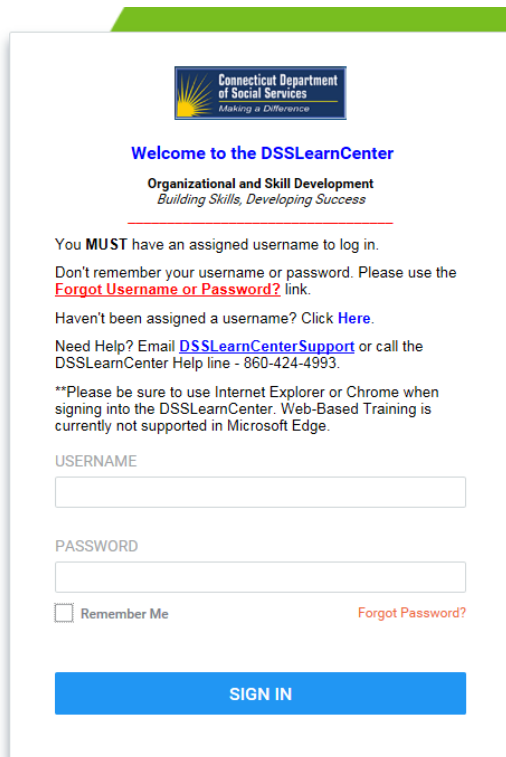



# DSSLearnCenter User's Guide for DSS Employees

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## 1 – Logging into the DSSLearnCenter



  
Connecticut Department of Social Services  
Making a Difference

**Welcome to the DSSLearnCenter**  
Organizational and Skill Development  
Building Skills, Developing Success

You **MUST** have an assigned username to log in.  
Don't remember your username or password. Please use the [Forgot Username or Password?](#) link.  
Haven't been assigned a username? Click [Here](#).  
Need Help? Email [DSSLearnCenterSupport](#) or call the DSSLearnCenter Help line - 860-424-4993.  
\*\*Please be sure to use Internet Explorer or Chrome when signing into the DSSLearnCenter. Web-Based Training is currently not supported in Microsoft Edge.

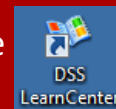
USERNAME

PASSWORD

☐ Remember Me [Forgot Password?](#)

**SIGN IN**

Locate and click on the DSSLearnCenter Icon on your Desktop. The Sign on screen will display.



To log into the DSSLearnCenter you will need an assigned Username. All DSS employees will continue to use their 6 digit employee ID number.

You will use your current Password to initially sign in.

Follow any on screen instructions regarding your password that may display.

## 2 - Features of the Home Page

The screenshot shows the DSSLearnCenter Home Page. At the top, there is a navigation bar with a 'Function Menu' (Hamburger icon), a 'Current Function' dropdown, a 'Catalog Search' bar, and a 'User Options Menu' (User icon). Below the navigation bar is a large banner area with the text 'Welcome to the DSSLearnCenter' and 'The Connecticut Department of Social Services' Learning Management System'. To the right of the banner is a user profile for 'Edward Rowe'. Below the banner is a row of buttons: 'Training Site Directions', 'Need Accommodations?', 'DSSLearnCenter Userguides/Tutorials', 'Current OSD Classes', 'DSS Signature Stories', and 'OSD Cancellation Line'. Below this row is a section for 'For Help' with contact information and links to 'NEW .... DAS Course Catalog' and 'DAS Course Registration'. Below the help section is a 'To Search for available Classes' section with instructions. Below the search instructions are three main sections: 'My Learning' (showing '2015 Child Support and Arrearage Guidelines (ILT)' and '2015 Child Support and Arrearage Guidelines (WBT)'), 'Completed Learning' (showing 'DSS Signature Stories - Fatherhood Initiative - Anthony Judkins'), and 'Organization Chart' (showing a diagram and a 'LAUNCH' button). A yellow arrow points to the 'LAUNCH' button with the label 'View Team/Supervisor'. A yellow arrow points to the 'Launch WBT' button with the label 'Launch WBT'.

### Here's the Homepage

You can access many features directly from this home page like Training Site Directions, information regarding Accommodations for Training, DSSLearnCenter User Guides, DSSLearnCenter and Microsoft Office Tutorials, All Current OSD available classes, the DSS Signature Stories Videos and, Instructions to search for available classes.

Other important features include the OSD Cancellation Line, Help assistance, Current Learning (My Learning Portlet) and a Snapshot of your Transcript (Completed Learning Portlet).

#### Function Menu

This “Hamburger” style menu allows you to access various functions of the DSSLearnCenter.

**Home** – Initial page upon signing in.

**Me** – Contains all current and completed Learning Activities as well as profile info.

**My Team** – displays if you are assigned as an individual's Supervisor/Manager. Can view Direct Reports and their Learning Activity.

#### Current Function

Indicates which function and its associated features you are currently viewing.

#### View Team/Supervisor

**Organization Chart** - Clicking Launch will display your direct supervisor (if one is assigned) or, if you are a supervisor/manager, your Direct reports.

#### Catalog Search

Typing in any part of a course name will display available classes.

#### User Options Menu

The **User's Options** dropdown provides you with additional features, such as Sign Out and Change Password.

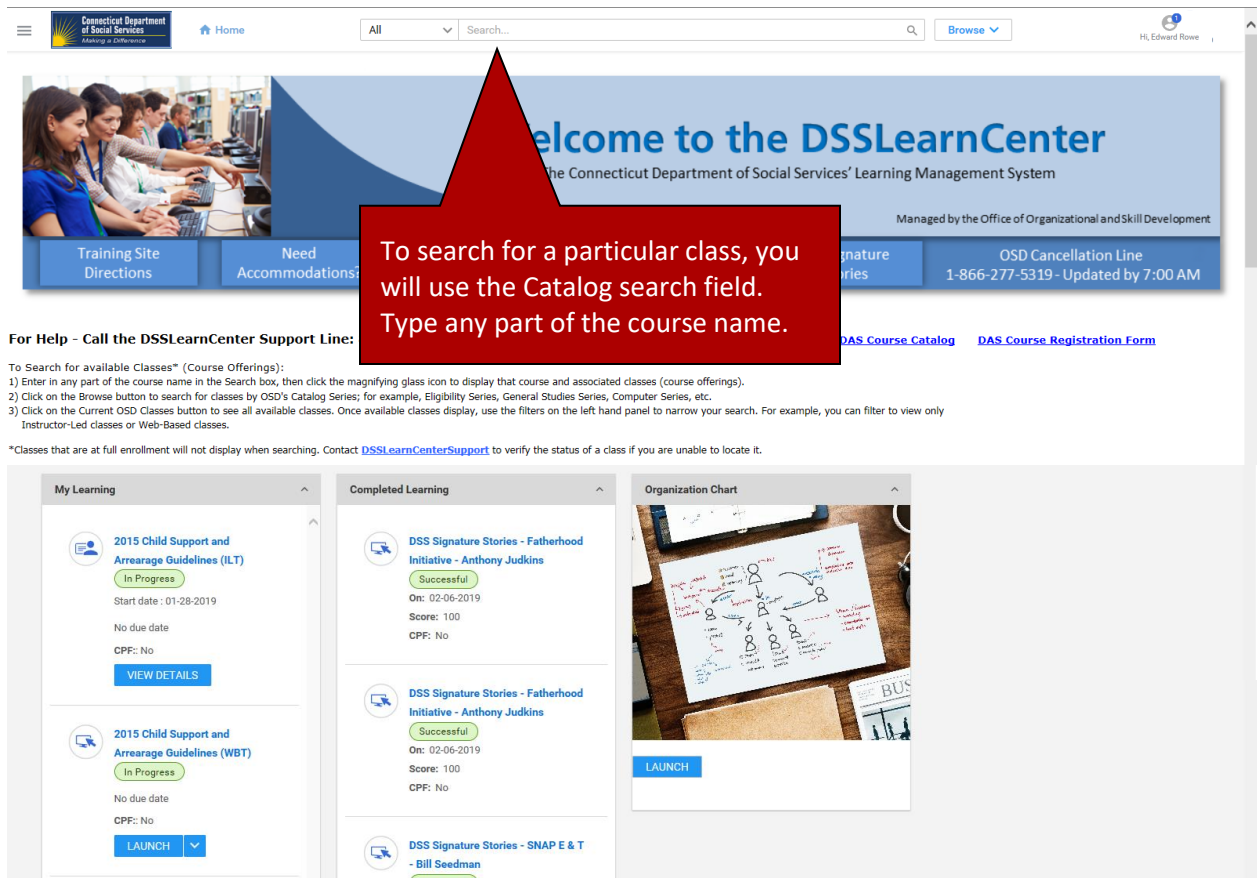
#### Launch WBT

**My Learning** - Allows you to launch a Web-Based course directly from the My Learning Portlet.

If you have any questions, you may contact “DSSLearnCenterSupport”.

