Navigating LOMA's Learning System as a Learner

Log in to LOMA's Learning System.

Homepage:

On the homepage, you can access the Course Catalog and view your Designations, Enrolled Courses, Purchases/Receipts, and Announcements. VIEW SCREENSHOT

1. Click View All for more information in each of these sections:
   - My Designations:
     - Shows the number of designations that you have earned and have started.
   - My Learning:
     - Shows up to 5 of your most recent enrollments.
   - Purchases/Receipts:
     - Shows up to 5 of your most recent purchases.
   - Announcements:
     - Shows up to 2 of the most recent announcements.
2. To return to the homepage from any screen, click the Home menu option or click the LOMA logo image.

Catalog:

1. Enter a course or key word in the Search Catalog box (or click the magnifying glass) at the top of the homepage to access the catalog. You can also click Find More Training in the My Learning section to access the catalog.
2. The main catalog is grouped by Categories – click to expand any category, or enter a course or key word in the Search for Content box at the top of the catalog. VIEW SCREENSHOT
3. Click on a course title for additional information and to enroll yourself in the course.
4. Click the additional filters on the left (Categories, Content Type, Course Provider) to narrow your search results. VIEW SCREENSHOT

My Designations:

1. Click View All in the My Designations pane to access the Designations page. You can also access this page by clicking Transcript/Designations at the top. VIEW SCREENSHOT
   - You can sort this page by Title, Provider, Date Obtained, or Language.
2. Click a designation title for more information about the designation and to view your progress towards that designation.

3. Click View Certificate to view and/or print a copy of any completed designation's certificate of completion.
4. The All Training tab will show all of your LOMA Professional Development, and offer additional filters (course type, enrollment status, and date range). VIEW SCREENSHOT

   o You can save a full _unofficial_ transcript of your LOMA Professional Development by printing or saving the All Training tab as a PDF. For an official transcript, please complete and submit this request form.

My Learning:

1. To access a course you are enrolled in, click on the course title in the My Learning pane on the homepage, then Start or Continue. If the course isn't showing, click My Learning at the top or View All in this section. VIEW SCREENSHOT
   o You can also access this page by clicking My Learning at the top.
2. Click Find More Training to access the catalog. VIEW SCREENSHOT

Purchases/Receipts:

1. In the Purchases/Receipts pane on the homepage, click the course title under Purchased Items to get more information on the course.
2. Click View Details to access the Receipt/Order Details for any purchase. VIEW SCREENSHOT
3. Once inside the Receipt/Order Details page, click Show More for additional details.

   TIP: Only purchases you have made yourself appear in the Purchases/Receipts pane. If your company's Ed Rep purchased a course on your behalf, it will not appear in this section.

Announcements:

1. Click View All to access all posted announcements and to view the full message. VIEW SCREENSHOT

Screen shots are provided on the following pages to help guide you as you navigate LOMA's learning system.

For additional assistance, please reach out to the LOMA Contact Center at education@loma.org.

LOMA

Home   My Learning   Transcript/Designations ▾   Catalog   Search Catalog   🔍   🛒 0   ❓   TT ▾

LOMA
Navigate With Confidence

www.loma.org

My Designations

Completed: **14**	Started: **5**

View All

Announcements

LMS Upgrade coming soon!

Date: 8/16/2022

View All

My Learning

Find More Training

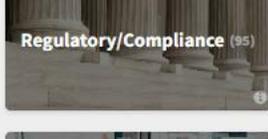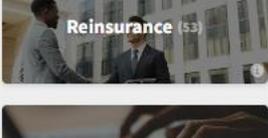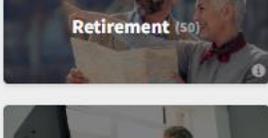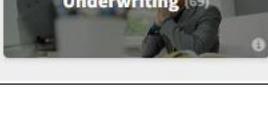| Title	Started/Begins	Action
LOMA 281 - Meeting Customer Needs with Insurance and Annuities - 2nd Edition Designation Course 🚩 Access expires 9/10/2022	Not Started	
LOMA 361 Self-Proctored English Designation Course 🚩 Access expires 2/9/2023	Enrolled AUG 9 2022	
ACS 101 - Customer Service for Insurance Professionals - Third Edition Designation Course 🚩 Access expires 2/9/2023	Started AUG 13 2022	Hide

