

OTED Pathlore Learning Management System Frequently Asked Questions

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If you have a question about the OTED LMS that is not listed here, please contact:

Appsdesk@fda.hhs.gov

240.247.8803 or 866.807.ERIC (3742) opt 1 then 2


ORA Applications Helpdesk Hours of Operation*:

Day(s): Monday – Friday

Hour(s): 9:00AM – 5:00PM EST.

* Except for Holiday - Federal Government Observed

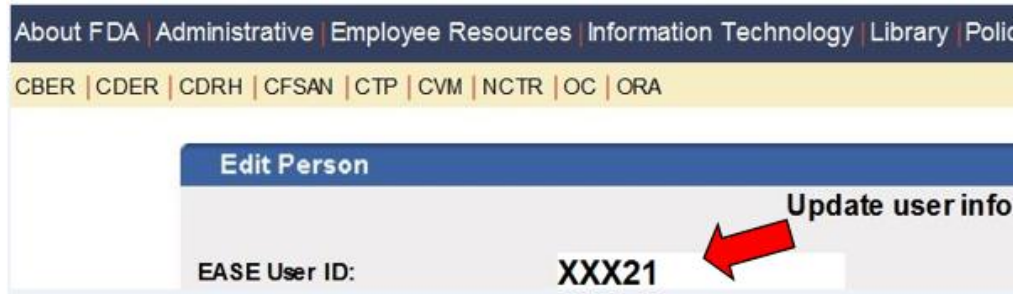
About the OTED Pathlore Learning Management System	
What is the OTED Pathlore LMS?	The Learning Management System (LMS) is a software application for the registration, administration, documentation, tracking, and reporting of training programs, classroom and online events, e-learning programs, and training content.
What is the Web address for the LMS?	OTED Pathlore LMS

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What are the hours of operation that the LMS is available?	With the exception of scheduled maintenance and emergency down times, the OTED LMS is available 24 hours a day from your computer.
How do I login to the LMS?	FDA Personnel: Please follow this link to the Job Aid for FDA Employees. State/Local/Tribal Personnel: Please follow this link to the Job Aid for State/Local/Tribal Regulators
FDA Employees: How do I find my Login ID (EASE ID)?	Go to the inside FDA Home Page (Inside FDA), and click on the [edit my info] link next to your name:  <p>The screenshot shows the 'inside.FDA' website header with navigation links for 'About FDA', 'Administrative', 'Employee Resources', 'Information Technology', 'Library', and 'Policies & Procedures'. Below this is a secondary navigation bar with links for 'CBER', 'CDER', 'CDRH', 'CFSAN', 'CTP', 'CVM', 'NCTR', 'OC', and 'ORA'. The user is logged in as 'Patricia' and the 'edit my info' link is highlighted with a red arrow. A 'Customize my inside.FDA' link is also visible. The background features a blue and yellow graphic with icons representing a compass, a person, a DNA helix, and a document.</p>

Administrative information

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You will see your EASE User ID at the top of the user information:



State/Local/Tribal Regulators: How do I find my Login ID?

If you have taken DHRD/OTED courses in the past, you most likely have an account that was created for you. To Request your Login ID, enter your email address, and choose "OK". Your login ID will be sent to your email address if it matches the email address in Pathlore. If you do not receive the email within 15 -20 minutes, please contact the Pathlore Help Desk: appsdesk@fda.hhs.gov or call the Help Desk at 866-807-3742, option 1, then 2.

Please sign on (EASE ID for FDA employees)

LOGIN ID:

Password:

[Click Here to Retrieve Login ID](#) [Reset Password](#)

Home

Class Search

Course Catalog Search

Personal Training Calendar

My Profile

Transcript

FDA

Sign On

Learning Center Sign On

Request Login ID

Please enter your email address to verify your account in the LMS. If found, your Login ID will be emailed to you

