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### Version Control

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Additional Support

LMS Outage
Introduction

The Learning Management System (LMS) is the online delivery system for Oracle Hospitality eLearning for OPERA. Our flexible training curriculums are designed for a variety of learning styles and enables property staff to find a comfortable pace at which to learn. Designed for new and seasoned hotel staff, Oracle Hospitality eLearning delivers fast, cost-effective, and valuable training on OPERA products.

This guide is to help users navigate the Learning Management System (LMS) and provide answers to common questions.

Accessing the eLearning Website

Oracle Hospitality eLearning for OPERA website can be accessed via the web at http://www.micros-elearning.com. It works using most popular web browsers. Due to security of your network, you may need to add the URL to trusted websites in your browser. You will also need to allow pop-ups for your browser, as some courses launch in separate windows.

If you are having any additional issues, please work with your property IT Administrator to determine if your network may be causing issues.

Recommended Browsers

Our recommended browsers are Mozilla Firefox, Internet Explorer, and Google Chrome. You may use Safari or Microsoft Edge, however you may encounter performance issues when taking courses.
OPERA eLearning Curriculum and Courses

The main login page provides a way to access a PDF document with details for each of the available curriculums.

There is a separate document for each of the available curriculums.
A curriculum is made up of several courses. The document includes a section that details the time for each course within the curriculum.

Additionally, each course is broken out into a separate section showing the description of the course and a detailed listing of the lessons.
Logging In

Enter your User Name and Password in the Member Login section, then click the Login button.

Profile

This screen provides a way to update your individual Profile. This screen is divided into three sections:

» **User Information.** This section contains information such as name and email.
» **Login Information.** Using the fields in this section you can change your password as needed.

![Login Information](image.png)

» **Property Information.** The bottom of the screen displays additional fields. Only the Job Title can be modified.

![Property Information](image.png)
Dashboard

This screen provides an overall view of accessible functions and features available. You can see a brief list of eLearning courses currently assigned to you by your Manager.

The **Status** column shows the current status for each course (Not Started / Incomplete / Completed).
Course Catalog

The Course Catalog contains a list of available learning material.

If necessary, you can filter the courses by selecting from the Curriculum list of values.

Select Enroll to add a course to your training plan.
Once you are enrolled in the course, the link is replaced with a **Course assigned** label.

You also want to enroll in the corresponding **Quiz** for the selected course.
To take the enrolled courses, select the **My Courses** link.
My Courses

The My Courses section displays all of the courses and quizzes assigned to your login.

Taking Courses

The courses are listed in the order you should take them. Click the Take link to begin the course.
Once the eLearning course loads, click the **Start Course** link and follow the prompts on the screen. Courses will launch in a separate window.

**Note:** Course screens and navigation menus may have different design layouts than this example. Please review the [LMS User Videos](#) for more details.

At the end of the course, exit by clicking the **X** in the upper right corner of the screen.
Once the course window closes, select User Home to return to the previous screen.

**Note:** Failure to close out of the completed course screen as directed may impact recording of the completion of your progress.

When the entire course was completed, you will see a green indicator bar and a Review link. There is also a link to print the Certificate if you wish to do so.
If the course was not completed, you will see a yellow indicator bar and a **Retake** hyperlink. The **Certificate** will not become available until the course is completed.

To see the history for a specific course, click on the plus sign (+), in the **Summary** column.
Each attempt will show the date and time you started the course, as well as the completion status. If you would like to print this information, select the New Window button to launch the information in a new browser window.

Taking Quizzes

Each eLearning course has a corresponding quiz. Select the Take Test hyperlink to begin the quiz. Answer each question and click the Next button to proceed.
Upon completing the quiz, click **F5** to refresh the screen so the score is displayed.

The highest score for your attempts shows in the **Score** column. If your score is 80% or higher, you have passed the quiz. When the quiz meets or exceeds the passing score, the **Certificate** link is available to select.

If your score is below 80% the indicator bar displays in red (instead of green) and you see a **Retake Test** link.
You are allowed three attempts before access to the quiz is disabled.

Note: It is critically important to refresh the screen (by selecting F5 on your keyboard or using the refresh icon on your browser) after completing the quiz to avoid a mismatch between the Score column and the color bar indicating completion.
To see the history for a specific quiz, click on the plus sign (+), in the **Summary** column.

