



LEARNING MANAGEMENT SYSTEM (LMS)

Version 20140408

LMS | Training Reference Guide

[Top](#)

LMS Functions

- LMS: Overview
- LMS: Login
 - “Forgot your Login ID?”
 - “Forgot your Password”
- LMS: Cancel/Select a Different Class
- LMS: Course and Exam Guidelines
- LMS: Account Inactivation
- LMS: Additional Information

Agent Training and Certification

- [Agent Training and Certification: Overview](#)
- [Agent Training Steps](#)
- [Agent Training Course and Exam Requirements](#)
- [Agent Exam Retake and Passed \(Next Steps\)](#)
- [Agent: Additional Information and Resources](#)

Certified Enrollment Counselor (CEC) Training and Certification

- [CEE/CEC Overview](#)
- [CEC Course and Exam Requirements](#)
- [CEC Final Steps To Certification](#)
- [CEC Additional Information and Resources](#)

Please watch for **Recent Announcements** on the **Welcome to the Covered California Learning Management System login page** at learning.coveredca.com



LEARNING MANAGEMENT SYSTEM (LMS)

LMS: Overview

The LMS is a web-based learning system which provides access to all of your training, exams, and certifications in one secure location. Once you are approved for training an e-mail is sent containing your LMS User ID and a temporary password that is used to access the LMS website: learning.coveredca.com

Please refer to this [LMS Trainee Tutorial](#), a step-by-step guide to logging into the LMS and finding your scheduled and/or assigned training.

[Top](#)

LMS: Login

Login Page: learning.coveredca.com

- The LMS is compatible with Internet Explorer (IE) 8, 9 and 10; Mozilla Firefox versions 17-21; Apple Safari versions 3.2.3 (PC) and 4.0 (Mac); and Google Chrome 24-27 and 30.

Note:

- Some Internet Explorer users report difficulty in viewing certain modules in LMS. Therefore, we recommend FireFox and Chrome as preferred browsers.
- All online modules will open in new windows and pop-up blockers may interfere with that function. Be sure to allow pop-ups from LMS in your browser settings.
- Check your pop-up blocker settings, browser and cache before getting started: **[LMS: Additional Information](#)**
- If you do not know your login ID, click on “**Forgot your Login ID?**” and enter the information requested.
- If you do not know your Password, click on “**Forgot your Password**” and then enter your Login ID. Once you log-in with your temporary password, you will be prompted to change it. *

Since this is a temporary password, do not copy & paste from email; always type in the username & password (*verify no extra spaces are included at the end of the temporary password in the *Password field*).

- **The password may only contain** numbers, uppercase letters, lowercase letters and any of the following special characters: @, #, [, ^, \$, ., |, ?, *, +, (,),], {, }, \.
- **Password must be at least 8 characters** in length and contain 1 uppercase letter, 1 lowercase letter, 1 number and 1 special character.
- **The following characters are not allowed** for passwords: underscore (_), Hyphen (-), Period (.) and Apostrophe (')

Note:

- Within a few minutes you will receive an email from LMSHelpDeskCoveredCA@covered.ca.gov with the requested information. If you do not receive it in your inbox, check your SPAM folder.
- There is a **5 attempt login limit** within an hour before being locked out. If you get the login error message and/or have been locked out:
 1. Log completely off of browser (or even restart the system)
 2. Log back in again
 3. Wait 1-hour before attempting to login to the LMS again

[Top](#)



LEARNING MANAGEMENT SYSTEM (LMS)

LMS: Cancel/Select a Different Class

If you are already enrolled or on a waiting list for a class and would like to change to a different date or location, please follow the 5 steps below:

1. Login to the LMS at learning.coveredca.com.
2. Select the class in the “MY UPCOMING LEARNING” section. If you are already enrolled in a class, your status will read “Enrolled.”
3. Select “Cancel Enrollment.” You will receive an email confirming the cancellation.
4. Select the “TRAINING HOME” tab.
5. **Agents:** Select the class you want to take in the “MY UPCOMING LEARNING” section and enroll in the available class.

CECs: First select “Certified Enrollment Counselors” in the “MY UPCOMING LEARNING” section and then select “Certified Enrollment Counselors – Enhanced ILT” listed on the Certified Enrollment Counselors page.

[Top](#)

LMS: Course and Exam Guidelines

System Constraints

- The system times out after 20 minutes of inactivity.
 - **Warning:** The LMS will not provide a warning message that it is about to or has timed out.
 - Even if the LMS times out, it will allow you to finish a course but will NOT properly record your course completion.
 - Do not allow more than 20 minutes of inactivity to occur while completing a course.
- The system requires that Agent exams (assessments) be completed within 120 minutes.
 - Set aside 120 minutes of uninterrupted time to take the exam to avoid a time-out.

Course Lesson(s) - Shows as incomplete

- Each lesson was designed for all the questions to be completed. If you used the progress bar to bypass course questions to go directly to the “Test Your Knowledge” segment of the module the course lesson will not be checked as complete.
- If you skipped answering/checking any box or button within a course lesson the course lesson will not show as complete. Ensure that every box or button is checked before clicking on the “Save and Close” on the Conclusion page, as there is no indication when something is left blank or missed.
- If you did not click “Save and Close” and press the play button on the lesson Conclusion page then your Course Lesson will not be marked as complete.

