Web-Based Training FAQs

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Error	
A system error occurred:	
Name	Value
rc	4
msg	A system error occurred:

Refresh

1.   I can't log into ESS (www.myworkplace.pa.gov). What do I do?

Accessing the Training from a Commonwealth Work Location or While on the Network

1. Access Employee Self Service (ESS) from your **Microsoft Edge** browser by typing: www.myworkplace.pa.gov.

2. Click the "**My Training**" tile.

3. Look for appropriate course.

4. Click the "**Start Now**" link to launch the course.

Accessing the Training Remotely
You must have Office 365 (O365/Azure) multi-factor authentication set-up in advance to access ESS remotely.

1. Access Employee Self Service (ESS) from your **Microsoft Edge** browser by typing: www.myworkplace.pa.gov.

2. Log in with your CWOPA (Example:CWOPA\jsmith) or MUSER (Example:MUSER\jsmith) credentials.

3. Complete MFA verification using your primary verification method.
   - *Example 1:* If you typically answer a phone call to remotely access VPN, Outlook or OneDrive, you will get the same phone call for remote access to ESS.
   - *Example 2:* If you use the MS Authenticator app as your primary verification method, your ESS MFA notifications will go to the MS Authenticator app.

4. Once access has been granted to ESS, click the "**My Training**" tile.
5. Click the "**My Training**" link.
6. Look for appropriate course.
7. Click the "**Start Now**" link to launch the course.

- If additional assistance is needed logging into ESS, please contact the HR Service Center at 1.866.377.2672.

- If your ESS/CWOPA password needs to be reset, please contact your agency's IT Helpdesk.

2. I am having trouble launching, displaying or completing a web-based training. What should I do?

- Web-Based Trainings work the best with commonwealth issued computers/laptops. With this, commonwealth WBTs may not launch and/or track completion properly on mobile devices, such as IPads or tablets.

- Web-Based Trainings currently work the best with use of the internet browser **Microsoft Edge** .

Note: Internet Explorer or Google Chrome may be your default browser. If so, just open ESS (www.myworkplace.pa.gov) in Microsoft Edge instead. This browser can be found under the start menu of your computer.

1. Open the Start menu on your computer.
2. Locate Microsoft Edge in the list of programs.
3. After you open Edge, either type or copy and paste the URL www.myworkplace.pa.gov into the address bar and press Enter to open Employee Self Service, then navigate to the My Training tile for LSO.
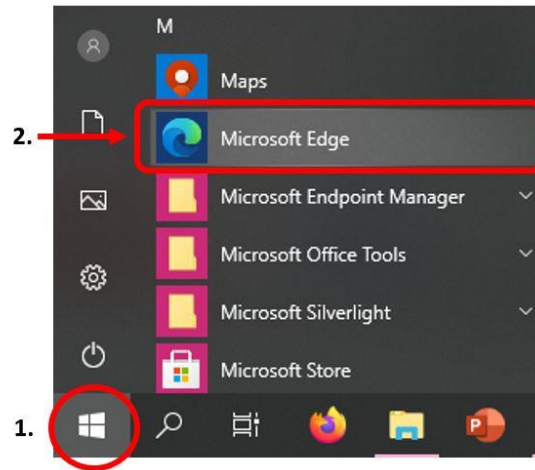
- *Clear the cache and cookies in Microsoft Edge* *(#6), then restart your computer.*

- *Attempt to launch course again.*

  Please note that completion for a course may take several hours to appear on your training transcript after a course has been completed.

  The above items typically resolve most issues that learners may experience when completing a WBT. If additional assistance is needed, please contact your training officer or request that your agency IT Helpdesk escalate the ticket, if appropriate.

3. I received an error message when I clicked on My Training.
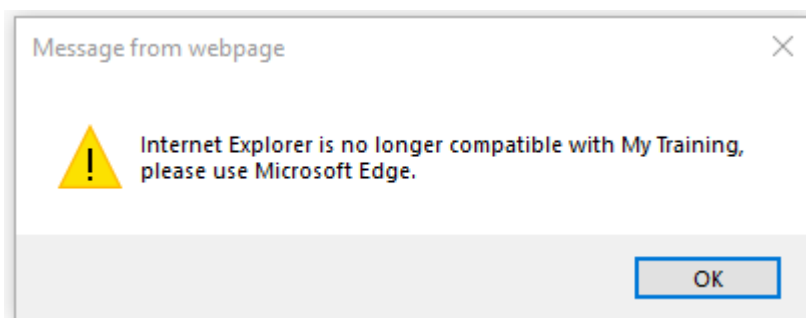
Internet Explorer is no longer compatible with My Training, please log out of ESS on Internet Explorer and log into ESS with Microsoft Edge .

