

# Frequently Asked Questions (FAQ) about Lakeshore LMS CMH of Ottawa County

## **1. When I try to enroll, it does not go through.**

- Make sure the compatibility view settings on your computer have been set to include lakeshoretraining.org. There are instructions on how to do this in the Student Guide and on the home page of Lakeshore LMS. If you are using Internet Explorer or Firefox as your internet browser and are still having difficulty, we strongly recommend using Google Chrome when accessing Lakeshore LMS.

## **2. I'm trying to find a class, but it is not listed for enrollment.**

- When a class fills up, it no longer shows up as a course that is available.
- The class may not have been added into the system yet even though it is on the calendar. Check back later.
- The class may not show up as available if you have already enrolled in it or have successfully completed it in the past.

## **3. I've taken this class, but it's not showing on my account.**

- Students often look under the "completed classes" tab, which only has the most recent classes (2 months). Instead, pull up your transcript.
- The course may not show up until the system administrator at CMHOC marks the course as complete. This may take 2 or 3 days.
- The class may not be showing up because you have multiple accounts and you are not looking on the same account the enrollment was done on.

## **4. My name is spelled wrong on my account.**

- This can be corrected under the student profile by the student.

## **5. I was taking an online course and it froze, not letting me continue.**

- Try going back one screen by using the back arrow. This will often take care of the issue. If this doesn't work, exit the training and try to resume where you left off. If this doesn't work, start the course at the beginning.
- Make sure the compatibility view setting on your computer includes lakeshoretraining.org. If problems persist, access Lakeshore LMS using Google Chrome.

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**6. The class I'm interested in has no seats available. Do I have options?**

- The seats available will change as people enroll or unenroll. Keep checking back in case someone unenrolls.

**7. I'm the manager for this staff member, but I'm not receiving system generated emails on this person as I should.**

- Check and make sure you are listed as this staff's manager. An incorrect manager may have been selected by the student.

**8. My manager is not listed as an option to choose from in the drop down menu.**

- Contact your supervisor to determine why his/her name is not listed. It may need to be added into Lakeshore LMS by the system administrator at CMHOC.

**9. My Organization/Program is not listed as an option to choose from in the drop down menu.**

- If you are a student, contact your supervisor. If you are a supervisor, email the system administrator at [cmhtraining@miottawa.org](mailto:cmhtraining@miottawa.org) to request the name of the organization and the corresponding programs be added.

**10. I've tried to set up an account, but it states that my email is already being used.**

- It may be that another family member is using that email address. You can do a search on the email to see who is using it. Often there is a typo made by another user when typing in the email address.