

WELCOME TO THE STATE OF VERMONT'S SOV LINC: LEAD, INNOVATE, NAVIGATE, CONNECT!

We are excited to roll out a new learning management system for the State of Vermont, **SOV LINC: Lead, Innovate, Navigate, Connect!**

CONTENTS (click on the link):

- [Login](#)
- [Welcome Page](#)
- [Browsing and Registering for Trainings](#)
- [Withdraw Registration](#)
- [Universal Profile and My Account](#)
- [Transcript](#)
- [Troubleshooting](#)

Login

The login page for SOV LINC is: <https://vermont.csod.com>



Welcome
Please sign in:
[I forgot my password](#)
For password reset assistance:
Contact VTHR at: (855) 828-6700, Option 4
or email VTHR.helpdesk@vermont.gov

User Name or Email Address:

Password:

© Commonwealth OnDemand. All Rights Reserved.

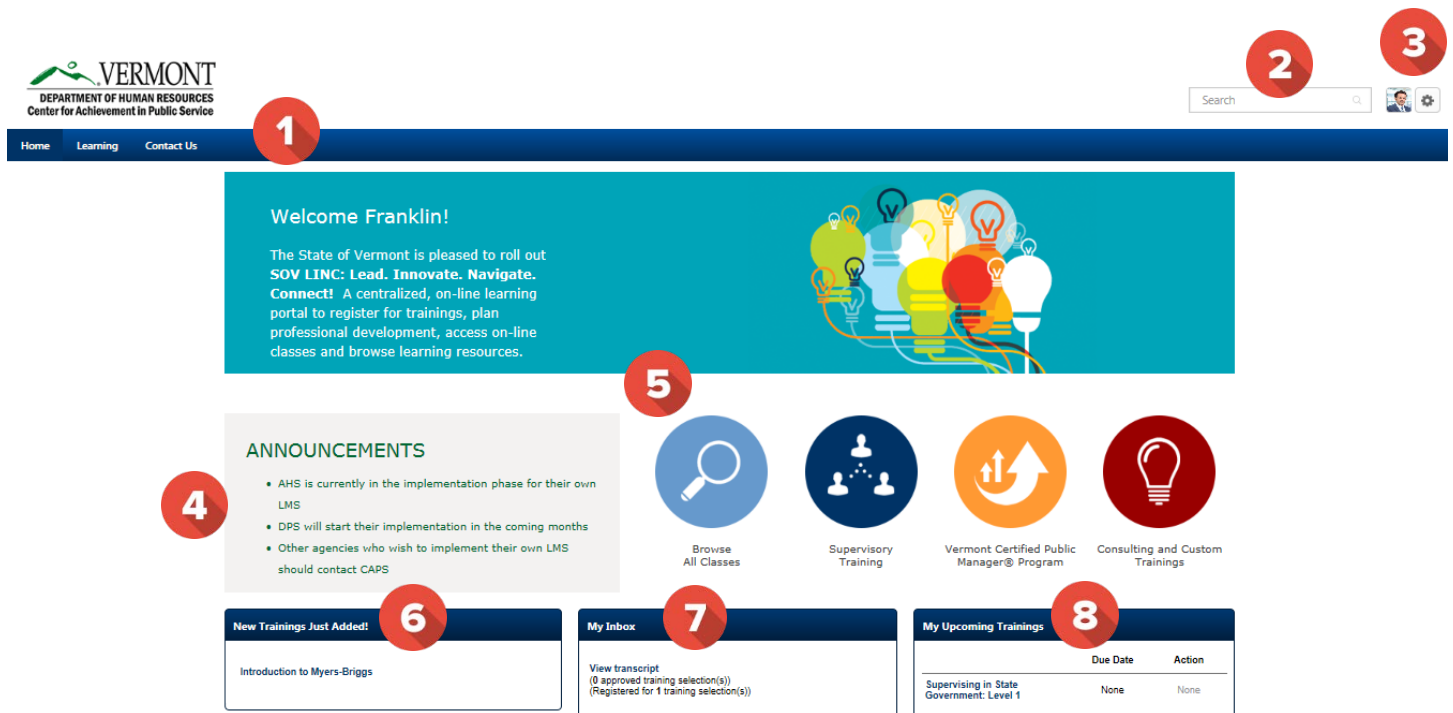
In the blue box (on the bottom right side of the login page):

Enter your **User Name or Email Address**: (for most users, your email address)

Enter your **Password**: (this will be sent via email on your "Go Live" date)

Once you have signed in, the screen will change to your personal training home page, otherwise known as the Welcome Page.

