

IT TRAINING



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Accessing IT Training Courses

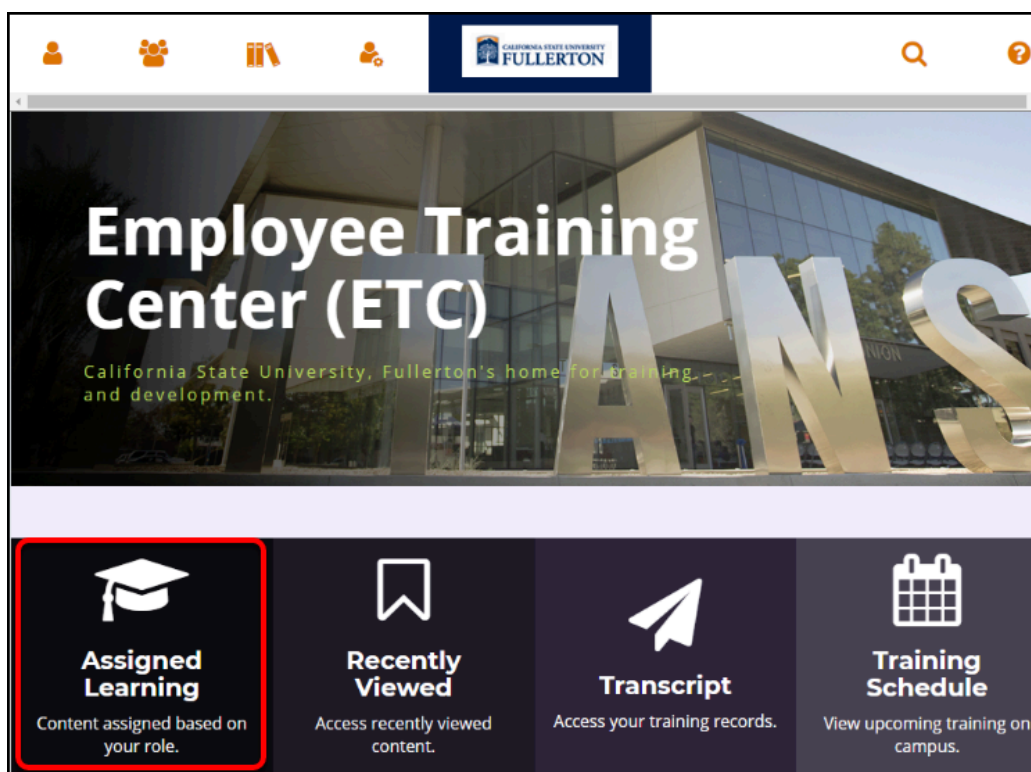
Enrolling in an Assigned Instructor-Led Training Course

This article covers how to log in to the Employee Training Center to enroll in an assigned instructor-led (in-person) training course.

1. Log in to the Employee Training Center.

[View instructions on logging into the Employee Training Center.](#)

2. Click on Assigned Learning to view all courses that have been assigned to you.



4. Click the radio button next to the session you want to attend. Then click Submit.

IT: ERP CFS Requisition v9.2

ILT Course

Learn how to enter requisitions, approve them and query their status through the CFS Finance system.

OFFERINGS

Filter:

Seat Availability: **AVAILABLE** Location: **ALL**

Date range: Start End

Offering of IT: ERP CFS Requisition v9.2
REGISTRATION ALLOWED

1 ☐

2/26/2019 9:00 AM PST - 11:00 AM PST

Pollak Library - South - Room 256,
Pollak Library - South

Fullerton, California

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CANCEL **EXPRESS INTEREST** **SUBMIT**

1. Click the radio button next to the session you want to attend.
2. Then click **Submit**.
3. If none of the available sessions work with your schedule, click **Express Interest** to request a new session.

5. You're now enrolled in the session!

The screenshot shows a web interface for IT Training at California State University Fullerton. At the top, there is a navigation bar with icons for user profile, group, books, and settings, followed by the university logo and search/help icons. A green banner at the top of the main content area reads: "Congratulations! You have completed the registration process. Please look at the details below for more information about your registration status and activity progress."


The main content area displays the course details for "IT: ERP CFS REQUISITION V9.2". It includes a "REGISTERED" status, a heart icon, and a share icon. The "Completion Status" is shown as "0%". Below this, there is a tabbed interface with "DETAILS" and "ACTIVITIES" tabs. The "DETAILS" tab is active, showing a list of offerings. The first offering is "1. Offering of IT: ERP CFS Requisition v9.2". To the right of this, there is a detailed view of the "Offering of I..." which also shows "REGISTERED" status, a heart icon, and a share icon. Below this, the date and time for the session are listed: "2/26/2019 9:00 AM PST - 11:00 AM PST" with a link to "View in my time zone". At the bottom right of the main content area, there is a "DONE" button.

6. If there are no available sessions, click Express Interest to let IT Training know you are interested in attending a session.

💡 If there are no sessions available, feel free to contact ittraining@fullerton.edu to inquire about when the next session will be available.

ACTIVITY REGISTRATION

Registration blocked: See the status of selected activities for more details.



ILT COURSE

IT: ERP CFS Requisition v9.2

ilt_CSUF_CMS300 Unlimited

OFFERINGS 1

All Upcoming Offerings

There are no available offerings in this time frame. Use the Offering drop-down to select a different time frame and search for available offerings.

CANCEL

EXPRESS INTEREST

REGISTER

REGISTRATION SUMMARY

To remove a selected activity from the list, click ✕

1. Check that you are seeing all available sessions by selecting **All Upcoming Offerings** in the Offerings drop-down menu.
2. Click **Express Interest** to let IT Training know you are interested in attending a session.

6.1. Enter a comment with information on your availability or why you are interested in the course. Then click OK.

EXPRESS INTEREST

You can express interest in activities you want to attend but the sessions don't fit your schedule. Use the Comments field to explain why you're expressing interest and include any requests regarding session times or locations.

ILT Course: IT: Department IT Coordinator (DITC) Open Lab

Comments *

No sessions are available; I would prefer an afternoon session any day of the week.

CANCEL

OK

6.2. You're done! If you go to your profile, select Learning, and then select Registrations, you will be able to see all of the courses you have marked as "expressed interest."

The screenshot shows the user interface for the Fullerton Training Schedule. On the left is a dark blue sidebar with the user's name 'Minerva McGonagall' and a profile icon. Below the name are several menu items: 'PROFILE DETAILS', 'LEARNING' (highlighted with a red box and a circled '2'), 'Favorites', 'Knowledge Documents', 'Learner Approvals', 'Notifications', 'Self-Reported Training', 'Registrations' (highlighted with a red box and a circled '3'), and 'Instructor Schedule'. The main content area is titled 'TRAINING SCHEDULE' and contains a search bar, a list of tabs ('CURRENT/UPCOMING', 'EXPRESSED INTEREST' (highlighted with a red box and a circled '4'), 'PENDING SIGNATURES', 'COMPLETED'), and a table of activities. The table has columns for 'Activity Name', 'Code', and 'Expressed Interest'. One activity is listed: 'IT: Department IT Coordinator (DITC) Open Lab' with code 'ilt_CSUF_IT200' and an interest date of '1/31/2019'.

1. Click on the self/profile icon.
2. Click **Learning**.
3. Click **Registrations**.
4. Click **Expressed Interest** to view all classes you have expressed interest in.

Need More Help?


For technical assistance with enrolling in courses, contact the Employee Training Center at employeetrainingcenter@fullerton.edu or 657-278-2064. You can also visit the [Employee Training Center website](#).

For questions about IT/PeopleSoft/CMS courses, contact IT Training at ittraining@fullerton.edu or 657-278-5647.

Enrolling in an Assigned PeopleSoft or IT Training Class

This guide covers how CSUF faculty, staff, and student assistants can access assigned ERP/PeopleSoft/CMS/IT courses in the Employee Training Center and enroll in the classes.

There are two ways to access the training: using the direct links that are provided to you in the email from IT Service Desk or logging into the Employee Training Center and viewing your plan.

 It is recommended that you use Google Chrome or Mozilla Firefox with the Employee Training Center for the best user experience.

I have the email from the Help Desk with a list of my required training classes

View instructions on using direct links provided in the Help Desk incident email

When training is assigned to you, direct links to the enrollment page for the course are provided to you in an email sent from the Help Desk. You may use these direct links to access each course individually.

1. Click on the hyperlink that is next to the class you want to take in the email you received from the IT Service Desk.

Helpdesk <helpdesk@fullerton.edu>
1

Incident INC607494 opened on your behalf about You have required PeopleSoft Human Resources training to complete

To Arthur-Carmichael, Lori

PLEASE NOTE: Your Access Request will EXPIRE in 30 days if training is not completed. The expiration date for each course will show under Assigned Learning.

We recently received an HR Access Request Form asking that you be granted access to PeopleSoft. In order to receive your access, you will need to attend the appropriate training. Please register for and complete the following class(es). Instructions on how to register for PeopleSoft/CMS classes can be found here: <http://csuf.screenstepslive.com/s/12867/m/48050/l/690842>

NOTE: You do not need to finish an online class in one sitting. You can start a class and then return to it later; the course will open on the last slide that you viewed.

