



Board of Assessment Appeals LMS Step by Step Guide Training Module 1

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Introduction

- This is a step-by-step guide to using the CCAP Online Learning Solutions Learning Management System (LMS) for the Pennsylvania Board of Appeals Training Module #1.
- This LMS training program is for all Pennsylvania board of assessment appeal/revision, exemption and auxiliary board members to satisfy the requirements of [Act 155 of 2018](#) which requires all members of these boards to complete training to continue to hear county property tax assessment appeals.



Introduction (continued)

- All individuals who serve on a board as of January 1, 2020 must complete their respective training modules by June 30, 2020.
- Anyone appointed to a board after January 1, 2020 will have six months from the time of their appointment to complete the training.
- **Please read this guide carefully as there is important information that contributes to the success of using the LMS to complete training.**

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Registration

- You must be registered in order to access the LMS training modules.
- Registration questions can be directed to pacountiestraining@pacounties.org
- Once registered in the LMS, you will receive an email with the training module link, login information and password.



LMS Registration Email Example

Fwd: A new on-line learning account has been created for you



Blurred text, likely the sender's name and email address.

Blurred text, likely a warning or disclaimer about the email's content.

----- Forwarded message -----

From: **CCAP Security Admin (via Training)** <admin@pacounties-gov.cofenselms.com>

Date: Thu, Feb 20, 2020 at 10:00 AM

Subject: A new on-line learning account has been created for you

To: [Redacted]

Hi [Redacted]

A new account has been created for you at 'CCAP LMS' and you have been issued with a new temporary password. Your current login information is now:

username: [Redacted]

password: [Redacted] (you will have to change your password when you login for the first time)

To start using 'CCAP LMS', login at <https://pacounties-gov.cofenselms.com>

If you experience difficulty with logging in, please click on "Forgot Password", on the login page, to reset your password.

Best regards,

CCAP Security admin



Registration (continued)

- You will be registered for each individual training module as they are different links.

Example: If you registered for Modules 1 and 2, then you will receive two separate emails, one for Module 1 and one for Module 2.

- The login and password are for the LMS system, therefore they can be used for each training module.
- Questions or issues, please contact pacountiestraining@pacounties.org



Module Registration Email Example

----- Forwarded message -----

From: **CCAP Security Admin (via Training)** <admin@pacounties-gov.cofenselms.com>

Date: Wed, Mar 18, 2020 at 9:35 AM

Subject: Added to Pennsylvania Board of Assessment Appeal Training Module 1

To: [Redacted]

Hello [Redacted]

You have been enrolled in Pennsylvania Board of Assessment Appeal Training Module 1. [Redacted]

Please click <https://pacounties-gov.cofenselms.com/course/view.php?id=263> to access your assigned training.

[Redacted]



Housekeeping Notes

- The LMS system can be accessed from a laptop or tablet device. Smartphones or smaller tablet devices would make viewing the videos and completing the quiz sections challenging.
- Web browsers such as Google Chrome, Safari, Internet Explorer work best with the LMS system.
- Please note that video sections in the system are 1 hour in duration or longer. Please make sure your internet connectivity is compatible with streaming videos. There is no option to download the videos.

