

TRAINEE MANUAL

For the Learning Management System



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Home page, Login & Learning environment

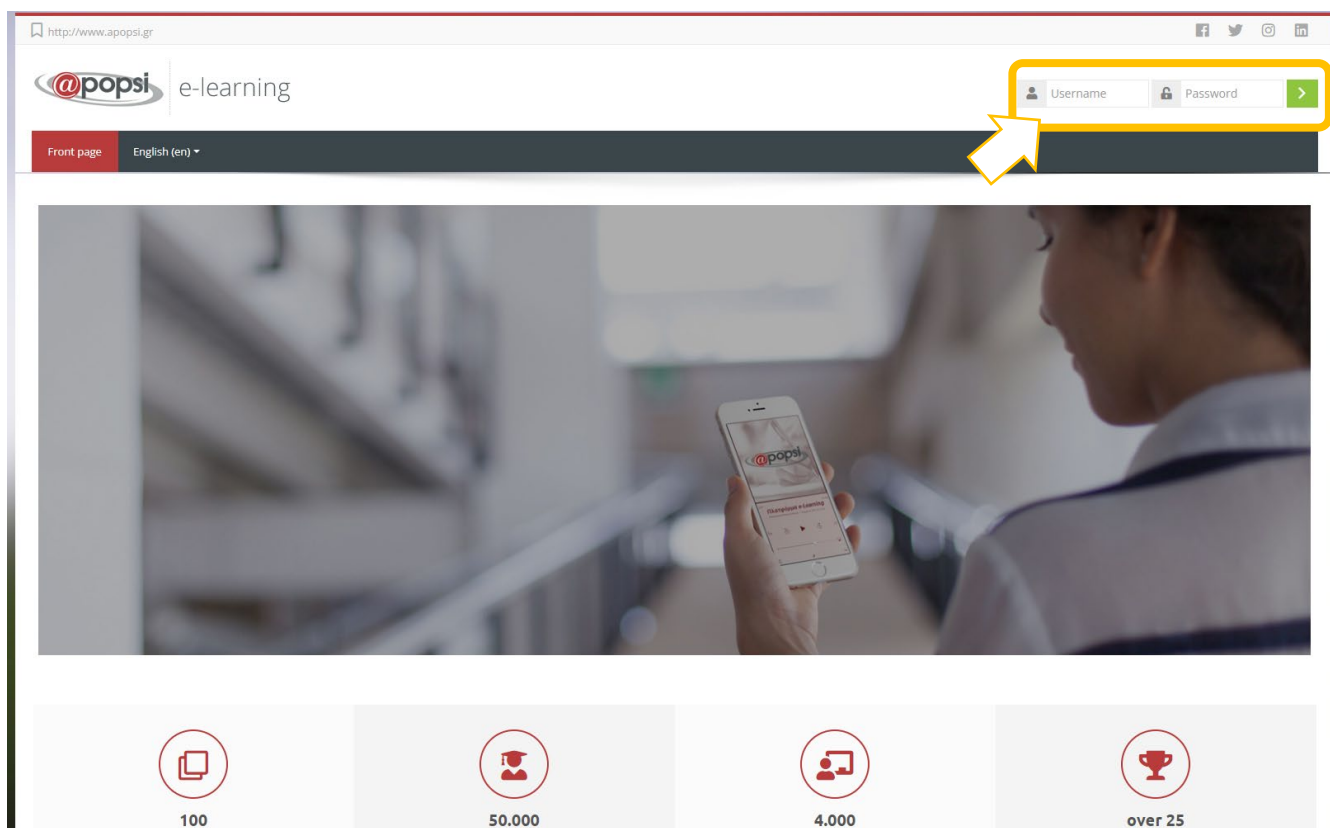
Below you can find useful information about browsing and using the LMS.

Home page - Login

First step is to login to the Learning Management System.

