GETTING STARTED WITH myAOLCC LEARNING HUB and ATTENDANCE

Effective February 17, 2021, all new courses will be opened on the NEW myAOLCC Learning Hub.

STUDENTS:

If you started your study program <u>before February 17, 2021</u>, please <u>skip Steps B and C</u> in the orange section.

If you started your study program <u>on/after February 17, 2021</u>, please complete all steps.

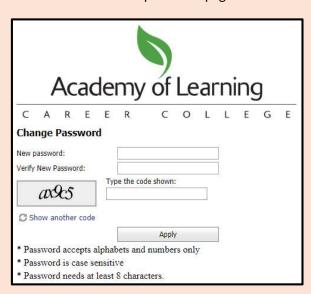
If you have any questions or concerns, please speak to your Learning Coach or Instructor.

Thank you, and best of luck in your studies!

GETTING STARTED WITH myAOLCC LEARNING HUB and ATTENDANCE

SETTING UP YOUR ACCOUNTS FOR myAOLCC LEARNING HUB AND ATTENDANCE: Step Instructions/Notes Check your e-mail inbox for two e-mails from the school. The two e-mails will go to the e-mail address Α that you listed on your Enrolment Contract. (1) E-mail from "Canvas" This e-mail contains your log-in procedure and how to set up your password for your myAOLCC Learning Hub. Follow the instructions in that e-mail, and click the links to set up your password as required. Your username will also be the e-mail address that you listed on your Enrolment Contract. В (2) E-mail with subject "Reset ACME Password" This e-mail contains a link to set up your password for your Attendance Portal (we will talk about this portal in the next step). The e-mail will look like this: Dear Anthony. Tran2, On February 11, 2021 5:15 PM, a request was made to reset your ACME password. Please click the link below to create a new password for your ACME account. https://acmeweb.academyoflearning.net/Password/SSL/ResetPwd.aspx?UserID=431192&ResetKey=92f6859e-2c46-40b4-a13b-d49e807375f5 If you didn't request a password reset, you may ignore this message. Academy of Learning College

Click the provided blue link as instructed. It will open a new page in a new tab that looks like this:



Set up your password and fill in the boxes are required. Make this password the same as the password for your myAOLCC Learning Hub. That way, you only have to remember one password!

Security code: In the box below "Type the code shown", type in the code you see in the grey box to the left. For example, in the image above, you see "ax9c5" in the grey box, so you would type in "ax9c5" under "Type the code shown". If you cannot read the code, press "Show another code" to get another code to try.

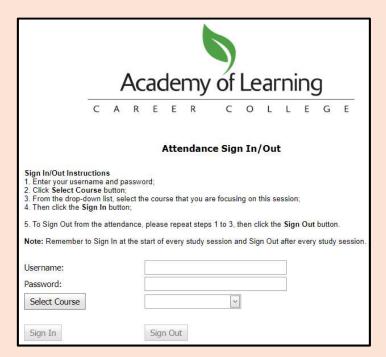
When you have finished filing in all of the boxes, press "Apply". If you did everything correctly, you should get a "Successful" message. Now you are ready to sign into the Attendance Portal!

SIGNING INTO ATTENDANCE FOR THE FIRST TIME

C Access the Attendance Sign In/Out Portal via this link. You may simply click this link: https://acmeweb.academyoflearning.net/Forms/AttendanceLogin.aspx, OR, you can copy and paste, or type, it into your internet browser's address bar, like this:



You will get a page that looks like this:



Follow the instructions on the page and fill in the information as required. Your username is the one provided to you in your "First Day Letter", which you should have received in your Orientation Package. If you did not receive it, please contact your Learning Coach or Instructor. The username for Attendance will NOT be the same as the username for your myAOLCC Learning Hub.

PRO TIP #1: Bookmark this link or save it to your Favourites folder. You will need to sign in and out of this Attendance page each and every day as part of your academic requirements!

PRO TIP #2: There is a separate guide called "Daily Attendance - Signing In and Signing Out" that is part of your Orientation Package.

PRO TIP #3: This portal link is also available in the Help



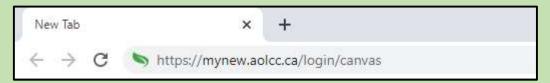
section in myAOLCC. See step 3 below.

If you have done everything correctly, you should see a "Successful" message.

Now you are ready to go to the myAOLCC Learning Hub!