If you forgot your password or need a password reset, please use the contact information to the left of the blue box.



- 1 **Navigation Tab** – All users have at least 3 tabs (that include drop down menus) “Home”, “Learning” and “Contact Us”. **Hover** (don’t click) over each tab for drop-down menus to appear.
 - **Home.** There are two menus under **Home**: “Welcome” and “Universal Profile”.
 - “Welcome” brings users back to the “Welcome” page.
 - “Universal Profile” brings users to their “Universal Profile”. This page provides professional information about users to other users. To edit “Universal Profile” see additional information [here](#).
 - **Learning.** There are three menus under Learning: “View Your Transcript”, “Events Calendar”, and “Browse for Training”.
 - “View Your Transcript” allows users to view classes on their transcript, including classes they have completed and those that are “in progress.”
 - “Events Calendar” allows users to see classes that are coming up by month.
 - “Browse for Training” allows users to search for training based on title, subjects or type of training.
 - **Contact Us.** This tab has one drop-down, “CAPS-Contact Us.” This page provides information about CAPS including location and driving directions, and phone numbers, as well as links to DHR social media connections.

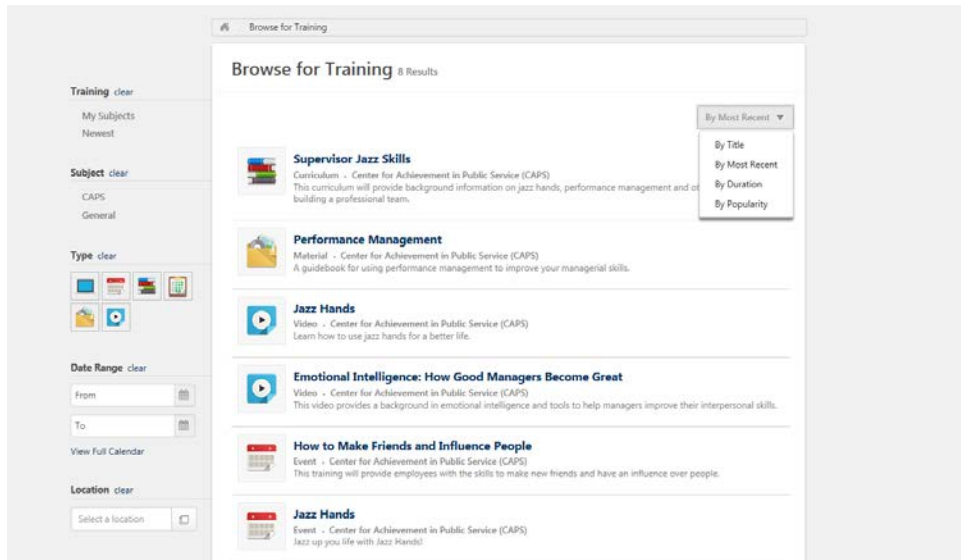
- 2 **Search Bar** – The search bar allows users to search by class, curriculum, subject area, learning object, or other SOV employees. After typing in the search bar, a list of possible items will drop down where users can choose what they are looking for.

- 3 **Universal Profile/Sign Out** – There are two icons: “Universal Profile” (the picture icon), and the other (the gear icon) is “My Account”, “Help” and “Log Out.” For more information about Universal Profile click [here](#).
 - **My Account** holds user’s settings for *Out of Office* and signature in the system.
 - **Help** allows users to access the online help functions for any aspect of the system. The **Help** function in Cornerstone is connected to whichever page users are on when accessing **Help**. While in “Help”, users can also search for other questions.

