



How to Use the HIPPY US Learning Management System (LMS)

Introduction

Welcome to the HIPPY US A Learning Management System (LMS). An LMS serves as a digital platform designed to facilitate the administration, delivery, and tracking of educational courses and training programs. It provides users, such as learners, instructors, and administrators, with a centralized hub for accessing course materials, communicating with peers and instructors, completing assignments, and monitoring progress.

Familiarizing oneself with the LMS is crucial for effective participation in courses as it enables you to navigate the platform seamlessly, engage with course content efficiently, and utilize its features to optimize your learning experience. By understanding how to utilize the various tools and functionalities offered by the LMS, participants can actively engage in their learning journey and stay organized throughout the course duration.

Getting Started

Accessing the LMS platform: Once your payment is confirmed you will receive an email with credentials to log into the LMS system. After receiving your log in credentials via email you will be able to log into the LMS at the [LMS website](#). Please note that this website is not connected to the HIPPY US website.



Logging in with your credentials: Once you have obtained your credentials, utilize your credentials to log into the LMS website by clicking on the "Login" button on the upper right hand side of the website.

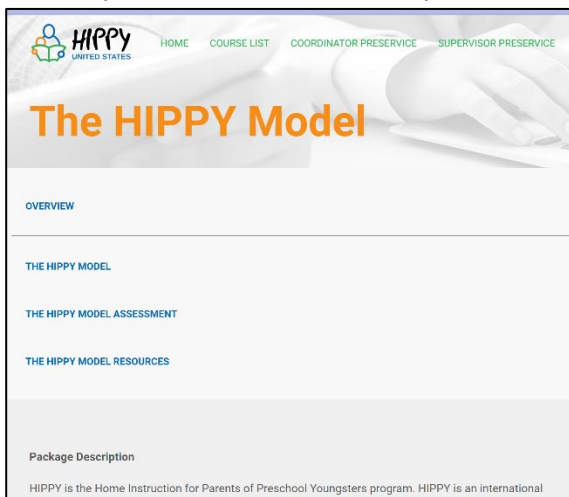
Navigating the dashboard: Once logged in, navigate through the website using the dashboard at the top. Access the "My Account" tab to manage your profile, view courses and certificates, and change your password. Use the home button to return to the homepage anytime. Track your enrolled modules by viewing your course list.



Course Navigation

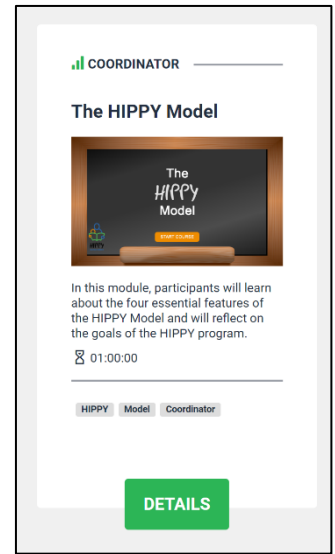
Accessing course materials: To begin a course first select the course from your course list. You will be able to see a description of the module and the expected amount of time it will take to complete and click on the “details tab” to open the module.

Understanding the course layout: Each module is laid out in chapters beginning with an overview. From the overview you can view the chapters in the module beginning with the interactive lesson and followed by the assessment for the module. Important note, you will not be able to complete the assessment until you have completed the



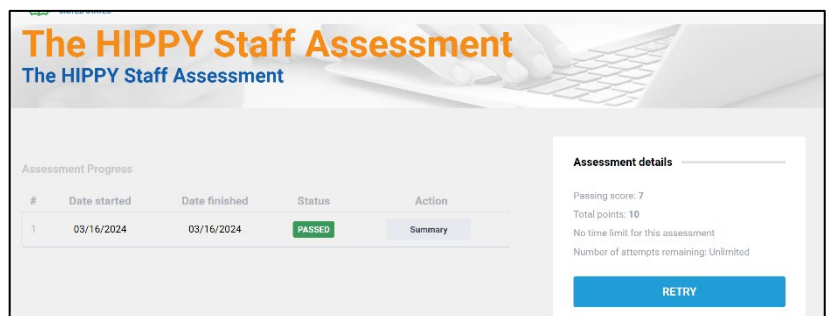
interactive lesson. In most modules you will find that there are assessment questions within the interactive lesson that correspond to the final assessment for each module.

Each module also contains a resources chapter that you can access at any time. The resources chapter contains resources from the module and allows learners to easily access and download supplementary materials that were utilized in the module.



Tracking Progress

Viewing assessment scores: You will be able to view the score for each assessment that you complete within the chapter for that assessment. For each assessment you will also be able to view the required number of points to pass the assessment. You may make as many attempts as necessary to pass the assessment.



Monitoring completion status: After passing an assessment, you will receive a certificate via email. This may take several minutes to arrive. You can also view and download your certificates for all completed modules under the “My Account” tab by selecting “My Certificates”.

Tracking overall progress in the course: Your course instructors monitor the progress of each participant on a weekly basis. Once you have completed all modules in the course you are enrolled in you will receive an email to confirm LMS completion from your course instructor. Please note that this process is semiautomated and may take up to a week.

Participating in live sessions or webinars: Some courses in the HIPPY LMS do have live sessions and webinars. Those events take place outside of the LMS system via Zoom or In-person. Your course instructor will send more information regarding the schedule live sessions or webinars at the beginning of the course. You will often have received that information upon registration as well.

Support

How to contact course instructors: Should you have any questions or require assistance, including technical assistance, please utilize the [HIPPY US Request for Support Form](#).

Troubleshooting common issues: Troubleshooting common issues encountered while using the Learning Management System (LMS) involves addressing browser compatibility, outdated software, and internet connectivity issues. If you encounter problems accessing the LMS, start by ensuring that you are using a compatible and up-to-date web browser such as Google Chrome, Mozilla Firefox, or Microsoft Edge. Update your browser to the latest version, if necessary, as outdated versions may not support all LMS features. Past learner's have shared that Safari is not always compatible with the LMS system.

Ensure that your computer's operating system and software are up-to-date, including any necessary plugins or extensions required by the LMS. Poor internet connectivity can also affect your ability to access the LMS, so troubleshoot any network issues by restarting your router or connecting to a different network if possible.

Please be aware that some email systems may block automated emails from the LMS, potentially affecting communication and account verification processes. Be sure to check your spam folder frequently during the time you are enrolled in the course.