



LEARNING MANAGEMENT SYSTEM (LMS)

STORE SUPPORT CENTER (SSC)/DISTRIBUTION CENTER (DC)

USER GUIDE

12.18.2015

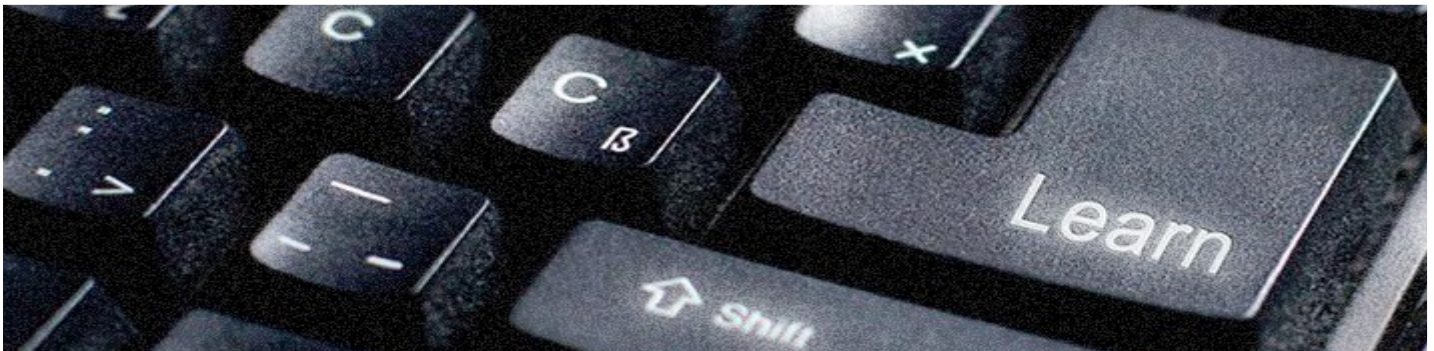


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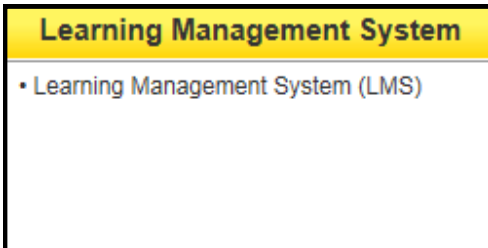
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Managing Your Team's Learning

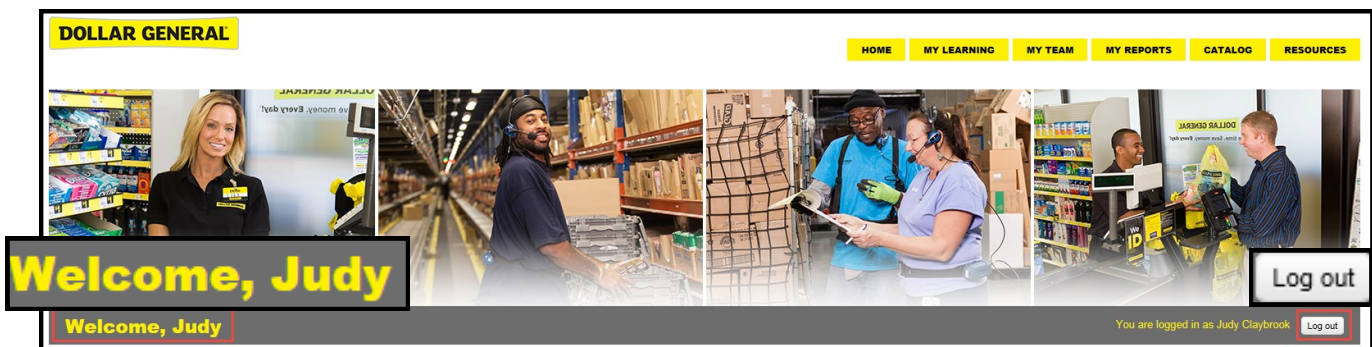
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Log In/Log Out

The Learning Management System (LMS) is accessed via DGme. Follow these steps to log in and log out.



