Tenmast Winten2+

Tenmast University User Guide

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What Is Tenmast University?

Tenmast University (TU) is MRI 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.
- **Articles**—You will also find documents containing instructions for performing application tasks. You can download and print these articles 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. We recommend using Chrome or Firefox.

Course Structure

Courses in TU are structured similar to an actual university. Each course has a 3-digit number assigned to it, and courses are categorized as Freshman, Sophomore, and so on. Course levels are described below:

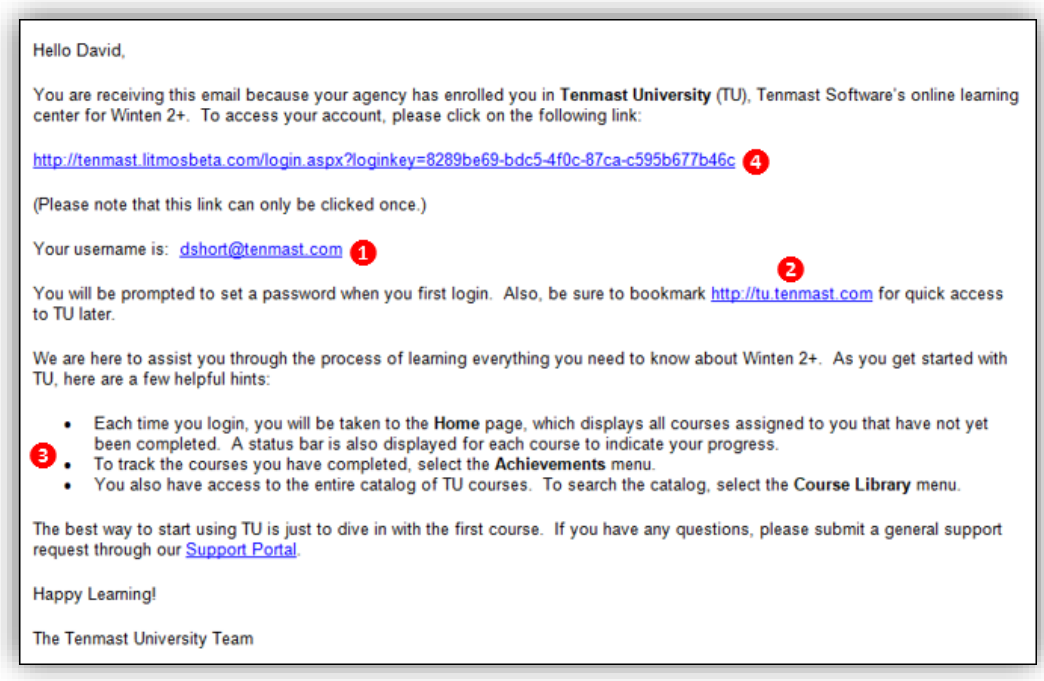
- **100**—Freshman level courses that provide an orientation to the MRI Software company and what to expect during implementation. Most of

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

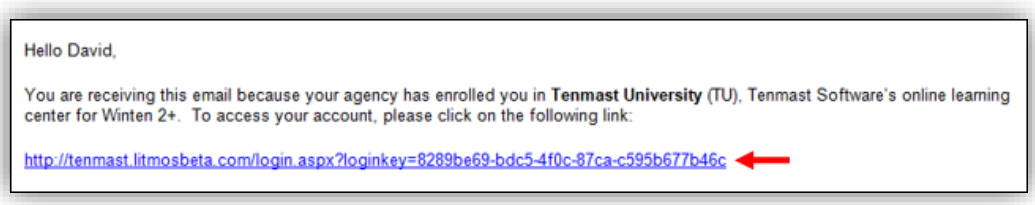
- 1 **Username**—Your username is typically your email address.
- 2 **TU Website**—The address you should bookmark in your web browser to quickly access TU in the future.
- 3 **Overview**—A brief overview of the main pages in TU.
- 4 **First Login Link**—You must click this link to login to TU the first time. It will open a page 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.

Note the following rules for TU passwords:

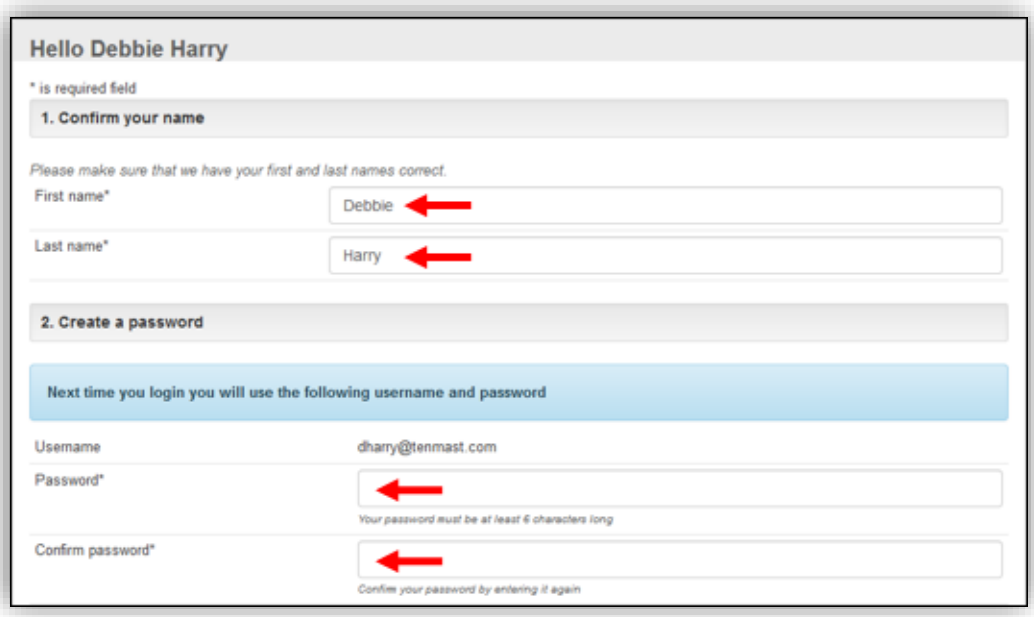
- Passwords must be a minimum of 8 characters long and contain at least 1 upper case letter, 1 lower case letter, 1 number, and 1 special character.
- Passwords expire after 90 days. You will be prompted to change an expired password the next time you login.
- You cannot reuse any of your last 5 passwords.
- Sessions time out after 2 hours of inactivity. You will be prompted to login again after that time.

