

# Frequently Asked Questions – Training Partner

**NOTE:** The FAQs below can also be found on the Learner and Supervisor help guides.

## Learner Questions

- 1) I've forgotten (or I don't know) my password for Training Partner.
- 2) When I click the e-mail link for a Training Partner password reminder, I get a message that my email is not in the system.
- 3) Training Partner does not recognize my User ID.
- 4) What is the difference between a Course and a Class?
- 5) When I try to enroll in a course, there are no dates listed.
- 6) Can I sign up for a Course even if there are no classes scheduled?
- 7) If a class is already full, can I enroll anyway?
- 8) Will I be notified by e-mail if my enrollment status changes from 'waitlisted' to 'enrolled'?
- 9) If a class is already full, do I need to click the Course Waitlist link?
- 10) I am a new employee and Training Partner does not seem to recognize me.
- 11) How do I change my Training Partner password?
- 12) How does the Course Waitlist work?
- 13) Will I receive an e-mail confirmation that I am enrolled in a class?
- 14) Will I receive a reminder to attend a class that I have enrolled in?
- 15) I applied for a class, but I didn't receive any e-mail confirmation.
- 16) My supervisor did not receive an e-mail confirmation when I applied for a class.

## Supervisor Questions

- 1) I'm a supervisor, but when I log in to Training Partner I don't have the Review bar on the left.
- 2) I have a new employee that reports to me but I don't see his/her name in the Unassigned Learners list.

## Learner Answers

### *1) I've forgotten (or I don't know) my password for Training Partner.*

Everyone's initial password for Training Partner is '**password**'. After logging in to Training Partner for the first time you should open the **Learner** menu (located on the left side of the main screen) and perform the following two actions:

1. Click the menu option for **Change Email** and enter your full County of Orange Email Address.  
(i.e., john.doe@rov.ocgov.com)
2. Click the menu option for **Change Password** and change your password. Passwords can be as few as two characters and do not expire.

After you have performed these two actions, should you forget your password Training Partner will e-mail your password to you if you click the e-mail link on the initial Login screen.

Please note that the email will come from 'Registrar.'

**2) When I click the e-mail link for a Training Partner password reminder, it tells me that my e-mail address does not exist within the system.**

Training Partner cannot send you an e-mail if you haven't first entered your Email Address as described above.

**3) Training Partner does not recognize my User ID.**

You do not use your computer login UserID to log on to Training Partner. Instead, use your *payroll name* (the name that appears on your Payroll Advice Sheet, minus any middle initial). Your payroll name should be entered as one continuous string of characters with no spaces.

For example, if your name is John D. Smith you would enter your UserID as "johnsmith"

If Training Partner still does not recognize your payroll name, it may be that your payroll name is identical to another Training Partner user's payroll name. The only way Training Partner is able to distinguish between two identical payroll names is for the user's six-digit Employee ID number to be entered following the payroll name. If this is the case, you would enter your UserID as one FirstName+LastName+SixDigitEmployeeID (i.e., johnsmith123456)

**4) What is the difference between a Course and a Class?**

**Course** refers to subject matter. **Class** refers to a specific date and time that the **Course** is scheduled to occur.

For example,

Course = "Basic Microsoft Excel"

Class = "02/25/08 8am-10am"

**5) When I try to enroll in a course, there are no dates listed.**

If there are no dates listed, it means that there are currently no classes scheduled for that course.

**6) Can I sign up for a Course even if there are no classes scheduled?**

You can add your name to the **Course Waitlist**. Select the class you are interested in. If there are no dates listed under **Upcoming Schedule**, click the **Course Waitlist** link under **Actions** at the bottom of the screen. You only need to click **one time** to add your name to the Course Waitlist. Any waitlisted courses will appear on your **My Training** screen under **Waitlisted Courses**.

The **Course Waitlist** is a tool that the instructors use to determine if a class for a particular course needs to be scheduled. It will *not* automatically enroll you in the class. You will still need to check the schedule from time to time to see if a class has been scheduled for the course and then apply for enrollment as you would normally do.

