

## Online Training FAQ

- How do I log in?
  - Go to <http://www.e-learn.pitt.edu>
  - Enter your username and password
  - For more information, please follow the steps to log in which are included in the “Getting Registered” link on the web page.
- If I cannot locate my user id and password, what should I do?
  - If you cannot locate your user id or password, please email [mcm141@pitt.edu](mailto:mcm141@pitt.edu) or dial 717-795-9048, and ask for Melissa Moore.
- If I have technical difficulties, what should I do?
  - If you have technical difficulties, please email [helpcwtp@pitt.edu](mailto:helpcwtp@pitt.edu) with your name, county, and the issue you are experiencing.
- How do I change my password?
  - Once logged in to the [www.e-learn.pitt.edu](http://www.e-learn.pitt.edu) site, click on the “edit profile” link at the top right of the screen. This will allow you to change your password.
- Will I get credit?
  - Once you have completed the online course, you will have the opportunity to print a copy of the certificate for your records. You may also view the “My Courses” tab on the online training list to view your completed courses, or courses that still need to be completed.
- What if I don’t have access to a printer at the time of completing an online course?
  - You can still access the certificates after completing a course by selecting the course under the “My Courses” tab.
- How will I get the handouts for the training?
  - If the online course that you are taking includes handouts, they can be found in the opening pages of the course. It is recommended that you print the handouts so that you have them during the online training.
- What if I have an emergency and need to leave in the middle of taking the course?
  - All online courses are set up with SCORM compliancy, meaning that your progress is tracked throughout the course. So if you do need to exit the course, it will remember where you left off, and let you pick back up from that point the next time you access the course.
- How will I know that I completed a course?
  - Once you’ve reached the certificate, the course has been completed. You will also notice after completing the course, that your status will show 100% in the course listing under the “My Courses” tab.

- How will my supervisor know that I have completed an online course?
  - You can provide a certificate of completion, check your trainee record in Encompass, or show your status under the “My Courses” tab in the E-Learn site.
- What if it takes me more time to complete the course than the amount of credit hours that the course is worth?
  - You will receive the amount of credits that the course is worth regardless of how long it takes to complete. The credit hours for each course can be found by clicking on the course title under the “Course Catalog” tab.