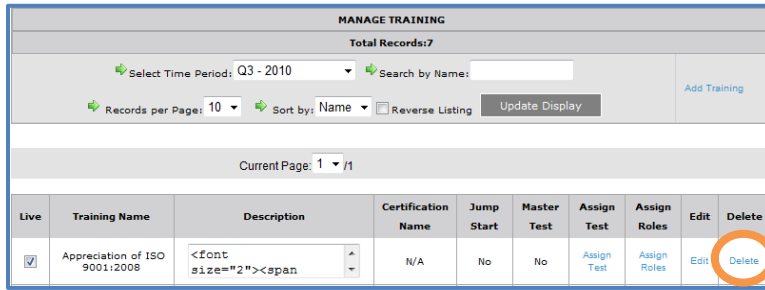
The **Assign Test** link, in turn, will take you to a screen displaying all of the tests available within your E-Learning Application. Find the Test you wish to add to the Training Course and **SELECT** it by **CLICKING** the **Checkbox** next to it. Then, **CLICK Submit** to assign the Test to the Training Course.



The assigned Test appears at the bottom of the page (see figure below). **CHECK** the **Status Box**, then **CLICK Set Live** when you are ready to make it live for all assigned user roles. For more information on the Live status, refer to section **4.5 Making Training Live**.

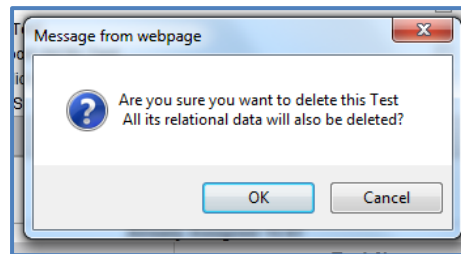


If you no longer want for a Test to be assigned to a Training Course, it is possible to de-assign the Test without deleting it. To do so, first follow the three first steps shown above. When you have reached the list of Already Assigned Tests depicted in the figure below, **CLICK** the link entitled **Delete** next to the Test you wish to de-assign.



Live	Training Name	Description	Certification Name	Jump Start	Master Test	Assign Test	Assign Roles	Edit	Delete
<input checked="" type="checkbox"/>	Appreciation of ISO 9001:2008	<font size="2"><span	N/A	No	No	Assign Test	Assign Roles	Edit	Delete

A warning prompt will OPEN, asking if you are sure you wish to delete the item. Note that once you de-assign a Test, you will lose all data related to the Test, such as records of users' scores. CLICK **OK** to continue. The Test will be de-assigned from the Training Course, and its name will reappear in the list of unassigned Tests.



#### 4.5 MAKING TRAINING LIVE

Although tests may be labeled Not Live on the Manage Tests page, users can nonetheless see them. The Super Test Admin does not need to do anything to make a test go live. Once a test has been created, its parameters set, its questions populated, etc., it is visible to users. If the new training course is visible in the Left Menu, it is available for all allowed users to take.

The system will automatically re-label the test as Live once at least one user has completely taken the test.

#### 4.6 TAKING AN E-LEARNING COURSE

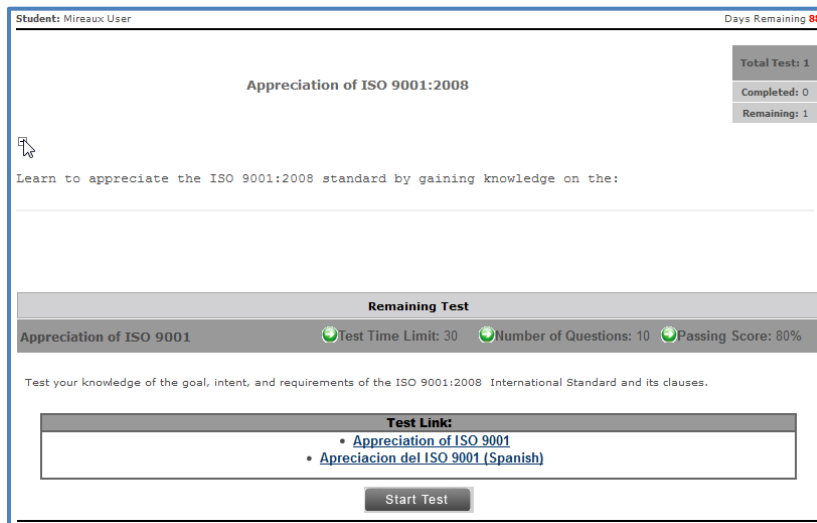
On the E-Learning Application page, you will see a list of available E-Learning courses on the Left Menu, which have been assigned to your position or role. If you have completed any of those courses, you will see the percentage of completion. For the courses that are not completed, you will see '0% completed' below the name of the training course. By CLICKING the **Name** of the course, you will be able to go to the course page to read the training materials, view the presentation or video, or take the test.





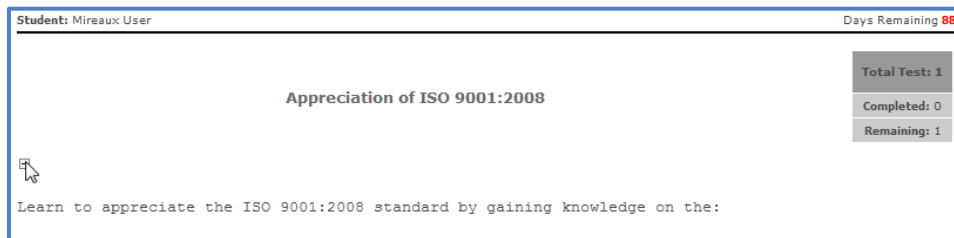
**NOTE:** Along with a user’s assigned role, their actual Job Title may affect the number of Courses available from the Left Menu.

CLICK the **Name** of the E-Learning course you wish to take from the Left Menu of the page. In this example, let us take the course named “Appreciation of ISO 9001:2008”. You will be directed to the page of the training course you selected.

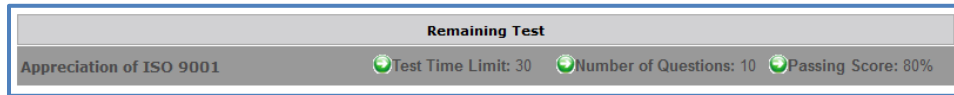


On this page, there are three sections:

- **Course Description:** The overview of the course, and a small table on the top right side of the page. In the table, there are three rows regarding the number of tests for that particular course, the number of completed tests and the number of remaining tests.



- **Test Description:** The brief explanation of the test, test time limit, number of questions, and passing score.



- **Test Time Limit:** The time that you will be allowed to complete the test.
- **Number of Questions:** The number of questions within the test.
- **Passing Score:** The score you need to reach in order to pass the test.
- **Test Link:** These are the files that you will need to read, view, or use to complete the training course, such as presentations, videos, or other documents that may help you finish your training. **CLICK** the link in this area, and you will be presented with a file on the screen. In this example, we have two links:

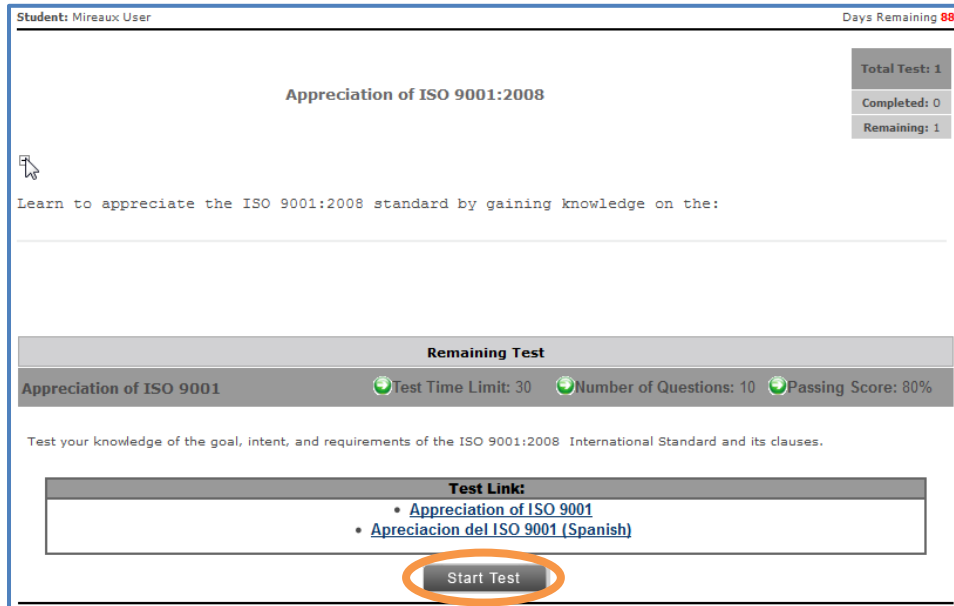


If we **CLICK** the **First Link**, a new window opens to reveal the file.

