What is the Lakeshore LMS?

The Lakeshore LMS is a learning management system (LMS) that is used by Community Mental Health of Ottawa County (CMHOC) and other CMH agencies in the region who are also members of the Lakeshore Regional Partners (LRP). The Lakeshore LMS is the platform for course registration (online and classroom courses) and it is the platform for accessing online courses that may be required for providers of CMHOC. The Lakeshore LMS will allow you to:

- create your own account or will allow your supervisor to set up an account on your behalf. **We encourage employees to do this with their supervisor.**
- see what courses are available and allow you to enroll and unenroll in courses.
- view and print your training record.

How do I access Lakeshore LMS and create a Student Account?

Log onto the internet and go to: [https://lakeshoretraining.org/ottawa/](https://lakeshoretraining.org/ottawa/)

- **NOTE:** Anyone using the Lakeshore LMS will need to add the URL lakeshoretraining.org to their compatibility view settings on the computer they are working on. To do this, click on **Tools** from the menu bar (should be at the top of your screen) or click the gear symbol in the upper right of the screen. Click on **Compatibility View** Settings and the window on the left should pop up.

- Type in the URL lakeshoretraining.org in the box the arrow is pointing to if it does not auto-populate and then click the **Add** box.
The Lakeshore LMS should look like this window to the left.

**STEP 1:** Choose “New Students: Click here for registration”

You can also view the video “How To Use lakeshoretraining.org” (circled on the far left) to help you through the steps.

**STEP 2:** Complete your registration by filling in these fields:

- **Name:** There are separate boxes for first and last names.
- **User Name:** A unique ID must be different for each user. (This is the name you will use to log in to Lakeshore LMS.)
- **Email:** The system will allow an email address to be used only one time, so each student’s email address must be unique.
- **Date of Hire:** Confirm with your supervisor.
- **Job Title:** Skip if you do not know; not required to continue registering.
- **Phone number**
- **Birth date:** needed to differentiate among multiple users. (Format is: mm/dd/yyyy)
- The **Region** and **CMH** will automatically be filled in.
- **Organization Name:** Select from the drop down menu.
- **Program Name:** Select from the drop down menu,
- **Manager:** Select from the drop down menu.
- **Password:** Create a password you will remember.
- **Click the Process Registration box.** A confirmation email will be sent to the learner and the manager (if you selected one). You will then be brought to the Lakeshore LMS home page.
What if I forget my password?

If you cannot remember your password, there is a “Forgot your password?” link right next to the login button on the student home page. If you cannot remember what email address you used to set up your student account, contact the Training Center at 494-5410 or CMHTrainingCenter@miottawa.org to have your password reset. Do NOT create a new account because it will NOT contain any of your previous training information.

How do I enroll and unenroll in a course in Lakeshore LMS?

**Note:** After you have created a new learner account, if you are not able to view the list of available courses under the **Courses – Available** tab, you may need to log out and log back in again. If you cannot see the courses, please the Training Center at 616.494.5410 or CMHTrainingCenter@miottawa.org.

**STEP 1:** From the student home page, select the **Courses - Available** tab.

**STEP 2:** Locate the course from the list, scrolling down if necessary. The first column lists how many seats are available. The icon under the **Syllabus** column will give the details of the course. Select the icon under the **Enroll** column to register for the course.

**NOTE:** When a class is full, it will disappear from the **Classes-Available** tab.
STEP 3: When you see all of the course information, click on the **Enroll Now** box. The course will then appear on the student home page under the **Courses – Enrolled** section.

**NOTE:** Enrollment for AHA First Aid/CPR/AED and The Mandt Series courses must be approved by the system administrator at CMHOC. Once approved, you will be notified via email.

- Confirmation emails are automatically sent to the Learner, the Learner’s Manager (if you selected one), and the CMH.
- The class now appears on the learner’s homepage under the **Classes-Enrolled** tab.
- When online modules are available, the learner will access the material by clicking on the icon under the **Enter** column.

**To Unenroll from a course:**

**STEP 1:** Go to the student home page. Go to the **Classes-Enrolled** Tab and click on the **Info** icon.
How do I access my transcript for training completed in Lakeshore LMS?

After a classroom course has been completed, the system administrator at CMHOC will mark the course complete after verifying with the instructor that the student has successfully completed the course. This may take up to 2 or 3 business days after the course was completed.

Learners and supervisors who share login and password information can access individual transcripts from the student Home Page.

Click on the Transcript link in the left margin.
This is what a transcript looks like:

The transcript will show courses that have been completed as well as courses the student is registered for but have not yet been completed.

There is no “print transcript” icon or box. To print the transcript, use Control-P or search your tool bar for a print icon.

How do I access my training certificates for training completed in Lakeshore LMS?

Learners (and supervisors with shared access) can also print training certificates.

Certificates for **online courses** are available immediately after completing the course.

Certificates for **classroom courses** are available after the system administrator at CMHOC marks the course complete.