LEARNING MANAGEMENT SYSTEM (LMS)

FREQUENTLY ASKED QUESTIONS (FAQ)

Enhance your learning

Manitoba

TABLE OF CONTENTS

LEARNING MANAGEMENT SYSTEM (LMS) 4

What is the Learning Management System (LMS)? 4

Why do we need an LMS? 4

How do I access the LMS? 4

What is the process for people who don't have a Manitoba government employee number but they are working for the Manitoba government on secondment, temporary or casual basis? 4

What do I need to access OSD's Learning Management System (LMS)? 5

Can I use the LMS from home? 5

Can anyone else see my information in the LMS? 5

Will my learning history from other systems be migrated in to the LMS? 5

How do I get help with LMS related issues? 5

How do I log in to the LMS? 5

How do I turn off my pop-up blocker? 6

How do I fix browser requirements? 6

What do I do if I forget my password? 6

How do I log off from the LMS? 7

COURSES REGISTRATION 7

How do I register for a course? 7

How do I pay for a course which has a tuition fee? 8

How do I register for a course with an OSD Training Voucher? 8

LAUNCHING ONLINE COURSES 9

What do I need and how do I launch an online course from my LMS account? 9

How do I complete an online course? 9

How long does it take to compete each course? 9

How do I re-launch my already completed online course? 10

PRINTING COMPLETION CERTIFICATES 10

How do I print a certificate of completion for a course? 10

How do I print my entire Learning History or my OSD transcript? 11

Why are there two versions (online and online accessible format) for some courses? 11

Enhance your learning

Manitoba

Can I print a copy of the course so I can refer back to it later? 11
How do I renew a course? 11
MANDATORY ONLINE COURSES 12
Which are the Manitoba government corporate mandatory courses? 12
I think I already attended this course in a workshop format. Do I still need to take it? 13
Who is keeping track of whether or not employees have completed these mandatory courses? 13
Can we get course completion reports more frequently than scheduled? 14
Can I get a report that only includes those employees in my Unit/Branch/Division? 14
Are seasonal employees and students expected to take the mandatory training? 14
I am a manager of employees who do not have regular access to government computers. What options do I have for ensuring that they complete the training? 14
TROUBLE SHOOTING 15
I took the course, but it is still showing as incomplete. What do I do? 15
Why am I getting Error 101? 15
Why isn't the registration button visible? Why can't I open the course? Why can't I see the course? . 16
What is a Fatal Error? 17
How do I navigate through the online course? 18
How do I complete the online course? I have finished the online course but it still shows "in progress?" 19
Some of our staff do not have access to a computer. Can we work on the courses from home? Can we work on the courses as a group? 20
WEBINAR/VIRTUAL WORKSHOP 20
How do I register for a webinar or virtual workshop? 20
How do I access the webinar or virtual workshops? 21

FREQUENTLY ASKED QUESTIONS (FAQ)

LEARNING MANAGEMENT SYSTEM (LMS)

WHAT IS THE LEARNING MANAGEMENT SYSTEM (LMS)?

- Learning Management System (LMS) is a software application that is used for the administration, documentation, tracking, and reporting of instructor-led and online courses.

WHY DO WE NEED AN LMS?

- The LMS provides an efficient way to manage, standardize and deliver instructor-led and online training.
- Learning history will exist in a single system.
- Browsing catalogues, accessing course registration and eLearning courses will be available at any time, from any computer with Internet access.
- Sharing learning/training opportunities across the region will be much easier.

HOW DO I ACCESS THE LMS?

- You need a username, which is your Manitoba government employee number. An LMS account will automatically be created for Manitoba Government employees using their employee/SAP number.
- You will need a computer with internet access (e.g. Internet Explorer).

WHAT IS THE PROCESS FOR PEOPLE WHO DON'T HAVE A MANITOBA GOVERNMENT EMPLOYEE NUMBER BUT THEY ARE WORKING FOR THE MANITOBA GOVERNMENT ON SECONDMENT, TEMPORARY OR CASUAL BASIS?

If you do not have an employee number but you are working for the Manitoba government and do have a Manitoba government email address, please send an email to OSD at osd@gov.mb.ca along with your work email address, phone number and work mailing address, so that OSD can create your LMS account for you.

WHAT DO I NEED TO ACCESS OSD'S LEARNING MANAGEMENT SYSTEM (LMS)?

