



# *Getting Started* WITH THE COMMERCE LEARNING CENTER

End-User Job Aid for successfully navigating and using the new  
Commerce Learning Center (powered by Cornerstone OnDemand).

Powered by



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# HOW TO LOG IN TO THE COMMERCE LEARNING CENTER (CLC)

1. Go to <https://doc.csod.com>
2. You can bookmark this page so that you can easily get to the CLC in the future.
3. On the login screen, please enter your login details which are comprised of a CLC Username and your CLC password.

NOTE: You should have received an email with your CLC login credentials from the CLC system directly. If you did not receive that email or if you have forgotten your password, you have two options:

OPTION 1: Utilize the **Forgot Password?** link.

\*Select the **Forgot Password?** link from the login page and you will be taken to another page (like the one shown below) to enter your CLC username or email. For security measures, you will then type the phrase in the ReCaptcha box and click **Submit**.

## HOW TO LOG IN TO CLC (CONTINUED)

An email will be sent to you with a link to click so that you can set your own password. Please note that your new password:

- a. Must be between 12 and 20 characters in length.
- b. Must contain at least one upper-case character, one lower-case character, one number, and one special character.
- c. Must not include any part of your username.
- d. Cannot be any of the previous 24 passwords you have used.
- e. Cannot have 3 or more consecutive same characters.
- f. Please note that your CLC password is case sensitive and will expire every 60 days.

After completing the password update, you will be successfully logged into the CLC.

OPTION 2: Utilize **24/7 Live Support** button.

\*Select the **24/7 Live Support** button from the login page and you will be taken to a CLC chat classroom support page (powered by eSkillz). Simply select the 'Click Here to Chat' button from that page and you will be connected with CLC support specialists who are standing by 24 hours a day, 7 days a week who can reset your password or assist with general CLC navigation and utilization inquiries.

Upon requesting a password reset, the support specialist will process your request and send you an email directly that verifies your username and provides you with a temporary password. Upon entering your CLC temporary password, the system will automatically prompt you to reset your password to one of your own choosing. Please follow the above criteria for setting your password.

## SYSTEM REQUIREMENTS

### BROWSER REQUIREMENTS

The following internet browser versions are recommended for optimal use of the Commerce Learning Center (CLC).

- Internet Explorer IE 8 or higher
- Firefox 4 or higher
- Safari 3 or higher
- Google Chrome

### OTHER SYSTEM REQUIREMENTS

These additional computer compatibility settings required for optimal use.

- Support for Secured Socket Layer (SSL) - (Must support 128 bit SSL encryption)
- Cookies and JavaScript should be enabled.

Should you need assistance with these settings, please contact your individual bureau's IT help desk or click on the 24x7 Live Support option from the Commerce Learning Center.

# INTRODUCTION TO THE HOMEPAGE

On Friday, May 15, 2015 from 8:30 PM EST to 10:30 PM EST, your portal will be briefly unavailable due to a software update. X

**WELCOME TO THE NEW  
NOAA COMMERCE-LEARNING CENTER**

**SEARCH FOR TRAINING**

**MY TRANSCRIPT / TRAINING IN PROGRESS**

**BROWSE FOR ONLINE TRAINING**

**BROWSE FOR INSTRUCTOR LED TRAINING**

**News and Announcements**

**Your Assigned Training**

	Due Date	Action
How to Protect Personally Identifiable Information (PII) and Business Identifiable Information (BII)	None	Add

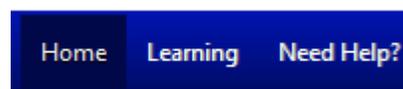
**Your Inbox**

View transcript  
(0 approved training selection(s))  
(Registered for 0 training selection(s))

Your Commerce Learning Center homepage is where you will find main training and learning & development opportunities available to you.

## MAIN MENU NAVIGATION

Your homepage will consist of a main navigation task bar at the top of the page which will contain a dropdown menu to other pages.



