

2020 Property Tax Calculation Exam Instructions

Contents

Enterprise Learning Management (ELM) Overview1
 Taking Exam in Enterprise Learning Management (ELM)2
 Save and Print Your Certificate.....4
 Software and Computer Requirements5
 Frequently Asked Questions.....5
 Other Questions?6

Enterprise Learning Management (ELM) Overview

Enterprise Learning Management (ELM) presents the Learning Home page as a dashboard. The dashboard consists of sections or containers called pagelets. Pagelets present quick access high-level information for drilling down to information that is more detailed. You can move pagelets around on the page by hovering over a pagelet light blue tile bar.



You are now able to search for classes, enroll, and view your own learning on new Learning Home page dashboard. The Learning Management heading will be always display at the top of each page to help you navigate.

1 The **Favorites** drop down options will populate a list of your most recent pages that you have accessed.

2 The **Main Menu** drop down will open the breadcrumb navigation.

3 The **Add To** drop down will display pagelets that can be added to a learner's Homepage, NavBar, or Favorites.

4 The **Notification** link will open a window that will display Actions and Alerts. You will see a red number to indicate that you have new notifications. An example of an Action is a pending approval. Alerts include enrollment announcements or a deadline to complete a course.

Taking Exam in Enterprise Learning Management (ELM)

- | Step | Instruction |
|------|--|
| 1 | Be sure you are using Internet Explorer 9 or 11. You may encounter issues and your score might not be recorded if you use any other web browser. |
| 2 | Click the link to access the Enterprise Learning Management System (ELM): mn.gov/selfservice |
| 3 | Log in with the User ID and password that were provided to you by email. |

mn MINNESOTA

Self Service Portal

User ID

Password

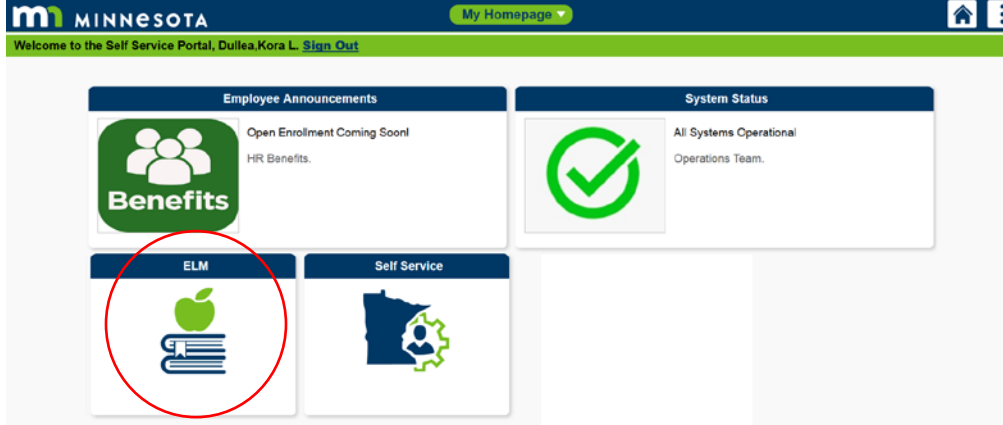
Sign In

Enable Screen Reader Mode

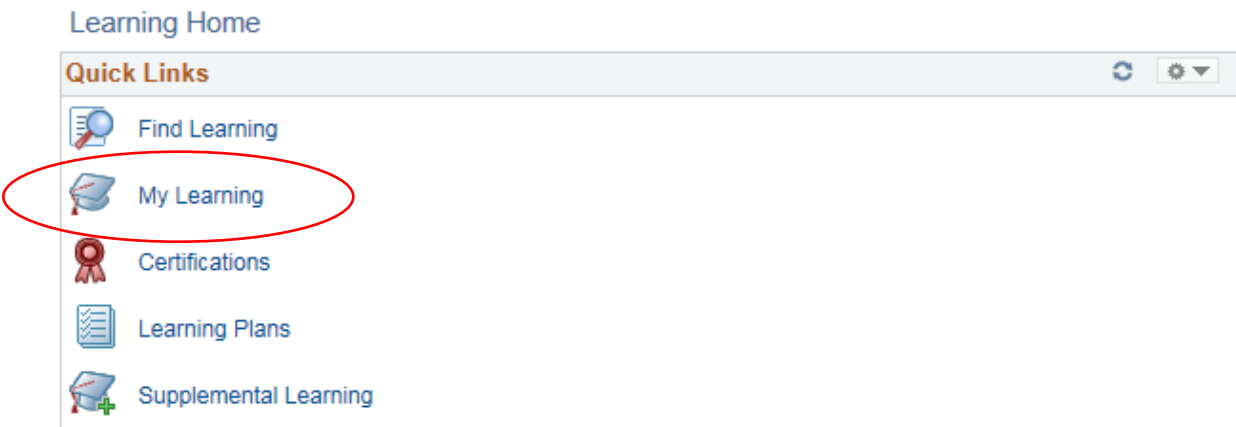
[Forgot Your Password?](#)
[Problems Signing On?](#)
[Privacy Statement](#)

