Online Learning Management System (OLMS)

Instructional User Guide | Version 1

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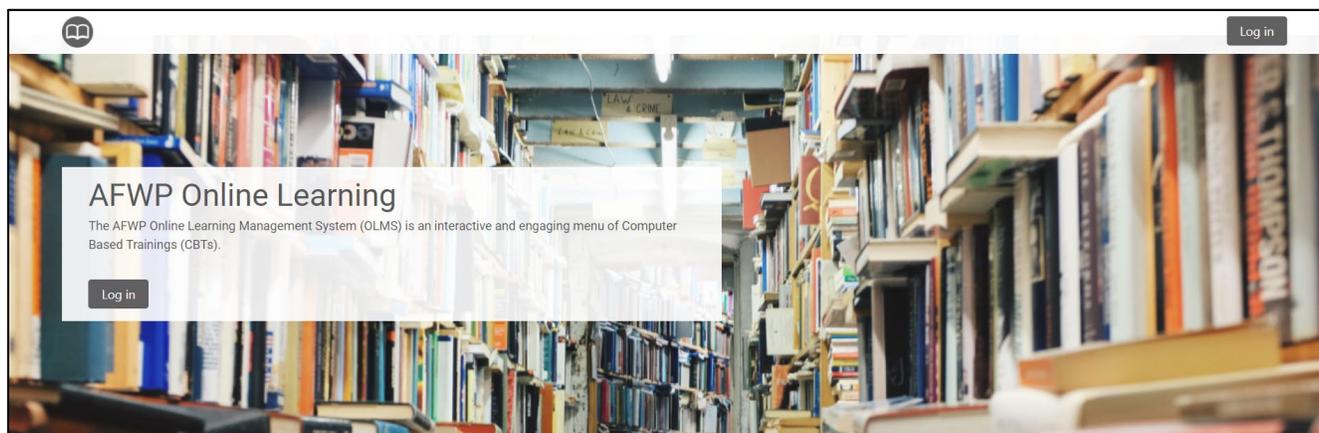
1.0 - Welcome to OLMS

Welcome to the **Online Learning Management System**, or **OLMS**. The OLMS is an interactive and engaging menu of Computer Based Trainings (CBTs).

To visit the **OLMS Home Page**, navigate to the following URL:

- *https://olms.armyfamilywebportal.com/*

OLMS Home Page

Supported browsers for AFWP Applications are Internet Explorer 11, Chrome, and Firefox. You may experience functionality and appearance differences when using the application depending on your browser version.

1.1 - OLMS Registration

To access the features of OLMS, users must first create an **AFWP Account**. The **Army Family Web Portal (AFWP)** is an online hub for ACS, providing access to systems and services for Staff Members, Sponsors, and Family Members.

Refer to **Section 1.1.2 – Create an AFWP Account on ARC** for full instructions on creating an AFWP Account on the **AFWP Resource Center (ARC)**.

*Note: AFWP Accounts can be used to log in to any permitted **Army Community Service (ACS)** system.*

1.1.1 - Single Sign-On (SSO)

AFWP Accounts utilize a **Single Sign-On (SSO)** feature that permits users to log in to different AFWP systems with the same email address and password combination. This reduces the overall number of usernames and passwords to remember between AFWP web applications without any compromise of security.

> *Tip: If you have ever created an AFWP Account for a **different AFWP system**, you can log in to OLMS using the **same credentials** as those systems.*

Single Sign-On Login Page

1.1.2 - Create an AFWP Account on ARC

1. Select **Register** in the upper-right corner of the **ARC Home Page**.

2. Enter the required information into the **following data fields**:

   - *Email, Password,* and *Confirm Password.*

   > *Note: AFWP Account passwords are **case-sensitive** and require a minimum of **15 characters** that include the following:*
   >
   > *2 uppercase letters, 2 lowercase letters, 2 numbers, and 2 special characters (!#$%^@)*

3. Select Register .

4. An **automated email** will be sent to the email that was entered in step 2 with a link and a token number.

5. Select the link in the email to verify the account.

6. On the page that appears, enter the **email address and the token number** provided in the automated email.

7. Select `Verify Email.`

1.1.3 - Log In to OLMS

1. Select `Log In` from the **OLMS Home Page**.

2. Enter the **Email** and **Password** you used to create your AFWP Account into the respective fields on the page that appears.

