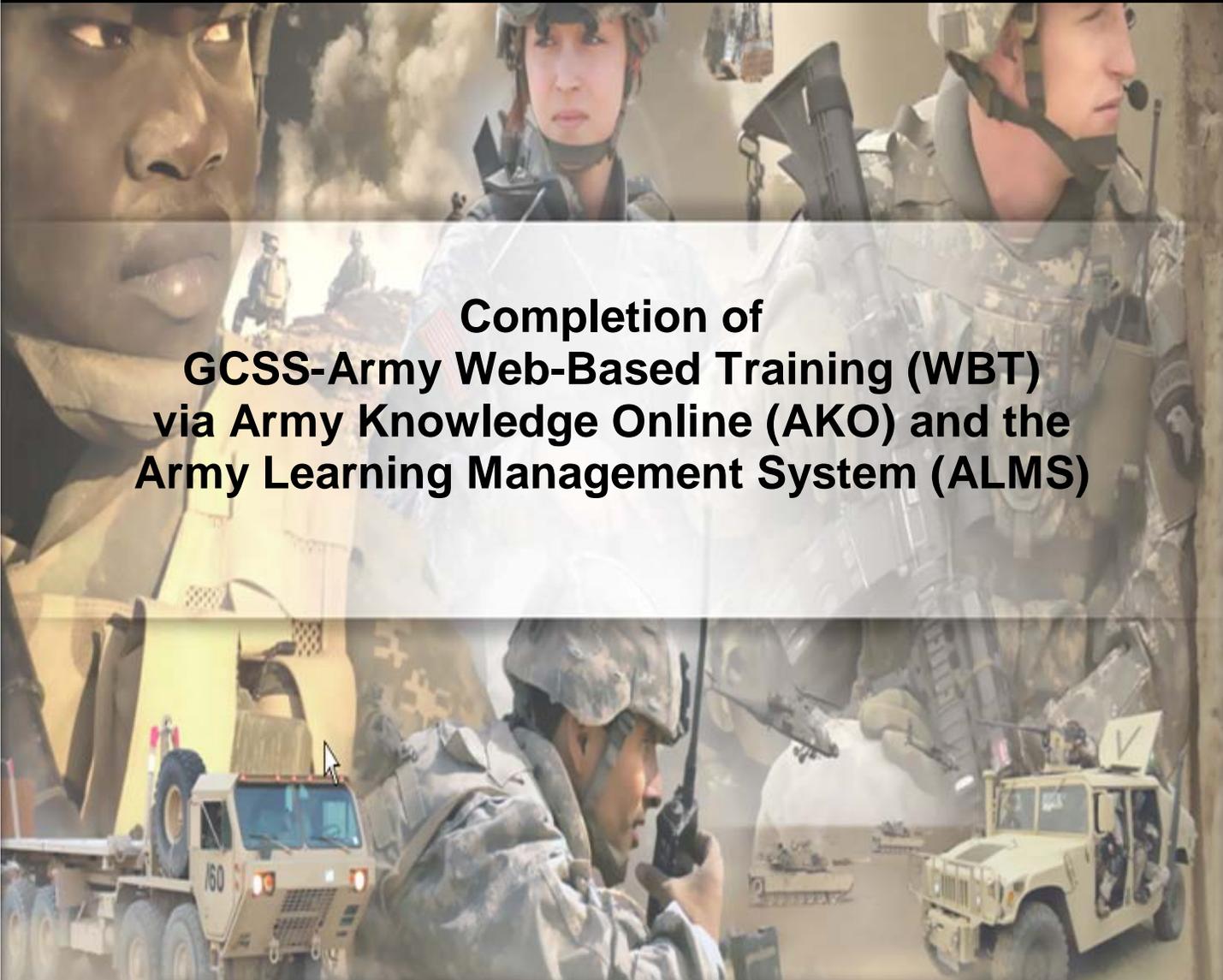


User's Guide

A large, semi-transparent collage of military-related images serves as the background for the central text. It includes close-up portraits of soldiers in various settings, a soldier in a Humvee, and a large yellow military truck. The images are layered and slightly faded to allow the text to be clearly visible.

Completion of GCSS-Army Web-Based Training (WBT) via Army Knowledge Online (AKO) and the Army Learning Management System (ALMS)

Version 9.0 (for ALMS Version 3.1)

19 November 2012

Versions

Version	Date	Comment
1.0	15 April 2010	Initial Release
2.0	30 April 2010	Added Table of Courses in Part II
2.1	4 May 2010	Removed dates; added Troubleshooting section.
2.2	14 May 2010	Added item about slow response time in troubleshooting section
2.3	7 June 2010	Added note below TOF; added Finance Overview.
2.4	8 July 2010	Added note on Help in simulations. Fixed spacing in Troubleshooting section.
4.0	21 October 2010	Corrected numbering. Added sections on retakes, transcripts, and generating Cert of Completion.
5.0	7 January 2011	Added "Before you Enroll" section
5.1	31 January 2011	Expanded information about TOC to include color as well as shape.
6.0	2 May 2011	New POI tracks, new registration and launch procedures for ALMS Version 2.0 (after downgrade)
6.2	19 July 2011	Copyright Information added
6.3	17 October 2011	Updates for ALMS Version 3.0 added; FAQ expanded
6.4	1 January 2012	FAQ Expanded (registration), GCSS-Army-ALL types added
6.5	1 April 2012	FAQ Expanded (cache)
7.0	15 May 2012	New sections on testing and survey. Added Glossary. Substantial revisions.
8.0	31 July 2012	Revisions to Learning Management tabs showing new +/- expansion system
9.0	19 Nov 2012	Conversion to self-enrollment

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Northrop Grumman Corporation. Effective Date: 15 April 2010. Version: 9.0 (Dated: 19 November 2012)

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Required Identification

Access to GCSS-Army Web-Based Training (WBT) depends on these factors:

1. The student must possess a valid AKO (Army Knowledge Online) ID and password
2. The AKO ID must be recognized by the ALMS (Army Learning Management System) database

Please contact your supervisor or SASMO regarding assignment of an AKO ID. The AKO mailbox must remain open and available for delivery of information. 'Generic' IDs are not permitted.

Hardware and Software Prerequisites

Note: The GCSS-Army WBT may be taken on most PCs, but can also be completed on AGM (Army Gold Master) laptops. If you are using another kind of PC, please ensure that you have the following prerequisites for hardware and software before attempting to use the GCSS-Army training materials. Hardware and software information is available under **My Computer** (right click) → **Properties**. Internet versions are available in Internet Explorer under the **Help** → **About** menu.

Hardware

CPU:	Windows Pentium class machine, 1.2 GHz or higher preferred. Apple products not supported.
RAM:	2GB minimum (more is better)
Video:	Card & display must support 1024 X 768 at 96dpi, 32 bit color quality (high) preferred
CD-ROM:	If CD-ROM is used as alternative delivery device, it must be accessible to the s/w; including any drive letter (DFAS USERS, PLEASE TAKE NOTE!)

Software

O/S:	<u>The GCSS-Army WBT is certified on Windows XP only.</u> It appears to work properly for Windows 7, but has not been extensively tested on that platform. Not recommended for Windows Vista. Do not use on Macintosh operating systems.
Browser:	I/E 7 (minimum) or I/E 8 (preferred). Appears to function correctly on I/E 9. Not recommended for Mozilla Firefox. Cookies must be <i>enabled</i> . The pop-up <u>blocker</u> must be disabled . Browser pop-up windows must be <i>enabled</i> .
Output:	None required. Work products cannot be saved. ALMS certificates will print on any standard networked or attached printer.
CAUTION:	<u>Clear your Internet cache before starting WBT training. [Delete all temporary files.]</u>

A Note about Network Speeds for GCSS-Army WBT

The ALMS system is heavily utilized, both in terms of number of courses offered and number of students taking those courses. Consequently, response time can be slow during periods of heavy use – as much as several seconds to turn the page of a GCSS-Army lesson, and over a minute to launch a simulation. GCSS-Army has absolutely no control over network speeds.

To avoid problems with your ALMS session in AKO, please do the following:

1. Clear your Internet browser cache before starting GCSS-Army WBT. (The 'cache' is a part of the Internet browser that remembers what Web sites you have visited, and tends to accumulate a lot of temporary files). Also delete unneeded 'cookies' – bits of information kept on your PC by web sites you have visited which identify you.

To clear the cache, open your Internet browser, pull down the **Tools** menu, and select **Internet Options**. On the **General** tab, the **Browsing History** options are the second set shown. Click **Delete**, then **Delete All** in the next menu. (If your security settings do not allow **Delete All**, delete the temporary files and 'cookies' instead).

2. Click buttons and menu items only once. Normally, the GCSS-Army options will change color or 'press' themselves in a three-dimensional fashion to show that they have been 'clicked'. Once the button changes, the request has been sent to the ALMS, and clicking again has no effect (or may cause JAVA exception errors). An example of a changing button is shown below.



Figure 1. NEXT button - original (left) and clicked (right).

3. Wait for screens to open completely, including all backgrounds. Attempting to access items, select options, add data, or print screens should not be done until the *entire* image appears.
4. Try logging into AKO and ALMS in non-peak periods to improve your system's response time. Least busy periods are before 0800 and/or after 1800. Also, try to avoid Monday mornings from 0800-1000, and Friday afternoons from 1400-1700, when the site is busy.

GCSS-Army WBT on Alternate Web Sites

As of late 2012, the ability to take the GCSS-Army WBT courses from another web site (such as www.gcass.army.mil) exists, but this website contains only the GCSS-Army lessons (no tests, no survey, no certificates). This website is not under the control of the GCSS-Army LMS Administrator, and may not have the most up-to-date materials, but may be useful for those students whose GCSS-Army implementation is more than 180 days in the future.



Figure 2. GCSS-Army Web Site.

Certificates of completion for work done on the GCSS-Army web site were available for printing until summer, 2012. These may be submitted to the LMS Administrator for recording in the student’s ALMS transcript until 12/31/2012.

GCSS-Army WBT on Your Desktop

The ability to take the GCSS-Army WBT courses offline on a PC's desktop is being considered for the SABA Content Player v5.5, but is not yet available. Until then, another way of taking GCSS-Army WBT classes outside of the ALMS system is to request a copy of the courseware on CD-ROM.

GCSS-Army WBT on CD-ROM

This option should be reserved for the most extreme situations (very long distance from server, lack of AKO credentials, extremely short ramp-up time, etc) and requires pre-approval by GCSS-Army management, as it involves remaking the courses in a different format. Security issues (control of courseware, markings, and mailing of media) also become important factors. For additional information or to request alternate media, please send an e-mail to the Training e-mailbox.

Name	Type	Date Modified
1-GCSS-Army Overview	File Folder	4/13/2012 9:48 AM
2-Basic Navigation [JAVA]	File Folder	4/13/2012 10:19 AM
3-Using GCSS-Army Reports	File Folder	4/13/2012 10:20 AM
4-Retail Supply Overview	File Folder	4/13/2012 10:02 AM
5-Materiel Management Overview	File Folder	4/13/2012 9:55 AM

Figure 3. CD-ROM File Structure (partial).

Part 1 – ALMS Access Via AKO (Army Knowledge Online)

Enrollment Prerequisites

Access to GCSS-Army Web-Based Training (WBT) depends on these two factors:

- The student must possess a valid AKO (Army Knowledge Online) ID and password
- The AKO ID must be recognized by the ALMS (Army Learning Management System) database

Please contact your supervisor or SASMO regarding assignment of an AKO ID. The AKO mailbox must remain open and available for delivery of information. 'Generic' IDs are not permitted.

Access Army Knowledge Online (AKO)

1. Open your browser and navigate to <https://www.us.army.mil>. A screen similar to that below will appear.

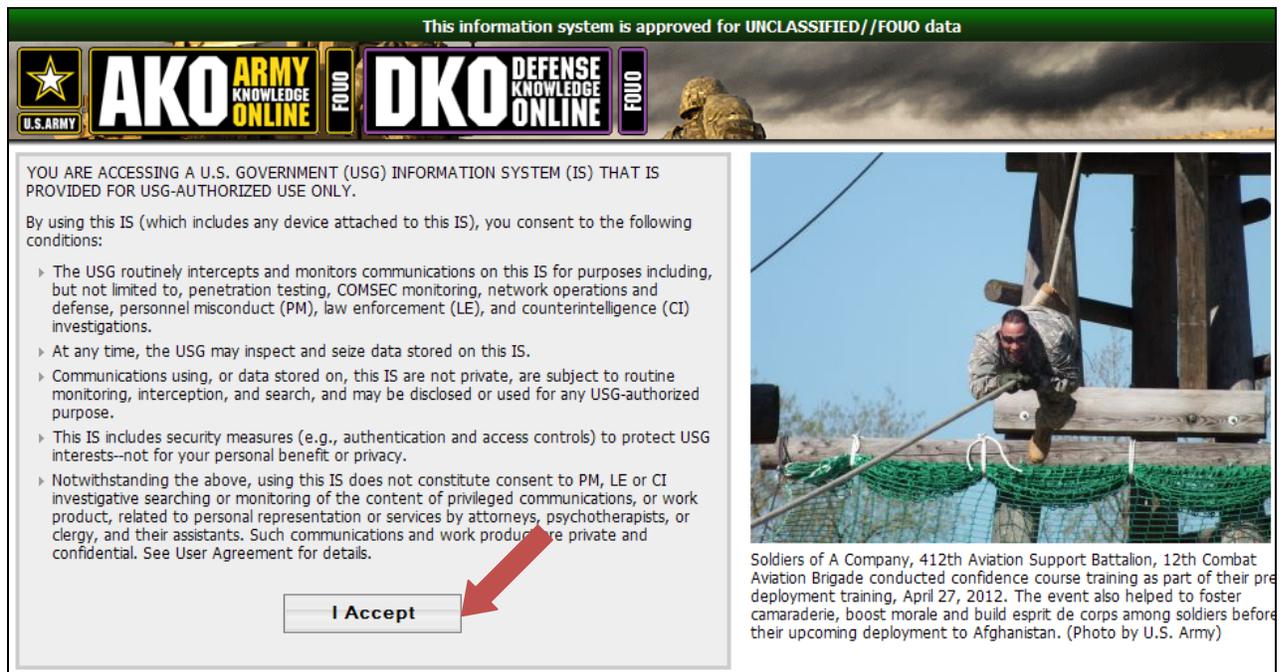


Figure 4. AKO/DKO Portal.

2. Click the **I Accept** button to access the **AKO** login screen.

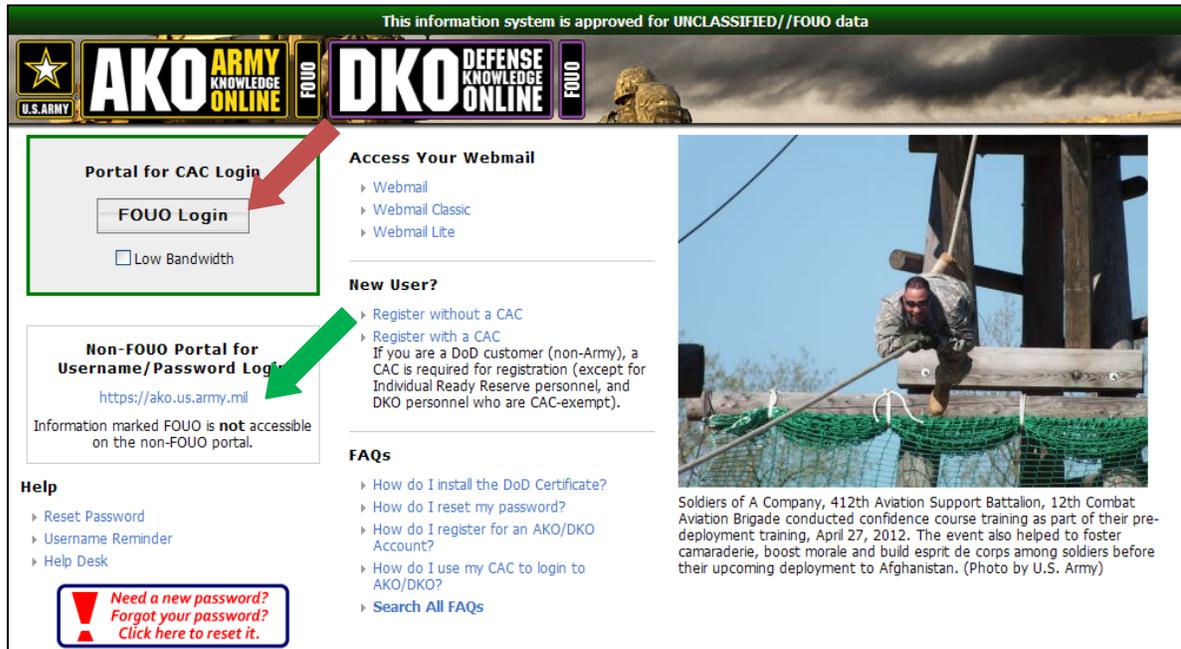


Figure 5. AKO Login Screen.