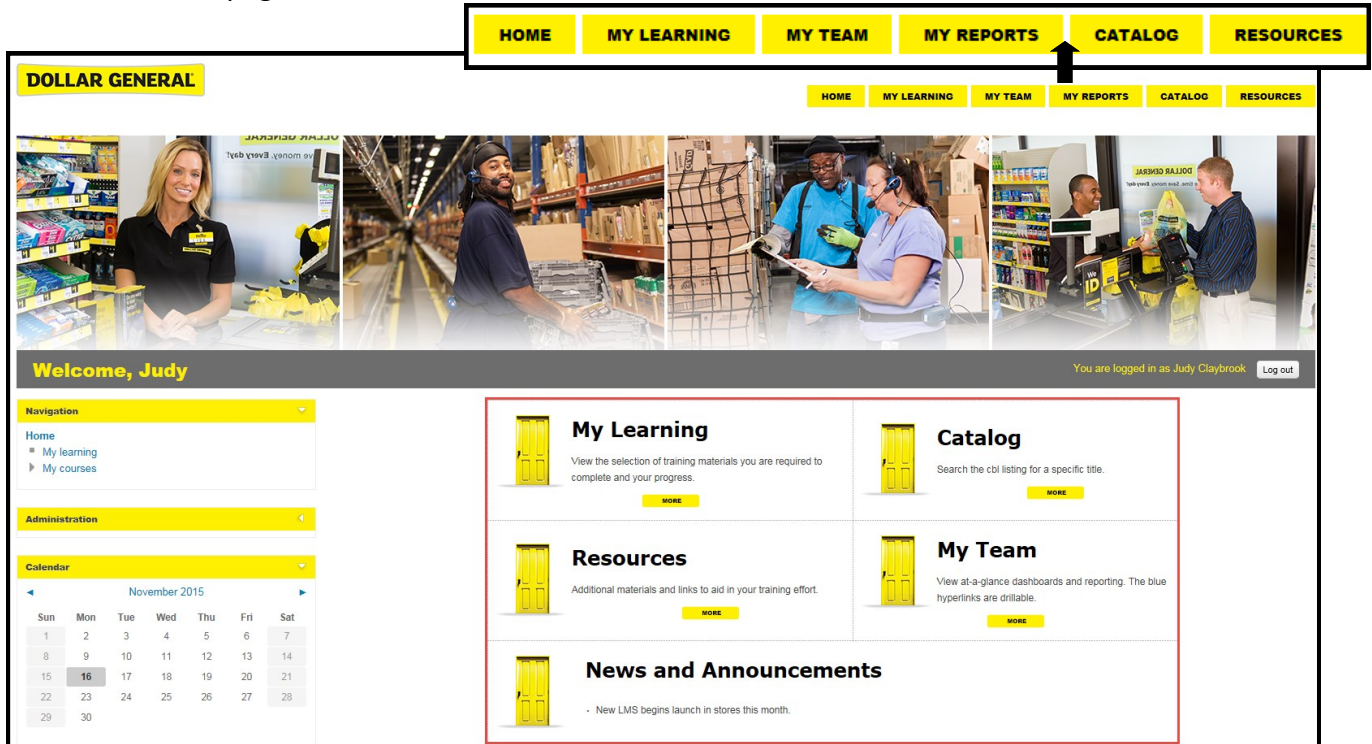
1. Click **DGme**.
2. At the top, click the **Training** tab.
3. In the left margin, click **Learning Management System**



6. Ensure the correct employee name appears on the home page of the LMS before beginning any training. The employee logged in receives credit for any completed CBLs.
7. To log out, click **Log Out**. When multiple users share one computer, it is important for every user to log out after training is complete. New users must then log in, ensuring accurate CBL completion records.

Home Page

After logging in, users are brought to the LMS Home Page where six main areas exist: Home, My Learning, My Team, My Reports, Catalog, and Resources. Users can navigate using the links at the top of the page or in the center of the page.



Home	Home navigates to the LMS Home Page or to view recent news and announcements.
My Learning	My Learning accesses CBLs and classes that are required for you.
My Team	My Team accesses the dashboard and drills down functions to check compliance rates and employee progress. If you have no direct reports, this will be blank.
My Reports	My Reports accesses self-service standard reports.
Catalog	Catalog locates a CBL or class by keyword or title.
Resources	Resources accesses training materials, forms, or articles.

