MAGIC Training

Frequently Asked Questions (FAQs)

Question	Answer
I don't have time to go to all of the training listed on my Personal Training Plan.	We recognize that some people that "wear many hats" at their agency may find it challenging to get all of their training in prior to go-live. Some ideas for how to help with this: • Before registering, work with others in your office so that someone is there to cover for you while you are out getting training. This may require cross training others to do tasks outside of their ordinary jobs. • Send the most "primary" person to the training and ask them to help the others learn after go-live. (Keep in mind that the training system will not be available for Training outside of the MAGIC classes prior to go-live.)
Why don't I have a class that I know I need listed on my Personal Training Plan?	Either you were not listed as a primary user in that area or you were not listed as a user at all. Contact the person who completed the Role Mapping MRTL task to confirm that you have been role mapped correctly. (If you are not sure who to refer them to, call us and we will let you know.)
How do I know if a course is missing from my personal training plan?	1. Review the list of courses and their descriptions on the MAGIC Training web page (the document will be posted before training registration opens). 2. Review the list of security role descriptions on the MAGIC Website. 3. Contact the person who completed the Role Mapping MRTL task to confirm that you have been role mapped correctly. (If you are not sure who to refer them to, call us and we will let you know.)
I want to attend a class that is not on my Personal Training Plan. Is this okay?	The MAGIC Training Team is able to provide training for only those who have been identified as "primary" end users. If there is room in a class, we will let you know that some secondary users can register. There may also be training opportunities for secondary users after go-live. All Training Materials will be available on the MAGIC Training webpage.
Can I send someone to attend a class in my place?	We do not recommend this if you will be a primary user of MAGIC. MAGIC training classes are designed to provide hands-on

	practice in the system which is a very important part of the learning process.

I'm trying to register in MELMS but I don't see any of the classes when I search.	Probably due to using Internet Explorer version 11
	   (1) In IE 11, go to Tools then Compatibility View Settings
	   (2) Enter "state.ms.us"
	   (3) Click Add

I am trying to access my eLearning courses but I can't find them in MELMS.	eLearning courses will not be available until just before training begins (April 29). Notification will be sent to end-users (via email) when available.
Will registration for MAGIC classes in MELMS require manager approval like other MELMS courses for agencies that have set up the approval process?	No. Manager approval is not required for MAGIC classes.
I am a primary user, but can I send a secondary user to attend a training class in my place?	It is very important for all primary end users to receive their MAGIC training so this should be a last resort.
Is there a way that managers can see all of their employees' Personal Training Plans?	The PTP is viewable by entering an employee's ACE ID and e-mail address and is not password protected. Anyone that has this information can view it. The PTP is also printer-friendly.
When I attempt to view my Personal Training Plan, I see the following red message: "If a Training Plan is not listed on this page, you have been identified by your agency as a Secondary MAGIC User only. Secondary users will be notified when additional training opportunities become available." What does this mean?	All role mapped individuals received the Personal Training Plan e-mail. If someone doesn't receive the e-mail, it means they were not mapped to any MAGIC roles. If a user was identified as a secondary user for all of their MAGIC roles, when they attempt to access their plan, it will display this message. The reason we are allowing everyone (even those who only have secondary roles) to access their PTP initially is so that if someone was incorrectly role mapped (i.e. should have been mapped as primary, etc.), they will know to look into correcting this with the person who completed their Agency's role mapping task. For secondary users, a list of the eLearning courses available to all users is on the MAGIC Training webpage for reference. As for other training opportunities, the secondary users will be informed via e-mail if a class becomes available for secondary users to register.