**HOME** : Contains **Welcome** and **Universal Profile** links. The **Welcome** link will take you back to the homepage no matter where you are in the platform. The **Universal Profile** link will take you to your profile where you can edit information about yourself.

**LEARNING** : Contains **View Your Transcript**, **Events Calendar** and **Browse for Training** links. The **View Your Transcript** link will allow you to see more of your In Progress and Completed items. You will be able to see items from your full transcript in the previous CLC by July 31, 2015. The **Events Calendar** link will allow you to see either all available upcoming ILT sessions or just the ones for which you have registered, depending on which view you select. The **Browse for Training** link is where you can browse for OLT (Online Training) classes, ILT (Instructor-Led Training) events/sessions, VILT (Virtual Instructor-Led Training) events/sessions and other training offerings.

**NEED HELP?** : Contains links for further assistance.

# INTRODUCTION TO THE HOMEPAGE (CONTINUED)

## HOMEPAGE FEATURES

Your homepage has multiple “features” that allow you to view different CLC functionality in a convenient layout. Below is an explanation of each feature on your homepage.

The screenshot displays the CLC homepage layout. On the left, there are four feature tiles: 'SEARCH FOR TRAINING' (magnifying glass over a head with gears), 'MY TRANSCRIPT / TRAINING IN PROGRESS' (person climbing a bar chart), 'BROWSE FOR ONLINE TRAINING' (signpost for 'ONLINE TRAINING'), and 'BROWSE FOR INSTRUCTOR LED TRAINING' (classroom scene). On the right, a sidebar contains three sections: 'News and Announcements', 'Your Assigned Training' (a table with one row), and 'Your Inbox' (a notification for transcripts).

	Due Date	Action
How to Protect Personally Identifiable Information (PII) and Business Identifiable Information (BI)	None	Add

**SEARCH FOR TRAINING** : When clicked, this feature will take you to the page to perform a search for a specific OLT class, ILT event/session, VILT event/session and other CLC available training offerings. Also see “HOW TO SEARCH FOR TRAINING” section below.

**MY TRANSCRIPT / TRAINING IN PROGRESS** : When clicked, this feature will take you to the transcript page, where you can view all training in progress as well as completed training items. See “HOW TO ACCESS MY TRAINING HISTORY” below for more information. You will be able to see items from your transcript in the previous CLC by July 31, 2015.

**BROWSE FOR ONLINE TRAINING** : When clicked, this feature will take you to the page where you can browse (but not do specific searches) for OLT classes.

**BROWSE FOR INSTRUCTOR LED TRAINING** : When clicked, this feature will take you to the page where you can browse (but not do specific searches) for ILT sessions.

**NEWS AND ANNOUNCEMENTS** : This feature will contain pertinent CLC information for all persons within NOAA.

**YOUR ASSIGNED TRAINING** : You will find all your assigned training in this feature. With this feature you are able to see OLT classes, ILT sessions, VILT sessions and curricula that either you, your bureau, or DOC has assigned to you.

**YOUR INBOX** : This feature serves to inform you of any OLT (Online Training) classes (formerly known as WBT Courses) and ILT (Instructor-Led Training) or VILT (Virtual Instructor-Led Training) sessions you have been registered for by either yourself or your supervisor. If you are a supervisor, you will be informed in this feature that you have approvals that are awaiting your action and will take you to the designated areas for supervisor approval.

## INTRODUCTION TO THE HOMEPAGE (CONTINUED)

### LIVE SUPPORT

The small green box on the right side of the screen will expand when your mouse is hovered over it and it will say Contact Live Support. After clicking on this, you will be sent to a CLC chat classroom support page (powered by eSkillz). Simply select the 'Click Here to Chat' button from that page and you will be connected with CLC support specialists who are standing by 24 hours a day, 7 days a week who can assist with general CLC navigation and utilization inquiries including how to use the CLC, how to find training, course launch assistance and more.