Catalog Search

Training is categorized in the LMS based on topic; however, it is possible to search for a specific training via the catalog.

DOLLAR GENERAL

HOME MY LEARNING MY TEAM MY REPORTS

CATALOG RESOURCES

COURSES

REQUIRED TRAINING

SEARCH

Welcome, Judy Claybrook You are logged in as Judy Claybrook Log out

Home Courses Search

Search by cashmaster Search Clear

Search Courses: 3 of 328 records shown

Filter by

Type

- ☐ E-learning (3)
- ☐ Blended (0)
- ☐ Face-to-face (0)

Content

- ☐ Assignment (0)
- ☐ Book (0)
- ☐ Certificate (0)

Course Name	Start date	Content
Introduction to Cashmaster (20)	Aug 21 2014	
Cashmaster Two (20)	Aug 21 2014	
Cashmaster User Guide	Aug 29 2014	

1. Hover the mouse over **Catalog**.
2. From the drop down menu, click **Search**.
3. In the search field, type the CBL name or part of the CBL name. For example, "Safety" or "Cashmaster."
4. Click **Search**.
5. Search results will display.

Launch a Required CBL

Follow these steps to launch a required CBL in the LMS.

Record of Learning : All Courses

All courses **Required Training** Other Completions

3 records shown

Search by

Course Title ? contains []

Search Clear

Show more...

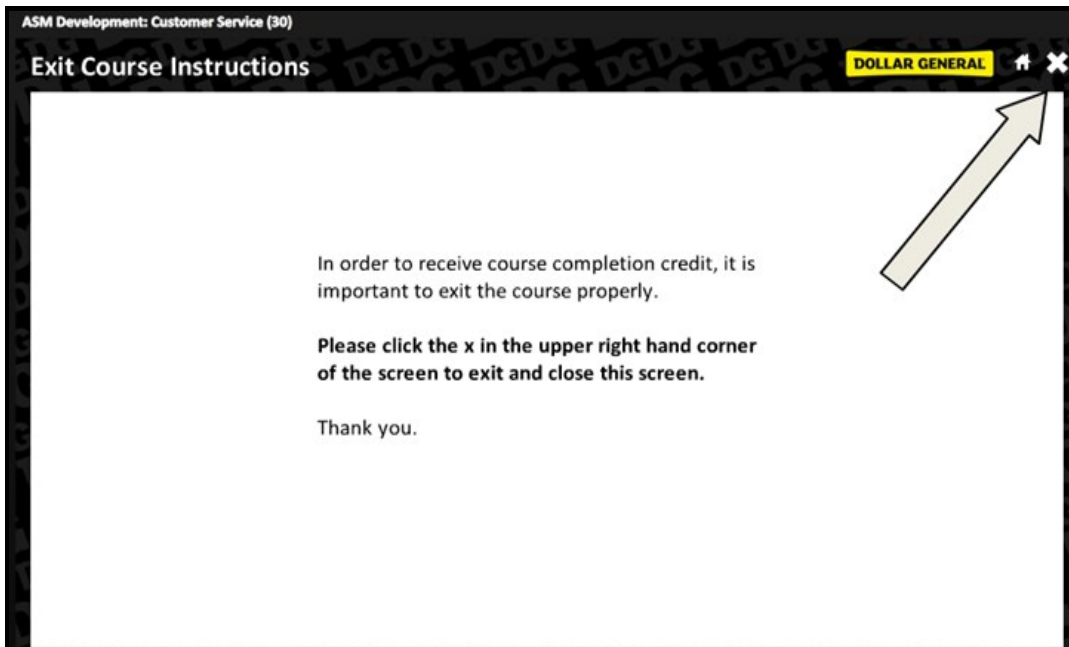
Show/Hide Columns

Type	Course Title ↑	Previous Completions	Progress	Course completion date
	2015 Dollar General Code of Business Conduct and Ethics (30)		<div></div>	May 4 2015
	Data Security Awareness (20)		<div></div>	

1. Hover the mouse over **My Learning**.
2. From the drop down menu, click **Record of Learning**.
3. The Record of Learning defaults to the **Required Training** tab. Required trainings will display.
4. Click on the CBL title and then **Enter** to launch the CBL. The CBL title shows the estimated CBL length in minutes in the title. For example, Data Security Awareness (20). This means that CBL is approximately 20 minutes in duration.

