

## Navigating the LMS

Learning Management System Job Aid

Updated: 06Jan2023

*Click on the title to go directly to the job aid.*

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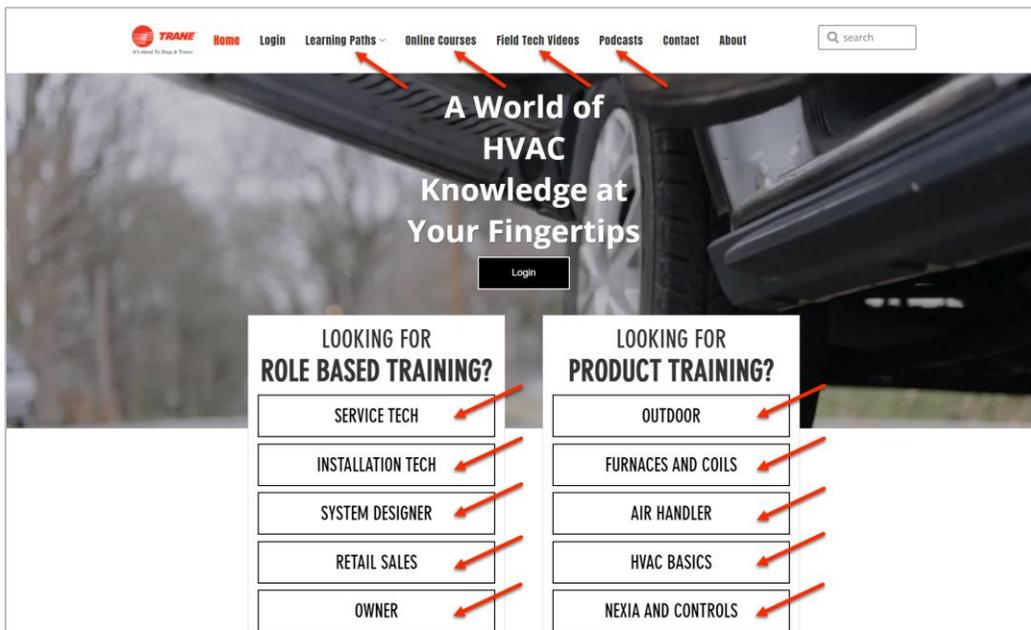
### **For Technical Support:**

Please contact Learning Resources at [learningresources@tranetechnologies.com](mailto:learningresources@tranetechnologies.com)

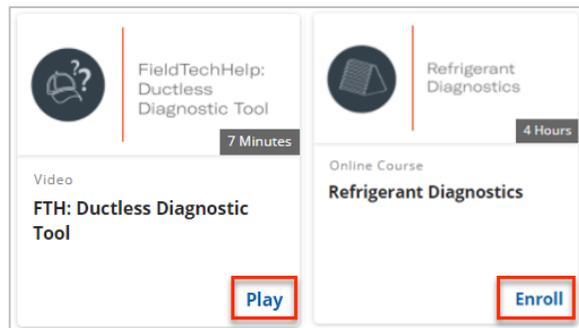
## Search for a Course While Logged Out of the LMS

You can search for content without logging into the LMS. Our FieldTechHelp videos and podcasts are accessible without logging in, OR login to gain access to our library of technical and sales training content.

1. Go to [www.tranelearningresources.com](http://www.tranelearningresources.com).
2. From the home page, you have several options to search for course. Each area allows you to search for courses based on a specific role, product, category, or topic.
  - **Role Based Training**
  - **Product Training**
  - **Learning Paths**
  - **Online Courses**
  - **Field Tech Videos**
  - **Podcasts**



3. Once you click on an option, click **Play** to begin the course immediately or click **Enroll** to access and play the course within the LMS. **NOTE:** Only FieldTechHelp videos and podcasts are accessible without logging into the LMS.



4. If you click enroll, the Enroll popup will display and you will be prompted to login to the LMS with your credentials. **NOTE:** If you have an ComfortSite account, use your ComfortSite username. Your initial password is set as welcome. If you have trouble logging in, click Forgotten Password or Forget Your Username.

