

KRC Community Learning Portal Frequently Asked Questions

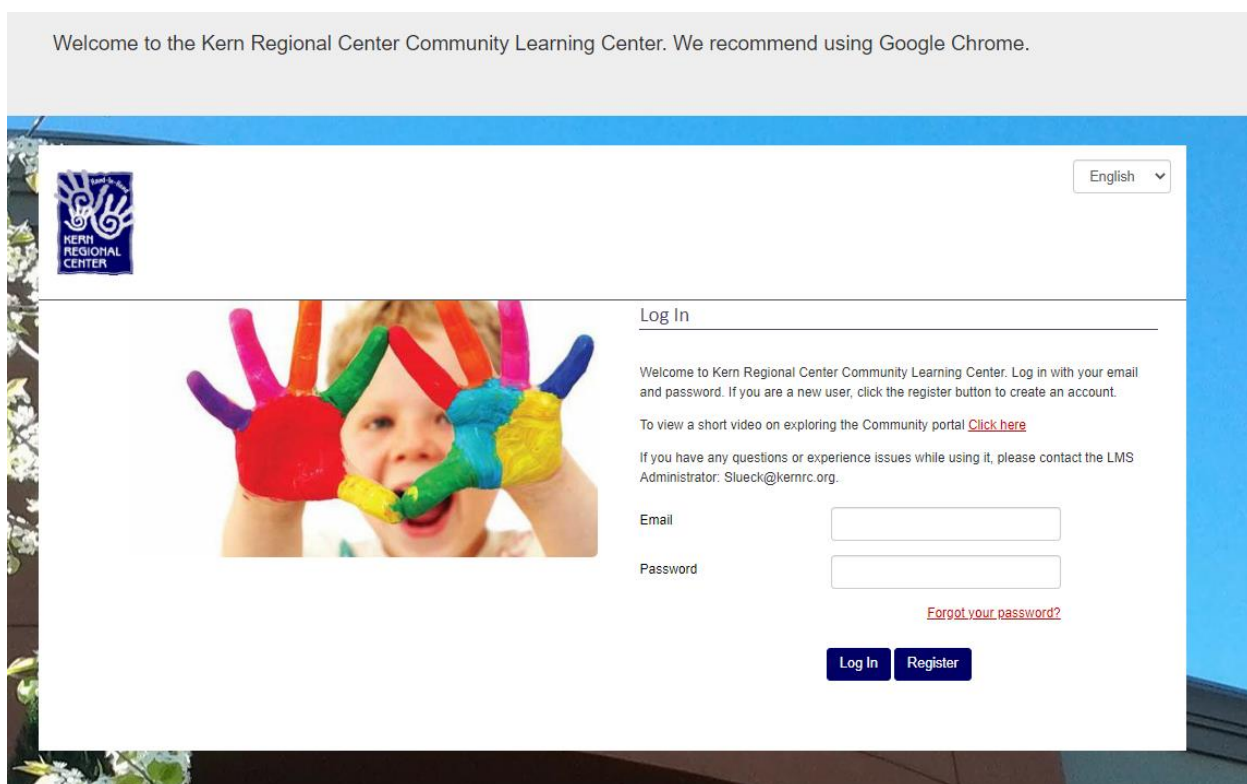
1. What is the KRC Community Learning Center?

It is a **SELF-ENROLLING** learning management system (LMS) for Individuals, Families and community members served by KRC to access online video trainings such as the Self Determination Orientation course. At this time, the system is currently enabled to accommodate English and Spanish speaking languages.

2. How do I access the Community Portal?

Access through Google Browser: <https://krccparent.arcalearn.org>

****** (Save the URL to your browser bar for best practice and future access)**



3. How do I log onto LMS?

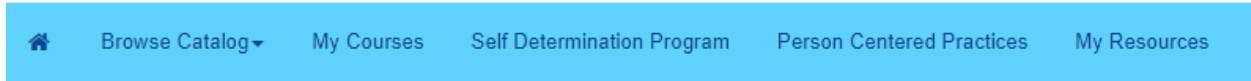
For new users, click the **Register** button and complete the required fields.
For return users, enter the **email and password** that you registered with.

4. What if I forgot my LMS password?

From the Login in page you can **self-reset** your password by clicking on [**Forget your password**].

5. How do I search for a specific training?

To search all trainings offered within LMS, click on the **Browse Catalog** tab to review courses available. You can also click on the header tab for class under that category.



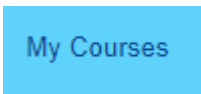
6. How do I enroll in a specific training?

To enroll in a specific course, click on the **Enroll** button on the right of that course listing.



7. How do I see what training I am enrolled in?

Select the **My Courses** tab and your current enrollments will be displayed.



8. How do I launch a course?

Once enrolled, all training will be located under the **My Courses** tab. Select the **Start** button to begin the training. If you have already begun the training, select the **Resume** button to resume where you left off. Turn off your pop-up blockers.

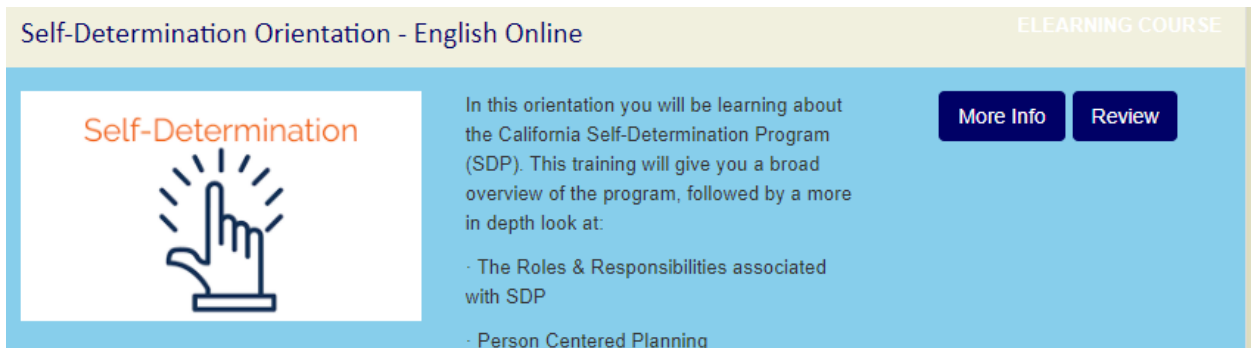
9. Why won't my course launch?

If your course will not launch, please check the following:

- You are utilizing Chrome Browser (as Safari and Internet Explorer are not supported well)
- Your Web Browser's popup blocker is turned off.
- Adobe Acrobat Reader v. 6.0 or higher is installed on the computer.

10. How do I print a Certificate of Completion?

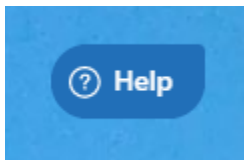
Scroll to the training and select the **More Info** button. Scroll down and you will see the **Certificate** button, click to download your certificate. Not all courses include a certificate.





11. What if I need help?

If you need help, click on the **Help Button** located on the bottom right of your screen and you will be able to enter your contact information for assistance.



12. How do I go back to the home screen?

At any time, you can go back to the home screen by clicking the **Home Button** on the top left of the tab bar.

