Learning Management System
FAQs

The WFP LMS Team
HRMTC - Capability Development Branch
Human Resources Division

1 ACCESS

How do I Access the LMS?

What are the first steps in the LMS?

What is my username/Password?

When I access the LMS, Why do I see this (Access Intelligence)?

What do I do if I see "Invalid log-in"?

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I cannot access/complete the following course:
"UN Programme on the Prevention of Harassment, Sexual Harassment & Abuse of Authority – (SHAP)". **What Can I do?**

I cannot access/complete the following course:
"Advanced security in the field – (SEC)". **What Can I do?**

I cannot access/complete the following course:
"Basic security in the field II – (SEC)". **What Can I do?**

I cannot access the course. I only see this yellow box. What can I do?
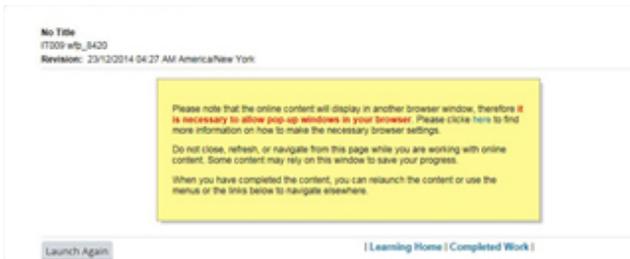
My course is stuck, what can I do?

3 GENERAL QUERIES

How do I review a course I have already completed?

How do I see my completed courses and print my completion certificates?

How do I find courses in the LMS?

What are the mandatory courses and how long are they valid?

I already completed BSITFII / ASITF / SHAP. Why don't I see it in my learning history in the LMS?

Why do some of my completed trainings not appear in my *"Recently completed"* **section in my "To Do" List in the LMS?**

I am using Mozilla Firefox/Google Chrome to access the LMS but the system doesn't seem to be functioning correctly. Can I use all browsers to access the LMS?

Is the LMS Mac compatible?

How do I access the LMS?

The LMS has recently been upgraded. Following the upgrade, the LMS (http://lms.wfp.org) doesn't require a specific password: access to the system is based on WFP Global credentials (Active Directory)

> **Username: global\firstname.lastname**
> **Password: your password (what you use to sign into your work station in the morning)**

Depending on the browser you are using, access will vary:
Internet Explorer users - no credentials will be asked (single sign-on)
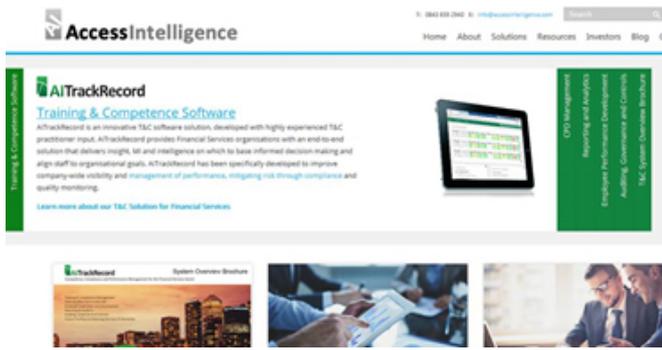**Chrome users** - credentials will be asked the first time
Firefox users - credentials will be asked every time

For further assistance please write to **wfp.lms@wfp.org** with a screenshot of the page on which you experience the problem.

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What are the first steps in the LMS?

With the new LMS every user needs to update their personal profile as a very first step. Please find more information here on how to complete your profile :

> **https://docs.lms.wfp.org/documents/LMS_Help/Add_your_supervisor.pdf**

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What is my username/password?

The LMS (http://lms.wfp.org) doesn't require a specific password: access to the system is based on WFP Global credentials (Active Directory)

> **Username: global\firstname.lastname**
> **Password: your password (what you use to sign into your work station in the morning)**

Depending on the browser you are using, access will vary:
Internet Explorer users - no credentials will be asked (single sign-on)
Chrome users - credentials will be asked the first time
Firefox users - credentials will be asked every time

For further assistance please write to **wfp.lms@wfp.org** with a screenshot of the page on which you experience the problem.

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## When I access the LMS, why do I see this (Access Intelligence)?

The reason people are unable to access the LMS (and see "Access Intelligence" on their screen) is due to the browser keeping in its cache the old location of the site.
We launched a new upgraded system and the URL: **http://lms.wfp.org** should direct you to the new site, but apparently you are being redirected to the old version which has been deactivated.

