

# Frequently Asked Questions for End Users

## Frequently Asked Questions for End Users

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- ***Last Updated 1/30/24***

#### **Firewall Issues**

IT Firewall issues have been affecting My Learning for the last few months but have been an almost daily issue lately. You'll know this is the issue you are experiencing if the error message says "undefined" or some version of "no data transferred," you see red boxes and x's on your tiles in My Learning, or you get three blue dots that look like the screen is going to load but it never does.

If you are at home, please log off VPN. If you are unable to get off VPN because you are in the office, try refreshing the page or accessing it later.

#### **Non-Union employees are called "Management" in the Commonwealth.**

If you are unsure why you were enrolled in a course with Mgmt/Supervisor in the title because you don't supervise, it's because you are a non-union employee.

If you *are* a union employee, it's possible that there is an employee mapped to you as a direct report. Check your My Learning for a tab across the top called "My Team." If you have that, contact your supervisor to have that person removed as your direct report if that person should not report to you.

- ***Quick Access Tips:***
  - ***Select your question to jump to the resolution.***
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## Contacts and Resources

- I. Who do I contact for my Training Support question?
  - 1. For agency-specific courses issues or training requests, contact your local training coordinator or [agency learning leader](#).
  - 2. For My Learning issues, submit a ticket through AskHR > Training > Training Support Request:
    - Enterprise mandatory web-based course issues
    - Error messages when accessing your *Learning Assignments*
    - Inability to access your training history, courses you are registered in, or the courses library
    - LMS Administrator questions or issues
  - 3. Other issues:

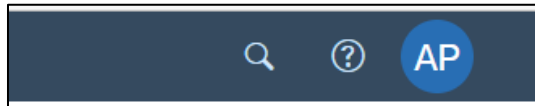
# Frequently Asked Questions for End Users

- For **Commonwealth University** course questions, registrations, or issues, email their resource account [ra-cu@pa.gov](mailto:ra-cu@pa.gov)
  - For **DHS OIM CAO**-specific trainings, please reach out to your staff development team at [ra-pwoimsditu@pa.gov](mailto:ra-pwoimsditu@pa.gov)
  - For courses on **TrainPA**, please email [TrainPASupport@pa.gov](mailto:TrainPASupport@pa.gov)
  - For **Deferred Comp, Retirement, and Pension** courses, please contact [ra-benhelp@pa.gov](mailto:ra-benhelp@pa.gov)
4. For **last minute, in-person or virtual cancellations**, reach out to the instructor of the course.
  5. For issues accessing **ESS functions outside of My Learning** (anything before selecting the My Learning tile), contact the HR Service Center at 1.866.377.2672.

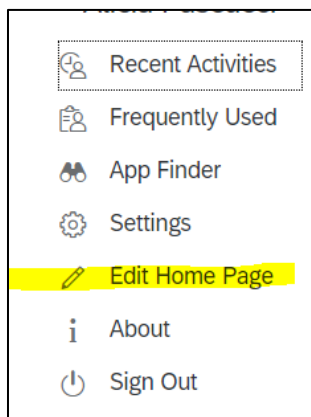
## System Overview

### I. I do not have the My Learning tile in ESS.

1. In the top right corner of your ESS screen, select the profile icon (this is usually a circle with your initials or a silhouette of a person).



2. Select “Edit Home Page” from the menu.



3. Find the COPA Home heading on the left side of the screen and select the ellipses across from the heading on the far-right side of the screen.

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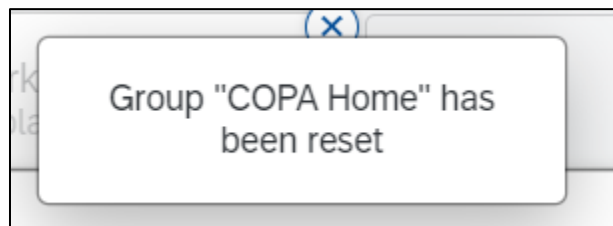
4. Select "Reset."



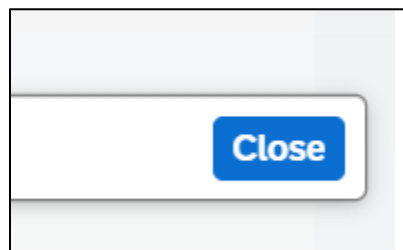
5. The system will prompt you, asking if you are sure you want to reset the tile group "COPA Home." Select the "Reset" button on this pop up.



6. You will receive a pop up towards the bottom of your screen letting you know that the tile set has been reset, but this will disappear on its own after a few seconds.



