

## StrongStart Learning Management System (LMS) and Technical Questions

### Q. What is a Learning Management System (LMS)?

Learning Management Systems are used to deliver, track, and report online training activities. Training may be self-paced, facilitated by an instructor, or a combination of the two.

The required *EEC Essentials 2.0* and the EEC Essentials Refresher course packages are all self-paced.

### Q. How do I register for a new account and log into the system if I've never used the LMS?

Here are the steps for you to create your account and access the StrongStart Learning Management System (LMS):

1. Go to the Professional Portal: <https://childcare.mass.gov/educators/dashboard>
2. Select **Create an account** to create your MyMassGov (MMG) account. This account will help you sign into the Professional Portal and the StrongStart Learning Management System (LMS).
3. Enter your Name, Email address, and mobile number to create your MyMassGov account.
4. Click to Accept Release Statement .
5. Fill in profile fields .
6. Once you're signed in to the Professional Portal, click the StrongStart link to enter the LMS .
7. If you had an LMS account previously, it should match your learning history to your account. If your learning history is not in your account, please submit a help request at the EEC ServiceNow Portal: <https://massgov.service-now.com/eec>. To view your learning history, click on **Transcript** from your StrongStart Dashboard.

For more detailed steps, please visit <https://www.mass.gov/how-to/register-for-a-mymassgov-personal-account>

### Q. How do I enroll in the EEC Essentials Refresher?

You can find all details and FAQs for the EEC Essentials 2.0 and the EEC Essentials Refresher requirements on the [EEC Website](#) at the bottom of the page under **Additional Resources**.

To enroll in the EEC Essentials 2.0 or the EEC Essentials Refresher course:

1. Open the menu (☰) at the top right and select **Catalog**.
2. Under Categories, select **EEC Required Courses**
3. Choose **EEC Essentials 2.0** if you haven't completed the 2.0 training. If you've already completed the EEC Essentials 2.0, select **EEC Essentials Annual Refresher** to complete the annual refresher training. **Note: You cannot enroll in the refresher training until you**

**complete the EEC Essentials 2.0 package. If you completed the EEC Essentials 2.0 in the old LMS and it's not in your learning history, please submit a ServiceNow ticket at <https://massgov.service-now.com/eec>**

4. [Optional] Open the **Language** filter menu, select your preferred language, and select apply.
5. Select **Enroll** for the version you need.
6. If you work in an early childhood program (center-based and family child care), you will enroll in the **For FCC and Center-Based Educators** version. If you work in an Afterschool and Out-of-School (ASOST) program, you will enroll in the **For After-School and Out-of-School Educators** version.

#### Q. How do I enroll in a self-paced course?

You can watch this [tutorial](#) or follow the steps below to enroll in a self-paced course:

1. Log into [StrongStart](#)
2. Select **Catalog** from your Dashboard. Alternatively, select the menu icon (☰) in the top right corner and select **Catalog**.
3. Select **Course type** under **Filter by** in the **Catalog**, check the **Self-paced courses** box, and select **Apply**.
4. Find the self-paced course you want and select **Enroll** on the course tile.
5. After you select **Enroll**, the button will change into **Start** on the course tile. Select the **Start** button to begin your course.
6. After you enroll into a course, it will appear in **My Courses**. You can navigate to **My Courses** from your Dashboard after you log in or select the menu icon in the top right corner and select **My Courses**.

#### Q. How do I enroll in an instructor-led course?

You can watch this [tutorial](#) or follow the steps below to enroll in an Instructor Led course:

1. Log into StrongStart
2. Select **Catalog** from your Dashboard. Alternatively, select the menu icon (☰) in the top right corner and select **Catalog**.
3. Select **Course type** under **Filter by** in the **Catalog**, check the **Instructor led course** box, choose the date range and location if you have specific details, or leave both as **Any**, and select **Apply**.
4. Find the instructor led course you intend to enroll in and select the **Choose Session** button on the course tile.
5. In this section, you can find the details of all **Upcoming Sessions** of that course, including the instructor, the location of the class, class size, remaining seats available, start and end time, recurrence if applicable, and other relevant information.
6. Select **Enroll** on the Session that works for you. You will then be taken to a page titled **My Session** within that course. All relevant information about the session you have just

enrolled in, including the location (Zoom link for online and physical address for in-person), can be found here.

