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Document Issuance	Shiela May But	September 24, 2024

REVISION HISTORY

SECTION REVISED	REASON FOR / DESCRIPTION OF REVISION	REVISION NO.	REVISION / EFFECTIVITY DATE	CREATED / REVISED BY
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PREPARED BY:	REVIEWED BY:	APPROVED BY:
Jhudiel Oliver V. Suelto Training Specialist - System	**Jade Minette P. Bondoc** Learning and Development Head	**Jade Minette P. Bondoc** Learning and Development Head

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1.0 OBJECTIVES

1.1 Equip users with the knowledge needed to access and complete courses within the system.

1.2 Offer step-by-step instructions for common tasks, such as course enrollment, tracking progress, and obtaining certifications.

1.3 Address frequently encountered issues and provide troubleshooting tips to ensure a seamless learning experience.

1.4 Ensure that users can maximize the functionalities of FAST LMS to support their learning and development goals efficiently.

2.0 SCOPE

2.1 System Access and Navigation:

2.1.1 Instructions for logging in and logging out of the LMS.

2.1.2 Overview of the LMS dashboard and navigation menus.

2.1.3 Personal account management, including updating profile information and password management.

2.2 Course Management:

2.2.1 Steps for searching, enrolling in, and starting courses.

2.2.2 Guidelines for accessing course materials, including videos, documents, and quizzes.

2.3 Progress Tracking and Assessment:

2.3.1 How to track course progress and view completion statuses.

2.3.2 Accessing and understanding certificates.

2.3.3 Managing enrollment history and re-enrolling in courses if necessary.

2.4 User Support and Troubleshooting:

2.4.1 Common issues encountered in the LMS and solutions.

2.4.2 Accessing help resources, including FAQs and contacting support.

2.4.3 Reporting technical issues and feedback.

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
3.0 DEFINITION OF TERMS

3.1 **Learning Management System (LMS)**: A software application for the administration, documentation, tracking, reporting, automation, and delivery of educational courses or training programs.

3.2 **Program Leads**: Individuals responsible for managing enrollments for their specific courses, including the creation of courses and enrolling users.

3.3 **Courses**: A structured series of lessons, including quizzes.

3.4 **Dashboard**: A dashboard is an interface that provides an overview of progress, and access to course resources

3.5 **Thumbnail**: A thumbnail is a small image or graphic that visually represents and provides a quick preview of the course content.

3.6 **LMS Credentials**: LMS credentials are the username and password used to access FAST LMS.

4.0 GENERAL GUIDELINES

USER REGISTRATION GUIDELINES

4.1 **Introduction**

a. Purpose: To provide a clear and structured process for registering new users on the FAST Learning Management System (LMS).

b. Scope: These guidelines apply to all potential users, including instructors, program leads, and users who need access to the FAST LMS.

4.2 **Roles and Responsibilities**

a. LMS Administrators: Oversee the registration process, approve new user accounts, and ensure proper configuration of user access.

b. Program Leads: Responsible for providing the list of user registration

c. Users: Potential FAST LMS users who need to provide the required information for account creation and follow the registration process

4.3 **Registration Process**

Step 1: Gathering and Consolidation of Registration List

- SBU HR will consolidate a list of users to be registered
- Once completed, submit to Program Lead
- Required information includes full name, email address (Company Email Address), Employee ID, Business Unit.
- Template: LMS ENROLLMENT / REGISTRATION TEMPLATE.xlsx

Step 2: Verification of Information

- Program Lead will verify the consolidated list for accuracy and completeness.
- Submit the verified list within 1 working day to the LMS Administrator

Step 3: Account Creation

- The LMS Administrator will review and approve the registration request within 1 working day.
- The LMS Administrator will create the user account within 1 business day from the date of user account approval.
- If additional information is required, the LMS Administrator will contact the Program Lead.

Step 4: Account Registration Notification

- The user receives an email notification with login credentials and instructions for first-time login.

4.4 **Monitoring and Reporting**

a. Registration Reports: LMS Administrators will generate reports on user registrations every Wednesday and Friday to monitor the progress and ensure timely completion.

4.5 **Review and Updates**

a. Periodic Review: This guideline should be reviewed and updated every June and December.

b. Feedback: Collect feedback from all stakeholders to continuously improve the User Registration Process.

USER ENROLLMENT GUIDELINES

4.6 **Introduction**

a. **Purpose**: To provide a clear and structured process for enrolling users in the courses available on the FAST Learning Management System (LMS).

b. **Scope**: These guidelines apply to all FAST Learning and Development Department and employees using the FAST LMS.

4.7 **Roles and Responsibilities**

a. **LMS Administrator**: Oversee the enrollment process, uploading of courses, report generation, managing and verifying user's access.

b. **Program Leads**: Manages enrollment for their respective courses. Responsible for the design and creation of courses and providing the pipeline of users to be enrolled.

c. **Users**: FAST Employees and other stakeholders that will utilize the FAST LMS.

