



EMORY
UNIVERSITY

Emory Learning
Management System

EMORY LEARNING MANAGEMENT SYSTEM (ELMS) USER GUIDE

For Faculty & Staff

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ELMS Terminology	
Course	At a high level, this is the title and description of the training offering, e.g., Time Management.
Class	A specific instance of a Course offering, (e.g., Time Management delivered on Monday, September 15 th , from 8:30 – 12:00).
Delivery Method Type	Type refers to the method in which the class is delivered, e.g., <ul style="list-style-type: none"> • Classroom (or instructor-led) • Online • Webinar
Programs (2 types)	<p>1. Curriculum (program)</p> <ul style="list-style-type: none"> • Set of courses • No deadline for completion • No expiration date <p>An example of a curriculum program would be the Manager Development Program offered by Learning Services.</p> <p>2. Certification (program)</p> <ul style="list-style-type: none"> • One or more courses • Completion deadline is defined • Certification Expires (validity period) <p>An example of a Certification Program would be required training that must be repeated in order for you to remain certified or the training to be considered valid, e.g., Defensive Driving, safety training, CPR.</p>
Enroll versus Register	<p>Learners Enroll in Classes and Register for Programs.</p> <p>Once registered in a Program, the learner must take action to confirm they are enrolled in all required learning. Classes may be offered for different dates and times and in some cases there may be a choice between optional classes. Therefore, after registering for a program, the learner must also Enroll in the classes not automatically assigned.</p>

Lesson Components

Lesson components refer to any and all modules that make up a class, e.g.,

- Session (classroom)
- Online
- Survey
- Test

Learning Plan

A Learning Plan is a list of courses that you plan to take. You might design this plan as part of your development planning for the year or it may be assigned as required learning based upon your job duties.

Status

Status indicates the current status of your class. Status types include:

- **Enrolled:** You are enrolled for an upcoming class.
- **Dropped:** You were enrolled in a class, but dropped the enrollment prior to attending.
- **Registered:** You have registered for a program (curriculum or certification). Note: Once you register for a program, you must still enroll in each class within the program.
- **In-Progress:** You have started a class or program but have not completed it, e.g., began an on-line course, but have not yet finished it.
- **Completed:** You have satisfactorily completed the class.
- **Not Completed:** You did not complete the class successfully (e.g., did not show up for the class, did not pass required quiz, etc.)

Certification Status

Certification Status indicates the status of your certification. Certification status includes:

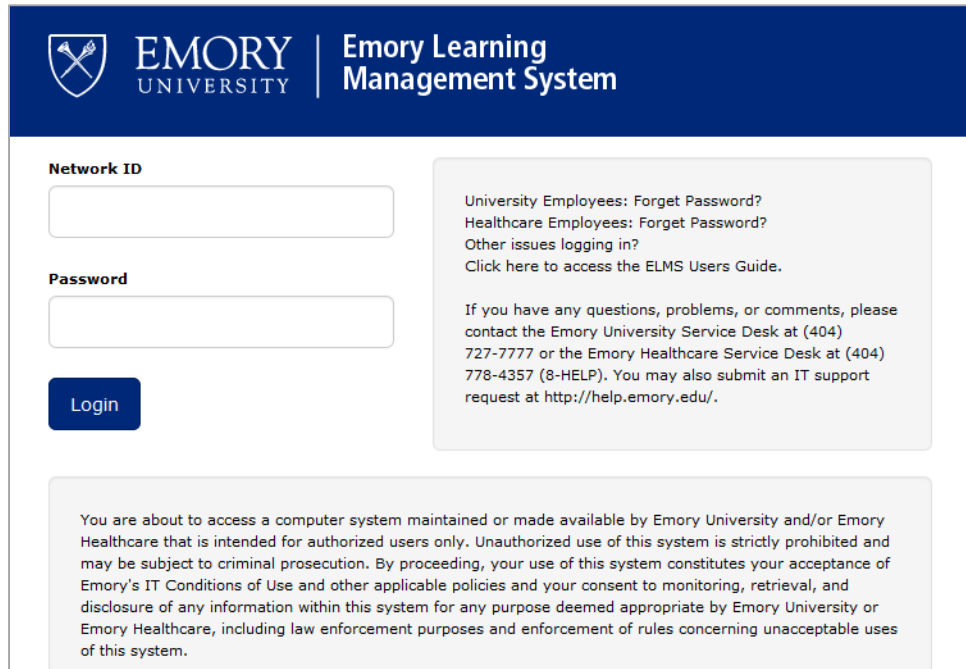
- **Certified:** You have passed your required training and are still within the period of time for which it is valid.
- **Warning:** Your certification period is about to come to an end (e.g., you will lose your certification in the next 30, 60, or 90 days).
- **Expired:** Your certification period ended and you have not taken and/or passed the training that is required to continue your certification.