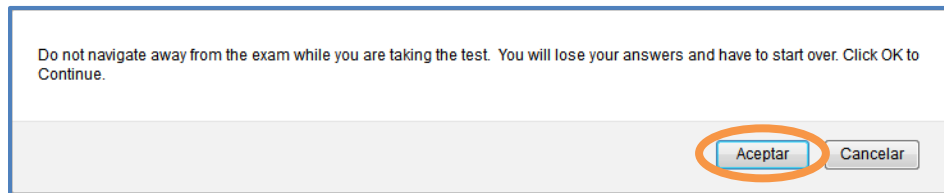


## 4.7 TAKING A TEST

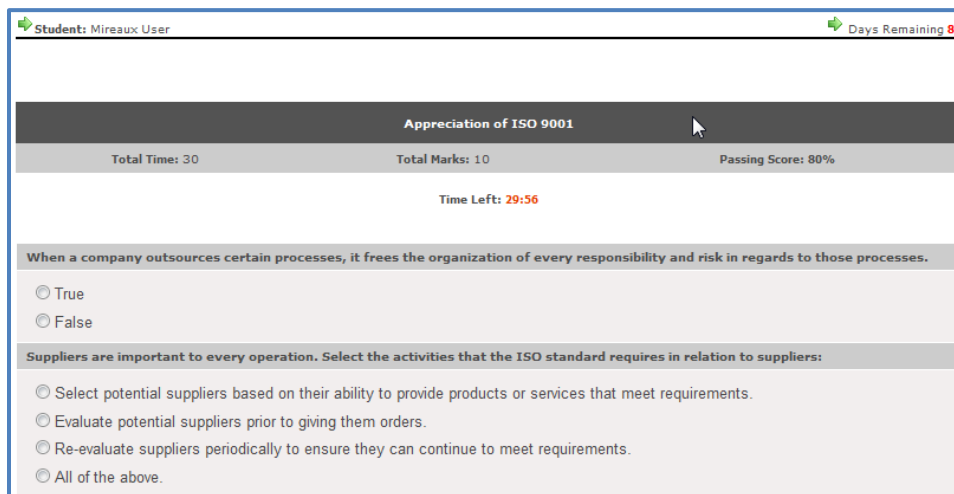
When you have finished reading or viewing the materials presented by your Training Administrator, you are ready to take a test. **CLICK Start Test** on the page of the selected E-Learning course.

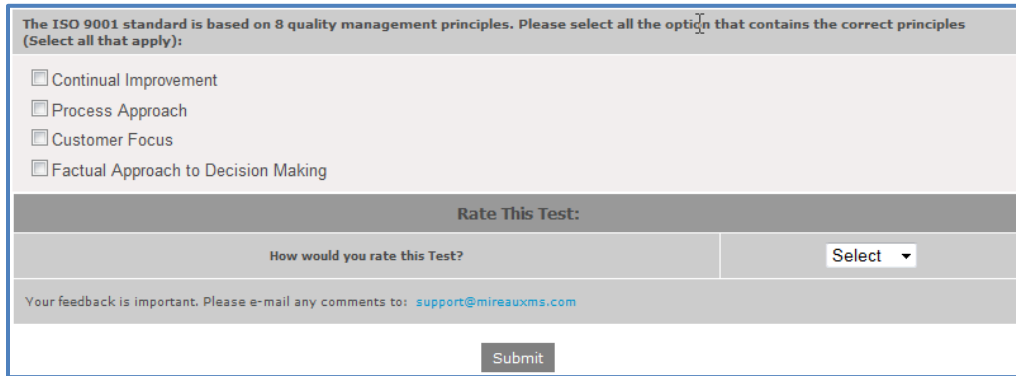


A notification will appear on the screen. It reminds you to not leave the test page while taking the test. Otherwise, you will lose all the answers you entered. **CLICK OK** to start the test.



Once you **CLICK OK**, you will be directed to the test page. On this page, there are three sections: **Test Information, Questions, and Test Feedback**.





The ISO 9001 standard is based on 8 quality management principles. Please select all the option that contains the correct principles (Select all that apply):

- Continual Improvement
- Process Approach
- Customer Focus
- Factual Approach to Decision Making

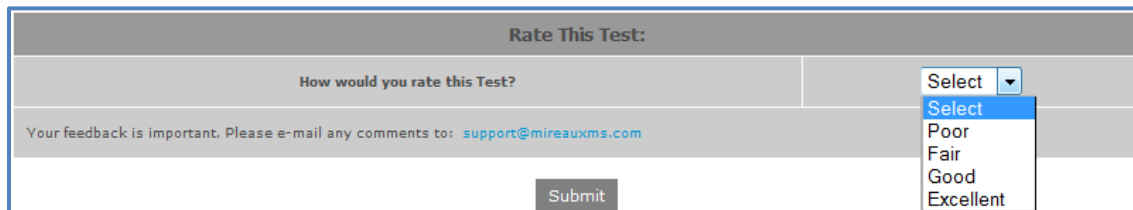
**Rate This Test:**

How would you rate this Test? Select ▾

Your feedback is important. Please e-mail any comments to: [support@mireauxms.com](mailto:support@mireauxms.com)

**Submit**

- **Test Information:** This area shows you the following fields: **Total Time, Total Marks, Passing Score, and Time Left.** Note that you will not be able to continue or revise your answers when the time is over. A reminder will appear to tell you to **SUBMIT** your **Answers.**
  - **Total Time:** The total time that you will be allowed to complete the test.
  - **Total Marks:** The number of the questions you need to complete in this test.
  - **Passing Score:** The score you need to get to pass this test.
  - **Time Left:** The remaining time for you to complet the test.
- **Questions:** READ each **Question** carefully, especially the instructions regarding how many answers are needed, such as select one answer, or select all the correct answers, and so on.
- **Test feedback:** When you have finished ansering the questions, Web QMS will invite you to rate the test so that the Training Administrator can improve the test in the future. SELECT from the mega drop down menu of the **Rating Section.**



**Rate This Test:**

How would you rate this Test? Select ▾

Your feedback is important. Please e-mail any comments to: [support@mireauxms.com](mailto:support@mireauxms.com)

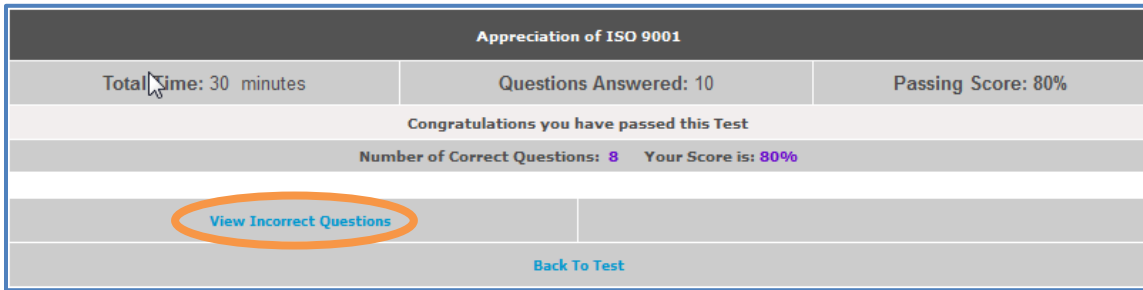
**Submit**

Select ▾  
 Select  
 Poor  
 Fair  
 Good  
 Excellent

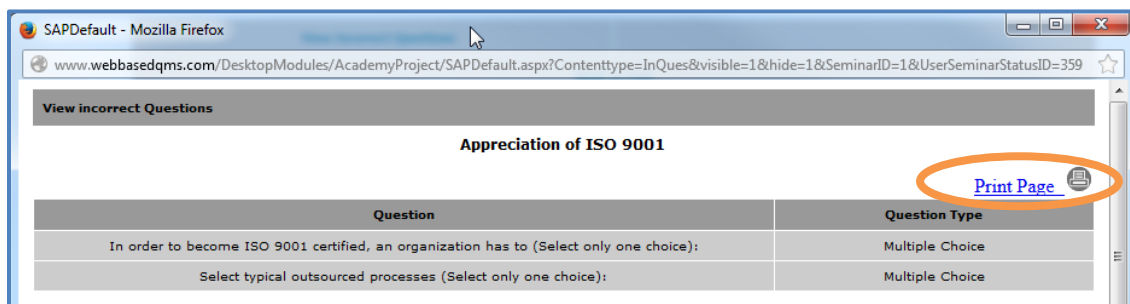
CLICK **Submit** to save the answers and finish the test.