1. Open the Start menu on your computer.
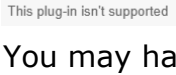
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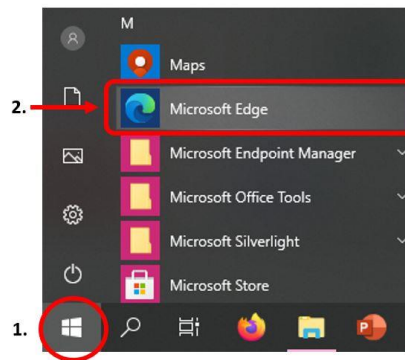
4. I received a flash error when I opened my training. What do I do?

In anticipation of Adobe Flash Player no longer being available as of January 12, 2021, Talent Development teams across the commonwealth have converted most active web-based courses to HTML5 technology. Courses that may be older, or not as highly used, may need additional time to be converted.

- Please ensure you are accessing ESS (www.myworkplace.pa.gov) with the Microsoft Edge browser as noted in #2 of this troubleshooting document.
- If while in Microsoft Edge you receive a message "This plug-in isn't supported" , please contact your training officer for assistance. You may have been enrolled in a previous version of the training and may need to be rebooked OR the course may not yet have been converted to HTML. In most cases, courses not yet converted have an accessible version that can be completed until such time as the course can be converted.

5. I am opening ESS (www.myworkplace.pa.gov) with Microsoft Edge however it automatically changes the browser to Internet Explorer . What do I do?

Please contact your agency IT Helpdesk for assistance. This is typically a setting in the browser that only IT can resolve.

6. Why do we need to clear cache and cookies?

The cache consists of items that the browser finds and saves while you surf the web. Websites can and do change their data regularly, so there's a chance that what's in your cache is outdated. When the browser loads that outdated information, you won't see the most up-to-date information from the websites you visit. Similarly, a cached version of a web page may include a form. If you're trying to fill out a form but running into problems, consider clearing the cache and trying again.

In addition, when the server hardware on which a website runs is upgraded or its security configuration changes, you may not be able to sign in on a cached version of the site or access available features, such as viewing media or making purchases.

Finally—and more often than you'd expect—the cache inexplicably becomes corrupt. When this happens, all kinds of difficult-to-diagnose issues arise. If you're having trouble with your browser and you can't pinpoint the problem, clearing the cache may help.

7. How do I clear cache and cookies in Microsoft Edge ?

- Launch Microsoft Edge .

- Click on the **Settings and More** ⋯ icon at the upper right corner of the browser.