IMPORTANT NOTICE: Please use Google Chrome and disable your pop-up blocker when accessing training in the Employee Training Center. View our troubleshooting guide for more tips: <http://csuf.screenstepslive.com/s/12867/m/48050/l/688754>

PRE-REQUISITE:

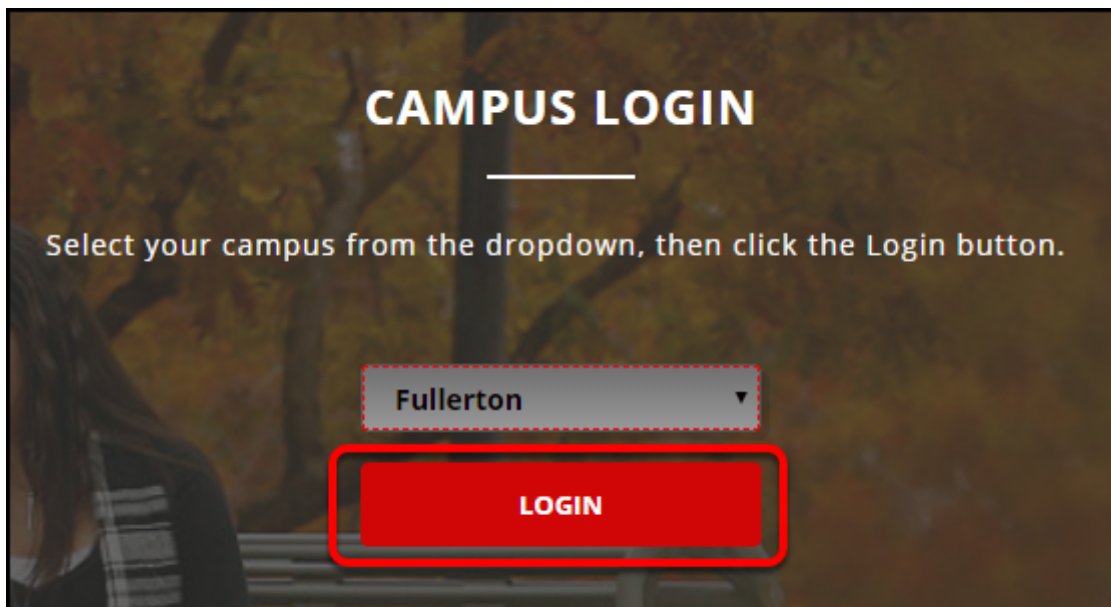
- Data Security and FERPA: https://CSU.sumtotal.host/core/pillarRedirect?relyingParty=LM&url=app/management/LMS_ActDetails.aspx?ActivityId=6473&UserMode=0

2

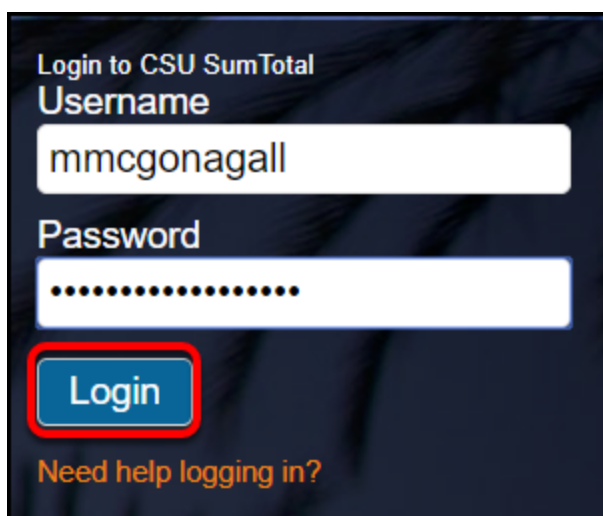
- IT: ERP HR Student Worker Online Course (CSUF_CMS201A): https://CSU.sumtotal.host/core/pillarRedirect?relyingParty=LM&url=app/management/LMS_ActDetails.aspx?ActivityId=34&UserMode=0
- IT: ERP HR Temp Faculty Baseline Online Course (CSUF_CMS203A): https://CSU.sumtotal.host/core/pillarRedirect?relyingParty=LM&url=app/management/LMS_ActDetails.aspx?ActivityId=36&UserMode=0

1. Locate the email from the Help Desk which contains a list of the courses that you are required to take. Typically the subject will include "you have required PeopleSoft training to complete."
2. Click on the hyperlink next to a course to open it.

2. If prompted, select Fullerton as the campus and click Login.



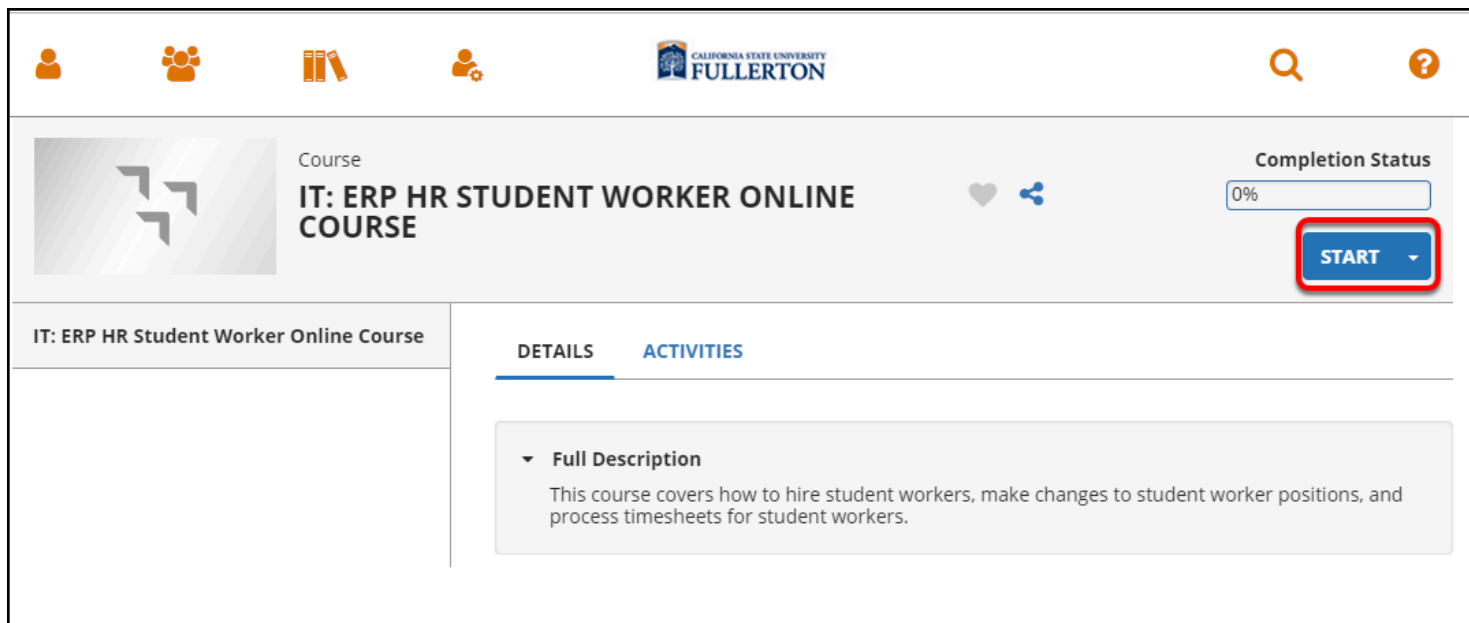
3. Enter your campus username and password if prompted. Then click Login.



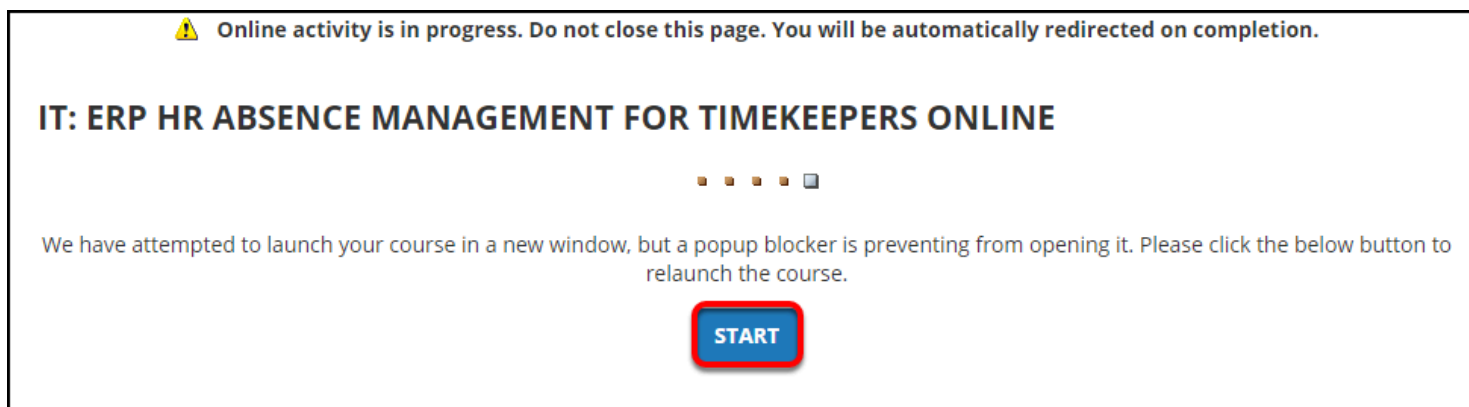
Online Classes

View instructions on watching an online training

1. Click Start at the top right of the course landing page.



1.1. If you have a pop-up blocker enabled on your web browser, click the Start button again to launch the online class in the same window.



💡 It is recommended that you [disable your pop-up blocker](#) when using the Employee Training Center.

