

## PROCESS FOR RETURNING USERS WHO MUST COMPLETE RE-TRAINING

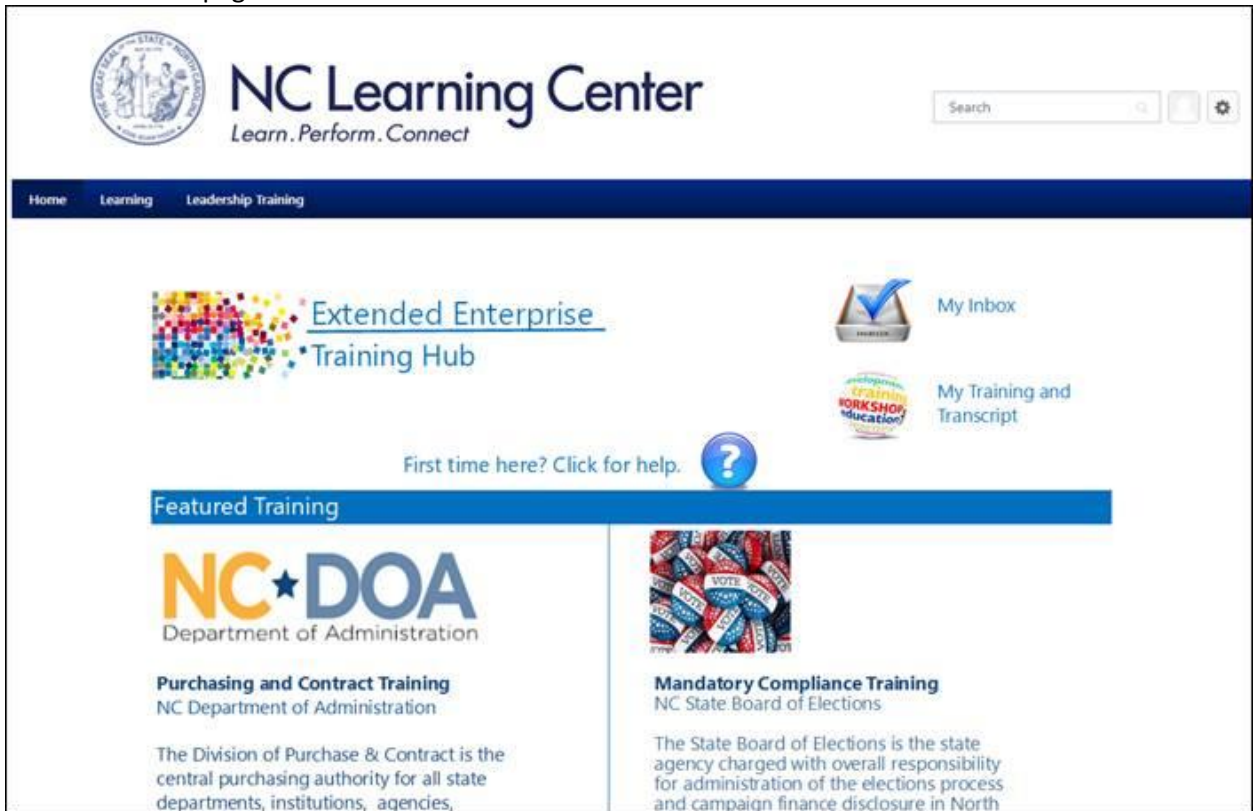
**NOTE:** there are TWO separate processes that must be completed in order to complete re-training

1. update the existing information
2. “re-request” the actual training module

Login to your existing account at <https://ncgov.csod.com/client/ncgov/default.aspx>

### 1. Update the existing information in the system to identify which facilities you are re-training for:

- Log into existing LMS account
  - You will see this page:

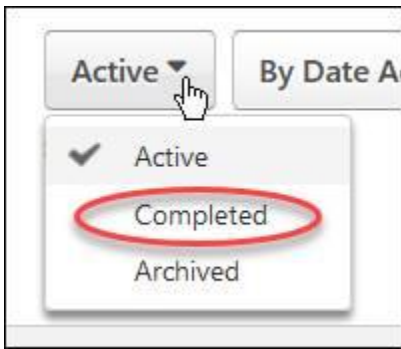


The screenshot shows the NC Learning Center homepage. At the top left is the NC Learning Center logo with the tagline "Learn. Perform. Connect." and a search bar. Below the logo is a navigation bar with "Home", "Learning", and "Leadership Training". The main content area features a "Featured Training" section with two cards: "NC DOA Department of Administration Purchasing and Contract Training" and "Mandatory Compliance Training NC State Board of Elections". To the right of the featured training are two icons: "My Inbox" and "My Training and Transcript". A help icon is also visible.

