NASWA Learning

SYSTEM USER GUIDE

LEARNING
NASWA Learning
In Partnership with USDOL

NASWA | 444 NORTH CAPITOL STREET NW, SUITE 300. WASHINGTON, DC 20001

NASWA Learning

System User Guide

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Welcome to NASWA Learning! To access the NASWA Learning System, first you will need to create a NASWA account. Once you have a NASWA account, you can then proceed to the NASWA Learning System. If you are new to NASWA Learning, you will also need to create a NASWA Learning Account.

Create a NASWA Account

1. Go to the **NASWA Website.** naswa.org

2. Click the red **LOGIN** button at the top of the screen.

3. Click **"Create new account"**

4. Complete form and click **"Add NASWA Account"** to create a NASWA account.

> **Note:** The NASWA administrator reviews and approves newly created accounts on a regular basis. Typically, new accounts are approved within 1 business day.

Go to the NASWA Learning System

1. From the NASWA Website homepage, click the **NASWA Learning** box. This will take you to naswa.org/learning.

2. Once on the NASWA Learning page, click the **"Access My Learning"** button.

Access My Learning — Your Learning dashboard. Login, view learning paths and courses, create and access your personal course schedule, and more.

Browse Catalog — Courses are organized by Learning Path, Delivery Method, and Course Provider. Explore our catalog to learn more today!

Create a NASWA Learning Account (for new users only)

If you are new to NASWA Learning, clicking the "Access My Learning" button will take you to an account creation page. From here, click **"Create New Account"** and follow the instructions to create your account.

If you have previously taken training through NASWA, you will bypass this account creation screen.
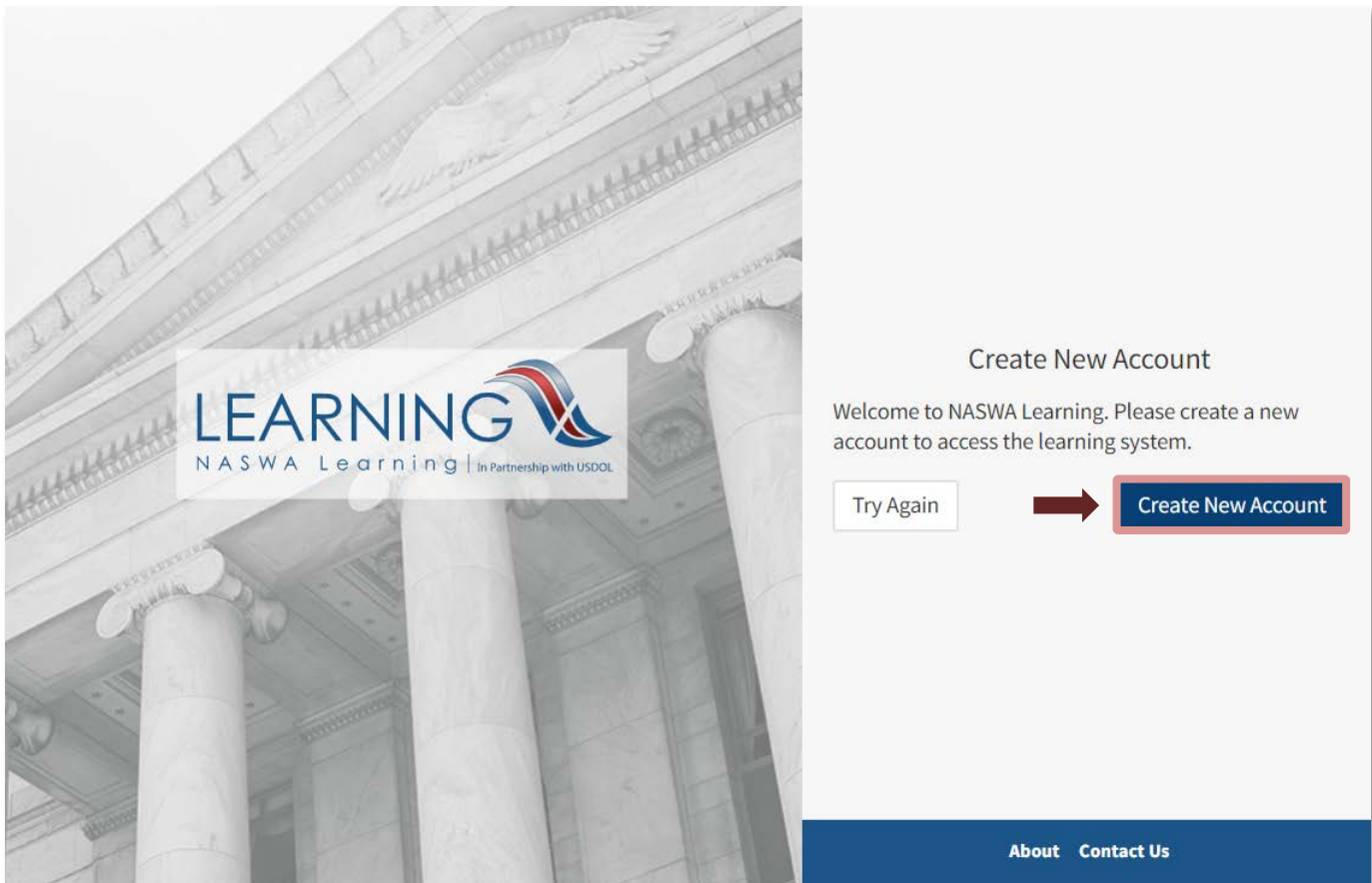
Note: Once you create your account, you will have access to the NASWA Learning System. However, you may not have access to all of your training immediately. The NASWA Learning administrator regularly approves pending NASWA Learning accounts to provide learners access to their training. Please allow 1 business day for processing.

