

Using the SmartView Online Training System

A Guide for Users

Welcome to the SmartView Online Training System! This system is used for taking online courses and for signing up for live classes. Only log into the SmartView Online Training System by using a **Windows based computer**. **Apple computers are not compatible with SmartView**. This guide will walk you through the following functions:

Part 1: Logging in

Part 2: Navigating the “My Learning” Page

Part 3: Changing Your Password

Part 4: Signing up for a Live Class

Part 5: Taking a Computer-Based Learning (CBL) Course

Part 6: Viewing your transcript

Part 7: Printing Certificates

Part 8: Logging Out

Part 9: Troubleshooting

Part 1: Logging in

First, open up the Imagine! Resources for Providers page. Then click on the link for the “Online Training Login (SmartView):”

Imagine!Resources for Providers - Windows Internet Explorer

http://www.imaginecolorado.org/resourceProviders.htm

File Edit View Favorites Tools Help

Imagine!Resources for Providers

Imagine!

Resources for Providers

Internal Links:

- Ethics Reporting Hotline/Helpline
- Imagine! Corporate Integrity Plan
- Imagine! Disaster Preparedness Plan
- Imagine! Emergency Fund Procedures
- Imagine! Federal False Claims Act Policy
- Imagine! Financial Information
- Imagine! Nation (Imagine!'s Online Store)
- SmartView LOG-IN (for the Online Training System)
- NEW SmartView Support - for External Companies (If possible, please be prepared to attach a screen shot of the issue you are having, at the time you fill out the form. Thanks) - Click <http://www.wikihow.com/Take-a-Screenshot-in-Microsoft-Windows> for info about taking and saving a screenshot.
- SLS Online Incident Report Form

NEW Provider Application

Site Map

Home

start

Inbox - MicrosofR... Imagine!Resources... LMS Using the SmartView... UsingTheSmartView...

9:57 AM

This will take you to the following login page:

Do **NOT** click where it says, “click here to register”, since you are already registered in the system. Your “LOGIN ID” & “PASSWORD” will be the unique user name assigned & emailed to you earlier. Once you login, you can create a new password. If you do not know your LOGIN ID, ask your supervisor, or contact **SmartView Support** via the Imagine! web site at <http://www.imaginecolorado.org/resourceProviders.htm>. Once you have entered in your login ID and password, click “enter”. **Only access the SmartView Online Learning Management System using a Windows based computer and Internet Explorer Version 7.0 or higher.** To check the version of internet explorer that is installed on your computer, first open internet explorer, then click on **Help** in the menu bar and scroll down and click **About Internet Explorer** to view the current version installed on your computer. Click on the hyperlink below to update to Internet Explorer 7.0 or higher.

- <http://windows.microsoft.com/en-US/internet-explorer/downloads/ie>

Internet Browsers like Google Chrome, Fire Fox Mozilla & Safari are not licensed and will not work properly!!!

Part 2: Navigating the “My Learning” Page

Once you have logged in, you will be directed to the “My Learning” page. In the main part of the page, there is a list of all of the CBLs and Live Classes available for you to take. The My Learning page will look like this:

The screenshot shows the Imagine! My Learning page. The browser title is "AgileView - SmartView Software Suite - Microsoft Internet Explorer". The address bar shows "http://os.agileview.com/soo/portal/nav/nav.html". The page header includes the Imagine! logo and a navigation bar with "My Learning", "My Team", "Review", "Author", and "Facilitate". A user profile for "Matthew Barnert" is visible. The main content area is titled "Courses" and includes a legend: Required (R), Not-Required (O), In-Progress (INC), and Completed (C). There are links for "Certificate Program", "[view live course schedule]", and "[Search Courses]".

IM Customers						
Certificate	Course Name	Course Type	Eligibility	Action	Assessment	Course Information
O	IM P. Ethics V1	Anytime Learning	Eligible	Enroll Course Description		More Information
O	IM P. Harassment II	Anytime Learning	Eligible	Enroll Course Description		More Information

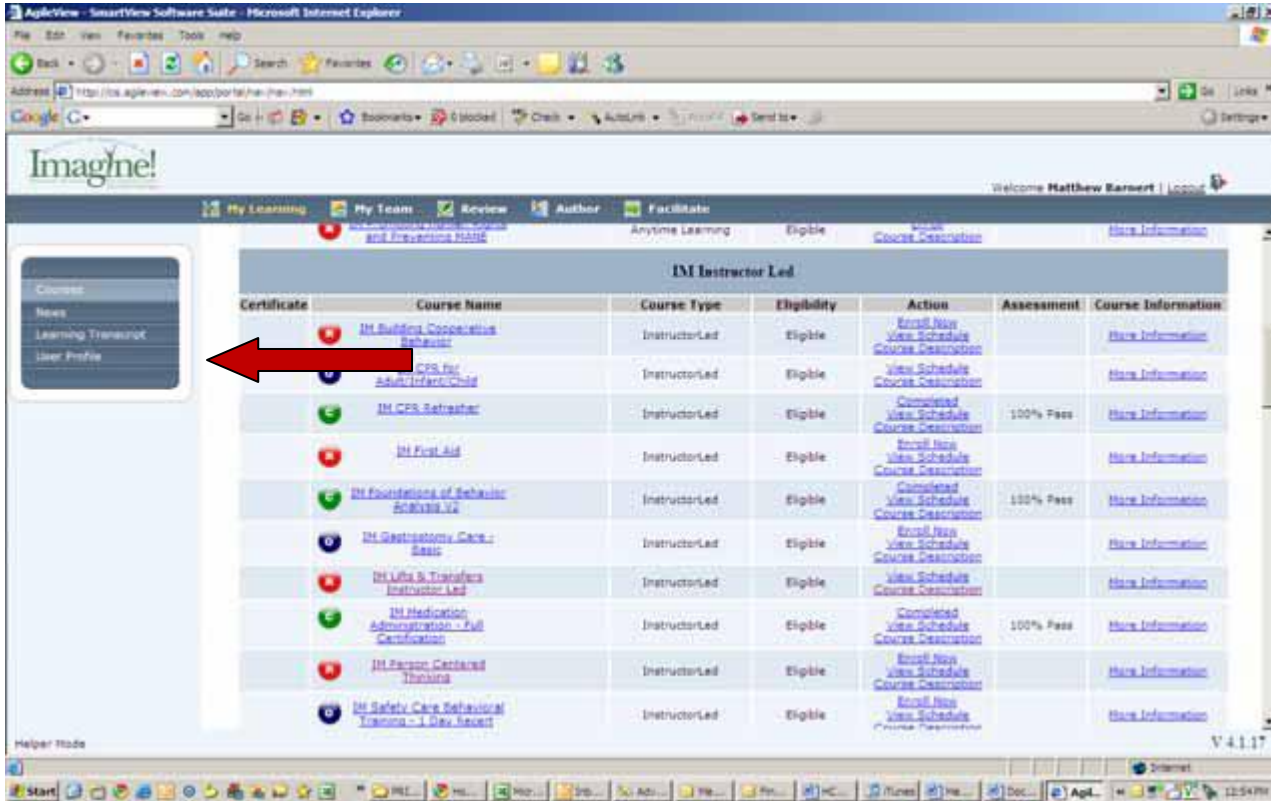
IM Innovations						
Certificate	Course Name	Course Type	Eligibility	Action	Assessment	Course Information
O	IM Advocacy - Primary Counselor Training V2	Anytime Learning	Eligible	Enroll Course Description		More Information
C	IM Group Home Licensing	Anytime Learning	Eligible	Completed Enroll Course Description	100% Pass	More Information
C	IM I-MEAS, Confidentiality, and Electronic Security	Anytime Learning	Eligible	Completed Enroll Course Description	100% Pass	More Information
R	IM I-Personal Needs Funds V1	Anytime Learning	Eligible	Enroll Course Description		More Information
C	IM I-Personal Needs Funds V2	Anytime Learning	Eligible	Completed Enroll Course Description	92% Pass	More Information

To the left of each item is a circle. These circles will tell you whether the course is required, optional, incomplete or completed. The key to what these circles mean is at the top of the page, and looks like this:

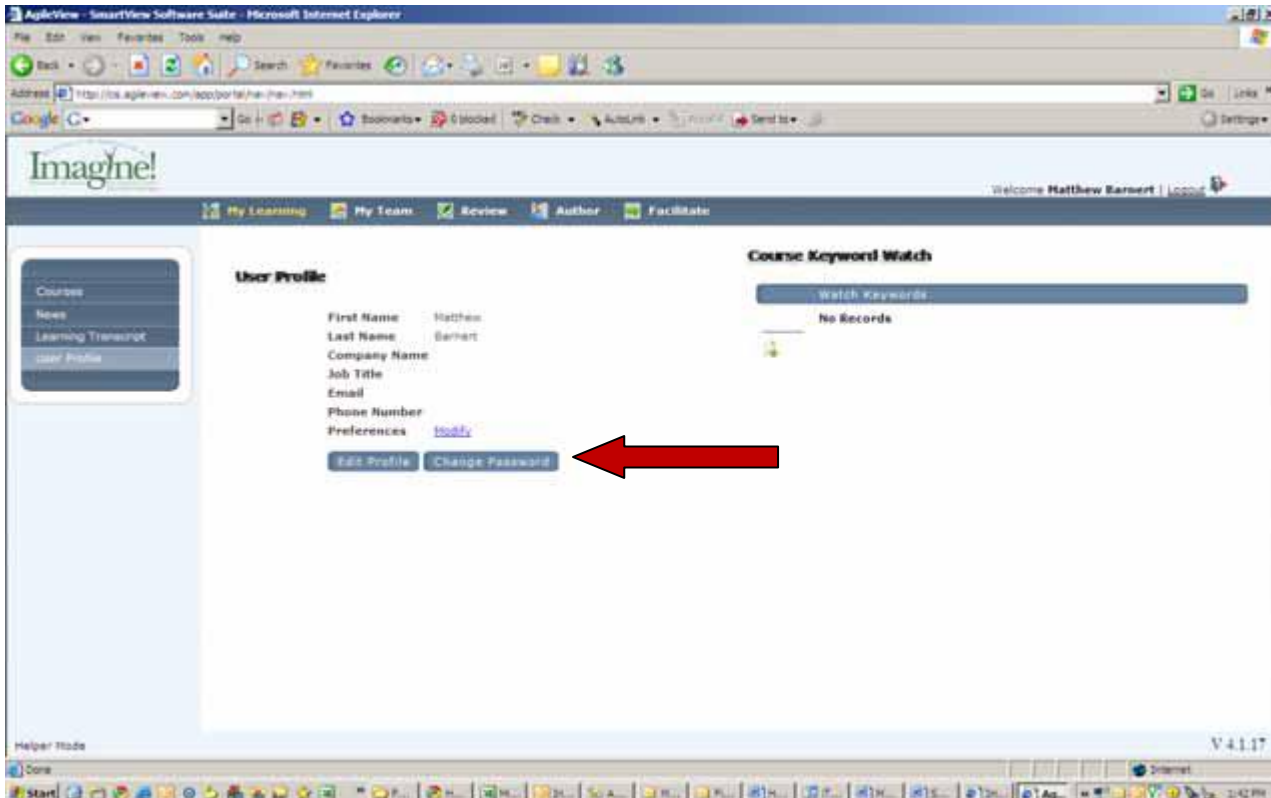
The close-up shows the "Courses" section with the legend: Required (R), Not-Required (O), In-Progress (INC), and Completed (C). The Imagine! logo and navigation bar are also visible at the top of this section.

Part 3: Changing Your Password

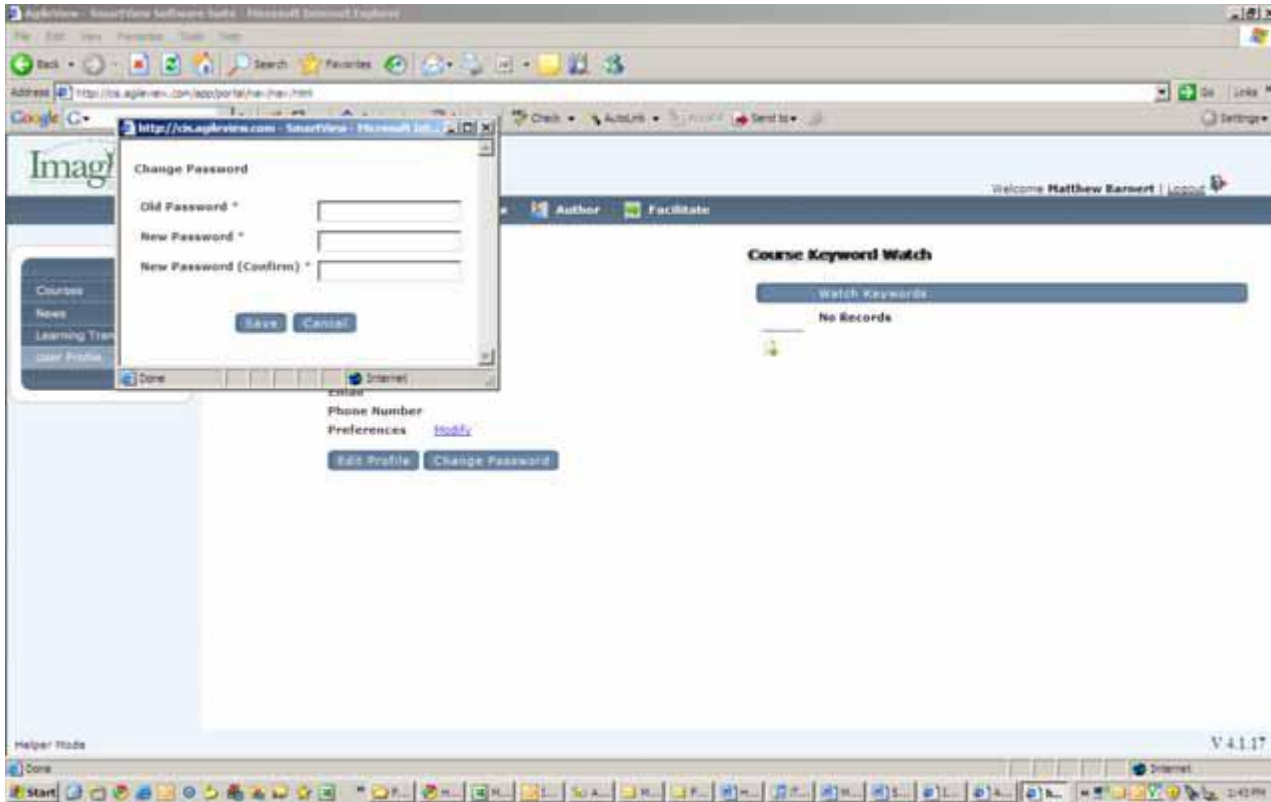
If you would like to change your password to something more secure, follow these steps. First, click on the “User Profile” on left side of the page:



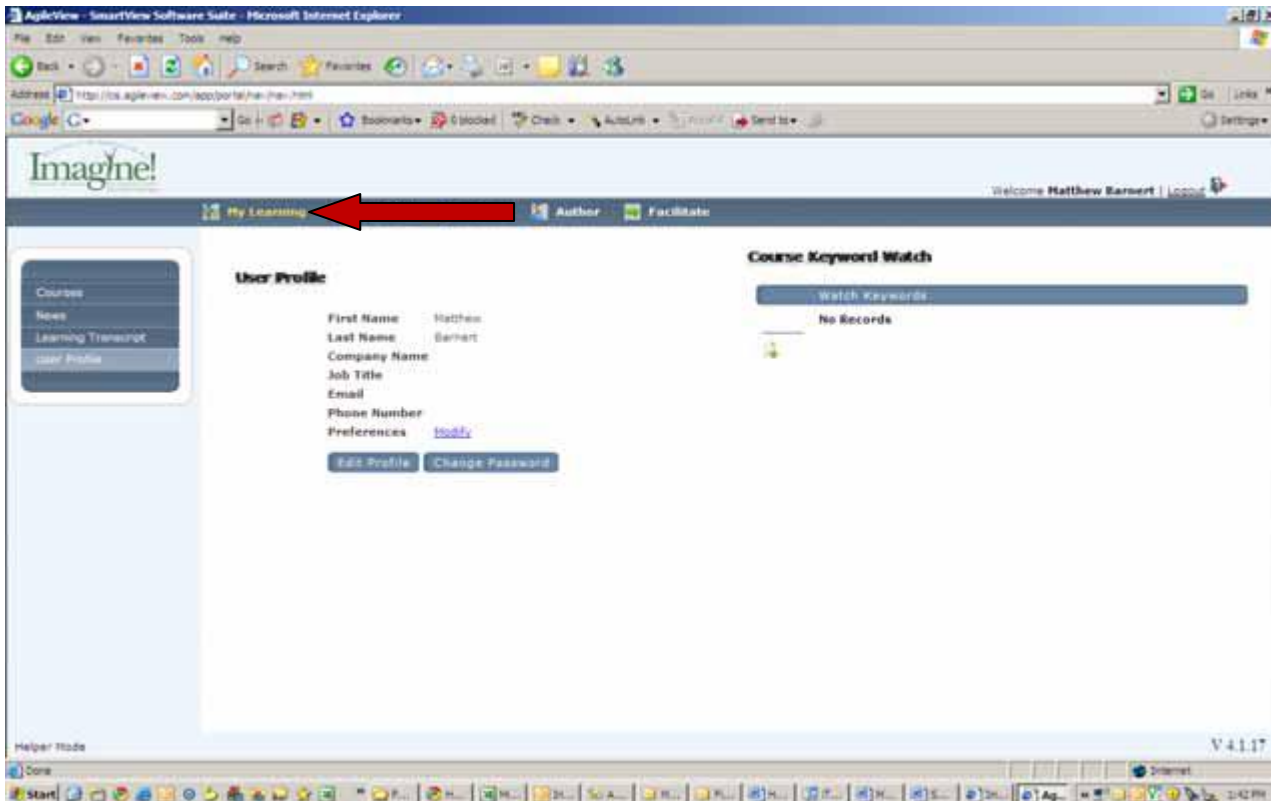
This will take you to your User Profile. Click on “Change Password” in the middle of the page:



You will be asked to enter your old password, enter a new password, and confirm it:

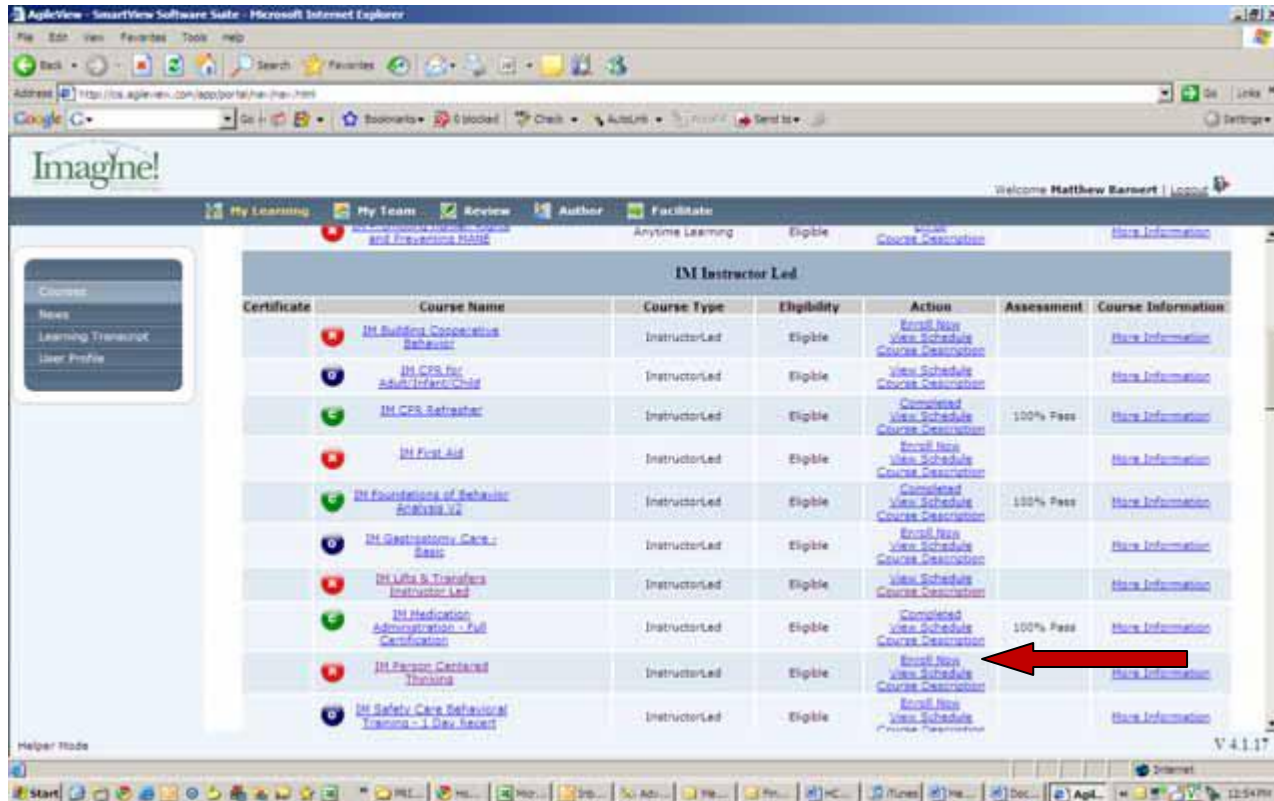


When you are done, select “save”. You will be directed back to your User Profile. To get back to the My Learning page, click on My Learning at the top of the page:



Part 4: Signing up for a Live Class

All of the live classes available for you to take will be under a heading that reads: “IM Instructor Led”. Select the class you want to enroll in by clicking on “**Enroll Now**” in the “**Action**” column. For example, if you want to enroll for Person-Centered Thinking then click here:



The screenshot shows the Imagine! software interface. The main content area displays a table of courses under the heading "IM Instructor Led". The table has columns for Certificate, Course Name, Course Type, Eligibility, Action, Assessment, and Course Information. A red arrow points to the "Enroll Now" button in the Action column for the course "IM Person-Centered Thinking".

Certificate	Course Name	Course Type	Eligibility	Action	Assessment	Course Information
IM	IM Building Cooperative Behavior	InstructorLed	Eligible	Enroll Now View Schedule Course Description		View Information
IM	IM CPS for Adult/Infant/Child	InstructorLed	Eligible	View Schedule Course Description		View Information
IM	IM CPS Refresher	InstructorLed	Eligible	Completed View Schedule Course Description	100% Pass	View Information
IM	IM First Aid	InstructorLed	Eligible	Enroll Now View Schedule Course Description		View Information
IM	IM Foundations of Behavior Analysis VI	InstructorLed	Eligible	Completed View Schedule Course Description	100% Pass	View Information
IM	IM Gastroscopy Care - Basic	InstructorLed	Eligible	Enroll Now View Schedule Course Description		View Information
IM	IM Life & Transfers Instructor Led	InstructorLed	Eligible	View Schedule Course Description		View Information
IM	IM Medication Administration - Full Certification	InstructorLed	Eligible	Completed View Schedule Course Description	100% Pass	View Information
IM	IM Person-Centered Thinking	InstructorLed	Eligible	Enroll Now View Schedule Course Description		View Information
IM	IM Safety Care Behavioral Training - 1 Day Event	InstructorLed	Eligible	Enroll Now View Schedule Course Description		View Information

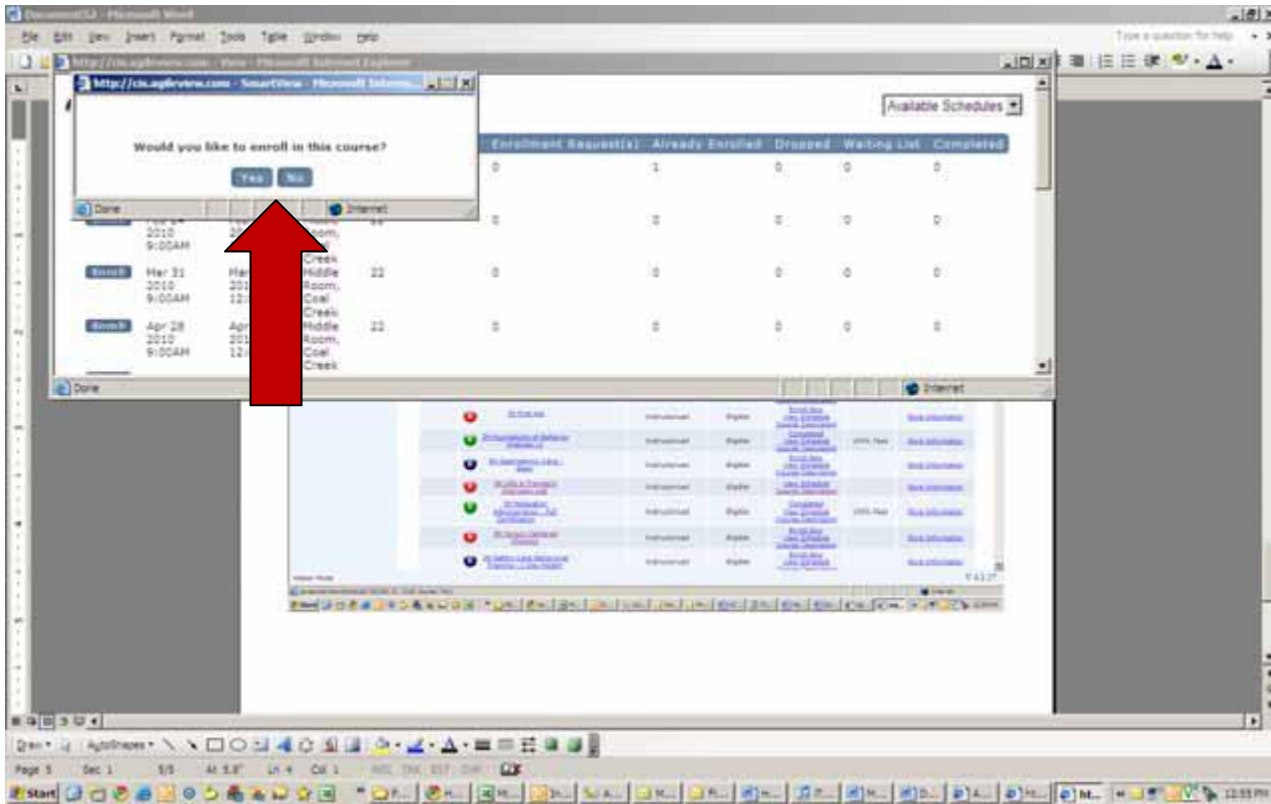
When you click on “**Enroll Now**”, a window will pop-up giving you a list of dates and times available for that class. Click “enroll” next to the date you want to take the class:



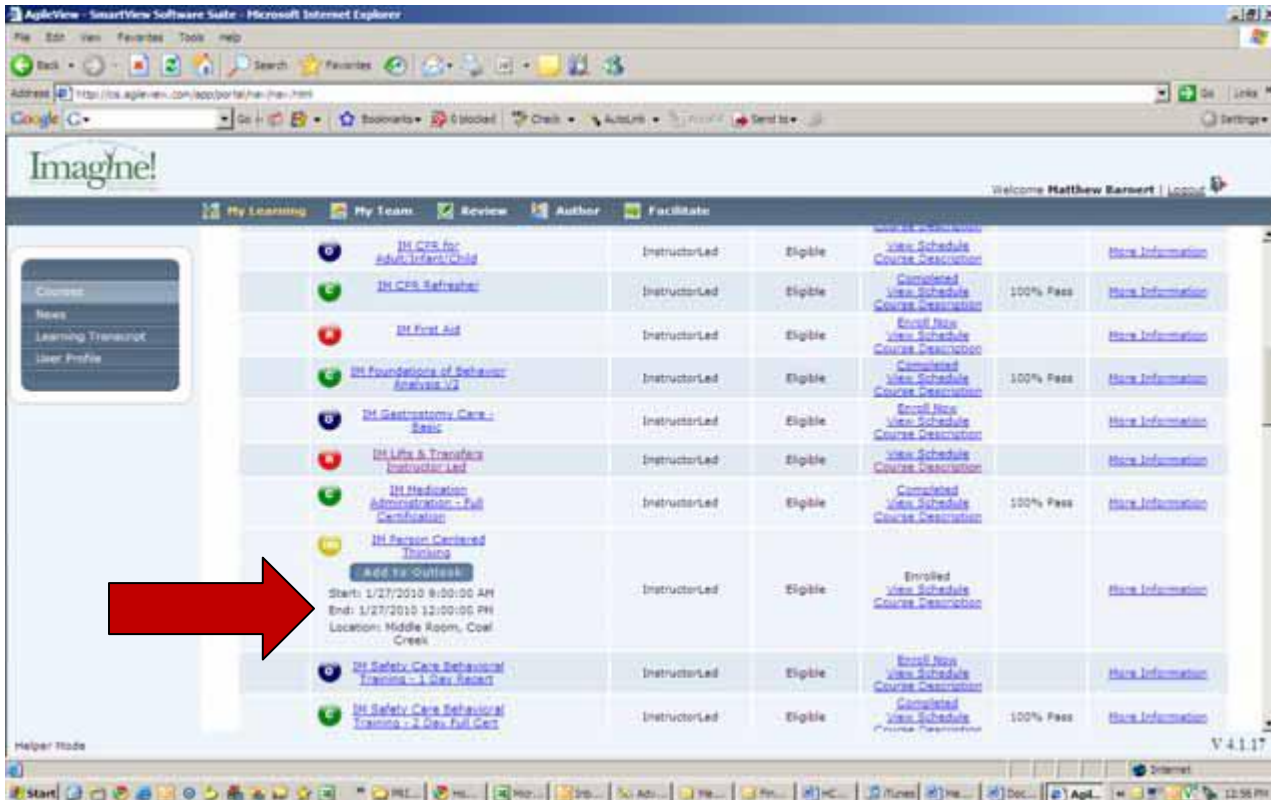
The screenshot shows the Imagine! software interface with a pop-up window titled "Available Schedules". The window displays a table of available dates and times for the selected course. A red arrow points to the "enroll" button next to the date "Apr 28, 2010".

Start Date	End Date	Location	Max. Participants	Enrollment Request(s)	Already Enrolled	Dropped	Waiting List	Completed
Jan 27, 2010 9:00AM	Jan 27, 2010 12:00PM	Hiddle Room, Coal Creek	22	0	1	0	0	0
Feb 24, 2010 9:00AM	Feb 24, 2010 12:00PM	Hiddle Room, Coal Creek	22	0	0	0	0	0
Mar 31, 2010 9:00AM	Mar 31, 2010 12:00AM	Hiddle Room, Coal Creek	22	0	0	0	0	0
Apr 28, 2010 9:00AM	Apr 28, 2010 12:00PM	Hiddle Room, Coal Creek	22	0	0	0	0	0

Another window will pop-up to confirm that you want to enroll in that course. Click “yes” to confirm, “no” to cancel.



If you click “yes”, you will be directed back to the My Learning page. If you look at the course now, you will see that the information for the course you enrolled in now appears:



If you need to un-enroll in a course; find the course on the list and on the right click on “Course Description”:

The screenshot shows the Imagine! software interface in a Microsoft Internet Explorer browser. The page displays a list of courses with columns for course name, instructor, status, and actions. A red arrow points to the 'Course Description' link for the 'IH Person Centered Thinking' course.

Course Name	Instructor	Status	Actions
IH CES for Adolescent/Child	InstructorLed	Eligible	View Schedule Course Description More Information
IH CES Refresher	InstructorLed	Eligible	Completed View Schedule Course Description 100% Pass More Information
IH First Aid	InstructorLed	Eligible	Enroll Now View Schedule Course Description More Information
IH Foundations of Behavior Analysis VI	InstructorLed	Eligible	Completed View Schedule Course Description 100% Pass More Information
IH Gastrology Care - Basic	InstructorLed	Eligible	Enroll Now View Schedule Course Description More Information
IH Life & Transfer Instructor Led	InstructorLed	Eligible	View Schedule Course Description More Information
IH Medication Administration - Full Certification	InstructorLed	Eligible	Completed View Schedule Course Description 100% Pass More Information
IH Person Centered Thinking	InstructorLed	Eligible	Enroll Now View Schedule Course Description More Information
IH Safety Care Behavioral Training - 1 Day, 8 Hours	InstructorLed	Eligible	Enroll Now View Schedule Course Description More Information
IH Safety Care Behavioral Training - 2 Day, Full Cert	InstructorLed	Eligible	Completed View Schedule Course Description 100% Pass More Information

This will take you to a description of the course. At the middle-left of the screen, you will see a small red “X”. Click on that “X” for disenrollment.

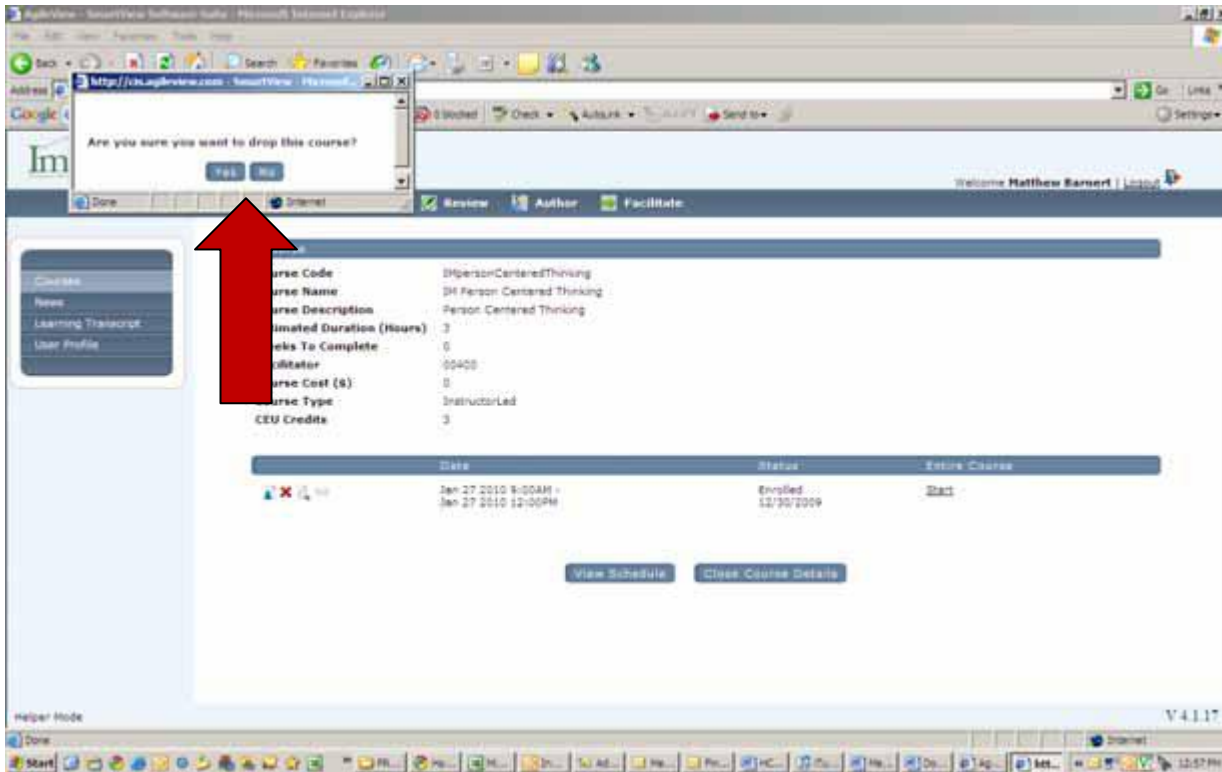
The screenshot shows the course description page for 'IH Person Centered Thinking'. The page displays course details and an enrollment table. A red arrow points to a small red 'X' icon in the enrollment table.