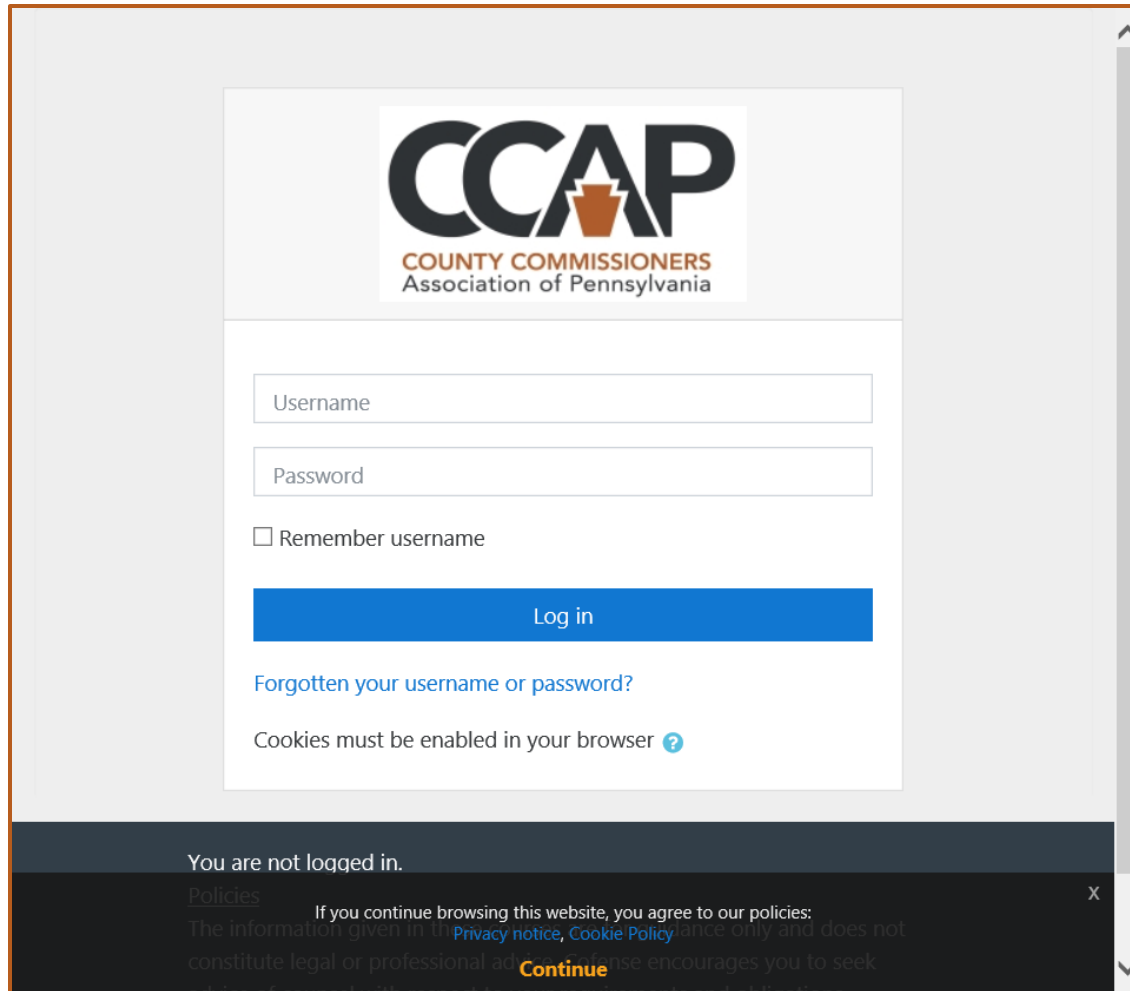


Logging Into LMS

- Once you have received the LMS registration email, select the link to open in a web browser.
- Enter the email address provided to CCAP as the login username and provided password.
- Select Log In to continue.

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Login Screen Example



CCAP
COUNTY COMMISSIONERS
Association of Pennsylvania

Username

Password

Remember username

Log in

[Forgotten your username or password?](#)

Cookies must be enabled in your browser [?](#)

You are not logged in.

[Policies](#)

If you continue browsing this website, you agree to our policies:
The information given in the [Privacy notice](#), [Cookie Policy](#) and [Terms of Use](#) only and does not
constitute legal or professional advice. Our website encourages you to seek
advice from a qualified professional.

Continue



LMS Home Page

- Once you have successfully logged in to the LMS site, you will see the module(s) that you have been registered for.
- If you see a module that you registered for not listed on your screen, please contact pacountiestraining@pacounties.org.

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LMS Home Page Example

The screenshot displays an LMS dashboard interface. At the top left, there is a CCAP logo and the text 'Dashboard'. On the right side of the top bar, there is a user profile icon. A left-hand navigation sidebar is visible, containing a 'Dashboard' link and a 'My courses' section with three course entries: 'Pennsylvania Board of Assessment Appeal Training Module 3', 'Pennsylvania Board of Assessment Appeal Training Module 2', and 'Pennsylvania Board of Assessment Appeal Training Module 1'. The main content area is titled 'Course overview' and features a filter dropdown set to 'All'. Below this, there is a table of courses. The table has three columns: course name, completion status, and an options menu. The 'Sort by' dropdown is set to 'Course name', and the 'List' view icon is selected. A red arrow points to the 'List' view icon with the text: 'Select the List View to see all of the courses and completion status.' The table lists three modules, all with '0% complete' status. At the bottom of the table, there is a 'Show' dropdown set to '12'.

Course Name	Completion Status	Options
Pennsylvania Board of Assessment Appeal Training Module 1	0% complete	...
Pennsylvania Board of Assessment Appeal Training Module 2	0% complete	...
Pennsylvania Board of Assessment Appeal Training Module 3	0% complete	...

