

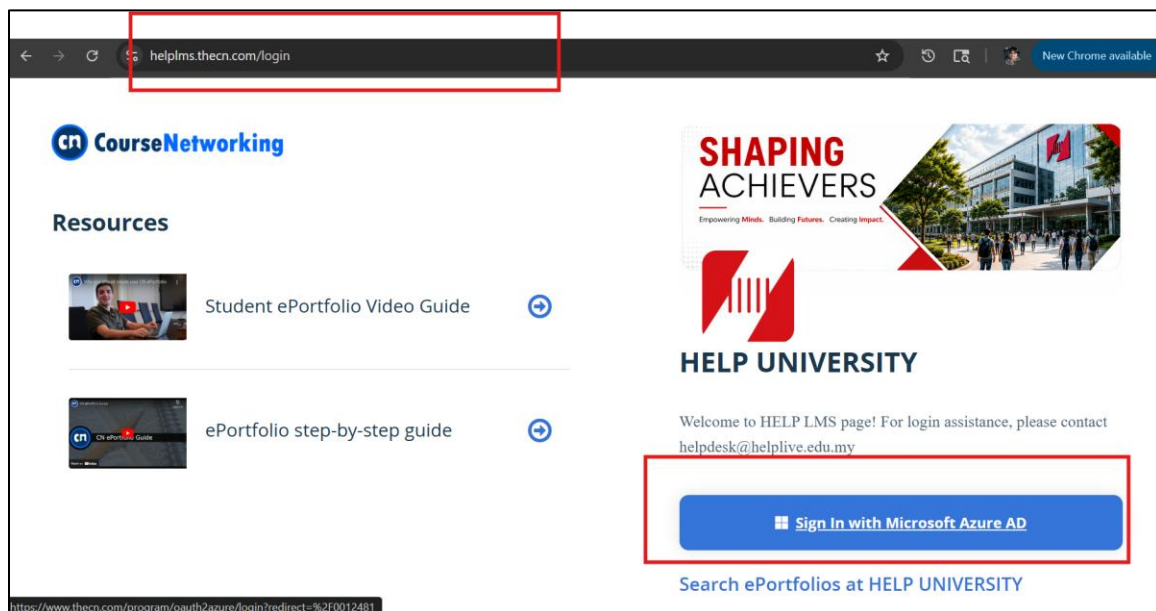
# HELP University LMS Student Guide

This guide provides simple instructions for students to access and use the HELP University Learning Management System (LMS)

## 1. Accessing the LMS Platform

Website: [helpms.thecn.com/login](https://helpms.thecn.com/login)

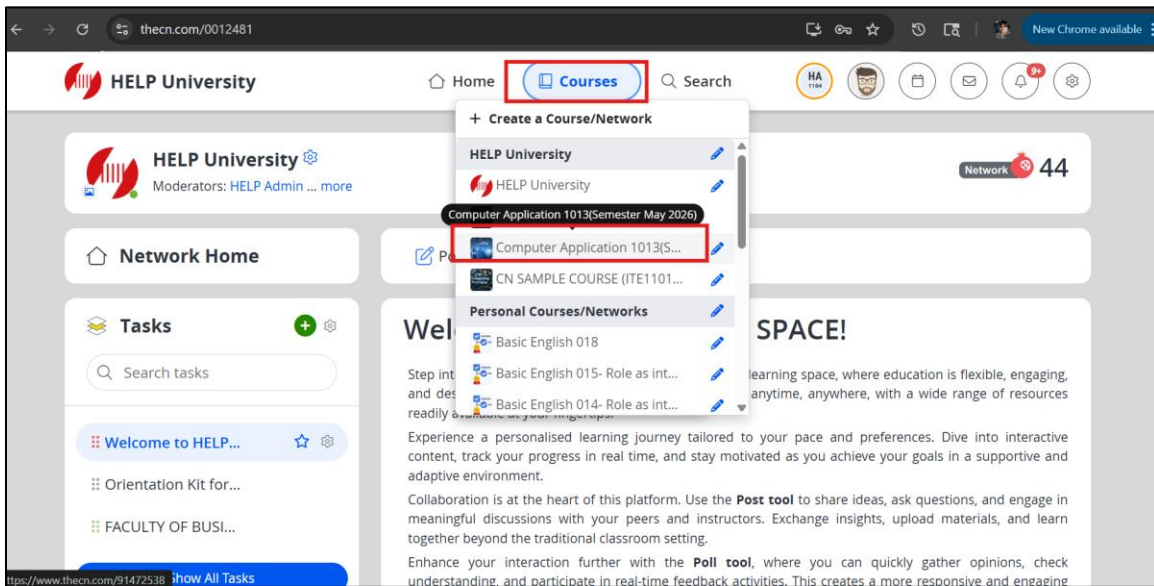
- Open Google Chrome or your preferred web browser.
- Go to [helpms.thecn.com/login](https://helpms.thecn.com/login)



