

INSTRUCTOR GUIDE

Instructors check scheduled Classes enrollments and Session details, define the status for Users attending Session and performs other Session related actions

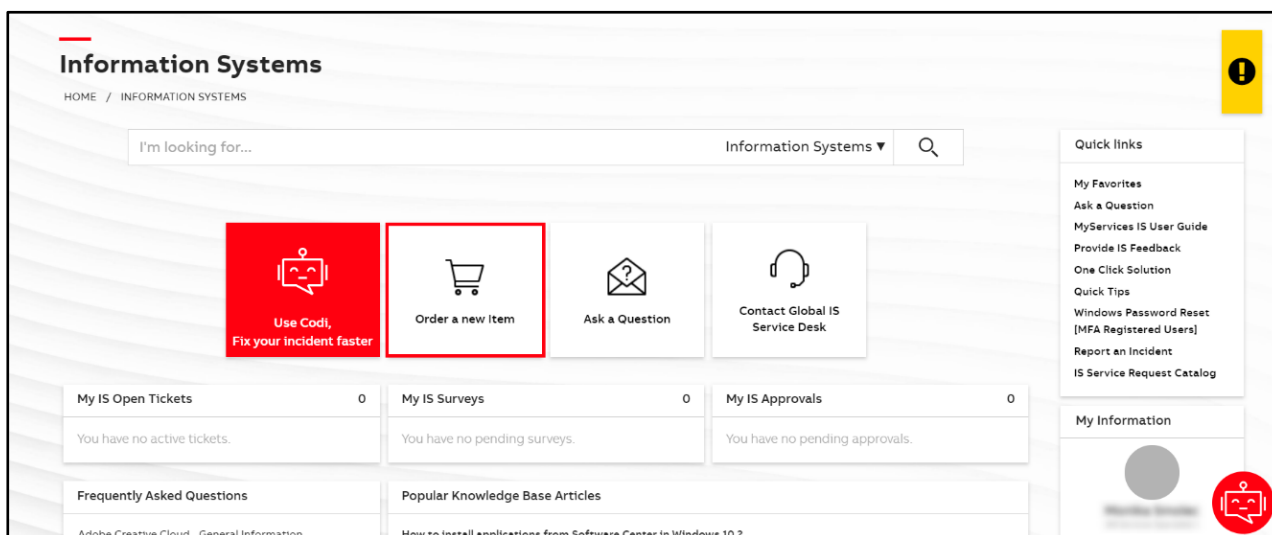
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Requesting Instructor role in MyLearning

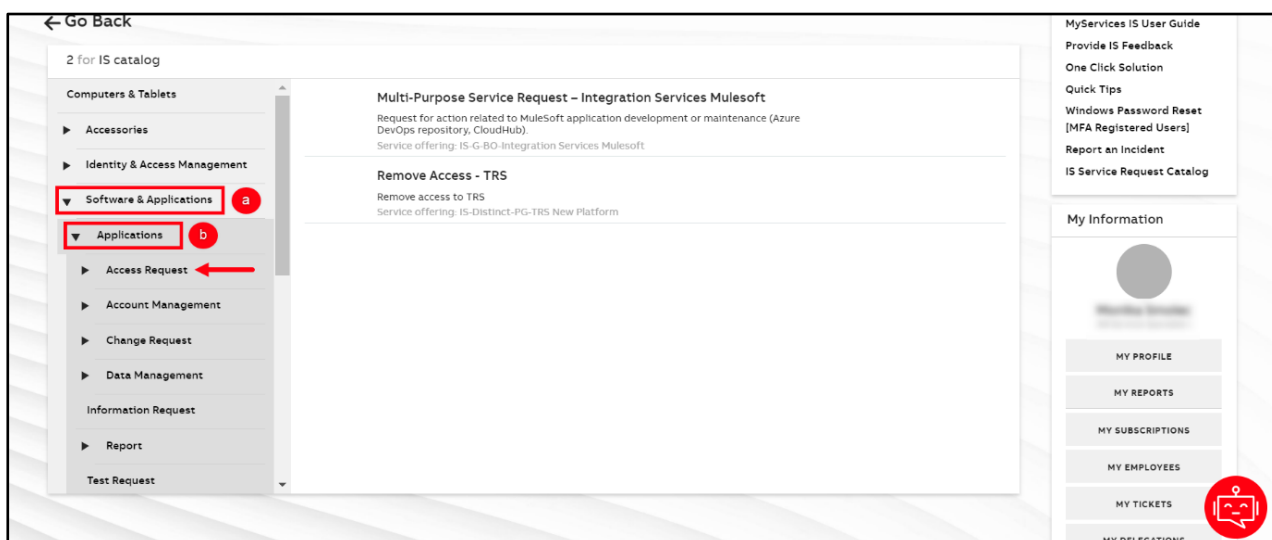
Instructor type of access to MyLearning is required to be able to **lead Classrooms & Virtual Classes** and also to be able to **become a Host or Presenter in Virtual Class Sessions** (a person responsible for establishing and managing the Session in external tool such as WebEx or Skype for Business). Instructor type of access has to be requested via [MyServices](#).

In order to be granted with such role in MyLearning, it is necessary to proceed with following steps:

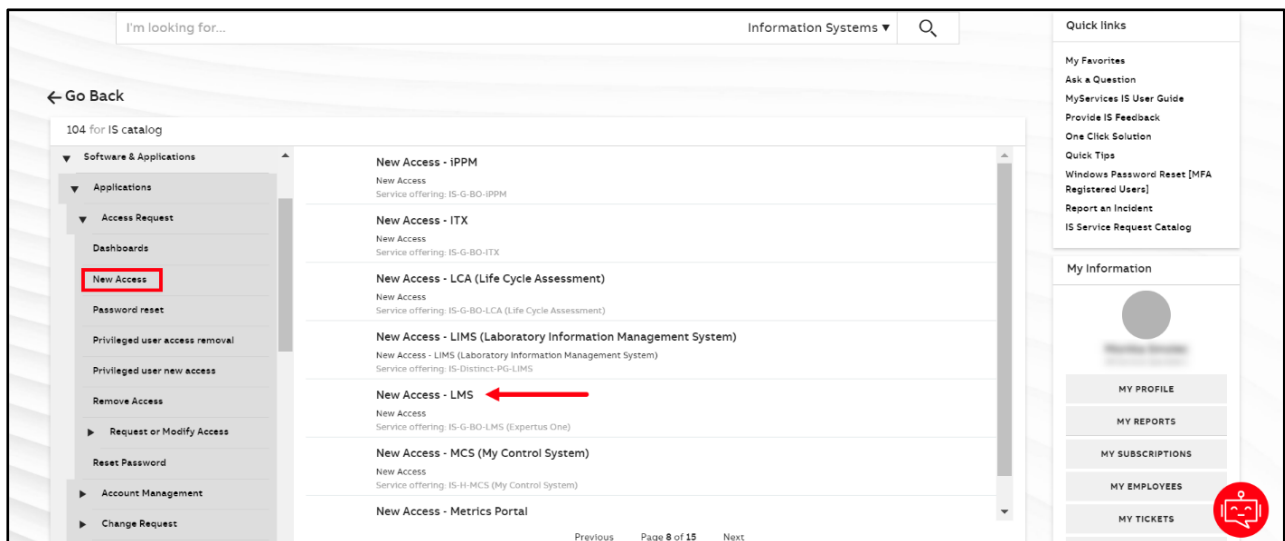
1. In order to create Service Request ticket, visit <https://abb.service-now.com/myservices?id=mysi> and proceed with **Order a new item**.



2. Proceed with **Software & Applications (a) > Applications (b)** and further, pick the relevant subcategory. In this scenario, we are proceeding with **Access Request**.

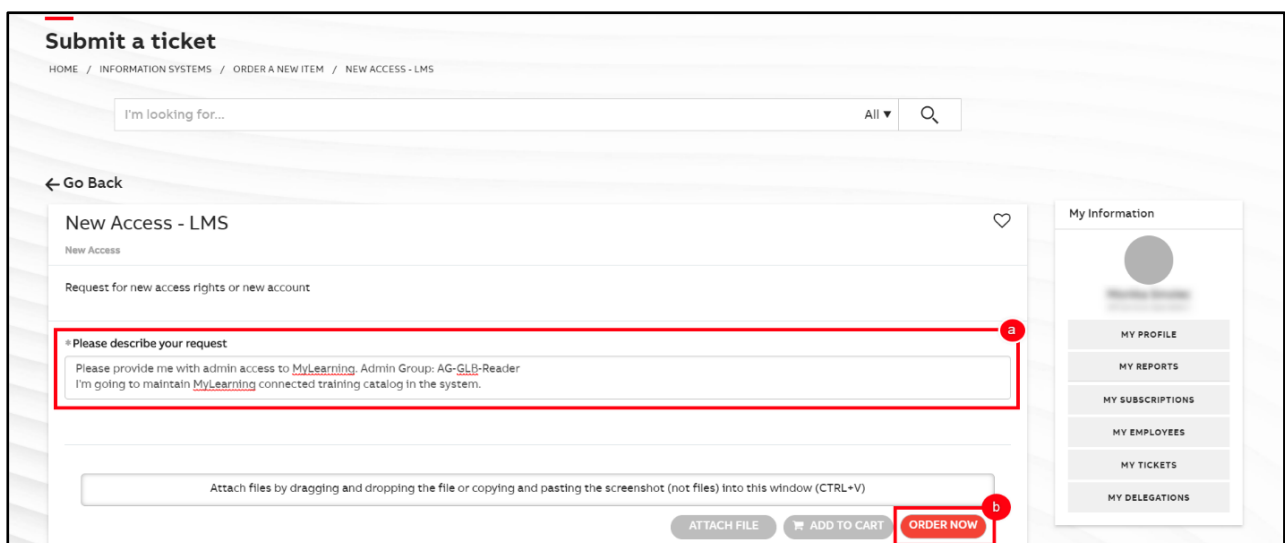


3. In the Access Request category, pick **New Access** and locate **New Access - LMS** on the listing.



4. Now describe your request **(a)**. Please provide all the necessary details in your Order:

- **explain what rights** (type of access) are you requesting for (Administrator, Instructor or others)
- **what is the business purpose** (why do you need that access for?)



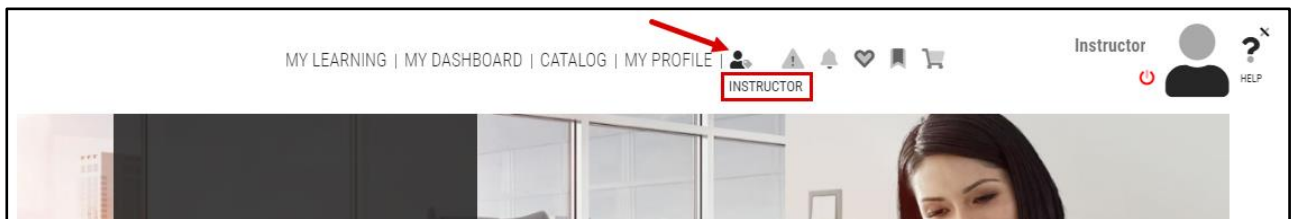
5. After providing all the needed details, click **Order now (b)**.

6. Your ticket has been created. Please remember that whole communication is sent from Global IS Service Desk abb@servicenow.com.

¹ **NOTE:** You can find more details about requesting rights path in MyLearning in our [REQUESTS & INCIDENTS](#) document available in ABB Library.