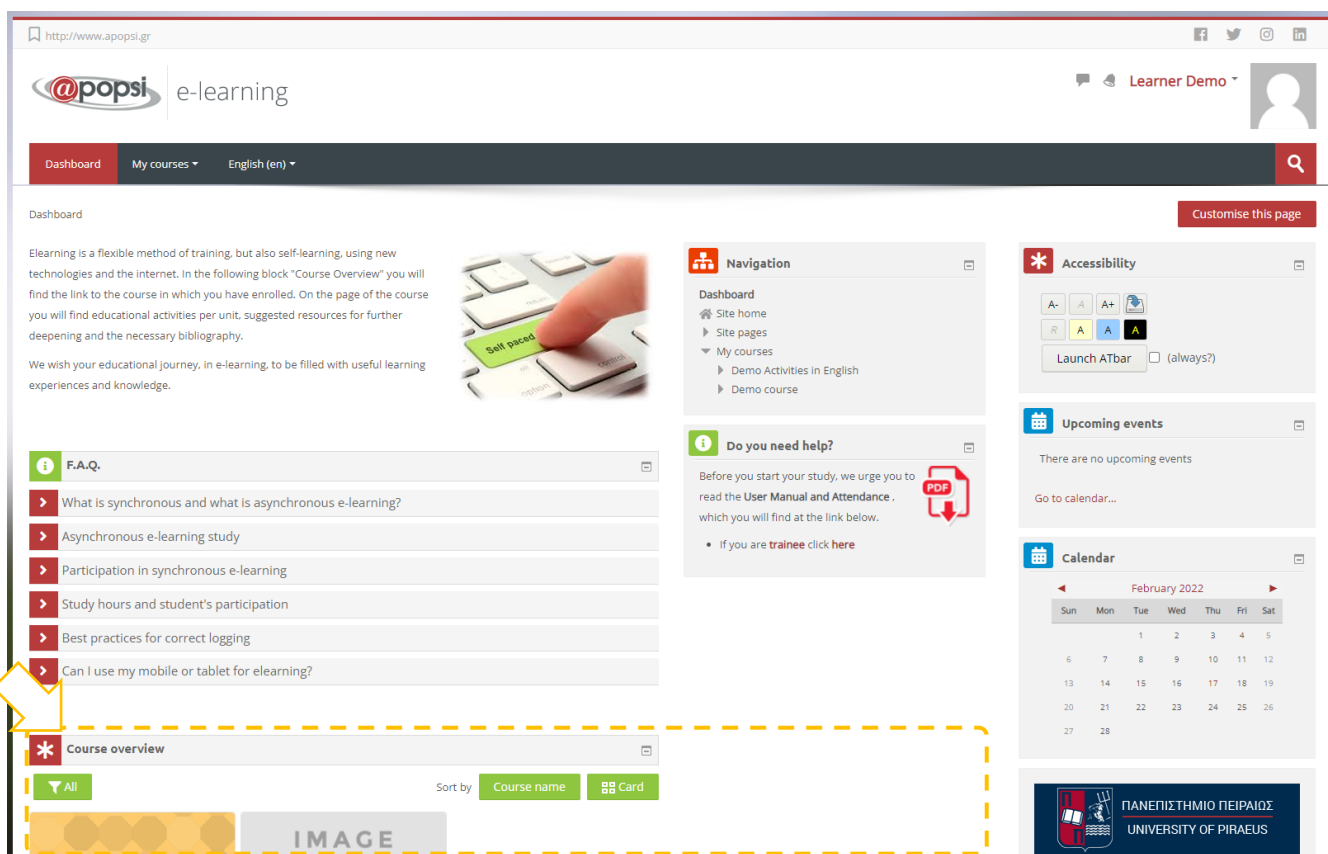
The URL of the LMS's homepage is: <https://elearn.apopsi.gr/?lang=en>

In order to login into the LMS, you type in your personal credentials (username - password) in the login form on top right of the page and then you press Enter.