Enroll

! You must have an account to access this course. Please login.

Login Register

Username

Password

Login

Forgotten Password??  
Forget your Username?

New User? Contact Us:  
learningresources@tranetechnologies.com

IMPORTANT - New Browser requirements coming soon!  
Click here to learn more

5. Once you login, click **Play** to start the course.

TRANE Learning Management SystemFieldTechHelp.com

Home Catalog My Learning Reporting eCommerce Manager

[My Current Learning](#)

! Successful enrollment.

**Refrigerant Diagnostics**

During this course, you will evaluate nine refrigerant troubleshooting scenarios to understand proper flow in relation to a series of application and mechanical issues.

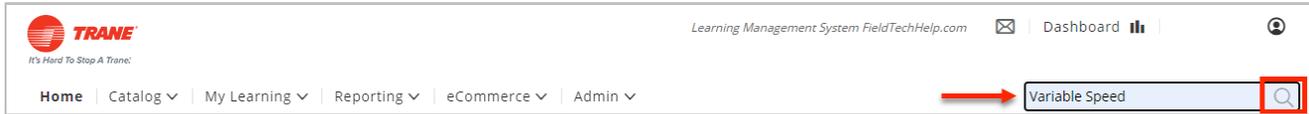
Play Unenroll Add to Learning Path

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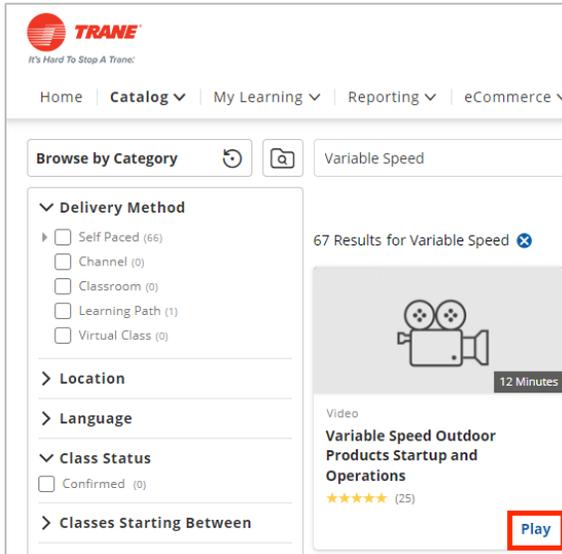
# Search for a Course

## Search for a Course from the Home Page:

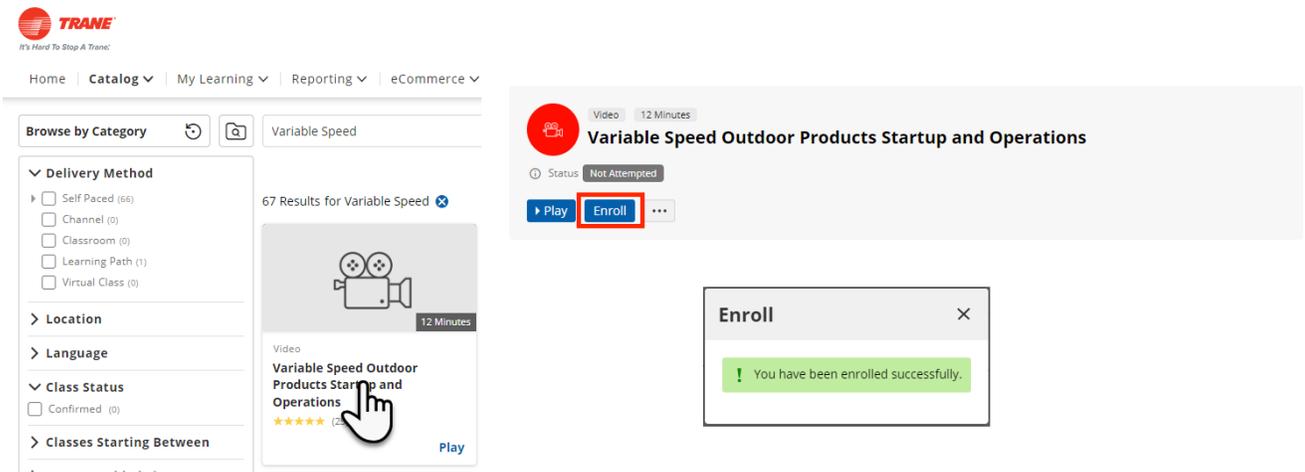
1. Enter the course name or key word into the **Search** field.
2. Click the lookup icon.



