AVO Food Service Tech University

New LMS User Guide
For Recertifying Students Migrated from
AVO Training Online LMS

This guide is for McDonald's students who were migrated from the AVO Training Online LMS to the AVO Food Service In-House Technician LMS. It is intended mainly for students who are within 90 days of expiration of their certification.

If you are not within 90 days of expiration of your certification, you do not need to do anything at this time. You may go through the password reset process now or wait until you are ready to recertify. You will not have any required training available in the catalog until you are within 90 days of your expiration date.

Status on account migration can be found in the banner on the previous LMS site.

AVO Training has established a new training portal for McDonald's students. This learning management system (LMS) automates many of the manual processes from the previous system with an aim toward making the right training available at the right time to the right students.

Features:
1) Automatic enforcement of the pre-test requirement for new McDonald's technicians.
2) Automatic ability to offer the choice of the traditional 3-day in-person classroom training or the blended 1-day virtual/2-day hands-on classroom training to new technicians.
3) Instant self-enrollment into the training session of the student's choice with integrated online payment processing.
4) Ability
5) Scheduled notifications of approaching recertification dates.
6) Automatic availability of recertification training during the last 90 days of an expiring certification. Early recertification availability is also possible if requested by the student.
7) Instant self-enrollment into the online recertification courses with integrated online payment processing.
8) Automatic availability to purchase any needed retake modules if a student does not pass a course.
9) Automatic update of progress in the recertification course upon successful completion of a retake module.
10) Improved visual appeal and special program branding.
11) Improved security with elimination of generic passwords and automatic email address validation.
12) Ability to increase language support for Spanish.

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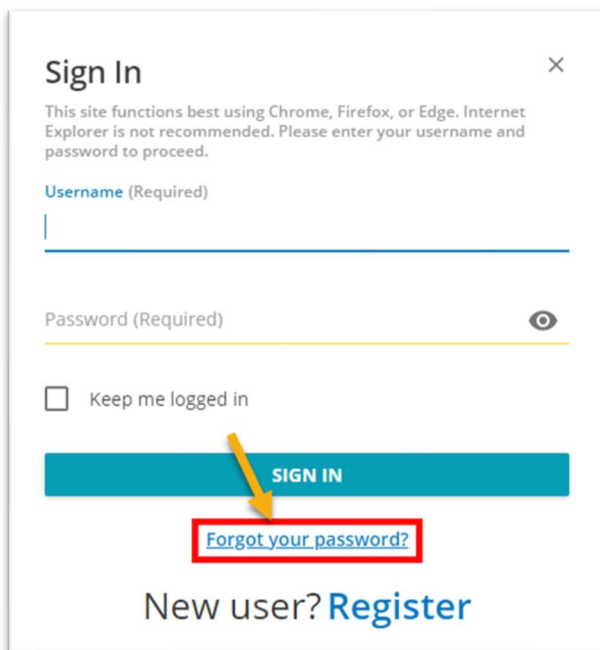# AVO Training Online LMS

PASSWORD RESET

For security purposes it is necessary for the student to initiate a password reset for the initial login into the system. This will generate a random password that will be sent to the student's registered email address.

1. To create your new password go to http://www.avofstechu.com and click "Sign In" in the upper right-hand corner.

2. Click on "Forgot your password?".

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3. Enter your email address (this should be the same one from your old account) and then "send reset link".

> If you do not receive an email within 15 minutes, first check your spam folder. Double-check that you have typed your email correctly. If you still cannot log in, it may be that your email address has changed from what we have on record, and we will need you to contact us. (Contact information can be found at the end of his guide.)

Recover Password ✕

Insert your username or your email address in the field below. You will receive an email with instructions.

