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What Is Tenmast University?

Tenmast University (TU) is Tenmast Software's online learning center for Winten2+. The goal of TU is to provide you the information you need to become proficient with the Winten2+ software. TU is your main source of information while you are preparing for go-live. Beyond that, you can always use TU as a refresher for courses you have already taken, and you can continue learning more about Winten2+ by taking additional courses of interest.

Contents

TU primarily consists of:

- **Videos** – Most of the courses in TU are instructor-lead videos demonstrating how to perform specific tasks within Winten2+.
- **Assessments** – Videos are typically followed by a multiple-choice assessment to measure your understanding of the information covered.
- **Webinars** – TU also contains archived webinars that we have conducted on various topics.
- **Job Aids** – You will also find documents containing instructions for performing application tasks. We call these Job Aids, and you can download and print them as needed.

Access

To access TU, you must have a user account. Your account may already have been established when your agency was initially set up in TU. If you are a new employee, you can request an account by submitting a support case through the myMRI Client Portal. Be sure to include your full name and email address. You may also contact your Supervisor or Training Coordinator to request a TU account.

TU is available 24 hours a day, 7 days a week. It can be accessed on any internet-enabled device, including desktop PCs, laptops and tablets. TU can be used with any web browser. Most agencies use either Internet Explorer, Chrome or Firefox.

Course Structure

Courses in TU are structured similar to a real university. Each course has a 3-digit number assigned to it, and courses are categorized as Freshman, Sophomore and so on. These are the course levels:

- **100** – Freshman level courses that provide an orientation to the Tenmast Software company and what to expect during onboarding or migration. Most of these courses are aimed at agency staff who are directly involved in the implementation process while preparing for go-live on Winten2+.
- **200** – Sophomore level courses that cover the basic software functions in Winten2+. These courses are usually assigned to all users because they apply to almost everyone who uses the application.
- **300** – Junior level courses that provide an introduction to specific content areas in Winten2+. These course assignments are based upon your role at the agency. If you are a Public Housing Specialist, for example, you will likely be assigned to all of the 300-level courses related to Public Housing.
- **400** – Senior level courses that describe more complex tasks for specific content areas in Winten2+. Like Junior level courses, these assignments are based upon your role at the agency.
- **500** – Graduate level courses for advanced features in Winten2+, such as TransNet, Landlord Access and TenDocs.

- **600** – A vast archive of TenMastery webinars and other special seminars that Tenmast has conducted on various Winten2+ topics. These courses are typically not assigned to users. Instead, you can search the Course Library and view webinars whenever you want.

First Login

When your user account is created in TU, you will receive an automated welcome email containing a link to login the first time and set a password. The email is similar to the one shown below:

Hello David,

You are receiving this email because your agency has enrolled you in **Tenmast University (TU)**, Tenmast Software's online learning center for Winten 2+. To access your account, please click on the following link:

<http://tenmast.litmosbeta.com/login.aspx?loginkey=8289be69-bdc5-4f0c-87ca-c595b677b46c> **4**

(Please note that this link can only be clicked once.)

Your username is: dshort@tenmast.com **1**

You will be prompted to set a password when you first login. Also, be sure to bookmark <http://tu.tenmast.com> **2** for quick access to TU later.

We are here to assist you through the process of learning everything you need to know about Winten 2+. As you get started with TU, here are a few helpful hints:

- 3** • Each time you login, you will be taken to the **Home** page, which displays all courses assigned to you that have not yet been completed. A status bar is also displayed for each course to indicate your progress.
- To track the courses you have completed, select the **Achievements** menu.
- You also have access to the entire catalog of TU courses. To search the catalog, select the **Course Library** menu.

The best way to start using TU is just to dive in with the first course. If you have any questions, please submit a general support request through our [Support Portal](#).

Happy Learning!

The Tenmast University Team


- 1 Username** – Your username is typically your email address.
- 2 TU Website** – This is the address you should bookmark in your web browser to quickly access TU in the future.
- 3 Overview** – This is a brief overview of the main screens in TU.
- 4 First Login Link** – You must click this link to login to TU the first time. It will open a screen in which you will enter and confirm a password for TU. Once you click on the link, it expires and you cannot use it again.

Follow these steps to login the first time.

- 1** Click on the login link in the welcome email.

Hello David,

You are receiving this email because your agency has enrolled you in **Tenmast University (TU)**, Tenmast Software's online learning center for Winten 2+. To access your account, please click on the following link:

<http://tenmast.litmosbeta.com/login.aspx?loginkey=8289be69-bdc5-4f0c-87ca-c595b677b46c> 

- 2 TU opens in your default web browser and displays this screen. Confirm your **First name** and **Last name**. Enter a personal password in the **Password** field and re-enter it in the **Confirm password** field. Passwords must be at least 6 characters long, and they never expire.

Hello Debbie Harry

* is required field

1. Confirm your name

Please make sure that we have your first and last names correct.

First name*

Last name*

2. Create a password

Next time you login you will use the following username and password

Username

Password*

Your password must be at least 6 characters long

Confirm password*

Confirm your password by entering it again

- 3 Enter any additional information you want to add to your profile (optional). Then click the **Continue** button at the bottom. TU will log you in and display the **Home** screen. You are now ready to begin using TU!

3. Additional information

Time zone

Language

Company

Title

Email

Website

Address

City

State

Zip

Country

Work Phone

Mobile Phone

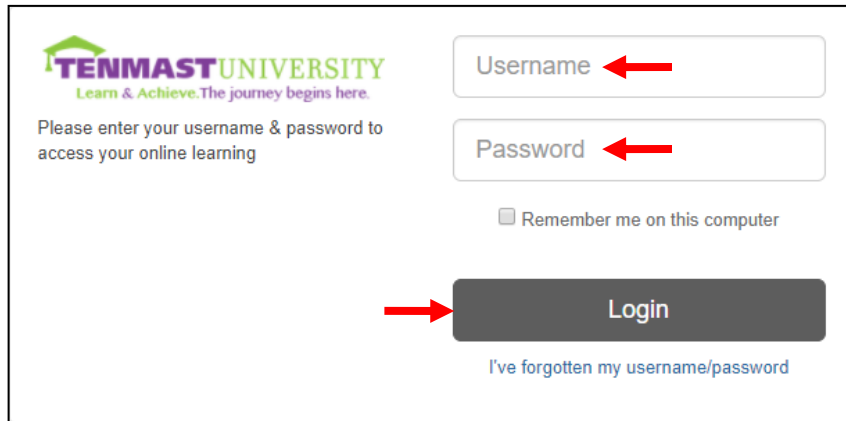
Skype

Twitter

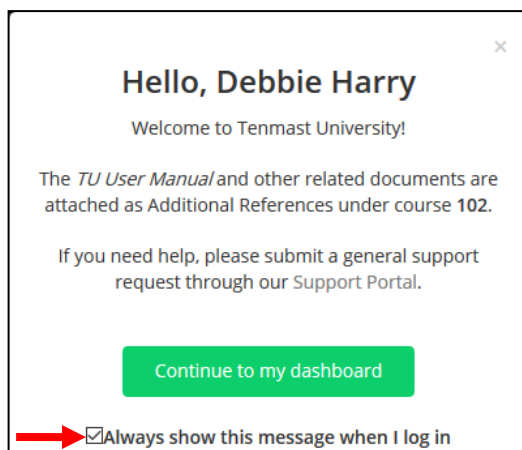
Login & Profile Maintenance

Login/Logoff

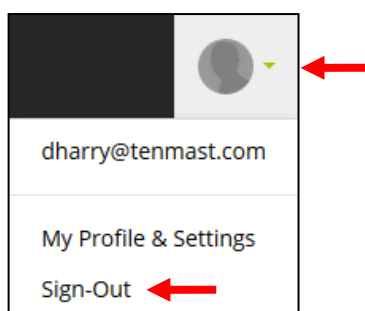
- 1 Access the TU **Login** screen using either of the methods below:
 - From the main Tenmast website (www.tenmast.com), select the **TENMAST UNIVERSITY LOGIN** link in the upper right corner of the screen.
 - Or, open your web browser and go directly to <http://tu.tenmast.com>. You should bookmark this address for quick access to TU in the future.
- 2 At the **Login** screen, enter your **Username** and **Password**, then click the **Login** button.