Upon reaching the NASWA Learning System, you have the opportunity to provide additional information to complete your account. The Learning System provides curriculum recommendations based on the information in your profile, such as your job and interests. The more information you provide to the system, the better it will be able to serve your learning needs.
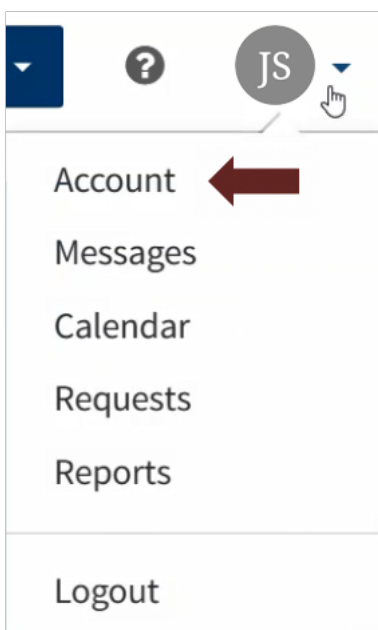
Go to Account Page

The NASWA Learning homepage is referred to as the Home Dashboard. From here, there are two ways to get to the Account Page:

a. Click the **"Account"** button located in the rotating banner.
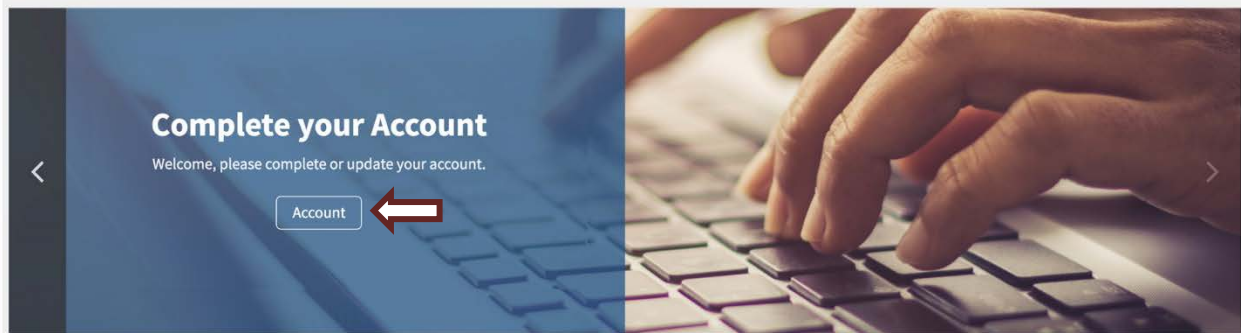
b. Hover over your initials on the top right of the screen and click **"Account."**
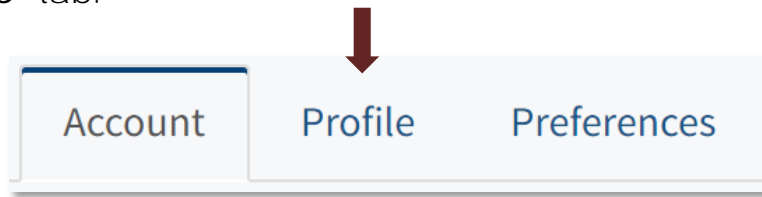

Note: You may notice that there is no option to change your username and password within NASWA Learning. This is because you access NASWA Learning with your naswa.org credentials through a single sign-on system.