Username or email (Required)

███████████████████████████████
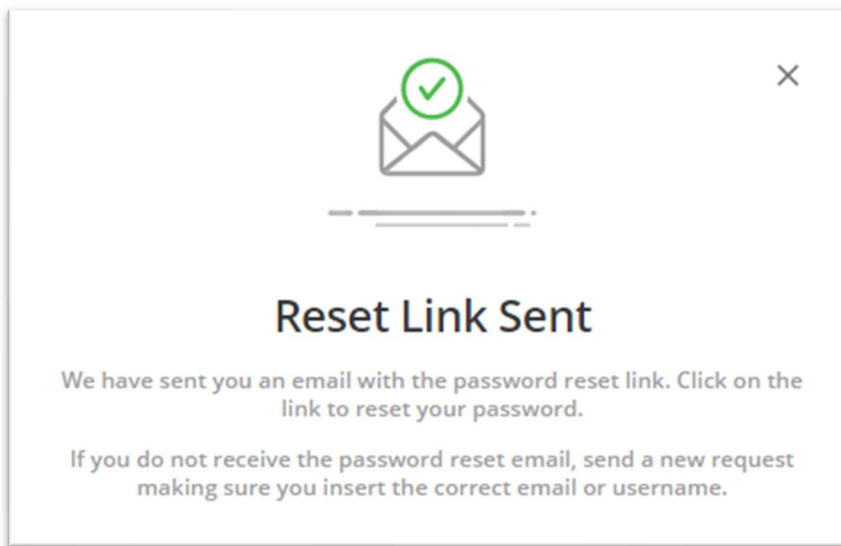
SEND RESET LINK

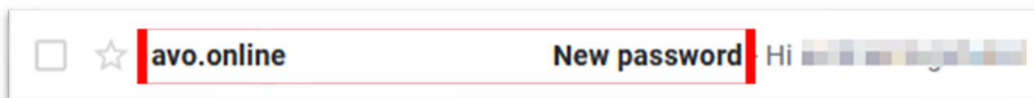Already registered? **Sign In**

New user? **Register**

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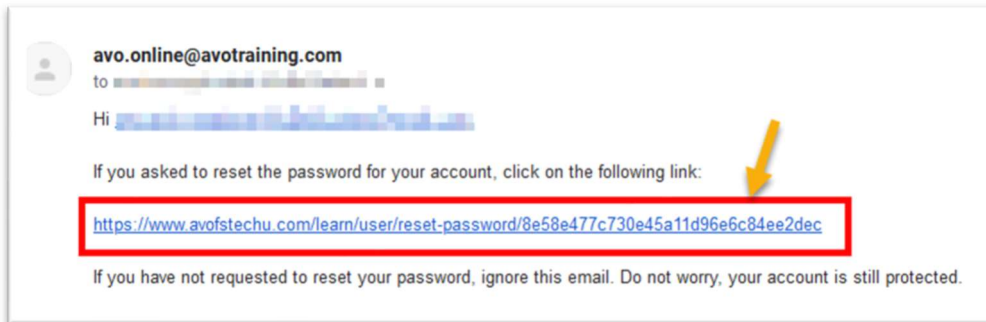
4. You will see an on-screen message that looks like this:

5. Log on to your email and you will see an email from "avo.online" that contains a temporary password and link.
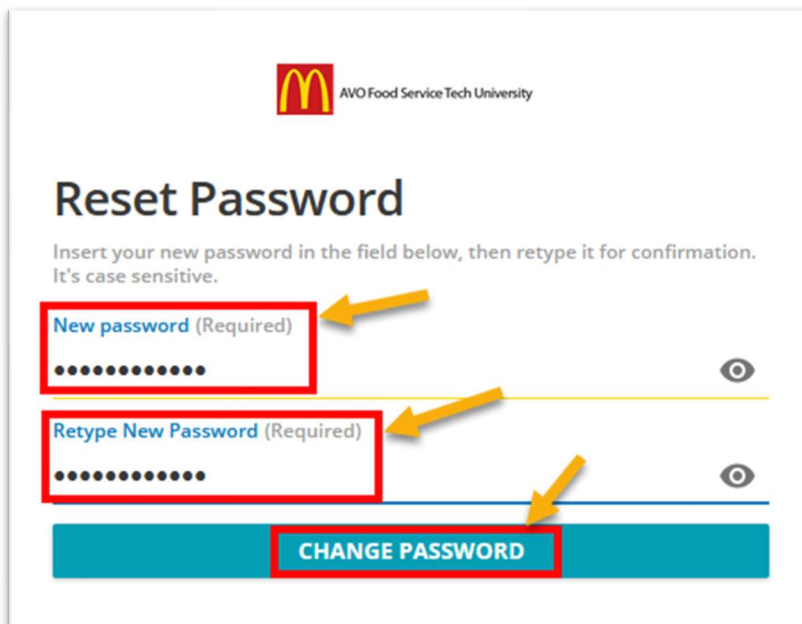
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6. Click on the password reset link that looks like this:

7. Type in your new desired password and save it in a safe spot and then proceed with "Change Password".
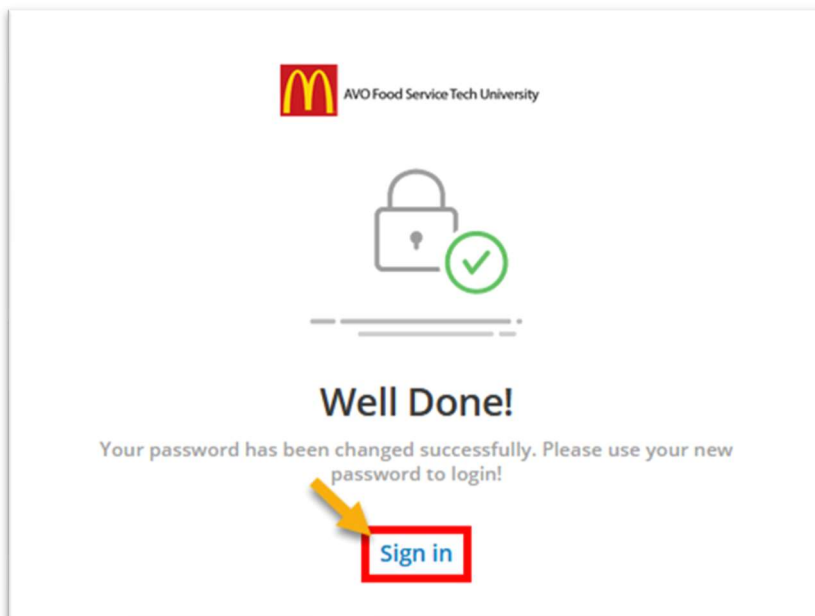
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8. Your password has now been reset, and you can enroll in your recertification course.

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RECERTIFICATION COURSE SIGNUP

AVO Training Institute's normal recertification window is within the last 90 days before expiration of your existing certification. During this 90-day window, your recertification courses become available to you for purchase. They are not generally available outside this window, but can be made available early upon request.

1. Sign back in with your email and new password.

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2. Within the 90-day window for recertification, you will find a "Recertification Catalog" that looks like this (If you believe you are within the recertification window but don't see your course, please contact us.). Click on the item to read more about the course.
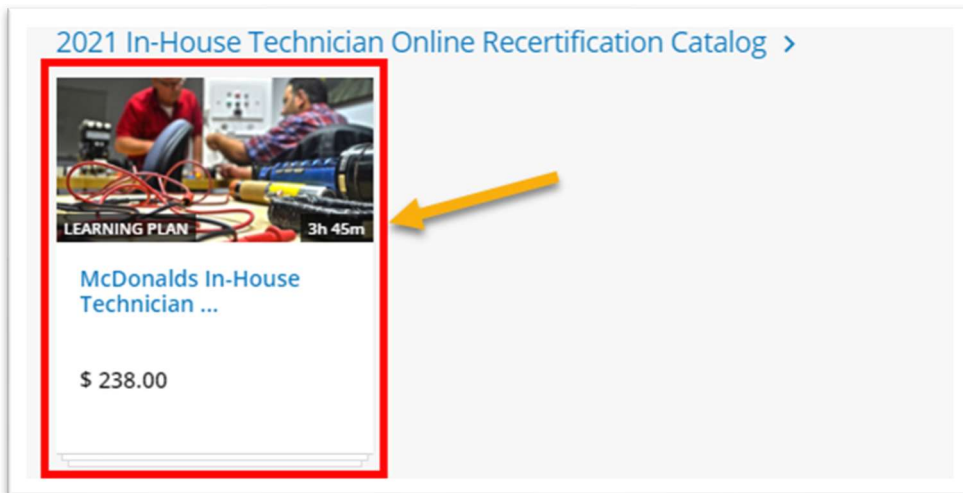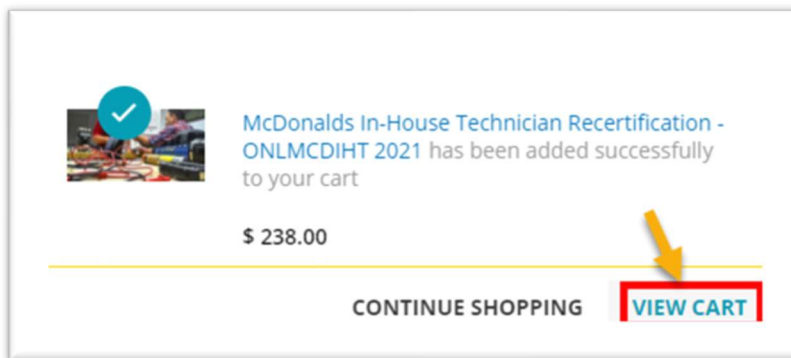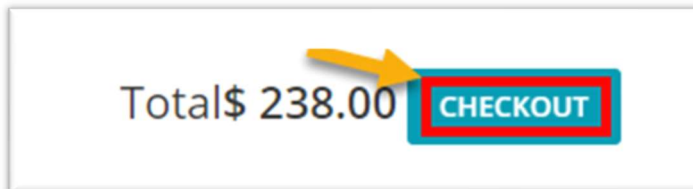

