

# LMS USER GUIDE

## THE WAY WE USE PASSWORDS IN LMS1

### INFORMATION –

We are making some changes to the way we use passwords in LMS1. The reason for this is to make our system more secure.

### INSTRUCTIONS

## 1) Forgotten Password Functionality

Currently when you log in, you can use the 'Forgotten your login details?' button to recover your password. We are going to remove the email address field on the forgotten password functionality.

You will now be able to enter the userID:


#### BEFORE

**Login** [Help ?](#)

Please enter either your username or e-mail address in the boxes below

Username

Email Address

Security 

Enter the words above:

[Get another CAPTCHA](#)  
[Get an audio CAPTCHA](#)  
[Help](#)

#### AFTER

**Login** [Help ?](#)

Please enter your username in the box below

Username

Security 

Enter the words above:

[Get another CAPTCHA](#)  
[Get an audio CAPTCHA](#)  
[Help](#)

To make this process easier, you will see a message on screen telling you which email address the email has been sent to. However, most of it will be hidden e.g. je\*\*\*\*\*in@virt\*\*\*\*\*. If there is not an email on file for the user, this will be explained to the user on screen: "(No email address on file for this user)"

**BEFORE**

**AFTER**

**Login** [Help ?](#)

If the username or email address is correct your password will be sent to the email address we have on file. If you don't receive this email or your previous email account is now inactive please contact [Learner Support](#)

Continue

**Login** [Help ?](#)

If the username is correct, your password will be sent to the email address we have on file: je\*\*\*\*\*in@virt\*\*\*\*\*. If you don't receive this email or your previous email account is now inactive please contact [Learner Support](#).

Continue

The forgotten password email will be sent to the email address we have on record for that userID.

This email will no longer show your password. It will instead, include a password reset link. The reset link will take you to the LMS login page, allowing you to reset your password. It is important that you remember the new password.

The password reset link will have a timeout period of 24 hours, reducing this at a later date after the initial release:

**Before**

**After**

Fri 06/11/2015 10:54  
 VC Support <learnersupport@virtual-college.co.uk>  
 Password Request  
 To: Paul Butler

You requested your password for the LMS for username:  
**paulacres1**

The password we have on file is:  
**123qwe**

We recommend that you change this password when you login using the "Edit Profile" link on your dashboard.

Kind Regards,  
 Virtual College Support  
[Learner Support](#)

Fri 06/11/2015 10:49  
 VC Support <learnersupport@virtual-college.co.uk>  
 Password Request  
 To: tom.miller@virtual-college.co.uk

You have requested a password reset for the enable Learning Management System.

Please click the reset password button below to reset your password.

Please note that this email link will expire 24 hours after it was requested.

If you have any problems, please call Virtual College on 01943 885095

Virtual College  
[CLICK HERE TO RESET YOUR PASSWORD](#)

# LOGGING IN AS AN ADMINISTRATOR

Password reminder link has been removed from the Admin view of a learner

**Before** **After**

The 'Before' screenshot shows the 'View User' page for 'User: Paul Acres1'. The 'Actions' menu is circled in red and contains the following items: 'Send Password Reminder', 'Edit Password', 'Delete User', and 'Edit Details'.

The 'After' screenshot shows the 'View User' page for 'User: Paul Acres1'. The 'Actions' menu is circled in red and contains the following items: 'Print Certificates', 'Delete User', and 'Edit Details'. The 'Send Password Reminder' link has been removed.

# GROUPS FROM ADMIN VIEWING LEARNER

Password reminder link has been removed from the Admin view of a Group and replaced by Send Group Email

**Before** **After**

The 'Before' screenshot shows the 'View Group' page for 'Group: Charlie'. The 'Actions' menu is circled in red and contains the following items: 'Repair Group', 'View Criteria Matrix', 'Send Password Reminder', and 'Edit Details'.

The 'After' screenshot shows the 'View Group' page for 'Group: Charlie'. The 'Actions' menu is circled in red and contains the following items: 'Repair Group', 'View Criteria Matrix', 'Send Group Email', and 'Edit Details'.

# BATCH UPLOAD

Further instructions to Administrators have been added to the initial batch Upload screen

Before

After

The 'Before' screenshot shows the 'Batch Upload' page with a dropdown menu for selecting an organization. The 'After' screenshot shows the same page but with additional text: 'Batch uploads should only be attempted by experienced Administrators. Please exercise caution during the upload process.' and 'Please ensure you enter a unique learner email address in order for learners to receive automated emails from the system, e.g. forgotten password emails. If you do not use a unique email address for learners, all system generated emails will be sent to the shared email address.'

# CREATING A NEW USER MANUALY

From now onwards the system will automatically send the user name and password to the user when they are created by using the manual method .If you don't want this to happen then deselect the tick box ( This function can only be used on the initial setup of the user)

Before

After

The 'Before' screenshot shows a form with fields for Postcode, Phone Number, Country, Birth Date, and a 'Custom & HR Fields' section with a 'Location' dropdown. The 'After' screenshot shows the same form but with a new checkbox at the bottom: 'An email will be sent to this new user to let them know what their username and password will be. If you do not want an email to be sent to the user, please un-tick this box. Please note, by un-ticking this box, the new user will NOT receive their login details automatically and you will need to ensure the user can access the system.'