



LMS



For login enquiries, please feel free to contact your BU supervisor/ manager or your respective LMS Administrator. If require further assistance, please contact Certis Helpdesk or your respective IT department. Technical assistance can be contacted at:

<p>SINGAPORE</p> <p>SG Help Desk</p> <p>Contact: +65 6521 6363</p> <p>Email: helpdesk@certisgroup.com</p> <p>Monday – Friday: 8.30am – 6.00pm (GMT +8)</p> <p>For LMS issues, please feel free to contact LMS helpdesk via the following ways:</p> <p>Contact: +65 3129 2592</p> <p>Email: lmssupport@wizlearn.com</p> <p>Monday – Friday: 8.30am – 6.00pm (GMT +8)</p>	<p>AUSTRALIA</p> <p>AU Help Desk</p> <p>AU Helpdesk phone numbers:</p> <p>02 8762 6611 (external)</p> <p>ext. 6611 (internal)</p> <p>Email: au_ithelpdesk@certisgroup.com</p> <p>Monday – Friday: 8.00am – 5.00pm (GMT +10)</p>
<p>HONG KONG</p> <p>HK Help Desk</p> <p>Contact: +852 2484 2311 (香港 Hong Kong)</p> <p>+853 6360 9528 (澳门 Macau)</p> <p>Email:</p> <p>MegaLaunch_Helpdesk_HKMO@certisgroup.com</p> <p>Monday – Friday: 9.00am – 6.00pm (GMT +8)</p> <p>Exclude public holidays</p>	<p>QATAR</p> <p>QA Help Desk</p> <p>Contact: +974 3143 2092</p> <p>Email: Anton_Cheriyan@certisgroup.com</p> <p>Sunday – Thursday: 8.00am – 5.00pm (GMT +3)</p>

What is an LMS?

A learning management system (LMS) is a software application for the administration, documentation, tracking, reporting, automation and delivery of learning and development programs or short courses. Users are able to engage with learning opportunities whether they be online delivery, face-to-face or a blended approach. These courses can be instantly sent to thousands of employees wherever they are. Detailed reports allow for the monitoring of learner progress.

How do I access the LMS?

When you join the Certis family you will be provided with an LMS User ID and password. If you don't have one or are unsure of what yours is, contact your help desk.

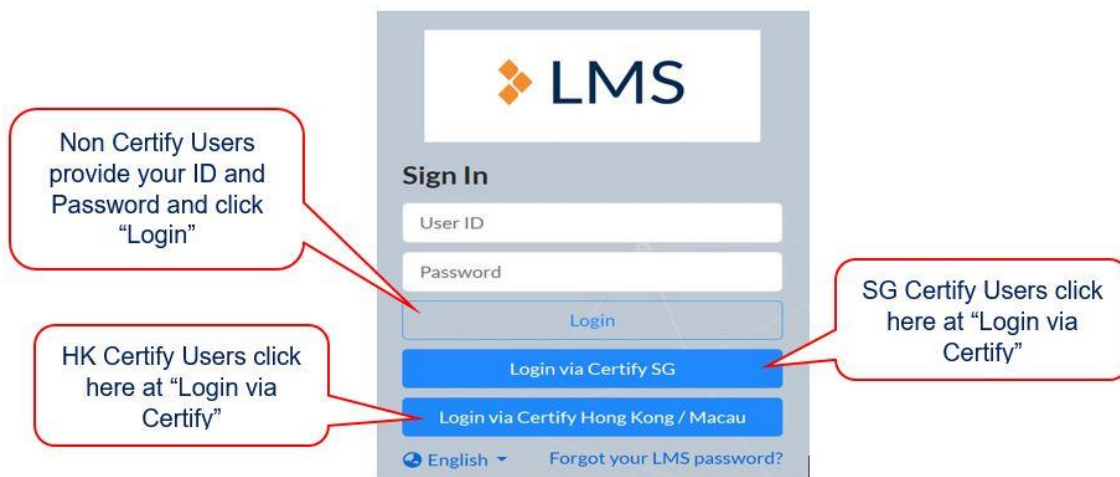
The LMS can be accessed from:

https://lms.certisallegro.com/certisgroup/Login/Login_certisgroup.aspx

How do I log into the system?

Some regions use a single-sign-on function known as Certify, this allows instant access to the LMS without the need for additional User IDs or passwords. Only SG has this capability at present.

