



KERN REGIONAL CENTER

Community Learning Center- LMS Frequently Asked Questions

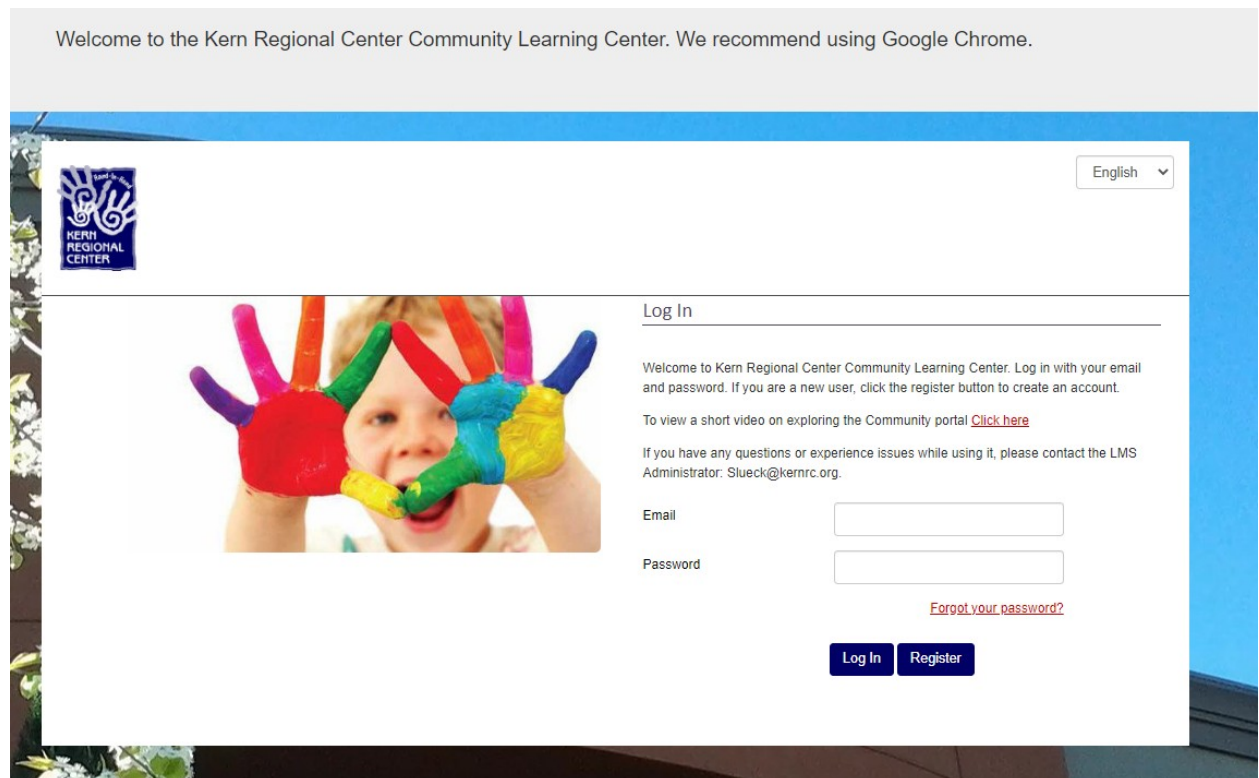
1. What is the Community Learning Center?

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 and Person-Centered Planning course. The community portal is available in English and Spanish.