Update Profile

Your Profile contains information specific to you as a learner. To edit your Profile, click the **"Profile"** tab.

Account   Profile   Preferences

Once in the "Profile" tab, there are four fields that you can edit by clicking the blue buttons:

- Edit User Information
- Edit Work Information
- Edit Qualifications
- Edit Interests

1. Edit User Information

In the User Information field, you can update which Workforce Programs apply to your job, such as Unemployment Insurance, RESEA, WIOA, and others. Additionally, you can notify NASWA Learning of any **accessibility accommodations** you may need.

Note: When editing profile information, make sure to scroll down to the bottom of the page and click the **"Save"** button.

Save

2. Edit Work Information

In the Work Information field, you can update your job level information.

1 Click the **"Select Job Level"** button.

Select Job Level

2 Click the **"Search"** button. This will take you to a list of job levels from which to select.

Search

> **Note:** Keep the "Find Job Level" field blank.

3 Select the appropriate job level for your current position, scroll down, and click **"Save."** You do not need to add Start and End Dates.

Job Title
-- Not Listed --
Director
Entry/Beginner Staff
Executive Management
Intermediate Staff
Manager/Supervisor
Senior/Experienced Staff

3. **Edit Qualifications**

   In the Qualifications field, select your education level and add any relevant expertise or professional experience, then click the **"Save"** button.

4. **Edit Interests**

   Click the + symbol to add interests. Click the **"Done"** button when finished. You can also use the search function to narrow down the list of interests.

Update Preferences

Your Preferences affect how information is displayed and shared with you on the NASWA Learning System, in addition to how your learner information is shared with others. To edit your Preferences, click on the **"Preferences"** tab.
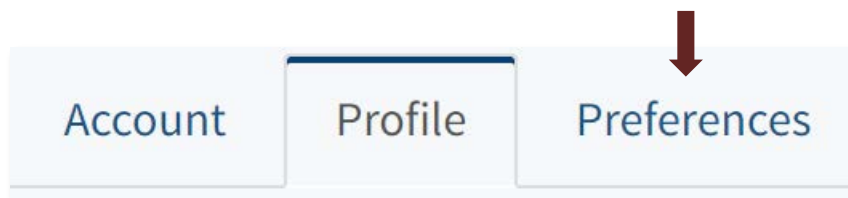
1. To update **accessibility, language, and timezone preferences**, click the **"Edit Preferences"** button. Make any appropriate changes, then click the "Save" button.

2. To update **privacy preferences**, you can select either **"Yes"** or **"No"** to the following questions:

   - "Make my contact information public"
   - "Make my professional information public"

   Note: If you select **"Yes,"** your contact and personal information will be visible to only those with access to the NASWA Learning system. This includes other learners as well as NASWA Learning administrators. If you select **"No,"** your information will be kept private.

3. To update **communication preferences**, select **"Yes"** or **"No"** to determine how you receive messages – either via email, via the messages functionality within the system, or both. We recommend selecting the option **"Send messages to both,"** so you won't miss any important messages about your learning.

The **Home Dashboard** is the NASWA Learning System's central location for performing your most important tasks as a learner. From the Home Dashboard you can view and access your current trainings, view your completed trainings, view your messages, and more.
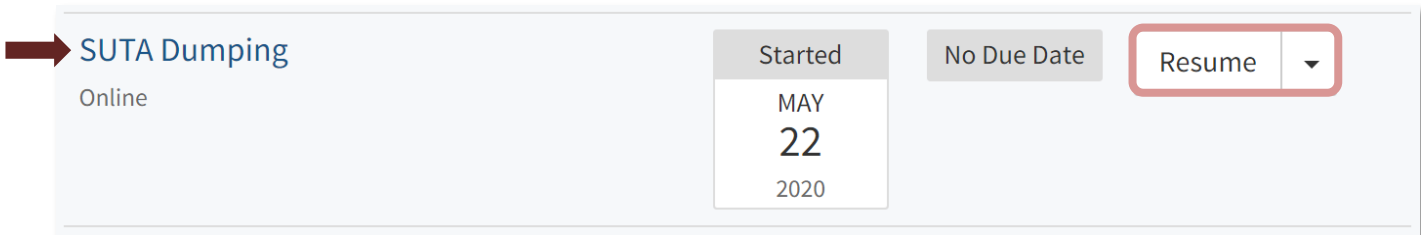
View and Access Current Curriculums