Follow these steps to login the first time:

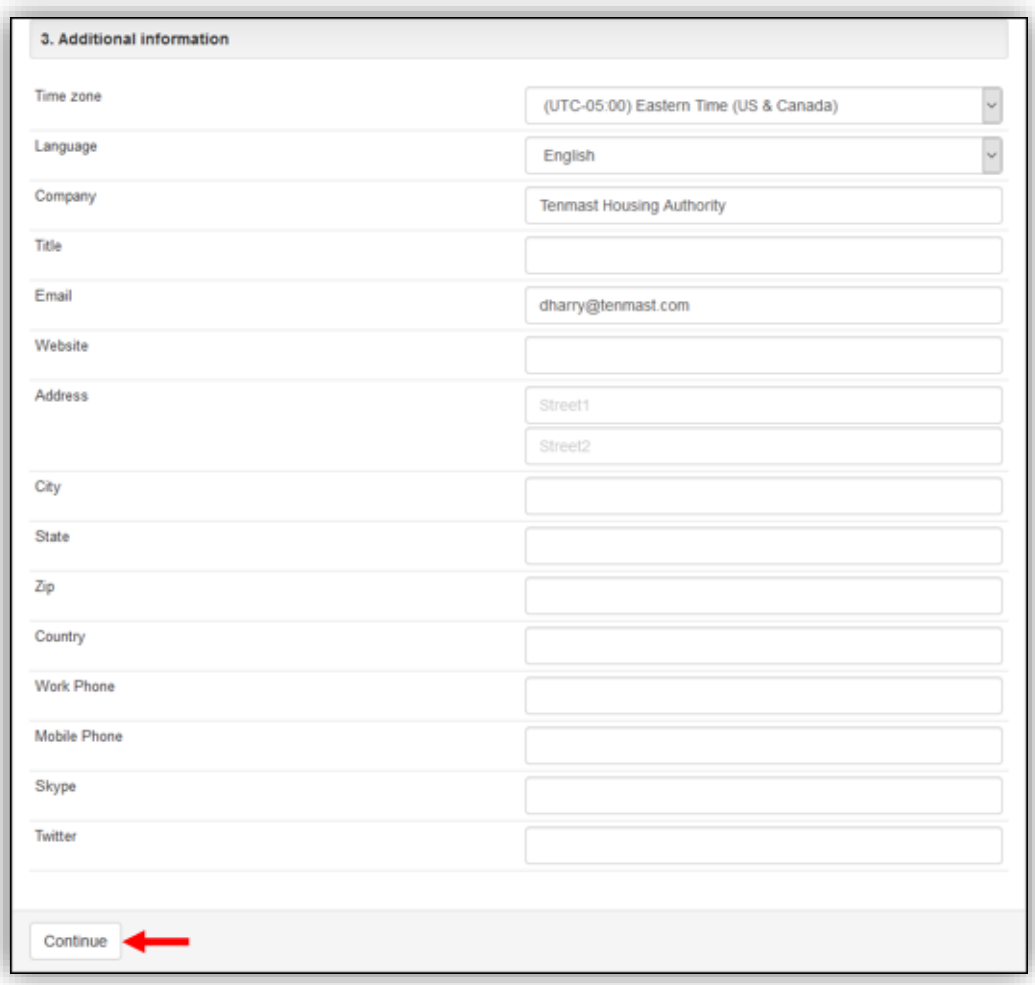
1. Click the login link inside the welcome email.



2. TU opens in your default web browser and displays this page. Confirm your **First name** and **Last name**. Enter a personal password in the **Password** field and re-enter it in the **Confirm password** field.



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

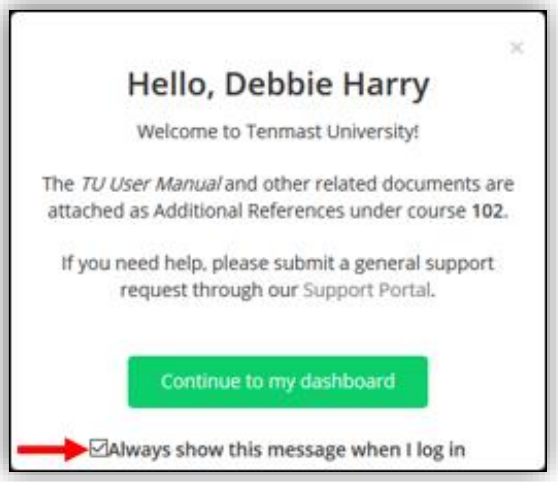


Login And Profile Maintenance

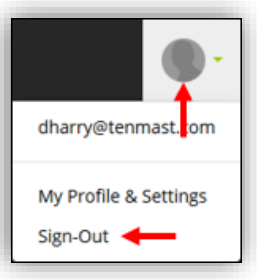
Login/Logoff

1. Access the TU **Login** page using either of the methods below:
   - From the main Tenmast website (www.tenmast.com), click the **TENMAST UNIVERSITY LOGIN** link in the upper right corner of the page.
   - 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** page, enter your **Username** and **Password**, then click **Login**.

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



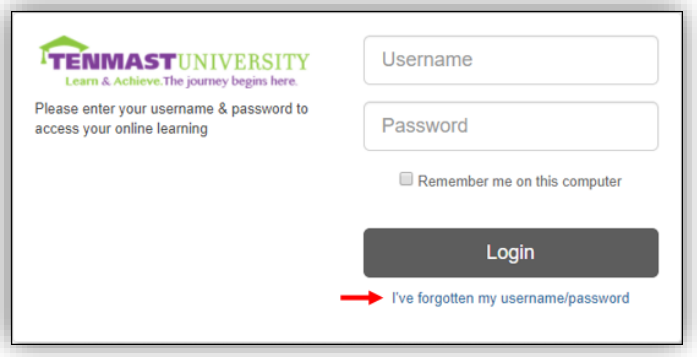
4. To logoff, click **Profile** on the far right of the title bar, and then select **Sign-Out**.



