

Introduction

Follow the steps described below to troubleshoot various issues that may be encountered in the LMS.

Logging In

To access the LMS Login page use this link: <https://lms.netlearning.com/MyNetLearning/billingsclinic>. You will receive your username and password via email once your application has been received and you are cleared to start.

Issue: What Internet Browser can I use?

For optimal experience, the following browsers are supported:

- Microsoft Internet Explorer 11
- Google Chrome
- Apple Safari

Browsers NOT SUPPORTED:

- Microsoft Internet Explorer 8 and below
- Microsoft Internet Explorer 9 or 10

Issue: Pop-ups Being Blocked

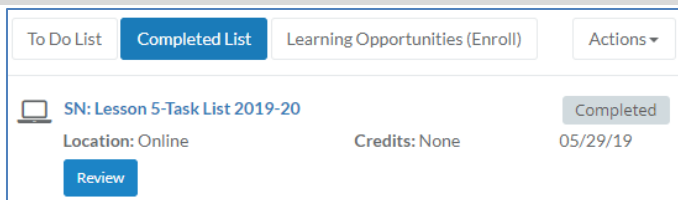
1. If prompted to allow pop-ups from this site, please do so, or turn off your pop-up blocker.
2. Navigate to your browser’s Settings or Tools menu and add “**lms.netlearning.com**” to the list of websites to allow.

Issue: Submit Button Delay

1. The submit button may have a slight delay during times of high system use.

Viewing Courses You Have Completed (Completed List)

1. Upon successful passing of each course, they will be listed on the <Completed List> tab, located on your homepage, with the date of completion. If a passing grade was not achieved the course will not display here and you will need to retake the course.



NOTE: If you have achieved a passing score and the course has not immediately moved to the <Completed List>, *do not retake the course.* Try refreshing the screen. If that does not work, please allow up to twenty-four hours for the grade to record. If the score has not moved over within 24 hours, please send an email with your name and the course title to lms@billingsclinic.org.

2. To view or print a Transcript of all completed learning activities, click the **Reports** tab on your homepage. Select **Transcript**.
3. In the new window that opens, select filter options and click **Run Report** to view or print your transcript.

Is There Online Help Available?

Yes, there is a link to a reference guide available at the top of the homepage.

Welcome to the new Learning Management System (LMS) at Billings Clinic!



Click [here](#) to access a reference guide for help. Having issues or have a question? [Contact us](#).

If you continue to have difficulties after verifying all details above, email the LMS System Administrator at lms@billingsclinic.org.