- Click on the “My Training and Transcript” image



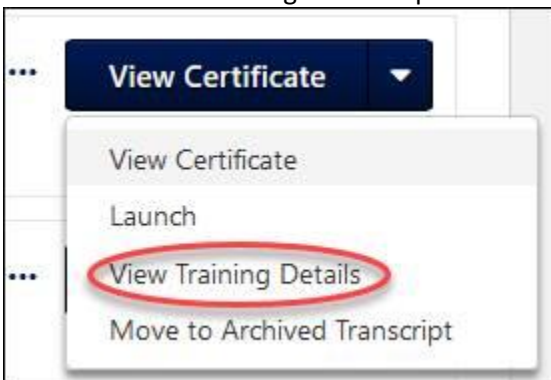
- The system will display your transcript



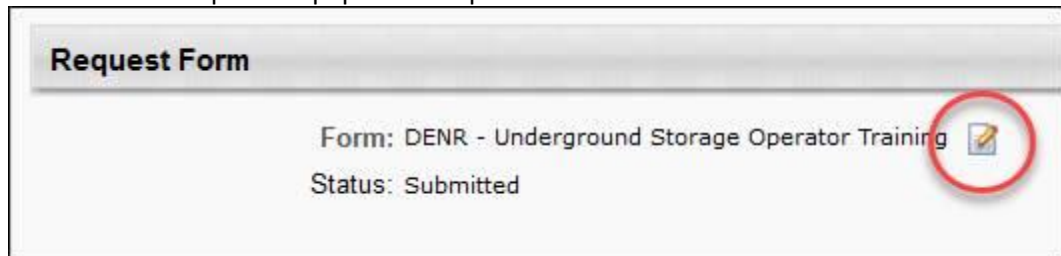
- Access 'Completed' transcript
  - Click on the 'Active' button
  - Select 'Completed' option in drop-down menu
- **IF** the 'DEQ – Underground Storage Storage Tank Online Primary Operator Training (Version 11)' training title is not immediately visible on the transcript you can search the transcript using the 'search for training' bar



- 
- Access the Training Details page where your Training Request Form is stored
  - The blue action button next to the training will display as "View Certificate"
  - Click the down arrow on the blue button
  - Select the 'View Training Details' option



- Edit your existing Training Request Form
  - Scroll down to the "Request Form" section of the Training Details page
  - The form title will be listed as: "DENR – Underground Storage Operator Training"
  - The edit icon looks like a piece of paper with a pencil on it



- Click the 'edit' icon

- The Training Request Form will open in a pop-up window, prefilled with the previous information entered
- You should update the information in the form, then click 'Submit'

**DENR - Underground Storage Operator Training**

\*Important: This course works best using Internet Explorer browser. Also, please ensure all pop up blockers are disabled in your browser: On Internet Explorer: 1. Launch IE - > Go to Tools -> Internet options 2. Go to the 'Privacy' Tab 3. Search for a checkbox "Turn on Pop-up Blocker" 4. If you check it - the pop-up blocker gets enabled on your browser and pop-ups are blocked. 5. If you Uncheck it - the pop-up blocker gets disabled on your browser and pop-ups are allowed. Attention Primary Operator: You MUST enter the following information or your online training session will not be properly recorded! Do NOT proceed to the online training course until AFTER you have completed ALL of the following fields below. At the end of the training, you can access the completed tab of your transcript and next to the training select "Print Certificate".

**DENR - Underground Storage Operator Training Details**

<b>Business Address:</b>	1
<b>Business Telephone:</b>	4
<b>Facility Name (list all if training for more than one facility):</b>	Am...m Stora...
<b>Facility ID # (number found on the permit under the expiration date) (list all if training for more than one facility):</b>	1

**Cancel Submit**

**Modification History\***

Status changed to Submitted by [redacted] on 12/14/2021 2:41 PM

\*Time Zone: (UTC-05:00) Eastern Time (US & Canada)

- **NOTE:** the information in this screenshot has been specifically blurred externally – the system does not display with a blur.
- Now the training information should be updated