- 3 TU logs you in and displays the **Home** screen. You also see a welcome message every time the **Home** screen is accessed. To disable this message, uncheck the **Always show this message when I log in** box.



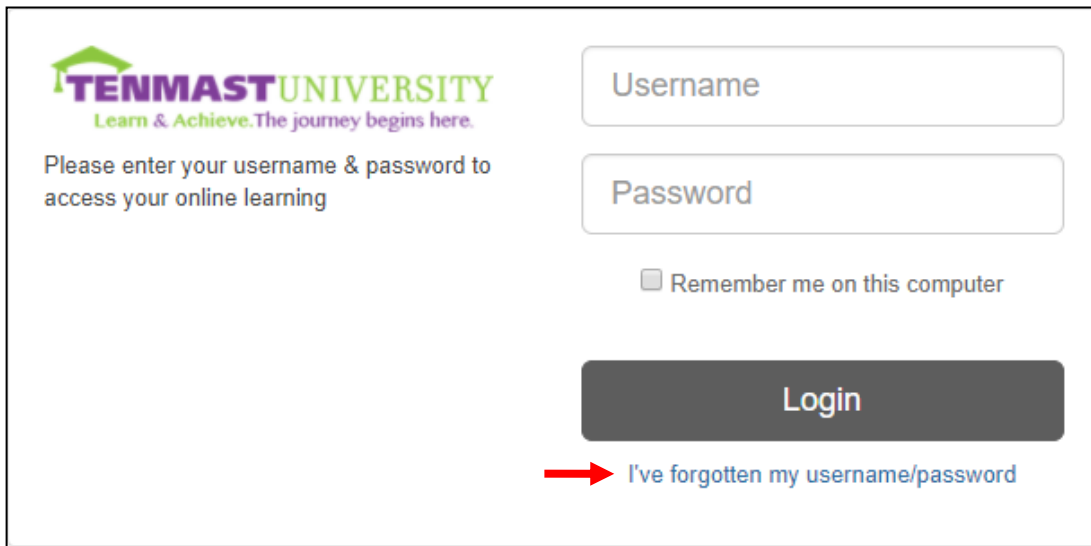
- 4 To logoff, click the **Profile** button on the far right of the title bar, and then select **Sign-Out**.



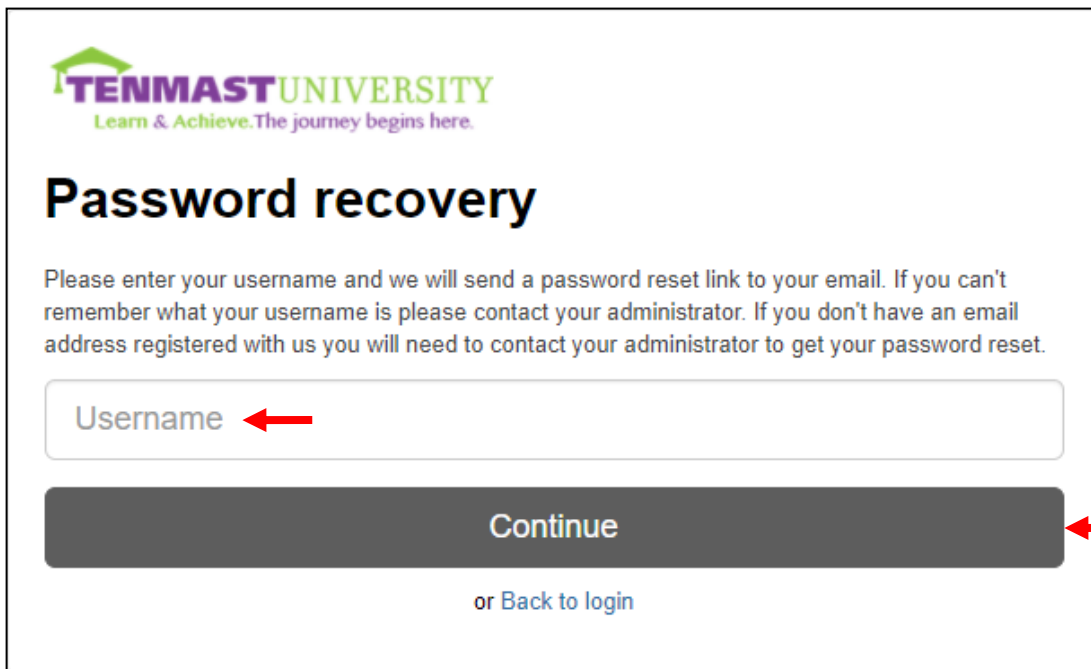
Reset A Forgotten Password

You can easily reset your TU password yourself if you have forgotten it.

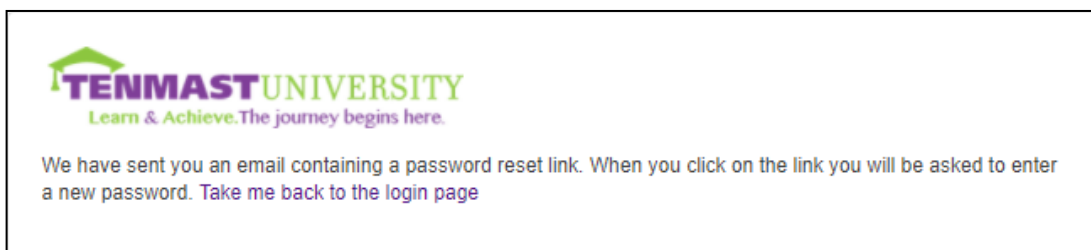
- 1 At the **Login** screen, select the **I've forgotten my username/password** link below the **Login** button.



