



Fujifilm Healthcare Americas

**User Guide for the Service Training Learning
Management System (LMS)**

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Fujifilm Healthcare Americas User Guide for the Service Training Learning Management System (LMS)

I. INTRODUCTION

The Service Training Learning Management System (LMS) will focus specifically on product and product related training. The LMS allows users to browse, search for, enroll, and pay for training that is approved by management. The purpose of this guide is to provide directions on how to navigate and use the available features. To access Fujifilm’s Learning Management System, open a web browser and navigate to <https://healthcaresolutions-us.fujifilm.com/resources>. From there, click on the box called “Education.”

Resources



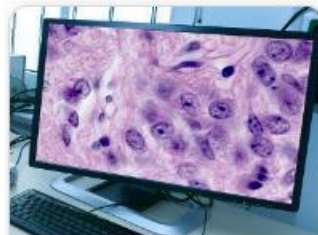
Enterprise Imaging Education



Blog



Press Releases



Images and Videos



Case Studies



Education

Under the Education section, browse in the Product Training Courses area, and click on “Fujifilm’s Learning Center”.

Product Training Courses

As a Fujifilm customer you have two distinct advantages to help you sustain and even grow your level of expertise and success: industry-leading equipment, and industry-leading instruction. Our courses, in conjunction with our state-of-the-art radiography labs, provide you with the kind of hands-on, instructor-led training that will help you reduce downtime, maintain compliance, and support your facility's goal to provide exceptional healthcare experiences. You also receive Continuing Education credits. Courses are offered at the Fujifilm office in Lexington, MA.

Product Training Courses

Fujifilm's Learning Center will effortlessly guide you through our course schedule, take you to an easy registration process, provide you with transcript access (along with the ability to print course certificates), and bring you all the way to simple payment processing utilizing our new e-commerce system. We also provide computer-based training on select products to make training even more convenient. Click on the link to view the latest course offerings.

Need help navigating the portal? Download the [users guide](#).

Training Agreement

Distributor/Customer Service Training Agreement

- All information (including but not limited to data, know-how, trade secrets, methods and procedures,...

[READ MORE](#) ▾

Course Confirmation & Cancellation

A confirmation letter will be sent out approximately three weeks prior to the start date of the course. Unless a confirmation letter has been sent to you, your registration is not final. Please inform Fujifilm of any cancellations at least two weeks prior to the start date of the course. Your enrollment fee will be refunded or you may reschedule for an alternate date. Refunds will not be issued in cases of cancellation within the two weeks prior to the start date of the course.

[View the 2023 Training Course Calendar PDF \(first half\)](#)

Disclaimer

Fujifilm reserves the right to cancel any course two weeks in advance. All schedules and fees are subject to change.

You can Browse for training and class dates under “Technical Training, “Log in” to the LMS if you are a registered user, or Register in the system under the “Registration Page”.



Search

Welcome

On Saturday, April 15, 2023 from 12:00 AM EDT to 1:30 AM EDT, your portal will be briefly unavailable due to a software update. ✕

Browse the Catalog

Technical Training

Register Now

Do you want to sign up for training?
Go to our [Registration Page](#) and see what courses are available to you.

Sign In

Already a user?
Go to the [Login Page](#) to sign in to your account.

Fujifilm Medical Systems U.S.A., Inc. Service Training courses are intended for Fujifilm customers, employees, and authorized dealers only. If you are not a customer, but would like to become one, [click here](#).

II. ANONYMOUS BROWSING

Log on to https://fujixxe.csod.com/LMS/catalog/Welcome.aspx?tab_page_id=67&tab_id=20000491

The first page in the LMS system allows users to perform three specific functions. Users can browse for training anonymously without having to register with the system. This allows users to see what Fujifilm Healthcare Americas has to offer in the way of Service Training courses before committing to creating a user account.

If you already have a user account, you can simply login to the system.

Users can also register and sign up for training in the registration page.

FUJIFILM
Value from Innovation

Search

Welcome

Browse the Catalog
 [Technical Training](#)

Sign In
Already a user?
Go to the [Login Page](#) to sign in to your account.

Register Now
Do you want to sign up for training?
Go to our [Registration Page](#) and see what courses are available to you.

Fujifilm Medical Systems U.S.A., Inc. Service Training courses are intended for Fujifilm customers, employees, and authorized dealers only. If you are not a customer, but would like to become one, [click here](#).

III. CREATING A USER ACCOUNT IN FUJIFILM'S LMS

Registration is easy and does not require a lot of information. Fujifilm asks for a First Name, Last Name, E-mail address (this will be your user name), **The Hospital or Facility Name must be included**, Hospital or Facility Address, State (please choose from the menu), Company Phone Number, and we provide data fields to create a password and to confirm your password.

The screenshot shows a registration form titled "FUJIFILM Service Training". The form is set against a light teal background. It contains several input fields with asterisks indicating they are required. The fields are: First Name, Last Name, Email Address, Hospital or Facility Name, Hospital or Facility Address, State (with a dropdown arrow), Phone, New password, and Confirm password. Below the fields, there are four lines of password requirements: "Passwords must contain alpha and numeric characters", "Passwords cannot have three or more consecutive same characters", "Passwords must be 6 - 20 characters", and "Passwords cannot have leading or trailing spaces". A fifth line states "Passwords cannot be the same as the Username, User ID, or email address." At the bottom, there are two links: "Already a user? Login here" and "Return to Browsing? Click here". At the very bottom are two buttons: "Cancel" and "Login".

