

Help Found In MyConnection for AIMS Learning

NOTE: These features will be in place once the Administrative Information Management System (AIMS) has been implemented.

As the AIMS team continues to prepare learning material for staff ahead of implementation, we are aware that a self-directed online approach will be new for some employees. That's why support resources for staff will be available through MyConnection to answer questions that may arise while reviewing the materials.

MyConnection, will be the central location to submit questions you may have about your online learning. You will be able to access MyConnection 24 hours a day, 7 days a week to search the MyKnowledge library for documents relevant to the AIMS Learning content or submit a question to a MyConnection Representative by logging a case.

To submit a question about AIMS Learning, log in to MyConnection. Click on the *MyLearning* tab in the top menu, then select *Questions About MyLearning* from the dropdown menu. Fill out the form that is displayed, providing as much detail as possible related to the question that you would like to have answered. When you have entered the information, click *Submit* and your case will be logged and assigned to a MyConnection Representative. If the Representative cannot answer your question directly, then they will contact the relevant personnel who can respond to your inquiry.

In preparation for the transition to AIMS, please log on to [MyConnection](#) to ensure you have access to the site and also go to [Gateway Online](#) to make any necessary updates to your personal information.

Please watch for future communications for more information about MyConnection and the available support resources for staff completing their AIMS learning.