3. Click on "Add to Cart".
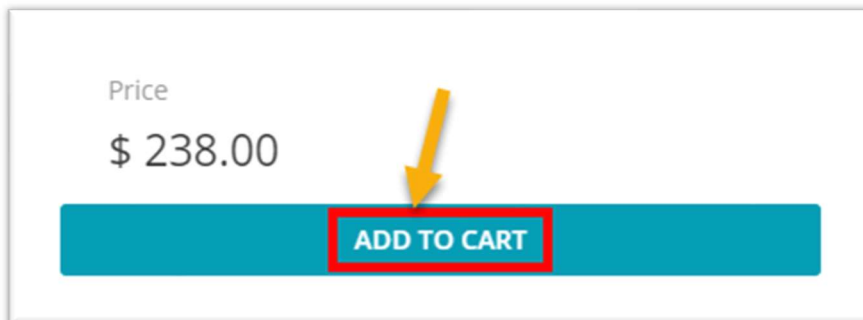
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4. At the top of the screen you will see a pop-up to either continue shopping or view cart. Click "View Cart".

5. At the bottom-right side of the screen you will see "Check Out". Click this.

6. Review/complete your billing information and click "Save". Billing information should match the credit card you will be using for payment.

   When you are done, check the box located on the bottom left of your screen to accept the terms and conditions, and then click "Confirm Order" on the bottom right.

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7. Review your entries for accuracy and enter your card information. Click "Pay".

Congratulations. You can print your receipt and proceed to take your course. If you ever get lost, use the three-line "hamburger" menu in the upper left corner of the screen to open the main menu.

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FREQUENTLY ASKED QUESTIONS (FAQ) as of 1/31/21

Q: What if I don't receive the password reset email within 15 minutes?

A: There are a few possible reasons:

1) **Your email provider's SPAM filter has filtered out the message.** Check your SPAM folder for our password reset message. If possible, add the sender address on the email to your contact list.

2) **Your email address has changed from the one we have on file (or we didn't have an email address for you).** Please email us from our current address with your name, address, phone number, and any previous email addresses you may have used. We will look up your account information and update it to your new email address.

3) **You have multiple accounts or insufficient information in the old system to identify your account as belonging to McDonald's.** When possible we merged multiple accounts, but only if the accounts were similar enough to allow us to link them together. Some accounts will require manual research. Please contact us.

4) **You were in-progress or recently opened an account in the old LMS.** New accounts and in-progress accounts require special handling that may delay creating an account or updating your records in the new LMS. If you were in the middle of a course, we did not want to switch you in the middle of training.

Q: Is there a way to see if one of my email addresses exists in the new LMS?

A: The best way is to try and reset the password.

Q: What email address should I use?

A: You should use an email address that belongs to you, not your supervisor's.

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SUPPORT CONTACTS

For normal technical support requests, the recommended method for support is by email to avo.online@avotraining.com. Please ensure that you give us as much information as possible about the problem, your contact information, and any previous email addresses or usernames you may have had in the old LMS.

You may also reach out to your Account Executive, Yovanda Bennett at Yovanda.Bennett@avotraining.com or call 214-330-3282 or 469-594-9660.