Dashboard – Course overview

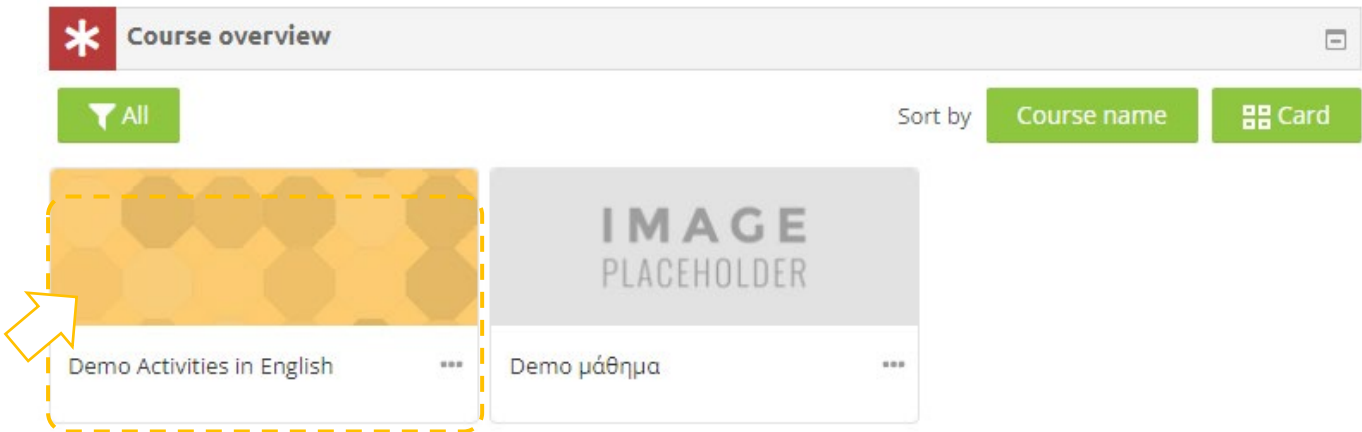
After the login procedure you are connected to the system and redirected to your **Dashboard**. This is your personal start page, where you have access to all courses you are enrolled. The block **Course overview** is the list that contains all your courses.



Your Dashboard is a personalized (for each system user) page, where you can quickly find information about your study, e.g. announcements, events, due dates for assignments, training calendar, etc. Each user can customize his layout and add/remove blocks of the dashboard by clicking the button **Customize this page**.