## HOW TO SEARCH FOR TRAINING



The CLC has a robust search feature. You are able to search for OLT classes, ILT sessions, and VILT sessions. Simply enter a word or keyword of the training name into the Search box area and all available options will be made visible. If the OLT class, ILT session, or VILT does not appear, that means the items may not be available to your division or do not exist in the CLC. If you want to view all items, place the cursor in the Search area and click on the Enter button.

# HOW TO LAUNCH AN OLT (ONLINE TRAINING) CLASS

An OLT class is a self-paced online course that you launch, review the entire course and complete.

There are multiple ways to launch an OLT class in the CLC.

## TO LAUNCH A CLASS FROM A HOMEPAGE FEATURE

In this example, there is an OLT class available to launch from the Assigned Training homepage feature:

Your Assigned Training		
	Due Date	Action
How to Protect Personally Identifiable Information (PII) and Business Identifiable Information (BII)	None	<a href="#">Add</a>

First click on **Add** under the **Action** column which will take you to the transcript page.

The screenshot shows a search interface with filters for 'Active' and 'By Title', and a search bar containing 'Search for training'. Below the search bar, it displays 'Search Results (1)'. The result is a card for the class 'How to Protect Personally Identifiable Information (PII) and...', with 'Due: No Due Date' and 'Status: Registered'. A blue 'Launch' button with a dropdown arrow is visible on the right side of the card.

Find the class you want to take and then click on **Launch**.



The OLT class will then launch in a separate browser window.

After you have completed the OLT class you will then find your OLT class completion in your transcript. Click on the Active button and then click on Completed. When the completion screen appears, you will see the rest of the OLT classes you have completed.

# HOW TO LAUNCH AN OLT (ONLINE TRAINING) CLASS (CONTINUED)

To see your certificate for that OLT class, click on the class title and it will take you to this page:

Look for the certificate area and click where it says **Print Certificate**.

**How to Protect Personally Identifiable Information (PII) and Business Identifiable Information (BII)**

**Training Details**

Training Type: Online Class  
Provider: Internal  
Version: 1.0  
Training Hours: 0 Hours 0 Min  
Description:  
Status: Completed  
Training Purpose:  
Due Date: None  
Certificate: [Print Certificate](#)

**TRAINING PROGRESS**

Progress:  100% (1 of 1 units complete)  
Last Accessed: 5/2/2015  
Total Views: 1  
View Time: 0 Hour(s) 38 Minute(s)  
Status: Completed  
Modules: 

**TO LAUNCH AN OLT CLASS AFTER SEARCHING FOR A SPECIFIC TITLE IN THE “SEARCH” AREA**  
In this example, you will search for an available OLT class.

Click on the class title you want to view, then click **Request**.

Online Class

**Whistleblower Protection - What Every Employee Should Know**  
Online Class - Internal

[Request](#) [Assign](#)

Whistleblower Protection - What Every Employee Should Know

Then click on **Launch**.

**Whistleblower Protection - What Every Employee Should Know**  
Due: No Due Date Status: Registered

[Launch](#)

The class will then launch.

After you have completed the OLT class, you will no longer see the class name listed in the features on your welcome page. You will find all completed items in the Completed view of your transcript page.

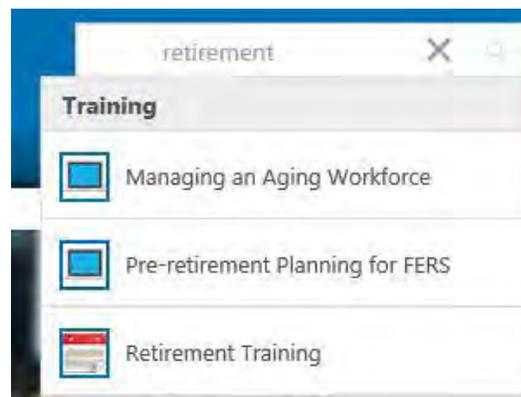
# HOW TO ENROLL FOR AN ILT (INSTRUCTOR-LED TRAINING) CLASS

An ILT class is an instructor-led onsite class that you attend either onsite or virtually (VILT or virtual instructor-led training). Once attended, you will be marked completed for the class subsequent to the offering.