SIGNING INTO THE myAOLCC LEARNING HUB:

Open Google Chrome or your preferred internet browser (if you have not already done so). Then, go to the Learning Hub via this link: https://mynew.aolcc.ca/login/canvas. You can type, or simply copy and paste, this link into your browser's address bar, like this:



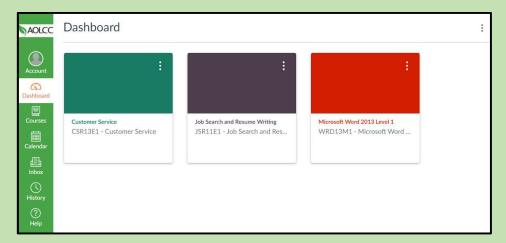
You will arrive at the log-in page:



Enter your username and password that you set up. Remember, your username is the e-mail address that you listed on your Enrolment Contract!

*NOTE: If you forget or wish to change your password, simply click the "Forgot your password?" link and then enter your username when prompted. A password reset e-mail will be sent to your e-mail address.

When you successfully log in, you will see the myAOLCC Homepage with the first section called "Dashboard". This is where you can access the courses available to you. You will only have one course when you first start. More courses will appear as you complete them.



There will be a "Course Invitation" announcement at the top of the page. This announcement asks you to accept the invitation to your first course. Make absolute sure you <u>ACCEPT</u> the invitation. <u>DO NOT DECLINE THE INVITATION</u>.

If you decline the invitation, you will NOT be able to start your first course until you are <u>re-invited</u> <u>to the course</u>, which could take <u>several hours or longer</u>. This would certainly waste your time and put you behind schedule...on your first day! This would NOT be a good way to start your program.

There are other sections that are available to you, but first, we will go to the "Student Orientation Video".

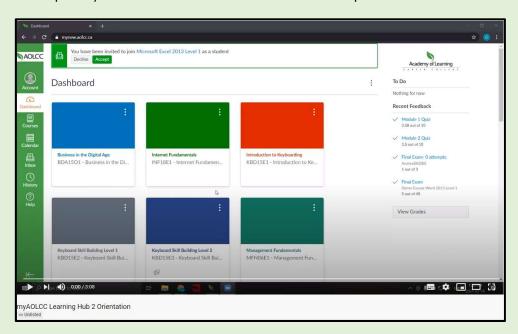
To do that, click the Help icon in the navigation bar on the left side of your screen, and then click "Student Orientation Video", which is in blue text.

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PRO TIP: The link to the Attendance Sign In/Out Portal is also available in the Help section!

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A new tab will open in your internet browser. You will see a video clip on Youtube that looks like this:



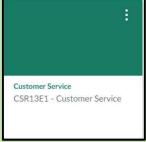
When you are ready, click the Play button in the bottom-left corner (or anywhere in the video) to start the clip.

This video will show you how to navigate the site and what features are available to you. Have your speakers, headphones, or earphones ready, as there will be sound. Adjust the sound to your preference. This video is a bit long, so get comfortable and be ready to pay close attention!

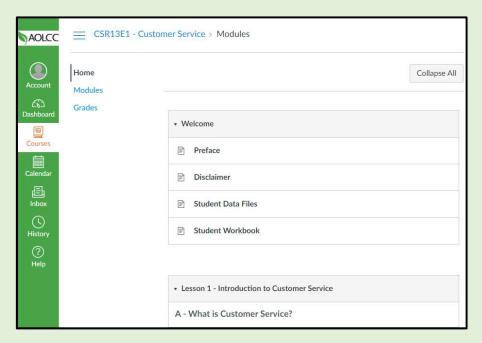
Feel free to pause or rewind the video clip as you please, to help you understand your way around the site. You can maximize the video to full-screen by clicking the little square icon in the bottom-right corner. When are you done, to go back, simply close the tab by pressing the "X" as shown below:



Go back to your Dashboard (the page that you were originally on). Then, under "Dashboard", click your first available course, which will look something like this:



You will land on the course's homepage, which shows you a breakdown of the course modules/lesson that will look something like this:



You are free to explore the course and site as you please later on. However, for now, click the first available topic, usually called "Preface" or "Disclaimer", to get started with the course.

7 The "Preface" page will give you a general overview of what you will be learning in the course. It will explain how the course works.

If you see a drop-down icon, you can click it to reveal more information. Look out for these as you read through the material.

There is usually be a breakdown of the grading and evaluation scheme for the course. Take note of this so you know what counts for marks toward your course grade and what does not. If you do not see or understand the course grading scheme, please speak to your Learning Coach for clarification.

When you have finished reading the Preface or introductory page, click look for it at the end of the text/page) to continue to the next page.

Next ► (you may need to

CHECKPOINT 1 of 3

STOP AND CHECK: Do you understand everything so far?