When choosing a state, please select from the list provided. In some instances, there is more than one listing per state. One example is California. The system shows California North and California South. Users should choose the state information that matches the geographic location closest the business address entered.

The screenshot shows a "Search State" dialog box. It has a search bar with a magnifying glass icon and a "Search" button. Below the search bar, it says "(56 Results)" and shows a pagination control with numbers 1 through 5, and arrows. The main content is a table with three columns: Title, ID, and Parent. The table lists the following states and their parent zones:

Title	ID	Parent
Alabama	Alabama	Zone 3
Alaska	Alaska	Zone 7
Arizona	Arizona	Zone 8
Arkansas	Arkansas	Zone 4
California (North)	California (North)	Zone 7
California (South)	California (South)	Zone 8
Colorado	Colorado	Zone 7
Connecticut	Connecticut	Zone 1
Deleware	Deleware	Zone 2
Florida	Florida	Zone 3

At the bottom right of the dialog box is a "Cancel" button.

IV. LOGGING INTO THE SYSTEM:

Go to <https://fujixe.csod.com>

At the time this document was written, the login page appeared as it does in this picture.

Cornerstone

ON DEMAND *Empowering People*

Welcome to Cornerstone OnDemand. | [Please Sign-in](#)

Login

Username:

Password:

[Forgot Password?](#)

LOGIN 



Cornerstone is the company we partnered with to implement this system. In the very near future the page will appear with the appropriate Fujifilm branding. Log in using the following credentials. If there are any issues with login, please contact [HCUS service.training@fujifilm.com](mailto:HCUS.service.training@fujifilm.com).

Username: *Your e-mail address* (e.g. jdoe@fujifilm.com)

Initial password: *Password specified at registration*

If prompted to do so, please enter a new password using the specified guidelines.

Your password has expired. Please change your password.

The new password must match the following criteria:

- * Passwords must contain alpha and numeric characters
- * Passwords cannot have three or more consecutive same characters
- * Passwords cannot be the same as the previous 3 passwords
- * Passwords must be 6 - 20 characters
- * Passwords cannot have leading or trailing spaces
- * Passwords cannot be the same as the Username, User ID, or email address.

Change Your Password

Current password:

New password:

Confirm password:

Save

Cancel

V. BROWSE FOR TRAINING:

Upon successful login, the home page will look like this. Most of the information needed for training can be found here.



Welcome, Max, to your personalized corporate training center.

Your Inbox

[View transcript](#)
(0 approved training selection(s))
(Registered for 0 training selection(s))

Online Training in Progress

No Training in Progress

My Training

No Training Available

Browse for Training

[Technical Training](#)

Your Upcoming Sessions

No Sessions Scheduled

Your Transcript

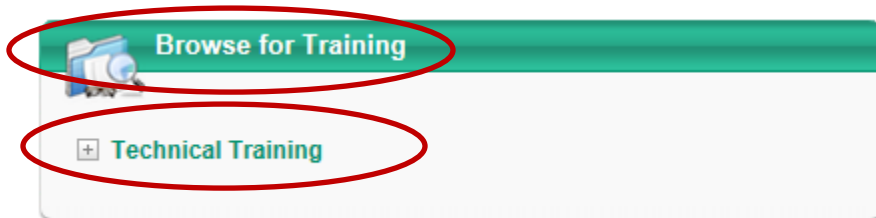
No assigned training

Connect with Fujifilm

Want to know more about Fujifilm Medical Systems U.S.A., Inc.?
Visit Fujimed.com or our social media accounts keep you up-to-date with our latest news.

Stay Connected.

Begin by using the “Browse for Training” (title bar of box) or “Technical Training” link.



Both links will bring you to the following page.

Browse for Training 42 Results ☰ ☱



Training [clear](#)

- My Subjects
- Popular
- Newest


Subject [clear](#)


- Technical Training

Type [clear](#)

- 
- 


Date Range [clear](#)


From 

To 

[View Full Calendar](#)


Location [clear](#)

Select a location 




AcSelerate

Event




Aspire HD

Event




Aspire HD Plus

Event




Astea_Mobile_CBT

Online Class





Cristalle Mammo



Event




DEVO Suite F5

Event

The available Instructor Led Training (ILT) sessions and Computer Based Training (CBTs) can be displayed in different ways. Use  for picture view (default view displayed on previous page) and  for a list view (see below).

