

E-learning (FAQs)

Below is a list of frequently asked questions brought to our attention during our deployment of our e-learning program. Please read the following items to see if someone has already asked the question you have. If not, please contact the Institute and we will respond as soon as possible.

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Access and Onboarding

What does LMS mean?

- *LMS is the abbreviation for Learning Management System. AFS Institute uses a cloud-based system to host, track, report, and document the electronic learning content.*

How do I log into the LMS?

- *Click on the following link to be directed to the LMS: <http://afsinstitute.torchlms.com>. Please note, you will need to have a corporate member subscription or purchased access to an e-learning module to gain access to the e-learning.*

Is an email required?

- *Yes, the email address is the user login ID as well as needed for proper communications between supervisors and students in the LMS system.*

How do I change my password if I have forgotten it?

- *Click on the following link <http://www.afsinc.org> and click on the "Forgot your password" in the upper right hand corner of the window.*

Can you resume training if you have to log out? Can I go at my own pace?

- *Yes, the training can be paused, stopped, and resumed at any time on any device.*

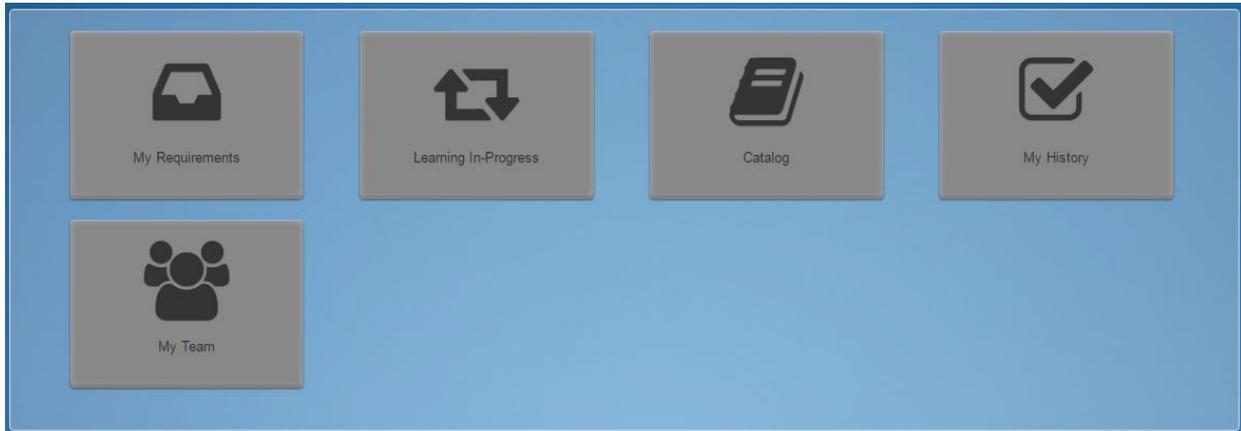
Does the system require anything to be installed?

- *No, the system is a cloud-based service. Chrome, Firefox, Internet Explorer 11, and Safari are compatible browsers for your computers and tablets. The pop up blocker will need to be disabled.*
- *If using an iPad, the link works the same as on a computer, but it does require the installation of the free Articulate Mobile Player app to view the e-learning content.*

Do modules have to be completed in order or can people pick and choose?

- *Our e-learning modules are mostly stand-alone modules. Pick and choose which modules to take.*
- *Please read the module description found on the website. It will recommend any complimentary modules to take as well.*
- *For the Corporate Member Subscription, supervisors may assign employees multiple modules, but the employee can choose when to take them, dependent on the due date assigned.*

What do these buttons mean?



The apps on the home screen are different areas and tools available to users.

