

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

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## 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: <u>https://imcom-e.eo-training.com/</u>

## 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).

Sign in								
OperatorSuite m Learning Management System								
User Instructions - Click here for User Instructions								
Issues with login or the training, please contact the EO Training helpdesk at <u>eotrainingsupport@wsp.com</u>								
By signing in to OperatorSuite using the buttons below you are consenting to our <u>privacy policy.</u>								
User name or email:								
Password:								
Forgot Password?								
Create a new account								
Cancel Sign in								

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.

Create new ac	count		
User name:	<ul> <li>User name is required.</li> </ul>		Enter a username that you would like to use for future logins. Must not contain spaces!
Full name:			 Please enter your full name.
Display name:			 This box will be filled in automatically.
Email:			 Please enter a functioning e-mail address.
Tags:			Please enter "EO" or leave it blank.
Password:			 Enter a password.
Confirm password:			
	Cancel	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 (<u>https://imcom-e.eo-training.com/</u>) and press "**US Army login**" (Figure 4). Enter your credentials (Username and press the "**Sign in**" button to log in.

Sign in
<b>OperatorSuite</b> Learning Management System
User Instructions - <u>Click here for User Instructions</u> Issues with login or the training, please contact the EO Training helpdesk at <u>eotrainingsupport@wsp.com</u>
By signing in to OperatorSuite using the buttons below you are consenting to our <u>privacy policy.</u>
User name or Username email:
Password:
Forgot Password? Create a new account
Cancel Sign in

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 (<u>eotrainingsupport@wsp.com</u>).

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 <u>not</u> 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.

MSD	OperatorSuite 6						
	Assigned Competencies						
Dashboard	Search Assignments Q						
🔻 TRAIN 🛛 🖛	MCOM-Europe EO Refresher Training (German)						
Assignments							
Progress	▶ ▶ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■						
Catalog							

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 • E 🖸 D 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) 8 OperatorSuite 6 Frank Müller (frank.mueller) 🗩 Comment ? Catalog All Competencie Dashboard Search catalog Q TRAIN IMCOM-Europe EO Training (English) **E (3** Assignments Progress IMCOM-Europe EO Training (French) Catalog ASSESS IMCOM-Europe EO Training (German) PEOPLE MANAGE IMCOM-Europe EO Training (Italian) Þ ASSIGN IMCOM-Europe EO Refresher Training (German) **E 8** REPORT EO REF DI SYSTEM IMCOM-Europe EO Refresher Training (English)

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).

MSD	OperatorSuite 6	Frank Müller (frank.mueller)	🗩 Comment	🕐 Help	🕞 Sign Out	
	Assigned Competencies				Сb	
Dashboard	Search Assignments Q				comin	
TRAIN     Assignments	IMCOM-Europe EO Refresher Training (German)     EO_REF_DE		ſ	ø	g Events	
Progress Catalog	IMCOM-Europe EO Refresher Training (German) Web Based Training - Assessed on: 2023-11-24				• Inch	
Assess	IMCOM-Europe EO Training (English)     EN			Con	petency	
<ul><li>PEOPLE</li><li>MANAGE</li></ul>						
► ASSIGN Figure 8: Starting a	Training Session				0	3
File Edit View Favorites Tools Help	sots = @ ≠ _\$0 ₽};					

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).

MSD	Оре	ratorSuite 6				🗩 Comment	💡 Help	🕞 Sign C	Dut
· · · · · · · ·	Progr	ess For:							
Dashboard	User		•				🔒 Edit	🔒 Prin	ıt
	Compe	etencies Collections							
Assignments	Search	h Competencies	Q			Complet	ed assignmer	ts: 6 of 15 (4	40%)
Progress		Competency ID	Title	Category	Score	Due Date	As	sessed Date	÷ 1
Catalog	۲.	EO_REF_DE_ORG	IMCOM-Europe EO Refresher Training (German)	Web Based Training	0%		20	23-11-24	Î
ASSESS     PEOPLE	۲,	EO_REF_EN_ORG	IMCOM-Europe EO Refresher Training (English)	Web Based Training	0%		20	23-11-16	
MANAGE		EO_13_DE_ORG	Modul 13 - Audits und Inspektionen	Web Based Training	100%		20	23-09-08	
► ASSIGN	*₽	EO_03_EN_ORG	Module 03 - GHS	Web Based Training	0%		20	23-07-28	l
REPORT	۲,	EO_02_EN_ORG	Module 02 - Introduction to Hazardous Substances	Web Based Training			20	23-07-25	
► SYSTEM	۲,	EO_01_EN_ORG	Module 01 - Introduction	Web Based Training			20	23-07-25	
	*₽	EO_07_EN_ORG	Module 07 - Managing Hazardous Waste	Web Based Training	0%		20	22-08-26	
	₽	EO_06_EN_ORG	Module 06 - Storage and Segregation of Hazardous	Web Based Training	90%		20	21- <b>12-0</b> 9	
	<u>.</u>	NO_FONT_LOAD_ORG	TEST - no font loading - Module 01 - Introduction	Web Based Training			20	21-11-19	
	<u>.</u>	AUDIO _TEST_ORG	TEST - gap before audio - Module 01 - Introduction	Web Based Training			20	21-11-19	
		E0_01_FR_ORG	Module 01 - Introduction	Web Based Training			20	21-11-19	
Powered by OperatorSuite™ © 2023 Wood.	1	EO_05_EN_ORG	Module 05 - Controlling Hazards	Web Based Training	90%		20	21-11-04	•

Figure 11: Progress View

lcon	Status
	Unattempted – The competency or collection has not yet been started or assessed.
G	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.
C	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.

