



RISK MANAGEMENT UNIVERSITY

User Guide

January 2014, Version 1.1

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Getting Started

Welcome to Risk Management University. Risk Management University provides training, knowledge and materials to promote a more robust risk management perspective throughout your campus.

Classroom courses for senior business officers focus on strategic risk management issues and tools for measuring and reporting on performance. On-line courses for line managers, faculty and staff are delivered through the RMU Learning Management System (LMS). On this site, Users can browse and register for training courses and access a library of videos, documents and resources.

This guide outlines User instructions, references, and resources to help you successfully navigate through the RMU Learning Management System.

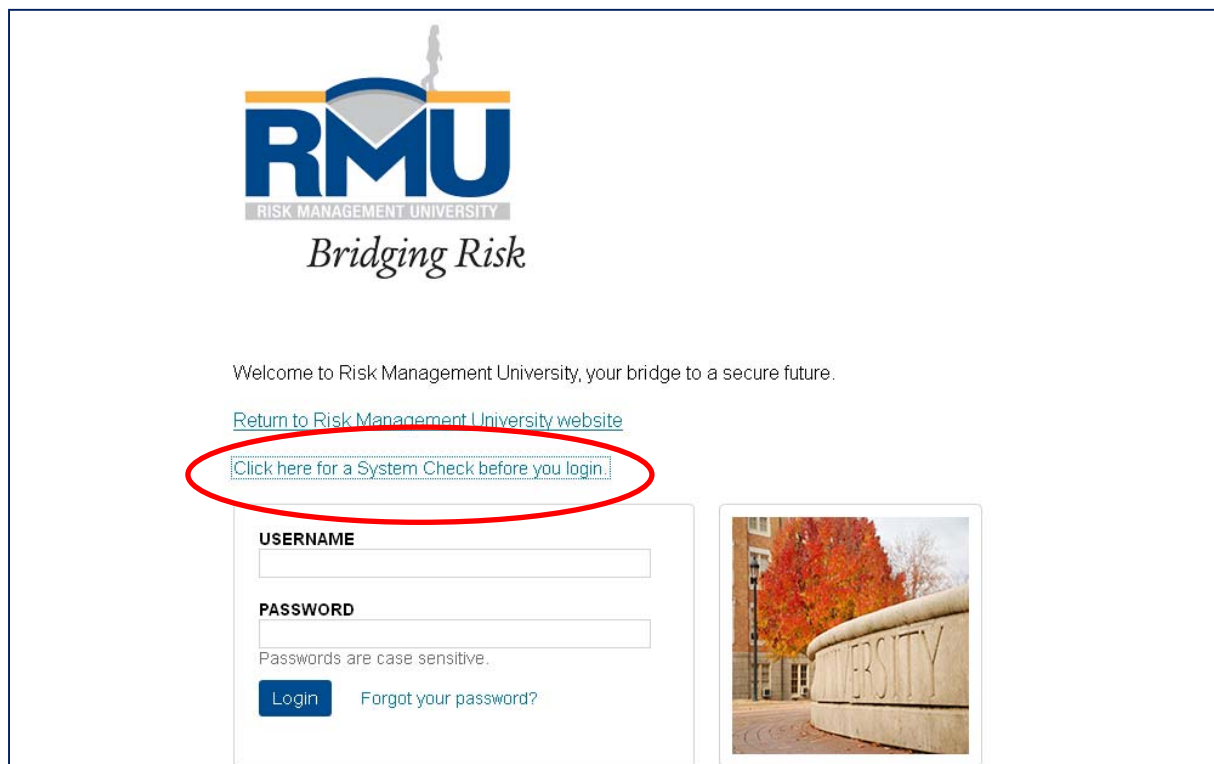
Should you need additional support or have questions, comments or concerns, please contact Monica Turner at RMU@EIIA.org.

System Requirements

It is a good idea for Users to perform a system check to ensure his/her computer contains the supported system and software requirements used in the LMS. The LMS will generate a checklist to ensure that the browser is properly configured to use the system.

To perform a system check:

>On the LMS Login page, select “Click here for a System Check before you login”



RMU
RISK MANAGEMENT UNIVERSITY
Bridging Risk

Welcome to Risk Management University, your bridge to a secure future.

[Return to Risk Management University website](#)


[Click here for a System Check before you login.](#)

USERNAME

PASSWORD

Passwords are case sensitive.

[Login](#) [Forgot your password?](#)



Minimum Requirements

Below are the minimum supported system and software requirements.

| | Required | Recommended |
|--|--|-------------------------------------|
| Operating system | Windows XP, Vista, Windows 7 Mac OS X | Windows 7 Mac OS X v10.7 (Lion) |
| Video | Minimum resolution of 1024 x 600 | Resolution of 1024 x 768 or greater |
| Internet speed <i>(wired connection is recommended)</i> | 56K modem | 56K or cable modem, DSL |
| Java Runtime Environment (JRE) | JRE 1.6.x (Required to run the Equation Editor) | JRE 6 update 31 |
| JavaScript | Enabled | Enabled |
| Cookies | Enabled | Enabled |

Acronyms

RMUA(s) –Risk Management University Administrator(s)

EIIA – Educational and Institutional Insurance Administrators, Inc.

RMU – Risk Management University

LMS – Learning Management System

Terms

Bookmark - Ability to save shortcuts to the RMU webpage or LMS so that you can quickly access in the future without having to type the address(es) into your web browser.

Enroll - A User must first enroll in Risk Management University to receive access to the Learning Management System (LMS). Risk Management University Administrators must submit a form to enroll you for User access. If you are unsure who your Administrator is, please contact Monica Turner at RMU@EIIA.org.

Learning Management System (LMS) - The Learning Management System, or LMS, is the actual host site where all of the RMU courses and videos reside. While you can read about the available courses on the RMU website, the LMS is where you actually take a course. On the LMS you will find the on-line courses, related materials, and course quizzes. It is also where you will print your Certificate of Completion for each course.

Register - Risk Management University offers a variety of training courses on insurance and risk management topics and registration is required for each course. Once you have enrolled in Risk Management University, you may register to take course offerings of your choice. To search and register for a course, follow these steps:

- >Log into the LMS at EIIARMU.net
- >From the *My Home* page, select *Register for Courses* in the top tool bar
- >Select a course from the list and view the description
- >Select *Register*
- >Confirm your information is correct
- >Select *Submit*
- >Select *Finish*
- >Choose *Register for Another Course* or choose *Done*

You will now return to the *My Home* page. Click on *Select a Course* in the top left tool bar to start desired course.

Note: you will receive a confirmation email verifying the course you have registered for.

Take Course - When you take a course you will view the content, watch course video, take a brief quiz, complete a short survey and print a certificate of completion.

Please be sure to complete the following steps first:

- 1) Enroll as a User and
- 2) Register for a Course(s)

To take a course, follow these steps:

- >Log into the LMS at EIIARMU.net
- >From the *My Home* page, click *Select a Course* in the top left tool bar
- >Using the dropdown arrow, select a course from the list

You are now in the selected course's Home page. From here, you may navigate to News Items, Upcoming Events, and more. Or you may choose *Take This Course Now* in the middle tool bar to access each section of the course.