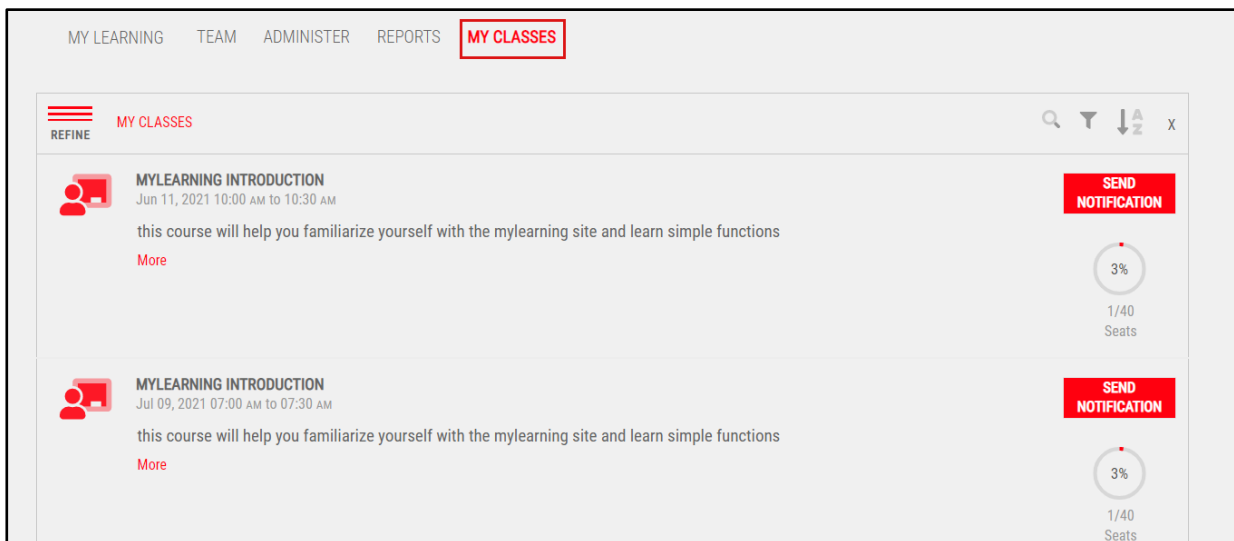
Check scheduled Class enrollments and Session details

1. Go to <https://mylearning.abb.com/> for global version or <https://mylearning-americas.abb.com/> for America region version and log in to MyLearning by clicking the **Sign In** button.
2. After logging in, click the man icon located in the Menu Bar on top of the page and click '**Instructor**' displayed on a dropdown.

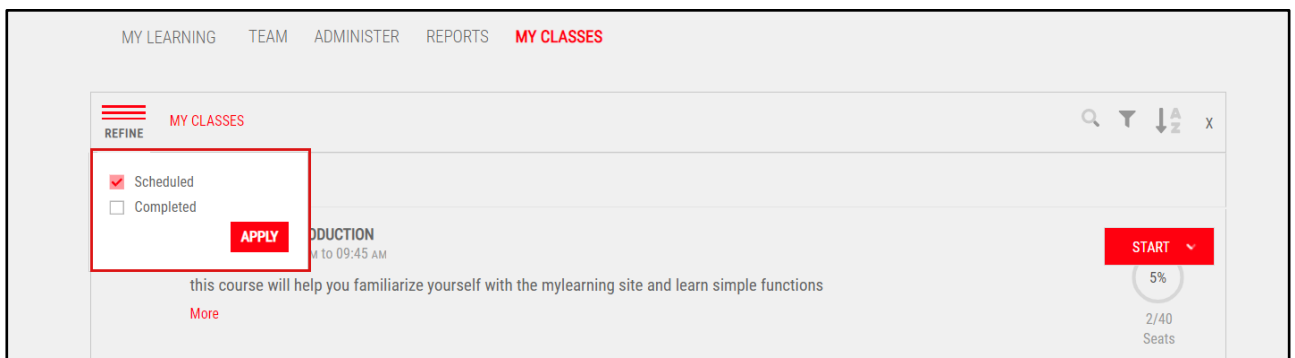


² **NOTE:** Additional options might be displayed in the dropdown, depending on your role in MyLearning (Instructor, Manager, Administrator).

3. You will be redirected to the page where you will be able to access **My Classes** and **Reports** tabs.

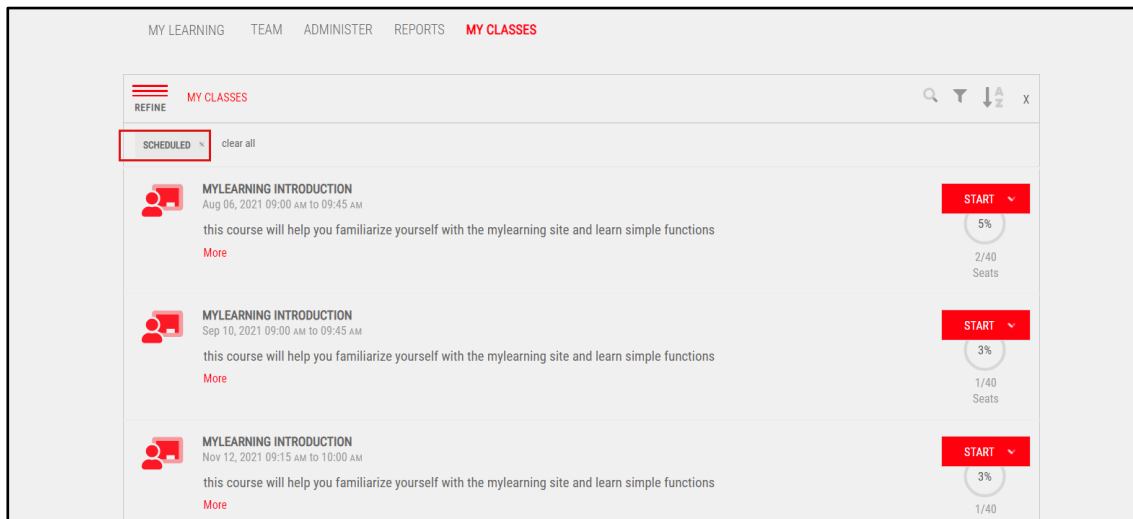


4. **My Classes** tab contains **2 sections** that you can choose between after unveiling the **Refine** drop-down:



a. **Scheduled** – showing the oncoming Class Sessions for you as an Instructor. From this tab you are able to:

- **Start or Join the meeting (for Virtual Class)** – around the time that the Class is supposed to take its place.

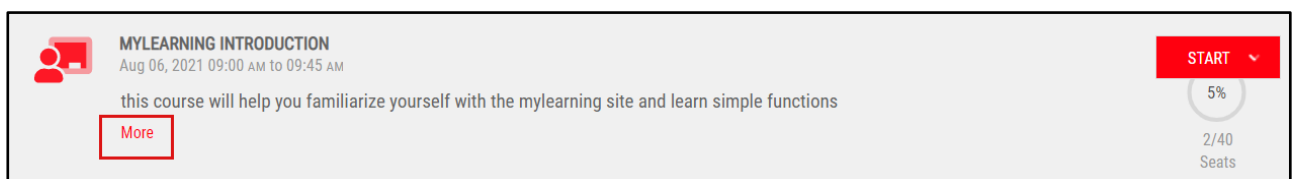


³ **NOTE:** You can Start the meeting if you are the **Host or Presenter** of particular Session (depending of Session's type). If you are assigned only as a regular Instructor for specific Session, you will be able to display only Join button.