View All

Purchases/Receipts

Order Date	Order #	Status	Purchased Items	Cost	Action
9/8/2022	329089	Completed	1 LOMA 281 - Meeting Customer Needs with Insurance and Annuities - 2nd Edition	$335.00	View Details
8/9/2022	328948	Completed	1 15-Minute Insurance Industry Overview	$50.00	View Details
8/9/2022	328947	Completed	1 LOMA 361 Self-Proctored English	$385.00	View Details
8/9/2022	328946	Completed	1 ACS 101 - Customer Service for Insurance Professionals - Third Edition	$770.00	View Details

View All

Screenshot #2

Search for Content

Browse by Category

Annuities (79)	Business Skills (81)	Compliance and Regulatory (5)	Customer Service (97)
Distribution Development (1)	Finance/Accounting (97)	Health Insurance (72)	Investment (1)
Life Insurance (192)	Management/Leadership (59)	Marketing (35)	Operations/Administration (120)
Producer Development (1)	Property/Casualty Insurance (10)	Recruiting (1)	Regulatory/Compliance (95)
Reinsurance (53)	Retirement (50)	Sales (60)	Sales Effectiveness (3)
Technology (2)	Underwriting (69)	Virtual Work (1)	

Screenshot #3

Catalog / Search Results

Search Results

283 results in Catalog

☰ 🗓

- Categories

Life Insurance (192)
Operations/Administration (120)
Finance/Accounting (97)
Customer Service (97)
Regulatory/Compliance (95)
Show 18 more

- Content Type

☐ Short Online Course (123)
☐ Designation Course (114)
☐ Professional Designation (15)
☐ Online (9)
☐ Product (9)
Show 4 more

- Course Provider

☐ LOMA (209)
☐ None (28)
☐ LOGiQ3 (26)
☐ Convergent (11)
☐ NATG (9)

- Cost

☐ Free

Showing items in: **English (US)** , **Arabic** , **Chinese (Simplified)** , **Chinese (Traditional)** , **Korean** , **Spanish (Latin America)** , **French (Canada)** , **Indonesian** , **Portuguese (Brazil)** , **Thai** (Change)

☐ Show available content only

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ACS 100 – 客户服务基础 (Chinese Simplified) — $385.00

Designation Course   In Management/Leadership, Life Insurance, and 4 more (Show All)

课程简介 ACS100阐述了客户服务的基本原理和基本策略，介绍了客户服务型的企业文化，建立了客户服务评估的标准，还强调了培养具有奉献精神的客户服务员工的重要性。学习资料 购买包括通过课程门户对所有学习材料进行6个月的访问，以及根据以下文本作业参加已进行的课 ...

中文 (中华人民共和国)

ACS 100 – 고객 서비스의 기초 (Korean) — $385.00

Designation Course   In Management/Leadership, Life Insurance, and 4 more (Show All)

개요 ACS 100 은 금융 서비스 분야의 고객 서비스에 대한 내용을 포괄적으로 다룹니다. 탁월한 고객 서비스를 위해 필요한 지식과 스킬에 관한 정보를 제공하고 있습니다. 연구 자료 구매에는 코스 포탈을 통해 모든 학습자료에 대 합 6 ...

한국어(대한민국)

ACS 100.10.15 - Textbook for ACS 100-Foundations of Customer Service, Third Edition — $111.00

Product   In Management/Leadership, Life Insurance, and 4 more (Show All)

Item Number 100.10.15. ISBN 978-1-57974-448-9. This is the assigned textbook for ACS 100: Foundations of Customer Service. NOTE: Pur ...

English (United States)

ACS 101 - Customer Service for Insurance Professionals - Third Edition — $75.00

Designation Course   In Customer Service

Increased competition in the insurance industry has led companies to become more customer-centric and focused on improving the custo ...