To make sure you access to the new site, please clean your Internet Explorer navigation history following the below instructions:

1) Click on the setting icon on the top right side of the browser.
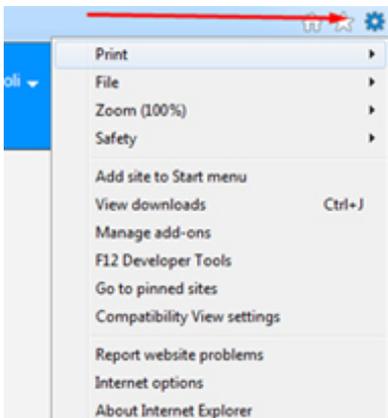
2) Click on *Internet Options.*
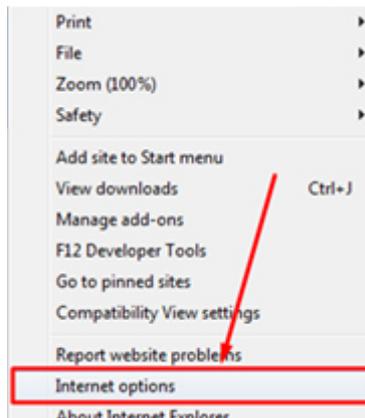
3) Click on *Delete* **button under** *Browsing History.*
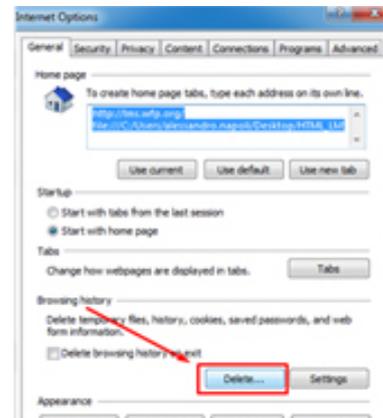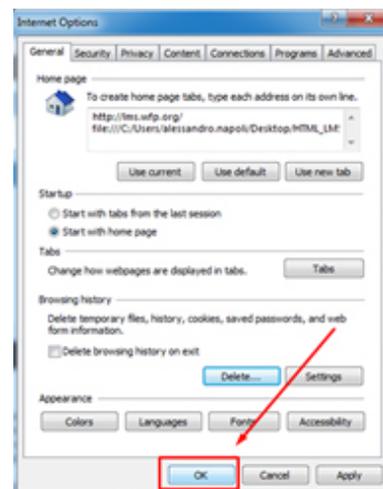

4) Tick all items except the first one.

5) Click on the Delete button at the bottom of the screen.

6) Click on the OK button.

Reopen the browser and restart the course. This should enable you to access the upgraded LMS at the usual url: **http://lms.wfp.org .**

For further assistance please write to **wfp.lms@wfp.org** with the full screen shot of the page on which you experience the problem.

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What do I do if I see "Invalid log-in"?

Please send your index number to LMS inbox: **wfp.lms@wfp.org** (with a screen shot of any error message you see) to assist us in looking into the issue.

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## When I access the LMS, why do I see this (Validation error)?

This error usually appears when the browser is not set to accept third party cookies.

Please retry to access the LMS with Internet Explorer and ensure that third party cookies are allowed for our LMS Page. Follow these instructions below to change the settings in your browser:

- Open Internet Explorer
- Click the "Tools" menu (In IE11 please select the following icon in the upper right corner: ⚙)
- Click "Internet Options"
- Select the "Privacy" tab (see screenshot below)
- Click "Sites"
- Add "plateau.com" and click "Allow"
- Click "OK" at the bottom
- Close the Internet Settings Window by clicking "OK"
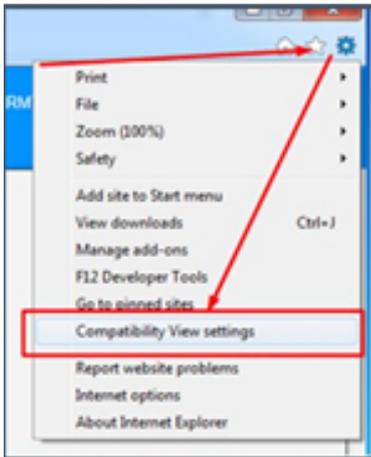- Restart your browser and access the LMS
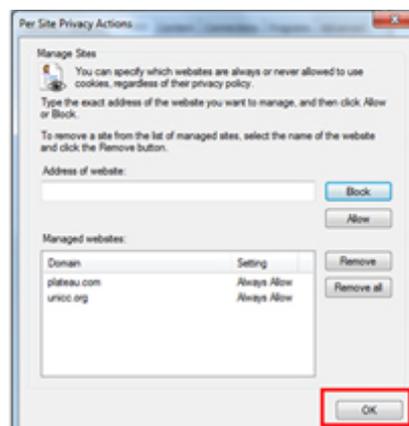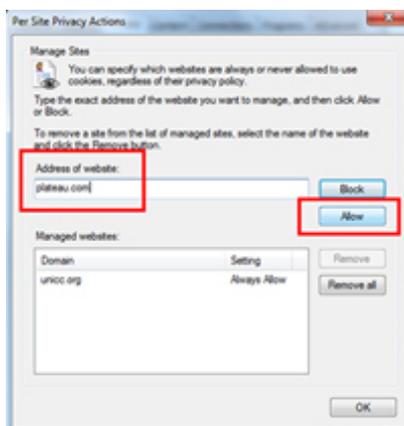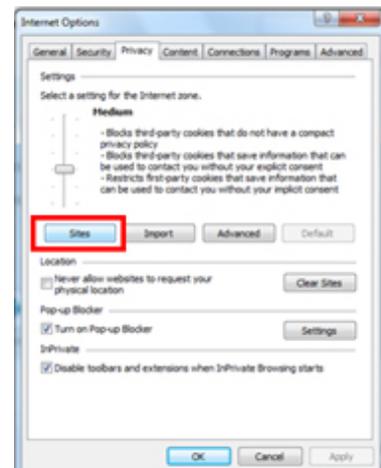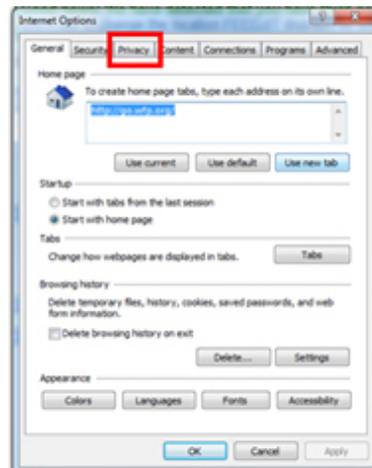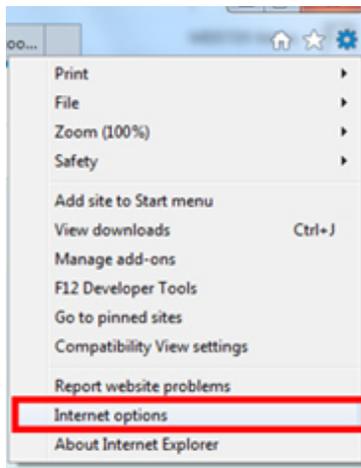
For further assistance please write to **wfp.lms@wfp.org** with the full screen shot of the page on which you experience the problem.
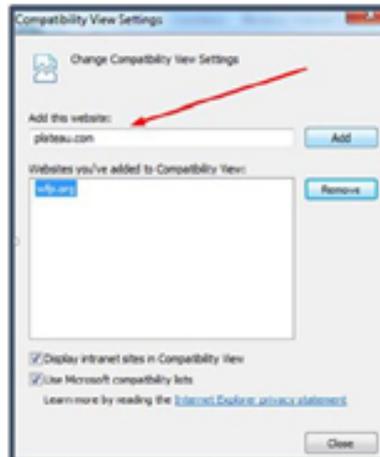
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I cannot access/complete the following course: "UN Programme on the Prevention of Harassment, Sexual Harassment & Abuse of Authority – (SHAP)". What Can I do?

Please note, the course requests that you use Internet Explorer in compatibility mode with pop-ups enabled for the LMS. Please follow the instructions below:
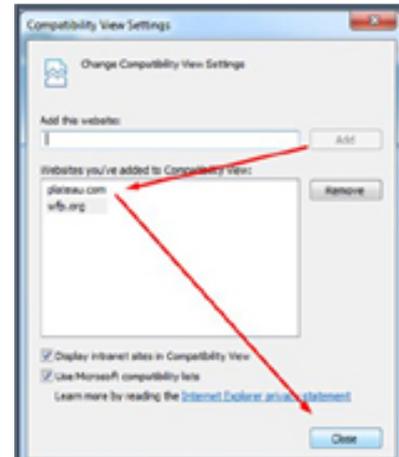
1) Click on the Setting icon on the top right side of Internet Explorer.
2) Select **Compatibility View Settings.**

3) Add *plateau.com* to the list of allowed sites (type *plateau.com* and press *Add)*
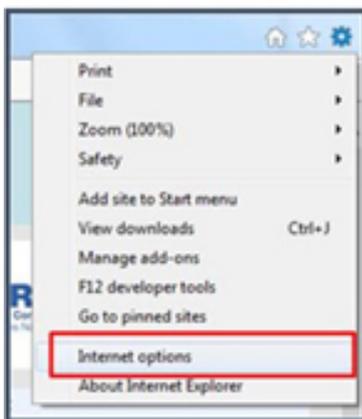
4) Click close at the bottom of the window.
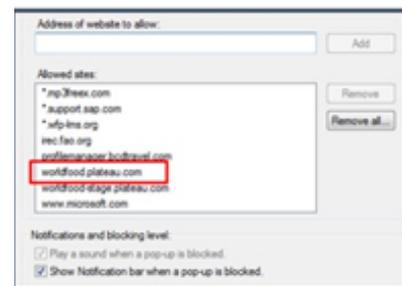

LMS Pop-up blocker settings in Internet Explorer

1) Click on the Setting icon and then on Internet Options.