⁴ **NOTE:** **Host / Presenter** is the person responsible for establishing Session in external tool so the Virtual Class in MyLearning has to be started by the Host / Presenter prior to anyone is able to Join (along with Instructor).

⁵ **NOTE:** In case of leaving the meeting by accident, you might also be able to see the Restart button here.

- Click the **More** button to view the Session's details



- **Add Files** (after expanding the session details) to share necessary files with Students that attended the Session



- **Check and manage the enrollments** – available after clicking More. Lets you to **Cancel** User's enrollment or mark that User **Arrived** (during the Class is taking its place)

⁶ **NOTE:** As an Instructor, you are allowed to manage the Student's attendance status during the Session. Although, it will not reflect on User's completion status for particular Class after the Session is finished.

- **Send notification-** send an additional notification for your Students. To use this functionality click on the dropdown next to '**Start**' button for Virtual Classes and '**Send Notification**' button for Classrooms.

b. **Completed** – showing you already finalized Classes in which you participated in as an Instructor. From this tab you are able to:

- Click the **More** button to view details of the Session

- **Add Files** (after expanding the session details) to share necessary files with Students that attended the Session

- **Check and manage the enrollments** – Mark Complete to define whether the particular User did or did not show up for a Class

MYLEARNING INTRODUCTION
 Jun 11, 2021 10:00 AM to 10:30 AM

this course will help you familiarize yourself with the mylearning site and learn simple functions

NAME	USERNAME	ENROLLED ON	STATUS	SCORE	ACTION
		Jun 08, 2021	Enrolled		<div>MARK COMPLETION</div>

Total seats : 40 | Enrolled : 1 | Available : 39
 Class Code : 1SY000001vc-GLB-EN-V1-20210611
 Course Title : Mylearning Introduction
 Course Code : 9CSC000001-GLB-EN-V1
 Sessions :
 Name : TEAMS MEETING - to.abb/-y36B-Um
 Date : Fri Jun 11, 2021 10:00 AM to 10:30 AM
 Instructor :
 Files : [+ Add files](#)
[Less](#)

SEND NOTIFICATION

3%
1/40 Seats

MARK COMPLETION

7 NOTE: You are allowed to Mark Complete the Class after the Session is finished and set the Attended status but only for actual attendees of that Session. You can also define the Score gained during the training for particular Learner.

8 NOTE: Please bear in mind that marking User as Complete will reflect on this User's enrollment status. Status will be changed to Completed and this action is irreversible. You should always consult such activities with the Administrator of particular Course.

MARK COMPLETION FOR - MYLEARNING INTRODUCTION

User Attendance: * ☒ Attended ☐ No Show
 User Completion Status: * ☒ Completed ☐ Incomplete
 Completion Date: *
 Score:

CLOSE

APPLY

- **View User's Certificate** – only for enrollments that have been already marked as „Completed”; in such case, you are also able to enter the Certificate view by clicking icon and **convert to PDF** (if you would like to print it for the Learner)

MYLEARNING INTRODUCTION
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NAME	USERNAME	ENROLLED ON	STATUS	SCORE	ACTION
		Jun 08, 2021	Completed		<div> </div>

Total seats : 40 | Completed : 1 | Available : 39

SEND NOTIFICATION

3%
1/40 Seats

- **Send notification-** send an additional notification for your Students. To use this functionality click on 'Send Notification' button next to the Class details.

⁹ **NOTE:** Finished Classes will move from Scheduled to Completed tab after around **half an hour**.

5. You can also search a particular training (a), filter your Classes (b), change the order of displayed Classes (c).

¹⁰ **NOTE:** In My Classes tab, you can find only the Classes, where you have been assigned as an Instructor. To see the Classes and Training Plans, go to Learner's site. To find the training plans you are enrolled in, **go to My Dashboard > Curriculum/Certification and to find your Courses go to My Learning**. To access the Learner's site, click on **My Learning** tab.

¹¹ **NOTE:** To get the detailed data regarding Classes led by you as an Instructor, we recommend to use the **ABB BASIC: ENROLLMENTS BY CLASS INSTRUCTOR** and **ABB BASIC: ILT/VILT MONITORING DETAILED FOR INSTRUCTORS** reports available in MyLearning. You can find out more in our [REPORTS MANAGEMENT](#) job aid.

WebEx integration for Hosts (Instructors hosting Sessions)

To be assigned as a Host for particular Session in MyLearning Virtual Class, you need to:

- a. become an Instructor in MyLearning
- b. **have the WebEx credentials provided in your account settings** (to be able to establish the external Session)

In MyLearning, there are two types of WebEx configurations:

- **Organization:** Use the WebEx credentials of your organization (all use the same login)
- **User:** Allows the User to login through their individual WebEx credentials

Adding WebEx credentials

In order to add your personal or organizational credentials to your account, please contact the Support Team via [MyServices](#). You can also inform the training Administrator that your credentials might be missing or are not up to date. Provide the following information in the ticket:

- **WebEx Username**
- **WebEx Password**

¹² **NOTE:** The current process that reaching out to Support is a temporary measure that is introduced for the hybrid interface of MyLearning.

WebEx Virtual Class Session tips

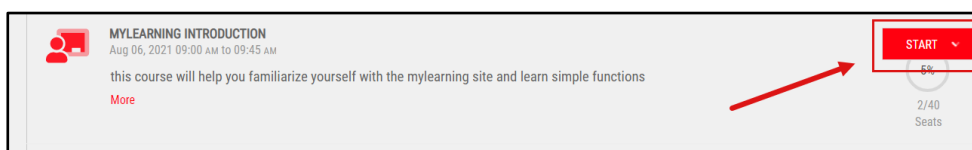
As an Instructor, you are probably familiar with WebEx tool. Nevertheless, it is good to know how does the tool work in connection with MyLearning system and what are the correct steps to join or start the session to make MyLearning tracking your progress.