- You will be directed to your LMS dashboard.

## 2. Accessing Your Courses

- After login, your dashboard will display Courses tab with all enrolled courses.

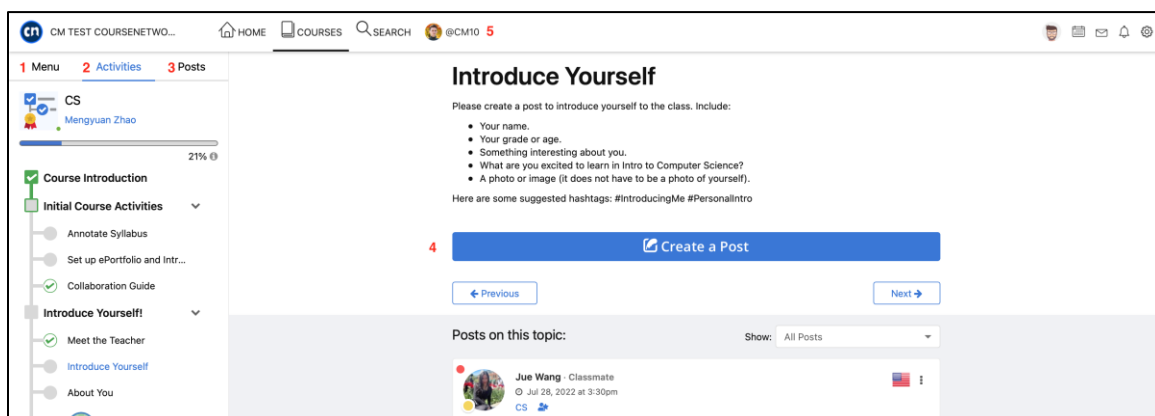


- Click on the course title to enter the course page.
- View announcements, modules, learning materials, and activities.

### i. Course Home page overview

The screenshot below is an example of the Home page of a Pathway course. The course navigation and activities tabs are on the left side, and the specific learning content is on the right side. Pathway features include:

1. **Menu (on the left):** Used to access course Gradebook, Roster, and Analytics.
2. **Activities (on the left):** In most courses, this is the default display tab. It gives a list of activities you need to complete in your course. Above the list are the course title and your completion status.
3. **Posts (on the left):** This tab shows all posts from everyone in this course, including posts from specific posting activities.
4. **Activity view (main area on the right):** The main area of the course page shows detailed content of the selected activity. If the activity requires a submission, this is where you can submit your work.
5. **ePortfolio (from site navigation bar):** You can visit your ePortfolio anytime by clicking your profile picture or CN number in the top navigation bar.



- Activities and Completion Requirements
- CN supports a variety of learning activities. Each activity type has a different completion requirement to earn a green checkmark.