4.8 **Glossary**

a. **Learning Management System (LMS):** A software application for the administration, documentation, tracking, reporting, automation, and delivery of educational courses or training programs.

b. **Program Leads:** Individuals responsible for managing enrollments for their specific courses, including the creation of courses and enrolling users.

c. **Courses:** A structured series of lessons, including quizzes.

d. **Dashboard:** A dashboard is an interface that provides an overview of progress, and access to course resources

e. **Thumbnail:** A thumbnail is a small image or graphic that visually represents and provides a quick preview of the course content.

f. **LMS Credentials:** LMS credentials are the username and password used to access FAST LMS.

4.9 **Enrollment Guidelines**

Step 1: Gathering and Consolidation of Course Enrollment List

- SBU HR will consolidate a list of users to be enrolled in a specific program.
- Once completed, submit to Program Lead

- Required information includes full name, email address (Company Email Address), Employee ID, Business Unit and Course.
- Template: LMS ENROLLMENT / REGISTRATION TEMPLATE.xlsx

Step 2: Verification of Course Enrollment List

- Program Lead will verify the course enrollment list for accuracy and completeness.
- Submit the verified list within 1 working day to the LMS Administrator

Step 3: Course Enrollment

- The LMS Administrator will review and approve the course enrollment list within 1 working day.
- The LMS Administrator will enroll the users within 1 business day from the date of course enrollment approval.
- If additional information is required, the LMS Administrator will contact the Program Lead.

Step 4: Course Enrollment Notification

- The user receives an email notification on course enrollment.

4.10 **Monitoring and Reporting**

a. LMS Administrators will generate a course progress report every Wednesday and Friday.

4.11 **Review and Updates**

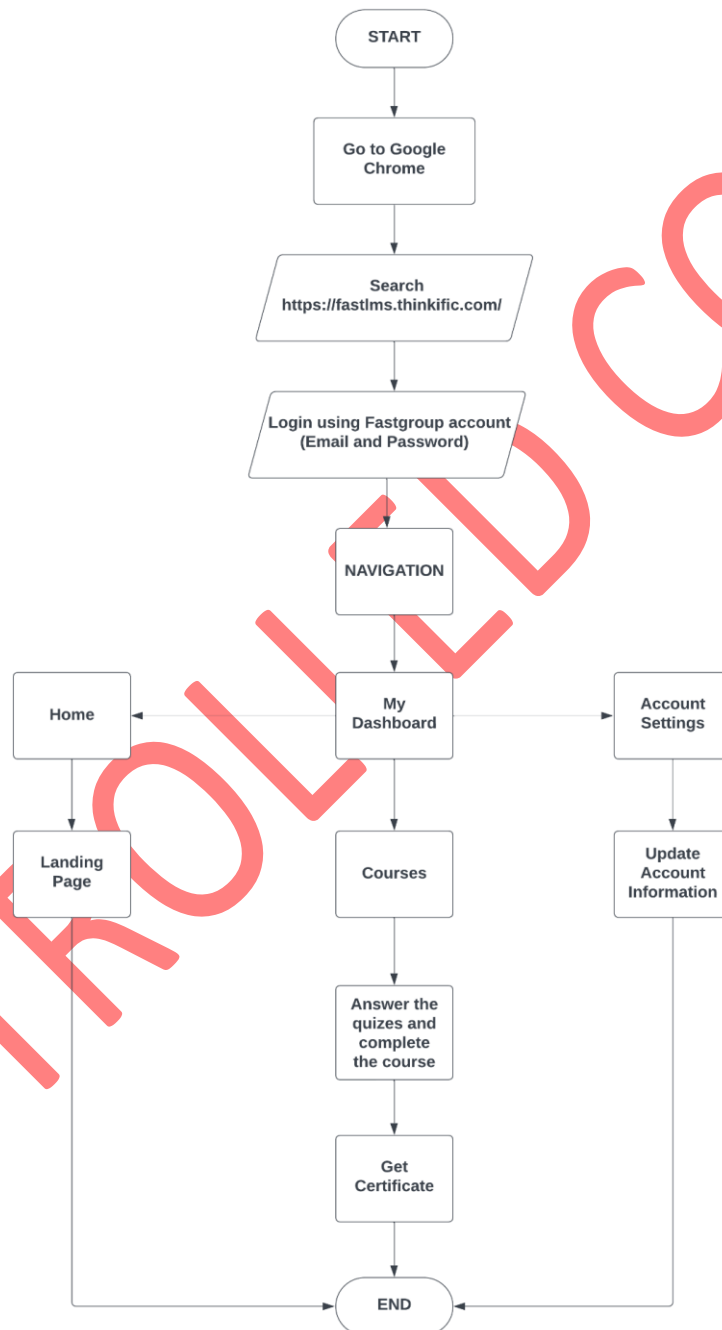a. Periodic Review: This guideline should be reviewed and updated every June and December.

b. Feedback: Collect feedback from all stakeholders to continuously improve the User Registration Process.

COURSE CREATION GUIDELINES

4.12 **Introduction**

   a. **Purpose**: To provide a clear and structured process for designing courses to the FAST Learning Management System (LMS)

   b. **Scope**: These guidelines apply to all administrators and program lead responsible for creating and uploading courses on FAST LMS.