For Certify Users	For Non-Certify Users
Click on "Login via Certify".	At the login page, enter your assigned LMS User ID and password then click Login. Note: Password is case-sensitive. Australia User ID = "AU" & Certis Employee Number e.g. AU163460 Qatar User ID = "QA" & Certis Employee Number e.g. QA5864



I forgot my account password, how do I recover/reset it?

For Certify Users	For Non-Certify Users
Refer to Certify user guide on resetting of password.	At the login page, click on <i>Forgot your LMS password</i> . Enter your LMS User ID and the Image Code displayed on screen and click <i>Send Email</i> .

	<p>Australia User ID = "AU" & Certis Employee Number e.g. AU163460</p> <p>Qatar User ID = "QA" & Certis Employee Number e.g. QA5864</p> <p>An email will be sent to the email address you use to communicate with Certis (or your employer) with further instructions.</p>
--	--

Sign In

User ID
Password
Login
Login via Certify SG
Login via Certify Hong Kong / Macau
English | Forgot your LMS password?

Forgot your password

Enter your User ID and security code below for password reset instructions.

User ID
Security Check
IK9f4
Enter the characters here | Try a new code
Back | Send Email

Callout 1: Certify Users, Refer to Certify user guide on resetting of password.

Callout 2: Non Certify Users, Click "Forgot your LMS password"

Callout 3: Non Certify Users, Complete the above detail and click "Send Email"

How do I change my LMS account password?

For Certify Users	For Non-Certify Users
Refer to Certify user guide on how to change your Certify account password.	To reset your LMS password after logging into the system, select the dropdown list located at the top right-hand corner beside your account name and click on <i>Change Password</i> .

English | Michael Streets

- Change Profile
- Change Password**
- Change Time Zone
- Logout

Callout: Non Certify Users, click "Change Password"

Text: Certify Users, refer to Certify user guide on resetting of password.

What’s new in the LMS 2.0?

The new LMS is designed and developed for all Certis staff to learn anytime, anywhere for self-development. Some of the key features include:

- Single Sign-On (SG and HK only at present)
- Course Marketplace
- Recommended Courses

Is there an app for LMS?

Yes, there is a progressive web app (PWA) for LMS. It is not a mobile app. LMS itself is web-responsive and it will resize to your mobile device’s screen. You can consider adding a shortcut to LMS on your phone’s home screen.

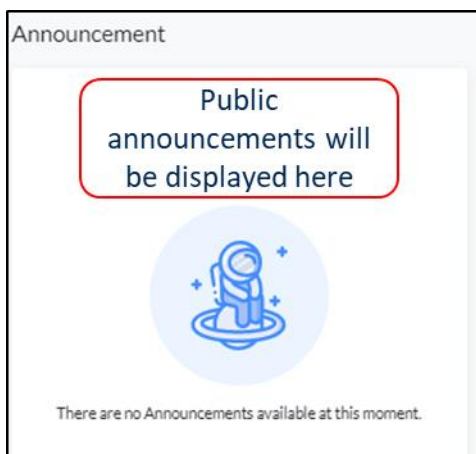
How do I change the LMS system language?

The default language is English. To change the system language after logging in, select the language from the dropdown list located at the top right-hand corner. The language options currently available are English, Traditional Chinese and Simplified Chinese. Other languages could be added where there is a need.

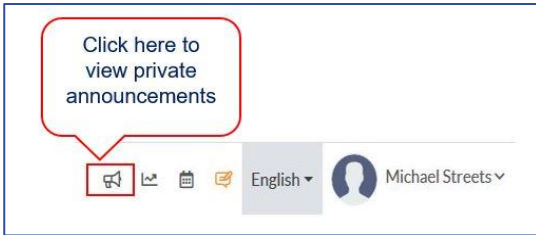


How do I view announcements?

Public announcements created by the system administrator will be displayed at the dashboard.

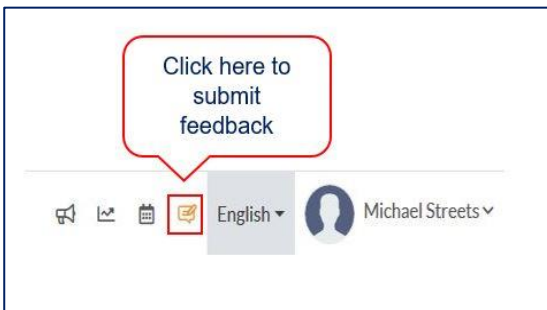


Private announcements assigned to specific individuals or a group can be accessed via the Quick Announcement panel or the loudspeaker icon located at the top right-hand corner after logging in.

