Welcome to the LMS for Students

Students scheduled to attend placements at St. Joseph's Care Group (SJCG) are required to complete eLearning courses on the SJCG Learning Management System (LMS) before the start of their placement.

In order to complete the eLearning courses, students need an account on the SJCG LMS. All students *except nursing, PSW, and Recreation Therapy students* will self-register for an account and then proceed with their eLearning. *Nursing, PSW, and Recreation Therapy students* will receive an email with their account information, allowing them to access the LMS and complete their eLearning. **Instructions for both processes are provided below.**

SELF-REGISTRATION: All Students EXCEPT Nursing, PSW, and Recreation Therapy Students

If you have previously completed eLearning courses in the SJCG LMS as a staff member or student, please do NOT register for a new account. Contact the Coordinator, Learner Success at 343-2443 or sjcgstudent@tbh.net for assistance.

Open your web browser and type the following URL into the address bar: https://sjcg.dualcode.com. The LMS home page is displayed. On the top right of the page, click [→ Log in]. The **LOG IN** page is displayed:

Log in

Username [   ]

Password [   ]

☐ Remember username

[Log in]

Forgotten your username or password?

Register

If you are not a St.Joseph's Care Group employee, you will need to register in order to gain full access to the system. You must have a valid email address to register.

[Register]

To create a new user account, click the [Register] button. The **NEW ACCOUNT** page is displayed.

Complete all required fields (marked by a red asterisk).

For the "**Username**" field, please use the first 7 characters of your last name followed by the first letter of your first name. For example, Suzy Snow-Thompson would enter **snowthos** as her username. Do not use any punctuation or special characters. **If the username is not available, please contact the Coordinator, Learner Success at 343-2443 or sjcgstudent@tbh.net for assistance.**

Email can be a personal or school email address. It should be an account that is checked periodically to ensure any LMS communications are received.

In the "**I am a**" field, choose **Student.**

New account

Username*	[ ]
	The password must have at least 10 characters
Password*	[ ] ☐ Unmask
Email address*	[ ]
Email (again)*	[ ]
First name*	[ ]
Surname*	[ ]
I am a*	Choose... ▾
Security question ⓘ	
	Link to site policy agreement
I understand and agree*	☐

The "**Work Site**", "**Academic Institution**" and "**Program**" fields become visible and are required. It is important that these are selected accurately, to ensure you are assigned the appropriate courses.

I am a ❗	Student ▾
Work Site ❗	Choose... ▾
Academic Institution ❗	Choose... ▾
Program ❗	Choose... ▾

If the option you require is not listed, please select "Other" to complete the registration process and *contact the Coordinator, Learner Success at 343-2443 or sjcgstudent@tbh.net* to ensure appropriate courses are assigned to you.

Once all information is entered, please review the site policy agreement by clicking on the link. Check the box next to "I understand and agree" and click the [Create my new account] button.

A message will be sent to the email address that you used for registration. In the email, click the link to confirm your account. **You have now completed the registration process and are ready to do your eLearning!**

Nursing, PSW, and Recreation Therapy students

The Coordinator, Learner Success creates accounts for nursing, PSW, and Recreation Therapy students.

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You will receive an email with a link to the LMS, your username and temporary password. The email will be sent to the email address provided by your program coordinator, and it looks like this:

> Hi Test Student,
> A new account has been created for you at 'St. Joseph's Care Group eLearning' and you have been issued with a new temporary password.
>
> Your current login information is now:
> username: studentt
> password: FnYeX3dz$_
> (you will have to change your password when you login for the first time)
>
> To start using 'St. Joseph's Care Group eLearning', login at
> https://sjcg.dualcode.com/login/
>
> In most mail programs, this should appear as a blue link which you can just click on. If that doesn't work, then cut and paste the address into the address line at the top of your web browser window.

Click the link in the email and login using the username and password provided. You will be prompted to change your password.

You must change your password to proceed.

Change password

	Username
	The password must have at least 10 characters
Current password ❗	
New password ❗	
New password (again) ❗	

Save changes

To do this, re-enter the temporary password and then enter a new password in both fields.

Your password must be at least 10 characters long and may contain upper and lower case letters, numbers, and special characters.

When finished entering your new password, click **Save changes**.

You have now completed the registration process and are ready to do your eLearning!

If you did not receive an email with your username and temporary password, please contact the Coordinator, Learner Success at SJCGstudent@tbh.net or 343-2443.

