

# STUDENT GUIDE

## Lakeshore LMS (Learning Management System) Community Mental Health of Ottawa County

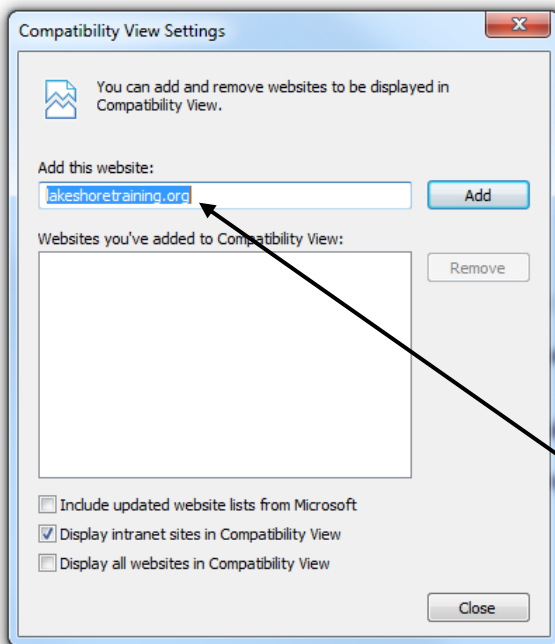
### What is the Lakeshore LMS?

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/>



• **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.

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**Community Mental Health of Ottawa County**

Welcome to the Lakeshore Learning Management System - the online learning management system (LMS) of Community Mental Health of Ottawa County!

**IMPORTANT: For full functionality, add this site to your compatibility view settings!**

**Quick Guide: Getting Started with lakeshoretraining.org**

**Video: How To Use lakeshoretraining.org**

Contact the Training Center  
Email: cmhtrainingcenter@miottawa.org  
Phone: 616-494-5410

For more information about the training requirements of CMHOC, please visit our website: [www.miottawa.org/cmhtraining](http://www.miottawa.org/cmhtraining)

Login

Login:

Password:

Login Forgot your password?

**New Students: Click here for registration**

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.

**Community Mental Health of Ottawa County**

**Student Registration**

Name (First then Last)

User Name (Unique ID)

Email Address

Date of Hire

Social Work License # for CE Hours (if applicable)

Job Title

Phone Number

Birth Date

Region

CMH

Organization Name

Program Name

Manager

Password

Repeat Password

**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.
- **If you do not see the name of your organization, program, or manager in the drop down menus, please contact the Training Center.**
- **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.

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### 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](mailto: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](mailto:CMHTrainingCenter@miottawa.org).

**Community Mental Health of Ottawa County**

Student: *Lorrie Hackney* Student Home Page Logout

Menu Tools		Courses - Available	Courses - Enrolled	Courses - Completed
Learner		Courses	Open Seats	Enroll Syllabus
News & Updates		AHA First Aid/CPR/AED-12/5/2015 - 9:00-1:00 (classroom) - Holland	9	 
Course Finder		AHA First Aid/CPR/AED-12/7/2015 - 9:00-1:00 (classroom) - Holland	9	 
Email Admin		Community Living Supports - 12/14/2015 - 9:00-3:00 (classroom) - Holland	20	 
Help Demos		Cultural Competence (online)	99999998	 
General		Diabetes- 11/5/2015 - 9:00 - 12:00 (classroom) - Holland	15	 
Home		Health & Wellness (online)	99999999	 
Calendar		Nutrition & Food Safety (online)	99999868	 
Daily Tasks		Recipient Rights - 12/16/15 - 1:00-5:00 (Classroom) - Holland	22	 
Student Profile				
Transcript				
Logout				