#### 4.8 VIEWING TEST RESULTS

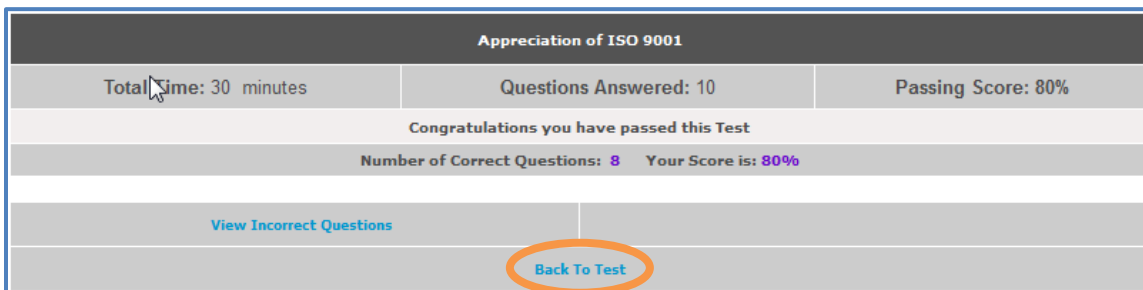
After submitting your answers successfully, you will be returned to the test information page where you can view the test results. If you passed the test, you will see the screen similar to this:



You will be given an option to view the incorrect questions. **CLICK View Incorrect Questions** and a window will appear on the screen. You will be able to view the questions where you made wrong choices. You may print this page by clicking on the **Print Page** link on the top right side of the form.



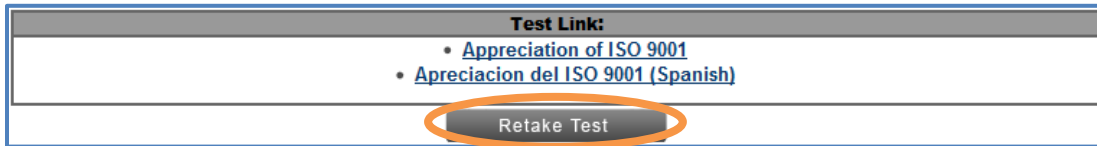
CLOSE this **Window** and you will be back on the test results page.



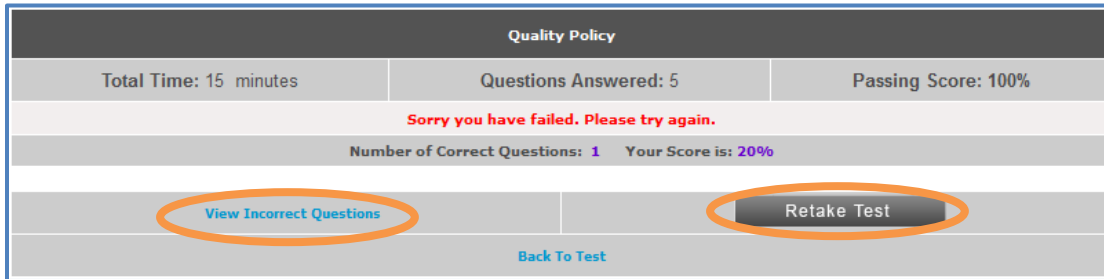
CLICK **Back To Test** to navigate to the test page. On this page, you will see a list of the tests you have taken in this training course, including test name, incorrect questions list, test date, and the test results you have received.

Completed Test				
Appreciation of ISO 9001		Test Time Limit: 30	Number of Questions: 10	Passing Score: 80%
Appreciation of ISO 9001	<a href="#">View Incorrect Questions</a>	1/2/2014	80%	
Appreciation of ISO 9001	<a href="#">View Incorrect Questions</a>	1/2/2014	0%	
Test your knowledge of the goal, intent, and requirements of the ISO 9001:2008 International Standard and its clauses.				<b>Completed High Score 80 %</b>

You can retake the test if you want by **CLICKING Retake Test**. You will then be directed back to the test page.



If you did not pass the test, you will see a message in red to remind you that you need to retake the test, as well as the number of correct questions, and your score. You also have the option to **View Incorrect Questions**.



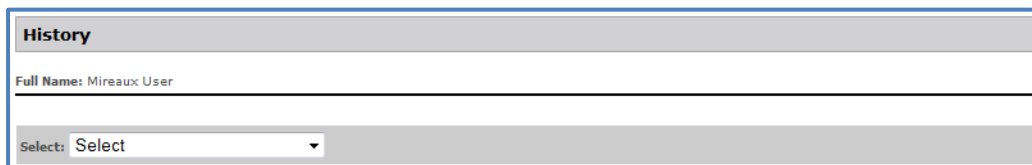
CLICK **Retake Test** to go back to the test page.

#### 4.9 VIEWING TRAINING RECORDS

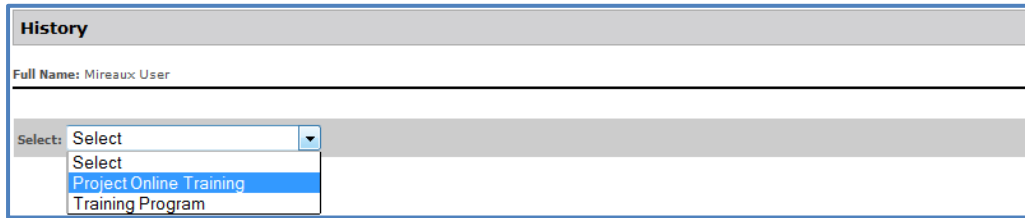
Besides viewing your test results after you have taken the test, Web QMS provides you another way to view your training records. CLICK **Training Records** on top of the Left Menu of the **E-Learning Application** page.



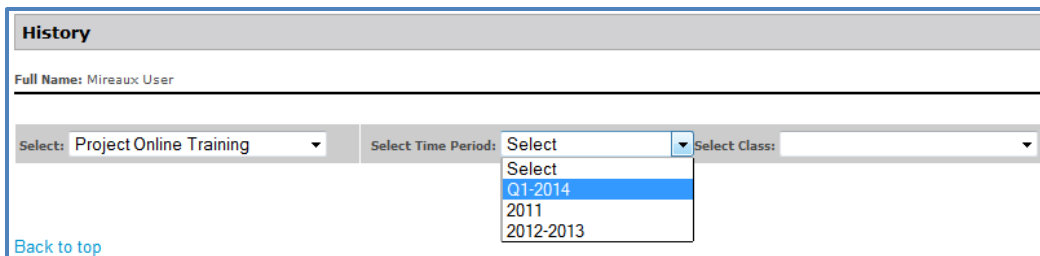
You will be directed to the training history page.



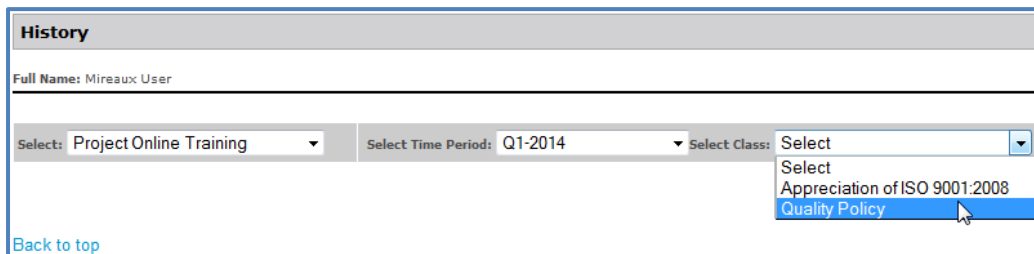
On this page, you must SELECT **Project Online Training**.



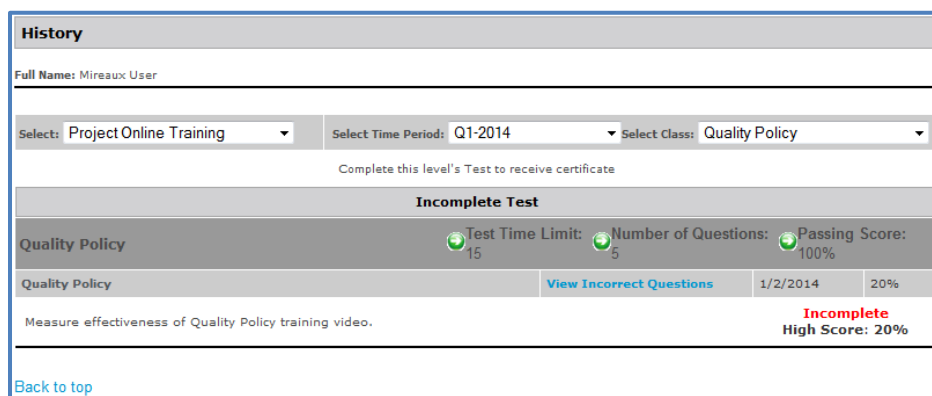
From here, SELECT the **Time Period** your training courses belong to by CHOOSING a selection from the **Select Time Period**. In this example, our course is in the **Q1-2014** time period.



After you SELECT the time period, SELECT the appropriate class you are looking for under the drop down menu.