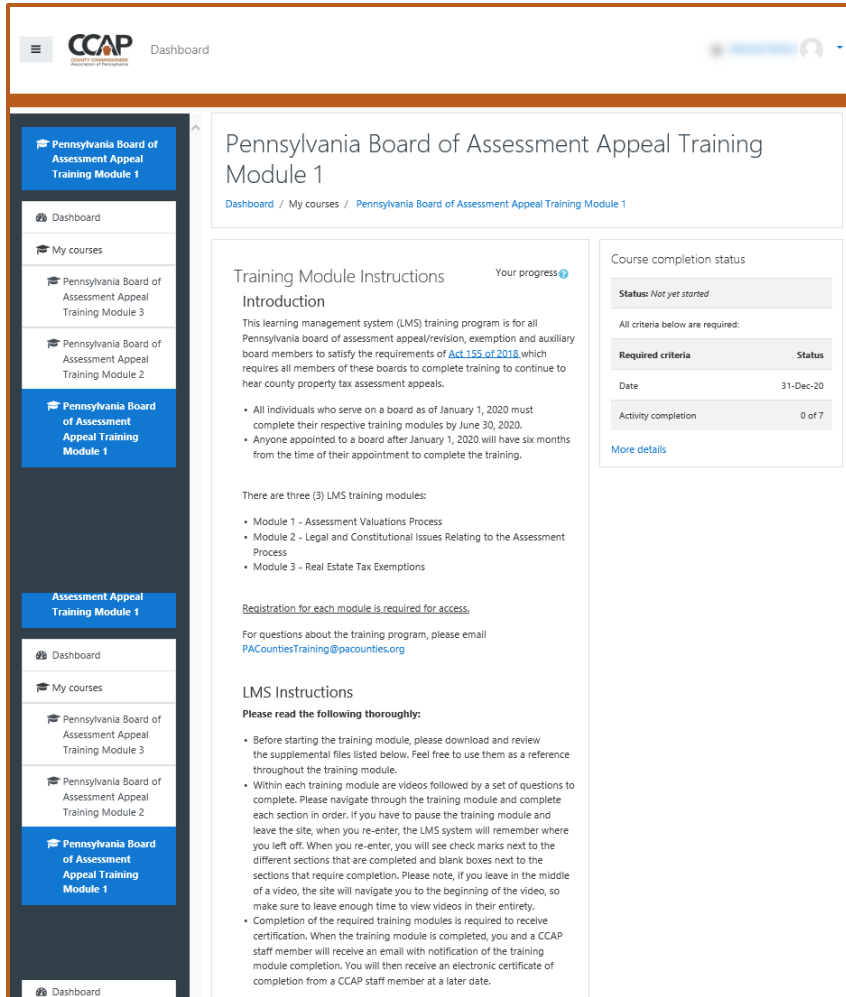


LMS Home Page (continued)

- Select the Training Module you would like to begin.
- The screen will change to the selected Training Module.
- Begin the Training Module by reading through the instructions and downloading the supplemental files.
- Below the Instruction section is the training module with the sections. You must complete each section in sequential order to successfully complete the training module.
- Questions on the Training Module, please contact pacountiestraining@pacounties.org.

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Training Module #1 - Main Screen



CCAP Dashboard

My courses

- Assessment Appeal Training Module 3
- Assessment Appeal Training Module 2
- Assessment Appeal Training Module 1**

Pennsylvania Board of Assessment Appeal Training Module 1

Dashboard / My courses / Pennsylvania Board of Assessment Appeal Training Module 1

Training Module Instructions

Your progress

Introduction

This learning management system (LMS) training program is for all Pennsylvania board of assessment appeal/revision, exemption and auxiliary board members to satisfy the requirements of [Act 155 of 2018](#), which requires all members of these boards to complete training to continue to hear county property tax assessment appeals.

- All individuals who serve on a board as of January 1, 2020 must complete their respective training modules by June 30, 2020.
- Anyone appointed to a board after January 1, 2020 will have six months from the time of their appointment to complete the training.

There are three (3) LMS training modules:

- Module 1 - Assessment Valuations Process
- Module 2 - Legal and Constitutional Issues Relating to the Assessment Process
- Module 3 - Real Estate Tax Exemptions

Registration for each module is required for access.