4.13 **Roles and Responsibilities**

   a. **Administrators**: Oversee the course upload process, ensure proper configuration, and manage overall course access.

   b. **Program Lead**: Prepare course materials, upload courses, and ensure they meet the specified standards and requirements.

   c. **Instructors**: Provide necessary course content and collaborate with program lead for course creation.

4.14 **Course Design Guidelines**

   a. **Course Creation**:

   Step 1: Program Lead will create and configure course according to the given course framework. Request Form (To Upload Course Material).xlsx

   Step 2: Program Lead will provide detailed course information, including objectives, description and the appropriate thumbnail on the FAST LMS.

4.15 **Pre-Upload Preparations**

   a. **Course Framework:**

   ● **Multiple Course Framework:**

   Prepare course content with separate modules, each focusing on specific topics or learning objectives.

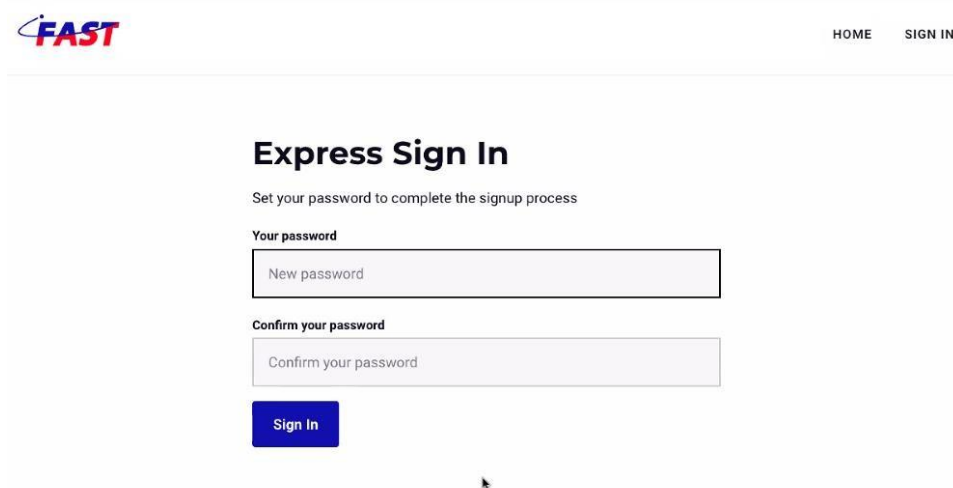|	Controlled Copy	Uncontrolled Copy	
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b. One Course Framework:

Ensure all courses are developed according to the given course framework, including objectives, syllabus, and prerequisites.
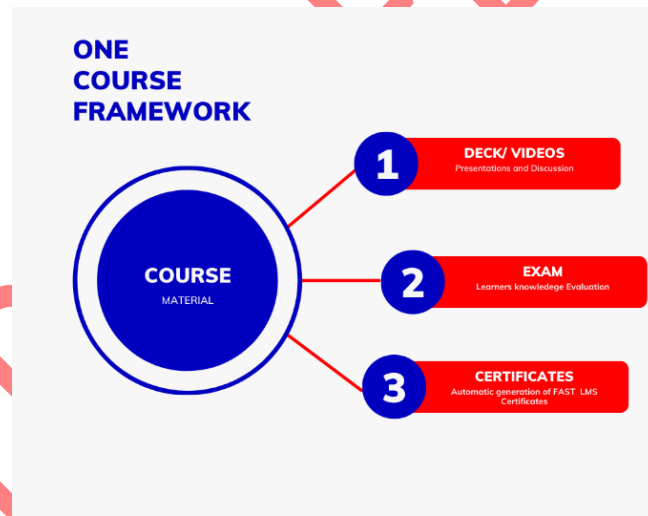
c. Course Upload Process

Step 1: Program Lead will Download Course Upload Template

Request Form (To Upload Course Material).xlsx

Step 2: Required Fields

- Program Lead will fill-out the required information including Course Name, Course Description, Course Thumbnail, Materials Google, Quiz/Exam Shuffle,

Course Material Download, Target Upload Date, Passing Percentage per Quiz/Exam, Course Availability.

● Once completed, submit to LMS Administrator : jovsuelto@fast.com.ph.

Step 3: Course Upload

● Ensure all fields are completed and organized and follow the course structure.

● Once verified, publish the course to FAST LMS.

4.16 **Monitoring and Reporting**

    a. LMS Administrators will generate a course progress report every Wednesday and Friday.