- **Log Out** allows users to logout of the system.
- 4 **Announcements** – This shaded box shares messages about the system and upcoming trainings across the state.
 - 5 **Buttons** – Each of these four buttons are a direct link to different programs and trainings within CAPS.
 - **Browse All Classes** provides a search function for classes, as does the “Search Bar”.
 - **Supervisory Training** contains information about the classes CAPS provides connected to being a supervisor, starting with Stepping Up to Supervision through the different levels of Supervising in State Government (SSG) classes.
 - **Vermont Certified Public Manager® Program** contains details about the VCPM program.
 - **Consulting and Custom Training** provides users across the state information related to custom trainings and consulting support that CAPS provides.
 - 6 **New Trainings Just Added!** -This **widget** provides a list of upcoming trainings that users may be interested in attending.
 - 7 **My Inbox** – This **widget** contains information that users, including the number of trainings they have been approved and registered for, classes that managers need to approve and other pending requests.
 - 8 **My Upcoming Trainings** – This **widget** displays classes that users are registered for, in addition to classes that have been assigned to them. From here, users can also withdraw from classes, select sessions for classes that have been assigned and view upcoming due dates.

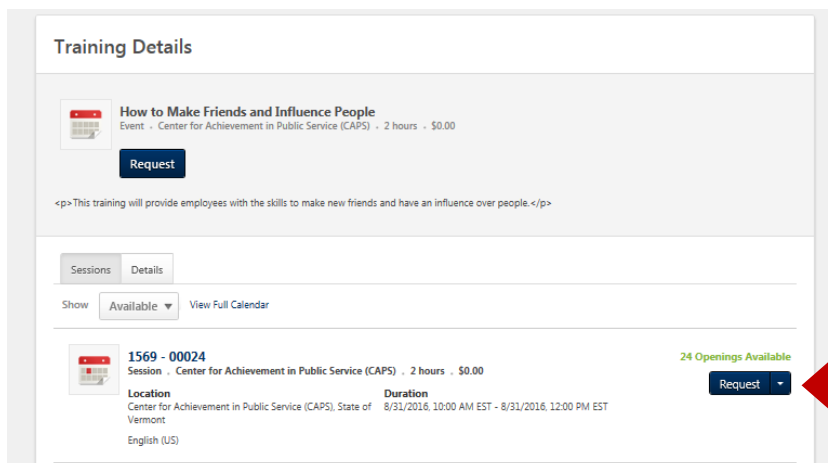
Browsing and Registering for Trainings

1. To browse for trainings, users can do one of the following:
 - a. Hover over **Learning**, then click on **Browse for Training** from the drop down menu.
 - b. Click on the Browse All Classes button on the Welcome Page.
 - c. Type the name of the training or learning object in the Search Bar.
2. A screen similar to the one below will appear. On the left hand side of the screen, users can search for trainings by **Subject**, by **Type** (hover over the icons to see what type each icon represents), by **Date** (enter date range), by **Full Calendar** and/or by **Location**. The center of the screen will show users trainings that are available. When you click on the drop down arrow in the right hand box, you can search by **Most Recent**, **Title**, **Duration** and/or **Popularity**.

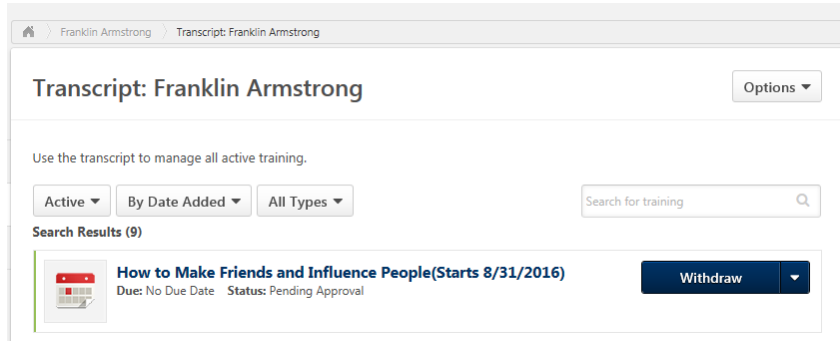


3. When users find a training they are interested in, they can click on the title of the training. Users will see the box below. The top box provides a description of the training. Below this, you will see available sessions, including the location, date, duration and number of spots available.

