NJCE New Learning Management System (LMS)

STUDENT (USER) Frequently Asked Questions (FAQ'S)

1. **How do I find my login information when signing in for the first time?**

   - **Students** - Contact your Agency's Training Administrator to send you the login link and activation code to set up your account. You will see your new username and create your password through this process. his video will walk you through the steps to activate your account: **How To - Activate Your Account**

2. **How do I register for Online Courses and Videos?**

   - Once logged into the LMS, go to the 'Request Training' button for a list of online courses and videos. Select the course or video you wish to complete and submit it at the bottom of the screen. Your course will now show in the Assigned section of your Home screen. Click the title to launch the course or video. This video will walk you through the steps.
   How to Register for Online Learning

3. **How do I register myself for classroom training?**

   - Select the Calendar option from your toolbar at the top to view the training calendar. Courses highlighted in Black are Virtual and those highlighted in Green are In-Person.

   - Virtual Classes - Copy and paste the Zoom link located in the "Address" field in the Calendar event into your Browser to register yourself or someone else for Zoom classes. No need to register those that will be training in groups. Supervisors will continue to send group sign-in sheets to Natalie Dougherty at ndougherty@jamontgomery.com.

   - In-person classes - Copy and paste the Eventbrite link into your browser to register yourself or an employee. After July 1, 2023, you will begin to use the green' Book Seats' button to register one or more employees for in-person classes.

   - Online Training - If completing one of the Online Training modules (Learning On Demand) as a group training it will remain the same procedure. Please complete a the group sign in sheet and send it to Natalie Dougherty at ndougherty@jamontgomery.com.

4. **Where do I find copies of the group Sign-in Sheets and other NJCE resource documents to download?**

   - Select the 'Folder' option on your top toolbar to find useful NJCE Resources to download including a newly revised group sign-in sheet to use for NJCE LIVE (Virtual) group training and NJCE Online (On Demand) training done as a group training.

5. **How do I find additional help when I have questions?**

    - Each screen has a blue **'I'** button on the upper right section of the screen which describes all sections of that specific screen.

    - You can also use the question mark **(?)** icon on the upper right next to the profile button that allows you to search the system's FAQs as well as contact the BIS help team for any questions regarding accounts and system functionality at help@bistrainer.com or 1-866-416-1660.

    - Contact Natalie Dougherty for NJCE training-specific questions ndougherty@jamontgomery.com