3. At the login screen, do **one** of the following:
 - a. Make sure your CAC card is inserted properly into the CAC reader and select **FOUO Login**. You will need to choose your DOD certificate and enter your CAC PIN to complete the login. CAC certificates must be current & published to Internet Explorer in order to be recognized; contact your SASMO for assistance if the CAC PIN screen does not appear. (Preferred method) **–OR–**

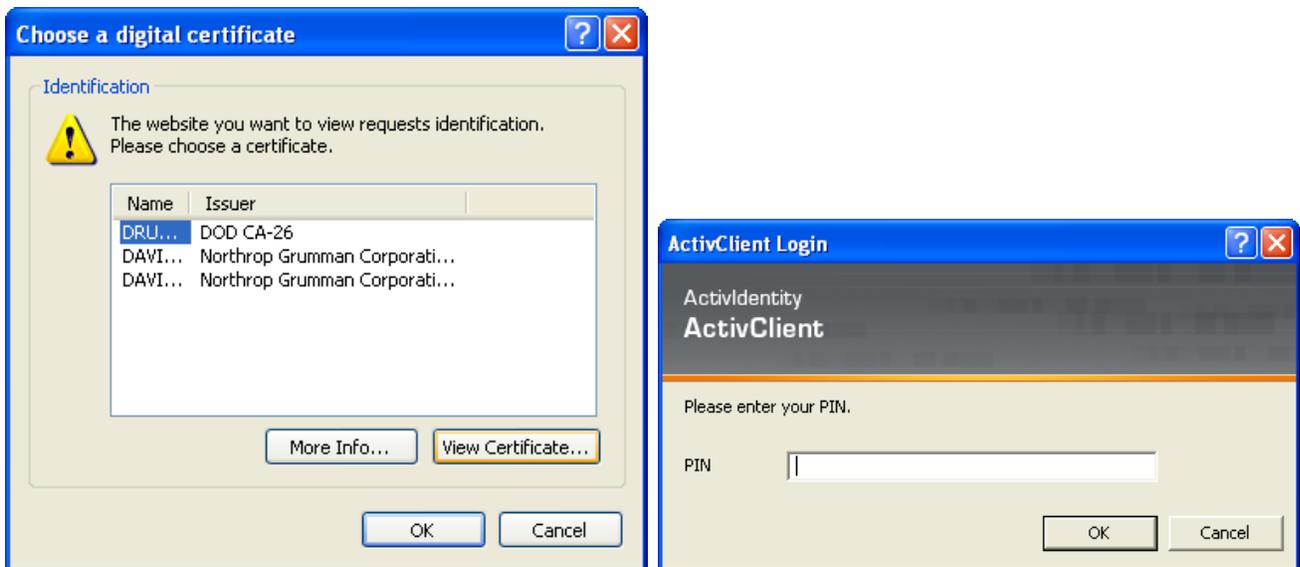
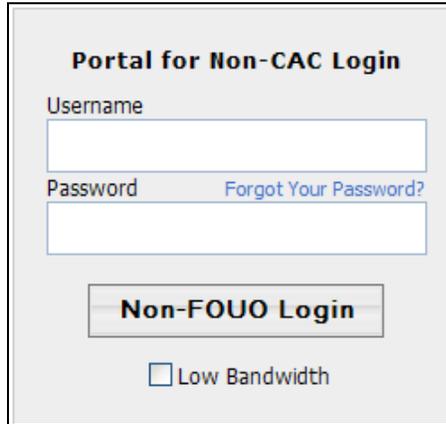


Figure 6. Digital Certificates and CAC PIN.

- b. Click the **Non-FOUO Portal for the Username/Password** hyperlink. (Non-preferred method). The screen above appears with the figure below replacing the FOUO Login. Enter your AKO **Username** and **Password** in the fields indicated and click **Non-FOUO Login**.



Portal for Non-CAC Login

Username

Password [Forgot Your Password?](#)

Non-FOUO Login

Low Bandwidth

Figure 7. Non-CAC Login.

Note: If you are on a slow speed terminal, click the **Low Bandwidth** box before logging in. This method also requires you to answer KBA (security) questions which has been previously set-up.

4. The **AKO Home Screen** will appear. If the login screen reappears, you have made an error during the login process. Check your username and password, or make sure the CAC is right side up and completely inserted into the CAC reader, then try again. If you still cannot login, call the **AKO Help Desk** (not ALMS or GCSS-Army) at **1-866-335-ARMY (2769)** for assistance.

Access 'My Training'

1. Find the **Self Service** drop-down list at the top of the page.



Figure 8. AKO Home Screen.

- From the **Self Service** drop-down list, select **My Training (or My Education)**.

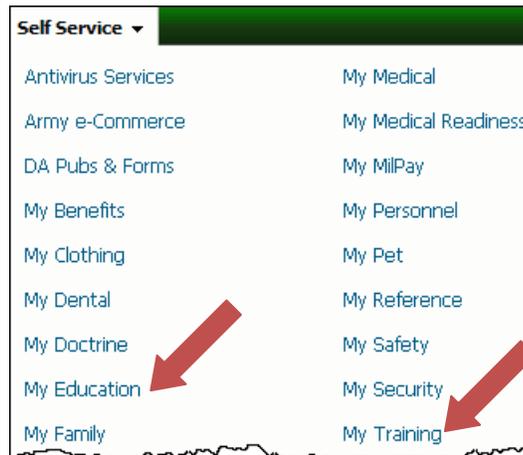


Figure 9. Self-Service Options List.

- The **My Training** screen will appear showing the **ALMS** (Army Learning Management System) 'gadget' in one of nine smaller windows (see below). [You may wish to use the **Customize View** option to center the ALMS window, or turn off unused 'gadgets' to help the ALMS gadget load faster.]

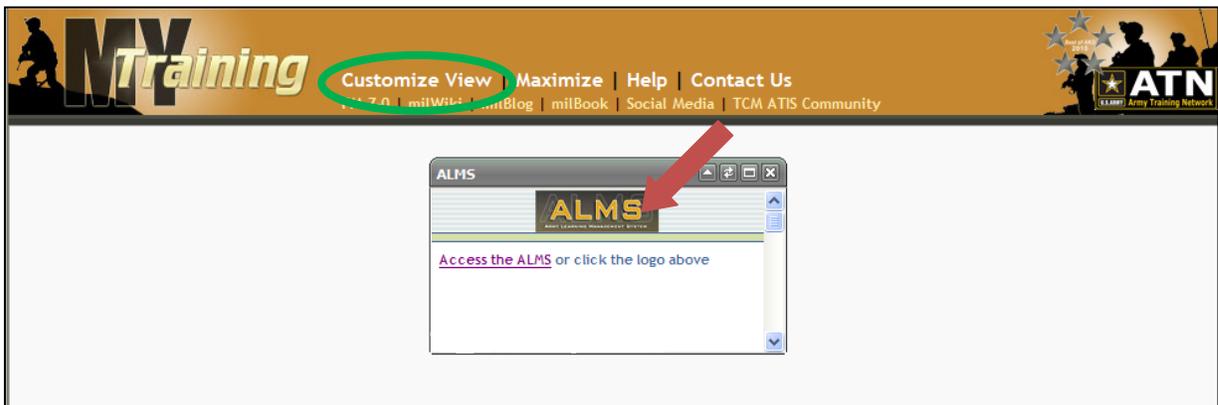


Figure 10. ALMS Option in My Training.

A security warning may appear. Click **OK** to continue.

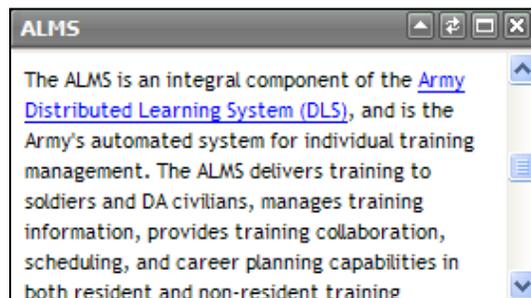


Figure 11. ALMS notice (scrolled down).

Scroll down and read the warning about *pop-up blockers*. Before proceeding into the **ALMS**, do the following;

- With your browser open, select the **Tools** menu, then select **Pop-Up Blocker**, then select **Turn Off Pop-Up Blocker**.
- If the pop-up blocker is off, leave it off, and press **Esc**.
- A second pop-up blocker may also exist for your firewall. Contact your SASMO or SysAdmin if you have difficulty seeing ALMS or GCSS-Army WBT screens.

Note: This check only needs to be done once, unless you have knowingly changed the settings.

Course Registration

As of late 2012, registration into the GCSS-Army WBT on the ALMS is the **student's** responsibility, and is no longer dependent upon an e-mail request to the LMS Administrator. Students following the instruction in Part II of this Guide will be able to register for all courses, take the requisite exams, and print their Certificate of Completion without outside assistance. The LMS Administrator remains available to answer questions, resolve problems, investigate errors, and generate periodic reports on students' progress.

Program of Instruction (POI) - Curriculum

For ease of use, GCSS-Army WBT uses a single POI called 'GCSS-Army ALMS Based Course' consisting of eleven (11) lessons, as follows:

1. GCSS-Army Overview
2. GCSS-Army Basic Navigation
3. GCSS-Army Intermediate Navigation (December, 2012)
4. Using GCSS Army Reports
5. Retail Supply Overview
6. Material Management Overview
7. Processing a Material Through GCSS-Army
8. Organizational Supply Overview
9. Maintenance Overview
10. Finance Overview
11. Spending Chain Overview

All GCSS-Army users must complete the POI by completing the following sections:

- **Core Curriculum** – Four lessons relevant to most system users
- **Functional Area (Overview)** – A short introductory lesson to introduce an area of specialization, such as Warehouse or Finance
- **Functional Area (Additional)** - Lessons developed to introduce a particular concept (such as the Spending Chain for Finance). *Not available for every Functional Area.*
- **Exams** – Multiple choice assessment tools to measure how well the student understood the materials. *There is no exam for the GCSS-Army Overview lesson.*
- **Survey** – Feedback form for constant improvement of the WBT materials.

Recommended Lessons

The **Core Curriculum** consists of WBT material relevant to most users of the system. Courses include:

- GCSS-Army Overview – A history and high level explanation of the GCSS-Army program.
- Basic Navigation [JAVA] – The absolute necessities of entry and exit (logon / logoff), moving to and through menus and tables, how to create and use favorites, how to get help, etc. Simulations (guided learning) are also introduced.
- Intermediate Navigation – Tips on sorting, filtering, finding; variants, layout, fields, and data manipulation (new in late, 2012)
- Using GCSS-Army Reports – An introduction to the look and feel of GCSS-Army reports; how to read, generate, 'drill down', manipulate variants, format, print, transfer, and store report information.

The **Core Curriculum** is recommended for all GCSS-Army users

- For students in the *Retail Supply* Functional Area, including:
 - **Warehouse** - SSA Receiving, storing, and issuing goods
 - **Warehouse Managers** - Stock control, inventory, and reporting
- Take the Core Curriculum, plus Retail Supply Overview (Mods 000 and 001).

- For students in the *Materiel Management* Functional Area, including:
 - **Supply Management I** - Below SSA, Plant 2000
 - **Supply Management II** - SSA & Above, Plant 2001
- Take the Core Curriculum, plus Material Management Overview and Processing Material Through GCSS-Army (Mods 000 and 002).

- For students in the *Organizational Supply* Functional Area, including:
 - **Property Book** - Displaying, authorizing, transferring, requesting, and receipting of equipment
 - **Asset Visibility** - Displaying organizational data as it relates to materiel, viewing a materiel BOM, verify assigned NIIN/LINs
 - **Unit Supply** - Displaying, transferring, managing, inventorying, requesting and receipting of supplies and equipment
 - **S4** - Displaying organizational data as it relates to materiel. Conduct due diligence, view a hand receipt, manage reservations from units
- Take the Core Curriculum, plus Organizational Supply Overview (Mods 000 and 003/004).

- For students in the *Maintenance* Functional Area, including:
 - **Parts Record Clerk** - Weapon/equipment systems configuration and equipment readiness reporting, dispatch process, maintenance notification, and work order processing
 - **Ground Maintenance Managers** - Reporting tools used for planning resources for maintenance activities and analysis for equipment readiness
 - **Master Drivers** - Processes to record and maintain operator qualification profiles. Print Operator Permits and generate Qualified Operator reports
- Take the Core Curriculum, plus Maintenance Overview (Mods 000 and 005)

- For students in the *Finance* Functional Area, including:
 - **Resource Management** - Daily/Weekly Activities, Budgeting, Cost Management, P/E, Y/E Close
 - **DFAS I** - Process Journal Vouchers, P/E Close, Y/E Close
 - **DFAS II** - Cash Balancing (UMC), Cash Balancing (UMD)
 - **DFAS III** – Navigating Financial Reports (optional elective)
- Take the Core Curriculum, plus Finance Overview and Spending Chain Overview (Mods 000 and 006)

- For GCSS-Army *Leadership* (including Commanders and Senior Staff)
 - Take the Core Curriculum (Mod 000)

- For NET *Instructors* and new GCSS-Army personnel
 - All GCSS-Army WBT courses (All Mods)

All Soldiers (and certain civilians) who will be working in GCSS-Army **must** complete the WBT. Failing to do so may result in a delay in taking Instructor Led Training (ILT), as well as certification testing – both of which are required to receive a GCSS-Army User ID and password.

Part 2 – Registering for WBT Courses

Note: **This procedure has recently changed significantly.** Please read carefully.

Complete the steps above until you have accessed the **ALMS Home Page**, then continue with the steps below.

Searching the Catalog

1. At the **ALMS Home page**, click the **Catalog Search** button.

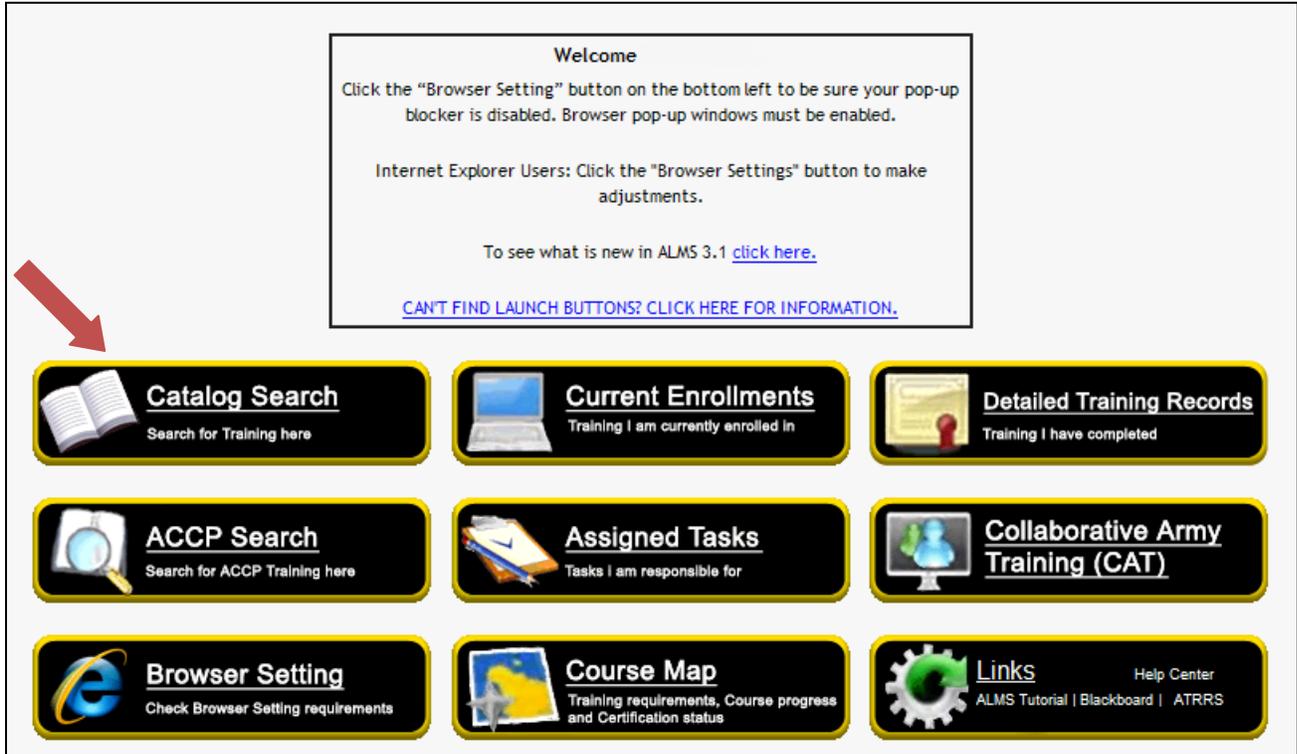


Figure 12. ALMS Home Page (Catalog Search .