3. Select `Log In`.

1.2 - AFWP Account Management

AFWP Accounts are managed from a location called the **AFWP Account Management page**. All user types can access this page via the upper-right corner of any AFWP System or directly to the URL (https://account.armyfamilywebportal.com/).

All user types can access this page to update their associated email address, password, or connect a CAC to their AFWP Account so it can be used to log in to AFWP systems.

> *Note: Changes made on the Account Management page will apply to **all AFWP systems** associated with logged-in AFWP Account.*
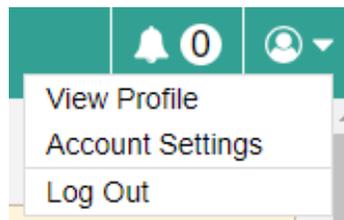
Account Settings option found in the user menu directing to Account Management

1.2.1 - Update Login Credentials

1. Select the **name of the user** in the upper-right corner of any OLMS page while logged in.

2. Select **Account Management** from the drop-down list that appears to be taken to the **Account Management page**.

3. Select the **pencil icon** 🖉 to the right of the **Email Address** or **Password** field and modify its contents as needed.

4. Select `Save` to confirm the changes.

1.2.2 - Recover Forgotten Password

1. Select **Login** in the upper-right corner of the **OLMS Home Page** while logged out.

2. Select **Need to reset your password?** at the bottom of the login page that appears.

3. Enter the **email address** of the AFWP Account that needs to be reset.

4. Select `Reset Your Password` and a **confirmation email** will be sent to the provided email address.

5. There will be two links in the email, be sure to select the URL for **changing your password**.

6. Navigate to the **unique URL** in the confirmation email to log in to OLMS.

7. Follow the prompts to **create a new password** and complete the recovery.

> **Note:** *If you change your password for any reason, you will be logged out of any open AFWP system sessions. You will then have to log back in using your new password.*

1.2.3 - Update Profile Information

1. Select the **name of the user** in the upper-right corner of any OLMS page while logged in.

2. Select **Account Management** from the drop-down list that appears to be taken to the **Account Management page**.

3. Select the **Profile tab** in the left-hand sidebar of the Account Management page.

4. Update the available fields in the **Personal Information** and **Demographic Information** sections.

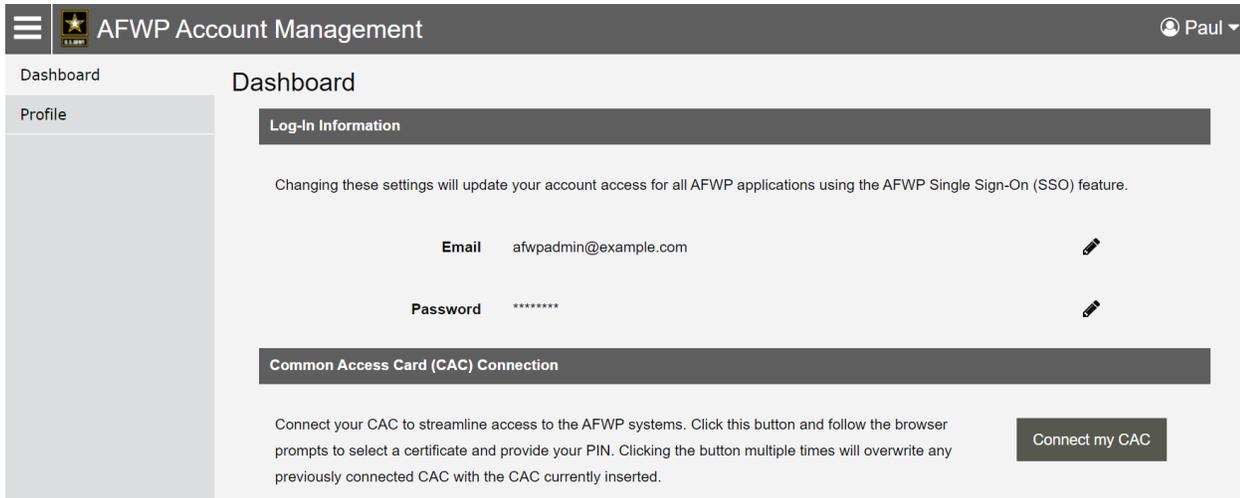5. Select `Save` at the bottom of the page to confirm the changes.

