



*Learning Management System (LMS)  
Student Instructions*

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## Table of Contents

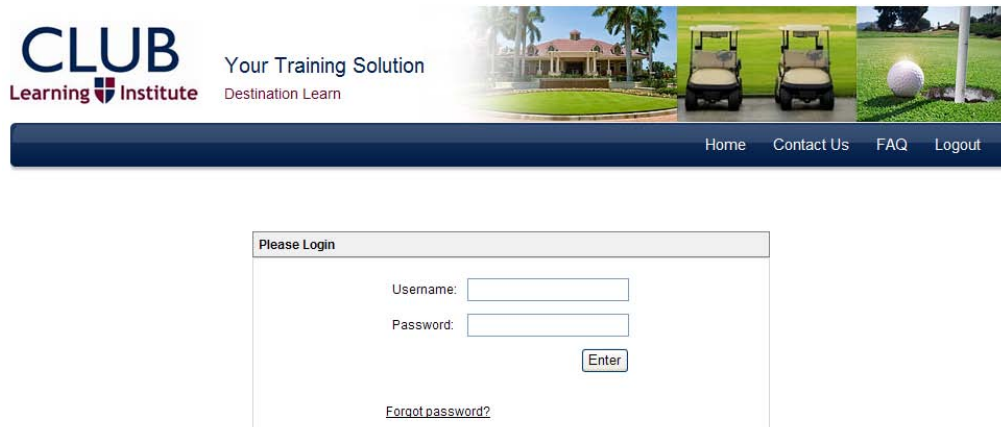
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How do I login to the learning management system (LMS)? .....	3
Navigation Panel.....	4
How do I take a course? .....	5
Course Launch Page Icons .....	6
My Training & Development Page Icons .....	7
My Training & Development Page Icons .....	8
Course Legend .....	9
How do I check my course grade?.....	9
My Training History Page Icons .....	9
How do I and print my Certificate of Completion? .....	10
Course “Notes” Display Window.....	10
System Troubleshooting Tips .....	11
Why doesn’t my certificate print properly? .....	11
How do I remove the printed headers/footers on my certificate?.....	12
Why won’t my training course start?.....	13
Why won’t my course register as completed – even after I passed? .....	13
I forgot my password – I <b>know</b> my Username .....	14
I forgot my password – I <b>do not know</b> my Username.....	14
How do I change my password?.....	15
I cannot get into the site – I am using the correct Username and password .....	15
Error: The LearnCenter you have requested is not available.....	16
Help – Contact Support .....	16

## How do I login to the learning management system (LMS)?

1. Open your web browser and type in the link provided to you by your club, such as <http://verticlimb.learn.com/cli/yourclubnamehere>.

You will be taken to the main login page, like the one pictured below.



**CLUB**  
Learning Institute  
Your Training Solution  
Destination Learn

Home Contact Us FAQ Logout

Please Login

Username:

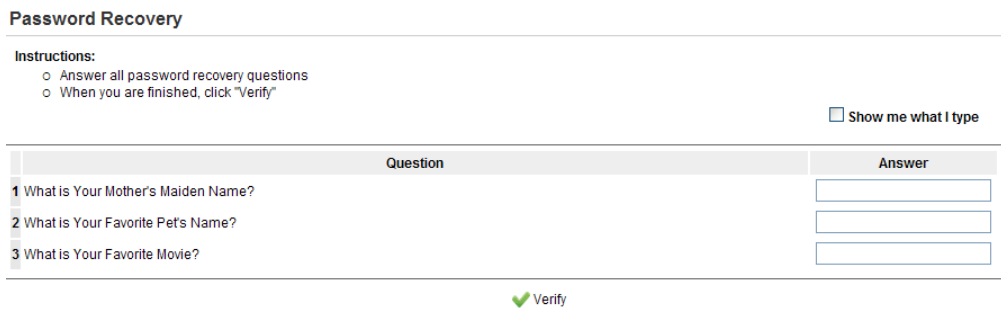
Password:

Enter

[Forgot password?](#)

2. Enter your assigned Username and Password.
3. Click the “Enter” button or tap the Enter key on your keyboard.
4. The first time you enter the site you will be asked to answer three password recovery questions.

