

# General Services Administration (GSA)

# LMS Migration Job Aid Series

# Getting Started: GSA Online University End-User Job Aid for JAWS Screen Reader

End-User Job Aid Overview

This job aid provides step-by-step instructions for tasks relevant to end-users of the GSA OLU (powered by SAP) using the JAWS Screen Reader. Users of other screen reader technology should adapt the keyboard commands identified in this document to work appropriately for their technology. Topics covered in this aid include: OLU site access, Homepage navigation, Learning Page navigation, instructor-led and online training registration, and viewing your learning history.

# How to Access the GSA OLU Site (Powered by SAP)

## Introduction

The GSA Online University (OLU) can be accessed via GSA Single Sign-On (SSO) or via a non-SSO direct URL. Please find directions below on the different ways to enter the new SAP site.

## SSO Access

Logging in from a GSA Laptop:

From an Internet Explorer browser, navigate to the GSA InSite page. Use the Links command and press the letter “T” until focus is placed on the “Training” option and then press “Enter.” On the Training & Development page use the headers command to navigate to the “Online University (OLU) Training” and then use the down arrows to navigate to the “GSA’s Online University (OLU)” link. Once launched, you will then be able to navigate within the GSA OLU system.

Logging in from a Non-GSA Laptop:

1. From a non-GSA laptop, first navigate to the following URL: <https://hcm03.ns2cloud.com/login?company=GSAHCM03>
2. Enter your User ID (User ID will be your ENT username) and select the Submit button. Then, choose the delivery method for receiving your registration code for access to GSA OLU and select the “Submit” button.
3. Once you receive your delivery method, you will be asked to enter the registration code. This code is unique and will change with every sign on. Enter the registration code and select the “Submit” button.
4. Next, enter your ENT password and select the “Submit” button.
5. You will be directed to the new GSA OLU homepage.

## Non-SSO Access (Direct URL)

Logging in as a Non-GSA Employee or Off-Network GSA Employee:

If you are not a GSA employee or you are a GSA employee not accessing via the GSA network (thus not utilizing SSO), you will need to access GSA OLU via a direct URL.

1. Navigate to the following URL: <https://hcm03.ns2cloud.com/login?company=GSAHCM03>. This will take you to the direct system login page for the GSA OLU site.
2. Enter your username and password and select the “Log in” button. (Should the login page request a Company ID, please use the following: GSAHCMO3.)
3. You will be directed to the new GSA OLU homepage.

# GSA OLU Homepage

## Main Menu Navigation

Your homepage will consist of a main navigation bar at the top of the homepage. This navigation bar contains a drop-down menu that lists all the Success Factors modules available to you (based on your role), along with links to other pages within the system. You can access the Main Navigation-Home Module Menu by pressing the letter “C” to locate Combo Box Menus on the screen until you reach the Main Navigation-Home Module Menu. The Enter Key and Down Arrow Key can then be used to expand the menu items. You can activate the desired item by pressing the Enter Key. NOTE: If the selection is not activated when first pressing the Enter Key, the user should press it one more time.

The Main Navigation-Home Module Menu contains the “Home,” “Learning,” and “24x7 Live Support” links

1. The “Home” link will take you back to the homepage no matter where you are in the platform.
2. The “Learning” link will take you to the learning management area of the system.
3. The “24x7 Live Support” link will take you to the area of the system where you can interact with an OLU Live Support Specialist that can assist with general OLU Navigation and utilization inquiries.

## Homepage Features

Your homepage has multiple features called tiles that allow you to access different OLU functionality in one convenient location. The tiles can be accessed by pressing the letter “H” to locate the Headers available on this screen. Continue pressing “H” to scroll through the tiles on the homepage and then use the down arrow to access the content of each tile. Below is an explanation of each feature tile on your homepage.

