

# SOV LINC (Learning Management System)

## FAQ's for USERS

### 1. What is an LMS?

LMS stands for Learning Management System. An LMS provides users with a one-stop shop for learning and training. Users can browse for available classes and resources, register for classes, view their transcript and manage their career development in one system. The system is available to employees from work or home, 24 hours a day, 7 days a week.

### 2. How do I access the LMS and learn more about it?

The link for the system is <https://vermont.csod.com>. Please bookmark this link in your browser for future access. You can also access the link through the CAPS website. The site can be accessed through this link <http://humanresources.vermont.gov/training/sov-linc>. Here you can find resource handouts, recorded webinars and contact information to troubleshoot system questions.

### 3. Why doesn't the LMS reflect all of the trainings I have attended since I started working with the state?

Each agency that is undergoing implementation has made different decisions as to data will be uploaded into the system. All of your training data is still in VTHR and/or TRMS (for AHS employees). If you need access to old training records that aren't in the new system, please contact CAPS at [DHR.CAPS@vermont.gov](mailto:DHR.CAPS@vermont.gov).

### 4. How do I add external training to my transcript?

Users can add external trainings to their training record in the LMS. We ask that you only add trainings to your transcript that are relevant to your work with the state. It isn't necessary to add college transcripts or other information that can be accessed through other institutions.

To add external trainings, after logging in go to *Universal Profile*>*click on Options*>*click on Add External Training* and add the information requested connected to the training, including a copy of a certificate of completion. The external training will be added to your transcript once it is approved by the System Administrator.

### 5. How do I now add new training records to my application in VTHR?

The SOV LINC is now the system of record for employee training records. If you have an active applicant profile in your VTHR account, your existing training records will remain in your application. However, if you are applying for the first time as an internal candidate or need to add any new trainings completed through the SOV LINC or externally, you will enter that information manually. You may also edit or delete existing training records that are entered in your application.

### 6. Does my supervisor have to approve courses I request in the LMS?

With the new system, you will "request" a training in the system and an email will be sent to your manager to approve or deny your request. Once they have approved the request, you will be registered for the training. Once a supervisor approves or denies a request, you will receive an email. Not all classes require supervisory approval, but most do.

7. **How do I get a certificate of completion for the trainings I have attended?**  
SOV LINC provides users the access to certificates of completion for most of the trainings they have attended. To access certificates, go to your *Universal Profile>Transcript>click on the arrow next to Active and choose Completed>click on the arrow in the blue box and choose View Certificate*. A window will pop up with a copy of the certificate that you can then print.
8. **Can I get a report or transcript of my trainings from the system?**  
Yes. In SOV LINC you can view your transcript of both active and completed classes. You can also print out a copy of your transcript, if needed. To access this feature, go to *Universal Profile>Transcript page>choose Active or Completed>under Options choose Export to PDF or Print Transcript*.

**THE INFORMATION IN SOV LINC ISN'T CORRECT.**

1. **The name of the supervisor listed in the LMS is not who I actually report to?**  
In most cases in VTHR there is one Position code per Job code. For these cases, contact your HR Admin to assist in making the change
2. **I don't have a supervisor listed in the LMS?**  
This means there is not an assignment in the Position 'reports to' record. Contact your HR Admin to assist in making/updating this change.
3. **Is my Job Title in the LMS reflecting my correct title?**  
The LMS is pulling Position Title from VTHR. Job Titles and Position Titles are typically the same title. There are cases where they may differ slightly.
4. **I am an employee who has two positions, yet only one of my positions is listed in the LMS?**  
The LMS can only support one record per employee. Employees with multiple jobs (aka multiple Positions) will only have one job record listed in the LMS. If you are required to take a training based on one of your positions that is not seen in the LMS, please contact your HR Admin.
5. **I had a change to my job, but the LMS does not show my updated position/department/supervisor?**  
If a change has occurred to your job, this information will not be seen in the LMS until after the job change has been processed through VTHR. If this change should be reflected by now, contact your HR Admin.
6. **Why aren't all of the trainings I have taken since I started with the state not reflected in my transcript?**  
Given the large amount of data in our training records, not all of your records have been uploaded into SOV LINC. All of your training data connected to CAPS, however, is still accessible and available through VTHR. All other agencies that have (or are going to) upload data into the system have made differing decisions as to what works for their business process. Please check with the system implementation team at your agencies. See the table below for contact information.

<b>Agency(ies)</b>	<b>Email</b>
AHS	<a href="mailto:ahs.lmsadmin@vermont.gov">ahs.lmsadmin@vermont.gov</a>
AOT	<a href="mailto:AOT.HWYMOBVTTCRegistration@vermont.gov">AOT.HWYMOBVTTCRegistration@vermont.gov</a>
DPS	<a href="mailto:dps.emhstraining@vermont.gov">dps.emhstraining@vermont.gov</a>
All other agencies and groups	<a href="mailto:DHR.CAPS@vermont.gov">DHR.CAPS@vermont.gov</a>