Accessing Emory Learning Management System (ELMS)

Click ELMS Login button on the left menu of this web page or go to:

<http://elmprod9.emory.edu>

Login to the ELMS using your Network ID and Password. IDs assigned for sponsored accounts are not for use in the ELMS. If you are not an Emory employee or student and are required to take classes in the ELMS, please contact the class administrator to request that an External Learner profile with a user ID be created for your use.



EMORY UNIVERSITY | Emory Learning Management System

Network ID

Password

Login

University Employees: Forget Password?
Healthcare Employees: Forget Password?
Other issues logging in?
Click here to access the ELMS Users Guide.

If you have any questions, problems, or comments, please contact the Emory University Service Desk at (404) 727-7777 or the Emory Healthcare Service Desk at (404) 778-4357 (8-HELP). You may also submit an IT support request at <http://help.emory.edu/>.

You are about to access a computer system maintained or made available by Emory University and/or Emory Healthcare that is intended for authorized users only. Unauthorized use of this system is strictly prohibited and may be subject to criminal prosecution. By proceeding, your use of this system constitutes your acceptance of Emory's IT Conditions of Use and other applicable policies and your consent to monitoring, retrieval, and disclosure of any information within this system for any purpose deemed appropriate by Emory University or Emory Healthcare, including law enforcement purposes and enforcement of rules concerning unacceptable uses of this system.

Navigation Icons

Tools in the upper right hand of all pages:



Home button – Use to return to the default sign-on homepage.



Search button – Use to perform system searches for learning or system records.



Notification button – Displays the notification window to show any pending actions or alerts.



Action menu button – Use to display the action menu.



Navigation bar button – Use to enable the navigation menu.


Find Learning

There are two ways to find classes.



The Find Learning tile allows you to search by keywords which can include part of the class title, the number assigned to the class or keywords that describe the class.

Dates for classroom sessions will be displayed. You may save the class as something you plan to take later or you may enroll to attend on the date indicated.

Filter by 


Location
United States (3)



Category
Emory (3)



Learning Type
Classroom (3)

Upcoming Events
Next 60 Days (3)
Next 90 Days (3)
Next 7 Days (1)


Rating
0 rating (3)

Next 30 Days  | [Clear All Filters](#)

Search Results View 1 First  1 - 1 of 1  Last

 Expand  Collapse

▼ EHSO-Lab Safety Awareness (240155)

 [Plan for Later](#)

For minors or high school students who participate in activities in research laboratories [View Details](#)

Class Code	Type	Duration	Start Date	Location	Price	
240155-11344	Classroom	60 Hrs	07/24/2017	United States		Enroll
240155-11345	Classroom	60 Hrs	07/31/2017	United States		Enroll
240155-11346	Classroom	60 Hrs	08/14/2017	United States		Enroll

Online courses may be setup to launch as soon as you enroll. These classes will have a Launch button instead of Enroll and the class will open immediately.

▼ 2 CFR Part 200 (Uniform Guidance) (236145)


 [Plan for Later](#)

The module provides and overview of 2 Code of Federal Regulations (CFR) Part 200 (Uniform Guidance) for new and existing employees. [View Details](#)

Class Code	Type	Duration	Start Date	Location	Price	
236145-10633	Online			None		Launch

If there are no classes currently schedule for a course, you will still have the option to add it to your learning plan, but the Enroll or Launch buttons will not appear.

