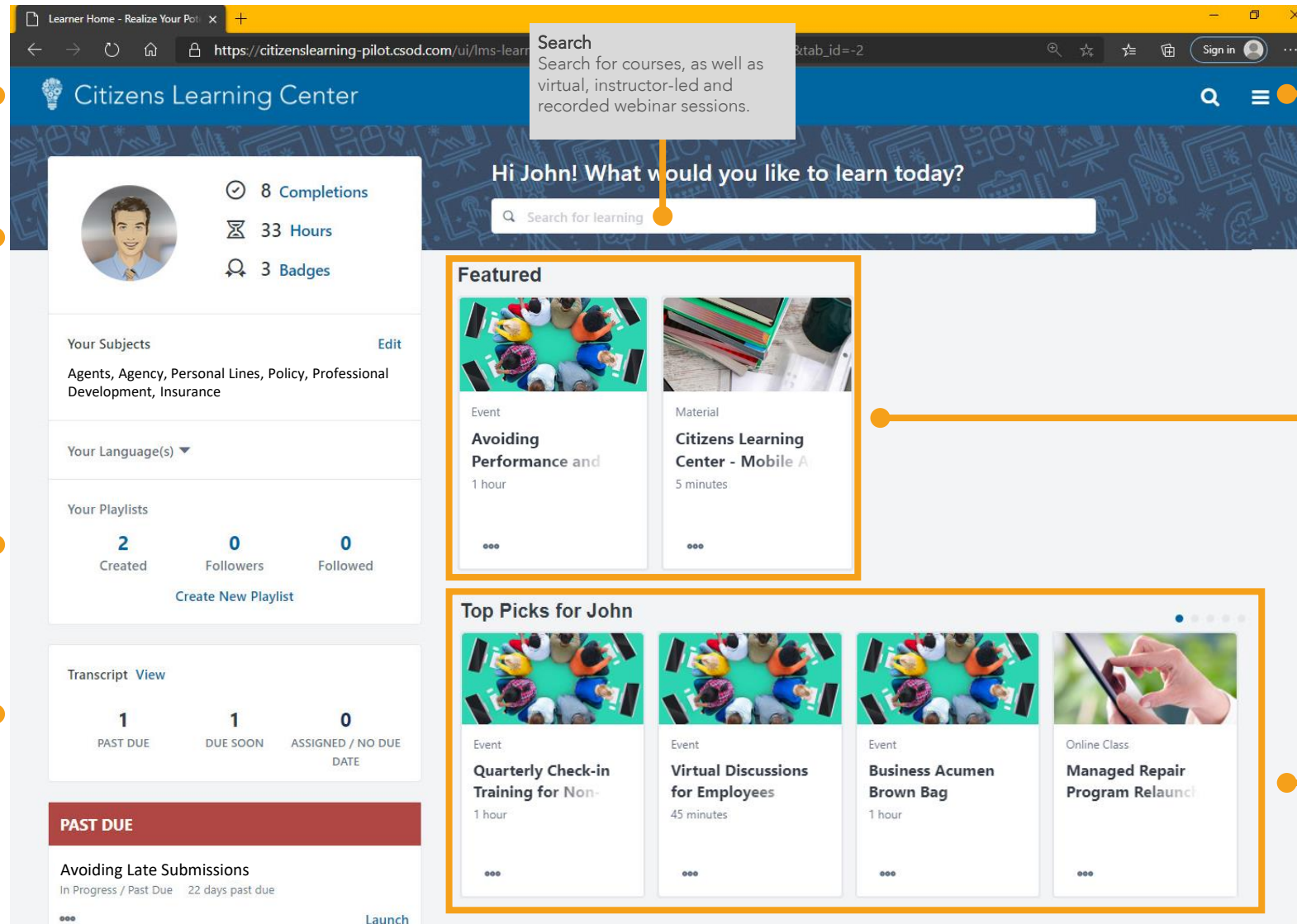# Citizens Learning Center

Learner Homepage
Click the CLC logo at the top of any page to return to the Learner homepage.