- Select **Settings**
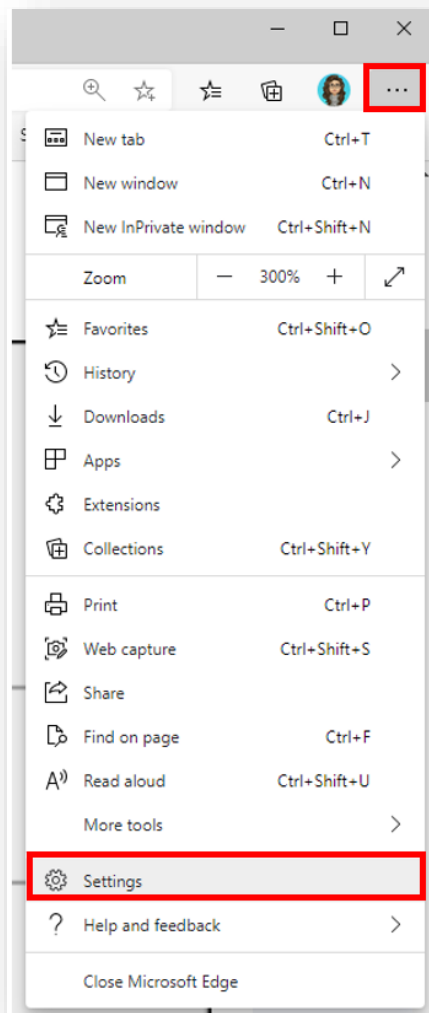
- Select **Privacy, search, and services**
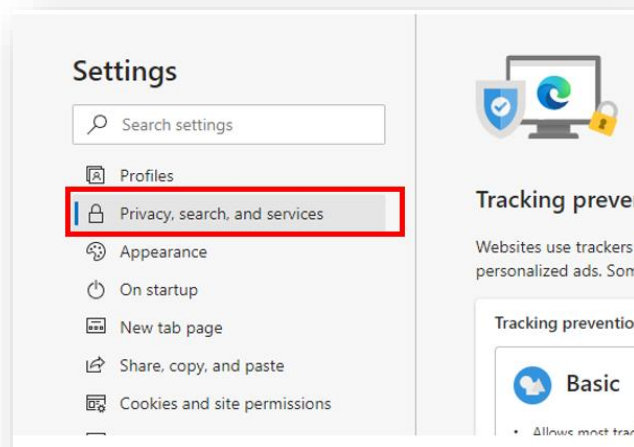
- Under **Clear browsing data**, select **Choose what to clear**
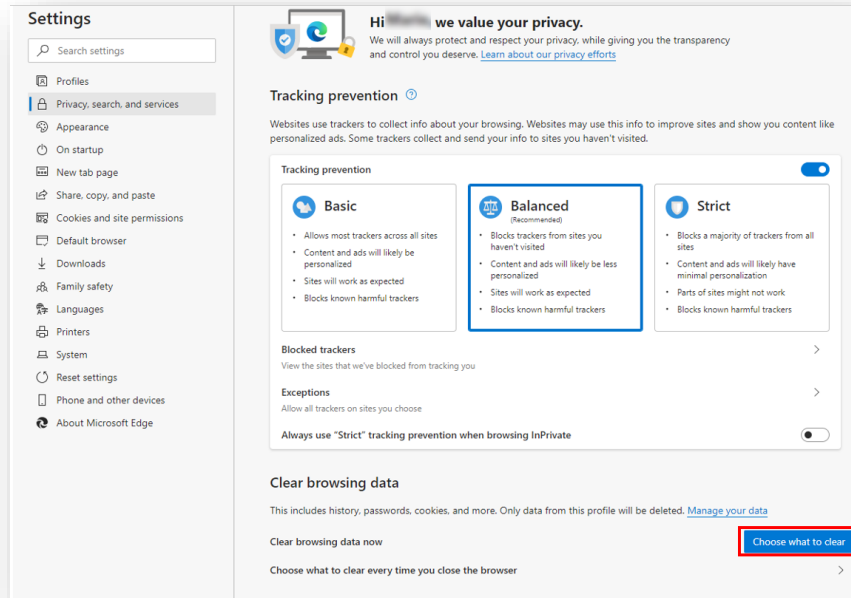
- In **Clear browsing data**, select the check box for each type of data, such as browsing history, cookies, and passwords, you want to clear from the cache. From the **Time range** list, select how far back Microsoft Edge should empty the cache (for example, everything for the past hour, for the past seven days, or for all time). Then select **Clear now**.
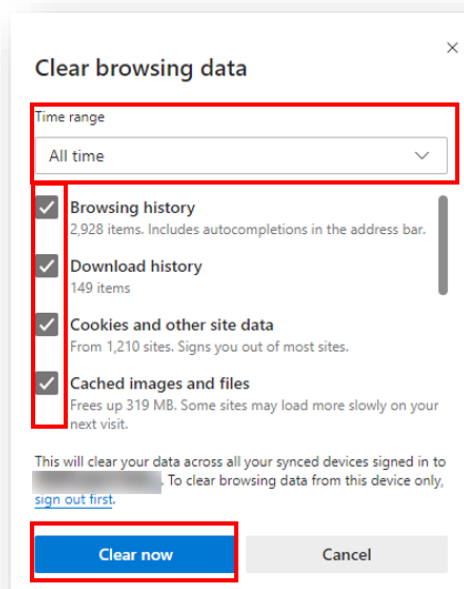
8. I need to leave a course and I haven't yet finished it. Can I resume the course where I left off?

In most cases, the answer to this is, yes. The course will place you at the beginning of the slide that you were on when you logged off. Please note that progress through a video would not be saved. Additionally, please ensure that you are not leaving and rejoining the course immediately thereafter. Your status in the course does need to be reported back to LSO in order to resume that status, and sometimes that can take some time. With this in mind, please wait until the next day to resume a course.

If you launch the course and resume feature does not work, unfortunately, you will need to start the course from the beginning. Admins do not have the ability to 'push' someone forward in a course.

9. I received a "PA.GOV is not responding" message. It told me to refresh, so I did, and it started me back at the beginning of the course. What do I do?

The 'PA.GOV is not responding' message is often the result of a slow internet connection or bandwidth issues. When you recover the webpage, the player restarts the course from the beginning and does not save your progress.