Course Details:

- Course Code: IHpersonCenteredThinking
- Course Name: IH Person Centered Thinking
- Course Description: Person Centered Thinking
- Estimated Duration (Hours): 3
- Weeks To Complete: 0
- Facilitator: 00400
- Course Cost (\$): 0
- Course Type: InstructorLed
- CEU Credits: 3

Date	Status	Enroll Course
Jan 27 2010 9:00AM - Jan 27 2010 12:00PM	Enrolled	Start

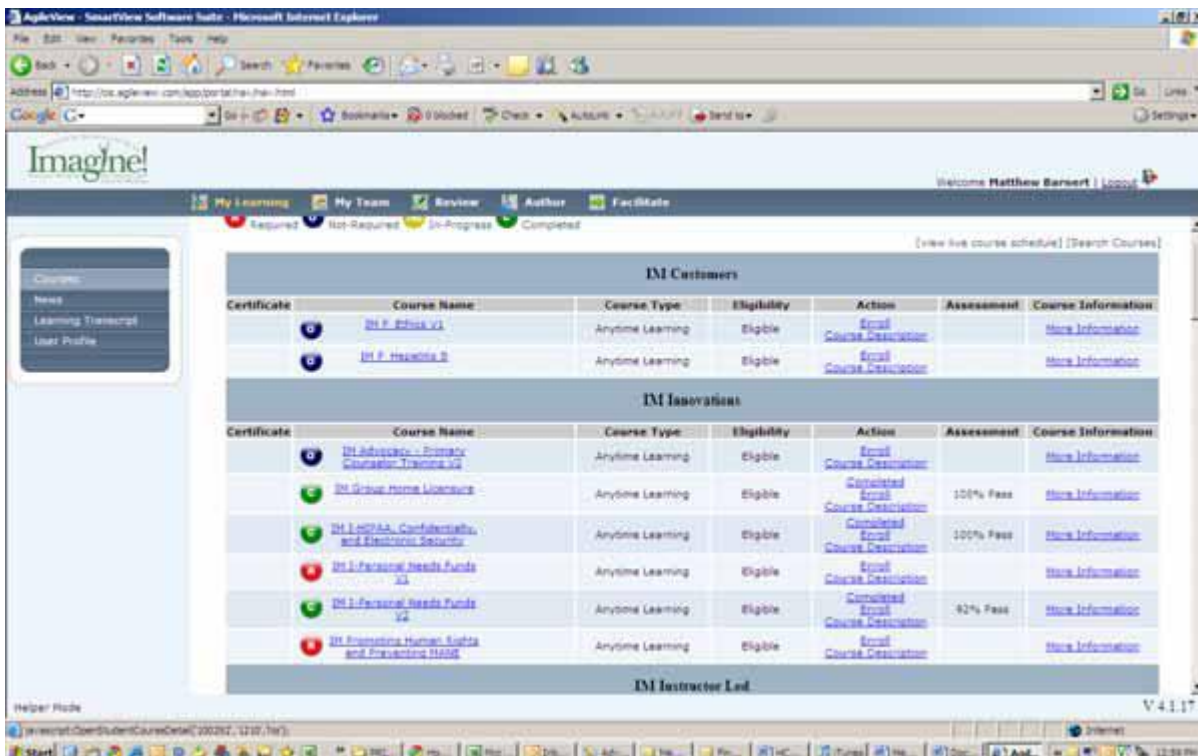
A window will pop-up asking if you would like to “drop” the course, Click “yes” for disenrollment in the course or “no” to cancel.



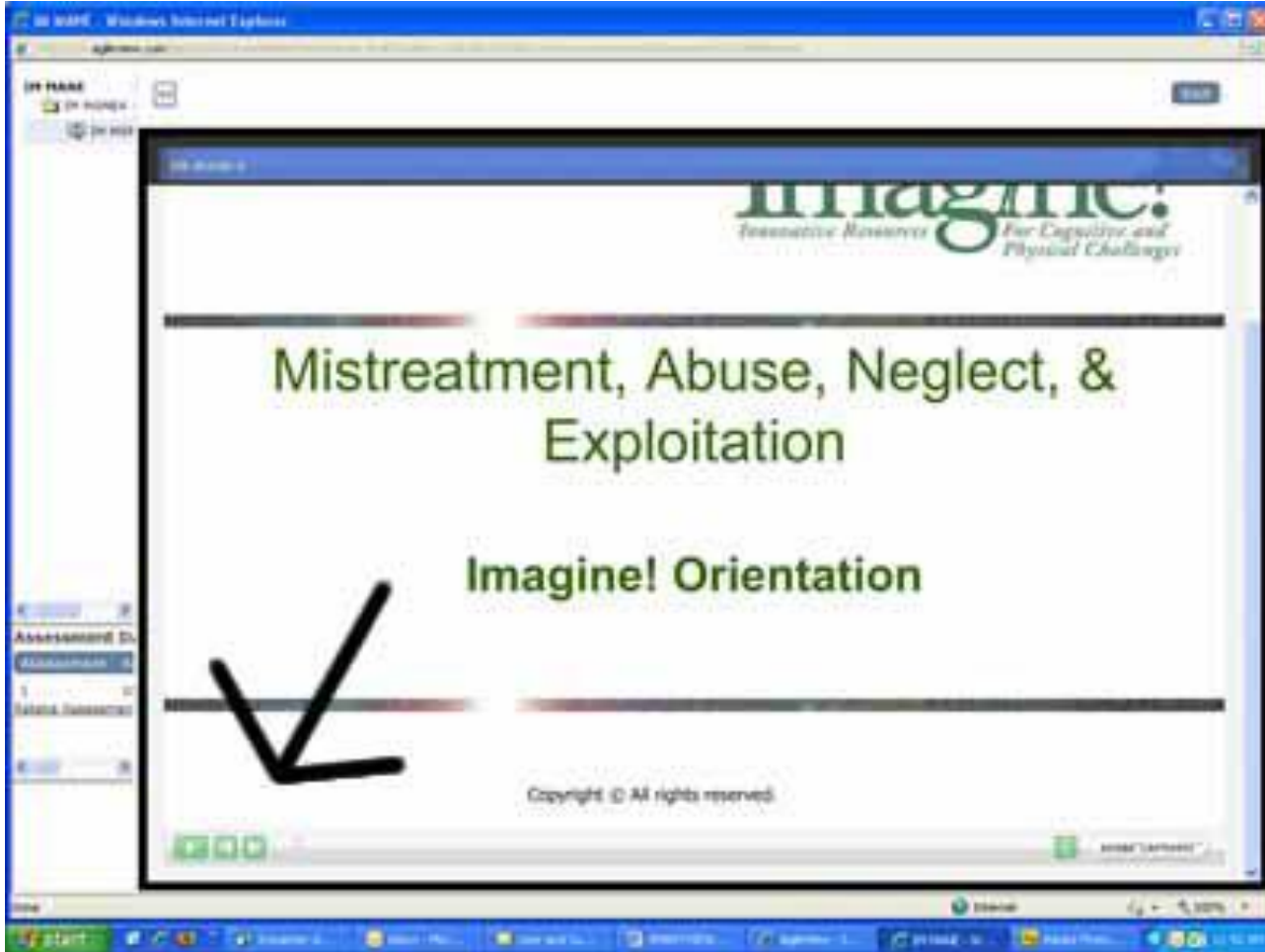
After you click “yes”, you will be directed back to the My Learning page. You will no longer see that additional information next to the course name.