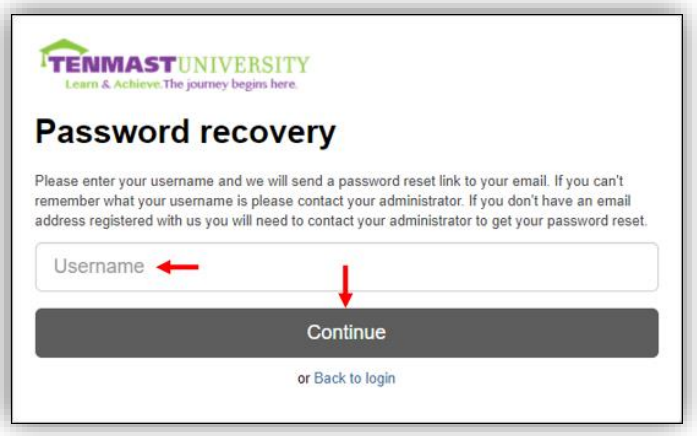
Reset A Forgotten Password

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

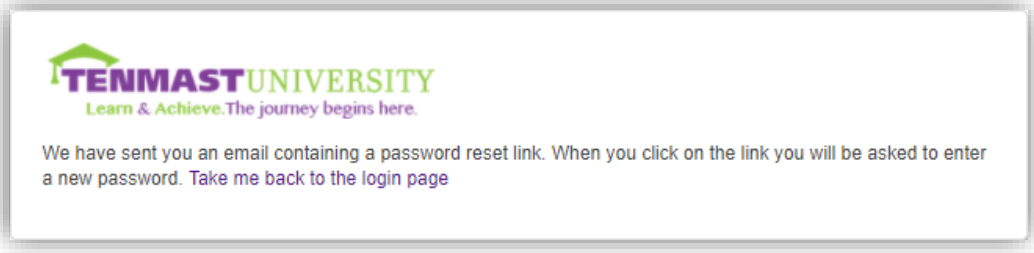
1. At the **Login** page, click the **I've forgotten my username/password** link below the **Login** button.



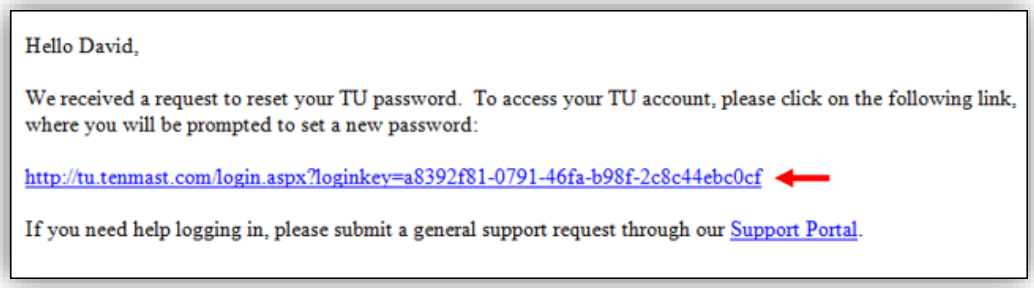
2. Enter your **Username** (typically your email address), then click **Continue**.



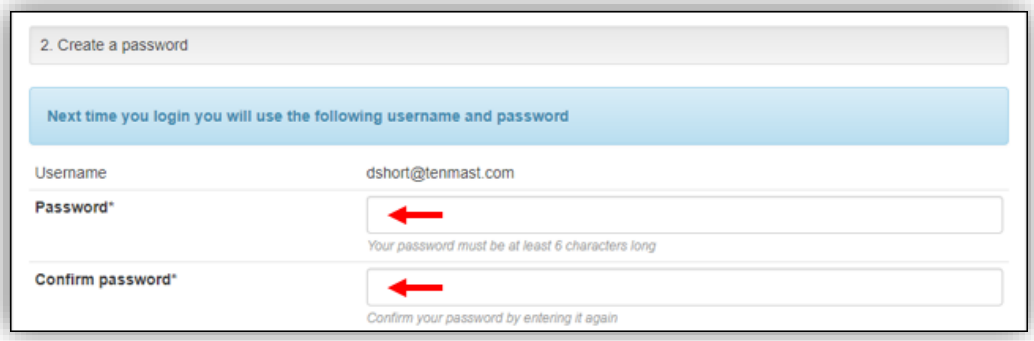
3. You will be notified that TU has sent you an email with a link to reset your password.



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



5. TU opens and displays this page. Enter a new password in the **Password** field and re-enter it in the **Confirm password** field. See page 6 for rules on setting passwords.