2) Select the Privacy tab and then click on the Settings of the Pop-up Blocker.

3) Confirm that the website 'world-food.plateau.com' is included in this list. If it is not, type it in and click on the button *Add.*

Re-open the browser and restart the course.

For further assistance please write to **wfp.lms@wfp.org** with the full screen shot of the page on which you experience the problem.
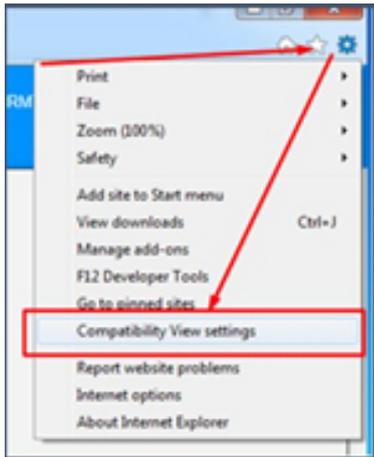
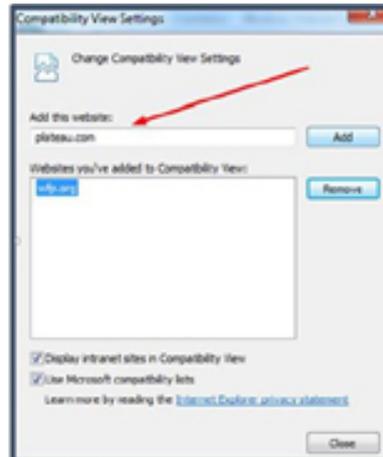## I cannot access/complete the following course: "Advanced Security in the field (SEC)". What Can I do?

The most common reason people are unable to access the course is due to browser incompatibility. Please re-try using Internet Explorer browser in Compatibility mode, and also ensure that pop up blockers are turned off for the LMS.
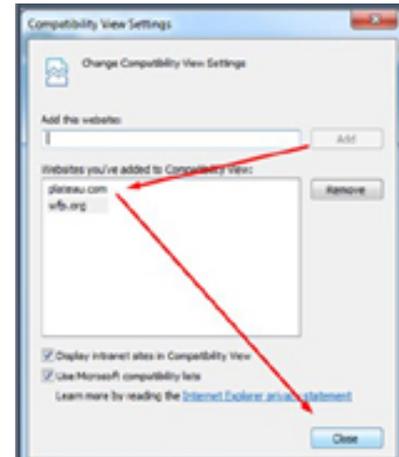
Please follow the instructions below:

1) Click on the Setting icon on the top right side of Internet Explorer.
2) Select Compatibility View Settings.

3) Add *plateau.com* **to the list of allowed sites (type** *plateau.com* **and press** *Add)*
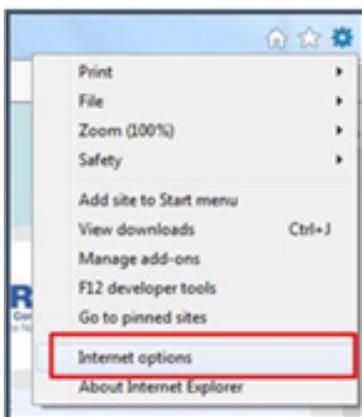
4) Click close at the bottom of the window.

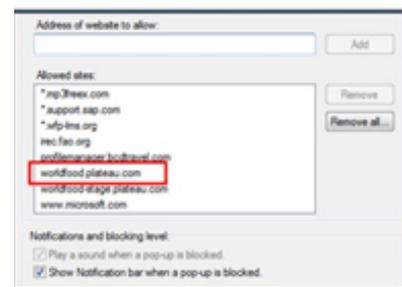### LMS Pop-up blocker settings in Internet Explorer

1) Click on the Setting icon and then on Internet Options.

2) Select the Privacy tab and then click on the Settings of the Pop-up Blocker.

3) Confirm that the website 'world-food.plateau.com' is included in this list. If it is not, type it in and click on the button *Add.*

Re-open the browser and restart the course.
Note: If you still face technical problems, please contact your local IT officer to check for Shockwave Flash, Java Script and potentially installing Mozilla Firefox on your computer.