Make sure you understand how to navigate the myAOLCC Learning Hub. Also make sure you understand the Course Syllabus before moving on. If you understand everything up to this point, you may go ahead and continue.

If you are not clear about anything, now is the time to check with your Learning Coach. Ask any questions and address any concerns you may have before moving on. Your Learning Coach will clarify anything you are unsure of before you move on.

Once you understand everything, you may go ahead and continue.

Like the Preface and introductory pages, read through the information, watch any videos, and work through the activities or other material provided. Make sure you have accessed all of the available information on the page and in the section before moving on.

PRO TIP: Look for anything that you can click on the screen for more information, such as arrows, links, images, coloured text, etc. Generally, if you put your mouse (cursor) over something on the

screen, and your cursor changes into a hand icon, this means you can click it for more information or functions! Always look for this hand icon as you move around! It's like looking for treasure!

As you finish each page, click the button at the bottom of the page to continue to the next

page, and so on. At any time, if you wish to go back to the previous page, simply click the button at the bottom/top of the page to do so.

Previous

The **Glossary** is there only for your reference and review when you need it. **You do NOT need to read** and memorize the list.

Similarly, the **Student Reference Guide** or **Student Workbook** is the course textbook is also for your reference and review. You should download at least one copy onto your computer for reference. You can download a copy whenever you need it. **You also do NOT need to read through the entire book**; you will eventually cover all of the contents by the end of the course.

Go through each of the remaining pages until you have completely gone through the Welcome section.

CHECKPOINT 2 of 3

STOP AND CHECK: Do you understand everything so far?

Make sure you understand the information in the Welcome section. If you do not, check in with your Learning Coach to clarify any questions or concerns. When you are ready, move on.

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You are just about ready to begin your coursework! Once you have gone through the Welcome section, you will reach your first course module, which will look something like this:

Lesson 1 - Introduction to Customer Service	
A - What is Customer Service?	
1	Lesson 1 Clip 1
and the state of t	A - What is Customer Service?

Just like in previous sections, when you are ready, click the first available unviewed topic and begin going through the various topics on in your course. (If you don't see the above screen and move right into the first lesson, that's okay; you can keep going.)

NOTE: If you ever want to return to or see the entire breakdown of lessons and modules, simply click "Home" or "Modules" in the top left corner of the page. It will take you to the course's homepage which shows you the breakdown. The list of things to do will look really long. **Do not panic!** You will go through and complete those topics and items quite quickly! Before you know it, you will get to the end of the section and the end of the entire course!

As explained in the course introduction pages, there will be reading for you to do, demonstration videos for you to watch, exercises and tasks for you to do, and other material for you to work on. You are highly encouraged to do everything to be well prepared for the quizzes and final exam, and to get the most out of your course. Most importantly, it will help you gain the knowledge and skills you need to do the job or career that you are studying to get!

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CHECKPOINT 3 of 3

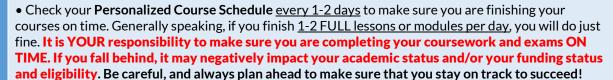
STOP AND CHECK: Do you understand everything so far?

If you have any questions or concerns at this point, check in with your Learning Coach and address them. Now is also the time to address any general questions or concerns you may have about the course, your study program, and the policies at AOLCC. Your Learning Coach will ensure you have and understand this information before you begin with your studies.



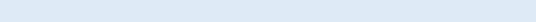
* * * STUDY SUCCESS TIPS! * * *







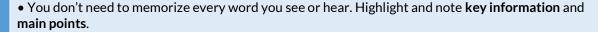
- If you find some parts of the course easy, you can choose to fast-track through them and spend more time on other parts you may find more difficult or challenging. **Use your time wisely!**
- Have a notebook and pen/pencil with you so you can take good notes that will help you remember.



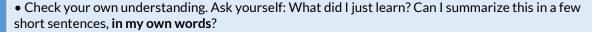














• Test yourself. Can you explain what you learned or **teach it to someone else**? Can you do it for someone else?



• Remember to take breaks! For every 45 minutes of study, take a 15-minute break.



• As you study, if you have any questions, get stuck, or you don't understand something, please ask your Learning Coach! They are there to guide you so you can do well and succeed!



• When you reach the end of your first course, notify your Learning Coach for next steps.



• If you ever run into any issues or problems that get in the way of your attendance and studies, and/or you find that you are falling behind schedule, ALWAYS talk to your Learning Coach or Instructor. The sooner that you make us aware of any problems, the sooner that we can help you work through them. Your success is our success!