Browse for Training 41 Results  


By Title ▾



AcSelerate

Event · FMSU


The purpose of this course is to provide working knowledge geared toward installation, configuration, calibration, troubleshooting and maintenance of the AcSelerate and the various peripheral components associated with it. The course curriculum will also provide details for setup of X-ray... [read more](#)



Aspire HD

Event · FMSU


This course is intended to train attendees the Theory of Operation, Installation, Programming, Adjustments, Alignments, Calibration, and Troubleshooting procedures required for supporting the Mammography Systems.Equipment and practices covered include the ClearView CSm Reader Unit, The Mammo-Viewer... [read more](#)



Aspire HD Plus



Event · FMSU

The purpose of this course is to provide working knowledge geared toward installation, configuration, calibration, troubleshooting and maintenance of the FDR-MS-2000/2500 Aspire HD Plus System and the various peripheral components associated with it such as the FDR-2000AWS Console.



Astea_Mobile_CBT

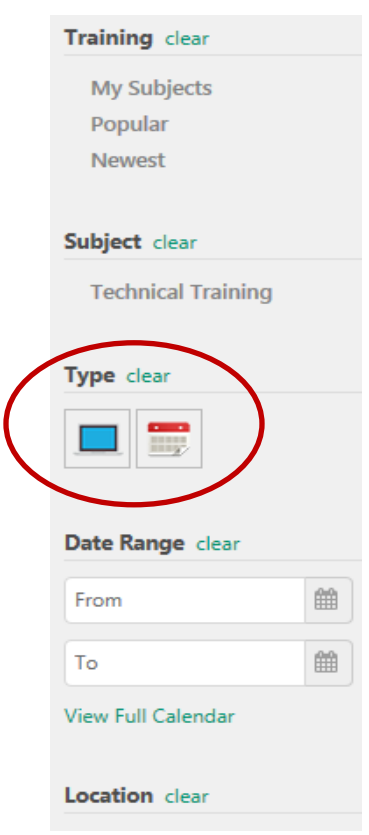
Online Class · FMSU

Users can browse for ILT or CBT training. ILT sessions are represented as  while CBTs are represented as  the search options on the left side of the page allow for filtering by selecting one, the other, or both icons.

The default setting shows available ILT and CBT sessions in either picture view or list view. To specify the view preferences, click the appropriate icon. Click clear to go back to default.

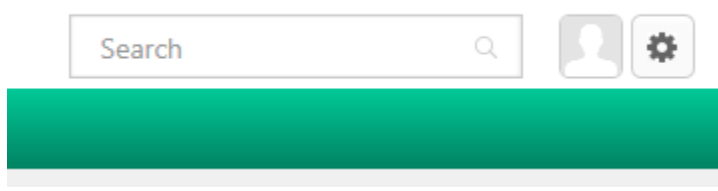
Note: In the picture view choose one type or the other. The available courses displayed and their associated pictures will change.

Another option is to specify other display filter criteria(s) such as date and location. However, **the system only has one location at this time. All ILT occurs in Lexington, Ma.**

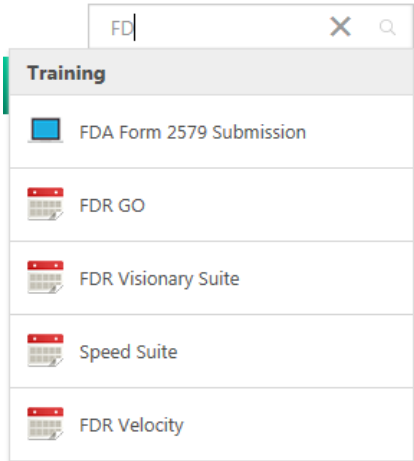


VI. SEARCHING FOR TRAINING:

The LMS allows for searching of specific training courses. The Global Search feature is always available in the top right corner of the page.