4.17 **Review and Updates**

    a. **Periodic Review**: This guideline should be reviewed and updated every June and December.

    b. **Feedback**: Collect feedback from all stakeholders to continuously improve the Course Upload Process.
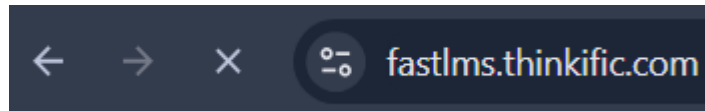
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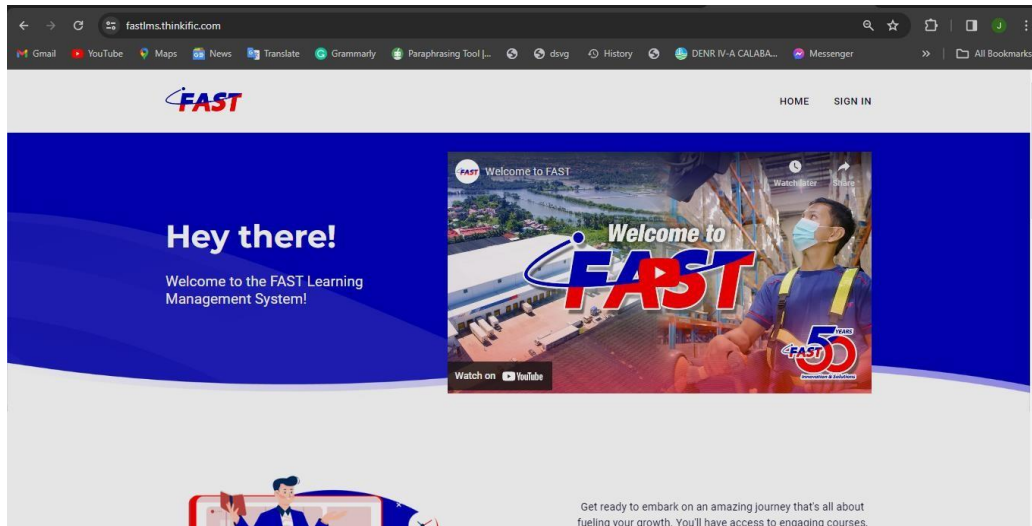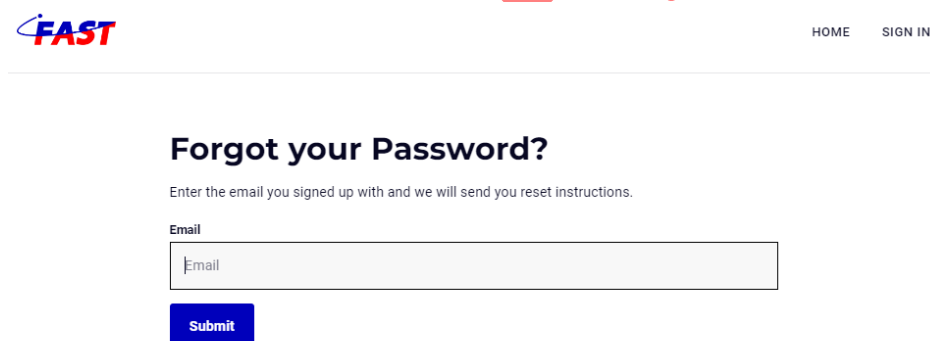## 5.0 FAST LMS FLOW