2. The **Search** screen will appear as shown below.

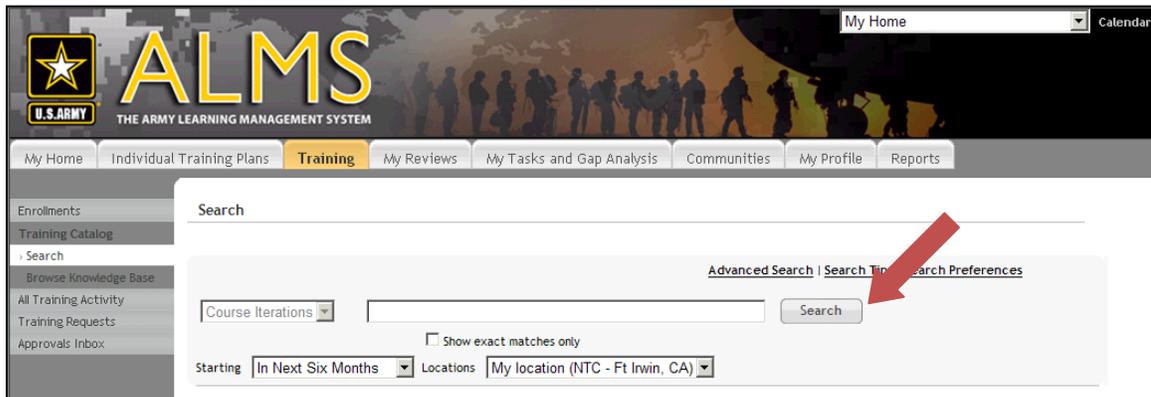


Figure 13. Search screen.

Change the fields in the Search screen as indicated below:

- **Course Iterations** – Grayed out; cannot be changed
- **Search** Text field – “GCSS” [one word only]
- **Show exact matches only** – leave unchecked
- **Starting** (drop down box) – No change (use default “In Next Six Months”)
- **Locations** (drop down box) – Select “Any Location”

3. Click the **Search** button . The screen will appear as shown below.

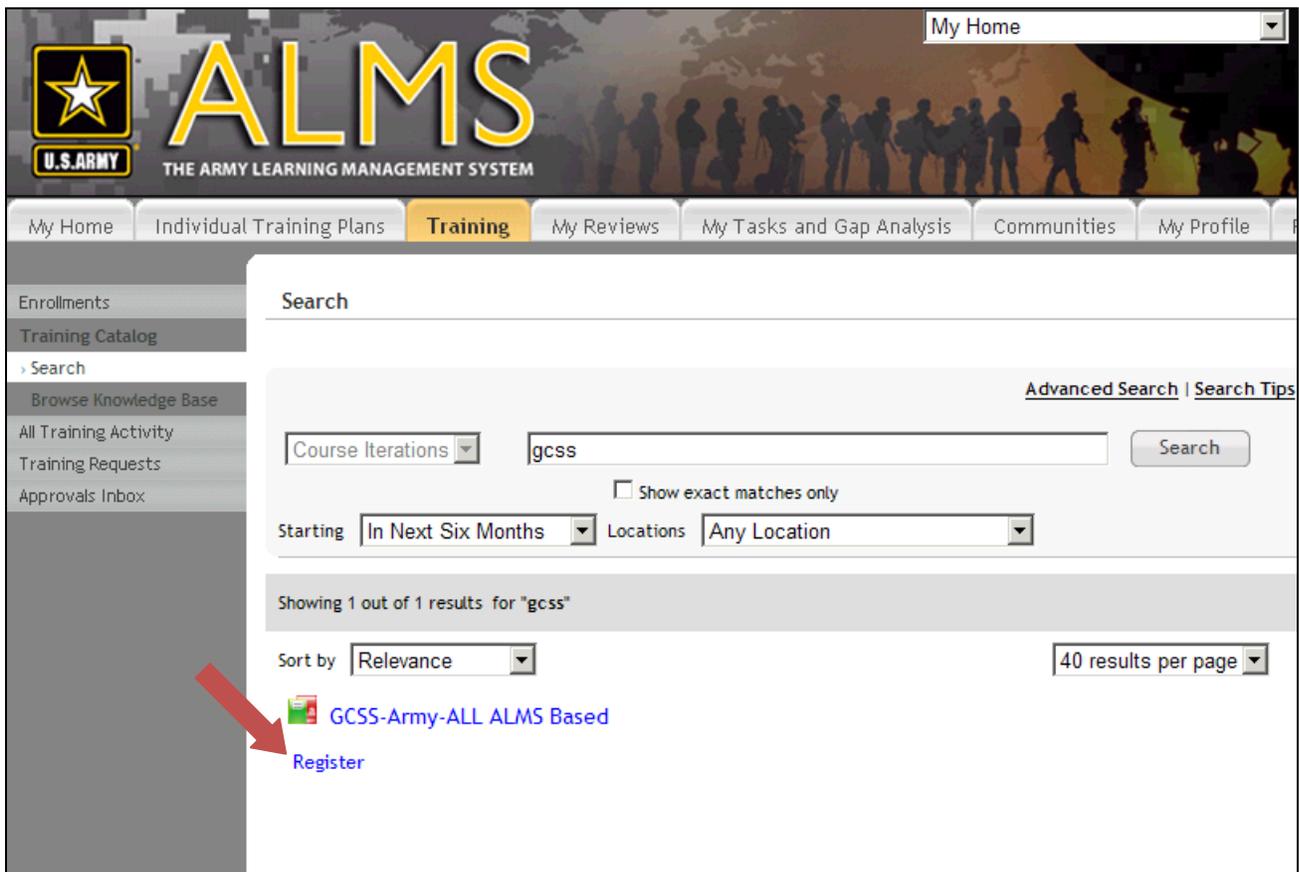


Figure 14. Search screen - results.

Clicking the name of the course displays the **Course iteration** details (optional). Click the **Back to Search Results** button at the bottom of the screen to return to the previous screen.

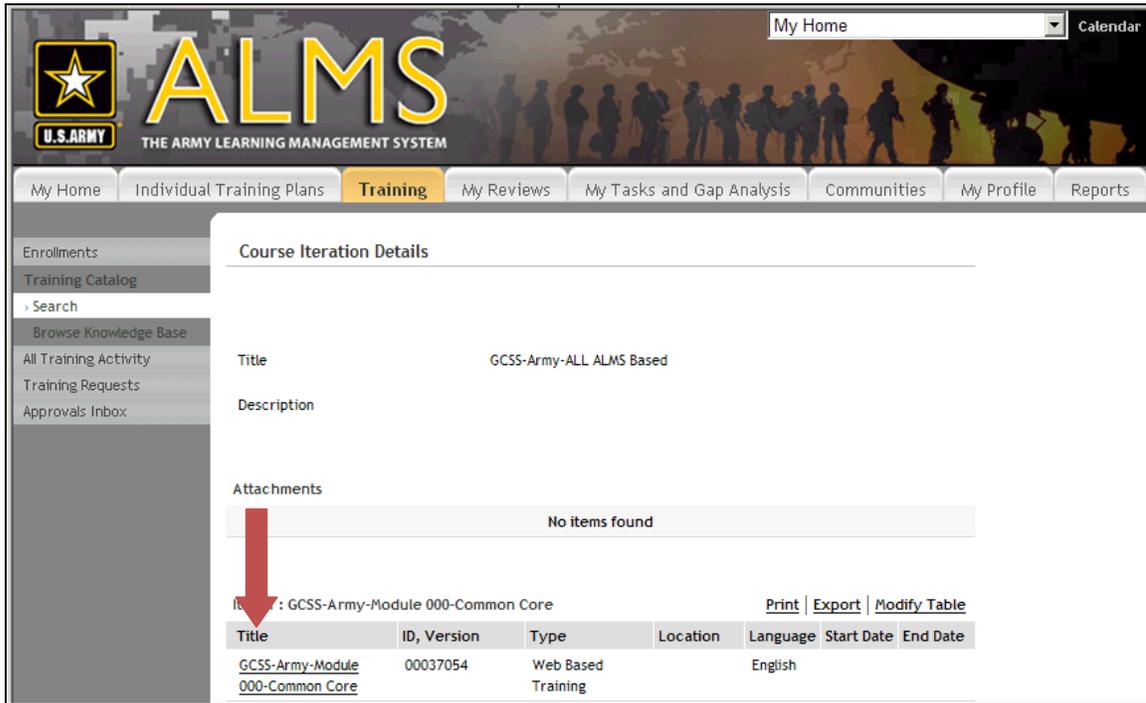


Figure 15. Course Iteration Details.

Clicking the **Title** gives additional information (optional)

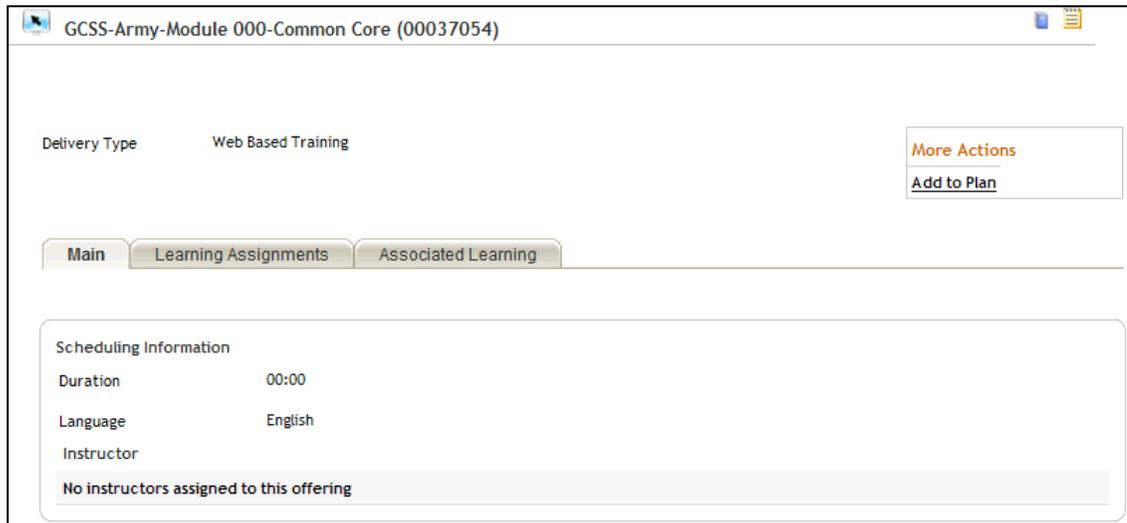


Figure 16. Title details.

Note: This is a separate window - click the Close icon () in the upper right hand corner to close it.

- Back in the **Search** screen, click the **Register** button under the course name (GCSS-Army-ALL ALMS Based). The following screen will appear.

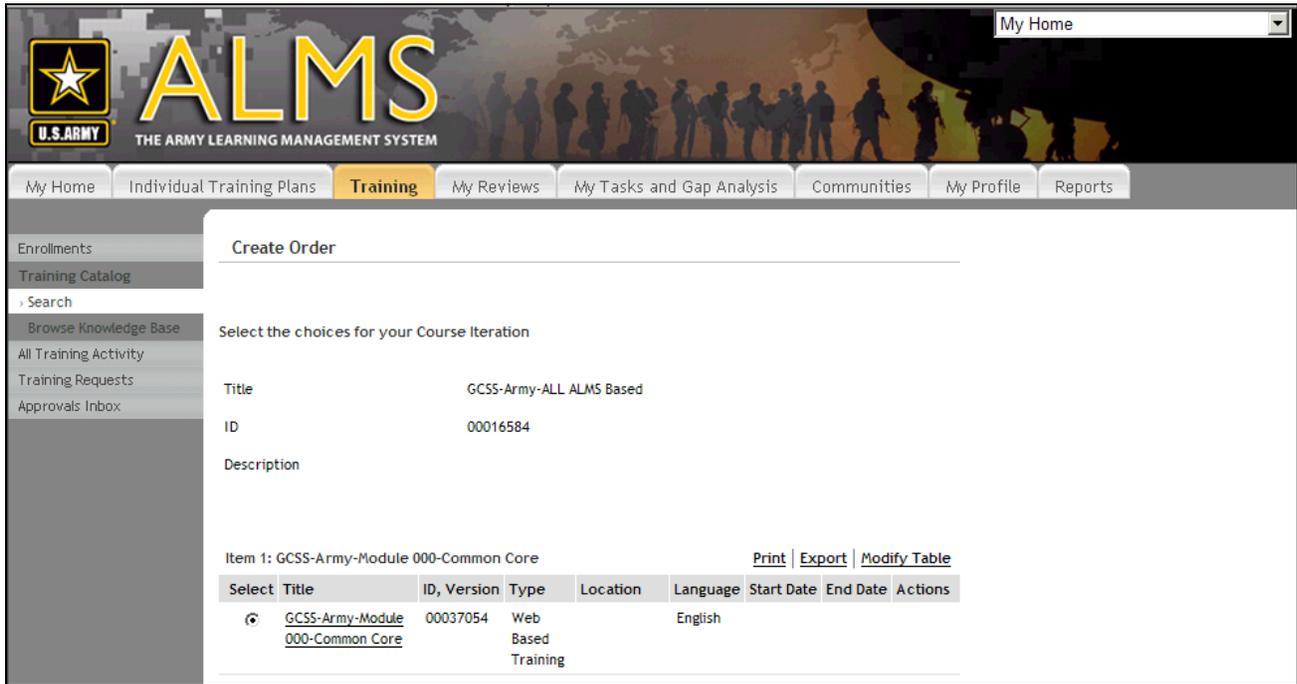


Figure 17. Create Order screen (top) .

Note: “Create Order” refers to creating an order (request) for the lesson. You cannot change the order of lesson titles on the screen, nor can you deselect lessons that are listed for GCSS-Army WBT.



Figure 18. Create Order screen (bottom) - Continue Registration.

Click the **Continue Registration** button at the bottom of the screen to continue. The button will gray out and change to the word **Processing...** while registration is being completed.

The **Registration Confirmation** screen will appear. The **Status** column will show as **Confirmed**.

The screenshot displays the ALMS (The Army Learning Management System) interface. At the top, there is a navigation bar with tabs for 'My Home', 'Individual Training Plans', 'Training' (selected), 'My Reviews', 'My Tasks and Gap Analysis', 'Communities', 'My Profile', and 'Reports'. A sidebar on the left contains links for 'Enrollments', 'Training Catalog', 'Search', 'Browse Knowledge Base', 'All Training Activity', 'Training Requests', and 'Approvals Inbox'. The main content area is titled 'Registration Confirmation' and includes a 'Printer Friendly Version' link. Below this, order details are listed: Order Contact (David Drutz), Billed To (11th ACR - NTC), Order Status (Confirmed), and Order Number (10995909). A table of 'Order Items' follows, with columns for Title, Learners, Delivery Type, Status, and Actions. All items have a status of 'Confirmed'. A red arrow points to the 'Notes' link in the Actions column of the first item. At the bottom right, a 'Go to Enrollments' button is highlighted with another red arrow.

Title	Learners	Delivery Type	Status	Actions
GCSS-Army-ALL ALMS Based	David Drutz			
GCSS-Army-Module 003/004-Organizational Supply		Web Based Training	Confirmed	Notes
GCSS-Army-Module 000-Common Core		Web Based Training	Confirmed	Notes
GCSS-Army-Module 001-Retail Supply		Web Based Training	Confirmed	Notes
GCSS-Army-Module 002-Material Management		Web Based Training	Confirmed	Notes
GCSS-Army-Module 005-Maintenance		Web Based Training	Confirmed	Notes
GCSS-Army-Module 006-Finance		Web Based Training	Confirmed	Notes
GCSS-Army-Module 008-End Of Course WBT Survey 05/2012		Web Based Training	Confirmed	Notes

Figure 19. Registration Confirmation screen.