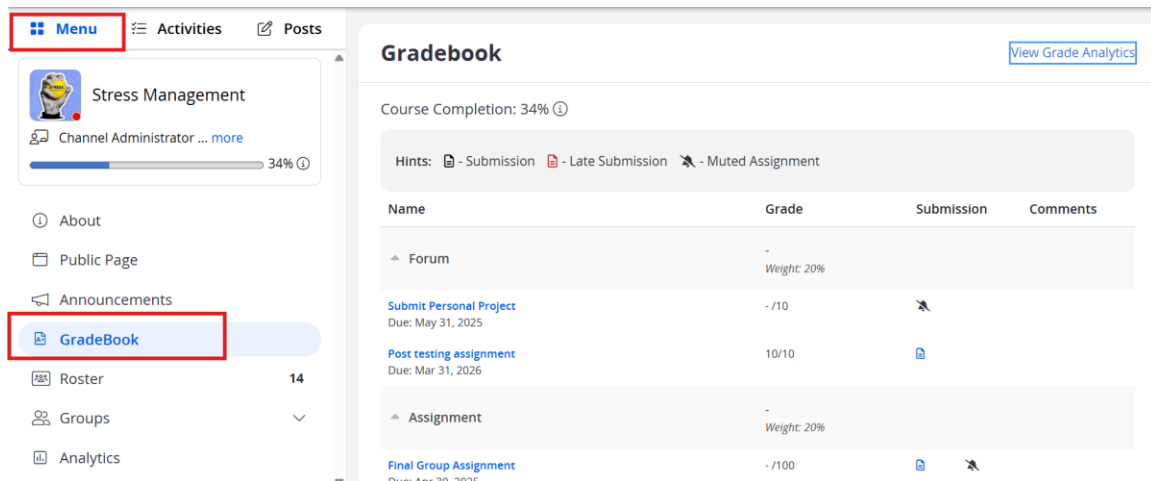
Activity Type	Description	Completion Requirements to earn green checkmark
<b>Rich Text Editor</b>	These pages are usually informational and can include tables, videos, links, documents, and other resources. No submission is required to complete.	As soon as you click and view this activity, it will be marked as complete.
<b>Video</b>	These activities require that you watch an embedded video that your instructor has provided.	You need to watch <b>the entire video</b> to complete this activity.
<b>File</b>	View and download a file that your instructor has uploaded.	Once you click "View File", this activity will be marked as complete.
<b>Hyperlink</b>	View a link to an external webpage.	As soon as you click "Visit Link", it will be marked as complete.
<b>Virtual Meeting</b>	This is a virtual meeting hosted via Zoom, Microsoft Teams, or Google Meet.	For most meetings, as soon as you click the access link, this activity will be marked complete.  Zoom meetings created via integration can be tracked by attendance percentage. You must meet the minimum attendance requirement to receive a green checkmark.

<p><b>Prompt Learners to Create a Post/Poll</b></p>	<p>Reflect on what you've learned by creating a post/poll. All posts/polls created under this activity will be displayed below the activity, so you can read others' posts/polls and comment on them.</p> <p>If you are in a Group, you can set your posts visible only to those people for a group discussion.</p>	<p>Complete upon post creation or passing score (connect this activity with a Gradebook item). If it is the latter, pay attention to the key grading information/instructions on this activity.</p>
<p><b>Quiz</b></p>	<p>Take a quiz that includes question types like multiple choice, fill-in blanks, short answer, etc.</p> <p>You may or may not be able to view your quiz submissions depending on how your instructor set it up.</p>	<p>You must earn the required minimum points to complete this activity. Pay attention to the key grading information/instructions on this activity.</p>
<p><b>Assignment Submission</b></p>	<p>Complete an assignment in various submission formats: File/Multimedia (most common), Google Drive Assignment, Launch External Tool, No Submission. Unlike the Post/Poll activity, your submission is not shared with others in your course.</p>	<p>Complete upon assignment submission (ungraded or graded), instructor approval, or passing score reached, depending on how the activity is set up by the instructor.</p>
<p><b>Show a Post, or Poll, Event</b></p>	<p>View a specific post, poll, or event from the course.</p>	<p>For a post or event, as soon as you click and view the activity, it will be marked as complete.</p> <p>For a poll, you must answer <b>at least one question</b> to complete the activity.</p>