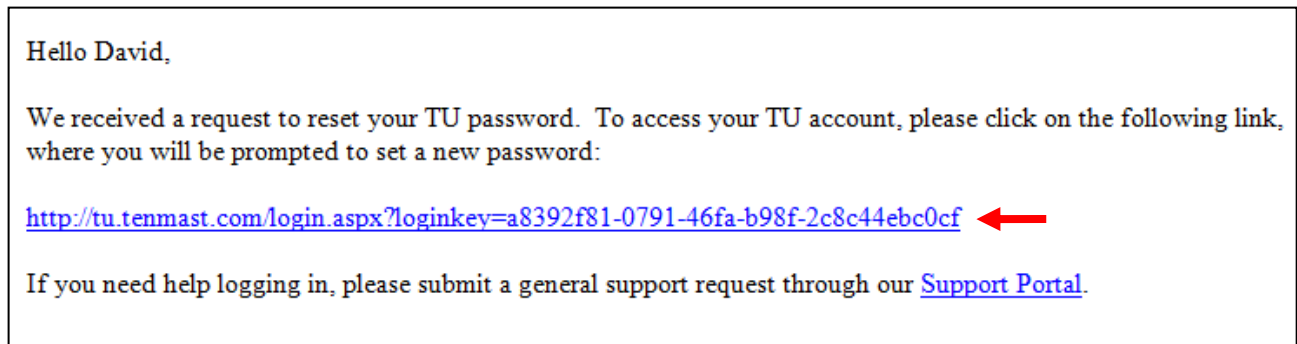
- 2 Enter your username (typically your email address) in the **Username** field, then click the **Continue** button.



- 3 You will be notified that TU has sent you an email with a link to reset your password.



- 4 Once you receive the email, click on the link within it.



- 5 TU opens and displays this screen. Enter a new password in the **Password** field and re-enter it in the **Confirm password** field. Passwords must be at least 6 characters long, and they never expire.

2. Create a password

Next time you login you will use the following username and password

Username: dshort@tenmast.com

Password* ←

Your password must be at least 6 characters long

Confirm password* ←

Confirm your password by entering it again

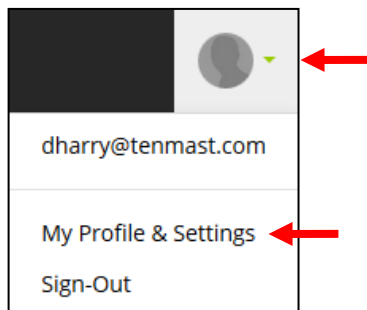
- 6 Click the **Continue** button at the bottom. TU will log you in and display the **Home** screen.



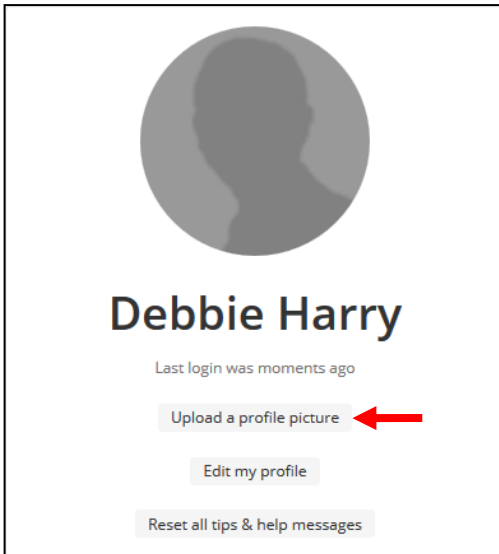
Change Your Password & Profile

TU gives you the ability to upload a photo of yourself and edit your profile information.

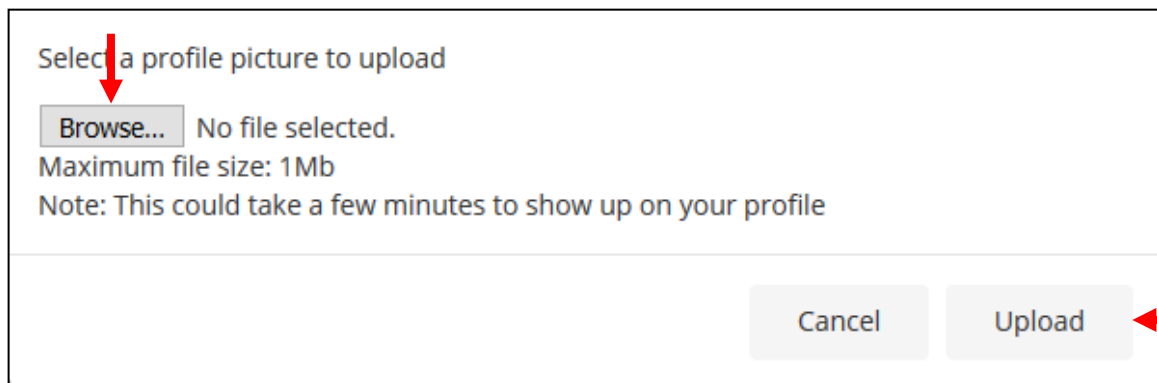
- 1 Click the **Profile** button on the far right of the title bar, and then select **My Profile & Settings**.



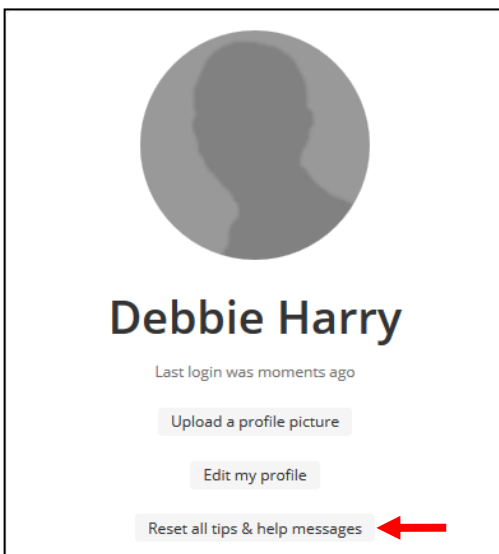
- 2 The **My Profile & Settings** screen opens, displaying your current profile information. To upload or change a photo for your profile, click the **Upload a profile picture** button on the left and complete step 3.



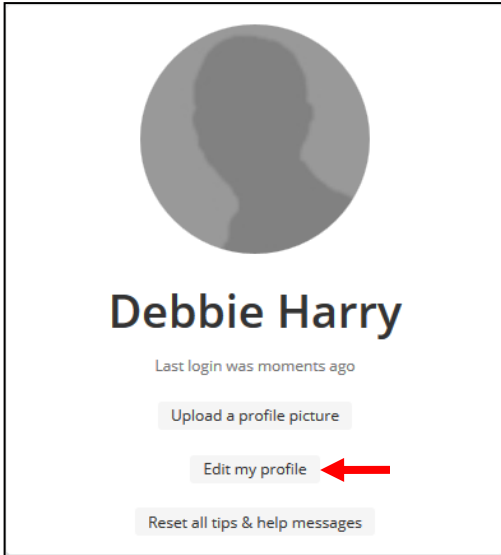
- 3 Click the **Browse...** button, select the image file, then click the **Upload** button. Your photo will now appear on the **Profile** button.