First search for the ILT event name in which you want to enroll for. For this example, a search is done for a retirement class. Type "Retirement" into the field. Notice that there are options that appear which contain the word "retirement" in either the title or keyword.

Here, you can do one of two things: you can either select the event directly in the dropdown that appears (in which case you can skip to the big arrow below), or you can just do a generic search on all things containing "Retirement". If you conduct generic search, simply type in the word and then select "Enter" on your keyboard or click the magnifying glass on the far right of that field.



You will then be taken to the global search page where you can filter the results by object type, using the area of the page shown below that is on the left side.



Click the **Training** link to drill deeper into the different types of learning objects. As you will see, there are multiple icons of learning objects to choose from depending upon available CLC training offerings.



As you can see, the Retirement Training class is on the results page.

Click on the class title, which in this case is **Retirement Training**.

# HOW TO ENROLL FOR AN ILT CLASS (CONTINUED)

The Training Details page appears on this page. Scroll down to see the sessions that are available to choose from.

### Training Details

**Retirement Training**  
Event · DOC (DEPARTMENT OF COMMERCE) · 4 hours

[Assign](#)

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**Available Languages**  
English (US)

**Subjects**  
Administrative

**Event Number**  
01

Sessions		Available	View Full Calendar
Available Sessions (2)	Available / Waitlist	Actions	
 <b>10 - 01</b> Session · DOC (DEPARTMENT OF COMMERCE) · 8 hours Arlington, VA <b>Starts</b> 5/13/2015 - 9:00 AM EST <b>Ends</b> 5/14/2015 - 1:00 PM EST English (US)	5/0	<a href="#">Request</a>	
 <b>11 - 01</b> Session · DOC (DEPARTMENT OF COMMERCE) · 8 hours Arlington, VA <b>Starts</b> 5/14/2015 - 9:00 AM EST <b>Ends</b> 5/15/2015 - 1:00 PM EST English (US)	5/0	<a href="#">Request</a>	

[Notify me of new sessions](#)

Click Request on the session you want to attend.



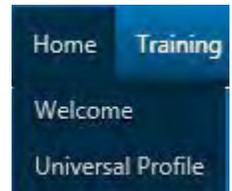
\*NOTE: If "Notify me of new sessions" appears at the bottom, you can put your name in for Interest Tracking, if available.

# HOW TO ACCESS MY TRAINING HISTORY

Your full Commerce Learning Center transcript will be updated by July 31, 2015, so please check back periodically. In the interim, all training that you take in the new CLC starting June 1, 2015 will display as you complete your training.

## TRANSCRIPT VIEW

You are able to get to your transcript by different areas within the portal. Click on the **Home** tab on the top navigation bar and then click on **Universal Profile** which will then take you to your profile where you will click on **Transcript**.



Another way to access your transcript page is by clicking on the My Transcript / Training in Progress feature on the welcome page. After you click on the feature, it will take you directly to your Active section of your transcript.



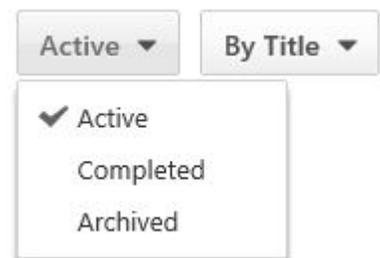
MY TRANSCRIPT / TRAINING IN PROGRESS

Under Active you have three choices you can select from: **Active**, **Completed**, and **Archived**

**Active** : What you are currently viewing and have yet to take.

**Completed** : All training items you have completed.

**Archived** : all training items that have been archived within a certain period of time in the system or that you have manually archived.



## TRANSCRIPT OPTIONS

Also on the transcript page you will see the dropdown menu called **Options**.

With this area you are able to export your transcript as a PDF, print your transcript, or run a transcript report.