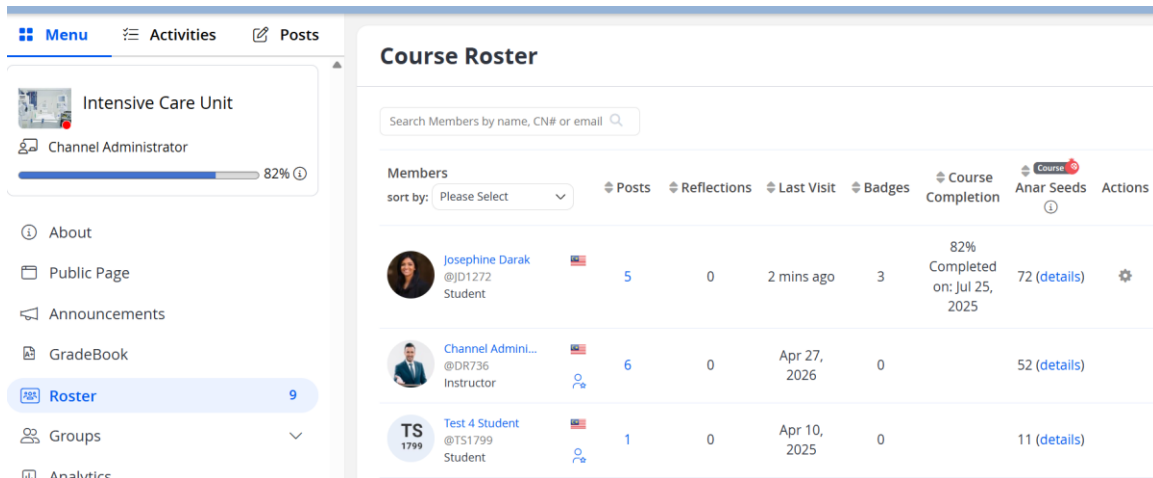
<p><b>External Tool</b></p>	<p>Through this activity type, you get on an integrated third-party platform to engage with content or with each other.</p>	<p>Typically, this activity is marked complete after you successfully launch the external tool. But each external is different. Please follow your instructor's guidance.</p>
<p><b>SCORM</b></p>	<p>This activity type supports eLearning content in the SCORM format. When you click View Content, the SCORM file will be displayed in a new browser window.</p>	<p>When the SCORM page sends back completion status.</p>

ii. **Menu tab**

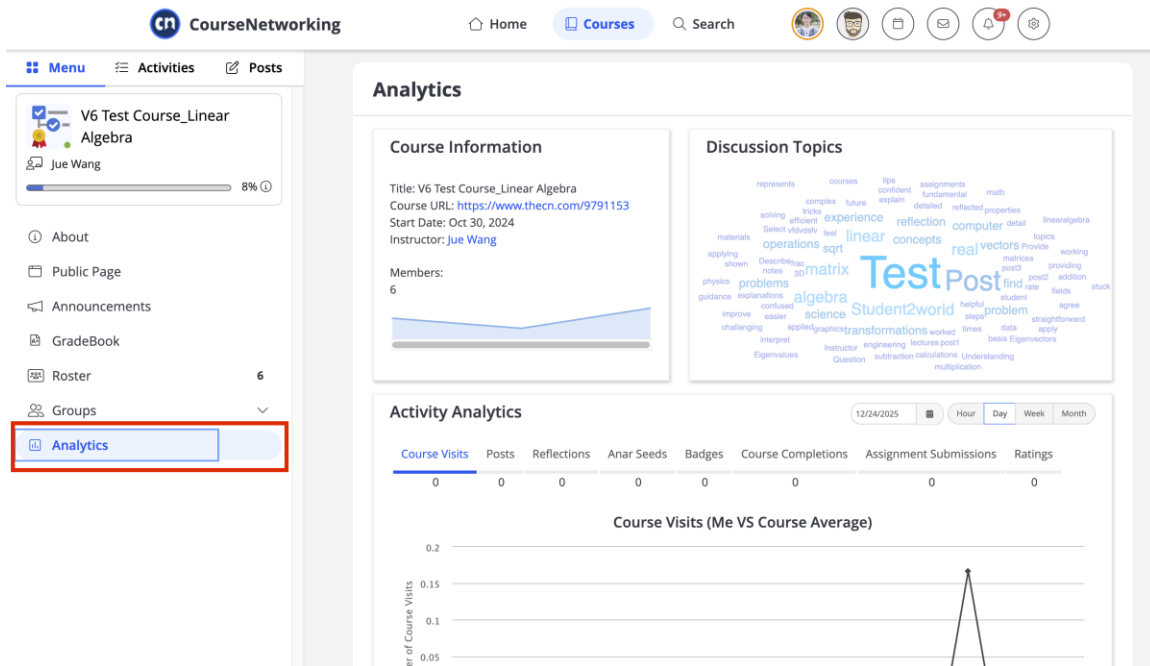
- The menu tab includes Gradebook, Roster, and Analytics tab.
- **The Gradebook** takes you to view all your assignments that have a Gradebook item associated with them. To find the associated activity, you can return to the Activities tab and click the activity that shares a name with that Gradebook item.