Your training records will be shown on the screen, similar to this:

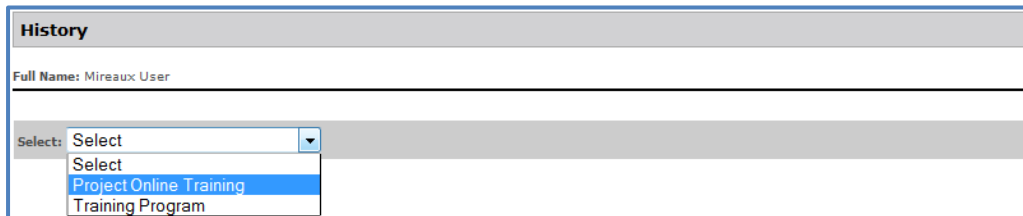


#### 4.10 VIEWING TRAINING CERTIFICATES

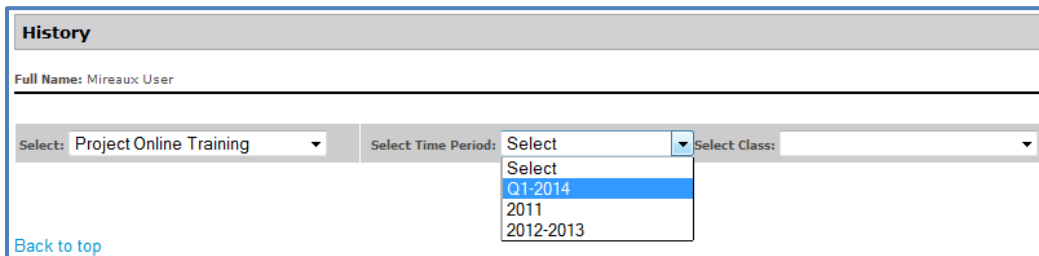
For specific online training courses, there may be a certificate available when you pass the test. To view, download, or print your certificate, follow these steps. CLICK **Training Records** on top of the Left Menu of the **E-Learning Application** page.



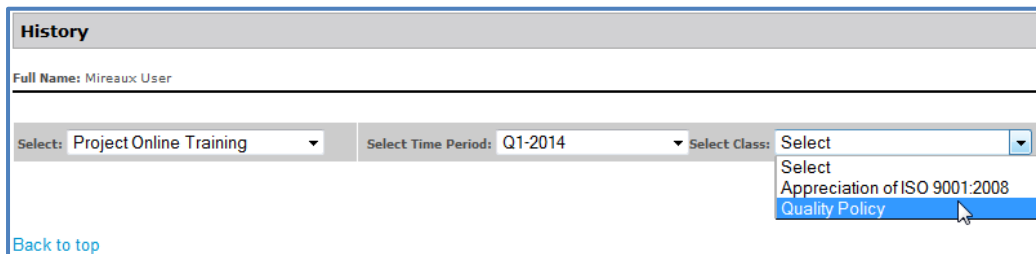
CLICK **Project Online Training** from the drop down menu of the **Select** field.



Now you must **SELECT** the **Time Period** of your choice from the drop down menu.



Now **SELECT** the actual **Class** from the drop down menu that you wish to print a certificate from.



Once you have finished making course selections, you will see the link to the certificate next to the **View Certificate**. CLICK the **Certificate Name** and the certificate will appear in a new window immediately.



**History**

Full Name: Mireaux User

---

Select: Project Online Training | Select Time Period: Q1-2014 | Select Class: Appreciation of ISO 9001:2008

[View Certificate: ISO 9001:2008 Training](#)

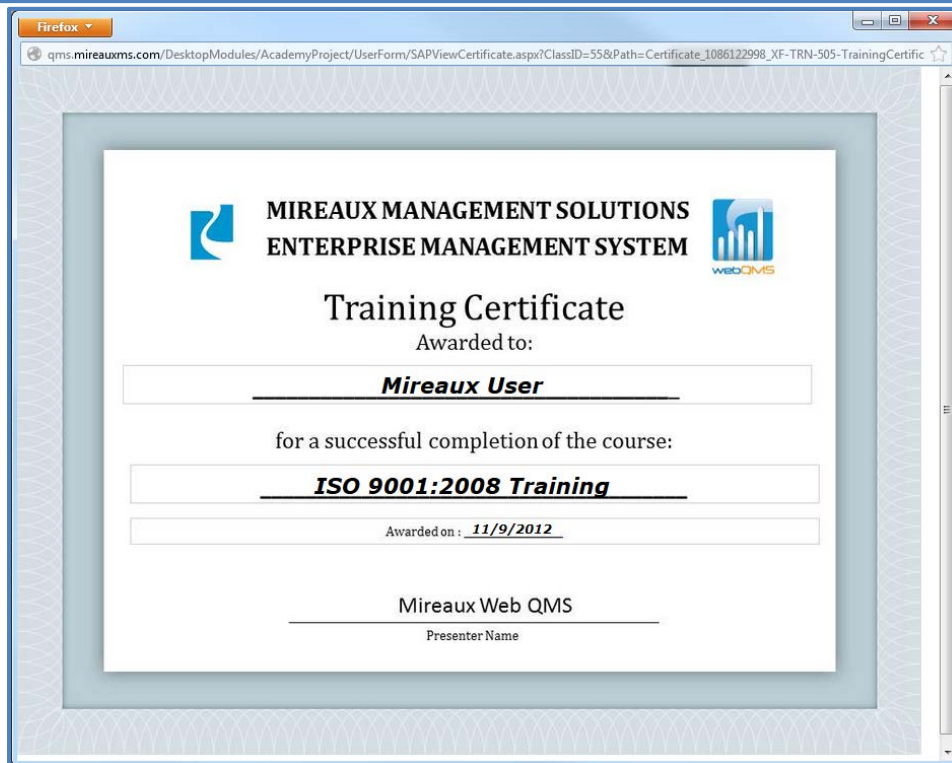
**Completed Test**

Appreciation of ISO 9001	Test Time Limit: 30	Number of Questions: 10	Passing Score: 80%
Appreciation of ISO 9001	<a href="#">View Incorrect Questions</a>	1/2/2014	0%
Appreciation of ISO 9001	<a href="#">View Incorrect Questions</a>	1/2/2014	80 %

Test your knowledge of the goal, intent, and requirements of the ISO 9001:2008 International Standard and its clauses.

**Completed High Score 80 %**

[Back to top](#)



You can or download the certificate to your local computer, or print it out by selecting the specific function from the **File** drop down menu of the page.

**NOTE:** If you do not see the tool bar above the certificate, follow the steps below (these steps only apply to **Internet Explorer**).

From the screen showing the certificate, PRESS the **Alt** key on your keyboard. This will temporarily add the tool bar to your screen. CLICK **View, Toolbars** and ensure the Menu bar is checked.

## 4.11 E-LEARNING SUPPORT

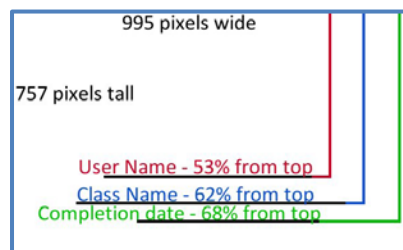
### 4.11.1 Formatting Training Certificates

The E-Learning Application can fill-out pre-made certificates for employees to receive upon completion of a Training Course. The figure below displays a sample of what such a certificate might look like:



When an image has been attached to a course, the E-Learning Application will fill in the fields for the recipient's name, the Course name, the date on which the Course was successfully completed, and the presenter of the certificate (typically, this should be your company's name).

Certificates may be created in image editing software such as Adobe Photoshop, but they can also be made using Microsoft PowerPoint. The blank certificate must conform to the following guidelines for the E-Learning Application to correctly generate text on it:



- The certificate's size should be **995 pixels wide** and **757 pixels tall**. This is the standard size of a slide in Microsoft PowerPoint.
- The certificate should contain three blank lines: one for the **user's name**, one for the **name of the Training Course**, and one for the **date of Course completion**. A fourth line should contain the **name of your company**. This line can be preset on the blank certificate because it should never change.
- All three of these blanks should be **horizontally centered**.
- The vertical positions of each blank should be as follows:

- The blank for the **user’s name** should be situated **53%, or 408 pixels**, from the top edge of the image.
  - The blank for the **name of the Training Course** should be situated **62%, or 476 pixels**, from the top edge of the image.
  - The blank for the **date of Course completion** should be situated **68%, or 519 pixels**, from the top edge of the image.
- The image should be saved as a **.jpg**. If you use PowerPoint, you can save a slide as a .jpg by CHOOSING the option **Other Formats** from the **Save As** menu, then CHOOSING **JPEG File Interchange Format** from the **Save as type** drop down menu.

