LEARNING MANAGEMENT SYSTEM (LMS)

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

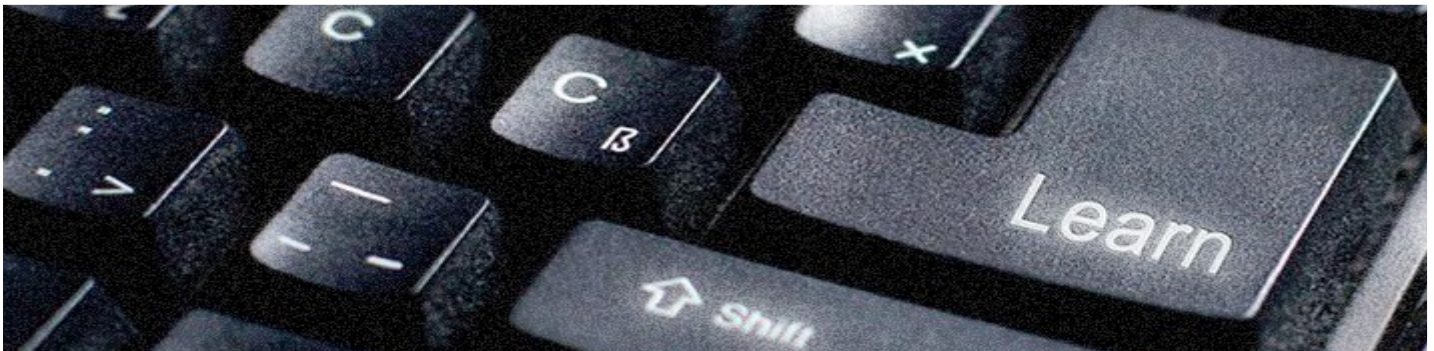*12.18.2015*

DOLLAR GENERAL

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Managing Your Learning

Managing Your Team's Learning

Log In/Log Out

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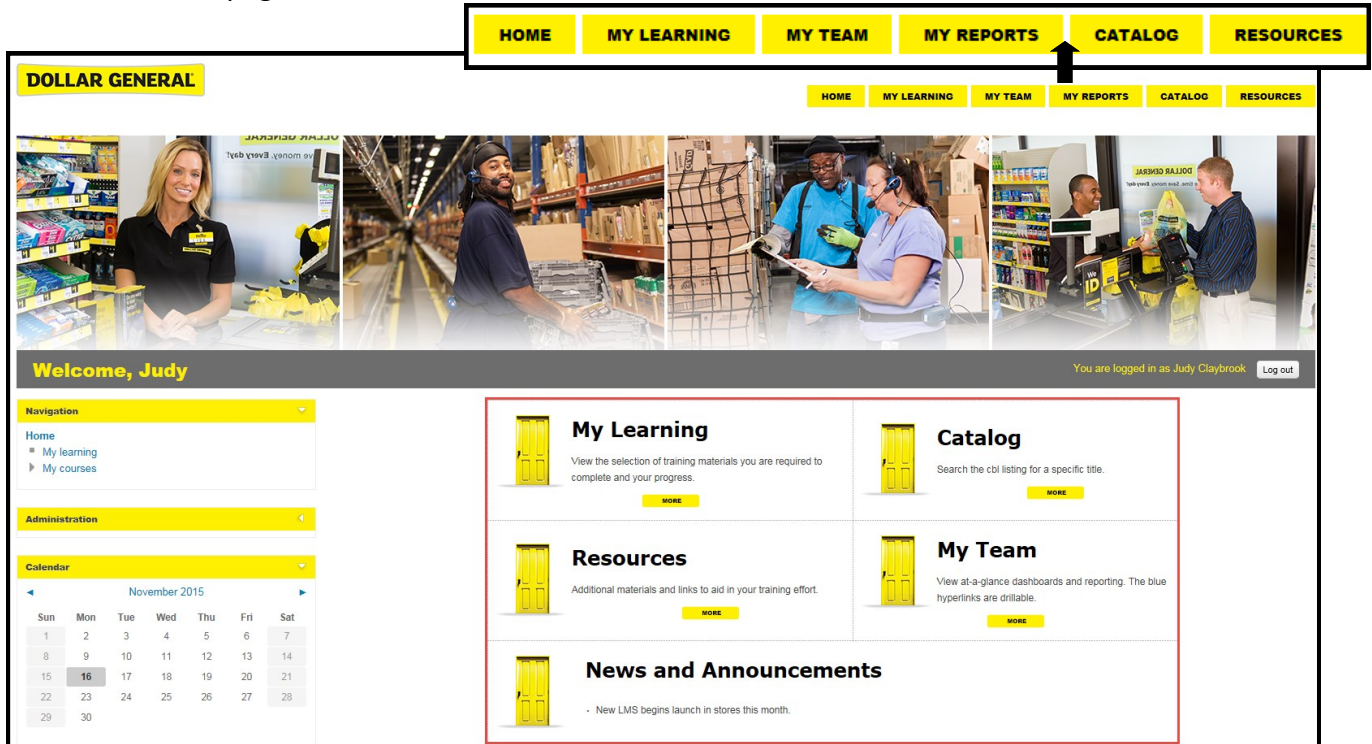

1. Click **DGme**.

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	MY LEARNING	MY TEAM	MY REPORTS	CATALOG	RESOURCES

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.