## 3 – Searching and Registering for a Class

### Step 1



The screenshot shows the DSSLearnCenter website. At the top, there is a navigation bar with a logo for the Connecticut Department of Social Services, a home button, a search bar, and a browse button. Below the navigation bar is a large banner with the text "Welcome to the DSSLearnCenter" and "The Connecticut Department of Social Services' Learning Management System". A red callout box with a white border points to the search bar and contains the text: "To search for a particular class, you will use the Catalog search field. Type any part of the course name." Below the banner, there are several buttons: "Training Site Directions", "Need Accommodations?", "Signature Series", and "OSD Cancellation Line 1-866-277-5319 - Updated by 7:00 AM". At the bottom of the banner, there are links for "DAS Course Catalog" and "DAS Course Registration Form".

**For Help - Call the DSSLearnCenter Support Line:**

To Search for available Classes\* (Course Offerings):

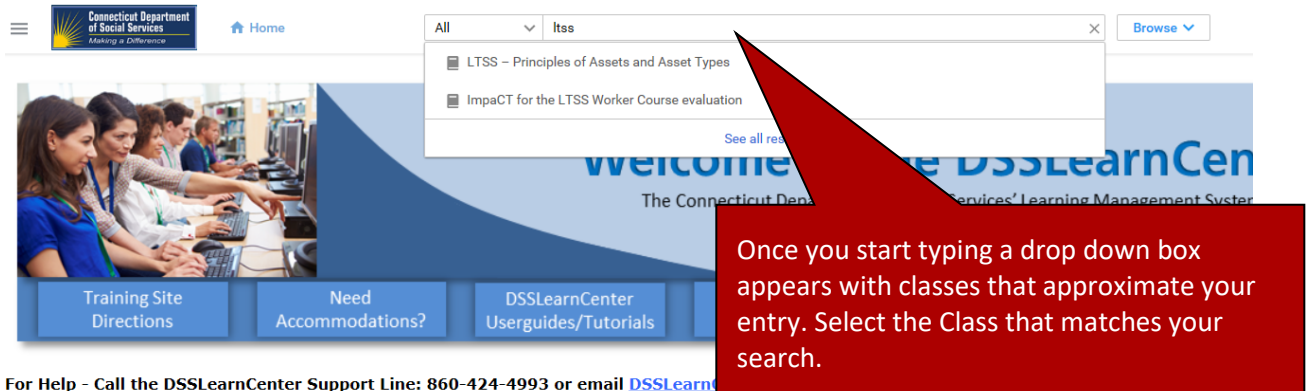
- 1) Enter in any part of the course name in the Search box, then click the magnifying glass icon to display that course and associated classes (course offerings).
- 2) Click on the Browse button to search for classes by OSD's Catalog Series; for example, Eligibility Series, General Studies Series, Computer Series, etc.
- 3) Click on the Current OSD Classes button to see all available classes. Once available classes display, use the filters on the left hand panel to narrow your search. For example, you can filter to view only Instructor-Led classes or Web-Based classes.

\*Classes that are at full enrollment will not display when searching. Contact [DSSLearnCenterSupport](#) to verify the status of a class if you are unable to locate it.

The bottom section of the screenshot shows three panels: "My Learning", "Completed Learning", and "Organization Chart".

- My Learning:** Shows two courses. The first is "2015 Child Support and Arrearage Guidelines (ILT)" with a status of "In Progress", start date of 01-28-2019, no due date, and CPF: No. The second is "2015 Child Support and Arrearage Guidelines (WBT)" with a status of "In Progress", no due date, and CPF: No. Both have a "VIEW DETAILS" button.
- Completed Learning:** Shows three courses. The first two are "DSS Signature Stories - Fatherhood Initiative - Anthony Judkins" with a status of "Successful", start date of 02-06-2019, score of 100, and CPF: No. The third is "DSS Signature Stories - SNAP E & T - Bill Seedman" with a status of "Successful". All have a "LAUNCH" button.
- Organization Chart:** Shows a diagram of the organizational structure with a "LAUNCH" button.

## Step 2



The screenshot shows the DSSLearnCenter search page. At the top, there is a search bar with a dropdown menu currently displaying "All". Below the search bar, a red callout box contains the text: "Once you start typing a drop down box appears with classes that approximate your entry. Select the Class that matches your search." The background of the page shows a banner with the text "Welcome to the DSSLearnCenter" and "The Connecticut Department of Social Services' Learning Management System". Below the banner are three buttons: "Training Site Directions", "Need Accommodations?", and "DSSLearnCenter Userguides/Tutorials".

**For Help - Call the DSSLearnCenter Support Line: 860-424-4993 or email [DSSLearnCenterSupport@ct.gov](mailto:DSSLearnCenterSupport@ct.gov)**

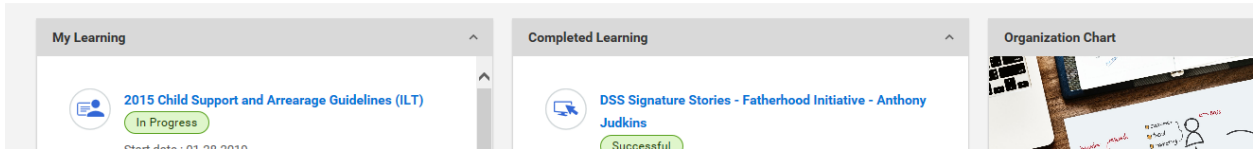
to Search for available Classes\* (Course Offerings):

1) Enter in any part of the course name in the Search box, then click the magnifying glass icon to display that course and associated classes (course offerings).

2) Click on the Browse button to search for classes by OSD's Catalog Series; for example, Eligibility Series, General Studies Series, Computer Series, etc.

3) Click on the Current OSD Classes button to see all available classes. Once available classes display, use the filters on the left hand panel to narrow your search. For example, you can filter to view only Instructor-Led classes

\*Classes that are at full enrollment will not display when searching. Contact [DSSLearnCenterSupport@ct.gov](mailto:DSSLearnCenterSupport@ct.gov) to verify the status of a class if you are unable to locate it.



The screenshot shows the user dashboard of the DSSLearnCenter. It is divided into three main sections: "My Learning", "Completed Learning", and "Organization Chart". The "My Learning" section shows a course titled "2015 Child Support and Arrearage Guidelines (ILT)" with a status of "In Progress" and a start date of "01-28-2010". The "Completed Learning" section shows a course titled "DSS Signature Stories - Fatherhood Initiative - Anthony Judkins" with a status of "Successful". The "Organization Chart" section shows a small image of a document with handwritten notes.

### Step 3

The Class Details page displays. To register for this class, click the "Enroll" Button.

### Step 4

A Registration warning message displays. This message indicates you will require Supervisory approval. An email is automatically generated and sent to your supervisor requesting approval. Click the "Continue" button.

## Step 5

The screenshot shows a web application interface. At the top, there is a header with the logo of the Connecticut Department of Social Services, a user greeting 'Hi, Diana Guestavo', and navigation links for Home, Me, and Admin. A search bar and a 'BROWSE' button are also present. The main content area displays details for a class titled 'LTSS – Principles of Assets and Asset Types' (ID: DSS-ELAE-292). The course description states: 'In this one day course, participants will receive an overview of the asset provisions for LTSS as well as a review of the different types of assets you may see while processing LTSS applications. Specific real life examples will be provided so that participants will have a better idea of what they will be working with and what to look for when reviewing all types of as ... more...'. Below the description, there is a section for 'Suggested classes for you' with details for Class ID: 00069715, Instructor-Led, 09-28-2017, Hartford, DSS Central Office - 55 Farmington Ave. The instructor is Diana Guestavo, the language is English, and the duration is 06:00. The availability is listed as 'Waitlist'. There are links for 'View detail' and 'Attachments', and a date/time range of '09-28-2017 (9:00 AM - 3:00 PM EDT)'. A 'Share' button and a 'Tag' button are also visible. A 'Registration Confirmation' window is open in the center, displaying the following information: 'You registered for LTSS – Principles of Assets and Asset Types', 'Status: Pending Approval', 'Hartford', 'Start date: 09-28-2017', 'Cancellation Policy: - N/A', 'Contact: Diana Guestavo', 'Order Number: 01061973', 'Order discount: 0 USD', and 'Cost: 0 USD'. At the bottom of the window are 'CLOSE' and 'PRINT' buttons. A red callout box on the right side of the window contains the text: 'The Registration Confirmation window displays. You can Print this confirmation - (not recommended) or just close the window. Click the “Close” button.'

