



# LEARNING MANAGEMENT SYSTEM (LMS)

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

12.18.2015



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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.



**Learning Management System**

- Learning Management System (LMS)

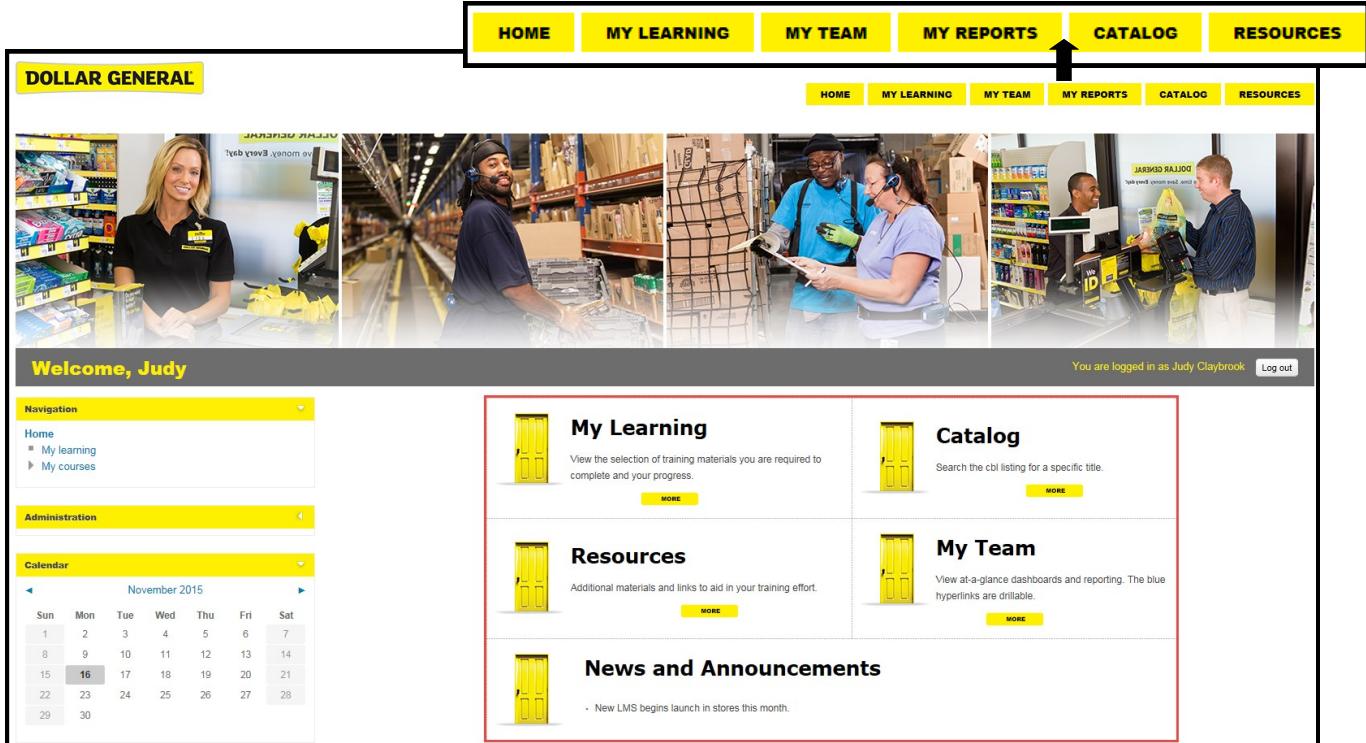
1. Click **DGme**.
2. At the top, click the **Training** tab.
3. In the left margin, click **Learning Management System**

**DOLLAR GENERAL**

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.



The screenshot shows the LMS Home Page for Dollar General. At the top, there is a navigation bar with yellow buttons labeled: HOME, MY LEARNING, MY TEAM, MY REPORTS, CATALOG, and RESOURCES. An arrow points from the 'MY REPORTS' button to the 'News and Announcements' box. Below the navigation bar is a banner featuring four images of employees in a store. The left sidebar contains sections for Navigation (Home, My learning, My courses), Administration, and a Calendar for November 2015. The main content area is divided into six boxes: My Learning, Catalog, Resources, My Team, and News and Announcements. Each box contains a yellow door icon and a brief description. The 'News and Announcements' box is highlighted with a red border.

