

CalSAWS LMS Guide for Los Angeles County Imaging Training

Updated 01.21.2022

Table of Contents

Introduction/Purpose.....	1
CalSAWS LMS Overview	1
LMS Login.....	1
Current Training Page section	3
Current Training Page	3
Imaging Curriculum(s) Overview.....	4
How to Submit a ServiceNow Ticket for LMS Issues and Questions.....	6

Introduction/Purpose

The CalSAWS Learning Management System (LMS) is the web-based application that LA County currently uses for self-paced training. The LMS contains all the Imaging training materials, which include Web-Based Trainings (WBTs), Quick Guides, Job Aids, CalSAWS Imaging Guides and recordings of the Imaging Train-the-SME (ITTSME) sessions. This guide details how to login to the LMS and view your assigned Training curriculum within the LMS, and how a ServiceNow ticket can be submitted for LMS issues and training questions.

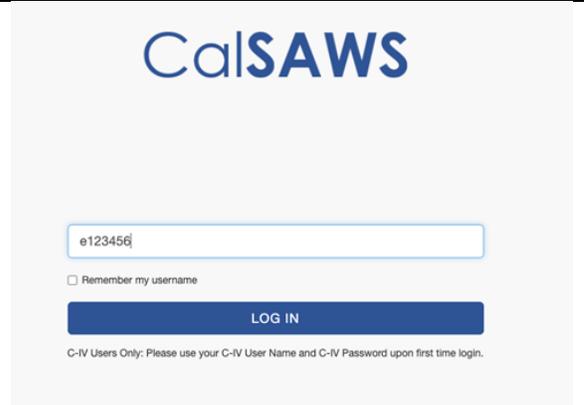
CalSAWS LMS Overview

LMS Login

All Los Angeles County staff will use the following URLs when accessing the CalSAWS LMS:

- **DPSS:** <https://lms-dpss.calsaws.net>
- **DCFS:** <https://lms-dcfs.calsaws.net>

Please use the following steps to login to the LMS:

Step	Action	Step-Action Image
1.	On the CalSAWS login page, enter your LA County username (i.e., e-[number] or c-[number]) and click the LOG IN button.	

<p>2.</p>	<p>On the LA County login page, enter your county-assigned email address and click the Next button.</p>	
<p>3.</p>	<p>On the next page, enter your associated LA County password and click the Sign in button.</p>	
<p>4.</p>	<p>Click the Accept button after reading the <i>California - Terms and Conditions</i>.</p>	

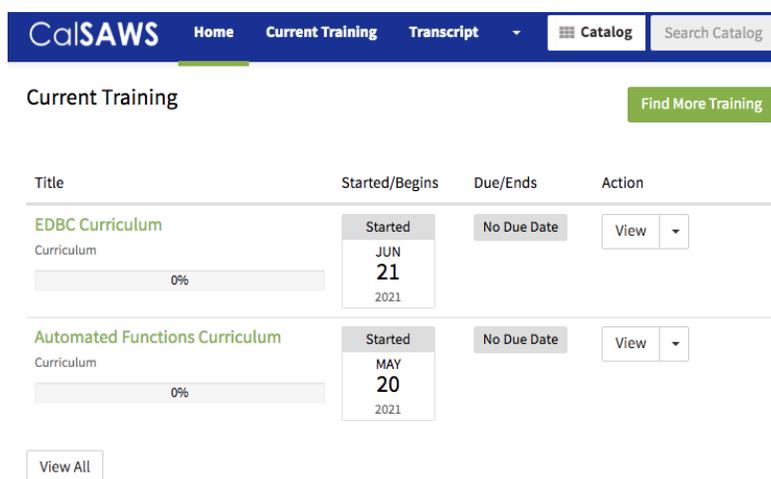
If you encounter the following error, please clear "errorpage.aspx" from your browser's URL and refresh the page. You may also try clearing your browser's cache and manually typing the

appropriate LMS URL above in your browser. If the issue persists, submit a ticket through your Help Desk.



Current Training Page section

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



The screenshot shows the 'Current Training' section of the CalSAWS LMS. It features a navigation bar with 'Home', 'Current Training', and 'Transcript' links, along with a 'Catalog' button and a search bar. Below the navigation bar, the 'Current Training' section is displayed, including a 'Find More Training' button. A table lists assigned curriculums with columns for Title, Started/Begins, Due/Ends, and Action. Two curriculums are shown: 'EDBC Curriculum' (started JUN 21 2021) and 'Automated Functions Curriculum' (started MAY 20 2021). Both show 0% completion. A 'View All' button is located at the bottom left of the table.

