**Employees**

You can contact the HR Service Center at 866.377.2672 for LSO technical support or if you need assistance with LSO access, navigation, booking, cancelling, approval of employee training or missing qualifications.

If an employee has an agency training issue or an inquiry related to their training transcript, they should contact their [agency training officer](http://www.portal.state.pa.us/portal/server.pt/document/1217882/trn-officers_pdf).

**Agency Training Officers**

Agency Training Officers who have questions about LSO functionality or training business processes should submit an email describing their issue to the enterprise LSO resource account at [ra-lsoadministrator@pa.gov](mailto:ra-lsoadministrator@pa.gov).

LSO functionality questions would include assistance with items such as:

•        Creating Groups (agency folders)

•        Creating Course Types

•        Creating Courses

•        Mass enrollments

•        Participation reports

•        Standard LSO reports

•        Custom LSO reports

•        E-LMS reports

Training business process questions would include assistance with items such as:

•        Training Strategies

•        Course authoring issues

•        Enterprise training initiatives

•        Training consultations

•        Course development

•        LSO training

•        Assistance with proper role assignments

•        Web-based publishing/loading

**LSO administrators** should consult their agency training officer prior to forwarding any issues to the LSO resource account.

**Authoring environment** **java problems** should be directed to your Agency IT.