### 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

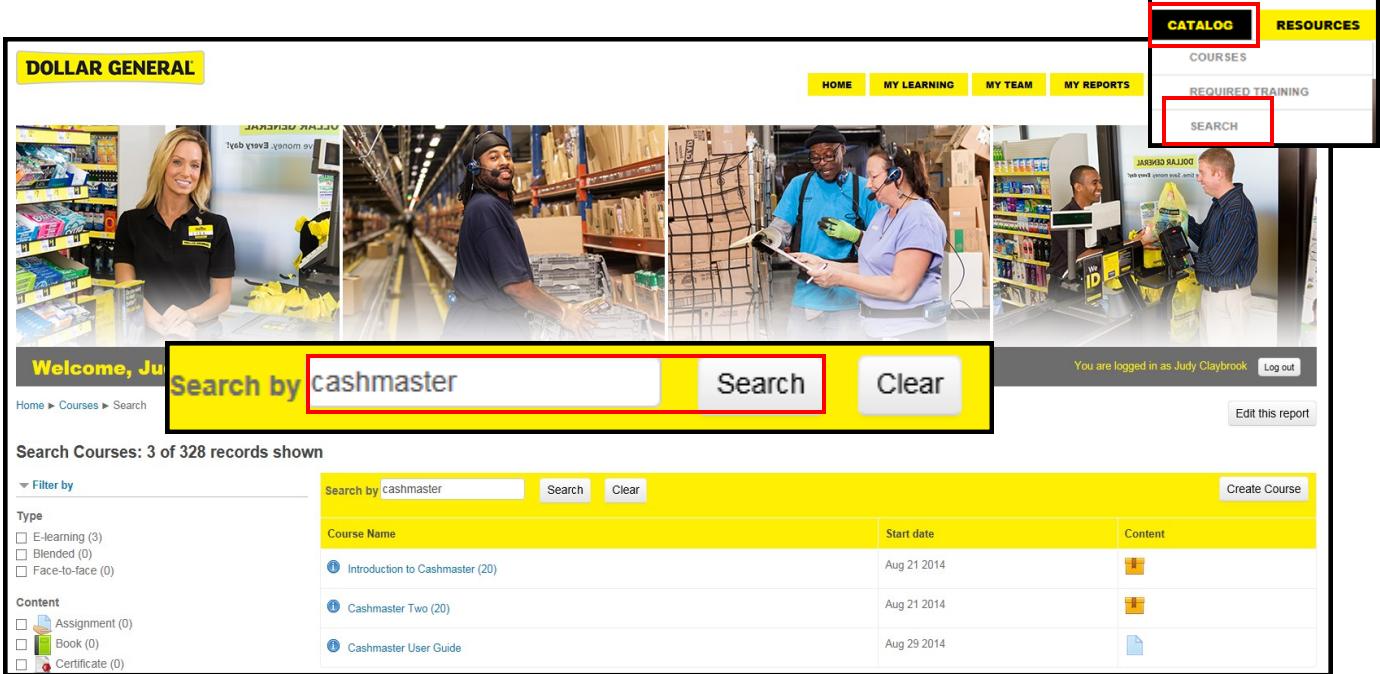
**Catalog** locates a CBL or class by keyword or title.