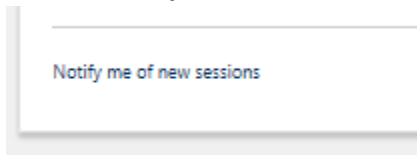
To request a training, users choose the training date and location that works for their schedule then click the request button.



- Once the user has requested training, the user's screen will change to the one below. The system will then generate an email to the user's supervisor for approval.



- If a user is interested in a training but no sessions are available or the dates don't work for their schedule, they can, either:
 - Click on **Notify me of new sessions**. This is located in the bottom left hand corner of the screen.

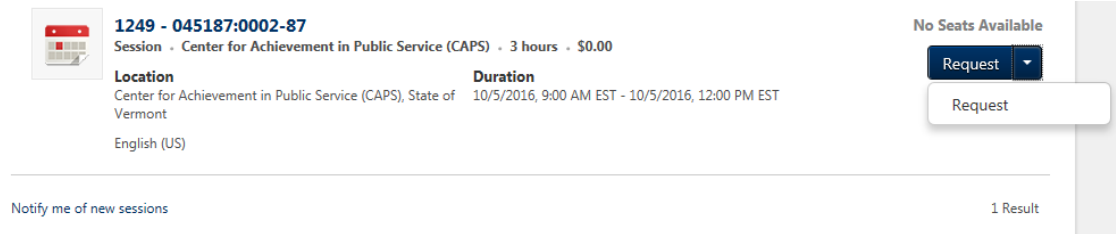


This will allow the user to express an interest in the training and be notified when new sessions are scheduled. As seen below, users can select a location, add comments and also click the box at the bottom, "Notify me of when sessions are scheduled at any location."

Interest Tracking

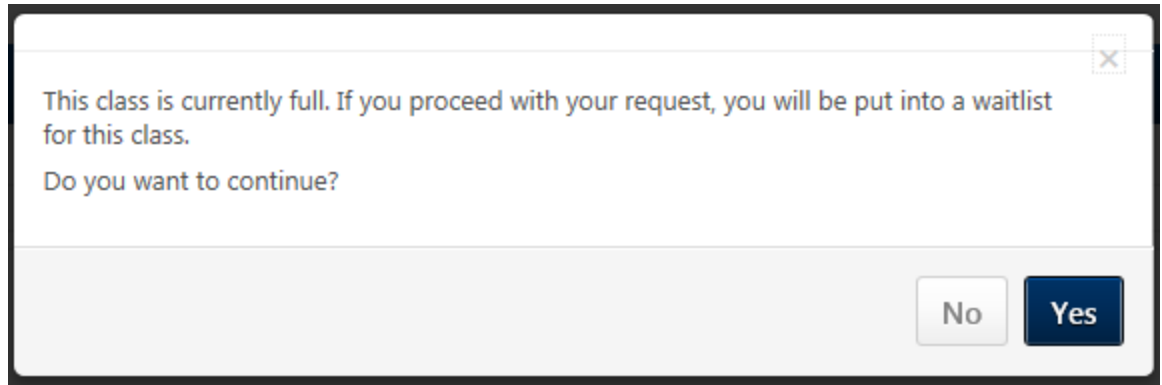
OR

- b. Users can request to be put on a waitlist. If the session shows “No Seats Available,” click on “Request.”



The screenshot shows a course session page. On the left, there is a calendar icon and the session ID **1249 - 045187:0002-87**. Below this, the session details are listed: **Session** - Center for Achievement in Public Service (CAPS) - 3 hours - \$0.00. The **Location** is Center for Achievement in Public Service (CAPS), State of Vermont, and the **Duration** is 10/5/2016, 9:00 AM EST - 10/5/2016, 12:00 PM EST. The language is English (US). On the right, there is a status indicator **No Seats Available** and a **Request** button. A dropdown menu is open below the button, showing the word **Request**. At the bottom left, there is a link [Notify me of new sessions](#), and at the bottom right, it says **1 Result**.