If this message appears, wait for a few moments, as typically – the connection will 'catch up' to where you are at and you wouldn't need to recover the page.

10. Where can I find the courses that are assigned to me?

In ESS, click on the **"My Training"** tile. Another tab/window will appear. All the courses you have signed up for, or need to take as a mandatory, will populate in your "My Training Activities". When you are ready to start the Web-Based Training, click on the "**Start Now**" button on the right side of the course.

Error	
A system error occurred:	
Name	**Value**
rc	4
msg	A system error occurred:

Refresh
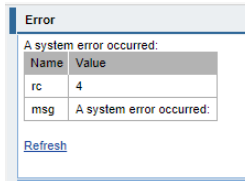
11. I received an error message _____ when I attempted to launch a course.

This course may have a newer version available or it has been archived and is not allowing any new course bookings. You have already been enrolled in the course as such can and should complete it.

In lieu of clicking on the course name, please click the "**Start Now**" button on the right side of the course to launch the course.

My Training Activities

All (3) | Classroom Training (1) | Web-Based Training (1) | Course Programs (1)

Your current training activities in summarized format.

Course	Delivery Method	Schedule	Location	Learning Progress	
Effectively Leading Workgroups	Classroom	Start 08/22/2019 At 08:30 End 08/22/2019 At 16:00	Hrsbrg: Finance Building		Start now
SEAP_Drug-Free Workplace	WBT	Released until Unlimited		Accesses 0 Progress 0% Duration 0 min	Start now

12. How do I choose the right training to complete?

Some of the mandatory courses have similar titles. Please make sure the course you are selecting is the current year of the training. Below is an example of courses that have similar titles.

Web-Based Training (3)

Course

Security Awareness & Acceptable Use 2019

Security Awareness/Acceptable Use 14-15

Security Awareness/Acceptable Use 15-16

• If you received a notification or reminder email to complete training, <u>make sure the name matches up</u> before you start the course. When the name matches up exactly, you are ensuring you are completing the most recent version of the course.

13. How do I know if a course is marked as complete? How do I view my Training Transcript?

In your "**My Training**" tab, on the left side under "Training Home" there is a button for My Transcript. If you click on it, a separate window will open, and your training record will populate. You can review your transcript to determine if a course is listed as complete. If a course is listed on the transcript, it is marked as complete. If a course is not listed, it is not marked as complete. **Please note that it may take up to 24 hours for a web-based training course to register as completed.**

14. How long do the mandatory trainings take to complete?

On average, mandatory web-based trainings take 15 – 30 minutes to complete.

15. What happens if I leave my training running in the background?

If you leave the training running in the background, the training may freeze or time out. If you are taking the training and have to leave, please select the "Log Off" button and the training will save your progress. When you are ready, you can go back in and complete the training.

Note: If the training freezes or times out, it will act as if there is no issue when you return to it. This means you could get to the end, log off and it may not give you credit for the course. In these instances, you would have to complete the training again.

16. How can I obtain an accessible version of the training?

Note: Accessible versions of trainings are only intended for individuals who require an accommodation for a disability. If you do not require an accommodation for a disability, you must complete the online web-based training and not the accessible version of the training.

Accessible Versions can be found by selecting the name of the course and then selecting "Accessible Version". Typically, the accessible version is located under "Links to More Information".
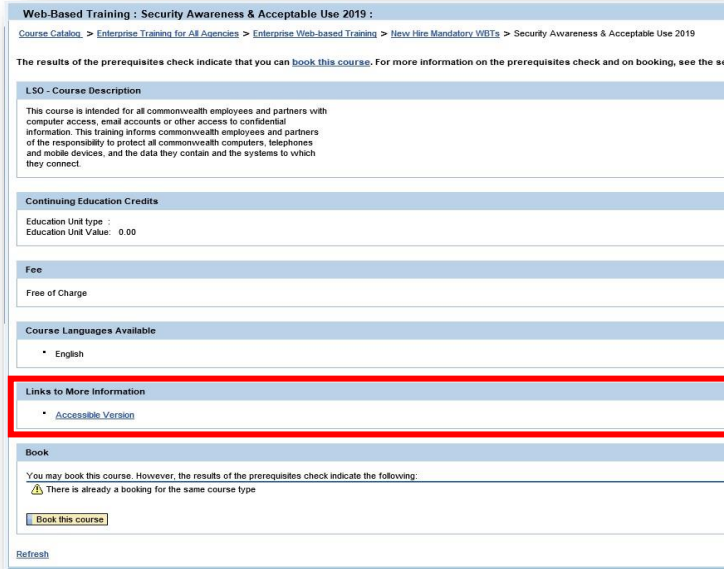
- If you are experiencing trouble locating the Accessible Version of a training, please contact your agencies training officer.
- If you have completed a training using an accessible version, please email your training officer, cc'ing your supervisor to request credit for completing the course. You will not receive credit for completing the course until you do so.

