



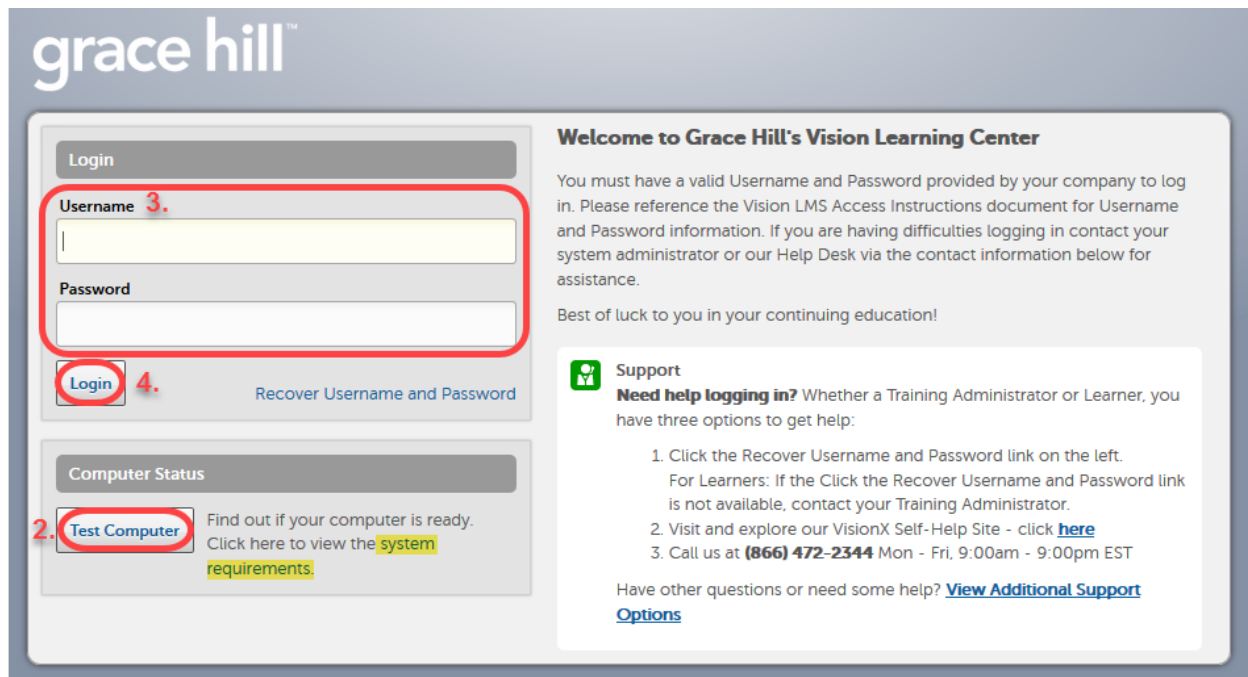
Access Instructions

Welcome to your new Vision System!

Your company is investing in Vision, a new Learning Management System (LMS), that will help you keep track of your assignments, course completions, and put a wealth of learning opportunities right at your fingertips. Below are some instructions you'll find helpful. Happy Learning!

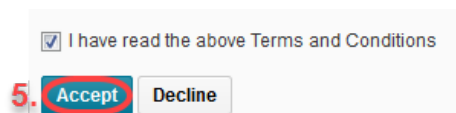
Access the Vision Learning Management System:

1. Go to <https://www.gracehillvision.com/gracehilluniversity>.
2. If this is your first time to the site, click on **'Test Computer'** to ensure that your computer or device meets our system requirements.
3. Then, login using your assigned **'Username'** and **'Password'** in the fields provided.
4. Click the **'Login'** button, or hit the 'Enter' key on your keyboard.