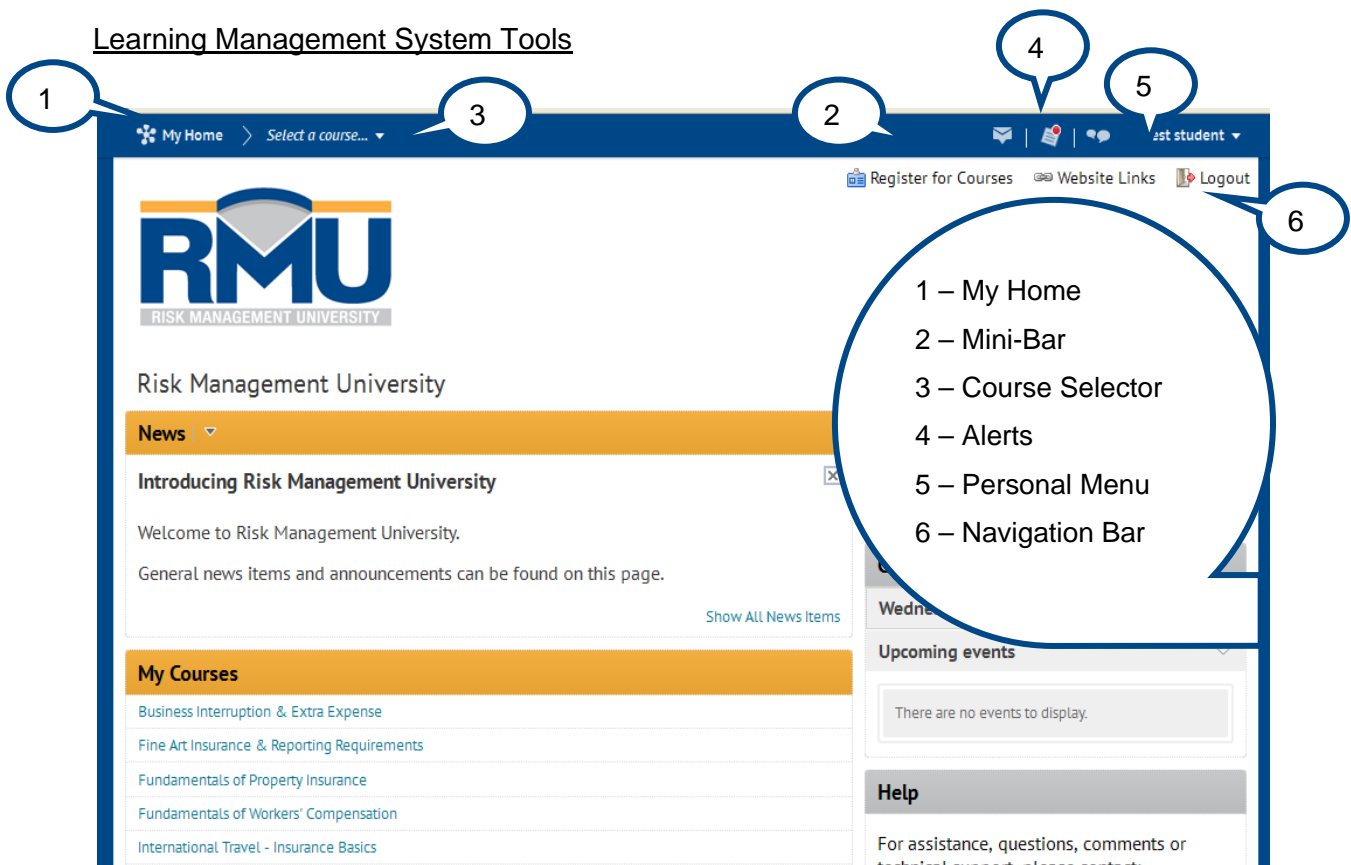
Learning Management System (LMS) Overview

The Learning Management System, or LMS, is the actual host site where all of the RMU courses and videos reside. While you can read about the available courses on the RMU website, you need to access the LMS in order to actually take a course. On the LMS you will find the on-line courses, related materials, and course quizzes. The most common functions will include the following:

- Take Courses
- Print Certificates of Completion
- Update User Profile
- Access References and Downloads

Note: detailed instructions for each are provided on subsequent pages.

Learning Management System Tools



My Home

My Home is your starting point inside the LMS. The following page will detail resources available at the *My Home* page.

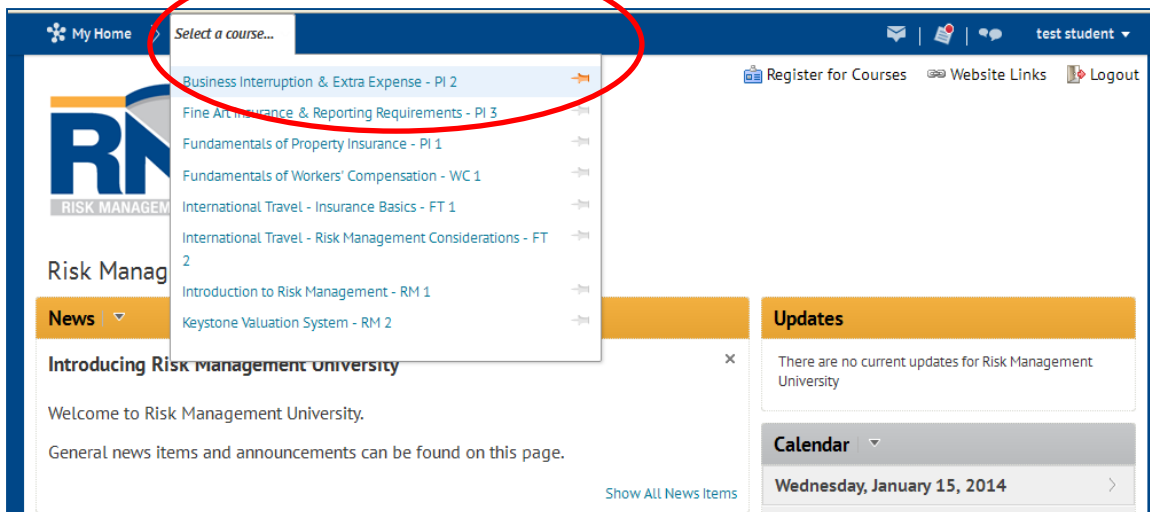
Minibar

The *Minibar* is your main navigation tool to courses and personal settings in LMS. The *Minibar* contains a link to *My Home*, the *Course Selector*, and your personal menu.






Course selector

Your courses are listed in the *Course Selector* and are sorted by course name. You can also select specific courses from the *Course Selector* and “pin” them to the top of the list for easier navigation.