1. To Do: Lists all your incomplete items, completed activities, activities, and tasks assigned to you from all modules within the system. To Do items can be sorted by date and/or type.
2. Links: Displays links added as shortcuts to other pages and areas of the system. To add or remove shortcuts, select the Edit link to view a list of available links.
3. Welcome: Displays information on the new GSA OLU and will have announcements pertaining to the new Learning Management System.
4. 24x7 Live Support: Select the link titled “24x7 Live Support” to be transferred to a GSA chat classroom support page (powered by eSkillz). Select the “Click Here to Chat Now” button (or press Alt+S) from that page and you will be connected with OLU support specialists who are standing by 24 hours a day, 7 days a week. Support specialists assist with general OLU navigation and utilization inquiries including how to use the OLU, how to find training, course launch assistance and more.
5. Tile Browser: Allows the end-user to add or remove tiles from the OLU homepage.

## Account Navigation Menu

The homepage “Options” drop-down menu can be accessed by pressing the letter “C” to locate Combo Box Menus on the screen until you reach the Account Navigation Menu. The Enter Key and Down Arrow Key can then be used to expand the menu items. You can activate the desired item by pressing the Enter Key. NOTE: If the selection is not activated when first pressing the Enter Key, the user should press it one more time.

The Account Navigation Menu contains the “Suggestions,” “Options,” and “Logout” links.

1. Suggestions: Submit system suggestions for the new OLU.
2. Options: Change display options, select a new landing page, change language options, and access accessibility settings.
3. Logout: Log out of the OLU system.

# My Learning Page

## Navigating to the Learning Page

1. Access the Main Navigation-Home Module Menu by pressing the letter “C” to locate Combo Box Menus on the screen until you reach the Main Navigation-Home Module Menu then press the Enter key to expand the list of options.
2. Use the Down Arrow Key to navigate to the “Learning” menu and then press Enter twice. This will take you to the learning management area of the system.
3. You are now in the learning management area of the system where you can access learning items, search for training, register/enroll in training, and view learning history. Note: Once on the Learning page, the top navigation menu will change from Home to Learning. There is also a My Learning link on every page in the Learning area that will direct you back to this page.

## Learning Page Features

Your Learning page has multiple features called tiles that allow you to view different functionality in one convenient location. The tiles can be accessed by pressing the letter “H” to locate the Headers available on this screen. Continue pressing “H” to scroll through the tiles on the Learning page and use the down arrow to access the tile’s contents. Below is an explanation of each feature tile on your Learning page.

1. My Learning Assignments: Displays all your mandatory, required, and optional assigned learning items. You can launch online courses, view Instructor-Led Trainings (ILTs), register for Scheduled Offerings (SO), and remove/un-enroll from an online course directly from the “My Learning Assignments” tile. Learning items can be sorted by date and/or type.
2. Find Learning: Search tool used to find learning items and activities. Items can be found via keyword quick search or by browsing the Learning Catalog via the “Browse All Courses” link.
3. My Curricula: Displays all pending and incomplete curricula assigned to your user account. This tile also provides details on curriculum components (items grouped together to form a curriculum) and can be used to track completion progress.
4. Learning History: Displays all learning items that have been recently completed. Select the “View All” link to view your complete training history.
5. Links: Displays links to various Learning features and shortcuts to other areas of the system. The links tile helps the user manage approvals, reports, 24x7 Live Support Services, Section 508 and Accessibility, and other supporting processes.
6. Featured: Displays training items featured or promoted within a time period.
7. Recommendations: Displays learning items that have been recommended to you by other users.

## Search for Training

1. On the Learning page, press the letter “E” to navigate the different edit fields on the page. A keyword search can be performed by navigating to the following Edit Field: “What do you want to learn today?”
2. Once the user has navigated to this Edit Field they may type in a keyword and then tab to the Go Button and select it to perform the search. To browse the entire Learning Catalog for a list of available courses, navigate below the search field and access the Browse Link. You will then be directed to the catalog Search Catalog page. NOTE: The user is notified of how many results were generated based on their search criteria by a header with this information. Example: Courses (2)
3. The courses available are displayed using header formatting and the course title renders as a hyperlink. JAWS Screen Reader users can use the Heading List command (Insert Key + F6 Key) to get the listing of headings/courses. The user can then select the desired course and they will be navigated directly to the link on the page to access the course details.
4. Press the letter “C” until focus is placed on the “Records per Page” combo box. Then press enter and use the arrow keys to access the other options. to show more results per page. Select the “Next” button to advance and view the next page of training items.

