



Environmental Officer (EO) Training Program,
IMCOM-Europe-Wide
Online Learning Management System User Instructions

Contents

1	Login and Registration	2
1.1	Web Address of the Online EO Training Platform.....	2
1.2	Registration for First Time Users	2
1.3	Login for Registered Users.....	3
1.4	Reset and Change Password	4
1.5	Reset User Name.....	4
1.6	Training	4
1.7	Assignments.....	5
1.8	Progress.....	7
2	Administrators	9
2.1	Retrieving User Records	9
3	Support	10
4	FAQs	11

1 Login and Registration

The learning management system is a web application which can be accessed from any computer with an available internet connection.

1.1 Web Address of the Online EO Training Platform

The IMCOM-Europe EO Training can be accessed at: <https://imcom-e.eo-training.com/>

1.2 Registration for First Time Users

If you are new to the Online EO Training, you need to register for an account. On the Sign in page, please select **"US Army login"** (Figure 1).

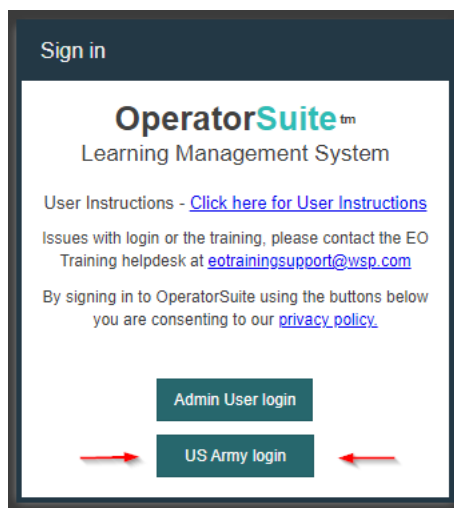


Figure 1: Sign in Page

Then click on "Create a new account" (Figure 2).

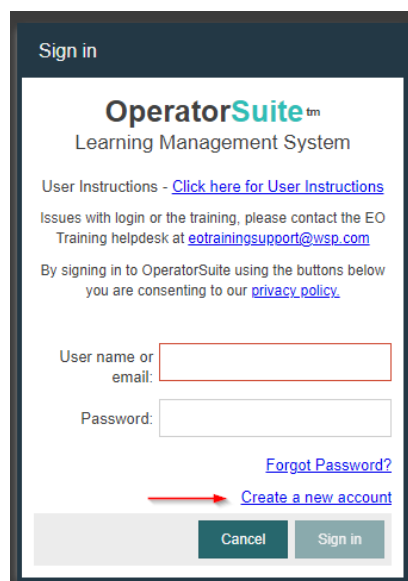


Figure 2: Create a new account

After following the “**Create new account**” link, a registration form will open (Figure 3). Please fill out the form and complete your request for a new account by clicking on the “**Create account**” button at the bottom of the page.

After the submission of your personal account information, you will be automatically logged in to your newly created account.

The screenshot shows a registration form titled "Create new account". It contains the following fields and instructions:

- User name:** A text input field with a red border and a red error message below it: "User name is required." An arrow points to this field with the instruction: "Enter a username that you would like to use for future logins. Must not contain spaces!"
- Full name:** A text input field. An arrow points to it with the instruction: "Please enter your full name."
- Display name:** A text input field. An arrow points to it with the instruction: "This box will be filled in automatically."
- Email:** A text input field. An arrow points to it with the instruction: "Please enter a functioning e-mail address."
- Tags:** A text input field with a dropdown arrow. An arrow points to it with the instruction: "Please enter 'EO' or leave it blank."
- Password:** A text input field. An arrow points to it with the instruction: "Enter a password."
- Confirm password:** A text input field.

At the bottom of the form are two buttons: "Cancel" and "Create account".

Figure 3: Online EO Training Self-Registration

1.3 Login for Registered Users

If you are already a registered user, use the login form on the main page of the learning management system (<https://imcom-e.eo-training.com/>) and press “**US Army login**” (Figure 4). Enter your credentials (Username and password) and press the “**Sign in**” button to log in.

Sign in

OperatorSuite[™]
Learning Management System

User Instructions - [Click here for User Instructions](#)

Issues with login or the training, please contact the EO Training helpdesk at eotrainingsupport@wsp.com

By signing in to OperatorSuite using the buttons below you are consenting to our [privacy policy](#).

