Learning Management System (LMS) FAQs

Do I have to create a new account?
If you already have a myOACAS Learning account, you do not need to create a new one. Your existing account will be migrated to the new Learning Management System (LMS). All users will use their current username to log into the new myOACAS Learning.

What will happen to my records?
OACAS will migrate your learning records from April 2016 to November 2024 to the new myOACAS Learning. Records prior to April 2016 can be available upon request. Please contact the myOACAS Learning Support Centre.

Do I need to change my password?
If you are an employee of a children's aid society or an Indigenous Child and Family Well-Being Agency using your work email address to log in (e.g., @dilico.com, @torontoccas.org, @rockbayfn.ca), you will not need to reset your password. If you are not employed by a child welfare agency, you will need to reset your password upon your first login to the new myOACAS Learning. We will provide more information about how to do this well ahead of the LMS launch.

Can I still access the old courses that I have completed?
If the courses you have completed are still available in the new myOACAS Learning catalogue, you will still have access to them in your learner profile in the new myOACAS Learning. If you need to access older or retired courses, please contact the myOACAS Learning Support Centre once the new LMS has launched.

I registered for a session that starts next year. What happens to my registration?
All course registration records will be migrated to the new myOACAS Learning. After the service launch, we recommend logging in to verify your course registration(s). If your courses do not appear in your learner profile, please contact the myOACAS Learning Support Centre.

What will happen to my certificates?
We recommend downloading your course completion certificates as soon as possible, or before the current Learning Management System (LMS) is decommissioned at 4 PM ET on Friday, November 29, 2024. After the new myOACAS Learning is launched, OACAS Learning **will not** be able to assist with any document requests from the decommissioned LMS.

What will happen with my incomplete courses?
If you have completed some, but not all components in a course (eLearning, assignments, quizzes etc.), this progress will not be carried over to the new myOACAS Learning and you will be required to complete all the work again. We urge you to **complete any courses in progress before Thursday, November 28, 2024, at 11:59 PM ET.**

Please note that offerings with specialized delivery logistics such as PRIDE Pre-Service and the Reimagined Child Welfare Pathway to Authorization series may require additional support to ensure a smooth migration. The OACAS Learning team will contact agencies with affected cohorts directly to provide further clarification and support.

OACAS is dedicated to supporting you during this transition. Stay tuned for more FAQs and updates!