Learning Gateway Navigation Guide

North Carolina DSS and DHHS staff members who provide Eligibility Information Services can access training courses and track progress through the NC FAST Learning Gateway. After you have completed training courses, you can return to the site to print training materials and to re-take lessons and WBTs. You will be notified on FAST Help or via the weekly Postcard as new training courses are added to the system.

Setting Up Your Account

Whether or not you took online training courses for NC FAST Project 1 (Food and Nutrition Services), you will need to create a new account in the NC FAST Learning Gateway. Begin by opening a web browser, entering https://ncfasttraining.nc.gov/ into the address bar, and clicking the Enter key.

User Name and Password

Click on the icon next to “Create New Account.” You will be asked to enter a user name. This must be unique and all lower case. It is recommended you use your first name, a dot or period, and your last name. Enter a valid password. Be sure to remember your user name and password for future reference.

Email Address

An email address is required and must be unique. For system security, you may only use an email address from an approved domain (like @dhhs.nc.gov). All county DSS office email domains are allowed. Domains from Yahoo mail, Gmail, education institutions, etc. cannot be used. If your email address is not accepted by the system and it is a valid workplace email account, please notify your County Champion so that he or she can contact the NC FAST Learning Gateway support staff and request an update to our authentication system.

Automatic Course Enrollment

You will be asked several important questions when setting up your account. If you work in a county DSS office, the most critical set of questions is located under the section entitled “What tasks do you routinely perform?” The answers to these questions are used to automatically create an Individualized Learning Plan and to enroll you in courses specific to your job duties.

If you have a change in work duties (for example, you are promoted to a supervisory role), you may edit your profile at a later date. Updating your answers to the questions will automatically enroll you in courses specific to your new role.
Please answer each of these questions carefully and accurately. If you incorrectly answer a question “Yes,” and complete the account setup process, you will be enrolled in one or more courses you are not required to take. Unfortunately updating the answer to the questions in the profile will not remove you from the course. If this occurs, you will need to contact the NC FAST Learning Gateway support staff for assistance.

Once you have completed all the required fields, click the “Create New Account” button at the bottom of the page. A screen will appear informing you that will receive an email with instructions on how to complete the process and confirm your account. Once this is done, return to the NC FAST Learning Gateway and log in using your account information.

**Learning Plan**

When you log-in to the NC FAST Learning Gateway, you will be brought to your Learning Plan home page. The Learning Plan will consist of one or more programs, each of which contains one or more courses. You were automatically enrolled in these programs and courses based on the work tasks you indicated performing when you created your account. The programs and courses are listed in the order in which they should be taken.

Some required courses may be unavailable until you have completed one or more prerequisites If this is the case, the ‘Class Instance’ will display as ‘N/A’ and the Status will read ‘Not enrolled’. Once you have completed the prerequisite(s), you will be automatically enrolled in the required courses.

To access a course, click on the title/hyperlink under the words ‘Course Description’ in your Learning Plan. You may also access a course from the Navigation block by toggling ‘My courses’ and clicking on the desired course hyperlink.

**Blocks**

Three blocks will appear on the left side of your screen when you are logged in to the system. If you prefer, you can ‘dock’ these blocks to the border of the site by clicking on the icon which reads “Move this to the dock” when you move your mouse over it.

The Navigation Block allows you to quickly move around the NC FAST Learning Gateway. Clicking on “Site home” takes you to the front page of the site. Clicking on the toggle next to “My profile” allows you to view your profile.
Clicking on the toggle next to “My courses” and clicking on the short name for a course allows you to quickly access any course.

The **Settings Block** allows you to make changes to your account. You can update your profile, change your password, and view the Messaging settings established for your role.

The **Program Management Block** contains useful information for managing your learning experience. Under ‘Learning Plan’, you can view current classes and an overview of all programs you are enrolled in. The waitlist icon is not currently in use. Under ‘Reports’ you can access Individual Course Progress and Individual User reports.

**Breadcrumbs – Finding your place with a little help**

The NC FAST Learning Gateway allows you to use “breadcrumbs” to help you get back to places you have already been in the system without having to use the “back” button. Click on any hyperlink in the Navigation bar to immediately return (in the example above) to a course (EIS-RECEPTION) or to your Learning Plan (MY HOME).

**To Learn More...**

The first course that will appear on your Learning Plan, *Introduction to Learning NC FAST*, contains additional information about course structures, learning elements, and how you can track your progress in the NC FAST Learning Gateway.