Click the **Go to Enrollments** button at the bottom of the page to continue.

Note: The Notes entry in the **Actions** column is used to add information about the lesson. Please do not use this feature at this time.

The **My Enrollments** screen will appear. Do not change the tab, sort, title, or “Group Courses By...” fields.

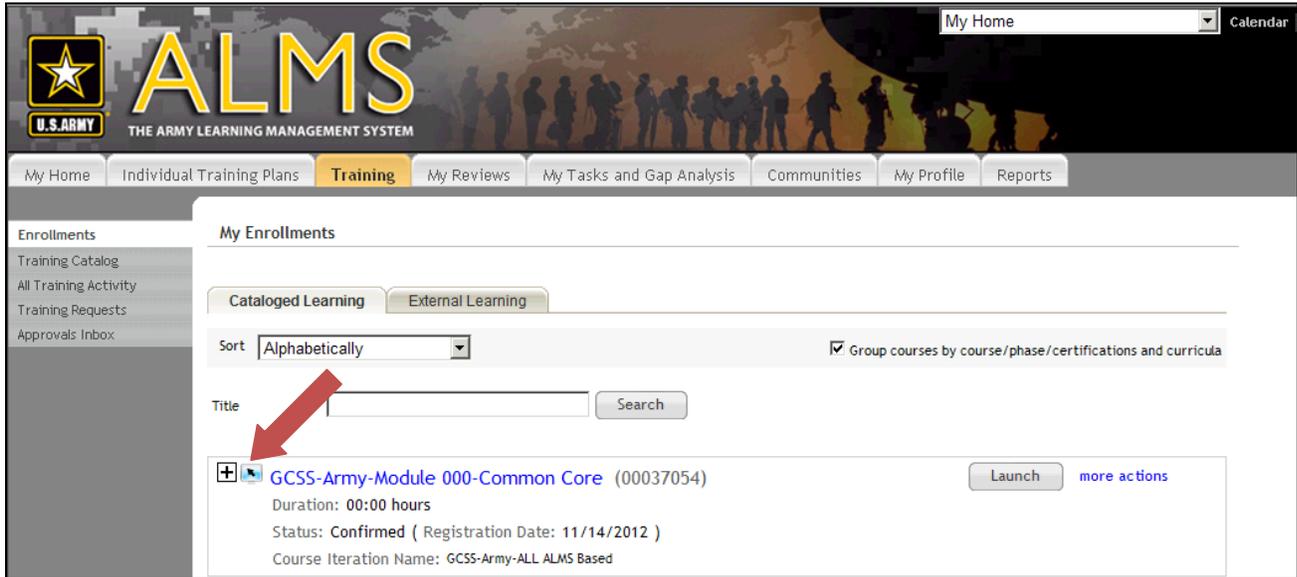


Figure 20. My Enrollments screen.

Click the ‘plus’ sign (+) to the left of the lesson name to see the lesson titles and exams associated with it.

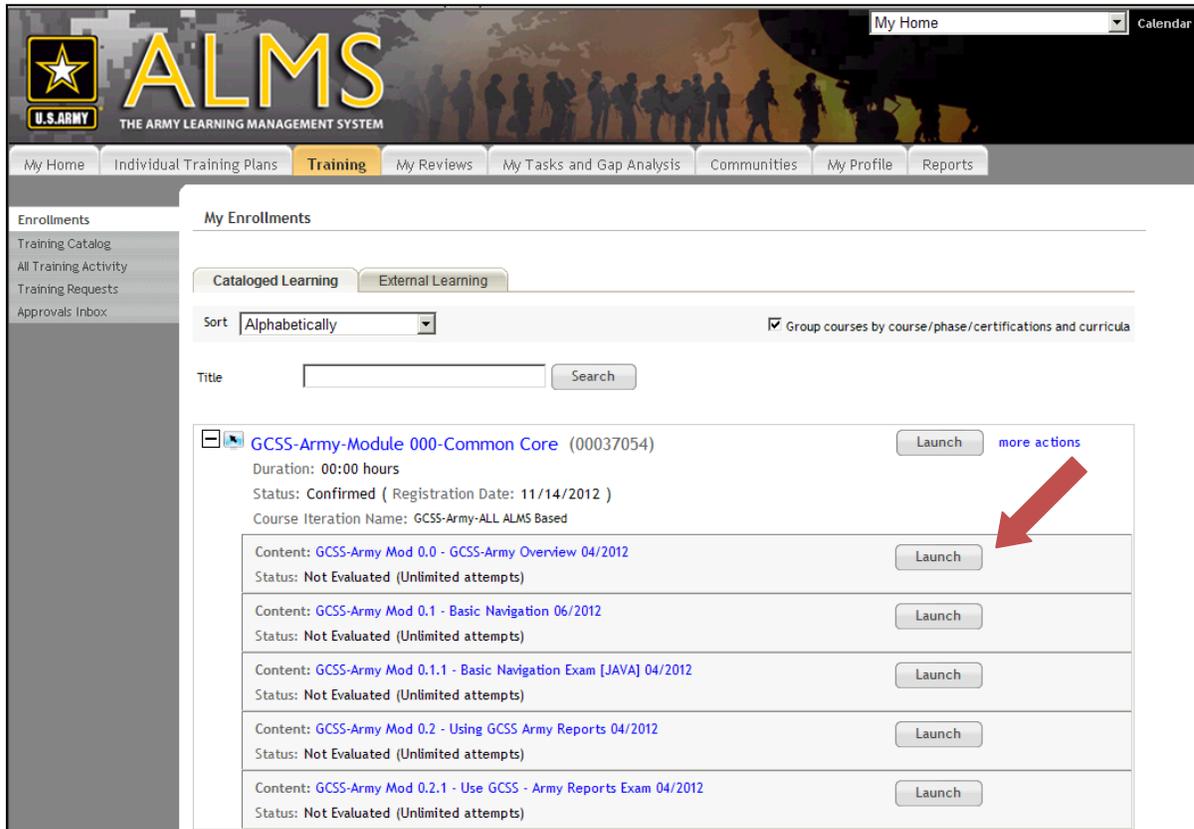


Figure 21. My Enrollments screen – expanded module.

You can ‘unexpand’ the table back to a single line list by clicking the minus sign ().

Please note that there are **TWO** “Launch” buttons, which launch different things:

- The ‘outer’ Launch button (near the three digit Module number and name), which will display the module details, beginning with the **Learning Assignments** tab .
- The ‘inner’ Launch button, near the lesson name and date, which launches the lesson itself.

Click the inner **Launch** button to start the lesson or exam . This will take you to the table of contents (TOC) [example shown below.] Note that the TOC will appear on top of the **Learning Assignments** tab for the content you have launched. **The Learning Assignments** tab will keep track of your progress within a particular lesson.

 GCSS-Army-Module 000-Common Core (00037054)
 

Delivery Type Web Based Training

Table of Contents

GCSS-Army Overview

[GCSS-Army Overview](#)

More Actions

[Go to Enrollments](#)

[Add to Plan](#)

[Request Offering](#)

[View Confirmation](#)

[Drop](#)

Main
Learning Assignments
Associated Learning

Completion Status Not Evaluated

Score 0

Learning Assignments [Print](#) | [Export](#) | [Modify Table](#)

Module	Assignment Type	Requirement	Details	Completion Status	Completed On	Actions
GCSS-Army Mod 0.0 - GCSS-Army Overview 04/2012	Content Module	Required	Attempts Allowed: Unlimited	Not Evaluated		
GCSS-Army Mod 0.1 - Basic Navigation 06/2012	Content Module	Required	Attempts Allowed: Unlimited	Not Evaluated		
GCSS-Army Mod 0.1.1 - Basic Navigation Exam [JAVA] 04/2012	Content Module	Required	Attempts Allowed: Unlimited	Not Evaluated		
GCSS-Army Mod 0.2 - Using GCSS Army Reports 04/2012	Content Module	Required	Attempts Allowed: Unlimited	Not Evaluated		
GCSS-Army Mod 0.2.1 - Use GCSS - Army Reports Exam 04/2012	Content Module	Required	Attempts Allowed: Unlimited	Not Evaluated		

Figure 22. Learning Assignments Tab.

Dropping a Course

The **Drop** option (in the **More Actions** box in the upper right of the **Learning Assignments** screen) allows the student to cancel participation in the course, and does not have to be confirmed. The **Drop** option is available by clicking the **more actions** link to the right of the **Launch** button. Click the **Drop** button at the bottom of the screen to drop a course.

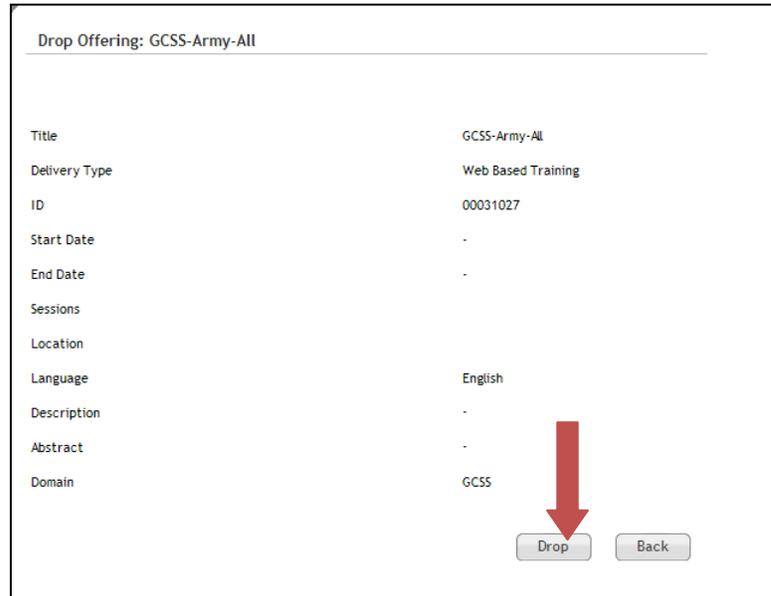


Figure 23. Drop Offering screen.

Note: Do not drop a course without contacting your supervisor for permission first. Your ALMS transcript will be considered incomplete until your GCSS-Army WBT courses have been completed (or manually waived by the LMS administrator).

Do Not Register more than once!

Once you have registered for the GCSS-Army WBT once, do not attempt to do so again. Attempting to register for the same course a second time causes the ALMS to display the figure below.

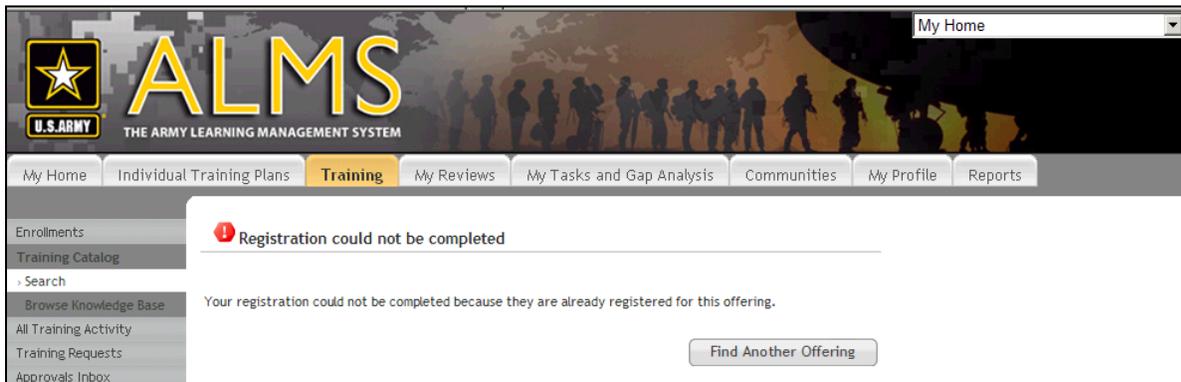


Figure 24. Registration Error.

Click the **Find Another Offering** button to return to the search process.

'Closing the Gap' no longer a part of the registration process

Until mid-November, 2012, registration for GCSS-Army WBT involved manual configuration of two ALMS profile items, which was handled by the LMS Administrator. Approximately 900 students were hand-entered into the ALMS system between early July and mid-November, 2012, using this approach, which was deemed too labor-intensive to continue past Wave 1 of system fielding.

Students who registered for GCSS-Army WBT in the summer/fall of 2012 who have work in progress will be allowed to finish that work, but no new registrations will be allowed under the old training paradigm. Students attempting to register for the first time will be shown Figure 14 (above) after a simple search for "GCSS", even if they previously received an e-mail notice that their registrations were complete.

The older paradigm involved closing a competency 'gap' for two assigned/required tasks. Attempting to 'close the gap' now displays the screen below.

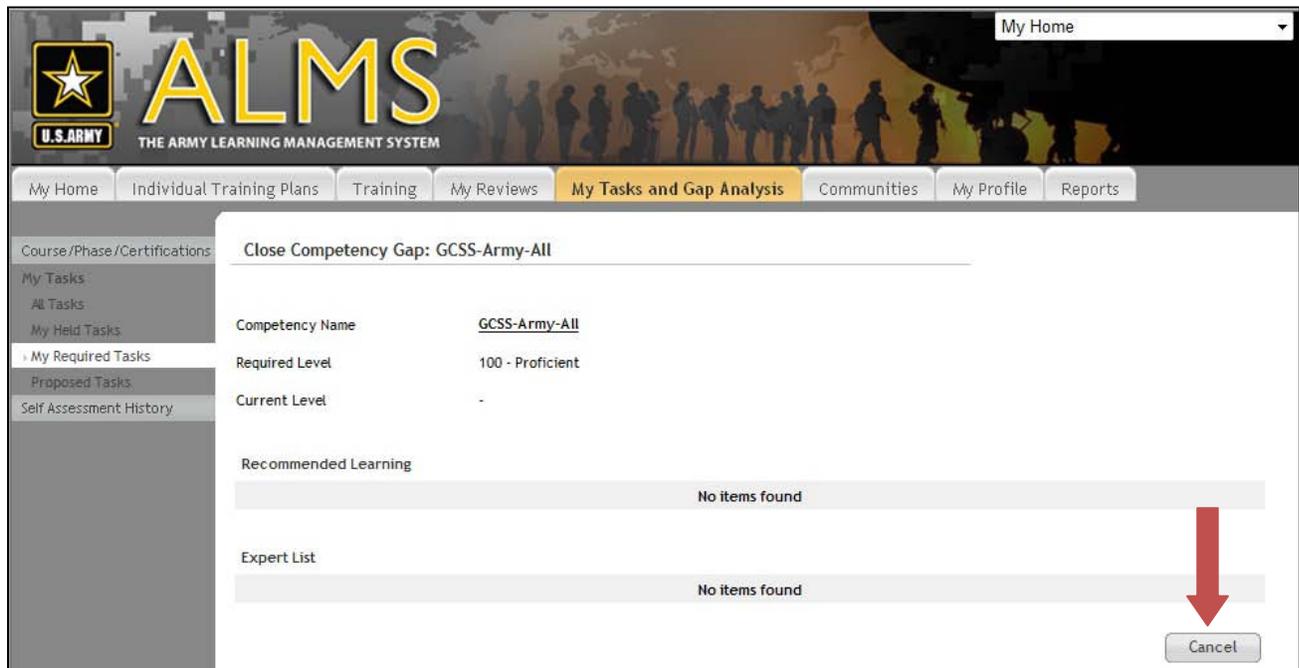


Figure 25. Close Competency Gap - No Longer Used.

Note that there are no items in the table. If you see this screen, click the **Cancel** button (do not click the Competency Name). You *must* return to the ALMS Main Menu and run a catalog search in order to find and register for the GCSS-Army WBT course.

Lesson Order

As of late 2012, the modules of the “GCSS-Army-ALL ALMS Based” course may be taken in any order, allowing students to study whichever modules are most relevant to their responsibilities. Click the ‘plus’ sign (⊕) to the left of the module name to expand any of the Functional Areas, then use the **Launch** button to start the lesson from there.

GCSS-Army recommends the following lesson order for new students:

- Core Curriculum
 - GCSS-Army Overview
 - Basic Navigation
 - Basic Navigation Exam
 - Intermediate Navigation
 - Intermediate Navigation Exam
 - Using GCSS-Army Reports
 - Using GCSS-Army Reports Exam
- Functional Area Overview
 - Functional Area Exam
- Additional Functional Area Lessons (Material Management and Finance Only)
 - Additional Functional Area Lesson Exams
- Other Functional Areas of Interest
 - Other Functional Areas of Interest Exams
- GCSS-Army WBT Survey

Exams may be taken separately, if desired; however, training credit in the ALMS will not be granted unless both the exam and the lesson are taken (and passed) together. The Survey should not be taken until the end of the course.

