LEARNING MANAGEMENT SYSTEM (LMS) USER GUIDE

A Comprehensive Guide to Navigating the LMS

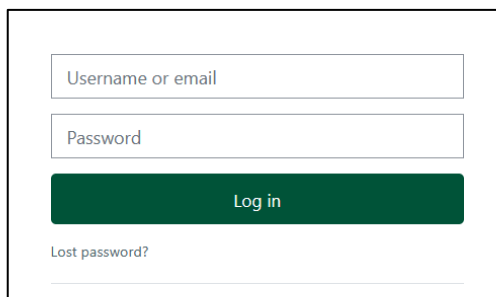**Brought to you by: California State University, Sacramento (CSUS) & California Department of Social Services (CDSS)**

V1.2

May 2025

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Logging in to the PEARS LMS

To access the PEARS LMS, click the login link (found here: PEARS LMS Login), locate the red Log in button found in the top right corner of the screen, and enter your login credentials:

| Username or email |
| Password |
| **Log in** |

Lost password?

Please Note: You must first be granted access to the LMS. If you have not received an email with your username and password, please contact your SIA.

How to Change Your Password

In the event that you would like to change your password, please follow the steps provided below:

1. Click your name / profile picture located in the top right corner of the screen.

    a. Please note: The profile picture will default to one's initials if a photo has yet to be selected.

2. Select **Preferences** from the dropdown options.

3. Click **Change password** found beneath User Account.

4. Type your old password, your new password, and then retype your new password in the corresponding fields.

    a. Please note: Your password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 special character(s) such as *, -, or #
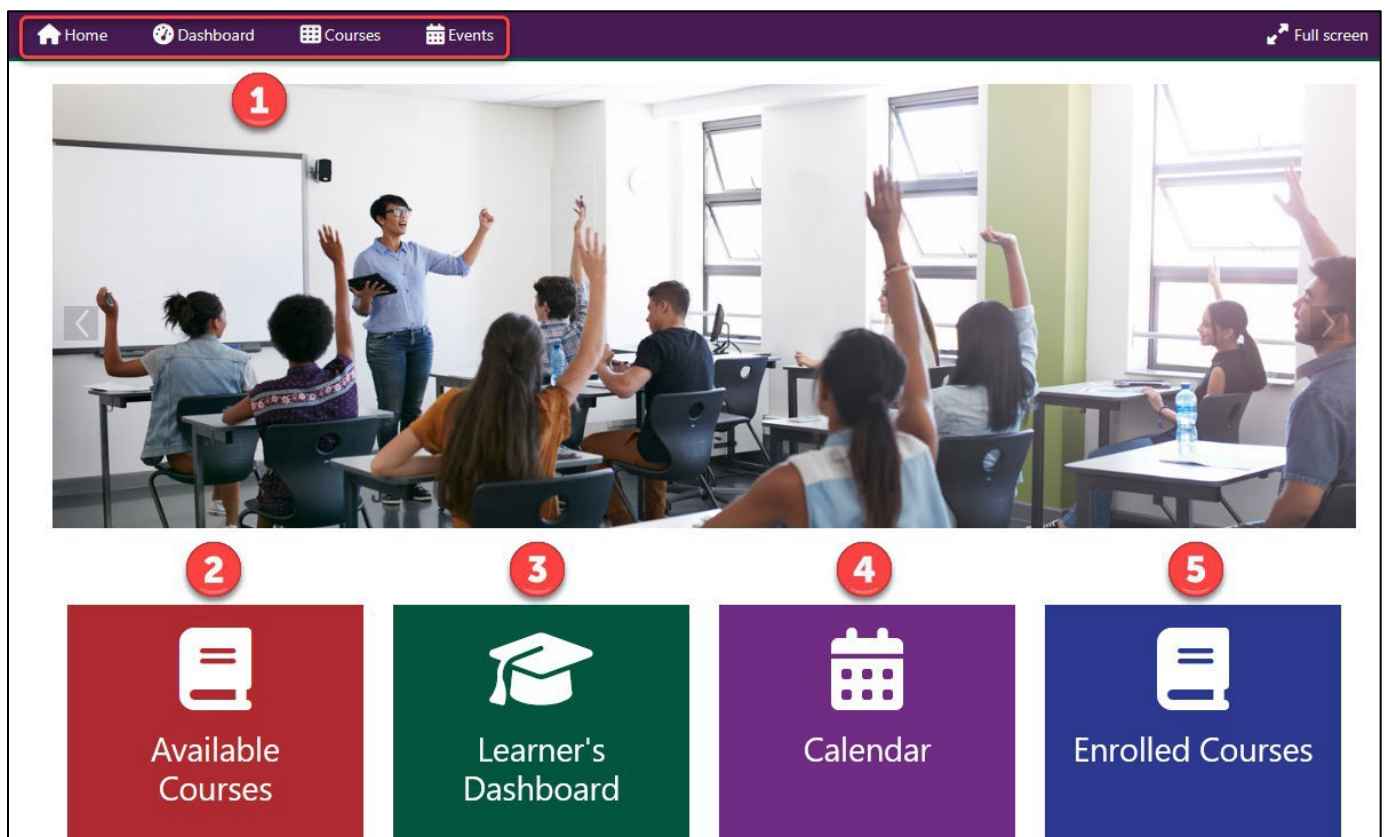
5. Once completed, click **Save changes** for the changes to take effect.

Navigating the PEARS LMS

There are several different ways to navigate the LMS, namely the navigation bar located at the top of the screen, and the tiles located at the bottom.