**7) If a class is already full, can I enroll anyway?**

If the maximum number of seats for a class has been filled, you can add your name to the class waitlist by clicking 'waitlist' next to the scheduled class.

**8) Will I be notified by e-mail if my enrollment status changes from 'waitlisted' to 'enrolled'?**

If someone cancels their enrollment in a scheduled class and you are the next person on the class waitlist, you and your supervisor will receive an e-mail notification from Training Partner that your status has changed to 'enrolled'.

**9) If a class is already full, do I need to click the Course Waitlist link?**

No. The **Course Waitlist** link is only for courses that have no classes (dates) scheduled. If a class is full, you can still click 'Waitlist' and your name will be added to the *class waitlist*.

**10) I am a new employee and Training Partner does not seem to recognize me.**

It takes about a week after your start date for your name to be included in the Training Partner database. If your name still does not appear after two weeks, please contact your agency's Training Coordinator who will then notify the Training Partner Administrator.

**11) How do I change my Training Partner password?**

From the Learner menu, select **Change Password** and complete the fields in the **Change Password dialog box**. Training Partner passwords are case sensitive, can be any amount and combination of letters and/or numbers, and never expire.

**12) How does the Course Waitlist work?**

The **Course Waitlist** is a tool that the instructors use to determine if a class for a particular course needs to be scheduled. It will *not* automatically enroll you in a class once it is scheduled. You will still need to check the schedule from time to time to see if a class has been scheduled for the course and then apply for enrollment as you would normally do.

You can add your name to the **Course Waitlist** by selecting the class you are interested in. If there are no dates listed under **Upcoming Schedule**, click the **Course Waitlist** link under **Actions** at the bottom of the screen. You only need to click **one time** to add your name to the Course Waitlist. Any waitlisted courses will appear on your **My Training** screen under **Waitlisted Courses**.

**13) Will I receive an e-mail confirmation that I am enrolled in a class?**

Every time you enroll in a class, both you and your supervisor will receive e-mail notification confirming your enrollment.

**14) Will I receive a reminder to attend a class that I have enrolled in?**

Training Partner does not send automatic reminders for classes you are enrolled in. Any classes you are currently enrolled in will appear under **Upcoming Classes** on your **My Training** screen. It is recommended that you place the date and time of classes you enroll in on your Outlook Calendar and set at least a two-day reminder.

**15) I applied for a class, but I didn't receive any e-mail confirmation.**

Training Partner cannot send you e-mail notifications if it does not know your e-mail address. Make sure you have entered your e-mail address into Training Partner. Log in to Training Partner and open the **Learner** menu (located on the left side of the main screen). Click the menu option for **Change Email** and enter your full County of Orange Email Address. (i.e., john.doe@rov.ocgov.com)

**16) My supervisor did not receive an e-mail confirmation when I applied for a class.**

If your supervisor is not receiving e-mail confirmations about classes you've enrolled in, your name may not be appearing on his or her **Assigned Learners** list. Check with your supervisor to make sure he or she has selected your name from the **Unassigned Learners** list in Training Partner and that they have also entered their e-mail address into Training Partner.

## Supervisor Answers

**1) I'm a supervisor, but when I log in to Training Partner I don't have the Review bar on the left.**

Your on-line role has not been set to '**Supervisor**'. You will need to contact your agency's Training Coordinator, who will then notify the Training Partner Administrator to have your on-line role set to '**Supervisor**'.

**2) I have a new employee that reports to me but I don't see his/her name in the Unassigned Learners list.**

If your staff person is a new-hire, it will take about a week from their initial start date before their name appears in the Training Partner database. If your new employee is someone who has transferred from another agency and is now under your supervision, you may need to contact their former supervisor and request that they *unassign* the learner (your new employee) from their **Assigned Learners** list so that their name is returned to the **Unassigned Learners** pool. You will then be able to select their name from the **Unassigned Learners** list.