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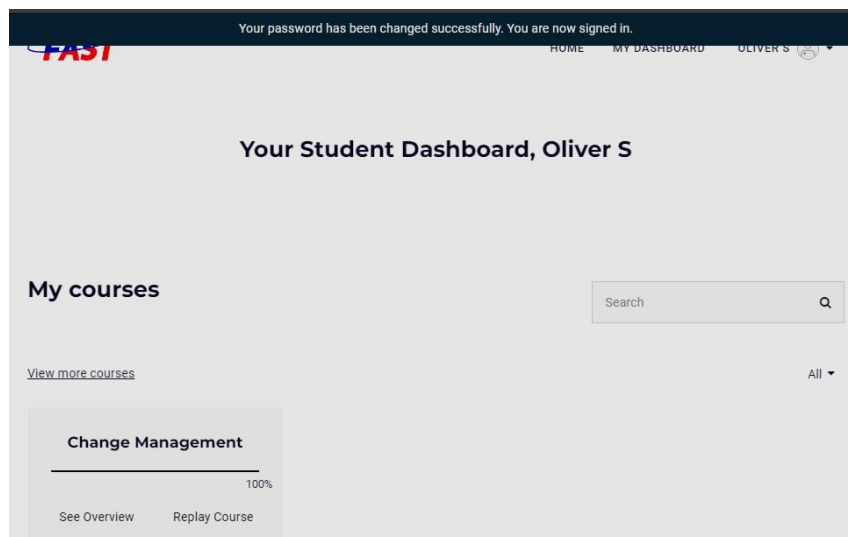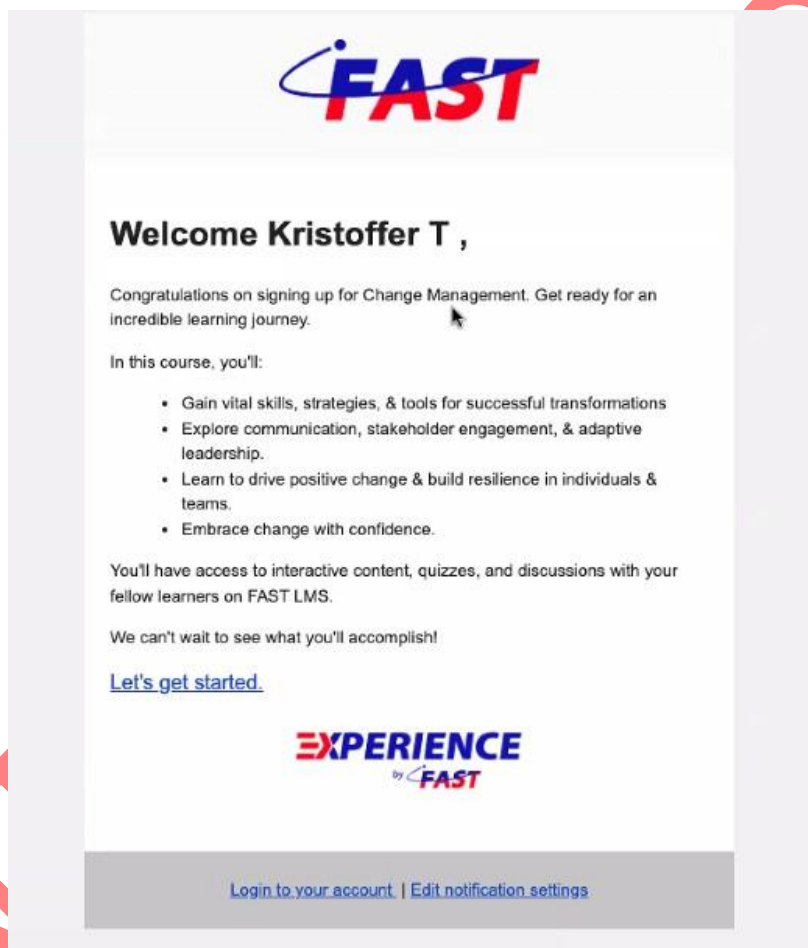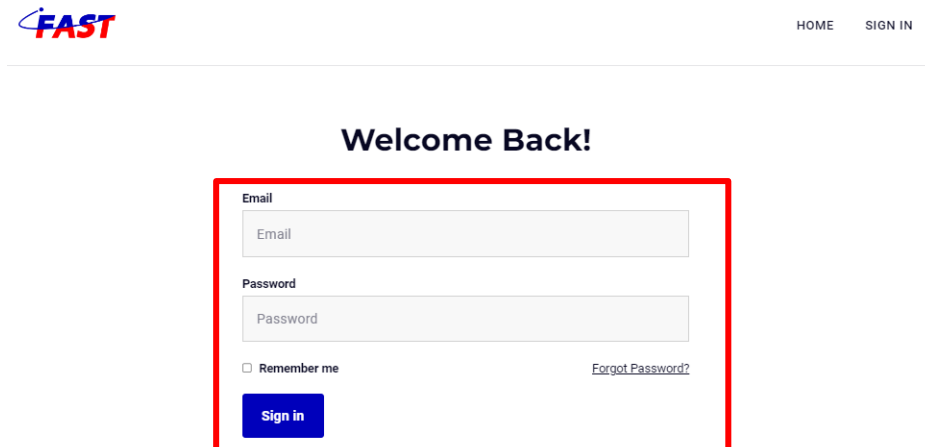
6.0 LMS MANUAL

HOW TO REGISTER FAST LMS ACCOUNT

6.1   Coordinate to HRBPs and request to have an account to FAST LMS.

6.2   Once it is approved and registered, Users will receive an email.

6.3   Click the "Click here to set your password" to proceed.

Hello Kristoffer T ,

Congratulations! Your account is all set up on the FAST Learning Management System (LMS)!

Dive into your personalized learning space to discover courses, resources, and more. We're excited to join you on your learning adventure!

Let's get started.
Click here to set your password.

EXPERIENCE by FAST

Login to your account | Edit notification settings

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6.4   Setup your account by entering your "**password**" and click sign in.
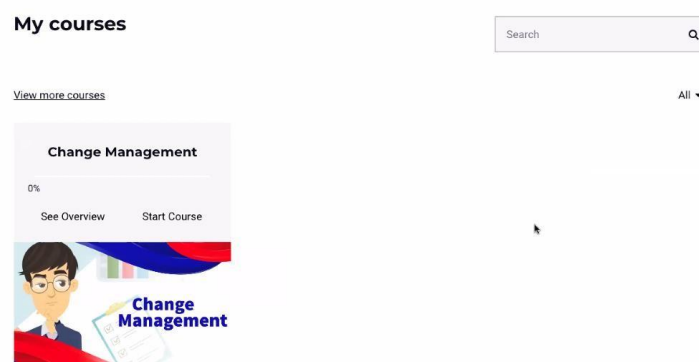
6.5   Once you have completed Sign in you will be taken to the FAST LMS dashboard. You're now ready to use FAST LMS!

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HOW TO LOGIN

1. Go to google chrome and search https://fastlms.thinkific.com/.

2. Start by entering your "email address" and "password" and click sign in.

Note: Once you have completed this you will be taken to the FAST LMS dashboard. You're now ready to use FAST LMS!

Note: Log in to FAST LMS using a fast group account.

HOW TO RESET A PASSWORD

1. Go to google chrome and search https://fastlms.thinkific.com/.

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2.   Click "**SIGN IN**".