- i. The following window will pop up. Click “Yes.” You will then be added to the waitlist for the session and be informed when an opening is available.



The dialog box has a close button (X) in the top right corner. The main text reads: **This class is currently full. If you proceed with your request, you will be put into a waitlist for this class.** Below this, it asks: **Do you want to continue?** At the bottom right, there are two buttons: **No** and **Yes**.

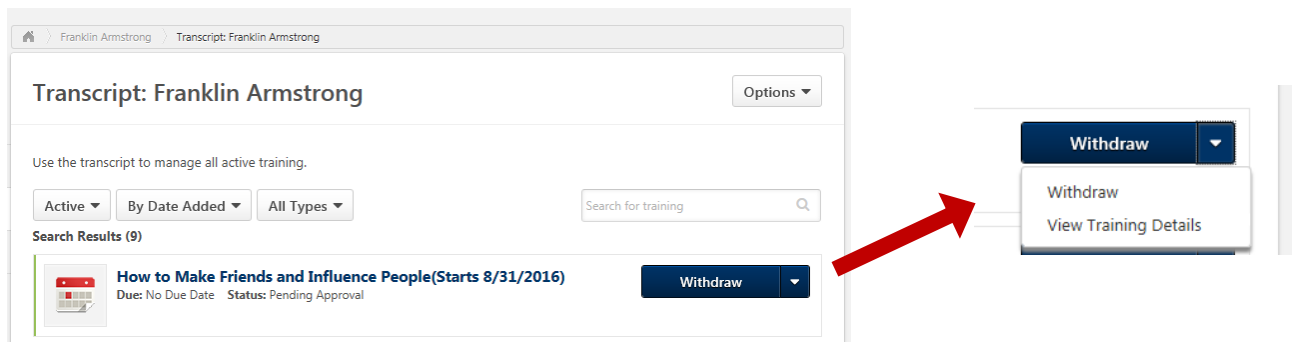
Withdraw Registration

1. If a user is unable to attend a training, the user should login to the system and cancel/withdraw their registration for a class as soon as possible. Users will find the Withdraw link or button located in a few places. First users will see the Withdraw link or button on the Welcome Page in the “My Upcoming Training” box located in the lower right hand corner of the screen. Users should find the class they are registered for and click on “Withdraw”.



	Due Date	Action
Intro To Comic Relief	None	None
Intro To Comic Relief	None	None
Intro To Comic Relief	None	None
How to Draw Comic Strips Like a Pro	None	Withdraw
What to Wear on Vacation	None	Select Session
CAPS Training KAP	None	None

2. Users will also find the Withdraw link or button on their “transcript” page, as shown below. The user should click on the drop down arrow, the box to the right will pop up.



Transcript: Franklin Armstrong

Use the transcript to manage all active training.

Active ▾ By Date Added ▾ All Types ▾ Search for training 🔍

Search Results (9)

How to Make Friends and Influence People(Starts 8/31/2016) **Withdraw** ▾

Due: No Due Date Status: Pending Approval

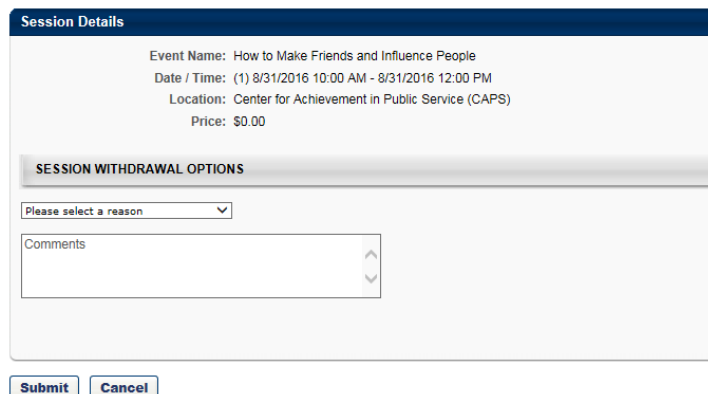
Withdraw ▾

Withdraw
View Training Details

3. When users click on Withdraw, the box below will pop up. Select one of the reasons provided in the drop down box and write in a comment. After the user clicks on Submit, their status for the class will be “Withdrawn.” If users don’t Withdraw from the class and don’t show up, they will be in “No Show” status which will stay on their transcript.