▼ HR Boot Camp: Policy and Practice Jeopardy (200915)

 [Plan for Later](#)

HR Representative Certification Level I - 2015 Graduates [View Details](#)

There are no classes currently scheduled for this course.

The Filters on the left, allow you other options for drilling down to learning.

Filter by

Location
No Country (185)
United States (172)

Category
Emory (502)
No Category (136)
Euthanasia of Animal Re..(100)
Bad Cases (48)
Conflict of Interest Cas..(48)
More...

Learning Type
No Learning Type (326)
Classroom (186)
Online (133)
Curriculum (16)
Webcast (9)
More...

Upcoming Events
Anytime (177)
Next 90 Days (122)
Next 60 Days (92)
Next 30 Days (62)
90+ Days (59)
More...

The second search option is directly from the homepage using the magnifying glass icon. The icon will open a search window. This search will return results on the Find Learning page shown above. You may search by class name or ID number. Keyword and partial searches will return classes that contain the values in either the title or description.

The screenshot shows the Emory Self Service homepage. At the top left is the EMORY logo. To its right is the text "Emory Self Service" with a dropdown arrow. Further right are icons for home, search, a flag, a menu, and a play button. Below this header are three main navigation panels. The first panel is titled "My Learning" and features a graduation cap icon. The second panel is titled "Find Learning" and features a house with a magnifying glass icon. The third panel is partially visible and features a person with a laptop icon. A search bar is overlaid on the "Find Learning" panel, containing a dropdown menu with "Learning" selected and a "Search" button.

My Learning

Review your current enrollments, training history and certification statuses.



- **My Learning** – This is your learning transcript, including your Certification Status, if applicable. Use the View option at the top of the page to reorganize how learning is displayed. Select a different View and click Go. You can “Launch” (begin) an on-line class directly from the My Learning page. Likewise, you can “Drop” a class for which you enrolled or “Register” for a program. You can also print a certificate showing that you have completed a course after finishing all requirements
- **Announcements** – When there are current announcement, they will appear here.
- **Certification Status** – Certifications that you have completed or are currently enrolled in will be displayed under this menu item and includes the Status and Status Date, as well as Recertification information.
- **Supplemental Learning** – In the ELMS, you have the ability to provide information on learning activities that did not take place at Emory, e.g., you attended a conference provided by your professional association, or a class at the Emory Center for Lifelong Learning. In order to have all of your learning (obtained at Emory and obtained outside of Emory) captured on one transcript, you can submit the information about your supplemental learning.
- **Learning Plans** – Learning Plans allow you to plan for future training. This may be useful in creating a professional development plans. Creating or adding courses to a Learning Plan does not enroll you in the actual course. It is simply an indication of training you plan to enroll in at some point in the future. You may also have a Learning Plan assigned to you based upon your job duties and you should review if any classes included are required.

Enroll in Learning


Use Find Learning or the Search icon to find training.

Classroom Sessions – Select the Date and Time that suits your schedule and **Enroll**

Search Results View All First **1 - 1 of 1** Last

[+](#) Expand [-](#) Collapse

▼ **Kronos Time & Attend (200077)**


Plan for Later

Provides departmental timekeepers with detailed instructions on all aspects of the Time and Attendance system. This includes the Kronos system, Payroll Pay Request system, and Payroll policies and procedures. Examination required for certification. [View Details](#)

Class Code	Type	Duration	Start Date	Location	Price
200077-12173	Classroom	1 Days	08/17/2017	Atlanta, GA	Enroll
200077-12174	Classroom	1 Days	09/14/2017	Atlanta, GA	Enroll
200077-12175	Classroom	1 Days	10/19/2017	Atlanta, GA	Enroll

If the class requires approval, you will see that indicated on the Confirmation Page.