User name or email:

Password:

[Forgot Password?](#)

[Create a new account](#)

Figure 4: Online EO Training Login Page, Password Authentication

1.4 Reset and Change Password

If you have forgotten your password, contact the EO Training helpdesk to reset it (eotrainingsupport@wsp.com).

You can change your password at any time. To change your password:

1. Log into OperatorSuite using your current username and password.
2. Click your name link on the top right of the screen.
3. Under **User details**, click **Change Password**.

1.5 Reset Username

If you have forgotten your username, **please do not create a new account! All your historical training data will be lost**. Please contact the Online EO Training helpdesk. See Chapter 3 for further information.

1.6 Training

This is the main page of your personal training center. Use the 'Train' workspace to view assignments, register for a training, and to check the status of trainings in OperatorSuite.

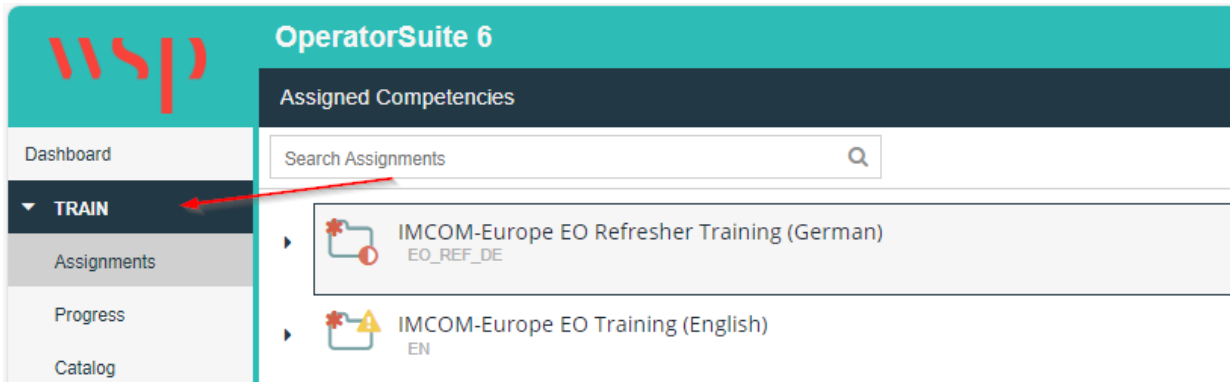


Figure 5: Online EO Training – Main Page

You can:

- view all currently assigned training and assessments in OperatorSuite 2023.
- launch online training courses
- submit evidence for offline training and assessments
- check the status of online training and assessments
- register for training
- download the certificate

To register for a training course, select “Catalog” and click on the ‘Register’ icon (Figure 6)

