Pearson

Learning Management System (LMS)

Frequently Asked Questions (FAQs)

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General Information

The Learning Management System (LMS) is accessed from the Minnesota Assessment Hub (Minnesota Assessment Hub > Resources & Training > Training). The LMS contains training courses and pre-recorded trainings, provided by MDE and Pearson.

There are two types of accounts in the LMS:

- Learners: All LMS users are assigned to the Learner role. Learners complete courses in the LMS prior to administering (or any involvement in) statewide assessments.
- Managers: District Assessment Coordinator (DAC) and Assessment Administrator (AA) users in PearsonAccess Next are assigned to the Manager role in LMS. Managers track Learner completion of courses through running reports.

New for 2025-26

- Account Self-Registration: The account self-registration page was updated in early spring 2025. The self-registration screen requires users to select both a district and a school before registering an account. Error messages let users know when they have not completed the registration fields correctly.
- Content Organization – Courses & Tags: Trainings are now posted as individual courses and no longer embedded in learning paths. For example, the *Test Security Training*, *Active Monitoring for Statewide Assessments*, and *Administering the MCA* were previously grouped into the MCA Test Monitor learning path. For 2025-26, these courses will be posted individually to the LMS. Each course will be “tagged” according to test administration roles (for example, MCA Test Monitor, MTAS/Alt MCA Test Administrator, WIDA ACCESS Test Administrator – Grades 1-12, etc.). Selecting the applicable Tag will pull up all trainings required for that test administration role.
- Content Organization – *Test Security Training*: Learners are no longer auto-enrolled in the *Test Security Training*.
- Badges & Certifications: Badges and Certifications are no longer provided for completing courses or learning paths. Learners can run an individual transcript to document their record of completed trainings.

How do I get an LMS Learner account?

Learners can access the LMS by either self-registering an account or being uploaded from PearsonAccess Next:

- Learners with a PearsonAccess Next account are automatically uploaded into the LMS each morning. Managers can refer to the *How can I manage LMS Learners in PearsonAccess Next?* section for more details.
  - To sign in to the LMS, select the “Sign in to the LMS” button (Minnesota Assessment Hub > Resources & Training > Training). In the Email ID field, enter the email associated with your PearsonAccess Next account.
    - The LMS is hosted by Adobe. All Learners will need an Adobe account to access the LMS.
    - If the email address associated with the PearsonAccess Next account is connected to an Adobe account, enter your Adobe password to gain access to the LMS. If the email address associated with the PearsonAccess Next account is not connected to an Adobe account, you will need to create an Adobe account.
  - Enter your district or school email address and create a password and then select “Continue.”
  - Enter basic demographic information, including your first name, last name, and date of birth, and then select “Continue.” Note: Legislation requires the collection of date of birth for age verification and website access.
  - Select whether this is a personal account or company/school account. Note: In most instances, select “Company or School Account.”
  - Enter the password in the password field and select “Continue.” Note: You will then sign in to the LMS using your Adobe password.
  - Tip: To avoid signing in to Adobe for each login, select the “Stay signed in” toggle button.
- Learners without a PearsonAccess Next account will need to self-register an LMS account.
  - To Register an LMS account, the Learner will select the “Register an LMS Account” tab (Minnesota Assessment Hub > Resources & Training > Training).
    - Enter the required information:
    - Full Name: Required; enter first and last name.

    - Email: Required; enter your district/school email address. This should be the same email address used to create your Adobe account.
    - District: Required; use the search field to find your district by name or organization number. Select the checkbox next to the district name. Note: You can select more than one district, if needed.
    - School: Required; use the search field to find your school by name or organization number. Select the checkbox next to the school's name. Note: You can select more than one school, if needed.

      Note: Review your selections. It is important to select the correct district and school so your District or School Assessment Coordinator can view your record of completed trainings. Tip: Confirm the first six digits of the school organization number matches the district number (for example, 0000-00). This ensures you are selecting a school within the district. If a self-registered account was set up incorrectly, contact the Pearson help desk at (888) 817-8659 or submit a Pearson help desk request. Only Pearson can update the Learner's registration.