In the **Current Training** box on the dashboard, you can view curriculums in which you're currently enrolled, resume lessons that you've started, and find additional trainings. You can also hide curriculums to remove them from your dashboard.

1. To **view current training**, click the title of the curriculum.
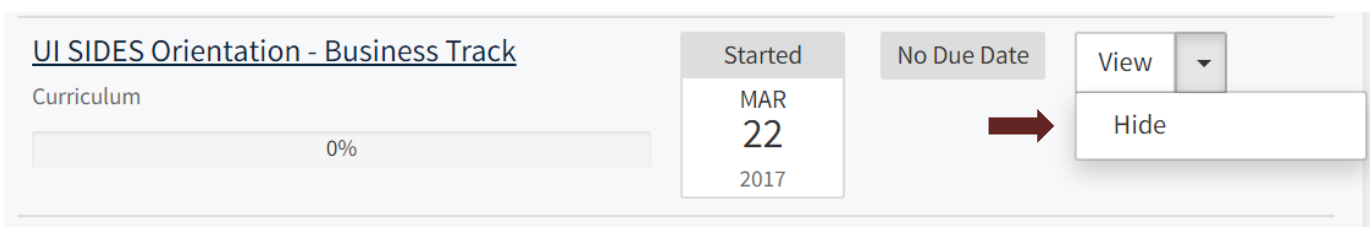
2. To **resume an online lesson**, click the title of the lesson.

Note: Current Training contains both full curriculums in addition to individual eLearning lessons. You can **"View" curriculums** which will take you to the landing page for the curriculum. And you can **"Resume" lessons** which will launch the lesson player and return you to the point in the lesson at which it was last closed.

3. You may also want to **hide a curriculum or lesson.** To do so, click the arrow underneath the "Action" column for the appropriate curriculum or lesson, then click **"Hide."**

View Completed Trainings and Certificates

In the **Completed Training** box on the dashboard, you can:

1. View completed curriculums
2. View and download Certificates
3. Navigate to your Transcript

2 To **view and download a Certificate**, click here.

Completed Training

Title	Type	Status	Score	Action
UI Program Leadership Certificate (NIA 4)	Curriculum	Completed		View Certificate
BAM Basic Investigator Online Training	Curriculum	Completed		View Certificate
Ohio Department ... and Family Services (NIA OH)	Curriculum	Completed		View Certificate
Federa...	Curriculum	Completed		View Certificate

Recently Completed

1 To **view a completed curriculum**, click the title.

View All

3 To **navigate to your Transcript**, click "Recently Completed" or "View All."

View and Manage Messages

In the **Messages** box on the dashboard, you can view and manage messages about your training. For example, the Learning System Administrator may send a message if a curriculum is updated with new content.

1. To **view a message**, click on the message title.

2. To **delete a message(s)**, check the box next to the message, then click the "Delete" button. Here, you can also mark messages as "Read" or "Unread."

3. To **sort your messages**, click the category buttons in each column at the top of message list.
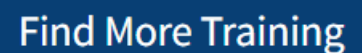
!	🔗	From	Subject	Received

The **Catalog** shows the entire collection of NASWA Learning training offerings. With the Catalog, you can search for training, filter curriculums by learning path, find system-recommended curriculums, and more. Once you find a curriculum you're interested in, you can view that curriculum and enroll to access the content.