**2. Request the training again, so that a new completion date will be logged by the system**

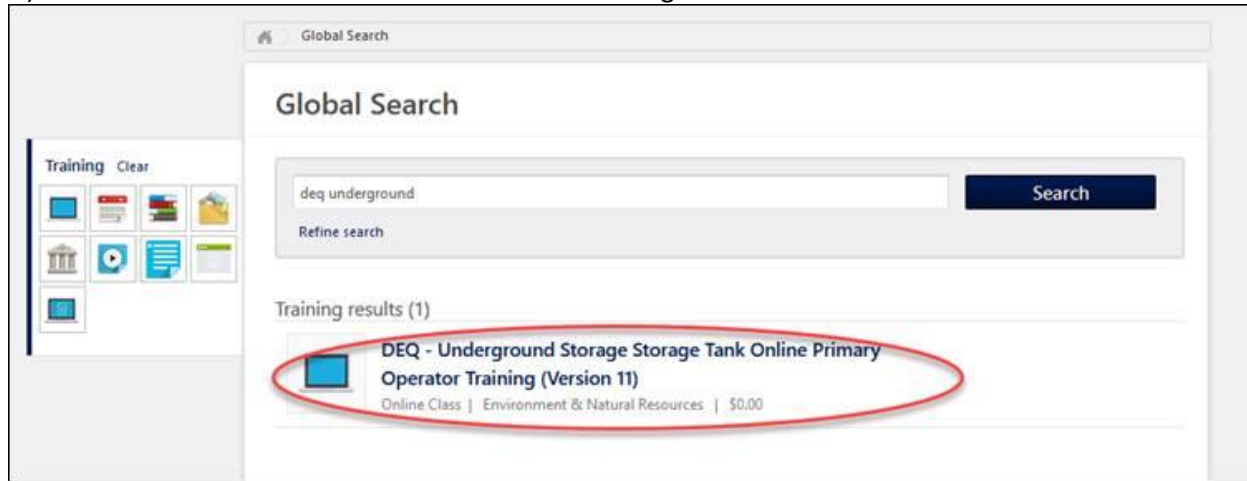
- Search for the training:
  - The Search is located at the top right of the landing page
  - Type "DEQ Underground" (or some version of this phrase) in the search text box



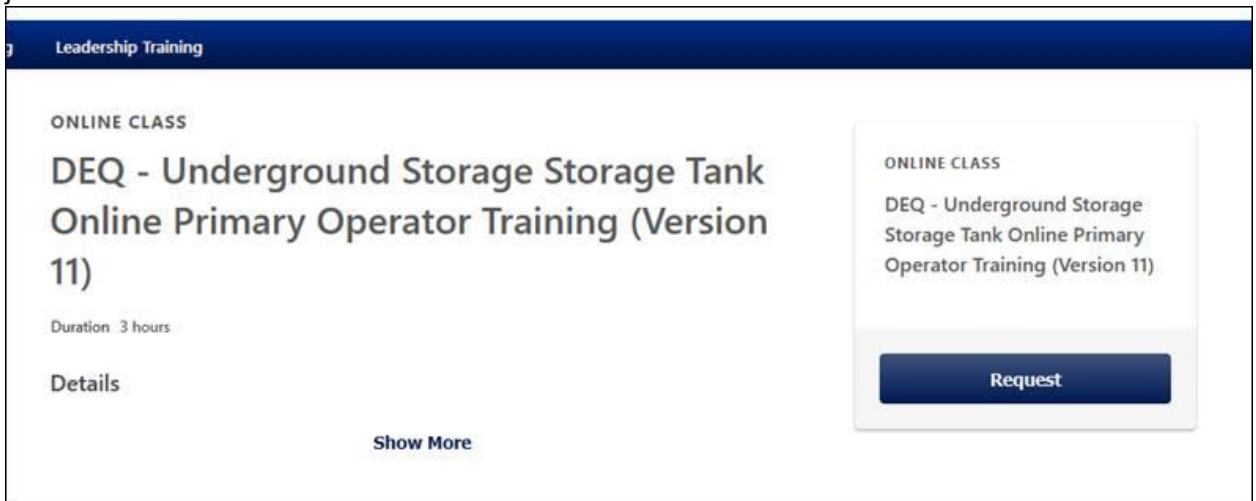
- Usually, the training results will display in a drop-down as you are typing the search phrase
- If you see the name of the training in the drop down, you can click on it