**Note:** Password recovery answers should be easy for you to remember. You will answer these questions if you forget your password. You will be able to change your password immediately and directly using the screen.



**Password Recovery**

Instructions:

- o Answer all password recovery questions
- o When you are finished, click “Verify”

Show me what I type

Question	Answer
1 What is Your Mother’s Maiden Name?	<input type="text"/>
2 What is Your Favorite Pet’s Name?	<input type="text"/>
3 What is Your Favorite Movie?	<input type="text"/>

Verify

5. Type in your answers and click “Verify.”
6. You will be taken to your personal learning home page.

## Navigation Panel

The navigation panel is located on the left-hand side of the screen. It contains many of the features you will use now and in the future. As functionality of the learning management system (LMS) is expanded, so will your use of the navigation panel. For now, you will find the button links located under “About Me” most useful for completing your training.

**CLUB Learning Institute** Dream Town Country Club Destination Learn

Home Contact Us FAQ Logout

**About Me**

- ▶ My Training
- ▶ My Training History
- ▶ My Profile

**Information Center**

- ▶ My Mailbox
- ▶ Library
- ▶ Announcements
- ▶ Calendar

Search  
Search DCT

**Welcome, Ty Student!**

We value the positive contribution you make at our club.

Workplace safety is important to everyone. Click the + sign to begin your training.

**Quick Links**

How to use the site...  
Help Guide  
 PDF

(English) [View the LMS Tour](#)  
(Español) [Ver el Tour LMS](#)

**My Training & Development**

**My Courses (Mis Cursos)**

**Development Plans**


3 records returned.

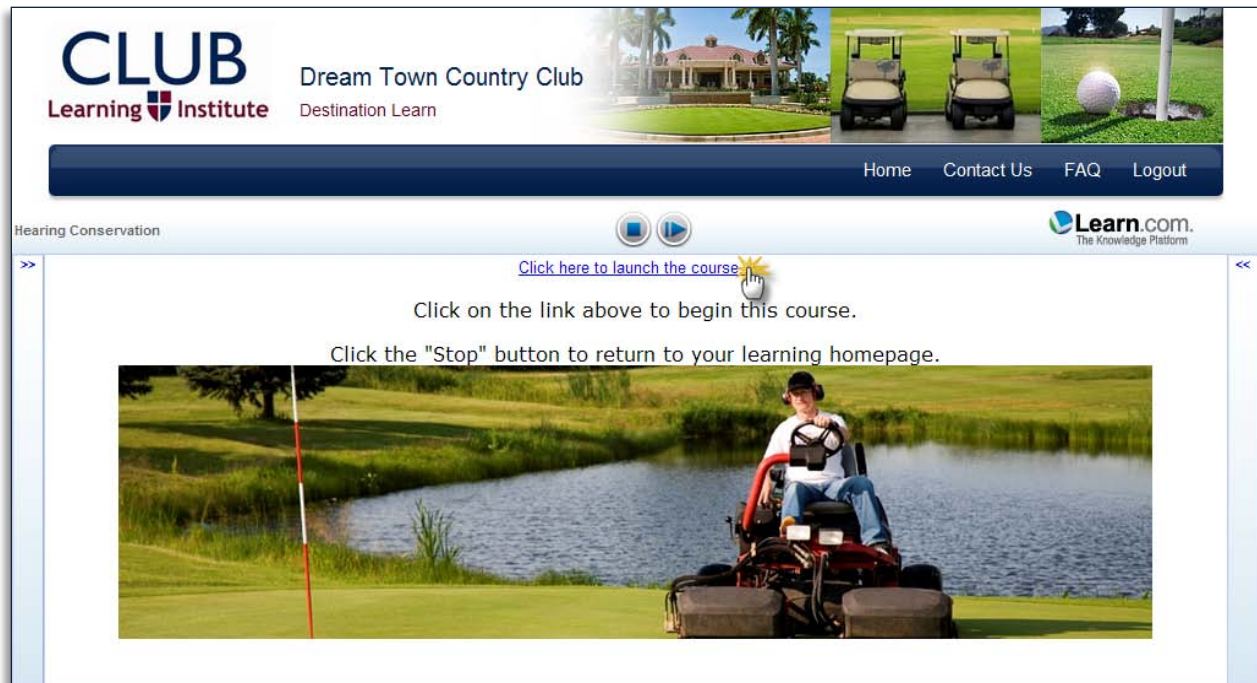
Development Plan (Plan de Desarrollo) ▲	Status (Estatus)	Date Completed	Action
+ Golf Car & Driver	Completed	5/8/2010	
+ Maintenance & Outdoor Services	Incomplete	NA	
+ Student Core Courses	Incomplete	NA	