The following table describes the navigation options located on the **Home** page:

#	Item	Description
1.	Top Navigation Bar	• Home – returns all users, regardless of where they are in the system, back to the home page. • Dashboard – provides access to the Learner's Dashboard, a central hub for accessing the calendar, helpdesk, recently accessed items, and latest programmatic and system-related announcements. • Calendar – captures upcoming training dates for enrolled courses and deadlines for assignments, quizzes, and workshops. It also offers manual entries for those that wish to include personal event dates. • Enrolled Courses – lists all currently enrolled courses.
2.	Available Courses	Provides a list of all available courses, both instructor-led and self-directed.
3.	Learner's Dashboard	The Learner's Dashboard acts as central hub for accessing the calendar, helpdesk, recently accessed items, and latest programmatic and system-related announcements.
4.	Calendar	The calendar captures upcoming training dates for enrolled courses and deadlines for assignments, quizzes, and workshops. It also offers manual entries for those that wish to include personal event dates.
5.	Enrolled Courses	Provides a list of all currently enrolled courses.

How to Enroll in a Course

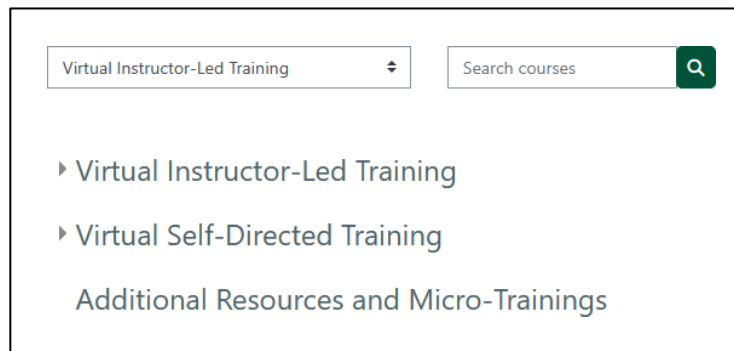The process for how to successfully enroll in a course has been outlined below:

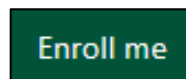1. Click on the **Home** button in the navigation bar.
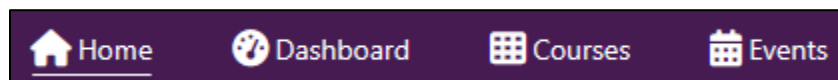
2. Click on the **Available Courses** tile.

3. Click the caret found to the left of either Virtual Instructor-Led or Virtual Self-Directed training to view the available courses and select a course of your choosing.


4. Click **Enroll me** to enroll in the course.

   a. Upon enrolling, you can expect to receive an enrollment confirmation via email that contains logistical information and Zoom links (if necessary).

5. Click each caret found to the left of the respective topic to view its contents.
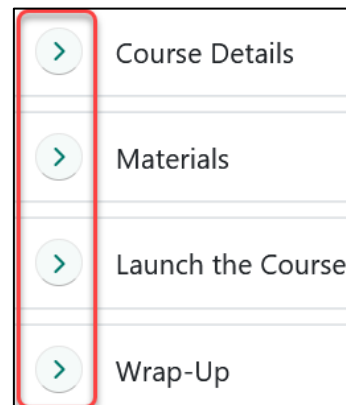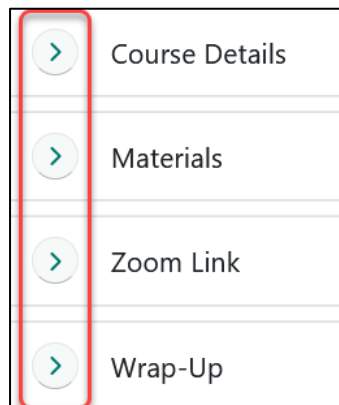
   a. Alternatively, you can click **Expand all**, found to the far right of **Course Details**, to expand all dropdowns simultaneously.

      i. To collapse all dropdowns simply click **Collapse all** found in the same location.

6. To review your enrolled courses, navigate to the home page and click either the **Courses** button located in the navigation bar, or the **Enrolled Courses** tile.

Enrolled Courses
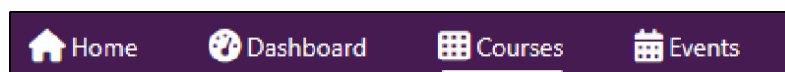
a. To change how these courses are displayed, click the green button found to the far-right of the search bar and select from one of the dropdown options.
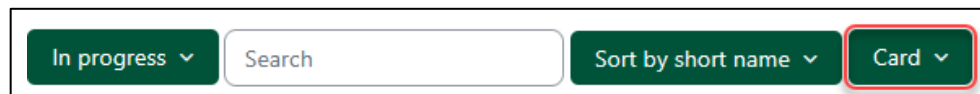

b. If you wish to filter by completion status, click the button to the left of the search bar, and if you wish to sort by name or last accessed, click the button to the immediate right.


How to Attend Instructor-Led & Self-Directed Courses

Upon enrolling in a virtual instructor-led course, a Zoom link will be provided via email and included within the **Zoom Link** dropdown on the course page.