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.

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.

Learner Home - Realize Your Pot... ×

https://citizenslearning-pilot.csod.com/ui/lms-learn &tab_id=-2

Sign in

Citizens Learning Center

Hi John! What would you like to learn today?

Search for learning

8 Completions
33 Hours
3 Badges

Your Subjects   Edit
Agents, Agency, Personal Lines, Policy, Professional Development, Insurance

Your Language(s)

Your Playlists
2 Created   0 Followers   0 Followed
Create New Playlist

Transcript View
1 PAST DUE   1 DUE SOON   0 ASSIGNED / NO DUE DATE

PAST DUE
Avoiding Late Submissions
In Progress / Past Due   22 days past due
Launch

Featured

Event
Avoiding Performance and
1 hour

Material
Citizens Learning Center - Mobile A
5 minutes

Top Picks for John

Event
Quarterly Check-in Training for Non-
1 hour

Event
Virtual Discussions for Employees
45 minutes

Event
Business Acumen Brown Bag
1 hour

Online Class
Managed Repair Program Relaunc

Citizens Learning Center

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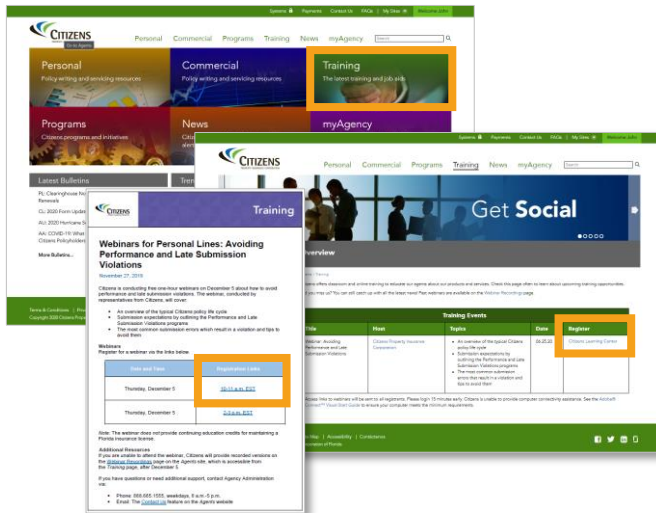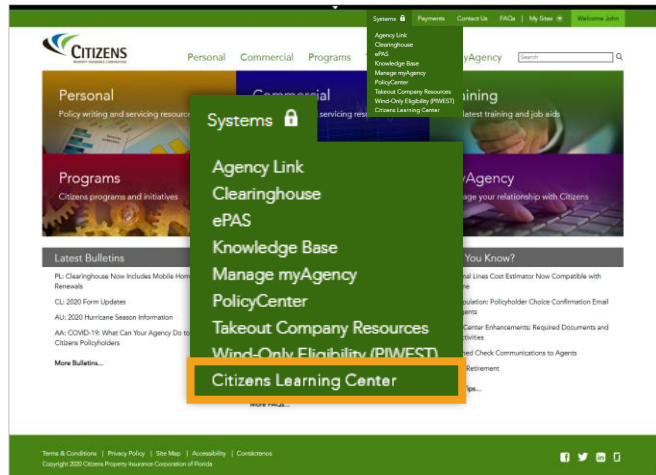
Access the CLC

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.
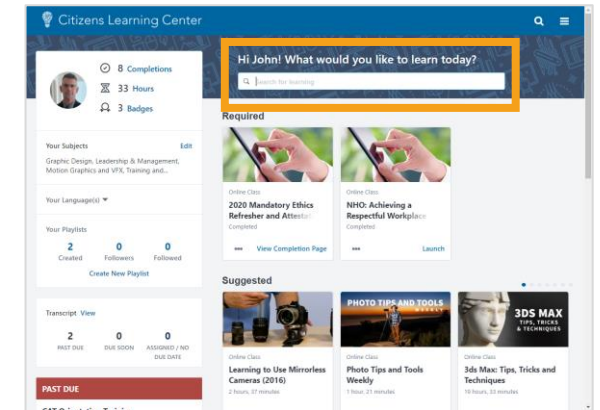
Or…