Withdraw Registration

If you withdraw your registration for this session, you will immediately be withdrawn from the roster.



Session Details

Event Name: How to Make Friends and Influence People
Date / Time: (1) 8/31/2016 10:00 AM - 8/31/2016 12:00 PM
Location: Center for Achievement in Public Service (CAPS)
Price: \$0.00

SESSION WITHDRAWAL OPTIONS

Please select a reason ▾

Comments

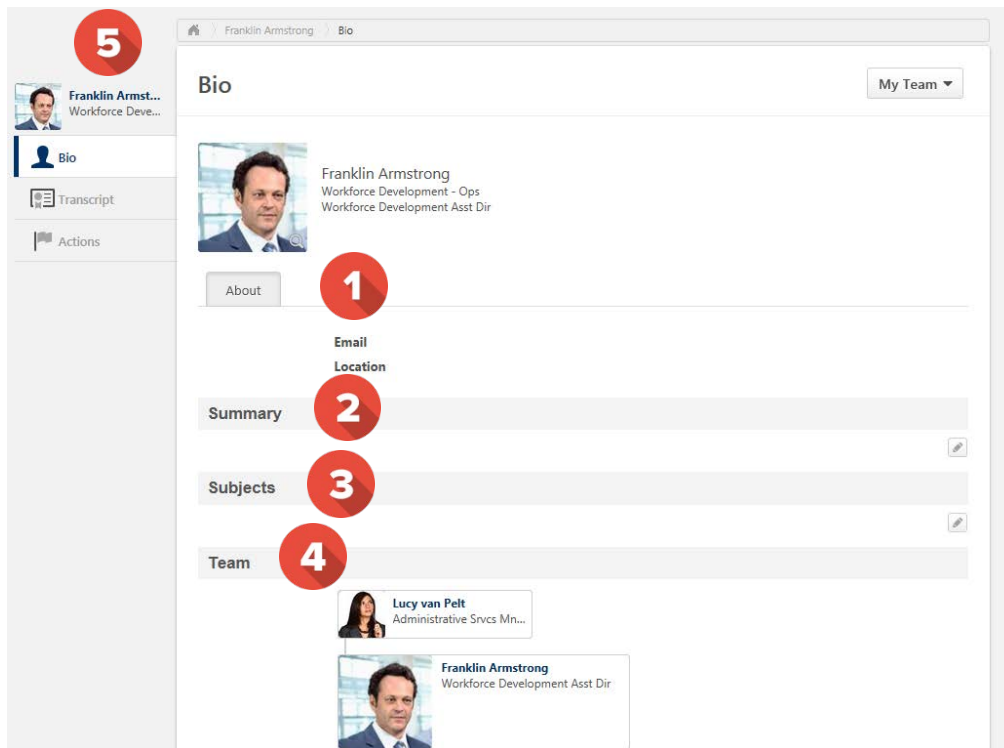
Submit **Cancel**

Universal Profile and My Account

1. The “Universal Profile” can be found in the upper right hand corner of the “Welcome Page” (the image of the person).

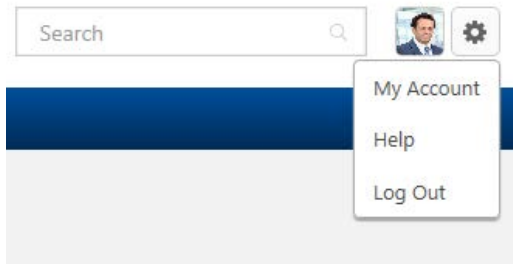


2. When users click on this image, it will bring up the “Bio” page, as seen below.

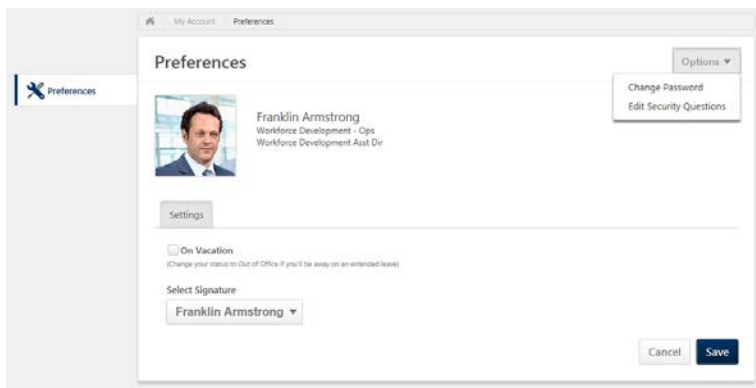


- 1 **About** – This section includes the users email and location. This information is generated by a feed from the VTHR system.
- 2 **Summary** – Users may create a professional bio about their work history, skills and current projects in this section by clicking on the box on the right hand side of this section.
- 3 **Subjects** – Users may choose from a provided list, areas in which they have an interest or skill.
