Citizens Learning Center

**Universal Profile**
Upload a profile photo, bio information, add topics of interest, add subjects, and displays team info.

**Playlists**
Create new playlists (curated lists of training).

**Transcript**
Your transcript includes active, completed and archived courses. Filter or sort courses by status, due date, or course type.

**Search**
Search for courses, as well as virtual, instructor-led and recorded webinar sessions.

**Top Picks for John**
- Event: Quarterly Check-in Training for New 1 hour
- Event: Virtual Discussions for Employees 45 minutes
- Event: Business Acumen Brown Bag 1 hour

**Avoiding Late Submissions**
Agents, Agency, Personal Lines, Policy, Professional Development, Insurance

**Agent Quick Start Guide**
Use this guide to learn the basics of navigation and frequently performed actions.

**Navigational Menu**
Allows quick access to various areas of the CLC, including Universal Profile, transcript, training calendar, instructor-led training and more.

**Training Carousels**
Learners can view Netflix-style categories of training recommendations. Includes categories for required, suggested, continue learning, most popular, and recommendations based on completed training.

Watch the **Featured carousel** for upcoming webinars.
Access the CLC
Access the CLC via the Agents website. Select **Citizens Learning Center** under the Systems drop-down menu.

Or...

Access the CLC by clicking the **Training tile** on the Agents website.

Or...

Access the CLC via the links in **training bulletin Citizens emails** you. Log in may be necessary.

Search for a course
Enter your search criteria in the search box at the top of the Learner Homepage and press **Enter** on your keyboard. The search results will display all results related to your search criteria.

Launch a course/webinar
Courses are typically displayed as a tile (or a box containing the basic course information). Clicking the course title on the tile will open the Course Details from which you can launch the course.
Register for a webinar

In the **Featured** section, click the webinar name to access its Training Detail page. Click the **View Details** drop-down menu and select **Request** to register for the webinar.

View Transcript

Your transcript displays active, completed, and archived training events, which includes courses you have registered for or enrolled in, assigned to you by your agency principal, and other pending or completed courses. You can also sort and filter your transcript activity to find what you’re looking for.

View Completed courses

By default, when you access your transcript, only active courses are displayed. To view your completed courses, select **Completed** from the status drop-down menu.
View Badges Earned

From the Learner Homepage, click Badges to see the badges you’ve earned.

Add a Subject (topic of interest)

By adding keywords to your Subjects in your CLC profile, the system can make training recommendations. You can add Subjects by clicking Add to the right of Your Subjects on the Training Sidebar.

Add courses to an Existing Playlist

Once you create a playlist, you can add courses to it by using the search function. Find the desired course, then click Add to Playlist.

Create a Playlist

Playlists allow you to curate collections of training that can be focused on a specific topic or future position of interest. Create a playlist by clicking Create New Playlist, entering a Playlist Name, then clicking Create. You will be able to enter a description for the playlist and add courses from the course catalog.

Questions/Additional information

Please email us at lms@citizensfla.com if you have questions or need additional information.