7. Select the blue "Close" button in the bottom right corner of the window.



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You should now be able to access your My Learning tile. If not, you may need to [clear your cache and cookies](#), restart your computer, and / or wait until the next day. If you still cannot access your My Learning tile, submit a ticket to your **IT helpdesk**.

- II. I'm being prompted for a "company ID" when I try to log into My Learning.

## **commonwe01T0**

My Learning should automatically log you into My Learning when you select the My Learning tile in ESS, so it should not prompt you for this company ID. If the above text doesn't work, try restarting your computer or trying again the next day. If that doesn't work, reach out to your local IT group.

- III. How do I remove a training from My Learning Assignments?

For supervisors, [remove courses from your employee's learning assignments](#).

For employees, if you booked yourself into the course, select the drop-down caret next to the "Start Course" button. You can then select "Remove" to delete the course from your My Learning Assignments.

If the "Remove" option is not available, please contact the [appropriate training contact](#) to have the course removed if applicable.

- IV. Can I trust the emails coming from COPA-LMS@successfactors.com? Are all My Learning emails going to come from that account?

Yes, all My Learning notifications will come from that email address. Although each notification subject line will be different depending on the reason for the notice, all of the subject lines will begin with "SF LRNG:" so that you can create an inbox rule if you want to send them to a folder.

Please don't respond back to these emails, though; they are automatically generated from an unmonitored account.

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## V. What is the Featured tile?

Think of the Featured tile as a billboard – a place where your training team can advertise trainings available to you. These are not required to complete.

## VI. What is the Learning History Tile?

The Learning History tile is an unofficial transcript, but you can go here to print unofficial certificates or re-visit web-based trainings that you took in My Learning (this re-visit feature does not work for courses that you took in the previous learning management system, LSO).

## VII. I'm an instructor. How do I get access to the "My Classes" tab?

You need to be added to the system as an instructor in order to have that tab. Please contact your local training coordinator or the admin team who owns the course you teach. They can help add you into the system as an instructor.

## Approvals

### I. How does the supervisor get notified when an employee submits a training request? Do training requests go to the SAP/ESS "My Inbox"?

Supervisors will get an email notifying them of a new approval request. They will also receive pending requests at the top of their own My Learning Assignments within the My Learning tile. Supervisors will not receive approval requests in their ESS My Inbox.

[How to Process/Delegate Approval Requests](#)

### II. Where do I approve my employee's training requests?

[How to Process/Delegate Approval Requests](#)

### III. Does withdrawing from a course require supervisor approval?

Sometimes – it depends if the training admin who set up the class in the system requires approval. Withdrawal approval is generally required on courses that have a cost associated with them.

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IV. What happens to my employees' training request approvals if I don't act on it?

Nothing; this system does not roll up approvals like LSO did. The approval will sit there until the class happens, and **the employee will not have a seat in the class**. Therefore, it's very important that if you intend to be out on extended or intermittent leave to [set up a delegate in the system](#).

V. What should I do if my supervisor didn't set a delegate for training approval requests?

Reach out to your local training coordinator or [Learning Lead](#), and an admin will get the required approval and process it. They can also help set up the delegate if the supervisor will be out on extended leave.

VI. Does the delegate have to be a supervisor too?

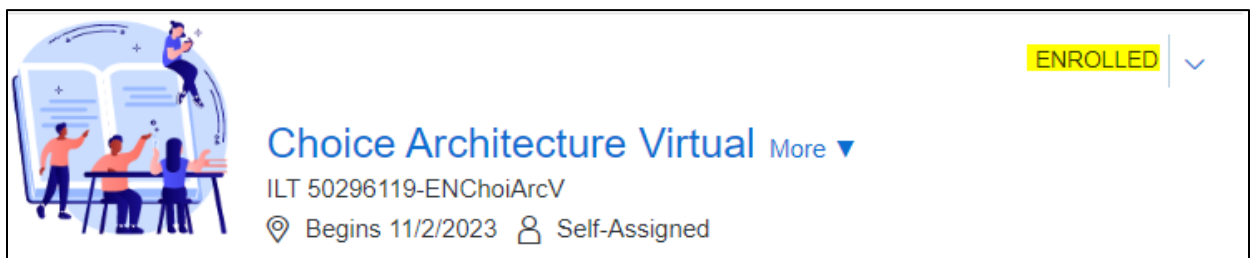
No. The supervisor can delegate the approval to whoever they want, even if that person is not a supervisor themselves.

VII. How will I know if I received approval to attend training?

You will receive an email notifying you that the training request has been approved. The status on the course in your My Learning Assignments will also change. The top-right corner of the class box will switch from "Pending Approval" to "Enrolled."