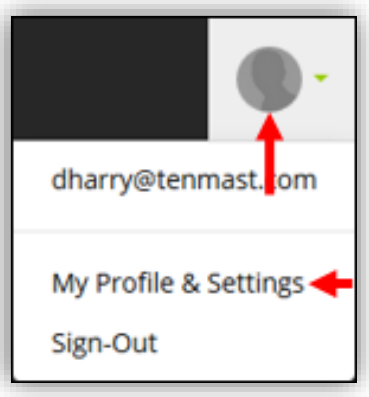


6. Click **Continue** at the bottom. TU will log you in and display the **Home** page.

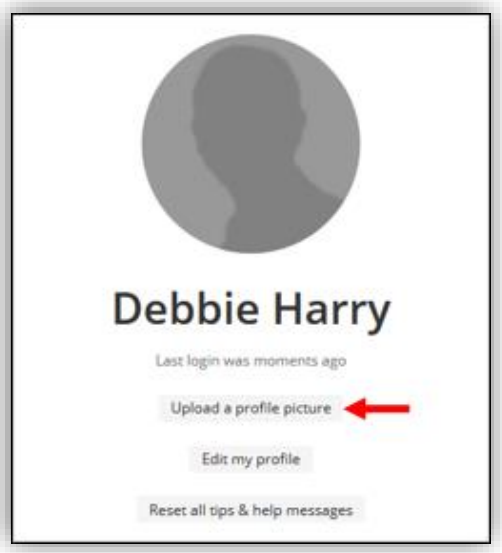
Change Your Password And Profile

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

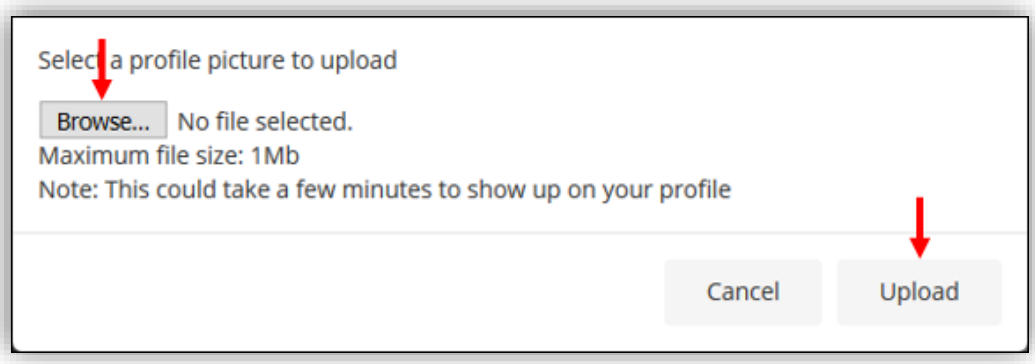
1. Click **Profile** on the far right of the title bar, and then select **My Profile & Settings**.



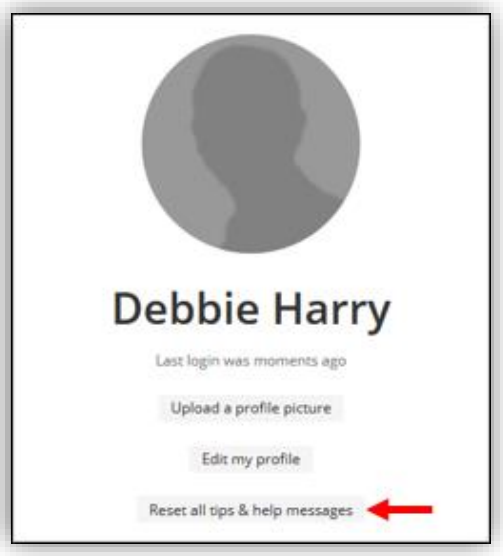
2. The **My Profile & Settings** page opens, displaying your current profile information. To upload or change a photo for your profile, click **Upload a profile picture** on the left and complete step 3.



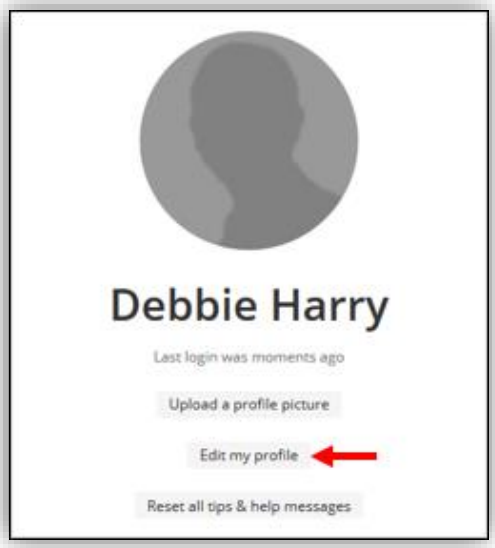
3. Click **Browse**, select the image file, then click **Upload**. Your photo will now appear on the **Profile** button.



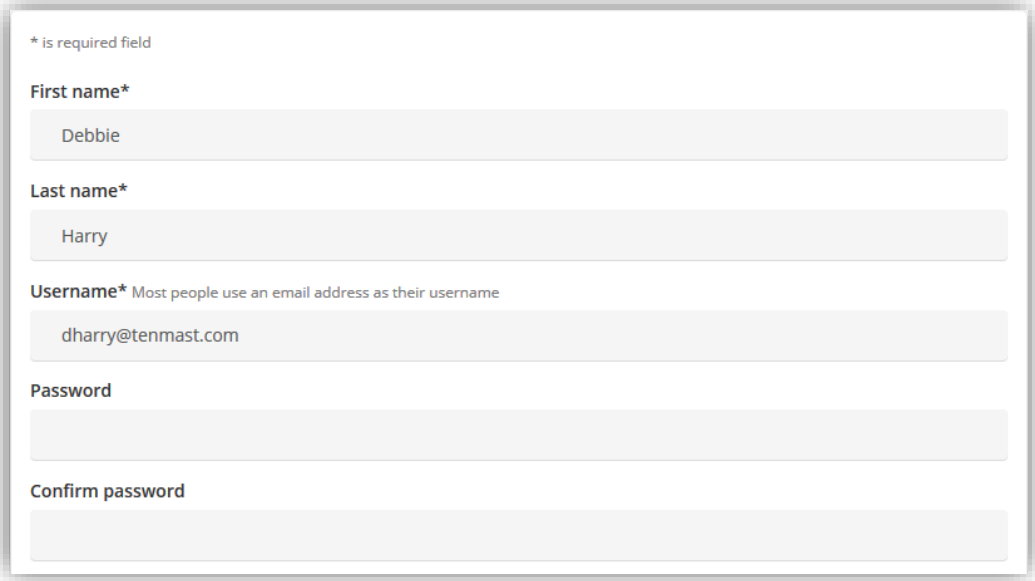
4. If you disabled the welcome message or any other tips/help messages in TU, you can re-enable them by clicking **Reset all tips & help messages**.



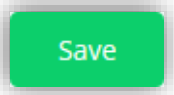
5. To change your password or edit other profile information, click **Edit my profile** and complete steps 6-7.



6. Modify the current information as desired. (Scroll down the screen to see many other fields that are not visible in this screenshot.)

