

NEW

LMS



Frequently Asked Questions

1. How do I find my login information when signing in for the first time?

- **Training Administrators** - You should have received an email from 'BIStrainer' on or around May 1st, 2023, with the login link and an activation code. You will see your new username and create your password through this process. If you did not receive the email, please contact BIS at help@bistrainer.com or 1-866-416-1660. You can also call Andrea Felip at the MSI office at 856-552-4740. This video will walk you through the steps to activate your account: [How To - Activate Your Account](#)
- **Students** - Contact your Agency's Training Administrator to send you the login link and activation code to set up your account. You will see your new username and create your password through this process.

2. How do Training Administrators activate employee accounts?

- Training Administrators will need to send their employees the system link and their activation code so the employee can activate their accounts and access the LMS.
- This video will walk you through the steps to send your employees the system link and their activation code. [How To - Activate Employee Accounts -Sending Activation Codes](#)

3. How do I register for online courses and videos?

- Once logged into the LMS, go to the 'Request Training' button for a list of online courses and videos. Select the course or video you wish to complete and submit it at the bottom of the screen. Your course will now show in the Assigned section of your Home screen. Click the title to launch the course or video. This video will walk you through the steps. [How to Register for Online Learning](#)

4. How do I assign online learning to an employee?

- Assign online courses to individual employees through their profile screen. To view their profile, click on their name through the User screen. See the 'Add Courses and Forms' option towards the bottom of their profile to select the course and post. The assignment will show on the employee's Assigned area of their Home screen. This video will walk you through the steps. [How to Assign Online Classes to an Employee?](#)
- Individuals can also assign online learning themselves through the yellow 'Request Training' button on the top right of their home screen and then launch it at any time from their Assigned section on the Home screen.

5. How do I register myself or my employees for classroom training?

- Select the Calendar option on your top toolbar to view the training calendar. Courses highlighted in black are virtual and those highlighted in green are in-person.
- **Virtual Classes** - copy and paste the Zoom link into your Browser to register yourself or someone else for Zoom classes. No need to register those that will be training in groups. Supervisors will continue to send group sign-in sheets to Andrea Felip at afelip@jamontgomery.com.
- **In-Person Classes** - Copy and paste the Eventbrite link into your browser to register yourself or an employee.
- Online group training will remain the same procedure. Please complete a group sign-in sheet and send it to Andrea Felip at afelip@jamontgomery.com.

6. Where do I find copies of the group Sign-in Sheets and other MSI resource documents to download?

- Select the 'Folder' option on your top toolbar to find useful MSI Resources to download including a newly revised group sign-in sheet to use for MSI LIVE group training and MSI Online group training.

7. How do I run learning history reports for my employees?

- Select the Reporting tab on your top toolbar to display the reporting widgets
- The widgets that display on your screen are customizable by using the Edit Reporting button at the bottom of the screen which allows you to add and save the widgets based on what you use most frequently.
- A common report you will find useful is the 'Completed Training by User' Report which allows you to view a single employee's learning history and view or print their completed training certificates, or you can also view a group of employees' learning history.
- You can also print reports for an individual through the widget's 'User Training Summary' button or for the group through the blue 'Completion Report' button.
- Additional reporting widgets include 'Completed training by Course' and 'Completed Training by Location'.
- Learn more about navigating the Reporting tab through the following video. [How To - Reports and Reporting.](#)

8. How do I access and print certificates for employees' completed learning?

- Access the Reporting tab on your top toolbar and use the Completed Training by User report as described above to view and print user certificates.

9. How do I have MSI NOW Group learning or non-MSI external learning attendance recorded into my employee's records?

- Senior Report Managers who want to record MSI NOW group attendance or non-MSI (external) training events should send an email to Andrea Felip at afelip@jamontgomery.com
- **Both MSI NOW and non MSI external training request should include:**
 - Vendor - indicate MSI if it's an MSI NOW Course.
 - The exact course title
 - Date
 - Time and duration of the class
 - Employee's names who attended.

10. Where can I find useful resources and documents in the LMS?

- Useful document and resources can be found within the 'Folders' menu at the top menu bar on your screen.
- The folders contain items such as:
 - Defensive Driving 4-Hour Instructions
 - Group Sign-in Sheets
 - Employer Training Guides
 - MSI LIVE Monthly Schedules (PDF).
- Any course specific resources will be stored here as well.

11. How do I find additional help when I have questions?

- Each screen has a blue 'I' button on the upper right section of the screen which describes all sections of that specific screen.
- You can also use the question mark (?) icon on the upper right next to the profile button that allows you to search the system's FAQs as well as contact the BIS help team for any questions regarding accounts and system functionality at help@bistrainer.com or 1-866-416-1660.
- Contact Andrea Felip for MSI training-specific questions. afelip@jamontgomery.com