

CalSAWS

CalSAWS LMS Guide for Los Angeles County Imaging Training

Updated 09.13.2021

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Introduction/Purpose

The CalSAWS Learning Management System (LMS) is the web-based application that LA County currently uses for self-paced training. The LMS will contain all the Imaging training materials, which include Web-Based Trainings (WBTs) and Quick Guides. This guide details how to login to the LMS, to view your assigned Training curriculum within the LMS, and to submit a ServiceNow ticket for LMS issues and training questions.

CalSAWS LMS Overview

LMS Login

All Los Angeles County staff will use their existing single sign-on CalSAWS credentials at the following URLs when accessing the CalSAWS LMS:

- DPSS: ████████████████████
- DCFS: ████████████████████

If you encounter the following error, please clear "errorpage.aspx" from your browser's URL and refresh the page. You may also try clearing your browser's cache and manually typing the appropriate LMS URL above in your browser. If the issue persists, submit a ServiceNow ticket through your Help Desk.



Current Training Page section

- To view your last 5 assigned curriculums and training materials from the LMS homepage, scroll down to the **Current Training** page section.

Title	Started/Begins	Due/Ends	Action
EDBC Curriculum Curriculum 0%	Started JUN 21 2021	No Due Date	View
Automated Functions Curriculum Curriculum 0%	Started MAY 20 2021	No Due Date	View

View All

Current Training Page

- To view all your assigned curriculums and training materials, click the **Current Training** hyperlink on the navigation bar.

You can sort and filter all training materials.

Title	Started/Begins	Due/Ends	Action
EDBC Curriculum Curriculum 0%	Started JUN 21 2021	No Due Date	View
Automated Functions Curriculum Curriculum 0%	Started MAY 20 2021	No Due Date	View

Imaging Curriculum(s) Overview

The following describes the two Imaging curriculums that are available in the CalSAWS LMS:

1. **Imaging Curriculum** – contains the full list of Imaging Training materials, including nine (9) WBTs and three (3) Imaging Quick Guides
2. **Imaging Light Curriculum** – contains the Imaging Overview, Navigation and Document Retrieval WBTs and the three (3) Imaging Quick Guides

All LA County staff will be assigned to either curriculum, based on guidance received from the Region 6 Regional Managers (RMs) and local Imaging Leads. If you have any questions or concerns regarding your assigned curriculum, please reach out to the RMs, local Imaging Leads, or your County Training Coordinator.

The following page displays when you click on the Imaging curriculum from the Current Training page or the Current Training Page section on the LMS homepage.

Please note that you may not have an Imaging curriculum assigned to you, based on the decision made by your Department. If you don't have a curriculum listed on your Current Training page and think you should be completing the Imaging training, please reach out to your County Training Coordinator to validate.

Click the green **Start** button on the curriculum header to track your progress. Please note this button does not appear for users who self-enroll in any curriculum(s).

The screenshot shows the CalSAWS interface for the Imaging Curriculum. The top navigation bar includes 'Learn', 'Manage', 'Administer', 'Catalog', a search bar, and a 'Create' button. The main header displays 'Imaging Curriculum' with a progress bar at 11% and a 'View Content' button. Below the header, there are tabs for 'Overview', 'Content', and 'History', along with 'Save' and 'Edit Content' options. The main content area is titled 'Required Training' and shows a list of 9 items, with the first item '045 - Imaging: Imaging - Navigation' marked as 'Completed' and the others as 'Not Enrolled'.

Item ID	Item Name	Status	Action
045 - Imaging: Imaging - Navigation	Online	Completed	Review
045 - Imaging: Imaging - Overview	Online	Not Enrolled	Start
045 - Imaging: Imaging - Document Retrieval	Online	Not Enrolled	Start
045 - Imaging: Imaging - Specialty Scan Modes	Online	Not Enrolled	Start
045 - Imaging: Imaging - Return Mail Capture	Online	Not Enrolled	Start
045 - Imaging: Imaging - Single Case Capture	Online	Not Enrolled	Start
045 - Imaging: Imaging - Multi-Case Capture	Online	Not Enrolled	Start

The Imaging curriculums contain Required Training, which is made up of the Imaging WBTs. Optional Resources currently include the CalSAWS Quick Guides. Clicking the **Start** button launches the material.