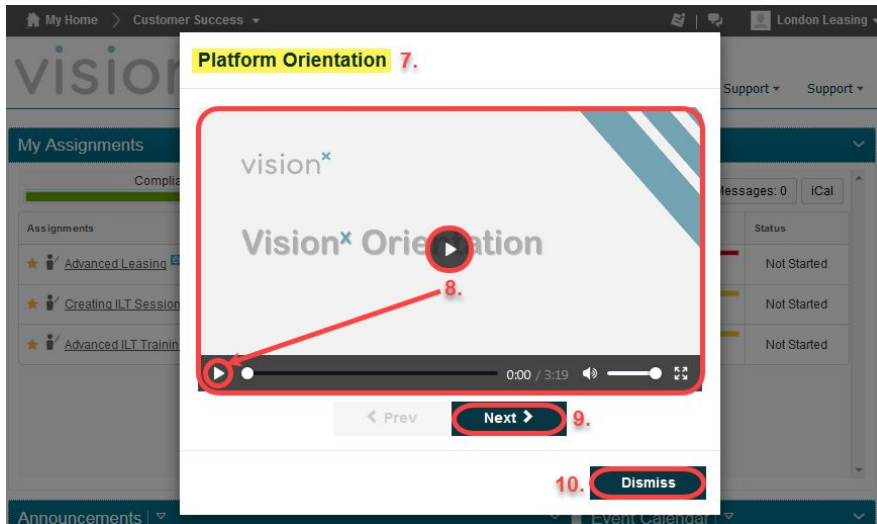
NOTE: Click on the link for **'system requirements'** under the **'Computer Status'** section for more information and steps to ensure support of the Vision LMS platform on your computer or device.

5. Upon first login, you will be prompted to select **'I have read the above Terms and Conditions'**, then click on **'Accept'**. You will only have to do this once.



6. Once you are logged in, you will be brought to your **'My Home'** page. This is the Learning Center homepage.
7. Next, a **'Platform Orientation'** video will automatically appear for you to watch, which will provide a tour of the Learning Center and familiarize you to the key features of the platform.

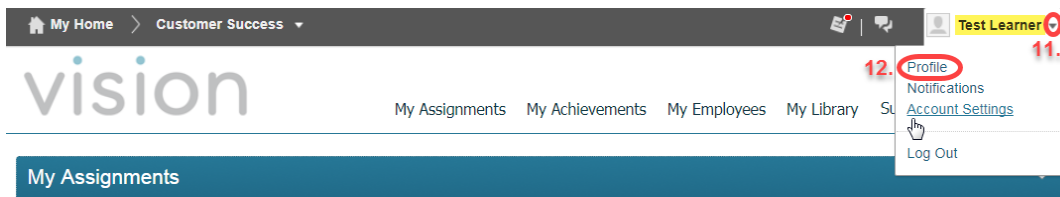
8. Click the **'Play'**  button to start the three (3) minute orientation video.
9. Click **'Next'** to watch the second orientation video for **'Content Orientation'**, which is under three (3) minutes. This video will provide the basics of navigating course content in Vision.
10. To remove the videos, click the **'Dismiss'** button.



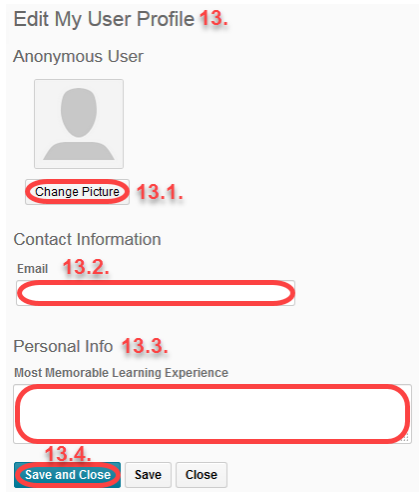
NOTE: Once the orientation videos are dismissed, they can still be accessed in the 'My Resources' widget on the Learning Center homepage, but will no longer appear when logging in.

Edit Your Profile:

11. To setup your profile, navigate to your name in the top right-hand corner of the screen, and click on the drop-down arrow to the right.
12. Click on the **'Profile'** option.