### 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.



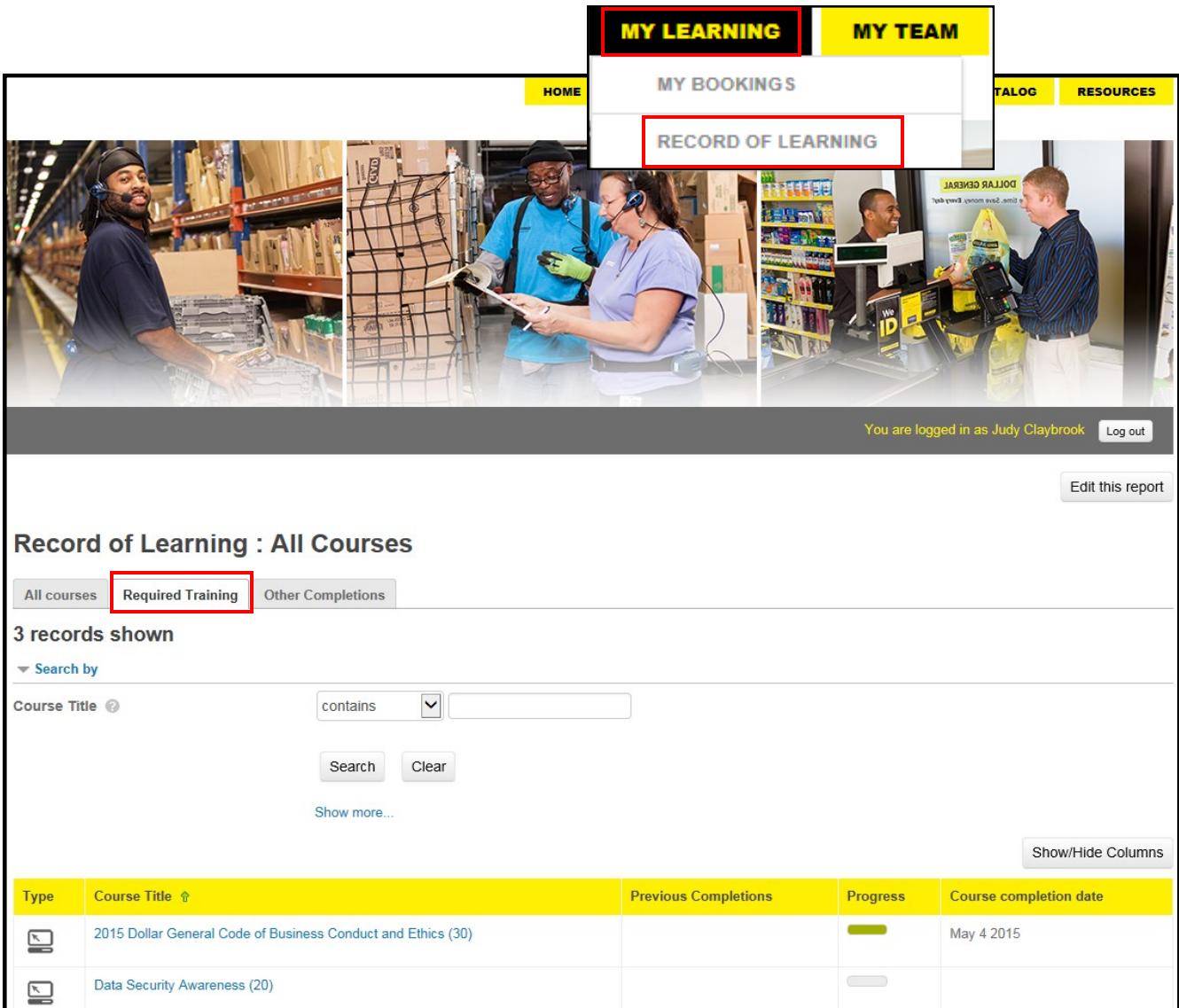
The screenshot shows the SSC and DC LMS interface for Dollar General. At the top, there is a navigation bar with 'CATALOG' and 'RESOURCES' buttons, both highlighted with red boxes. Below the navigation bar, there are four images of employees in a warehouse setting. The main search area has a search bar with the text 'Search by cashmaster' and a 'Search' button, both highlighted with red boxes. Below the search bar, the text 'Search Courses: 3 of 328 records shown' is displayed. On the left, there is a sidebar with 'Filter by' sections for 'Type' (E-learning, Blended, Face-to-face) and 'Content' (Assignment, Book, Certificate). The main content area shows a table with three rows of course results:

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.



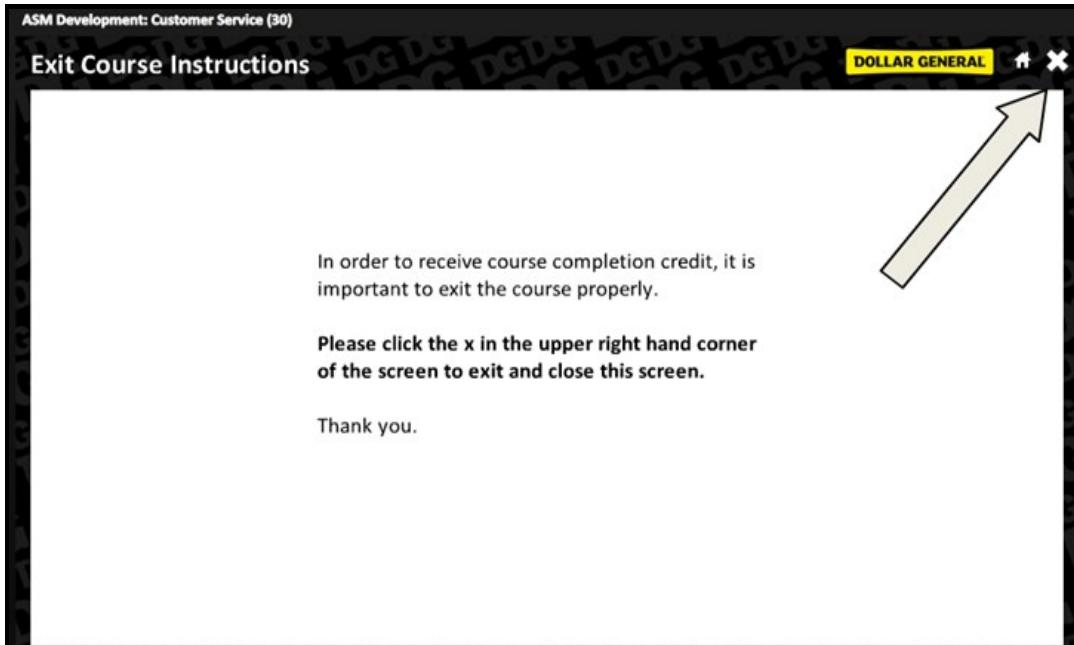
The screenshot shows the LMS interface with a navigation bar at the top. The 'MY LEARNING' tab is highlighted with a red box. Below the navigation bar, there are three images: a man in a warehouse, two people working in a store, and a cashier at a register. A red box highlights the 'RECORD OF LEARNING' button in the center of the navigation bar. The main content area is titled 'Record of Learning : All Courses'. It has three tabs: 'All courses' (disabled), 'Required Training' (highlighted with a red box), and 'Other Completions'. Below the tabs, it says '3 records shown'. There is a search bar with 'Course Title' and a dropdown menu. The search button is labeled 'Search' and the clear button is labeled 'Clear'. A 'Show more...' link is available. A 'Show/Hide Columns' button is in the top right of the table area. The table has columns: Type, Course Title, Previous Completions, Progress, and Course completion date. It lists two entries:

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

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.



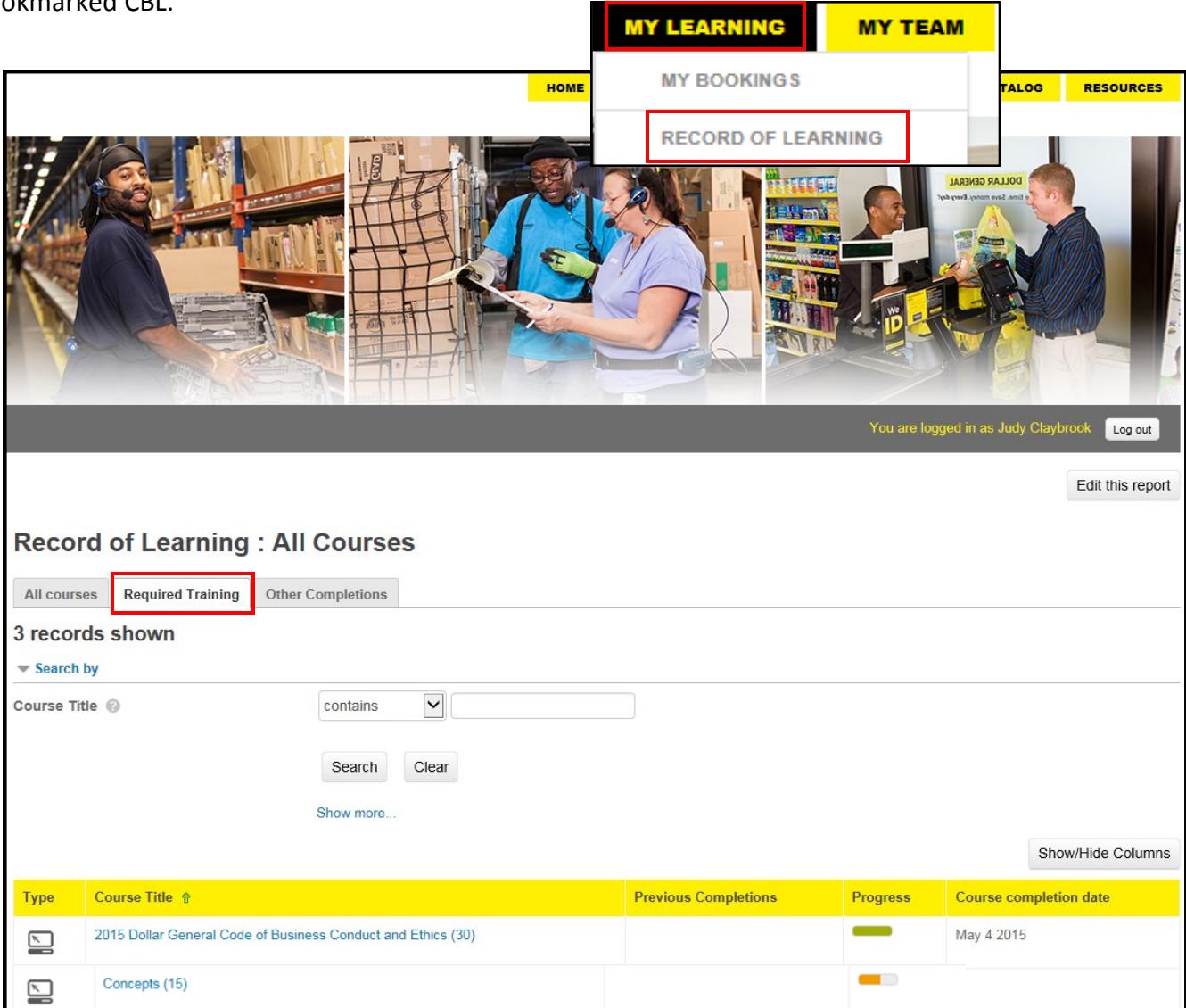
1. After completing a CBL, click the **X** in the upper right or the **X** in the browser

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

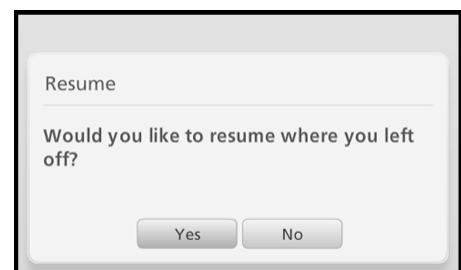
The LMS has the ability to “bookmark” courses, or start where users last left off. This prevents users from having to restart a course from the beginning if they get interrupted. Follow these steps to restart a bookmarked CBL.



