

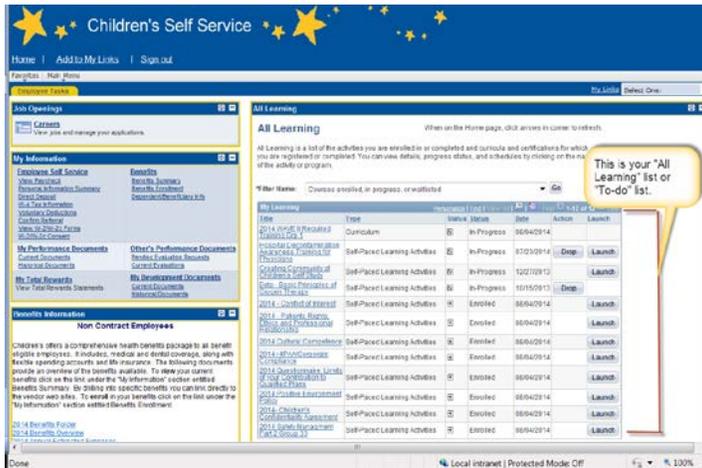
# STUDENT FAQ

2015



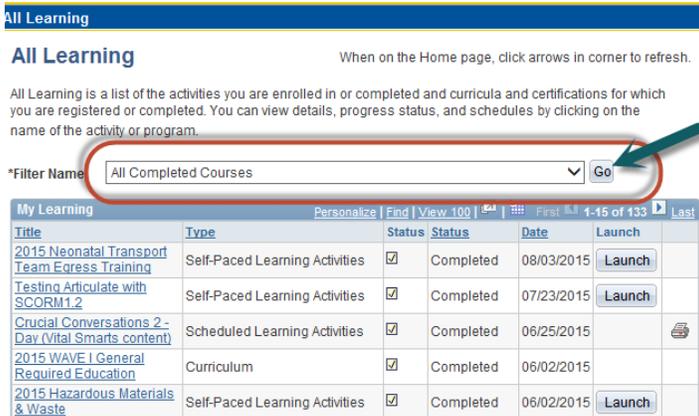
## Where to find your assigned WAVE e-learning courses?

You can find all e-learning assigned to you by logging into Children's Self Service. Go to "All Learning" page.

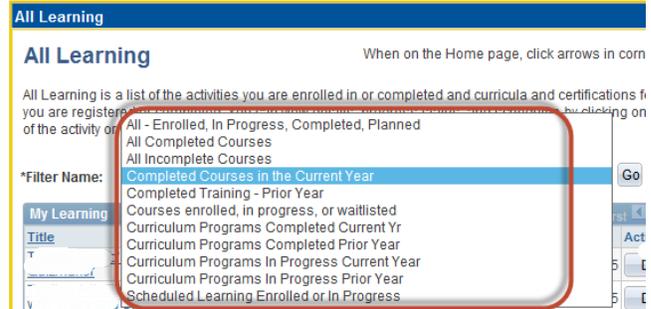


## How do I verify that I've completed the courses?

From the your "All Learning" page, click the **Filter Name** dropdown arrow to "All Completed courses", then click **Go**. Then you will be able to view all completed courses.



**Please note:** By default the filter name is set as "Courses enrolled, in progress, or waitlisted". To change the filter name you need to click the appropriate filter name, then click **Go**.



Click a course title link to see details about the course, as well as the student' status in the course.

**Q.** Why does the system not automatically update the record when I complete an e-learning course?

**A.** Sometimes the page needs to be refreshed. Refresh the page by clicking on the small box with arrows at the top of your **All Learning** page.

Click the drop down arrow and change the **Filter Name** to "All Completed Courses", click **Go** button and your record will update immediately.

**Q.** I completed the e-learning, (refresher or full length module), but the course shows incomplete in ELM, why?

**A.** The system will refresh overnight to reflect the course you have passed.

**Q.** Who can I contact to have my issues resolved quickly (e.g., password reset, deleting cookies, etc...)?

**A.** Call the Help Desk at (651) 855-2500 for technical issues you experience.

**Q.** Who should I contact if I am unsure whether I should take courses assigned to me?

**A.** Org. Development & Learning dept. (651) 220-6500 or [Org.DevelopmentLearning@childrensmn.org](mailto:Org.DevelopmentLearning@childrensmn.org).



## Job Aid for all employees

### Tips and Tricks

If you are experiencing issues with your personal computer, here are some helpful hints for you to try:

- **Delete your temporary files and cookies** before you log in to Self Service.
- **Clearing Cache**
  1. Close all internet windows except for one
  2. Go to Tools→Select Internet Options→Click Delete button
  3. Check all boxes except the Preserve Favorites website data checkbox
  4. Click Delete
  5. Click OK
  6. Close internet window and open a new internet window
- **Pop up Blockers:**
  1. Log in to Self Service
  2. Verify your pop-up blocker is turned **off**.
  3. Once you have completed the entire course content, close each pop-up window
- Most of the e-Learning courses work on “Internet Explorer” web browser (except for Cultural Competency e-learning). **Please note: for cultural competency e-learning course to launch externally on non-children’s device remotely please use “Google Chrome” as a web browser.**
- **Launch a course when you have enough time to complete it.** Launching a course and then leaving it inactive for several minutes will cause the course to time out. This may result in your course completion score not recording properly.
- **Print or save a copy** of the course completion page for your records.
- **It is highly recommended that Mac computers are NOT used for completing e-Learning courses.**

**Please note:** Due to the variability and complexity of personal devices, Children’s cannot support and troubleshoot all issues. Issues you may experience on personal devices may be due to incompatible software and/or settings.