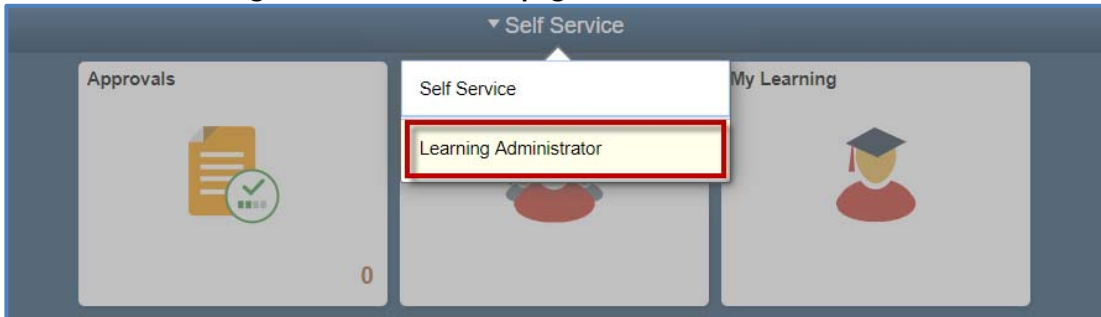# External Learner Request

Sponsored accounts require the ELM Administrator or the person sponsoring the account to submit an external learner request via the online form located in ELMS.

Return to the Learning Administrator Homepage

Select the External Learner Request

> ➢ **Steps**   Enter the information requested on the page to create an External Learner profile. Asterisks (*) indicate required fields. Click Submit Request to begin the process. The system will check for potential matches and, if any are found, you will have the option to send the data to HR for resolution or to cancel the request.

If no matches are found, the request will immediately create the profile in the ELMS. A confirmation will appear online. An email notification will be sent to the learner and you will be copied. It will provide the learner their User ID and initial password.

On the Confirmation page, you will have the option to either Add a Different Learner or to Exit to return to the Learning Administration homepage

➢ **Steps**

*First Name	_____
Middle Name	_____
*Last Name	_____
*Email Address	_____
*Organization	All Volunteers ▼
*Job Title	_____
Gender	⦿ Not Reported ○ Female ○ Male
Access End Date (Optional)	_____ 📅

Submit Request

Access End Date is optional. If provided, this will be the date that the ELMS access will end. Click Submit. A confirmation screen will appear:

Message

Confirm request submission? Click Ok to continue or Cancel to make changes. (20200,5)

OK   Cancel

If no matches are found, the following screen will appear. Access will be available to the learner in approximately one hour after the security process is run.

Confirmation of Account Creation:

Name Test Learner

Email test@donotreply.com

Organization All Volunteers

Job Title Volunteer

NetID ELM_TLEARNER

An email notification will be sent to the learner with steps on how to log into the ELMS. It will include their User ID and initial password. You will be copied on the email.

We encourage you to have the learner reset their password the first time they sign into the system.

Thank you.

Exit and Add Another Learner

➢ **Steps**   If the system finds a potential match based upon the information you entered, this indicates the learner may already have a profile in the ELMS. They may need help resetting their password or their profile might need to be reactivated. There are three options:

1) Send to HR for Review – Click this button and the HR team will determine what action is needed. The learner will be contacted once their profile is ready and they can sign in.

2) Edit Existing Request – Return to the original screen and modify your request as necessary.

3) Exit and Add Another Learner – Discard the current request and start with a new request.