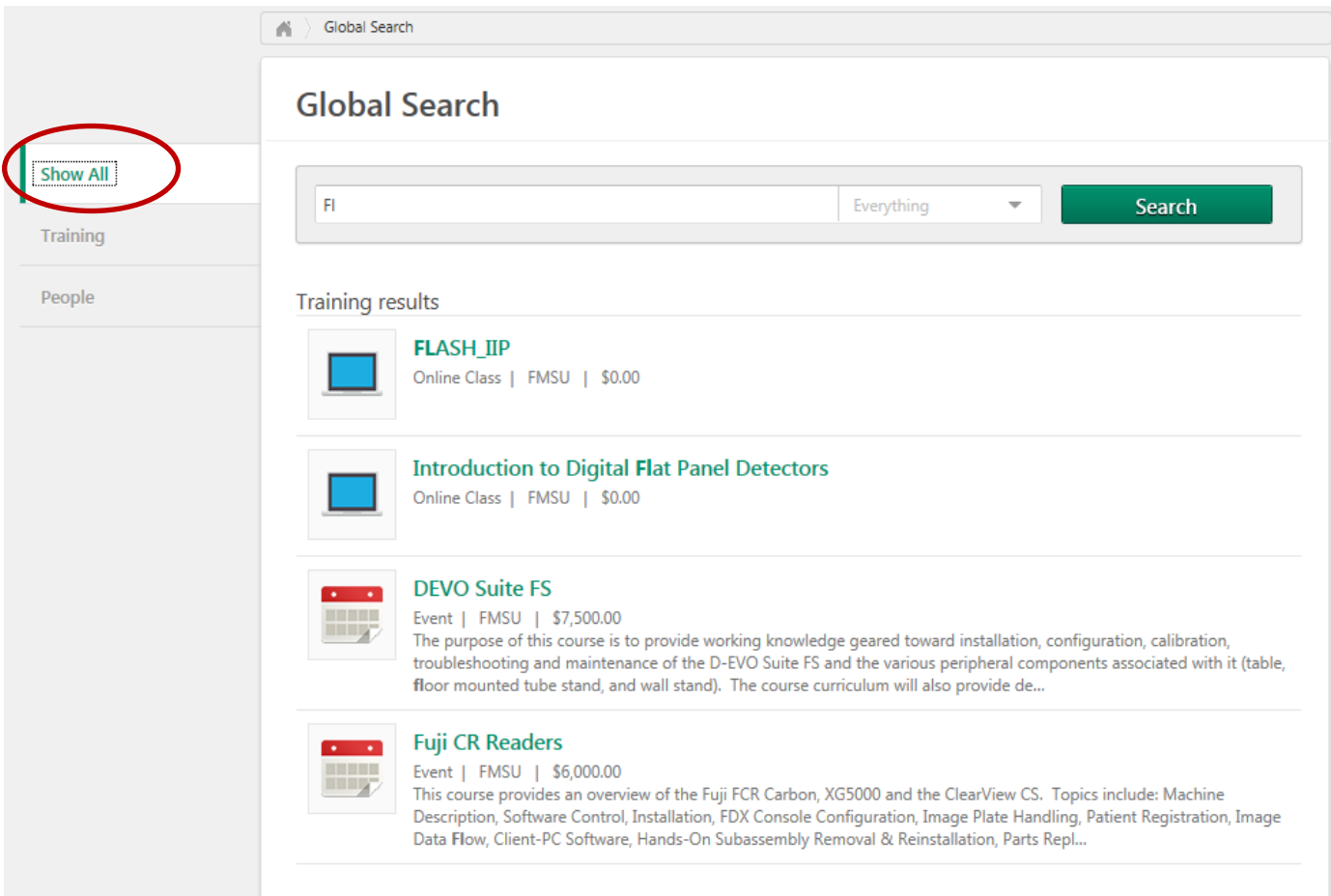
Type the name or parts of the name of the course you are looking for and press ENTER. As you type, it will display training courses that match and can be chosen from a drop down list.




Example: As you type in FDX, other matches for “FD” appear. Choose one and then execute the search.

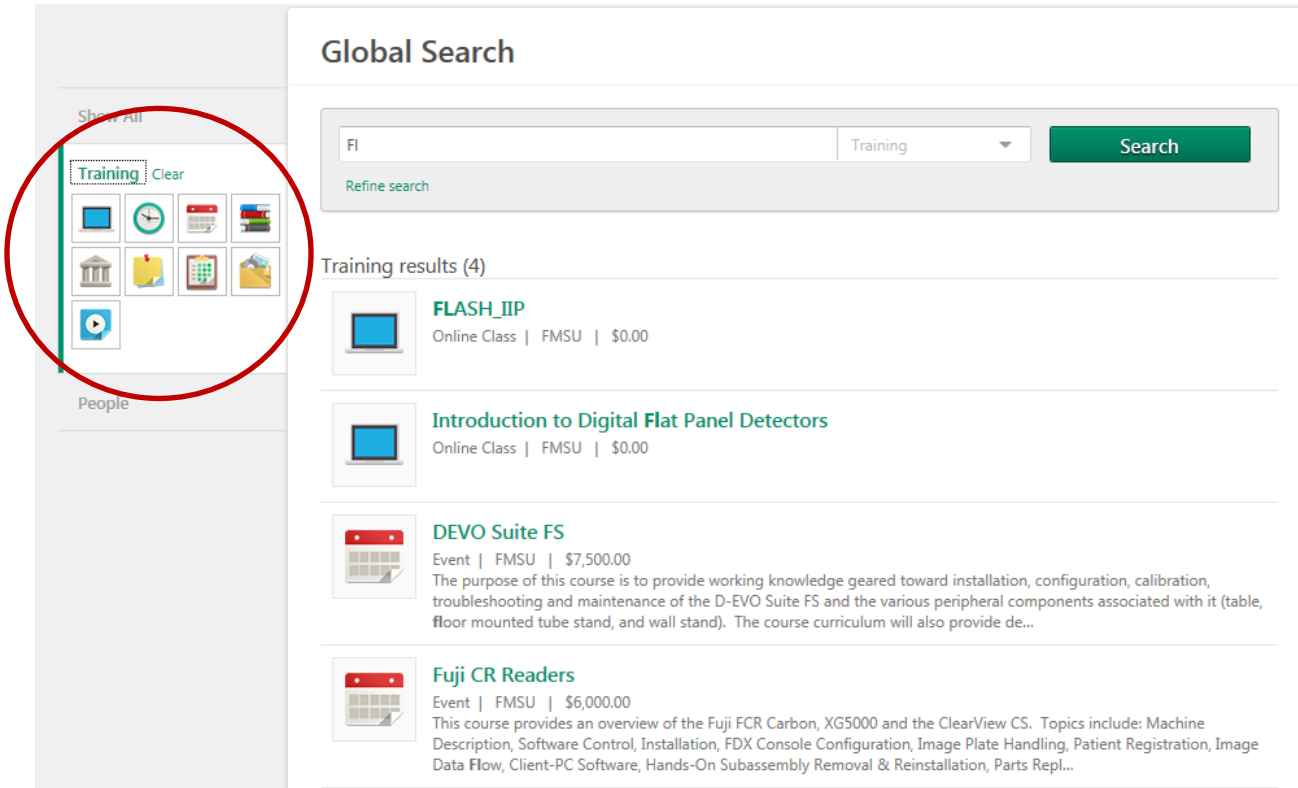
Several options will display depending on search criteria specified.