Table of Contents and Lessons

When the lesson is launched, the **Table of Contents** (TOC) will appear. Select the underlined blue entry of the course name to display the SABA Player.



Figure 26. Table of Contents.

The small box at the right of the Table of Contents screen shows your progress, as follows:

Box Fill	Course Progress	Color
Empty/none	Course not started	None
Half Full	Course started, but not completed	Green
Full	Course completed successfully (or assessment passed)	Green
Full	Course completed unsuccessfully (or assessment failed)	Red

Notes:

- A lesson which has not been started shows an empty box.
- A lesson which is started, but not completed, shows the box as green, half-full. Such a course may be continued from the point the student closed the lesson. A prompt appears when the course is reopened, asking if the student would like to continue the lesson from the point at which it was left. If the student elects not to restart the course at that point, they are returned to the first page of the course.
- The student may continue to take the lessons in the course in this fashion until the course is completed, in which case the box changes to green and full.

Table of Contents and Assessments

- All courses (except the GCSS-Army Overview) contain assessments (tests), which must be passed in order to receive certification for GCSS-Army WBT.
- Completing the course and passing the assessment at the 70% level results in a full, green box in the TOC
- Failing to pass the assessment will change the box to full and red.

It is every student's responsibility to review the materials and re-take the assessment so that the TOC box is green and full. The number of retakes is limited to three (3). Assessment information can be found in the student's transcript, along with a numerical grade.

Table of Contents and Surveys

- The GCSS-Army-ALL ALMS Based course contains a survey about the WBT, which must also be completed.
- A completed survey results in a full green box in the TOC.
- An incomplete (unsubmitted) survey results in a full red box in the TOC.

The WBT's SABA Content Player

When the course is launched in the ALMS, the **SABA Content Player** will start. Click the expand icon () in the upper right corner to make the window full size.

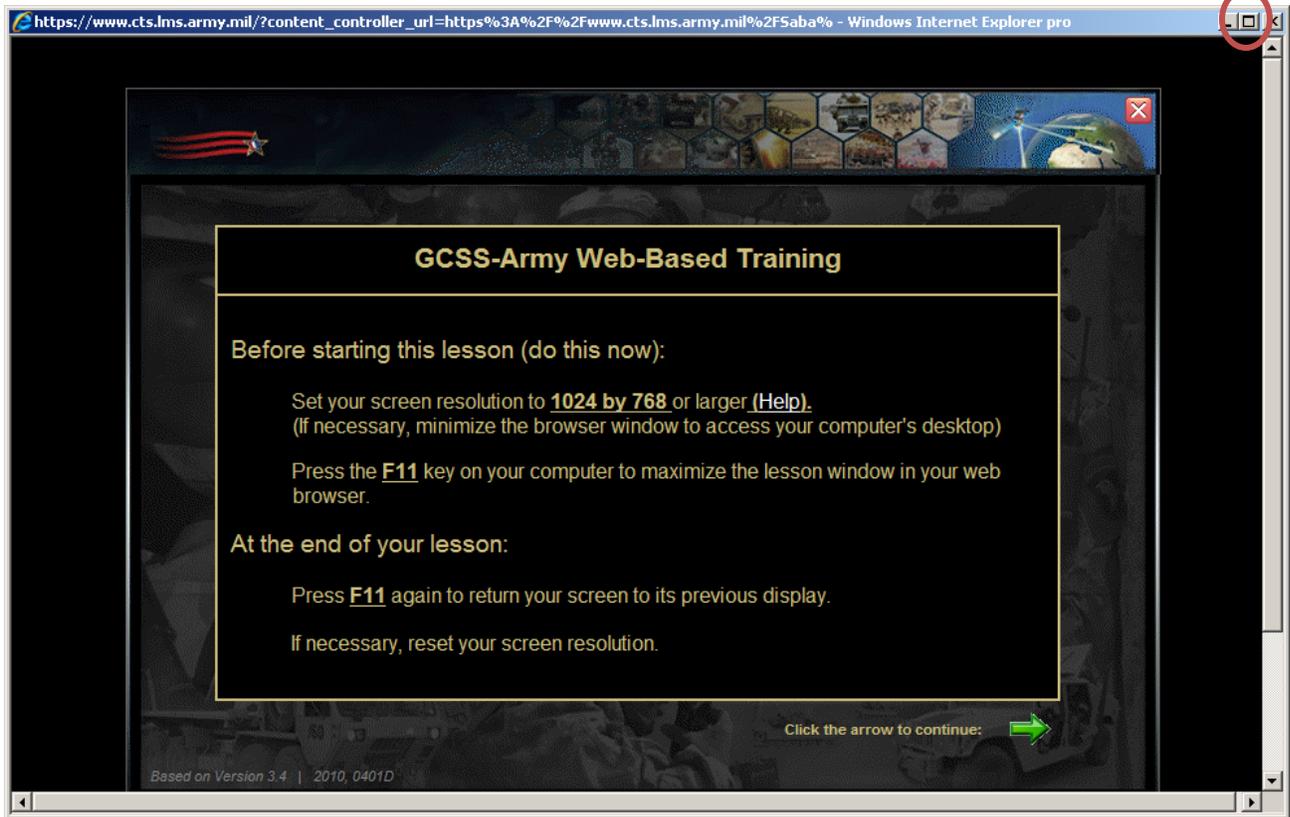


Figure 27. Course shell (full screen).

Note: The course is best when viewed at 1024 X 768 pixels and 96 DPI. If necessary, you can change your screen resolution by clicking **Start** → **Control Panel** → **Display** → **Settings** (in Win XP) and changing the settings in the **Display Settings** screen. This can be done without closing the lesson. If you cannot increase your screen resolution to 1024 X 768 pixels, contact your SASMO for assistance.

Warning: When taking WBT courses, do not close the Table of Contents (TOC) window that is open behind the SABA Content Screen. Closing this window interferes with the communication between the student and the ALMS and can cause your progress (or course completion) to be incorrectly recorded.

The TOC window is a normal component of any SABA WBT course, and in most cases, will not be noticed. If other documents or folders are open, however, the possibility of accidental closure increases. For this reason, the WBT windows should be the *only* items open on the desktop when you are taking GCSS-Army WBT training courses.

To gain the maximum screen area for the course, turn off the bottom bar of the browser (Status Bar). Select the **View** menu in Internet Explorer and *uncheck* the Status Bar option to do so.

1. Press **F11** to completely maximize the lesson window (this removes the upper Internet Explorer bars).
2. Click the green arrow () in the lower right corner to begin the course.

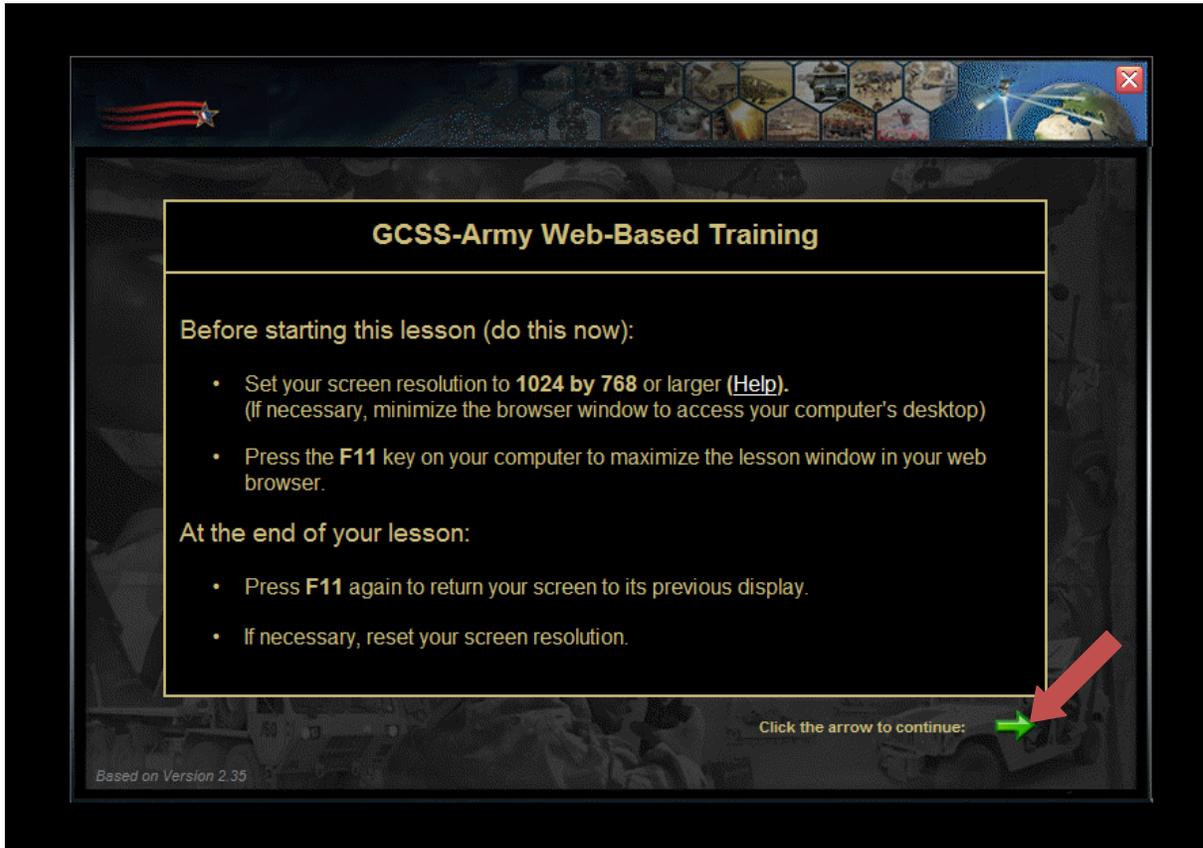


Figure 28. Course shell (maximized, no Status Bar).

3. Complete the training course by following the on-screen instructions. Use the arrow keys at the bottom right corner of the screen (, ) to move through the course. Use the **Close** icon in the upper right corner to close the lesson and return to the TOC.
4. Some courses (Basic Navigation, Intermediate Navigation, and Using Reports) contain simulations, which allow the student to get a feel for moving around in the GCSS-Army system without actually being connected to it. Such courses display several page with a graphic similar to the figure below.

The two choices (**Demonstration** and **Training**) function as follows:

- **Demonstration** mode is a non-interactive overview of the concept - just watch and learn!
- **Training** mode guides you through each step in the transaction. You will need to make entries on the keyboard, or use the mouse to select specific fields and options on the screen.

Some versions of the WBT may contain a single choice (Training mode) only. Other courses may contain an icon () to launch the course, rather than a separate window. Simulations using an icon are normally accompanied by the written procedure, also shown by clicking an icon ().

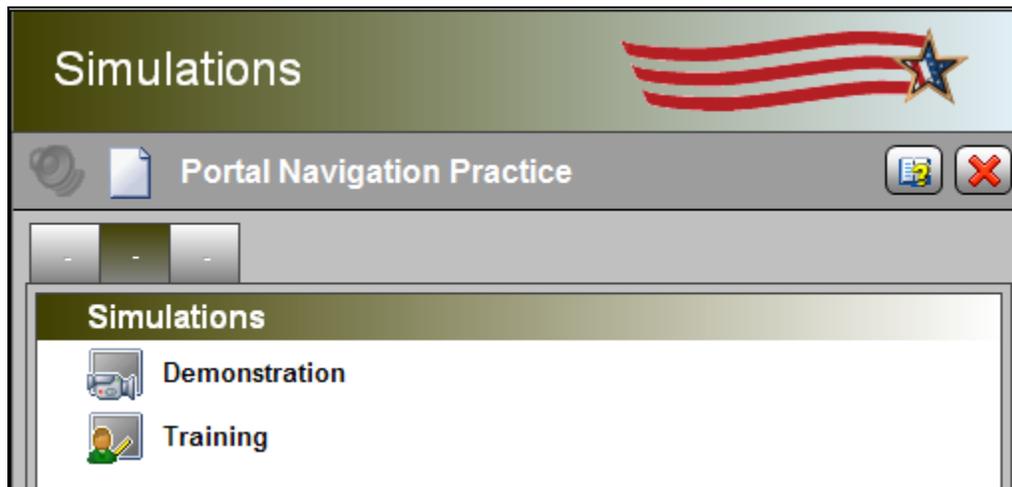


Figure 29. Simulations Portal.

5. Double click either choice to launch the simulation. A security warning screen will appear (possibly more than once.) Click **Yes** to continue.

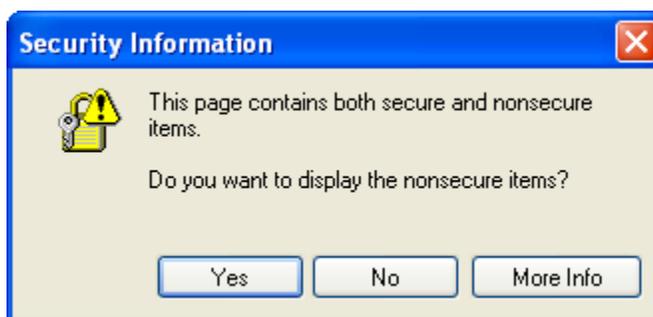


Figure 30. Security Warning.

WARNING: If using an AGM 10 machine with the Win7 operating system to run the WBT, the phrasing of this statement is different. In this case *only*, click **No** to continue.

A set of three dots moving from left to right will show the progress of the simulation load. [It is normal for the dots to stop moving during the load process, which can take 60-90 seconds.]

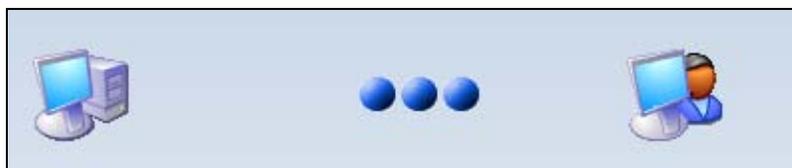


Figure 31. Simulation load in progress,

When finished with the simulation, follow the directions to exit and return to the simulations portal. You may repeat the simulation multiple times, or change modes from Demonstration to Training, or vice-versa.

6. There is no **Certificate of Completion** for individual lessons, although your enrollment status will change in the **Enrollments** table .
7. Exit the final page of the lesson by clicking the **Exit Lesson** button. Be sure to press F11 to return your screen to its original size. Also be sure to reset the screen resolution and Status Bar, if necessary.
8. Close the **SABA Content Manager** screen by clicking the **Close** icon (☒) in the upper right corner of the lesson screen. After closing the Content Manager, you may close the **Table of Contents** screen the same way.
9. The ALMS system will return you to the **My Enrollments** screen. From here, you can launch the exam for the course.

Final Notes

- Click the **Lesson Navigation Help** button for additional information on the icons, rollovers, and buttons in the lesson.
- Click the **Close** icon (☒) in the upper right corner of the lesson screen to leave the lesson at any time. The ALMS will remember your last location within the lesson, and offer that page when you return. You may select this location or restart the course from the beginning.
- In the GCSS-Army **Help** window, the *Screen Resolution* and *Computer Safety* links are not currently active. The workaround for accessing this information is to click the colored tabs immediately to the right of the links.

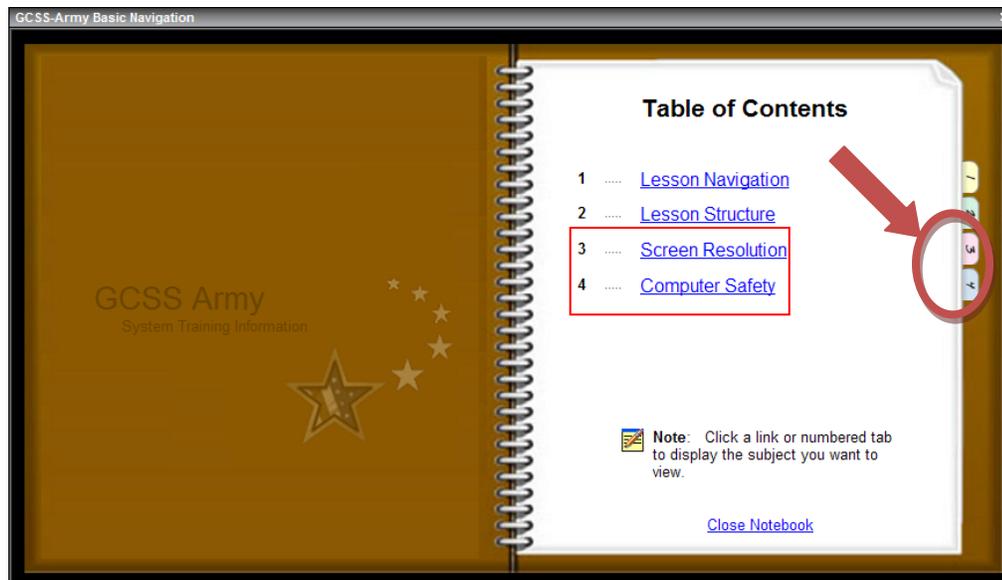


Figure 32. GCSS-Army Help - Table of Contents.

