

1. I am trying to get access to LSO so I can sign up to take courses.

For students with an MAGIC ID and Password, you can access the LSO Employee Self Service at <https://portal.magic.ms.gov/iri/portal>. If you have problems with your user ID or password, call the MMRS Call Center at 601-359-1343. Select Option 1 (Security), Sub-option 1 (MAGIC) or email us at MASH@dfa.ms.gov.

2. I am trying to take the Online Course, but I don't see it in the Course Catalog.

Select the State Personnel Board Catalog – Select Professional Development – and select the desired online class.

3. I took the Online Course, but it's not on my transcript.

Go to Employee Self Service – under My Training Activities – select the NAME of the course – it will open up the course – scroll to the bottom and select Confirm Participation/Set Course to “Completed.” The transcript will be updated next day. Please note that above the Confirm Participation link the course shows that it was passed successfully.

NOTE: If you do not have the option to choose the Confirm Participation/Set Course to “Completed,” you will need to book and take the course again.

4. I didn't pass the Online Course, and now I have used up all my chances.

Go to Employee Self Service – under My Training Activities – select the NAME of the course – it will open up the course – scroll to the bottom and select Cancel Booking of the course.

NOTE: If you do not have the option to choose Cancel Booking, the system will reset overnight and you will be able to re-register the next day.

5. I passed the course, but the survey never would come up.

Issues with the survey should be directed to State Personnel Board at 601-359-1406.