To access the course page, click either the **Courses** button located in the navigation bar, or the **Enrolled Courses** tile on the home page, and select the course in question. From here, simply click the link housed beneath the **Zoom link** dropdown during the appropriate date and time to attend the training.
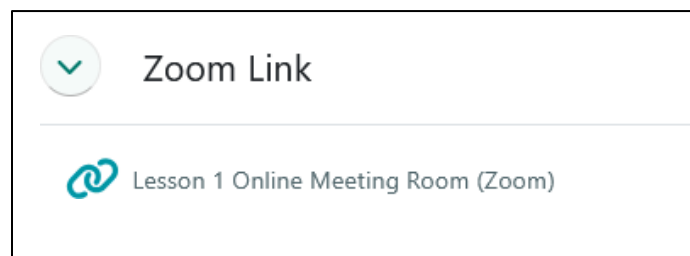
To access the self-directed course, click the link within the **Launch the Course** dropdown on the course page.
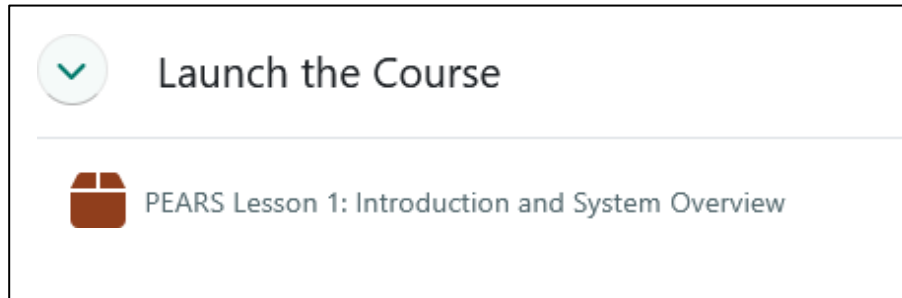
Please Note: You may need to disable popup blockers in order to view the contents of the course in a separate window.

How to Download Completion Records

Several different approaches can be taken to download completion records, both of which offer ease of access to the learner, regardless of where they currently reside in the system.

Downloading Certificates from the Course Page

1. Navigate to the course in question by clicking the **Enrolled Courses** tile on the homepage.

2. Select the applicable course.

3. Click the caret found to the left of the **Wrap-Up** topic, select **Certificate of Completion**, and then click the **View Certificate** button to download a PDF of your certificate.

Downloading Certificates from a User's Profile

1. Click your name / profile picture (displayed as one's initials when a photo has yet to be selected) in the top right corner of the screen and select **View Profile** from the dropdown options.

Jarrod Peterson JP

- 🕑 Dashboard
- 👤 View profile
- ⚙ Edit profile
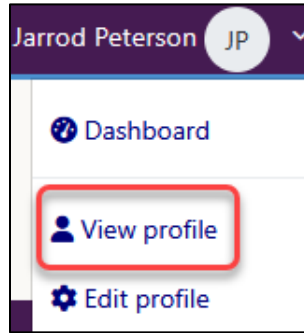
2. Select **My certificates** found beneath **Miscellaneous**.

Miscellaneous

Blog entries

My certificates

Forum posts

Forum discussions

Learning plans
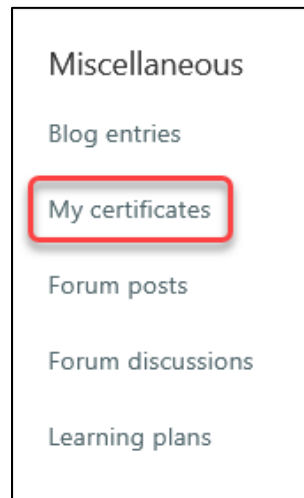
3. From the My certificates page, select your preferred file format and click the **Download** button to download a copy of your transcripts.

Comma separated values (.csv) ⇕   Download

4. To download an individual certificate from this page, locate the **File** column and click the small download icon associated with the course in question.

File

⤓
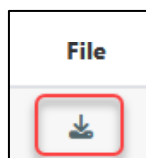
How to Cancel an Enrollment

If you wish to remove yourself from a course:

1. Navigate to the course in question by clicking the **Enrolled Courses** tile on the homepage.

2. Select the applicable course.

3. Click the **More** dropdown found to the left of **Competencies** and select **Unenroll me from this course**.
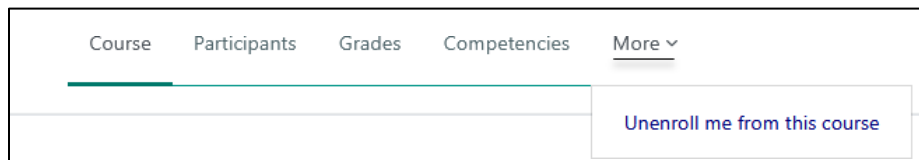
4. A splash page will ask for confirmation of your unenrollment, click **Continue** to proceed.

The Learners Dashboard

The dashboard acts as a central hub for all users and provides access to the training/event calendar, helpdesk, recently accessed items, and announcements. To open the dashboard, click the **Dashboard** button found to the left of the **Courses** button on the homepage.
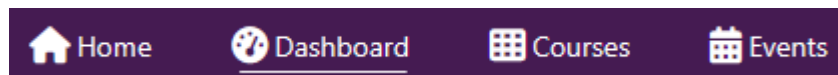
Calendar

The calendar captures upcoming training dates for enrolled courses and deadlines for assignments, quizzes, and workshops. It also offers manual entries for those that wish to include personal event dates.