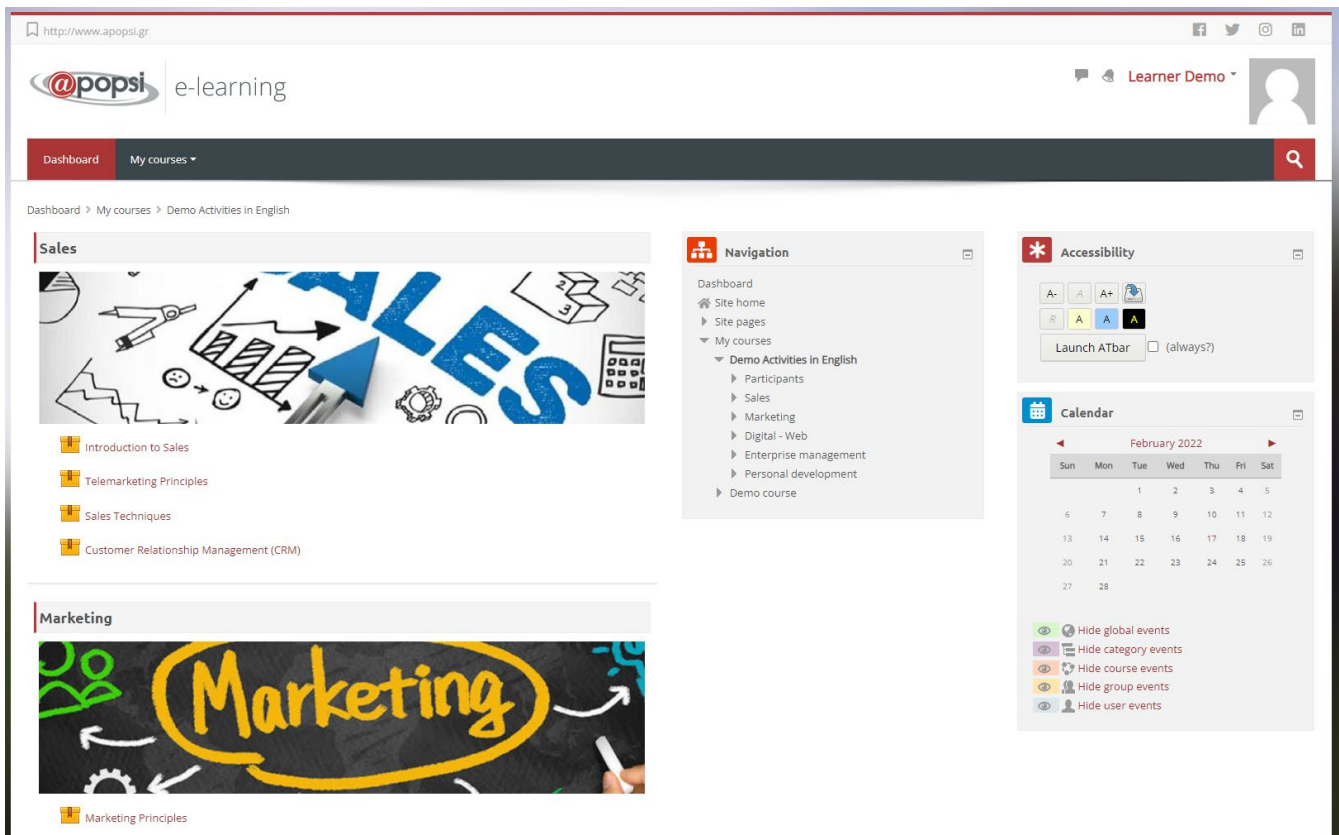
Enter a course

On your dashboard, in **Course overview** block, you can click on the course that you wish to enter. The list contains only the courses that you are enrolled to, the ones that the system administrator has given you access to.



Course page

Next page is the main course page. Usually the course page is divided in topics. Each topic contains a sub unit, activities, resources, etc.



The available types of different resources or activities and the accompanying icons are as follows:



Scorm: The most common learning activity which opens in popup window



Pdf: Extra educational and support material is usually in this form. It opens in new/popup window



Url: Links to digital libraries, web resources, web sites etc.

Attention: Resources that open in popup window may be blocked by the security settings of your browser. So, you have to make the appropriate changes to allow popups from this specific URL.



Zip: Compressed file which needs less hard disk space and which can be quickly transferred to your PC



Quiz: Several types of tests, usually assessment tests. It's a series of questions to be answered. Different types of questions are available, like multiple choice, true-false, short answer, etc.). Answers are automatically graded by the system according the rules are set. Questions can be ordered in categories



Assignment: The trainer/teacher can assign projects to students, who have to upload them to the system. The trainer collects and grades the assignments, then sends the results with comments.




Forum: Web discussion for all users who are enrolled to the same course




Glossary: A list with terms and terminology.

Study of educational material


Asynchronous e-learning (self-learning) activities have the characteristic icon 



 Introduction to Sales

 Telemarketing Principles

 Sales Techniques

 Customer Relationship Management (CRM)



[Dashboard](#) > [My courses](#) > [Demo Activities in English](#) > [Sales](#) > [Customer Relationship Management \(CRM\)](#)

Customer Relationship Management (CRM)

Customer Relationship Management (CRM)