Email Address: *

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	<p>If your email address is not found you may have a previous email address on file if you have changed organizations. Enter your previous email address to find if it matches our records, otherwise contact our help desk at the number displayed. If a former email address matches our records but you cannot access it, contact our help desk to update your profile.</p>
<p>State/Local/Tribal Regulators: How do I request an account?</p>	<p>The following is a link to an Account Request form. Depending on your browser settings, you may not be able to view in your browser, but will be able to download the form. Please download, fill it out, and email to the address noted on the form.</p> <p>Pathlore Registration Account Request Form</p>
<p>How do I find my password?</p>	<p>Go to the LMS main page and click the Sign On link in the upper right corner. On the following page click the Reset Password button. Enter your EASE ID/Login ID in the box on the next page, the LMS will send a temporary password to the e-mail address in your profile.</p>
<p>What are the password format requirements?</p>	<p>Passwords must be 8 or more characters, and contain at least one upper case, one lower case, and one special character.</p>
<p>How much does it cost to take online classes?</p>	<p>Online courses in the ORA Pathlore LMS are free.</p>
<p>How can I get a list of all the courses I have taken?</p>	<p>After logging into the LMS choose the Transcript link in the left menu panel.</p>

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<p>How do I enroll for online courses?</p>	<p>After locating your desired course, click the 'Start Course' link in the upper right of the screen.</p>
<p>How do I nominate myself for classroom courses?</p> <p>**NOTE: Self-nomination at this time is restricted to FDA employees. State/Local/Tribal regulators should follow their current procedures to attend a course.</p>	<p>Locate the class you wish to nominate yourself for through the class search function. When you locate the class click the "select" button next to the class title. Registration options will appear once you are on the class details page. If there is space available in the class the "Nominate yourself for this class" option will appear in the upper right corner of the page.</p>
<p>Will I be notified about my registration?</p>	<p>Yes. An e-mail notification will be sent confirming your registration request. You will receive a follow-up notification when your request is either approved or denied by your Program Training Officer.</p>
<p>Is there a list of online courses?</p>	<p>Learners can search for online courses in the LMS's online Catalog Search. A course search can be done even if you are not logged into the LMS.</p> <ul style="list-style-type: none"> • Choose Course Search from the left menu panel.

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	<ul style="list-style-type: none"> On the search page choose 'Online Content' from the Delivery Method drop down menu.
Can I pause my training and resume the course from where I left out?	While this is true for most courses, some courses do not have bookmark capabilities and would require re-start.
Are there CEU's associated with the online courses?	Online courses with Continuing Education Units (CEU's) are labeled as appropriate.
How many online courses can I take at a time?	Learners may take as many courses as are available.
Are the fundamental courses targeted towards first time users?	Most available courses specify appropriate target audience.
How do obtain my certificate of completion for an Instructor Led course?	Once you have completed a class an e-mail notification will be sent indicating your successful completion.
How do obtain my certificate of completion for an Online course?	Please use the link below to see the Job Aid for viewing and printing Certificates of Completion: Job Aid for Printing Certificates of Completion

System help/support	Return to top
Who can I contact for LMS assistance with: <ul style="list-style-type: none"> Online courses? LMS technical assistance? 	Contact Information: Appsdesk@fda.hhs.gov 240.247.8803 or 866.807.ERIC (3742) opt 1 then 2 ORA Applications Helpdesk Hours of Operation*: Day(s): Monday – Friday Hour(s): 9:00AM – 5:00PM EST. * Except for Holiday - Federal Government Observed

Technical Specifications and information	
What are the system requirements to access the online training?	<p data-bbox="751 207 1995 506">Microsoft Internet Explorer 7 through 9 Minimum 400 MHz CPU, minimum 1 GHz recommended to support audio playback Minimum 128 MB RAM Network connection to the web server via a web browser Minimum video resolution of 800 x 600 16-bit color, 1024 x 768 recommended Minimum 28.8 connection speed, 56K or high-speed Internet access recommended for online players Speakers or headphones to listen to streaming audio sessions</p>
Are the online training courses 508 Compliant?	We are reviewing our catalog of courses and are in the process of ensuring that all online courses are 508 compliant.
<p data-bbox="1801 620 1995 646" style="text-align: right;">Return to top</p>	