7. After you enroll in a Session of an instructor led course, it will appear in **My Courses**. You can navigate to **My Courses** from your Dashboard after you log in or select the menu icon in the top right corner and select **My Courses**.

#### Q. Is there sound/audio in the self-paced courses?

Yes. You will need speakers or headphones to listen to the narration.

#### Q. I forgot my MyMassGov (MMG) login/username. How can I get into the system?

If you have access to the email address on you MMG account, you can reset your password anytime from the login page by selecting ‘**Forgot Password**’ and following the steps:

1. Enter your email address
2. Open the email with the subject **Verify your email address** from MyMassGov (login@noreply.mass.gov) and copy and paste the 6-digit code from the email to the **Verification code** box in your browser
3. Select **Text Me** or **Call Me** and click on **SEND VERIFICATION CODE**.
4. Copy the 6-digit MyMassGov verification code you receive through either text message or phone call, and enter it in **Enter code** box, then click on **VERIFY**
5. Type in a new password and click on **CONTINUE**, and you will be taken to your **EEC Professional Portal Dashboard**.

#### Q. Can I take LMS training packages on my phone or tablet?

Yes, the LMS is compatible with Android and iOS mobile devices (Smart Phone, iPad, or Tablet) as well as desktop and laptop computers.

All you need is a stable internet connection and the current version of a commonly used internet browser. Supported browsers include Microsoft Edge, Chrome, and Firefox. Safari is not a recommended browser for learning management systems.

#### Q. How do I print a certificate after I have completed a training?

1. Sign into StrongStart, then select **Transcript** on your Dashboard. You can also get to your transcript by opening the menu (three horizontal lines) at the top right and selecting **Transcript**.
2. Select **Certificates** on the top (underneath **TRANSCRIPT FOR YOUR NAME**) if you need to view, download or print certificates for eligible courses you have completed.
3. Select **Courses** on the top (underneath **TRANSCRIPT FOR YOUR NAME**) if you need to view the detailed records of individual courses.
4. For detailed steps on how to view, print and save a certificate:  
<https://eec.myabsorb.com/files/1ace5e45-e71a-43b6-8c0d->

[fb9231633e54/Public/Resources/How%20to%20View%20a%20Certificate%20of%20Completion%20-%20English.pdf](https://eec.myabsorb.com/files/1ace5e45-e71a-43b6-8c0d-fb9231633e54/Public/Resources/How%20to%20View%20a%20Certificate%20of%20Completion%20-%20English.pdf)

**Q. Does each training module in a course package have its own certificate?**

No. You must complete all the course modules in a training package.

**Q. Can I print my certificate later or reprint my certificate?**

Yes, please follow the below steps.

1. Sign into StrongStart, then select **Transcript** on your Dashboard. You can also get to your transcript by opening the menu (three horizontal lines) at the top right and selecting **Transcript**.
2. Select **Certificates** on the top (underneath **TRANSCRIPT FOR YOUR NAME**) if you need to view, download or print certificates for eligible courses you have completed.
3. Select **Courses** on the top (underneath **TRANSCRIPT FOR YOUR NAME**) if you need to view the detailed records of individual courses.
4. For detailed steps on how to view, print and save a certificate:  
<https://eec.myabsorb.com/files/1ace5e45-e71a-43b6-8c0d-fb9231633e54/Public/Resources/How%20to%20View%20a%20Certificate%20of%20Completion%20-%20English.pdf>

**Q. I enrolled in the wrong training. Is it possible to drop a training after enrolling?**

Yes, please follow the below steps to unenroll from a training.

1. Go to <https://massgov.service-now.com/eec> on your browser.
2. Select **StrongStart LMS** under **Application**
3. **Provide your Date of Birth**
4. Let us know the name of the course you would like us to unenroll you from, and we will notify you once it's done.

**Q. Can I go back to review a training module that I already completed?**

You can review course material for any courses you've completed at any time.

1. Select **Transcript** on your Dashboard after you log into StrongStart. Or open the menu (three horizontal lines) at the top right and select **Transcript**.
2. Select **Courses** on the top (underneath **TRANSCRIPT FOR YOUR NAME**).
3. Select **View** to open the course you wish to review and select **View** again to start reviewing the course content.

Note that revisiting (retaking) a course will not result in a new certificate of completion. This is simply to review the course material or download course resources.