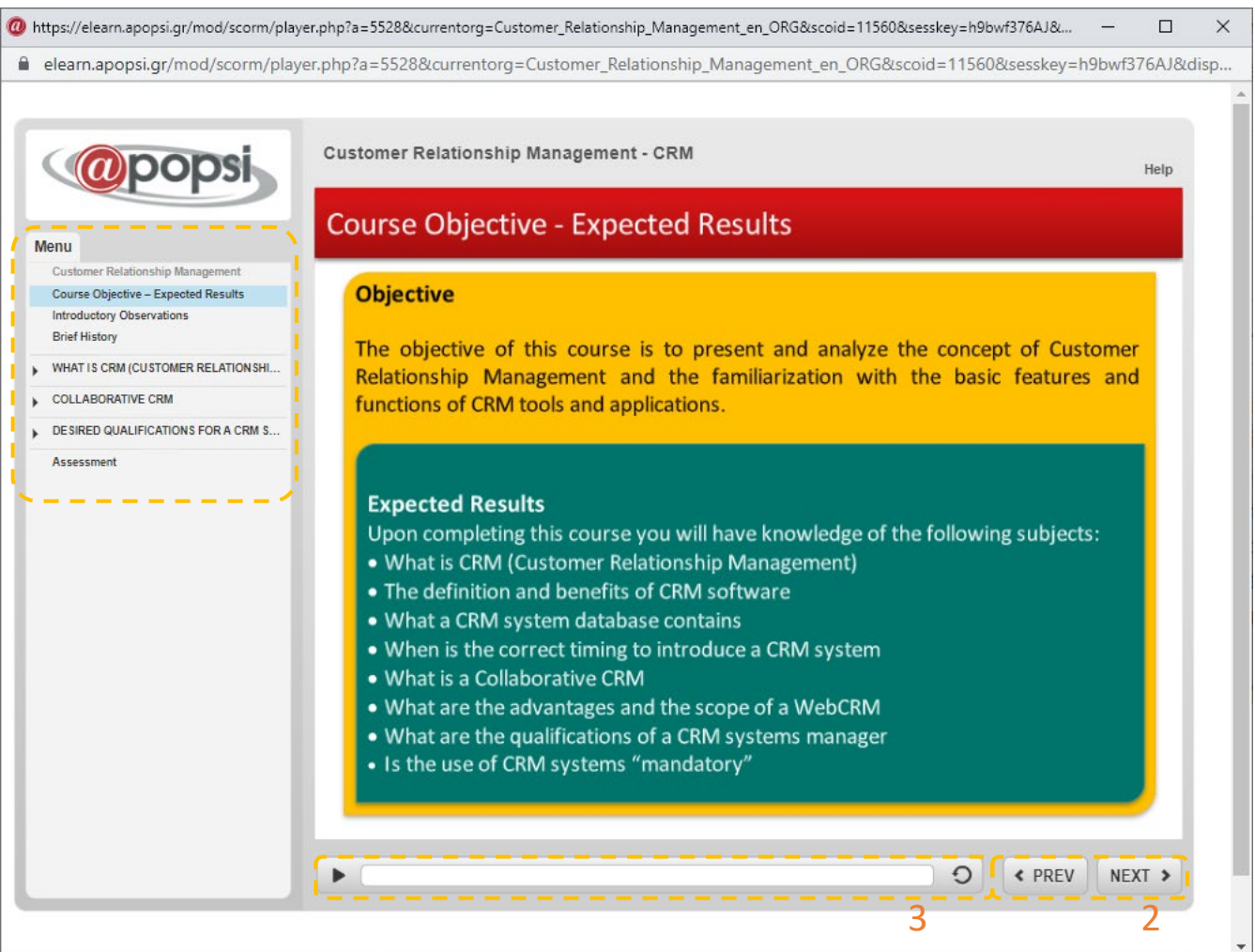
Digitized educational content in SCORM format and structure opens in a new window. For optimal visibility, it is recommended that you press the maximize button on your web browser.



At any time that you wish, you can leave the lesson by closing the lesson window.

Navigation in the educational material

Having opened your training material, the following screen appears. On the left side (point 1), you can see the menu with the contents of the course. From there, you can choose if you want to go directly to a specific section without attending the whole lesson, just by clicking on its name. At the bottom right, there are the navigation buttons (point 2) which take you to the previous and the next slide. Next to them there is a time bar (point 3), which represents the duration of the specific slide.