2. How do I access the Community Portal?

Access portal at: <https://krcparent.arcalearn.org>

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



3. How do I log onto LMS?

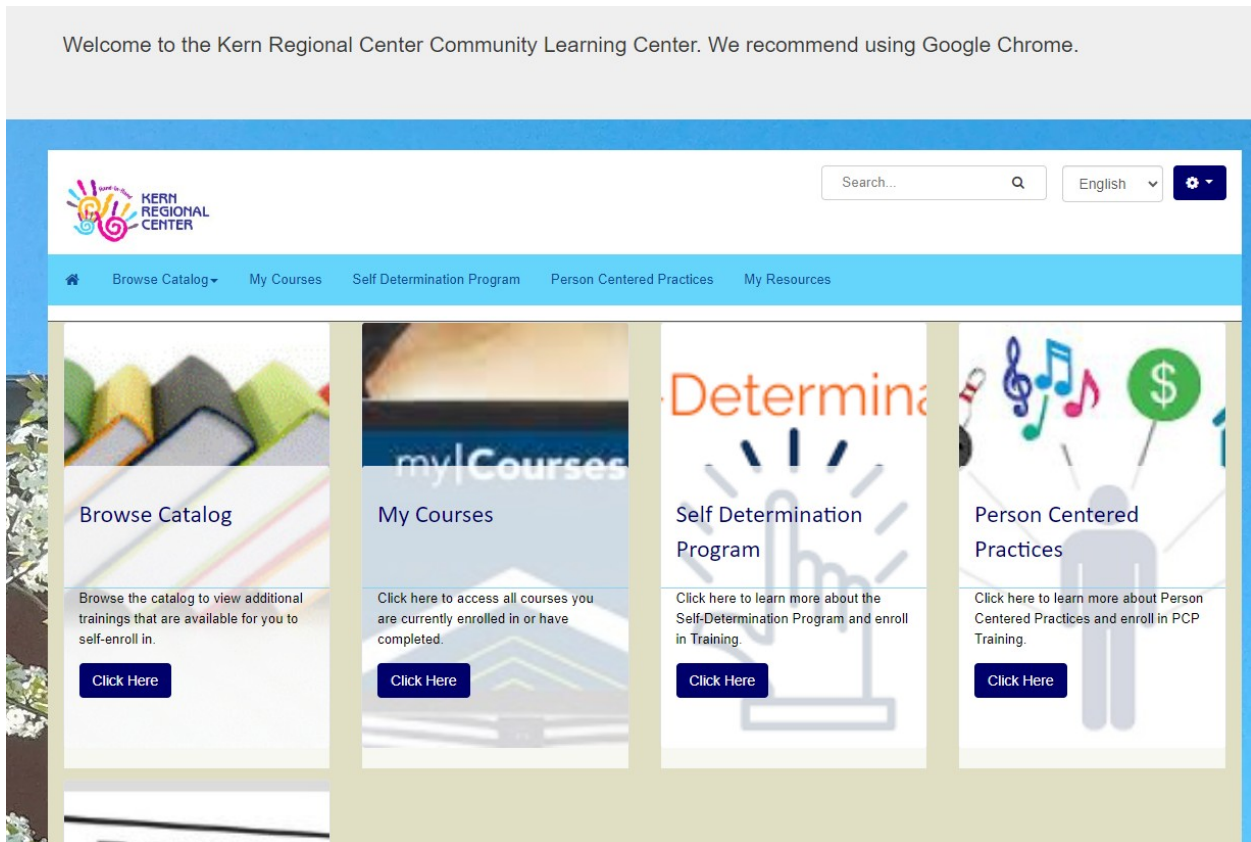
For new users, click the **Register** button and complete the required fields.
For return users, enter the **email and password** that you registered with.

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.



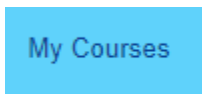
6. How do I enroll in a specific training?

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.

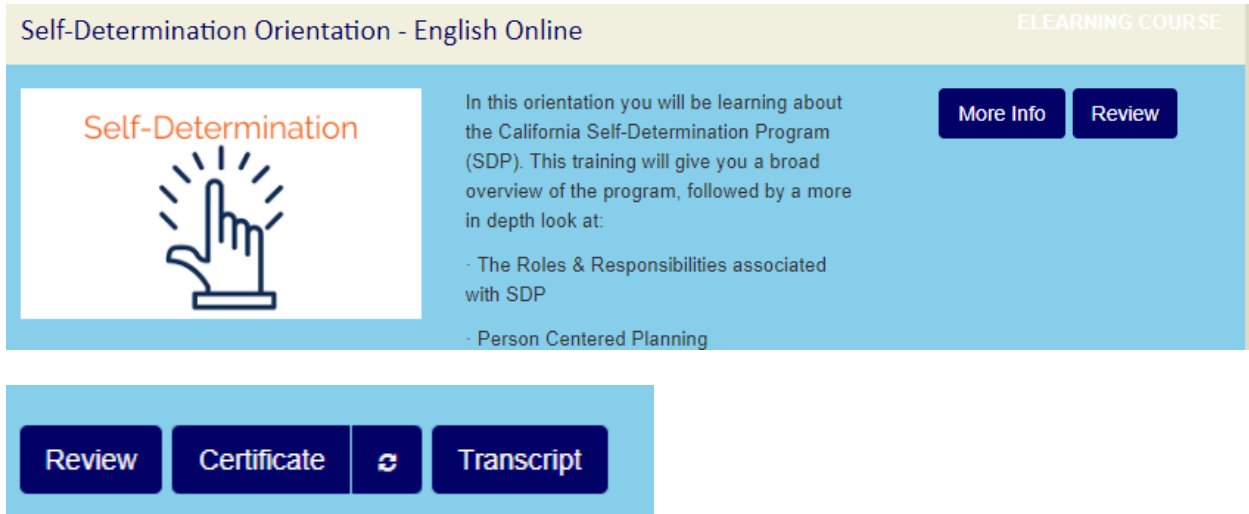
9. Why won't my course launch?

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.

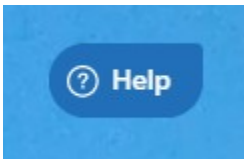
10. How do I print a Certificate of Completion?

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.