Go to Catalog

There are two ways to reach the Catalog:

a. Click the red **"Catalog"** button at the top of the screen

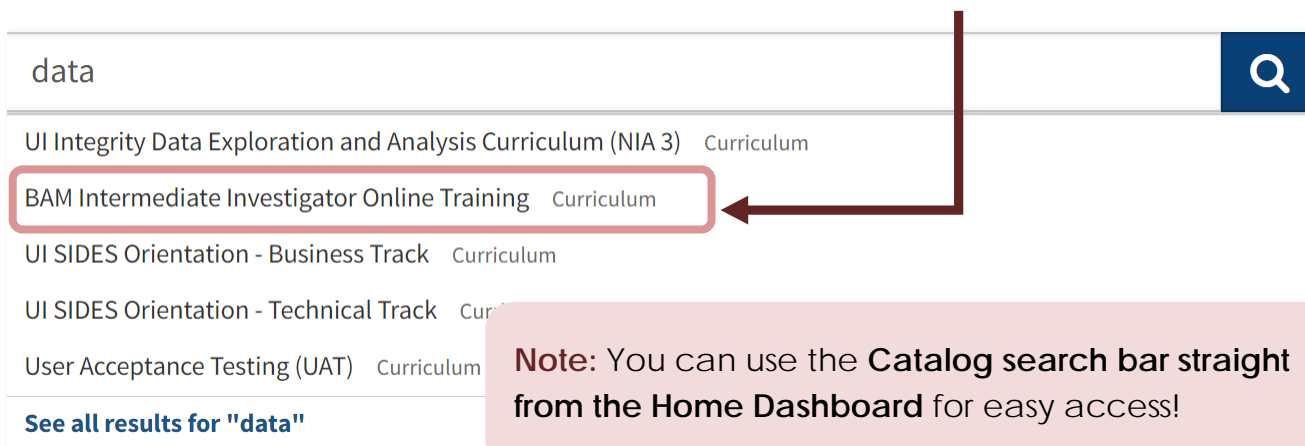b. Click the **"Find More Training"** button at the top of the "Current Training" box on the home dashboard

Find Curriculums

Within the Catalog, there are multiple ways you can find training. You can search for a specific curriculum, or you can browse by Learning Path, Recently Added, Based on Your Interests, and Recommended for You.

1. **Search Bar**

   To use the search bar function in the Catalog, enter a search term, such as "data," and click the **search** button. The search results will show you all NASWA Learning curriculums related to your search term, along with descriptions for each curriculum.

   You'll also notice that before you click the search button, a list will populate below the search bar that shows a list of curriculums pertaining to your search term. You can navigate straight to a curriculum from here by clicking its **title**.

Note: You can use the **Catalog search bar straight from the Home Dashboard** for easy access!

2. **Learning Paths**

    If you don't know the exact training you're looking for, you can browse NASWA Learning Curriculums by Learning Path. Each Learning Path contains curriculums relevant for a specific group of learners (UI Professional, Workforce Professional, etc.).

    > **Note:** You can find the same curriculum in multiple Learning Paths. For example, the UI Program Leadership Certificate can be found in the UI Professional Path, the Executive Management Path, and the Welcome to New State Administrators Path.

    To enter a Learning Path, simply click the appropriate **blue button.**

    Once inside a Learning Path, you will be shown all curriculums related to that path, along with descriptions for each curriculum.

3. **Recently Added, Based on Your Interests, Recommended for You**

    Within the Catalog, you can also browse for curriculums that:

    *   Have been **recently added.** This section will show you any NASWA Learning curriculum that has been added to the Learning System.
    *   Are recommended for you **based on your interests.**
    *   Are **recommended for you** based on your profile. This includes your job level, applicable programs, and qualifications.

    > **Note: Update your profile and interests** to receive recommended curriculums from the Learning System!