The screenshot displays a web browser window with the URL https://elearn.apopsi.gr/mod/scorm/player.php?a=5528¤torg=Customer_Relationship_Management_en_ORG&scoid=11560&sesskey=h9bwf376AJ&.... The page title is "Customer Relationship Management - CRM" and the current slide is titled "Course Objective - Expected Results".

On the left side, a menu (point 1) is visible, listing the course contents:

- Customer Relationship Management
- Course Objective - Expected Results
- Introductory Observations
- Brief History
- WHAT IS CRM (CUSTOMER RELATIONSHI...
- COLLABORATIVE CRM
- DESIRED QUALIFICATIONS FOR A CRM S...
- Assessment

The main content area shows the following text:

Objective

The objective of this course is to present and analyze the concept of Customer Relationship Management and the familiarization with the basic features and functions of CRM tools and applications.

Expected Results

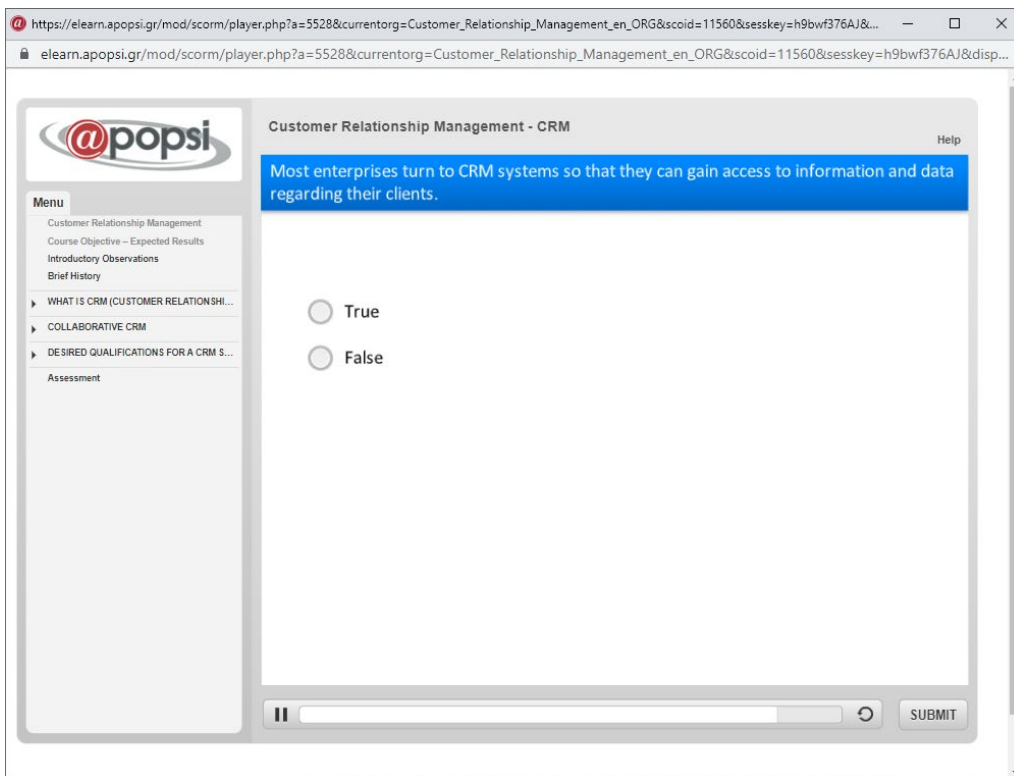
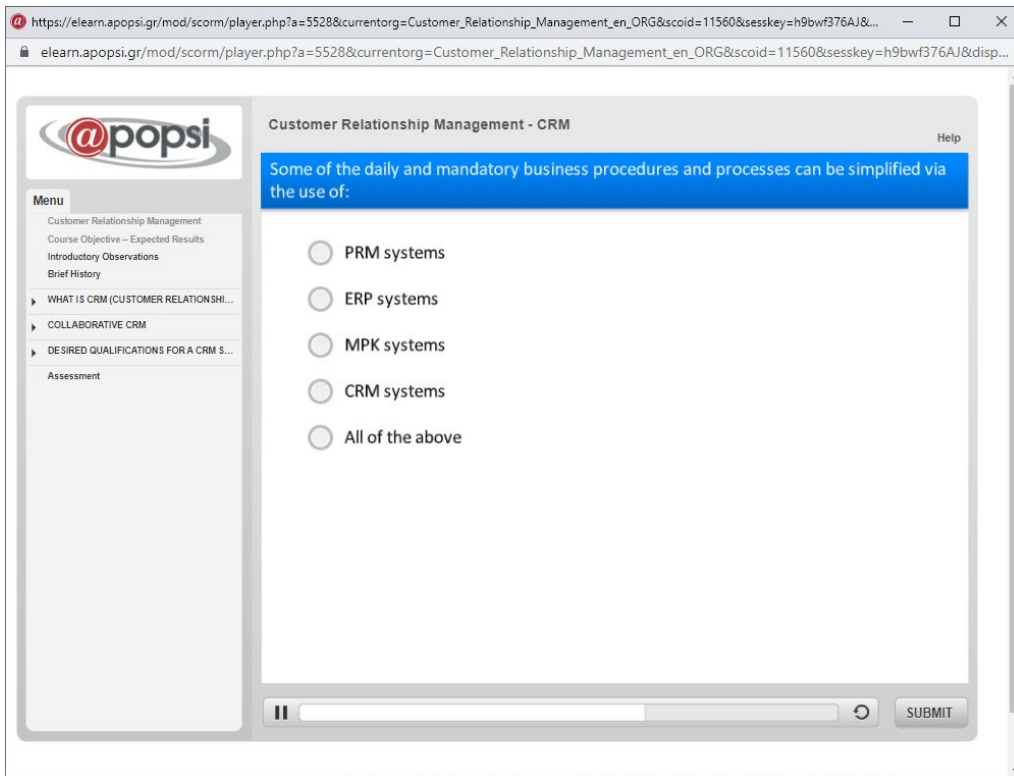
Upon completing this course you will have knowledge of the following subjects:

- What is CRM (Customer Relationship Management)
- The definition and benefits of CRM software
- What a CRM system database contains
- When is the correct timing to introduce a CRM system
- What is a Collaborative CRM
- What are the advantages and the scope of a WebCRM
- What are the qualifications of a CRM systems manager
- Is the use of CRM systems "mandatory"

At the bottom right, there are navigation buttons (point 2) labeled "PREV" and "NEXT", and a time bar (point 3) with a play button and a progress indicator.

Self-assessment & Quizzes

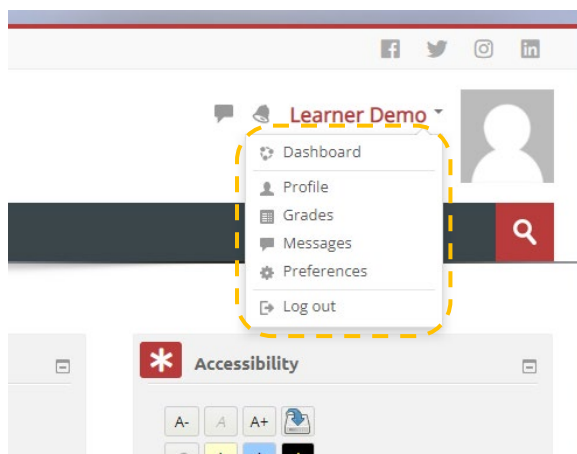
The evaluation can have different types of questions, right-wrong, multiple choice, filling in the blank, etc. Some examples are presented below:



System menu

The main structure elements of the LMS are available at the home page and in several other pages:

1. Navigation
2. Profile
3. Preferences
4. Messaging



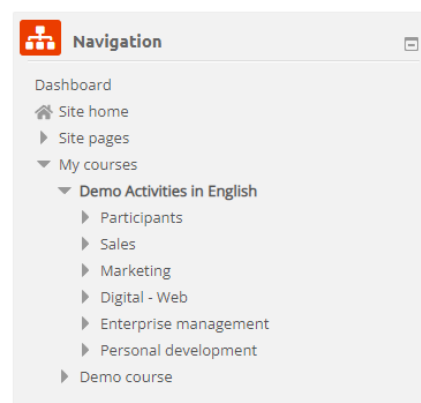
Navigation

The Navigation block at the right side of the page is used to navigate through the main pages like **Dashboard**, **Site home**, **My Courses**.