For questions about the training program, please email PACountiesTraining@pacounties.org

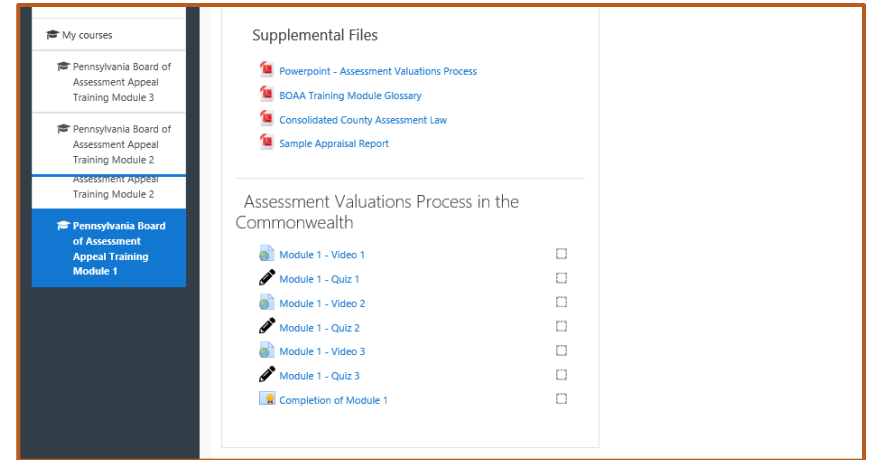
LMS Instructions

Please read the following thoroughly:

- Before starting the training module, please download and review the supplemental files listed below. Feel free to use them as a reference throughout the training module.
- Within each training module are videos followed by a set of questions to complete. Please navigate through the training module and complete each section in order. If you have to pause the training module and leave the site, when you re-enter, the LMS system will remember where you left off. When you re-enter, you will see check marks next to the different sections that are completed and blank boxes next to the sections that require completion. Please note, if you leave in the middle of a video, the site will navigate you to the beginning of the video, so make sure to leave enough time to view videos in their entirety.
- Completion of the required training modules is required to receive certification. When the training module is completed, you and a CCAP staff member will receive an email with notification of the training module completion. You will then receive an electronic certificate of completion from a CCAP staff member at a later date.

Required criteria	Status
Date	31-Dec-20
Activity completion	0 of 7

[More details](#)



My courses

- Assessment Appeal Training Module 3
- Assessment Appeal Training Module 2
- Assessment Appeal Training Module 1**

Supplemental Files

- Powerpoint - Assessment Valuations Process
- BOAA Training Module Glossary
- Consolidated County Assessment Law
- Sample Appraisal Report

Assessment Valuations Process in the Commonwealth

- Module 1 - Video 1
- Module 1 - Quiz 1
- Module 1 - Video 2
- Module 1 - Quiz 2
- Module 1 - Video 3
- Module 1 - Quiz 3
- Completion of Module 1



Training Module #1 - Sections

- Training Instructions
- Module 1 - Video 1
- Module 1 - Quiz 1
- Module 1 - Video 2
- Module 1 - Quiz 2
- Module 1 - Video 3
- Module 1 - Quiz 3
- Completion of Module 1

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Training Module #1 – Sections (continued)

- Review the Training Instructions sections and download the supplemental files.
- Below the Instruction section is the training module with videos, quizzes and the last step of completing the module.
- You must complete each section in sequential order to successfully complete the training module.

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Training Module #1 – Sections (continued)

- You do not need to complete the entire module in one sitting. You can complete each section separately and return later to work on the remaining sections.
- The Course Completion Status area on the right menu will update your status as you complete sections.
- Reminder to complete viewing of the videos entirely. If you stop the video and exit the training site, where you paused the video will not be captured and you will need to view the video from the beginning again.

Course completion status

Status: *Not yet started*

All criteria below are required:

Required criteria	Status
Date	31-Dec-20
Activity completion	0 of 7

[More details](#)

Module 1 - Video 1

Steps to complete this Section:

1. Select [Module 1 – Video 1](#) link.
2. A new window will open with the video player.
3. Select the Play button to view the video.
4. When the video is finished, close the window.
5. Refresh the LMS website to view the completed section.



[Module 1 - Video 1](#)