  - Select "Register."

- A "Success! Click here to login." message will appear. Select the login hyperlink to log in to the LMS.

  - If you did not enter the required information correctly, an error message(s) will appear:

    - Please enter first and last name.
    - Please enter a valid email address.
    - Please select at least one district.
    - Please select at least one school.

      Note: If you primarily work at the district and not assigned to a school, select at least one school associated with the district. Selecting the correct district is the most important part of registration, as DACs/Managers are responsible for tracking all training completions at the district.

    - Maximum selection limit reached. Please limit selections to a total of 20 districts and schools combined.

- The LMS is hosted by Adobe. All Learners will need an Adobe account to access the LMS.

- If you have an Adobe account associated with your district email, sign in to Adobe using your email and password.
- If you do not have an Adobe account associated with your district email, you will need to create an Adobe account.

    - Enter your district or school email address and create a password and then select "Continue."
    - Enter basic demographic information, including your first name, last name, and date of birth, and then the select "Continue." Note: Legislation requires the collection of date of birth for age verification and website access.
    - Select whether this is a personal account or company/school account. Note: If you have a district managed Adobe account, select "Company or School Account." If you do not have a district Adobe account, select "Personal Account."
    - Enter the password in the password field and select "Continue." Tip: To avoid signing in to Adobe for each login, select the "Stay signed in" toggle button.

How do I log in to the LMS after creating an account?

After an account has been created, either through self-registration or automatically through PearsonAccess Next, access the LMS by selecting the "Sign in to the LMS" button on the Minnesota Assessment Hub Training page (Minnesota Assessment Hub > Resources & Training > Training).

- Enter your email ID and select "Sign In." Note: This is typically a district or school email.
    - If you self-registered an LMS account, enter the email address used during registration.
    - If your LMS account was imported from PearsonAccess Next, enter the email address associated with your PearsonAccess Next account.

- Enter the password associated with your Adobe account. Note: If you previously selected "Stay signed in," you will automatically be directed to the LMS without entering your password.

Which email should I use to create a Learner account?

Use a district or school email to if self-registering an LMS account. Your District Assessment Coordinator (DAC) or School Assessment Coordinator (SAC) will track the courses you complete in the LMS using your district email. If you do not have a district email, you can use a personal email.

If you have a PearsonAccess Next account, the email address associated with your PearsonAccess Next account is used when auto-creating an LMS account. This is typically a district email. Use this email to log in to the LMS. See the *How do I get an LMS Learner account?* section for information on creating an LMS account. For other questions about PearsonAccess Next accounts, contact your DAC or SAC.

How do I make updates to my LMS Learner account?

If you have a PearsonAccess Next account, your DAC or SAC can update your account in PearsonAccess Next. All changes to PearsonAccess Next accounts are reflected in the LMS the following business day. Note: If your user account in PearsonAccess Next is disabled or deleted, your account is "archived" in the LMS. You will not be able to log in to the LMS and your LMS Manager (DAC) will not be able to see your record of course completions. Contact your DAC or SAC to enable or restore your PearsonAccess Next account. The LMS account will be re-activated the following business day.

If you self-registered an LMS account, it is important to enter all information correctly. Once a district and school are selected, you are unable to change or view your organizations in the LMS. If you incorrectly self-register an LMS account or have changed districts or schools, contact your DAC or SAC. Only Pearson can reset a self-registered LMS account. The DAC/SAC can submit a help desk request for Pearson to reset the account (Minnesota Assessment Hub > Support).

How is the LMS organized and what do the different terms mean?

A "course" is an individual training in the LMS. **New for 2025-26:** All courses are posted as standalone trainings. In previous years, required courses were grouped into learning paths based on test administration roles. Tags have been updated to reflect each test administration role (for example, MCA Test Monitor, ACCESS Test Administrator – Grades 1-12, etc.). Learners can select their test administration role tag to find all required courses for that role.

Optional courses, meaning those courses that MDE does not require Learners to complete prior to participation in test administration, are also posted as standalone courses in the LMS. Note: While MDE may not require you to complete an optional course, your district may still require you to complete the course prior to test administration.