Registration Confirmation

You registered for  
**LTSS – Principles of Assets and Asset Types**  
Status: Pending Approval  
Hartford  
Start date: 09-28-2017

Cancellation Policy  
- N/A

Contact: Diana Guestavo

Order Number: 01061973

Order discount: 0 USD

Cost: 0 USD

CLOSE PRINT

The Registration Confirmation window displays.

You can Print this confirmation - (not recommended) or just close the window.

Click the “Close” button.

## Step 6

**Connecticut Department of Social Services**  
Making a Difference

Hi, Diana Guestavo ▾

25

?

Home Me

Search

BROWSE ▾

### LTSS – Principles of Assets and Asset Types

(ID: DSS-ELAE-282)

**Course description :** In this one day course, participants will receive an overview of the asset provisions for LTSS as well as a review of the different types of assets you may see while processing LTSS applications. Specific real life examples will be provided so that participants will have a better idea of what they will be working with and what to look for when reviewing all types of as ...  
[more...](#)

You have registered for the following class

**Class ID : 00069715**  
Instructor-Led  
09-28-2017  
Hartford, DSS Central Office - 55 Farmington Ave.

Language : English      Available seats : 10      CPF: Yes  
Duration : 06:00      Waitlisted : 0

[Attachments >](#)

Share Drop

#### ACTIVITIES

NAME	STATUS	ACTION
<b>Session 1</b> Instructor: <a href="#">Diana Guestavo</a> Room: Comp Rm 4103 09-28-2017 (9:00 AM-3:00 PM EDT)	<input type="radio"/> Not evaluated	

**MY STATUS**

**Diana Guestavo**  
Registered on: 09-13-2017  
**PENDING APPROVAL**  
[View approval chain](#)

**INSTR**

**Diana Guestavo**

You're returned to the Class enrollment details listed in your My Learning Portlet or Me page. Notice that the class status is **"Pending Approval"**. Once your supervisor approves this registration, the status will change to Registered.

You may either return to the **"Home"** page or log out of the DSSLearnCenter.

## 4 - Using Browse by Category to Search and Register for a Class

### Step 1

The screenshot shows the DSSLearnCenter homepage. At the top, there is a navigation bar with a search bar and a "Browse" button. Below the navigation bar is a large banner with the text "Welcome to the DSSLearnCenter" and "The Connecticut Department of Social Services' Learning Management System". Below the banner are several buttons: "Training Site Directions", "Need Accommodations?", "DSSLearnCenter Userguides/Tutorials", "Current OSD Classes", "DSS Signature Stories", and "OSD Cancellation Line 1-866-277-5319 - Updated by 7:00 AM". Below these buttons is a section for help, including a support line number and email, and links to "NEW ..... DAS Course Catalog" and "DAS Course Registration Form". Below this is a section for searching for available classes, with instructions on how to use the search bar and filters. A red callout box on the right side of the page points to the "Browse" button and contains the text: "To Browse by Learning Category to search for available classes by click the 'Browse' button."

Connecticut Department of Social Services  
Home

All Search...

Browse

Hi, Ned Grayb

Welcome to the DSSLearnCenter  
The Connecticut Department of Social Services' Learning Management System  
Managed by the Office of Organizational and Skill Development

Training Site Directions Need Accommodations? DSSLearnCenter Userguides/Tutorials Current OSD Classes DSS Signature Stories OSD Cancellation Line 1-866-277-5319 - Updated by 7:00 AM

For Help - Call the DSSLearnCenter Support Line: 860-424-4993 or email [DSSLearnCenterSupport](mailto:DSSLearnCenterSupport@ct.gov)

NEW ..... [DAS Course Catalog](#) [DAS Course Registration Form](#)

To Search for available Classes\* (Course Offerings):  
1) Enter in any part of the course name in the Search box, then click the magnifying glass icon to display that course and associated classes (course offerings).  
2) Click on the Browse button to search for classes by OSD's Catalog Series: for example, Eligibility Series, General Studies Series, Computer Series, etc.  
3) Click on the Current OSD Classes button to see all available classes. Once available classes display, use the filters on the left hand panel to narrow your search.  
For example, you can filter to view only Instructor-Led classes or Web-Based classes.

\*Classes that are at full enrollment will not display when searching. Contact [DSSLearnCenterSupport](mailto:DSSLearnCenterSupport@ct.gov) to verify the status of a class if you are unable to locate it.

My Learning

LTSS - Principles of Assets and Asset Types  
Registered  
Start date: 07-30-2019  
07-30-2019 | 30 days remaining  
CPE: No

Completed Learning

DSS Signature Stories - Fatherhood Initiative - Anthony Jenkins  
Successful  
On: 02-06-2019  
Score: 100  
CPE: No

Organization Chart

### Step 2

The screenshot shows the DSSLearnCenter homepage with the "Browse" dropdown menu open. The menu lists various categories: "Administrative Professional Ser...", "Child Support Series", "Computer Series", "DSS Signature Stories", "Eligibility Series", "External Staff only", "General Studies Series", "IMPACT", "All Categories", "Calendar", "Learning Catalog", and "Browse All". A red callout box on the right side of the page points to the "Browse" button and contains the text: "OSD organizes all of its courses in categories. Clicking on any category will display available classes just for that category. Let's look at the Eligibility Category."

Connecticut Department of Social Services  
Home

All Search...

Browse

Hi, Ned Grayb

Welcome to the DSSLearnCenter  
The Connecticut Department of Social Services' Learning Management System  
Managed by the Office of Organizational and Skill Development

Training Site Directions Need Accommodations? DSSLearnCenter Userguides/Tutorials Current OSD Classes DSS Signature Stories OSD Cancellation Line 1-866-277-5319 - Updated by 7:00 AM

For Help - Call the DSSLearnCenter Support Line: 860-424-4993 or email [DSSLearnCenterSupport](mailto:DSSLearnCenterSupport@ct.gov)

To Search for available Classes\* (Course Offerings):  
1) Enter in any part of the course name in the Search box, then click the magnifying glass icon to display that course and associated classes (course offerings).  
2) Click on the Browse button to search for classes by OSD's Catalog Series: for example, Eligibility Series, General Studies Series, Computer Series, etc.  
3) Click on the Current OSD Classes button to see all available classes. Once available classes display, use the filters on the left hand panel to narrow your search.  
For example, you can filter to view only Instructor-Led classes or Web-Based classes.

\*Classes that are at full enrollment will not display when searching. Contact [DSSLearnCenterSupport](mailto:DSSLearnCenterSupport@ct.gov) to verify the status of a class if you are unable to locate it.

My Learning

LTSS - Principles of Assets and Asset Types  
Registered  
Start date: 07-30-2019  
07-30-2019 | 30 days remaining  
CPE: No

Completed Learning

DSS Signature Stories - Fatherhood Initiative - Anthony Jenkins  
Successful  
On: 02-06-2019  
Score: 100  
CPE: No

Organization Chart

Administrative Professional Ser...  
Child Support Series  
Computer Series  
DSS Signature Stories  
Eligibility Series  
External Staff only  
General Studies Series  
IMPACT  
All Categories  
Calendar  
Learning Catalog  
Browse All



## Step 3

When you use the Browse feature, WBT classes for the category selected will display first. You will need to scroll down to view Instructor-led classes.

The screenshot shows the 'Eligibility Series' page on the UConn Department of Social Services website. The page has a sidebar with a 'BROWSE' section and an 'ELIGIBILITY SERIES' section. The main content area displays 22 results found, sorted by Relevance. The results are shown in a grid of six cards. Each card features a book icon, a title, a status (e.g., 'SUCCESSFUL', 'REGISTERED'), a description, and a 'LAUNCH' button. The first card is 'Expedited SNAP', the second is 'Affordable Care Act (ACA) and Access Health CT (AHCT) - An Overview - WBT', the third is 'SNAP Back to Basics-Application Processing', the fourth is 'Case and Procedural Error Rates in the Supplemental Nutrition Assistance Program', the fifth is 'SNAP Civil Rights Compliance Training 2017-2018', and the sixth is 'Retaining Eligibility for HUSKY One Year Olds'.

## Step 4

You can see that there are 2 ILT classes listed (2 down arrows). One that indicates this person is registered, and one that is available for registration. Notice how the number of classes for any particular course is specified under the Course name - in this case, 1 class is available for registration. To register for a class, Click the "View Classes" button.

The screenshot displays a grid of course cards. Each card includes a book icon, a title, a description, and a status. The 'SNAP Interview Waiver' and 'LTSS' cards are marked with a green star icon. The 'Eligibility Supports' card has a red arrow pointing to its 'VIEW CLASSES' button. The 'SNAP Income Calculations' and 'NVRA and DSS' cards have 'ENROLL' buttons. The 'SNAP Interview Waiver' card has a 'LAUNCH' button. The 'LTSS' card has a 'VIEW SUMMARY' button.