The screenshot shows the 'Record of Learning : All Courses' page. At the top, there are three tabs: 'All courses', 'Required Training' (which is highlighted with a red box), and 'Other Completions'. Below the tabs, it says '3 records shown'. There is a search bar with 'Course Title' and a dropdown menu set to 'contains'. Below the search bar, there are 'Search' and 'Clear' buttons. A 'Show more...' link is available. On the right, there is a 'Show/Hide Columns' button. The main table has columns for 'Type', 'Course Title', 'Previous Completions', 'Progress', and 'Course completion date'. Two entries are listed:

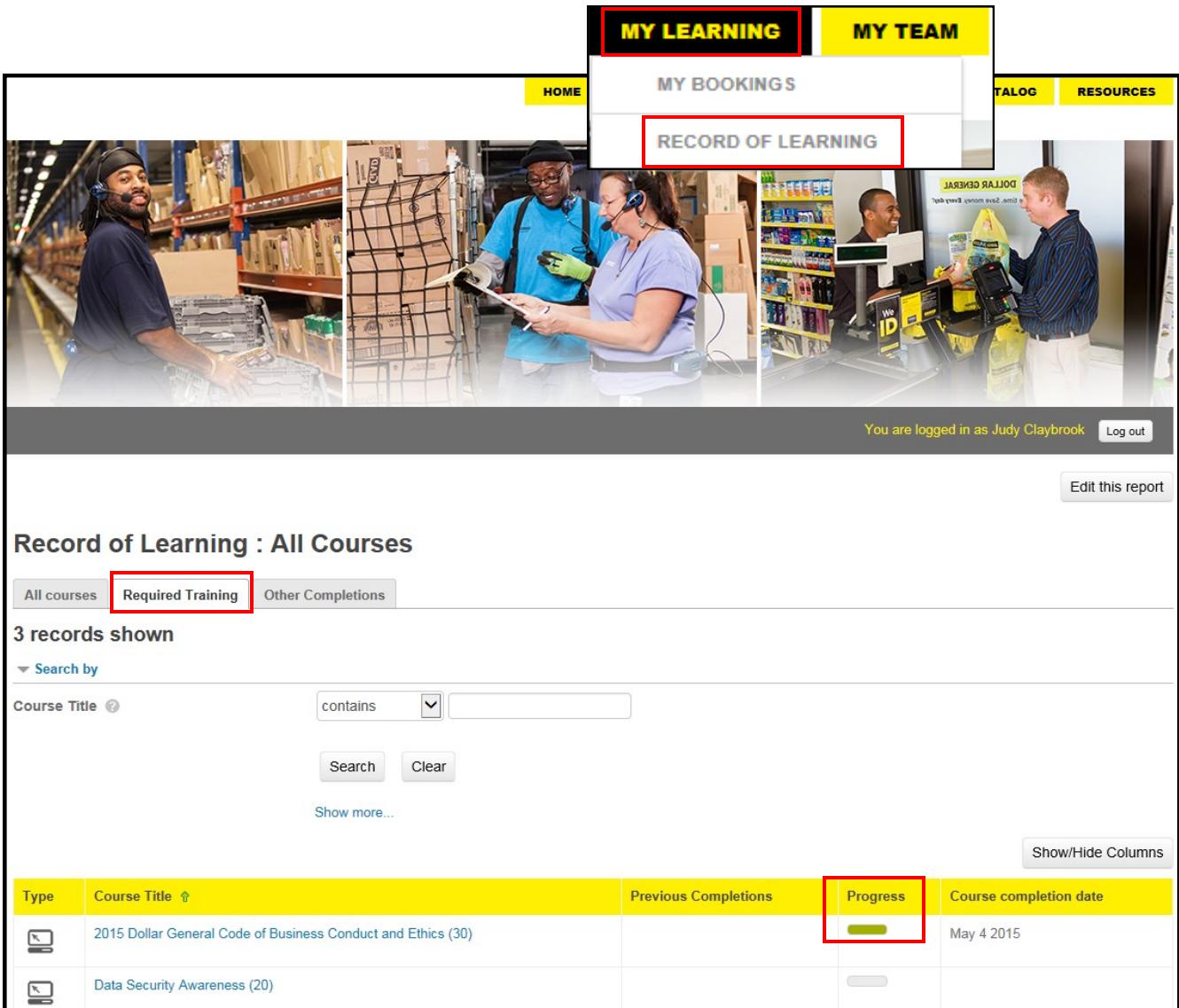
Type	Course Title	Previous Completions	Progress	Course completion date
💻	2015 Dollar General Code of Business Conduct and Ethics (30)		█ (green)	May 4 2015
💻	Concepts (15)		█ (orange)	

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.