A "catalog" is a group of courses and recordings of trainings. Learners only have access to courses within the Test Administration catalog. Managers will have access to the Test Administration catalog as well as the DAC catalog, which contains additional courses and recordings of trainings from MDE and Pearson.

Additional information on required courses can be found on pages 203-215 of the *Procedures Manual* (Minnesota Assessment Hub > Resources & Training > Policies and Procedures). A complete list of courses and their associated test administration user role is available in the *LMS Test Administration Catalog Courses and Posting Dates* document (Minnesota Assessment Hub > Resources & Training > Policies and Procedures).

How do I navigate in the LMS?

After logging in to the LMS, Learners are taken to the Minnesota LMS homepage. The menu along the left contains icons to navigate the site: Home, My Learning, and Catalog. Note: The other icons in the menu are not applicable to the Minnesota LMS.

On the **Home** page, the My Learning List shows the most recently enrolled and/or viewed courses. From here, Learners can select the course tile to launch the course.

To navigate to the **My Learning** page, select the "My Learning List" header or the My Learning icon in the menu along the left. The My Learning page contains all courses a Learner is enrolled in, including courses not yet started, in progress, or completed.

- For courses not yet completed, select "Continue" under the course tile to launch the course.
- For completed courses, select "Revisit" to launch the course to review content, as needed.

The filters panel along the left contains options for searching for courses by tag and status.

- Note: The Status filter is useful on this page to find courses that you may have enrolled in (Yet To Start) or started (In Progress), but have not yet completed.

Select the "**Catalog**" icon in the menu along the left to view all available courses. In addition to courses that you are enrolled in, started, and completed, the Catalog page contains courses you have not enrolled in. The filters panel along the left contain the same filter options for searching for courses.

- **New for 2025-26:** The Tag filter has been updated to pull all courses associated with a test administration user role. For example, if the MCA Test Monitor tag is checked, the *Test Security Training*, *Active Monitoring for Statewide Assessments*, and *Administering the MCA* courses will display. Use this tag to quickly find all courses required for your role in test administration.

The search bar along the top of the page can be used to search for courses. For more information on using filters, refer to the *How can I find a course in the LMS?* section below for more details.

How can I find a course in the LMS?

After logging in to the LMS, select "Catalog" in the menu along the left. The Catalog tab contains all available courses in the LMS.

- To search for courses, enter the full or partial course name in the search bar at the top of the page. The courses that match your search criteria will be displayed.
- You may also use the filters to refine your search.
    - Tags: **New for 2025-26:** All courses are tagged with their associated test administration user role. For example, if the MCA Test Monitor tag is checked, the *Test Security Training*, *Active Monitoring for Statewide Assessments*, and *Administering the MCA* courses will display. Select the checkbox next to the tag to search for those courses.
    - Status: The status filter allows you to search for courses paths in the following statuses: Yet to Start, In Progress, Completed, Not Enrolled. Select the checkbox next to the status name to search for those courses.
    - Note: Managers can also use the Catalog filter to filter results by training catalog: Test Administration or DAC catalog.

How do I enroll in a course?

To enroll in a course, hover over the applicable course tile. You can quickly enroll in a course by selecting the "Start" button or the "plus" icon on the top right of the tile. After selecting either of these buttons, the course automatically launches.

Select the course tile to view the course description page. Select the blue "Enroll" button to enroll in the course. Once selected, the course will automatically launch. If you have not started or completed an enrolled course, you can unenroll by selecting the "Unenroll from Course" button on the course description page. Note: Once you have completed a course, you cannot unenroll.

Managers can enroll Learners in a course. See the *How can I enroll Learners in a course?* section below for more details.

How do I complete a course?

To complete a course, you must view all slides and complete any quizzes, as applicable. You can exit a course at any time by selecting the close button at the top right of your screen. To resume a course, select the "Continue" button on the course on the course tile or course description page. After viewing the final slide, the course is considered complete. Select the close button at the top right. Note: There is no pop-up message at the end of the course to indicate the course has been completed. On the course description page, a green check mark will appear next to the completed course name. The progress bar along the top of the page will show 100%.