For further assistance please write to wfp.lms@wfp.org with the full screen shot of the page on which you experience the problem.
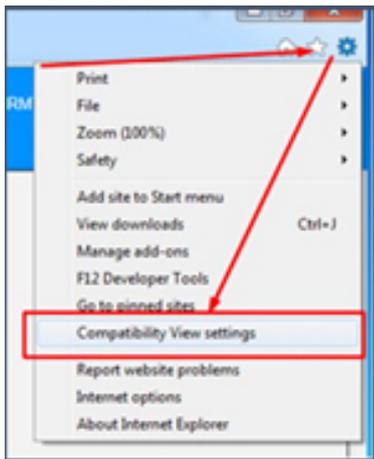
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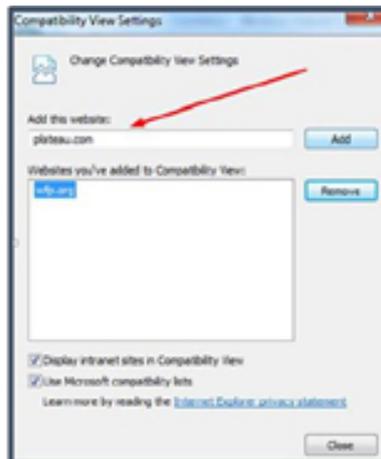## I cannot access/complete the following course: "Basic Security in the field II (SEC)". What Can I do?

The most common reason people are unable to access the course is due to browser incompatibility. Please re-try using Internet Explorer browser in Compatibility mode, and also ensure that pop up blockers are turned off for the LMS.
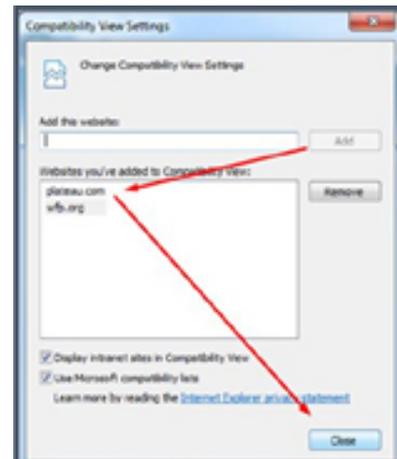
Please follow the instructions below:

1) Click on the Setting icon on the top right side of Internet Explorer.
2) Select Compatibility View Settings.

3) Add *plateau.com* **to the list of allowed sites (type** *plateau.com* **and press** *Add)*
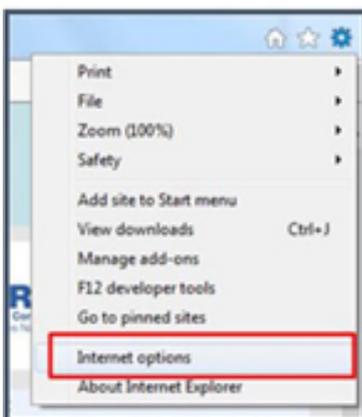
4) Click close at the bottom of the window.

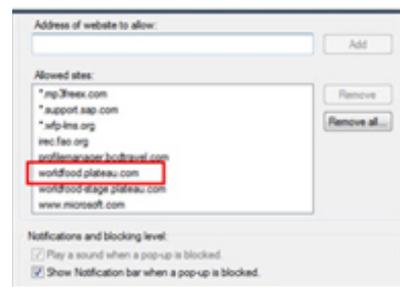### LMS Pop-up blocker settings in Internet Explorer

1) Click on the Setting icon and then on Internet Options.

2) Select the Privacy tab and then click on the Settings of the Pop-up Blocker.

3) Confirm that the website 'world-food.plateau.com' is included in this list. If it is not, type it in and click on the button *Add.*

Re-open the browser and restart the course.
Note: Basic Security in the Field II requires Shockwave Player to be installed in the workstation.
Should you need assistance with this please contact your local IT officer who will be able to assist and to check the settings/configurations on your computer.

For further assistance please write to wfp.lms@wfp.org with the full screen shot of the page on which you experience the problem.

## I cannot access the course. I only see this yellow box. What Can I do?
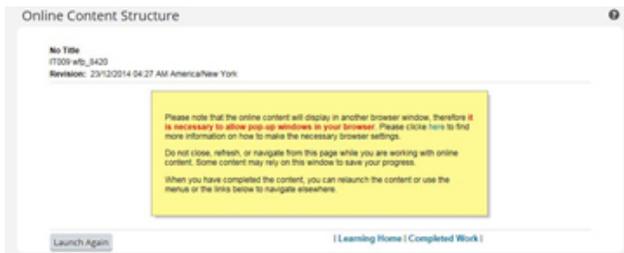
Please note that the online content will display in another browser window. Therefore the issue is likely due to having pop-up blockers enabled. Please ensure that pop-up blockers are turned-off for the LMS.