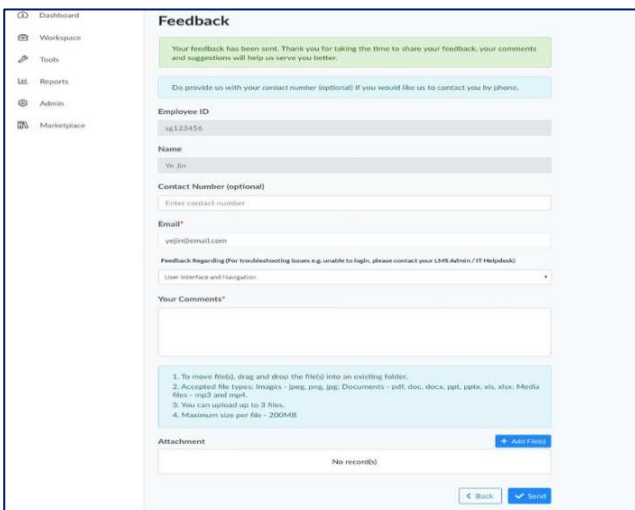


How do I provide feedback in LMS?

Should you have feedback in regards to LMS, please select feedback icon located at the right-hand corner after logging in.

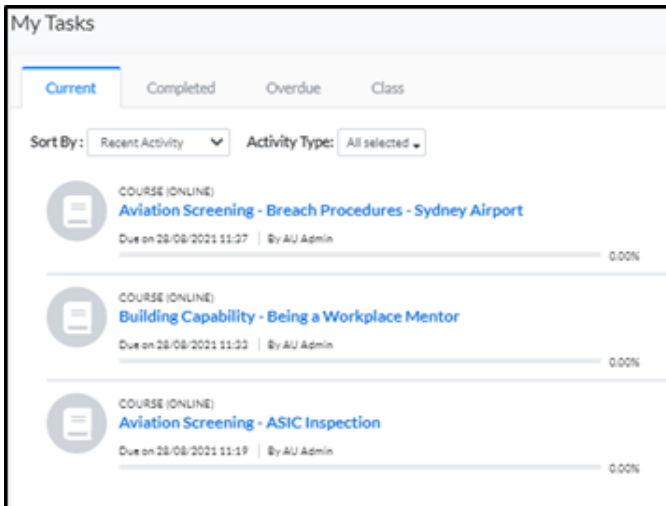


All feedbacks will be channeled to helpdesk anllms-feedback@wizlearn.com and cc CCU@certisgroup.com. User will also receive an email to notify them that their feedback is received. Turnaround for feedback response is three working days.



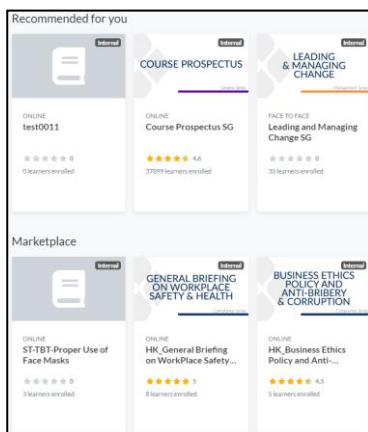
How do I access activities assigned to me?

All activities assigned can be accessed via *My Tasks* tab located at the Dashboard in the main landing page. If you are assigned to complete a course or if you have self-enrolled in courses, they will appear here.



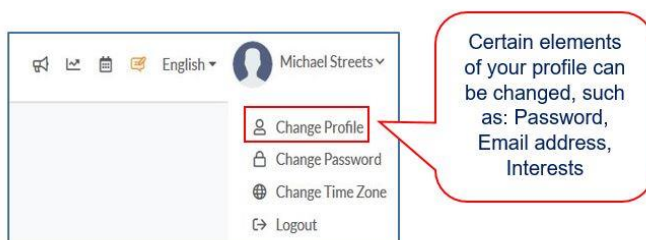
What is the “Marketplace” and “Recommended for you” on the dashboard?