⚠ This enrollment needs approval for Kronos Time & Attend. This change in status will be updated on the My Learning page.

Class Code 200077-12175	Class Name Kronos Time & Attend
Type Classroom	Contact Rhonda Foster
Price Per Seat --	Drop Charge --
Enrollment Status Pending Approval	Confirmation Number 615820
Start Date 10/19/2017	End Date 10/19/2017
Start Time	End Time
Last Enrollment Date --	Last Drop Date 10/19/2017
	Duration 1 Days

If no approval is required, you will receive confirmation.

✓ You have successfully enrolled in 2-Day Classroom: Introduction to Clinical Research at Emory. This change in status will be updated on the My Learning page.

Class Code 205037-11666	Class Name 2-Day Classroom: Introduction t
Type Classroom	Contact --
Price Per Seat --	Drop Charge --
Enrollment Status Enrolled	Confirmation Number 615819
Start Date 08/04/2017	End Date 08/11/2017
Start Time	End Time
Last Enrollment Date --	Last Drop Date --

Online Learning – Select to Plan for Later or Launch to complete the class now

Search Results View All First 1 - 15 of 42 Last

⚠ There were 298 results found. Only the first 50 will be displayed.

[+ Expand](#) [- Collapse](#)

▼ 2 CFR Part 200 (Uniform Guidance) (236145)

Plan for Later

The module provides an overview of 2 Code of Federal Regulations (CFR) Part 200 (Uniform Guidance) for new and existing employees. [View Details](#)

Class Code	Type	Duration	Start Date	Location	Price
236145-10633	Online			None	Launch

Programs

There are two types of Programs, Curriculum and Certifications. Curriculums are a collection of classes to be completed. Curriculum Programs do not expire. Certifications can include one or more classes and the Certification will expire after a pre-defined time period.

Curriculum Programs – Register now for the Curriculum and later enroll in the Classes that make up the Program. Note there may be a cost for Programs.

Search Results View All First 1 - 15 of 25 Last

[+ Expand](#) [- Collapse](#)

▼ Administrative Professional Program - 2017 (HRL022017)

Register

The role of the administrative professional has evolved greatly in recent years. Administrative professionals have a wide range of responsibilities that go beyond answering the phone and handling clerical details of the office. [View Details](#)

This program has a price of **600.00 USD**.

▼ Human Resources Toolkit (Main Program) (200730)

Register

Human Resources Toolkit (Main Program) [View Details](#)

This program has a price of **0.00 USD**.

You will receive a Registration Confirmation Page

✔ You have successfully registered in the Human Resources Toolkit (Main Program) program. You can view your registration details on your My Learning page.

Confirmation Number 615825


Program Name Human Resources Toolkit (Main Program)	Type Curriculum
Program Code 200730	Contact [REDACTED]
Price Per Seat --	Drop Charge --

Certification Programs – Similar to Curriculums, **Register** now and enroll in the associated class(es) later.

Search Results View All First 1 - 2 of 2 Last

[+ Expand](#) [- Collapse](#)


▼ **EHSO testing recurrent training and expirations/Test 2 (240EHSO Test2)**

 **Re-Certification** [Register](#)

EHSO testing recurrent training and expirations; Test 2. [View Details](#)

This program has a duration of **1 day** at a price of **0.00 USD**.

▼ **Re-certification of EHSO testing recurrent training and expirations, Test 2 (240EHSO Test2 Re-cert)**

 **Certification** [Register](#)

This is the re-cert program. EHSO testing recurrent training and expirations. Test 2 [View Details](#)

This program has a duration of **1 day** at a price of **0.00 USD**.

After Registering, you will receive a confirmation page.

✓ **You have successfully registered in the Re-certification of EHSO testing recurrent training and expirations, Test 2 program. You can view your registration details on your My Learning page.**

Confirmation Number 615816

Program Name Re-certification of EHSO testing recurrent training and expirations, Test 2 **Type** Certification

Program Code 240EHSO Test2 Re-cert **Contact** [EHSO Training](#)


Price Per Seat -- **Drop Charge** --

Schedule All requirements must be completed within 1 days from the date of first item completion.