When manually entering a new event:

1. Click the **New Event** button.
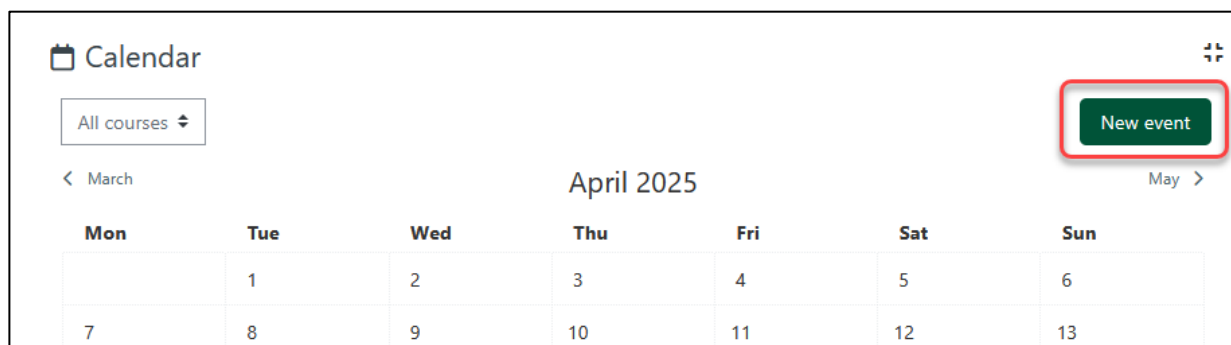
2. Include the event title and click **Show more** to include descriptions, locations, durations, and schedule as reoccurring if necessary, and click **Save**.

Helpdesk/FAQ

The helpdesk provides contact information for technical support, a user guide, and responses to frequently asked questions pertaining to system navigation/functionality. Simply click the email address to send us a message or the appropriate link to review FAQs / the PEARS LMS User Guide.

▤ Helpdesk/FAQ

If you are experiencing any technical issues and require assistance, please contact us using our technical support email address at cce-pearslms@csus.edu.

A User Guide for students can be viewed at: PEARS LMS User Guide

An FAQ for students can be viewed at: https://docs.moodle.org/405/en/Student_FAQ

Recently Accessed Items

Recently accessed items offer a quick and simple way to return to a recently visited page.

☰ Recently accessed items

PEARS Lesson 1: Introduction and System Overview
VSDT-001 Lesson 1: Introduction and System Overview

Certificate of Completion
VSDT-001 Lesson 1: Introduction and System Overview

Lesson 1 Online Meeting Room (Zoom)
VILT-001 Lesson 1: Introduction and System Overview (Instructor-Led)

Latest Announcements

The latest announcements block provides a space for relevant system updates and programmatic announcements.

📢 Latest announcements

April 28 2025, 3:39 PM

Admin User

Welcome to the LMS

Older topics ...

Management Features

The following section discusses the two features available to managers in the LMS.

IMPORTANT: You must have **PEARS Manager** access to perform the management functions in the LMS. If you are a SIA and do not have PEARS Manager permissions, please email: PEARS@dss.ca.gov.

Completion Report

Use the following steps to pull reports from the PEARS LMS.