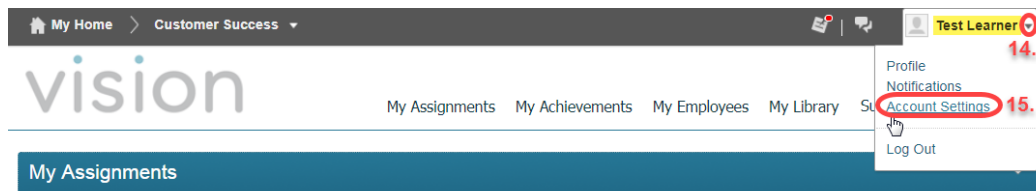


13. From the **'Edit My User Profile'** screen, you can:
 - 13.1. Click **'Change Picture'** to upload a photo from your computer, or drag-and-drop the photo. Then, click **'Add'**.
 - 13.2. (Optional) In the 'Contact Information' section, under the **'Email'** text field, enter an alternative email address, if needed.
 - 13.3. (Optional) In the 'Personal Info' section, enter your **'Most Memorable Learning Experience'**.
 - 13.4. Once done editing, click **'Save and Close'**.

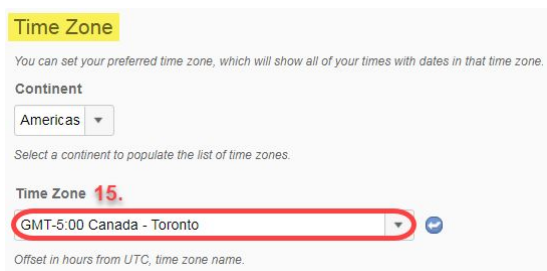


Setting Your Time Zone:

14. It is very important to setup your time zone correctly in your profile. Having the appropriate time zone set will ensure that your events on the Event Calendar are reflecting correctly, as well as Instructor-Led Training sessions with date and specific times, are reflecting correctly in your Assignments. To setup your time zone, click on the drop-down arrow to the right of your name once more, and select the **'Account Settings'** option.





15. Scroll down to the **'Time Zone'** section and click on the **'Time Zone'** drop-down menu provided to select your appropriate time zone. The default time zone is Eastern Time.

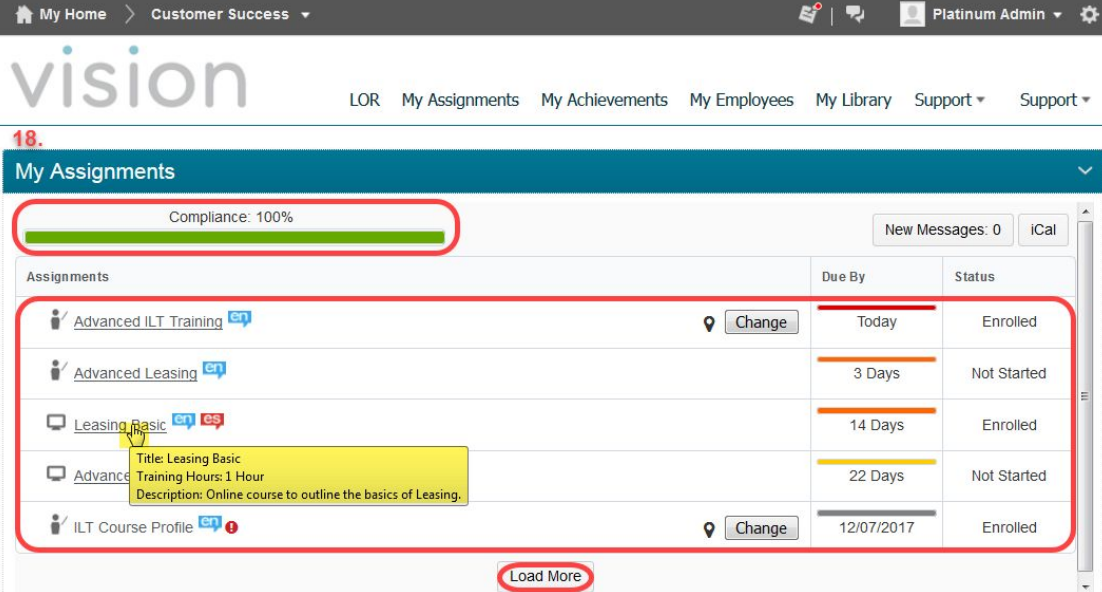


16. The **'Time Zone'** options are listed in Greenwich Mean Time, which is not what we're used to seeing here in the United States. Select one of the below options to match our standardized time zones:
- 16.1. Hawaii Time – United States Honolulu
 - 16.2. Pacific Time – United States Los Angeles
 - 16.3. Central Time – United States Chicago
 - 16.4. Alaska Time – United States Anchorage
 - 16.5. Mountain Time – United States Denver

- 16.6. Eastern Time – United States New York
 17. Once your time zone is selected, click **'Save and Close'**.