Validity This certificate will be valid for 4 days from date of completion.

Recertification Period 3 days

The Curriculum and Certification Program details can be found by clicking on the program title on the My Learning page where they now appear as Registered.

My Learning View 100 1-15 of 133						
Title	Type	Status	Date	Launch	Action	Print
Re-certification of EHSO testing recurrent training and expirations, Test 2	Certification	Registered	07/29/2017		Drop	
ORC: Aligning Centralized Monitoring	Online	In-Progress	07/29/2017		Drop	
Human Resources Toolkit (Main Program)	Curriculum	Registered	07/29/2017		Drop	
Kronos Time & Attend	Classroom	Pending Approval	07/29/2017		Drop	

In the Program Details, you will be able to enroll in Classroom sessions or Launch any online learning included in the program.

Human Resources Toolkit (Main Program)

Program Details

Program Name	Human Resources Toolkit (Main Program)	Type	Curriculum
Program Code	200730	Contact	Amy Kitchens
Price Per Seat	--	Drop Charge	--
Status	Registered	Confirmation	615825

[Overview](#)
 [Completion Rules](#)
 [Objectives Met](#)
 [Notes and Attachments](#)
 [Registration Details](#)

Description

Human Resources Toolkit (Main Program)

▼ **Requirements** Not Started [Hide Section Requirements](#)

0 out of 10 needed classes have been completed for this section.

To complete this section complete all classes.

Section Classes

HR Toolkit: Benefits	Required	Not Enrolled	Launch
HR Toolkit: Compensation	Required	Not Enrolled	Launch
HR Toolkit: Data Services	Required	Not Enrolled	Launch

Drop (i.e. Delete) Enrollment in a Class

Go to My Learning page.

Locate the class you no longer wish to attend. Click the drop button. In some circumstances, an administrator may have set a drop fee to apply if you are dropping the class very close to the start date. And some cases you will not be allowed to Drop the class after it has already begun.

My Learning View 100 					
Title	Type	Status	Date	Launch	Action
ORC: Aligning Centralized Monitoring	Online	In-Progress	07/29/2017		<input type="button" value="Drop"/>
Human Resources Toolkit (Main Program)	Curriculum	Registered	07/29/2017		<input type="button" value="Drop"/>
Re-certification of EHSO testing recurrent training and expirations, Test 2	Certification	Registered	07/29/2017		<input type="button" value="Drop"/>
2-Day Classroom: Introduction to Clinical Research at Emory	Classroom	Enrolled	07/29/2017		<input type="button" value="Drop"/>

You will be asked if you are sure you want to drop this class. If you do, click the Drop button on the bottom of the screen.

Are you sure you want to drop this class?

Confirmation Number 615819	Class Code 205037-11666	Class Name 2-Day Classroom: Introduction to Clinical Research at Emory
Type Classroom	Contact --	Drop Charge --
Price Per Seat --	Enrollment Status Enrolled	Confirmation Number 615819
Start Date 08/04/2017	End Date 08/11/2017	End Time
Start Time	Last Enrollment Date --	Last Drop Date --

You will then get a screen confirming that the course has been dropped.

Launching and Completing Online Learning

Click the Launch link from your My Learning page. You will get a screen titled “Table of Contents”. Click the “Launch” button. If you are re-taking a class, the button will read “Re-Launch”.

Note: It may take a little bit of time for the on-line course to load; please be patient. Also, do not close the ELMS while you are in the on-line course. If you do, you will close the communication channel between the ELMS and the course and your progress and score will not be recorded.

You will be returned to this page after you complete the course. It is recommended that after successfully completing the course, if the Status does not appear as Complete on this page, you should click the link to Refresh your Score. From here you can return to your My Learning page or use the Home icon to return to the homepage.