The screenshot shows a course card for "Choice Architecture Virtual". On the left is an illustration of three people in a virtual meeting. On the right, a yellow box contains the text "PENDING APPROVAL" with a downward arrow. Below the title, the course ID "ILT 50296119-ENChoiArcV" and the assignment type "Self-Assigned" are displayed.



The screenshot shows the same course card for "Choice Architecture Virtual". On the right, a yellow box contains the text "ENROLLED" with a downward arrow. Below the title, the course ID "ILT 50296119-ENChoiArcV" is displayed, followed by a "More" link with a downward arrow. At the bottom, the start date "Begins 11/2/2023" and the assignment type "Self-Assigned" are shown.



# Frequently Asked Questions for End Users

## Troubleshooting

### I. Why do you ask me to “clear my cache and cookies”?

A web browser’s cache is a place where it saves data from websites (cookies) you visit in order to retrieve that data later on (and more quickly) when you re-visit those sites. The cache contains files, pictures, saved preferences, and scripts that tell the browser how to launch the site, using these items to reduce load times on each visit and make for a better user experience.

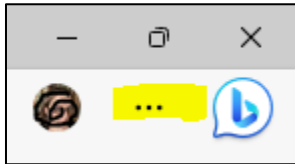
However, the data in the cache can get outdated. When the browser loads that outdated information, you won’t get the most up-to-date content from the website you are visiting. Also, if the server hardware that the website runs on is upgraded or its security settings change, you may not be able to sign in using the information in your web-browser’s cache, causing an error.

Also, more often than you’d expect, the cache can become corrupt. When this happens, all kinds of difficult-to-diagnose issues arise. So, if you are having trouble with your browser and cannot pinpoint the problem, clearing the cache may help. This is why we frequently recommend it as a first step in troubleshooting.

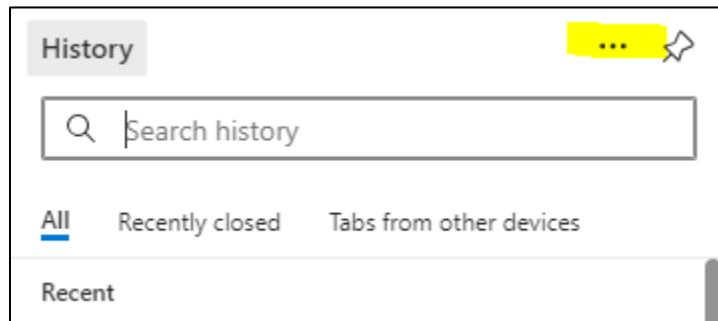
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## II. How to Clear My Cache and Cookies

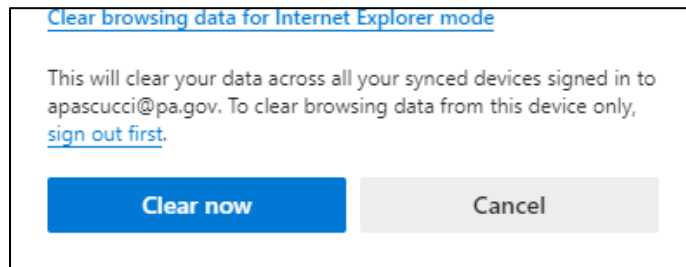
1. Launch Microsoft Edge.
2. Hit Alt + F on your keyboard to open the “Settings and More” menu or select the ellipses in the top right corner of your browser window.