In-Person or Live Online Session

View instructions on registering for a scheduled training

1. Click Register at the top right of the course landing page.

The screenshot displays the course landing page for "IT: ERP CFS REQUISITION V9.2". The header includes navigation icons for user profile, group, books, and settings, along with the California State University Fullerton logo, a search icon, and a help icon. The course title "IT: ERP CFS REQUISITION V9.2" is prominently displayed, accompanied by a heart icon and a share icon. The completion status is shown as "0%". A blue "REGISTER" button with a dropdown arrow is highlighted with a red rectangular box. Below the title, there are two tabs: "DETAILS" (selected) and "ACTIVITIES". Under the "DETAILS" tab, the "Full Description" section is expanded, showing the text: "Learn how to enter requisitions, approve them and query their status through the CFS Finance system."

2. Click the radio button next to the session you want to attend. Then click **Submit**.

IT: ERP CFS Requisition v9.2

ILT Course

Learn how to enter requisitions, approve them and query their status through the CFS Finance system.

OFFERINGS

Filter: Seat Availability: **AVAILABLE** Location: **ALL**

Date range: Start End

Offering of IT: ERP CFS Requisition v9.2
REGISTRATION ALLOWED

1 ☐

2/26/2019 9:00 AM PST - 11:00 AM PST

Pollak Library - South - Room 256,
Pollak Library - South

Fullerton, California

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CANCEL **EXPRESS INTEREST** **SUBMIT**

1. Click the radio button next to the session you want to attend.
2. Then click **Submit**.
3. If none of the available sessions work with your schedule, click **Express Interest** to request a new session.

3. You're now enrolled in the session!

The screenshot shows the IT Training interface after successful registration. At the top, a green banner reads: "Congratulations! You have completed the registration process. Please look at the details below for more information about your registration status and activity progress." Below this, the course details for "IT: ERP CFS REQUISITION V9.2" are displayed, including a "REGISTERED" status, a heart icon, and a share icon. The completion status is shown as "0%". A sidebar on the left lists the course offering: "1. Offering of IT: ERP CFS Requisition v9.2". The main content area has tabs for "DETAILS" and "ACTIVITIES". Under "DETAILS", the session information is shown: "ILT Class Offering of I...", "REGISTERED" status, and the date/time "2/26/2019 9:00 AM PST - 11:00 AM PST (View in my time zone)". A "DONE" button is located at the bottom right of the session details.

4. If there are no available sessions, click Express Interest to let IT Training know you are interested in attending a session.

💡 If there are no sessions available, feel free to contact ittraining@fullerton.edu to inquire about when the next session will be available.

ACTIVITY REGISTRATION

Registration blocked: See the status of selected activities for more details.

ILT COURSE

REGISTRATION BLOCKED

IT: ERP CFS Requisition v9.2

ilt_CSUF_CMS300 Unlimited

OFFERINGS 1

All Upcoming Offerings

There are no available offerings in this time frame. Use the Offering drop-down to select a different time frame and search for available offerings.

CANCEL

EXPRESS INTEREST

REGISTER

REGISTRATION SUMMARY

To remove a selected activity from the list, click ✕

1. Check that you are seeing all available sessions by selecting **All Upcoming Offerings** in the Offerings drop-down menu.
2. Click **Express Interest** to let IT Training know you are interested in attending a session.

4.1. Enter a comment with information on your availability or why you are interested in the course. Then click OK.

EXPRESS INTEREST

You can express interest in activities you want to attend but the sessions don't fit your schedule. Use the Comments field to explain why you're expressing interest and include any requests regarding session times or locations.

ILT Course: IT: Department IT Coordinator (DITC) Open Lab

Comments *

No sessions are available; I would prefer an afternoon session any day of the week.

CANCEL

OK

4.2. You're done! If you go to your profile, select Learning, and then select Registrations, you will be able to see all of the courses you have marked as "expressed interest."

TRAINING SCHEDULE

This is a list of activities for which you have expressed interest.

Search ...

CURRENT/UPCOMING **4 EXPRESSED INTEREST** PENDING SIGNATURES COMPLETED

WAITING LIST OR PENDING APPROVAL

Display

Export To Excel Print View Calendar

<input type="checkbox"/>	Activity Name ^	Code ^	Expressed Interest ^
<input type="checkbox"/>	IT: Department IT Coordinator (DITC) Open Lab ILT Course	ilt_CSUF_IT200	1/31/2019

1. Click on the self/profile icon.
2. Click **Learning**.
3. Click **Registrations**.
4. Click **Expressed Interest** to view all classes you have expressed interest in.

I want to view a list of all of my required training

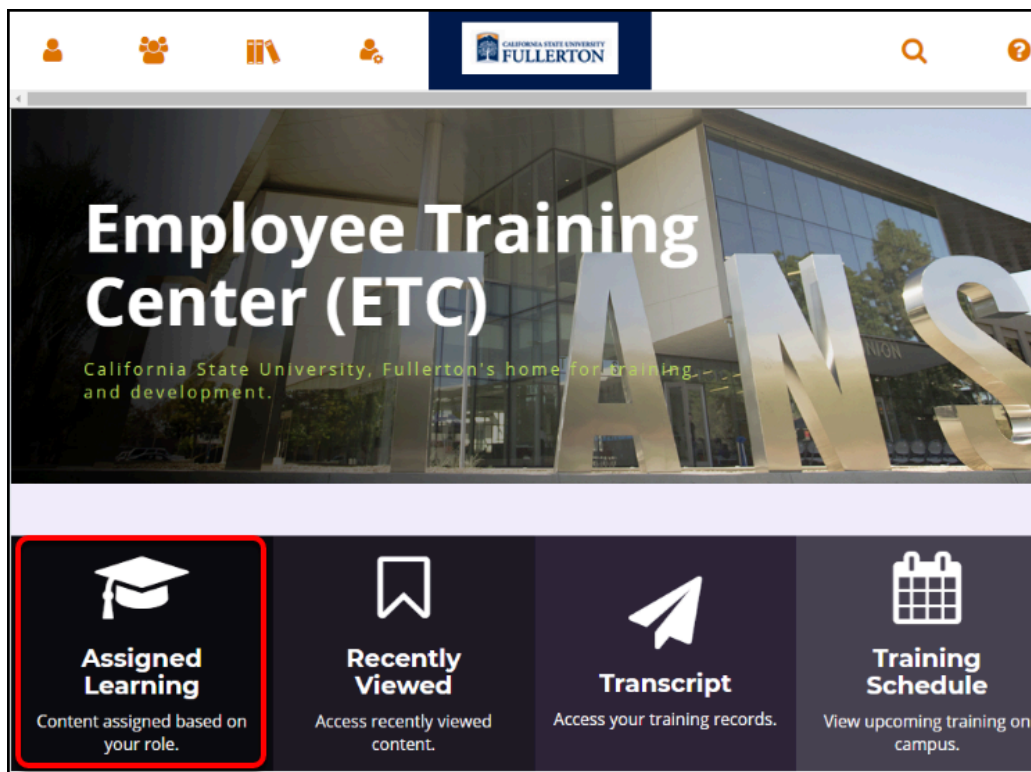
View all of your assigned classes in the Employee Training Center

You may view all of your assigned training courses and enroll in them by logging into the Employee Training Center.

1. Log in to the Employee Training Center.

[View instructions on logging into the Employee Training Center.](#)

2. Click on Assigned Learning to view all courses that have been assigned to you.



2. If you see this message about a pop-up being blocked, click Start to launch the course in the same window.

 Online activity is in progress. Do not close this page. You will be automatically redirected on completion.

IT: ERP HR STUDENT WORKER ONLINE COURSE



We have attempted to launch your course in a new window, but a popup blocker is preventing from opening it. Please click the below button to relaunch the course.

START

To view courses in a new window, you should [disable your pop-up blocker](#) when using the Employee Training Center.

In-Person or Live Online Session

View instructions on registering for a scheduled training

1. Click Register next to the in-person class you want to take.

TIMELINE

[ALL](#)
[TASKS](#)
[LEARN](#)

ILT COURSE

IT: ERP CFS Requisition V9.2

REQUIRED

Due Date

05/01/2019

Status

Assigned

REGISTER

2. Click the radio button next to the session you want to attend. Then click **Submit**.

IT: ERP CFS Requisition v9.2

ILT Course

Learn how to enter requisitions, approve them and query their status through the CFS Finance system.

OFFERINGS

Filter: **Seat Availability** **AVAILABLE** **Location** **ALL**

Date range

Start **End**

Offering of IT: ERP CFS Requisition v9.2
REGISTRATION ALLOWED

1 ☐

2/26/2019 9:00 AM PST - 11:00 AM PST

Pollak Library - South - Room 256, Pollak Library - South

Fullerton, California

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3 **EXPRESS INTEREST** **2** **SUBMIT**

1. Click the radio button next to the session you want to attend.
2. Then click **Submit**.
3. If none of the available sessions work with your schedule, click **Express Interest** to request a new session.

3. You're now enrolled in the session!

The screenshot shows the IT Training portal interface. At the top, there is a navigation bar with icons for user profile, group, books, and settings, followed by the California State University Fullerton logo, a search icon, and a help icon. A green banner at the top of the main content area reads: "Congratulations! You have completed the registration process. Please look at the details below for more information about your registration status and activity progress."