- **The roster** is a list of every user in the course. You can visit other course members' ePortfolio from this page. You can also filter your or another course member's posts created in this course. This page also gives information about the last course visit, course badges, course completion rate.



- The analytics dashboard shows you a variety of data about your participation and performance in the course versus the course average. [Read this article](#) if you want to know more detail.



### iii. Posts tab

- In the posts tab, you can see every post that has been made visible to you in your course. This is the course post feed and you can use the Post, Poll, Event, and Email tabs on the top to communicate with your class. See 1 on the screenshot below. **\*Please note that posts made here will not be submitted for any activity or assignment. Activity-specific posts need to be submitted on their respective activity under the Activities tab.**
- You can filter posts by using Poll, Events, Groups (if your instructor created any groups), and the "search posts" box on the left side, as well as the dropdown filter above the post feed. See 2 and 3 on the screenshot below.

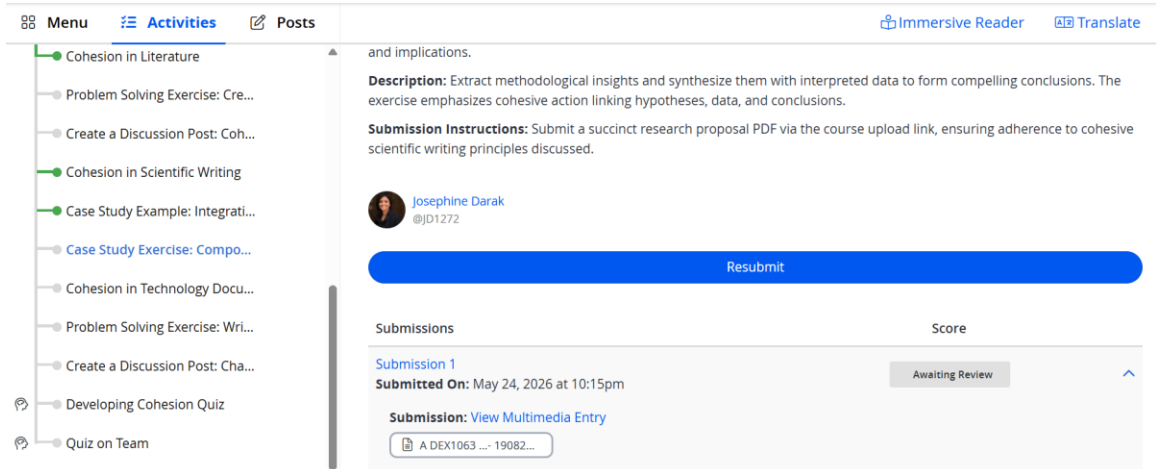
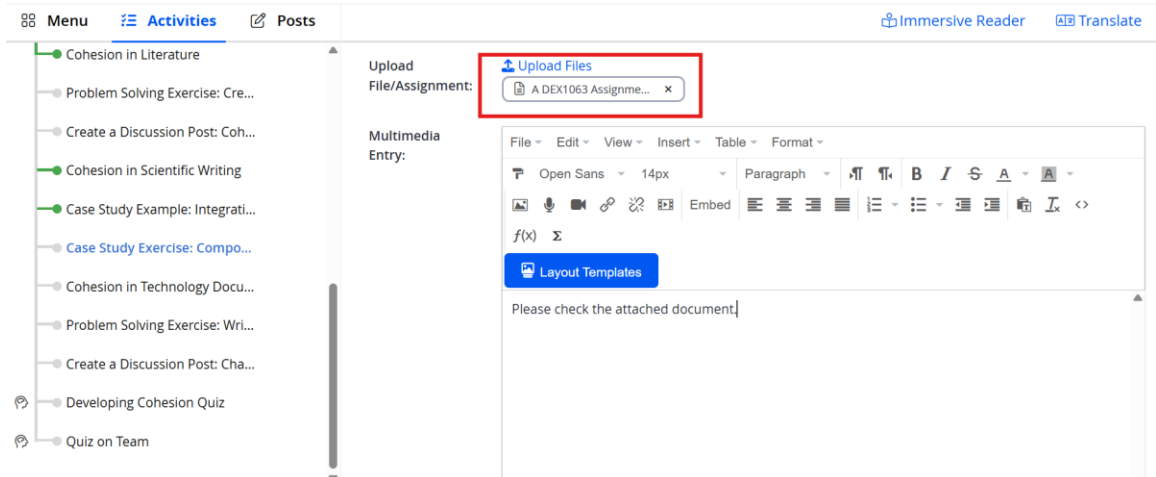
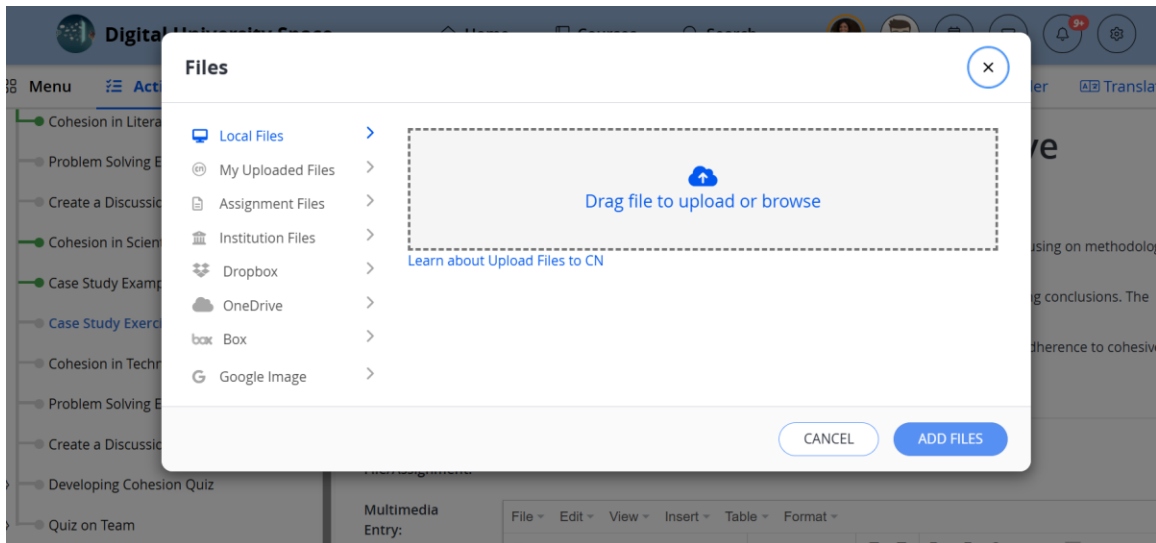
- You can also click the hashtags in the bottom-left of the menu to view posts and reflections with a specific hashtag. See 4 on the screenshot below. We also encourage you to use hashtags to label your posts. Doing so will help others easily find discussions of their interests.