From the site home page:
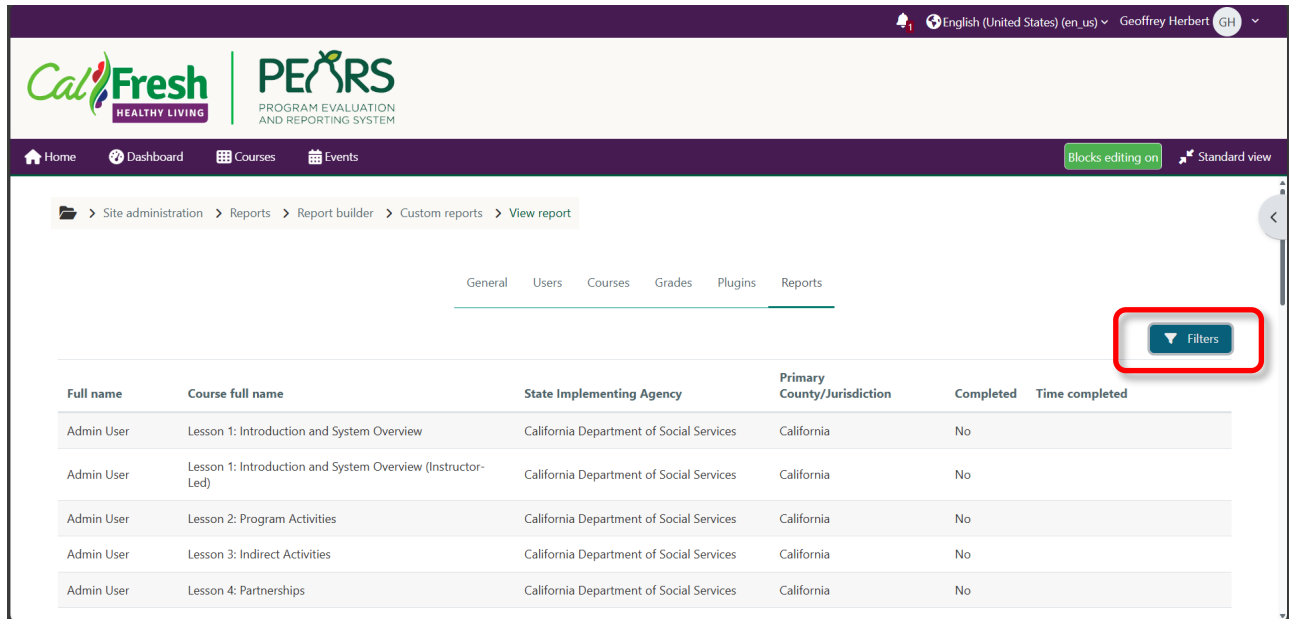
1. Click the **Dashboard** button.
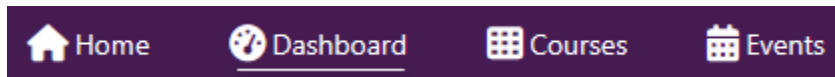
2. Click on the Completion Report link in the Manager Reports section.
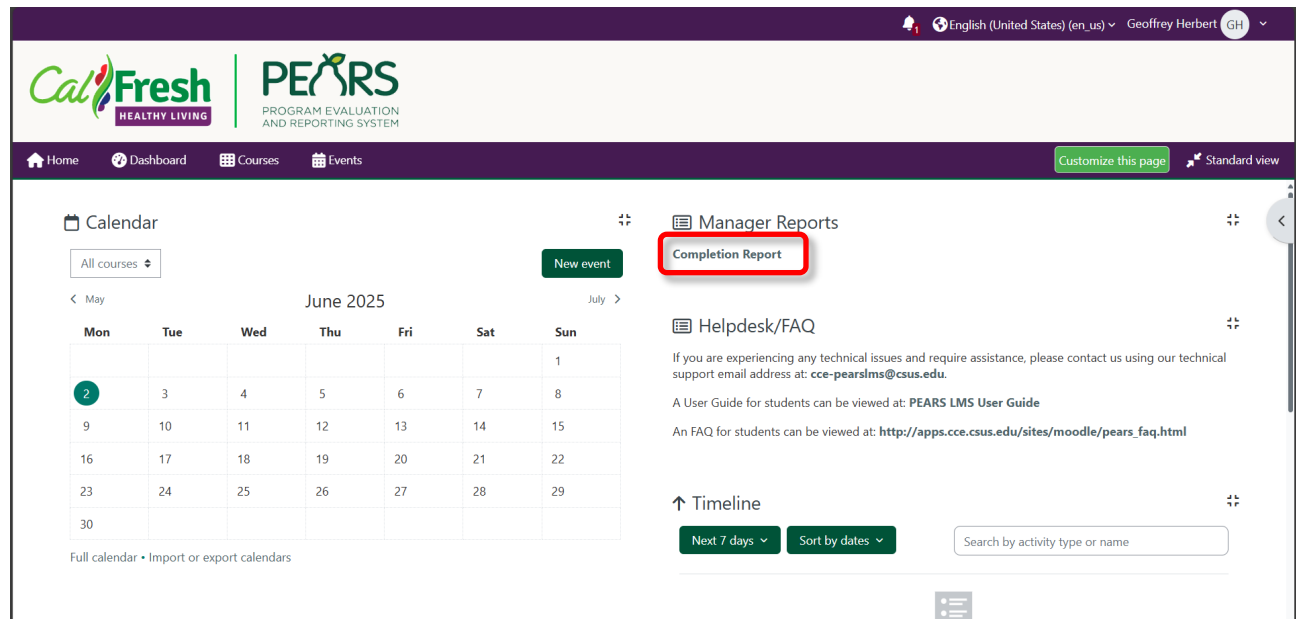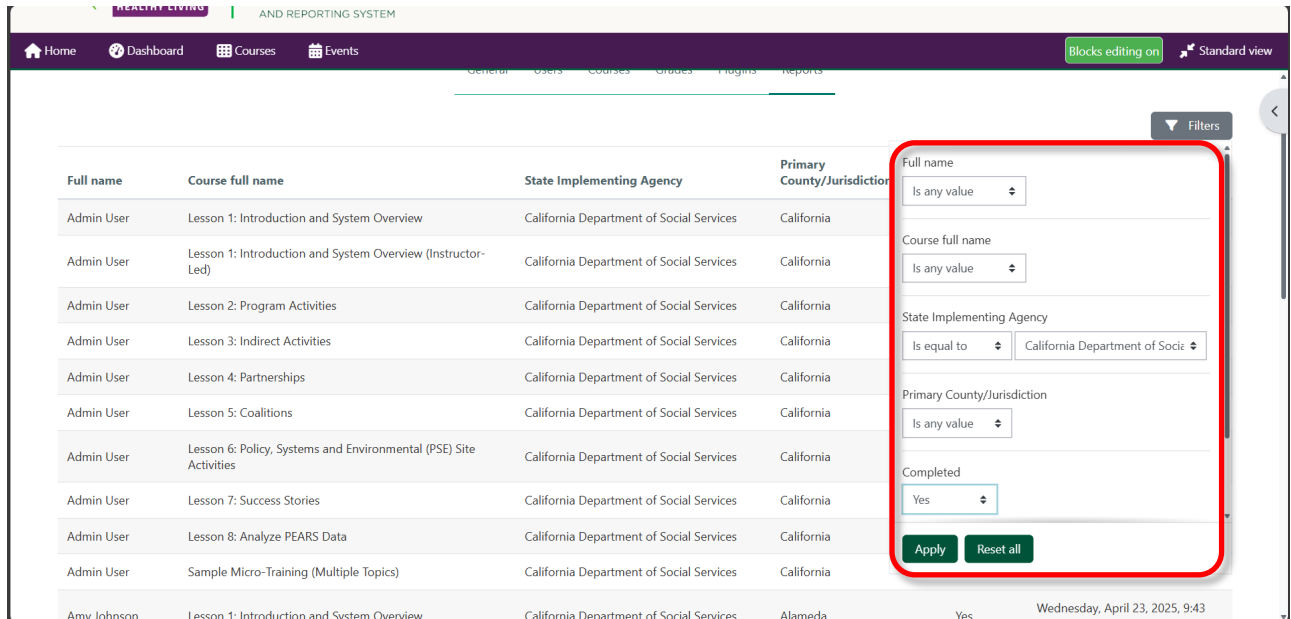
3. Click on the Filters button located in the top-right of the report.