- A computer with an Internet connection
- Internet Explorer is the recommended browser for using the LMS. Chrome can also be used, but you might experience some technical issues, particularly while taking online courses.

CAN I USE THE LMS FROM HOME?

The system is available from any computer with an Internet connection. A high speed/broadband connection is recommended. **Please note** that you will not be able to open Manitoba government intranet links outside of the managed environment. If you are taking those mandatory courses you may want to open those links at work.

CAN ANYONE ELSE SEE MY INFORMATION IN THE LMS?

The LMS holds all of your information securely; other users cannot see any of your data. The OSD system administrators can view your OSD account information including your course history. They may need to access your LMS account to troubleshoot your issues related to your LMS account.

WILL MY LEARNING HISTORY FROM OTHER SYSTEMS BE MIGRATED IN TO THE LMS?

No, data will not be imported into the LMS from any other systems.

HOW DO I GET HELP WITH LMS RELATED ISSUES?

Contact OSD at 204-945-2276 via email at osd@gov.mb.ca

HOW DO I LOG IN TO THE LMS?

Open your internet browser and go to https://osd.learnflex.net. The LMS login page appears.

- Type your **User Name** and **Password.**
- Click, '**Enter.'**
- If this is the first time you've logged into the LMS, you will be prompted to change your password.

HOW DO I TURN OFF MY POP-UP BLOCKER?

- Click on the **'Tools'** setting on the upper menu bar.
- Hover over **'Pop-up Blocker'** in the menu list and select **'Pop-up Blocker Settings'** to your right.
- Ensure **'learnflex.net'** is added to the 'Address of websites to allow' box.
- Click on the **'Close'** button.

Note: If you do not see the Tools menu, press **Alt + T** on the keyboard.

HOW DO I FIX BROWSER REQUIREMENTS?

- Click on the **'Tools'** setting on the upper menu bar.
- Click on **'Internet options'** at the bottom of the menu list.
- Click on the **'Security'** tab.
- Click the Trusted sites **'Sites'** button.
- Ensure https://osd.learnflex.net is added to the 'Websites' box.
- Click on the **'Close'** button.
- Press CTRL+R to refresh the page or use the refresh button on the upper tab.

WHAT DO I DO IF I FORGET MY PASSWORD?

- Enter your username in the username field.

- Click, **'Forgot Password'** box and you will receive a password reminder email in to your email instantly.

- If you do not receive an email within 5min or so, contact OSD at 204-945-2276 or email osd@gov.mb.ca.

HOW DO I LOG OFF FROM THE LMS?

Click the, '**Log Off'** button on the top-right corner of the page when you are done using the LMS.

COURSES REGISTRATION

HOW DO I REGISTER FOR A COURSE?

You can pick one of the following two options for course registration:

1) Login to the LMS at https://osd.learnflex.net and follow the following steps:

- Select, '**Course Registration**' on the blue menu bar.

- Select the catalogue, for example, **'Manitoba Government Learning and Development.'**

- Select the Subject area that you are interested in, for example, **'Classroom Workshops,' 'E-Learning Courses,'** or **'Mandatory Training.'**

- Click on the course that you want to register for.

- Click on the **'Register'** button, next to the session date.

- Once you have selected the course and registered, you will find the course in your LMS **'My Learning Plan'** on the blue navigation bar.

2) Login to the LMS at https://osd.learnflex.net and type the full or partial name of the course that you want to register for in the global search box (see screen shot

below), which is located on the top right hand corner and then click the **'Search'** button. The list of courses appears and pick the course you want to register and click the, **'Register'** button next to the session date and follow the prompts on the screen to complete your registration process.

HOW DO I PAY FOR A COURSE WHICH HAS A TUITION FEE?

When you register for a course, it is necessary that you provide accurate billing information on the payment method page:

- If you are an employee of a Manitoba Government Department, OSD requires your cost center or internal order number (provided by your supervisor or Financial Officer).
- If you are an employee of a Government Reporting Entity (GRE) you require a code provided by OSD. Please contact our office for this code prior to registering.
- If you have a training voucher from OSD you require the voucher number.
- If you are certain that your employer will not be paying for the course and wish to be personally invoiced, please contact OSD for the code to enter in the payment page.

HOW DO I REGISTER FOR A COURSE WITH AN OSD TRAINING VOUCHER?