3. Hit Ctrl + H or select History from the menu.
4. Select the ellipses in the top right corner of the history box.



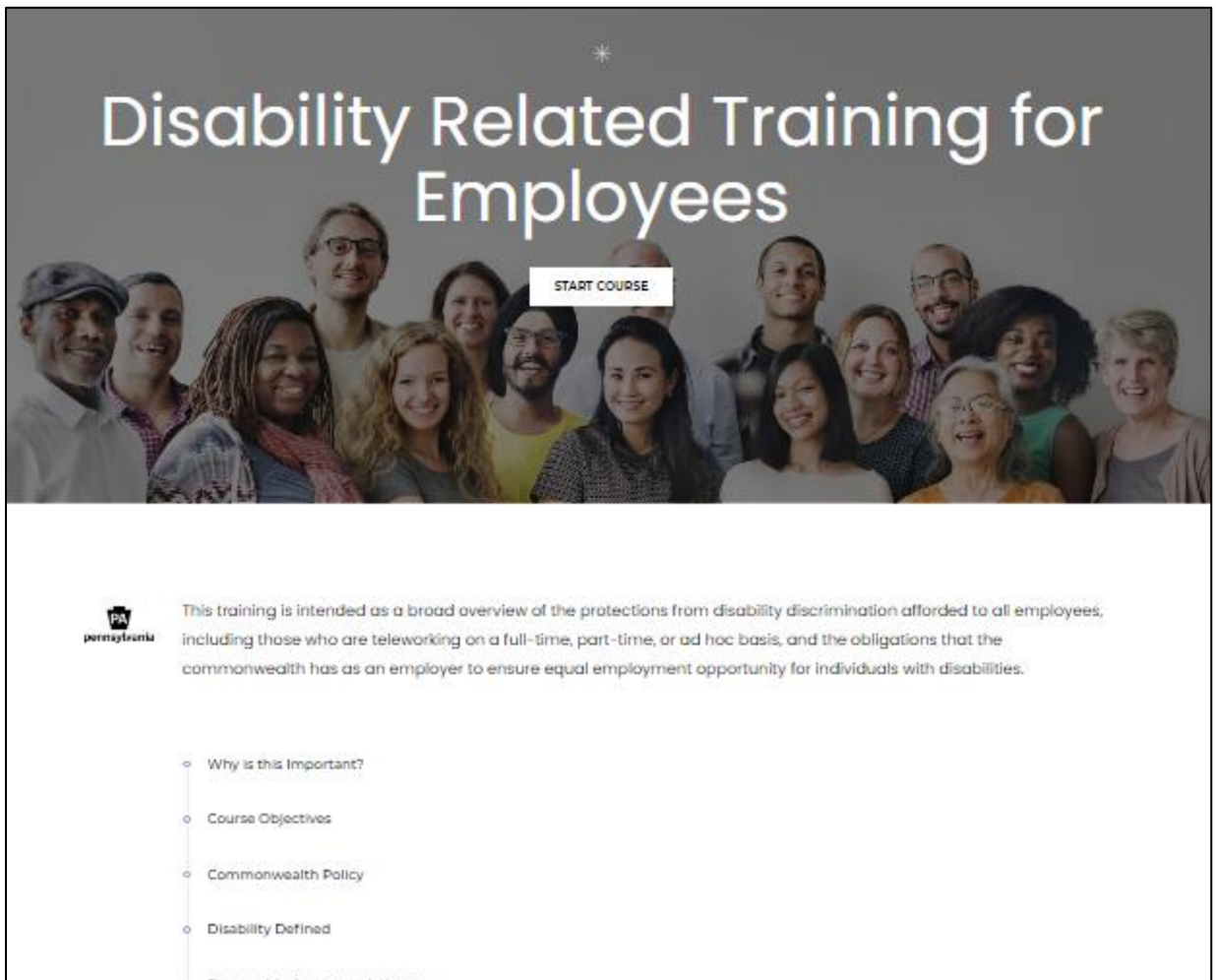
5. Select “Clear Browsing Data”.
6. Select the blue “Clear now” button.



# Frequently Asked Questions for End Users

### III. There is no audio on this OA Mandatory training.

This is likely because there isn't any audio. If the training appears like a website (has a big heading over a picture with a "Start Course" button and you can scroll down to get an overview and outline of the course), this is a new format for mandatory trainings that does not contain audio. It allows learners to read through the content at their own pace.



### IV. I got a 404 error when trying to take an online / web-based training.

Please reach out to the [appropriate training group](#) with the name of the course to have it re-published. If you don't know who that is, please submit an AskHR Training Support ticket.

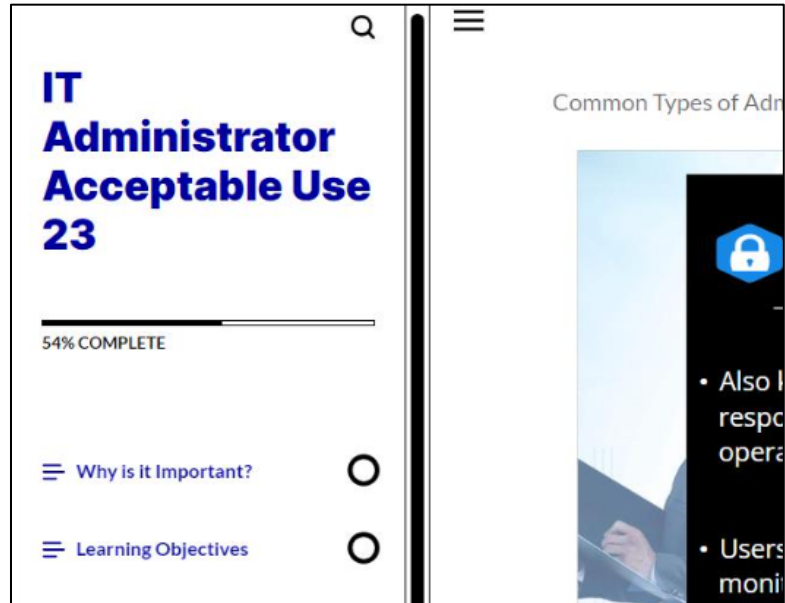
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V. I completed this web-based training, but it still won't give me credit.