My Assignments:

18. Under **'My Assignments'**, you'll see your **'Compliance:'** percentage meter and the next five (5) upcoming course assignments displayed. There are two (2) types of courses: Online  or Instructor-Led . If you want to see more upcoming assignments, click the **'Load More'** button, if available.

















18.

My Assignments

Compliance: 100%

New Messages: 0 | iCal

| Assignments | Due By | Status |
|---|------------|-------------|
|  Advanced ILT Training   | Today | Enrolled |
|  Advanced Leasing  | 3 Days | Not Started |
|  Leasing Basic   | 14 Days | Enrolled |
|  Advanced Leasing  Title: Leasing Basic Training Hours: 1 Hour Description: Online course to outline the basics of Leasing. | 22 Days | Not Started |
|  ILT Course Profile    | 12/07/2017 | Enrolled |

Load More

NOTE: Hovering over an assignment name in the **'Assignments'** column provides you with additional assignment details which include: Title, Training Hours, and Description of the course.

NOTE: Some assignments may have **Prerequisites**, which are assignments that have to be completed prior to taking another assignment. Hover of the red circle with the exclamation mark to view the Prerequisite information.



Leasing Basic   

Advanced Leasing 

Prerequisites:
 - Leasing 101
 - Leasing New Hire Checklist

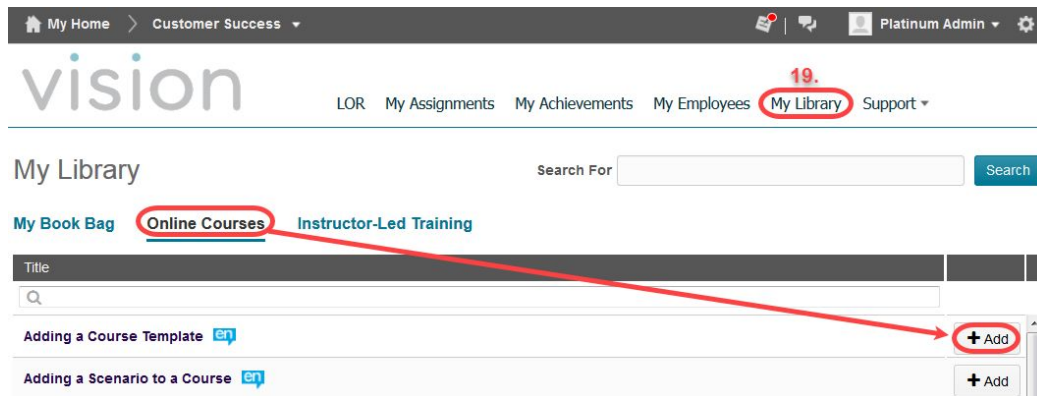
NOTE: Dates in the **'Due By'** column indicate the assignment deadline as established by your company.

Legend:  Today or Overdue  Due within 1-14 days  Due within 15-30 days

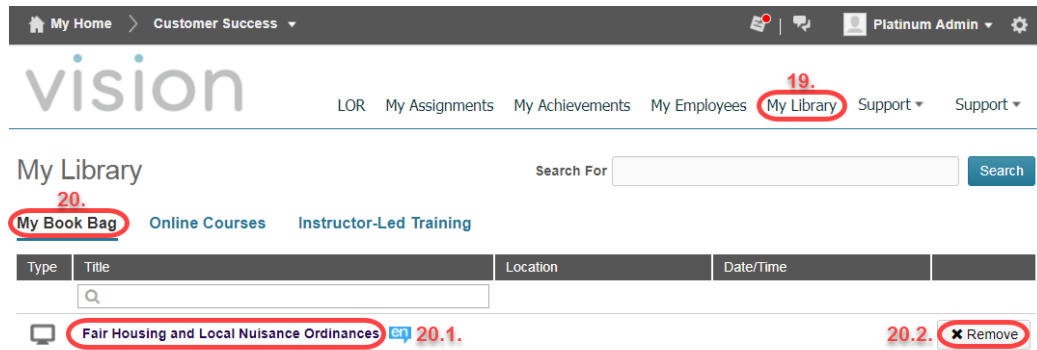
NOTE: The **'Status'** column indicates your progress for that assignment by displaying 'Not Enrolled', 'Enrolled', 'Not Started', or 'In Progress'.