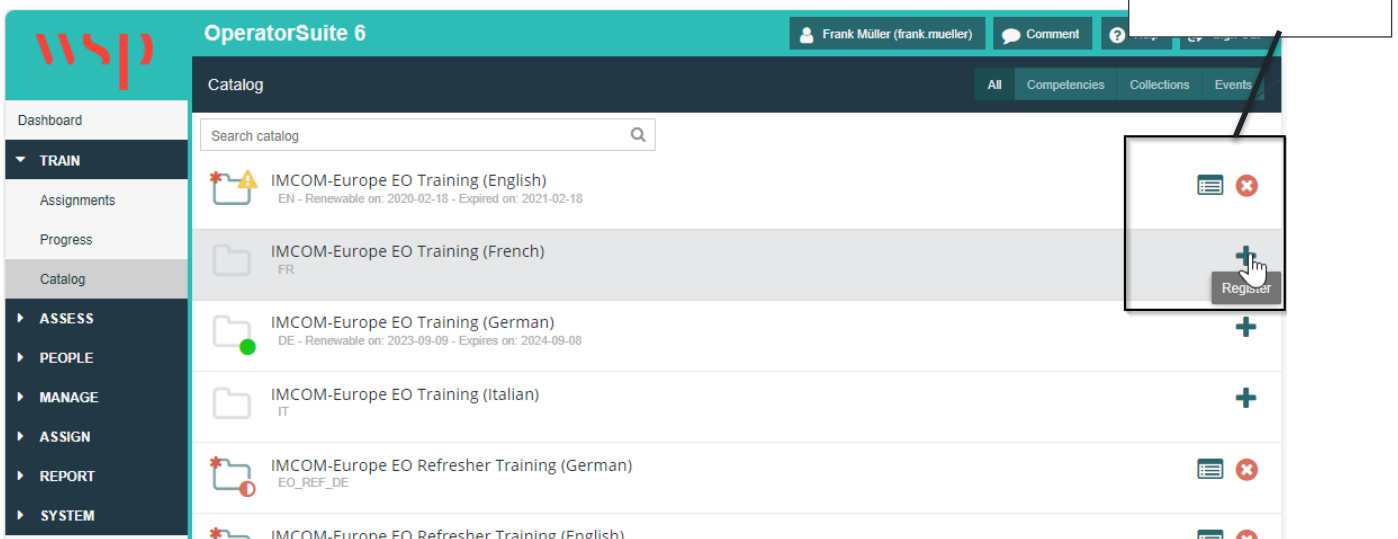


Figure 6: Registering for a Training Course

1.7 Assignments

The ‘Assignments’ view displays any training items (competencies or collections) that are assigned to you but have not been completed. Clicking on a collection shows you the next available module you can access.

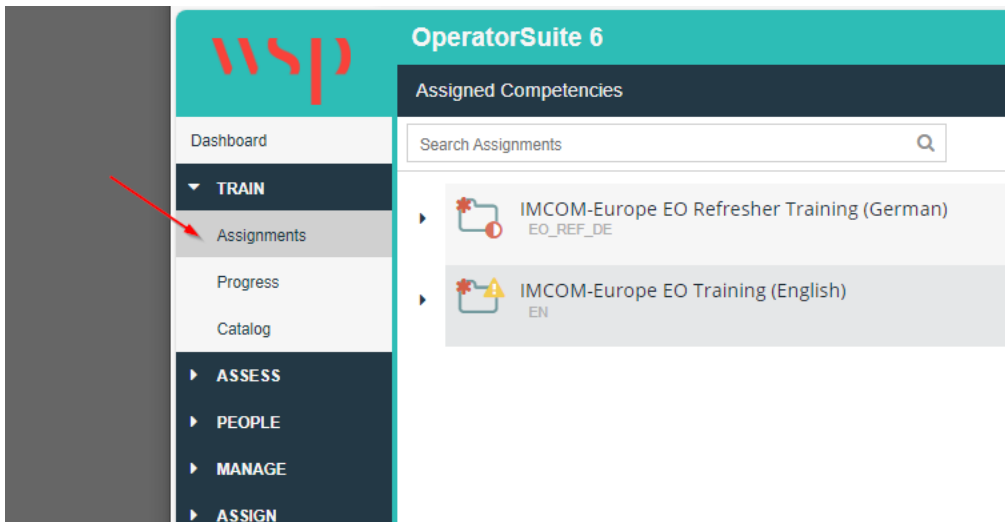


Figure 7: Assigned Competencies or Collections

To launch an online competency:

For online competencies that are currently available, a “launch competency” icon is available at the end of the row (figure 8). Click the icon to launch the competency and the training session will start in a new window (Figure 9 and Figure 10).

