How to Use the e-Learning Center

Before Logging In....................................................................................................................... 2
How to Connect to the e-Learning Center from the Store’s P.O.S. System................. 2
How to Connect to the e-Learning Center from Home ......................................................... 3
Becoming Familiar with the e-Learning Center................................................................. 5
   Logging In for the First Time.......................................................................................... 5
   Resetting your Password............................................................................................ 8
   Finding What You Need on the e-Learning Center Homepage .................................. .11
   Logging Off the e-Learning Center ............................................................................ 18
Changing Your Preferences (optional) ............................................................................. 19
   Selecting a Different Language ................................................................................... 19
   Changing the Time Zone ............................................................................................ 21
   Selecting Short-cut Options to Display on Your Homepage .................................... 23
Taking a Course..................................................................................................................... 25
   How to Launch a Course ............................................................................................ 25
   Pausing a Course ........................................................................................................ 26
Using the Catalog .................................................................................................................. 27
   Searching for a Specific Course ................................................................................... 27
   Browsing through the Catalog .................................................................................... 29
BSRO Education Record ....................................................................................................... 31
   Viewing Your Education Transcript ........................................................................... 31
Before Logging In

How to Connect to the e-Learning Center from the Store’s P.O.S. System


2. Click on BSRO Links.
   The BSRO Sponsored Links screen displays.

3. Click on BSRO e-Learning Center.
The BSRO Education e-Learning Web Site welcome screen displays.

4. To connect to the e-Learning Center, click on the e-Learning Center button.
   
   **Note:** A guide to using the e-Learning Center is available by clicking on the Help button. The e-Learning Center Log On screen appears, where you will enter your username and password.

   ![e-Learning Center Log On Screen](image)

**How to Connect to the e-Learning Center from Home**

1. Open your browser.
2. Enter the following in the address bar: [http://www.bsro.com/education](http://www.bsro.com/education).
   The BSRO Education e-Learning Web Site welcome screen displays.
3. To connect to the e-Learning Center, click on the e-Learning Center button.

   **Note:** A guide to using the e-Learning Center is available by clicking on the Help button.

   The e-Learning Center Log On screen appears, where you will enter your username and password.
Becoming Familiar with the e-Learning Center

Logging In for the First Time

1. On the e-Learning Center Log On screen, enter your username and password.

Note: Your 8-digit UID serves as both your initial username and password. To find this number, check your pay stub for a number identified as Univ ID. When entering the UID, be sure to include the leading zeros. (For example, if your UID is 12345, enter 00012345).

2. Click on the Log On button.
   The Change Password screen appears.

3. Respond to the request to change your password by doing the following:
   a. Enter your old password (your 8-digit UID, entered in Step 1).
   b. Select a new password and enter it.
c. Retype the new password.
d. Click on the **OK** button.

The confirmation screen below appears if the password change has been accepted. If it is not accepted, please correct all fields and try again.

![Change Password Confirmation Screen](image)

4. On the Change Password screen, click where instructed in order to continue.

   The Manage Secret Question screen displays. Here you will select a question and provide the answer. Then in the future, when resetting your password, you will be asked to select and answer this question as a security measure.

![Manage Secret Question Screen](image)
5. Click on the **arrow** in the question box to display the questions from which to choose.

![Manage Secret Question](image)

6. Click on a question to select it.

7. Type an answer to your question in the box provided.

![Manage Secret Question](image)

8. Click on the **Submit** button to complete the process.

   The e-Learning Center Homepage appears.
Resetting your Password

1. Access the e-Learning Center Log On screen, where you will see your username and password displayed.

2. Click on **Reset your Password**.

   The Password Assistance screen appears.

3. Start to enter your username and the system will supply the rest of it. Click on **Enter** to accept the username.

   The system fills in the **Your answer** field with the answer you provided when you set up your secret question. For security, the answer is displayed as dots.
4. Click on the arrow to display the different secret questions.