1.2.4 - Connect a CAC

Users can connect their own **Common Access Card (CAC)** with their AFWP Account, making it possible to **log in using their CAC** instead of an email address and password. The CAC must be inserted into the CAC reader **before** beginning the CAC connection process.

To **connect a CAC**:

1. Once you login, select "Account Management" from the drop down in the upper right corner.

2. Select `Connect my CAC` on the AFWP Account Management page to begin the CAC connection process, and keep the following in mind as you read the instructions on the site carefully:

▶ The connection process will require the CAC's **associated pin** to be entered correctly **each time** the CAC is used to log in.

▶ You **can't connect an expired CAC**, your browser will not allow you to authenticate your CAC.

▶ Using a CAC may require you to download specific CAC certificates for specific browsers. Make sure to do this before attempting to connect a CAC to your AFWP Account.

☰ ★ AFWP Account Management	⊙ Paul ▼

Dashboard
Profile

Dashboard

Log-In Information

Changing these settings will update your account access for all AFWP applications using the AFWP Single Sign-On (SSO) feature.

Email   afwpadmin@example.com   ✏

Password   ********   ✏

Common Access Card (CAC) Connection

Connect your CAC to streamline access to the AFWP systems. Click this button and follow the browser prompts to select a certificate and provide your PIN. Clicking the button multiple times will overwrite any previously connected CAC with the CAC currently inserted.

Connect my CAC

3. Follow the prompts that appear.

1.2.5 - Check if a CAC is connected to your account

▶ An AFWP account can only have one CAC connected at a time

▶ To see if you have a CAC connected to your AFWP account, go to Account Management. You should see a confirmation there whether you login with your CAC or with your username/password.
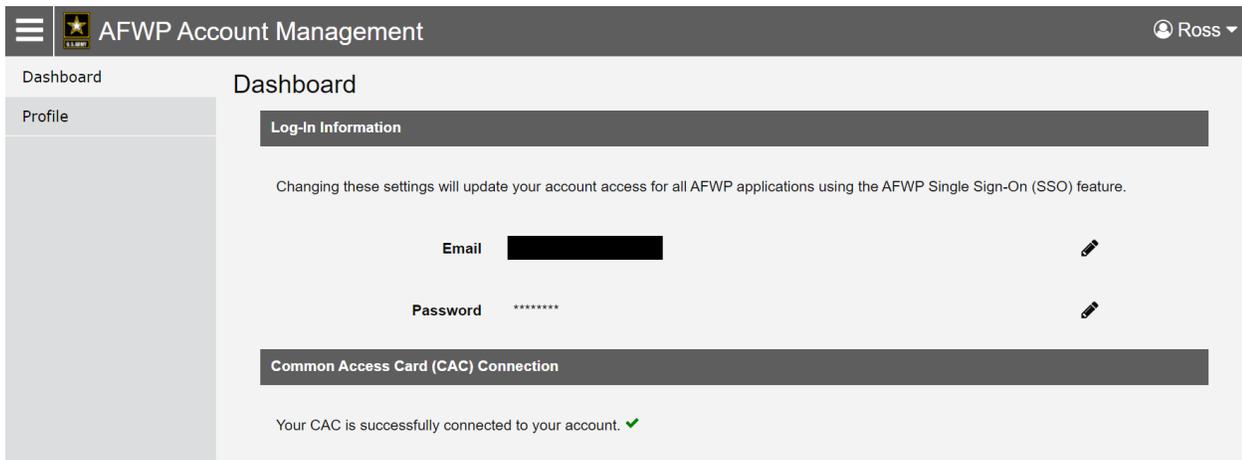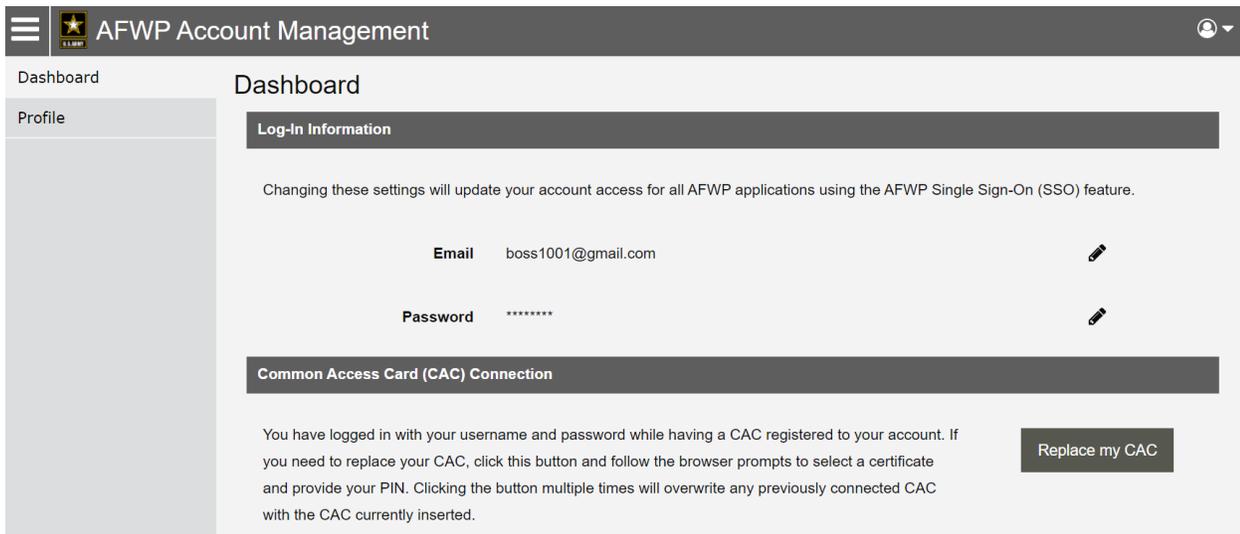
This screenshot shows what should appear when a CAC is successfully added.