3.   Enter your **Email** and click the "**Submit**" button.

4.   After submitting, LMS will show this message.

5.   Click "**Change my password**".

6.   After clicking the link "**Change my password**", you will be directed to this page. Enter the **New Password** and click the "**Change My Password**" button.
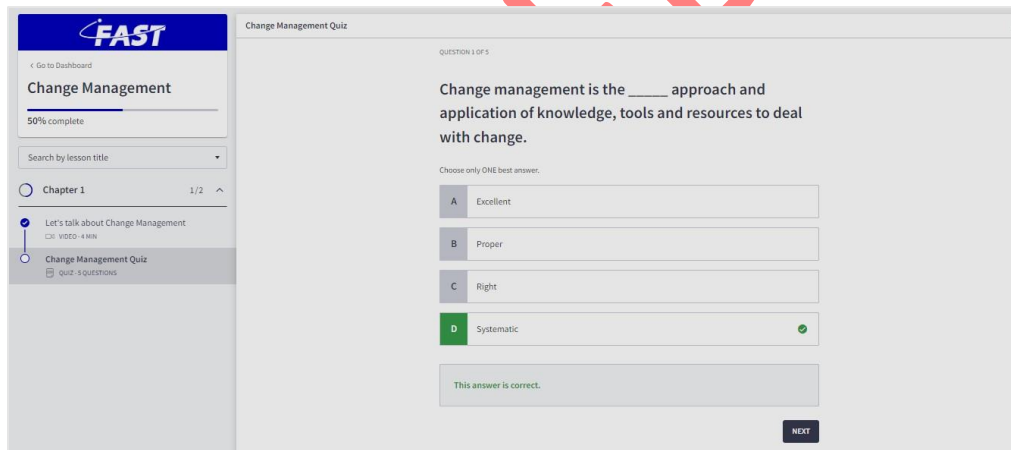
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7.   After clicking the "**Change My Password**", you will automatically sign in and go to the **Dashboard Page.** Also, there is an indicator that your password has been changed successfully.

HOW TO ENROLL

1.   Coordinate to HRBPs to enroll on a specific program and HRBPs will contact us for your request.

2.   Once your request is approved, you will receive an email. To proceed click the "Let's get started" link.

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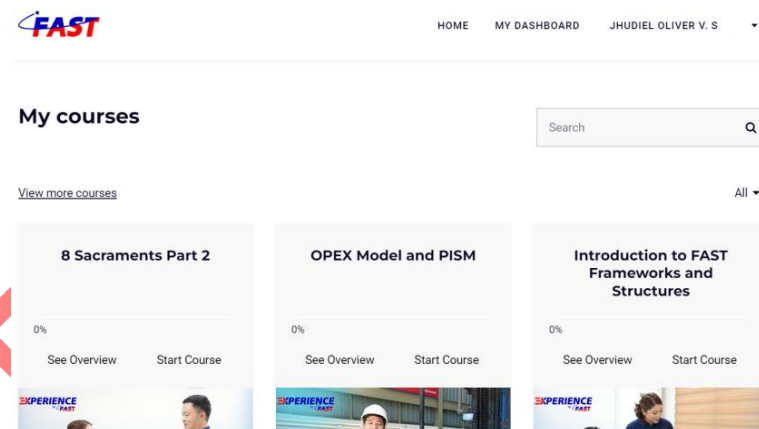
3.   You will be directed to the login page and enter **Email** and **Password**. click the "**Sign In**" button.

4.   This is the Dashboard page where your enrolled courses are displayed.

To open the course click the "**Start Course**".

5.   Congratulations! You've Successfully Enrolled!

HOW TO COMPLETE A COURSE

1.   Go to google chrome and search https://fastlms.thinkific.com/.
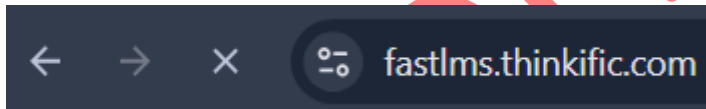
2.   Start by entering your "email address" and "password" and click sign in.