As you already know, Virtual Class Sessions are divided between two leader roles – the Host and the Instructor, each responsible for different tasks in virtual Session. In case of organizing WebEx training via MyLearning, there are also two types of Sessions:

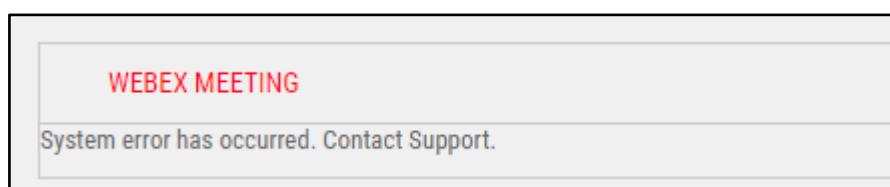
- **Meeting Center** (group Session with limited action possibilities, similar to Skype for Business)
- **Training Center** (complex solution, more common in organizing such training among ABB employees)

Depending on which of the types above has been chosen by the Administrator, the privileges of person hosting particular Session will be more or less extensive. Below you can find some useful tips that should help you to join the WebEx Session and allow MyLearning to track your progress trouble-free.

1. Remember that the Host need to **Start** the Session prior to anyone joins. Otherwise, system will not allow launching the training for anyone else (even regular Instructors).



- ¹³ **NOTE:** If the system redirects you **the below error window**, please **contact with the training Administrator immediately**. The reason for such behavior is that the session has been scheduled with mismatched time zone in MyLearning probably. Hence, WebEx tool is not able to recognize the correct Session starting time.

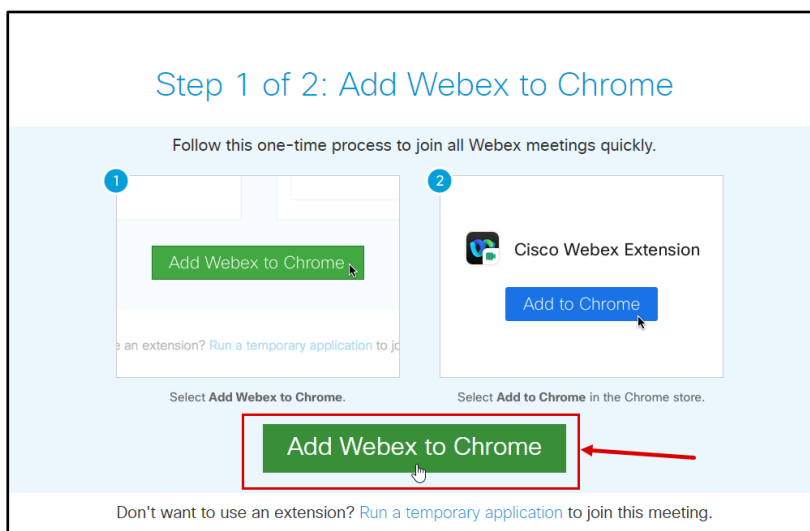


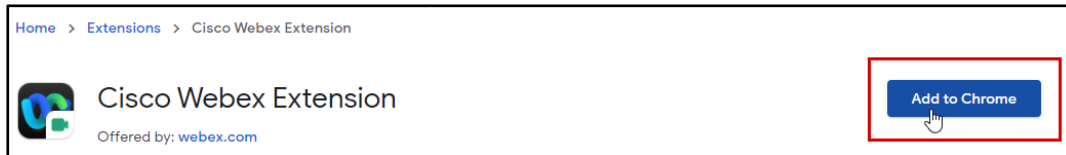
- ¹⁴ **NOTE:** In case of the training has not been launched by the Host yet, all the other participants will be informed via relevant system informational window when trying to join the training.

- When entering the Session, please **do not pick the Run a temporary application** option from browser pop-up. Proceeding with this method of joining WebEx will result in making MyLearning unable to track your progress.

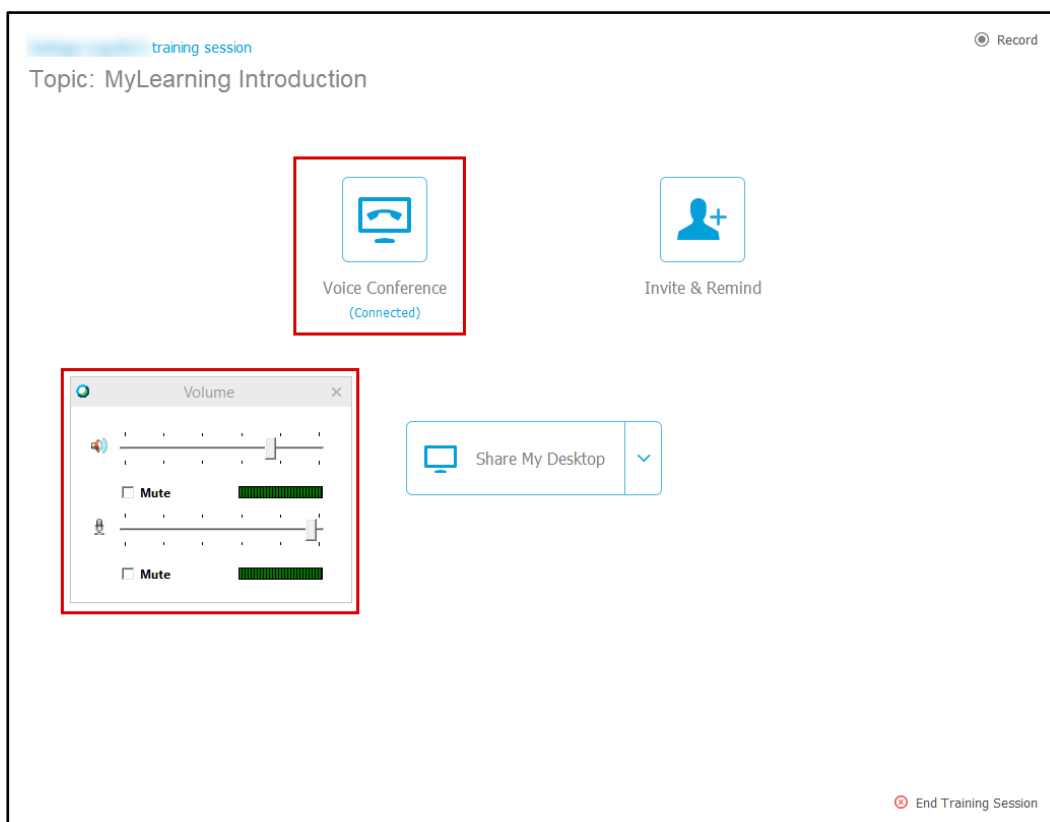


- In case you would not have the WebEx extension implemented in your browser yet, please fall in line with following instructions and allow to add the extension to your browser.