Please follow the instructions below:
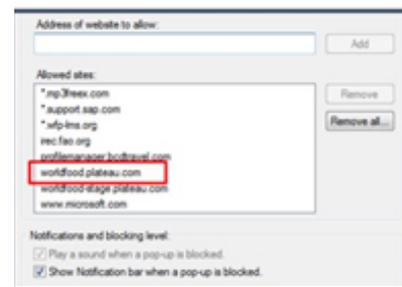
LMS Pop-up blocker settings in Internet Explorer

1) Click on the Setting icon and then on Internet Options.
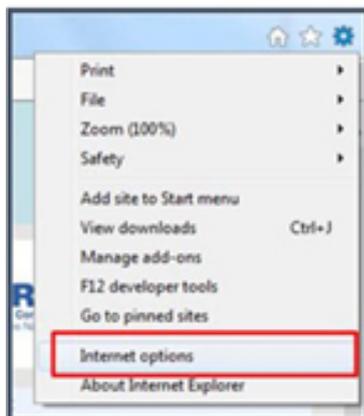
2) Select the Privacy tab and then click on the Settings of the Pop-up Blocker.

3) Confirm that the website 'world-food.plateau.com' is included in this list. If it is not, type it in and click on the button *Add*.
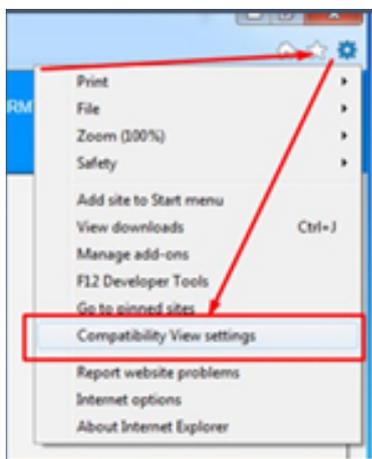

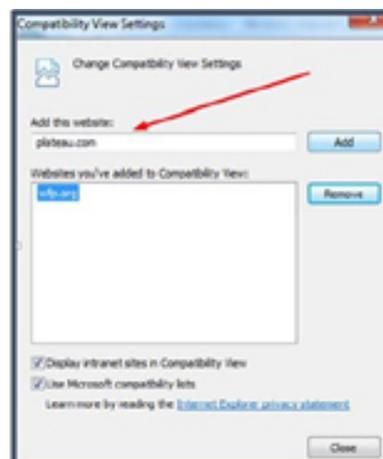Re-open the browser and restart the course.
Note: The LMS is optimized to being used with Internet Explorer browser (in Compatibility mode). Other browsers maybe used but courses may not function correctly.

Please follow the instructions below for Internet Explorer browser in Compatibility mode:

1) Click on the Setting icon on the top right side of Internet Explorer.
2) Select *Compatibility View Settings*.

3) Add *plateau.com* to the list of allowed sites (type *plateau.com* and press *Add*)

4) Click close at the bottom of the window.

Re-open the browser and restart the course.
For further assistance please write to **wfp.lms@wfp.org** with the full screen shot of any error message you see.

My course is stuck. What Can I do?

This problem may be due to temporary issues with internet connectivity. Please re-try again a little later using **Internet Explorer browser** in Compatibility mode, with pop-up blockers enabled for the LMS.
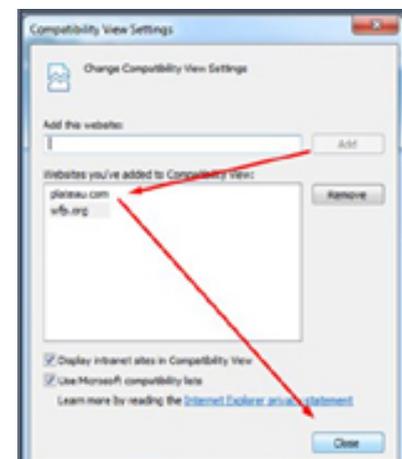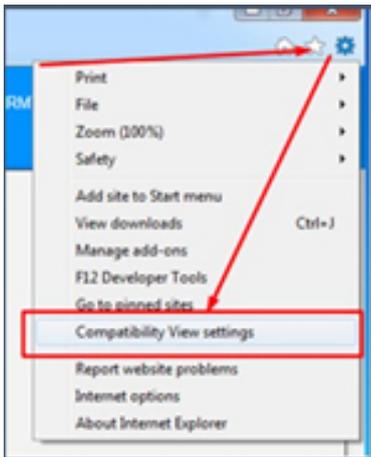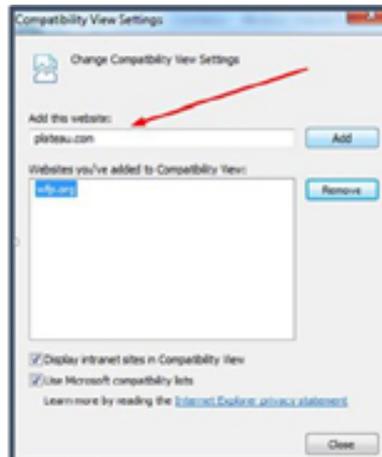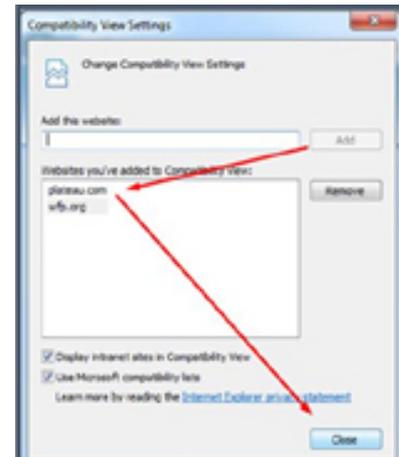Please follow the instructions below:

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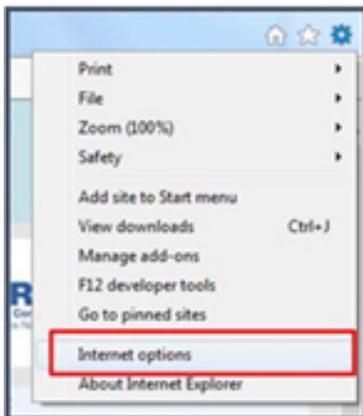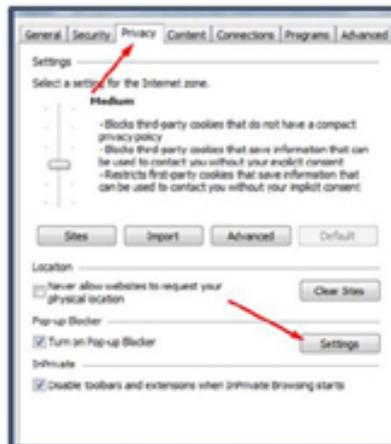
4) Click close at the bottom of the window.

LMS Pop-up blocker settings in Internet Explorer

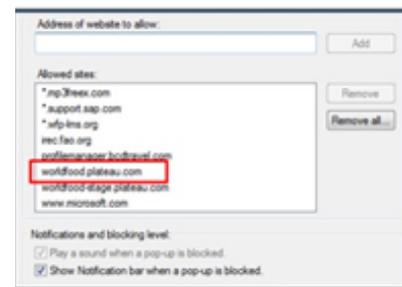**1) Click on the Setting icon and then on Internet Options.**

2) Select the Privacy tab and then click on the Settings of the Pop-up Blocker.

3) Confirm that the website 'world-food.plateau.com' is included in this list. If it is not, type it in and click on the button *Add.*

Reopen the browser and restart the course.

If the issue is not resolved by the above, the issue may be specific to your own computer.
You can check this by trying the course on another computer in your office. If you are able to proceed with the course without problems using another computer, the issue appears to be connected with your computer. Please contact your local IT officer who will be able to check the settings/configurations on your computer.
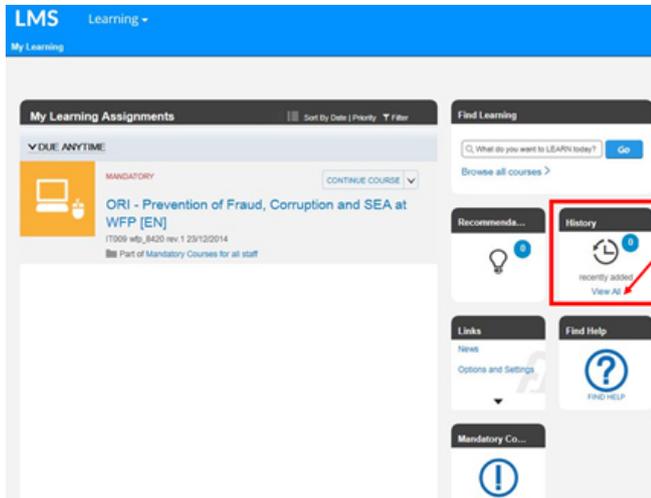
For further assistance please write to **wfp.lms@wfp.org** with the full screen shot of the page on which you experience the problem.

## How do I review a course I have already completed?

To review content of a course you have already completed go to your learning "History" in the LMS and hover over the Course Title. A pop-up window will appear and you can click on "Review Content". (See example screen shot below).