Complete a CBL

Course completions are saved to the LMS after the CBL is properly exited. The completion is then immediately visible on the employee's Record of Learning.



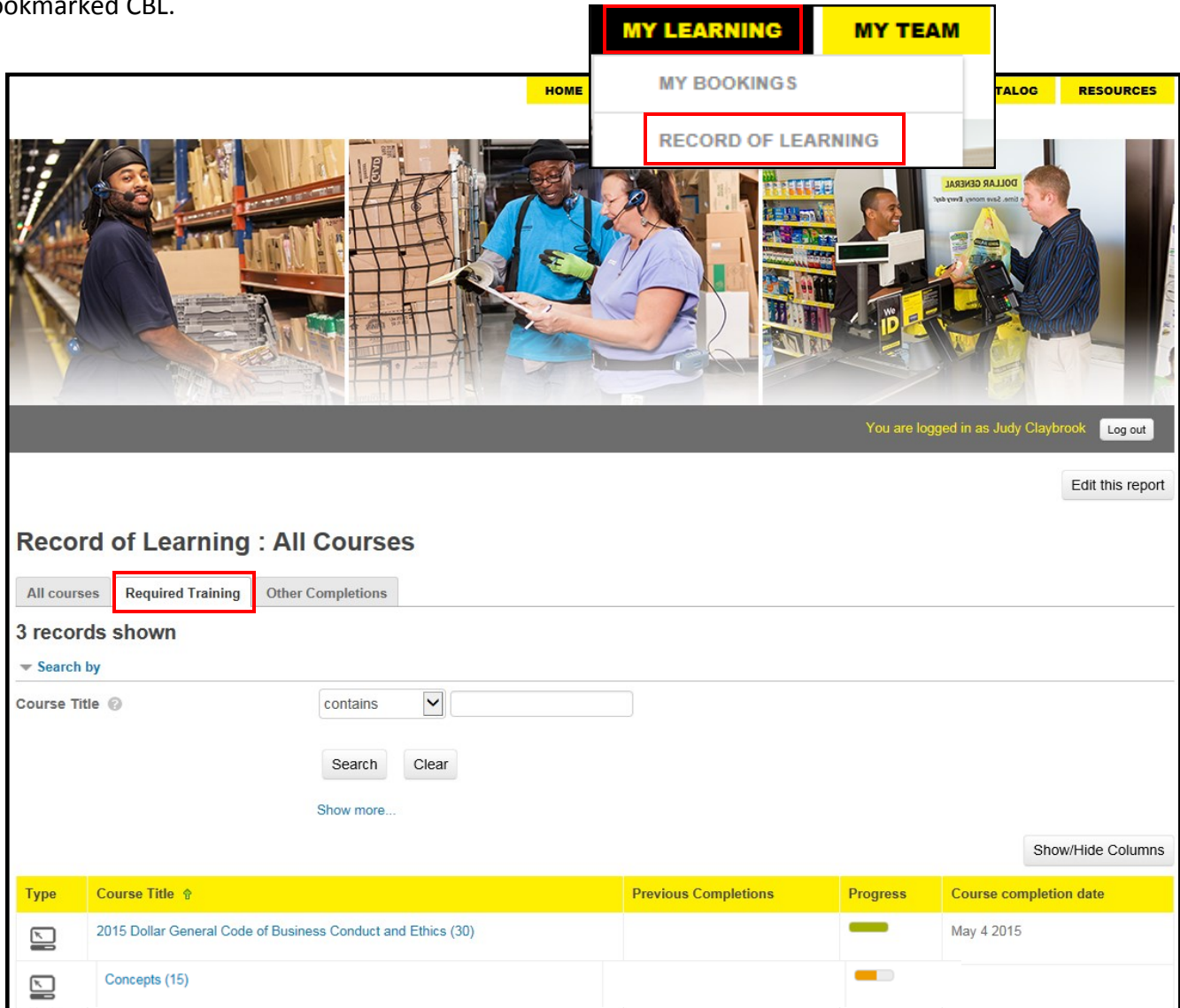
1. After completing a CBL, click the **X** in the upper right or the **X** in the browser

The content has ended. You may close this window.