My Library:

19. At the top of the Learning Center homepage, there is a link for **'My Library'**. Here, you will see **'My Book Bag'** and additional options for different course types (Online Courses and Instructor-Led Training). Under each course type you will see an **'Add'** button next each library item available to you.



20. Selecting 'Add' will place the library item in your 'My Book Bag'. This allows you to view the course information and complete the training at your convenience.
- 20.1. Click on the course title to open the course and complete at your leisure.
- 20.2. Click on **'Remove'** next to the course title to remove the course from your 'My Book Bag'.



NOTE: Once a course is completed successfully from your **'My Book Bag'**, it will be removed automatically.

My Achievements:

21. Under the **'My Achievements'** link on the Learning Center homepage, you'll find a record of all the training you have completed in the Vision LMS system to date, as well as any 'In Progress' courses. From here you can:
- 21.1. Click the **'Print Transcript'** button to print or save your transcript to a PDF.
- 21.2. Click the **'Email Transcript'** button to email your transcript to an individual of your choosing.
- 21.3. (Optional) If your company's Vision system administrator activated the 'Refresh Progress' button in the LMS, for all 'In Progress' courses listed on your transcript, the button will be

available. If you feel a course should have completed, you can click on the 'Refresh Progress' button to the right of the course title on your transcript.

21.3.1. This will display a 'Course Progress' message similar to the one shown below:

Course Progress: Advanced Closing Techniques 21.3.1 x

Total completion: 40%

Module progress:

- Defeating the Mold Monster: Getting Started
- Overview of Mold (100.0%)
- Maintenance for Prevention and Control of Mold
- Removal and Remediation of Mold
- Community Complaints of Mold

You have only completed **2 of 5** modules for this course.

Please note that each module has its own sections and knowledge challenge(s) that must be completed in their entirety. The green check mark in the Table of Contents indicates that you have only started a module and not that you have completed all sections within the module.

To view your incomplete sections, open a module and click on the Menu button in the top right-hand corner of the course. This will show you all incomplete sections.

If you are confident you have completed the requirements above and the course should be complete on your transcript, report to Grace Hill Support using the button below.

Click the 'Send Report' button below to send a report to Grace Hill Support if you are sure that this course is complete.

Click the 'Return to Course' button below to return to your course and complete any remaining requirements.

21.3.2. **21.3.3.** **21.3.4.**

Return to Course **Send Report** **Close**

NOTE: The 'Course Progress' message will let you know the 'Total completion' percentage for the course, how many modules you've completed, and how many modules there are total for the course.

NOTE: The green check mark in the Table of Contents for a course only indicates that you've **started** a module, and **not** that you have completed all sections or knowledge challenge(s) within the module.

21.3.2. Click the '**Return to Course**' button to open the course, and navigate to the module(s) that are remaining to be completed. When inside a module, if available, select the 'Menu' option in the top right-hand corner of the topic to view which sections are incomplete.

21.3.3. Click '**Send Report**' if you're confident you have completed the requirements for all modules within the course, and the course should be reflecting on your transcript. This will send a report to Grace Hill Support for them to look into.

21.3.4. Click '**Close**' to exit out of the 'Course Progress' message and return to your transcript.

21.4. When available, certificates of completion may also be printed or emailed by clicking on the appropriate button to the right of the course title.