The screenshot shows the 'Record of Learning' page. At the top, there are tabs for 'MY LEARNING' (which is highlighted with a red box) and 'MY TEAM'. Below that is a grid of images showing various employees in different work environments. The central part of the page is titled 'RECORD OF LEARNING'. At the top of this section, there are three tabs: 'All courses' (disabled), 'Required Training' (which is highlighted with a red box), and 'Other Completions'. Below these tabs, it says '3 records shown'. There is a search bar for 'Course Title' with a dropdown menu set to 'contains'. The search button is labeled 'Search' and the clear button is labeled 'Clear'. Below the search bar, there is a link 'Show more...'. To the right of the search bar, there is a 'Show/Hide Columns' button. The main table has columns for 'Type', 'Course Title', 'Previous Completions', 'Progress' (which is highlighted with a red box), and 'Course completion date'. The first row shows a computer icon for '2015 Dollar General Code of Business Conduct and Ethics (30)' with a green progress bar and a completion date of 'May 4 2015'. The second row shows a computer icon for 'Data Security Awareness (20)' with a grey progress bar.

Type	Course Title	Previous Completions	Progress	Course completion date
💻	2015 Dollar General Code of Business Conduct and Ethics (30)		<div style="width: 100%; background-color: #0070C0; height: 10px;"></div>	May 4 2015
💻	Data Security Awareness (20)		<div style="width: 0%; background-color: #C0C0C0; height: 10px;"></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.

MY LEARNING    MY TEAM

HOME    MY BOOKINGS    RECORD OF LEARNING    CATALOG    RESOURCES

You are logged in as Judy Claybrook    Log out    Edit this report

**Record of Learning : All Courses**

All courses    Required Training    Other Completions

3 records shown

Search by

Course Title contains

Search    Clear

Show more...

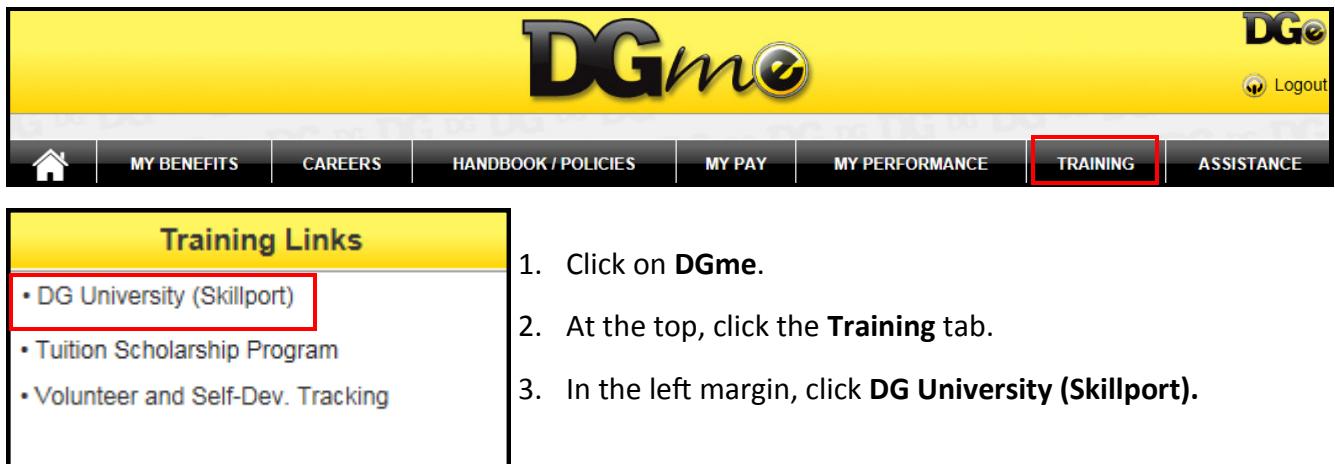
Type Course Title Previous Completions Progress Course completion date

💻	2015 Dollar General Code of Business Conduct and Ethics (30)		100%	May 4 2015
💻	Data Security Awareness (20)		0%	

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.