### Notes:

Icon indicates Instructor-Led Class

Icon indicates WBT Class

## Step 5

The screenshot shows a web application interface for course eligibility. A modal window titled "COURSE: ELIGIBILITY SUPPORTS" is open, displaying details for a class. The background shows three course cards: "SNAP Income Calculations", "NVRA and DSS", and "SNAP Interview Waiver for Certain Elderly and-or Disabled Households".

**COURSE: ELIGIBILITY SUPPORTS**

Narrow your results:

Start date:

Delivery type:

Location:

Field of study:

**Class ID : 00069755**  
Instructor-Led  
10-02-2017  
Hartford, DSS Central Office - 55 Farmington Ave.

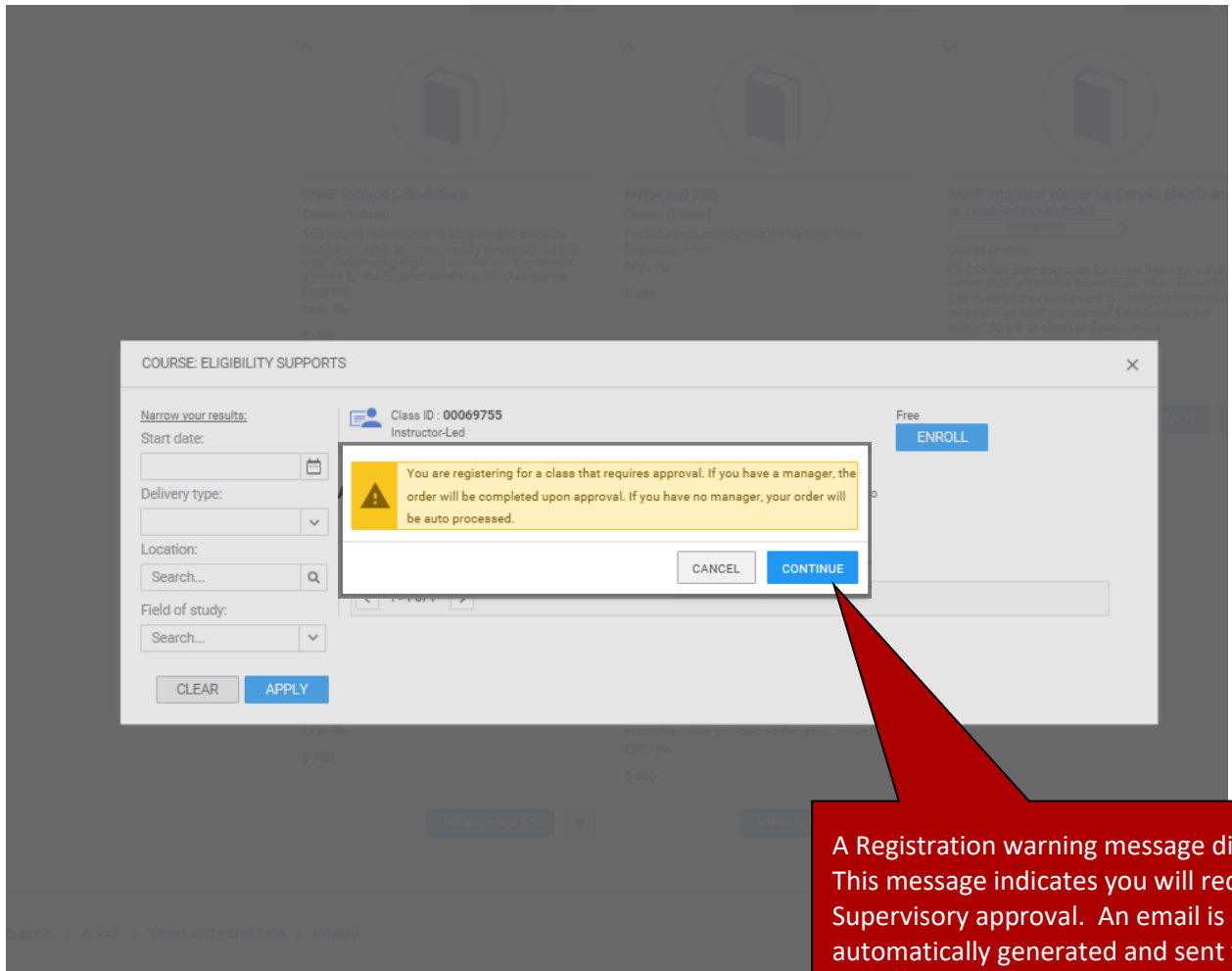
**Instructor:** Diana Guestavo  
**Language :** English  
**Duration :** 07:30  
**Available seats :** 6  
**Waitlisted :** 0  
**CPF:** No

**Free**

[View detail](#) [Attachments](#) [10-02-2017 \(8:30 AM - 4:00 PM EDT\)](#)

The class details window displays. You can view the details, then click the "ENROLL" button to reserve a seat in the class.

## Step 6



A Registration warning message displays. This message indicates you will require Supervisory approval. An email is automatically generated and sent to your supervisor requesting approval.

Click the "**Continue**" button.

## Step 7

The screenshot shows a web application interface with a 'Registration Confirmation' modal window. The modal contains the following information:

- You registered for **Eligibility Supports**
- Status: Pending Approval
- Hartford
- Start date: 10-02-2017
- Cancellation Policy: - N/A
- Contact: Diana Guestavo
- Order Number: 01661977
- Order discount: 0 USD
- Cost: 0 USD

At the bottom of the modal are two buttons: 'CLOSE' and 'PRINT'.

A red callout box points to the 'CLOSE' button with the following text:

The Registration Confirmation window displays, You can Print this confirmation (not recommended) or just close the window. Click the "Close" button.

## Step 8

The screenshot shows the UConn LMS interface. The top navigation bar includes 'Home', 'Me', a search bar, and a 'BROWSE' button. The user is logged in as 'Hi, Diana Guestavo'. The main content area displays 'Eligibility Supports' (ID: DSS-ELBA-180) with a course description and registration details. The status is 'PENDING APPROVAL'. A red callout box points to this status and provides instructions.

**Eligibility Supports**  
(ID: DSS-ELBA-180)

Course description : This 1.5 day course introduces new Eligibility workers to the many supports available to assist with eligibility processing. Topics covered will include, ImpaCT supports, DSSWeb supports, and the supports available within each Field Office, as well as Central Office.

You have registered for the following class

Class ID : 00069755  
Instructor-Led  
10-02-2017  
Hartford, DSS Central Office - 55 Farmington Ave.

Language : English      Available seats : 5      CPF: Yes  
Duration : 07:30      Waitlisted : 0

[Attachments >](#)

[Share](#) [Drop](#)

**MY STATUS**

Diana Guestavo  
Registered on: 09-13-2017  
**PENDING APPROVAL**  
[View approval change](#)

**OTHER INFORMATION**

Sign In: \_\_\_\_\_

**INSTRUCTORS**

Diana Guestavo  
DSS

**ACTIVITIES**

NAME	STATUS
<b>Session 1</b> Instructor: Diana Guestavo Room: Comp Rm 4102 10-02-2017 (8:30 AM-4:00 PM EDT)	<input type="radio"/> Not evaluated

You're returned to the Class enrollment details listed in your My Learning Portlet or Me page. Notice that the class status is "Pending Approval".

Once your supervisor approves this registration, the status will change to Registered.

You can return to the Home page or Log out.

## 5 – Dropping a Class (Canceling Registration)

### Step 1

**Welcome to the DSSLearnCenter**  
The Connecticut Department of Social Services' Learning Management System

Managed by the Office of Organizational and Skill Development

Training Site Directories | Need Accommodations? | DSSLearnCenter Userguides/Tutorials | Current OSD Classes | DSS Signature Stories | OSD Cancellation Line 1-866-277-5319 - Updated by 7:00 AM

**For Help** - Call the DSSLearnCenter Support Line: 860-424-4993 or email [DSSLearnCenterSupport](mailto:DSSLearnCenterSupport@ct.gov)

**NEW** ..... [DAS Course Catalog](#) [DAS Course Registration Form](#)

To Search for available Classes\* (Course Offerings):

- 1) Enter in any part of the course name in the Search box, then click the magnifying glass icon to display that course and associated classes (course offerings).
- 2) Click on the Browse button to search for classes by OSD's Catalog Series: for example, Eligibility Series, General Studies Series, Computer Series, etc.
- 3) Click on the Current OSD Classes button to see all available classes. Once available classes display, use the filters on the left hand panel to narrow your search. For example, you can filter to view only Instructor-Led classes or Web-Based classes.

