

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 encourage 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.

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How do I create a forgotten password hint?

1. Click on **My Profile** to change your password and create a password hint. Passwords expire every 60 days.



You must enter a hint question, Press Ok and then Save button.

If you forget your password, you can have a new password generated for you. Enter a question and your response below. These will be used to authenticate you.

2 Question

Select from the list of questions.

Response:

You must enter a hint question, Press Ok and then Save button.

If you forget your password, you can have a new password generated for you. Enter a question and your response below. These will be used to authenticate you.

Question

Select from the list of questions.

Response:

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3. Click **OK**.

General Profile Information

Karth, Samantha

Password

[Change password](#)

[Forgot or set up forgotten password hint](#)

Options to improve screen reader accessibility

- Screen Reader Accessibility Mode Access Options
- Automatically Collapse Menu

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routing.

Alternate User ID:

From Date: example: 12/15/2010

To Date: example: 12/15/2010

Workflow Attributes

- Email User Worklist User

Email

Primary Email Account	Email Type	Email Address
<input checked="" type="checkbox"/>	Business	ks.address@state.mn.us

Activate changes to this page by pressing Save.

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4. Click **Save**.

For further questions, contact CO-Training.doc@state.mn.us.