How can I see the courses I have completed?

On the My Learning or Catalog tabs, select "Completed" in the Status filter options along the left. The blue progress bar underneath the course tile will show 100% complete. For completed courses, the button underneath the course tile will read "Revisit."

Learners can also download a record of completed courses:

- Select the user icon on the top right of the page and then select "Profile Settings."
- Scroll to the bottom of the screen and select "Download my Learning Transcript (XLS)."
    - A message appears stating that the system may take time to generate the report and that it will be saved to the Downloads folder of your browser. This message is misleading; the report will not automatically download.
    - Select "OK" and then close the Profile Settings window.

- After the transcript has been generated, a notification will appear in the Bell icon on the top right next to the Profile icon. Select the "Bell" icon and then select the transcript to download.
    - Note: The transcript is not connected to a single school year and contains all courses you have ever completed in the LMS. Use the filter options in Excel to filter results by date.

Can I receive CEUs for the courses I complete?

MDE does not provide CEUs for courses completed in the LMS. However, your district may offer CEUs for the courses you have completed. The record of completed courses can be downloaded and printed from the LMS and provided to the appropriate staff in your district. Refer to the *How can I see the courses I have completed?* section above for more information.

How do I navigate through a course?

Each course includes navigation controls to move through the course.

- There are Menu and Notes tabs along the left side of the screen.
    - The Menu tab lists the slide number and title.
    - The Notes tab provides the written transcript for that slide.

- The Notes tab provides the written transcript for that slide.

- Navigation controls are found on the bottom of the screen and include:
    - The Play button to start/pause the course. Courses do not auto-play when launched; select the "Play" button to start the course.
    - The Replay button to restart the slide.
    - The Audio button to adjust volume.
    - The Closed Caption button to turn off/on captioning. Note: Closed captioning is turned off by default.
    - The Playback Speed button to increase or decrease the video playback speed.
    - The Settings gear to enable zoom to fit, accessible text, and keyboard shortcuts.
    - The Zoom to Fit button to increase the video to full screen.

- The Next and Previous buttons on the bottom of the screen allow you to move through the course. For locked courses, the Next button is activated once you have fully completed the slide. For unlocked courses, the Next button is active throughout the training.
- For locked courses, the seekbar along the bottom of the screen and the menu on the left side of the screen are locked. In the Menu tab, the slide name is accompanied by a locked symbol. Once the slide is completed, the lock symbol is replaced by a checkmark to indicate the slide has been completed. For courses with a locked seekbar and menu, you must view all slides in order to complete the course.
- Some courses have an unlocked seekbar and menu, allowing you to move forwards and backwards within a slide using the seekbar, or by selecting slides in the menu that interest you. For courses with an unlocked seekbar and menu, you must at least start all slides for the course to appear as complete. In the Menu tab, the slide name is not accompanied by a lock symbol when the course is unlocked. Completed slides have a checkmark next to the slide name in the menu. The course is completed once all slides in the menu have a checkmark.

The LMS also has a toolbar along the bottom of the page:

- The Table of Contents button contains the course name.
- The Notes button allows Learners to enter notes. The note is saved and still available if the course is exited and resumed or completed.
- The Enter Full Screen button allows the Learner to make the course full screen on their computer.
- The Navigation Buttons are not applicable for MN LMS courses and are greyed out. Use the course navigation buttons outlined above to navigate through the course.

How do I zoom in/out while viewing a course?

Use the functionality built into your device to make the course appear larger or smaller.

- To adjust the size of the course within the player:
  - Select the “Zoom to Fit” button within the Settings gear icon to increase the video to full screen.
  - Select the “Enter Full Screen” icon.
  - Minimize the Menu/Notes tab by selecting the “three-line” icon in the top left of the screen.

- On a PC or Chromebook, press CTRL + and CTRL – to increase and decrease the size of the Navigation bar icons and Menu/Notes tab. Use CTRL 0 to return to the default size.
- On a Mac, press CMD + and CMD – to increase and decrease the size of the Navigation bar icons and the Menu/Notes tab. Use CMD 0 to return to the default size.
- On a touchscreen, pinch to zoom in and out.