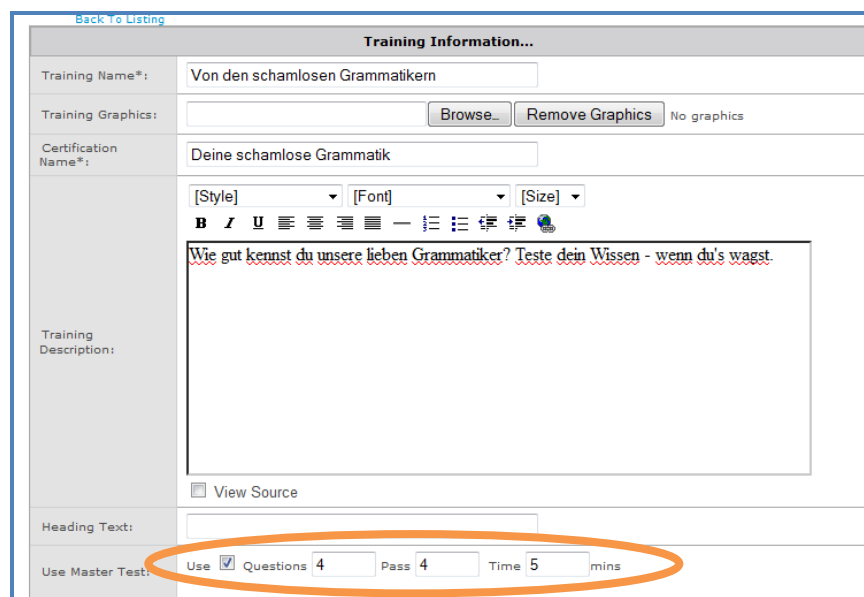
To confirm that a certificate you have added is functioning properly, it is first necessary to log out of your Admin profile and log in as a non-Admin user; completed certificates can only be viewed by a non-Admin user who has successfully finished a Test. Instructions for viewing earned certificates are given in full detail in section **4.10 Viewing Training Certificates**.

#### 4.11.2 Using A Master Test

A Master Test is composed of questions drawn from multiple tests within a Training Course, and isn’t automatically generated. When users go to a Training Course that has a Master Test, they may elect to take the Master Test in place of taking any other Tests. Passing the Master Test has the same result as passing each Test individually.

A Master Test may be enabled during the initial setup of a Training Course, or at any time thereafter. To enable a Master Test for an existing Training Course, follow the instructions below:

CLICK **Manage Time Periods** in the E-Learning Left Menu. Then, CLICK the **Manage Training** Link for the Time Period in which the Training Course you wish to edit is located. FIND the Training Course in which you wish to set a Master Test and CLICK **Edit**. This will bring you to the form shown below:



Back To Listing


**Training Information...**

Training Name\*: Von den schamlosen Grammatikern

Training Graphics:    No graphics

Certification Name\*: Deine schamlose Grammatik

[Style] [Font] [Size]

**B I U** 

Wie gut kennst du unsere lieben Grammatiker? Teste dein Wissen - wenn du's wagst.

View Source

Heading Text:

Use Master Test:  Use  Questions  Pass  Time  mins

CHECK the box next to the word **Use**, then FILL OUT the rest of the **Form** as follows:

- **Questions:** ENTER the **Number of Questions** you wish to appear in the Master Test. These questions will be drawn at random from the questions in all the Tests assigned to the Training Course. The selection of questions will change each time a user takes the Master Test.
- **Pass:** ENTER the **Number of Questions** that must be answered correctly to earn a passing grade.
- **Time:** ENTER the **Amount of Time** allowed to take the Master Test.

When you have filled out the Master Test parameters as desired, CLICK **Submit**.

### 4.11.3 Managing Rankings

#### 4.11.3.1 Manage Training Course Rankings

The Ranking of Training Courses refers to the order in which they are displayed to users. When Web QMS users go to the **E-Learning** page, the Left Menu displays a list of the Training Courses that have been assigned to them, as shown in the figure below.

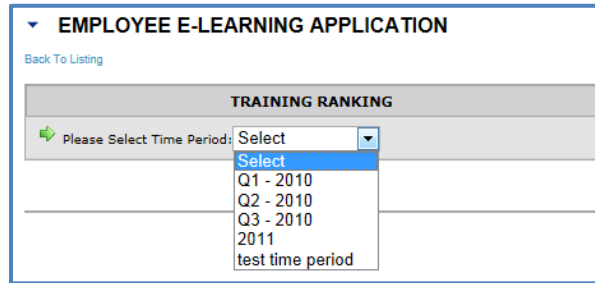


By default, Training Courses are ranked according to the order in which they were created in the system. You may wish to alter the order in which Courses are displayed, in order to indicate the relative priority of the Courses, for example.

In the Left Menu of the **E-Learning** page, CLICK **Manage Training Rankings**.



This will bring you to a form that contains a single drop down menu labeled **Please Select Time Period**. If Time Periods are disabled, the field Please Select Time Period will be grayed out and you will have the list of training names ready to rank.




**EMPLOYEE E-LEARNING APPLICATION**  
Back To Listing

**TRAINING RANKING**

Please Select Time Period:

- Select
- Q1 - 2010
- Q2 - 2010
- Q3 - 2010
- 2011
- test time period

Once you have selected the Time Period, a second form, depicted in figure below, will appear. It will list all of the Training Courses within the selected Time Period. To the right of each Training Course's name, there will be a field into which you can enter the ranking you would like the Course to have.



You are here: [HUMAN RESOURCES](#) > [e-Learning](#)

**EMPLOYEE E-LEARNING APPLICATION**  
Back To Listing

**TRAINING RANKING**

Please Select Time Period: 2012

Training Names	Ranking
Appreciation of ISO 9001:2008	1
Continual Improvement Program (CIP)	4
Overview of the Web QMS	3
Quality Policy	2
Calibration Tech and Admin	7
This Test is Only Visiting	6
Non-Conformance Report (NCR)	5

Submit

When you have assigned to each Course the desired ranking, **CLICK SUBMIT**. Now users will see the Courses listed in that order.

#### 4.11.3.2 Manage Test Rankings

When a Course has more than one Test associated with it, the ranking of the Tests can be changed much like the order of the courses. In the **E-Learning** Left Menu, **CLICK Manage Test Rankings**.



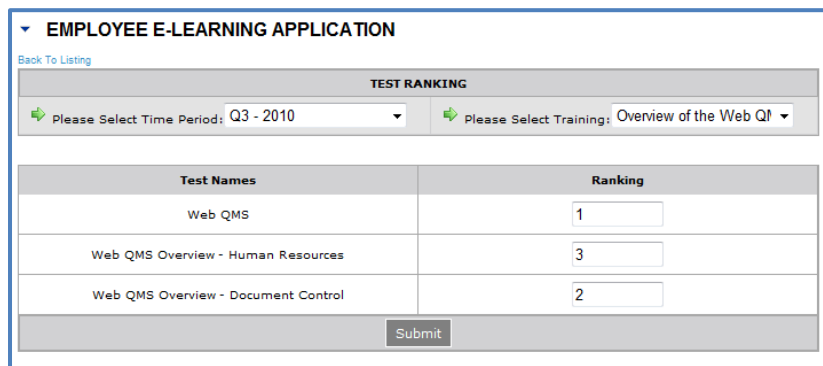
**e-Learning Menu**

- Admin
- Manage Content
- Manage Time Periods
- Manage Test
- Manage Training Rankings
- Manage Test Rankings**
- Delete User's Response
- Set Offline Score
- Manage Reports
- View my Training

This will take you to a form that contains two drop down menus: **Please Select Time Period** (grayed out if disabled) and **Please Select Training**. Use these drop down menus first to SELECT the correct **Time Period** and then the Training Course whose ranking you wish to edit. For example, in the figure below, the Training Course “Overview of the Web QMS” has been selected.



When you have made your selections, a second form, depicted in the figure below will appear below the first:



Test Names	Ranking
Web QMS	1
Web QMS Overview - Human Resources	3
Web QMS Overview - Document Control	2

All of the Tests that have been assigned to the Training Course appear in a list. Next to each is a field in which you can TYPE IN a **Number** corresponding to the ranking you would like for this Test to have. For example, in the figure above, the Test entitled “Web QMS” has been ranked as the first test, and will therefore be at the top of the users’ list when they take the Overview of the Web QMS Training Course.

#### 4.11.4 Editing Or Deleting A Test

Web QMS allows Training Super Admin to edit the basic test information or delete a test entirely. Whether editing or deleting a test, the first step is to CLICK the **Manage Test** link in the Left Menu of the E-Learning home page.