Below the banner, the main content area is divided into two sections. The top section displays the course details for "IT: ERP CFS REQUISITION V9.2". It includes a pencil icon, the text "ILT Course", the course title "IT: ERP CFS REQUISITION V9.2", a "REGISTERED" button, a heart icon, and a share icon. To the right, there is a "Completion Status" section showing "0%" and an "OPTIONS" button. Below this, there is a tabbed interface with "DETAILS" and "ACTIVITIES" tabs. The "DETAILS" tab is active, showing a list of offerings. The first offering is "1. Offering of IT: ERP CFS Requisition v9.2".

The bottom section displays the details for the selected offering. It includes a pencil icon, the text "ILT Class", the title "Offering of I...", a "REGISTERED" button, a heart icon, and a share icon. Below this, there is a date and time section showing "2/26/2019 9:00 AM PST - 11:00 AM PST" with a link to "View in my time zone". At the bottom right, there is a "DONE" button.

4. If there are no available sessions, click Express Interest to let IT Training know you are interested in attending a session.

💡 If there are no sessions available, feel free to contact ittraining@fullerton.edu to inquire about when the next session will be available.

ACTIVITY REGISTRATION

Registration blocked: See the status of selected activities for more details.

ILT COURSE

REGISTRATION BLOCKED

IT: ERP CFS Requisition v9.2

ilt_CSUF_CMS300 Unlimited

REGISTRATION SUMMARY

To remove a selected activity from the list, click ✕

OFFERINGS 1

All Upcoming Offerings

There are no available offerings in this time frame. Use the Offering drop-down to select a different time frame and search for available offerings.

CANCEL EXPRESS INTEREST REGISTER

1. Check that you are seeing all available sessions by selecting **All Upcoming Offerings** in the Offerings drop-down menu.
2. Click **Express Interest** to let IT Training know you are interested in attending a session.

4.1. Enter a comment with information on your availability or why you are interested in the course. Then click OK.

EXPRESS INTEREST

You can express interest in activities you want to attend but the sessions don't fit your schedule. Use the Comments field to explain why you're expressing interest and include any requests regarding session times or locations.

ILT Course: IT: Department IT Coordinator (DITC) Open Lab

Comments *

No sessions are available; I would prefer an afternoon session any day of the week.

CANCEL

OK

4.2. You're done! If you go to your profile, select Learning, and then select Registrations, you will be able to see all of the courses you have marked as "expressed interest."

TRAINING SCHEDULE

This is a list of activities for which you have expressed interest.

Search ...

CURRENT/UPCOMING **EXPRESSED INTEREST** PENDING SIGNATURES COMPLETED

WAITING LIST OR PENDING APPROVAL

Display

Export To Excel Print

<input type="checkbox"/>	Activity Name ^	Code ^	Expressed Interest
<input type="checkbox"/>	IT: Department IT Coordinator (DITC) Open Lab ILT Course	ilt_CSUF_IT200	1/31/2019

1. Click on the self/profile icon.
2. Click **Learning**.
3. Click **Registrations**.
4. Click **Expressed Interest** to view all classes you have expressed interest in.

Need More Help?

For technical assistance with enrolling in courses, contact the Employee Training Center at employeetrainingcenter@fullerton.edu or 657-278-2064. You can also visit the [Employee Training Center website](#).

For questions about IT/PeopleSoft/CMS courses, contact IT Training at ittraining@fullerton.edu or 657-278-5647.

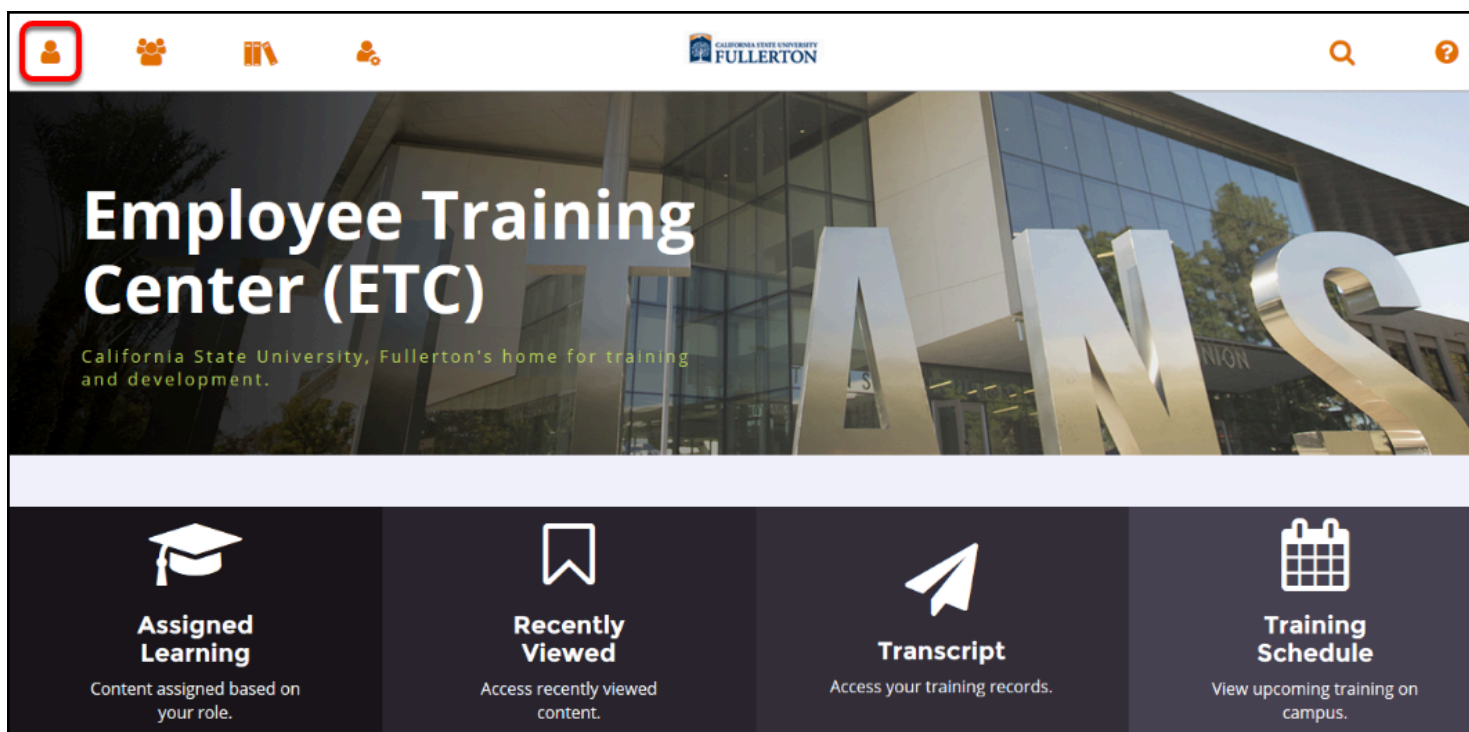
Canceling a Registration for an In-Person or Live Online Class

This article covers how faculty, staff, and student workers can cancel their enrollment in an in-person or live online training class in the Employee Training Center.


1. Log in to the Employee Training Center.

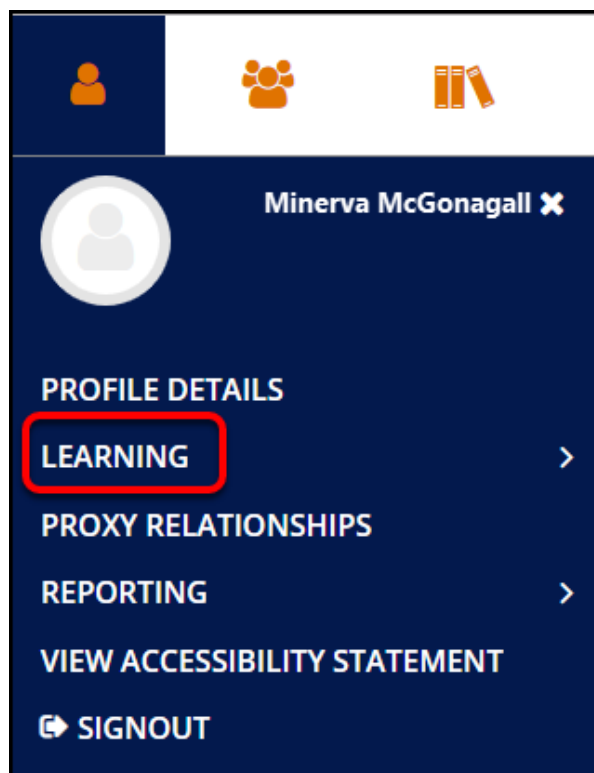
[View instructions on logging into the Employee Training Center.](#)

2. Click on the Self icon at the top left of the ETC homepage.

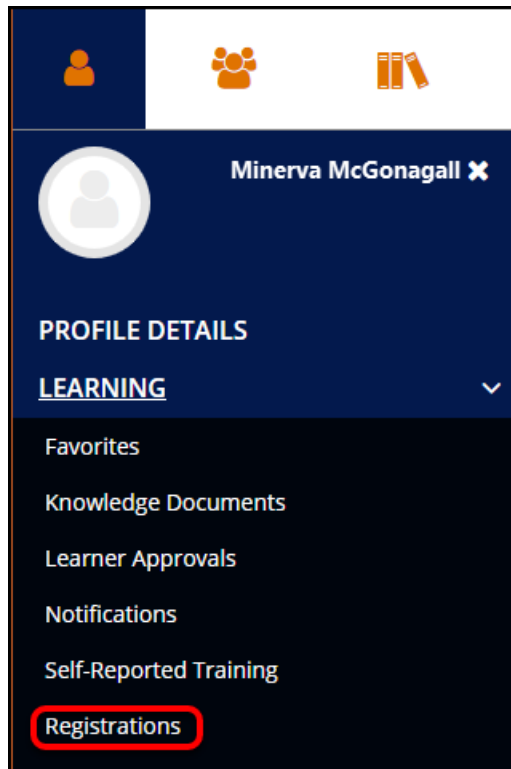


3. Select Learning.

 You may need to choose **View Full Menu** to see the Learning menu.