English (United States)

Screenshot #4

All Training	**Designations**	←

Designations (20) 🖶 Print   📄 Save as PDF

Provider

| All ▾ |

| Filter |

↓

Title	Provider	Date Obtained	Language	Progress	Action
AIRC	LOMA			0 out of 6	
FSRI	LOMA			7 out of 8 88%	
ACS – Property & Casualty (Canada)	LOMA			1 out of 6 17%	
ALMI	LOMA			3 out of 5 60%	
ACS – Property & Casualty (U.S.)	LOMA			1 out of 6 17%	
AFSI	LOMA			0 out of 2	
PCS	LOMA	6/20/2002	English (United States)	0 out of 0 100%	View Certificate
AIAA	LOMA	8/14/2002	English (United States)	0 out of 0 100%	View Certificate
FFSI Level 1 Certificate	LOMA	2/6/2004	English (United States)	0 out of 0 100%	View Certificate

Screenshot #5

All Training	Designations	

All Training

<kbd>🖨 Print</kbd> <kbd>📄 Save as PDF</kbd>

Type
All My Training ▼

Status
All ▼

From
📅

To
📅

<kbd>Filter</kbd>

Title	Type	Status	Score	Grade	Start Date	Completion Date	Expiration Date	Credits	Action
15-Minute Insurance Industry Overview	Short Online Course	Expired		DN	8/9/2022		8/10/2022		
ACS 101 - Customer Service for Insurance Professionals - Third Edition	Designation Course	Started			8/13/2022		2/9/2023		
LOMA 280 – Principles of Insurance	Designation Course	Enrolled			8/9/2022		8/17/2022		
LOMA 281 - Meeting Customer Needs with Insurance and Annuities - 2nd Edition	Designation Course	Enrolled			9/8/2022		9/10/2022		
LOMA 361 – Accounting and Financial Reporting in Life Insurance Companies	Designation Course	Enrolled			8/9/2022		2/9/2023		

Screenshot #6

LOMA

Home   My Learning   Transcript/Designations   ▾

My Learning

Find More Training

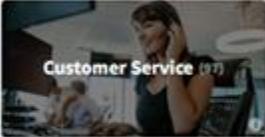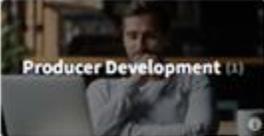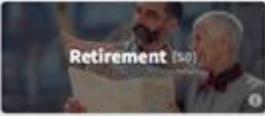| Title	Started/Begins	Action
LOMA 291 - Improving the Bottom Line: Insurance Company Operations - 2nd Edition Designation Course ⚑ Access expires 4/13/2023	Started OCT 13 2022	Hide
LOMA 311 Self-Proctored English Designation Course ⚑ Access expires 4/8/2023	Enrolled OCT 8 2022	
LOMA 281 - Meeting Customer Needs with Insurance and Annuities - 2nd Edition Designation Course ⚑ Access expires 10/15/2022	Not Started	
LOMA 371 Self-Proctored English Designation Course ⚑ Access expires 4/8/2023	Enrolled OCT 8 2022	
ACS 101 - Customer Service for Insurance Professionals - Third Edition Designation Course ⚑ Access expires 4/13/2023	Not Started	

View All

Screenshot #7

Search for Content 🔍

Browse by Category

Annuities (79)	Business Skills (81)	Compliance and Regulatory (5)	Customer Service (97)
Distribution Development	Finance/Accounting (97)	Health Insurance (72)	Investment (1)
Life Insurance (192)	Management/Leadership (59)	Marketing	Operations/Administration
Producer Development (1)	Property/Casualty Insurance (18)	Recruiting (1)	Regulatory/Compliance (95)
Reinsurance (13)	Retirement (50)	Sales (60)	Sales Effectiveness
Technology (2)	Underwriting (69)	Virtual Work (1)	

Screenshot #8

Purchases/Receipts

Order Date	Order #	Status	Purchased Items	Cost	Action
10/13/2022	329194	Completed	1 LOMA 281 - Meeting Customer Needs with Insurance and Annuities - 2nd Edition 1 LOMA 335 Self-Proctored English, Second Edition 1 ACS 101 - Customer Service for Insurance Professionals - Third Edition View all 5 Items	$1515.00	View Details

View All

Screenshot #9

Home / Announcements

Announcements

Search for [ ] Search Type [All words ▼] [Filter]

LMS Upgrade coming soon!
Date: 8/16/2022

Course Access and Other Issues Now Resolved!
Date: 2/9/2022

Course Access and Other System Issues Currently, we are experiencing system issues that impacts course access and other functions within our learning management system. We will update this announcement as soon as we have the issues resolved. We sincerely apologize for the inconvenience.
Date: 2/9/2022

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