Note: If you complete the Course Assessment before all courses are shown as complete with a check mark, you will not be able to move on to the exam without assistance.

[Top](#)

LMS: Account Inactivation (Deactivation)

Your LMS account is valid for 90 days.

- It will be inactivated using the following guidelines:
 1. After completion of training requirements
 2. After 30 days of inactivity
 3. After 90 days.
- *Although you will no longer have access to the LMS, your training history will be preserved and your account can be reactivated when additional training or recertification is required.*

Please note: Deactivation in the LMS does not affect your Covered California (coveredca.com) account.

[Top](#)

LMS: Additional Information

- **Pop-up Blocker**

Pop-ups are new web browser windows that appear automatically without your permission and generally should not be trusted. However, most browsers have pop-up blocking tools that can be managed to allow specific trusted websites to be loaded and used.

- **Internet Connection**

Check your network connection before you start a lesson. You need a good internet connection, which may mean using a wired connection rather than a wireless connection. Wired connections ensure more stable connectivity and make it less likely that you will lose your internet signal.

- **Browser Cache**

Each time you access a file through your web browser, the browser caches (i.e. stores) it. By doing this, the browser doesn't have to newly retrieve files (including any images) from the remote web site each time you click **Back** or **Forward**. You should periodically clear the cache to allow your browser to function more efficiently.

- **Check Your Pop-up Blocker Settings, Browser Type and Cache**

- [Internet Explorer](#)
- [Chrome](#)
- [Firefox](#)
- [Safari](#)

[Top](#)



LEARNING MANAGEMENT SYSTEM (LMS)

Agent Training and Certification: Overview

In order to become a certified Agent with Covered California you must complete the in-person training and online exam that is offered at no charge. The Agent certification training is open to any California licensed Accident and Health agent, but only those agents who complete the certification training are eligible to be certified.

Agent training is administered through the LMS at learning.coveredca.com while business is managed through the individuals' marketplace at CoveredCA.com, which has a different login and password from the LMS.

[Top](#)

Agent Training Steps

Agent Training is only available in-person and the Certification Exam is completed on-line. Certification requires 8 hours of training and is eligible for Continuing Education (CE) credit through the California Department of Insurance. Continuing Education (CE) credits are not provided for the CBT exam portion.

Note:

- Agents must complete the steps outlined in this link [Agent Training and Certification](#) in order to become "Certified". View the timeline for going from "Pending" to "Certified" by searching for [SHP-601c-JA-01](#) in the LMS Training Catalog.
- Agents are encouraged to review this link [CalHEERS System Training](#) for supplemental ILT material.
- Agents are 'eligible' to take the Certification Exam in the LMS after completing the Instructor-Led Training (ILT).

[Top](#)

Agent Training Course and Exam Requirements

There are two steps in the training certification process. As part of your training setup, you will receive two emails, one indicating that you are in the *training* certification track and a second indicating you are in the *exam* certification track. The exam track is not available until you have completed Instructor-led training.

Step 1 Complete Instructor-Led (In-Person) Training

- Sign up for an available session in the LMS at learning.coveredca.com.
- Participants will receive an email 24 to 48 hours prior to their in-person training.

Step 2 Complete the online **CRT-600c Agent Certification Exam** and pass with 80% or higher.

Note:

- Step 1 must be completed before the exam can be accessed.
- Take a screenshot of the passing exam in the event of any technical issues. Make sure that the date and time are shown in the screenshot, as this is used to verify exam information internally.

[Top](#)



LEARNING MANAGEMENT SYSTEM (LMS)

Agent Exam Retake and Passed (Next Steps)

Retake Final Agent Exam (Assessment)

Whether you need to retake the exam for a passing score or the exam timed-out and marked you as incomplete you need to start from the beginning.

To start from the beginning

- When prompted to **Resume** this question appears:
"Would you like to resume your quiz where you left off?" ← Answer "**NO**"
Do not click "Resume"

Top

Passed Final Exam (Assessment) – Next Steps

You will receive an email within 2-3 business days from agents@coveredca.com with your "Next Steps".

- This email includes the required documents you will need to send in and will direct you to a portal to pay the **\$60.25** required fee.
 - Allow 7-10 business days to process required submitted documents.
- Receiving this email marks the completion of your LMS training and all further questions should be directed to the Service Center or agents@coveredca.com.

Top

Agent: Additional Information and Resources

For additional information or resources, be sure to also check out the [agent page](https://www.coveredca.com/) at <https://www.coveredca.com/>.

- Finished with your LMS Training and still have questions?

Contact one of the [Service Center numbers below](#) for questions regarding eligibility and enrollment, application status, delegation, log-in or editing agent profile on CoveredCA.com, or general questions.