2. This message appears. Click **X** to close the window and return to the LMS.

Bookmarking

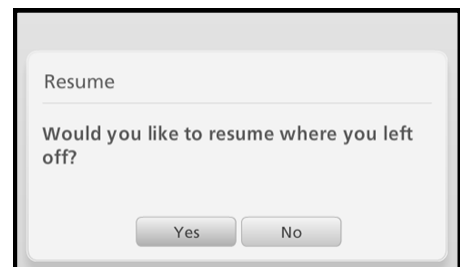
The LMS has the ability to “bookmark” courses, or start where users last left off. This prevents users from having to restart a course from the beginning if they get interrupted. Follow these steps to restart a bookmarked CBL.



The screenshot displays the LMS interface. At the top, there are navigation tabs: **MY LEARNING**, **MY TEAM**, **HOME**, **MY BOOKINGS**, **RECORD OF LEARNING** (highlighted), **CATALOG**, and **RESOURCES**. Below the navigation bar, a banner image shows three people in a warehouse setting. To the right of the banner, it says "You are logged in as Judy Claybrook" with a "Log out" button. Below the banner, there is an "Edit this report" button. The main heading is "Record of Learning : All Courses". Below this, there are three tabs: "All courses", "Required Training" (highlighted), and "Other Completions". The text "3 records shown" is displayed. Below the tabs, there is a search section with a "Search by" dropdown, a "Course Title" input field, a "contains" dropdown, and "Search" and "Clear" buttons. A "Show more..." link is also present. To the right of the search section, there is a "Show/Hide Columns" button. Below the search section, there is a table with the following data:

Type	Course Title	Previous Completions	Progress	Course completion date
	2015 Dollar General Code of Business Conduct and Ethics (30)			May 4 2015
	Concepts (15)			

1. Hover the mouse over **My Learning**.
2. From the drop down menu, click **Record of Learning**.
3. The Record of Learning defaults to the **Required Training** tab. Required trainings will display, along with CBL progress.
 - Completed CBLs display a green progress bar.
 - Incomplete CBLs display an orange progress bar.
4. Click on the CBL title and then click **Enter** to launch the CBL.
5. Click **Yes** to the message, “Would you like to resume where you left off?”



Resume

Would you like to resume where you left off?

Yes No

Verify a CBL Completion

Follow these steps to verify that a CBL was properly completed.

Record of Learning : All Courses

All courses **Required Training** Other Completions

3 records shown

Search by

Course Title ? contains []

Search Clear

Show more...

Show/Hide Columns

Type	Course Title ↑	Previous Completions	Progress	Course completion date
	2015 Dollar General Code of Business Conduct and Ethics (30)		<div style="width: 100%;"></div>	May 4 2015
	Data Security Awareness (20)		<div style="width: 0%;"></div>	

1. Hover the mouse over **My Learning**.
2. From the drop down menu, click **Record of Learning**.
3. The Record of Learning defaults to the **Required Training** tab. Required trainings will display.
4. Verify the completed CBL title has a completed green progress bar. This means the CBL is 100% complete.

Record of Learning (Transcript)

Every user has a Record of Learning, or a transcript, of all completed training. Three tabs make up the Record of Learning: All Courses, Required Training, and Other Completions. Each tab represents different learning activities. Follow these steps to access your Record of Learning.