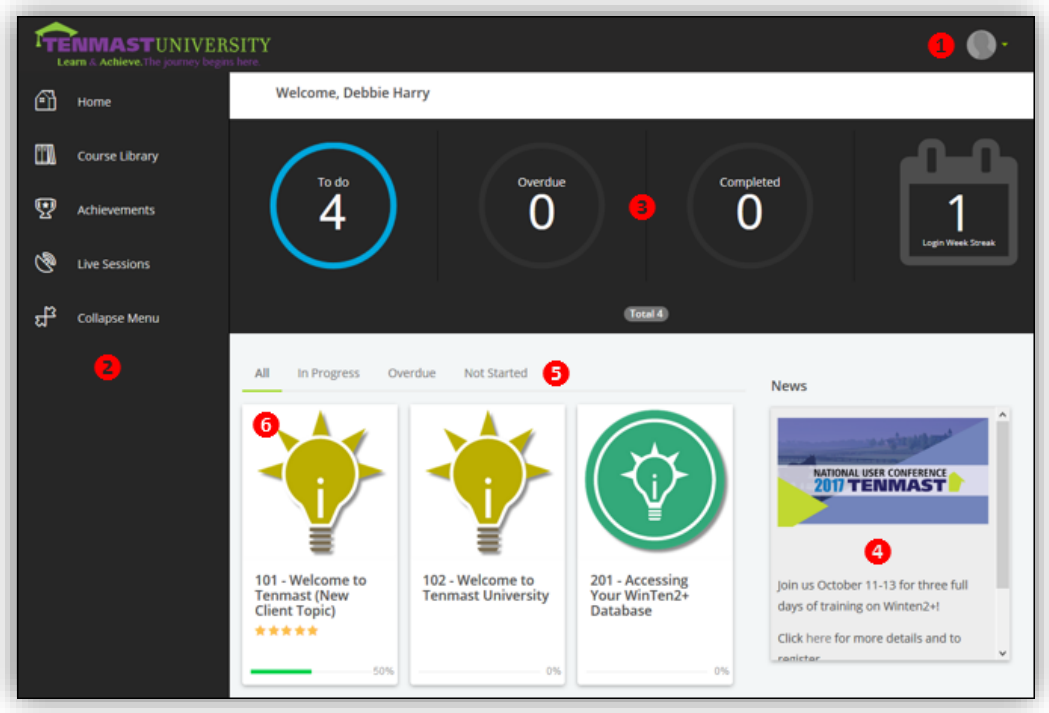


7. Click **Save** at the bottom of the screen.



Home Page

The **Home** page 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 to access your profile information or logoff.
- 2 **Menu Bar**—Menus for accessing the main TU pages. Select **Collapse Menu** to hide menu names and display only their icons.
- 3 **Metrics Bar**—Dashboard showing completion statistics for courses assigned to you.
- 4 **News**—TU announcements, such as new courses or other updates.
- 5 **Course Tabs**—The **Home** page displays courses assigned to you that have not yet been completed. Click these tabs to view **All** assigned courses, courses **In Progress**, courses **Overdue**, or 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** page. To view or complete modules within a course, click on its tile.

Course Completion

Course Contents

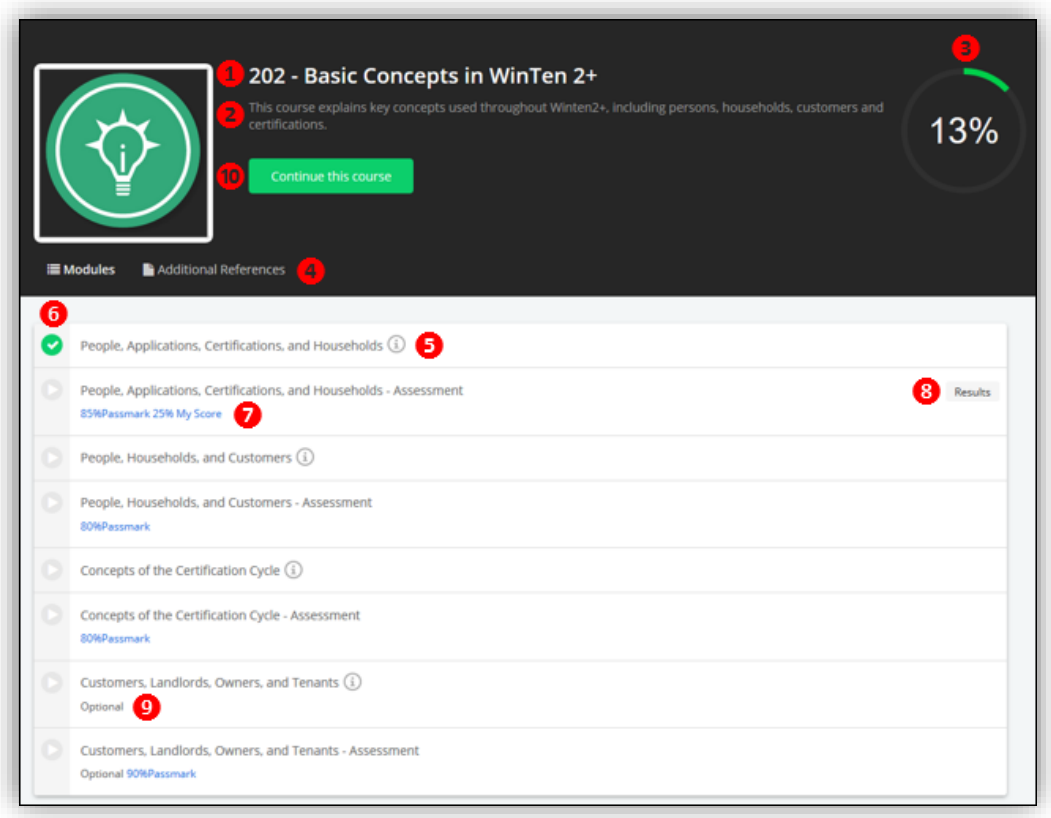
Courses consist of one or more *modules* that describe a specific topic or task. Modules are generally one of the following formats:

- **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 articles attached to them. Most of these documents are short PDF files containing instructions for performing specific tasks. Some articles may be longer user guides or printouts of PowerPoint slides. You can download and print articles as needed.

View Course Modules

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



- 1 **Course Name**—Name of the course.
- 2 **Course Description**—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 increases.
- 4 **Contents Tabs**—Click **Modules** to view the course's modules (as shown in this screenshot). Click **Additional References** to view/download any articles 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 information icon 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** page and starts playing automatically. The video control bar is described below.