# Instructor-Led Training

## How to Register for Instructor Led Training

1. On the Search Catalog page, locate your desired ILT and select Enter to access the course details page. Press the letter T to navigate the table of available sessions. In the last column of the table are two options: View Details and Register Now.
2. To register for your desired scheduled offering, select the Register Now link in the last column of the date that works best with your schedule.
3. Enter any comments that you wish to be associated with your registration in the “Comments” box. Select the “Confirm” button to confirm details and finalize registration.
4. Once successfully registered, you will be directed to a registration confirmation page. Select the “My Learning” link to return to your Learning page.
5. Your registered class will now be posted on your My Learning Assignments tile. Locate the course by using JAWS links command (Insert + F7) and press the letter “V” to jump to the “View Details for: Course Title. Press “Enter” to open the Course Details page. From this page, you will be able to access the course description, requirements, and other details.
6. Once you are done reviewing course details, select the “My Learning” link in the top left corner of the page to return to your Learning page.

## How to Drop an Instructor Led Training

1. On the Learning page, locate the course by using JAWS links command (Insert + F7) and press the letter “V” to jump to the “View Details for: Course Title. Press “Enter” to access more details about the course.
2. Select the “Withdraw” link to withdraw from the ILT.
3. A confirmation window will pop-up. Select “Yes” to withdraw from the ILT.
4. Another confirmation window will appear. Select “Yes” to remove the item from your Learning Plan.
5. Your ILT withdrawal is now complete. Should you need to re-register for the ILT, you may select the “Register Now” option for the date that best works with your schedule. Select the “My Learning” link in the top left corner of the page to return to your Learning page.

# Online Training

## How to Enroll in Online Training

1. On the Search Catalog page, locate your desired ILT and select Enter to access the course details page.
2. On the course details page, select the “Assign to Me” button.
3. To launch the course immediately, select the “Start Course” button.

## How to Launch Online Training

1. If you are returning to access the course, from the Learning page, locate the course by using JAWS links command (Insert + F7) and press the letter “V” to jump to the “View Details for: Course Title. Press Enter to go to the course details page and then select the “Start Course” button. Note: make sure your browser’s pop-up blocker has been disabled before launching the course.
2. You will be directed to the Online Content Structure page and the online course will launch in a separate browser window. Advance through the online course (pop-up window) to receive completion for the training. Note: you must follow the steps for 2-factor authentication (if applicable) before being able to view online training content.
3. Once the training has been completed, exit out of the online course. Note: you may choose to exit the course and return later to finish it. The system will save your position in the course. Follow steps 1-3? to re-launch the online training. Select the “Learning Home” link from the Online Content Structure page to return to the Learning page.

## How to Drop Online Training

1. From the Learning page, locate the course by using the JAWS links command (Insert + F7) and press the letter “V” to jump to the “View Details for: Course Title.
2. From the course details page, select the “Remove” link.
3. A confirmation window will pop-up. Select “Yes” to remove the online course from your training history.
4. The removed training will no longer be listed on your My Learning Assignments tile.

# Learning History

## How to Access My Learning History

Navigating to the Completed Work Page

1. On the Learning page, use the JAWS Screen Reader Headings Command to navigate to the “Learning History” tile on this page.
2. Select the “View All” button in this tile to access the Completed Work page, which houses your learning completion history.

Note: The Completed Work page lists all completed training items.

* 1. Completion Date: Allows users to sort completions by date.
  2. Show Completions: Allows users to filter completions by time periods.
  3. Title Search: Allows users to quickly search for completions by course title.
  4. Status: Allows users to sort the Completed Work page by completion status.

Completed Work Course Details

1. On the Completed Work page of your Learning History, each course title will be represented as a link. When you select the link for a given class a pop-up window appears with the following selections.
   1. View Details Button
   2. Print Certificate Button
2. Select the “View Details” button to view a description, requirements, and other details of your completed course.

Printing Training Certificates

1. On the Completed Work page of your Learning History, locate your desired completed course and select the title.
2. Arrow down in the pop-up window until you reach the “Print Certificate” button to run the Certificate of Completion report.
3. A report status window will open while the report is being processed. Once complete, your report status will show as “Succeeded.”
4. When ready, your Certificate of Completion will open in a separate browser window. Utilize your browser and/or PDF viewer settings to print out a copy of your certificate.