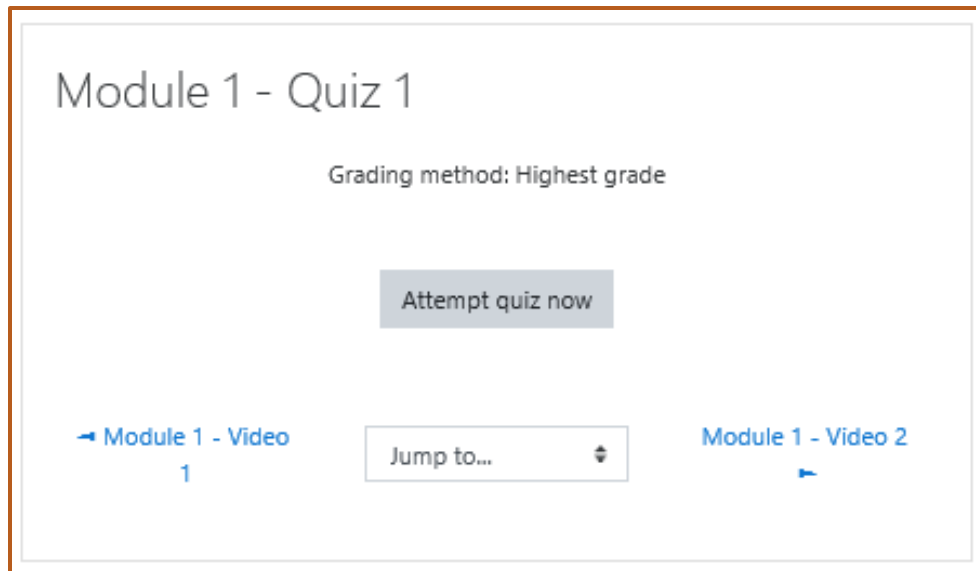


6. The check in the box means the section is completed.
7. Select [Module 1 – Quiz 1](#) to continue in the training.

Module 1 - Quiz 1

Steps to complete this Section:

1. Select [Module 1 – Quiz 1](#) link.
2. The screen will change to the quiz section.
3. Click on the “Attempt Quiz” button.



Module 1 - Quiz 1 (cont.)

Steps to complete this Section:

4. The screen will change to the list of questions.
5. Answer each question.
6. Select "Finish attempt" button at the bottom of the screen.
7. The screen will change to the summary page.
8. Select "Submit all and finish" button.
9. Select "Submit all and finish" in the Confirmation window.

A blue rectangular button with the text "Finish attempt ..." in white.A light gray rectangular button with the text "Submit all and finish" in dark gray.A confirmation dialog box with a blue header and a white body. The header contains the word "Confirmation" and a close button. The body contains the text "Once you submit, you will no longer be able to change your answers for this attempt." and two buttons: "Submit all and finish" (blue) and "Cancel" (light gray).

Confirmation

Once you submit, you will no longer be able to change your answers for this attempt.

Submit all and finish

Cancel

Module 1 - Quiz 1 (cont.)

Steps to complete this Section:

10. The screen will change to review the answers.
11. Select [Finish Review](#) link at the bottom to exit the quiz and return to the training module.
12. Select the [Module 1 – Video 2](#) link to continue to the next section.
13. Or, select the [Pennsylvania Board of Assessment Appeal Training Module 1](#) link to return to the main module view.

Module Completion Status Review

- To review the Module Completion Status, review the Course Completion status in the right menu.
- Select the [More Details](#) link to see more information.
- Select “Return to course” button to return to the module main screen.

Pennsylvania Board of Assessment Appeal Training
 Module 1: Completion progress details

[Dashboard](#) / [Completion progress details](#)

Status *In progress*

Required All criteria below are required

Criteria group	Criteria	Requirement	Status Complete	Completion date
Date passed	Remaining enrolled until a specified date	31 December 2020	No	-
Activity completion (all required)	Module 1 - Video 1	Viewing the url	Yes	April 21, 2020
	Module 1 - Quiz 1	Viewing the quiz, Achieving grade	Yes	April 21, 2020
	Module 1 - Video 2	Viewing the url	No	-
	Module 1 - Quiz 2	Viewing the quiz, Achieving grade	No	-
	Module 1 - Video 3	Viewing the url	No	-
	Module 1 - Quiz 3	Viewing the quiz, Achieving grade	No	-
	Completion of Module 1	Viewing the custom certificate	No	-

[Return to course](#)

Module 1 - Video 2

Steps to complete this Section:

1. Select [Module 1 – Video 2](#) link.
2. A new window will open with the video player.
3. Select the Play button to view the video.
4. When the video is finished, close the window.
5. Refresh the LMS website to view the completed section.