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

Current Training Page

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



You can sort and filter all training materials.

CalSAWS Home **Current Training** Transcript Catalog Search Catalog CA

Current Training

Find More Training

All Statuses All content types Filter Reset Print Save as PDF

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, three (3) Imaging Quick Guides, three (3) CalSAWS Fact Sheets, seven (7) trimmed recordings of a selected ITTSME session, & nine (9) supplemental CalSAWS Imaging Guides
2. **Imaging Light Curriculum** – contains the Imaging Overview, Navigation and Document Retrieval WBTs, three (3) Imaging Quick Guides & five (5) supplemental CalSAWS Imaging Guides

All LA County staff will be assigned to one 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 (for DPSS – this will be the DPSS Academy).

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).

CalSAWS
Learn ▾
Manage ▾
Administer ▾
Catalog

Create ▾
?
SJ ▾

Imaging Curriculum

Curriculum

11%

Complete 8 required item(s)

View Content

Cancel Enrollment

Overview
Content
History

Save
Edit Content

> **Required Training** ★ Required
Complete 9 in any order
1 / 9

	045 - Imaging: Imaging - Navigation <small>Online</small>	Completed	Review ▾
	045 - Imaging: Imaging - Overview <small>Online</small>	Not Enrolled	Start
	045 - Imaging: Imaging - Document Retrieval <small>Online</small>	Not Enrolled	Start
	045 - Imaging: Imaging - Specialty Scan Modes <small>Online</small>	Not Enrolled	Start
	045 - Imaging: Imaging - Return Mail Capture <small>Online</small>	Not Enrolled	Start
	045 - Imaging: Imaging - Single Case Capture <small>Online</small>	Not Enrolled	Start
	045 - Imaging: Imaging - Multi-Case Capture <small>Online</small>	Not Enrolled	Start

The Imaging curriculums contain Required Training, which is made up of the Imaging WBTs. Optional Resources may include the CalSAWS Quick Guides, Imaging & recordings of ITTSME. 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

Upon completion of the required Imaging WBTs, LA County staff are encouraged to review the optional resources, which include the following:

- CalSAWS Imaging Guides – shorter, searchable documents that summarize WBT content and contain important information on functional changes to the CalSAWS Imaging Solution implemented since the C-IV Migration to CalSAWS that are not yet reflected in the WBTs. The Project **strongly recommends** Imaging users review these guides to make sure they are aware of these changes
- Imaging Quick Guides – documents that summarize differences between current and updated processes related to Imaging and may contain explanations of System functions/processes and screenshots
- Imaging Train-the-SME (ITTSME) session recording (*available in the full Imaging Curriculum only*) – trimmed recordings of a selected ITTSME session conducted in October 2021
- CalSAWS Imaging Fact Sheets – documents that contain information on frequently asked questions and requested topics from previous Project meetings and feedback received from the local Imaging CNCs

Starting March 4, 2022, the Imaging Curriculum's Optional Resources will also include a selected recording of the LA County Imaging Train-the-SME (ITTSME) Refresher Demonstration.

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"/>

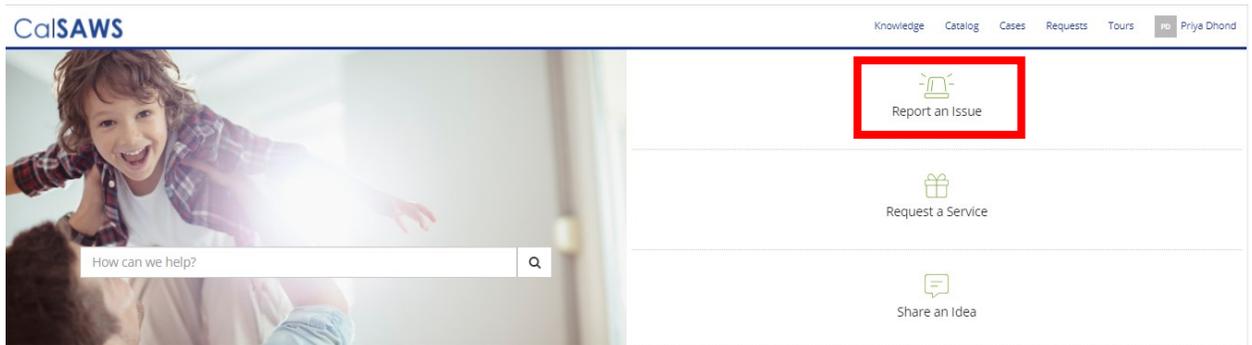
How to Submit a ServiceNow Ticket for LMS Issues and Questions