    To navigate to a recently added or recommended curriculum, simply click its **box.**
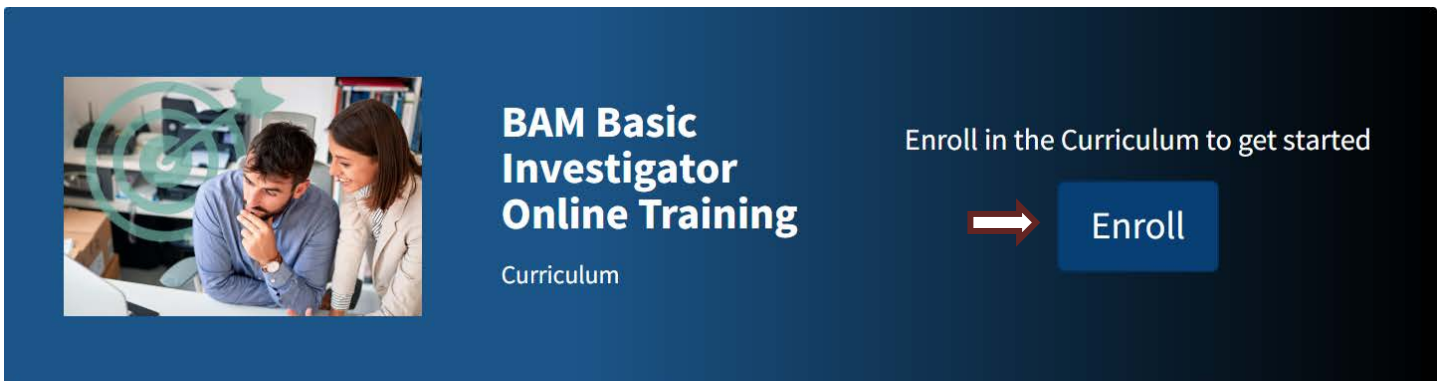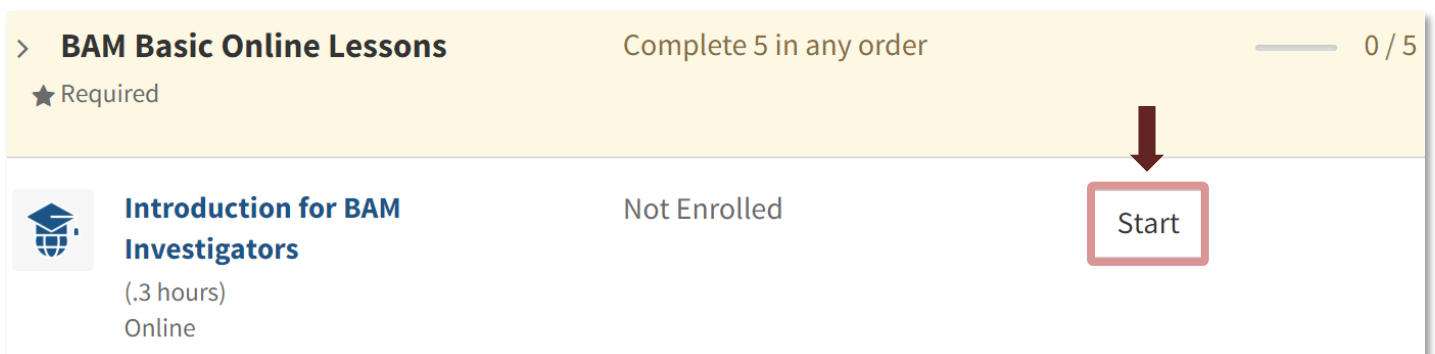

Enroll in Curriculums

Once you are on a curriculum's page, you can read an overview of the curriculum and view the layout, including lesson titles. To access the curriculum, **click the blue "Enroll" button**.

Take eLearning Lessons

Once you have enrolled in a curriculum, you will have instant access to the online content. To launch an online lesson within a curriculum, scroll down to the content, and then click **"Start"** next to the lesson you wish to take.

When you click "Start," the Course Player will launch the lesson in a separate window.

Note: Make sure to **allow pop-up windows** in your Internet browser. If you do not allow pop-up windows, the lesson will not launch.

Navigate eLearning Lessons

Keep these tips in mind as you navigate your eLearning lessons:

Tip 1

To **increase the size of the lesson content**, maximize the player window.

Tip 2

If you want to **save your progress** in a lesson, simply exit the lesson by clicking the **X** in the top right of the window.

Tip 3

To **return to a lesson in progress**, first click the **"Continue"** button next to the lesson you wish to resume. Then click **"Yes"** in the prompt box.

Resume

Would you like to resume where you left off?

Yes   No
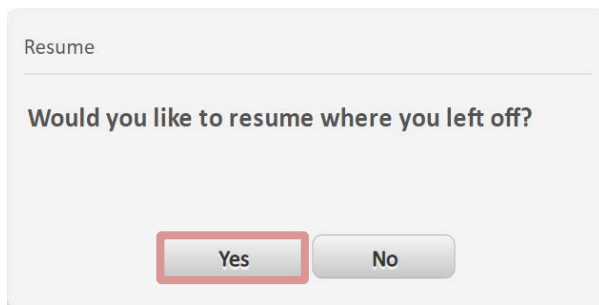
Tip 4

When **accessing lesson resources**, such as .pdf documents or external websites, your lesson player window may recede from view behind the browser window showing the resource. To bring the player window back into view, **click the player window** or **minimize the resource browser window.**

Enroll in Live Training Events

To enroll in an **instructor-led training (ILT) or virtual training event**, click **"Start"** next to the event title from the curriculum page, just like you would to start an eLearning lesson.