3.   This is the Dashboard page where your enrolled courses are displayed.

To start the course click the "**Start Course**".
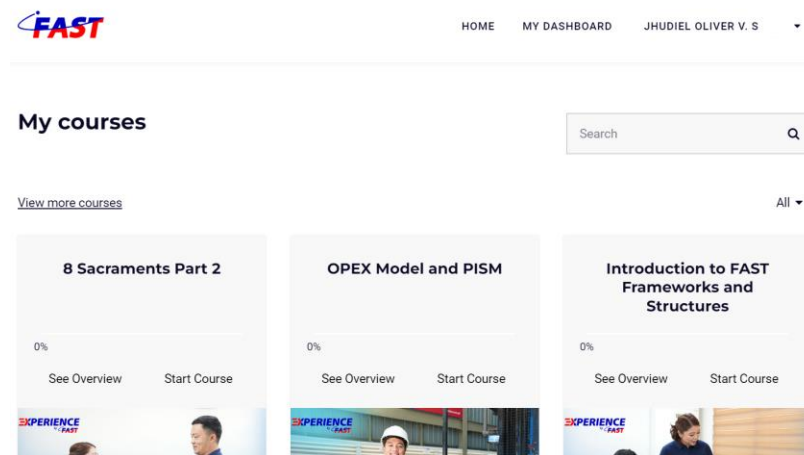
4.	In this page users can see the course progress and course materials. Users will need to finish the Course Materials (Reading / Video Materials).
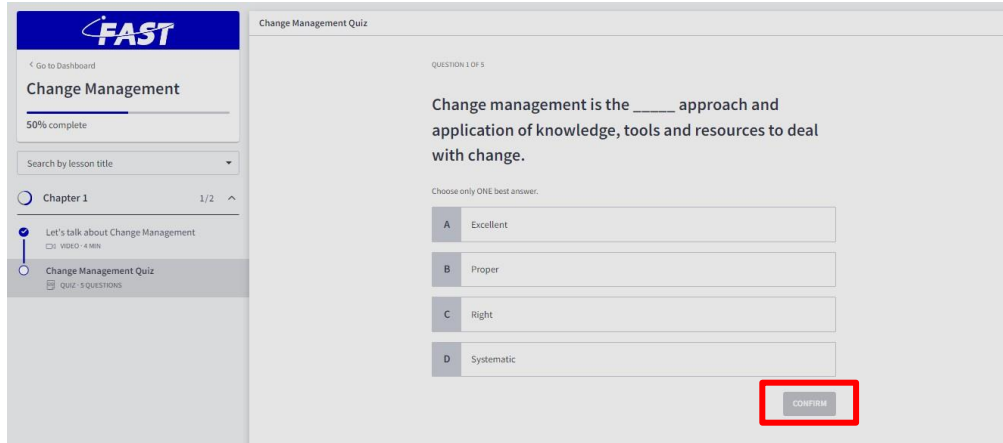
5.	Click the "**CONFIRM**" button after choosing the right answer.

Note : Answer all the Quizzes / Exams

6.   Click the "**NEXT**" button after choosing the right answer until you reach the final question.

7.   After completing all the quizzes, users can view a summary of their responses and score percentage. If the passing score is not met, users also have the option to retake the quiz.

8.   Click the "**GET CERTIFICATE**" button to generate an automated certificate.
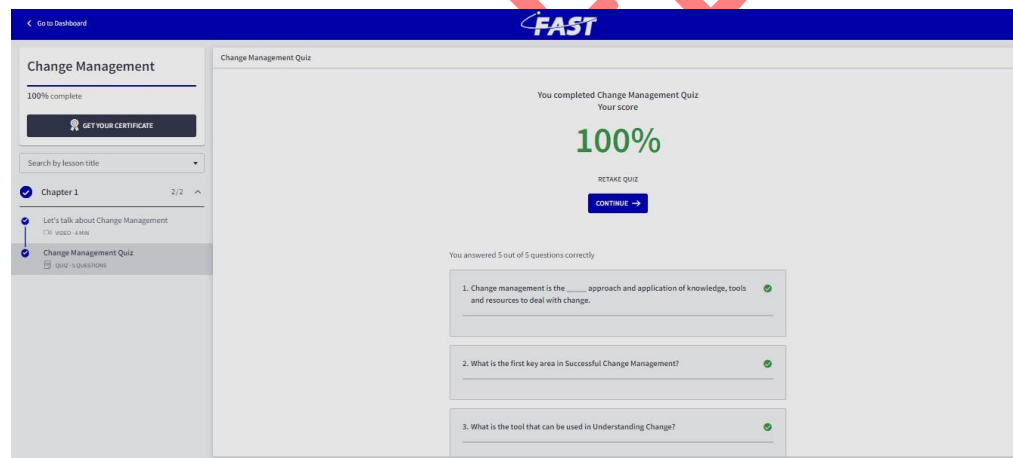
9.   This is the FAST LMS automated certificate. The '**COPY LINK**' button is used to validate the certificate, while the '**DOWNLOAD PDF**' button allows you to download a soft copy of the certificate.
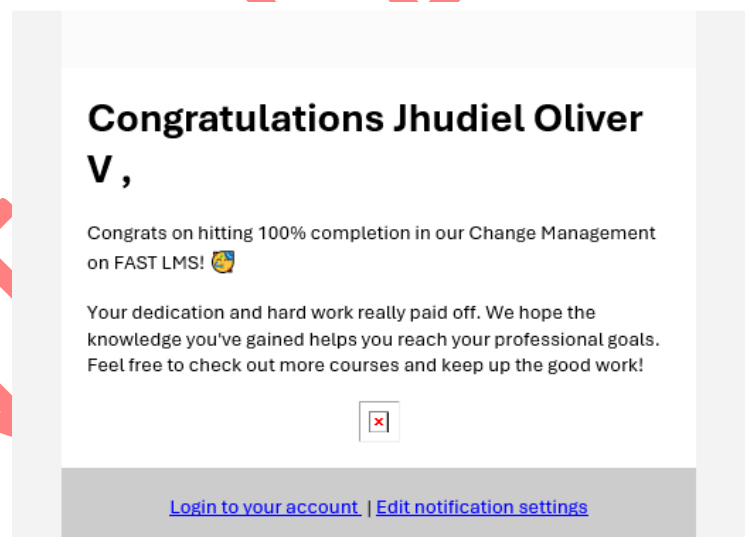
Master Copy Filed by:	Controlled Copy Copy No: 1 Issued to: HR L&D	Uncontrolled Copy Copy No: Purpose: Issued to:	Draft Copy Retrieved by:

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
10. After you completed the course, you will receive an email Notification of Course Completion.