### 3. Submitting Assignments

- Open your course.
- Navigate to the assignment section.
- Click on the assignment title.
- Upload your file or complete the required submission.
- Click Submit Assignment.

The screenshot shows a course interface with a sidebar menu on the left and a main content area on the right. The sidebar menu includes items like 'Cohesion in Literature', 'Problem Solving Exercise: Cre...', 'Create a Discussion Post: Coh...', 'Cohesion in Scientific Writing', 'Case Study Example: Integrati...', 'Case Study Exercise: Compo...', 'Cohesion in Technology Docu...', 'Problem Solving Exercise: Wri...', 'Create a Discussion Post: Cha...', 'Developing Cohesion Quiz', and 'Quiz on Team'. The 'Case Study Exercise: Compo...' item is highlighted with a red box. The main content area displays the title 'Case Study Exercise: Compose a Cohesive Scientific Argument' and includes sections for 'Objective', 'Description', and 'Submission Instructions'. A large blue button labeled 'Make a Submission' is prominently displayed and highlighted with a red box. Below the button are 'Previous' and 'Next' navigation buttons.

This screenshot shows the same course page as above, but with the 'Upload File/Assignment' section visible. The 'Case Study Exercise: Compo...' item in the sidebar menu is still highlighted with a red box. The 'Upload File/Assignment' section features a blue button labeled 'Upload Files' which is highlighted with a red box. Below this section is a 'Multimedia Entry' field with a rich text editor toolbar containing options for File, Edit, View, Insert, Table, Format, font face (Open Sans), font size (14px), Paragraph, and text formatting (bold, italic, strikethrough, underline, link).