When you click start, you will be taken to that event's page where you **can view the event schedule, view event information, and enroll in events**. You can also **make a scheduling suggestion** to request an event that works for your location and schedule.

The **Transcript** contains records for all of your trainings on the NASWA Learning System, either started or completed.

Go to Transcript

To navigate to your Transcript, click **"Transcript"** in the top menu. You can also click the **"Recently Completed"** or **"View All"** buttons in the Completed Training Box on the Home Dashboard.

Download Transcript and Certificates

Use the Transcript to:

1. Download Transcript. Control which trainings are visible by filtering, sorting, and using tabs at the top of the page
2. View and download Certificates
3. View curriculums

1 To **download your Transcript,** click "Save as PDF."

| All Training | Curriculums | External Learning | Training Assignments | Certifications | More ▾ |

All Training

🖨 Print   🖹 Save as PDF

Type	Status	From	To
All Training ▾	All ▾	📅	📅

Filter

2 To **view and download a Certificate**, click here.

61 Items

Page 1 of 7 › »

Title	Type	Status	Score	Start Date	Completion Date ▲	Expiration Date	Credits	Action
UI Program Leadership Certificate (NIA 4)	Curriculum	Completed		5/31/2017	2/11/2020			View Certificate

3 To **view a curriculum**, click the title.

Note: You can also **control which trainings are visible and how they are displayed.** To do this, click the tabs at the top of the screen, use the filter function, or use the sort function.

The NASWA Learning System offers some additional features and functionalities that allow for further customization and ease of use.

Edit Your Information from the Home Dashboard

Instead of navigating to your account page to edit your information, you can **quickly and easily edit your User and Work Information from the home dashboard**.

To do so, click the boxes labeled "Edit User Information" and "Edit Work Information" on the right side of the dashboard.

Note: Keeping your personal information up-to-date allows the Learning System to better customize your learning experience.

User Information

Name: **Jane Smith**

Email Address: **jsmith@azdes.gov**

Address: **UNITED STATES**

Workforce Program(s), sele

Do you need accommodatic
training?:

Edit User Information

Work Information

Organizations: **NASWA Employees (Primary)**

Job Level: **Intermediate Staff**   View History

Company:

Edit Work Information

Edit Your Interests from the Home Dashboard

You can also easily and quickly edit your Interests from the home dashboard, without navigating to your account page.

To do so, click **"Edit"** in the **Based on Your Interests** box.

Based on Your Interests Edit

Overview of the DUA and TAA/TRA Programs for Hearing Officers
Curriculum

Cultural Awareness and Language Sensitivity
Curriculum

BAM Supervisor Online Training
Curriculum

BAM Intermediate Investigator Online Training
Curriculum

Note: The Home Dashboard is a great place to find recommended curriculums without having to navigate to the Catalog!

Like the Catalog, the dashboard displays recommended and recently added curriculums.

Save Curriculums

From the Home Dashboard and the Catalog, you can save curriculums for easy later access.

Saving Content

There are multiple ways to save curriculums:

a. From the Home Dashboard, hover over a recommended or recently added . A flag will appear next to the title. **Click the flag to save the curriculum**. Once you save the curriculum, the flag will turn green to indicate it is saved.

b. From the Catalog, hover over a recommended or recently added curriculum, and **click the flag to save it.**

c. Enter a curriculum and click the **"Save"** button. Once you click "Save," the button will turn green to indicate it is saved.