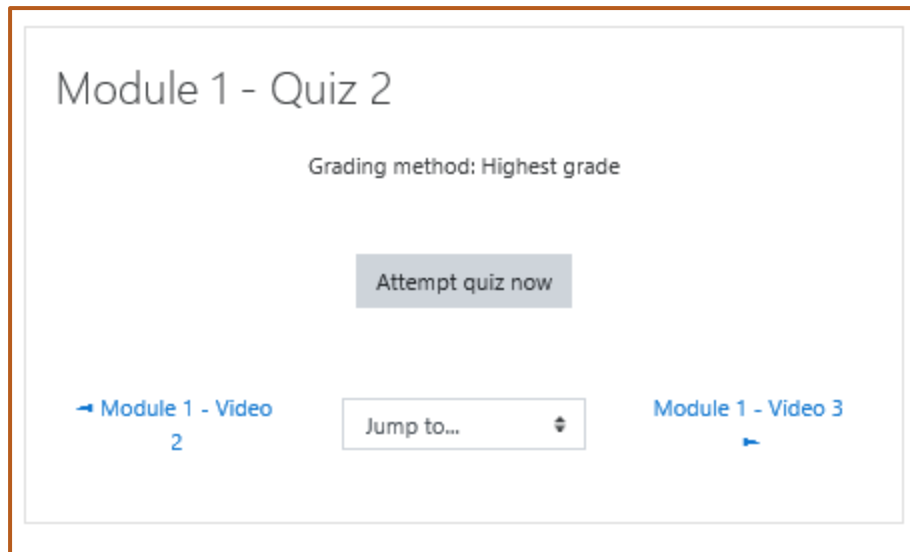


6. The check in the box means the section is completed.
7. Select [Module 1 – Quiz 2](#) to continue in the training.

Module 1 - Quiz 2

Steps to complete this Section:

1. Select [Module 1 – Quiz 2](#) link.
2. The screen will change to the quiz section.
3. Click on the “Attempt Quiz” button.



Module 1 - Quiz 2 (cont.)

Steps to complete this Section:

4. The screen will change to the list of questions.
5. Answer each question.
6. Select "Finish attempt" button at the bottom of the screen.
7. The screen will change to the summary page.
8. Select "Submit all and finish" button.
9. Select "Submit all and finish" in the Confirmation window.

A blue rectangular button with the text "Finish attempt ..." in white.A light gray rectangular button with the text "Submit all and finish" in dark gray.A confirmation dialog box with a blue header and a white body. The header contains the text "Confirmation" and a close button. The body contains the text "Once you submit, you will no longer be able to change your answers for this attempt." and two buttons: "Submit all and finish" (blue) and "Cancel" (light gray).

Confirmation

Once you submit, you will no longer be able to change your answers for this attempt.

Submit all and finish

Cancel

Module 1 - Quiz 2 (cont.)

Steps to complete this Section:

10. The screen will change to review the answers.
11. Select [Finish Review](#) link at the bottom to exit the quiz and return to the training module.
12. Select the [Module 1 – Video 3](#) link to continue to the next section.
13. Or, select the [Pennsylvania Board of Assessment Appeal Training Module 1](#) link to return to the main module view.

Module Completion Status Review

- To review the Module Completion Status, review the Course Completion status in the right menu.
- Select the [More Details](#) link to see more information.
- Select "Return to course" button to return to the module main screen.

Pennsylvania Board of Assessment Appeal Training
 Module 1: Completion progress details

[Dashboard](#) / Completion progress details

Status *In progress*

Required All criteria below are required

Criteria group	Criteria	Requirement	Status Complete	Completion date
Date passed	Remaining enrolled until a specified date	31 December 2020	No	-
Activity completion (all required)	Module 1 - Video 1	Viewing the url	Yes	April 21, 2020
	Module 1 - Quiz 1	Viewing the quiz, Achieving grade	Yes	April 21, 2020
	Module 1 - Video 2	Viewing the url	Yes	April 21, 2020
	Module 1 - Quiz 2	Viewing the quiz, Achieving grade	Yes	April 21, 2020
	Module 1 - Video 3	Viewing the url	No	-
	Module 1 - Quiz 3	Viewing the quiz, Achieving grade	No	-
	Completion of Module 1	Viewing the custom certificate	No	-

[Return to course](#)

Module 1 - Video 3

Steps to complete this Section:

1. Select [Module 1 – Video 3](#) link.
2. A new window will open with the video player.
3. Select the Play button to view the video.
4. When the video is finished, close the window.
5. Refresh the LMS website to view the completed section.

