End User Manual

theicn.org/eLearning-how-to

Welcome to ICN's eLearning Portal. This manual is an end user guide, explaining how you as a user can navigate the features and functions of the eLearning platform. We'll take a step-by-step look at all the features to make sure you are comfortable. Let's get started!

Logging in to the eLearning Portal

If you have already received your login credentials via email, you can start using the eLearning Portal at <u>www.theicn.org/eLearning</u>. To gain access, insert your **username** and **password** in the login page.

Wetconel	Köň Velcome eLearnin LEAR	e to ICN's ng Portal NING ANYWHERE			
Available trainin All your courses and The Interes	Sign in Username Pessword	SIGN IN Forgot your password?	•	Not registered yet? From this page you can register to the platform; follow the instructions below and fill in the fields properly. REGISTER NOW	AY VIEW: BOXES •
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If you've forgotten your password, you can recover it by clicking **Forgot your password?** on the login page.

Sign in		
Username	*	
Password	۲	Not registered yet?
SIGN IN		and fill in the fields properly.
Forgot your password?		REGISTER NOW



In the **Password or Username lost?** window you'll need to insert either your e-mail address or your username. The system will then send you an e-mail with instructions on how to create a new password. Click **SEND** to confirm the operation.

Password or Username lost? If you have your password insert your username or your e-mail address in the field below, you will receive a message with the	
instructions.	Not registered yet?
SEND	From this page you can register to the platform; follow the instructions below and fill in the fields properly.
	REGISTER NOW

Self-Registration into the eLearning Portal

ICN's eLearning Portal requires self-registration to create a profile within the system. Click **REGISTER** to create a profile. Profiles are meant for individual use.

Welcome!	Velcome t Learning LEARN	o ICN Porta ING YWHER	l's al RE	LANGUAGE	ENGLISH -	REGISTER SIGN IN
Available training All your courses and lear	Have an account Aiready a Docebo user? Grea the button below and enter credentials to access your pla SIGN IN	t? vour login atform.	Register a Username First Name Password Language	Last Name Last Name Retype the Pa	mandatory fields	E
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Fill in all of the required details, and we recommend that you fill in the optional details as well. Click **REGISTER**.

	Register as	New User * mandatory fields	<u> </u>	Register as New User * mandatory fields
Have an account? Aready a Docebo user? Great! Press the button below and enter your login credentials to access your platform. SIGN IN	Username john_doe First Name John Password English	E-mail johndoe@sample.com Last Name Doe Retype the Password ••••••	Have an account? Already a Docebo user? Great! Press the button below and enter your login credentials to access your platform. SIGN IN	Alabama • Child care nutrition progr • School Nutrition Program • yes • In the workplace • BACK REGISTER
		• •		••

Once you receive a confirmation email, you will be able to log in with the credentials you created and click **SIGN IN**.

Sign in	
Username johndoe	\bigcirc
Password	
SIGN IN	Well Done.
Forgot your password?	
	Register a new account?



Enrolling in an Online Course

Enrolling in an online course is easy. Once you are logged in, either use the **search bar** at the top of the screen to search for the course you want to take or click **View Full Catalog** in the **Course Catalog** to browse through the available courses.



Once you find the course of interest, click **ENROLL**.





Here you can read through **ABOUT THIS COURSE**, **CONTENT**, and **ADDITIONAL INFORMATION**. If it is the course you want to take, click **ENROLL** again.

ABOUT THIS COURSE CONTENT ADDITIONAL INFORMATION	
Adult Learning is designed to be a supplemental online course to the Foundations of Training Excellence Master Trainer face-to-face course. The purpose of this course is to enhance the trainers' ability to actively engage trainees in training for improved learning and improved job performance.	

Click **START LEARNING NOW** to be taken to the course material to begin.



Change Password, Edit or View Profile

Once you have logged in, click on \equiv in the top right-hand corner of the screen.







Under **My Profile** you have access to change your first and last name and email address. Under **Change Password**, you can change your password. **Preferences** allows you to change your time zone and language settings.