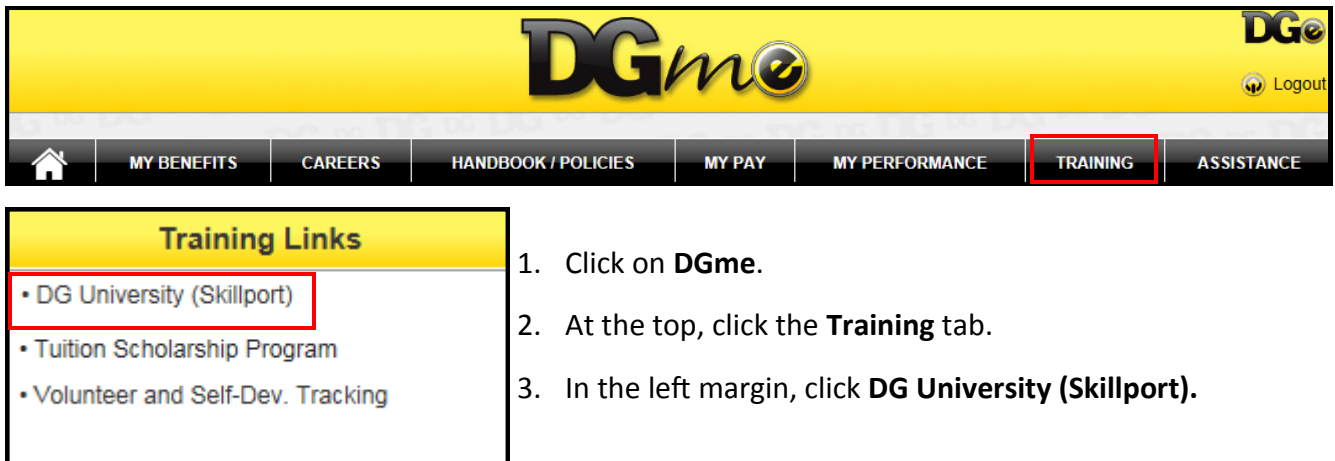
The screenshot shows the LMS interface. At the top, there are navigation tabs: **MY LEARNING**, **MY TEAM**, **HOME**, **MY BOOKINGS**, **RECORD OF LEARNING** (highlighted in a red box), **TALOG**, and **RESOURCES**. Below the navigation bar, there is a banner image showing three people in a retail setting. Below the banner, it says "You are logged in as Judy Claybrook" with a "Log out" button. To the right, there is an "Edit this report" button. Below this, the section "Record of Learning : All Courses" is highlighted with a red box. It contains three tabs: "All courses", "Required Training", and "Other Completions". Below the tabs, it says "3 records shown". There is a search bar with a dropdown menu set to "contains" and a "Search" button. Below the search bar, there is a "Show more..." link. To the right of the search bar, there is a red box. Below the search bar, there is a "Show/Hide Columns" button. Below the search bar, there is a table with the following data:

Type	Course Title	Previous Completions	Progress	Course completion date
	2015 Dollar General Code of Business Conduct and Ethics (30)			May 4 2015
	Data Security Awareness (20)			

1. Hover the mouse over **My Learning**.
2. From the drop down menu, click **Record of Learning**.
3. Each tab represents a different type of learning:
 - **All Courses:** All CBLs currently assigned to you, self-enrolled CBLs, and any CBLs completed throughout your career at Dollar General. For example, ASM CBLs and SM CBLs, since both positions were held at some point in your career.
 - **Required Training:** Training you are required to take by Dollar General. These are based on job code, store product mix, and any state-specific requirements.
 - **Other Completions:** All other training (historical CBLs and any external courses attended.)

DGU Skillport: Optional Professional Development

Professional development opportunities exist for SSC/DC employees. Follow these steps to log in to DGU Skillport to take optional courses.



The screenshot shows the DGme website interface. At the top is a yellow header with the DGme logo and a Logout link. Below the header is a navigation bar with tabs: Home, MY BENEFITS, CAREERS, HANDBOOK / POLICIES, MY PAY, MY PERFORMANCE, TRAINING (highlighted with a red box), and ASSISTANCE. Below the navigation bar is a 'Training Links' section with a yellow header. The links listed are: DG University (Skillport) (highlighted with a red box), Tuition Scholarship Program, and Volunteer and Self-Dev. Tracking.

1. Click on **DGme**.
2. At the top, click the **Training** tab.
3. In the left margin, click **DG University (Skillport)**.

Users can also navigate directly to Skillport through this web address: <http://dollargeneral.skillport.com>