Component Name:	Audit Findings in Clinical Trials	Type:	Online
Class:	Audit Findings in Clinical Trials	Duration:	45 Minutes
Table Of Contents			
Title	Status	Score	
Audit Findings in Clinical Trials	Not Attempted		Launch

[Click here to Refresh your Score](#)

Schedule

A calendar view of upcoming learning.

My Class Schedule



Classroom: Introduction to Clinical Research at Emory
08/04/2017 8:30AM EDT

1 more session

View information about upcoming classes

<p>Classroom: Introduction to Cli...</p> <p>August 4 Friday 8:30AM EDT</p> <p>+ Calendar</p> <p>2-Day Classroom: Introduction ... Classroom Session</p> <p>8.5 hrs</p>	<p>Biosafety Orientation</p> <p>September 12 Tuesday 9:30AM EDT</p> <p>+ Calendar</p> <p>DAR SOM Animal Biohazard Conta... Classroom Session Michelle Hull</p> <p>1.0 hr</p>
---	---

The arrow in bottom right corner will flip the page to display location information.

<p>Classroom: Introduction to Cli...</p> <p>Address 1599 Clifton Road, Atlanta, USA, GA, USA, 30322,</p>	<p>Biosafety Orientation</p> <p>September 12 Tuesday 9:30AM EDT</p> <p>+ Calendar</p> <p>DAR SOM Animal Biohazard Conta... Classroom Session Michelle Hull</p> <p>1.0 hr</p>
--	---

In addition to this ELMS online calendar, the email notification to confirm enrollment for classroom sessions now includes an attachment (.ics) that will allow learners to save the class to their Outlook calendar.

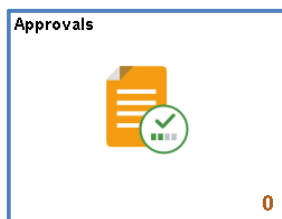
Manager Access

Managers with direct reports have two additional tiles on their Homepage – Team Learning and Approvals



Managers will use the My Learning tile in self-services to view their own learning, but they can access similar data on their direct reports under Team Learning.

- **Team Learning** – View learning transcript, including Certification Status, for your direct reports. Use the Action field to displayed different elements of your team’s learning. Click Go to open their record.
- **Certification Status** – Certifications that your direct reports have completed or are currently enrolled in will be displayed under this menu item and includes the Status and Status Date, as well as Recertification information.
- **Supplemental Learning** – You can add Supplemental Learning to your team member’s records. This includes learning that did not take place at Emory, e.g., a conference provided by a professional association, or a class at the Emory Center for Lifelong Learning. In order to have all learning (obtained at Emory and obtained outside of Emory) captured on one transcript, you can submit the information about your direct report’s supplemental learning.
- **Team Learning Plans** – Learning Plans allow you to plan future training and may be useful in creating a professional development plan for your direct reports. Creating or adding activities to a Learning Plan does not enroll the learner in the actual class. It is simply an indication of training you believe may be helpful to them. If required training is assign to one of your team members, only you and the Learning Plan administrator have the ability to drop it for them. They cannot drop required training themselves.
- **Find Team Learning** – This functions similar to Find Learning and allows you to enroll your direct reports in classes or programs.

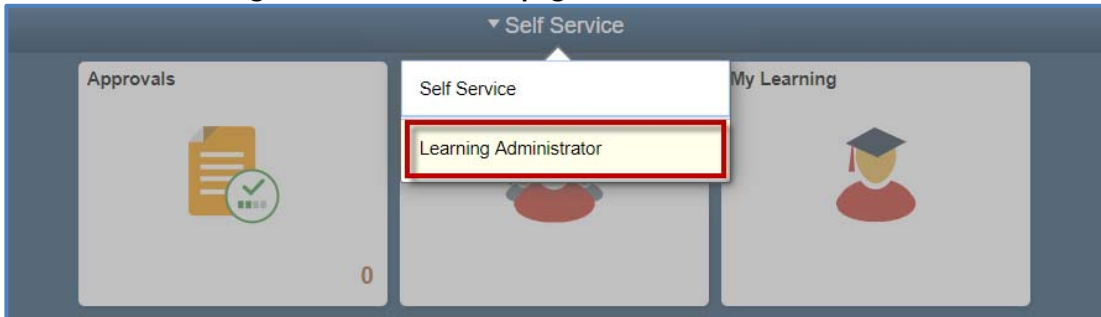


If a learning administrator sets a class to require a learner’s manager approval before a class can be taken, then the manager will find the request under this tile. The tile indicates in the bottom right hand corner if there are any outstanding request awaiting approval.