Alerts

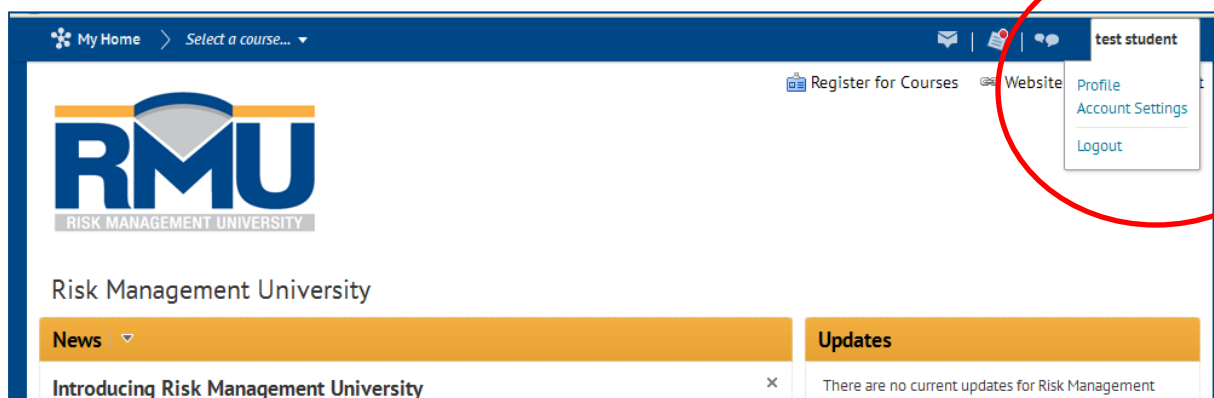
The following is a list of icons you will find in the Alert area of the *Minibar*. If you have unread alerts, a red circle appears on the appropriate alert icon.

-  Email Messages. Note: this function is intentionally disabled. Please use your institution's email services to send and receive email messages.
-  Updates and News. Updated news posts are noted here.
-  Subscriptions. Note: this function is intentionally disabled. News subscription services are not currently offered through the LMS.



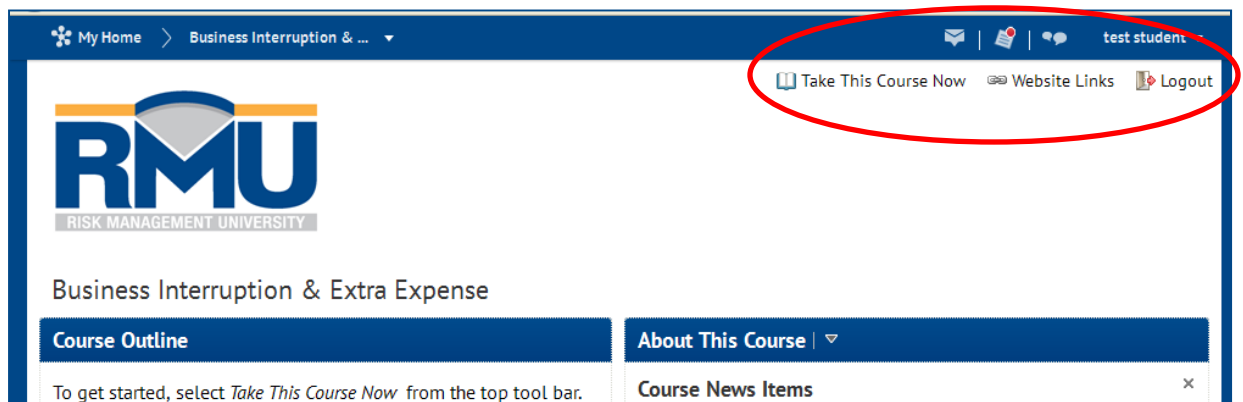
Personal Menu

The Personal Menu contains links to your profile, notification options, account settings, and logout. Click your name on the *Minibar* to open the personal menu.



Navigation Bar (Navbar)

The Navbar is your main navigation tool within a course. It displays the course name, tool links, custom links, and custom link groups. You may notice that the Navbar slightly varies in different courses. This is because each course can have its own unique Navbar to provide relevant tools and resources.



My Home Page

Now that you are familiar with the system tools, you are almost ready to take a course.

Remember the starting page when you login to the LMS is called *My Home*. In addition to accessing your personal profile and account settings, *My Home* has additional resources.

My Home Page Layout

The screenshot shows the 'My Home' page layout for Risk Management University. The page features a blue header with the RMU logo and navigation links. The main content area is divided into several sections, each highlighted with a numbered callout:

- 1**: Points to the 'Risk Management University' header.
- 2**: Points to the 'News' section, which includes a 'News' dropdown menu and a 'Show All News Items' link.
- 3**: Points to the 'Help' section, which provides assistance for users.
- 4**: Points to the 'My Courses' section, which lists various courses such as 'Business Interruption & Extra Expense' and 'Fundamentals of Property Insurance'.
- 5**: Points to the 'Updates' section, which displays a message: 'There are no current updates for Risk Management University'.

A legend on the right side of the page lists the following items:

- 1 – News
- 2 – Updates
- 3 – Help
- 4 – My Courses
- 5 – Calendar

News

The News tool is available to read RMU messages, course information, and other news updates.

Updates

The Update tool is available to learn about recent RMU updates or changes. For example, a change to a course you may have previously taken would be announced here. Another example would be a system change, such as, new instructions on how to access a course.

Help

The Help tool contains the contact information for the RMU Production Coordinator, should you have any questions, comments or concerns.

My Courses

My Courses is simply a list of the courses you have registered to take. Here, the courses are listed in order by Course Offering Code. You may also access *My Courses* in the *Course Selector*. Remember, the *Course Selector*, by default, sorts in alpha order by course title.

Calendar

From the *My Home* page you may access the *Calendar*. You can view the current Month/Year calendar and also upcoming EIIA and/or RMU events.

To view details of events in the *Calendar*, do one of the following:

- >Click on the *Event* in the day, week, or month view to access a partial display of event details.
- >Click *More* to see full event details in these views, including any content available for viewing.
- >Click the *Event* in the *List* view to access full event details.

Course Home

When you navigate to a course, you will be leaving the *My Home* page. The first page of the course is called the *Course Home page*. This is where you can find course specific content. Similar to *My Home*, it also contains links that enable you to access your personal profile, and account settings. Notice the *Minibar* is the same tool bar you available at the *My Home* page.

Course Home Page Layout

The screenshot shows the Course Home page for 'Fundamentals of Property Insurance' at Risk Management University. The page layout includes a top navigation bar (Minibar) with 'My Home' and 'Fundamentals of Property...' links. The main content area is divided into several sections: 'Course Outline', 'About This Course', 'Course News Items', 'Course Description', and 'My Registered Courses'. A 'Help' section is located at the bottom right. A legend on the right side of the page lists the numbered callouts: 1 - Course Outline, 2 - About This Course, 3 - My Courses, and 4 - Help.

1 – Course Outline
 2 – About This Course
 3 – My Courses
 4 – Help

Course Outline

The *Course Outline* is a quick list of the contents available in each course.