\*Classes that are at full enrollment will not display when searching. Contact [DSSLearnCenterSupport](mailto:DSSLearnCenterSupport@ct.gov) to verify the status of a class if you are unable to locate it.

**My Learning**

**LTSS - Principles of Assets and Asset Types**  
(D: DSS/ELAS/382)  
Registered  
Start date: 07-30-2019  
07-30-2019 | 55 days remaining  
CPF: No  
[VIEW DETAILS](#)

**2019 Child Support and Arrangement Guidelines (ILT)**  
In Progress  
Start date: 01-28-2019  
No due date

**Completed Learning**

**DSS Signature Stories - Faith**  
Judkins  
Successful  
On: 02-06-2019  
Score: 100  
CPF: No

**DSS Signature Stories - Faith**  
Judkins  
Successful  
On: 02-06-2019  
Score: 100  
CPF: No

**Organization Chart**

To drop a class after you have registered for it,  
1) Access the Home page  
2) Locate the class you want to drop, then click the View Details button.

### Step 2

**LTSS - Principles of Assets and Asset Types**  
(D: DSS/ELAS/382)

Course description: In this one day course, participants will receive an overview of the asset provisions for LTSS as well as a review of the different types of assets you may see while processing LTSS applications. Specific real life examples will be provided so that participants will have a better idea of what they will be working with and what to look for when reviewing all types of as...

You have registered for the following class

Class ID: 00094443  
Instructor: Led  
07-30-2019  
Hartford, DSS Central Office - 55 Farmington Ave.  
Language: English  
Duration: 05:00  
Available seats: 9  
Waitlisted: 0  
CPF: Yes  
[Attachments](#)

[Share](#) [Drop](#)

**ACTIVITIES**

NAME	ACTION
<b>Session 1</b> Instructor: John Levesque Room: 2nd Floor Conf (2004) 07-30-2019 (9:30 AM-3:30 PM EDT)	<input type="radio"/> Not evaluated

**MY STATUS**

Ned Grayeb  
OSD Consultant & Project Manager  
Registered on: 06-04-2019  
[REGISTERED](#)

**OTHER INFORMATION**

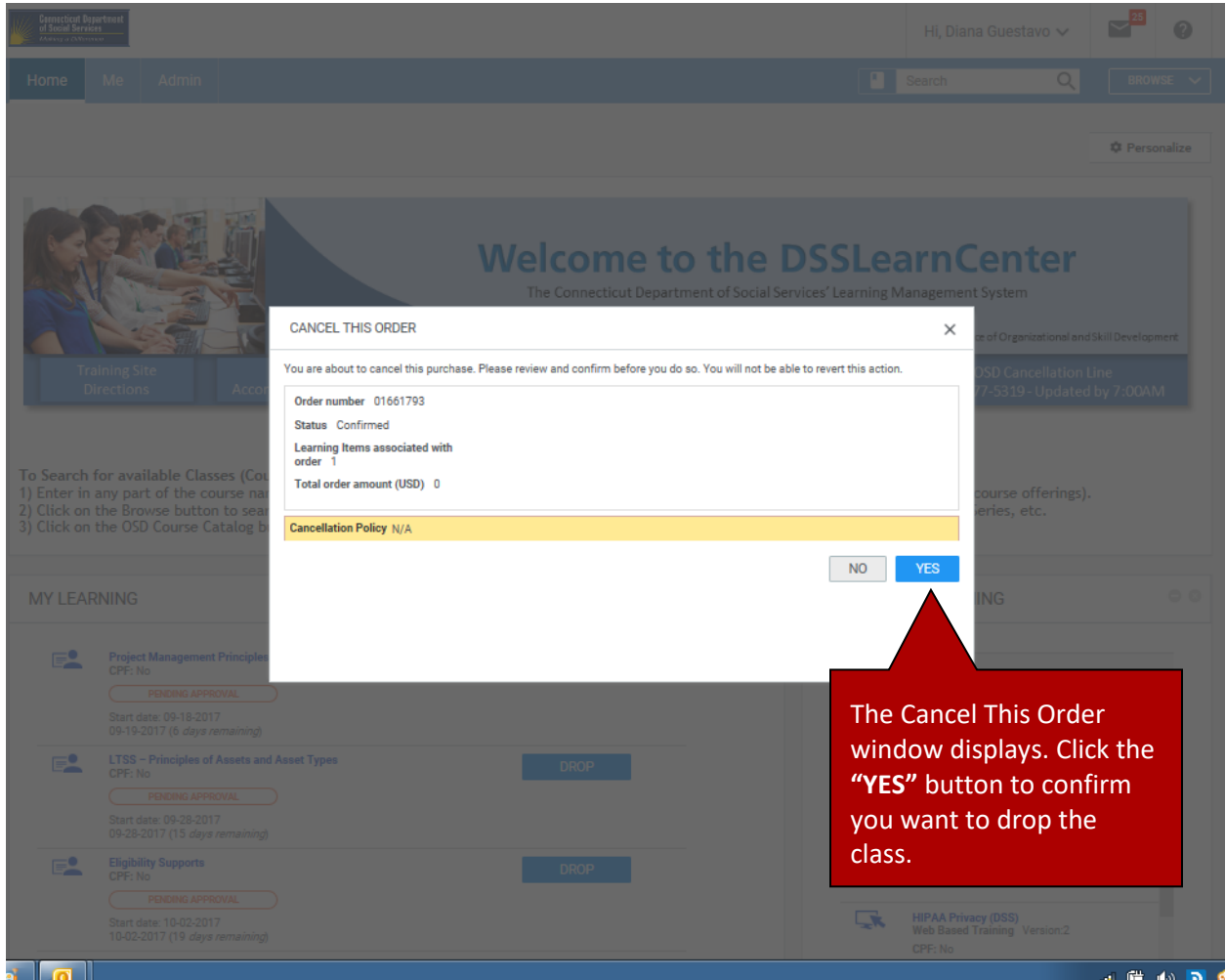
Sign In: \_\_\_\_\_  
Sign Out: \_\_\_\_\_

**INSTRUCTORS**

John Levesque  
OSD Consultant and Project Mgr  
OSD

Click the Drop link

### Step 3



The screenshot shows the DSSLearnCenter interface. At the top, there's a header with the Connecticut Department of Social Services logo, user information (Hi, Diana Guestavo), and navigation links (Home, Me, Admin). A search bar and a 'BROWSE' button are also present. Below the header, a large banner reads 'Welcome to the DSSLearnCenter' with the subtitle 'The Connecticut Department of Social Services' Learning Management System'. A 'Personalize' button is on the right. The main content area is divided into sections. On the left, there's a 'Training Site Directions' section. In the center, a 'CANCEL THIS ORDER' dialog box is open. The dialog box has a close button (X) in the top right corner. It contains the following text: 'You are about to cancel this purchase. Please review and confirm before you do so. You will not be able to revert this action.' Below this, there's a table with order details: 'Order number 01661793', 'Status Confirmed', 'Learning Items associated with order 1', and 'Total order amount (USD) 0'. At the bottom of the dialog box, there's a 'Cancellation Policy N/A' section. To the right of the dialog box, there are 'NO' and 'YES' buttons. A red callout box points to the 'YES' button with the text: 'The Cancel This Order window displays. Click the "YES" button to confirm you want to drop the class.' Below the dialog box, there's a 'MY LEARNING' section with a list of courses: 'Project Management Principles', 'LTSS - Principles of Assets and Asset Types', and 'Eligibility Supports'. Each course has a 'PENDING APPROVAL' status and a 'DROP' button. The bottom of the screen shows a Windows taskbar with various icons.

**CANCEL THIS ORDER**

You are about to cancel this purchase. Please review and confirm before you do so. You will not be able to revert this action.

Order number	01661793
Status	Confirmed
Learning Items associated with order	1
Total order amount (USD)	0

Cancellation Policy N/A

NO YES

The Cancel This Order window displays. Click the "YES" button to confirm you want to drop the class.

**MY LEARNING**

<b>Project Management Principles</b> CPF: No PENDING APPROVAL Start date: 09-18-2017 09-19-2017 (6 days remaining)	DROP
<b>LTSS - Principles of Assets and Asset Types</b> CPF: No PENDING APPROVAL Start date: 09-28-2017 09-29-2017 (15 days remaining)	DROP
<b>Eligibility Supports</b> CPF: No PENDING APPROVAL Start date: 10-02-2017 10-03-2017 (19 days remaining)	DROP

HIPAA Privacy (DSS)  
Web Based Training - Version:2  
CPF: No



## 6 - Launching WBT Classes (From a Curriculum)

### Step 1

Connecticut Department of Social Services  
Partners in Excellence

Hi, Diana Guestavo

Home Me Search BROWSE

Personalize

### Welcome to the DSSLearnCenter

The Connecticut Department of Social Services' Learning Management System

Managed by the Office of Organizational and Skill Development

Training Site Directions Need Accommodations? DSSLearnCenter Userguides/Tutorials Current OSD Classes OSD Catalog of Courses OSD Cancellation Line 1-866-277-5319 - Updated by 7:00AM

For Help - Call the DSSLearnCenter Support Line: 860-424-4993 or email [DSSLearnCenterSupport](mailto:DSSLearnCenterSupport)

To Search for available Classes (Course Offerings):

- 1) Enter in any part of the course name in the Search box, then click the magnifying glass icon to display that course and associated classes (course offerings).
- 2) Click on the Browse button to search for classes by OSD's Catalog Series; for example, Eligibility Series, General Studies Series, Computer Series, etc.
- 3) Click on the OSD Course Catalog button to see all available classes.