External Learner Request

Sponsored accounts require the ELM Administrator or the person sponsoring the account to submit an external learner request via the online form located in ELMS.

Return to the Learning Administrator Homepage



Select the External Learner Request



➤ Steps

Enter the information requested on the page to create an External Learner profile. Asterisks (*) indicate required fields. Click Submit Request to begin the process. The system will check for potential matches and, if any are found, you will have the option to send the data to HR for resolution or to cancel the request.

If no matches are found, the request will immediately create the profile in the ELMS. A confirmation will appear online. An email notification will be sent to the learner and you will be copied. It will provide the learner their User ID and initial password.

On the Confirmation page, you will have the option to either Add a Different Learner or to Exit to return to the Learning Administration homepage

➤ Steps

*First Name

Middle Name


*Last Name

*Email Address

*Organization

*Job Title

Gender Not Reported Female Male

Access End Date 
(Optional)

Access End Date is optional. If provided, this will be the date that the ELMS access will end. Click Submit. A confirmation screen will appear:

Message

Confirm request submission? Click Ok to continue or Cancel to make changes. (20200,5)

If no matches are found, the following screen will appear. Access will be available to the learner in approximately one hour after the security process is run.

Confirmation of Account Creation:

Name Test Learner

Email test@donotreply.com

Organization All Volunteers

Job Title Volunteer

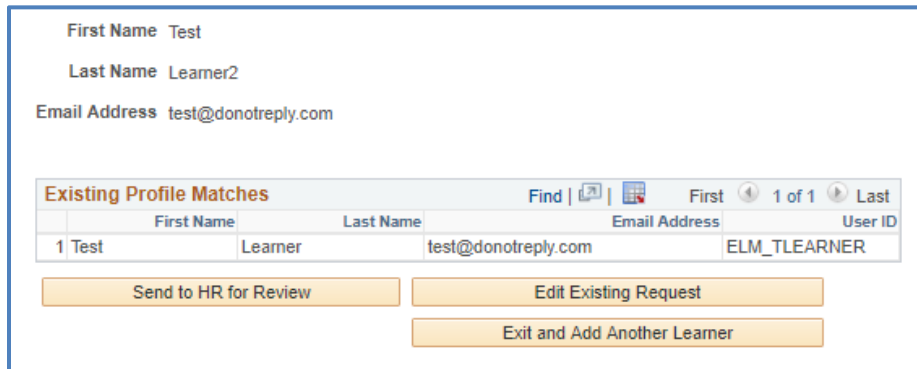
NetID ELM_TLEARNER

An email notification will be sent to the learner with steps on how to log into the ELMS. It will include their User ID and initial password. You will be copied on the email.

We encourage you to have the learner reset their password the first time they sign into the system.

Thank you.

- **Steps** If the system finds a potential match based upon the information you entered, this indicates the learner may already have a profile in the ELMS. They may need help resetting their password or their profile might need to be reactivated. There are three options:



The screenshot displays a search results page. At the top, the search criteria are listed: First Name: Test, Last Name: Learner2, and Email Address: test@donotreply.com. Below this is a table titled "Existing Profile Matches" with a search bar and navigation controls. The table contains one entry with the following details:

	First Name	Last Name	Email Address	User ID
1	Test	Learner	test@donotreply.com	ELM_TLEARNER

Below the table are three action buttons: "Send to HR for Review", "Edit Existing Request", and "Exit and Add Another Learner".