Note

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

- 1 **Pause/Restart**—Click 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 to raise or lower the speaker volume.
- 6 **Full Screen**—Click to expand the video to the full size of your monitor. To return to original size, press the **ESCAPE** key on your keyboard.

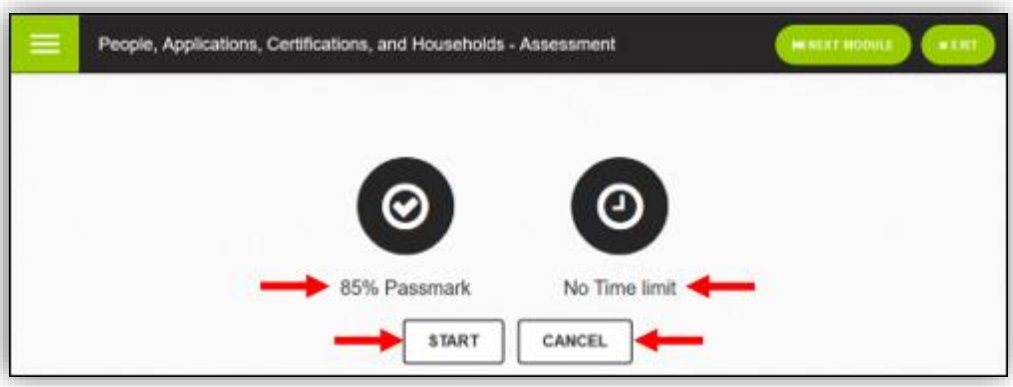
When the video finishes, the module will be flagged as complete on the course module list. The page will remain in player mode, allowing you to quickly continue in the course. The layout of the **Module Player** page is described below:

- 1 **Menu Button**—Click to display the vertical menu bar along the left. Click it again to hide the menu bar.
- 2 **Module Button**—Click 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 **Article Button**—Click to display all articles attached to this course on the menu bar. To view or download an article, click its name on the menu bar.
- 4 **Module Name**—Name of the module currently open.
- 5 **Next Module Button**—Click to launch the next module in the course.
- 6 **Exit Button**—Click to exit the **Module Player** page.
- 7 **Replay Button**—Click to replay the video you just finished watching.

Assessment Modules

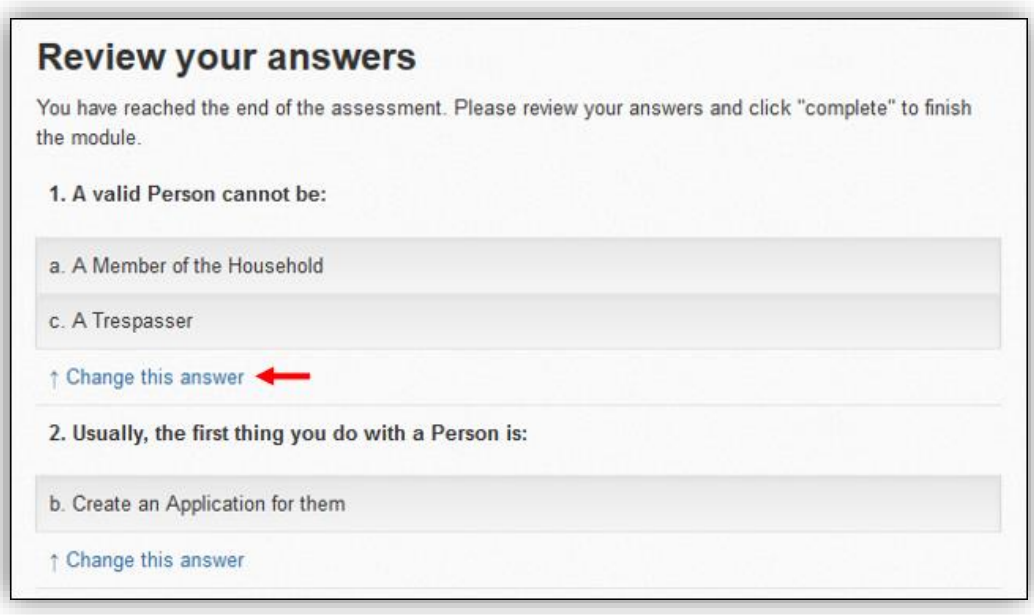
To take an assessment, click on the module name in the course's module list. The assessment launches on the **Module Player** page. Follow the instructions beginning on the next page to complete the assessment.

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



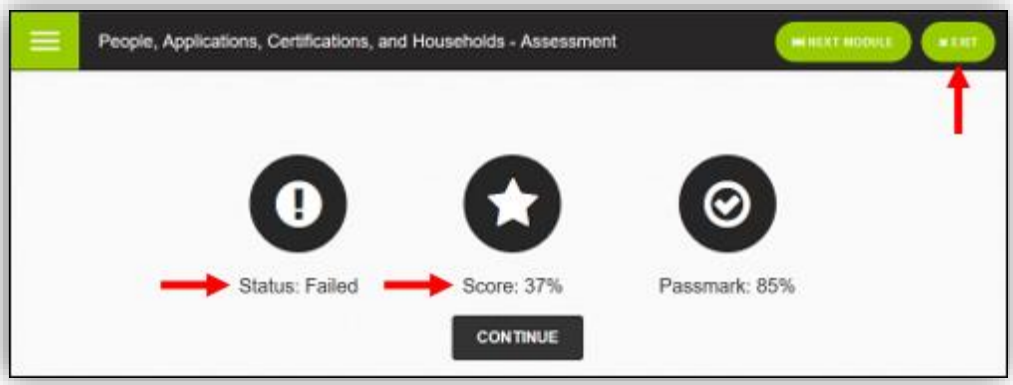
2. The first question is displayed. All questions are multiple choice and can have one or more correct answers. TU provides a hint telling you how many correct answers there are. Select your answers, then click **NEXT QUESTION** to move to the next question. The total number of questions remaining is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