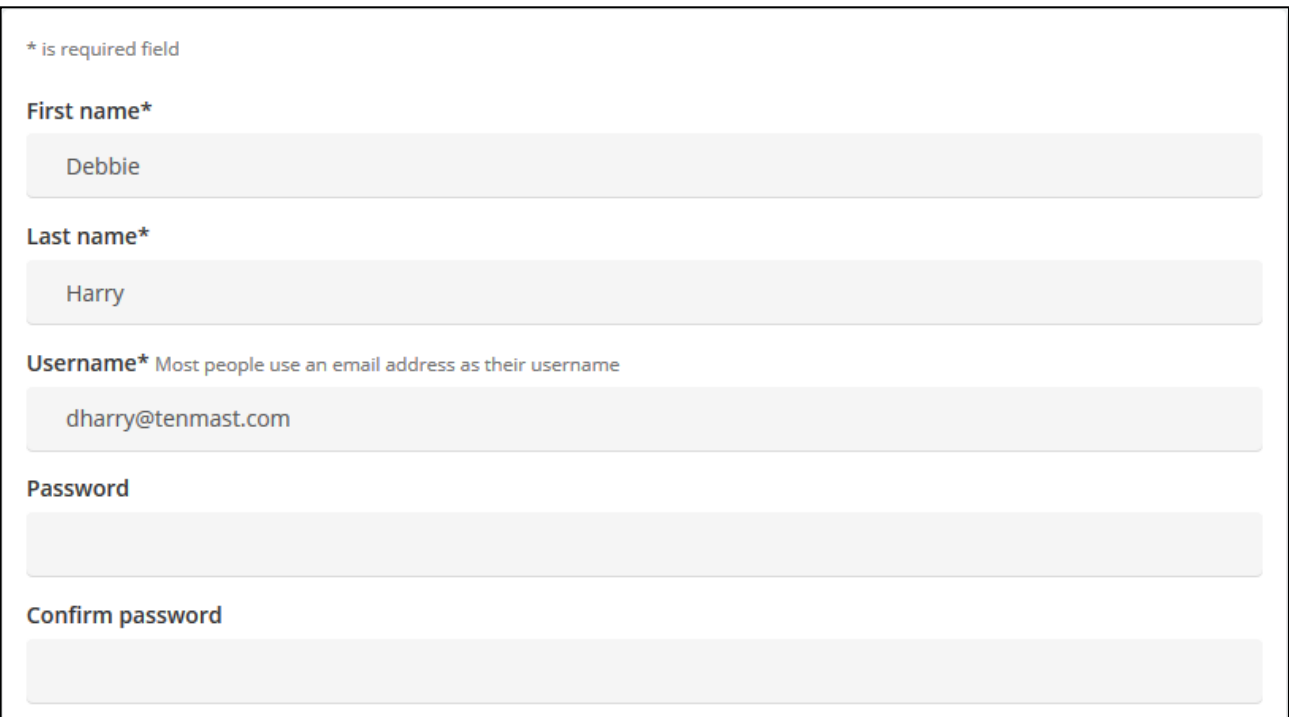
- 4 If you disabled the welcome message or any other tips/help messages in TU, you can re-enable them by clicking the **Reset all tips & help messages** button.



- 5 To change your password or edit other profile information, click the **Edit my profile** button and complete steps 6-7.



- 6 Modify the current information as desired. (Scroll down the screen to see many other fields that are not displayed here.)

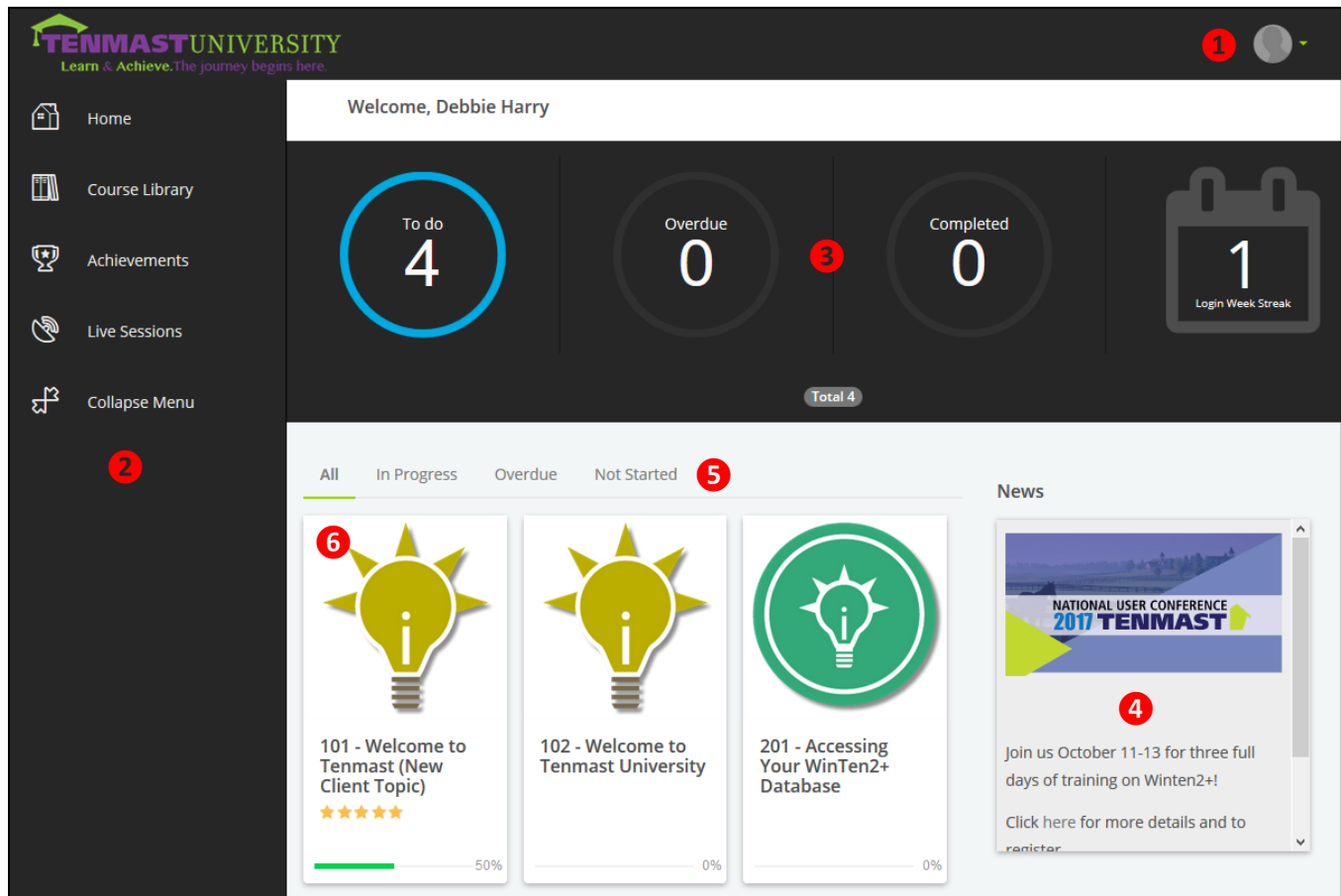
A screenshot of a profile editing form. At the top left, it says "* is required field". The form contains five input fields, each with a label above it: "First name*" containing "Debbie", "Last name*" containing "Harry", "Username*" with a subtext "Most people use an email address as their username" containing "dharry@tenmast.com", "Password", and "Confirm password".

- 7 Click the **Save** button at the bottom of the screen.



Home Screen

The **Home** screen is displayed by default when you login to TU. It is your portal to all features. The layout is described below:



- 1 **Profile Button** – Click here to access your profile information or logoff.
- 2 **Menu Bar** – Select these menus to access the main screens in TU. You can hide menu names and display only the icons by selecting **Collapse Menu**.
- 3 **Metrics Bar** – This is a dashboard showing completion statistics for courses assigned to you.
- 4 **News** – This panel displays current TU announcements, such as new courses and other updates.
- 5 **Course Tabs** – The **Home** screen displays courses assigned to you that have not yet been completed. Click on these tabs to view **All** assigned courses, courses **In Progress**, courses **Overdue**, and courses **Not Started**.
- 6 **Courses** – Assigned courses are displayed in tiles that show the course name and satisfaction rating (if any). There is a progress bar at the bottom of each tile to show how much of the course you have completed so far. You should complete courses in number sequence (e.g., 201, 202, etc.) since many courses build upon the prior course. Once a course is completed, it is removed from the **Home** screen. To view or complete modules within a course, click on its tile.