Step Instruction

4 Select the “ELM” tile. (Your tiles may be different than those shown in this screenshot.)



5 From the Quick Links pagelet, select **My Learning**.



6 Locate the Property Tax Calculation Exam and select the **Launch** button to take the exam.



7 On the next page, select the Launch link to take the exam. Instructions about the exam are included at the beginning of the exam. Continue with these instructions when you reach your results.

8 **Critical information for your score to be recorded.** When you reach your results, you must select the Continue button to navigate to the final slide.

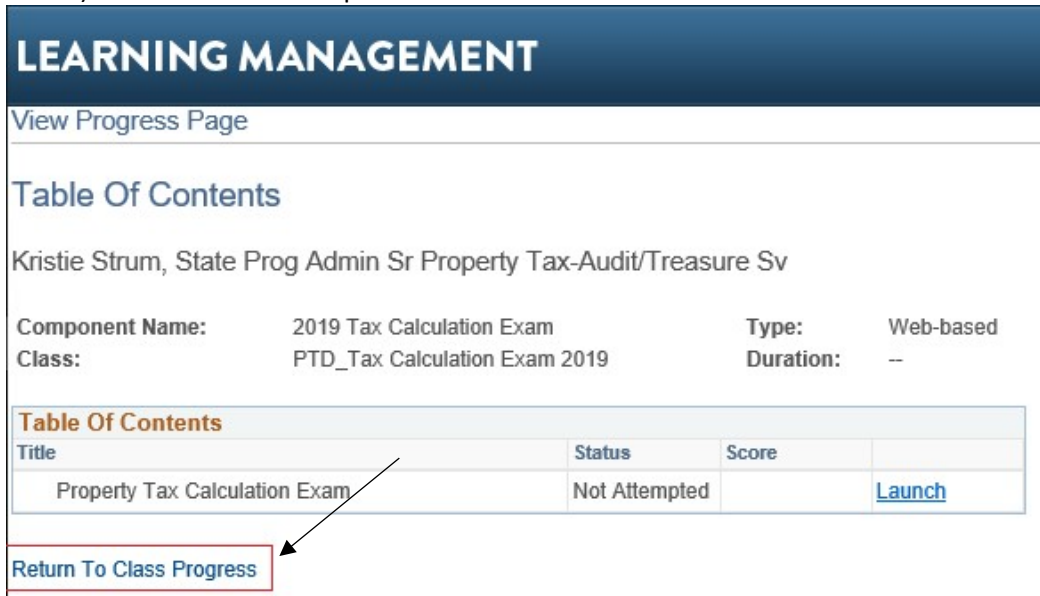


On the final slide, there is a pause, then you must select the Exit button to close the exam.



Step Instruction

- Back on the ELM page you launched from, select the “Return to Class Progress” link (see image below). Your status will be updated.