4. Change the filtered parameters to fit the criteria you would like to see on the report.

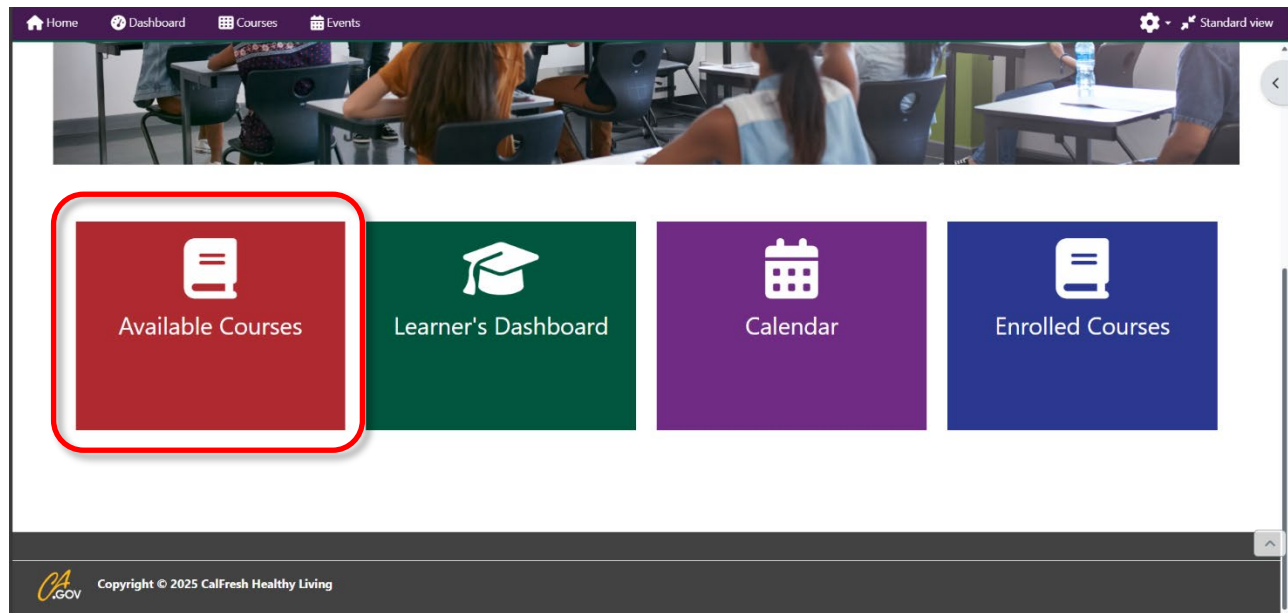5. Download the report by selecting the desired format and clicking Download.

Enroll Staff (CURRENTLY UNDER DEVELOPMENT)

This feature is currently under development. For the time being, please forward any staff enrollment requests to: cce-pearslms@csus.edu. Include course name, staff name, and staff email address in your request.

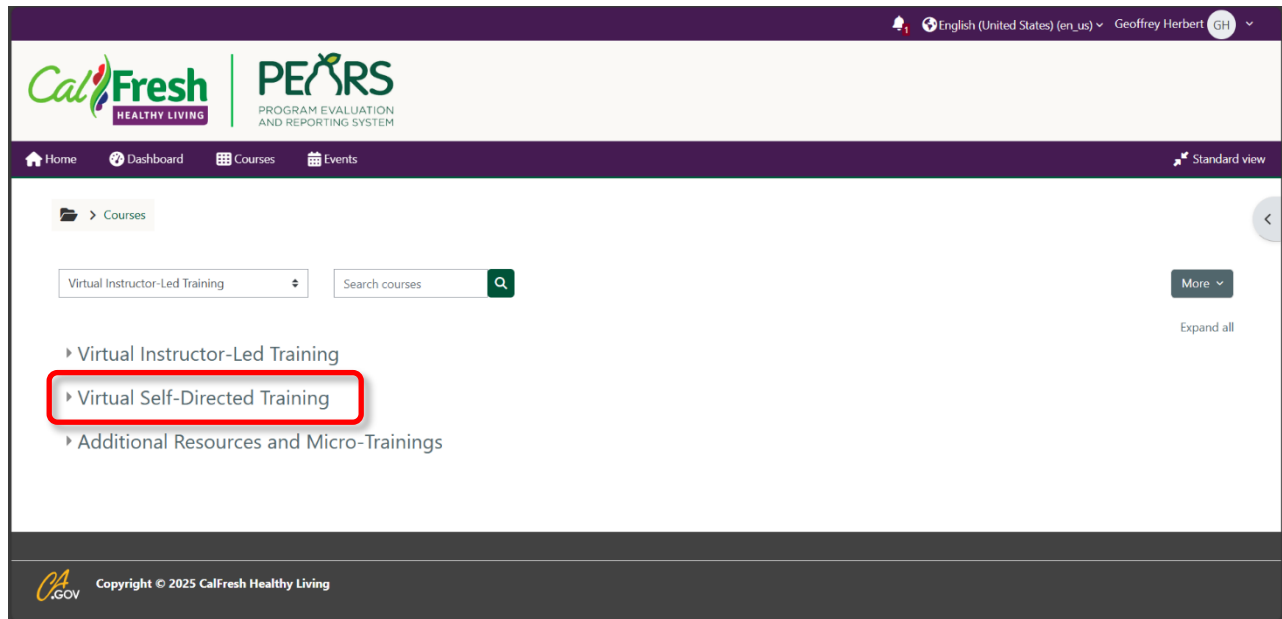Use the following steps to enroll staff in courses in the LMS.