Using the Catalog Search and Filter Features

Use the catalog search and filter features to help you find the course(s) you are looking to enroll in.

The **global search feature** at the top of the eLearning Portal searches titles of courses, any words within the description of a course, and course materials within a course.

Welcome to the User Dash	ventory Inventory Management - Controlling Cost My Courses and Learning Plans Food Safety in Schools My Courses and Learning Plans	
ICN's ne	N's elearning w elearning Portal provides an enhanced online training exp	B Portal
The second		
	What would you like to	do?
My Profile	What would you like to My Courses	do? My Certificates
My Profile Click	how/edit Wiew the courses and learning plans you have already enrolled in and continue taking your courses where you left off	do? My Certificates Access your certificates by clicking the next to your completed courses.

The **Course Catalog Filters** help the user filter down what they are looking for, and you can use the search feature to search the filtered options.



How to Resume a Course Where You Left Off

Users do not have to finish online course all at one time. The eLearning Portal allows you to resume course where you last left off. Go to <u>www.theicn.org/elearning</u> and **SIGN IN**.

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Available trainin	Sign in				
₩ PILTERS	Password		0	Not registered yet? From this page you can register to the	W VIEW: BOXES •
		SIGN IN Forgot your password?		platform; follow the instructions below and fill in the fields properly.]
			`		126
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You can access your enrolled course in two ways: the **Dashboard** or the **main menu**. We'll cover the Dashboard option first. When you log in, you are brought straight to your Dashboard which is full of quick links.

Click the View My Courses quick link in the My Courses box.



The second way is to use the **main menu**. Click on \equiv in the top left-hand corner of the screen and click **My Courses and Learning Plans**.





Both of those paths will take you to the **My Courses and Learning Plans** page. Click the course you would like to resume.





How to Obtain a Certificate of Completion

Certificates of completion are generated after all course content, quizzes, and the course evaluation is completed. You can access certificates of completion in three ways: from the **Dashboard**, the **main menu** or by accessing the completed course. We'll cover the Dashboard option first. When you log in, you are brought straight to your Dashboard which is full of quick links.



Click the View My Certificates quick link in the My Certificates box.

This link takes you directly to **My Activities** and **Courses**.



The second way is to use the **main menu**. Click on \equiv in the top left-hand corner of the screen and click **My Activities**.



On your **My Activities** page, click **Courses**.





Courses shows all the course you have subscribed to, in progress, and completed. The completed courses will have a certificate icon () next to them. Click on) next to your completed course.

Select **Open with Adobe Acrobat** and click **OK**.

Opening 2_4_13009_1475535053_Course Completion.pdf			
You have chosen to open:			
1475535053_Course Completion.pdf			
which is: Adobe Acrobat Document (186 KB)			
from: https://theicn.docebosaas.com			
What should Firefox do with this file?			
Open with Adobe Acrobat (default)			
Save File			
Do this <u>a</u> utomatically for files like this from now on.			
OK Cancel			

This will open your certificate as a PDF where you can print and/or save it.

The last way is to access the completed course directly. From the **Dashboard**, click the **View My Courses** quick link in the **My Courses** box.





From there click any course marked **DONE**.



Click **DOWNLOAD YOUR CERTIFICATE** from inside the course to open and save a PDF as mentioned before.

= Ochild nutrition	Search courses, content and more	Q Active users: 4 / 10000 👻 🏆	A = 1
Back to My Courses		0	
		Adult Learning 16 / 16 lessons completed DOWNLOAD YOUR	CERTIFICATE
Cou Hov	rse completed on 05/23/2017 Adult Learning vould you rate this course?	How would you rate this co	urse? s on Completing ICN
		Lesson 1	0/3 ~
		Lesson 2	0/3 💊
		Lesson 3	0/3 💊
AL Introduction		Lesson 4	0/3 >
		- Congratulations!	



How to Earn/View Badges and Points

Badges and points can be earned for completing various tasks within the eLearning Portal. Those tasks and points are listed below.