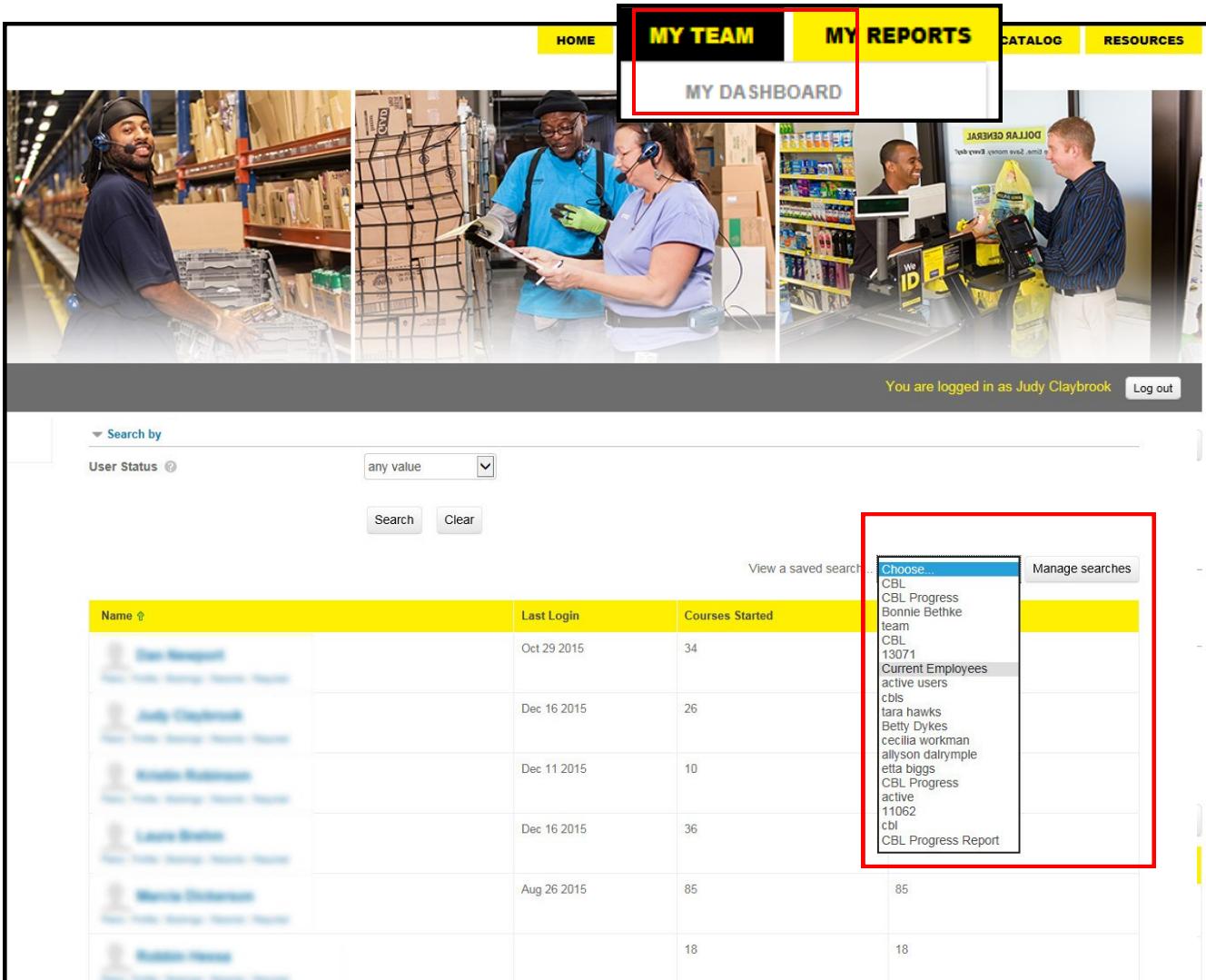
The screenshot shows the DGme homepage with a yellow header. The header includes the DGme logo, a 'Logout' link, and a navigation bar with links for Home, My Benefits, Careers, Handbook / Policies, My Pay, My Performance, Training (which is highlighted with a red box), and Assistance. Below the header is a sidebar titled 'Training Links' containing three items: 'DG University (Skillport)', 'Tuition Scholarship Program', and 'Volunteer and Self-Dev. Tracking'. The 'DG University (Skillport)' link is also highlighted with a red box.

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.