Please reach out to the [appropriate training group](#) with the name of the course. They will investigate the issue and, if appropriate, process your completion. If you don't know who that is, please submit an AskHR Training Support ticket.

If it is an OA Mandatory training in the new course format (which has the title on the

top-left of the screen, a progress bar below that, and the different sections of the course listed below the progress bar) – pay special attention to that progress bar and the circles next to the different sections of the course. Those circles next to the section titles are



actually progress wheels themselves, so if your progress bar at the top does not say 100% and any of the circles are missing a piece, you will need to go back to that section and finish the activities and content there before the course will let you complete it.

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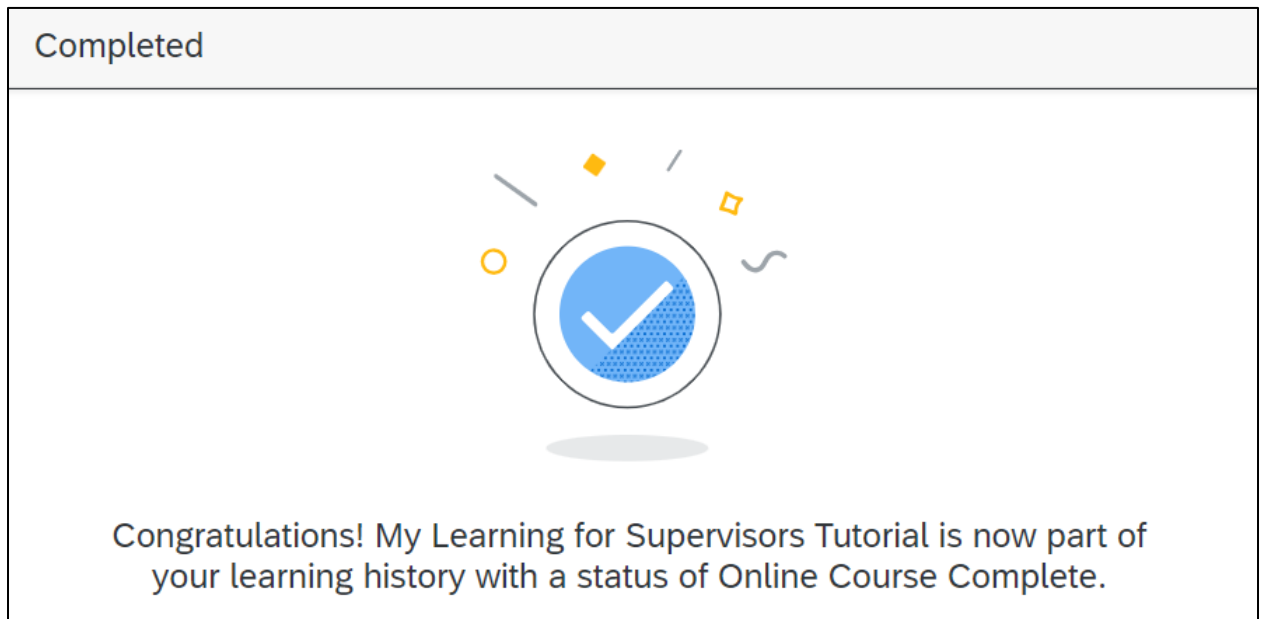
- VI. The web-based training keeps telling me to click a log off button, but there isn't one. What do I do?

Most web-based trainings in the system were created for use in our old learning management system (LSO), which had a built in Log Off button. So, when eLearning designers were creating their trainings, they would reference the button as the means to close the course.

However, My Learning does not have this button. If the course does not have its own "log off" or "exit" button, you can just hit the refresh button located above the web-based training.

Upon completion of course, click the refresh button to verify completion ► ↻

The course should refresh and show a "completed" screen.



If you cannot get the course to give you this completed screen, reach out to the [appropriate training group](#). They can investigate, and, if appropriate, process the credit for you.

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- VII. I completed an instructor-led training, but it is still showing in My Learning Assignments.

If the class is still showing on your My Learning Assignments, the instructor still needs to process the attendance for class. Please reach out to the instructor. If you do not remember who that is, please reach out the [appropriate training team](#).

- VIII. I received a CSRF error. What do I do?

CSRF errors typically mean you have My Learning open in more than one browser window or tab. You just need to close all of the tabs or windows that have My Learning open and try again.