4. Select Registrations.



5. Place a checkmark next to the class that you want to cancel your enrollment in. Then click Cancel Registration.

TRAINING SCHEDULE

This is a list of current training activities for which you are registered.


[CURRENT/UPCOMING](#)
[EXPRESSED INTEREST](#)
[PENDING SIGNATURES](#)
[COMPLETED](#)
[CANCELED](#)
[WAITING](#)

[ALL](#)
[ONGOING ACTIVITIES](#)
[UPCOMING ACTIVITIES](#)
[FIXED DURATION ACTIVITIES](#)

	Activity Name ^	Status	Code ^
<input type="checkbox"/>	IT: ERP CFS Requisition v9.2 ILT Course	REGISTERED	ilt_CSUF_CMS300
<input checked="" type="checkbox"/>	Offering of IT: ERP CFS Requisition v9.2 ILT Class	REGISTERED	ilt_CSUF_CMS300-0001
<input type="checkbox"/>	IT: ERP HR Absence Management for Timekeepers Online Course	IN PROGRESS	_scorm12_spcentralsta_csuf_cms204a

1. Place a checkmark next to the class that you want to cancel your enrollment in.
2. Then click **Cancel Registration**.

6. Click Confirm Cancellation.

 For some classes, you will see both an ILT course and an ILT class listed for cancellation.

CANCELLATION CONFIRMATION

Please review the list of activities below. Some activities may be included for cancellation automatically because of the registration option requirements. You can choose to cancel your registration for only the marked activities or for all the activities on the page.

Note: If you have paid a fixed price for the group of activities and do not cancel from all of them, you will still pay the fixed price. If you cancel from all the activities, you will only pay the applicable fees.

Total cancellation cost of the activities below: 0

Total value of refunds: 0

☐ Select All

☒ ILT Course **REGISTERED**

ilt_CSUF_CMS300

☐ IT: ERP CFS Requisition v9.2

☒ ILT Class **REGISTERED**

ilt_CSUF_CMS300-0001

☐ Offering of IT: ERP CFS Requisition v9.2

☐ Tuesday, February 26, 2019 9:00:00 AM PST - 11:00:00 AM PST

BACK

CONFIRM CANCELLATION

7. Your cancellation is complete.

If the class was assigned to you, you will still see it under your Assigned Learning and you can enroll in a different session.


Need More Help?

For technical assistance with enrolling in courses, contact the Employee Training Center at employeetrainingcenter@fullerton.edu or 657-278-2064. You can also visit the [Employee Training Center website](#).

For questions about IT/PeopleSoft/CMS courses, contact IT Training at ittraining@fullerton.edu or 657-278-5647.

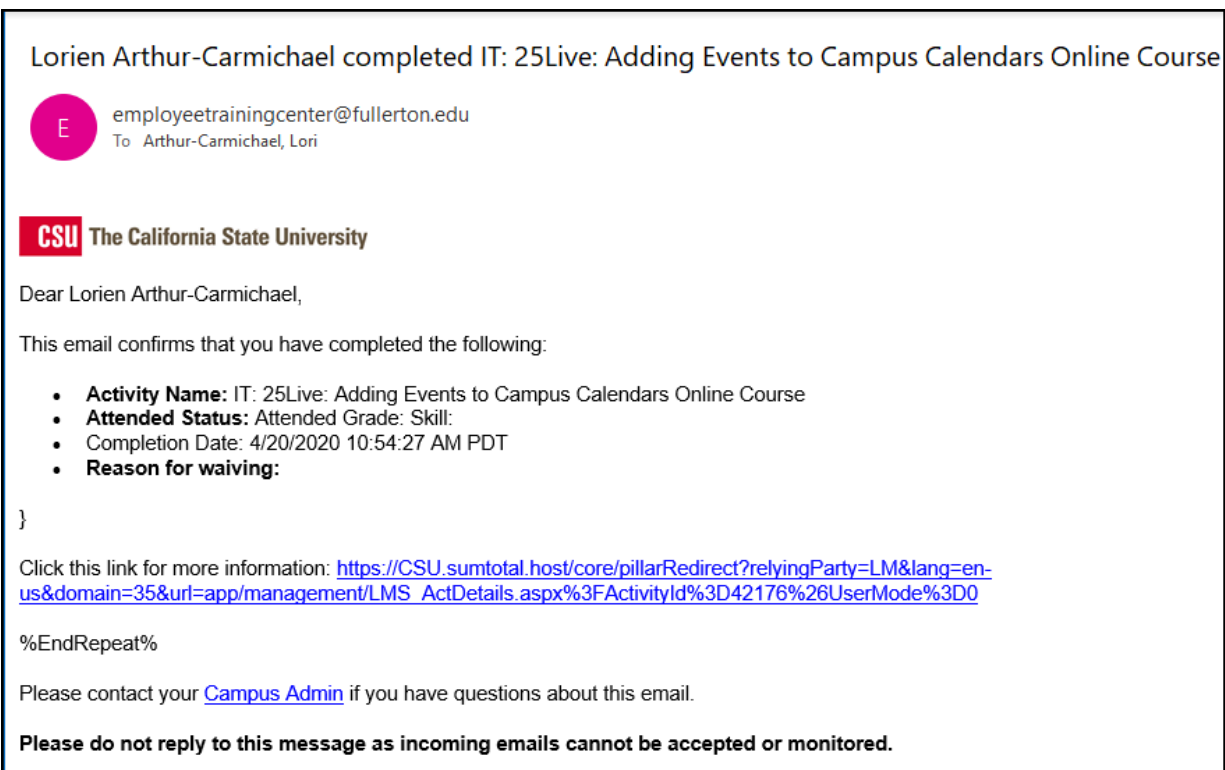
Downloading a Certificate of Completion

This article covers how users can download a certificate of completion (diploma) from the Employee Training Center to validate their completion of a required course.

 Did you get an email from the Employee Training Center with a confirmation that you completed a course? Feel free to forward that email to ITtraining@fullerton.edu in lieu of downloading a certificate of completion.

Please note that this option is not enabled for all PeopleSoft/ERP courses at this time, so if you did not receive a completion email, you can still follow the instructions below to download a certificate.

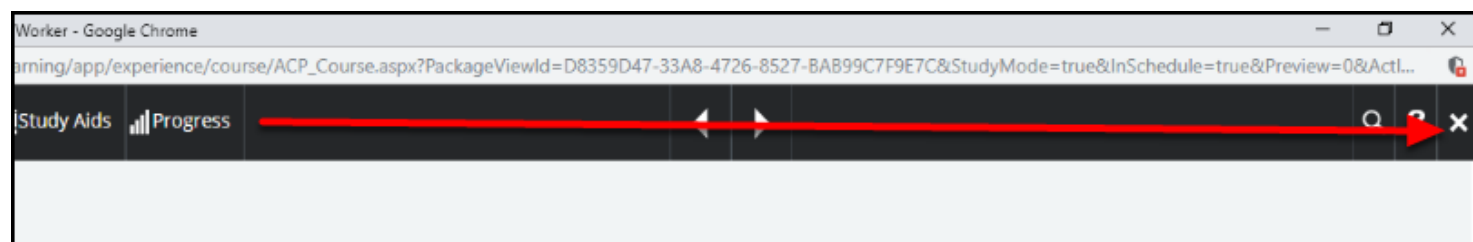
View Sample ETC Completion Confirmation Email



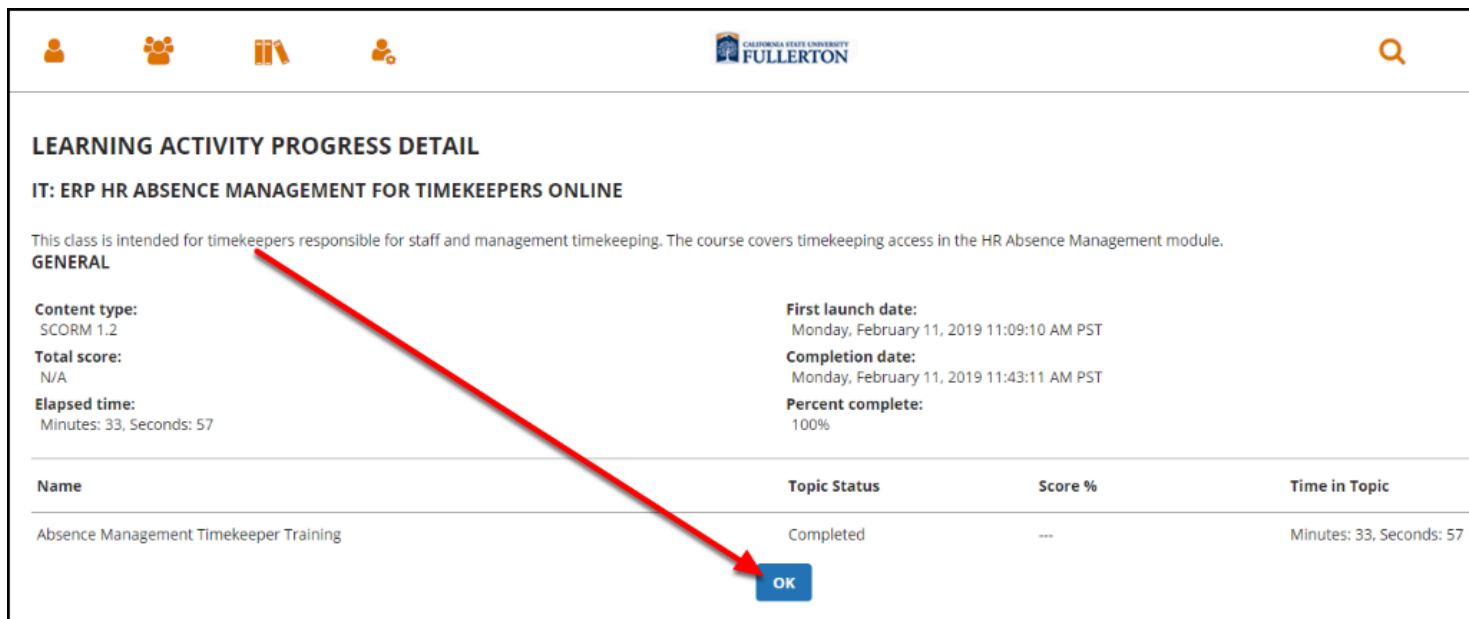
1. To validate your completion of an IT Training course, first download the certificate of completion PDF.