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

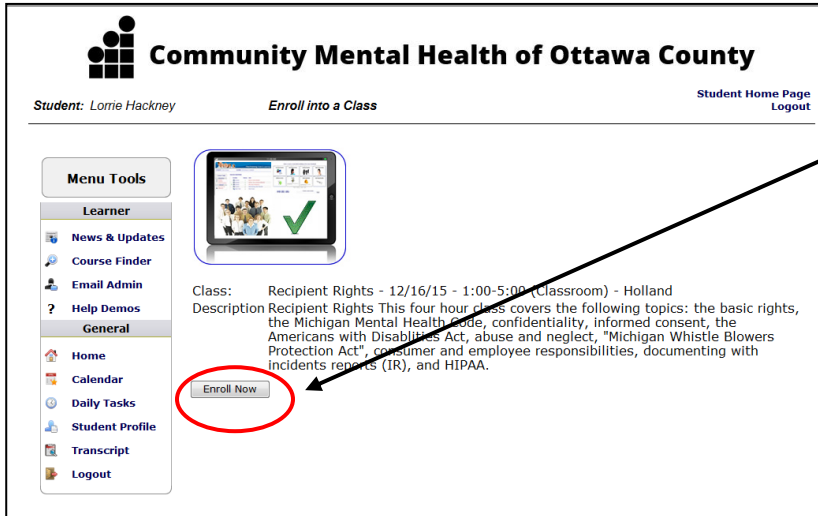
**STEP 2:** Locate the course from the list, scrolling down if necessary. The first column lists how many seats are available. The icon under the **Syllabus** column will give the details of the course. Select the icon

under the **Enroll** column to register for the course.

**NOTE:** When a class is full, it will disappear from the **Classes-Available** tab.

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**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. and

**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.

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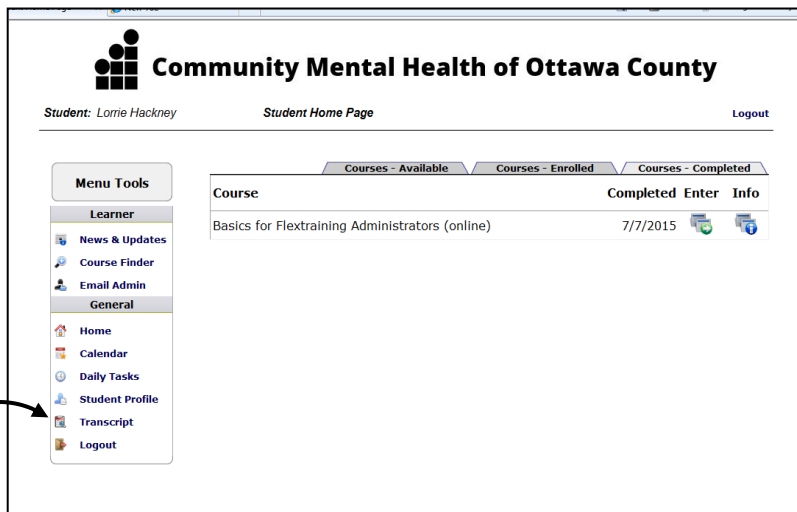


**STEP 2:** Scroll to the bottom of the Class Information page.

Click on the **Unenroll Now** box

A confirmation of the unenrollment will be sent to the learner, learner's manager (if you selected one), and the CMH.

### 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.

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This is what a transcript looks like:

The screenshot shows the 'Transcript' page for student Lorrie Hackney. The page header includes the logo for Community Mental Health of Ottawa County, the student's name, and the word 'Transcript'. A sidebar on the left contains 'Menu Tools' and 'Learner' options. The main content area is divided into 'Completed Classes' and 'Classes In Progress'. Under 'Completed Classes', there is one entry: 'Basics for Flextraining Administrators (online)' completed on 7/7/2015 with 0 credit hours earned. The total credit hours earned is 0. Under 'Classes In Progress', there are four entries: 'AHA First Aid/CPR/AED-12/21/2015 - 9:00-1:00 (classroom) - Holland' with 4 credit hours in progress; 'Emergency Preparedness (online)' with 1 credit hour in progress; 'HIPAA (online)' with 0 credit hours in progress; and 'Limited English Proficiency (online)' with 0 credit hours in progress. A fifth entry, 'Person Centered Planning & Self Determination (online)', is partially visible with 0 credit hours in progress.

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 pinter icon.

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

The screenshot shows the 'Student Home Page' for student Lorrie Hackney. The page header includes the logo for Community Mental Health of Ottawa County, the student's name, and the word 'Student Home Page'. A sidebar on the left contains 'Menu Tools' and 'Learner' options. The main content area has three tabs: 'Courses - Available', 'Courses - Enrolled', and 'Courses - Completed'. The 'Courses - Completed' tab is selected and circled in red. Below the tabs is a table with the following data:

Courses	Completed	Enter	Info
Basics for Flextraining Administrators (online)	7/7/2015		

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.