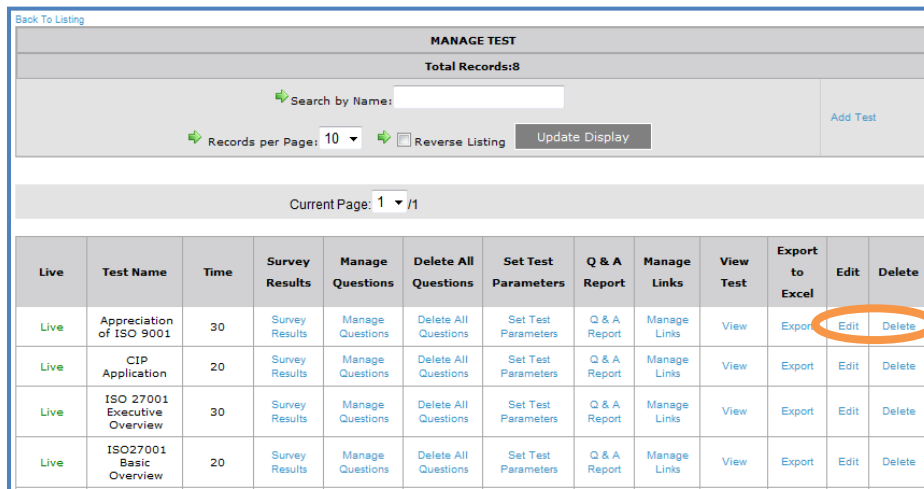


- Admin
- Manage Content
- Manage Time Periods
- Manage Test**
- Manage Training Rankings
- Manage Test Rankings
- Delete User's Response
- Set Offline Score
- Manage Reports
- View my Training

#### 4.11.4.1 Editing a Test

To edit a test, carry out the following steps:

Once on the **Test Management** page (pictured in the figure below), you will see options to **Edit** or **Delete** a test. **CLICK Edit**. This will take you to the same form used to create a new Test. This form will allow you to change the Test Name, Test Description, and Test Time Limit. Once you have made the desired edits, **CLICK** the Submit button to save your changes. For more information about this form's values, refer to the section on **Creating a New Test**.

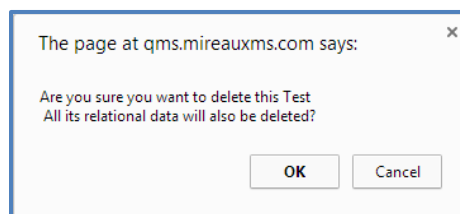


Live	Test Name	Time	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View Test	Export to Excel	Edit	Delete
Live	Appreciation of ISO 9001	30	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Live	CIP Application	20	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Live	ISO 27001 Executive Overview	30	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete
Live	ISO27001 Basic Overview	20	Survey Results	Manage Questions	Delete All Questions	Set Test Parameters	Q & A Report	Manage Links	View	Export	Edit	Delete

#### 4.11.4.2 Deleting a Test

To delete a Test, carry out the following steps:

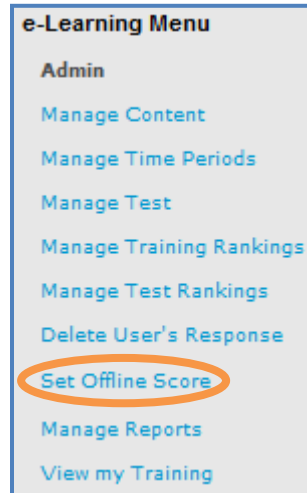
Once on the **Test Management** page (pictured in the figure of the previous section), you will see options to **Edit** or **Delete** a Test. **CLICK Delete**.



This will trigger a warning prompt to make sure you wish to delete the Test. **CLICK OK**.

#### 4.11.5 Setting Offline Scores

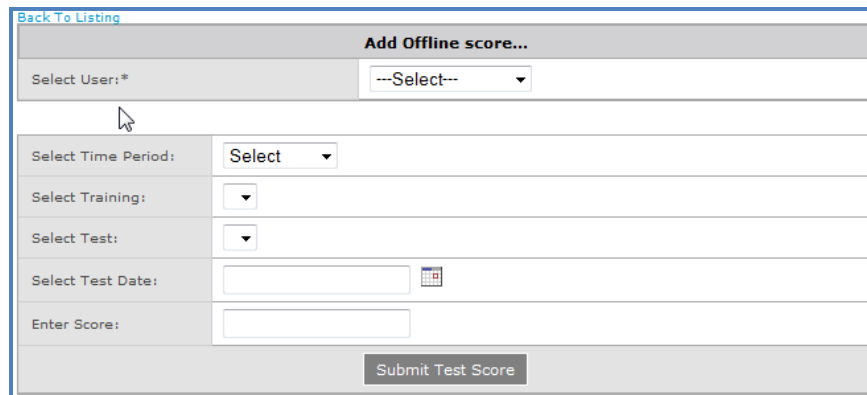
In some cases, some employees may not be able to finish their Training Courses on the site. Their scores need to be manually set so the score can be recorded in the E-Learning Application.



**NOTE:** In order to add offline scores for a user, that user must be a registered user of Web QMS who has logged in and visited the Training Courses at least once before. Web QMS tracks user traffic and stores related information. It then uses this tracking information to remember Test and Training Course scores. If a user has not visited the Training Course, then Web QMS may not fully associate the user with the Training. Therefore, this information is necessary for an offline score to be set.

In other words, if you wish to add offline scores for a user, he/she must LOG-IN to Web QMS and, at the very least, OPEN the page for the **Training Course**. In contrast, Web QMS will not allow Administrators to add the offline score to the users who have never used the E-Learning Application.

SELECT **Set Offline Score** from the Left Menu. You will be presented with the form pictured in the figure below. FILL IT OUT as follows:

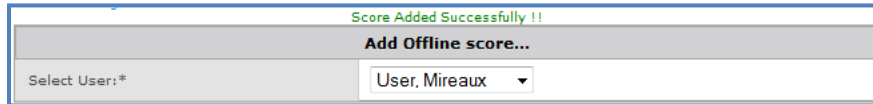


The form is titled "Add Offline score..." and includes a "Back To Listing" link. It contains the following fields: "Select User:" with a dropdown menu showing "--Select--"; "Select Time Period:" with a dropdown menu showing "Select"; "Select Training:" with a dropdown menu; "Select Test:" with a dropdown menu; "Select Test Date:" with a text input field and a calendar icon; "Enter Score:" with a text input field; and a "Submit Test Score" button at the bottom.

- **Select User:** From the drop down menu, SELECT the **User** whose score you need to input.
- **Select Time Period:** SELECT the **Time Period** to which the Training Course and the Test belong.
- **Select Training:** SELECT the **Training Course** to which the test belongs from the drop down menu.
- **Select Test:** SELECT the **Test** for which the user's score must be added.
- **Enter Score:** ENTER the **Score** for this user. Do not include a percentage sign. For example, if the user's score was 80%, simply enter 80.

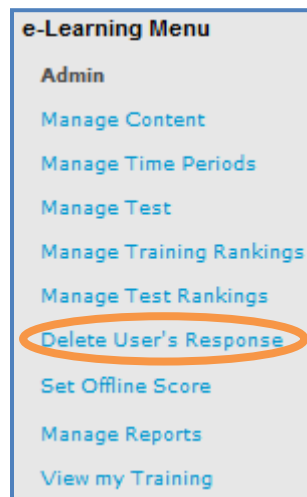


CLICK **Submit Test Score** to save the score. Once you click this button, a message reading **Score Added Successfully!!** will appear above the form. Now the viewer can see his/her test scores in their Training Records.



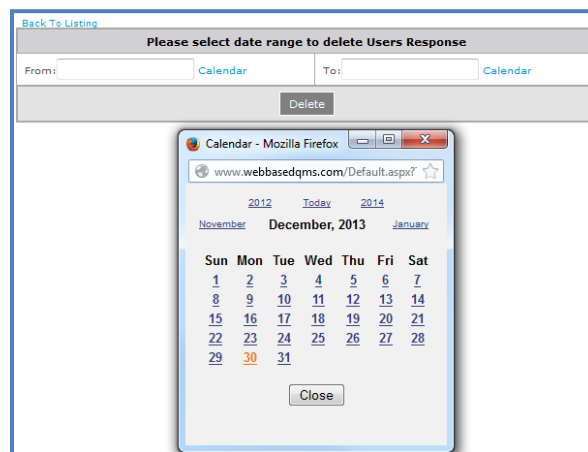
#### 4.11.6 Deleting User Responses

Web QMS E-Learning Application provides a **Delete User's Response** function so that the Training Super Admin can remove a specific response as necessary.



**NOTE:** This option will delete **all responses by all users to all tests** within the selected time window. Do not carry out the following instructions if you need to keep any results.

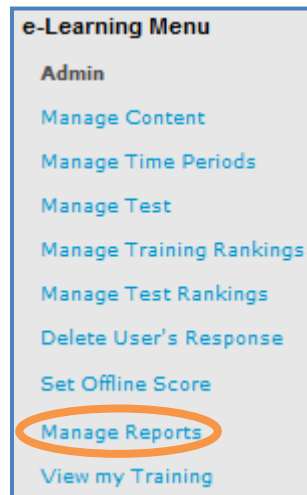
CLICK **Delete User's Response** from the Left Menu. This link will bring you to the form pictured in the figure below. ENTER the **Range of Dates** from which you wish to delete responses. This can be done in one of two ways: either TYPE the **Dates** directly in the **From** and **To** fields, following a MM/DD/YYYY format; or CLICK the Calendar link and SELECT dates. Once you have entered the correct dates, CLICK **Delete** to delete the responses.