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

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).

MSD	OperatorSuite 6	
	Users	
Dashboard	Search Users	
▶ TRAIN	Name †	U
▼ ASSESS		а
Assessor		а
▼ PEOPLE		a
Users		а
Groups		a
MANAGE		а
► ASSIGN		а
► REPORT		а
► SYSTEM		а

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.

<b>NSD</b>	OperatorSuite 6										3		📄 🗩 Cor	nment 📀	Help (	Sign Out
	Competency Matrix															
Dashboard														Ľ	Export	🔒 Print
▼ TRAIN	Filters 4		Modulo				Module				Modulo				INCOM	IMCOM
Assignments	Active filters	Module	02 -	Module	Module 04 -	Module	Storage	Module 07 -	Module 08 -	Module 09 - Solid	10 - Transp	Module	Module 12 -	Module	Europe	Europe
Progress	Clear Group filter Clear Collection filter	01 - Introdu	to Hazard	03 - GHS	Safety Data	Control Hazards	Segreg	Managi Hazard	Medical Waste	Waste and	of Danger	11 - Spill Respo	Pollution Preven	13 - Audit Inspect	Refres Training	Refres Training
Catalog	Clear User filter Clear Module filter		Substa		Sheets		Hazard Materials	Waste	Manag	Recycli	Goods		and EMS		(German)	(English)
▼ ASSESS	Group:	2023-07-	2023-07-	2023-07-	2020-02-	2021-11-	2021-12-	2022-08-	Unatte	Unatte	Unatte	Unatte	Unatte	Unatte	2023-11-	2023-11-
Assessor	Collections:	 25	25	28	17	04	09	26							24	24
▼ PEOPLE	Modules:	(Expires: 2024-07-	(Expires: 2024-07-	(Score: 0%)	(Expires: 2021-02-	(Expires: 2022-11-	(Expires: 2022-12-	(Score: 0%)							(Score: 0%)	(Expires: 2024-09-
Users	Users:	25)	25)		18)	04)	09)									08)
Groups	Archive filters +	(Score: 100%)	(Score: 90%)			(Score: 90%)	(Score: 90%)									(Score: 15%)
MANAGE	Groups +															
- ASSIGN	Callesting															
Users	Collections															
Groups	Modules +															
▼ REPORT	Users -															
Reports	Show active users Show archived users															
Feedback	ale															
Competency Matrix	ale															
► SYSTEM	an															
Powered by OperatorSuite™ © 2023 Wood.	an															

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 (<u>https://imcom-e.eo-training.com/</u>).

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

## 4 FAQs

#### 1) I can't open <a href="http://imcom-e.eo-training.com/">http://imcom-e.eo-training.com/</a>. 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).

Disable     Prompt     Disable     Disable     Disable     Disable     Disable     Prompt     Prompt     Prompt     Disable     Disable     Prompt     Miscellarieous	A
Enable     Prompt     Downloads     Disable     Enable     File download     Disable     Enable     Prompt     Prompt     Enable     Enable     Disable     Disable     Disable     Disable     Disable     Miscellaneous	10
Prompt     Downloads     Disable     Disable     Enable     Print download     Disable     Prompt     Enable .nET Framework setup     Disable     Enable     Enable     Miscellaneous	101
Commoads     Disable     Disable     Disable     Disable     Disable     Disable     Prompt     Enable .hET Framework setup     Disable     Disable     Macellaneous	10
	10
Usable     Enable     Font download     Disable     Prompt     Prompt     Disable .NET Framework setup     Disable     Miscellaneous	111
Enable     Prompt     Enable     Enable     Enable     Enable     Enable     Enable     Enable     Miscellaneous	11
Disable     Prompt     Enable     Disable     Prompt     Enable .NET Framework setup     Disable     Enable     Miscellaneous	
Prompt     Prompt     Prompt     Dissble     Dissble     Enable     Miscellaneous	
Prompt     Prompt     Prompt     Disable     Disable     Miscelleneous	
Enable .NET Framework setup     Disable     Enable     Miscellaneous	
Disable     Enable     Miscellaneous	
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Miscellaneous	
Lotant data an orac arrang damalag	
Access deta sources across domains	
Disable	
•	
Takes effect after you restart your computer set custom settings	
eset to: Medium-high (default) - Reset.	_

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).

•	TRAIN	Compe	tencies Collections		
	Assignments	Search	Collections	Q	Completed assignments: 1 of 2 (50%)
	Progress		Collection key	Title 1	
	Catalog		EO_REF_EN	IMCOM-Europe EO Refresher Training (English)	
•	ASSESS	ſ'n	EN	IMCOM-Europe EO Training (English)	Download <u>■</u> Certificate
	Assessor				
•	PEOPLE				

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 **<u>Support</u>**.

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