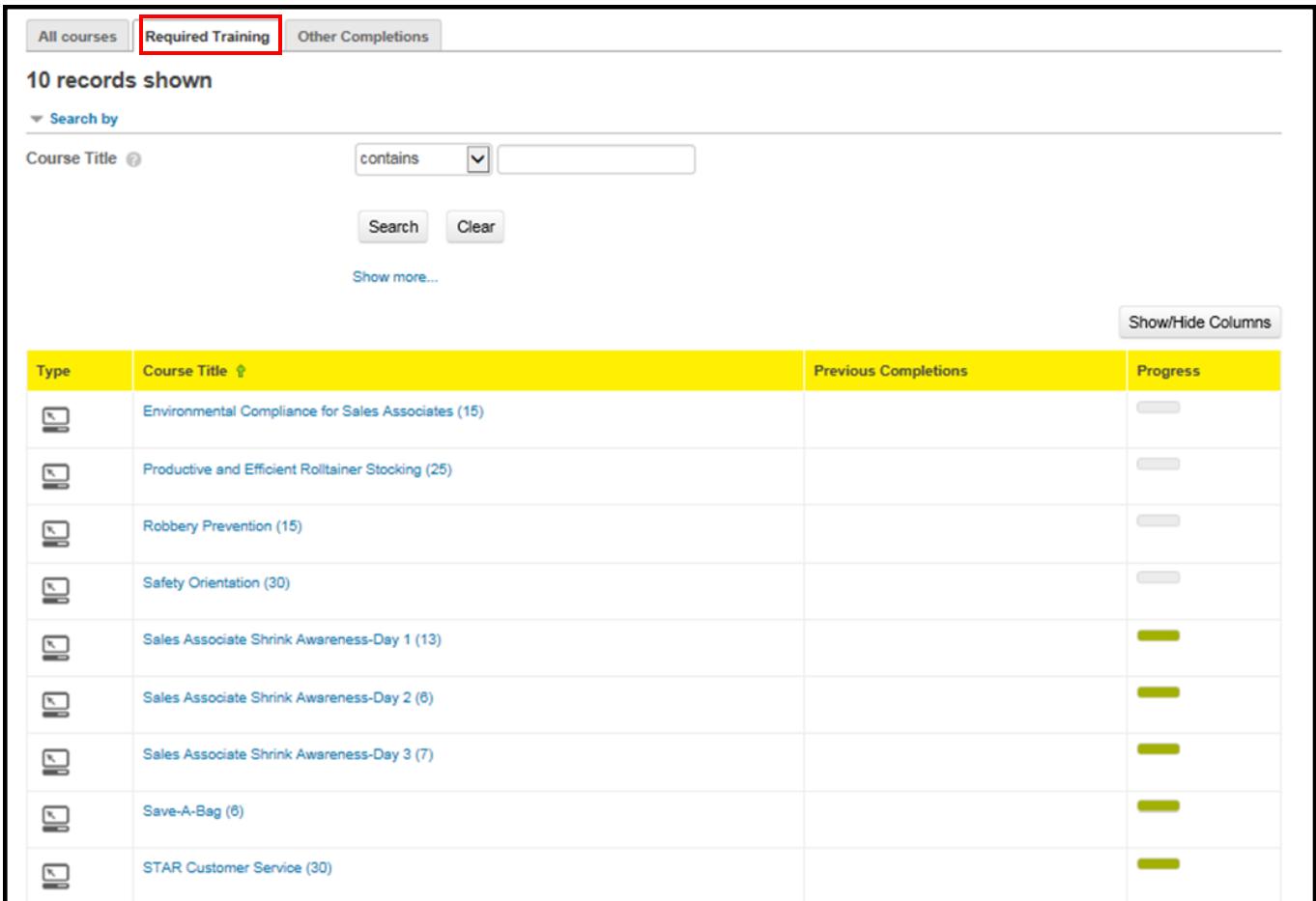
The screenshot shows the 'My Dashboard' page. At the top, there is a navigation bar with tabs: HOME, MY TEAM (highlighted with a red box), MY REPORTS, CATALOG, and RESOURCES. Below the navigation bar is a large image of four employees in a warehouse and a grocery store. In the bottom right corner of the image, there is a message: 'You are logged in as Judy Claybrook' and a 'Log out' button. Below the image is a search bar with a dropdown menu. The dropdown menu is open and shows a list of names and search terms, with 'Current Employees' highlighted. The main content area is a table displaying employee information: Name, Last Login, and Courses Started. The table has six rows, with the last row being partially visible.

Name	Last Login	Courses Started
John Doe	Oct 29 2015	34
Judy Claybrook	Dec 16 2015	26
Bob Johnson	Dec 11 2015	10
Laura Brown	Dec 16 2015	36
Mary Williams	Aug 26 2015	85
Patricia Hayes		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 navigation bar. The page displays 10 records of training courses. The columns are: Type (Icon), Course Title, Previous Completions, and Progress (Progress bar). The progress bars are mostly grey, indicating incomplete or in-progress status, except for the last three courses which have green progress bars.

Type	Course Title	Previous Completions	Progress
Desktop	Environmental Compliance for Sales Associates (15)		
Desktop	Productive and Efficient Rolltainer Stocking (25)		
Desktop	Robbery Prevention (15)		
Desktop	Safety Orientation (30)		
Desktop	Sales Associate Shrink Awareness-Day 1 (13)		
Desktop	Sales Associate Shrink Awareness-Day 2 (6)		
Desktop	Sales Associate Shrink Awareness-Day 3 (7)		
Desktop	Save-A-Bag (6)		
Desktop	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](mailto: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 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](mailto: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](mailto: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.)*