- IX. I get a 504 Gateway error? What do I do?

Follow the instructions to [clear your cache and cookies](#). If this doesn't work, it's an IT issue involving the network firewall. Submit an IT helpdesk ticket.

## Enrollment

- I. I booked into the wrong class date/time. How do I change my class?

First, [Withdraw from the course](#). Next, find the correct date/time of the session you do want to take, and [register for that one](#).

- II. I'm registering for a course with a cost, but I can't get past the Account Code field. I don't know what to put here.

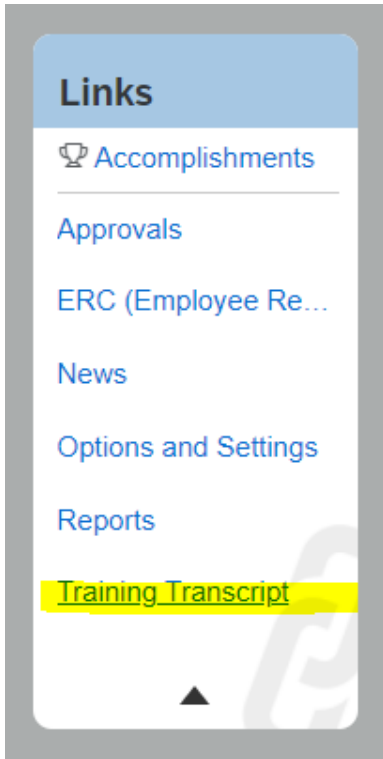
Put 6 asterisks into the field (\*\*\*\*\*).

Billing is handled outside of My Learning, so an account code isn't actually needed. The system is supposed to automatically populate 6 asterisks in the field, so that it can be bypassed without having to put anything in; it's a mandatory field so *something* has to go here. However, sometimes the field glitches and doesn't automatically populate, and the only thing the field will accept is 6 asterisks.

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## III. Where do I print my transcript?

1. When you are in your My Learning page, find your Links tile.
2. Select the “Training Transcript” link.



3. You can adjust any of the following fields (but generally, we recommend you skip this part and go to step 4 if you are just running the report for yourself).
  - a. User: if you are a supervisor, you can opt to run the transcript on
    - i. Self: yourself
    - ii. Direct Reports: your immediate direct reports
    - iii. All Direct Reports: your entire downline
    - iv. “Include Alternate Direct Reports” is for any employees for which you have been made an Alternate Supervisor in the My Learning system.
  - b. Report Title, Header, Footer: can be changed based on what you want it to say
  - c. Report Destination:
    - i. Browser: goes into your downloads folder

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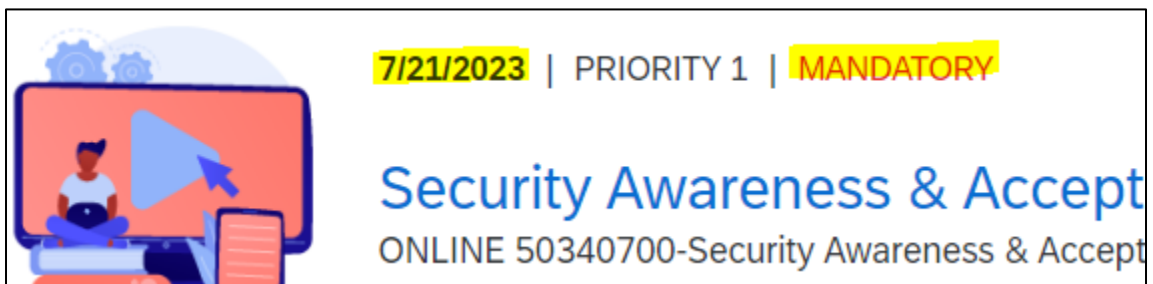
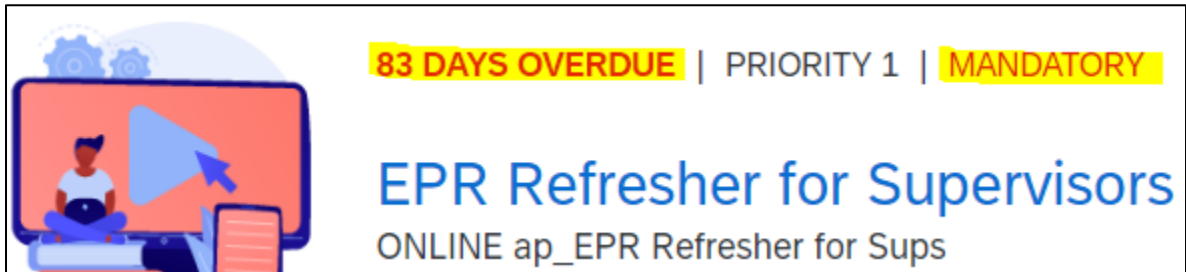
- ii. Local File: prompts you to select where to save it
      - d. Completed Dates From/To: you can select the time-period if you want or leave it blank for your full transcript.
  - 4. Select “Run Report” button.
- IV. My transcript is missing or is missing courses from the old system (April 2023 or older).  
If you separated from the Commonwealth prior to May 1, 2023, your training records were not brought over to the new system (don’t worry, they still exist!). Please submit an AskHR Training Support ticket, and we will pull your training records from the old system database.
- V. I’m unable to locate a course that was available in the previous catalog. How do I find it?  
If you are unable to [find a course](#) you are searching for, please contact the [appropriate training group](#) that owns the course to troubleshoot.
- VI. What is an Instructor-led Training (ILT)? Does it include virtual?  
Instructor-led trainings are live trainings that are either held in person (classroom) or through Teams (virtual). Be sure to double-check the location of the desired class to verify whether it is classroom or virtual before booking.
- VII. What is an Online or Web-based Training (WBT)?  
Online or “web-based trainings” are self-paced modules (eLearning) that you can take at any time.