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



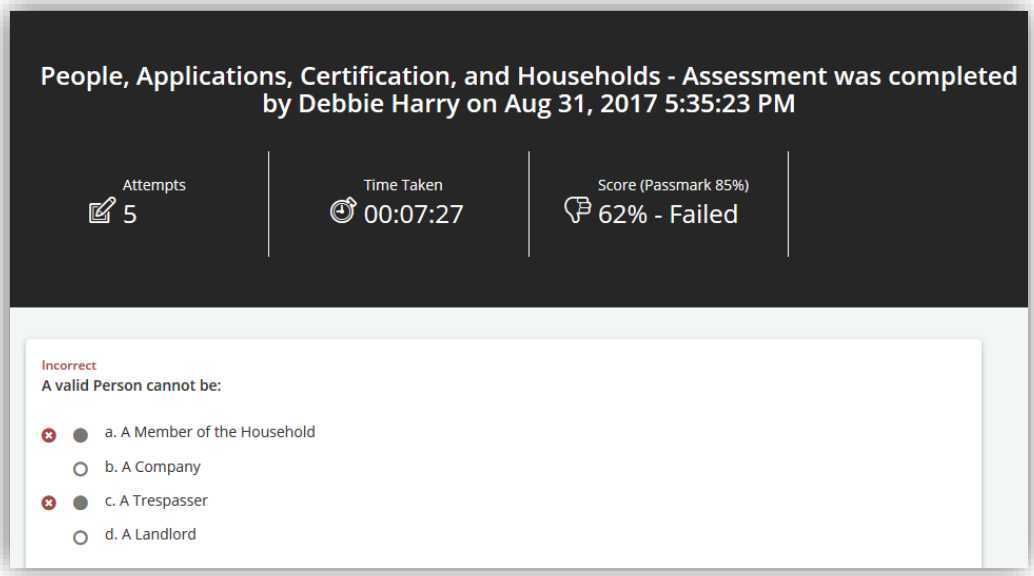
4. Once you have reviewed your answers and are satisfied with them, click **COMPLETE** at the bottom of the screen.

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



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

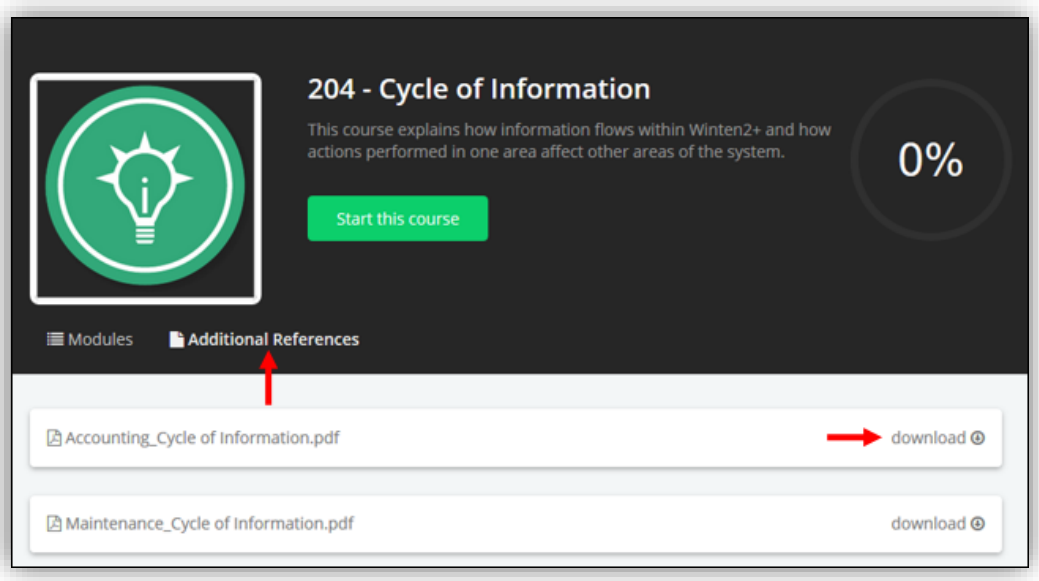
7. The page displays various statistics and a list of all questions answered incorrectly. You may retake the assessment an unlimited number of times until you pass it.



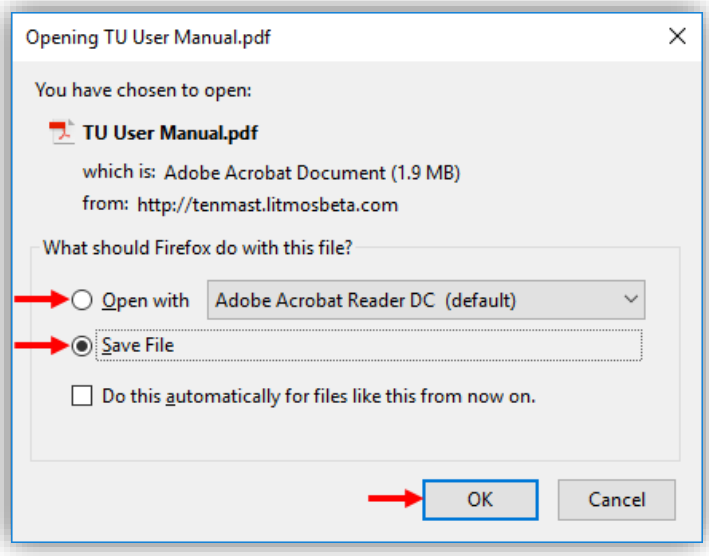
View And Download Articles

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

1. Click on the course from either the **Home** or **Course Library** pages. Click **Additional References** to view a list of attached articles. To view/download an article, click the **download** link to the right of the article.



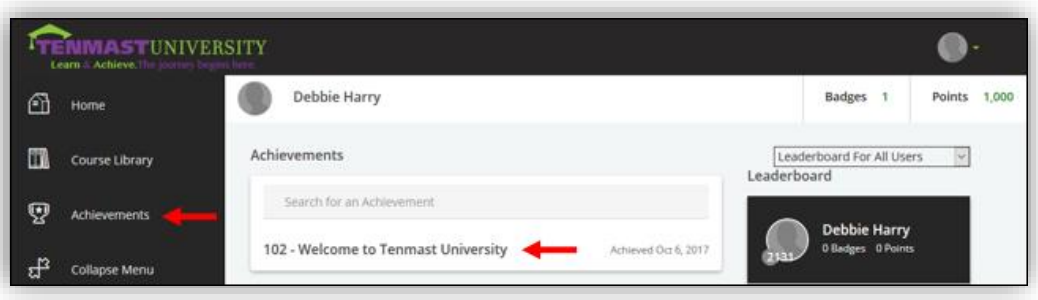
2. Choose whether you want to open the article or save it, then click **OK**.