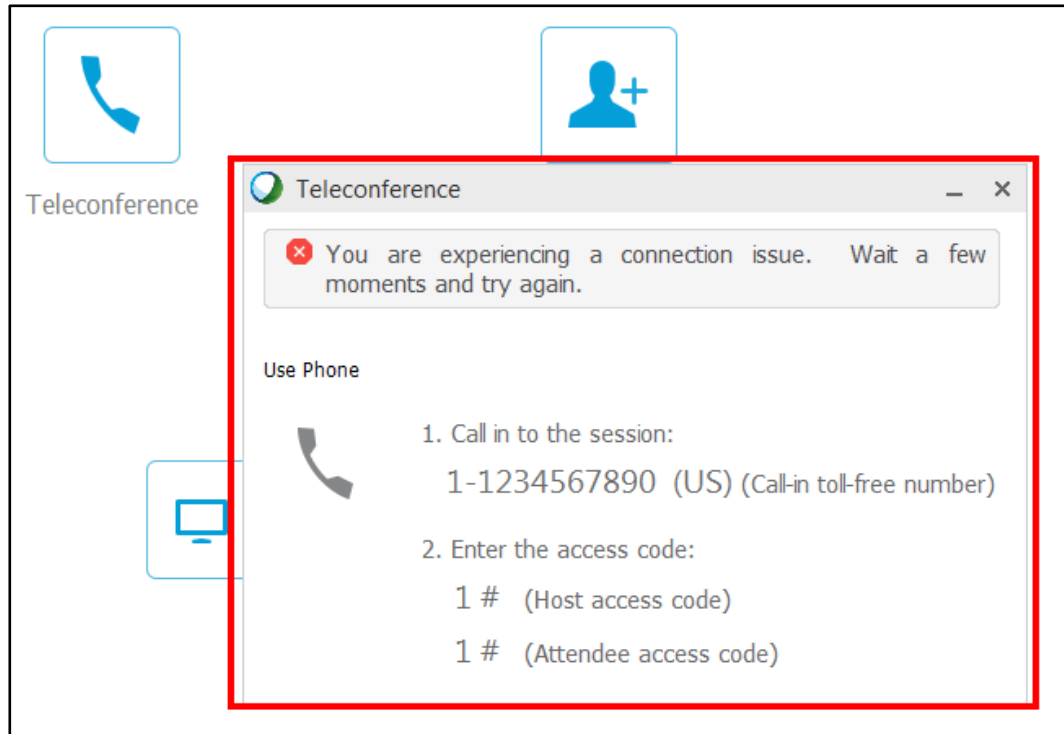




4. When accessing the WebEx Training Center window, you will be asked to adjust your Microphone and Speaker settings.
5. Depending on Virtual Class Session's **VOIP settings**, the **Voice Conference** option might be included.

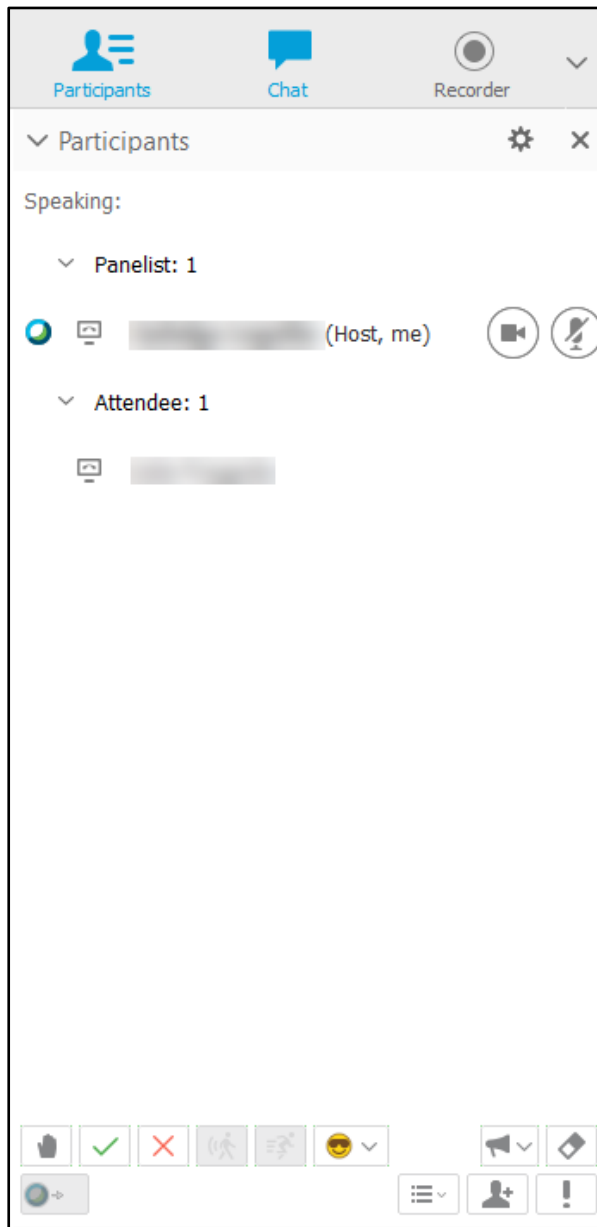


6. In case of there would be no VOIP enabled for particular MyLearning Session of Virtual Class, the Voice Conference option will be blocked in WebEx for all Users. You might use the Teleconference instead and call in to the Session regardless.