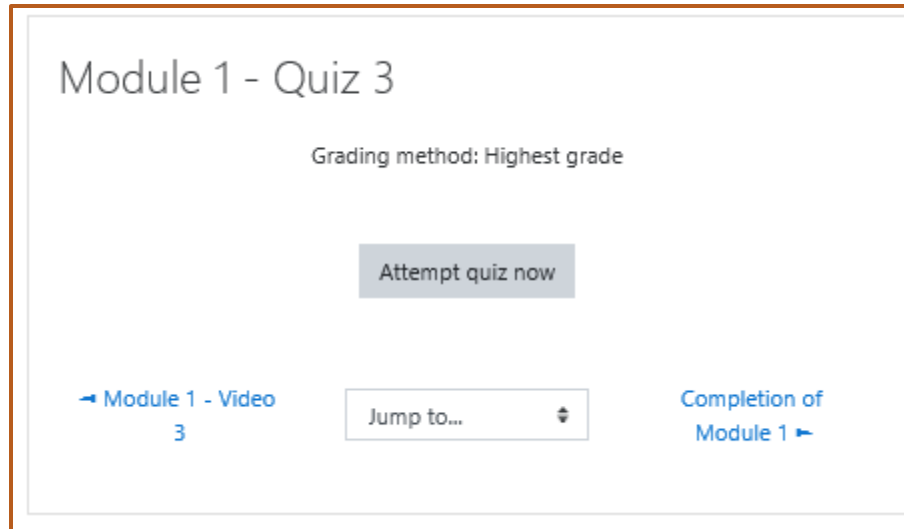


6. The check in the box means the section is completed.
7. Select [Module 1 – Quiz 3](#) to continue in the training.

Module 1 - Quiz 3

Steps to complete this Section:

1. Select [Module 1 – Quiz 3](#) link.
2. The screen will change to the quiz section.
3. Click on the “Attempt Quiz” button.



Module 1 - Quiz 3 (cont.)

Steps to complete this Section:

4. The screen will change to the list of questions.
5. Answer each question.
6. Select "Finish attempt" button at the bottom of the screen.
7. The screen will change to the summary page.
8. Select "Submit all and finish" button.
9. Select "Submit all and finish" in the Confirmation window.

A blue rectangular button with the text "Finish attempt ..." in white.A light gray rectangular button with the text "Submit all and finish" in black.A confirmation dialog box with a blue header and a white body. The header contains the word "Confirmation" and a close button. The body contains the text "Once you submit, you will no longer be able to change your answers for this attempt." and two buttons: "Submit all and finish" (blue) and "Cancel" (light gray).

Confirmation

Once you submit, you will no longer be able to change your answers for this attempt.

Submit all and finish

Cancel

Module 1 - Quiz 3 (cont.)

Steps to complete this Section:

10. The screen will change to review the answers.
11. Select [Finish Review](#) link at the bottom to exit the quiz and return to the training module.
12. Select the [Completion of Module 1](#) link to continue to the next section.
13. Or, select the [Pennsylvania Board of Assessment Appeal Training Module 1](#) link to return to the main module view.

Module Completion Status Review

- To review the Module Completion Status, review the Course Completion status in the right menu.
- Select the [More Details](#) link to see more information.
- Select "Return to course" button to return to the module main screen.

Pennsylvania Board of Assessment Appeal Training
 Module 1: Completion progress details

[Dashboard](#) / Completion progress details

Status *In progress*

Required All criteria below are required

Criteria group	Criteria	Requirement	Status Complete	Completion date
Date passed	Remaining enrolled until a specified date	31 December 2020	No	-
Activity completion (all required)	Module 1 - Video 1	Viewing the url	Yes	April 21, 2020
	Module 1 - Quiz 1	Viewing the quiz, Achieving grade	Yes	April 21, 2020
	Module 1 - Video 2	Viewing the url	Yes	April 21, 2020
	Module 1 - Quiz 2	Viewing the quiz, Achieving grade	Yes	April 21, 2020
	Module 1 - Video 3	Viewing the url	Yes	April 21, 2020
	Module 1 - Quiz 3	Viewing the quiz, Achieving grade	Yes	April 21, 2020
	Completion of Module 1	Viewing the custom certificate	No	-

[Return to course](#)



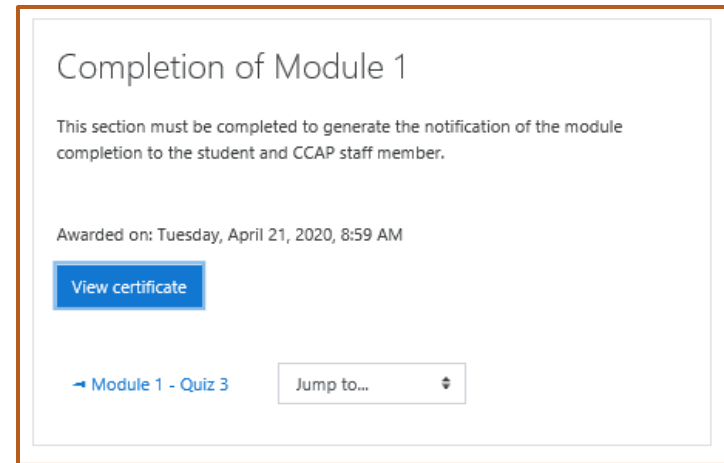
Completion of Module 1

- This section finalizes that the training module has been completed and sends an email notification to you and CCAP staff for generation of the certification of completion.
- Failure to complete this section may result in delay of certification of completion.
- Please note, the email notification of completion is not the same as certification of completion.