- Each OSD Training Voucher is valid for a one-day OSD workshop (some exceptions apply).
- The voucher expiration date appears on the front of the voucher.
- Each voucher has a unique number on the front of the voucher, for example, VN18-419.
- Please follow the instructions on the voucher to register for a course and select the correct 'Payment Method.'
- Enter the voucher number in the text box on the 'Payment Method' screen.
- Click on the **'Next'** button and complete your registration.

Enhance your learning

LAUNCHING ONLINE COURSES

WHAT DO I NEED AND HOW DO I LAUNCH AN ONLINE COURSE FROM MY LMS ACCOUNT?

- You will need a computer with an Internet access.
- The **Internet Explorer** is the recommended browser for launching OSD online courses. If the course contains sound, a sound cards and speakers/headset are needed to hear the audio.
- Adobe Flash may be required to view the course. Click here to test if your system has Flash installed: http://www.adobe.com/software/flash/about (If you need Flash installed on your work computer, contact the ICT Service Desk at 204-926-3400 or 1-888-281-1139).
- When you are ready to launch your course → select, **'My Learning Plan'** menu and look for the word **'Launch.'** Click the, **'Launch'** button to start your course.

HOW DO I COMPLETE AN ONLINE COURSE?

Make sure to review the **'Getting started online guide,'** which you will find in the course description page. Also it will be helpful to follow the navigation instructions which you will see as soon as you click, **'launch'** button. Following those two guidelines will help you complete your course properly. If your course does not complete properly, your course status will show, **'incomplete'** and you will not be able to print your completion certificate.

HOW LONG DOES IT TAKE TO COMPETE EACH COURSE?

Course length varies, but a good benchmark is to plan for one to two hours. The courses also have a bookmark feature that allows you to exit the course at any time and return to where you left off, allowing you to take the course in smaller time segments.

Please note: The Accessibility for Manitoban Act (AMA) online course DOES NOT have a bookmark feature, so, it is recommended to allocate a time (30 - 45 min) to complete this course in one sitting.

Enhance your learning

Manitoba

HOW DO I RE-LAUNCH MY ALREADY COMPLETED ONLINE COURSE?

- Select your **'My Achievement'** tab and you will be given options to re-launch your course or to print your certificate.

Please Note: Re-launching a previously completed session from your Learning History will NOT record a new Achievement Date for your **department specific internal training**. If you have been asked to renew a department specific internal course by your department every one/two/three years, your department must send a formal request to OSD to add a new session date, so that you can register in to a new session and get a new completion date.

PRINTING COMPLETION CERTIFICATES

HOW DO I PRINT A CERTIFICATE OF COMPLETION FOR A COURSE?

- When you have completed a workshop or/ online course, go to your **'Learning Plan'** in the LMS.
- Click on **'Completed Training'** in the left menu bar.
- Find the course name in the **'Learning Activities'** list.
- Click on **'Certificate'** to your right.
- Click on **'File'** in the upper left menu and select **'Page setup.'**
- In the **'Page Setup'** box, click on the **'Landscape'** button
- Ensure both smaller boxes are checked off – **'Print Background Colours and Images'** and **'Enable Shrink to Fit.'**
- The 6 'Headers and Footers' boxes below must be selected as **'Empty'**
- Click on the **'Ok'** button
- Return to **'File'** in the upper left menu, and select **'Print'** to print your certificate

HOW DO I PRINT MY ENTIRE LEARNING HISTORY OR MY OSD TRANSCRIPT?

- Select, **'My Achievement'** menu.
- Select, **'Transcript sub-menu.'**
- Scroll down the page.
- Select Export All Pages to PDF and save or print your transcript.

WHY ARE THERE TWO VERSIONS (ONLINE AND ONLINE ACCESSIBLE FORMAT) FOR SOME COURSES?

When you register for the courses in the LMS, you may notice that there are two versions for some courses. The accessible version covers the same content, but is designed for enhanced accessibility for learners who use screen readers or who find it easier to navigate with keyboard controls than with mouse clicks.

CAN I PRINT A COPY OF THE COURSE SO I CAN REFER BACK TO IT LATER?

The course is not a "document," so no, you cannot print it the way you might print a hard copy of a PowerPoint presentation. If there is a particular screen you want to print, you can use the "Print Screen" function on your keyboard to capture a screen image. You can also print the individual resource documents that you will find at the various links to which you are directed in the course.