7.0 FREQUENTLY ASK QUESTIONS (FAQs)

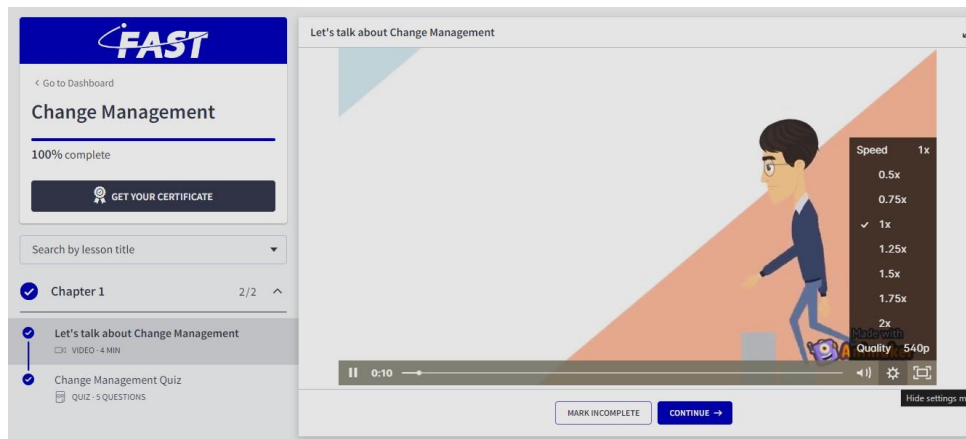**WARNING:**This document or any part hereof should not be reproduced in any form without the written authorization of FAST LOGISTICS.

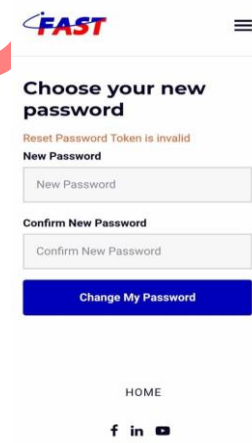7.1 The video is playing very fast

    a. Click the "**SETTING ICON**"

    b. Choose what speed you want to apply in the video

7.2 The video is not playing or has no sound.

    a. Check your internet

    b. Log out & relogin again

    c. Use the preferred browser (Google chrome browser)

7.3 Reset Password Token is invalid

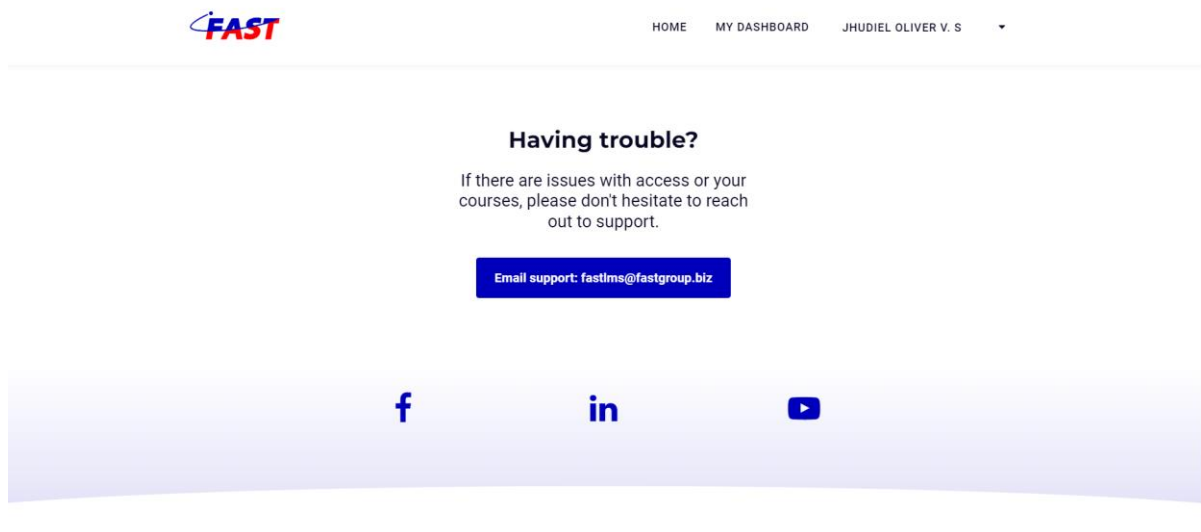7.4 Please go back to "**HOW TO RESET A PASSWORD"** instruction.

8.0 **SYSTEM ERROR**

       8.1   Having trouble? Please contact us via email : **fastlms@fastgroup.biz**

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