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.

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.
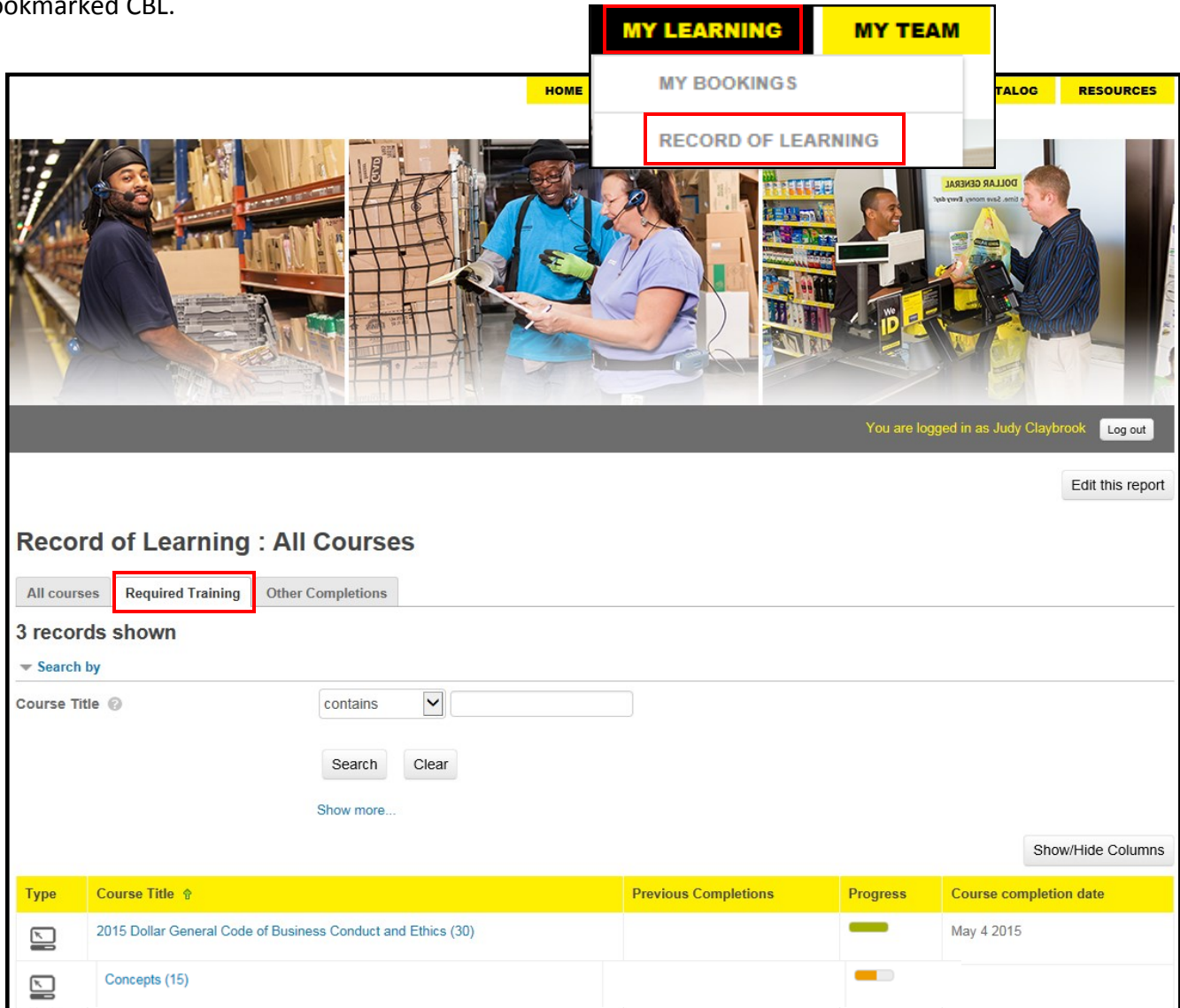

1. After completing a CBL, click the **X** in the upper right or the **X** in the browser

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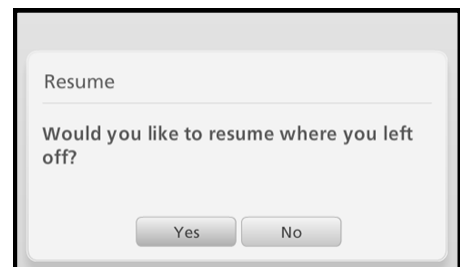
Bookmarking

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.

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?"

Verify a CBL Completion

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

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 users 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.

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.

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.

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.

	All courses	**Required Training**	Other Completions		

10 records shown

▼ Search by

Course Title ⓘ   contains ▾   [   ]

Search   Clear

Show more...

Show/Hide Columns

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

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, the 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 users 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 you 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 REQURIED 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 experience 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*](mailto: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.)*