3. Click **Play** to launch the course and play immediately.

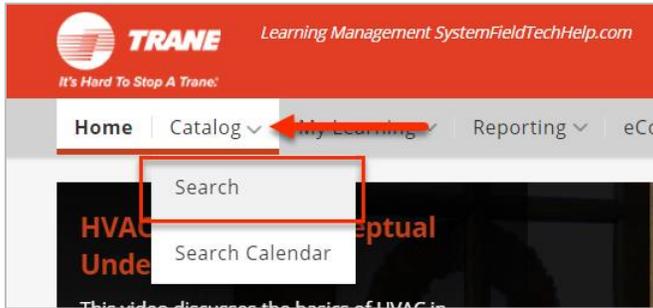


4. To enroll and play the course later, click on the course title. This will take you to the Course Details Page.
5. Click **Enroll**. The Enroll popup window will display with your enrollment confirmation. The course is now listed under your My Self Paced Learning on the Home page OR on your My Current Learning page from My Learning dropdown menu.



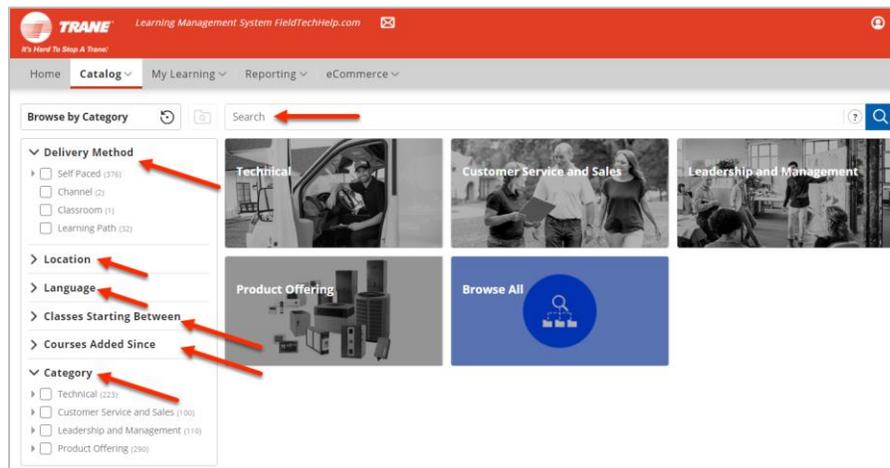
## Search for a Specific Course in the Catalog:

1. Select **Search** from the **Catalog** dropdown. The Search Catalog page will display.



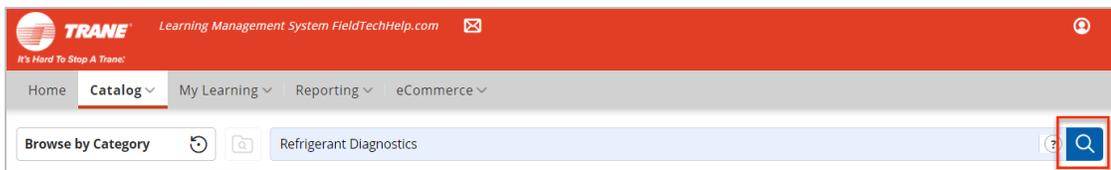
2. Use the following search features to search for a course:

- **Search:** Enter the specific course title or key terms about the course.
- **Delivery Method:** Select a content type such as Classroom, Learning Path, Self Paced, etc. **Location:** Select a specific location for classroom offerings.
- **Language:** Select a specific language.
- **Classes Starting Between:** Select a date for instructor-led courses offered on within the specified date.
- **Courses Added Since:** Select a date from when courses were added to the LMS.
- **Category:** Select courses categorized by topics such as Technical, Customer Service and Sales, etc. You may click the expand icon next to the category to find additional subcategories. **NOTE:** Categories will also have a tile on the Search home page. Click on the tile to drill down to the specific subcategory.