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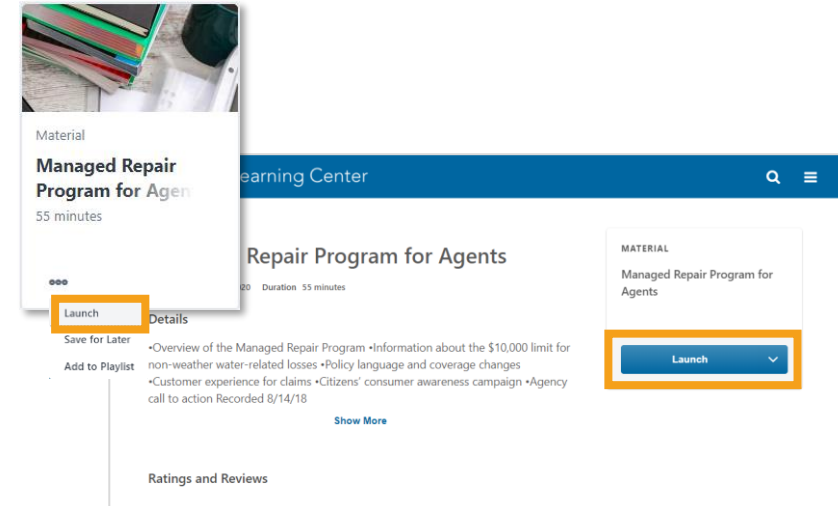
Search for a course

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.

Citizens Learning Center

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

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 you transcript activity to find what you're looking for.
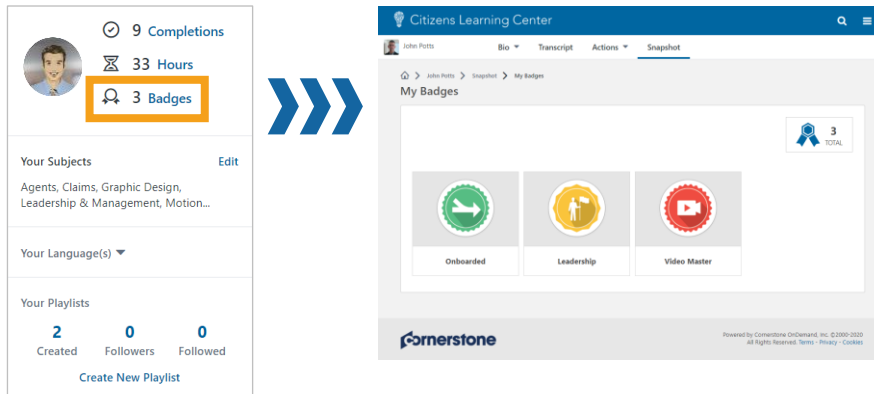
View Completed courses

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.

Citizens Learning Center

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

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.
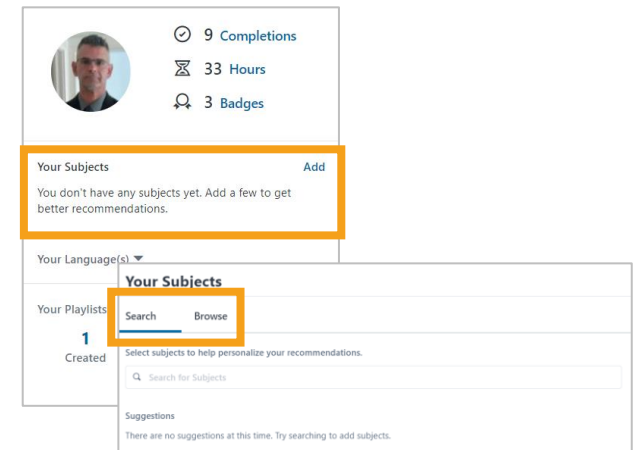
Add courses to an Existing Playlist

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.