Once you have completed a course, it will remain in your LMS Achievement Record where you have the option of re-launching it any time you want to go back and review the content.

HOW DO I RENEW A COURSE?

If you have been asked to renew a course by your department every one/two/three years:

Register for the CURRENT session of the course. (See "How do I register for a course?") If there is no new session available for you to register for, please ask your department to contact OSD at 204-945-2276 or via email at osd@gov.mb.ca

Once you complete the new session of the course, a new Achievement Date will show on your OSD transcript.

Please Note: Re-launching a previously completed session from your Learning History will NOT record a new Achievement Date for your **department specific internal training**. If you have been asked to renew a department specific internal course by your department every one/two/three years, your department must send a formal request to OSD to add a new session date, so that you can register in to a new session and get a new completion date.

MANDATORY ONLINE COURSES

WHICH ARE THE MANITOBA GOVERNMENT CORPORATE MANDATORY COURSES?

1) ***Manitoba Government Corporate Orientation*** is mandatory for new employees and provides an interactive and positive orientation to the Manitoba government, including information and opportunities to reflect. It is intended to complement the orientation provided by the employee's specific department.

2) ***Values and Ethics in the Manitoba Government*** introduces Manitoba government employees to the *Values and Ethics Guide* and supporting policies and practices

3) ***Respectful Workplace and Harassment Prevention*** **(RWP)** supports updated Respectful Workplace and Harassment Prevention policy, featuring best practices and guidelines that help build and maintain respectful Manitoba government workplaces.

4) ***The Accessibility for Manitobans Act*** **(AMA**) introduces participants to *The Accessibility for Manitobans Act* and its five accessibility standards. Participants will identify common barriers to accessibility and explore ways these barriers can be addressed and removed in their workplaces

5) ***Inclusion and Diversity in the Workplace*** is intended to improve awareness and understanding of the Diversity and Inclusion Strategy and the benefits of a diverse, open workplace.

Enhance your learning

6) ***Information Security Awareness*** **(ISA**) will teach you not only how to protect your computer at work, but also how to keep your home computer and your family safer on the Internet. You will learn about security threats such as viruses, spyware, and other harmful programs, and you will walk away with a better understanding of how to guard against those threats. You will also learn what you are allowed to do, and more importantly, what you are not allowed to do on the Government's networks.

Please Note: Any government employee who has attended a three-hour *Information Security Awareness* session (workshop or online course) is required to complete this refresher course every 4 years to keep up to date with evolving security threats.

I THINK I ALREADY ATTENDED THIS COURSE IN A WORKSHOP FORMAT. DO I STILL NEED TO TAKE IT?

If you attended the OSD workshop *Working in Government: Values and Ethics in the Manitoba Civil Service*, you have completed the equivalent of *Values and Ethics in the Manitoba Government* and this information will be included in the report to your Deputy Minister. You can check your Achievement Record in the LMS if you are not sure whether you took this workshop.

There is no past workshop that is equivalent to *Respectful Workplace and Harassment Prevention* because the e-Learning course focuses on the application of recent revisions to the policy.

The *Information Security Awareness* course can be completed either online or in the workshop format.

WHO IS KEEPING TRACK OF WHETHER OR NOT EMPLOYEES HAVE COMPLETED THESE MANDATORY COURSES?

OSD's LMS tracks course registration and completions. Twice a year, the CSC will send a report to each Deputy Minister listing who in their department has completed each mandatory course. These reports are issued in October to reflect course completions through September 30th, and in April to reflect course completions through March 31st. Additionally, individual employees have the option of printing a certificate, which they can present to their supervisor as confirmation they have completed each course.

Enhance your learning

CAN WE GET COURSE COMPLETION REPORTS MORE FREQUENTLY THAN SCHEDULED?

If your department requires more frequent reporting, please have your executive office or Human Resource Director submit a formal request to osd@gov.mb.ca.

CAN I GET A REPORT THAT ONLY INCLUDES THOSE EMPLOYEES IN MY UNIT/BRANCH/DIVISION?

No. At this time, the technical capacity can only break down the reporting by business area (BA).

ARE SEASONAL EMPLOYEES AND STUDENTS EXPECTED TO TAKE THE MANDATORY TRAINING?