[Show Legend](#)

Icon/Button	What it does
▶ My Training	Your assigned courses appear on this page as Development Plans under the page heading : “My Training & Development”
▶ My Training History	Your course history, grades, completion dates and certificates are listed on this page.
▶ My Profile	Your name and job information is here. You can reset your password on this page.
▶ Library	This is a general library with titles to supplement the safety courses
▶ Announcements	This is not active. This will be activated at a later date.
▶ Calendar	This is not currently in use. This will be activated at a later date.

## How do I take a course?

1. Your required courses are listed under My Training & Development. You will see this screen by default when you login.
2. Click on “My Training” any time you wish to return to this screen.
3. To view your required courses, click on the plus sign . Your assigned course titles will display in a list.
4. Click on the title of the course you wish to begin. You will be taken to the course launch page.  
The title of the course will appear in the upper and lower left-hand corner of the screen.
5. Click on the launch link “Click here to launch the course” at the top of the screen.



The screenshot shows the CLUB Learning Institute website for Dream Town Country Club. The header includes the CLUB Learning Institute logo and navigation links: Home, Contact Us, FAQ, and Logout. The main content area displays the course title "Hearing Conservation" and a "Learn.com" logo. A central link reads "Click here to launch the course" with a hand cursor icon. Below the link, instructions state: "Click on the link above to begin this course." and "Click the 'Stop' button to return to your learning homepage." A large image shows a person on a golf cart on a green near a pond.



**TIP:** The courses have sound. Make sure your computer sound is turned on and you have headphones or speakers attached.

6. Once the course has launched in your browser window, it will automatically advance to the title slide.
7. Click the blinking “Play” button at the bottom of the course screen to advance to the next slide. (When the course animation and sound stops playing, you will need to click the “Play” or “Forward” button to progress forward in the course.)










**TIP:** You can click the “Pause” or “Back” button if you wish to review parts of the course.

8. Once you have gone through the entire course, there is a short quiz.
  - You must get a score of 80% or better to pass the course.
  - You must pass the quiz in order to receive your Certificate of Completion.
  - You may retake the quiz if you do not pass the first time.
9. To exit the course prior to completing the quiz, click the “Exit” button in the upper right hand corner.
10. Next click the “Exit now” button.
11. Click on the X button to bring you back to the launch page.
12. Click the “Stop” icon to return you to your homepage.

## Course Launch Page Icons

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This table explains the icons you will see on the course launch page.

Icon	What it does
	<b>Click to finish the course</b> and return you to your homepage. Even if you are not finished with the course, it will hold your progress in the course and return you to your homepage.
	<b>Click to see your course summary.</b> This button will not reflect your course score. Even if you have completed the course, it will not display the score.
	<b>Click to display the course chapter names.</b> Current CLI courses are only bundled into one chapter, only one name will appear. As we create more course content through the learning platform, this chapter menu will change.
	<b>Click to display the Search, Dictionary, and Notes</b> panel. These are double angle brackets in the upper right-hand side of the course launch page.
 <b>Your Notes</b>   <a href="#">Save</a>	<b>Write and save your notes.</b> You may toggle back to the course launch page to display the “Notes” panel during your course to take notes. Type notes in the panel and click the “Save” link. Your notes will always be available for viewing from your My Training & Development page.  <b>Attention:</b> Admins and Supervisors will be able to see your “Notes” page if they run a report on your training progress.
 <b>Search</b>   <a href="#">Go</a> Find pages in this course containing:	<b>Not active.</b> This function coincides with course chapters that have been built inside of the learning platform. Once active, the search function will allow you to search for a term within the course and return the appropriate pages.
 <b>Dictionary</b>   <a href="#">Go</a>	<b>Search the dictionary.</b> You may toggle back to the course launch page to display the “Dictionary” panel during your course to look up unfamiliar words or terminology. This dictionary will open another pop-up window linking you directly to the Merriam-Webster Dictionary site. This dictionary also has a Spanish/English interactive tab.