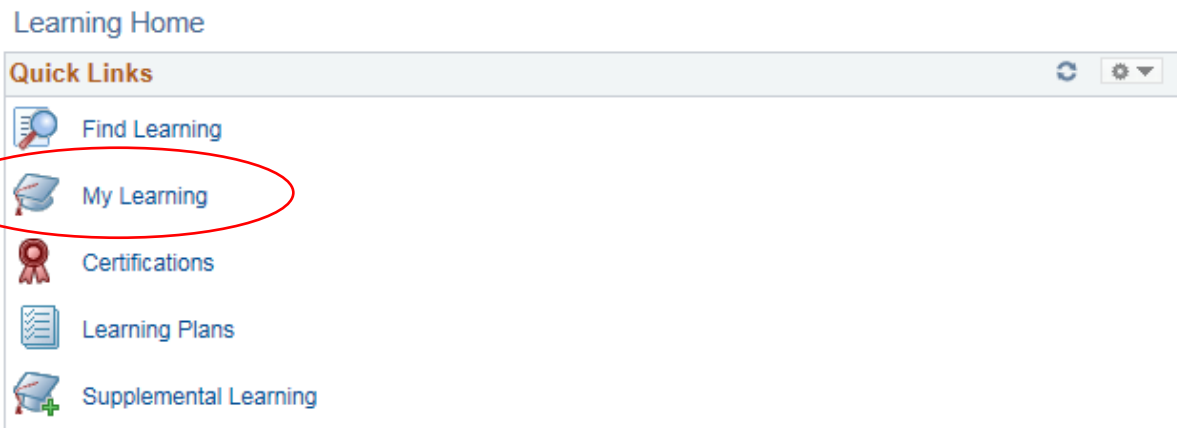


- If you do not pass the exam, begin at Step 1 when you are ready to retake the exam.
- Once you have passed the tax calculation exam, be sure to save and print your certificate. For more information about how to do that, continue to the next section, “Save and Print Your Certificate.”

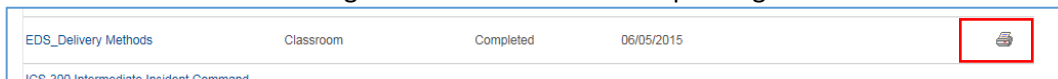
Save and Print Your Certificate

Step Instruction

- From the Quick Links pagelet, select **My Learning**.



- Select the certificate icon to generate the certificate for printing.



Step Instruction

- 3 The certificate is a PDF document. Please save your certificate to your computer or network in addition to printing it. Your certificate will remain available indefinitely. However, your password expires 60 days after you were enrolled, so if you need a copy after that time, your password will need to be reset (see the Frequently Asked Questions section below for more information).

Software and Computer Requirements

The Department of Revenue uses an interactive learning management system to provide online testing for the property tax calculation exam. This exam allows anyone who is registered to access the exam 24 hours a day, 7 days a week. The suggestions below are intended to help you navigate through some possible technical difficulties.

In order to have a better learning experience and engage in our interactive eLearning offerings, we suggest you review the system requirements below for the Enterprise Learning Management (ELM) system.

- **Operating System:** Microsoft Windows 7 64 bit or higher
- **Processor:** Intel Core i3 – 2.12 GHz or faster processor
- **Memory:** 1.00 GB RAM (4.00 GB recommended)
- **Internet Browser:** Microsoft Internet Explorer 9 or 11
- **Browser Preferences:**
 - Active Content and cookies must be enabled in the browser
 - Pop-up Blocker should be turned off
 - Compatibility mode turned off
- **Network:** 8mbps Internet connection or better – DSL, Broadband, or 4G
 - If you have less robust systems, the exam will still work but you may experience lags in performance.
 - Wi-Fi: Make sure you have a strong Wi-Fi connection. If Wi-Fi connection is lost at any point while you're taking the course, there is the possibility that the course will not track properly
- **Add-Ons:**
 - Adobe Acrobat Reader 10 or newer
 - Microsoft Windows Media Player 10 Series
 - Microsoft Silverlight 5.0
 - Java 6.0 or newer

Frequently Asked Questions

What if my password has expired?

- Passwords expire after 60 days beginning from when you were assigned a username and password.
- You should be able to reset your own password.
- If you're not able to reset your password or it is locked, send an e-mail to PropTax.Admin@state.mn.us and your password will be unlocked within 3 business days.

What if I forgot my password?

- You should be able to reset your own password.

- If you're not able to reset your password or it is locked, send an e-mail to PropTax.Admin@state.mn.us and your password will be unlocked within 3 business days.

What if I cannot get the online exam to launch?

- Try to sign out of the learning management system and log back in
- Follow the Taking Exam instructions above
- Be sure your browser preferences are correctly set (see page 5 for software and computer preferences)
- If you are still having issues, please send an email to PropTax.Admin@state.mn.us.

What if I need to retake the exam because I did not pass the first time?

- Click the relaunch link in ELM.
- You should land on the last slide of the exam. Select the "Retake Exam" button.
- If you encounter an issue with being able to retake the exam, please contact the Property Tax Division by email at PropTax.Admin@state.mn.us.

What if I lost my internet connection during the exam?

- Depending on the number of correct answers you had before you lost your internet connection, you may or may not have passed the exam.
- You will need to reconnect and then log back into the learning management system.
- Relaunch the exam, finish the exam, and exit as described on page 3.

What if my certificate does not appear?

- If you have gone through the certificate instructions above and you are still having issues please contact the Property Tax Division by email at PropTax.Admin@state.mn.us.

Other Questions?

PropTax.Admin@state.mn.us