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:** Most users should follow your current Help Desk process):

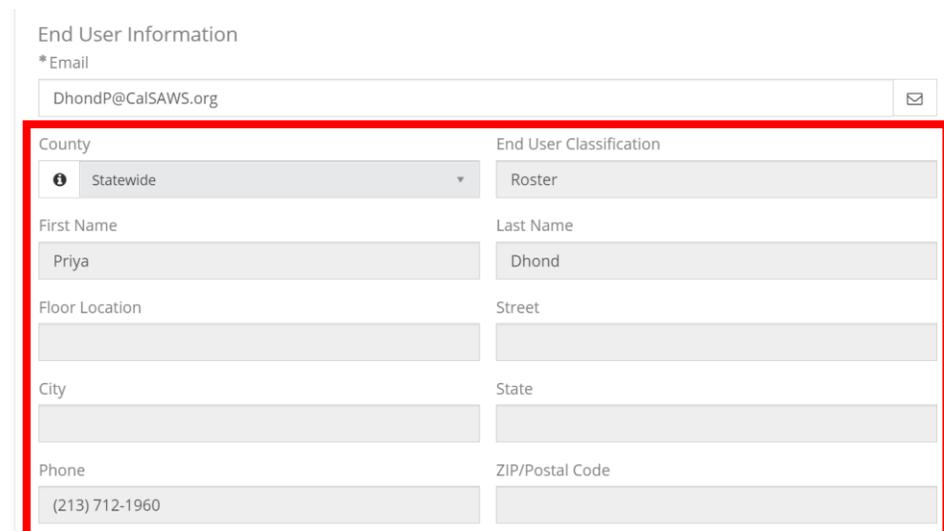
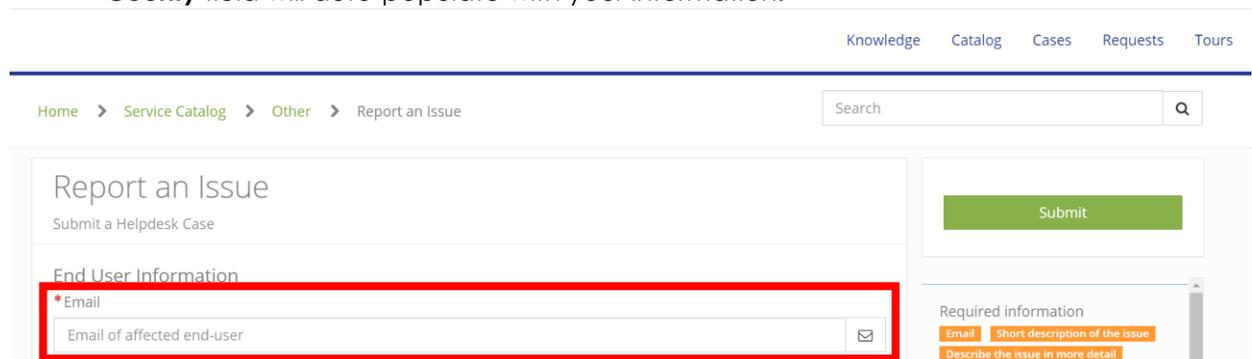
DPSS staff that encounter issues with the LMS must submit a ticket and follow up with the DPSS Help Desk. **Note: DPSS users must contact the DPSS Help Desk to submit a ServiceNow Ticket.**

1. Go to <https://calsawsprod.servicenowservices.com/sp?id=index> 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

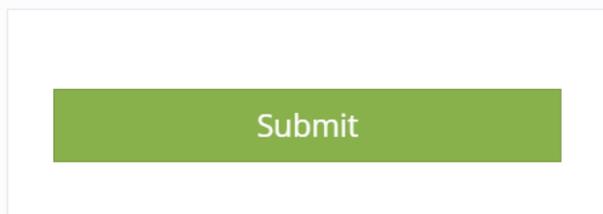
CalSAWS Application/Related Systems > Learning Management System (LMS)

CalSAWS Application/Related Systems > OCAT Interface

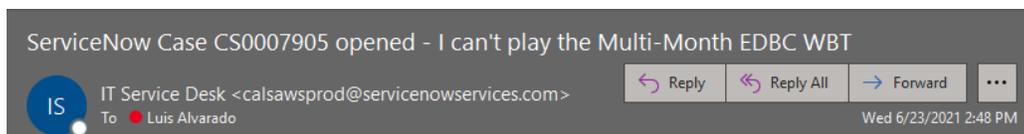
CalSAWS Application/Related Systems > Production

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.



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](#)