I just finished a course and want to download the certificate of completion

1. Close the course by clicking on the x at the top right of the screen if you have not done so already.



2. Click OK.



LEARNING ACTIVITY PROGRESS DETAIL

IT: ERP HR ABSENCE MANAGEMENT FOR TIMEKEEPERS ONLINE

This class is intended for timekeepers responsible for staff and management timekeeping. The course covers timekeeping access in the HR Absence Management module.

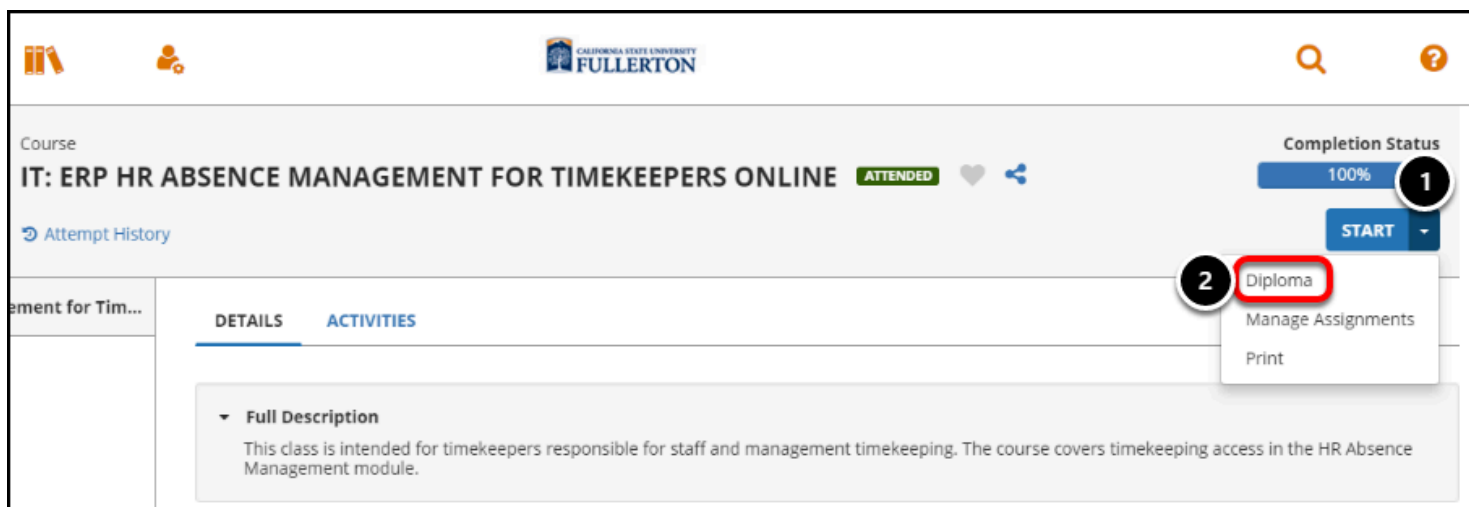
GENERAL

Content type: SCORM 1.2 Total score: N/A Elapsed time: Minutes: 33, Seconds: 57	First launch date: Monday, February 11, 2019 11:09:10 AM PST Completion date: Monday, February 11, 2019 11:43:11 AM PST Percent complete: 100%
---	--

Name	Topic Status	Score %	Time in Topic
Absence Management Timekeeper Training	Completed	---	Minutes: 33, Seconds: 57

OK

3. Click on the Start drop-down menu and then select Diploma.



Course

IT: ERP HR ABSENCE MANAGEMENT FOR TIMEKEEPERS ONLINE **ATTENDED**

[Attempt History](#)

Completion Status: 100% **1**

START **2**

Diploma

Manage Assignments

Print


DETAILS **ACTIVITIES**

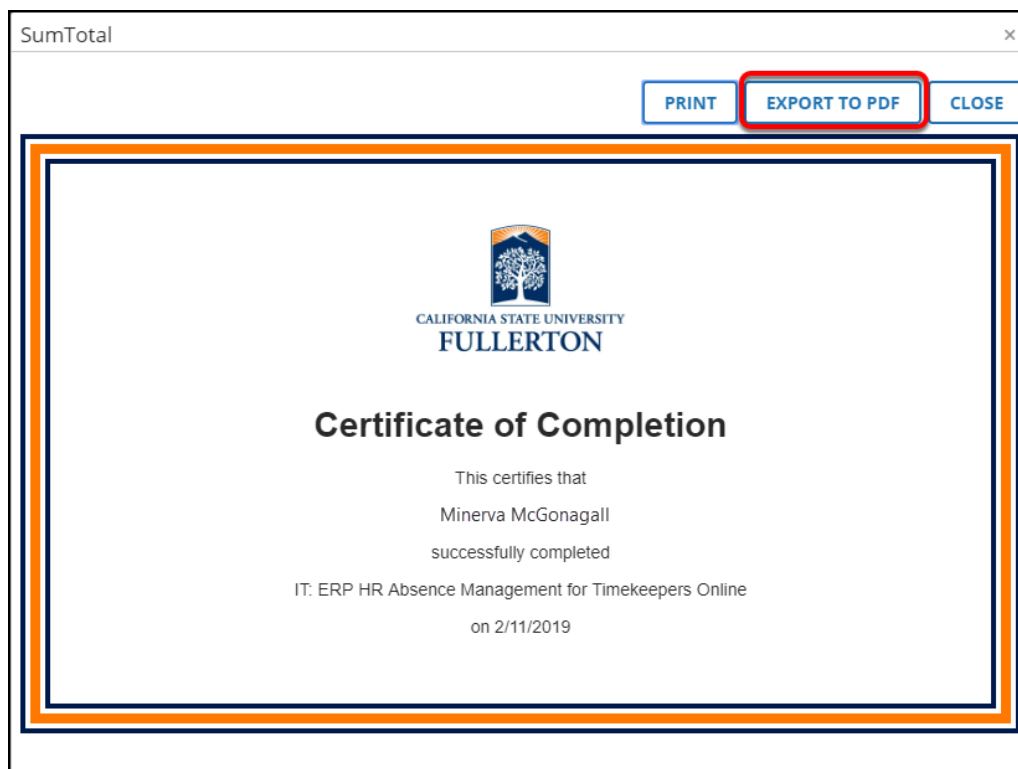
Full Description

This class is intended for timekeepers responsible for staff and management timekeeping. The course covers timekeeping access in the HR Absence Management module.

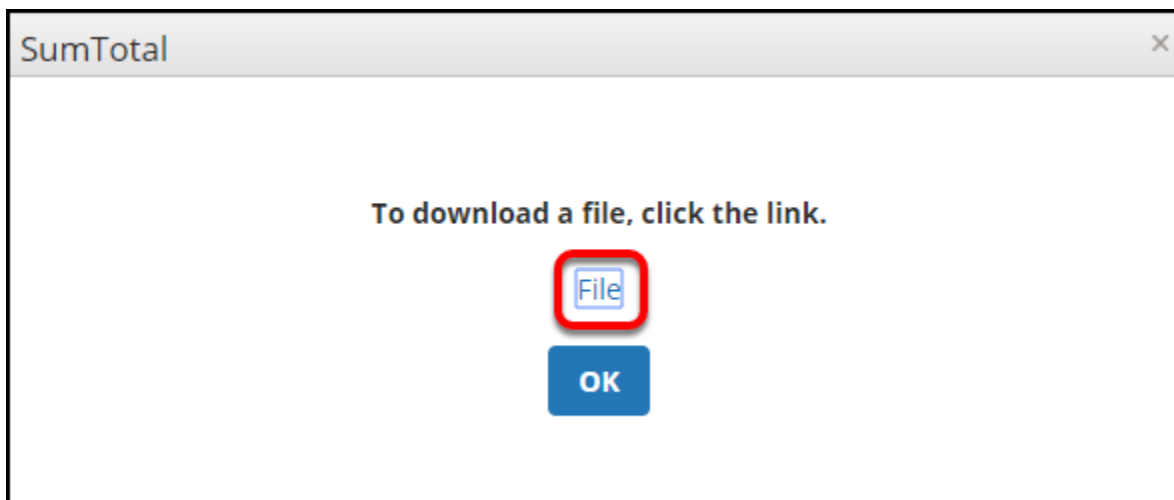
1. Click on the **Start** drop-down menu.
2. Select **Diploma**.