Show All: Displays all items matching the search criteria. (Default) This includes ILT sessions as well as CBT sessions.



Training: Training can be displayed by either CBT or ILT sessions. There are other “learning objects” to choose from, but the only 2 that exist in the system at this time are CBT and ILT. If this button  is selected then only ILT objects will be displayed as matching results.

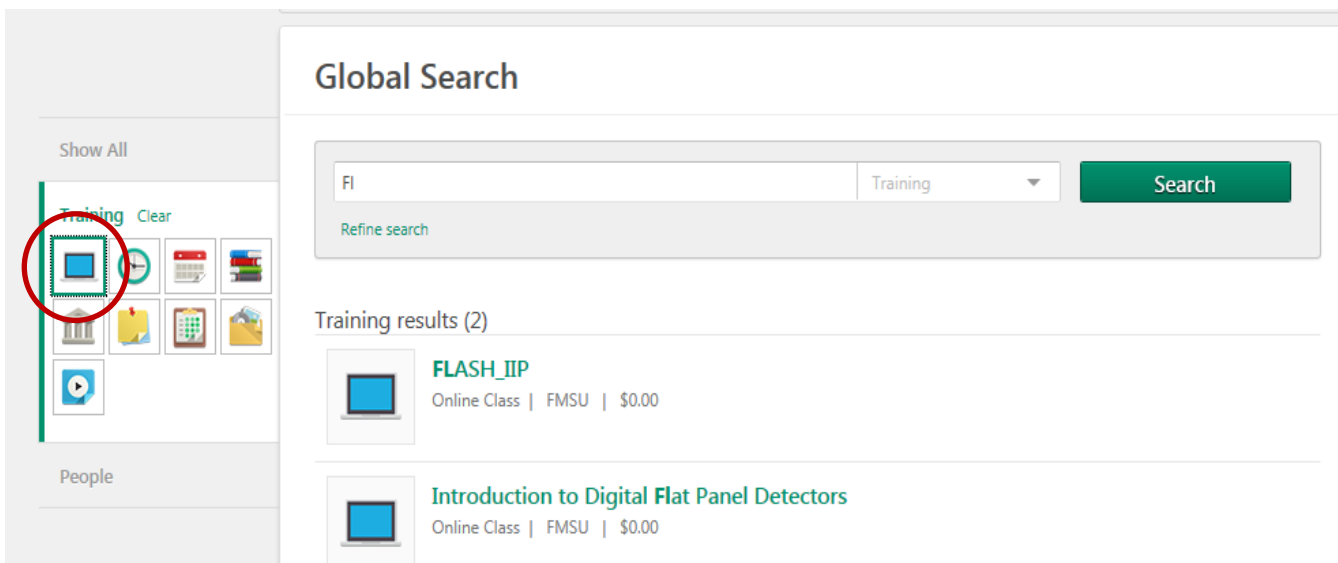
If this button is selected  then only CBT objects that match your search criteria are displayed.



The screenshot shows the 'Global Search' interface. On the left, a vertical menu contains several icons, with the 'Training' icon (a computer monitor) circled in red. The main search area has a search bar containing 'FI', a dropdown menu set to 'Training', and a green 'Search' button. Below the search bar, the results are listed under the heading 'Training results (4)'. The results include:

- FLASH_IIP**: Online Class | FMSU | \$0.00
- Introduction to Digital Flat Panel Detectors**: Online Class | FMSU | \$0.00
- DEVO Suite FS**: Event | FMSU | \$7,500.00. Description: The purpose of this course is to provide working knowledge geared toward installation, configuration, calibration, troubleshooting and maintenance of the D-EVO Suite FS and the various peripheral components associated with it (table, floor mounted tube stand, and wall stand). The course curriculum will also provide de...
- Fuji CR Readers**: Event | FMSU | \$6,000.00. Description: This course provides an overview of the Fuji FCR Carbon, XG5000 and the ClearView CS. Topics include: Machine Description, Software Control, Installation, FDX Console Configuration, Image Plate Handling, Patient Registration, Image Data Flow, Client-PC Software, Hands-On Subassembly Removal & Reinstallation, Parts Repl...

Example 1: At first, all the objects will be displayed (see above). When the CBT object is selected from the pallet, only CBT objects that match the search criteria are displayed (below).