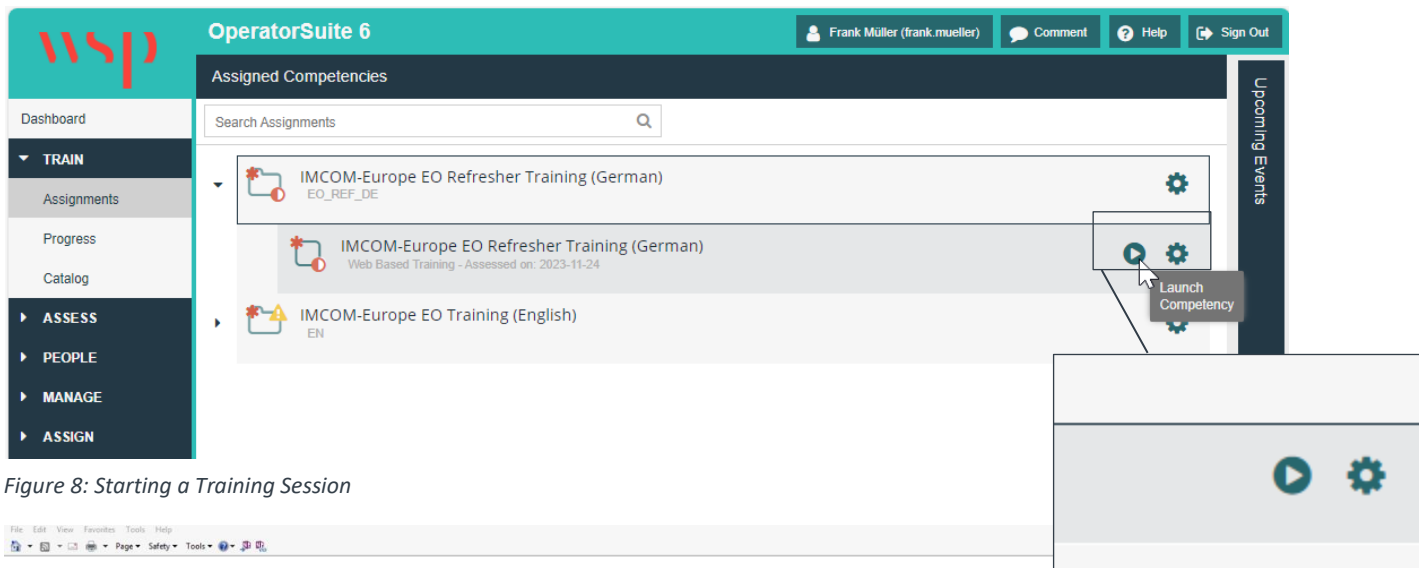


Figure 8: Starting a Training Session

Your course has been launched in a new window.

