



Frequently Asked Questions

Q. How do I get an account to access the ALMS?

R. To get account access to the ALMS, you must first have an AKO account. You can then go to [Army Knowledge Online \(AKO\)](#) and log-in or create an account. From there, select the My Education link. You will then see the ALMS portal. To access the system, you must be active Army, National Guard or DA Civilian. Neither retirees nor family members have access to the ALMS.

Q. I successfully completed a course but it did not mark complete.

R. You must also have completed the Letter of Instruction (LOI) and successfully completed the exam, as well as any associated evaluations or surveys. Only after you have all modules marked successful and shown in your detailed training record will you be able to print the course completion certificate from your Transcript.

Note: Ensure that within the courseware, you exit using the courseware-provided Exit button and not the "X" (window close) located in the upper right corner of the window, unless no other exit button is provided. The LOI will provide you with specific navigation instructions, if applicable.

Q. If I have a question regarding exam content, whom do I contact?

R. If you have a question concerning the content of any course or exam, you can contact the Army Training Help Desk (ATHD) web site at <https://athd.army.mil/>, and click on the "Submit a Trouble Ticket" tab to ask your question. Please select one of the Learning Management Systems and the Course Name. Then, submit your question. ATHD will route your question to the proper authority and provide a response to you. You can also call the help desk at 1-800-275-2872.

Q. Can I use the ALMS on a MAC computer?

R. Yes, you can use a MAC with the ALMS. Please make sure you use Internet Explorer as your browser choice. The ALMS and the courses hosted on the ALMS are tested to run optimally on the Army Golden Master's personal computer image. For an optimal training experience, please view the Browser Check link on the ALMS home page and set your computer accordingly.

Q. Where do I go to launch my courses?

R. There are three portlets on the ALMS home page from which you can launch your course: Using the "registration date" sort order filter, the In-Progress Learning portlet will list your three most recently registered certifications and allow you to go directly to them. Compliance will remind you when you have recurring training (such as mandatory training) which is about to expire. Recurring training requirements listed in this portlet show when they are due and will stay until you complete the training or the requirement is removed. Clicking on the course title will let you register for the training and get you on your way to completion. Assigned Learning lists the three most recent courses or certifications assigned for you to complete. If you've already been registered for them, perhaps through ATRRS, the Portlet will provide a link to that course on your 'In-Progress Learning' page. If you haven't been pre-registered, clicking the course name starts the registration process.

You can also access the pages associated with these portlets by clicking the page/section name in the left hand navigation pane, or the View All link within the respective portlet.

Q. Why am I unable to see the launch button for my course content? (Refer to ALMS Help feature)

R. Some content is designed to be opened in sequential order. You must view the Letter of Instruction (LOI) first before the launch button will appear for the remainder of the content. If you have already

opened the LOI and still need help, please view the ALMS tutorial for a step by step guide on launching content, or contact the ATHD help desk at <https://athd.army.mil/> or 1877-251-0730.

Q. Can I change the way courses are displayed on the In-Progress Learning page? (Refer to ALMS Help feature)

R. The In-Progress Learning page, by default, displays certifications by order of assigned on date. The sort order may be temporarily changed by accessing the sort drop-down menu and selecting a different priority. **Be advised that certain courses require that the lessons be completed in a specific order. If you modify the sort, the lessons most often are not displayed in the order they should be completed.

Q. Are there specific computer configuration settings that I need to be aware of for use of the ALMS?

R. There is a Browser Check link under the Resources portlet on the ALMS home page that will allow you to check your browser settings. This feature will show your computer's setting versus the recommended settings for optimal use of the ALMS. Adjust your computer settings as needed.

Refer to your course's LOI for specific recommendations for an optimized training experience. Depending on the browser, you may need to enable or disable Compatibility Mode.

Please note that enabling Compatibility Mode in IE11 requires a series of steps:

1. Navigate to the Army Learning Management System at <https://www.lms.army.mil>.
2. In the Internet Explorer toolbar at the top of the screen, select "Tools."
3. Select "Compatibility View settings."
Note: If the toolbar is not visible, right-click in the space at the top of the browser window and select "Menu bar."
4. The URL base "army.mil" should appear in the text field at the top of the "Compatibility View Settings" window under "Add this website."
5. Select "Add."
6. The URL will now appear in the second text field, "Websites you've added to Compatibility View."
7. Select "Close."
8. The page will refresh. You are now operating in Compatibility Mode.

Q. How do I search for a course in the ALMS? (Refer to ALMS Help feature)

R. Click the Search link from the left hand side of the ALMS home page. (Furthermore, you can use the "Search Catalog" sub-link from the left hand side of the page for general searches, and the "Search ACCP" sub-link to find those courses." From the ALMS Catalog Search page, enter a title, description, or keywords in the *Search* Field. Click the *Search* button to execute your search.

Note: Simple search looks at Title, description, keywords, and shows results in alphabetical order by course title. You can also use the *Advanced Search*. Advanced search provides more parameters to facilitate your search (keywords, delivery type, date range, location & facility, etc.).

Q. How do I register for a course in the ALMS? (Refer to ALMS Help feature)

R. Find the desired Course/Product in the search results. Click on the Begin Registration link. ALMS will display the registration details page. Click on the Complete Registration button. The Registration Confirmation page will be displayed.

Note: ATRRS/CHRTAS-managed courses must be registered for via the appropriate site.

Q. How do I locate / print my certificate for a course I have completed in the ALMS?

R. The ALMS Transcript page (located in the Completed Learning Portlet), displays a list of the courses you have completed. To print a certificate, select the "Actions" link from the Transcript page and choose the Print Certificate option. A separate window will appear displaying your certificate. Click on the "Print" link located at the upper left of the window. A print window will appear. Follow the instructions to print your certificate.

Note: The above steps are dependent upon your browser version and computer configuration. If these steps do not match your configuration please consult with your network/computer technician to print your certificate.

Q. Where do I find system announcements?

R. Critical announcements such as those for ALMS downtime periods are posted within the ALMS portlets located on AKO's My Education page, and My Training page, and the ATHD web page announcements area. You do not have to be logged in to ALMS to view these announcements. Critical announcements and other system information items are also located within the Announcements Portal located on the ALMS Home Page and can be seen in full by using the "click here" link in that portal.