4. Click Export to PDF to download the file to your computer.

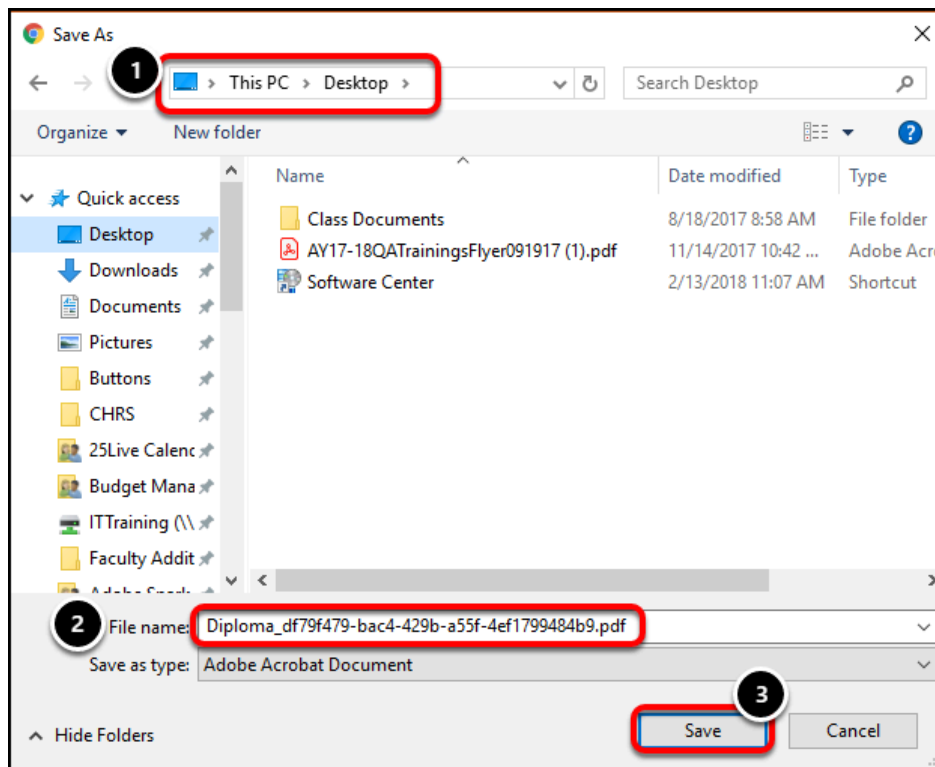
 You can choose to take a screenshot of your Certificate of Completion and attach the screenshot to an email to IT Training instead of attaching the PDF.



5. Once the PDF has been generated, right-click (or Command + click on a Mac) on the File hyperlink to save the PDF on your computer.



6. Choose where you want to save the PDF on your computer. Then click Save.

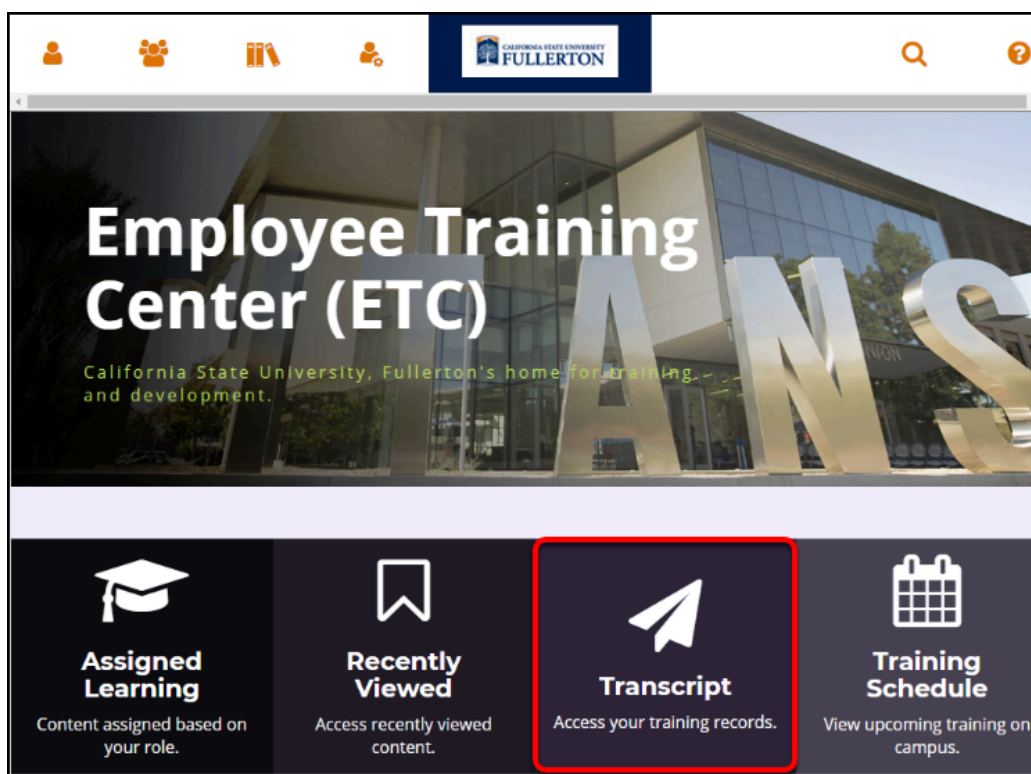


1. Choose where you want to save the PDF on your computer.

2. Optional: you can change the name of the PDF so it reflects the name of the course you completed.
3. Click **Save**.

I completed a course in the past and want to download the certificate of completion

1. From the ETC homepage, click on Transcript.



2. Click on the diploma icon next to the course that you completed.

💡 If you're having trouble finding your completion, try adjusting the date range at the top of the screen or clicking on a column to sort the data by that column.

TRAINING TRANSCRIPT

Select a year or date range to filter completed training records.

Date Range ▼

Start Date
End Date

1/30/2018 12:07am
1/30/2019 12:07am
REFRESH

MINERVA MCGONAGALL


List of completed activities from 1/30/2018 to 1/30/2019


E-mail:
mmcgonagall@exchange.fullerton.edu

Manager:
Albus Dumbledore


Primary organization:
Fullerton

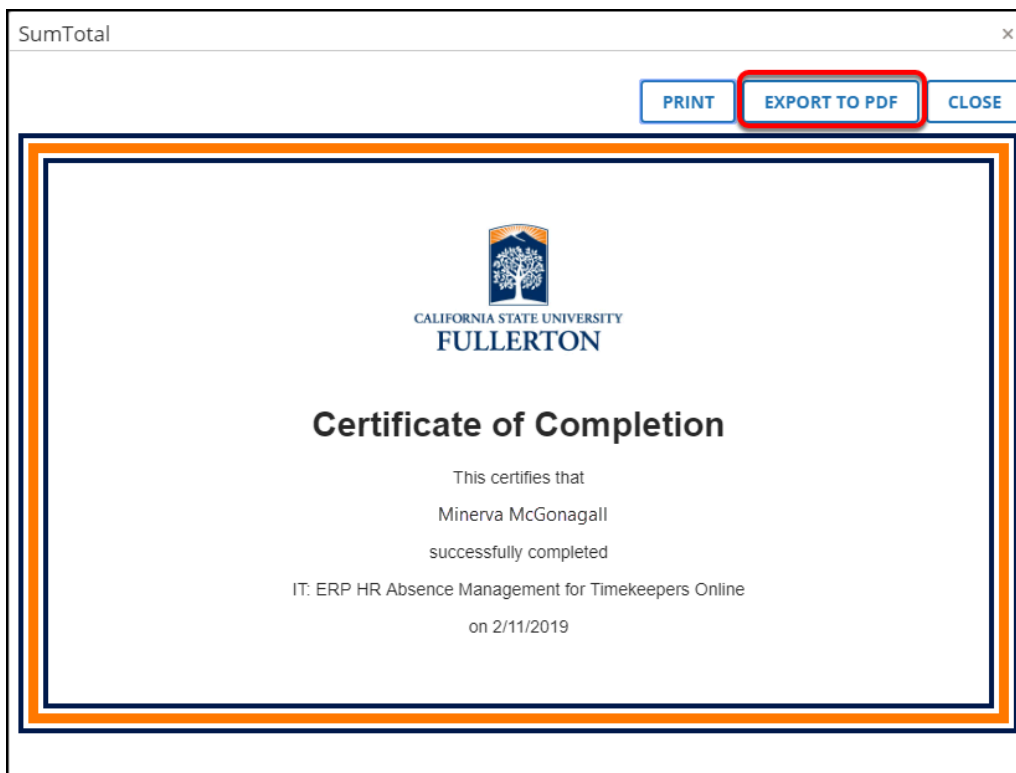
ACTIVITIES

Activity	Code	Estimated Credit Hours	Start Date	Completion Date ▼
 Course: New Employee Training Center (ETC) Administrative Access Training	_scorm12_spcentralsta_csuf_history_etc0013a		12/6/2018	12/6/2018