Note: Only courses you have completed in the new upgraded LMS can be reviewed. If you do not see an option to review the course from your learning history, please simply find the course in the catalog and start it or re-assign it to yourself.

Step 1	Step 2
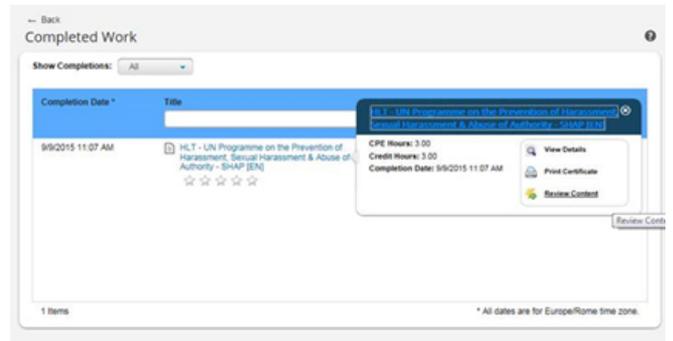
For further assistance please write to **wfp.lms@wfp.org** with the full screen shot of the page on which you experience the problem.

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How do I see my completed courses and print my completion certificates?

You will see all your completed courses in your "History" by clicking "View All". To print your completion certificate click on the printer icon next to the course (see screen shots below).
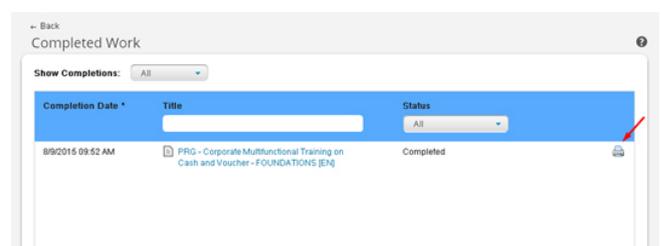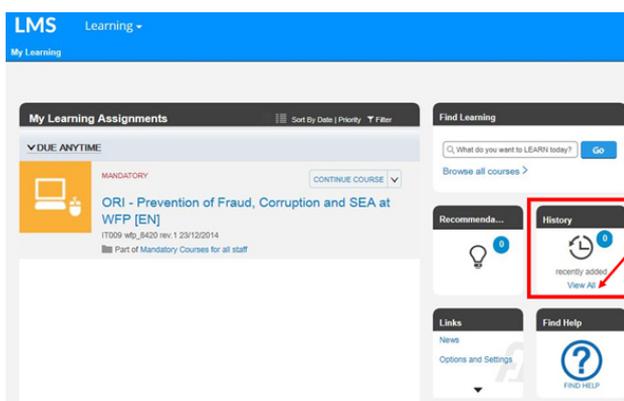

For further assistance please write to **wfp.lms@wfp.org** with the full screen shot of the page on which you experience the problem.

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How do I find courses in the LMS?

Please follow the link to see a tutorial on how to **Search the LMS Catalogue**

What are the Mandatory courses and how long are they valid?

Please see below information on Mandatory courses: **http://docs.lms.wfp.org/LMS_mandatory_20151311.html**
Note: both "Prevention of Harassment, Sexual Harassment and Abuse of Authority (SHAP)" and "Prevention of Fraud, Corruption and SEA at WFP (ORI)" need to be taken only once.

I already completed BSITFII / ASITF / SHAP. Why Don't I see them in my learning history in the LMS?

Please note that mandatory courses taken through the UNDSS website (or outside the LMS) do not appear in the LMS automatically as the systems are not connected.

If you would like us to register your completion of a mandatory course taken outside the LMS, please send us an e-mail (**lms.wfp@wfp.org**) with the following information:
- your completion certificate (pdf file);
- your index number;
- completion date in the following format (mm/dd/yyyy).

Why do some of my completed trainings not appear in my "Recently completed" section in my "To Do" List in the LMS?

Only **some** completed tasks show up under "To Do" in your "Recently completed" list in the LMS, such as uploading your photo. You can **see all** of your completed trainings by going to "Manage Learning" and clicking "View All" in your "History".

For further assistance please write to **wfp.lms@wfp.org** with the full screen shot of the page on which you experience the problem.

I am using Mozilla Firefox/Google Chrome to access the LMS but the system doesn't seem to be functioning correctly. Can I use all browsers to access the LMS?

Current content in the LMS is built to ensure full compatibility with **Internet Explorer browser** only.

Is the LMS Mac compatible?

The LMS is designed to be used with the standard WFP PC which uses Internet Explorer on a Windows operating system. If you use an official WFP Mac you should be able to boot your computer on Windows in order to use the LMS with Internet Explorer. For any assistance, please contact your local IT officer.

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