The screen will list the number of attempts you have taken on a quiz, as well as the completion status. If you would like to print this information, select the New Window button to launch the information in a new browser window.
Frequently Asked Questions (FAQs)

User Management

I forgot my password. How do I reset it back to default?
» First, contact your manager or instructor who provided you with your login. They will be able to assist with resetting your password. When you log back in, you can change it back to a password of your choice.
» If your manager or instructor is not available, please email Oracle Hospitality eLearning and one of our team members will reset your password back to the default. Please include the following information in your email:
  - Your Full Name (include any alternate names/spellings you may use)
  - Full Name of Your Property or Educational Institution
  - Your eLearning Login Name (please do not include the password)
  - Email Address provided by Your Property or Educational Institution (if applicable)

Course Enrollment

Which courses should I take?
» We let each property decide what level of knowledge their team members require. Your manager will select the Course Plan applicable for your property.
» The downloadable OPERA eLearning Curriculum and Course plan documents provide details for each course. These documents are located on the Learning System Management home page.

Can I see when I took a course or quiz?
» Yes, you can click on the plus sign (+) next to the course name, in the Summary column, to see the history for that course. If you would like to print this information, select the New Window button to launch the information in a new browser window.
  - Courses. Each attempt will show the date and time you started the course, as well as the completion status.
  - Quizzes. Each quiz attempt will be listed, as well as the score and completion status.

Quiz Troubleshooting

I failed the quiz, why can I not take it again?
» The quizzes are set to allow a maximum of 3 attempts. Your manager can reset the quiz by un-assigning it from the user and then re-assigning it back to you. This will reset the count you may have another 3 attempts.

Why can’t the eLearning Team just reset my failed quiz?
» Our team is unaware of what completion requirements were provided to you by your Property or Education Intuition. All quizzes are set to allow a maximum of 3 attempts, and it is our policy to not reset quizzes.
» The exception to this is if there is a technical issue (see below) or unless we have written approval from a manager or instructor.
Why is the status bar displayed as red even though I passed the quiz?
» The color bar indicates the most recent attempt while the Score column shows the highest score.
   A mismatch occurs when someone passes the quiz and then attempts it again but fails. In most cases, the
   passing score is enough to show proficiency.
» Please make sure you review the Taking Quizzes section of this document, reviewing the area about screen
   refresh.
» Your manager or instructor is able to pull a user report from the LMS System, this report will reflect your
   highest score.
» If you need further assistance on this issue, please email Oracle Hospitality eLearning and we will do our
   best assist you further.

I only attempted the quiz once, but it will not allow me to retake it again?
» Please email Oracle Hospitality eLearning, providing the information requested in the Additional Support
   section of this document. Once we confirm your quiz status, we will assist you with a quiz reset.

Additional Support

If you are unable to resolve your issues after reviewing this document, please email us at
elearning_ww@oracle.com and one of our team members will respond as soon as possible. The Oracle Hospitality
eLearning - Hotels team is available from Monday - Friday, 8:00 am - 5:00 pm Eastern Standard Time.

Please provide the following information in your email:
» Your Full Name (include any alternate names/spellings you may use)
» Full Name of Your Property or Educational Institution
» The name of the course(s) that are causing the issue
» A detailed description of the issue
» Supporting screenshots
» Your eLearning Login Name (please do not include the password)

To aid us in assisting you, please provide answers to any of the following applicable questions:

» Computer and Network
   • Is this issue happening on a variety of computers or just one specific machine?
   • Are you accessing eLearning from a workstation, laptop or tablet?
   • Did you lose internet connection while attempting to complete the course?

» OS & Browsers
   • What operating system are you using?
   • What browser are you using?
   • What version of the browser are you using?
   • Is the eLearning website added to your browser Trusted Sites?
   • Is the eLearning website added to your browser Compatibility View Settings? (Internet Explorer Only)

» Course Activity
   • Did the user complete the course using “See It” or “Try it” mode? (Does not apply to OPERA V5
eLearning)
   • Did you pause the course and restart in a different window or browser?
LMS Outage

If you are experiencing an outage with the LMS system, please email us at elearning_ww@oracle.com. Please do not contact Oracle Hospitality Support, as this is outside the scope of the support they provide. Once we receive your email, we will look into the issue and actively work to find a resolution.