- You may exit and re-enter any GCSS-Army WBT course as many times as you like. However, once you have completed the course (lessons, assessment, and survey), the listing will disappear from your Enrollments screen. Contact the ALMS Help Desk for assistance in relaunching the materials.

- There is no time limit for the course, and students should proceed at their own pace. Timeouts and disconnects may differ based on local security policies. The ALMS will timeout after four (4) hours. The approximate time required to complete the course is shown on the **Welcome** screen.
- Once finished with the WBT, be sure to log out of AKO, and close your browser for additional security.
- **Individual and collective progress through the POI is monitored by GCSS-Army personnel and periodically reported to the Army PMO for distribution to unit commanders.** We suggest you finish the POI at least 15-20 days before the GCSS-Army system goes live at your installation.
- **Statistics on WBT also include total time spent in the ALMS system.** Please do not rush through the WBT materials, as that fact will be noted in the reports as well .

Completion of other lesson materials

Learning Assignments					Print	Export	Modify Table
Module	Assignment Type	Requirement	Details	Completion Status	Completed On	Actions	
GCSS-Army Mod 0.0 - GCSS-Army Overview 04/2012	Content Module	Required	Attempts Allowed: Unlimited Score: 100.00	Successful	11/15/2012	more actions	
GCSS-Army Mod 0.1 - Basic Navigation 06/2012	Content Module	Required	Attempts Allowed: Unlimited	Not Evaluated			
GCSS-Army Mod 0.1.1 - Basic Navigation Exam [JAVA] 04/2012	Content Module	Required	Attempts Allowed: Unlimited	Not Evaluated			
GCSS-Army Mod 0.2 - Using GCSS Army Reports 04/2012	Content Module	Required	Attempts Allowed: Unlimited	Not Evaluated			
GCSS-Army Mod 0.2.1 - Use GCSS - Army Reports Exam 04/2012	Content Module	Required	Attempts Allowed: Unlimited	Not Evaluated			

Figure 33. Learning Assignments tab – Table Showing Progress.

When the course content is completed, the **Learning Assignments** table will change as shown above. Note that the **Content** portion of the course has been completed successfully. At this point, the content may be re-launched, or the exam may be launched for the first time.

Note that the **Enrollments** screen has a separate **Launch** button for the exam.

GCSS-Army-ALL ALMS Based

Phase 1-14% Completed

Selected Path: **Phase 1**

Assigned By: David Drutz (Assigned On: 11/14/2012)

[View Details](#) [more actions](#)

Required: Module 1 (Progress: 7 of 7 learning items required. 1 of 7 completed)

GCSS-Army-Module 000-Common Core (00037054)

Duration: 00:00 hours

Status: **Confirmed** (Registration Date: 11/14/2012)

Course Iteration Name: GCSS-Army-ALL ALMS Based

[Launch](#) [more actions](#)

Content: GCSS-Army Mod 0.0 - GCSS-Army Overview 04/2012	Launch
Status: Successful (Unlimited attempts)	
Content: GCSS-Army Mod 0.1 - Basic Navigation 06/2012	Launch
Status: Not Evaluated (Unlimited attempts)	
Content: GCSS-Army Mod 0.1.1 - Basic Navigation Exam [JAVA] 04/2012	Launch
Status: Not Evaluated (Unlimited attempts)	
Content: GCSS-Army Mod 0.2 - Using GCSS Army Reports 04/2012	Launch
Status: Not Evaluated (Unlimited attempts)	
Content: GCSS-Army Mod 0.2.1 - Use GCSS - Army Reports Exam 04/2012	Launch
Status: Not Evaluated (Unlimited attempts)	

Figure 34. My Enrollments table – Basic Navigation components shown.

A multiple choice exam (see Section 3) follows the lesson material. This exam must be passed at the 70% level before credit is given. Questions are derived from the information on the lesson pages.

GCSS-Army-Module 002-Material Management (00037073) Launch [more actions](#)

Duration: 00:00 hours
 Status: Confirmed (Registration Date: 11/14/2012)
 Course Iteration Name: GCSS-Army-ALL ALMS Based

Content: GCSS-Army Mod 2.0 - Materiel Management Overview 04/2012 Status: Not Evaluated (Unlimited attempts)	Launch
Content: GCSS-Army Mod 2.0.1 - Materiel Management Overview Exam 04/2012 Status: Not Evaluated (Unlimited attempts)	Launch
Content: GCSS-Army Mod 2.1 - Processing a Material Through GCSS-Army 04/2012 Status: Not Evaluated (Unlimited attempts)	Launch
Content: GCSS-Army Mod 2.1.1 - Processing a Material Through GCSS-Army Exam 04/2012 Status: Not Evaluated (Unlimited attempts)	Launch

Figure 35. Learning Assignments Tab – Module and Exam.

When the exam is completed successfully, the **Learning Assignments** tab will change as shown below. Three attempts are allowed, and a score and completion status are shown on the **Learning Assignments** tab, as shown below.

Content	Content Module	Required	Attempts Allowed: Unlimited	Successful	11/15/2012	Actions
GCSS-Army Mod 2.0 - Materiel Management Overview 04/2012	Content Module	Required	Attempts Allowed: Unlimited Score: 100.00	Successful	11/15/2012	Actions
GCSS-Army Mod 2.1 - Processing a Material Through GCSS-Army 04/2012	Content Module	Required	Attempts Allowed: Unlimited	Not Evaluated		
GCSS-Army Mod 8.0 - End Of Course Survey 04/2012	Content Module	Required	Attempts Allowed: Unlimited	Not Evaluated		
GCSS-Army Mod 2.0.1 - Materiel Management Overview Exam 04/2012	Content Module	Required	Attempts Allowed: Unlimited Score: 90.00	Successful	11/15/2012	Actions
GCSS-Army Mod 2.1.1 - Processing a Material Through GCSS-Army Exam 04/2012	Content Module	Required	Attempts Allowed: Unlimited	Not Evaluated		

Figure 36. Learning Assignments tab – Module and Exam Passed Successfully.

Note: All POIs have a minimum of one course and one exam. Finance and Material Management POIs have two courses and two exams; the Core Curriculum has four courses (but only three exams). Your overall task is to take a minimum of five (5) WBT courses, successfully pass the exams on four of them, and then complete the Survey as the final step.

Once all lessons and exams are completed, the student should complete the final component, which is the end-of-class WBT survey.

The screenshot displays a user interface for a course enrollment table. At the top, there is a header for 'GCSS-Army-ALL ALMS Based' with a progress bar indicating 'Phase 1-14% Completed'. Below this, a 'Required: Module 1' section shows 'Progress: 7 of 7 learning items required. 1 of 7 completed'. The main table lists several modules, each with a 'Launch' button and a 'more actions' link. A red arrow points to the final module, 'GCSS-Army-Module 008-End Of Course WBT Survey', which is currently unlaunched.

Module Name	Duration	Status	Registration Date	Course Iteration Name	Actions
GCSS-Army-Module 000-Common Core (00037054)	00:00 hours	Confirmed	11/14/2012	GCSS-Army-ALL ALMS Based	Launch, more actions
GCSS-Army-Module 001-Retail Supply (00037055)	00:00 hours	Confirmed	11/14/2012	GCSS-Army-ALL ALMS Based	Launch, more actions
GCSS-Army-Module 002-Material Management (00037073)	00:00 hours	Confirmed	11/14/2012	GCSS-Army-ALL ALMS Based	Launch, more actions
GCSS-Army-Module 003/004-Organizational Supply (00037056)	00:00 hours	Confirmed	11/14/2012	GCSS-Army-ALL ALMS Based	Launch, more actions
GCSS-Army-Module 005-Maintenance (00037074)	00:00 hours	Confirmed	11/14/2012	GCSS-Army-ALL ALMS Based	Launch, more actions
GCSS-Army-Module 006-Finance (00037057)	00:00 hours	Confirmed	11/14/2012	GCSS-Army-ALL ALMS Based	Launch, more actions
GCSS-Army-Module 008-End Of Course WBT Survey 05/2012 (00031652)	00:00 hours	Confirmed	11/14/2012	GCSS-Army-ALL ALMS Based	more actions

Figure 37. My Enrollments table after all elements completed.

At this point, the student would expand and launch the end of course survey (see Section 5).

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Part 3 – Assessments (Exams)

By direction of the AESIP PM, all GCSS-Army WBT lesson (with the exception of the Overview) now have an assessment (exam), which will follow completion of the course materials. This assessment is a multiple choice test of between 10 and 20 questions (depending on functional area), designed to measure whether a student successfully attained the objectives for the lesson. Questions and answers were developed by the same development staff that created the WBT and ILT materials. The Q&A was approved by the Master Trainers, who taught the initial classes at Ft. Irwin and Ft. Bliss in 2010 and 2011, respectively.

To begin the assessment, click the exam’s **Launch** button on the **My Enrollments** screen. Be sure the assessment module number matches the course module, as shown in the following example:

POI	Course	Assessment (Exam)
Material Management – Module 2	Material Management Overview – Module 2.0	Material Management Exam – Module 2.0.1

The front page of the assessment is similar in most cases and resembles the figure below.

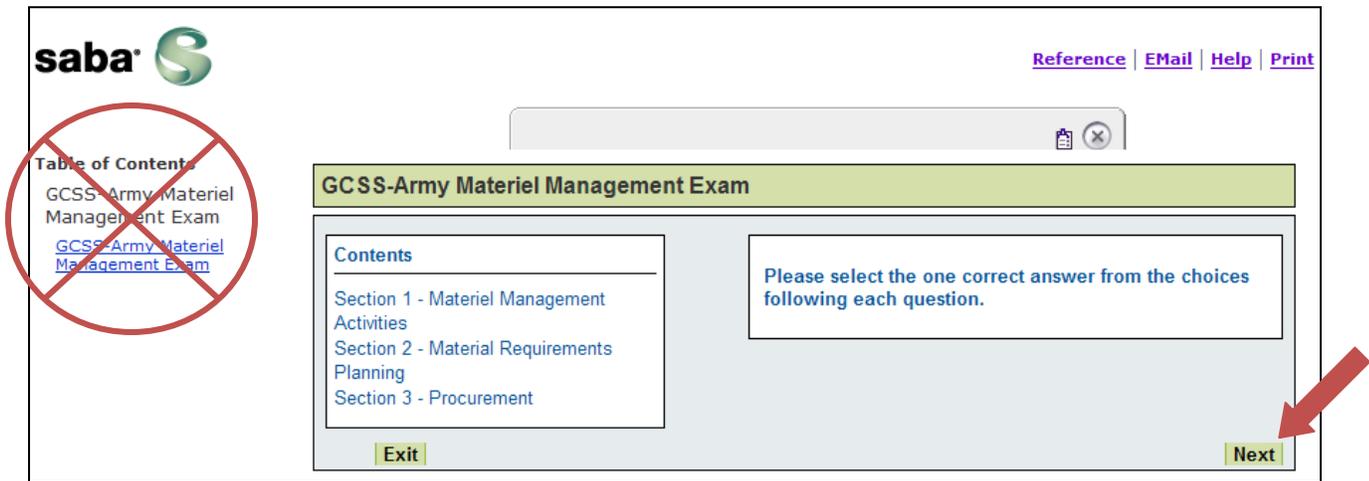


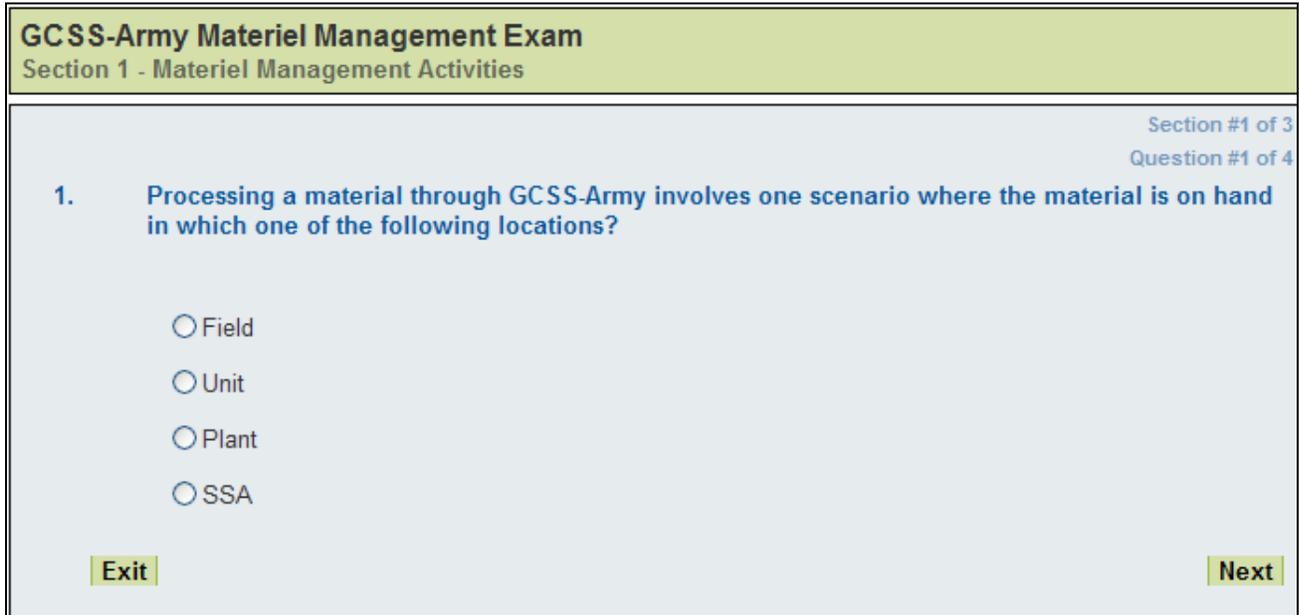
Figure 38. Assessment Front Page.

To begin the assessment, click the **Next** button. Do not use the Table of Contents hyperlink to start the questions. THE EXAM MAY BE SLOW TO START. PLEASE WAIT AT LEAST 60 SECONDS FOR THE EXAM FRONT PAGE TO APPEAR.

The **Contents** block will show the various sections of the assessment, which map to the sections in the course.

To leave the assessment and take it at another time, click **Exit**.

A sample question from an assessment appears below.



The screenshot shows a digital assessment interface. At the top, a green header bar contains the text "GCSS-Army Materiel Management Exam" and "Section 1 - Materiel Management Activities". In the top right corner, it displays "Section #1 of 3" and "Question #1 of 4". The main content area is light blue and contains a single question: "1. Processing a material through GCSS-Army involves one scenario where the material is on hand in which one of the following locations?". Below the question are four radio button options: "Field", "Unit", "Plant", and "SSA". At the bottom left is a yellow "Exit" button, and at the bottom right is a yellow "Next" button.

Figure 39. GCSS-Army Assessment Sample Question.

Important Information about GCSS-Army assessments.

- All questions are multiple choice, with FOUR choices, but only ONE correct answer. Some questions contain graphics to assist you.
- All assessments allow you to move back and forth between questions. No score is calculated until you click the **Submit** button on the last page of the assessment.
- All assessments may be exited at any point by clicking the **Exit** button. When you re-launch the exam, however, you will have to retake the exam from the beginning.
- The passing grade on all exams is 70% [level established by TRADOC].
- All material for the exam is derived from the WBT course slides. Questions are concept-based (no manipulation of the GCSS-Army system is required to arrive at the correct answer.)
- If you fail to reach the minimum passing score, you may retake the exam a maximum of three (3) times. However, if you cannot pass the test after second attempt, we advise you to *carefully* go through each page, perform each rollover, click, and simulation possible, and perhaps take notes.
- Anti-cheating measures have been incorporated into the questions and answers. To gauge your understanding accurately, please **CLOSE** the course materials before taking the assessment.