Course Completion

Course Contents

Courses consist of one or more *modules* that describe a specific topic or task. Modules are generally one of the following formats:

- **Video** – Most modules are instructor-lead videos demonstrating how to perform a specific task. Videos are typically short (under 10 minutes), providing you the flexibility to balance your regular job duties while taking courses at your own pace.
- **Assessment** – Most video modules are followed by a multiple-choice assessment to measure your understanding of content.
- **Other** – Some modules are a PowerPoint slideshow or some other type of file that you can read on your own.


In addition to modules, many courses also have documents attached to them. Most of these documents are *Job Aids*, which are short PDF files containing instructions for performing specific tasks. Some documents may be longer manuals or printouts of PowerPoint slides. You can download and print documents as needed.

View Course Modules

The modules and documents contained within a course can be viewed by clicking on the course from either the **Home** or **Course Library** screens. The layout of the screen is described below:


The screenshot displays a course interface for "202 - Basic Concepts in WinTen 2+". At the top right, a progress indicator shows 13% completion. The course description states: "This course explains key concepts used throughout Winten2+, including persons, households, customers and certifications." A green button labeled "Continue this course" is visible. Below the course title, there are two tabs: "Modules" and "Additional References". The main content area lists several modules and their associated assessments:

Module Title	Assessment Title	Passmark	My Score
People, Applications, Certifications, and Households	People, Applications, Certifications, and Households - Assessment	85% Passmark	25%
People, Households, and Customers	People, Households, and Customers - Assessment	80% Passmark	
Concepts of the Certification Cycle	Concepts of the Certification Cycle - Assessment	80% Passmark	
Customers, Landlords, Owners, and Tenants	Customers, Landlords, Owners, and Tenants - Assessment	90% Passmark	

- 1 **Course Name** – Name of the course.
- 2 **Course Description** – A brief description of the course. Some courses may not have a description.
- 3 **Completion %** – How far you have progressed through this course, as a percentage. As you complete each module, the percentage rises.
- 4 **Contents Tabs** – Click the **Modules** tab to view the course’s modules (as shown in the example). Click the **Additional References** tab to view/download any documents attached to the course.
- 5 **Module Name** – Name of the module. Modules are generally listed in the order they should be completed. Hover over the  button to the right of the module name to view its description, such as a video length. To complete a module, click on its name.
- 6 **Completed Flag** – Modules you have completed will be flagged with a green checkmark.
- 7 **Passmark** – For assessments, this is the score you must earn to pass the assessment and have it marked complete. If you have already taken the assessment, your score will be displayed also.
- 8 **Results Button** – Click this button to view the results of an assessment. Statistics are shown, as well as a list of questions you answered incorrectly.
- 9 **Optional Flag** – Some modules are flagged as optional. Skipping optional modules does not prevent you from completing the course, as long as all required modules are complete.
- 10 **Continue Button** – Click this button to continue completing unfinished modules. You will automatically be taken to the first unfinished module in the list.

Video Modules

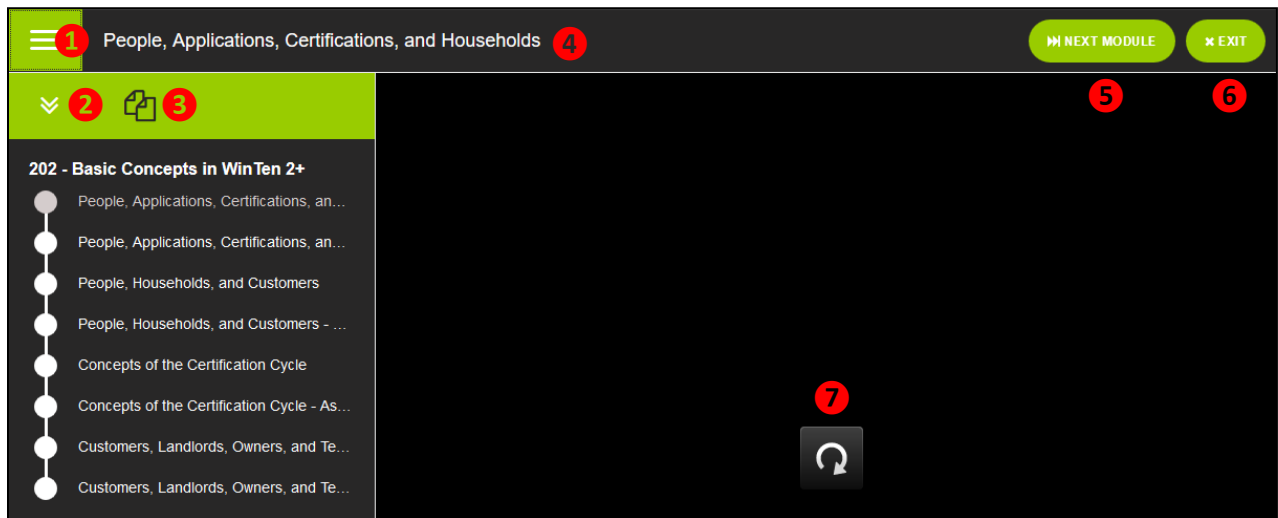
To watch a video, click on the module name in the course’s module list. The video launches in the **Module Player** screen and starts playing automatically. The video control bar is described below:

 *To avoid disturbing co-workers, we recommend you use headphones when viewing videos in the office.*



- 1 **Pause/Restart** – Click this button to pause the video. It will change to the ► icon, which you can click to restart the video where you left off. If you exit a video before it is finished, it will resume where you left off the next time you launch it.
- 2 **Lapsed Time** – Amount of time that has lapsed since you started the video, formatted as *hours:minutes*.
- 3 **Progress Bar** – Sliding bar indicating how much of the video has been watched. To go backward in the video, click on the white box at the end of the bar and drag it to the left. You cannot move the bar forward (to the right).
- 4 **Total Time** – Total length of the video, formatted as *hours:minutes*.
- 5 **Volume** – Click this button to raise or lower the speaker volume.
- 6 **Full Screen** – Click this button to expand the video to the full size of your monitor. To return to original size, press the ESCAPE key on your keyboard.