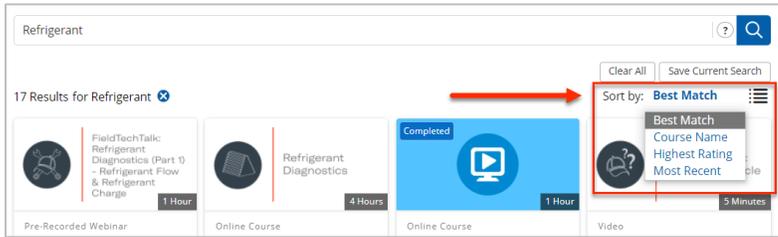


**TIP:** Using more than one of search the features will refine / improve your search results.

3. Hit enter or click the lookup icon, after you have entered the course name or key word into the Search field and/or have selected your search criteria.

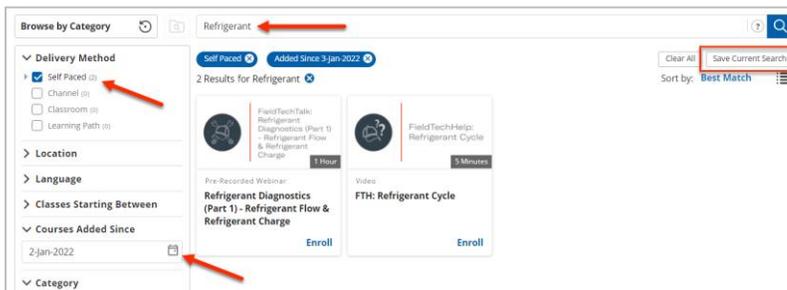


- Use the Sort by feature to sort the search by Best Match, Course Name, Highest Rating or Most Recent.

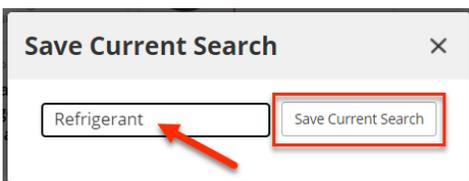


**Save a Search** (The LMS has the capability of saving your search criteria which can be used for a future search using the same criteria to display up-to-date results.):

- Enter the specific course title or key terms about the course in the **Search** field.
- Select one or more search features (**Delivery Method, Location, Language, Classes Starting Between, Courses Added Since** and/or **Category**).
- Click **Save Current Search**. The Save Current Search popup will appear.

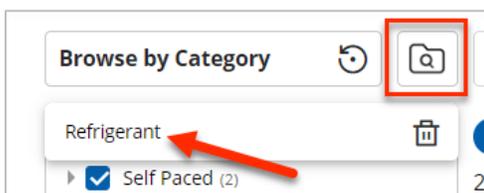


- Enter the name of your search.
- Click **Save Current Search**.



**Return to a saved search:**

- Select Catalog > Search. The Search Catalog page will display.
- Click on the Saved Searches icon.
- Click on the title of the saved search.



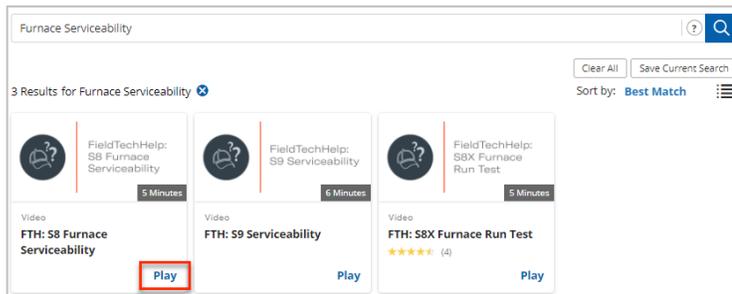
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## Play an Online Course

Learners can play an online course immediately or enroll and play the course later. They can also play a course that was previously completed. **NOTE:** Not all previously completed courses may not be available to play due to content lifecycle management.