“Marketplace” and “Recommended for you” are two new features that present you with learning opportunities.



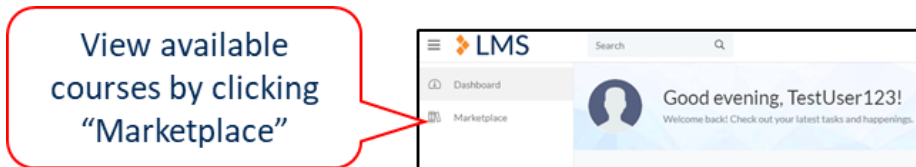
Marketplace – In the Marketplace will be available learning opportunities that are specific to you, your region or function. These are courses/modules that are optional leaning opportunities that you may wish to engage in.

Recommend to you – This feature is based on your profile where there is a feature that allows you to list your learning interests. The courses/modules presented to you here, are based on those interests.



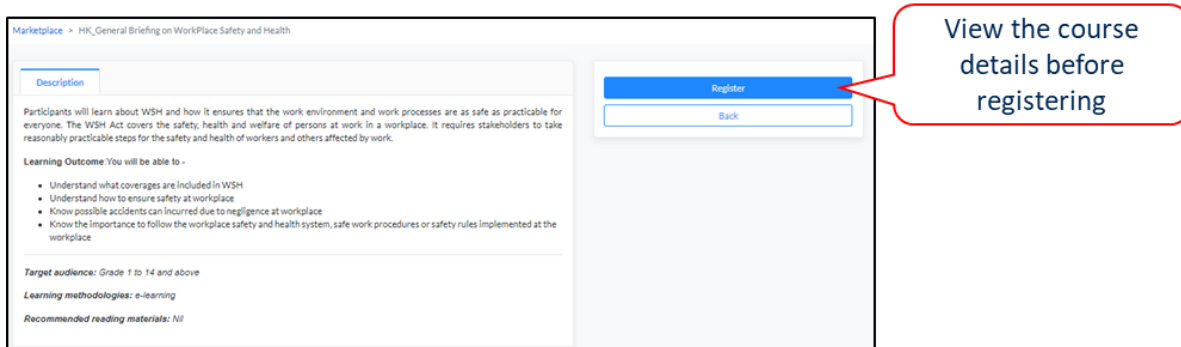
How do I view courses that I can enroll in?

Courses can be viewed via the Marketplace displayed at the left panel after logging in.



How to sign up for new courses?

Available courses can be viewed via the Marketplace. Click on the preferred course and examine the details before registering yourself for the course.



Why can't I see the same courses in the Marketplace as my colleague?

The LMS Marketplace is tailored to the needs of an individual or a particular workgroup. You or the group you belong to, may have different course offerings than those of other employees.

Do I need to inform my supervisor when I sign up for new courses?

Yes, you should inform your supervisor when signed up for new course. Especially if you intend to complete courses that require you to be physically absent from workplace, so that it has minimal conflict with your work obligations.

How do I reschedule courses that I have signed up for?

After signing up for a course, you can check *My Tasks* tab and look for the registered class. You can click on the registered class and select Reschedule and select your preferred date.

What if I cannot attend classes at the last minute, will my BU still be charged any cost? *(Not applicable in AU)*

Charges will be imposed on BUs for withdrawal done in less than 24 hours. Exception cases such as medical, compassionate and unforeseen business travel will be considered case to case basis.

When I enrol, does it register in SAP? (Not applicable in AU and Qatar)

Yes, course enrolment, rescheduling and withdrawal will be synchronised to SAP via a daily batch job. Please continue to inform your BU training coordinator to check the SAP to ensure the records are correct.

If an employee registers for a course, is an email notification sent to their supervisor as well as the training coordinator?

Notification to supervisor and training coordinator will be enabled at the next phase of development. In this phase, notification will only be sent to the individual.

Is there a tutorial guide on how to use LMS?

Yes, there are a number of video guides. Please access the site at <https://web.microsoftstream.com/channel/6ce5d9be-ccb5-4477-94e0-36803ea05c76>

Topics include:

1. Certify – Download Guide
2. Certify – User Guide
3. LMS – Download Guide for iOS and Android
4. LMS – Log In via Certify / Non-Certify
5. LMS – Access Dashboard and Profile
6. LMS – Access Course Marketplace