- 4 **Team** – This section allows all users to see the hierarchy with their Supervisor.
- 5 **Bio/Transcript/Actions** – This sidebar connects users to other parts of the system connected to them.
 - “Bio” is the screen that is currently open.
 - “Transcripts.” For more information, click [here](#).
 - “Actions Tab” allows users to select sessions, withdraw from a training or view training details.

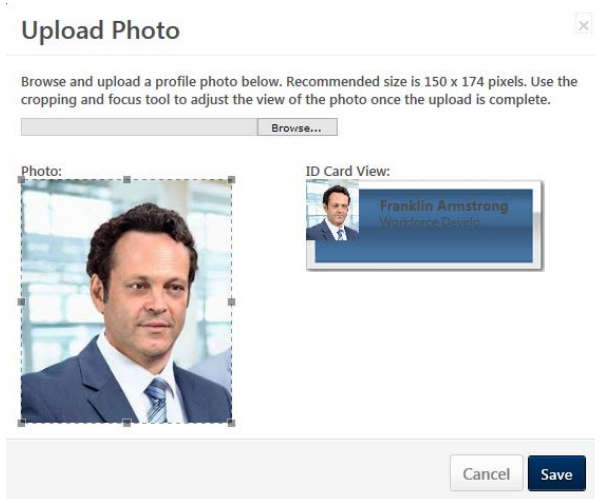
3. Click on the circle next to the image in the upper right hand corner on the “Welcome Page”; users will find the following Menu (My Account, Help, Log Out).



4. Click on “My Account”. The screen below will appear. On this screen, users can change their password, edit security questions, check “on vacation” if out on extended leave, select a signature style and add/change the profile picture.



5. To change the user’s profile picture, hover over the image or picture and a drop down arrow will appear in the upper right hand corner. Click on this arrow to open the box below. The recommended best practice for User profile pictures are professional, appropriate head shots.