# My Training & Development Page Icons

This screen shot shows information you will see on your homepage.

# CLUB

Learning Institute

Dream Town Country Club

Destination Learn

[Home](#) [Contact Us](#) [FAQ](#) [Logout](#)

About Me

- ▶ My Training
- ▶ My Training History
- ▶ My Profile

Information Center

- ▶ My Mailbox
- ▶ Library
- ▶ Announcements
- ▶ Calendar

## Welcome, Ty Student!

We value the positive contribution you make at our club.

Workplace safety is important to everyone. Click the + sign to begin your training.

### My Training & Development

#### My Courses (Mis Cursos)

**Quick Links**

How to use the site...  
Help Guide

PDF

(English)  
[View the LMS Tour](#)  
(Español)  
[Ver el Tour LMS](#)

**Quick Links has a link to the instructions and the animated tour of this LMS.**

**Development Plans**

3 records returned.

Development Plan (Plan de Desarrollo) ▲	Status (Estatus)	Date Completed	Action
+ Golf Car & Driver	Completed	5/8/2010	
Course Name (Nombre del Curso)	Status (Estatus)	Date Completed	Actions
Golf Car Safety	Completed	5/8/2010	
+ Maintenance & Outdoor Services	Incomplete	NA	
Course Name (Nombre del Curso)	Status (Estatus)	Date Completed	Actions
Golf Car Safety	Completed	5/8/2010	
Hearing Conservation	Completed	4/6/2010	
Personal Protective Equipment (PPE)	Incomplete	NA	
Slips Trips and Falls	Not Attempted	NA	
+ Student Core Courses	Incomplete	NA	

Show Legend

Development Plans are courses grouped together to create a natural learning group.






You may be assigned to several, depending on your job.

Print your certificate and read a course description.

Copyright | Terms and Conditions for Use of this Site

## My Training & Development Page Icons

This table explains the corresponding icons and links you will see on your homepage.

Icon/Button	What it does
Development Plan Name	Lists the name of the development plans. Development plans are groups of courses assigned to you.
	Click the plus button to expand the section. This will display all of the courses which appear below the course groupings, also known as "Development Plans." You will probably be assigned to more than one Development Plan.
	Click the minus sign to collapse the section. This will hide the list of courses appearing below the course groupings, also known as "Development Plans."
Development Plan – Date Completed	Shows the overall completed date of the courses contained within the Development Plan. <ul style="list-style-type: none"> <li>• <b>Date:</b> Displays the last date that all of the courses in the Development Plan were completed.</li> <li>• <b>NA:</b> Displays when there are still incomplete courses remaining in the Development Plan.</li> </ul>
Status	Shows the overall status of the courses contained within the Development Plan. You can also click the column name to sort it. <ul style="list-style-type: none"> <li>• <b>Complete:</b> Displays when all of the courses contained within the Development Plan are completed.</li> <li>• <b>Incomplete:</b> Displays when some of the courses contained within the Development Plan are completed, but others remain incomplete.</li> </ul>
Course Name	The course name is displayed in this column.
Course Name – Date Completed	Displays the date the course was successfully completed (usually the date the quiz was passed with an 80% or better score.)
Status	Displays whether a course is Complete, Incomplete, Not Attempted.
Action	Displays the actions you can take on a course, such as view/ print a certificate, view course properties or view notes.
Course Properties 	Displays the <b>description and duration</b> of the course.
View Notes 	Displays <b>notes you have taken</b> about corresponding course.
Print Certificate 	Displays <b>certificate</b> of course completion.
Show Legend	This toggle display link will show the various icons associate with the completion status of a course. Once you click "Show Legend" the toggle display link will read "Hide Legend". Clicking "Hide Legend" will hide the display.

## Course Legend

Icons have been assigned to courses based on their status. Most of the courses do not have due dates assigned to them unless they are annually required courses. If that is the case, then you will see an icon when a course is due soon or past due from the date you originally completed the course. The icon legend/key is listed below. Most training currently offered in the learning management system (LMS) is classified as “Course” or “Web-based training (WBT).”