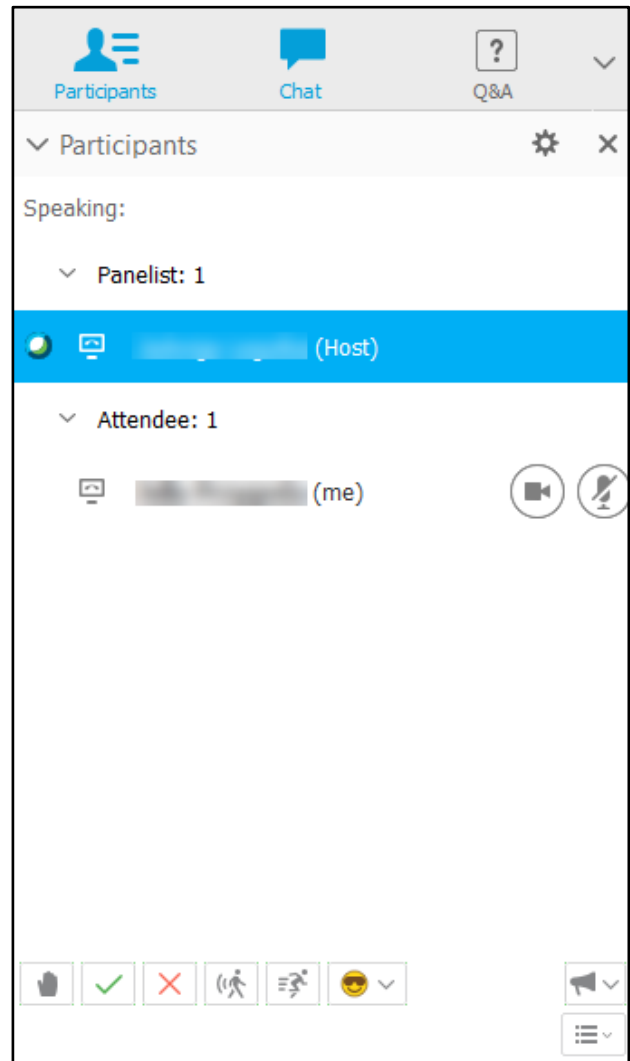


7. Depending on whether you join as the Host or regular Instructor to WebEx Session, the action panel located on the right should look slightly different for you:

a. Host access



b. Attendee access

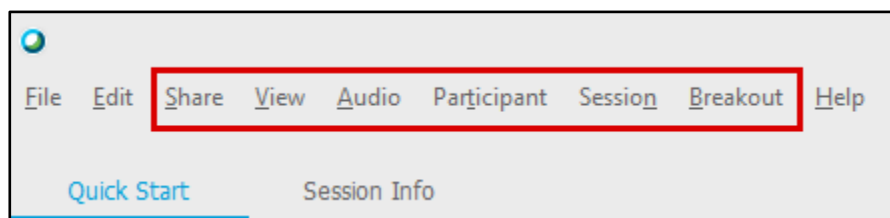


As you can notice above, Attendee access gives fewer possibilities to the person attending the training. Although the Host should be completely familiar with WebEx tool at advanced level, below you can peek at some basic features enabled for the person responsible for maintaining Training Center Session. If you are a beginner Instructor, such knowledge should be helpful in terms of understanding the possibilities of organizing Virtual Classes via WebEx tool.

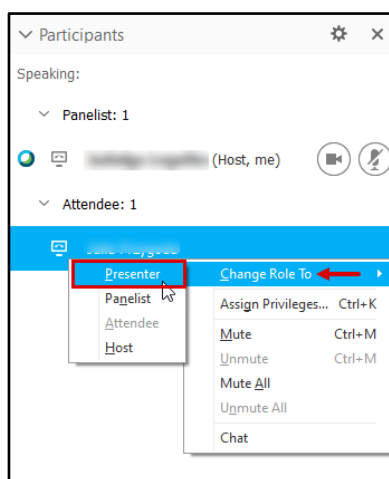
The Host is empowered to:

- change attendees' role and privileges
- mute or unmute (if VOIP is applied for the Session)
- track participants' attention
- collect & react to the feedback provided via several different methods (such as **Raise Hand**, **Go Slower/Faster**, **Emoticons**, **Yes/No** expressions or **Q&A** and **Polling** features)
- invite other Users or remind the invited ones about the training Session
- chat with other participants
- define specific settings for the Session
- end the Session

The tool menu bar contains many more useful features regarding sharing (**Share**), screen (**View**), voice (**Audio**), attendees (**Participant**), Session (**Session**) and rooms within the Session (**Breakout**) controlling. However, **if you are a standard attendee of particular Session, many of the options contained there will be inactive for you.**



¹⁵ **NOTE:** The Host is required to assign the Presenter role for all joining, regular Instructors. There is no additional action needed from their side.



¹⁶ **NOTE:** In terms of further guidance in WebEx tool, the Host should deliver a short introduction for all the attending Users at the beginning of each Session to make sure that everyone is familiar with platform.

Microsoft Teams for Business Sessions

Although Microsoft Teams for Business is becoming commonly used among ABB employees, MyLearning is not fully compatible with this tool yet. A lot of employees is still using WebEx as the default tool for organizing virtual meetings because of its more useful features prepared for such kind of training specifically. This means that while being associated with specific Virtual Class Session organized via Microsoft Teams meeting (scheduled as Other Meeting in ABB MyLearning) as an Instructor, **the received notification will not contain the direct link to that Microsoft Teams meeting in a prominent place.**

In such case, Administrator of particular training is obliged to deliver the relevant attendance URL to the meeting (that has been arranged externally via Outlook) to assigned Instructor. **Usually, the training should contain the joining link in Session Meeting Name.** You can peek at how it should look like from Admins' perspective below:

You should also have this link indicated in the notification that informs you about being assigned as an Instructor for particular Session. You can find the meeting name under the **Session Details - Name** column of included table.

¹⁷ **NOTE:** If for any reason organizer has failed to include the correct joining link in the Session meeting name, please contact with the vendor of relevant training before the Session takes its place.

Admin has registered you for Mylearning Introduction

ABB Learning Management System

To

11:22

Links and other functionality have been disabled in this message. To turn on that functionality, move this message to the Inbox.
This message was marked as spam using a junk filter other than the Outlook Junk Email filter.
We converted this message into plain text format.