When the video finishes, the module will be flagged as complete on the course module list. The screen will remain in player mode, allowing you to quickly continue in the course. The layout of the **Module Player** screen is described below:

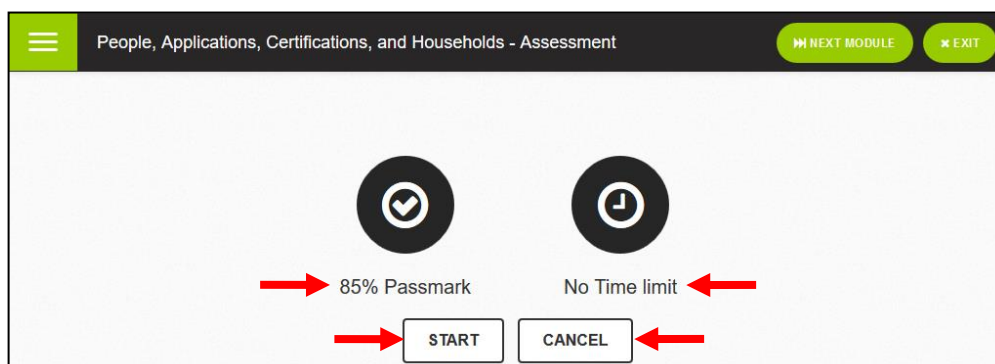


- 1 Menu Button** – Click this button to display the vertical menu bar along the left. Click it again to hide the menu bar.
- 2 Module Button** – Click this button to display the course name and its modules on the menu bar. To start another module, click the module name on the menu bar.
- 3 Document Button** – Click this button to display all documents attached to this course on the menu bar. To view or download a document, click its name on the menu bar.
- 4 Module Name** – Name of the module currently open.
- 5 Next Module Button** – Click this button to launch the next module in the course.
- 6 Exit Button** – Click this button to exit the **Module Player** screen.
- 7 Replay Button** – If you have just finished watching a video, you can replay it by clicking this button.

Assessment Modules

To take an assessment, click on the module name in the course’s module list. The assessment launches in the **Module Player** screen. Follow these instructions to complete the assessment:

- 1** The score required to pass the assessment and the time limit are displayed. (No TU courses have a time limit.) Click the **START** button to begin taking the assessment, or click the **CANCEL** button to exit and take it at a later time.



- 2 The first question is displayed. All questions are multiple choice and can have one or more correct answers. TU provides a hint telling you how many correct answers there are. Select your answers, then click the **NEXT QUESTION** button to move to the next question. The total number of questions remaining is displayed on the screen.

A valid Person cannot be:

- a. A Member of the Household
- b. A Company
- c. A Trespasser
- d. A Landlord

Hint: 2 Correct answer (s)

NEXT QUESTION 8 Questions remaining

- 3 After completing the last question, TU allows you to review your answers before submitting them. If you want to change an answer, select the **Change this answer** link for the related question, change your answer, then click the **NEXT** button.

Review your answers

You have reached the end of the assessment. Please review your answers and click "complete" to finish the module.

1. A valid Person cannot be:

- a. A Member of the Household
- c. A Trespasser

↑ [Change this answer](#)

2. Usually, the first thing you do with a Person is:

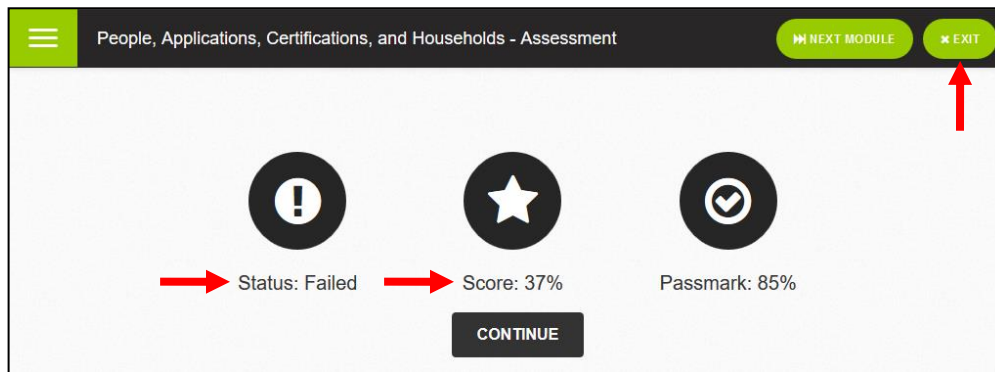
- b. Create an Application for them

↑ [Change this answer](#)

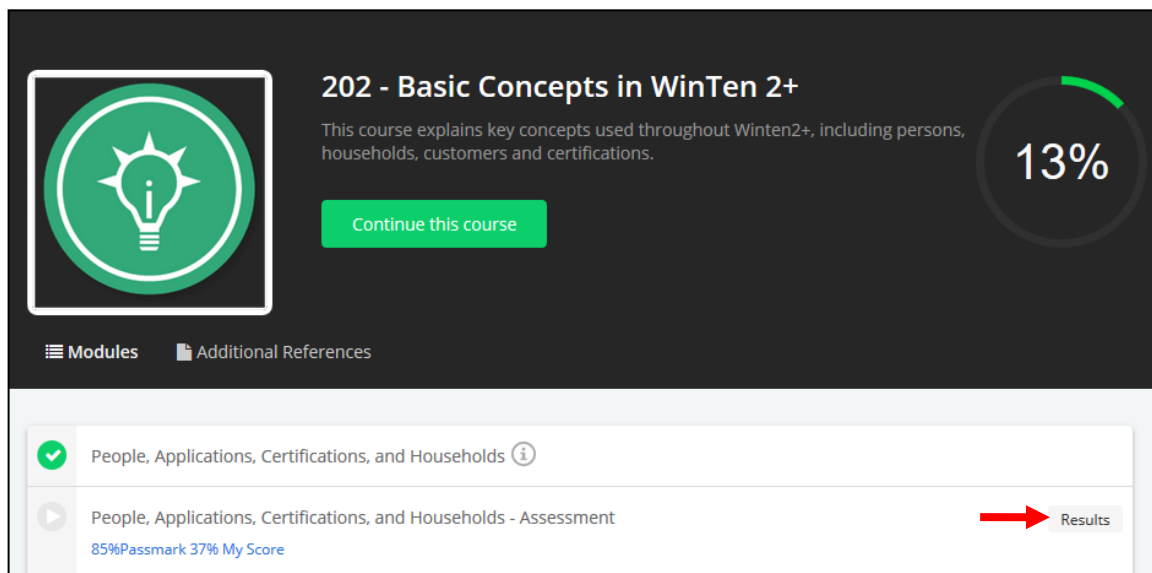
- 4 Once you have reviewed your answers and are satisfied with them, click the **COMPLETE** button at the bottom of the screen.