My Dashboard

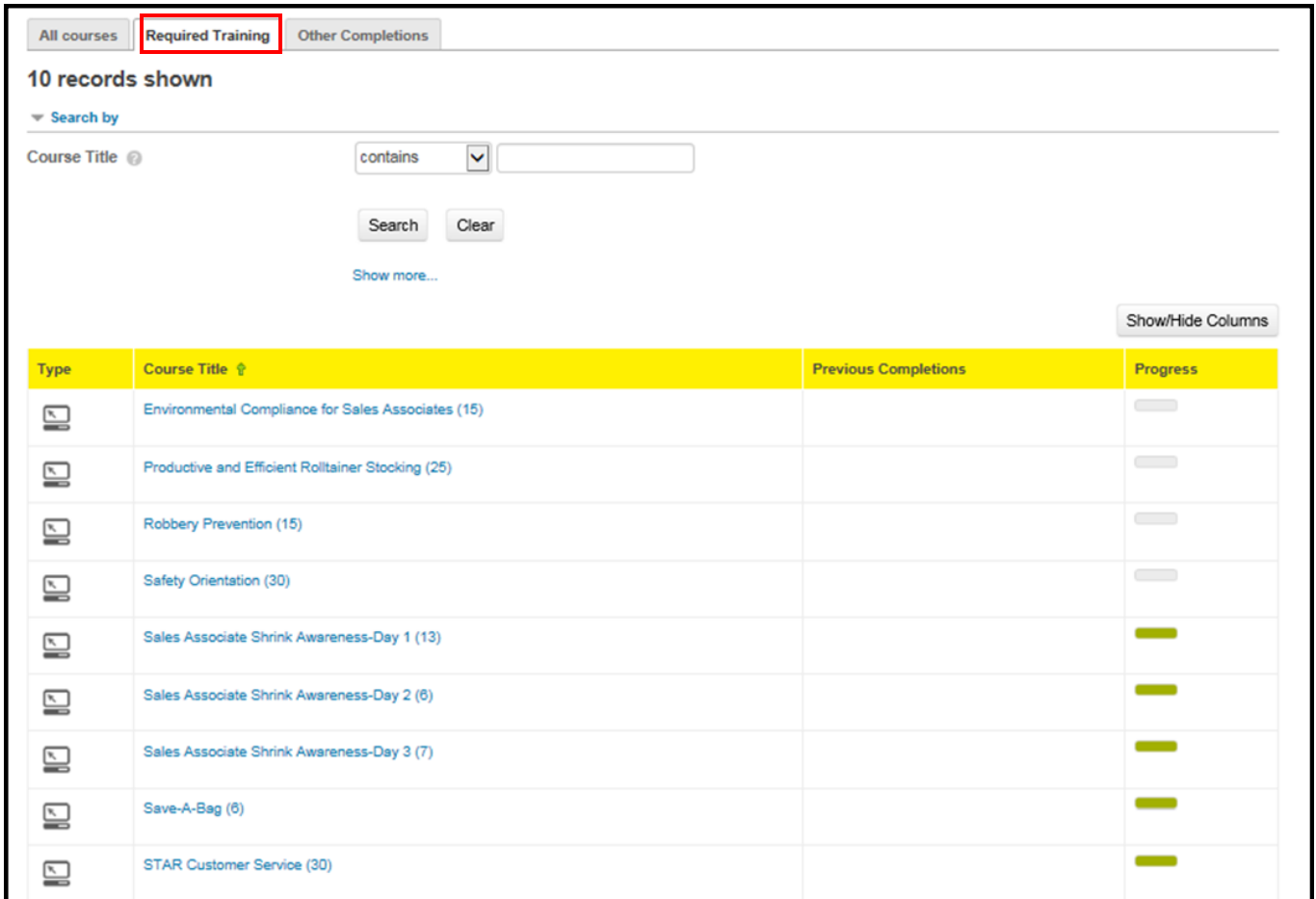
My Dashboard displays employee CBL completion rates. My dashboard has drill down capabilities so users can view the data.

Name	Last Login	Courses Started	
Don Mcgregor	Oct 29 2015	34	
Judy Claybrook	Dec 16 2015	26	
Kevin Robinson	Dec 11 2015	10	
Laura Butler	Dec 16 2015	36	
Marvin Robinson	Aug 26 2015	85	85
Kevin Hays		18	18

1. Hover the mouse over **My Team**.
2. From the drop down menu, click **My Dashboard**.
 - My Dashboard displays employee information. The system defaults to all employees you've ever managed. To see your current team, you must filter the names.
3. From the **Manage Search** drop-down field, choose **Current Employees**.
4. The list of names will refresh and only current employees display.

My Dashboard (continued)

From My Dashboard, follow these steps to view an Employee's CBL Completion record.



