

## Online Registration using the Learning Management System (LMS)

### Department of Human Resources

### Fitness and Wellness Division

### Frequently Asked Questions

- **Help me to understand the LMS Language of a Course, Offering and a Class.**
  - A course is considered the highest level and will have the full course description, dates, times, objectives and prerequisites.
  - An offering is how the class is delivered – instructor led or self-paced. Currently, all classes are instructor led.
  - A class is the actual class date(s) of the course. Courses may have one or more classes scheduled.
  
- **How can I enroll in a class?**
  - Login to Employee Direct Access. Click on Learner Home link. Use the Browse Catalog Links (on the right side of the page) to view classes offered by the different training divisions. You can also use the Search feature at the top of the Learner Home page to look up specific classes. Once you have found your class, simply click on the Enroll icon and you have enrolled successfully.
  
- **Where do I go for instructions on how to register for a class?**
  - Instructions are available in the Announcement section on the Learner Home web page in Employee Direct Access. Additional copies of these instructions are available by clicking on the [Instructions, Tips & Resources link](#) on the Fitness and Wellness web page- <http://www.co.henrico.va.us/hr/fitness.html>
  
- **How will I know the status of my registration?**
  - Registration status is immediately “real-time” updated and available on the Learner Home page in Employee Direct Access. Outlook notifications will also be sent to alert you of your current status or any changes in the system.
  
- **How do I cancel my registration?**
  - Cancelling a registration is simple and easy! Login to Employee Direct Access and Click on Learner Home. Look through your list of current enrollments to find the class you need to drop. Simply, Click the Unenroll icon and you have cancelled successfully. Your registration status is immediately “real-time” updated on the Learner Home page and an Outlook notification will also be sent to update you and the Training Coordinator of your change in status in the system.

- **Who approves my class registration?**
  - Supervisor approval is NOT required to register for any Fitness and Wellness classes. Your registration moves directly from you to the Fitness and Wellness Training Coordinator.
  
- **I've been waitlisted for a class and still want in, what do I do?**
  - You will receive a notification in your Learner Home if your class status has changed. If cancellations occur in the class, waitlist status is automatically moved up and employees are contacted.
  
- **I've been waitlisted multiple times for a class and haven't gotten in, what do I need to do to get in?**
  - Selections are based on a first-come, first-served basis.
  
- **How do I know if I'm in the target audience?**
  - Fitness and Wellness classes are open to all permanent General Government employees.
  
- **How do I see my training history?**
  - Your training history can be viewed by going to "Learner Home" and clicking on Learning History. Training history as of August 1, 2010 will be located in the LMS History tab.
  
- **How do I switch class dates?**
  - Fitness and Wellness classes are planned monthly. Once enrolled you are enrolled for the month. Your attendance will be recorded into your Training History for the classes you participated in.
  
- **Is there a cost to attend training?**
  - There is no cost to attend Fitness and Wellness classes. However, if an employee cancels at the last minute or does not show up for a class, the cost to the County is an unfilled seat with a higher overall class cost.
  
- **Is there a penalty when I cancel a class?**
  - There is no penalty if you have to cancel a class. Employees are encouraged to cancel classes if there is a work or personal emergency.
  - Late notification of non-attendance or no notification at all reduces the possibility of another County employee taking advantage of participating in a class.
  
- **How will I know that my manager approved a class?**
  - Manager approval is not required.

- **Is there a limit on the number of classes that I can register for?**
  - There is no limit on the number of classes that you can register for. Employee participation in the Fitness and Wellness program is voluntary. However, you should only enroll for classes that you know you can attend and where there is no work conflict.
  
- **Do I receive credit for these courses?**
  - For Fitness and Wellness classes, they will be recorded into your Training History. For the Fitness and Wellness Certification program you will receive a certificate of completion and the completed course is recorded into your Henrico County Training History.
  
- **When is class registration deadline?**
  - Registration will be accepted through the start date of the class provided spaces are available in the class.
  
- **How will class selections be made?**
  - Selections are based on a first-come, first-served basis. Class confirmations will be emailed to all registrants and will also be on Learner Home. If you are not selected for a class due to space limits, your name will be placed on the waiting list. If you are moved from the waiting list to a confirmed status, you will receive an email and the notification will also be in your Learner Home.
  
- **What if I have an emergency and I am unable to attend part of a class?**
  - Participation in the Fitness/Wellness classes is voluntary.
  
- **What time do I report to class?**
  - All classes start promptly at the time on your confirmation letter. Registration and check-in begin prior to class start time. The start time for each class is listed on the course descriptions.
  
- **How do I find directions to the Fitness Center?**
  - The Fitness Facility address is on the confirmation email as well as in your Learner Home. A map to the Fitness Center located at the Henrico Training Center is available by clicking on the [Map to Training Center link](http://www.co.henrico.va.us/hr/fitness.html) on the Fitness and Wellness web page – <http://www.co.henrico.va.us/hr/fitness.html>
  
- **What should I do if I am enrolled in a class and there is adverse weather?**
  - In the event of Adverse weather the Fitness and Wellness Division will follow county policy when making a division to cancel scheduled classes.