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## VIII. How do I know what trainings are required / mandatory?

Courses that are mandatory will have “MANDATORY” written in red on your My Learning Assignments. If they have a due date, the course will either show the **due date** in black or the number of days **overdue** in red.



## IX. I’m trying to filter My Learning Assignments by “mandatory,” but there are no options.

This means no mandatory assignments remain on your My Learning Assignments. My Learning generally only gives options that you can actually access, so if the option isn’t there, there aren’t any.

## X. When I use Find Learning, I can’t locate the category or source I’m search for.

My Learning will only show you courses that you have access to enroll in. So, for example, if you are not a supervisor, the “Supervisor” category might not be available when searching.

## XI. How does the Recommended tile work?

Each course has a “Recommend” button that you can use to share the course with your co-workers if you think they would like it too.

To Recommend a course:

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1. Select the “Recommend” button in the top right of the course tile.
2. Type in the person’s name who you would like to recommend the course to.

Recommend to Others

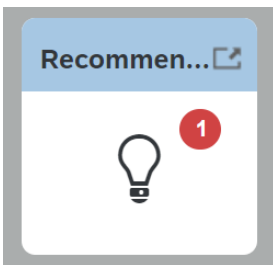
Search for users to recommend: \*

Type a name in the search bar to start recommending.

3. Select the correct person.
4. Type in and select additional people if needed.
5. Add a comment to the Comments box if you want to include a message to the person/people with your recommendation.
6. Select the blue “Recommend” button.

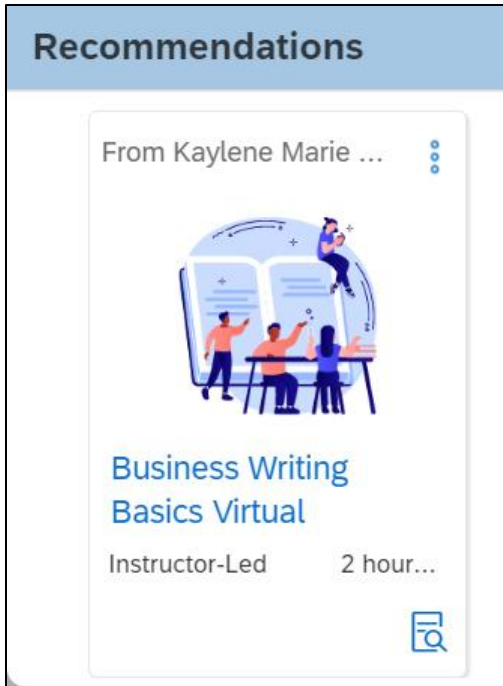
## To View Recommended Courses:

If you have any courses that were recommended to you, you will have a red circle on your Recommended tile on your My Learning homepage. To view the course(s), select the tile.



The tile will open to show you the course(s) recommended to you.

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If you select the course's tile, you will be taken to the course page and be able to enroll in the course if you decide to. If you do not (after going to the course page), the course will disappear from your Recommendations tile.

## XII. Are we limited to what courses we can access based on our agency?

Yes and no. The courses you can browse and search for in Find Learning / Library are made available to you by system administrators through "Assignment Profiles."

Assignment Profiles are an attribute, or a series of attributes, that describes who should have access to this course. The attribute *could* be your agency – so, for example, only learners in the Department of Human Services would have access to courses created specifically for DHS employees. However, assignment profiles can be made of many different employee attributes including org codes, job titles, pay scale groups, whether they are a supervisor, etc, or a combination of attributes.