Dashboard is your start page where the courses that you are enrolled to, are listed.

At **Site Pages** you can find:

- 1) Tags which help you search into courses. Tags are defined from teachers during course creation.
- 2) Calendar, which is an event calendar. Events can be: meetings, web conferences, assignments.

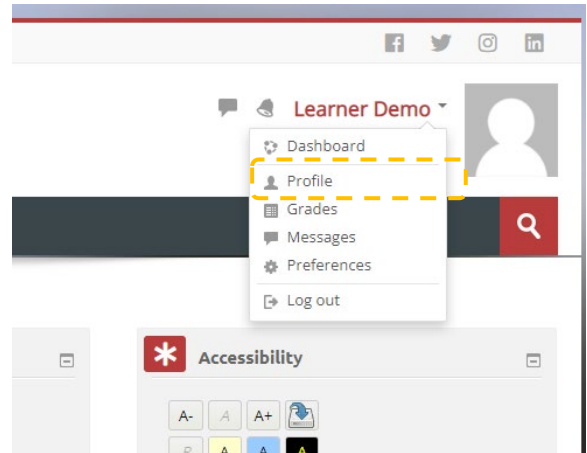


Profile

As an authenticated user you can view and edit your profile information. Select your name on the top right corner and in the sub menu select **View profile**

In the next page you see your general information.

In order to change your profile information, you click the link **“Edit profile”**



Learner Demo

User details

[Edit profile](#)

Email address
demolearner@live.com

Country
Greece

City/town
Αθήνα

Privacy and policies

[Data retention summary](#)

Course details

Course profiles
[Demo Activities in English](#)
[Demo μάθημα](#)

Miscellaneous

[My certificates](#)
[Forum posts](#)
[Forum discussions](#)

Reports

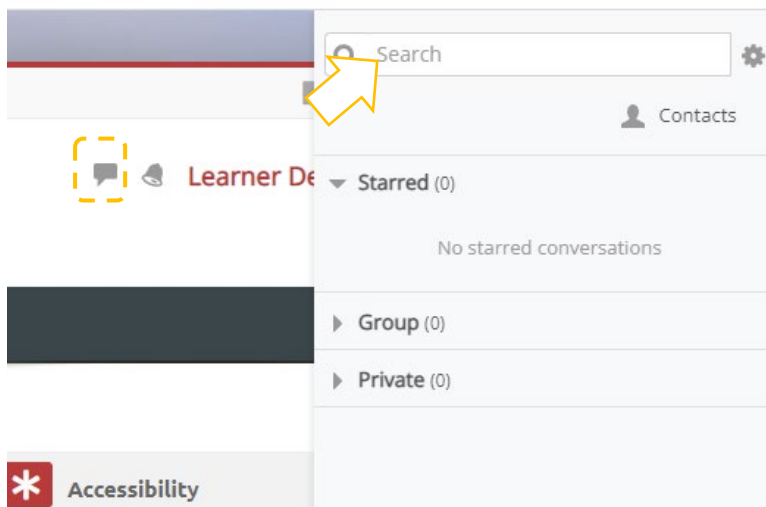
[Browser sessions](#)
[Grades overview](#)

Login activity

First access to site
Monday, 2 July 2018, 10:51 AM (3 years 230 days)

Last access to site
Thursday, 17 February 2022, 9:39 AM (now)

Messaging



The LMS gives you the ability to contact with other users (your teacher and classmates) via personal messages. You just click on the Messaging icon on the top bar left from your name.

Annex

- Several learning activities and resources are opened in popup window. You have to take care of your browser security settings in order to allow popups from this specific URL. If you have an add-on for extra protection (Popup blocker) make the same settings, there.