Yes, these courses are mandatory for all employees.

I AM A MANAGER OF EMPLOYEES WHO DO NOT HAVE REGULAR ACCESS TO GOVERNMENT COMPUTERS. WHAT OPTIONS DO I HAVE FOR ENSURING THAT THEY COMPLETE THE TRAINING?

There are several options:

- You can establish a shared workstation that employees can take turns accessing for training purposes.
- The LMS is web-based; therefore, employees can access the courses from any home or community access computer that has internet. There will be a few links to intranet resources that they are unable to access, but you can opt to provide them with print copies of these resources.
- You can schedule a group of employees to take the course together in a meeting or classroom setting. Simply have someone register for and launch the course, project it on a screen, and walk through the course with the group. Encourage participants to discuss the course content and work through the activities together. Please send a list of the employees who completed the group course

(OSD can provide you with a roster) to osd@gov.mb.ca. OSD will enter the participant names to show completion and to appear on the course completion reports. Participants will be able to print their course certificate once their names have been entered in the LMS.

TROUBLE SHOOTING

Please note: When you launch an online course you may have to adjust your computer and Internet settings. Please see below some errors you may encounter while you are taking online courses.

I TOOK THE COURSE, BUT IT IS STILL SHOWING AS INCOMPLETE. WHAT DO I DO?

First, confirm that you have completed the entire course. The LMS will only record you as having completed the course once you have accessed every tab and link in the course. If you just clicked through the course pages quickly without doing all the activities, you have not finished the course.

If you are absolutely certain that you have completed every component of the course and it is still showing as incomplete, then contact OSD@gov.mb.ca for assistance.

WHY AM I GETTING ERROR 101?

When you see Error 101, you may not be able to register for a course, the course may not open, or you may receive a critical error message. Follow these steps to fix this error message:

- Ensure you are logged on to the LMS at http://osd.learnflex.net
- Click on the 'Tools' setting on the upper menu bar.
- Click on **'Compatibility View Settings.**'
- Go to the box 'Websites you've added to Compatibility View' please make sure that https://osd.learnflex.net is not added, and if it is added, please remove it.
- Ensure that the 2 smaller boxes below are both cleared and not checked off.
- Click on the **'Close'** button.
- Press CTRL+R to refresh the page or use the refresh button on the upper tab.

WHY ISN'T THE REGISTRATION BUTTON VISIBLE? WHY CAN'T I OPEN THE COURSE? WHY CAN'T I SEE THE COURSE?

This is a compatibility view setting issue. To fix you compatibility view settings, follow the following steps below:

- Ensure you are logged on to the LMS at http://osd.learnflex.net
- Click on the **'Tools'** setting on the upper menu bar.
- Click on **'Compatibility View Settings.'**
- Go to the box 'Websites you've added to Compatibility View' please make sure that https://osd.learnflex.net is not added, and if it is added, please remove it.
- Ensure that the 2 smaller boxes below are both cleared and not checked off.
- Click on the **'Close'** button.
- Press CTRL+R to refresh the page or use the refresh button on the upper tab.

Enhance your learning

WHAT IS A FATAL ERROR?

A Fatal Error occurs when you have lost connection with the internet or the network server.

- Please click **'Cancel'** and close the course and the LMS.
- Log back into the LMS and open the course again.
- Continue from where you were working, making sure to visit each slide and complete all activities.

A General Error may also occur when you have lost connection with the internet or the network server.

- Please close the course and the LMS.
- Refresh or restart your computer.
- Log back into the LMS and open the course again.

Enhance your learning

Manitoba

- Continue from where you were working, making sure to visit each slide and complete all activities.

Please note: **If you continue to have difficulty with these errors, please contact the ICT Services Help Desk at 926-3400 or toll free at 1-888-281-1139.**

HOW DO I NAVIGATE THROUGH THE ONLINE COURSE?

- Depending on the type of monitor you have, you may need to scroll down to see the bottom of the page or scroll to the left or right to see the full width of the screen. Use the right-hand scroll bar to move up and down or the bottom scroll bar to move the screen left or right. You may need to hold CTRL and use your mouse to move scroll bar horizontally.

- Please click on the '**Next**' or '**Submit'** button in the lower right hand corner of the screen to move through the course.