Part 5: Taking a Computer-Based Learning (CBL) Course

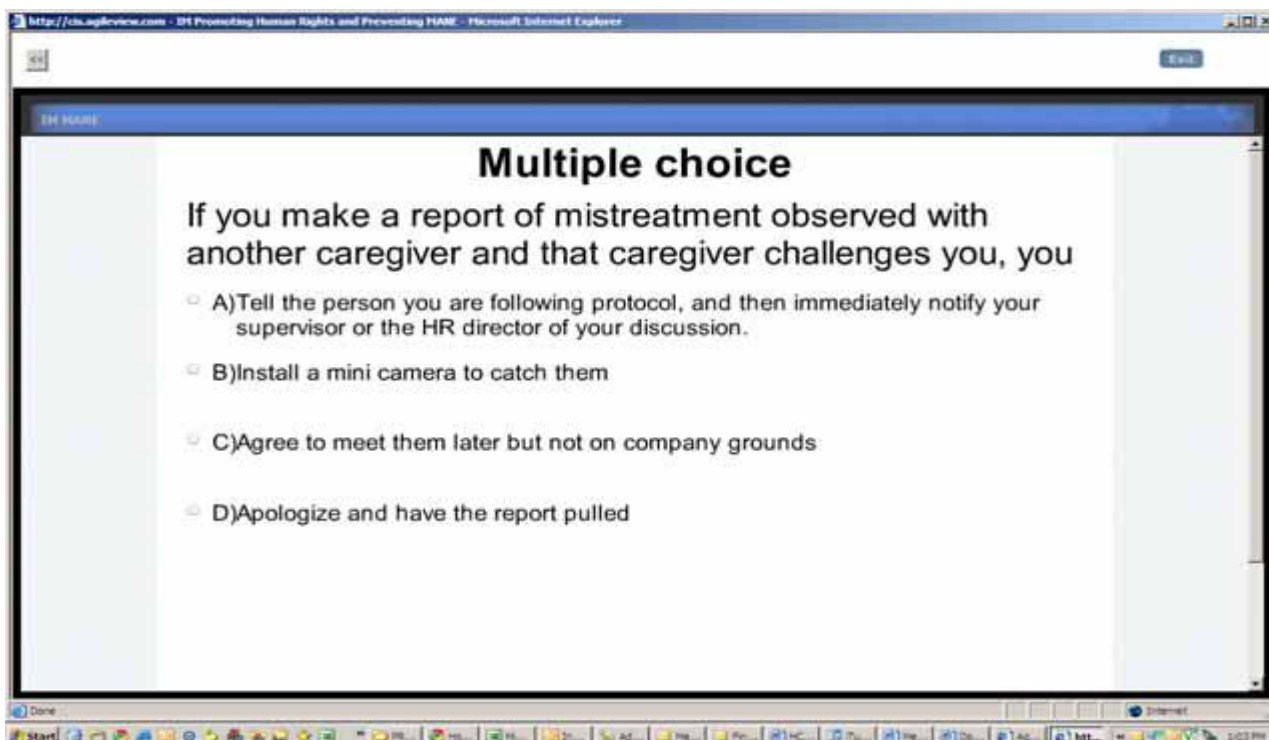
To take a CBL, first find the CBL you would like to take on the course list. For example, let’s say you want to take the CBL on “Promoting Human Rights and Preventing MANE”. Find that name on the list and then look to the right to find the “Action” column. In the “Action” column for that course, find the link that says “Enroll” and click it:



A new window will open up with the CBL itself. The CBL is just like a PowerPoint slideshow. Click anywhere on the page, or click on the navigation bar on the bottom of the page, to move to the next slide.

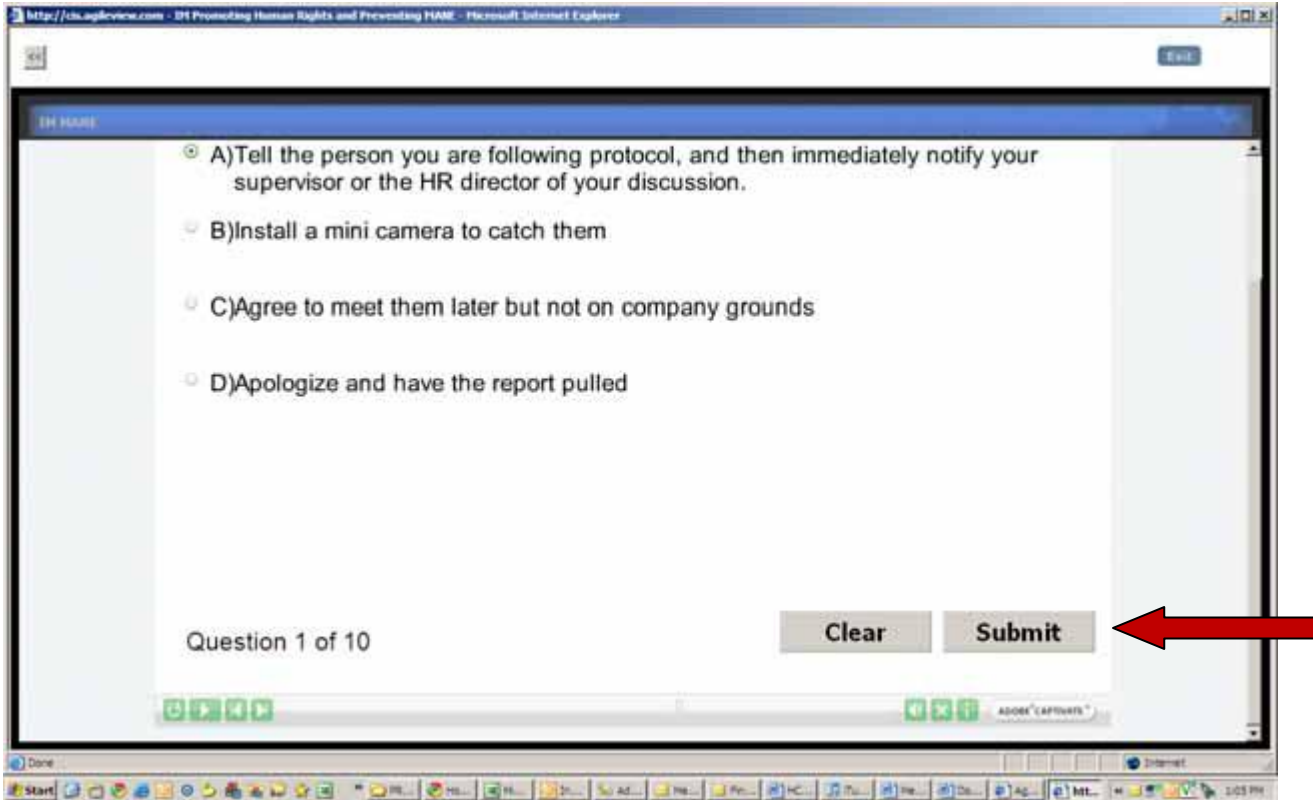


Some CBLs have a post-test at the end, and some have the questions interspersed within the CBL itself. Question slides will look like this:

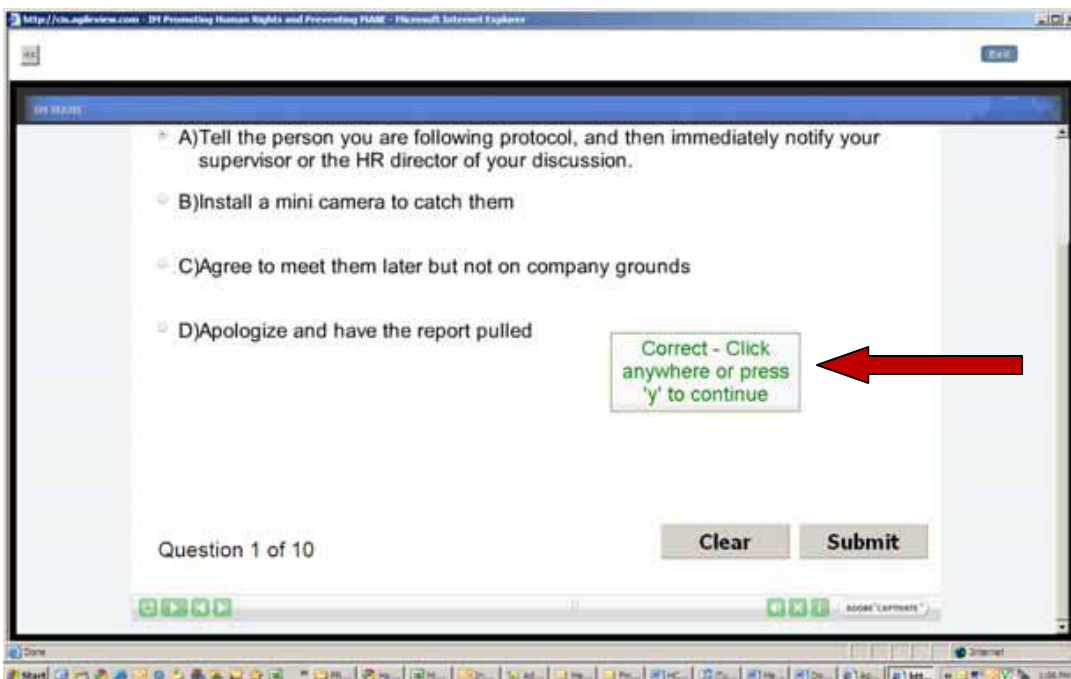


Different question slides will have different types of questions (multiple choices, multiple choices where you click as many answers as apply, fill-in-the-blank, true/false, matching, etc.). The slide will explain the type of question and will give you directions on how to complete it.