What are the minimum system requirements for viewing courses?

For desktop, the LMS supports Windows 10 and 11, and macOS X 10.12-.15. Supported browsers include Google Chrome version 43 and above, Safari (version 13 and above), Internet Explorer (version 11 and above), and the latest versions fo Edge and Firefox. For mobile devices, the LMS supports iOS (last two major versions) and Andriod (last two major versions). For more detailed information, refer the the System requirements for Adobe Learning Manager.

Information for Managers (District Assessment Coordinators (DAC) and Assessment Administrators (AA)):

How do I get an LMS Manager account?

District Assessment Coordinator (DAC) and Assessment Administrator (AA) users in PearsonAccess Next are assigned as Managers in the LMS. After being assigned the DAC or AA role in PearsonAccess Next, LMS Manager accounts are created for new LMS accounts or updated for existing LMS Learner accounts to the Manager accounts the following business day. Use your PearsonAccess Next email to log in to the LMS. If the email address is associated with an Adobe account, enter your Adobe password to sign in to the LMS. If the email address is not associated with an Adobe account, you will need to create one. See the *How do I get an LMS Learner account?* section above for more information on creating an Adobe account.

Once logged in to the LMS, you are taken to the LMS Learner homepage. Select the "User Profile" icon in the top right to change between the Learner and Manager roles. You will complete courses under the Learner role. Select "Manager" to review staff course completion reports, enroll Learners in courses, and mark trainings completed as a group.

What do I do if I am not listed as an LMS Manager?

If you do not have the Manager role, confirm you have a DAC or AA role in PearsonAccess Next. Users with a DAC and AA role in PearsonAccess Next are automatically assigned as Managers in the LMS. Updates made to PearsonAccess Next accounts are reflected in the LMS the following business day.

- If you need an AA account in PearsonAccess Next, contact your DAC to create, enable or restore your AA account. DACs are responsible for creating and maintaining AA accounts in PearsonAccess Next.
- If you do not have a DAC account in PearsonAccess Next, first confirm you are listed as the DAC in MDE-ORG. For assistance updating MDE-ORG, contact MDE at mde.testing@state.mn.us.
- If you are listed as the DAC on MDE-ORG but do not have a PearsonAccess Next DAC account, contact Pearson at (888) 817-8659 or submit a Pearson help desk request (Minnesota Assessment Hub > Support).

How can I manage LMS Learner accounts in PearsonAccess Next?

The LMS Learner role in PearsonAccess Next can be assigned to school staff who need to complete courses in the LMS but do not need access to PearsonAccess Next for test administration. By assigning staff the LMS Learner role in PearsonAccess Next, DACs and AAs can ensure all staff are registered correctly to the LMS, delete LMS accounts for staff no longer at the district, and manage which organizations staff are registered to.

Note: If a user has ever existed in PearsonAccess Next for your organization and they become disabled or deleted, the account is archived in LMS. The PearsonAccess Next account must be enabled and restored in order for the user's LMS account to be active. If the staff no longer needs access to PearsonAccess Next for test administration, assign them the LMS Learner role in PearsonAccess Next to maintain their LMS access.

Here are additional considerations for the LMS Learner role:

- The LMS Learner role in PearsonAccess Next has limited access in PearsonAccess Next and no access to student-level information.
- Newly created users will receive an email notification to create a PearsonAccess Next password; however, these users do not need to create a password or log in to PearsonAccess Next in order to be uploaded into the LMS.
- For staff that have already self-registered an LMS account, creating a PearsonAccess Next account will update that user's LMS registration information as long as the same email address is used.
- Users assigned to other roles in PearsonAccess Next (for example, Test Monitor/Data Entry, MTAS/Alt MCA Test Administrator, etc.) do not need to be assigned the LMS Learner role. All PearsonAccess Next users are imported nightly into the LMS.

Can I see a list of Learners enrolled at my organization?