Completion of Module 1 (continued)

Steps to complete this Section:

1. Select [Completion of Module 1](#) link.
2. The screen will change.



3. Select "View Certificate" button to view a copy of the completion verification document.
4. Select the [Pennsylvania Board of Assessment Appeal Training Module 1](#) link to return to the main module view.

Module Completion Status Review

- To review the Module Completion Status, review the Course Completion status in the right menu.
- Select the [More Details](#) link to see more information.
- Select "Return to course" button to return to the module main screen.

Pennsylvania Board of Assessment Appeal Training
 Module 1: Completion progress details

[Dashboard](#) / Completion progress details

Status *In progress*

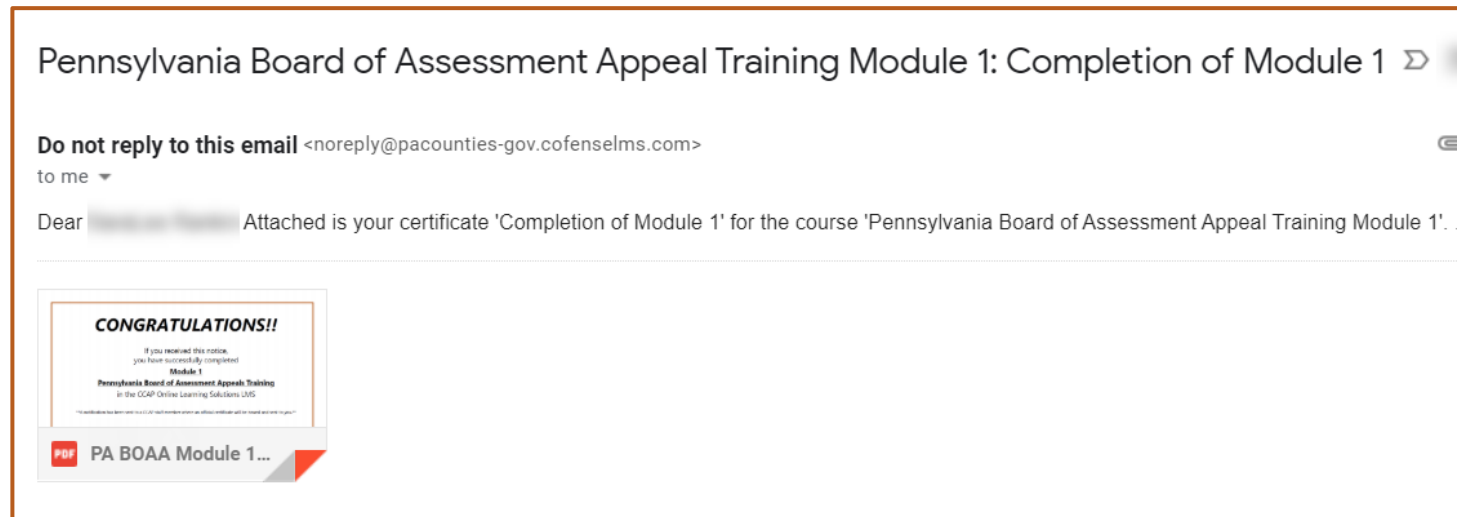
Required All criteria below are required

Criteria group	Criteria	Requirement	Status	Complete	Completion date
Date passed	Remaining enrolled until a specified date	31 December 2020	No		-
Activity completion <i>(all required)</i>	Module 1 - Video 1	Viewing the url	Yes		April 21, 2020
	Module 1 - Quiz 1	Viewing the quiz, Achieving grade	Yes		April 21, 2020
	Module 1 - Video 2	Viewing the url	Yes		April 21, 2020
	Module 1 - Quiz 2	Viewing the quiz, Achieving grade	Yes		April 21, 2020
	Module 1 - Video 3	Viewing the url	Yes		April 21, 2020
	Module 1 - Quiz 3	Viewing the quiz, Achieving grade	Yes		April 21, 2020
	Completion of Module 1	Viewing the custom certificate	Yes		April 21, 2020

[Return to course](#)

Congratulations!

- Following completion of the module, you and a CCAP staff member will receive an email confirmation of module completion.
- An example of the email is shown below.





Thank You!

Thank you for your support and participation in the CCAP Online Learning Solutions LMS.

Any questions, feel free to email pacountiestraining@pacounties.org.

www.pacounties.org