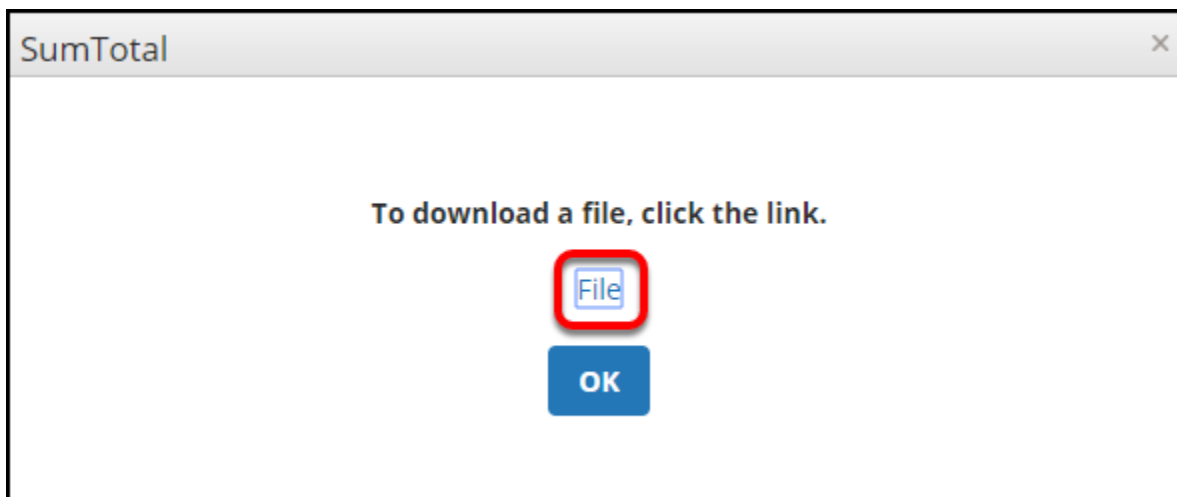
 If you don't see the course you just completed in your transcript, [try these troubleshooting tips](#).

3. Click Export to PDF to download the file to your computer.

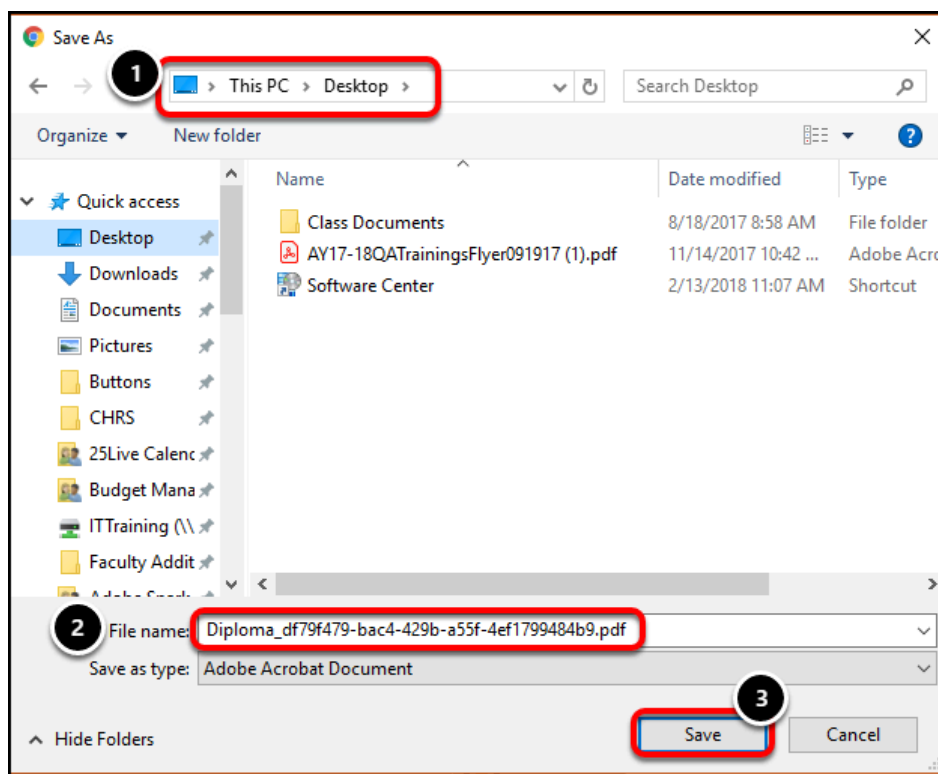
 You can choose to take a screenshot of your Certificate of Completion and attach the screenshot to an email to IT Training instead of attaching the PDF.



4. Once the PDF has been generated, right-click (or Command + click on a Mac) on the File hyperlink to save the PDF on your computer.



5. Choose where you want to save the PDF on your computer. Then click Save.



1. Choose where you want to save the PDF on your computer.
2. Optional: you can change the name of the PDF so it reflects the name of the course you completed.
3. Click **Save**.

2. Next, email the certificate of completion PDF (or screenshot of the certificate) to IT Training with the course name in the Subject line.

To validate your completion of an IT Training course, send an email to ittraining@fullerton.edu and attach the PDF of your completion.

Please also put the name of the course that you completed in the Subject line of the email.

Need More Help?

For technical assistance with downloading a certificate of completion, contact the Employee Training Center at employeetrainingcenter@fullerton.edu or 657-278-2064. You can also visit the [Employee Training Center website](#).

For questions about IT/PeopleSoft/CMS courses, contact IT Training at ittraining@fullerton.edu or 657-278-5647.

Troubleshooting Common Issues with Online Courses

This article covers how to troubleshoot common issues with online IT Training courses in the Employee Training Center.

1. Ensure you are using one of the approved web browsers.

Google Chrome is the recommended web browser to use with the Employee Training Center.

Other approved browsers:

- Mozilla Firefox

2. Clear your browser history/cache.

[View instructions on how to clear your browser history.](#)

3. Disable your pop-up blocker.

[View instructions on how to disable your pop-up blocker.](#)

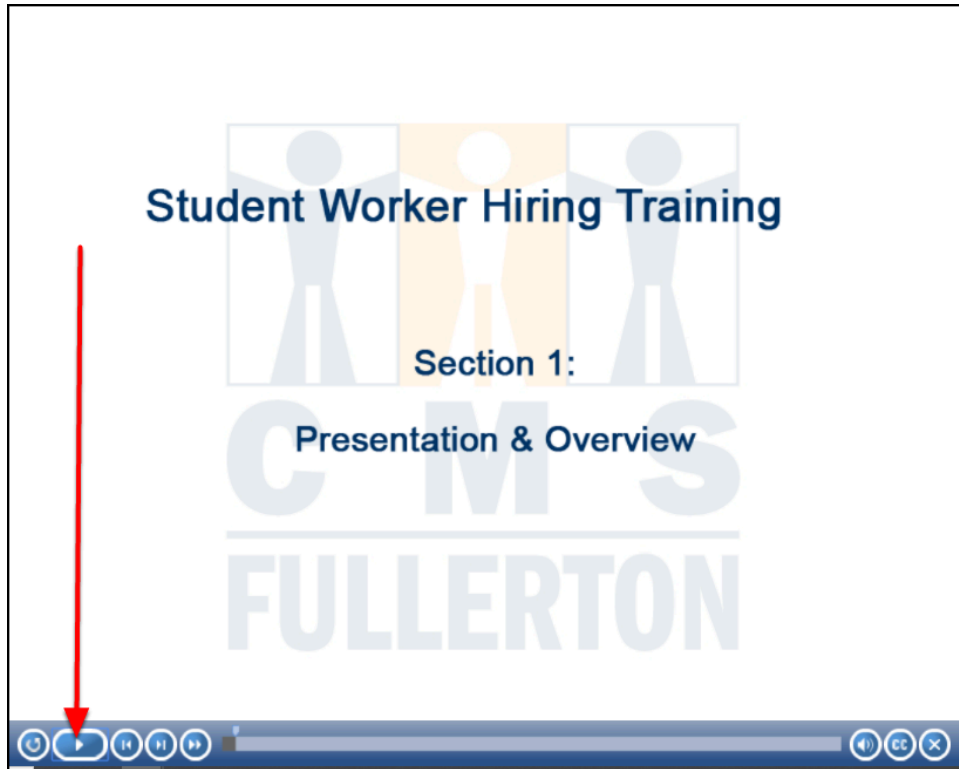
4. Check if you have issues with Adobe Flash Player.

[View this Employee Training Center article on enabling Flash and pop-ups](#) to determine if an issue with Adobe Flash Player is preventing the course from launching.

You can also [view this Employee Training Center online video on adjusting your Adobe Flash settings and pop-up blocker.](#)

5. If the online course appears "stuck," try clicking the Play

button.



Occasionally, an IT Training online course will appear to be "stuck" on a screen. Try clicking on the play button in the playbar at the bottom of the window.

The course should continue playing and will move to the next screen within a minute.

6. Check for checkmarks next to each slide in the table of contents



The table of contents on the left side of the training class will show a checkmark next to each slide that you have completed.

If you have gotten to the end of the training but the course is still showing as incomplete, look at the table of contents to see if any slides are missing a checkmark.

If a slide is missing a checkmark, click on the slide just before it (i.e. if slide 32 is missing a checkmark, click on slide 31). Complete the slide and then you can move to the slide you are missing so you can complete it.

Once you have completed the missing slide, you should be able to close out the training and then the Employee Training Center will show it as complete.

7. Still experiencing issues?

If you are having trouble with any PeopleSoft/CMS courses (e.g., Student Worker, Requisition Approval), contact IT Training at 657-278-5647 or ittraining@fullerton.edu.

If you are having trouble accessing any other Employee Training Center courses (e.g., Data Security and FERPA, PCI Compliance, Title IX), contact the Employee Training Center at 657-278-2064 or employeetrainingcenter@fullerton.edu.

Resources

[Employee Training Center user guides and videos](#)

[Troubleshooting Common Issues with Online Courses \(Workflow\)](#)