The screenshot shows the 'Required Training' tab selected in the LMS dashboard. It displays a list of 10 records with columns for Type, Course Title, Previous Completions, and Progress. The progress bars indicate the status of CBL completion: incomplete (grey), in progress (yellow), or complete (green).

Type	Course Title	Previous Completions	Progress
	Environmental Compliance for Sales Associates (15)		<div></div>
	Productive and Efficient Rolltainer Stocking (25)		<div></div>
	Robbery Prevention (15)		<div></div>
	Safety Orientation (30)		<div></div>
	Sales Associate Shrink Awareness-Day 1 (13)		<div></div>
	Sales Associate Shrink Awareness-Day 2 (6)		<div></div>
	Sales Associate Shrink Awareness-Day 3 (7)		<div></div>
	Save-A-Bag (6)		<div></div>
	STAR Customer Service (30)		<div></div>

1. From My Dashboard, click on the Employee's Name.
2. Click the **Required Training** tab to display the employee's required CBLs.
3. The progress meter displays, showing the status of CBL completion: incomplete, in progress, or complete.

Frequently Asked Questions

Q: How do I log into the new LMS?

A: Log into the DGme with your Employee ID (EID) and password. Click the training tab in the top banner, then click "Learning Management System" in the Learning Management box on the left side of the screen. If you get an error when clicking the LMS link, please email what the error says to trainingcoordinator@dollargeneral.com with the user's EID and it will be corrected.

Q: How does bookmarking work?

A: Bookmarking allows a user to close out of a CBL, and then return later to the same page and finish. The only exception is CBLs with videos. It is not able to bookmark within videos. If you are watching a video within a CBL, then close out while the video is playing, when you go back in your bookmark will return to the beginning of the video.

Q: When will a new employee have access to LMS to complete CBLs?

A: New employees have access to the LMS and to their required CBLs within 12 hours of receiving their EID.

Q: Can a Store Manager or other store employee complete CBLs from home?

A: No, employees do not have the ability to log into the LMS from home. They must log in from a Dollar General computer to complete CBLs.

Q: What is included in the LMS Dashboard Compliance Percentages?

A: There are separate blocks on the dashboard, and each provides different compliance percentages. Compliance Status, on the far left, lists all regions, district or stores (depending on level) that are assigned to you and their overall compliance percentage. This percentage includes: required training for new employees, state-specific required training (food safety, beer and/or tobacco), and product-specific required training (DG beer and tobacco, Rug Doctor). THIS DOES NOT INCLUDE SMT REED REQUIRED COMPLIANCE.

Store Manager Training (SMT), on the right (for District Manager and above), lists all store managers in your area enrolled in SMT REED. This block displays the percent complete for each store manager enrolled as well as the store manager's class pull date. The class pull date is when all requirements must be met to avoid being pulled from class.

Q: Why don't I get a completion in LMS, even though I have a certificate?

A: If you are experiencing problems with a CBL, please notify trainingcoordinator@dollargeneral.com with the employee's EID and CBL title.

Q: Does the District Manager evaluation effect credits being issued for Store Manager Training (SMT)?

A: NO, labor credits are solely based on SMT CBL completions. For more information on SMT credits, contact trainingcoordinator@dollargeneral.com.

Frequently Asked Questions (continued)

Q: Why can't I upload the District Manager evaluation for a Store Manager who is enrolled in REED?

A: *If you are a TEMP District Manager, you do not have the ability to upload DM evaluations into the LMS. You are also not able to upload an evaluation for a Store Manager Candidate. If you fall into either of these categories, please send the evaluation to trainingcoordinator@dollargeneral.com.*

Q: I sent the District Manager evaluation to the Training Coordinator, but it still shows NO on my LMS Dashboard, why?

A: *When the training coordinator imports the evaluations, it does not display in the LMS. The two processes are not set up to communicate yet. However, you will receive a confirmation email from the training coordinator and your Store Manager will not be pulled from class due to the District Manager evaluation.*

Q: Why isn't there any training on my Required Training Tab?

A: *It can take up to 4 hours for the Required Training tab to be populated after a new account is set up in the LMS. In the meantime, you can search the Catalog to find the CBLs you need to take. (If you complete a CBL before it assigned to you, it WILL show COMPLETE once it is assigned.)*