Training Management System (TMS) FAQs

General Information

1. Which email should I use to create a user account in TMS?

A district/work email should be used, since your District and/or School Assessment Coordinator will be tracking the trainings you complete. If you do not have a district/work email, you can use a personal one. If you are a District or School Assessment Coordinator, refer to specific information below for creating your account.

2. How do I make updates to my user account?

To verify and update your information, log in to TMS, select the User icon next to your name on the upper right, then select "Edit Account Info" from the dropdown menu. You can change your email or name or update the district or school indicated, as needed. Use the *TMS: Tips and Tricks for School Staff* document (PearsonAccess Next > Resources & Training > Training) for a quick reference.

3. Do I need to complete the same training again if it is part of a different course?

If the same training is in multiple courses (e.g., Test Security Training), it will show as completed across all courses after it has been completed once.

4. How can I see the trainings I have completed?

Once you log in to TMS, you can access a record of your completed trainings by selecting the User icon next to your name on the upper right, and then selecting "View Completed Trainings" from the dropdown menu. This record can be printed. (Note: Most recorded webinars are not included in the record of completed trainings.) Use the *TMS: Tips and Tricks for School Staff* document (PearsonAccess Next > Resources & Training > Training) for a quick reference.

5. How do I make sure a training appears on my record of completed trainings?

To complete a training, you must view all slides and complete any quizzes, as applicable. Once you have finished a training, a screen will pop-up prompting you to either resume or complete the training. Select **Complete** to finish the training. If you choose to resume the training, you can select the **Complete Module** button in the upper right at any time to finish the training.

If you exit a training without selecting **Complete**, you can resume the training where you left off, and the **Complete** button will appear. (Note: Most recorded webinars are not included in the record of completed trainings and will not contain this link.)

6. I have completed one of the trainings in my training course, but it is not showing on my record of completed trainings.

Courses are not included on the record of completed trainings until **all** trainings within the course are completed. Use the *TMS: Tips and Tricks for School Staff* document (PearsonAccess Next > Resources & Training > Training) for a quick reference.

7. Can I receive CEUs for trainings I complete?

MDE does not provide CEUs for trainings completed in TMS. However, your district may offer CEUs for the trainings you have completed. The record of completed trainings can be printed from the TMS and provided to the appropriate staff in your district.

8. How do I navigate through the training?

Each training includes navigation controls to move through the training.

- There are Menu and Notes tabs along the left side of the screen. The Menu tab lists the slide number and title. The Notes tab presents the transcript for that slide.
- The Navigation controls on the bottom of the screen include:
  - The Audio button to adjust volume.
  - The Play button to start/pause the training. Some trainings no longer auto-play when launched. Select the Play button to start the training.
  - The Replay button to restart the slide.
  - Some trainings have a Closed Caption button to turn on/off captioning.
- The Next and Previous buttons on the bottom of the screen let you move through the training. For some trainings, the Next button is hidden until the slide ends.
- For most trainings, the seekbar along the bottom of the screen and the menu on the left side of the screen are locked. For trainings with a locked seekbar and menu, this means users must view all slides in order to complete the training.
- Some trainings have an unlocked seekbar and menu, allowing the user to move forwards and backwards within a slide using the seekbar, or by selecting slides in the menu that interest them. For trainings with an unlocked seekbar and menu, this means users must at least start all slides for the training to appear as complete.

9. How do I zoom in/out in a training?

Use functionality built into your device to make the training appear larger or smaller.

- On a PC or Chromebook, press CTRL + to zoom in and CTRL - to zoom out. Use CTRL 0 to return to the default size.
- On a Mac, students press CMD + to zoom in and CMD - to zoom out. Use CMD 0 to return to the default size.
- On a touchscreen, pinch to zoom in and out.

10. What are the minimum system requirements for viewing or participating in the online trainings?

TMS supports the latest version of all major browsers on all major operating systems.

Information for District Assessment Coordinators and Assessment Administrators:

1. How do I create a user account with Admin functionality in TMS?

District or School Assessment Coordinators who need Admin button access in TMS must create their TMS account using the same email as your PearsonAccess Next account. Pearson matches your PearsonAccess Next email address with your TMS email address to grant you access to the Admin button.

2. How do I verify which staff have completed trainings?

Once you log in to TMS, you can access a report of completed trainings for district staff by selecting “Admin” in the upper right and then selecting “Reports” from the dropdown menu. You will be prompted to enter your PearsonAccess Next username and password. If you forgot your username or password, go to PearsonAccess Next to request your username or reset your password. If you need further assistance, contact the PearsonAccess Next help desk.

From the Reporting screen, the default view is for the current school year; if necessary, you can change the school year from the Select a School Year dropdown menu. There are two reports available; Overview (summary of completed trainings) and Staff Records (completed trainings by staff person). Select the applicable **view** button to view the report online. Select **download Excel report** to generate a combined report for your district. The combined report will contain an Overview tab and Staff Records tab.

Notes:

- Courses will be grouped by the course name and display all applicable trainings. While each training is listed separately (with a start and finish for each training), an entire course is not considered complete until all trainings have a finish date/time indicated.
- If staff are involved in different test administrations, they must complete the required courses for each administration.
- Most recorded webinars are not included in the record of completed trainings.

3. I cannot see the trainings that one of my staff has completed. What do I do?

Ask the staff member to verify the district and school indicated for their account. They can do this by logging in to TMS, selecting the User icon next to their name on the upper right, and then selecting "Edit Account Info" from the dropdown menu. Refer them to the *TMS: Tips and Tricks for School Staff* document (PearsonAccess Next > Resources & Training > Training) for a quick reference.

4. One of my staff completed a training multiple times. How does this appear on the reports?

On an individual's record of completed trainings and on the district's report, trainings that have been completed more than one time are listed only once and only counted once in the total training time. The timestamp shown is the last time the individual finished a training.

5. What do I do if I do not see the "Admin" option in the upper right?

For most of the school year, PearsonAccess Next account information for District Assessment Coordinators and Assessment Administrators is added to the TMS every two weeks. From January 8 – April 2, 2021, PearsonAccess Next user account information will be added weekly to the TMS.

This means that the Admin option will be available to new DAC or AA users on the Friday following the week their PearsonAccess Next account is created or enabled (e.g., if a user is given the AA user role on Wednesday, Jan. 13, they should see the Admin option on Friday, Jan. 22).

If a DAC or AA user account becomes disabled or inactive in PearsonAccess Next, the user will no longer have the Admin features in TMS. Once a user has been enabled or restored in PearsonAccess Next, the account would be considered "new," and they will have to wait 1–2 weeks to be able to review reports.

6. Can I track the names of staff who watched a training as a group through the TMS?

In order to enter the names of staff who completed a training in a group setting, select "Admin" in the upper right and then select "Group Training" from the dropdown menu. You will be prompted to enter your PearsonAccess Next username and password.

From the Group Training screen, select the training(s) and staff who attended the training and select submit. Refer to the *TMS: Admin Feature Tips for District and School Assessment Coordinators* document (PearsonAccess Next > resources & Training > Training) for a quick reference.

7. How can I track a group training for staff who do not have a TMS user account?

If you want to track completion of a group training in TMS (rather than keeping documentation at the district), a TMS user account must be created for each staff member. You can direct staff to create an account, selecting their district or school, or you can create an account on their behalf since only the email, district name, and school name are required.