Frequently Asked Questions

1. What is an LMS?

LMS stands for Learning Management System and is a software application for the administration, documentation, tracking, reporting, and delivery of education or training programs.

2. Who is our LMS provider?

The St. Joseph's Care Group Learning Management System (LMS) is now powered by Dual Code! Dual Code Inc. is a Business-to-Business eLearning service provider based in Ottawa and was founded in 2008. Dual Code has developed and hosted learning management systems for healthcare organizations looking to outsource or co-source their eLearning programs for over 1000 health care organizations.

3. How do I access the LMS?

1) From work:

LMS Icon located on your Novell dashboard

Dual Code
LMS

2) From home:

LMS Icon by visiting the Employee Portal link from the bottom of the main page of www.sjcg.net

Or by visiting https://sjcg.dualcode.com/

4. 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, smart phones.

Care
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5. How do I log into the LMS?

Your user name and password are the same as your Novell and GroupWise e-Mail accounts. Your LMS password is automatically updated whenever you make a change to Novell or GroupWise login.

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

As a current employee, your password is the same as your Novell and GroupWise e-mail passwords. After 5 failed login attempts your account will be locked. You must wait 30 minutes before you may attempt to log in again using the password connected to Novell. If you cannot remember your password, please contact the IT Help Desk at (807)684-6411 or help@tbh.net.

7. How do I see what courses I need to complete? How do I see when my courses are due? How do I see what courses I have completed?

In order to see the courses that are assigned to you, due dates, and completion status, simply log in to the LMS and view your Progress Report page. Note that you may be assigned to complete eLearning courses and/or classroom courses.

Progress Report for

Course	Duration	Status	Completed	Due Date
Privacy: What You Need To Know	-	✖	-	Dec 31, 2018
Fire Safety and Emergency Codes	0:10	✔	Jan 8, 2018	Dec 31, 2019
Globally Harmonized System (WHMIS)	-	✔	Jan 8, 2018	Dec 31, 2019
Hand Hygiene & Routine Practices	-	✔	Jan 8, 2018	Dec 31, 2019
Healthy Back General Body Mechanics	-	✔	Jan 8, 2018	Dec 31, 2019
H&S Internal Responsibility System	-	✖	-	-
Integrated Accessibility Standards Regulation	-	✔	Jan 8, 2018	-
People With Disabilities	-	✔	Dec 21, 2017	-
Smoke Free Grounds at SJCG	-	✖	-	-
Worker Health and Safety Awareness Training	-	✖	-	-

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

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8. **I completed all of my assigned courses. Do I need to do eLearning again?**

Yes. Some learning is assigned 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.

9. **Does the system know about the learning I did in MEDworxx?**

Yes, learning records have been carried forward from MEDworxx. Your Progress Report will show the courses that have to be completed within the calendar year.

10. **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.

11. **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.

12. **How can I see when I last completed a course that requires recertification; such as, Driver's Safety or NCI?**

When logged into the LMS, select the "My Progress" menu at the top of the page. You should now see a NAVIGATION menu that looks like this:
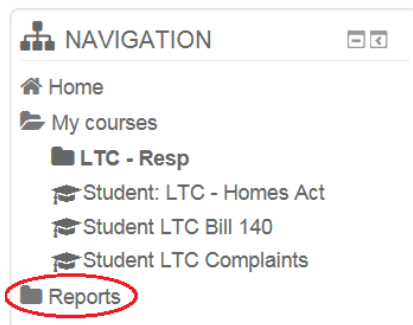
Click on "Reports" to expand the folder to show the available options. Select "Learning History".

Learning History

Start time:	6 ▾	November ▾	2018 ▾
End time:	6 ▾	November ▾	2018 ▾
Courses:	All courses ▾		

Show   Reset

When the Learning History screen is displayed, enter a date range that will cover the time period you would like to search. Select a course to see your learning history for that course and date range, then click "Show". Your learning history for the selected course is displayed.

13. **I'm a staff member, but I'm also a student who will be completing a placement at SJCG. How do I know which courses I have to do for my placement?**

The courses required for a student placement vary depending on the site and academic program. Please contact the Coordinator, Learner Success at SJCGstudent@tbh.net or 343-2443 for a list of the eLearning courses that apply to your placement.