- 1) Send to HR for Review – Click this button and the HR team will determine what action is needed. The learner will be contacted once their profile is ready and they can sign in.
- 2) Edit Existing Request – Return to the original screen and modify your request as necessary.
- 3) Exit and Add Another Learner – Discard the current request and start with a new request.

Who do I contact for department-specific training questions?

Need help with a specific training course? Contact the class administrator by clicking on the Class title to look for the Contact name. The name will be a live link to their email.

HR Toolkit: Employee Relations	
Class Details ?	
Class Code	200723-6941
Type	Online
Price Per Seat	--
Enrollment Status	Completed
Start Date	10/25/2013
Start Time	--
Last Enrollment Date	--
Class Name	HR Toolkit: Employee Relations
Contact	[Redacted]
Drop Charge	--
Confirmation Number	551231
End Date	--
End Time	--
Last Drop Date	--
Duration	30 Mins

Self Service FAQs:

Q: I am looking for a class that I want to take, and cannot find it. Why can't I find the class – I know it is offered?

A: You have to be assigned to be a member of a learner group in order to be able to enroll in a class. Contact the department administrator or the instructor for additional information on requirements for enrolling in the class.

Q: What is "My Learning"?"

A: "My Learning" shows all of your training records in the system, and can be filtered to show current, planned, and past trainings.

Q: Can I drop my enrollment in a class?

A: It depends. If you enrolled yourself in the class, you can drop it. Go to your My Learning page, located the class, and click on the "Drop" button. If your manager or a training administrator enrolled you in the class you cannot drop it. Contact your manager or training administrator to drop your enrollment.

Q: When I go to enroll/register for a class/program, I see that I have more than 1 job listed. Which job should I select?

A: You should select the job that the class/program is the most relevant to. The supervisor of the job selected will receive email notifications.

Q: I never check my emory.edu email, so how will I get notified of my registrations?

A: You must check your emory.edu email account for University system generated email messages.

Q: I work for Emory HealthCare and want to take a class listed in the catalog. How do I enroll?

A: If you are already logged into the ELMS, you can select the class and click on the enroll button. If you are not logged into the system, you can go to <http://elmprod9.emory.edu>. Login using your network id and password.

Q: My supervisor said that she did not get an email about me attending a class. What should I tell her?

A: First, ask you departmental HR person to verify that she is shown as your supervisor in PeopleSoft HR. If she isn't, then the records need to be updated. Also, all emails go the emory.edu email address; so, if your supervisor doesn't check that email address, she will not have seen the email. Finally, your supervisor should check her junk email file as sometimes email is caught in the spam filter.

Q: I am enrolled in a class that requires supervisory approval, but my supervisor is out of the office for the next few weeks. What should I do?

A: Contact the class administrator and make him/her aware. The administrator can assist you. You can click on the class name to find the administrator's contact name and can send an email to them by clicking on the name.

Q: My supervisor wants me to run a report of the training that all of his direct reports had this year. How do I do that?

A: You are not able to run this type of report. Your supervisor will have to go into the Manager Self Service, and click on the "Team Learning" tile to download data for their team.

Manager Self-Service FAQs:


Q: I cannot see my direct reports under Team Learning. What should I do?

A: Check with your departmental HR person and ask that he/she update PeopleSoft HR to show you as the supervisor.

Q: I am going to be out of the office for the next few weeks. If I have employees who need to have supervisory approval for classes they enroll in, what should I do?

A: Let your employees know that if they have classes that show "pending approval" they should contact the class administrator by clicking on the class name and clicking on the Contact name.

Q: I want to get a report of all the training that my employees have taken this year. I asked one of my employees and my HR Representative to run this report and they both indicated that they cannot do it. What do I do now?

A: Go into the Manager Self Service, and click on the "Team Learning" page to download data. At the top of the page set the 'Search Filter' to "All Learning Transcript" 'For' "All Learners" and hit Go. Completed learning for your team will be displayed. The chart icon  to download the list to Excel. You can use the 'Search Filter' to pull different versions of the training and the 'For' field to limit who is in the report. Once in Excel, you can sort learning to suit your needs.