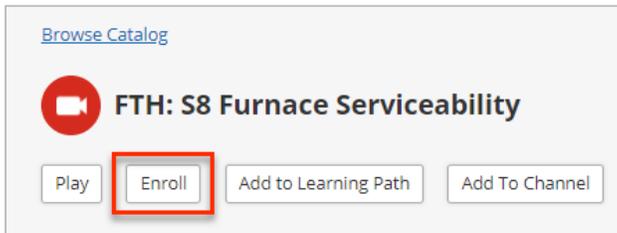
### Immediately play an online course:

1. Search for the course of interest from **Catalog > Search**.
2. Click **Play** next to the course title.



### Play an online course later:

1. Search for the course of interest from **Catalog > Search**.
2. Click on the course title to access the Course Details page to view detail information about the course such as description, objectives, etc.
3. Click **Enroll**. Once you enroll, the course will display under your **My Self Paced Learning** on the Home page OR **My Learning > My Current Learning**.



### Play an online course that you are enrolled in:

1. Search for the course under your **My Self Paced Learning** on the Home page OR **My Learning > My Current Learning**.
2. Click **Play** next to the course title.

**My Current Learning**

Course Name:  Course Type:

Mandatory  Due  Overdue

1 Results Sort by: Course Name

 Video  
**FTH: S8 Furnace Serviceability**   
Not Attempted

**Play an online course that you previously completed:**

1. Select **My Learning > My Learning History**.
2. Search for the course of interest
3. Click on the course title. The Course Details page will display.
4. Click **Play** under the course title.

 **1050 Control: Introduction to the Home Screen**  
In this module, we will discuss the Home Screen of the control and the options available.

^ **Course Structure** 100%

 **1050 Control: Introduction to the Home Screen**  
Status: Passed Time: 00:00:25

**NOTE:** Previously completed courses may not be available to play due to content lifecycle management. If there is not a Play button, the course has been archived.

**Play a specific module from an online course that has multiple modules:**

- Click the course title. The Course Details page will display.
- Under the Course Structure section, click **Play** next to the module of choice.

 **Variable Speed Outdoor Product Technical**  
Check out the newly updated Variable Speed course! This course is designed to teach dealers and technicians proper application, installation, and troubleshooting for Trane variable speed outdoor products. Course Length: 8 Hours NATE # 1010-0066

^ **Course Structure** 2%

	<b>Variable Speed Outdoor Product Technical</b> <small>Status: Incomplete Time: 00:02:40</small>	
	<b>Variable Speed Module 1: Introduction</b> <small>Status: Passed Time: 00:02:02</small>	<input type="button" value="Play"/>
	<b>Variable Speed Module 2: Application</b> <small>Status: Incomplete Time: 00:00:20</small>	<input type="button" value="Play"/>
	<b>Variable Speed Module 3: Safety</b> <small>Status: Incomplete Time: 00:00:18</small>	<input type="button" value="Play"/>
	<b>Variable Speed Module 4: Installation</b> <small>Status: Not Attempted</small>	<input type="button" value="Play"/>

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## View Completed Courses & Certificates

Once you have completed a course, the course will be marked Completed and will be added to your learning transcript. Completed courses will be listed under **My Learning > My Learning History**.

1. Select **My Learning > My Learning History**.
2. Click Certificate next to the course you completed. This will display your Completion Certificate in a new popup window.

**My Learning History**

Course Name:  Course Type: All  Mandatory Date From: dd-mmm-yyyy

Date To: dd-mmm-yyyy

Include External Learning  Include Auto Completions  Include Non-Transcript

Search Clear

103 Results Sort by: Course Name

ONLINE COURSE  
**1050 Control: Introduction to the Home Screen**  
Passed (04-Apr-18) Last Completed: 27-Jul-20  
In this module, we will discuss the Home Screen of the control and the options available.

Certificate

3. Click the more icon to print it or save it to your computer.

clmsCertificate.prMain - Work - Microsoft Edge

https://mylearning.tranetechnologies.com/lmt/clmsCertificate.prMain?in\_sessionId=449151A4939...