5. Select the one you chose when you set up your secret question.
6. Enter your new password and type it a second time to confirm it.
If you chose the right secret question and correctly confirmed your new password, the change will go into effect. Otherwise, you will see an error message like the one below and have the opportunity to correct any errors.
Finding What You Need on the e-Learning Center Homepage

This screen serves as your homepage in the e-Learning Center.

In the upper-left corner of the screen are icons that you can click on to do a search, set your preferences or get help on using the system. Here you can also select your mode of access, as a learner or as a manager.

The rest of the e-Learning Center Homepage is divided into four main areas. Following is a description of each.
1. The Left Column

Here you can find these options:

a. **Search**, where you can look for documents, classes, and other learning activities. (For information on how to use the Search feature, see *Searching for a Specific Course*, elsewhere in this document.)
b. **Messages**, where you can find emails and reminders.

   **Note:** Not everyone will see messages displayed here. If you have not set up an email address, this area will be empty.

   ![Messages](image)

   ![Quick Links](image)

   ![Favorites](image)

c. **Quick Links**, where you can:
   - View your training records by year or date
   - See a list of the learning activities for which you are registered
   - View a list of your required and recommended training

d. **Favorites**, where you can add links to categories, activities, and more.
e. **Calendar**, where you can see upcoming classes for which you are registered.

![Calendar]

f. **Current Registration**, where you can view the learning activities you have registered to take as well as those that do not require registration.

![Current Registration]

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**Date Created** | **Date Revised** | **Page**
---|---|---
11/5/2015 | 12/1/2015 | 14
g. **Completed Registrations**, where you can see the learning activities you have completed

![Completed Registrations]

h. **Pending Activities**, which displays the learning activities you have signed up to take and are awaiting action on

![Pending Activities]

**Note:** You can customize the information shown in the left column by using the Preferences feature. (For information on how to use this feature, see *Changing Your Preferences*, elsewhere in this document.)

2. **The top of the screen, referred to as the News Area**

Here you can choose from these options:

- **L.E.A.D.**, where authorized users of L.E.A.D. can access the L.E.A.D portal
- **ASE**, which provides a direct link Automotive Service Excellence to (www.ase.com)
c. **Vehicle Service Standards**, where you can access our service standards for vehicles

d. **BSRO ASE REGISTRATION PORTAL**, where teammates can request ASE testing (open for two weeks two times a year)

e. **Documentation**, where you can find links to documents on how to use the system and its various components

f. **Secret Question Utility**, where you can manage your secret question

3. **To Do List**

Here you can view and access assigned, upcoming or in-progress learning activities. The exact options available to you here depend on how your administrator has configured your To Do list and your role permissions.
4. Catalog

Use the catalog to locate learning activities by category and to start or register for them. (For additional information, see Using the Catalog, elsewhere in this document.)
Logging Off the e-Learning Center

It is important to log off the e-Learning Center when you are finished. To log off:

1. Locate your name in the upper right corner of the screen.

2. Click on the arrow next to your name.

You will return to the login screen and can now close your web browser.
Changing Your Preferences (optional)

The system gives you some choices in these areas:

- Language
- Time zone
- The short cuts you would like to have on the e-Learning Center Homepage

To make your choices, click on the person icon in the upper-left portion of the screen.

The Preferences screen will display.

Selecting a Different Language

You have the option of interacting with the e-Learning Center in a language other than English by doing the following:

1. From the Preferences page, click on the arrow in the Regional Settings box.
A listing of the available languages displays.

2. Click on your language choice and then on **OK** to make your selection.

3. To return to the e-Learning Center Homepage, click on **Home** in the upper-left portion of the screen.

**Note:** Changing the language setting is not recommended because all documentation and help are provided in English. Also, changing this setting will **not** change the language of the courses or of the news items that BSRO sends you. If you do select another language, please reset it to English (United States) before contacting someone for help.
Changing the Time Zone

By default, the system assigns everyone to the Eastern time zone. To change the time zone to a different setting, follow these steps:

1. From the Preferences page, click on the arrow in the **Time Zone** box.

   ![Time Zone Box]

   A listing of the available time zones displays.