COMPLETE

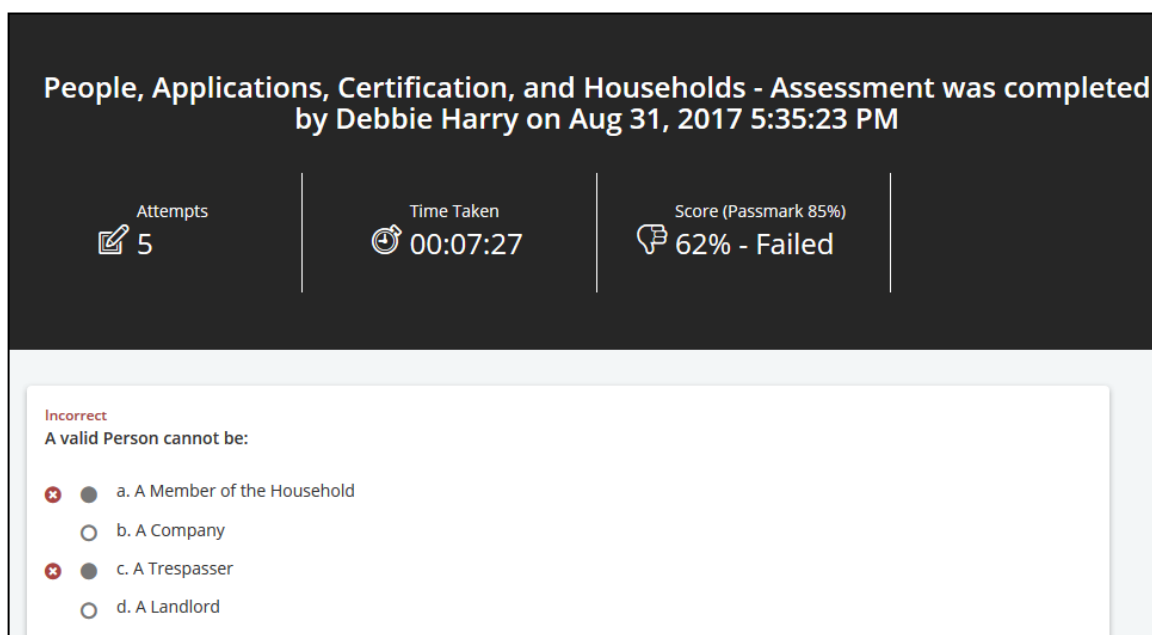
5 Your assessment results are displayed. To view questions answered incorrectly, click the **EXIT** button.



6 On the course's module list, click the **Results** button to the right of the assessment you want to view.



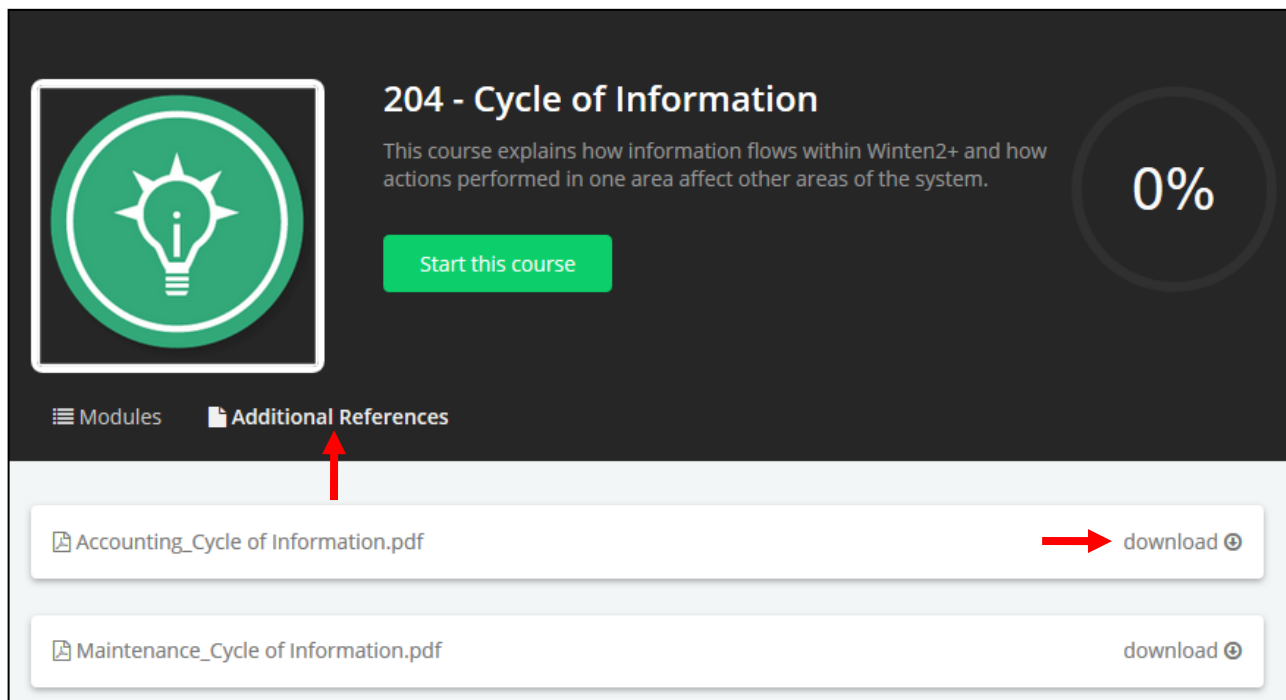
7 The screen displays various statistics and a list of all questions answered incorrectly. You may retake the assessment an unlimited number of times until you pass it.



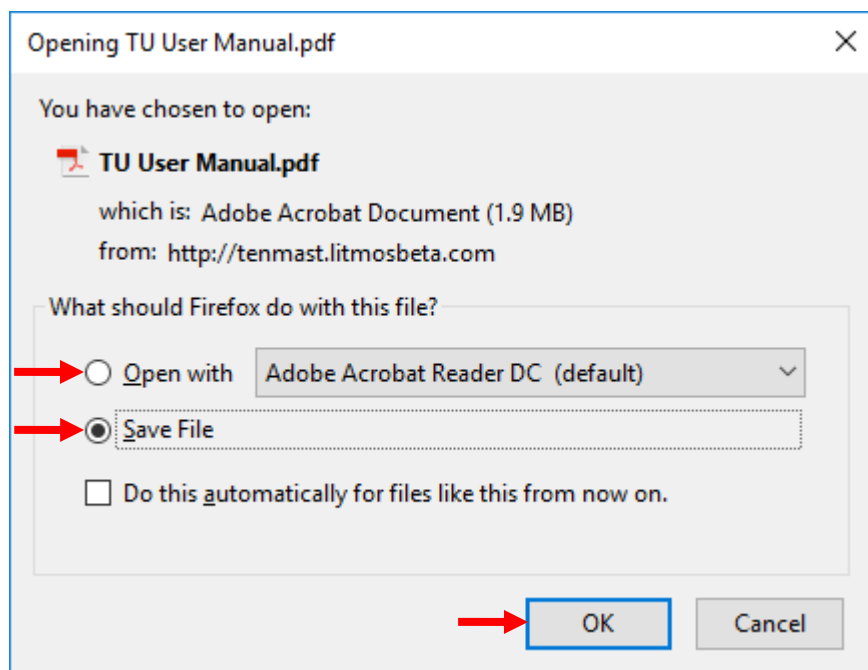
View & Download Documents

Many courses have documents attached to them. Most of these documents are *Job Aids*, which are short PDF files containing instructions for performing specific tasks. Some documents may be longer manuals or printouts of PowerPoint slides. You can download and print documents as needed.

- 1 Click on the course from either the **Home** or **Course Library** screens. Click the **Additional References** tab to view a list of attached documents. To view/download a document, select the **download** link to the right of the document.