From the site home page:

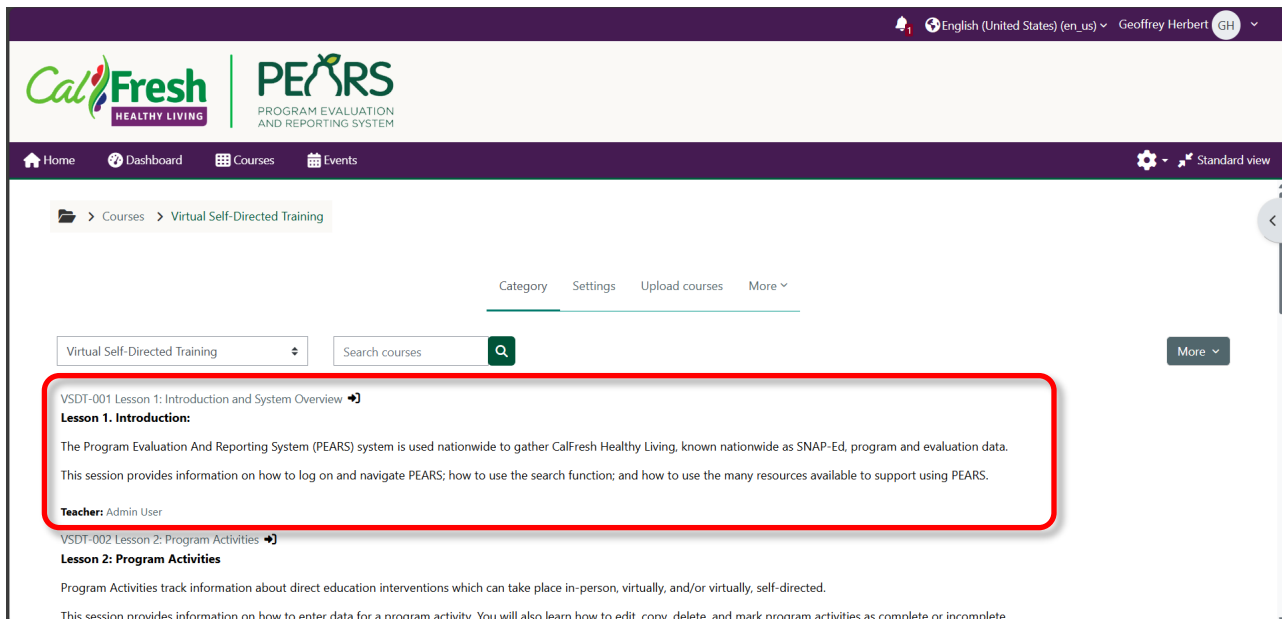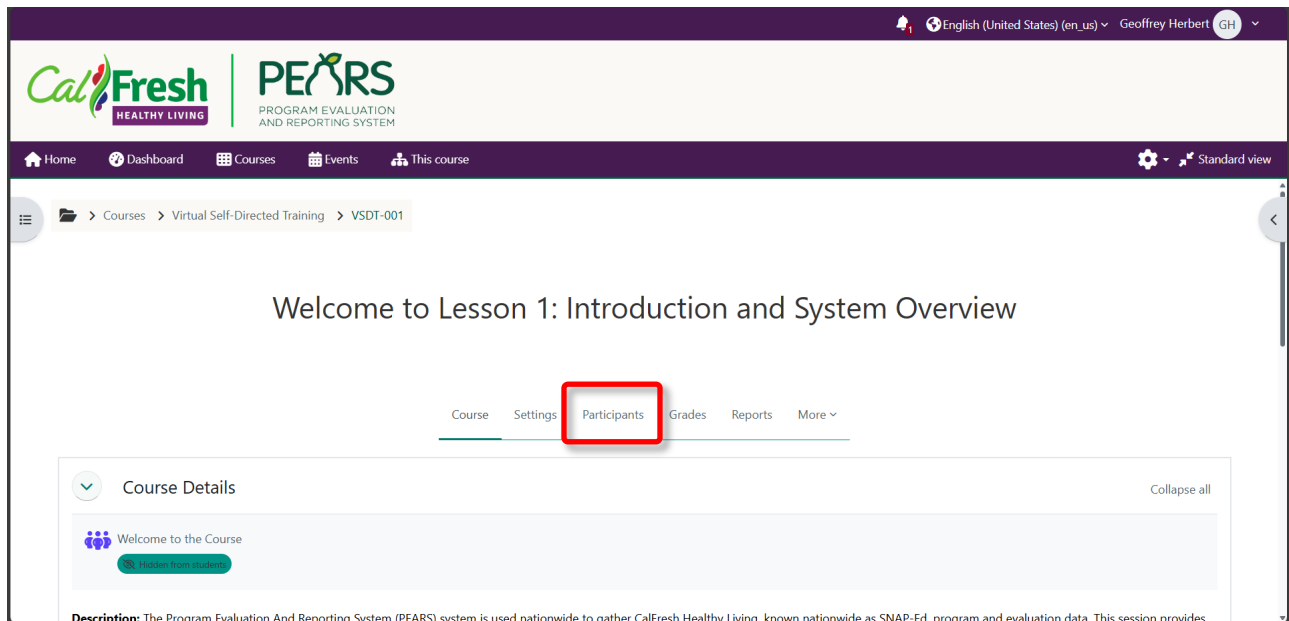1. Click the **Available Courses** button.

