

1. Go to the IOC Website, scroll down to the “How can we help you” section, and select SAMS. You will be rerouted to the Agency Support Hub.



2. Scroll down until you see the 3 vertical boxes. Look in the right-hand box, labeled Learning Management System. Click on LMS Login.

Submitting a Support Request

To help us resolve your issue as quickly as possible, please provide detailed information when submitting your request.

Include the following whenever possible:

- A clear description of the issue or question
- The steps you completed before the issue occurred
- Any error messages received
- Screenshots or supporting documentation (if available)
- The business impact or urgency of the issue

Providing complete information allows our team to quickly review, prioritize, and route your request to the appropriate support team.

SASA Support Hours: 8 am – 5pm Monday-Friday

[SASA Support Request](#)

Need Assistance?

The SASA Support Center is your central point of contact for all systems support.

Please submit all State Accounting systems related questions and issues through the SASA Support Request Form. Your request will be reviewed and appropriately routed for optimal resolution.

The SASA team can assist with:

- System navigation and general “how-to” questions
- Problems, issues, or concerns
- Transaction processing assistance
- Error messages and unexpected system behavior
- Business process guidance
- Training and learning resources
- Questions about reports, workflows, and approvals

Learning Management System (LMS)

Continue building your knowledge with the IOC Learning Management System.

The LMS provides on-demand training and reference materials to help you confidently use State Accounting systems.

****Please note that in order to access the online trainings you must be an employee with the State of Illinois. If you are not a registered employee, you will be unable to login and view the trainings.**

Available resources include:

- Self-paced SAMS training courses
- Self-paced Data Warehouse training courses
- Job aids and quick reference guides
- Training videos and recorded demonstrations
- Frequently Asked Questions (FAQs)

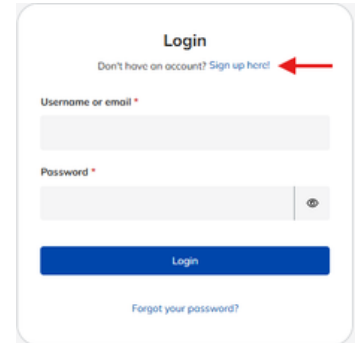
Whether you’re learning a new process or need a quick refresher, the LMS is available whenever you need it.

[LMS Login](#) [SMOD FAQ](#)

[LMS Registration](#)

How to Register for SAMS Training

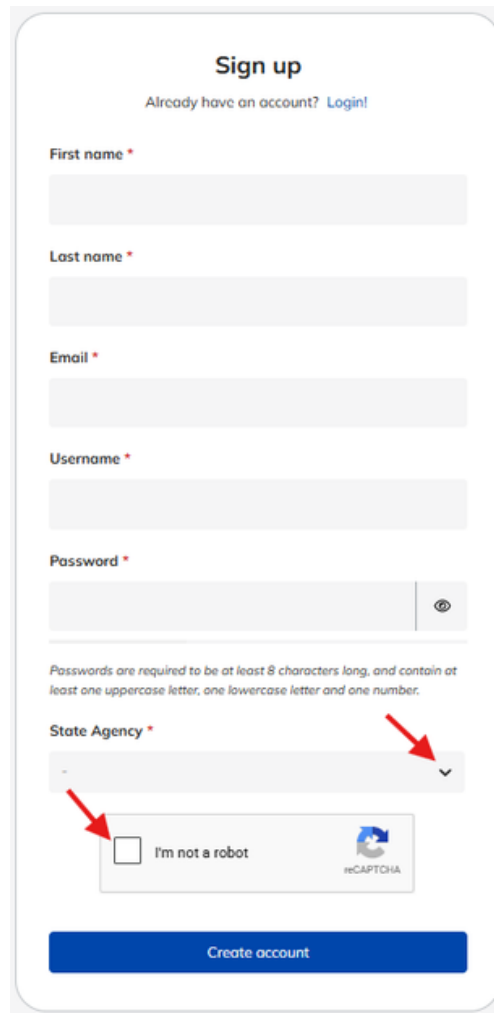
3. In the top navigation bar to the right, select Sign Up.

A screenshot of a login form titled "Login". At the top, it says "Don't have an account? Sign up here!" with a red arrow pointing to the "Sign up here!" text. Below this are two input fields: "Username or email *" and "Password *". The password field has a toggle icon on the right. At the bottom is a blue "Login" button and a link that says "Forgot your password?".

4. Fill in the form, create a username and password.

5. Select your state agency in the STATE AGENCY dropdown menu.

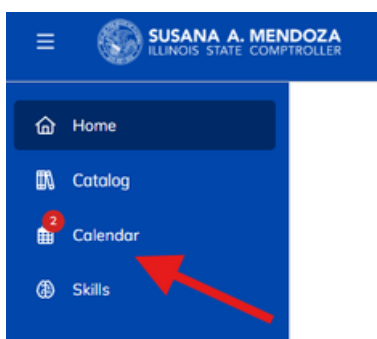
6. Select the box next to "I am not a robot" then select Create account.

A screenshot of a "Sign up" form. At the top, it says "Sign up" and "Already have an account? Login!". Below are input fields for "First name *", "Last name *", "Email *", "Username *", and "Password *". A note states: "Passwords are required to be at least 8 characters long, and contain at least one uppercase letter, one lowercase letter and one number." Below the password field is a "State Agency *" dropdown menu with a red arrow pointing to it. Below the dropdown is a checkbox labeled "I'm not a robot" with a red arrow pointing to it, and a reCAPTCHA logo. At the bottom is a blue "Create account" button.

An IOC Administrator will need to activate your account so it might take some time.

You will receive an email once your account is activated.

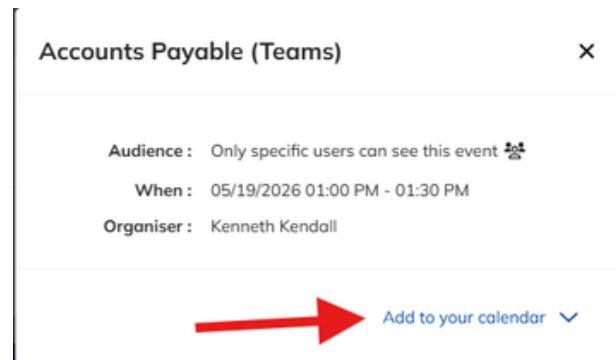
7. You will receive an email informing you that LMS Registration is complete, and that you have been enrolled in courses and learning paths.
8. Click on the link in the email to get started with your learning
9. **IF** you are an Advanced User(Accounts Payable, Contracts and Obligations, Vendor Management, etc), you will need to login to the LMS and choose which training session you will attend. *This is optional for Basic (Search and Inquiry) Users, but there will be live Q&A sessions you can sign up for.*
10. Login to the LMS, and click on the Calendar in the left-side menu



12. You will see all of the sessions that your particular course(s) will be offered. Choose ONE to attend. (If you are enrolled in multiple Learning Paths, e.g. Accounts Payable *and* Vendor Management, please choose one session for each Learning Path).

17	18	19
	09:45 AM Accounts Payable In Person	01:00 PM Accounts Payable (Teams)
24	25	26

13. Make sure that your chosen session is added to your calendar by clicking on the session, and clicking “Add to your calendar” on the popup. Follow the on-screen prompts.



14. If you have questions, reach out: Training@IllinoisComptroller.gov.