POINTS	TASK
100	Completed 1 hour Course
200	Completed 2 hour Course
250	5 Courses Completed
300	Completed any CACFP Courses
300	Completed 3 hour Course
400	Completed 4 hour Course
500	10 Courses Completed
600	Completed 6 hour Course
700	Completed 7 hour Course
800	Completed 8 hour Course
1000	20 Courses Completed
1000	Completed Procurement Topic 1-3
1200	Completed all SN Food Safety Courses
1200	Completed all CACFP Meal Pattern Courses
2500	Completed all of HR Series Courses

You can check your badges and points by click **View My Badges** on the **Dashboard**.





My Badges and Points will show you how many total points you have, the badges you have been awarded and the badges you have not yet been awarded. From the **My Badges and Point** you can also click on the Leaderboard link to show where you land on the leaderboard of all of ICN's users.

My Badges and Points		
★ My Badges	My Badges and Points	
★ Leaderboard	★ My Badges: 3 ★ My Points: 650	
Contests	Completed 1 Hour Course	100 ★
	Receive this badge for the completion of a 1 hour ICN eLearning course.	
	ALL AWARDED NOT AWARDED	
	Not Awarded	
	∑	

How to Import External Training and Certificates

The External Training section allows you to import trainings and certificates taken from outside sources into ICN's eLearning Portal. It is a way for users to keep a transcript of all of your trainings in one location. You can do this by clicking **View My External Training** on the **Dashboard**.





Click **New activity** to add an external training.

My Act	ivities									
₩ si	tatistics	External training								
6 A	dditional info									
۵ کلال	Courses	0								
Ê D	xternal training	New activity								
* B	adges									
🧟 S	ocial	Count	~ 0							
Q v	Vebinars		× •4							
		COURSE NAME	ТҮРЕ	DATE	SCORE	CREDITS (CEUS)	TRAINING INSTITUTE	CERTIFICATE		
		Nutrition: Functional Foods	E-Learning	10/3/2016	89/100	4	SuperKid Nutrition	*	ľ	×
		Total: 1								

Add in the necessary information. Click **UPLOAD** to import a certificate and then click **CONFIRM**.

New training to re	port -Report external training activity ×
Training institute	Kansas State Department of Education
Course name	Sodium Savvy
Course type	⊘ E-Learning O Classroom
Date *	6/2/2017
	Course completion date
Score	95 🔿 / 100
Credits (CEUs)	1
Certificate	UPLOAD FILE
	Hie must be an image of PDF document
	CONFIRM



Clicking **CONFIRM** will add the external training and certificate to your **External Training** list.

My A	Activities									
ĸ	Statistics	External trainir	ng							
0	Additional info									
血	Courses	O								
Ê	External training	New activity								
*	Badges									
e	Social	Search	×	Q						
9	Webinars		~	-						
		COURSE NAME	ТҮРЕ	DATE	SCORE	CREDITS (CEUS)	TRAINING INSTITUTE	CERTIFICATE		
		Sodium Savvy	E-Learning	6/2/2017	95/100	1	Kansas State Department of Education	Ħ	ľ	×
		Nutrition: Functional Foods	E-Learning	10/3/2016	89/100	4	SuperKid Nutrition	*	ľ	×
		Total: 2								



How to Access/Use the eLearning Portal on Mobile Device

The Mobile App allow users to access their ICN eLearning profile directly from their mobile devices. Through the Mobile App, users can easily attend courses and engage with learning objects via channels.

The Mobile App is available for both iOS (including iPads) and Android devices. Users can download the app by searching for "**Go Learn**" in the Apple Store or in Google Play.

Logging In

- 1. There are two ways to access ICN's eLearning Mobile Portal.
 - 1) The first way is by going to <u>theicn.org/eLearning</u> on a mobile device. You will automatically be directed to download the mobile app version of the **ICN eLearning Portal**.
 - 2) The second way is to download the app "**Go.Learn**" in the Apple Store or Google Play. To access the app, tab on the app's icon to launch it.