No, there is no report to see which Learners are enrolled at your organization. However, if a Learner has enrolled in a course they will appear on the Learner Transcript report. You can run the Learner Transcript report in the LMS to see a list of all Learners who have enrolled in, started, or completed a course for your organization. For instructions on running reports in the LMS, refer to the *How can I track enrollments and completions in the LMS?* section below for more information.

How can I enroll Learners in a course?

Managers can directly enroll Learners in courses. This ensures that all Learners are enrolled in the correct courses based on their role prior to test administration.

- Select the "Course" tab in the menu to the left.
- Locate the course and then hover over the "three-dot menu" icon.
- Select "Enroll Learners."
- Learners can be enrolled individually or by group (for example, by school, district, or All Learners).
  - Learners can be added by name or email address.
  - Enter text in the text box to find users that match the text criteria entered.
- (Optional) Select "Advanced Options" to expand this dialog box to include a note to Learners.
- When all Learners have been added, select "Proceed."
- Select "Enroll" to complete the process.

View the *Managers in the Learning Management System* recorded training posted to the LMS (DAC Catalog) for a step-by-step demonstration.

How can I share a course with Learners?

There are two ways to share a course with Learners:

- Under the Manager role:
  - Select the "Course" tab in the menu to the left.
  - Locate the course and then hover over the three-dot menu icon.
  - Select "Copy URL" to copy the course URL for sharing. Note: There is no option to email the course under the Manager role.
- Under the Learner role:
  - Select the "Course" tile and then select "Share" in the top right corner of the page.
  - Select "Share URL" to copy the course URL for sharing.
  - Select "E-mail" to open a new email tab. The URL is copied to the body of the email. Enter staff email addresses, update the email subject and body, as needed, and then select "Send."

Note: The person receiving the link will need an LMS account to access the course.

How can I track enrollments and completions in the LMS?

Dashboards is the default Manager homepage. Dashboards allow Managers to quickly see a summary overview of how Learners are progressing through courses. The Learning Summary provides a visual depiction of information you'll find in this section. Select the date filter to see results for a specific period. The default date range is the current month; the other options include the previous three months or the previous 12 months. Managers can select any of the three dashboards to see detailed information by Learner or course: Enrollment, Views, Completions.

The **Learning Summary** tab under My Team View in the menu to the left can also be selected to access this information. After selecting the dashboard (or Learning Summary), you will see a table containing the number of courses individual Learners are enrolled in, viewed, and completed. Select the hyperlinked number to see the specific trainings, along with enrollment date and progress. Note: The Minnesota LMS does not utilize the Group Success, Compliance Dashboard, or Team Skills tasks under My Team View.

Note: The dashboards provide summary information and do not update in real time. It may take up to 24 hours to update after a user enrolls, views, or completes a course. For current data, follow steps below for running a report in the LMS. View the *Managers in the Learning Management System* recorded training posted to the LMS (DAC catalog) for a step-by step demonstration.

The **Reports** tab at the bottom of the menu to the left is used to view and download completion reports for Learners at your organization. These reports can be displayed as dashboards or exported for you to download. On the Reports page, Managers have access to several different reporting options.

- **Learner Transcripts** provide a detailed list of a Learner's activity in the LMS, including staff name, email, courses enrolled in, started, and completed, as well as progress, district and school.
  - Select "Reports" in the menu to the left.
  - Select "Dashboard Reports" and then select the "Learner Transcripts" hyperlink.
  - Complete the following fields:
    - Date Range: Select a default date range or enter your own dates.
    - Select "Learners": Find Learners by username or email address.
      - Under "Users," in the search learners field, search by individual name or email address, or by groups of users (for example, district, school name, or All Learners). Tip: Select "All Learners" to pull a comprehensive learner transcript for all users assigned to your district/school.

        - Under Email IDs, type or copy-paste email IDs for all users you want to add. Select “Validate Email IDs” to confirm all emails added are valid.
    - Select “Catalogs”: You can select an individual catalog, multiple catalogs, or all catalogs.
    - Tip: Learners only have access to the Test Administration catalog.
    - Enrollment Status: You can include all statuses, or filter by Completed, In Progress, Not Started, or Unenrolled.
  - (Optional) Select “Advanced Options.” Here you can indicate which columns you want to see in the report. The default selection is all columns.