#### MY LEARNING

	<b>Project Management Principles and Strategies for the DSS Manager</b> CPF: No PENDING APPROVAL Start date: 09-18-2017 09-19-2017 (6 days remaining)	DROP
	<b>LTSS - Principles of Assets and Asset Types</b> CPF: No PENDING APPROVAL Start date: 09-28-2017 09-28-2017 (15 days remaining)	DROP
	<b>Eligibility Supports</b> CPF: No PENDING APPROVAL Start date: 10-02-2017 10-02-2017 (19 days remaining)	DROP
	<b>Orientation - Confidentiality</b> ASSIGNED 02-25-2018 (165 days remaining)	VIEW DETAIL
	<b>Orientation - Ethics</b> ASSIGNED 02-25-2018 (165 days remaining)	VIEW DETAIL

#### COMPLETED LEARNING

There are several ways to access WBT training in the DSSLearnCenter.

Occasionally you will see a Curriculum listed in your My Learning portlet (Double book icon).

A Curriculum is a feature that OSD uses to track completion of mandatory training.

You can also access class details or launch a WBT course from a Curriculum.

Click the **“VIEW DETAIL”** button to view the curriculum details.

## Step 2

Connecticut Department of Social Services  
Enabling a Different Future

Hi, Diana Gustavo ▾

Home Me Search BROWSE ▾

### Orientation - Confidentiality

Bookmark Share Tag

#### PATH DETAILS

Progress 0%

Confidentiality \* | Complete 1 of 1

Confidentiality Web Based Training IN PROGRESS LAUNCH ▾

#### MY STATUS

Diana Gustavo

Due date: 02-25-2018  
163 days remaining

Progress 0%

ASSIGNED

STATUS AUDIT ▾

ASSIGNED BY ▾

Once you access the Curriculum Details, you will see that you can launch the WBT class by just clicking the Launch button displayed here.

Click the **“Launch”** button to open the WBT Presentation Window.

## **6 - Launching WBT Classes** ***(From a Catalog Search and the My Learning Portlet)***

### ***Step 1***

The screenshot shows the DSSLearnCenter homepage. At the top, there's a header with the Connecticut Department of Social Services logo, a user greeting "Hi, Diana Guestavo", and a search bar. Below the header is a navigation bar with links: Home, Me, Search, and BROWSE. A "Personalize" button is also present. The main banner area says "Welcome to the DSSLearnCenter" and "The Connecticut Department of Social Services' Learning Management System". It also mentions it's managed by the Office of Organizational and Skill Development. Below the banner are several buttons: Training Site Directions, Need Accommodations?, DSSLearnCenter Userguides/Tutorials, Current OSD Classes, OSD Catalog of Courses, and OSD Cancellation Line 1-866-277-5319 - Updated by 7:00AM. A support line is provided: "For Help - Call the DSSLearnCenter Support Line: 860-424-4993 or email [DSSLearnCenterSupport](#)".

Below the banner, there's a section titled "To Search for available Classes (Course Offerings):" with three numbered instructions:

- 1) Enter in any part of the course name in the Search box, then click the magnifying glass icon to display that course and associated classes (course offerings).
- 2) Click on the Browse button to search for classes by OSD's Catalog Series; for example, Eligibility Series, General Studies Series, Computer Series, etc.
- 3) Click on the OSD Course Catalog button to see all available classes.

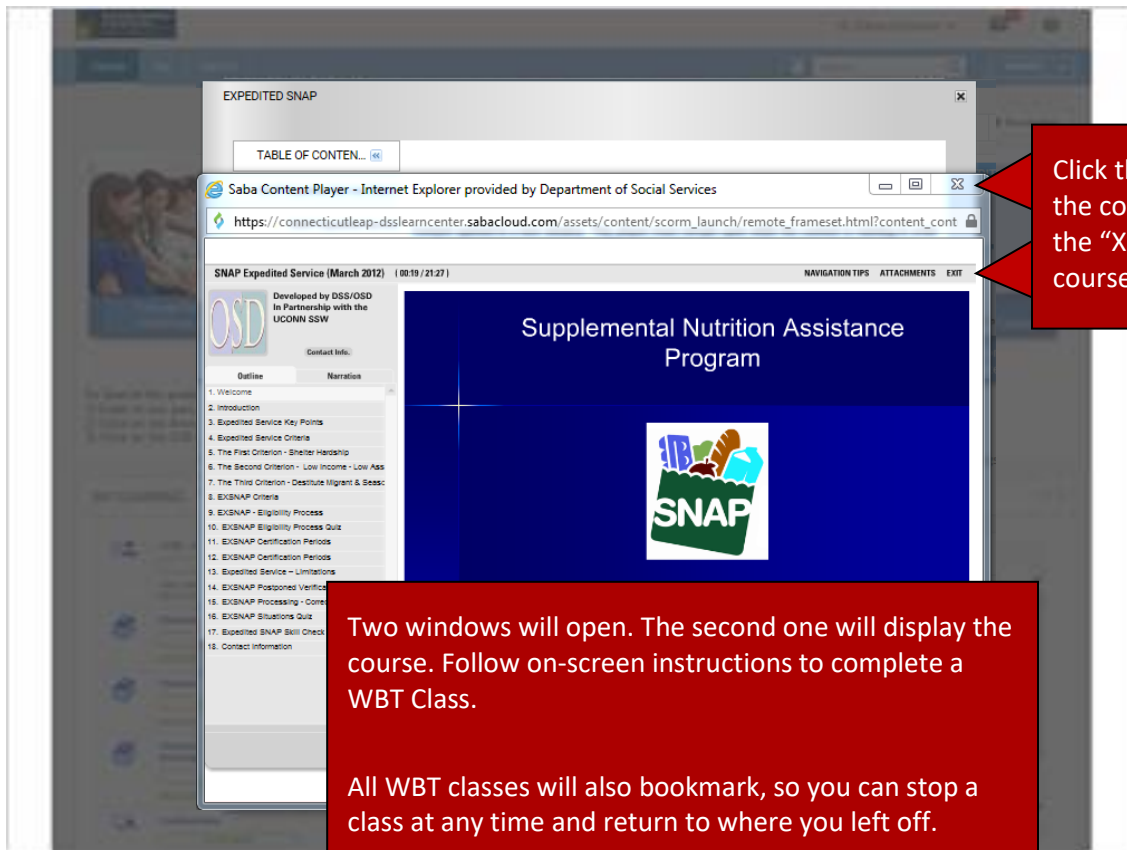
The "MY LEARNING" portlet is visible, showing a list of courses:

- Project Management Principles and Strategies for the DSS Manager**  
CPF: No  
PENDING APPROVAL  
Start date: 09-18-2017  
09-19-2017 (7 days remaining)  
DROP
- Eligibility Supports**  
CPF: No  
PENDING APPROVAL  
Start date: 10-02-2017  
10-02-2017 (20 days remaining)  
DROP
- Ethics (DSS)**  
Course  
Web Based Training  
CPF: No  
LAUNCH
- Orientation - Ethics**  
VIEW DETAIL

The "COMPLETED LEARNING" portlet is also visible, showing a table with a "TITLE" column.

A red callout box points to the "LAUNCH" button for the "Ethics (DSS)" course, containing the text: "Whether you access a WBT class from catalog search, a curriculum, or from the My Learning Portlet as you see here, the class will launch in the same manner."

### ***Step 2***



Click the Exit link in the course window, or the "X" to close the course window.

Two windows will open. The second one will display the course. Follow on-screen instructions to complete a WBT Class.