Figure 9: Launching a New Training Session

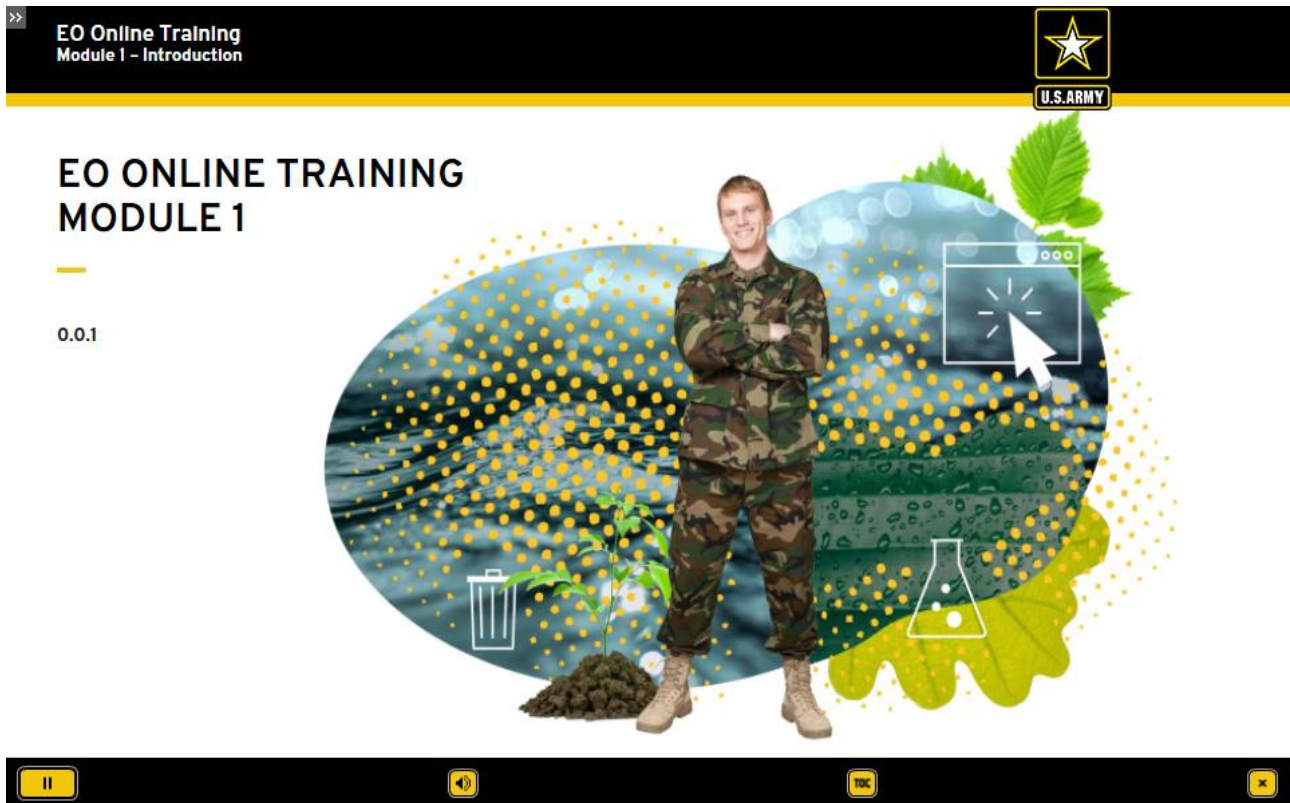


Figure 10: Title Page of New Training Session

1.8 Progress

The 'Progress' view allows you to see the status of any competencies or collections that have been assigned to or completed by a user (Figure 11).

OperatorSuite 6

Progress For:

User: Edit Print...

TRAIN

Assignments

Progress

Catalog

ASSESS

PEOPLE

MANAGE

ASSIGN

REPORT

SYSTEM

Completed assignments: 6 of 15 (40%)

	Competency ID	Title	Category	Score	Due Date	Assessed Date
	EO_REF_DE_ORG	IMCOM-Europe EO Refresher Training (German)	Web Based Training	0%		2023-11-24
	EO_REF_EN_ORG	IMCOM-Europe EO Refresher Training (English)	Web Based Training	0%		2023-11-16
	EO_13_DE_ORG	Modul 13 - Audits und Inspektionen	Web Based Training	100%		2023-09-08
	EO_03_EN_ORG	Module 03 - GHS	Web Based Training	0%		2023-07-28
	EO_02_EN_ORG	Module 02 - Introduction to Hazardous Substances	Web Based Training			2023-07-25
	EO_01_EN_ORG	Module 01 - Introduction	Web Based Training			2023-07-25
	EO_07_EN_ORG	Module 07 - Managing Hazardous Waste	Web Based Training	0%		2022-08-26
	EO_06_EN_ORG	Module 06 - Storage and Segregation of Hazardous ...	Web Based Training	90%		2021-12-09
	NO_FONT_LOAD_ORG	TEST - no font loading - Module 01 - Introduction	Web Based Training			2021-11-19
	AUDIO_TEST_ORG	TEST - gap before audio - Module 01 - Introduction	Web Based Training			2021-11-19
	EO_01_FR_ORG	Module 01 - Introduction	Web Based Training			2021-11-19
	EO_05_EN_ORG	Module 05 - Controlling Hazards	Web Based Training	90%		2021-11-04

Powered by OperatorSuite™
© 2023 Wood.

Figure 11: Progress View

Competencies and collections can have any combination of the following statuses:






Icon	Status
	Unattempted – The competency or collection has not yet been started or assessed.
	Not Yet Competent – The competency or collection has been started but has not been completed, or the user has been assessed as not yet competent.
	Competent – The competency or collection has been completed and the user assessed as competent. For a collection, this means the user has been assessed as competent in all competencies in the collection.
	Unavailable – The competency is not currently available for training. Reasons it is not available include: it has unsatisfied prerequisites, it has been completed but is not yet available for renewal, or it has expired but is not renewable.
	Expired – The competency has expired. This means the user is no longer assessed as competent in the competency. Collections containing expired competencies will not be counted as complete.

Figure 12: Explanation of Status Icons

The 'User' dropdown list allows you to view all the users who are registered in the Operating System. This dropdown list is only available to user roles that have permission to see other users in OperatorSuite, e.g. administrators (Figure 13).