The screenshot shows the 'Global Search' interface after the CBT filter is selected. The 'Training' icon in the left menu is now circled in red. The search bar still contains 'FI' and the dropdown menu is set to 'Training'. The results are now listed under the heading 'Training results (2)'. The results include:

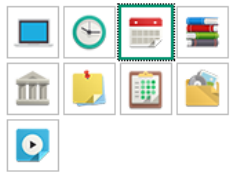
- FLASH_IIP**: Online Class | FMSU | \$0.00
- Introduction to Digital Flat Panel Detectors**: Online Class | FMSU | \$0.00

Example 2: When the ILT object is selected from the pallet, only ILT object that match the search criteria are displayed (below).

Global Search

Show All


Training Clear




People

Training
[Refine search](#)

Training results (2)



DEVO Suite FS
Event | FMSU | \$7,500.00
The purpose of this course is to provide working knowledge geared toward installation, configuration, calibration, troubleshooting and maintenance of the D-EVO Suite FS and the various peripheral components associated with it (table, floor mounted tube stand, and wall stand). The course curriculum will also provide de...




Fuji CR Readers
Event | FMSU | \$6,000.00
This course provides an overview of the Fuji FCR Carbon, XG5000 and the ClearView CS. Topics include: Machine Description, Software Control, Installation, FDX Console Configuration, Image Plate Handling, Patient Registration, Image Data Flow, Client-PC Software, Hands-On Subassembly Removal & Reinstallation, Parts Repl...

VII. REQUEST, REGISTRATION AND PAYMENT:

Once the desired training is displayed on the screen, a specific session will need to be chosen. When users click on the desired training, the course description will be displayed along with available sessions. Click on the “Request” button next to the preferred session. Each session displays the start date and time along with the number of available seats.




Training Details

**Fuji CR Readers**
Event - FMSU - \$6,000.00

This course provides an overview of the Fuji FCR Carbon, XG5000 and the ClearView CS. Topics include: Machine Description, Software Control, Installation, FDX Console Configuration, Image Plate Handling, Patient Registration, Image Data Flow, Client-PC Software, Hands-On Subassembly Removal & Reinstallation, Parts Replacement, Calibration, Troubleshooting and Preventive Maintenance. (Classroom Lecture/PowerPoint and Lab, Written Test)

Sessions Details

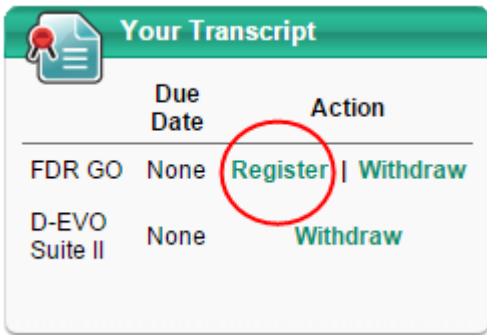
Show Available [View Full Calendar](#)

 2010 - Session Details Session - FMSU - 9 hours - \$6,000.00 Location English (US)	Duration 5/9/2016, 8:00 AM EST - 5/13/2016, 5:00 PM EST	6 Openings Available Request
 2011 - Session Details Session - FMSU - 9 hours - \$6,000.00 Location English (US)	Duration 6/13/2016, 8:00 AM EST - 6/17/2016, 5:00 PM EST	8 Openings Available Request
 2012 - Session Details Session - FMSU - 9 hours - \$6,000.00 Location English (US)	Duration 8/22/2016, 8:00 AM EST - 8/26/2016, 5:00 PM EST	8 Openings Available Request

[Notify me of new sessions](#) 3 Results

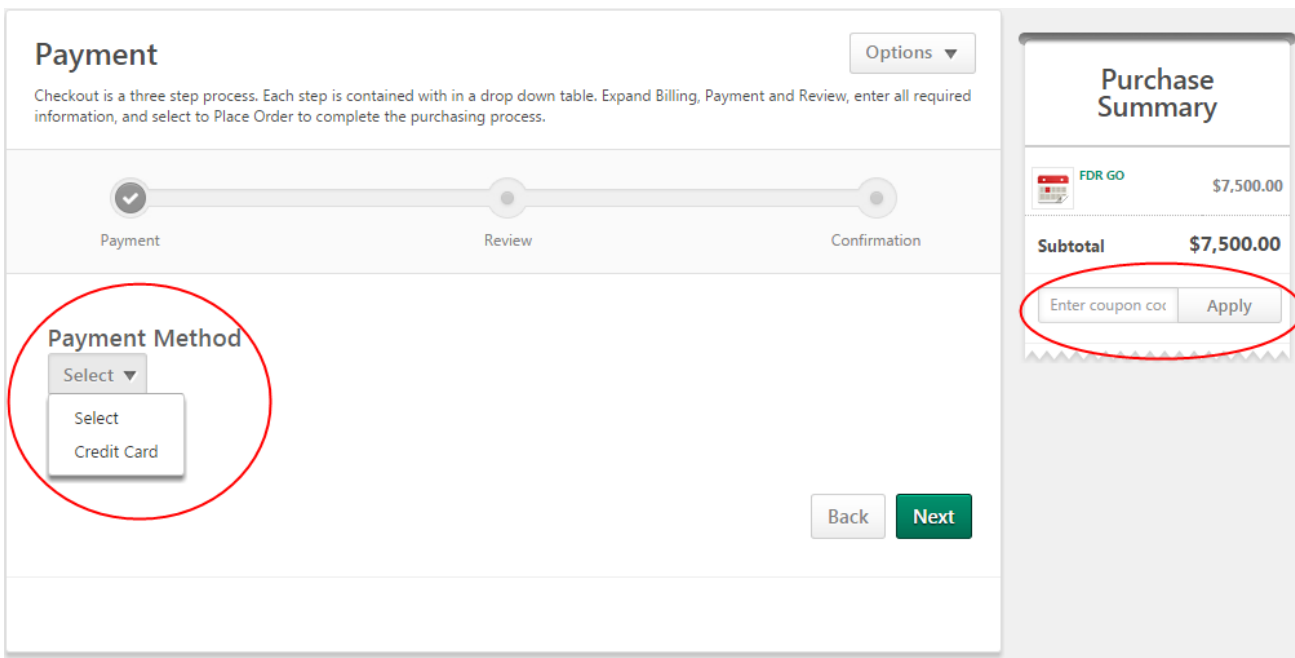
Click REQUEST to initiate a request for approval.