2. Click on the **Virtual Self-Directed Training** category link.
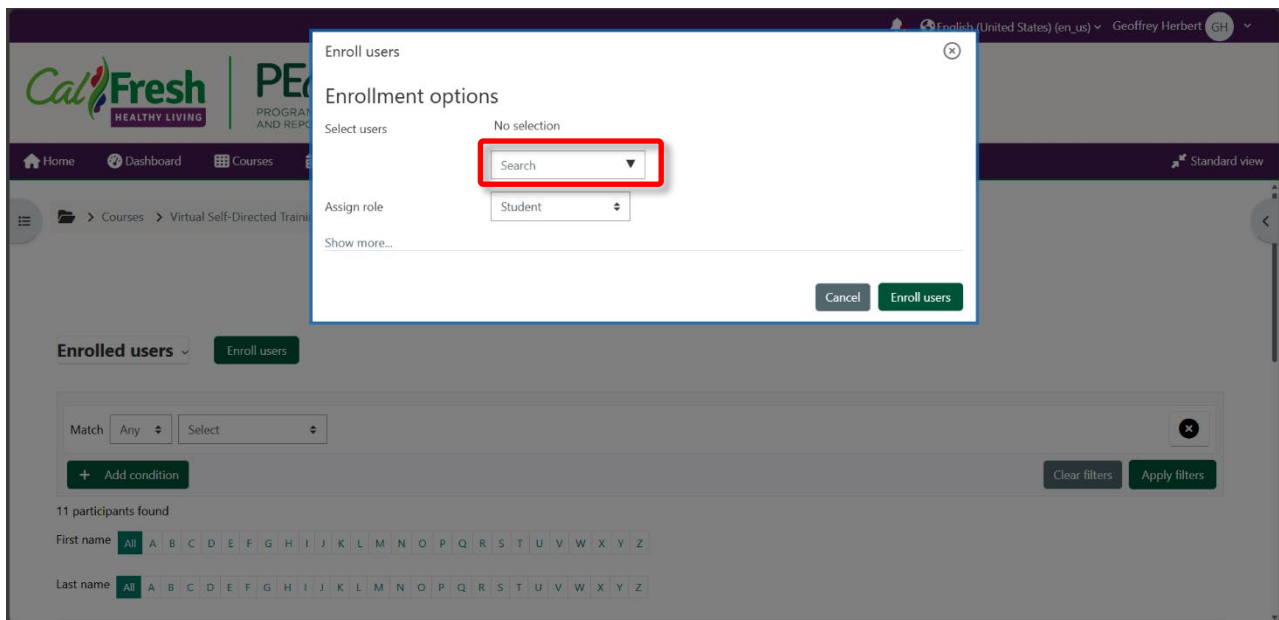

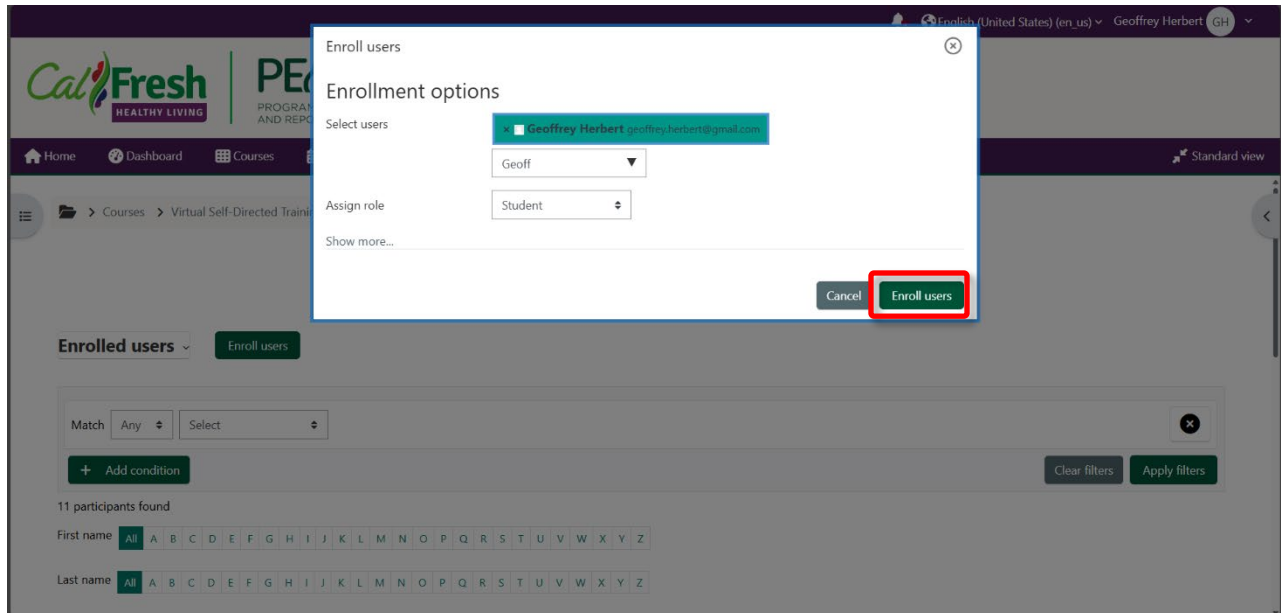3. Select the desired course you would like to enroll staff in.

4. Click on **Participants** in the upper-middle of the course home page screen.

5. Search for staff by entering their name in the **search box**.

6. Complete the enrollment by clicking on **Enroll users** in the lower-right corner of the dialogue box.

Questions?

For any system related questions, please feel free to contact us at: cce-pearslms@csus.edu

For any program related questions, please feel free to contact us at: PEARS@dss.ca.gov