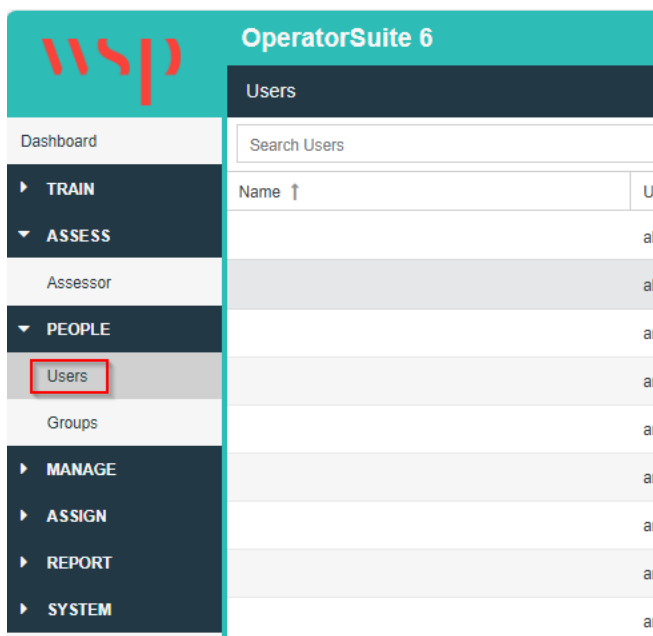


Figure 13: Users

2 Administrators

2.1 Retrieving User Records

In order to validate if a user has completed or attempted an online training, please select 'Report' on the navigation panel and then open 'Competency Matrix'. Afterwards, select 'Users' (Figure 14). Then click the user's name. You can clear the users by clicking the "Clear User Filter" button. You can also export the results by clicking the "Export" button.

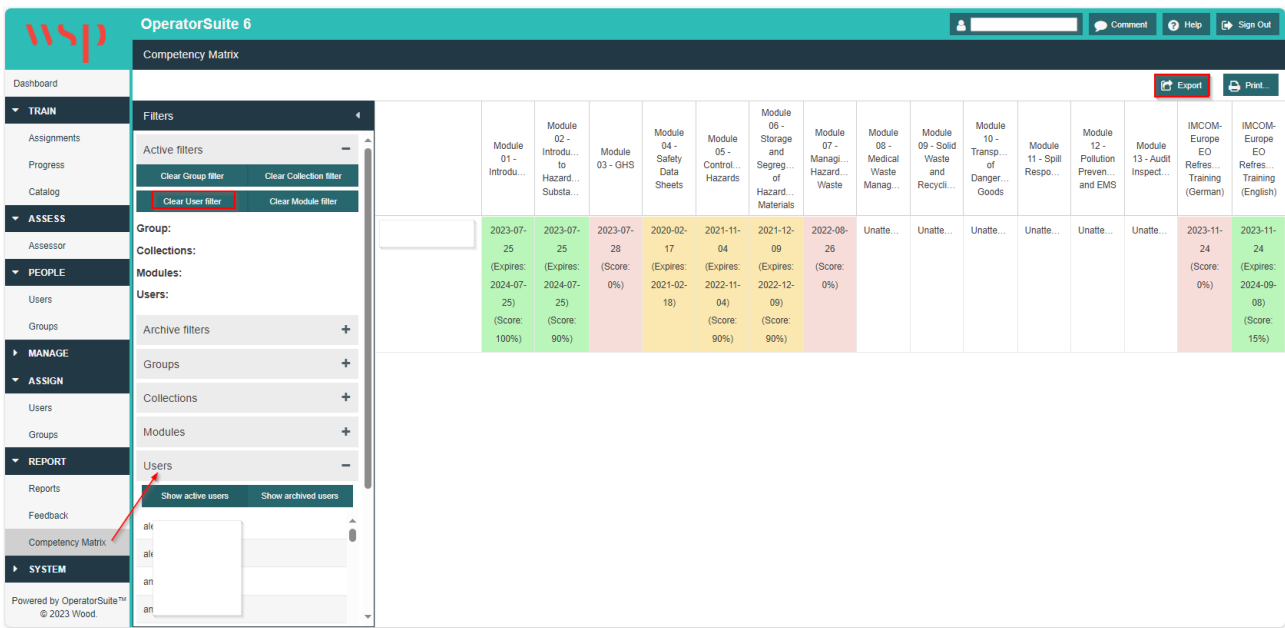


Figure 14: User Competencies

3 Support

If you require assistance, please contact the EO Training helpdesk. You can find a link to the helpdesk on the sign-in page (<https://imcom-e.eo-training.com/>).

You can also always contact the helpdesk directly via email at **Support**. We'll be happy to assist you.