2. Type in your **username** and **password** to log in, then click **SIGN IN**. You can also flag the option to *Remember Me* on this device so you don't have to login again every time you launch the app.

	14:30 PM		
	Or A ^{electron} ite		
	TO:		
elearning.theicn.or	5	A	
8 johndoe			
Remember me			
	Sign in		
	Forgot your password?		
	-		

* Taking a Course

- 1. Once logged in, a user will see three sections called "**Channels**" organizing courses into:
 - 1. Continue to watch and learn courses in progress
 - 2. New invitations and subscriptions course users have registered for but not started
 - 3. My learning activity history courses completed

2. Click on a course to begin.





3. Click the desired course material to start the course.

14/30 PM			(1111)
USDA Foods: Disaster Preparedness This online course is specifically designed for ESF-11, Food and Nutrition Services (FNS) Regional Offices, and Distributing Agency staff. It was developed to assist you in preparing for any disaster that might require a USDA Foods response in your area or region. Target Audience: School Nutrition Directors, State Agency Staff	ENGLISH	() 120m	8 LEARNER
^			
16 CHAPTERS			
Lesson 1			0
			0
Lesson 3			O
Instructions			0
Congratulations!			Ø
Course Evaluation			0
USDA DP Introduction			•
USDA DP Lesson 1			

4. Inside the course material, use the arrows in the bottom-right corner to move throughout the course. Click the <u></u>to access the course menu including the course outline, resources, and help buttons.





Mobile App Limitations

- 1. **Course catalogs are not available.** You must first enroll in courses on a desktop or laptop. Courses will then be available to take on a mobile device.
- 2. Certificates of Completion must be accessed on a desktop or laptop platform.
- 3. Course materials play smoothly in offline mode only if they are completely encapsulated, meaning that they do not reference any external websites. If you run into an external website link in course material, you won't be able to view it when viewing the course offline.
- 4. You cannot access webinars from the Mobile App.

Browser and System Requirements

Supported Desktop Browsers	Internet Explorer (IE10 and IE11) Microsoft Edge * Mozilla Firefox * Google Chrome * Safari *
Supported Operating Systems	Microsoft Windows 7 (or higher)** OSX (Last two major releases) Most Linux Distributions
Supported Mobile Operating Systems	iOS 9 Android 4.2
Supported Mobile Browsers	iOS: Default browsers in version 9 and above Android: Default browser in version 4.2 and above
Browser settings	JavaScript must be enabled Cookies must be enabled Local Storage must be enabled



* Brower notes

Microsoft Edge, Firefox, Chrome, and Safari follow a continuous release policy that makes it difficult to fix a minimum version. For this reason, following the market recommendation ICN will support the last 2 major versions of each of these browsers.

**Note for Windows XP users:

Windows XP is no longer supported by its original vendor, Microsoft, but if your organization has internal policies that have extended the use of Windows XP, ICN recommends that your PCs be migrated to MS Windows 7 or above at your earliest convenience. Although we are not in a position to guarantee the service on a no longer operational operating system, ICN still has customers running Windows XP who adopt the eLearning Portal. If you are unable to upgrade your PCs at this time, we recommend installing the latest version of Google Chrome, as a temporary solution.

ICN strongly recommends that users maintain updated operating systems (both desktop and mobile) aligned to the latest release made available by the respective vendors.

Still have questions? Contact our helpdesk at 1.800.321.3054 or at helpdesk@theicn.org.

How to Clear Cache in All Browsers

Some issues in the eLearning Portal can be resolved by clearing your browser's cache. Please see the instructions below for the browser you are using. After clearing your cache, go back to the eLearning Portal and your issue should be resolved.