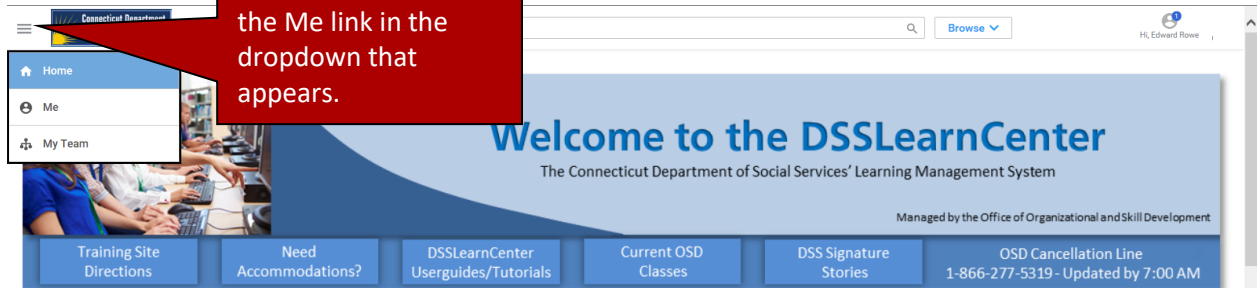
All WBT classes will also bookmark, so you can stop a class at any time and return to where you left off.

Most classes provide an exit option, but you may also click the "X" in the upper right corner of the course window to end a WBT session.

## 7 - Exploring the “Me” Page

### Step 1

From the Home page, click the Function menu icon, then click the Me link in the dropdown that appears.



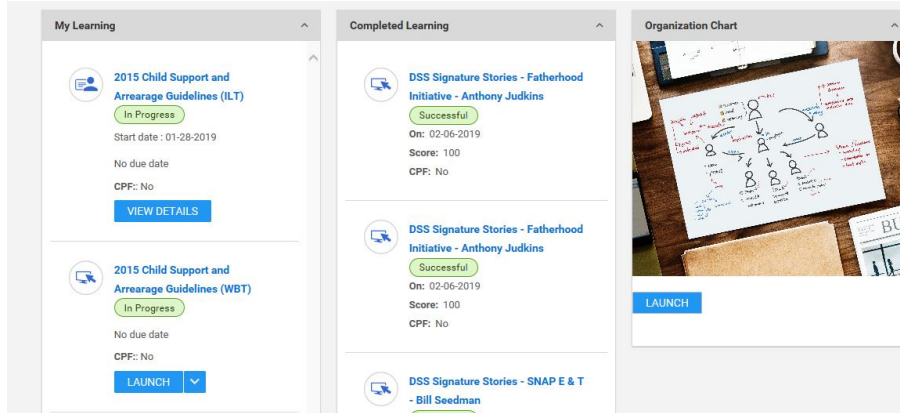
For Help - Call the DSSLearnCenter Support Line: 860-424-4993 or email [DSSLearnCenterSupport](mailto:DSSLearnCenterSupport)

NEW ..... [DAS Course Catalog](#) [DAS Course Registration Form](#)

To Search for available Classes\* (Course Offerings):

- 1) Enter in any part of the course name in the Search box, then click the magnifying glass icon to display that course and associated classes (course offerings).
- 2) Click on the Browse button to search for classes by OSD's Catalog Series; for example, Eligibility Series, General Studies Series, Computer Series, etc.
- 3) Click on the Current OSD Classes button to see all available classes. Once available classes display, use the filters on the left hand panel to narrow your search. For example, you can filter to view only Instructor-Led classes or Web-Based classes.

\*Classes that are at full enrollment will not display when searching. Contact [DSSLearnCenterSupport](mailto:DSSLearnCenterSupport) to verify the status of a class if you are unable to locate it.



## The “Me” page highlights

The **Me** page defaults to all current learning activities, including active Curricula, enrolled Instructor-Led classes and Web-Based Training.

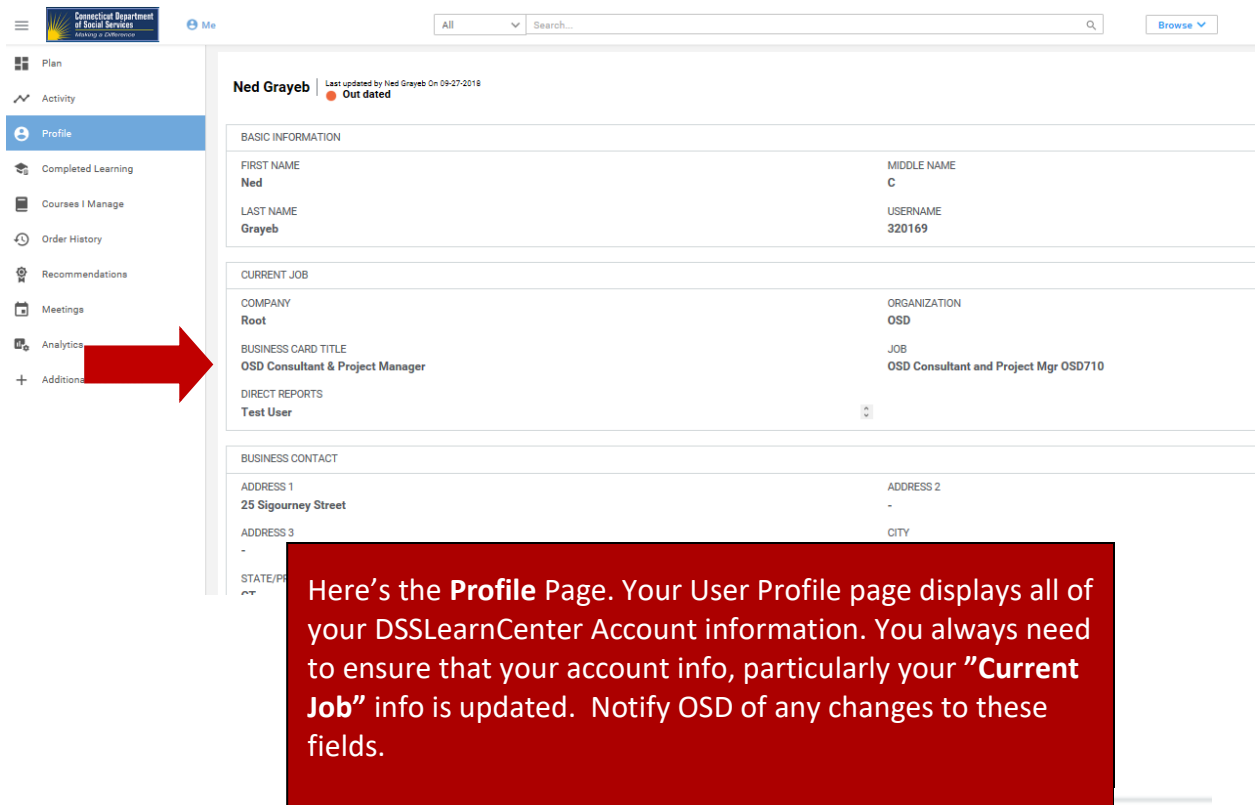
This graphic reads “Learning and Certifications”, but the page detail actually displays your Learning and Curricula.

DSS, at this time does not use the Certification feature.

## Me Page – Other Features

The left hand navigation panel allows you to access other **Me** page activities, for example, your Profile, and Completed Learning.

## Me Page – the Profile Page



**Ned Grayeb** | Last updated by Ned Grayeb On 09-27-2018  
● Out dated

**BASIC INFORMATION**

FIRST NAME	MIDDLE NAME
Ned	C
LAST NAME	USERNAME
Grayeb	320169

**CURRENT JOB**

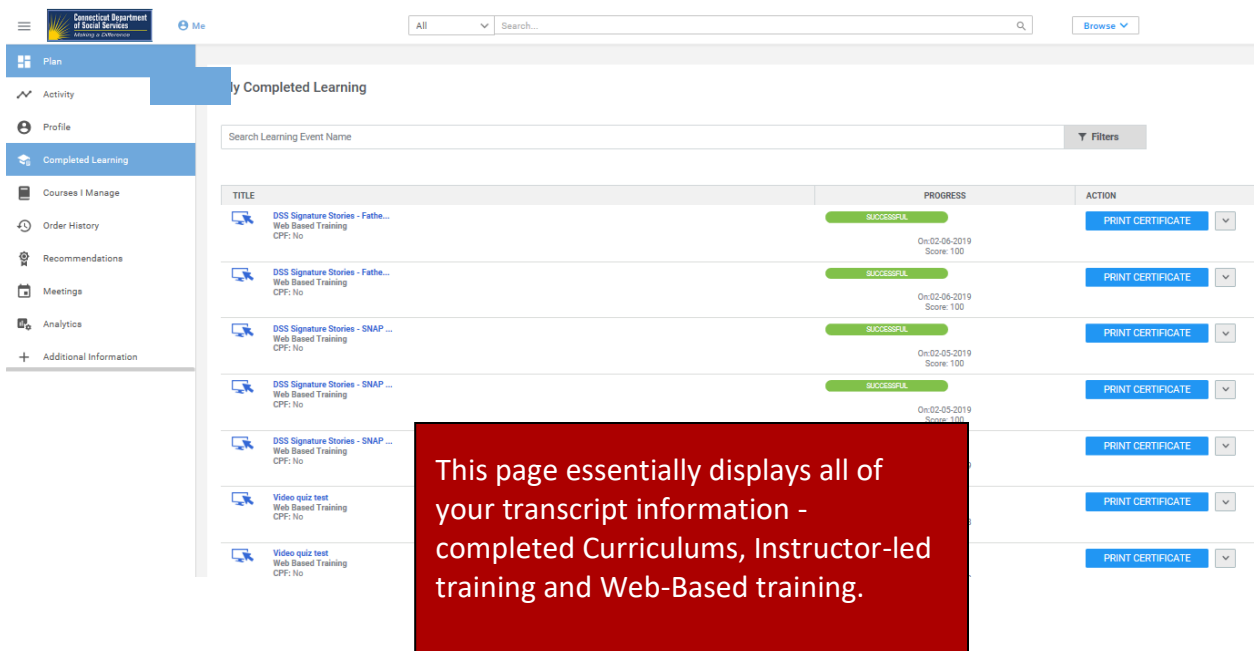
COMPANY	ORGANIZATION
Root	OSD
BUSINESS CARD TITLE	JOB
OSD Consultant & Project Manager	OSD Consultant and Project Mgr OSD710
DIRECT REPORTS	
Test User	

