

Transferring Course Records when Merging User Accounts

Information for VA LMS user accounts is pulled from the PAID system. When a VA employee's legal name changes (after marriage, divorce, etc.), the new name information from the PAID system updates the Profile Maintenance page, which automatically creates another VA LMS account for the employee under their new name. The former VA LMS account under the employee's former name also remains in the system. Since the new account's default settings show the employee as a New Hire, the employee's former account must be merged into the new one in order to capture the correct Required by Dates, Assignment Dates and Learning History.

Under the Administrative side of VA LMS, a domain manager may use the Merge Users option to accomplish this. **However, if the employee's former account contains items that have not yet been completed, the new account information will override the former Assigned by and Required by dates for these items.**

For example, if an employee's new and former accounts are merged and the employee has not yet completed Privacy training, the new account's information will reassign a new Required by date based on standards for New Hires. The Learning Plan will incorrectly show that the Privacy training must be completed within 30 days of the new account's creation (a New Hire requirement).

Below we see the Administrative side for an employee's former VA LMS account. Note that all four items have not been completed and are still in "Required" status.

The screenshot shows the VA Learning Management System interface. The header includes the VA logo, the title "VA Learning Management System", and navigation links for Administration, Quick Links, and Home. Below the header is a menu bar with options like User Management, Performance, Learning, Commerce, Content, Reports, and System Admin. On the left, there is a sidebar menu with "Users" selected, showing sub-options like Assignment Profiles, Job Positions, Organizations, etc. The main content area displays a table of learning items. A large black circle highlights the "Learning Information" columns for four items, which are all in a "Required" status.

Item	Title	Add User	Learning Information			Remove
VA 10176 (Rev 6 - 2/8/2007 10:53 AM EST)	VA Cyber Security Awareness	System AP - ,	Req. Date: 9/30/2008 Days Rem: 208 Curriculum ID: DVA-001	Assign. Type: Required Compl Date: Failure Date: Origin: Curriculum Assigned: 9/28/2007		
VA 5506 (Rev 1 - 9/24/2007 01:44 PM EST)	Prevention of Sexual Harassment	System AP - ,	Req. Date: 12/31/2008 Days Rem: 301 Curriculum ID: DVA-001	Assign. Type: Required Compl Date: Failure Date: Origin: Curriculum Assigned: 9/28/2007		
VA 565 (Rev 8/5/2005 08:34 AM EST)	No FEAR (Notification & Federal Employee Antidiscrimination & Retaliation) Act	System AP - ,	Req. Date: 12/17/2008 Days Rem: 287 Curriculum ID: DVA-001	Assign. Type: Required Compl Date: Failure Date: Origin: Curriculum Assigned: 9/28/2007		
VA 58879 (Rev 1 - 9/26/2007 04:27 PM EST)	VA Privacy Awareness Training	System AP - ,	Req. Date: 9/30/2008 Days Rem: 208 Curriculum ID: DVA-002	Assign. Type: Required Compl Date: Failure Date: Origin: Curriculum Assigned: 9/29/2007		

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After this account was merged with the employee's new account, the records now show that the training is overdue. This is because the Required By dates have defaulted to those for a New Hire.

The screenshot shows the VA Learning Management System interface. The header includes the VA logo, the system name, and navigation links. A sidebar on the left lists various system components. The main content area displays a table of training items. The second row, for item VA 5506, has its 'Req. Date' field circled in red, showing '2/7/2008'. Other items in the table include VA 10176, VA 565, and VA 58879.

Item	Title	Add User	Learning Information	Remove
VA 10176 (Rev 6 - 2/8/2007 10:53 AM EST)	VA Cyber Security Awareness	System AP - ,	Req. Date: 12/14/2007 Days Rem: -82 Curriculum ID: DVA-001	Assign. Type: Required Compl Date: 12/9/2007 Failure Date: Origin: Curriculum Assigned: 12/9/2007
VA 5506 (Rev 1 - 9/24/2007 01:44 PM EST)	Prevention of Sexual Harassment	System AP - ,	Req. Date: 2/7/2008 Days Rem: -27 Curriculum ID: DVA-001	Assign. Type: Required Compl Date: 12/9/2007 Failure Date: 12/9/2007 Origin: Curriculum Assigned: 12/9/2007
VA 565 (Rev 8/5/2005 08:34 AM EST)	No FEAR (Notification & Federal Employee Antidiscrimination & Retaliation) Act	System AP - ,	Req. Date: 3/8/2008 Days Rem: 3 Curriculum ID: DVA-001	Assign. Type: Required Compl Date: 12/9/2007 Failure Date: 12/9/2007 Origin: Curriculum Assigned: 12/9/2007
VA 58879 (Rev 1 - 9/26/2007 04:27 PM EST)	VA Privacy Awareness Training	System AP - ,	Req. Date: 1/8/2008 Days Rem: -57 Curriculum ID: DVA-002	Assign. Type: Required Compl Date: 12/9/2007 Failure Date: 12/9/2007 Origin: Curriculum Assigned: 12/9/2007

To avoid confusion of records when merging a new and former account, follow the steps below. **Note that the first two steps must be taken within individual accounts BEFORE merging the two together.**

Step 1: Before merging two accounts together, access the Administrative side of the employee's **new** account. Under the Curricula tab, remove all curricula assigned to this account. Do this by checking the "Remove" boxes next to all curricula. Select "Apply Changes."