For those enrolled in the Imaging Curriculum, we recommend completing the Imaging WBTs in the following order:

1. Imaging – Navigation
2. Imaging – Overview
3. Imaging – Single Case Capture
4. Imaging – Multi-Case Capture
5. Imaging – Virtual Printer Capture and Import
6. Imaging – Return Mail Capture
7. Imaging – Document Retrieval
8. Imaging – County-Maintained Workflow Queues
9. Imaging – Specialty Scan Modes

For those enrolled in the Imaging Light Curriculum, we recommend completing the Imaging WBTs in the following order:

1. Imaging – Navigation
2. Imaging – Overview
3. Imaging – Document Retrieval

Additionally, we recommend reviewing the optional resources contained in both Imaging curriculums for more context and understanding. After October 25, 2021, the Optional Resources will also include a recording of the LA County Imaging Train-the-SME (ITTSME) session.

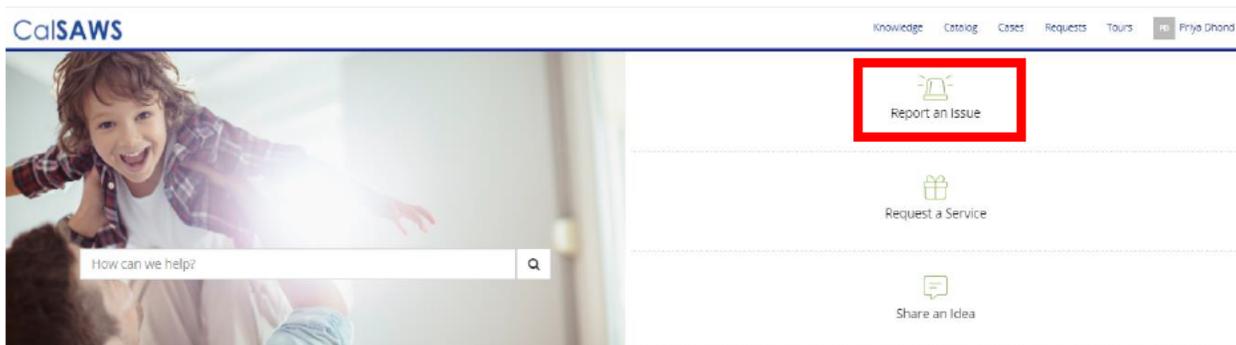
Optional Resources	Optional	0 / 3
 CalSAWS Quick Guide - Imaging - Confidentiality Document	Not Started	<input type="button" value="Start"/>
 CalSAWS Quick Guide - Imaging - e-ICT Documents Document	Not Started	<input type="button" value="Start"/>
 CalSAWS Quick Guide - Imaging - Kiosk, Mobile, Portal + e-Applications Document	Not Started	<input type="button" value="Start"/>

How to Submit a ServiceNow Ticket for LMS Issues and Questions

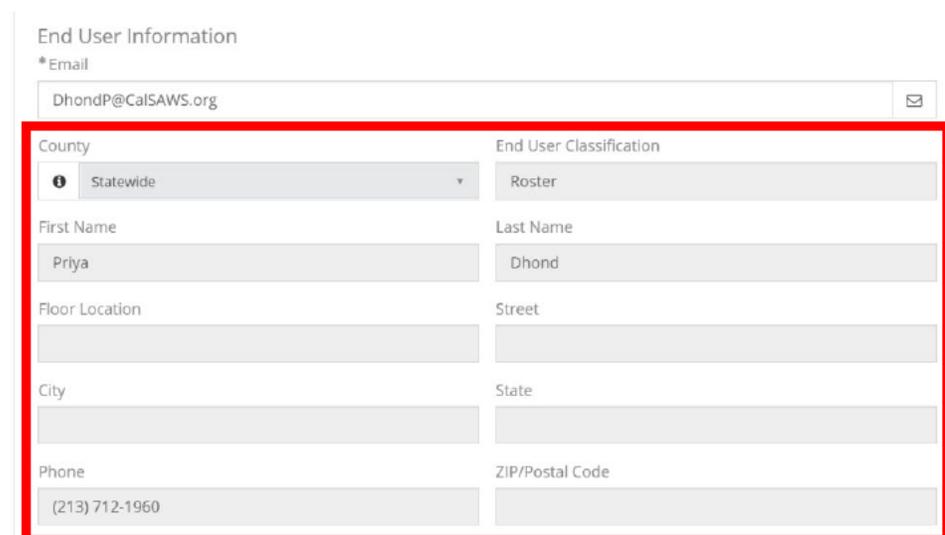
If you are having issues with the LMS or have any questions about the Imaging Training Materials, please submit a ticket according to your current Help Desk process. Some users may have the security rights to submit tickets directly by following the instructions below (**note**: this is rare – most users should follow your current Help Desk process):