1.2.6 - Replace your CAC

Only one CAC can be connected to an account at a time, therefore if you have a new CAC or your CAC needs to be updated, you will need to replace the old CAC with a new one. Keep in mind that a CAC can only be replaced, not removed.

To **replace a CAC**:

1. To replace your CAC - you have to login with your username and password and then connect your replacement CAC

2. Once you login, select "Account Management" from the drop down in the upper right corner.

3. Select `Replace my CAC` on the AFWP Account Management page to begin the CAC connection process, and refer to section 1.1.1 for things to keep in mind.

4. Follow the prompts that appear.

	AFWP Account Management	

Dashboard

Profile

Dashboard

Log-In Information

Changing these settings will update your account access for all AFWP applications using the AFWP Single Sign-On (SSO) feature.

Email   boss1001@gmail.com   ✏

Password   ********   ✏

Common Access Card (CAC) Connection

You have logged in with your username and password while having a CAC registered to your account. If you need to replace your CAC, click this button and follow the browser prompts to select a certificate and provide your PIN. Clicking the button multiple times will overwrite any previously connected CAC with the CAC currently inserted.

[Replace my CAC]

This screenshot shows what should appear when attempting to replace a CAC.

1.3 - Contact the Help Desk

1. Select **Contact the Help Desk** in the footer at the bottom of any page on the OLMS system.

2. A new tab will open that will direct you to the "Contact the Help Desk" page.

3. Provide the necessary information in the **following data fields**:

   • *Your Name, Your Email Address, Subject, Category, Message,* and *Attachment.*

4. Select Send Message to complete the submission for review.

1.4 - Course List

Courses available to the logged-in user are listed on the **OLMS Home Page**. This list contains courses you can enroll in as well as courses you are already enrolled in. Courses you have not enrolled in will have an **enroll icon** ↪ next to them.

▶ Select the **information icon** ℹ next to any course in the list to view details about it, or select the **name of a course** from the list to visit the actual course page.

2.0 - My Courses

The **My Courses** page displays all courses you are enrolled in, along with your progress in each course. From this page, you access the course page for any course you're enrolled in, as well as view and edit your profile, view and edit your preferences, view your course grades, and log out of OLMS.