SHOP Covered California

1-877-453-9198

(Individuals) Covered California

1-888-975-1142

Top



LEARNING MANAGEMENT SYSTEM (LMS)

CEE/CEC Overview

To view the CEE/CEC process click here: [Checklist](#) and [Timeline](#)

The following directions will provide a guide for individuals to register for Certified Enrollment Counselor (CEC) Training. [CEC Training and Registration Guide](#)

[Top](#)

CEC Course and Exam Requirements

Sign up online for one of the sessions available on the LMS, learning.coveredca.com.

- Participants will receive an email 24 to 48 hours prior to their in-person training.

Step 1 Complete **Instructor-Led Training** (3 days in-person) and pass in-class Certification Exam

OR

Self-Guided Training online

Step 2 Complete the two (2) Computer-Based Trainings: **CAM-500c** and **IND-510**

Step 3 Pass the online **Certification Exam**

[Top](#)

CEC Final Steps To Certification

The following checklist will serve as a guide to completing the final steps towards Certified Enrollment Counselor (CEC) certification. [CEC Final Steps Checklist](#)

[Top](#)

CEC Additional Information and Resources

For additional information or resources, be sure to check out <https://assisters.ccgrantsandassisters.org/> or contact the RHA Training department by email at training@rhainc.com or phone at **559-573-3580**.



[Top](#)

Internet Explorer

- Allow pop-ups from LMS
 1. Click “**Internet Options**”. View the Privacy tab, Pop-up Blocker section.
 - Make sure the “Turn on Pop-up Blocker” box is checked.
 2. Click the “**Settings**” button under the Pop-up Blocker section.
 3. In the **Exceptions section** find the text box with “**Address of website to allow**”.
 - Type in learning.coveredca.com as the website address for which you want to allow pop-ups.
 - Click the “**Add**” button to the right of the text box.
 4. Click “**Close**”.
- Check your version
 1. Open Internet Explorer and click “**Help**” from the menu bar.
 2. Select “**About Internet Explorer**” from the drop-down list.
 3. A dialog box will now appear containing the browser’s **version number**. The first two numbers are generally referred to as the version number.
- Clear your cache
 1. Click **Tools**, and select **Delete Browsing History**.
 2. Deselect **Preserve Favorites website data**, and select **Temporary Internet files, Cookies, and History**.
 3. Click **Delete**.

[Back](#)

Chrome

- Allow pop-ups from LMS
 1. Click the Chrome menu  on the browser toolbar.
 2. Select **Settings**.
 3. Click **Show advanced settings**.
 4. In the "Privacy" section, click the **Content settings** button.
 5. In the "Pop-ups" section, click **Manage exceptions**.
- Check your version
 1. In the top right hand corner of the browser bar, click on the **Menu** () icon.
 2. Select “**About Google Chrome**” and the version is listed in the display.
- Clear your cache
 1. In the browser bar, enter: `chrome://settings/clearBrowserData`.
 2. Select the items you want to clear (e.g., **Clear browsing history, Clear download history, Empty the cache, Delete cookies and other site and plug-in data**).
 3. From the **Obliterate the following items from:** drop-down menu, you can choose the period of time for which you want to clear cached information. To clear your entire cache, select **the beginning of time**.
 4. Click **Clear browsing data**.

[Back](#)

Firefox

➤ Allow pop-ups from LMS

1. At the top of the Firefox window, click on the Firefox button and then select Options.
2. Select the Content panel.
3. In the content panel:
 - Leave the **Block pop-up windows** box checked: disables pop-up blockers altogether.
 - Click **Exceptions** to add learning.coveredca.com to the list of sites that you want to allow displaying pop-ups. Click **Allow** to add a website to the exceptions list.

➤ Check your version

1. Open Firefox and click the **Help menu item**.
2. Select **About Firefox**.
3. The About Mozilla Firefox window will appear. Your version number is listed underneath the Firefox name.

➤ Clear your cache

1. From the **Tools** or **History** menu, select **Clear Recent History**. If the menu bar is hidden, press Alt to make it visible.
2. From the “**Time range to clear**”: drop-down menu, select the desired ranges; to clear your entire cache, select “**Everything**”.
3. Click the down arrow next to "Details" to choose which elements of the history to clear. Click **Clear Now**.

[Back](#)

Safari

➤ Allow pop-ups from LMS

1. Click “**Start**” on the taskbar.
2. Click **Control Panel**. The Control Panel window will appear.
3. Click “**Internet Options**”. View the Privacy tab, Pop-up Blocker section.
 - Make sure the “Turn on Pop-up Blocker” box is checked.
4. Click the “**Settings**” button under the Pop-up Blocker section.
5. In the **Exceptions section** find the text box with “**Address of website to allow**”.
 - Type in learning.coveredca.com as the website address for which you want to allow pop-ups.
 - Click the “**Add**” button to the right of the text box.
6. Close all windows.

➤ Check your version

1. Open Safari and click “**Help**” from the menu bar.
2. Select “**About Safari**” from the drop-down list.
3. A dialog box will now appear containing the browser’s **version number**. The numbers located outside of the parenthesis is the actual version of Safari.

➤ Clear your cache

1. From the “**Safari**” menu, select “**Reset Safari**”...
2. From the menu, select the items you want to reset, and then click **Reset**. As of Safari 5.1, **Remove all website data** covers both cookies and cache.

[Back](#)