If you think there is a course you should be able to find but can't, please reach out to [your training contact](#).

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XIII. How will I know if someone has registered me for a course?

You will receive an email notification from **copa-lms@successfactors.com** notifying you that you were booked into a course or class. You will also find the course or class on your My Learning Assignments.

XIV. I/My employee was not automatically enrolled in the required trainings that they should have been.

Please submit a Training Support AskHR ticket to our team, and we can investigate the issue. Please include the names (and employee ID numbers if you have them) for all affected employees in one ticket.

XV. I was enrolled in a Mgmt/Supervisor course, but I don't supervise anyone.

If you are unsure why you were enrolled in a course with Mgmt/Supervisor in the title but don't supervise, it's likely because you are a non-union employee. In the Commonwealth, the term "Management" just means "non-union."

If you *are* a union employee, it's possible that there is an employee mapped to you as a direct report. Check your My Learning for a tab across the top called "My Team." If you have that, contact your supervisor to have that person removed as your direct report if that should not be the case.

If neither of these are the case, please submit a Training Support. AskHR ticket.

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## Supervisory

- I. I'm a supervisor, but I'm missing the "My Team" tile and/or my direct reports listed are incorrect.

If you are missing the My Team tab/tile within My Learning and only have vacant positions reporting to you, this is because the My Learning system will not consider you a supervisor if you don't currently have any direct reports. Once someone is filling one of those vacant positions, My Learning will give you the My Team options.

If you have direct reports, but they are missing or incorrect, please submit a Training Support AskHR ticket to our team to investigate.

- II. How do I know what training(s) my employees have completed?

View your [employee's training plan/learning history](#).

- III. How do I find out if my employee is overdue to complete a particular training?

View your [employee's training plan/learning history](#).

- IV. I'm not a supervisor, but I was enrolled in a course for "Managers and Supervisors" There could be one of two things happening here. First, and most likely, you are a "management employee." In commonwealth terms, "Manager" just means "non-union." So, courses for "managers and supervisors" are for employees who are either supervisors or are non-union.

The other issue is that you may have a contractor or other position reporting to you in the system without realizing it. If you are a union-covered employee booked into a "manager/supervisor" course, please submit a Training Support AskHR ticket, and we can investigate why.

- V. I'm not a supervisor, but I was booked into mandatory Supervisor programs / training.

You may have a contractor or other position reporting to you in the system without realizing it. However, because of how training is assigned in the system, if we removed it, My Learning would automatically add it back on to your Learning Assignments the following day. If we processed a waiver to exempt you from the training (because you

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aren't technically a supervisor yet), that waiver would keep you from being required to take the mandatory supervisor training if you do become a supervisor one day. Because there is a position mapped to you, either you'll need to complete the training or have the position removed out from under you if your chain of command is willing to do that.

## Notifications

### I. These notifications are awful. What is going on?

Back when we first got My Learning, you may have noticed that the notifications were very hard to understand – the body was a wall of text, the language was confusing, etc. This was because the quality of life changes we had made to the notifications were overridden by a glitch, which we uncovered in late August.

We have since remedied this, so notifications should function a lot better.

But, we aren't done! Those were just small, quality of life changes. We are currently working on a project to completely overhaul notifications to make them work for us better and to provide a better user experience to you.

### II. I completed a training, but this notification says it was removed from my learning plan/learning assignments. Why is that?

One of the ways a training can be removed from your learning plan is that you complete the training.

### III. This notification has all of my employees in it. Can it be changed so I get a notification for each of my employees in separate emails instead?

No. This is one of those decisions we've had to make as a compromise Commonwealth-wide. Some supervisors have 50+ contractors reporting to them or 10+ employees, and they used to end up with 100 emails every time they got notifications in the previous system.

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- IV. I received a “SF LRNG Assignment Changes” notification, and it says a course was assigned to me that I’ve already completed.

This notification is just a summary of all the changes that happened to your Learning Assignments over the last week. It is possible to complete the course after the window that the notification is summarizing, so that it only appears to have been assigned but not completed (even if you’ve already completed it by the time you received the notice). As long as the course is no longer on your My Learning Assignments, then the system *does* know you completed it, and you do not have to worry about it anymore.

- V. I received a notification with the subject line “SF LRNG: Request Expired for [class]”. What does it mean and why was I dropped from the class?

This notification means that your supervisor (or the first non-vacant position above you) did not process your training request before the class Registration window closed; they neither approved it nor rejected it. Depending on the class, you may still be able to get into it. Contact the instructor, course owner, or training coordinator as soon as possible.