The screenshot shows the 'My Achievements' page in the Vision Learning Center. At the top, there is a navigation bar with 'My Home', 'Customer Success', and a user profile for 'Amy Thomas'. Below this, the 'vision' logo is on the left, and navigation links for 'LOR', 'My Assignments', 'My Achievements' (highlighted with a red circle and '21.'), 'My Employees', 'My Library', and 'Support' are on the right. The main heading is 'My Achievements', with sub-headings '21.1.' and '21.2.' above 'Print Transcript' and 'Email Transcript' buttons (both circled in red). Below is a table with columns: Type, Title, Score, Date Completed, and a 'Refresh Progress' button. The table lists several courses with their progress status and completion dates. The 'Rainmaker Introduction to LRO' row has '21.3.' and '21.4.' above it, and its 'Print Transcript' and 'Email Transcript' buttons are circled in red. Other rows include 'Pass Fail Homework Assignment', 'Fair Housing and Limited English Proficiency', 'Creating an ILT Course', 'Adding a Scenario to a Course', and 'Fair Housing and Local Nuisance Ordinances'.

| Type | Title | Score | Date Completed | Actions |
|------|--|---------------|----------------|------------------|
| | <input type="text"/> | | | |
| 🖥️ | Pass Fail Homework Assignment | 🟡 -- | In Progress | Refresh Progress |
| 🖥️ | Fair Housing and Limited English Proficiency | 🟡 -- | In Progress | Refresh Progress |
| 🖥️ | Rainmaker Introduction to LRO | 🟢 90% | 10/16/2017 | 🖨️ 📧 |
| 👤 | Creating an ILT Course | 🔴 — (Pending) | 09/26/2017 | 🖨️ 📧 |
| 🖥️ | Adding a Scenario to a Course | 🟢 Completed | 08/28/2017 | 🖨️ 📧 |
| 🖥️ | Fair Housing and Local Nuisance Ordinances | 🟢 100% | 08/09/2017 | 🖨️ 📧 |

Support Options:

22. Under the **'Support'** link on the Learning Center homepage, you'll find options for Grace Hill support. From here you can:

22.1. **'Click Here for Self-Service'** which will take you to Grace Hill's self-service support website containing the 'Top Questions for Learners' FAQs.

22.2. Select the **'Submit a Ticket'** link if you need to submit a Grace Hill support request.

22.2.1. After clicking the 'Submit a Ticket' button, the Grace Hill **'Support Request'** form will appear in a separate pop-up window. Fill in a required (*) fields entering as much information as possible about the issue you're having.

22.2.1.1. **Subject:** Enter the subject title for your support issue.

22.2.1.2. **Login URL:** Information auto-populates for you with your company's URL.

22.2.1.3. **Issue URL:** Information auto-populates for you with Grace Hill's support URL.

22.2.1.4. **Select an issue from the list:** Click on the drop-down menu provided and select the best option for your support request issue.

22.2.1.5. **Client company name:** Enter your company's name.

22.2.1.6. **Your name:** Enter your first and last name as it is setup in Vision.

22.2.1.7. **Your email address:** Enter your email address that you can be reached at.

22.2.1.8. **Your phone number:** Enter your phone number that you can be reached at.

22.2.1.9. **Please describe your question or issues and provide links to screenshots or files if applicable.** Please be as detailed as possible

when entering your information, so that our support team has a clear picture of what your question or issues are.

22.2.1.10. **Attachments:** Click on the 'Add Attachment' link to attach any screenshots or documents to your support request.

22.2.1.11. Click 'Submit' once all the required support information has been filled in.

My Home > Customer Success > Platinum Admin

vision LOR My Assignments My Achievements My Employees My Library

22. Support

Have questions or need some help?

22.1. Click Here for Self-Service

22.2. Submit a Ticket

22.3. Give us a Call: 1-866-472-2344

Support Request 22.2.1.

Subject 22.2.1.1.

Login URL 22.2.1.2. *This field will auto-populate your company's URL*

Issue URL 22.2.1.3. *This field will auto-populate with Grace Hill's support URL - do not edit or delete*

Select an issue from the list 22.2.1.4. Password / URL / ID

Client company name 22.2.1.5.

Your name 22.2.1.6.

Your email address 22.2.1.7.

Your phone number 22.2.1.8.

Please describe your question or issues and provide links to screenshots or files if applicable 22.2.1.9.

Attachments

Add Attachment 22.2.1.10.

22.2.1.11. **Submit**