## 4. Participating in Quizzes

- Open your course and locate the quiz activity.

- Click Start Quiz.
- Answer all questions carefully.
- Click Submit once completed.

The screenshot shows a course interface with a sidebar on the left and a main content area on the right. The sidebar contains a list of activities, with 'Developing Cohesion Quiz' highlighted in a red box. The main content area displays the quiz details for 'Developing Cohesion Quiz' by 'HELP Admin - Instructor'. A 'Start Attempt 1' button is highlighted in a red box. The quiz details include:

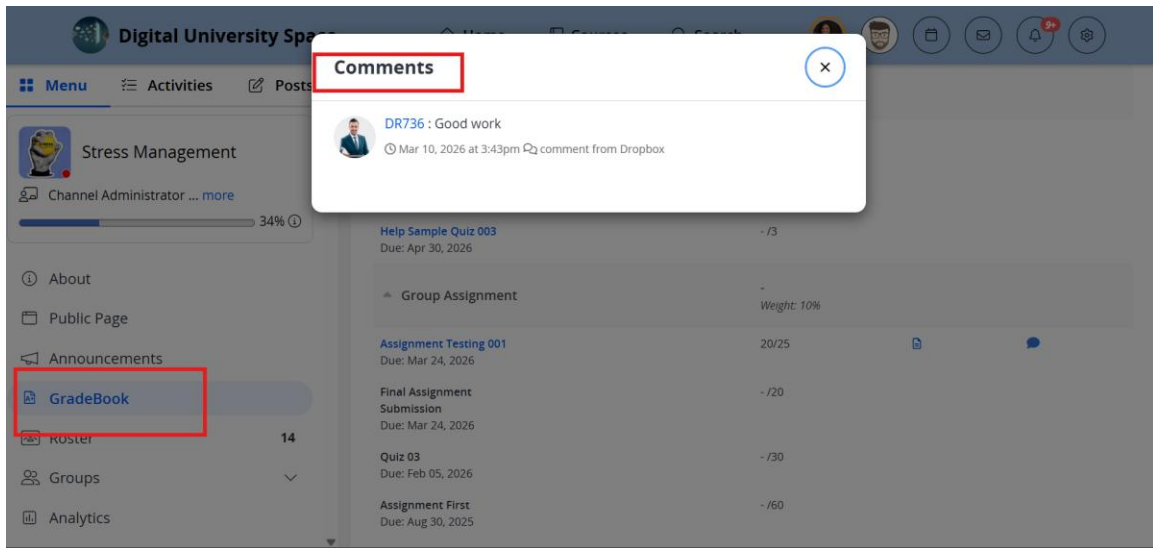
- Quiz Name: Developing Cohesion Quiz
- Description: Take the quiz below to check your understanding of Developing Cohesion
- Total Point Value: 30 pts
- Publish Date: May 24, 2026 at 9:46pm
- Due Date: Mar 31, 2027 at 11:59pm
- Time Limit: No
- Attempt Limit: 3 times
- Record: HIGHEST SCORE
- Question Display: All questions 1 page
- View Submission: Students can view submissions and feedbacks without

## 5. Viewing Feedback and Grades

- Open your course
- Click on 'Menu' tab.
- Go to Gradebook.

The screenshot shows a course interface with a sidebar on the left and a main content area on the right. The sidebar contains a list of menu items, with 'GradeBook' highlighted in a red box. The main content area displays the 'Gradebook' page, showing course completion at 34%. The gradebook table lists various assignments and their grades:

Name	Grade	Submission	Comments
Forum	-		
<i>Weight: 20%</i>			
Submit Personal Project Due: May 31, 2025	- /10		
Post testing assignment Due: Mar 31, 2026	10/10		
Assignment	-		
<i>Weight: 20%</i>			
Final Group Assignment	- /100		



## 6. General LMS Features

- View announcements and updates
- Access lecture notes and videos
- Participate in discussions
- Track assignment deadlines
- Check grades and feedback

## 7. Troubleshooting & Support

- Forgotten Password
- Unable to Login
- Course Not Visible
- Technical Support

Contact [helpdesk@helplive.edu.my](mailto:helpdesk@helplive.edu.my)

For additional LMS guidance and tutorials, students may also refer to [support.thecn.com](http://support.thecn.com)