4

1) I can't open <http://imcom-e.eo-training.com/>. How can I access the Training?

If that doesn't work, please contact the [EO Helpdesk](#).

2) I forgot my username and/or password. How can I reset it?

Just send an email to [Support](#). We'll then reset your password for you.

3) I can't see any icons on the webpage, so I can't start the training or even register for training. What shall I do now?

In some cases, browser settings in Internet Explorer /Edge browser prevent the website from downloading icons.

If you can access your Internet Explorer browser settings:

Please enable "font download" in the security settings, as shown below (Figure 17).

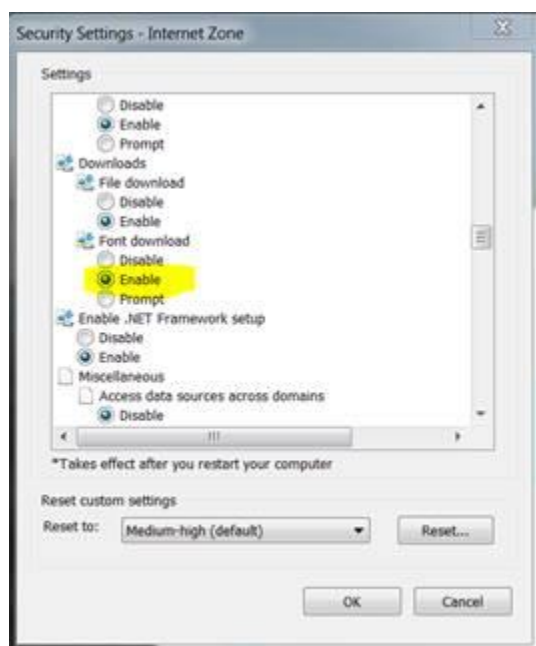


Figure 17: Changing Security Settings to Download Icons in Internet Explorer.

If you can't access the security settings in Internet Explorer:

Please use any other browser (Mozilla Firefox, Google Chrome or **Microsoft Edge**) to access the EO Training.

4) I didn't save or print my certificate after completing the training. How can I retrieve it?

It is now possible to reprint the certificate using the new system.

Select 'Progress' on the Navigation Panel and the Collections Tab. Then click the star symbol (Figure 18).

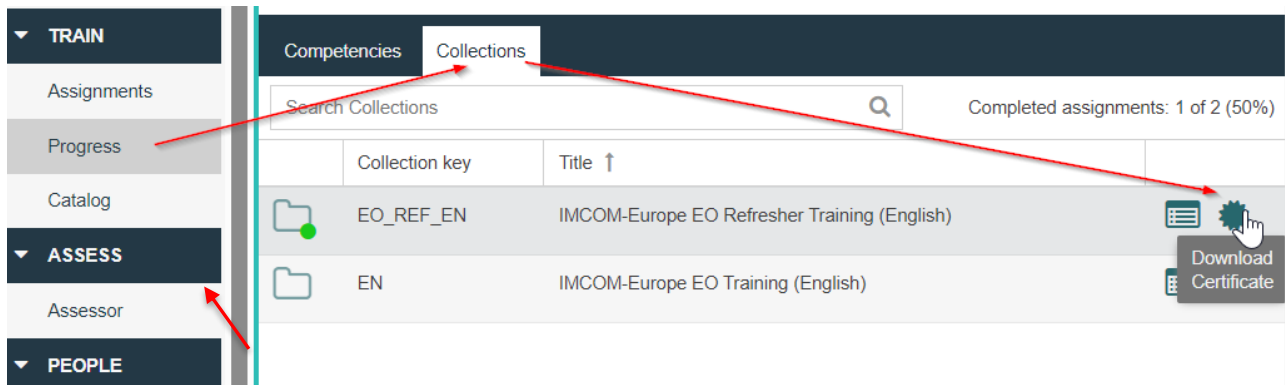


Figure 18: Printing or downloading a certificate.

5) I'm experiencing audio issues / the audio keeps cutting out. How can I solve this?

Please contact the EO Helpdesk at [Support](#).

6) I tried to log on but received the following error message: "Multiple users match the given identifier. Try a different sign-in method, or contact your administrator."

This message usually appears when users have more than one account and those accounts are linked to the same email address. To solve this issue, you need to contact the EO Helpdesk at [Support](#).

