DEPARTMENT OF CORRECTIONS
EMPLOYEE DEVELOPMENT

External Learners: Requesting Access

Requesting an External Learner Login

This guide provides a brief overview to the process of requesting and gaining access as an external learner to the DOC's learning management system.

Requesting Access:

The External Request Form is found on the DOC public site under **Staff & Partners** and **DOC Training Access**. Once you complete the form requesting access an email notification is sent to the agency administrators. If there are questions regarding the request the individual requesting access will be contacted.

Requests take approximately 1-2 business days to complete due to this being a manual process. Individuals are encouraged to submit the requests in advance as sometimes the process may take longer due to staff shortages, holidays, or vacations.

Login Information:

Once the login is created, a system generated email is sent to the individual with their learner id and password. It is possible that the email may end up in a junk folder due to it coming directly from our internal system.

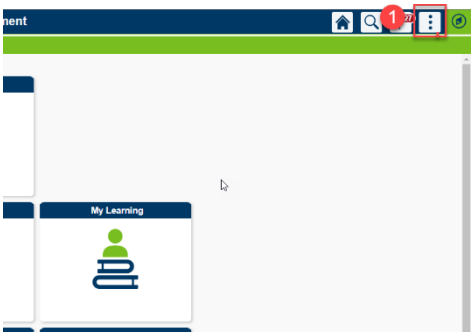
Please check your email junk folder if you have not received your login information.

Creating a Hint Question

External learner passwords expire every 60 days therefore it is important for the learner to set up a "forgotten password hint". Creating the hint ensures the learner is able to use the "Forgot Password?" link on the login page to reset their own password. If this hint is not created and the password expires, the learner then has to contact CO-Training.doc@state.mn.us and request a new password. Please see the steps on how to create the forgotten password hint below.

How to Create a Hint Question

1. Click on the **3-dot icon** in the top right corner of the screen.



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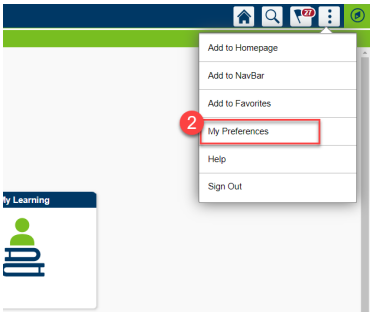
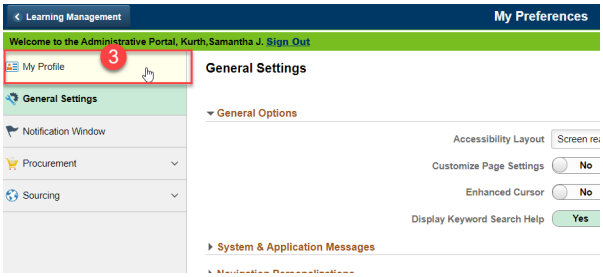
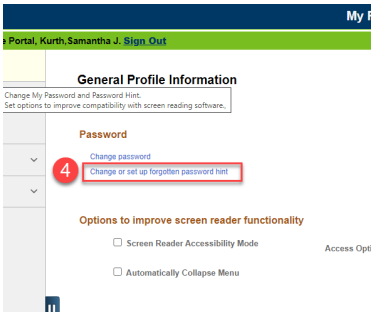
2. Click on **My Preferences**.



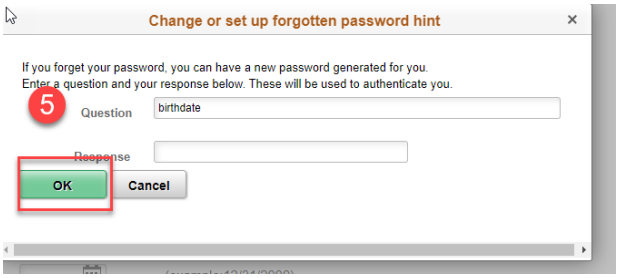
3. Click on **My Profile.**



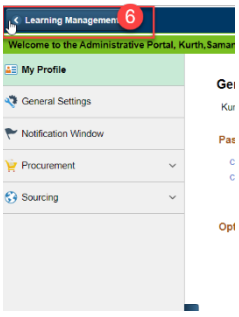
4. Click on **Change or set up forgotten password hint**



5. You can then **enter in a question or phrase with the response** and **click OK**. You have now set up a password hint and will be able to use the forgot password link on the login page.



6. To go back to the ELM homepage, click **Learning Management** in the top left corner of the screen.



CO-Training.doc@state.mn.us.