## 4.11.7 Managing Reports

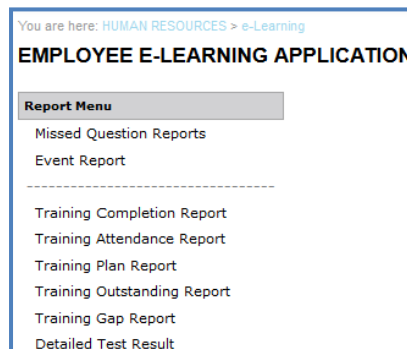
### 4.11.7.1 Accessing Training Reports

Training Reports can be viewed by users who hold either the Training Super Admin role or the DNNSTS Report Admin role. Accessing a list of reports depends on which of the two roles the user has been assigned.



### TRAINING SUPER ADMIN

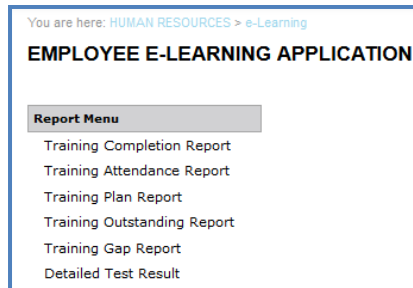
GO to the **E-Learning home** page. In the Left Menu, CLICK **Manage Reports**. This will allow you to see the following reports: **Missed Question Reports, Event Reports, Training Completion Reports, Training Attendance Reports, Training Plan Reports, Training Outstanding Reports, Training Gap Reports, and Detailed Test Results.**



### DNNSTS REPORT ADMIN

Go to the **E-Learning home** page. In the Left Menu, CLICK **Report**. Note that this link appears directly above the Training Records link. The Training Records link will take the DNNSTS Report Admin to his/her own test results. The **Report** link will allow you to see the following reports: **Training Completion Reports, Training Attendance Reports, Training Plan Reports, Training Outstanding Reports, Training Gap Reports, and Detailed Test Results.**

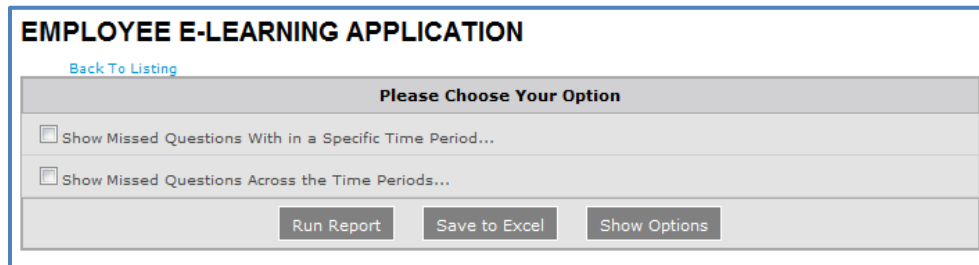
Both the Training Super Admin’s **Manage Reports** link and the DNNSTS Report Admin’s **Report** link lead to a **Report Menu**. The only difference between the two possible Report Menus is that the DNNSTS Report Admin’s Menu lacks links to **Missed Question Reports** and **Event Reports**. Otherwise, the Menu will be identical to that of the Training Super Admin.



#### 4.11.7.2 Missed Question Report

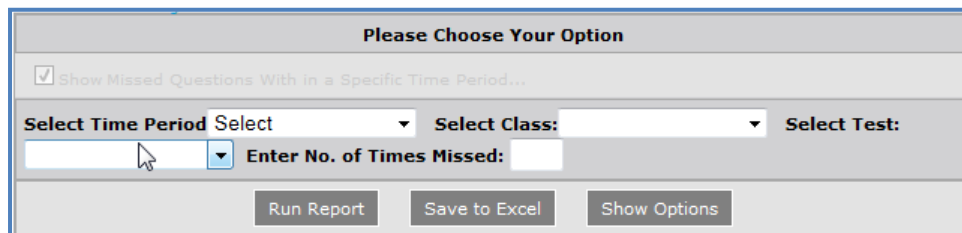
The Missed Question Report allows the Training Super Admin to see how many times a given test question was answered incorrectly.

To view a Missed Question Report, SELECT the **Missed Question Reports** link from the Report Menu.



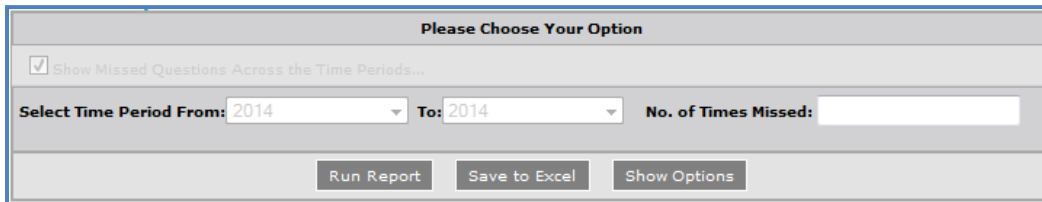
This link will take you to the form pictured in the figure above, which contains two checkboxes allowing you to VIEW **Missed Questions With in a Specific Time Period** (if enabled), **Missed Questions Across the Time Periods**, or the whole E-Learning Application records.

**Show Missed Questions Within a Specific Time Period:** This option will allow you to GENERATE a Report showing how often questions were missed during one Time Period. If you CLICK **Show Missed Questions With in a Specific Time Period...**, a form with the following fields will appear:



- **Select Time Period:** From the drop down menu, CHOOSE the **Time Period** containing the test in which you would like a report. This field is **mandatory**. If you do not select a Time Period, you will receive no results.
- **Select Class:** Once you have selected a Time Period, you also have the option to SELECT a particular **Course**. From the drop down menu, SELECT the **Course** in which you would like to see a report. If you leave this field blank, you can receive a report showing all of the questions missed across every test in the selected Time Period.
- **Select Test:** Once you have selected a Time Period and a Course, you can SELECT a Test. If you do not select a specific test, the report will show all tests within the Time Period.
- **Enter No. of Times Missed:** Entering a number in this field allows you to further limit your results by only showing questions that have been missed a certain number of times. If, for example, you enter 2, then only questions that have been missed two or more times will be listed. If you do not enter a number, then the report will include statistics for all of the questions within the test that have been missed even once.

**Show Missed Questions Across the Time Periods:** This option will allow you to view a report of all the missed questions from all of the tests within multiple time periods. If you CLICK **Show Missed Questions Across the Time Periods...**, a form with the following fields will appear:



- **Select Time Period From** will be grayed out.
- **To:** will be grayed out.
- **No. of Times Missed:** As above, you may ENTER a **Minimum Number** of times that a question has been missed in order to limit your results.

Once you have filled out either the Show Missed Questions With in a Specific Time Period form or the Show Missed Questions Across the Time Periods form, CLICK **Run Report** to generate a report.

The Report will be generated as a table displaying the Training Name, the Test Name, the Question, the Question Type, and the number of times the question was missed. A sample report is depicted in figure below.

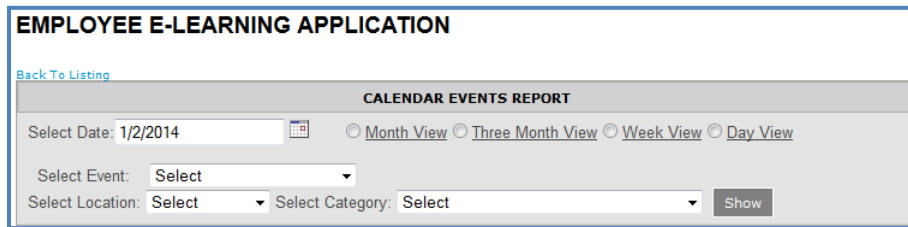
Training Name	Test Name	Question	Question Type	Missed
Appreciation of ISO 9001:2008	Appreciation of ISO 9001	Acting on customer feedback is essential for customer satisfaction, especially if the feedback is a customer complaint. Select which one of the following is a customer complaint (Select only one choice):	Multiple Choice	1
Appreciation of ISO 9001:2008	Appreciation of ISO 9001	Corrective action should be handled by Top Management, while preventative actions should be handled at anybody. If they are out, then we can cover for them.	True/False	1

At this time, the **Save to Excel** button can be CLICKED in order to create an Excel Spreadsheet containing a Missed Question Report. At any time, you may CLICK the **Show Options** button to clear the current report and begin a new Missed Question Report.

#### 4.11.7.3 Event Report

The Event Report offers information about Training Events that took place within a physical Course room rather than online. When employees attend a Training Event, they may be asked to sign in for the Event using Web QMS (for more information about Training Events, refer to the manual **Training Events Application Manual**). If that is the case, records from the Event will be available through the Event Report.