Scores will be shown automatically after the **Submit** button is clicked. Please give the ALMS sufficient time to redisplay the page (the screen refresh is automatic, but may take 60 seconds or more).

What Questions Did I Get Wrong?

To determine which of your responses were incorrect, follow this procedure:

1. Click the **My Home** tab, or choose **My Home** from the drop-down box in the top center of the screen.

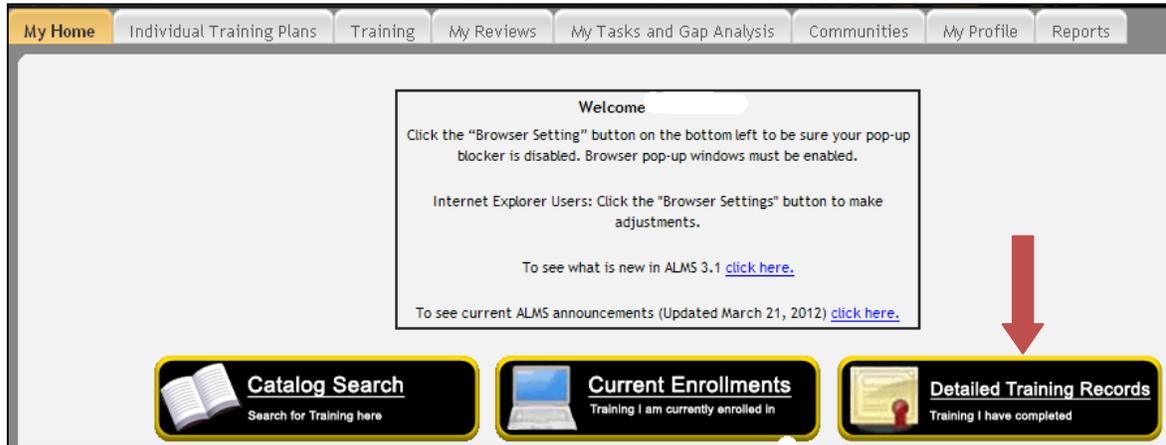


Figure 40. Detailed Training Records servelet.

2. When the **My Home** tab appears, click the **Detailed Training Records** portlet. The table below will appear at the bottom of the screen. (You may need to scroll down to see the table, or right to see Actions)

GCSS-Army Test/Survey Demonstration	Web Based Training	01/17/2012	Successful Print Certificate of Completion	01/24/2012	90	Actions
-----------------------------------------------------	--------------------	------------	---------------------------------------------------------------	------------	----	-------------------------

Figure 41. My Detailed Training Records screen, table.

Note: You may also print your Certificate of Completion from this screen. Click the **Print Certificate of Completion** option in the **Completion Status** field. A standard **Print** dialog will appear; select your printer and print options (change to **Landscape** for best image), then click **OK**.

You may only print the certificate if the **Completion Status** reads **Successful** and the **Print** option is underlined (available).

3. To display the progress report, move the mouse to the **Actions** column, and position the pointer over the word Actions. The pop-up balloon shown below will should appear in a few seconds (if not, click the word Actions). Click **View Content**.

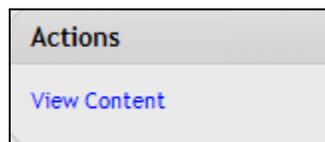


Figure 42. Actions Menu.

- The **Progress Report** for the module will appear. Click the underlined module name in the far left column (here, **GCSS-Army Material Management Exam**).

Progress Report for GCSS-Army Test/Survey Demonstration

You cannot mark this course complete.

Offering Name: [GCSS-Army Test/Survey Demonstration](#)

Completion Status: Successful

Score: 90

Learning Assignments [Print](#) | [Export](#) | [Modify Table](#)

Module	Assignment Type	Requirement	Details	Completion Status	Completed On	Actions
GCSS-Army - Material Management Exam	Content Module	Required	Attempts Allowed: Unlimited	Successful	01/24/2012	Actions

Figure 43. Progress Report - Material Management Exam.

- To display the module, move the mouse to the **Actions** column, and position the pointer over the word Actions. The pop-up balloon shown below will should appear in a few seconds (if not, click the word Actions). Click **View Results by Lesson**.

Actions

[View Results by Lesson](#)

Figure 44. Actions Screen - View Results by Lesson.

The **Results** screen will appear, as shown below.

Results: GCSS-Army - Material Management Exam

Results By Lesson

Lesson	Status	Total Attempts	Last Accessed	Time Spent	Score	Mastery Score	Objectives	Responses	History
GCSS-Army Materiel Management Exam									
GCSS-Army Materiel Management Exam	Passed	1	01/24/2012	00:05:08	80	0.75		Responses	History

[Back](#)

Figure 45. Results by Lesson - Material Management Exam.

- To display the module, move the mouse to the **Responses** column, and click Responses. The following screen will appear.

Responses For Attempt 2

Responses [Print](#) | [Export](#) | [Modify Table](#)

Question ID	Description	Type	Response	Result	Time Spent	Date/Time
Q_0	What GCSS-Army...	Multiple Choice		Correct	00:00:07	2012-04-24T14:17:02
Q_1	In the GCSS-Ar...	Multiple Choice		Correct	00:00:08	2012-04-24T14:17:11
Q_2	Whast are the ...	Multiple Choice		Correct	00:00:06	2012-04-24T14:17:17
Q_3	If a required ...	Multiple Choice		Correct	00:01:03	2012-04-24T14:18:21
Q_4	When a require...	Multiple Choice		Correct	00:00:12	2012-04-24T14:18:33
Q_5	When a work or...	Multiple Choice		Incorrect	00:01:16	2012-04-24T14:19:50
Q_6	When a part/ma...	Multiple Choice		Correct	00:00:06	2012-04-24T14:19:57
Q_7	What process i...	Multiple Choice		Correct	00:00:12	2012-04-24T14:20:09
Q_8	In GCSS-Army, ...	Multiple Choice		Correct	00:00:31	2012-04-24T14:20:41
Q_9	When a purchas...	Multiple Choice		Correct	00:00:11	2012-04-24T14:20:53

[Back](#)

Figure 46. Responses Table.

Note that the table will display the question number, question description, YOUR response, and whether or not YOUR response was correct or incorrect (as well as other data for the developer). [The Response column in the figure above has been deliberately erased because it contains actual test verbiage, not just numeric choices.] Since the test can be retaken multiple times, there is no way to directly determine the correct answer from this table.

- To return to the portlet screen, click the **My Home** tab.

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Part 4 – WBT Survey

Both Northrop Grumman Corporation (NGC) and the U.S. Army realize the critical value of feedback from students when it comes to the continuous improvement of the GCSS-Army training materials. The electronic/paper form for Instructor Led Training (ILT) has been modified to apply to the Web based training, and MUST be completed in order to finish the course. Surveys are completed anonymously and contain no PII.

The WBT Survey may be launched after the last assessment (exam) is completed. GCSS-Army recommends that it be completed immediately after the last assessment is passed, so that impressions of the course are still fresh in your mind. Your transcript will NOT show the POI as complete until the survey is also complete.

The survey provides the student a unique opportunity to comment on various aspects of the WBT training, using a combination of five-point scale questions and comment boxes. To start the survey, click the **Launch** button in the **My Enrollments** screen. The survey's first screen will appear, as shown below.

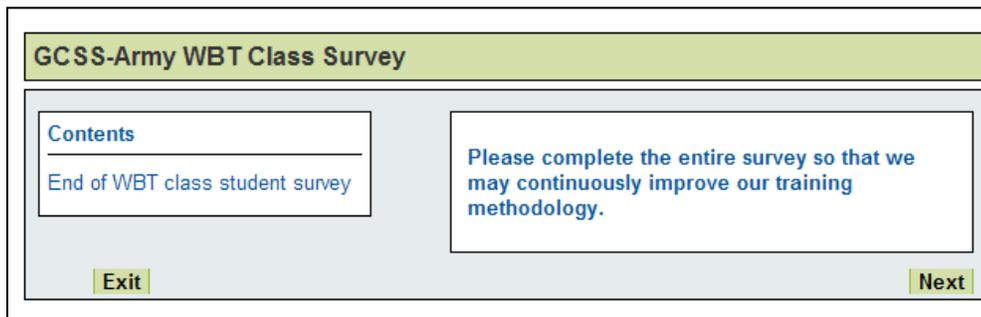


Figure 47. GCSS-Army WBT Class Survey - Screen 1.

The first set of questions is for classification purposes only. Please be as accurate as possible when answering these questions.

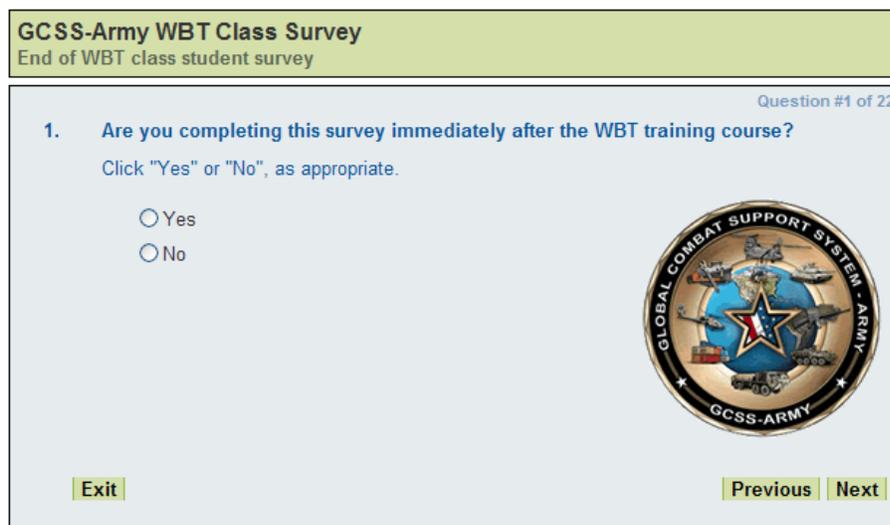


Figure 48. GCSS-Army WBT Class Survey - Question 1.

Most questions allow only a single response. Some questions (see the figure below) allow multiple boxes to be checked. These questions will have the instruction "**Please check all that apply**".

GCSS-Army WBT Class Survey
End of WBT class student survey

Question #7 of 23

7. For which WBT course(s) are you completing this evaluation?
Please check all that apply.

- GCSS-Army Overview [core curriculum]
- Basic Navigation [core curriculum]
- Intermediate Navigation [core curriculum]
- Using GCSS-Army Reports [core curriculum]
- GCSS-Army Retail Supply Overview
- GCSS-Army Material Management Overview
- Material Processing and Handling in GCSS-Army
- GCSS-Army Organizational Supply Overview
- GCSS-Army Maintenance Overview
- GCSS-Army Finance Overview
- GCSS-Army Spending Chain Overview

Exit **Previous** | **Next**

Figure 49. GCSS-Army WBT Survey - Multiple Inputs Allowed.

You can move back and forth through the survey by using the **Previous** and **Next** buttons. You may also **Exit** the survey at any point, and re-launch it at another time (although this is not recommended). If you exit in this manner, you can submit the survey in its current form, or exit without saving your choices. If you then re-enter the survey, you will have to start over at the beginning.

GCSS-Army WBT Class Survey
End of WBT class student survey

Question #21 of 22

21. What is the ONE THING you would change about the WBT training materials?
300 characters max.

Exit Previous Next

Figure 50. GCSS-Army WBT Survey - Text Input Allowed.

Some questions allow for text input of up to 300 characters (about three lines). These questions allow you to comment on the GCSS-Army WBT, so that we can make it better for the next person who uses it.

Note: Comments that are off-topic, or contain inappropriate/obscene language will not be considered. Please, watch your spelling and STICK TO THE SUBJECT at hand. This is NOT the place to complain about dissatisfaction with the GCSS-Army program; such complaints should be directed to the chain of command or e-mailed to the ALTESS Service Desk: altess.servicedesk@us.army.mil .

Statistics (including comments) from the WBT survey are gathered periodically, combined with other statistics and reported to GCSS-Army management and the Army PMO, where they are reviewed for content and possible action. If, however, you have significant issues with any aspect of the WBT, please send an e-mail to the GCSS-Army Training inbox (GCSSArmyTrainingHELP@ngc.com) as soon as possible.

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Part 5 – Certificates and Transcript Information

Certificates

There are two kinds of certificates available for GCSS-Army WBT:

- The *ALMS Certificate*, available from the within the ALMS system itself, shows lesson name, title, and date of completion. This is a black-and-white certificate, signed by the Director of Distributed Learning Systems (DLS) at Radford, VA.
- The *GCSS-Army Certificate*, available at the end of GCSS-Army WBT course only when the course is taken from the GCSS-Army website or CD-Rom (outside the ALMS). This is a color certificate, without signature. *As of September, 2012, this certificate is no longer available in the ALMS version of the course.*
 - As of January, 2013, all training credit requests for these certificates have been entered into the ALMS system for previous GCSS-Army installations. Further requests for this certification must carry a manager’s signature and will be reviewed on a case-by-case basis.

The ALMS allows the student to print a certificate as proof that record of the successful completion of GCSS-Army WBT has been moved to the student's ALMS transcript. The certificate is available for printing under **Detailed Training Records** using the **Print** option on the 6th column of the table.

Note: Successful completion of GCSS-Army WBT course materials (inside or outside the ALMS) does not award credit in the ATTRS system.

Samples of each certificate are shown below.



Figure 51. Sample Certificate of Completion – ALMS (Signature block removed).



Figure 52. Sample Certificate of Completion - GCSS-Army Web Site Only (OBSOLETE).

Note: The signature block has been removed from the examples above.

FAQ on Certificates

- The date for the certificate is generated automatically. The format cannot be changed.
- To print in a 'Landscape' (sideways) orientation, look for the **Properties** button in the **Print** menu, then look for the **Page Layout** (or **Layout**) options and change the setting to **Landscape**.
- Printing to paper is the preferred method of output. Printing to a file (such as a .PDF file) is not recommended.
- There is now a certificate available for the completion of each module of the GCSS-Army WBT. All are available in the student's transcript (see below).

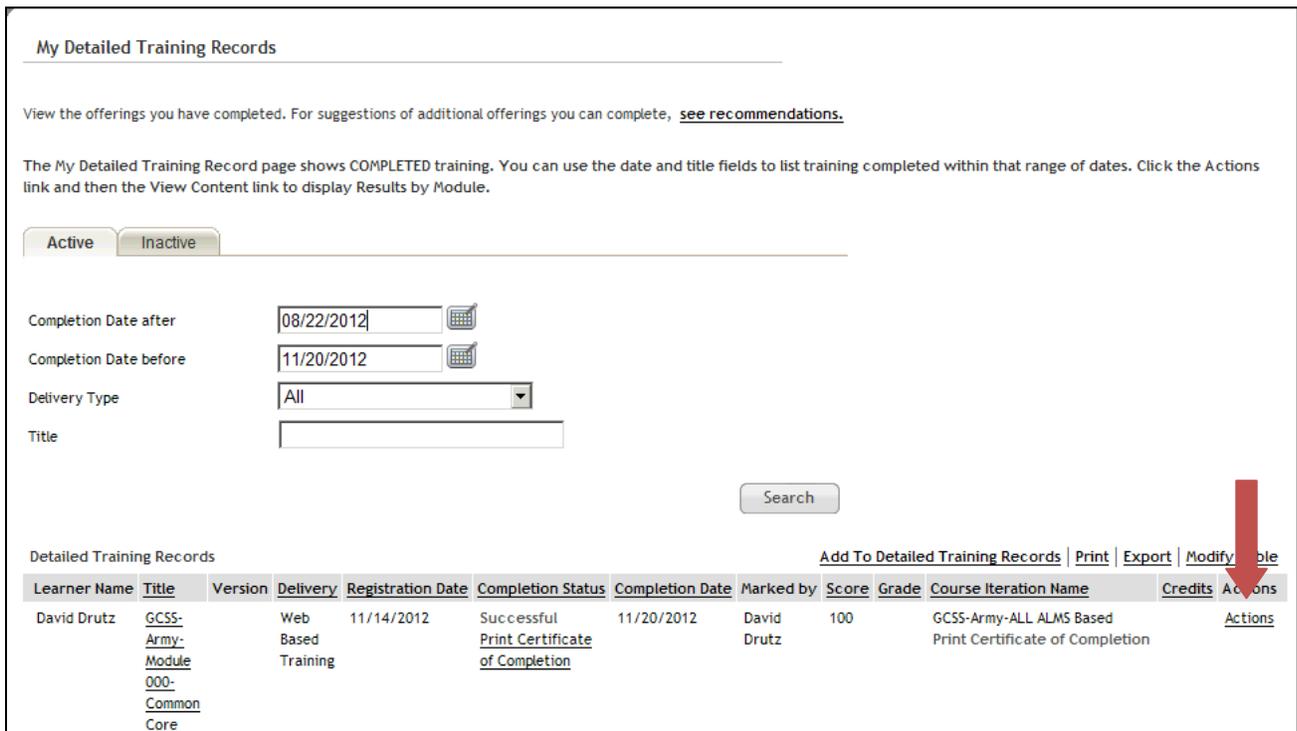
Printing a certificate

To print (or reprint) an **ALMS certificate**, access the **Detailed Training Records** from the ALMS Main Menu and be sure the **Training** tab is showing, Check the completion date range, and change it if necessary to include the date you finished the WBT course. Select the **Print Certificate of Completion** option (under the **Completion Status** column) for the appropriate course. When the certificate appears, click the printer icon to bring up a standard print dialog. Be sure to change the printer properties to **Landscape** to ensure the best print image.

