

TROUBLESHOOTING SPB SEXUAL HARASSMENT ONLINE COURSE

<p>When I log into LSO, my Employee Self Service Tab is blank.</p>	<p>This is a compatibility issue – they are probably using either Chrome or an unsupported version of Internet Explorer. Please have them verify they are using Internet Explorer 9 or 10.</p>
<p>I am trying to take the Online Course but I don't see it in the Course Catalog.</p>	<p>Select the State Personnel Board Catalog – Select Professional Development – Select Sexual Harassment Awareness & Prevention (Online Training)</p>
<p>I took the Online Course, but it's not on my transcript.</p>	<p>More than likely they did not follow all of the instructions provided. (Be sure they have a copy of the instructions.)</p>
<p>I didn't pass the Online Course and now I have used up all my chances.</p>	<p>Go to Employee Self Service – under My Training Activities – select the NAME of the course, which will open up the course – scroll to the bottom, and Cancel Booking of the course.</p>
<p>I didn't pass the Online Course and now I have used up all my chances – but I can't cancel the booking.</p>	<p>Same as the one above, but they confirmed the participation in the course. Therefore, there is a fail on their transcript that cannot be removed. Their participation in the course will reset overnight; they will be able to re-register in the morning or at a later date.</p>
<p>I passed the course – but the survey never would come up.</p>	<p>If there is a problem with the survey, they should contact MSPB at 601-359-1406. If they have logged out of the course, they have used one of their chances for completion. After their score is reported, they can select "Finish," then "Logoff," and proceed with the instructions.</p>
<p>I passed the course yesterday, but it's not on my transcript.</p>	<p>Go to Employee Self Service – under My Training Activities – select the NAME of the course – it will open up the course – if it shows a PASSING score – they just need to Confirm Participation / Set Course to Completed.</p> <p>If it shows a FAILING score – they will need to retake the test, following the instructions provided.</p>