1 of 1

**Certificate of Merit**

Awarded to

**Learning Resources**

For the successful completion of

**1050 Control: Introduction to the Home Screen**

Date of Completion

**July 27, 2020**

**TRANE** TRANE  
It's Hard To Stop A Trane®

Trane Learning Resources  
learningresources@tranetechnologies.com  
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Tyler, Texas 75707

**NOTE:** If you want NATE CEUs, you must submit your completion certificates direct to NATE for credit. This is only available for courses that have been approved towards NATE CEU hours.

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## Rate a Course

Rating a course allows you to give a “star” rating and add comments about your learning experience. These reviews are included with course description and are viewable to other learners to help them determine if they too should take the course.

1. Click course title to go to the Course Details page.
2. Click **Rate** under the Ratings section. The Rate popup window will display.

^ Ratings <sup>67</sup>

**Average Rating**

4.6

45 ★ 5  
18 ★ 4  
2 ★ 3  
0 ★ 2  
2 ★ 1

67 ratings

**My Rating**

Learning Resources

Rate

3. Complete the course review and click **Preview**. The Rate preview popup window will display.

**Rate** ×

Offering  
1050 Control: Introduction to the Home Screen

\*Rating  
★★★★★ ←

Comments  
This course was very informative. ←

Your Name  
Learning Resources

Show Name  
 Display my name with review  Keep me anonymous ←

Preview

\* Mandatory fields

4. Click **Submit**. Your course rating is submitted to the course owner for review and approval.

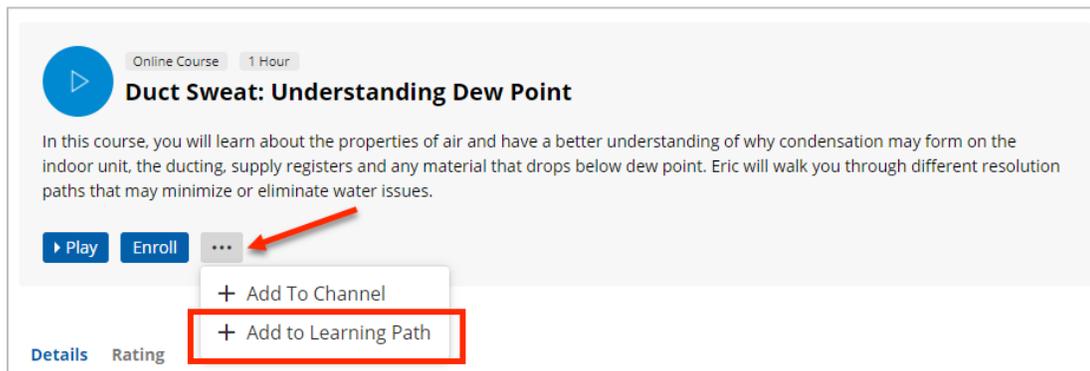
**NOTE:** The rate feature may not be applicable to some courses and therefore may not be available.

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## Create a Personal Learning Path

Learners can create and complete a Personal Learning Path with courses and other learning assets.

1. Search the LMS catalog for content of interest.
2. Click on the course title. The Course Details page will display.
3. Click on **More Actions** icon.
4. Select **Add to Learning Path**. The My Personal Learning Path details page will display with the added content.



5. Click to the Home tab to return to your **Home** page. The personal learning path will now display under the **My Learning Paths** section, titled **My Personal Learning Path**. You may also access your personal learning path by selecting **My Learning Paths** from the **My Learning** dropdown.



6. Click **My Personal Learning Path to Play** or **Remove** the course(s).

[Browse Catalog](#)

Learning Path  
**My Personal Learning Path**  
Date Enrolled: 20-Sep-17

0/1

**Description** - Hide

New Learning Path generated for Angle Davis

▼ **Courses**

 Duct Sweat: Understanding Dew Point  
1 Hour

Online Course USD 0.00  
**Duct Sweat: Understanding Dew Point** ★★★★★ (22)  
Added: 06-Jan-23

In this course, you will learn about the properties of air and have a better understanding of why condensation may form on the indoor unit, the ducting, supply registers and any material that drops below dew point. Eric will walk you through different resolution paths that may minimize or eliminate water issues.

**Remove** **Play**

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