17. How do I obtain a completion certificate for a course I completed?

Under the Course Catalog in your "My Training" tab, there is a box labeled "My Learner Account". Select **Training Activities**.

A new screen will open with your Completed Courses. Find the course you would like, on the right of the course, the word Certificate will be in blue. If you click on the word Certificate, a window will appear with

your completion certificate. You can save or print out your certificate, if available.
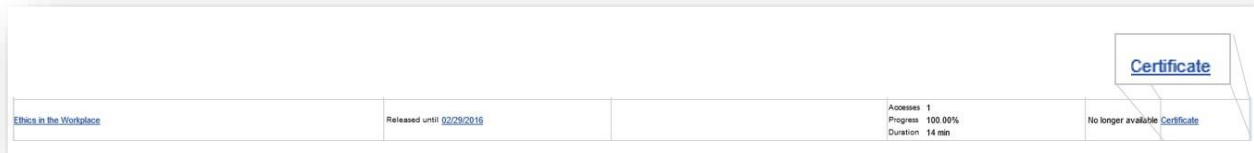
18. I received a reminder email, but I have already completed the training. What do I do?

a. Confirm that the email you received has *your* name in the body of the email. Supervisors receive a copy of all reminders sent to their employees.

All employees, contractors and partners are required to complete the commonwealth mandated web-based training(s) listed below based upon the policy guidelines laid out in the associated Management Directives. Reports indicate that _____ is delinquent in completing the following required web-based training(s):

b. Confirm that the exact name of the course, as listed on the email, is listed on your training transcript. Even if you have previously completed a similar course, you are required to complete and acknowledge the version listed within the reminder email.

- If not, please complete the course listed as soon as your workload permits.
- If yes, please contact your training officer for further review/research.

19. I received a reminder email for an employee; however, I do not recognize the name of the employee listed. What should I do?

This employee has been mapped to you for some reason. Most likely this is a contractor/business partner. If they are not under your supervision, they will need to be remapped to the appropriate supervisor or separated from employment in the system. Please contact the HRSC at RA-hrscbis@pa.gov for questions regarding changes or separations of contractors.

20. I received a reminder email for my employee, but they are on leave (FLMA, military, paid, unpaid, etc.). What should I do?

Employees who are out of the office on extended leave should be asked to complete mandatory trainings upon their return to the office. If the employee has a status of "Active," automated reminder emails will continue for the duration of their leave.

21. I am not a supervisor but was assigned supervisory training. What do I do?

Some courses are directed to supervisors and some courses are directed at all management employees (whether or not they are supervisors) *and* all supervisors. Please check the notification to confirm the target audience.

For courses only directed at supervisors, a supervisory role on your position could be causing the enrollment. If the supervisory role is there in error, an EPAR would need to be submitted by your HR office to have the incorrectly assigned role removed. If the role is there to grant you elevated access, despite not supervising an employee, please complete the assigned supervisory training.

Questions on this can be directed to your training officer.

22. I do not believe that I should be required to complete this training.

In most cases if you have been enrolled into a mandatory training, you are required to complete it. Questions on this can be directed to your training officer.

23. I do not have access to a computer or ESS. How do I complete the trainings?

- Employees without ready access to a computer should complete the training via an agency kiosk, where possible.
- Employees without access to a kiosk or ESS should contact their training officer for assistance.

24. I have two employee numbers; do I need to complete the training twice?

Employees who have more than one employee number should complete trainings under their primary employee number. The learner should then reach out to their training officer and request to be canceled from the course under their secondary employee number due to the completion of the course under the primary number.

25. Whom can I contact for questions?

- A directory for the training officers for each agency can be found [here](#).
- A directory for the Agency IT Help Desks can be found [here](#).
- Often times a screenshot of the issue/error you are receiving is very helpful in troubleshooting issues.
  - If you would like to send a screenshot of the error, press **Fn + Print Scrn**. The Print Scrn button is next to the **F12** button and above the **Insert** button above the arrows on most keyboards.
  - When you are ready to place the screen shot, press **Ctrl + V** to paste it into an email or Word Document.