Retaking a course

Partially completed course work is 'bookmarked' at the point where the user exited the course. Restarting the course brings up a menu asking whether you would like to continue from that point, or restart the course from the beginning.

To retake a *completed* course, go to the ALMS Main Menu and select **Detailed Training Records** (see below). The system will display a screen similar to that shown below.



My Detailed Training Records

View the offerings you have completed. For suggestions of additional offerings you can complete, [see recommendations](#).

The My Detailed Training Record page shows COMPLETED training. You can use the date and title fields to list training completed within that range of dates. Click the Actions link and then the View Content link to display Results by Module.

Active Inactive

Completion Date after: 08/22/2012
Completion Date before: 11/20/2012
Delivery Type: All
Title:

Search

Detailed Training Records [Add To Detailed Training Records](#) | [Print](#) | [Export](#) | [Modify](#) | [Delete](#)

Learner Name	Title	Version	Delivery	Registration Date	Completion Status	Completion Date	Marked by	Score	Grade	Course Iteration Name	Credits	Actions
David Drutz	GCSS-Army-Module 000-Common Core		Web Based Training	11/14/2012	Successful Print Certificate of Completion	11/20/2012	David Drutz	100		GCSS-Army-ALL ALMS Based Print Certificate of Completion		Actions

Figure 53. Retaking a Course Module - 1.

Click the **Actions** button, then click the **View Content** selection in the pop-up menu.

Progress Report for GCSS-Army-Module 000-Common Core

You cannot mark this course complete.

Offering Name: GCSS-Army-Module 000-Common Core

Completion Status: Successful

Score: 100

Learning Assignments [Print](#) | [Export](#) | [Modify Table](#)

Module	Assignment Type	Requirement	Details	Completion Status	Completed On	Actions
GCSS-Army Mod 0.0 - GCSS-Army Overview 04/2012	Content Module	Required	Attempts Allowed: Unlimited Score: 100.00	Successful	11/15/2012	<input type="button" value="Launch"/>

Figure 54. Retaking a Course Module - 2.

To restart the module, click the **Launch** button to display the **Table of Contents** (note the small box is solid green, indicating completion). There is no limit to the number of times a particular lesson can be opened.

Displaying Detailed Training Records (Transcripts)

A *transcript* is a list of completed courses. To show your ALMS transcript, log into the ALMS, then select the **Detailed Training Records** option (first row, third column of the Home page). A page similar to the one below will appear.

My Detailed Training Records

View the offerings you have completed. For suggestions of additional offerings you can complete, [see recommendations](#).

The My Detailed Training Record page shows COMPLETED training. You can use the date and title fields to list training completed within that range of dates. Click the View Content link to display Results by Module.

Completion Date after:

Completion Date before:

Delivery Type:

Title:

Figure 55. My Detailed Training Records page.

If you need to check your score or print an ALMS Certificate of Completion, you can do so from the **My Detailed Training Records** table under the **Completion Status** column.

My Detailed Training Records

View the offerings you have completed. For suggestions of additional offerings you can complete, [see recommendations](#).

The My Detailed Training Record page shows COMPLETED training. You can use the date and title fields to list training completed within that range of dates. Click the View Content link to display Results by Module.

Active Inactive

Completion Date after: 04/01/2011

Completion Date before: 10/01/2011

Delivery Type: All

Title:

Search

Detailed Training Records [Add To Detailed Training Records](#) | [Print](#) | [Export](#) | [Modify Table](#)

Title	Version	Delivery	Registration Date	Completion Status	Completion Date	Marked by	Score	Grade	Course Iteration Name	Credits	Actions
GCSS-Army-Common Core		Web Based Training	03/10/2011	Successful Print Certificate of Completion	04/27/2011		96				Actions

Figure 56. Printing the Certificate of Completion in ALMS.

Click the **Print Certificate of Completion** option in the status column to bring up a standard Windows print dialog box.

Adding Completed Courses to Your Transcript

All courses COMPLETED in the ALMS are automatically added to a soldier's transcript. If the course does not appear in the **Detailed Training Records** table in 24 hours, please send e-mail to:

GCSSArmyTrainingHelp@ngc.com

for assistance in recording the course completion. All claims of course completion will be verified before credit is given.

GCSS-Army Access after certification

Completion of the GCSS-Army WBT curriculum or POI does not automatically grant you access to the GCSS-Army system!

The successful completion of a GCSS-Army WBT curriculum is, however, a prerequisite for additional ILT (instructor-led) training, which is normally offered starting about 30 days prior to the system going live at a particular location. The ILT and its (independent) certification tests must be completed and passed before system access is granted.

Access to GCSS-Army requires, at a minimum:

- Supervisory/managerial approval.
- Completion of any and all documentation required for system access.
- Signed agreement covering correct use of the system, as well as data and password protections.

Most Army personnel should begin the process of requesting access by contacting their supervisor and requesting access, which is usually granted when the system goes live. Questions can be directed to the GCSS-Army Help Desk at **(800) 981-3234** for more information.

Internal NGC & contract personnel may request access by sending e-mail to **gcss-armysapsecurity@ngc.com**

Appendix - Troubleshooting

Question/Problem	Possible Solution/Comment
Who can I call for assistance?	<ul style="list-style-type: none"> • For problems with your AKO UserID or password, call the AKO Help Desk at 1-866-335-ARMY (2769). • For problems with ALMS system, call the ALMS Help Desk at (877) 251-0730. • For questions about GCSS-Army training (WBT/ILT) call the GCSS-Army Help Desk at (800) 981-3234 or DSN 231-3480 or send e-mail to: altess.servicedesk@us.army.mil • For network problems, call the CONUS TNOSC (800) 305-3036, or (520) 538-6798 or DSN: 879-6798. • For GCSS-Army system access, send an e-mail to gcss-armysapsecurity@ngc.com.
I'm familiar with SAP. Do I still need to take the GCSS-Army WBT training?	YES. The WBT courses are prerequisites to the ILT courses being taught by the Army SMEs. If you have not completed the WBTs, you should not take the ILT courses.
I don't have an AKO account. Can I take the WBT courses some other way?	YES. Go to https://www.gcss.army.mil and select the Education tab. The WBT classes are listed on the left side. Note this is NOT the preferred way of taking WBT classes because there is no way to track your progress. You must have permission to complete a POI in this manner.
Can I download the WBT courses to my PC?	Currently, this option is not available due to SABA limitations.
Do I have to take the WBT courses in order?	NO. We recommend you take Core Curriculum first, but functional overviews may be taken in any order. Lessons should be taken before exams, but exams may be taken alone if necessary.
I can't find the GCSS-Army courses in the ALMS.	Make sure you are search for the string " GCSS " (not "GCSS-Army") and using a Simple Search (not Advanced Search). If you still cannot find the course, please call the ALMS Help Desk.
My Table of Contents has two identical entries. Which one do I use?	Use the one with the hyperlink (blue underline). (The second entry will be used when there are additional WBT courses.)
My Launch buttons are grey and nothing happens when I click them.	The ALMS is off-line for maintenance. The course will not be available until the Launch button contains blue text
When I try to launch the course, I get the message "Web page not available" or "Error 404 (File Not Found)".	The course has been taken off-line for maintenance, or the ALMS is unavailable or experiencing problems. Check with your SASMO, or the ALMS Help Desk.

<p>Does the WBT connect to and/or use the actual GCSS-Army system?</p>	<p>NO. The large number of soldiers using the system would require either a separate training database, or a nightly refresh of the database information. The network load would also be an issue. The problem was solved by using the 'real' GCSS-Army system to create simulations of work flows, and record that data with commentary for later playback.</p>
<p>After launching the course, I still have browser information (bars) at the top and bottom of the screen.</p>	<p>Press F11 to go to full screen mode. Pull down the View Menu and <i>uncheck</i> the Status Bar box to eliminate the lower bar. If the F11 key does not work, the option for full screen mode is also in the View Menu.</p>
<p>After launching the course, the Content and Results page appears, with the message "You cannot mark the course complete" or similar message.</p>	<p>The ALMS is running slowly. Please wait for the Table of Contents to appear in the upper left corner of the screen. In high traffic times, network response can be very slow, especially for large courses.</p>
<p>My screens look distorted and/or do not match those in the text.</p>	<p>Make sure your screen is full size, and that the resolution is set to 1024 X 768 pixels, <i>even if your screen will support a higher resolution</i>. Color quality should be set to High (32-bit). Dots per inch (DPI) must be set to 96 (the default). Remember to apply your settings before exiting the Display Properties screen. Also, check the ZOOM indicator in the lower right corner of the screen to be sure it is set at 100%. If you cannot view or change these settings, contact your SASMO.</p>
<p>I'm getting a blank white screen between WBT screens, or screens are forming slowly.</p>	<p>This is normal for WBT materials constructed for SCORM compatibility and displayed on the GCSS-Army website. How fast the slides change is dictated by network load, and is <i>not</i> under GCSS-Army control. A delay of 3-5 seconds may occur if the network is very busy.</p>
<p>The simulations page takes a long time to load.</p>	<p>A separate executable is used to display and run the simulations; it can take 60 seconds or more to launch the first time it is used. Security warnings and network load can also slow their launch.</p>
<p>I get one or two pop-ups warning me that the screens contain 'non-secure' material when I start the simulations.</p>	<p>Click Yes whenever the pop-up appears (this feature is not under GCSS-Army control.) If you run more than one simulation per lesson, the number of pop-ups will typically decrease each time you start a NEW simulation. THERE IS <u>NO</u> CLASSIFIED MATERIAL CONTAINED IN ANY GCSS-ARMY WBT OR SIMULATION.</p>

I get a third pop-up window after launching a simulation warning me that "Voice –Over is disabled".	Exit the course and inform your SASMO. Your PC is not configured correctly for GCSS-Army WBTs.
When I launch my simulations, screen text and buttons are distorted or out of place, or I have a box with a red "X" (☒) where I should have a graphic.	Exit the course and inform your SASMO. Your PC is not configured correctly for WBTs, or there are missing images in the simulations. This normally indicates an incorrect file path.
When I am in a simulation (demonstration or training) and click the Help icon  , the Help screen does not appear.	Click the Help icon again, or press Alt + Tab . (The Help screen is behind the active screen.)
There is no instruction on the simulation's first page on how to begin running the simulation screens.	The bottom of your screen is hiding the instruction. See above for tips on increasing the screen area. Press ENTER to start the simulation in Training mode, or click the Play button in the lower toolbar for Demonstration mode.
I'm stuck! My system appears to be frozen.	If there has been no response to a simple 'turn the page' action for 60+ seconds, close the lesson by clicking the Close icon (☒) in the upper right corner of the screen. You can try relaunching the course from the Table of Contents , or closing the ALMS completely and logging in again. If the problem persists, call the ALMS Help Desk.
Can I exit the course and then pick up where I left off? What about the assessment and the survey?	YES. ALMS will ask you if you want to continue from where you stopped work, or start over. There is no difference in the way you launch the course. If you exit the course while taking the assessment, you must, however, retake the assessment from the beginning.
Can I retake the course and jump between topics?	YES, after you have completed a lesson topic. Use the Table of Contents slide to help you navigate through the topics.
I completed the lesson (or passed the assessment) but I cannot print my Certificate of Completion.	The ALMS system records completion at the modular level. You must complete the lesson <i>and</i> its requisite exam successfully in order to receive credit in your transcript. If your transcript reads Unsuccessful , but your numeric exam grade is >70, please send e-mail to the GCSS-Army Training mailbox (next page).
I get a "JAVA Null Pointer Exception" error when I attempt to exit the course.	This may be a cache issue. Close the error window by clicking the Close icon (☒) in the upper right corner, or by clicking the Next button. If the Learning Assignments tab does not reappear or your course progress is not shown correctly, please call the ALMS Help Desk for assistance. Delete your Internet cache before starting another course.

<p>I have lost my <i>GCSS-Army</i> WBT Certificate of Completion; can I get another one?</p>	<p>Requests for copies of certificates can be sent to GCSSArmyTrainingHelp@ngc.com. Most requests will NOT be honored as these certificates must be created from old templates no longer used. A manager's sign-off on the request is necessary.</p>
<p>I have lost my <i>ALMS</i> Certificate of Completion; can I get another one?</p>	<p>To reprint an ALMS certificate, go to My Detailed Training Records in the ALMS and be sure the Active tab is showing. Check the completion date range, and change it if necessary to include the date you finished the WBT course. Select the Print Certificate of Completion option (under the Completion Status column) for the appropriate course. When the certificate appears, click the 2nd icon in the toolbar () to bring up a standard print dialog. Be sure to change the printer properties to Landscape to ensure the best print image.</p>
<p>Can I retake the assessment?</p>	<p>YES. However, only one assessment score and one 'completion' status will be recorded. Hence, if you have scored above the minimum level for the assessment, there is no need to retake the exam. A maximum of three retries is permitted.</p>
<p>How long do I have to complete the <i>GCSS-Army</i> WBT training?</p>	<p>You have 180 days from the date you first registered to begin the training or you will be automatically disenrolled.</p>
<p>Is there a 'sandbox' system where I can practice what I have learned?</p>	<p>NO. The difficulty with a training ('sandbox') system is creating and maintaining viable data sets when a large number of students attempt to run transactions simultaneously. Due to the time and expense involved with such a system, <i>GCSS-Army</i> has elected not to use one at this time.</p>
<p>Can I print to an external file rather than a printer?</p>	<p>To transfer the certificate to another file, use the Print Screen function on your keyboard to copy the certificate to the Windows Clipboard, then paste it into Word and save or print from there. Do not use the options in the Print dialog to print directly to a PDF, which may cause errors .</p>
<p>I have completed the initial read-through of the WBT materials, and used the TOC to review a previous section. My page numbers now appear to be missing or incorrect.</p>	<p>Exit the lesson and clear your Internet cache. When you re-enter the lesson, the page number will have reset themselves correctly.</p>

<p>The Forward arrow is disappearing when I review the Knowledge Check questions.</p>	<p>In the Knowledge Check, the idea is to force an answer from the student, and not to let them proceed until the choice is correct. Hence, the question begins with no forward arrow, and one does not appear until a correct choice is made. When the correct option is chosen, the forward arrow appears, and the student can click it to move to the next page.</p> <p>If a student elects to move backwards to review a previous Knowledge Check question, and clicks the Back arrow, the WBT reverts to the previous page, but leaves the correct option selected in the answer button (grayed out). The Forward arrow, however, disappears again – the logic for the IF statement doesn't cover going backwards. The key here is that the student MUST click the CORRECT answer option <u>again</u> (even though the grey dot is already there) in order to obtain the Forward arrow and proceed.</p>
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Glossary

Acronym	Definition/Explanation
AGM	Army Gold Master (a type of laptop PC)
AKO	Army Knowledge Online
ALMS	Army Learning Management System
DFAS	Defense Finance & Accounting Service
DLS	Distributed Learning Systems
DPI	Dots Per Inch
EPSS	Electronic Performance Support System
GCSS-Army	Global Combat Support System – Army
https	HyperText Transfer Protocol (Secure)
ILT	Instructor-Led Training
NGC	Northrop Grumman Corporation
PII	Personally Identifiable Information
POI	Program of Instruction
SABA	Company providing the WBT Content Player
SASMO	Sustainment Automation Support Management Office
TOC	Table of Contents
UMC	Unmatched Collection
UMD	Unmatched Disbursements
WBT	Web-Based Training