1. Go to [REDACTED] using your preferred browser.

2. Click the **Report an Issue** link



3. Under the **End User Information** section, enter your email address in the **Email** field and click the email icon.
 - a. **Note:** After entering your email address, the **First Name**, **Last Name**, **Phone** and **County** field will auto-populate with your information.



4. If you would like to add someone to the **Watchlist** for this issue, you may do so by adding their email address to the **Watchlist** field. Adding a person to the **Watchlist** allows them to receive the same emails/updates as the original submitter of the ticket.

- a. To add more than one person to the **Watchlist**, enter their email addresses, separating each value by a comma (,).

Watchlist

Email of person(s) who would like to receive updates from ServiceNow (comma-separated for multiple emails)

5. Under the **Issue Details** section, enter a **Short description of the issue** as well as more information in the **Describe the issue in more detail** field, if needed.
 - a. If you have multiple issues or questions about the LMS, you may include a brief overview in the **Short Description of the Issue** field, and then include a detailed description of your issues/questions in the second field.

Issue Details

Associated County Helpdesk Ticket Number

* Short description of the issue

* Describe the issue in more detail

* Category (Level 0)

6. Select **CalSAWS Application/Related Systems** from the **Category (Level 0)** drop list.

* Category (Level 0)

C-IV JIRA
C-IV Lobby Management Hardware
C-IV Software
C-IV User Admin
CalSAWS Application/Related Systems
CalSAWS JIRA
Non-C-IV Miscellaneous
Web Portal

7. Select **CalSAWS Application/Related Systems – Learning Management System (LMS)** from the **Category (Level 1)** drop list.

*Category (Level 0)

CalSAWS Application/Related Systems

*Category (Level 1)

Describe the issue in more detail

CalSAWS Application/Related Systems > County Preview

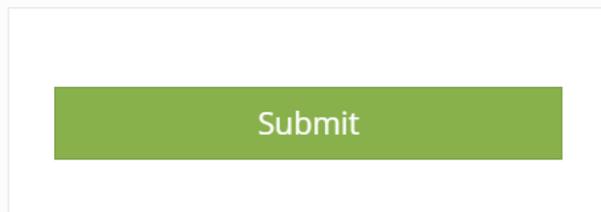
CalSAWS Application/Related Systems > Learning Management System (LMS)

CalSAWS Application/Related Systems > OCAT Interface

CalSAWS Application/Related Systems > Production

CalSAWS Application/Related Systems > Sandbox

8. Click the **Submit** button on the right side of the page to submit the ticket.



9. Once you submit the ticket, you will receive an automated email notification to confirm the receipt of your ServiceNow ticket and a hyperlink for easy access to the ticket.
 - a. The ticket will be assigned to the CalSAWS Imaging Training Team and depending on the complexity of your ticket, you should expect a response within 2-3 business days.

ServiceNow Case CS0007905 opened - I can't play the Multi-Month EDBC WBT



IT Service Desk <calsawsprod@servicenowservices.com>
To  Luis Alvarado

 Reply  Reply All  Forward 

Wed 6/23/2021 2:48 PM

Your ServiceNow helpdesk case **I can't play the Multi-Month EDBC WBT** has been created.

To view details, ServiceNow users can follow this link: [CS0007905](#)

CalSAWS

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