● New ▲ Due Soon ! Past Due

Type	Description
Course	Web-based Training
Class	Web-based Training
Assignment	Assignment given by instructor
Assessment/Survey	Assessment or survey
Enrollment	LearnCenter Enrollment
ILT Event	Instructor Led Training Event
ILT Track	Instructor Led Training Track
ILT Session	Instructor Led Training Session



## How do I check my course grade?

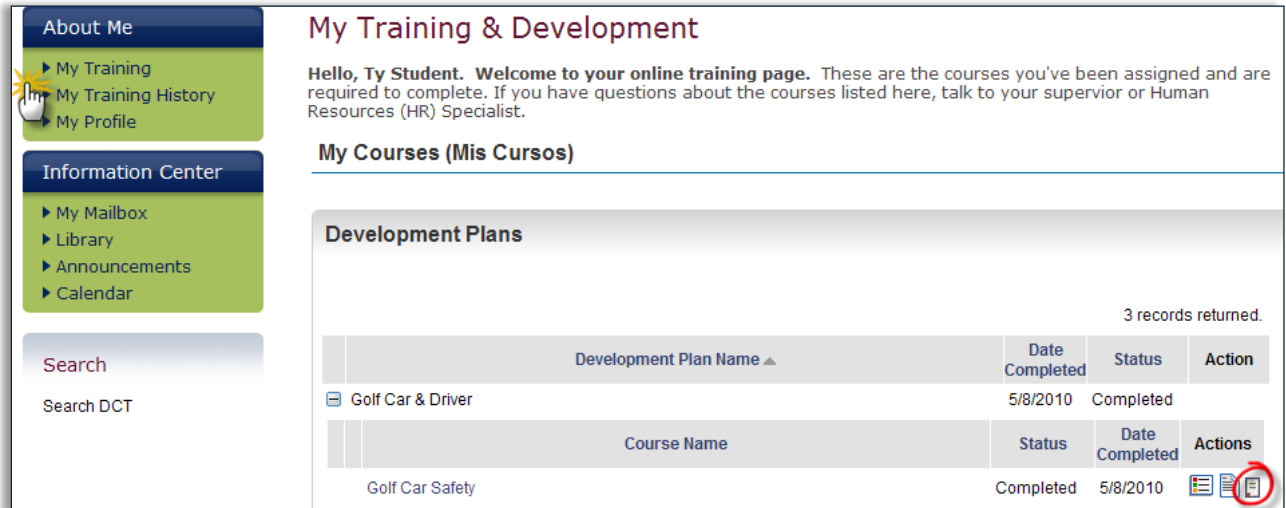
1. Your certificate displays on your homepage or the “My Training History” on the left navigational bar.
2. You will see a list of all the courses you have completed. Your score and date of completion are also visible on this screen.
3. Your scores and certificate will automatically be saved and stored on the learning system, so you can view them at any time.

## My Training History Page Icons

Icon/Button	What it does
 Certificate	Click and view or print your certificate. Note that the system also keeps a permanent record of your training.
 View Notes	Opens a new window that shows any <b>notes you have taken</b> regarding the corresponding course.
 Course Properties	Opens a new window that shows a <b>description of the course</b> and the approximate course duration (in minutes).
<b>Date Started</b>	Displays the date you began the course.
<b>Date Completed</b>	Displays the date you completed the course.
<b>Last Viewed</b>	Displays the date you last viewed the course.
<b>Score</b>	Displays your course score.
<b>Expiration Date</b>	Displays a course’s expiration date. If there is no expiration date, the column displays NA (not applicable). If applicable, the date would display. Most courses have no expiration date.

## How do I and print my Certificate of Completion?

1. Click the "Home" link or the "My Training" link or the "My Training History" link.
2. Click on the certificate icon  appearing in the Actions column.
3. You can print your certificate by clicking on the print icon  in the upper left-hand corner of your certificate page.
4. Your course scores and certificates will automatically be saved and stored on the LMS, so you can view them at any time.