**BUSINESS CONTACT**

ADDRESS 1	ADDRESS 2
25 Sigourney Street	-
ADDRESS 3	CITY
-	
STATE/PROVINCE	
CT	

Here's the **Profile** Page. Your User Profile page displays all of your DSSLearnCenter Account information. You always need to ensure that your account info, particularly your "Current Job" info is updated. Notify OSD of any changes to these fields.

## Me Page – Completed Learning



**Completed Learning**

Search Learning Event Name Filters

TITLE	PROGRESS	ACTION
DSS Signature Stories - Fathe... Web Based Training CPF: No	SUCCESSFUL On:02-06-2019 Score: 100	PRINT CERTIFICATE
DSS Signature Stories - Fathe... Web Based Training CPF: No	SUCCESSFUL On:03-06-2019 Score: 100	PRINT CERTIFICATE
DSS Signature Stories - SNAP ... Web Based Training CPF: No	SUCCESSFUL On:02-05-2019 Score: 100	PRINT CERTIFICATE
DSS Signature Stories - SNAP ... Web Based Training CPF: No	SUCCESSFUL On:03-05-2019 Score: 100	PRINT CERTIFICATE
DSS Signature Stories - SNAP ... Web Based Training CPF: No	SUCCESSFUL On:03-05-2019 Score: 100	PRINT CERTIFICATE
Video quiz test Web Based Training CPF: No	SUCCESSFUL On:03-05-2019 Score: 100	PRINT CERTIFICATE
Video quiz test Web Based Training CPF: No	SUCCESSFUL On:03-05-2019 Score: 100	PRINT CERTIFICATE

This page essentially displays all of your transcript information - completed Curriculums, Instructor-led training and Web-Based training.

## 8 - Exploring User Options

### Step 1

Click your name.

The screenshot shows the DSSLearnCenter website interface. At the top, there is a navigation bar with the Connecticut Department of Social Services logo, a home button, a search bar, and a 'Browse' button. Below the navigation bar is a large banner with the text 'Welcome to the DSSLearnCenter' and 'The Connecticut Department of Social Services' Learning Management System'. A secondary navigation bar contains links for 'Training Site Directions', 'Need Accommodations?', 'DSSLearnCenter Userguides/Tutorials', 'Current OSD Classes', 'DSS Signature Stories', and 'OSD Card' with a phone number '1-866-277-5319'. Below the banner, there is a section for help information, including a support line and email address, and links to 'NEW .... DAS Course Catalog' and 'DAS Course'. A search section follows with instructions on how to search for available classes. The main content area is divided into three columns: 'My Learning' (showing '2015 Child Support and Arrearage Guidelines (ILT)' and '2015 Child Support and Arrearage Guidelines (WBT)'), 'Completed Learning' (showing 'DSS Signature Stories - Fatherhood Initiative - Anthony Judkins'), and 'Organization Chart'. On the right side, a user profile dropdown menu is open, showing the user's name 'Edward Rowe' and a list of options: 'Message Center', 'Edit Theme', 'Account Preferences', 'Configure Home', 'Change Password', 'Proxy Settings', 'Meetings', 'Calendar', 'Help', and 'Sign out'. A red callout box points to the 'Calendar' option in the dropdown menu.

For Help - Call the DSSLearnCenter Support Line: 860-424-4993 or email [DSSLearnCenterSupport](mailto:DSSLearnCenterSupport) **NEW ....** [DAS Course Catalog](#) [DAS Course](#)

To Search for available Classes\* (Course Offerings):  
1) Enter in any part of the course name in the Search box, then click the magnifying glass icon to display that course and associated classes (course offerings).  
2) Click on the Browse button to search for classes by OSD's Catalog Series; for example, Eligibility Series, General Studies Series, Computer Series, etc.  
3) Click on the Current OSD Classes button to see all available classes. Once available classes display, use the filters on the left hand panel to narrow your search. For example, you can filter to view only Instructor-Led classes or Web-Based classes.

\*Classes that are at full enrollment will not display when searching. Contact [DSSLearnCenterSupport](mailto:DSSLearnCenterSupport) to verify the status of a class if you are unable to locate it.

The Drop down includes access to your DSSLearnCenter Account information, Sign Out, Changing your Password, and the Calendar feature. We'll explore the Calendar feature here.



## The Calendar

You have the option to display either My Events or the Catalog Calendar. The My Events view will display only your scheduled learning activities. The Catalog Calendar view will display all available OSD learning activities.

Calendar

☒ My Events ☐ Catalog Calendar

AUGUST 27 - SEPTEMBER 30, 2017

September 2017

DAY WEEK MONTH

Sun Mon Tue Wed Thu Fri Sat

Aug 27, 2017

28 29 30 31 1 2

3 4 5 6 7 8 9

10 11 12 13 14 15 16

17 18 19 20 21 22 23

24 25 26 27 28 29 30

1 2 3 4 5 6 7

TODAY

NARROW YOUR SE...

Title:

Search title

Location:

Search location

☐ Instruction-led events

☐ Virtual events

☐ Due date events

APPLY

CLEAR FILTERS

11:05 AM Room for Diana Guadalupe

Today 8:02 am

8:30 AM Project Man...

8:30 AM Project Man...

9:00 AM LTSS - Prin...

Plan

Calendar

MEET NOW

Calendar

My Events

Catalog Calendar

AUGUST 27 - SEPTEMBER 30, 2017

September 2017

27

28

29

30

31

1

2

3

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6

7

TODAY

NARROW YOUR SE...

Title:

Search title

Location:

Search location

☐ Instructor-led events

☐ Virtual events

☐ Due date events

APPLY

CLEAR FILTERS

DAY

WEEK

MONTH

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<div>36</div> <div>Aug 27, 2017</div>	<div>35</div>	<div>34</div>	<div>33</div>	<div>32</div>	<div>31</div>	<div>30</div>
<div>36</div> <div>3</div>	<div>35</div> <div>4</div>	<div>34</div> <div>5</div>	<div>33</div> <div>6</div>	<div>32</div> <div>7</div>	<div>31</div> <div>8</div>	<div>30</div> <div>9</div>
<div>37</div> <div>10</div>	<div>36</div> <div>11</div>	<div>35</div> <div>12</div>	<div>34</div> <div>13</div>	<div>33</div> <div>14</div>	<div>32</div> <div>15</div>	<div>31</div> <div>16</div>
<div>36</div> <div>17</div>	<div>35</div> <div>18</div>	<div>34</div> <div>19</div>	<div>33</div> <div>20</div>	<div>32</div> <div>21</div>	<div>31</div> <div>22</div>	<div>30</div> <div>23</div>
<div>36</div> <div>24</div>	<div>35</div> <div>25</div>	<div>34</div> <div>26</div>	<div>33</div> <div>27</div>	<div>32</div> <div>28</div>	<div>31</div> <div>29</div>	<div>30</div> <div>30</div>

11:05 AM Room for Diana Guadalupe

11:05 AM Room for Diana Guadalupe

8:30 AM Project Man...

8:30 AM Project Man...

9:00 AM LTSS - Pin...

Project Management Principles and Strategies for the DSS Manager

Learning Event ID: 00000000

Delivery type: Instructor-Led

Start Date: 09/18/2017

End Date: 09/19/2017

Location: Hartford

Hovering over one of your scheduled events will display a preview of that event.