Internet Explorer

1. Click the Gear in the top-right hand corner of your browser.

G https://www.google.com/?g 𝔎 ▾ 🗎 ♂ G Gc	ogle ×	
2. Click Internet Options	Print File Zoom (100%)	
	Safety Add site to Start menu View downloads Ctrl+J Manage add-ops	
	F12 Developer Tools Go to pinned sites Compatibility View settings	
	Report website problems	
	About Internet Explorer	4



3. Click **Delete** under **Browsing History** and then wait for your browsing history to be deleted.

Internet O	ptions					8 X
General	Security	Privacy	Content	Connections	Programs	Advanced
Home p	age —					
	To crea	ate home	page tabs,	type each add	ress on its o	own line.
	http:	//www.g	oogle.com	/		*
						-
		Use cu	rrent	Use default	Use n	ew tab
Startup	.					
() S	tart with ta	bs from t	ne last sess	sion		
S	tart with ho	ome page				
Tabs -						
Char	nge how we	bpages a	re displaye	d in tabs.	10	abs
Browsin	ng history					
Delet form	te tempora information	ry files, hi n.	story, cool	cies, saved pas	swords, and	d web
D	elete brow	sing histor	y on exit		_	
			ſ	Delete	Set	tings
Appear	ance —					
	Colors	Lang	ges	Fonts	Acce	ssibility
			ОК	Ca	ancel	Apply





4. Once complete, click **Apply** and then **OK**.

Internet Options
General Security Privacy Content Connections Programs Advanced
Home page
To create home page tabs, type each address on its own line.
http://www.google.com/
Use current Use default Use new tab
Startup
Start with tabs from the last session
 Start with home page
Tabs
Change how webpages are displayed in tabs. Tabs
Browsing history
Delete temporary files, history, cookies, saved passwords, and web form information.
Delete browsing history on exit
Delete Settings
Appearance
Colors Languages Fonts Accessibility
OK Cancel Apply

* Firefox

1. Click the menu button in the top-right and corner of your browser.





2. From the drop down menu, click **History** then click **Clear Recent History...**

			Ę
	👗 Cut	Сору	🛱 Paste
	-	90%	+
		8	
	New Window	New Private Window	Save Page
	Print	() History	Full Screen
History		Options	Add-ons
View History Sidebar	Ctrl+H		
Clear Recent History Ctrl+	Shift+Del	Synced Tabs	
Restore Previous Session	ý	nc	
	+ Customize		0 0

3. The Clear All History menu will appear. Select "**Everything**" in the dropdown for **Time Range To Clear**. Select the checkboxes and click **Clear Now**.

îme range to dear:	Everything
All selec	ted items will be cleared.
This act	ion cannot be undone.
▲ D <u>e</u> tails	
Browsing & Down	nload History
🗹 Form & Search H	istory
Cookies	
🗹 Cache	
Active Logins	
Dffline Website D	ata
Site Preferences	



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Chrome

1. Click the menu button in the top-right and corner of your browser.



2. In the dropdown menu, click **History**. Click **History** again in the sub menu.

			New tab New win New inco	dow ognito windo	w Ctrl+S	Ctrl+T Ctrl+N Shift+N
History		Ctrl+H	History			÷
Recently closed 2 tabs		Ctrl+Shift+T	Downloads Ctrl+J Bookmarks			
No tabs from o	ther devices		Zoom	- 1	00% +	50
			Print Ctrl+P Cast Find Ctrl+F More tools			
			Edit	Cut	Сору	Paste
			Settings Help			•
			Exit		Ctrl+S	Shift+Q

3. Click **Clear Browsing Data** from the History menu.





* Safari

1. Click the **History** in the top-left and corner of your browser.



2. From the dropdown menu, click **Clear History**.

History	Bookmarks	Window	Help
Show All History			ЖY
Back			¥[
Forwar	d		쁐]
Home			仓 第H
Search	Results Snap	Back	\7₩S
Recent	ly Closed		
Reopen Last Closed Tab			企 器Τ
Reoper	n All Windows	from Last \$	Session
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Thursd	lay, April 24, 2	014	•
Clear H	listory		

3. Select "all history" from the dropdown menu and click Clear History.

	Clearing history will remove related cookies and other website data.
Change Star	Clear all history
?	Cancel Clear History