**About Me**

- ▶ My Training
- ▶ My Training History
- ▶ My Profile

**Information Center**

- ▶ My Mailbox
- ▶ Library
- ▶ Announcements
- ▶ Calendar

**Search**

Search DCT



### My Training & Development

Hello, Ty Student. Welcome to your online training page. These are the courses you've been assigned and are required to complete. If you have questions about the courses listed here, talk to your supervisor or Human Resources (HR) Specialist.


#### My Courses (Mis Cursos)

##### Development Plans


3 records returned.

Development Plan Name ▲	Date Completed	Status	Action
 Golf Car & Driver	5/8/2010	Completed	

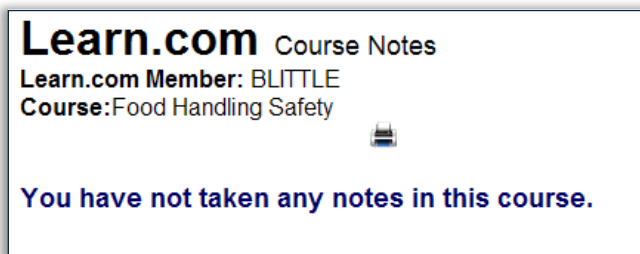
  

Course Name	Status	Date Completed	Actions
Golf Car Safety	Completed	5/8/2010	


## Course "Notes" Display Window

If you have taken notes using the Notes  function found in the Course Launch Page, you will be able to read each courses notes by clicking the icon next to the course name.

This feature might be useful for reminders to yourself regarding safety tips to implement in your job area or for questions you might have regarding questions you need to ask your manager or supervisor brought about by the training. You can also print your notes by clicking on the printer icon.



**Learn.com** Course Notes  
Learn.com Member: BLITTLE  
Course: Food Handling Safety



**You have not taken any notes in this course.**

## System Troubleshooting Tips

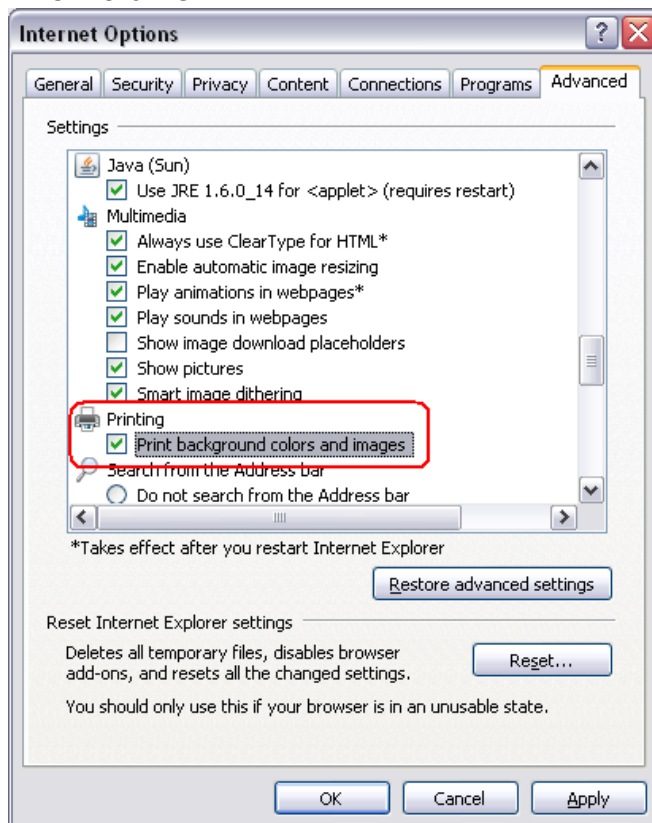
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### Why doesn't my certificate print properly?

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You will need to change your internet browser settings to print background images. To do this, follow the steps below:

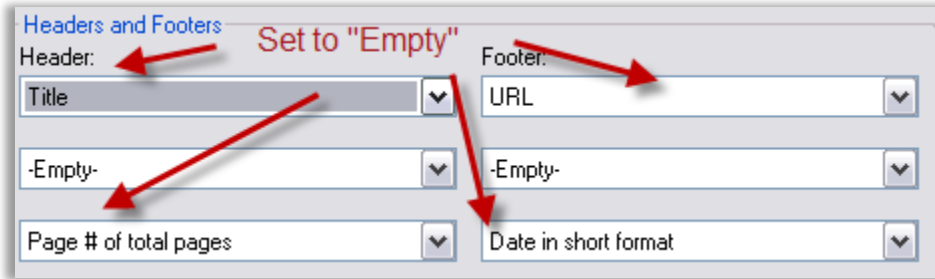
1. Open your web browser (in this step example, we are using Internet Explorer)
2. Click Tools → Internet Options → Advanced
3. Scroll down to “Printing” options and checkmark “Print background colors and images”
4. Click “Apply”
5. Click “OK”