About This Course

In the *About This Course* tool, you will find news specific to the course, such as when it was added to the LMS. You will also find a brief description of the course and its approximate run time.

My Courses

My Courses is the same as *the one* on the *My Home* page and is placed here again for quick reference. It is a list of the courses you have registered to take. Here, the courses are listed in order by *Course Offering Code*. You may also access *My Courses* in the *Course Selector*. Remember, the *Course Selector* by default sorts in alpha order by course title.

Help

The *Help* tool is the same as the one on the *My Home* page and is placed here again for quick reference. It contains the contact information for the RMU Production Coordinator, should you have any questions, comments or concerns.


Accessing the Risk Management University - LMS

A User must first enroll to receive access to the Learning Management System (LMS). Risk Management University Administrators must submit a form to enroll you for User access. If you are unsure who your Administrator is, please contact Monica Turner at RMU@EIA.org.

Once your User access has been approved, you will receive an automated email confirming enrollment. The confirmation will also have a User Name and a link to setup your password. You now have access to the LMS and may register to take course offerings of your choice.

(Note: this form is completed by the RMUA.)

User Enrollment Form



Instructions:

- 1) Please complete the following information for each person who should be enrolled in the Risk Management University learning management system.
- Note: First and Last names listed on this form will be used for Certificates of Completion.**
- 2) Please confirm if the user has an existing EIA Member web access account. If yes, list which email address is registered (if different from item 1).
- 3) Include the Administrator's contact information below. Please note, Administrators are the liaison and contact person for RMU. Administrators should not have User access.
- 4) Each User will receive an automated email confirming their enrollment. The confirmation will also contain a User Name, directions to setup password, and link to log into Risk Management University online courses.
- 5) Return this form to Monica Turner at: RMU@EIA.org.
- 6) Click this link to view detailed instructions: [Campus Risk Management Administrator Instructions](#)

| | Institution | First | Last | Title/Position | Phone | Email | Currently, has an EIA Member web access account? (Y/N) <small>(click on drop-down arrow)</small> | If Yes, which email address is registered? | Select one of the fo for this User New; Deactiva Reactivate; Del <small>(click on drop-down s</small> |
|---------------|----------------|--------|-------|--------------------|----------------|--|---|--|---|
| Administrator | Sample College | Jane | Doe | Business Officer | (312) 123-4567 | jdoe@samplecollege.org | yes | doej@samplecollege.org | |
| Users | Sample College | Thomas | Smith | Facilities Manager | (312) 765-4321 | tsmith@samplecollege.org | no | | |
| 1 | | | | | | | | | |
| 2 | | | | | | | | | |
| 3 | | | | | | | | | |
| 4 | | | | | | | | | |
| 5 | | | | | | | | | |
| 6 | | | | | | | | | |

Login/Logout

Login

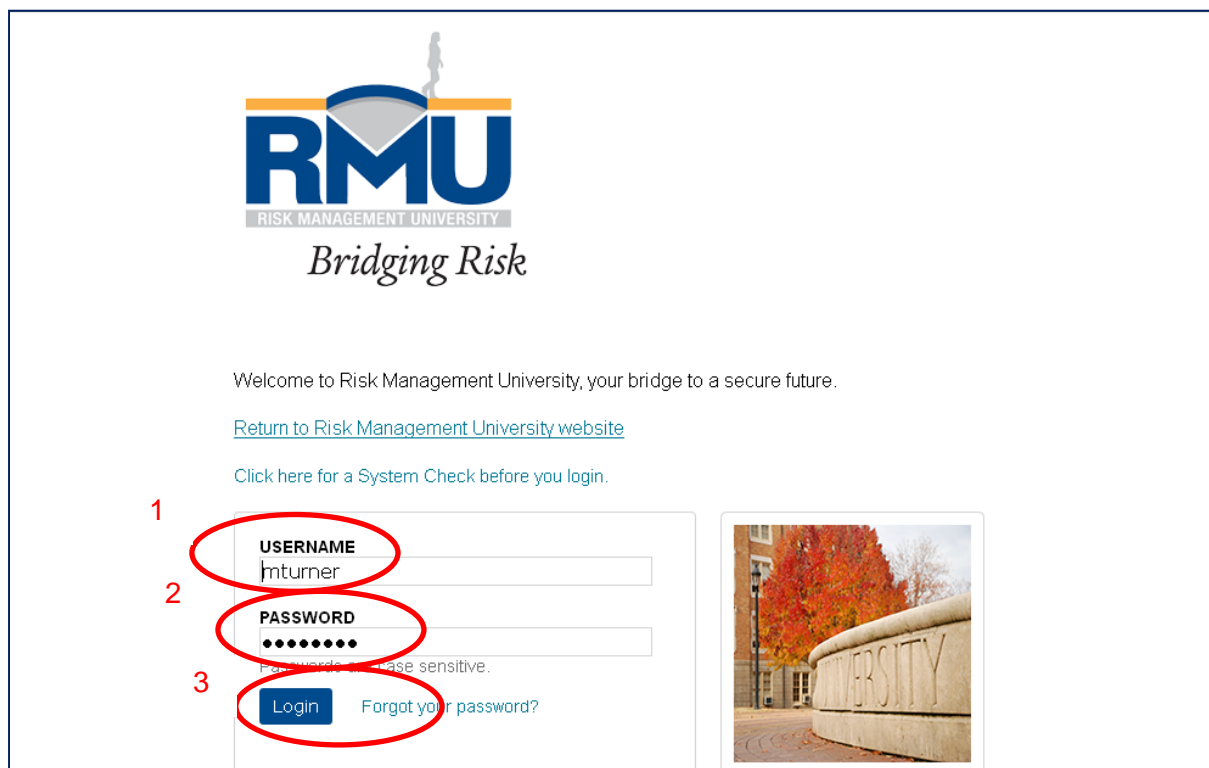
There are two ways to access the LMS. Click on the LMS link(s) below, or type one of the following into your browser:

- 1) EIIARMU.net; or
- 2) www.EIIARMU.org and select *Log Into Courses* at the top of the page

At the Login page, you will be prompted to enter your User Name and Password. If you do not have a User Name, please contact your Risk Management University Administrator.