For the multiple choices slide above, select the correct answer and then scroll down and select the “submit” button:



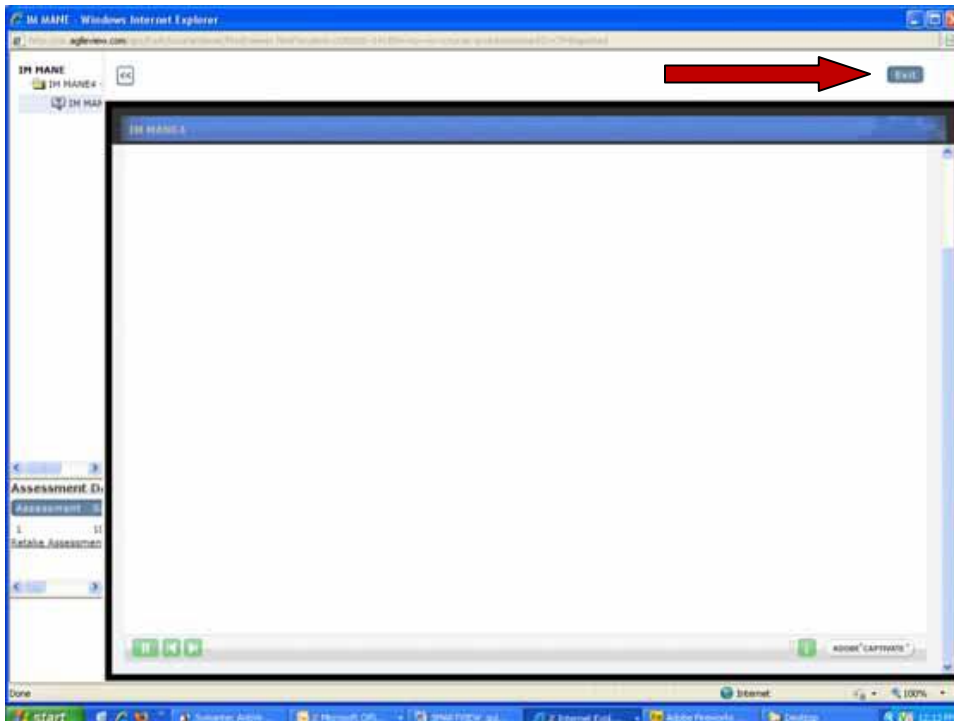
A box will then appear to tell you whether you got the answer right or not, and will give you further instructions as to how to proceed. (In some cases you will be able to answer the question again if you have answered incorrectly the first time.)



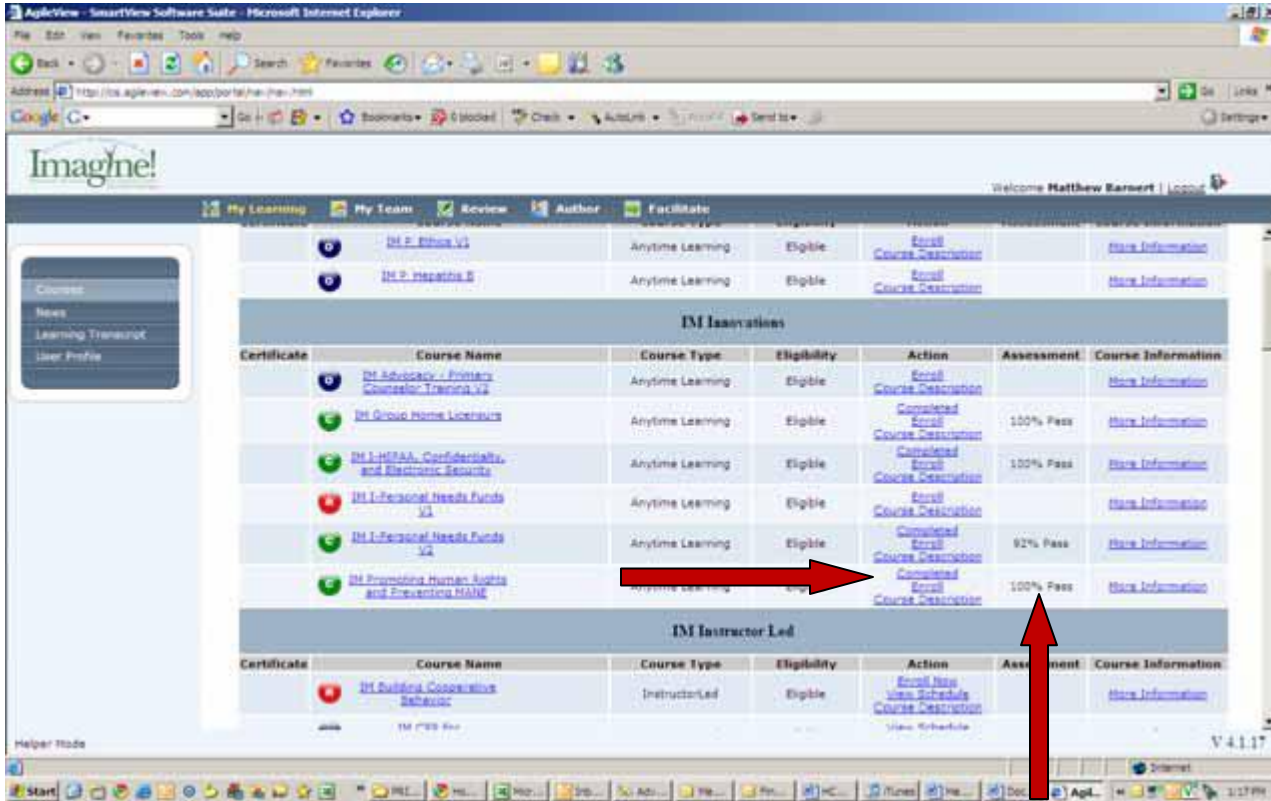
At the end of the CBL, a screen will appear to tell you the score you received on the post-test. To register your score and exit the module, click on the large bar with red instructions. After you click on the bar, you will see a “Thank You” page flash quickly and then disappear.



Next, you will see a blank page with a navigation bar at the bottom of the screen. This means you have exited the course. To return to the My Learning page, click “exit” at the top right corner of the page:

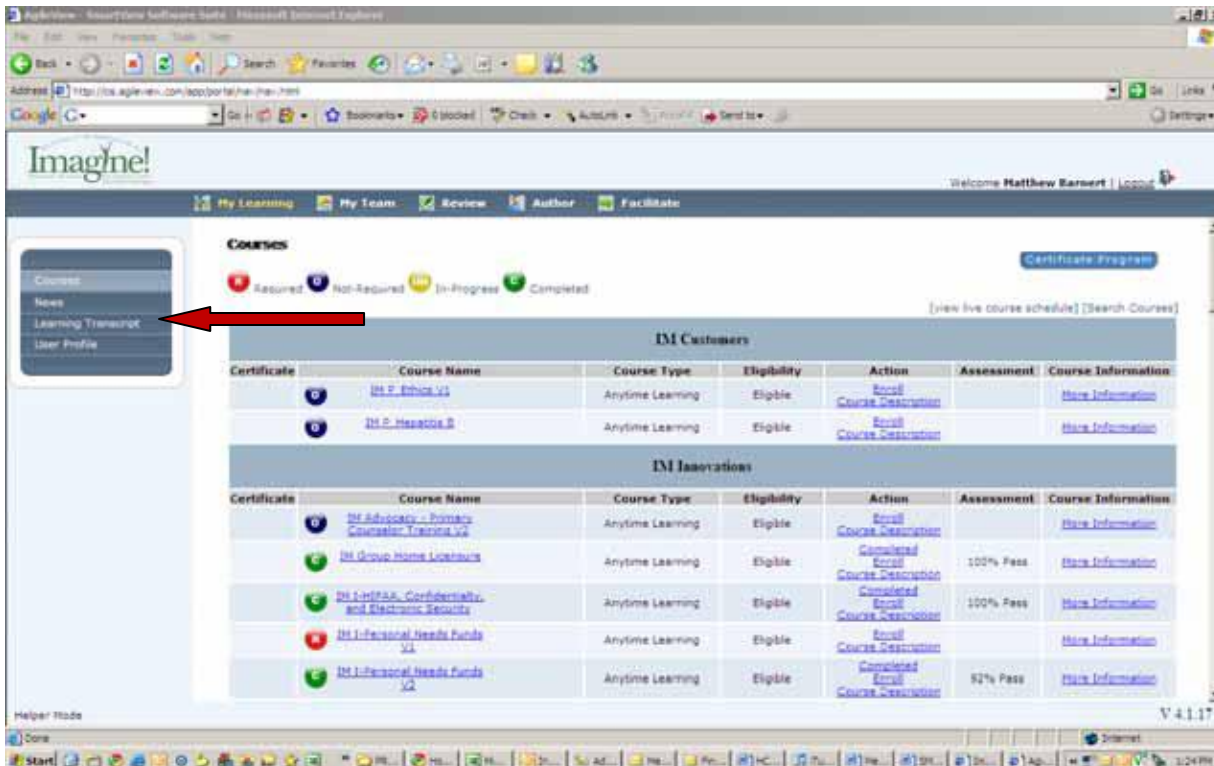


When you return to the My Learning page, you will see your score appear to the right of the class you just took. If you did not pass, you will have to take the CBL again by clicking Attempt 2, Attempt 3, Restart, or Continue in the “Action” column.