View Achievements

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

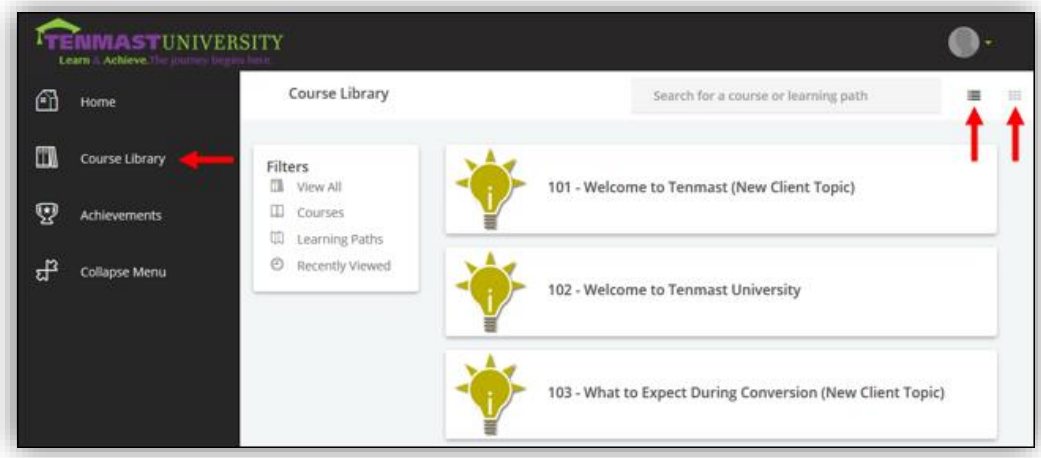
1. On the **Home** page, select the **Achievements** menu. All completed courses are displayed.



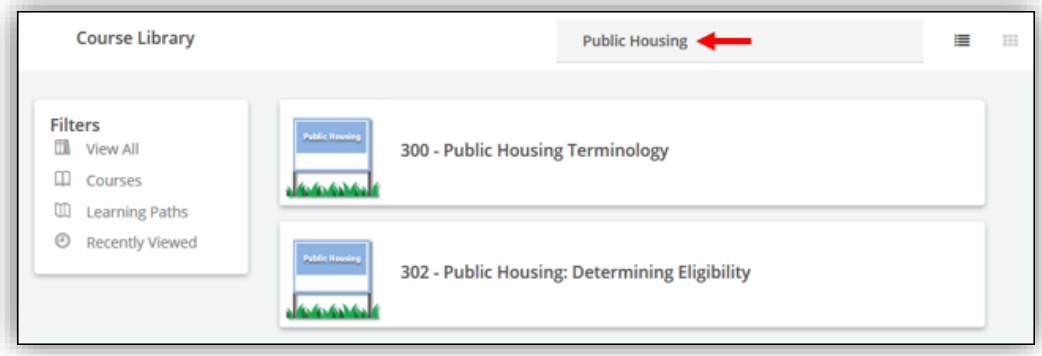
Course Library

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 already assigned to you:

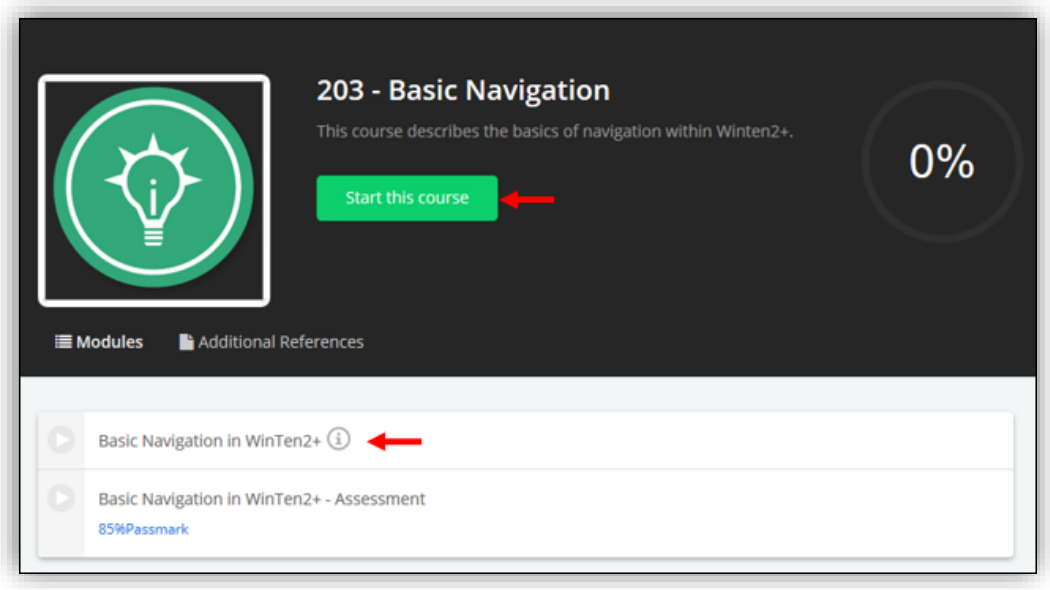
1. On the **Home** page, select the **Course Library** menu. All available courses are displayed, whether you have already completed them or not. Courses are displayed as a list by default, but you can view them as tiles by clicking **Tiles View** in the upper right corner. To return to list view, simply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



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 articles, click on the course in the list. To start taking the course, click on any of its modules, or click **Start this course**. Note that when you start an unassigned course in the Course Library, it is automatically added to your **Home** page as an assigned course.



The Course Library is also available as a downloadable article attached to course **102 — Welcome to Tenmast University**.