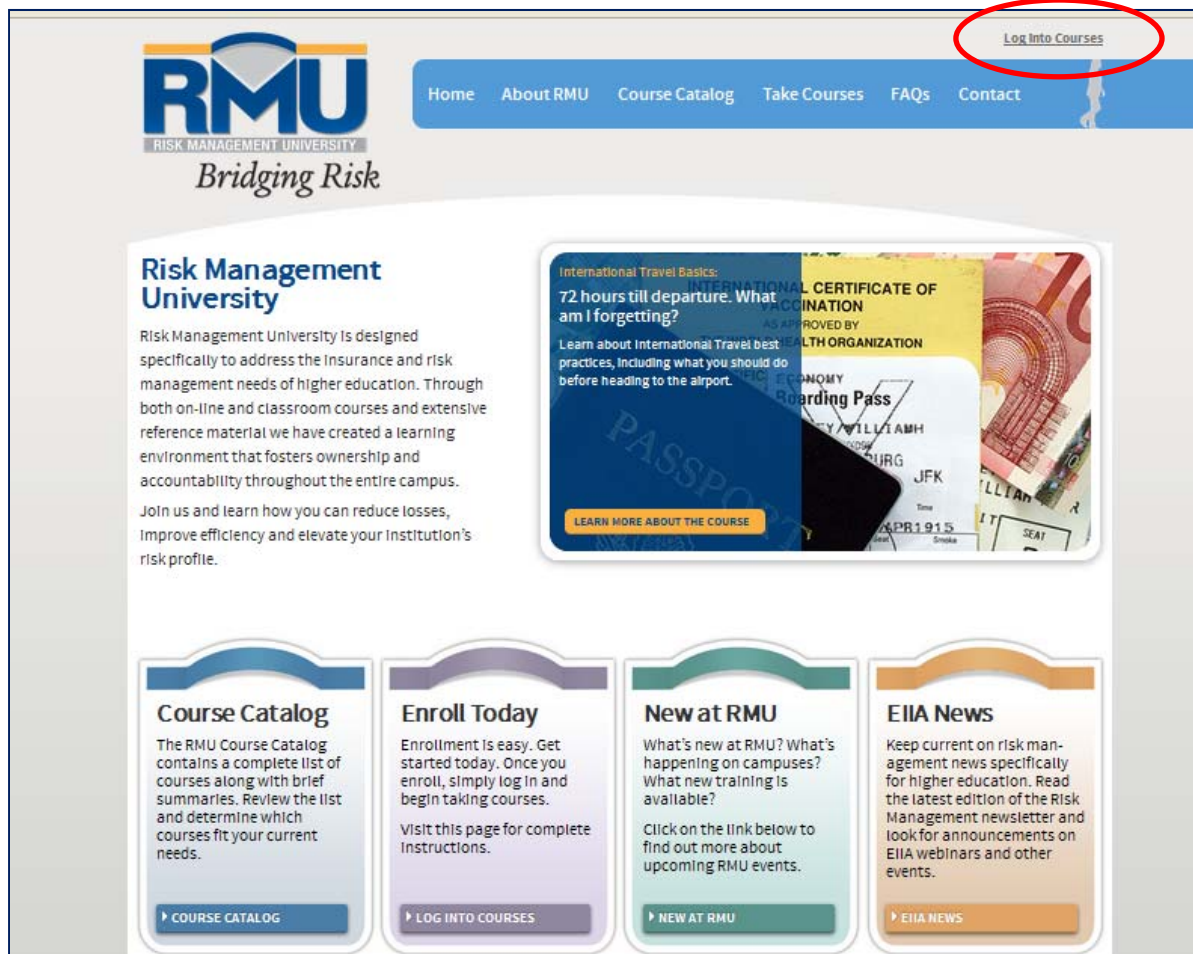
Administrators must submit a request for User access to Monica Turner at RMU@EIIA.org.

- 1) EIIARMU.net



The screenshot shows the login page for Risk Management University. At the top is the RMU logo with the tagline "Bridging Risk". Below the logo is a welcome message: "Welcome to Risk Management University, your bridge to a secure future." There are two links: "Return to Risk Management University website" and "Click here for a System Check before you login." The login form has three red circles with numbers 1, 2, and 3 pointing to the USERNAME field (containing "mturner"), the PASSWORD field (containing "*****"), and the Login button respectively. A "Forgot your password?" link is also visible. To the right of the form is a small image of a building with a stone wall.

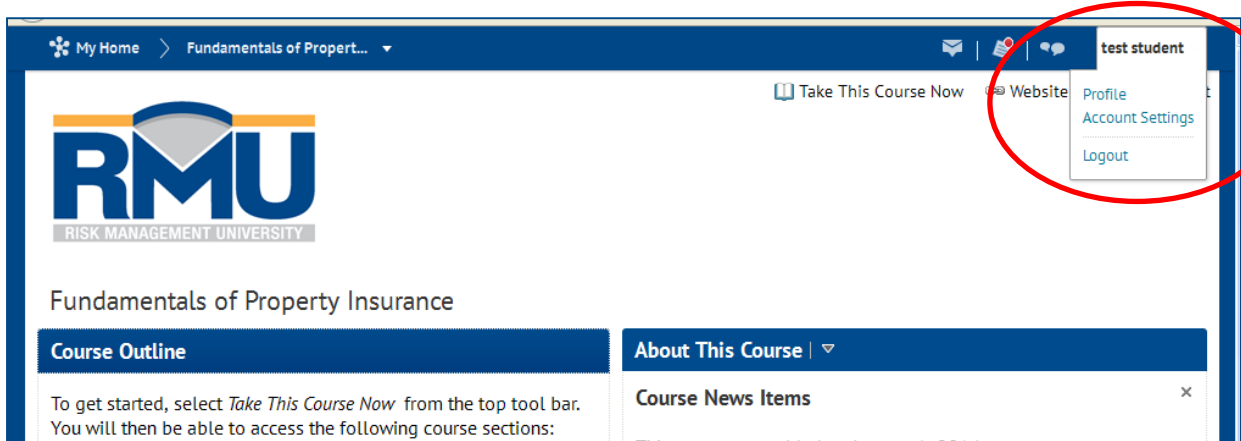
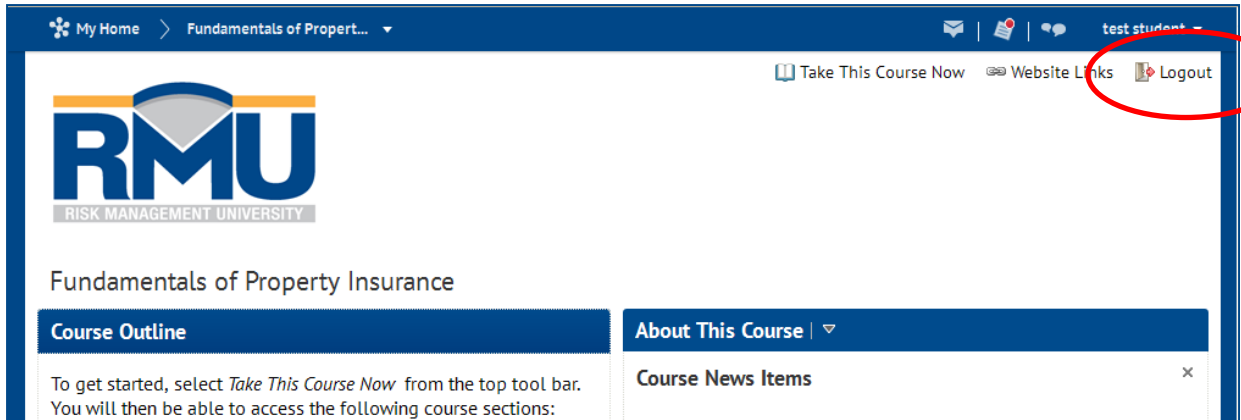
2) www.EIIARMU.org