- *The “My Requirements” is a default app. This app will provide users with a list of requirements that have been assigned to them. Requirements can be assigned by the user’s supervisor of the group the user belongs to.*
- *The “Learning In-Progress” is a default app. This app includes the following sections:*
 - a. E-learning in progress*
 - b. My approvals*
 - c. My enrollments*
 - d. My queue*
- *The “Catalog” app displays the activities available to the user based on their group associations. This app may or may not be visible given the corporate administrator’s preferences.*
- *The “My History” app is a default app which shows the following:*
 - a. Completed activities*
 - b. Completed requirements*
 - c. Submit training tool*
- *The “My Team” app is visible only for users with the role of supervisor. From this app, supervisors will have the following actions available for each team member:*
 - a. View user profile*
 - b. View user completed activities*
 - c. Email user*
 - d. Give credit to user*
 - e. Assign requirements to user*

Corporate Member Subscription

How can I purchase a corporate member subscription?

1. Click on this [link](#) to complete the application.
2. Please make sure your company's roster is up to date with Customer Service. Names and email addresses are the minimum requirements for user information. Every user of the system is required to have a valid email address.
3. AFS will notify the designated LMS administrator at your company when your account is setup and you can access the system.

A training document entitled "Supervisor How-To" can be found in the LMS to guide you through the assigning of training to your team members.

Will the annual fee change?

- Yes, the annual subscription fee will change because more modules will be added.

Are the individual module prices in addition to the subscription?

- No, the subscription includes access to all modules for all employees you have added to your company roster at your location. Any additional modules created during the subscription year will also be added to your catalog as the year progresses.

Will this subscription serve one or multiple facilities?

- The subscription will serve one plant/facility. Each plant/facility will need to sign up for the subscription service.

What is the role of training administrator (LMS administrator) in the system?

- The LMS administrator/supervisor role maintains a team of students by assigning training tasks, monitoring their progress, and viewing their transcripts. There is a training document for this role inside the LMS in the Catalog. It is at the LMS administrators' discretion how involved they want to be in their employees' learning.

How do we transfer the information of users to the system?

- The LMS administrator should verify the accuracy of all the users with Customer Service. The Institute will export the roster of people and import them into the LMS. This process will need to be updated when you have new employees added to your company and/or employees have left your company.

Per Module Access

If I purchase access to a module(s), how long do I have access to the module(s)?

- Individual module access is good for 60 days.

Where can I purchase access to an e-learning module?

1. Visit www.afsinc.org
2. Click on "AFS Store" in the upper, right hand corner.
3. Click on "E-Learning."

4. *Select the module(s) you want by clicking on the “Details” button.*
5. *Add the module(s) to your cart.*
6. *When you are ready to check out, complete the checkout process.*
7. *After purchase, you will have immediate access to the-learning module(s) in the LMS for the next 60 days.*

Inside an E-learning Module

Is the e-learning a video, PDF, or PowerPoint?

- *It is none of the above. It is an interactive cloud-based training program. As a student, you will be required to navigate through the module, answer questions, and interact with the content.*

Is there an assessment on the learning in the modules?

- *Yes. The assessment is done online. It is part of the e-learning module, usually towards the end. Students must achieve an 80% or higher to complete the module and receive Continuing Education Units (CEUs). The assessment may consist of multiple choice, true/false, fill in the blanks, etc.*

Are the e-learning modules available in Spanish?

- *Not currently, but the Institute plans to translate the e-learning in the future.*

LMS Administrator/Supervisor Questions

A training document entitled “Supervisor How-To” can be found in the LMS’ Catalog to guide the LMS Administrators through the assigning of training to their team members.

Where do I access the “Supervisor How-to” document?

- *Click on the “Catalog” App/button on the home screen and locate the document. It is titled “Supervisor How-to.” To print this document, please do the following:*
 - a. *Launch the document.*
 - b. *In the upper right hand corner of the How-to, you should see 1 button:*
 - *White square with an arrow that says “pop-out.”*
 - c. *Click on the “pop-out” button.*
 - d. *The document should open in a separate window.*
 - e. *You can then print the document.*

As an LMS administrator, when I attempt to assign a due date or change a due date, sometimes the due date is displayed and sometimes not. What is happening?

- *This due date display issue happens when a supervisor manually types in the due date rather than picking the due date from the date picker available on the screen. TorchLMS is in the process of updating this procedure so this doesn’t happen going forward, but this update will take some time on their part. In the meantime, please use the date picker when you are assigning training and this should show all due dates.*