Dear

You have been registered for Virtual Class Mylearning Introduction by an Administrator. Please note that the direct link to join the Session (other than WebEx) should be included in the Session Name field below. If there is no link given, please log in to MyLearning and Join the Class directly from there when the time comes (in case of any issues, please contact training Administrator). More details are given below:

Class name: Mylearning Introduction

Session details:

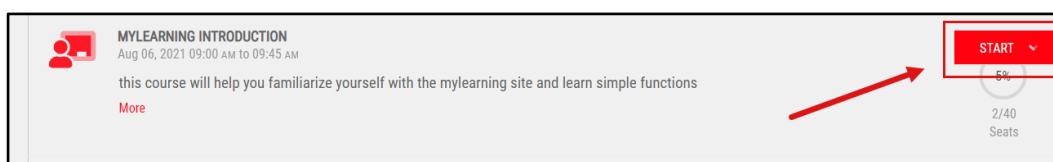
Name	Date	Start	End	Timezone
TEAMS MEETING - https://bit.ly/3e36Wln	Sep 27, 2021	10:00 AM	01:00 PM	Europe/Zagreb

Launching the Session

¹⁸ **NOTE:** The Host / Presenter has the ability to start the WebEx meeting or Skype Session **15 minutes** prior to the Session start time.

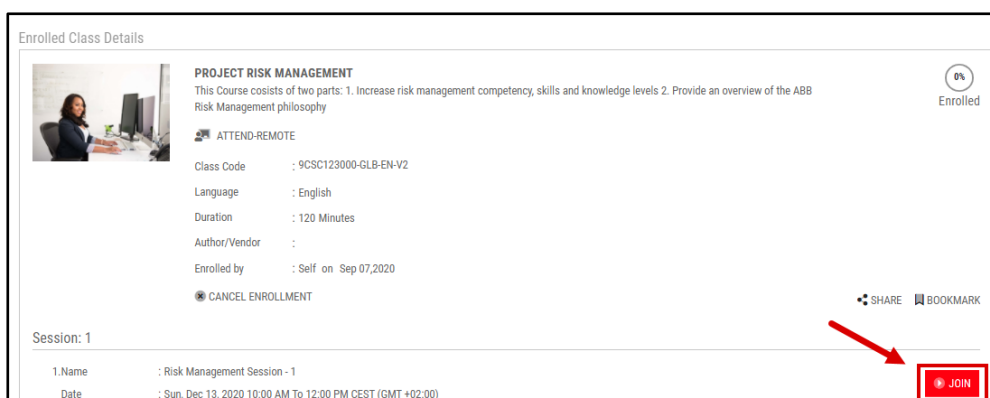
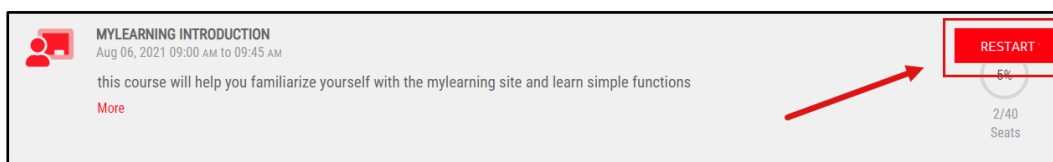
In order to start the Class, you need to:

1. Go to **My Learning > My Classes** and locate the relevant Class.
2. Click the **Start (or Join)** button. Depending on the training type, the new browser window might be launched for you that will redirect you to the associated communication platform.
3. In case of undesired leaving of Session, you can launch it back by selecting **Restart** right next to the proper Class.



4. In case of Virtual Class, **the Learner's attendance will be automatically tracked** as Users join into the Class. For physically attended Classrooms, you need to mark Users' attendance manually.

Peek at the Learner view below:



Notifications related to Instructor

NOTIFICATIONS SENT TO INSTRUCTOR	
Notification name	Trigger description
Class cancelled notification to Instructor	An Email sent to the instructor when a scheduled class has been cancelled by an Administrator
Class maximum seat capacity reached	An email sent mainly to Class Administrator (and Sessions' Instructors also) when the Class (Classroom/Virtual Class) reaches its maximum seat capacity
Class Session cancel details for Instructor	The details of cancelled Class' Session sent to Instructor
Class Session details for Instructor	Assigned Session details sent to Instructor 14 days before the Session takes its place
Deallocated as Instructor for assigned Class Session	An email sent to Instructor when there has been a change in assigned led training schedule
Location change for Classroom	An email sent to Instructors (and Learners also) when a Classroom location is changed
NOTIFICATIONS SENT BY INSTRUCTORS' ACTIVITY (TO THE LEARNERS)	
Instructor cancels Users registration	An email sent to a Learner when User's enrollment in Class (Classroom/Virtual Class) has been canceled by Instructor
Users Class registration marked as No-Show by Instructor	An email sent to a Learner when Instructor marks User's enrollment in Class as "No-show"
Users Class registration marked Complete by Instructor	An email sent to a Learner when Instructor marks User's enrollment status in Class as "Complete"

Changes notes:

2018-7-03 V1.0	<ul style="list-style-type: none"> Title & description updated; document merged with WebEx integration job aid; screenshots updated; Requesting Instructor role in MyLearning section added; Check scheduled Class enrollments and session details section updated; WebEx integration for Instructors section updated; WebEx Virtual Class session management session included; Launching WebEx session section updated and name changed to Launching the session; Skype for Business session section included
2018-9-17 V1.1	<ul style="list-style-type: none"> Notifications related to Instructor section included; Check scheduled Class enrollments and session details section updated with the description of viewing Learner's completion Certificate
2019-2-12 V1.2	<ul style="list-style-type: none"> Check scheduled Class enrollments and session details section equipped with a NOTE about how enrollment status is affected by Mark attendance; NOTES numbered;
2020-10-21 V1.3	<ul style="list-style-type: none"> Requesting Instructor Role section updated for MyServices, new interface view details updated (access to the Instructors' page, delivery type difference on learner's side, accessing, enrolled classes); Added information about the 'Send notification' functionality in Check scheduled Class enrollments and session; Instructor account configuration section updated; deleted section about Account Settings
2020-11-27 V1.4	<ul style="list-style-type: none"> Add information about the hybrid solution for WebEx credentials in WebEx integration for Hosts (Instructors hosting sessions); Note 11 updated for hybrid solution; Word 'session' changed to 'Session'
2021-07-21 V1.5	<ul style="list-style-type: none"> New UI photos update Skype for Business session section changed on Microsoft Teams session
2022-03-29 V1.6	<ul style="list-style-type: none"> Information about WebEx sessions updated