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

- **Senior Reporting Manager** – If you are your agency's Training Administrator, you will need to set up an account as a Senior Reporting Manager. If you have not received an email from **help@bistrainer.com,** please contact BIS Customer Support at or 1-866-416-1660 email **help@bistrainer.com.**
  This video will walk you through the steps to activate your account: **How To - Activate Your Account.**

- **Employees** - Contact your agency's Training Administrator (Senior Reporting Manager) 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 can a Senior Reporting Manager activate employee accounts?

- Senior Reporting Manager 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 the MSI NOW courses?

- Once logged into the LMS, go to the white 'Request Training' button for a list of OnDemand courses. Select the course 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 page. Click the title to launch the course or video. This video will walk you through the steps. **How to Register for MSI NOW Courses.**

4. How can a Senior Reporting Manager assign MSI NOW OnDemand courses to an employee?

- Assign OnDemand courses to individual employees through their profile screens. 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?**

- To assign learning to multiple employees at once:
  - On the User screen open the list of users you want to assign.
  - Select the checkbox on the far right of each person's name who should receive the assignment(s).
  - Click the white ' More…' button on the top right.

- Select the green 'Add Course' button on the top right.
- Under the 'Courses and Forms' box, you can type in the first few letters of the course you want to assign to show all related options, then select your course.
- You can select additional courses by clicking the green plus sign to the right of the box.

- Click submit and the selected course(s) will now appear on the assigned section of each employee's account. You can select additional courses by clicking the green plus sign to the right of the box.

5. How do I register myself or my employees for MSI LIVE virtual and in-person classes?

- Please register yourself or your employees through the **MSI LIVE Schedule**. Classes are available for registration approximately two months in advance.

- MSI LIVE class can be attended as a group, please submit your **MSI LIVE Group Sign-in Sheets** within 24 hours of class completion.

6. 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.**

7. 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.

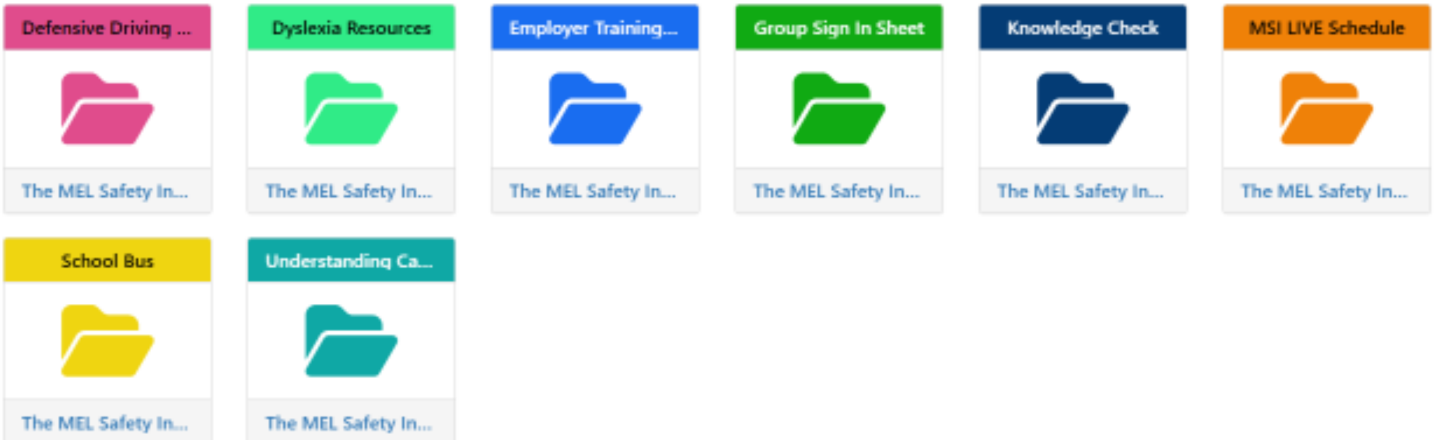
8. How do I have MSI NOW Group learning or non-MSI external learning attendance recorded in my employee's records?

- **MSI NOW Group Attendance** - Senior Report Managers are responsible for recording MSI NOW group attendance, **click here for instructions.** PDF copies are no longer being accepted, please do not submit them.

- **Non-MSI Training Events (Other Training Provider)** – Non-MSI training events can only be recorded in the LMS by submitting the training paperwork to **MSI@jamontgomery.com.**

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

- Useful documents and resources can be found within the ‘Folders’ menu at the top menu bar on your screen.



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

- Each screen has a  on the upper right section of the screen which describes all sections of that specific screen.

- You can also use the  on the upper right next to the profile button that allows you to search the LMS’s FAQs.

- Contact the BIS Customer Support at 1-866-416-1660 or email help@bistrainer.com for any questions regarding accounts and additional system functionality,

- Contact the MSI Helpline at 866-661-5120 or email MSI@jamontgomery.com for MSI training-specific questions.