Fujifilm now offers an easy way to pay for training courses using a shopping cart. Once you have been approved to take a training course, you will need to finalize payment and register for the course. Approval time may vary and users will need to check back in the LMS to verify status.



	Due Date	Action
FDR GO	None	Register Withdraw
D-EVO Suite II	None	Withdraw

When “Register” is clicked, the shopping cart is displayed. Users can either pay with a credit card or a FUJIFILM issued coupon code. Coupon codes will only be issued for customers using a Purchase Order or existing sales orders that specify training was purchased or included with equipment or service contract.



Payment Options ▾

Checkout is a three step process. Each step is contained with in a drop down table. Expand Billing, Payment and Review, enter all required information, and select to Place Order to complete the purchasing process.

Payment Review Confirmation

Payment Method

Select ▾

Select

Credit Card

Back Next

Purchase Summary

FDR GO \$7,500.00

Subtotal **\$7,500.00**

Enter coupon code Apply

VIII. TRANSCRIPTS:

Your Transcript		
	Due Date	Action
FDX Console	None	Withdraw
FCR GO 2	None	Withdraw

Your Upcoming Sessions	
	Status
FDX Console (Starts 3/21/2016)	Registered
FCR GO 2 (Starts 5/16/2016)	Registered

Both of these links (title bar of box) will display user training transcript. Although they are labeled differently, they essentially display the same information. The difference between the boxes is in how the information is displayed. The “Your Transcript” box allows for withdrawing, launching, or registering for CBT and ILT sessions.

The “My Training” box also shows the transcript data. The action links next to any session are self-explanatory.

My Training		
	Due Date	Action
FDX Console Quiz	3/11/2016	Launch
FDR DEVO_DEVO II Quiz	None	Launch

From the transcript page, there are a variety of actions and options for viewing. Training can be sorted by Active and Completed status. Active indicates ILT training that is scheduled and CBT training that has not been completed. The “completed” option will only show training that has been completed. Items can be further sorted using additional criteria displayed in the second drop down list. If the training is CBT, you can launch it. **You may need to turn off pop-up or add blockers if the training does not launch.**

Use the transcript to manage all active training.

Completed ▾ By Title ▾ All Types ▾

Active
✓ Completed
Archived

✓ By Title
By Status
By Date Added
By Training Type
By Due Date

[FLASH IIP](#)
Completed: 1/12/2016 Status: Completed

[Launch](#) ▾

[Launch](#) ▾



The transcript page also provides the ability to print or export transcripts. This can be accomplished with the options drop down box in the upper right hand corner.

Transcript William Mee Options ▾

Use the transcript to manage all active training.

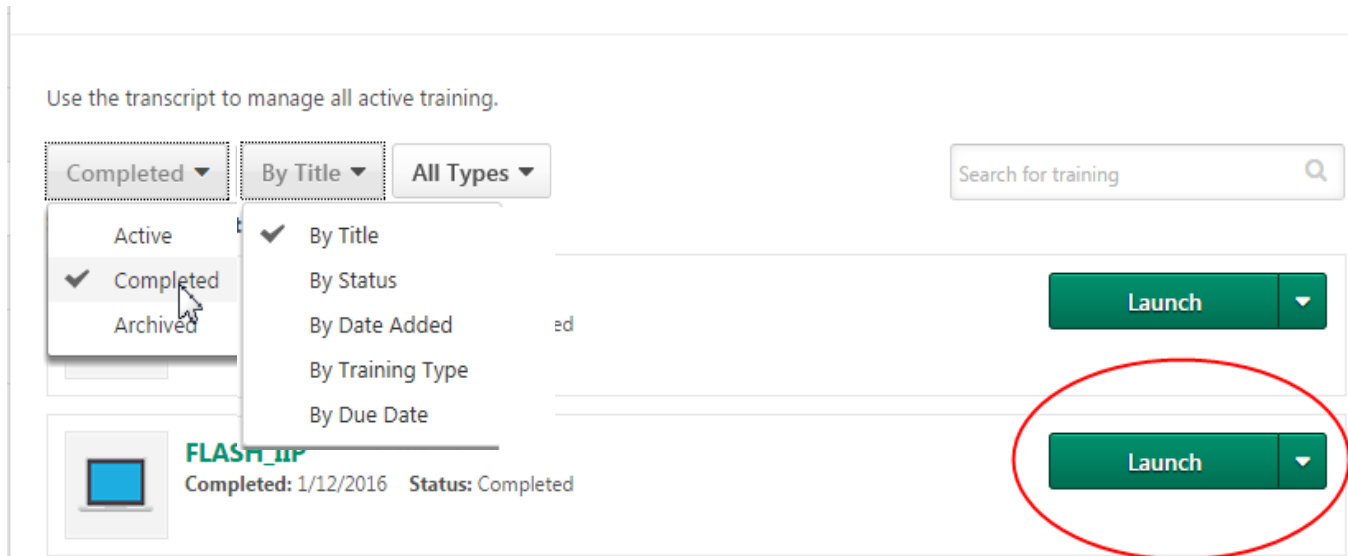
Completed ▾ By Completion Date ▾ All Types ▾ Search for training 🔍