2. Click on your time zone choice and then on **OK** to make your selection.
3. To return to the e-Learning Center Homepage, click on Home in the upper-left portion of the screen.

**Note:** Most U.S. cities on the list are preceded by America/. An exception is Honolulu, which is preceded by Pacific/.
Selecting Short-cut Options to Display on Your Homepage

The default setting for short cuts, shown below, has all of the short cut options selected and sets the number of links available for each option at five.

1. From the Preferences page, select or de-select short cuts by clicking on the box to the left of each short cut name.

2. Click on OK to accept your selections.

You will then see the options you selected displayed in different locations on the e-Learning Center Homepage. For example, if you selected the Current Registrations option and left the number of links at the default number of 5, you will see the first five courses in which you are registered displayed under Messages, as shown here:
3. To return to the e-Learning Center Homepage, click on **Home** in the upper-left portion of the screen.

![Home > Profile](image)

<table>
<thead>
<tr>
<th>Date Created</th>
<th>Date Revised</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/5/2015</td>
<td>12/1/2015</td>
<td>24</td>
</tr>
</tbody>
</table>
Taking a Course

How to Launch a Course

1. Locate the course you would like to launch in one of two ways:
   a. Check the courses listed in the To Do section of the e-Learning Center Homepage, shown below.
   b. Browse for it in the Catalog. (For information on how to use the Catalog, see Browsing through the Catalog, elsewhere in this document).

2. Launch the course in one of two ways, depending on which button appears opposite the course name: Register or Start. (Some courses require you to go through the two-step process of register first, then start. Most courses allow you to start without going through the registration step.)
   a. Click on the Register button and follow the prompts until you see a Start button displayed; then click on it.
   – OR –
   b. Click on the Start button.

3. Click on the Next button to load the course onto your system.
**Pausing a Course**

1. To pause a course, press the **Exit** button, if provided (the white X shown below, located in the upper-right corner of the screen), or close the course window if there is no **Exit** button.

   ![X button](image)

   A screen similar to the one shown below displays, providing this information:
   - The status of the activity you have just been working on
   - When you launched the course and how much time you have spent in it
   - Whether you passed the course and, in many cases, what your score was if you completed the testing

   ![Learning Activity Progress Detail](image)

2. Click the **OK** button to return to the e-Learning Center Homepage.

   There, you will see a change in your To Do list. The status of the paused course has changed to **In Progress**, as shown below. (Once you have completed the course, it no longer appears on your To Do list.)

   ![SCOP Oil Change Process](image)
Using the Catalog

Searching for a Specific Course

1. From the e-Learning Center Homepage, locate the Search box on the left side of the screen.

2. Enter part or all of the name of the course or topic you want to search for and press Enter.
   (For example, to find the Customer Service and Policy Compliance course, entering compliance in the search box would be enough to display all of the courses that contain that word in their title. This is called a wildcard search.)
   a. The system displays a listing of the courses available to you for launching. (For information on how to launch a course, see Launching a Course, elsewhere in this document.)
Note: By clicking on the Advanced button below the Search box, you can refine your search in the ways show below:
Browsing through the Catalog

1. From the e-Learning Center Homepage, locate the Catalog in the lower portion of the screen.

2. Click on the course category or subcategory (like those shown below) of interest to you to display the available courses.

A listing of available courses displays. Once a course is displayed, you can register for it or start it by clicking on the green box on the right side of the screen.
Note: The course icons shown throughout this example are the system default icons and may be customized. Therefore, the icons you see on your screen may look different.
BSRO Education Record

Your BSRO education record – information related to e-learning, courses attended and testing – is synchronized with the main Education database at the BSRO Support Center on a nightly basis. This collection of information provides a complete view of your education history. You can access this information using Quick Links, located in the left column of the e-Learning Center Homepage.

Viewing Your Education Transcript

1. From the e-Learning Center Homepage, click on Quick Links.
2. Click on the first, **Training Transcript**.

Your transcript is displayed, with the most recent completions on the top. The system offers several options for sorting transcript entries plus the ability to export the transcript as a PDF for printing.