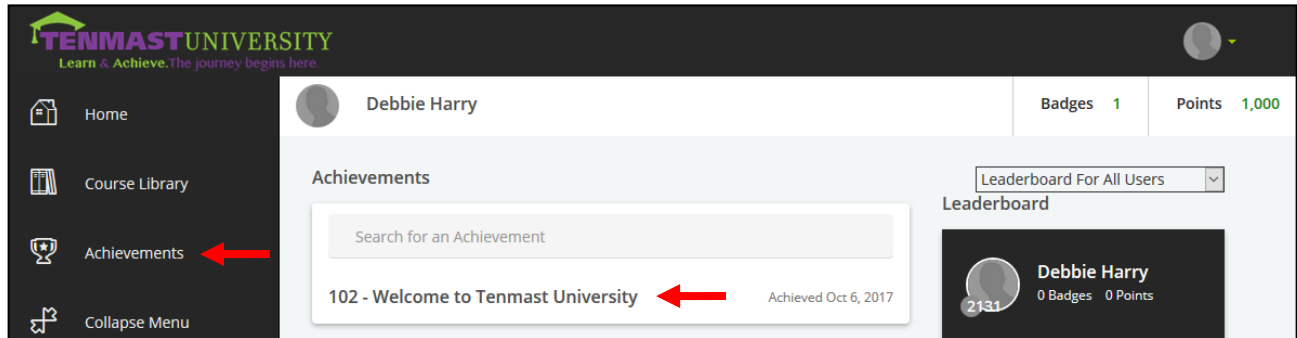
- 2 Choose whether you want to open the document or save it, then click the **OK** button.



View Achievements

Once you successfully complete all modules within a course, the course is marked complete and moves from the **Home** screen to the **Achievements** screen. Follow these instructions to view your completed courses:

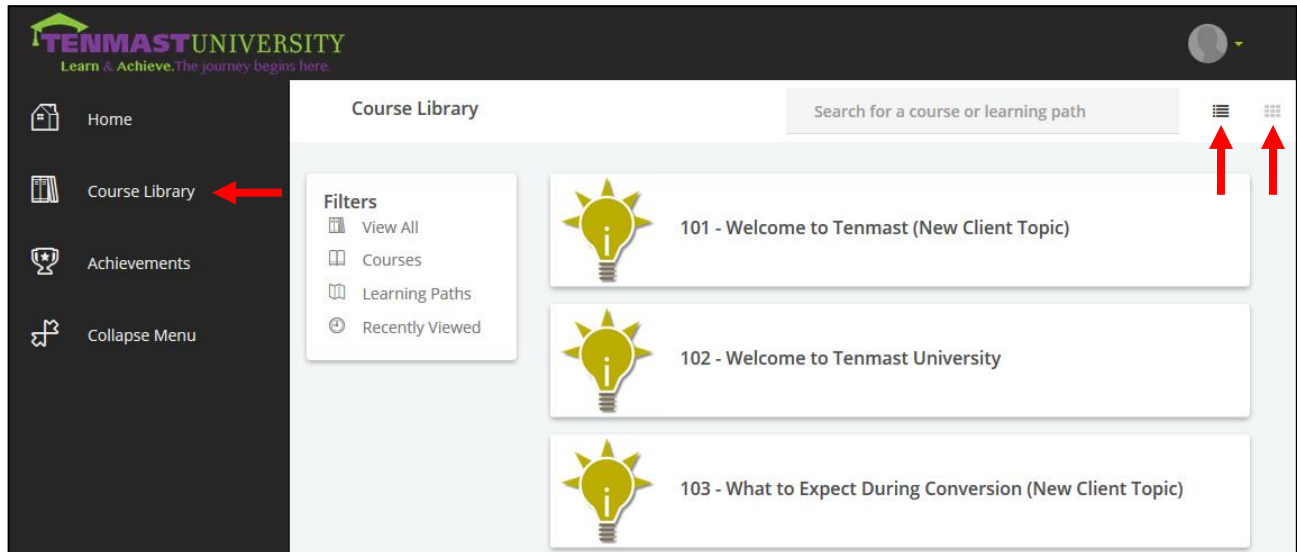
- 1 On the **Home** screen, select the **Achievements** menu. All completed courses are displayed.



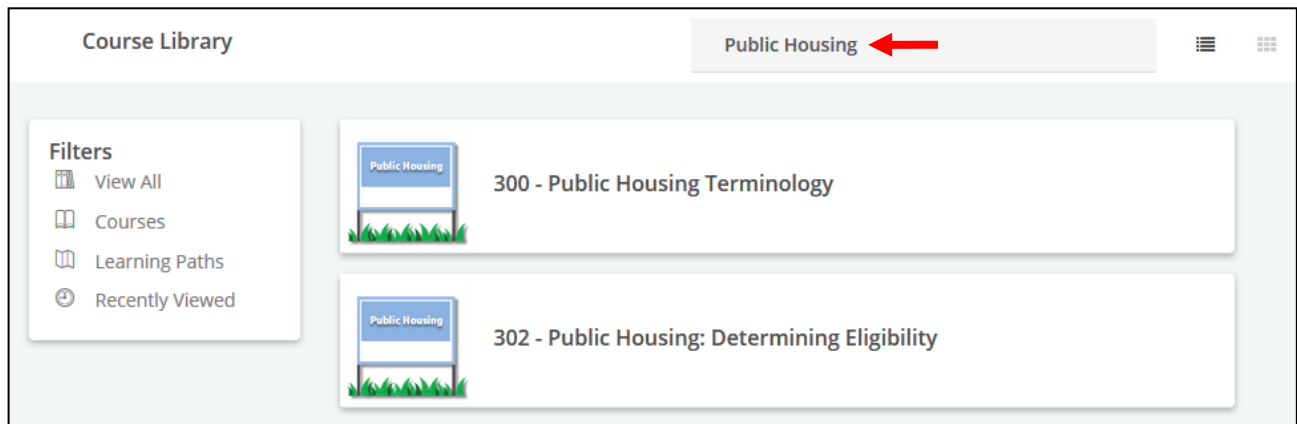
Course Library

As a TU user, you have access to all courses available to agencies. Follow these instructions to browse the Course Library and take additional courses not assigned to you.

- 1 On the **Home** screen, select the **Course Library** menu. All available courses are displayed, whether you have already completed them or not. Courses are displayed as a list by default, but you can view them as tiles by clicking the **Tiles View** button in the upper right corner. To return to list view, simply click the **List View** button.



- 2 To search for courses related to a specific topic, enter the topic in the search box. The list of courses automatically filters as you type.



- 3 To view a course's description, modules or attached documents, click on the course in the list. To start taking the course, click on any of its modules, or click the **Start this course** button.



*Your agency may still be in the implementation process, preparing to go live in Winten2+. This applies to new clients still in the onboarding phase and existing clients still in the migration phase. If this is the case, your agency is working toward a goal of having 80% of the assigned courses completed by its staff. When you start an unassigned course in the Course Library, it is automatically added to your **Home** screen as an assigned course, which may prevent you from reaching the 80% course completion goal. For this reason, you should not start any unassigned courses listed in the Course Library until your agency is live in Winten2+.*

The screenshot shows a course interface for '203 - Basic Navigation'. On the left is a green circular icon with a white lightbulb. To the right of the icon, the course title '203 - Basic Navigation' is displayed in white, followed by the description 'This course describes the basics of navigation within Winten2+'. A green button labeled 'Start this course' is positioned below the description, with a red arrow pointing to it from the right. In the top right corner, a circular progress indicator shows '0%'. Below the course title, there are two tabs: 'Modules' (selected) and 'Additional References'. The 'Modules' tab is active, showing a list of two items: 'Basic Navigation in WinTen2+' with an information icon and a red arrow pointing to it, and 'Basic Navigation in WinTen2+ - Assessment' with a blue link '85%Passmark' below it.

The Course Library is also available as a downloadable document named *TU Course Catalog*. It is attached to course **102 – Welcome to Tenmast University**.