Logout

There are two ways to logout of the LMS:

- 1) Select the *Logout* icon in the Navigation bar; or
- 2) Click your name on the *Minibar* to open the personal menu and select *Logout*



Register for Course(s)

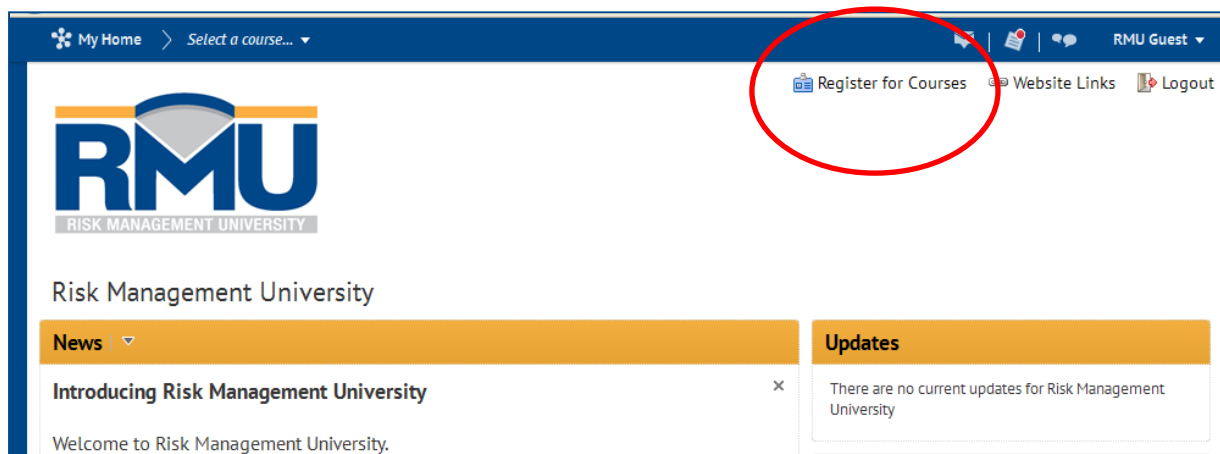
Once you have access to the LMS, you may register to take course offerings of your choice.

To search and register for a course, follow these steps:

- >Log into the LMS at EIIARMU.net
- >From the *My Home* page, select *Register for Courses* in the top tool bar
- >Select a course from the list and view the description
- >Select *Register*
- >Confirm your information is correct
- >Select *Submit*
- >Select *Finish*
- >Choose *Register for Another Course* or choose *Done*

You will now return to the *My Home* page. Click on *Select a Course* in the top left tool bar to start desired course.

Note: you will receive a confirmation email verifying the course you have registered for.



Self Registering Course Offerings

| Course Offering Code | Course Offering Name | Course Offering Cost | Enrollment Status |
|----------------------|---|----------------------|-------------------|
| FT 1 | International Travel - Insurance Basics | | Not Enrolled |
| FT 2 | International Travel - Risk Management Considerations | | Not Enrolled |
| PI 1 | Fundamentals of Property Insurance | | Not Enrolled |
| PI 2 | Business Interruption & Extra Expense | | Enrolled |
| PI 3 | Fine Art Insurance & Reporting Requirements | | Not Enrolled |
| RM 1 | Introduction to Risk Management | | Not Enrolled |
| RM 2 | Keystone Valuation System | | Not Enrolled |
| WC 1 | Fundamentals of Workers' Compensation | | Enrolled |

Description

[Course Offering List](#) > **Course Offering Description**

Step 1: View Course Offering Information

Course Offering Name: International Travel - Insurance Basics
Course Offering Code: FT 1

Description: This is the first of two courses on institution-sponsored international travel. This course focuses on the key components of the EIIA international travel program, including emergency medical expenses and different types of evacuations.

Cancel Register

Self Registration - Risk Management University - Mozilla Firefox

File Edit View History Bookmarks Tools Help

https://eiiarmu.net/d2l/lms/legacy/selfregistration.d2l?ou=7099

My Home > Select a course... >

Register for Courses Website Links Logout

Registration Form

Course Offering List > Course Offering Description > Registration Form

Step 2: Enter Registration Information

Required fields are marked with a *

* First Name:

Last Name:

* Email:

Org Defined ID:

Back Submit

My Home > Select a course... >

Register for Courses Website Links Logout

Confirmation

Course Offering List > Course Offering Description > Registration Form > Confirmation