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Log In and Complete eLearning Courses

To Log in to the LMS and complete a course:

1. Open your web browser and type the following URL into the address bar: https://sjcg.dualcode.com. The LMS home page is displayed.
2. On the top right of the page, click [➜ Log in].The **LOG IN** page is displayed.
3. Enter your Username and Password, and then click [Log in] . Your Progress Report will display. It lists all eLearning courses that are assigned to you and must be completed, including the status.
    a. A green checkmark indicates that a course is complete. **You need a green checkmark for all courses on your Progress Report.**
    b. Please see the legend below your Progress Report for the meaning of the other "Status" symbols.
    c. Note that the "**Due Date**" shown does <u>not</u> apply to students. **All eLearning must be complete before the start of your placement.**
4. To complete an eLearning course, simply click on its name. The course activities will display. Click on each activity and follow the on-screen instructions to complete it.

Progress Report for   Test

Course	Duration	Status	Completed	Due Date
Globally Harmonized System (WHMIS)	-	✖	-	Dec 31, 2018
Hand Hygiene & Routine Practices	-	✖	-	Dec 31, 2018
Healthy Back General Body Mechanics	-	✖	-	Dec 31, 2018
Privacy: What You Need To Know	-	✖	-	Dec 31, 2018
Bed Safety Education	-	✖	-	-
Infection Control/Outbreak Mgmt (not HRM)	-	✖	-	-
People With Disabilities	-	✖	-	-
Student Information for Placements	-	✔	Sep 28, 2018	-
Student Placement Preparation	-	✔	Sep 28, 2018	-
Student: Fire Safety and Emergency Codes	-	✖	-	-

✔ Compliant
✔ Exempt
✖ Non Compliant
⭐ Needs to be completed soon
🚩 Overdue
👤 Not enrolled

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Frequently Asked Questions:

1. Can I access the LMS using my mobile device?

Yes! All eLearning can now be viewed and completed through ANY device that has an internet connection. This includes but is not limited to: desktops, laptops, Mac computers, tablets or iPads, Smartphones.

2. My account was created by SJCG on my behalf, but I didn't receive the email with my username and temporary password. What should I do?

Please contact the Coordinator, Learner Success at SJCGstudent@tbh.net or 343-2443 for assistance.

3. I have forgotten my password. What do I do?

As a student, you set your password when creating your account. If you cannot remember your password, click on the *"Forgotten your username or password?"* link.

Note that you will need to be able to access the email address you used when setting up your account.

The **FORGOT PASSWORD** screen is displayed.

Enter your username or the email address used at registration, and then click Search.

The confirmation page is displayed. Follow the instructions in the email to reset your password.

4. I just completed a course. Why doesn't my Progress Report show that it's completed?

After completing a course, it may take a few minutes for the system to update your Progress Report. Please check again after 5-10 minutes, and you should see that the status is updated.

5. When I opened another window/program while playing a course, the course paused. Why?

The eLearning courses are designed to ensure that you actively view the content. It is important that the course not just be played in the background on the computer while you do other activities.

6. Some of my assigned courses have a Due Date that is after I start my placement. When do I need to do them?

Course	Duration	Status	Completed	Due Date
Globally Harmonized System (WHMIS)	-	✖	-	Dec 31, 2018
Hand Hygiene & Routine Practices	-	✖	-	Dec 31, 2018

Students need to complete all of their assigned eLearning before starting placement. We assign some courses to both staff and students because the content applies to both. In these cases, the due date showing would apply for staff. The good news? If you complete an annually assigned course as a student and then are hired as staff within the same calendar year, you may not have to repeat the course!

7. I just completed a course, but I failed the quiz. How do I re-take the quiz?

When you fail the quiz at the end of a course, you need to repeat the course from the beginning. This helps to ensure that you have understood the course content.

8. I did a previous placement with SJCG and already completed eLearning courses assigned to me. Do I have to do eLearning again?

Yes. Some eLearning courses must be completed annually, and there are times when new courses are assigned during the year. You can see all courses that are assigned to you by logging in to the LMS and viewing your Progress Report. If you do not need to complete a specific course again, it will be marked as "completed" in your Progress Report.

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9. I did a previous placement in long-term care with SJCG. Do I have to do LTC Student Orientation again?

Yes. Some courses must be completed annually, and there are times when new courses are assigned during the year. Also, from one placement to the next, the learning objectives change. Therefore, it is required to complete assigned orientation for each placement.

10.   My placement starts in January. When can I do my eLearning?

At St. Joseph's Care Group, our learning calendar runs from January 1 – December 31 each year. Your eLearning needs to be completed in the same calendar year as your placement starts. Therefore, if your placement starts in January 2019, please complete your eLearning on or after January 1, 2019. Don't forget, it also needs to be completed before you start your placement!

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