VA Learning Management System

Administration | Quick Links:

[User Management](#) | [Performance](#) | [Learning](#) | [Commerce](#) | [Content](#) | [Reports](#) | [System Admin](#)

Users

- Assignment Profiles
- Job Positions
- Organizations
- Organization Groups
- Regions
- + Tools
- + References

Add a Curriculum to the User

Enter 'Curriculum ID' and 'Assign Date' or [add one or more from list](#)

Curriculum ID Assign Date (MM/DD/YYYY)

Update the Curricula for the User

[Select All](#) / [Deselect All](#)

Curriculum ID	Title	Status	Expiration Date	Assign Date (MM/DD/YYYY)	Add User	Remove
DVA-001	VA All Employee Mandatory Training	Incomplete	N/A	<input type="text" value="12/9/2007"/>	Admin System AP Details	<input checked="" type="checkbox"/>
DVA-002	VA Privacy	Incomplete	N/A	<input type="text" value="12/9/2007"/>	Admin System AP Details	<input checked="" type="checkbox"/>

[Select All](#) / [Deselect All](#)

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Step 2: Access the employee's **former** account and make note of the current Required By dates.



VA Learning Management System

Administration | Quick Links: | Home

[User Management](#) | [Performance](#) | [Learning](#) | [Commerce](#) | [Content](#) | [Reports](#) | [System Admin](#)

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[Select All](#) / [Deselect All](#)

Item	Title	Add User	Learning Information			Remove
VA 10176 (Rev 6 - 2/8/2007 10:53 AM EST)	VA Cyber Security Awareness	System AP - ,	Req. Date: <input type="text" value="9/30/2008"/>	Days Rem: 208	Curriculum ID: DVA-001	Assign. Type: Required Compl Date: Failure Date: Origin: Curriculum Assigned: 9/28/2007
VA 5506 (Rev 1 - 9/24/2007 01:44 PM EST)	Prevention of Sexual Harassment	System AP - ,	Req. Date: <input type="text" value="12/31/2008"/>	Days Rem: 301	Curriculum ID: DVA-001	Assign. Type: Required Compl Date: Failure Date: Origin: Curriculum Assigned: 9/28/2007
VA 565 (Rev 8/5/2005 08:34 AM EST)	No FEAR (Notification & Federal Employee Antidiscrimination & Retaliation) Act	System AP - ,	Req. Date: <input type="text" value="12/17/2008"/>	Days Rem: 287	Curriculum ID: DVA-001	Assign. Type: Required Compl Date: Failure Date: Origin: Curriculum Assigned: 9/28/2007
VA 58879 (Rev 1 - 9/26/2007 04:27 PM EST)	VA Privacy Awareness Training	System AP - ,	Req. Date: <input type="text" value="9/30/2008"/>	Days Rem: 208	Curriculum ID: DVA-002	Assign. Type: Required Compl Date: Failure Date: Origin: Curriculum Assigned: 9/29/2007

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Step 3: Follow the existing procedure to merge the employee's former account into the new account.

Step 4: Access the new account. It now includes the merged information from the employee's former account. In the Learning Plan tab, manually change the Required By dates to the Required by dates from the former account that you noted in Step 2. Press "Apply Changes."



VA Learning Management System

Administration | Quick Links: | Home | P

[User Management](#) | [Performance](#) | [Learning](#) | [Commerce](#) | [Content](#) | [Reports](#) | [System Admin](#)

Users

- Assignment Profiles
- Job Positions
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- + Tools
- + References

Update the Learning Plan for the User

View: All Needs Requirements

Show Duplicates: Yes

Sort By:

[Select All](#) / [Deselect All](#)

Item	Title	Add User	Learning Information		Remove
VA 10176 (Rev 6 - 2/8/2007 10:53 AM EST)	VA Cyber Security Awareness	System AP - ,	Req. Date: <input type="text" value="9/30/2008"/>	Assign. Type: Required	
			Days Rem: -154	Compl Date:	
			Curriculum ID: DVA-001	Failure Date:	
			Object Details	Origin: Curriculum	
				Assigned: 9/28/2007	
VA 5506 (Rev 1 - 9/24/2007 01:44 PM EST)	Prevention of Sexual Harassment	System AP - ,	Req. Date: <input type="text" value="11/27/2007"/>	Assign. Type: Required	
			Days Rem: -99	Compl Date:	
			Curriculum ID: DVA-001	Failure Date:	
			Object Details	Origin: Curriculum	
				Assigned: 9/28/2007	
VA 565 (Rev 8/5/2005 08:34 AM EST)	No FEAR (Notification & Federal Employee Antidiscrimination & Retaliation) Act	System AP - ,	Req. Date: <input type="text" value="12/27/2007"/>	Assign. Type: Required	
			Days Rem: -69	Compl Date:	
			Curriculum ID: DVA-001	Failure Date:	
			Object Details	Origin: Curriculum	
				Assigned: 9/28/2007	
VA 58879	VA Privacy	System	Req. Date: <input type="text" value="12/27/2007"/>	Assign. Type: Required	

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All information from the former account has now been accurately captured in the employee's new account!