> *Note: Beware of system timeouts. Be sure to save your progress frequently, especially while filling in long forms.*

Access the My Courses page by selecting **My Courses** at the top-right of any OLMS page.
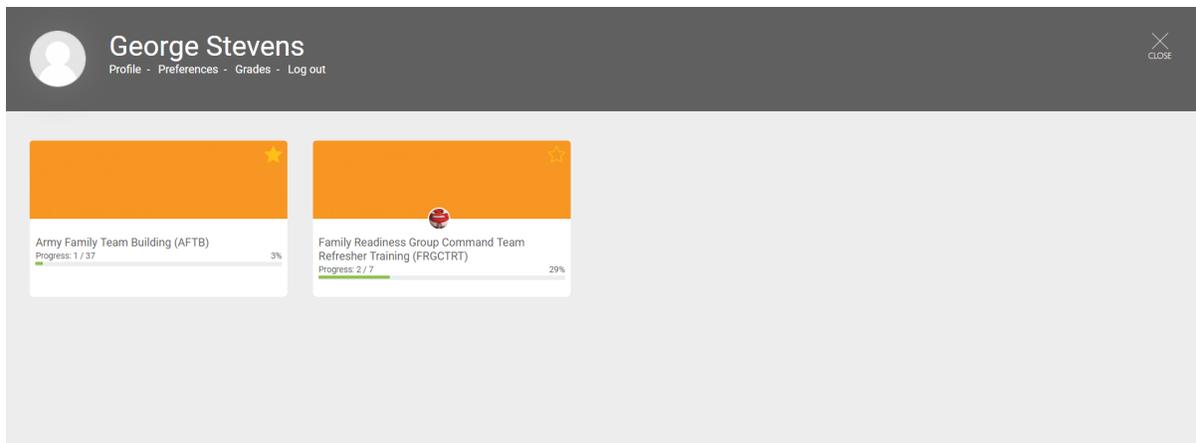
My Courses Page

▶ Select one of the courses on the My Courses page to navigate to its course page.

▶ Select the **empty star icon** to mark a course as a favorite so you can find it easily.

▶ Select the **filled star icon** to unmark a course as a favorite.

▶ Select **Log Out** in the My Courses page beneath the user's name to log out of the session.

2.1 - Profile

▶ Select **Profile** at the top of the My Courses page to access:

- *Your user details*

- *Reports*

- *Information about privacy and policies*

- *Your login activity*

- *Details about courses you are enrolled in*

- *Other miscellaneous information*

▶ To edit your profile information, select **Edit profile** under *User details*. Enter information in the data fields, and then select `Update profile` .

2.2 - Preferences

▶ Select **Preferences** at the top of the My Courses page to view and change your OLMS preferences. You can update your preferences in the following categories by selecting the category, modifying the information in the data fields, and selecting `Save changes` :

- *Preferred language*

- *Forum preferences*

- *Editor preferences*

- *Course preferences*

- *Calendar preferences*

- *Message preferences*

- *Notification preferences*

▶ You can also edit your profile information by selecting **Edit profile**, entering information in the data fields, and then selecting `Update profile` .

2.3 - Grades

1. Select **Grades** at the top of the My Courses page to view grades for courses you are currently enrolled in.
2. Select any of the courses to **view your grades** for each graded item within that course.
3. To enter any of the graded items, select the graded item, and then select `Enter` .

> *Note: If you have already completed a graded item, select the checkbox next to **Start a new attempt** to retry the course for a new grade.*

3.0 - Course Page

Users can enroll in a course from the **Course page**. Once enrolled, they will be able to navigate the course content – including graded items – and access the Course Dashboard.

You can navigate to the course page by selecting the course from the OLMS home page, or from the My Courses page if you are already enrolled.

Course Page

> **Note:** *The layout and contents of the course page may vary between courses.*

3.1 - Course Dashboard

Select **Course Dashboard** from the course page to view your progress and current grade in the course. You can also access any additional functionality or resources from the Course Dashboard.

3.2 - Enroll in a Course

1. Select any course from the **OLMS home page** that has an **enroll icon** 🔌 next to it.
2. Select `Enroll me`.

3.3 - Unenroll from a Course

1. Select **Course Dashboard** from the course page.

2. Select `Unenroll me` .

3. Select `Continue` .

> **Note:** After 2 weeks of inactivity, the OLMS system will automatically un-enroll a student. Note that the student can re-enroll at any time and no progress will be lost.