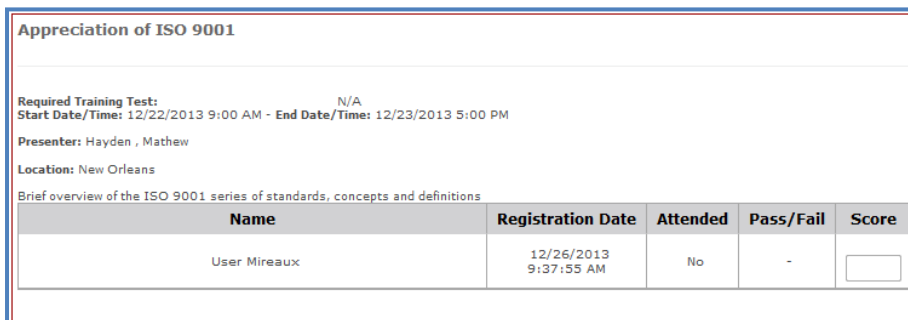
Only the Training Super Admin may view Event Reports. To view an Event Report, SELECT the link of the same name from the **Report Menu**. This will take you to the following form:



The Event Report Form contains the following fields to be filled out:

- **Select Date:** ENTER the **Date** upon which the Training Event took place. The system will return results for Training Events on or near this date.
- **Month/Three Month/Week/Day View:** CHOOSE one of the **Options** to set the time range in which you would like to search for a Training Event.
- **Select Event:** From the drop down menu SELECT the **Name** of the Training Event.
- **Select Location:** ENTER the physical **Location** of the Training Event.
- **Select Category:** SELECT from the drop down menu the **Category** to which the Training Event belongs.

A sample Training Event Report is shown in the figure below.



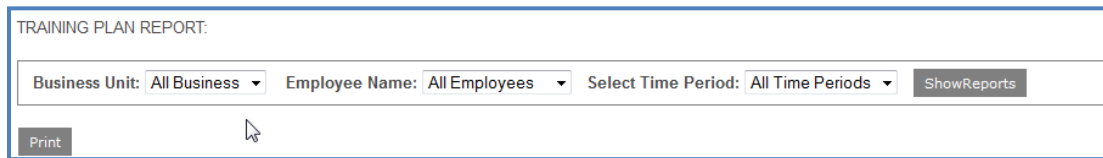
Name	Registration Date	Attended	Pass/Fail	Score
User Mireaux	12/26/2013 9:37:55 AM	No	-	

#### 4.11.7.4 Training Reports

The following reports can be accessed through the **Report Menu** by both the Super Training Admin and the DNNSTS Report Admin:

- **Training Completion Report:** The Training Completion Report shows which tests employees have taken, when they took those tests, whether they passed each test, and the total numbers of tests taken, passed, or failed. Also displayed are the Training Events in which employees took part.
- **Training Plan Report:** The Training Plan Report shows which E-Learning Courses and Tests were assigned to employees and what Training Events they were registered for.
- **Training Outstanding Report:** The Training Outstanding Report shows which, if any, assigned tests employees have yet to complete.
- **Training Gap Report:** The Training Gap Report displays which tests, whether assigned or not, employees have not taken.
- **Detailed Test Result Report:** The Detailed Test Result Report displays the answers that employees gave on every test taken.
- **Training Gap Attendance Report:** The Training Gap Attendance Report displays required tests and if the employees have taken or not taken the test.

To access any of these reports, CLICK the link of the same name in the **Report Menu**. All of the above listed reports use the exact same form to generate reports. Thus, the form for the Training Plan Report (depicted in the figure below) will be used as an example of how to view all of these reports:



- **Business Unit:** SELECT from the drop down menu the **department** (e.g., Sales, Auditing, General, etc.) for which you would like to view a report. If you leave this field set to All Business, then results from across your entire company will be displayed.
- **Employee Name:** The contents of the Employee Name drop down menu vary depending on the value you selected in the Business Unit field (i.e., if you chose Auditing, then only employees from that department will be available; if you chose All Business, every employee registered as a Web QMS user will be in the drop down menu). If desired, you may CHOOSE a specific **Individual** from the drop down menu. If you leave this field set to All Employees, then all of the employees within your company or the department selected in the Business Unit field will be included in the report.
- **Select Time Period:** From the drop down menu, you may SELECT the **Time Period** for which you would like to generate a report. If you leave this field set to All Time Periods, then the report will include results from all Time Periods in your company's E-Learning Application.

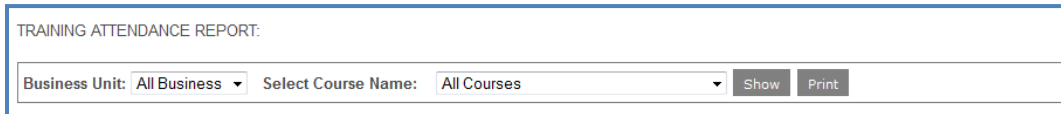
When you have filled out all of the desired fields, CLICK **Show Reports** to generate a report.

## 4.11.7.5 Training Attendance Report

The Training Attendance Report shows the number of employees who took a specific E-Learning Training Course or who were present at a particular Training Event.

### 1. Viewing Attendance Records for E-Learning Training Courses

To access the report, CLICK **Training Attendance Report** from the **Report Menu**. This will bring you to a short form (see the figure below) with the following fields to be filled out:

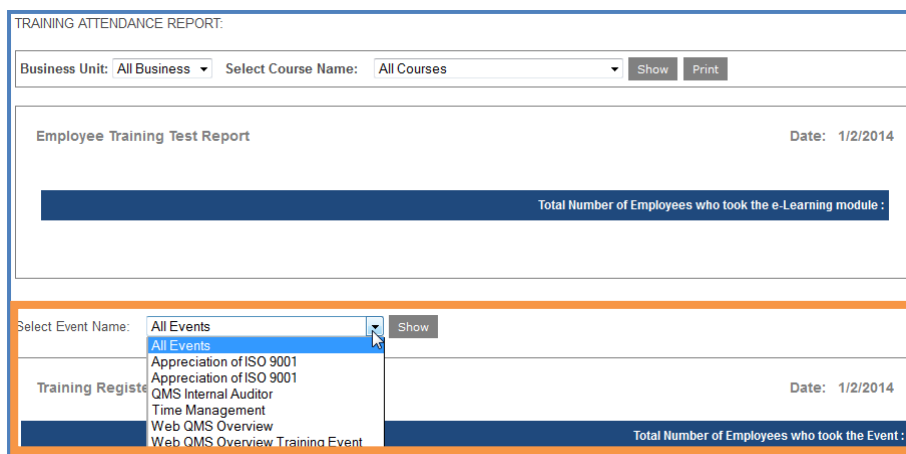


- **Business Unit:** SELECT from the drop down menu the **department** (i.e., Sales, Auditing, General, etc.) for which you would like to view a report. If you leave this field set to All Business, then results from across your entire company will be displayed.
- **Course Name:** SELECT the **Course** name from the drop down menu.

CLICK **Show** to view the report on the screen, or CLICK **Print** to print it out.

### 2. Viewing Attendance Records for Training Events

Below the Training Attendance Report section for E-Learning Courses, there is another form that can be used to generate an attendance report of a Training Event. SELECT the **Training Event** you wish to learn more about from the drop down menu, then CLICK **Show** to see a list of every employee who signed in at the Event.



## 5.0 REVISION LOG

DATE	SECTION	DESCRIPTION OF CHANGE	APPROVED BY
02/6/2010	All	Original Issue of MMS-WQM-208 E-Learning application Admin Guide	M. Boudreaux
02/21/2011	All	MMS-WQM-208 added more details and pictures throughout	M. Boudreaux
08/6/2011	All	Made small updates throughout the manual MMS-WQM-208	M. Boudreaux
11/9/2011	4.2, 4.5	MMS-WQM-208 added instructions about uploading certificates. Added instructions about importing tests	M. Boudreaux
12/23/2011	4.11,4.12,4.13	MMS-WQM-208 added instructions about setting offline scores, deleting user's responses, and managing reports., Made small updates throughout the manual	M. Boudreaux
12/26/2011	All	Original Release of MMS-WQM-209 E-Learning application User Guide	M. Boudreaux
04/2/2012	4.8	MMS-WQM-208 added instruction about how to use FileZilla to upload files	M. Boudreaux
05/30/2012	4.12	MMS-WQM-208 added Note for Set Offline Score Section	M. Boudreaux
06/13/2012	4.13.7	MMS-WQM-208 note regarding the importance of selecting a time period added.	M. Boudreaux
07/06/2012	All	MMS-WQM-208 revised to reflect changes to Web QMS version	M. Boudreaux
01/31/2014	All	Revision and integration of MMS-WQM-208 and MMS-WQM-209. Released as MXM-WQM-504 E-Learning application Manual.	M. Boudreaux
06/01/2014	All	Revision, editing, and formatting performed throughout the E-Learning application Manual.	M. Boudreaux
09/11/2015	4.2.2, 4.2.3	Added Send Email and Assign Users functions.	M. Boudreaux





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