Step 3: Confirmation

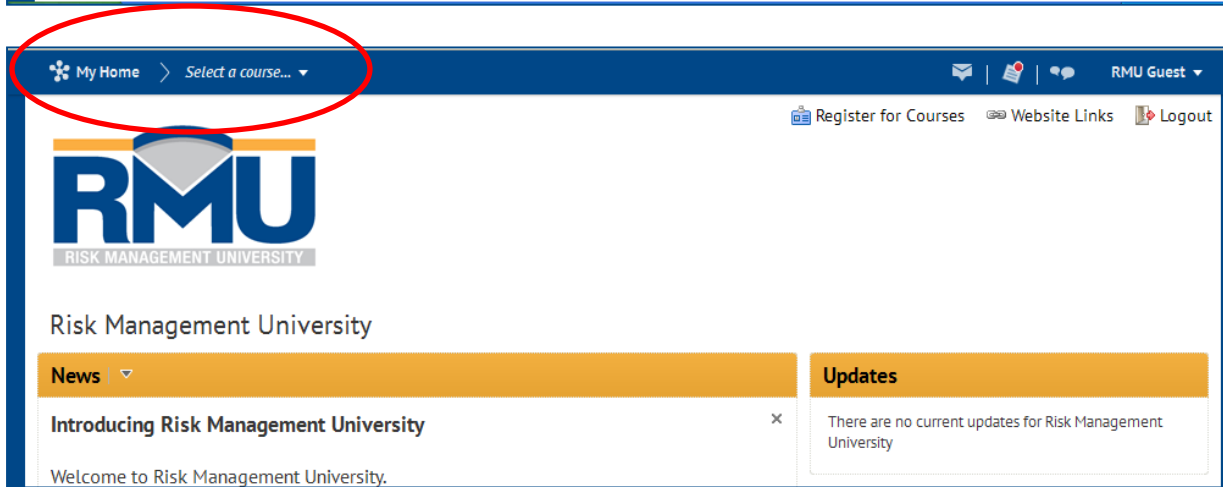
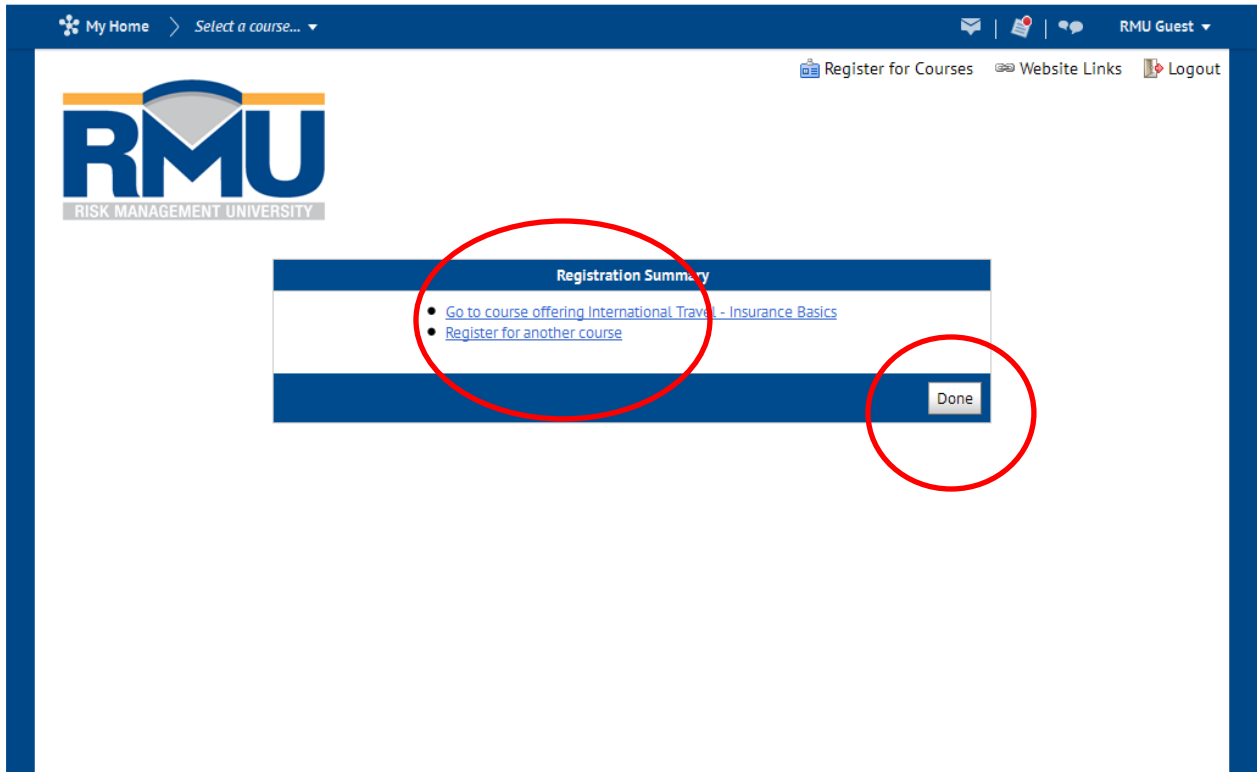
FirstName: RMU

LastName: Guest

Email Address: M.Ward@eiiia.org

OrgDefinedId:

Back Finish



Take Course(s)

When you take a course you will view the content, watch course video, take a brief quiz, complete a short survey and print a certificate of completion.

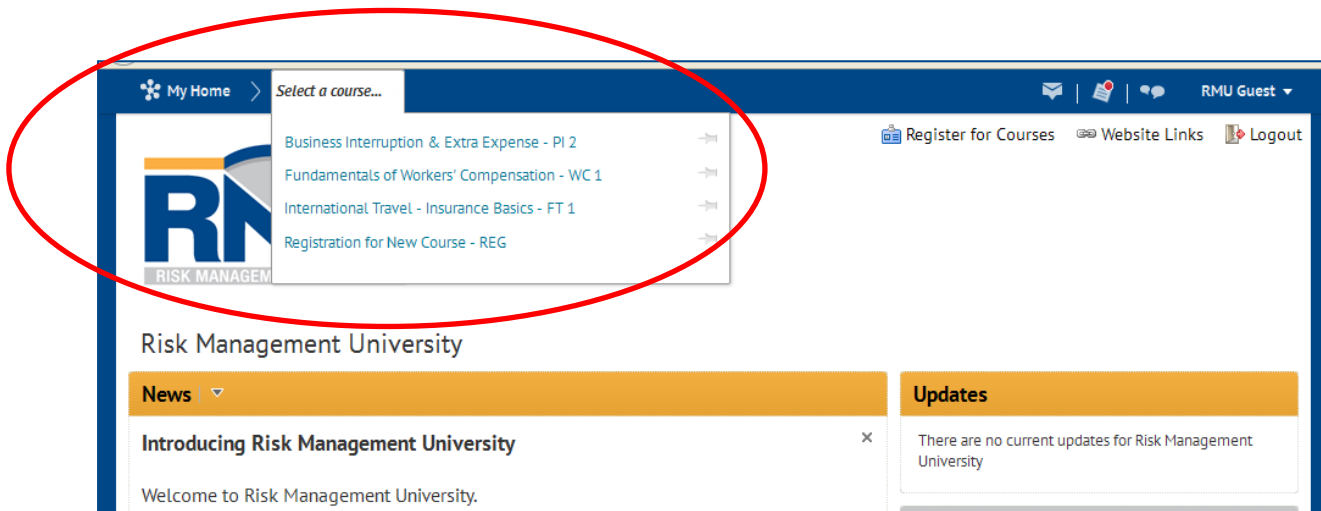
Please be sure to complete the following steps first:

- 1) Enroll as a User and
- 2) Register for a Course(s)

To take a course, follow these steps:

- >Log into the LMS at EIIARMU.net
- >From the *My Home* page, click *Select a Course* in the top left tool bar
- >Using the dropdown arrow, select a course from the list

You are now in the selected course's Home page. From here, you may navigate to News Items, Events, and more. Or you may choose *Take This Course Now* in the middle tool bar to access each section of the course.



Quizzes

A quiz is a part of each learning module. The quiz is simply an extension of the learning process and is not graded. Users will receive detailed answers, feedback and often additional supporting sources of information. *Note: the quiz must be taken in order to receive a Certificate of Completion for each course.*

There is no time limit to take a quiz. However, the system may log you out if you are inactive for over 180 minutes. Should this happen, you will see an inactivity message on your screen, prompting you to log back in.

There is no limit on the number of attempts to take a quiz. You can return to a quiz later to complete it but you must **be sure to save your answers before leaving the course or logging out** of the system. To return to the quiz, follow these steps:

- >Log into the LMS at EIIARMU.net
- >From the *My Home* page, click *Select a Course* in the top tool bar
- >Select *Take This Course Now* in the middle tool bar
- >From the *Table of Contents* on the left, select *Quiz*
- >When the quiz window opens up, you will see *Attempt in Progress*, indicating you have previously started this quiz.
- >Select *Continue with Quiz* to proceed

Surveys

Once you complete the Course Quiz, you will be asked to take a brief survey. The survey contains six (6) questions and is estimated to take no longer than two minutes to complete.

The results and feedback will be used in the development of future courses. We thank you in advance for taking the time to provide this information.