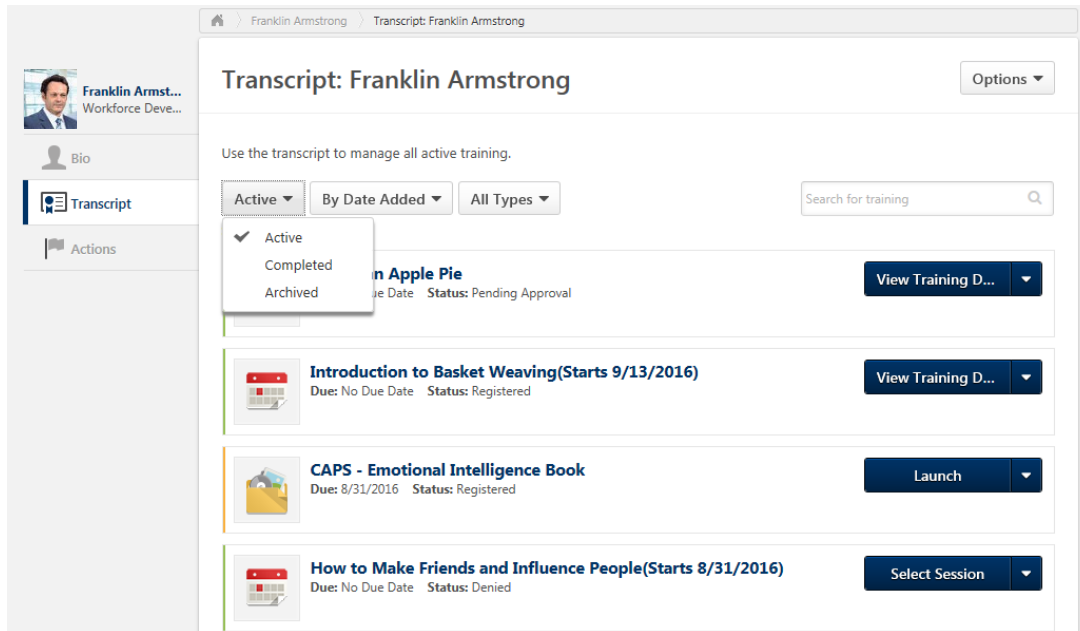


6. Click on “Browse” and choose a picture to upload. Use the photo box to move the image and click Save. The image should show up in “Universal Profile”.

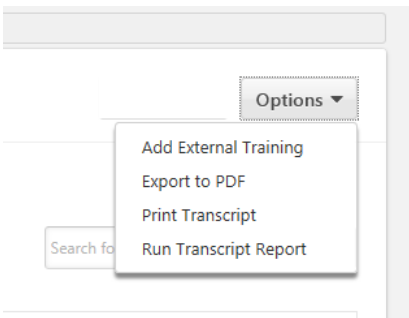
Transcript

Transcript allows users to see trainings that are active, completed and archived. From the trainings that are active, users can withdraw from trainings, view details of the training (for location, objectives, etc.) and select sessions for trainings that have been assigned.

1. To view **Transcript**, hover over Learning and choose “View Your Transcript.” Users will see the screen below.



2. When users click on the “Options” menu in the upper right hand corner of the window, additional selections are available. From here users can view and print transcripts, as well as add external training.



- **Add External Training** – the system allows users to add external training to their transcript, with approval.
- **Export to PDF** – copies the transcript to a .pdf document for saving or printing.
- **Print Transcript** – transfers the transcript information to a table format for printing.
- **Run Transcript Report** – allows users to filter the report by training title, training type or various date filters as an excel-based transcript report.

3. If users need a more formal transcript, please contact CAPS.

Troubleshooting

- **Pop-up Blocker** – Not all, but some computers may have difficulty with pop-ups. To enable pop-ups (this could be different depending upon the search engine). While in your search engine, go to Internet Options, Privacy, unclick Pop-up Blocker.
- **Excel** – some computers may have difficulty printing documents that are uploaded to excel from the system. To fix this problem:
 1. In Excel, click on the file tab, and then on Options
 2. In the Excel Options menu, click on the Trust Center option item.
 3. Click on the Trust Center Settings button.
 4. In the Trust Center, go to the Protected View option.
 5. Unselect the 3 Enable Protected Views in the options screen.

Protected View

Protected View opens potentially dangerous files, without any security prompts, in a restricted mode to help minimize harm to your computer. By disabling Protected View you could be exposing your computer to possible security threats.

- Enable Protected View for files originating from the Internet
- Enable Protected View for files located in potentially unsafe locations ⓘ
- Enable Protected View for Outlook attachments ⓘ

- **Contact Us** – Check the “Contact Us” page on your Welcome Page as to who to contact for help.