Accessing Saved Content

Once you save a curriculum, it will enter an area called "Saved Content." To navigate to this page, hover over the **"Learn" menu option** at the top of the page. Then click **"Saved Content."**
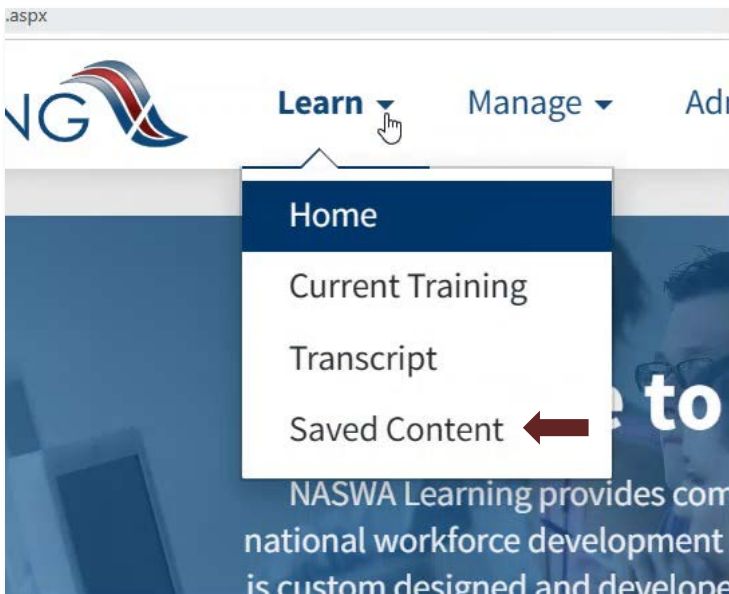
If you have any questions or issues regarding the NASWA Learning System, click the blue **"Contact Us"** button found at the bottom of any page on the NASWA Learning System. This will take you to a contact form.
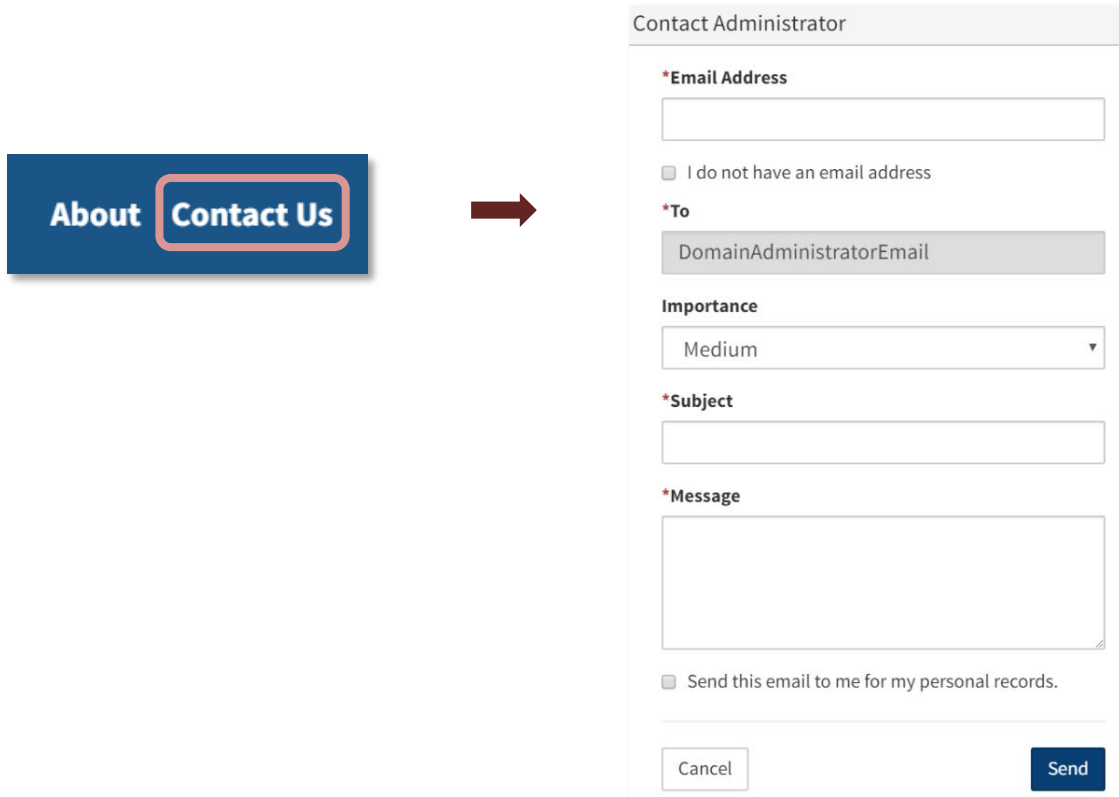
You can also send an email to our helpdesk at learning@naswa.org.