Part 6: Viewing your transcript

To view your transcript, first click where it says “Learning Transcript” on the left side of the My Learning page:



Your “Learning Transcript” page will be displayed, and will look like this:

The screenshot shows the Imagine! Learning Transcript page. The page title is "Learning Transcript". There is a search bar and navigation buttons: "Previous", "Next", and "Last". The table below lists course records:

Course Name	Course Type	Enrolled Date	Dropped Date	Completed Date	Assessment	Result	Action
Coordinator 1 Scheduling Basic Medications	Anytime Learning	12/06/2009					Course Description
Coordinator 1 Scheduling Basic Medications	Anytime Learning	12/06/2009			Assessment:	Failed	Course Description
I: IMAGINE MISSION AND VALUES	Anytime Learning	08/26/2009		08/26/2009	Assessment:	100-Pass	Course Description
IN BEHAVIORAL STRATEGIES TO ENHANCE COMMUNICATION	Anytime Learning	08/26/2009		08/26/2009	Assessment:	100-Pass	Course Description
IN Communicating with Imagine! V1	Anytime Learning	08/26/2009		08/26/2009	Assessment:	100-Pass	Course Description
IN Communicating with Imagine! V1	Anytime Learning	08/26/2009		08/26/2009	Assessment:	100-Pass	Course Description
IN Communicating with Imagine! V2	Anytime Learning	08/15/2007		08/15/2007	Assessment:	90-Pass	Course Description
IN Confidentiality	Anytime Learning	08/15/2007		08/15/2007	Assessment:	90-Pass	Course Description
IN Confidentiality	Anytime Learning	08/15/2007		08/15/2007	Assessment:	90-Pass	Course Description
IN Confidentiality	Anytime Learning	08/15/2007		08/15/2007	Assessment:	90-Pass	Course Description

Your Learning Transcript will display all of the CBLs and live courses you have taken. Only 10 items are displayed at a time. To see more, click on the “next” button at the top right of the page. You can then move from page to page by clicking “next” to view the next page and “prev” to view the previous page.

Transcript Responsibility

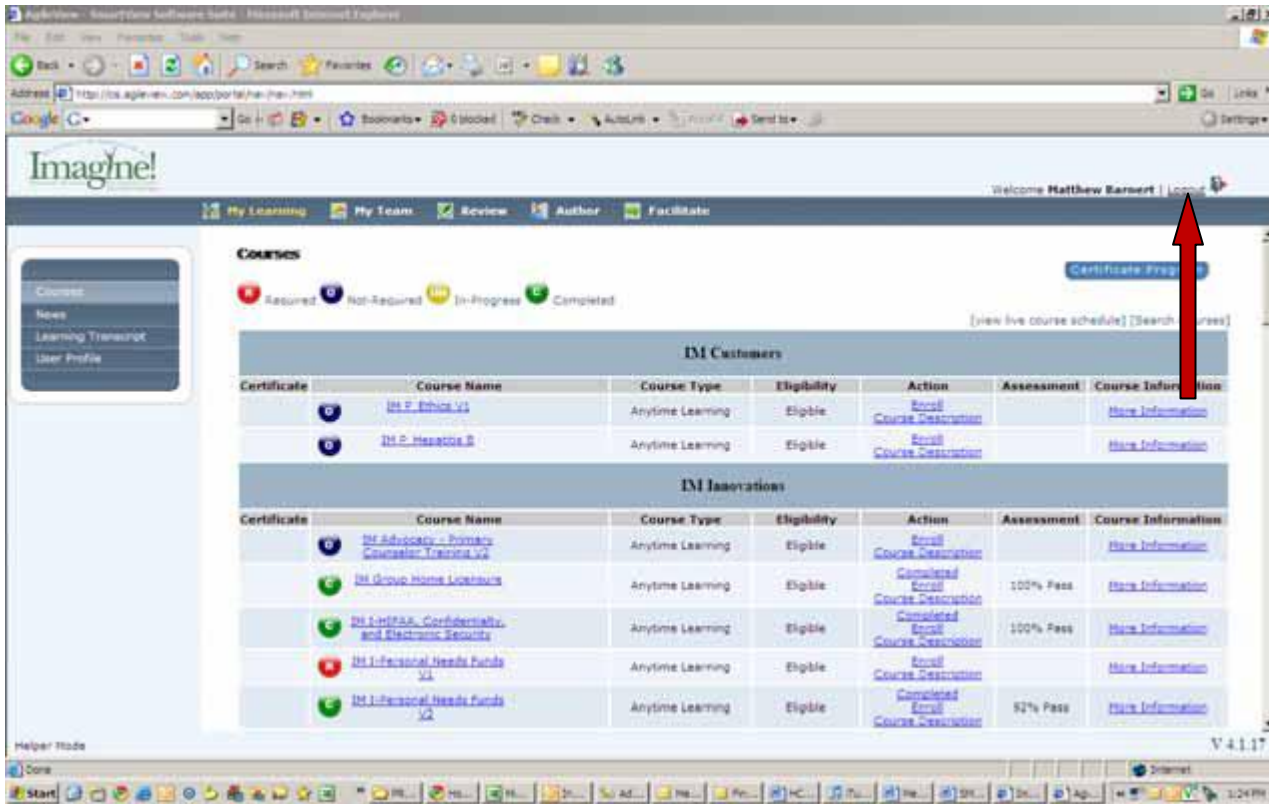
If you are employed by multiple departments, organizations or by multiple Smartview users (ex: Imagine! and Chester House), it is your responsibility to print out your training transcripts and share them with your managers and supervisors so that they have a complete record of your training.

Part 7: Printing Certificates

Click on the little blue tab in the upper left corner labeled “Learning Transcript”. When in this view, click on the title of the course for which you need a certificate; when this page opens there is a certificate icon that looks like a certificate on the bottom left of the page; click on the icon and a pop up window will appear, with a drop down box. If a design has not yet been designated, select any of the designs and click on the ‘Show’ button. Click the printer icon in the top right corner of the certificate pop-up page and **set your printer to print Landscape instead of portrait, before printing your certificate.** **Note:** if you want to print a certificate for an Instructor Led course, go to the My Learning tab, Courses view (not the Learning Transcript view as above) and click on Course Description in the ‘Action’ column. There you will see the certificate icon, proceed as above.

Part 8: Logging out

To log out, click where it says “Logout” at the top right-hand corner of the page:



Part 9: Troubleshooting

Issue	Resolution
Online module content does not open	When the blank course page opens, please click on the << button at the top left of the page. It should change to look like this >> then click on it again and it should open a pane on the left hand side of the page. (If clicking doesn't work, you should be able to hover over the left edge of the window, and when your cursor turns into an arrow, drag the pane open) At the top of this pane, you will see the name of the course listed 2-3 times. Please click on the third name (or second, if there are only two) so that it is highlighted, and this should open the course in the pane on the right side.
Online course score does not register (Always check your transcript after you complete an online course)	Please make sure you always click on "Enroll", "Continue", "Start", "Attempt 2 (or 3) or "Restart" instead of clicking on the course title. If you click on the course title, your score will not register at all, even when you are able to access the module. If score still does not register: Report the course name, score, and date to your supervisor/contact.

For any **unresolved issues**, please contact Imagine!'s [Smartview Support](https://forms.netsuite.com/app/site/crm/externalcasepage.nl?compid=ACCT87912&formid=138&h=3ed28775c1ea) - <https://forms.netsuite.com/app/site/crm/externalcasepage.nl?compid=ACCT87912&formid=138&h=3ed28775c1ea> or use the link on the [Resources for Providers page](#) on the Imagine! website.