- **Do not** use the Menu Bar to navigate. You may miss additional content and links on the course slides and will not be able to fully complete the course.

- The left **Menu Bar** serves as a guide to the course and enables you to view the course topics as you work through the course. It is recommended that you work through the slides of the course in order by using the '**Next**' button.

- You can also click on the previous button to return to an earlier slide.

- View the Navigation and Tutorial slides at the start of the course to help you work through the course.

- There are many interactive links and buttons included on the slides to provide you with further information and resources. Please read each slide carefully for directions to these resources.

- There are many activities and questions included on the slides to help you review and test your knowledge. Please read the instructions on each slide carefully to complete the activities. When you have selected your answer, click on the '**Submit**' button in the lower right hand corner of the slide. A pop-up window will indicate if you have selected the correct answer.

Enhance your learning

- Your progress through the course is tracked as you complete each slide. You must click on each slide and activity to fully complete the course.

- Once you have completed the course; the course will then be available in the '**Completed Training**' tab of the Learning Plan. You can click on the **'Launch'** button under the course title and go back to the course as many times as you like.

HOW DO I COMPLETE THE ONLINE COURSE? I HAVE FINISHED THE ONLINE COURSE BUT IT STILL SHOWS "IN PROGRESS?"

Did you leave the course open at any time while completing other tasks?

The LMS will time-out after 20 minutes of inactivity as a security feature. If you anticipate pausing or being called away while taking an online course, it is advisable to close the course and log out of the LMS. The LMS bookmark feature will allow you to return to the page where you left off. Login to the LMS, open the course and click **'YES'** when the bookmark feature asks if you would like to go back to where you were in your last session.

If you continue to work in the course without logging out, the LMS will no longer track your progress, and your status will show as 'in progress' rather than 'complete.' To resolve this, please log back into the course and complete the following steps so that the course will exit completely:

- Make sure to visit each slide and complete all activities on the slides.

- Make sure to visit each slide and complete all activities on the slides.

- Complete all quizzes and tests. If the course has a final test with a required score, you must achieve that score or better.

- Click on the **'Exit'** to close the course.

Please note: The bookmark feature is not available in the "Accessible HTML Version" courses. You can navigate through the course using the upper menu tabs or the "Next" button at the bottom of each slide.

Enhance your learning

SOME OF OUR STAFF DO NOT HAVE ACCESS TO A COMPUTER. CAN WE WORK ON THE COURSES FROM HOME? CAN WE WORK ON THE COURSES AS A GROUP?

- The LMS is web-based and can be accessed from any location with internet access.
- A group of participants may complete the course together in a boardroom or training room.
- Please designate a group facilitator who will log into the course and lead the group through each slide and activities.
- Please list all participant names on a roster or in an email and send these to OSD at osd@gov.mb.ca.
- We will mark each person as 'complete' for the course in their LMS Achievement Records.
- Please view the **'Manager's Guide to Online Learning'** and **'Post-Training Guides'** for further information:

http://www.internal/csc/osd_info/OSD-managers_guide_to_online_learning.html

WEBINAR/VIRTUAL WORKSHOP

HOW DO I REGISTER FOR A WEBINAR OR VIRTUAL WORKSHOP?

- Login to your LMS account at http://osd.learnflex.net.
- Select **'Course Registration'** on the upper blue menu bar.
- Select the course title in the **'Catalogue'** list and **'Subjects'** list.
- Click on the **'Register'** button.
- Select **'Learning Plan'** on the upper blue menu bar.

- The course title will appear in your **'Current Training'** list.

HOW DO I ACCESS THE WEBINAR OR VIRTUAL WORKSHOPS?

- You will receive a confirmation email a few days prior to your webinar or virtual workshop date.
- This email will include the link to the webinar or virtual workshop and set up instructions.
- There also may be pre-reading information included in the email.
- Please click on the link to test your connection prior to the course start date.
- Please check your internet access, sound, and headphone connections prior to the start of the session.
- When the Webinar begins, you will be connected to audio using your computer's microphone and speakers (VoIP). A headset is recommended.
- Please remember that you must click on the link in the email confirmation to join the webinar or virtual workshop.

Please Note: OSD does not support personal hardware, software or Internet/network connections, but if you are experiencing issues related to your network or local computer issues, please contact ICT Service Desk at 204-926-3400 or Toll Free 1-888-281-1139.