    Tip: To run a basic report, select the following columns under the “Select Columns” dropdown: Name, Email, Course, Enrollment Date, Started Date, Completed Date, Status, School, and District.
    Note: These column selections are saved and do not need to be updated each time a report is generated.
  - Once finished, select “Generate.”

    Note: It may take several minutes for the report to process. Once processed you will receive an alert in the Bell icon in the top right of the page. Select the “Bell” icon and then select the report to download.
- Under **Dashboard Reports** you can create your own reports. The drop-down menu will let you modify or download the selected report.
  - Select the “Add” button in the top right of the screen. There are several pre-configured reports available to select.
  - Under type, select the kind of report to create.
  - Define the data you want to appear in the y-axis and x-axis.
  - Select the timeframe to pull data.
  - Apply any additional filters and then select “Save.”
  - The report will appear under Dashboard Reports.
  - Note: Managers can also create a custom report and define the data they want to see.

View the *Managers in the Learning Management System* recorded training posted to the LMS (DAC catalog) for step-by-step instructions.

I cannot see the course a Learner has completed.

A Learner may be missing from the report for several reasons. If the Learner has not enrolled in a course, they will not appear on the learner transcript report. Also, if a Learner is missing from the learner transcript report it could be due to selecting the incorrect school and/or district associated with their account. There are two options for updating the Learner's LMS account.

- For Learners with a PearsonAccess Next user account, the DAC or AA can review the user's PearsonAccess Next account and update, as needed. Once updated, the Learner's LMS account will be updated the following business day. Review the PearsonAccess Next User Accounts Guide (Minnesota Assessment Hub > Resources & Training > User Guides) for more information on creating and updating PearsonAccess Next accounts. Note: If you create a PearsonAccess Next account for a Learner who already has a self-registered LMS account, the self-registered account will be updated with information imported from PearsonAccess Next.
- If the user incorrectly self-registered their LMS account, contact Pearson at (888) 817-8659 or submit a Pearson help desk request (Minnesota Assessment Hub > Support). Pearson will "reset" the Learner's account, meaning the Learner will need to update their district and school selections the next time they log into the LMS. Note: Resetting a Learner's account does not impact the Learner's already enrolled, started, or completed courses.

Can I mark courses complete in the LMS that are completed as a group outside the LMS?

Yes; however, in order to mark a course complete in the LMS (rather than keeping documentation at the district), participants must have a Learner LMS account. For more information on creating LMS accounts, refer to the *How do I get an LMS Learner Account?* section above. Also, confirm the Learner is enrolled in the course. Refer to the *How can I enroll Learners in a course?* section above for more information.

To mark courses complete:

- Under the Manager role, select "Courses" in the menu to the left.
- Select the correct course tile.
- In the menu to the left, select "Learners."
    - Under "Course or Path," confirm the correct course is selected.

- In the "Search Learners" search field, find Learners by typing in their name or email address. Learners can also be searched for by group, including by school, district, or All Learners. Select the checkbox to the left of the Learner or group name.
- From the Actions dropdown, select "Mark Completion."
- Review the confirmation page to ensure the details of the mark course complete. Note: Once marked complete, you cannot un-submit a completion. If a course is accidentally marked complete, the school or district will need to manually track each user and the courses that were completed.
- Select "Proceed."

Can I create a Learner account for staff who do not have an LMS account?

Yes. While you cannot create Learner accounts within the LMS, you can create a user in PearsonAccess Next and assign them the LMS Learner role. This role is intended to be used for school staff who do not need access to PearsonAccess Next for test administration but do need to complete trainings in the LMS. All changes to PearsonAccess Next account are reflected in the LMS the following business day. Note: The user will still need an Adobe account to log into the LMS and complete trainings.

Can I track course completion outside the LMS?

Yes, details on tracking completed trainings outside the LMS are available in Chapter 7 of the *Procedures Manual* (Minnesota Assessment Hub > Resources & Training > Policies and Procedures).