## How do I remove the printed headers/footers on my certificate?

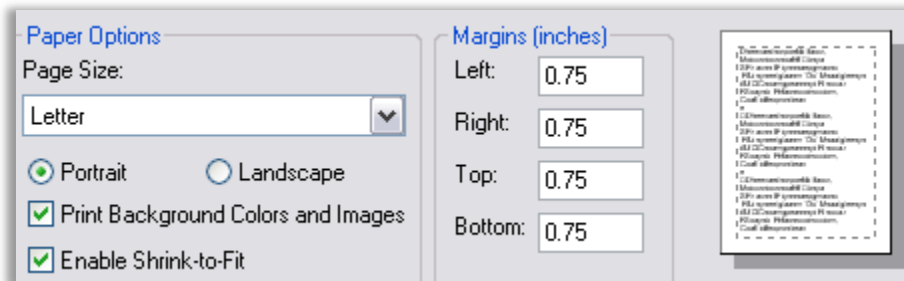
To print your certificate without browser headers/footers appearing on the page:

1. Open your certificate in your web browser window
2. Choose File > Page Setup from the drop-down menu. You will see a dialog box similar to the screen shot below
3. Set all drop down fields to "Empty"
4. Print your page



**TIP:** You can also set up your printer options to—

- Print landscape
- Print on legal paper
- Print Background Colors and Images.  
This option **must be selected** in order to see the entire certificate image.
- Shrink the image to fit your page margins
- Set your page print margins



## Why won't my training course start?

Having problems getting a course to start? It may be your web browser pop-up blocker. To turn off the pop-up blocker:

- Click on "Tools" from the dropdown menu in your Internet browser
- Choose "Internet Options"
- Click the "Privacy" tab
- Uncheck the box "Turn on pop-up blocker"
- Click "Apply" and then click "OK"

## Why won't my course register as completed – even after I passed?

Certain courses in the Technology Basics and the Manager Human Resources Specialty Pack require that you set up a trusted site to show completions. Follow the steps below to add the trusted sites:

1. Click on "Tools" from the dropdown menu in your Internet browser
2. Choose "Internet Options"
3. Click the "Security" tab
4. Click the "Trusted sites" icon
5. Click the "Sites" button
6. Click on the "Settings" button
7. Paste the following web addresses into "Add this website to the zone:"
  - a. <http://verticlimb.learn.com> and click "Add"
  - b. <http://central.mindleaders.com> and click "Add"
  - c. <http://learninguniversity.com> and click "Add"
8. Uncheck the box "Require server verification (https) for all sites in this zone"
9. Click "Close"
10. Click "Apply" and "OK"
11. Close your web browser window and then re-launch a new session.
12. Return to your LMS web address and login.

You are now ready to begin your course.

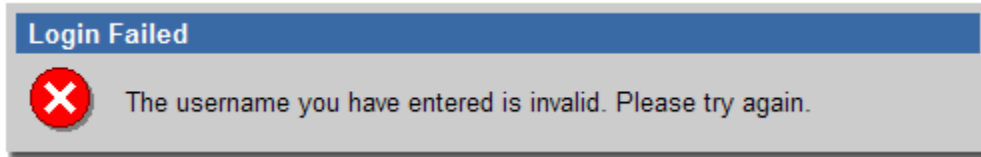
### **Some important information about these courses:**

- You must watch the entire course and answer the pop-up questions that appear at different points throughout the course.
- Take the scored quiz after the video is over.
- Exit the course by clicking the "exit" button at the bottom.
- The course will not complete if the screen is exited by clicking the "X" at the top-right corner.

## I forgot my password – I **know** my Username

---

If you forget your password, there is an automatic recovery built in so you can change your password to a new one through the system screen.