Search Results (2)

	Astea_Mobile_CBT Completed: 1/20/2016 Status: Completed	Launch ▾
	FLASH_IIP Completed: 1/12/2016 Status: Completed	Launch ▾


IX. REVISITING CBTs AS A RESOURCE FOR PRODUCT SERVICE

Each CBT can be viewed multiple times unless otherwise restricted by individual CBT settings. Revisiting CBT data can be a great tool during product service. Select the Completed status in your transcript and click on the Launch button to re-launch the computer based training.



The screenshot shows a web interface for managing training. At the top, it says "Use the transcript to manage all active training." Below this are three dropdown menus: "Completed", "By Title", and "All Types". A search box labeled "Search for training" is on the right. A dropdown menu is open under "Completed", showing options: "Active", "Completed" (selected with a checkmark), and "Archived". Below the dropdowns is a table of training items. One item is visible: "FLASH UP" with a status of "Completed" and a completion date of "1/12/2016". To the right of this item is a green "Launch" button with a dropdown arrow, which is circled in red.

Training can be resumed from where you last stopped or you can take the entire training over again. When the CBT is launched, select the option that suits your needs.



The screenshot shows a dialog box titled "Resume". The text inside asks, "Would you like to resume where you left off?". At the bottom of the dialog are two buttons: "Yes" and "No".

X. PRINTING CERTIFICATES

When you have successfully completed your Instructor Lead Training or Computer Based Training, the LMS will automatically generate a certificate of completion. This certificate can be printed at the user's convenience.



The screenshot shows a web browser window with the address bar displaying <https://fujixec.csod.com/LMS/Eval/CustomCertificate.aspx?qs=%5e%5e%5eKTjXIWEwERoEa>. The page title is "CustomCertificate.aspx" and the page number is "1 / 1". The certificate content is as follows:

FUJIFILM
Value from Innovation

Certificate of Completion

This Certifies that
William Mee

Has successfully completed a five day course titled
FDR GO
12/7/2015 through 12/11/2015






Thomas Briggs, Instructor
Manager of Technical Training
2.5 CEU Earned

To print certificates, go to the transcript page and list your completed training. Click on “View Training Details.”

Use the transcript to manage all active training.

Completed ▾ By Completion Date ▾ All Types ▾ Search for training

Search Results (20)

	FDR Go Quiz Completed: 3/8/2016 Status: Completed	View Training De... ▾
	FDR DEVO_DEVO II Quiz Completed: 3/8/2016 Status: Completed	View Training De... ▾
	FDR GO(Starts 12/7/2015) Completed: 12/11/2015 Status: Completed	View Training De... ▾

If the training was ILT, then click the “Print Certificate Link” displayed under “Training Progress Details.”

Training Progress Details

Status: Completed
Due Date: None
Required Attendance: Must attend 0 of 1 parts for course completion.
Attendance Record: 1. FDR GO : Attended
Score: 0
Pass/Fail: Pass
Certificate: [Print Certificate](#)

If the training was a CBT, the link for printing the certificate is under “Training Details.”

Training Details

Training Type: Online Class
Provider: FMSU
Version: 1.0
Training Hours: 0 Hours 0 Min
Description: Post Training Quiz and Survey
Status: Completed
Due Date: 3/11/2016
Certificate: [Print Certificate](#)
Program Expiration Date:
EDU Category Number:

A separate window will open displaying the certificate. Click on the Printer icon to initiate the printing process. There are no limits on printing the certificate.

CustomCertificate.aspx - Google Chrome

https://fujixxe.csod.com/LMS/Eval/CustomCertificate.aspx?qs=%5e%5e%5eKTjXIWEwERoEa

CustomCertificate.aspx 1 / 1

FUJIFILM
Value from Innovation

Certificate of Completion

This Certifies that
William Mee

Has successfully completed a five day course titled
FDR GO
12/7/2015 through 12/11/2015

Thomas Briggs
Thomas Briggs, Instructor
Manager of Technical Training
2.5 CEUs Earned