Certificate of Completion

After you have successfully completed each section of the course, you may print your Certificate of Completion. Remember, you must first complete the Survey, and then you will be able to view and print your Certificate of Completion.

Once you have completed the Survey:

- >Select the *Certificate of Completion* tab from the *Table of Contents*
- >Acknowledge the confirmation
- >Select *Print and Save*
- >Alternatively, if you do not wish to save the file, you may select the printer icon and the certificate will open in your print window.

Note: *certain browsers will not enable full page print. In order to print a full page certificate, please use the Print and Save option.*

You may return at any time to print or reprint your Certificate of Completion.

Password Management

Each User will receive an automated email confirming their enrollment. The confirmation will also have your User Name and a link to setup your password.

If you wish to change or have forgotten your password, please contact Monica Turner at RMU@EIIA.org. You may also select *Forgot Your Password?* on the Login page. This link opens a new window where you can request a password reset.

Mobile Access (and Other Devices)

MAC Users

Mac users can access the LMS. There are no differences from an end-user perspective. The application is browser-based and designed to be accessed by Mac or personal computers.

Mobile Device and Tablets

You may access the LMS from select mobile devices and smartphones. The LMS supports the following platforms: Windows Phone, Android Tablet, Android Phone, BlackBerry 7, BlackBerry 6, iPad, iPhone. *Note: we recommend you take courses via a desktop or laptop computer to get the best viewing experience and access to full system features. Quizzes and surveys, for example, may be difficult to navigate on a smartphone. Download times and video streaming may vary depending on your device and service provider.*

There are two ways to access the LMS from your mobile device or tablet:

- 1) EIIARMU.net
- 2) www.EIIARMU.org and select *Log Into Courses* at the top of the page

At the Login page, you will be prompted to enter your User Name and Password. If you do not have a User Name, please contact your Risk Management University Administrator.

Administrators may submit a request for User access to Monica Turner at RMU@EIIA.org.

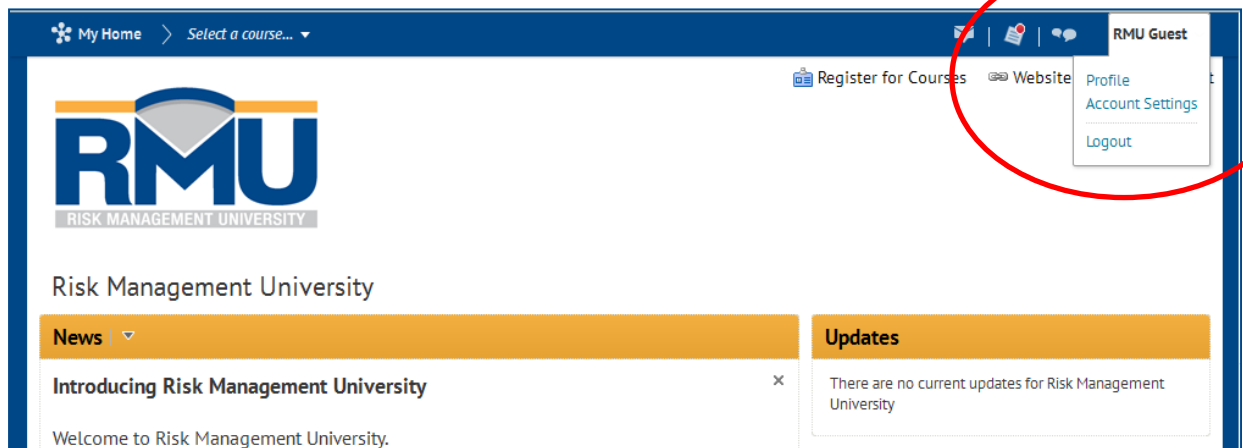
It is likely that you will not be connected to a printer if you are using your smartphone or tablet. To print your Certificate of Completion, simply return to the *Course Home* page and select the Certificate of Completion section.

Changing a User's Status or Profile

Users may make changes to his/her profile directly by logging into the LMS and selecting the Profile tool. Filling out the profile is optional. Examples of profile changes might include: change in name, title, phone or email address. *Note: Users cannot change account statuses (Add, Deactivate, Reactivate or Delete).* This must be done by the RMUAs.

To Make Changes to User Profile

- >Click Profile from your personal menu on the *Minibar*
- >Fill in the text fields. You can enter your contact information, education and work.
- >Click Save and Close



Account Settings

Use the Account Settings tool to customize and manage your personal preferences for things such as your LMS page appearance, accessibility options, language and region time.

Font Settings

Adjusting the font face and font size changes the default font and size of text in the system. It does not affect images, documents, and other objects.

Dialog Setting

The Dialog setting has an option “Show Secondary Window”. This option enables you to set secondary windows as pop-ups instead of dialog boxes. This setting helps separate the content of the secondary window from the main window. If you are using assistive technology such as a screen reader, we strongly recommend showing secondary windows as pop-ups.

HTML Editor Settings

Provides the option for you to turn off the rich text editor. The HTML editor has many additional rich text features that might be difficult to navigate with assistive technology. This option simplifies pages that have text fields, while still allowing you to include HTML content.

Video Settings

Select Optimize Video Presentation for programmatically-driven assistive technologies if you use assistive technology, such as a screen reader, to navigate the web. This option ensures

that your assistive technology can detect embedded videos; it does not affect the accessibility of specific video players.

Locale & Language

Preferred Locale and Language sets which locale to use for screen orientation, text, and graphics in the system. The options in the drop-down list correspond to the locale options available at your institution. *Note: English – United States is the default setting.*

Clock

The Clock sets whether time displays in 24-hour or 12-hour clock format.

First Day of the Week

First Day of the Week option lets you set which day appears first in your calendar.

Date

The Date sets the display format of dates in the system.

Number Format

The Number Format sets the display format of numbers in the system.

Percentage Format

The Percent Format option sets the display format of percentages in the system.

Time Zone

The Time Zone option sets all dates that include times in the LMS to correspond with the time zone you specify.

The Risk Management University Website

The Risk Management University Website is one of many resources available to RMUAs and Users for information, news and events. You will want to check here frequently for updates and announcements. This website is not password protected and can be accessed by staff, RMUAs, registered Users and anyone who may want to learn more about RMU or EIIA and the services we provide.

Click here to go directly to the Risk Management University website www.EIIARMU.org.

Risk Management Resources

In addition to the LMS, EIIA Members have access to a wide variety of risk management resources including the following:

- EIIA Risk Management Services (click here to access: [Risk Management Services](#))
Note: requires Member login and password
- Risk Management University website (click here to access: [Risk Management University](#))
- Risk Management Newsletter (click here to access: [Risk Management Services](#))
Note: requires Member login and password
- EIIA Risk Management Directors (click here to access: [Risk Management Team](#))
- Webinars (click here to access: [Webinars](#))

Contact and Support

We always like to hear from our institutions. Questions or comments can be sent to:

Monica Turner

RMU Production Coordinator

Email: RMU@EIIA.org

Phone: (888) 255-4835