1. Click the "Forgot Password" link on the login page.
2. You will be taken to the password recovery page.
3. Enter your Username
4. Click "Continue"

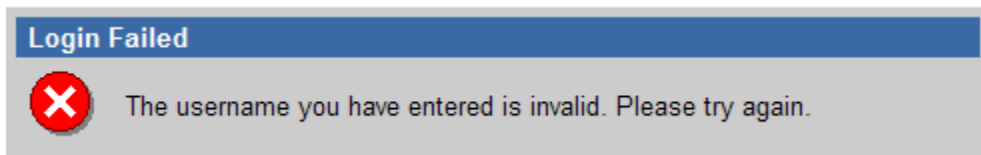


5. Enter the answers to your three password recovery questions.
6. Click "Verify"
7. You will be asked to change your password. Type in your new password.
8. Click the "Return to Login" link.
9. Login to the system as usual.

## I forgot my password – I **do not know** my Username

---

To use the auto-recovery system for a password, you must know your username. Your username is normally structured as the first two letters of your first name, your middle initial, if you gave one, and your full last name. If your last name is hyphenated, use the name to the right of the hyphen only. If you have multiple last names, use the last ordered name as your last name.



- If you do not know your username, click the "Contact Us" button in the upper right-hand corner of your computer screen. See *Help – Contact Support*.
- Someone will reset your password. You must have an email account to send and receive the password reset email. Otherwise, you will need to phone us.

## How do I change my password?

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To change your system password:

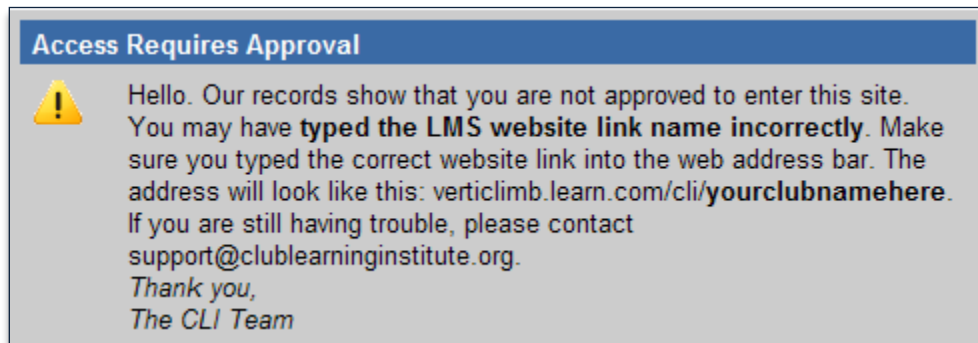
1. Click on the “My Profile” link in the navigation panel
2. Scroll to the bottom of the page until you see “Change your password and recovery questions”
3. Change your password
4. Click “Submit”

Change your password and password recovery questions	
Old Password:	<input type="text"/>
New Password:	<input type="text"/>
Confirm Password:	<input type="text"/>
Must be between 4 and 12 characters in length	
Español: Debe tener entre 4 y 12 caracteres de longitud	
<input type="submit" value="Submit"/>	
<a href="#">Click here to setup your password recovery questions</a>	

## I cannot get into the site – I am using the correct Username and password

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The message pictured here usually occurs when the LMS website link is typed incorrectly.



Please verify that you have the correct LMS website link and that you typed it into the web browser address bar correctly.

The LMS link structure is set up like this: <http://verticlimb.learn.com/cli/yourclubnamehere>.

- If you have correctly typed the link and know your username and password but are still getting this error message please contact the Club Learning Institute.

## Error: The LearnCenter you have requested is not available

This error occurs when the LMS website link has been typed incorrectly. Please check the website link information provided to you.

**The LearnCenter you have requested is not available**

[Go Back](#)

If you are still having problems, contact the CLI support team and we will email you the correct link.

## Help – Contact Support

Our normal hours of operation are Monday – Friday 8:30am to 5:00pm CST.

We are closed on all major holidays. Please feel free to email us with a support question as we may be able to assist you during these off hours. We make every attempt to check support email on weekends.



Email: [support@clublearninginstitute.org](mailto:support@clublearninginstitute.org)  
Toll free: 1-877-814-4254 (1-877-814-4CLI)