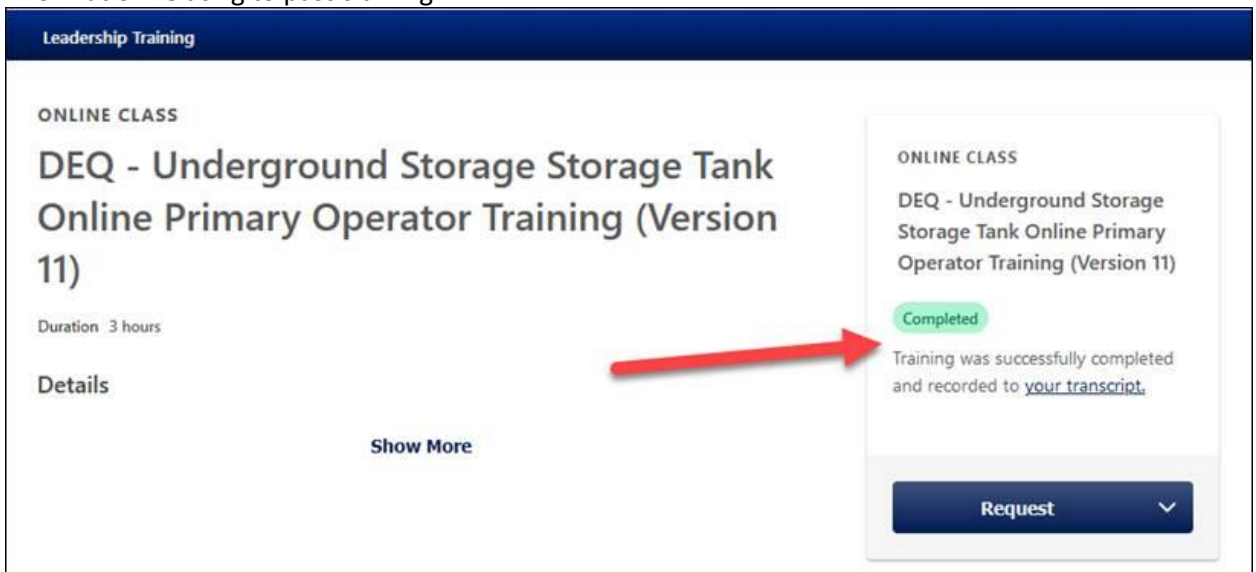
- If you DON'T see the name of the training in the drop down, you can press enter (or click the magnifying glass icon) to conduct a full search and then click on the training title shown in the search results



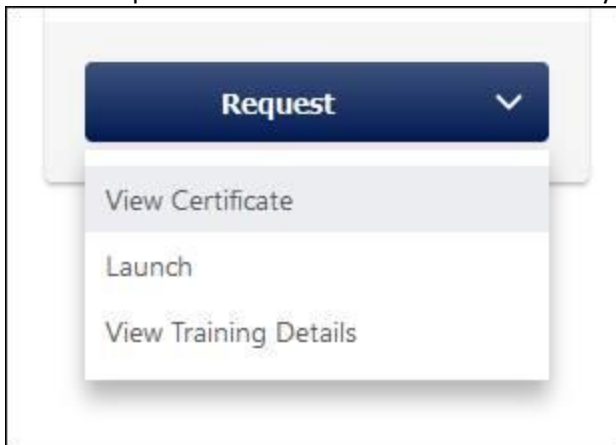
- Next you will see the Training Details
  - IF you have completed a **previous version** of the training module, your Training Details page will look just like the one a new users sees:



- IF you have completed **this exact training module** previously, your Training Details page will contain information relating to past training:

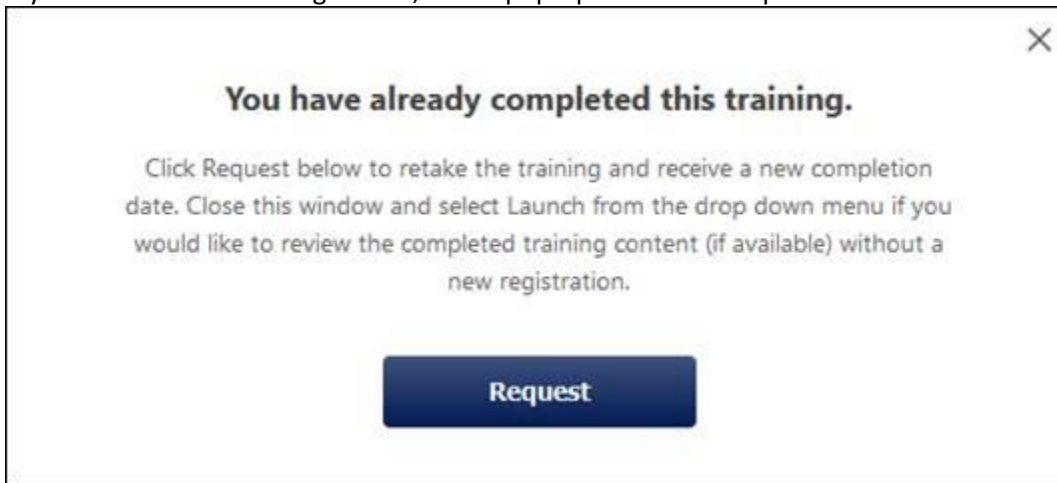


- You have several options available on the action button if you have already completed the training:



- **Request:** this allows you to request a new occurrence in the system. The new occurrence will allow the you to have a new/additional completed date added to your training records. (Term Definition: an 'occurrence' is the system's way of tracking the official registrations and completions. A user can have multiple occurrences of the same training.)
- **Launch:** At this point, this button only allows you to **review** the content previously completed and would not track progress or a new completion status. If you select "Launch" before you "Request" the training again (see above), the system will not track *anything* additional and you will not be considered "retrained."

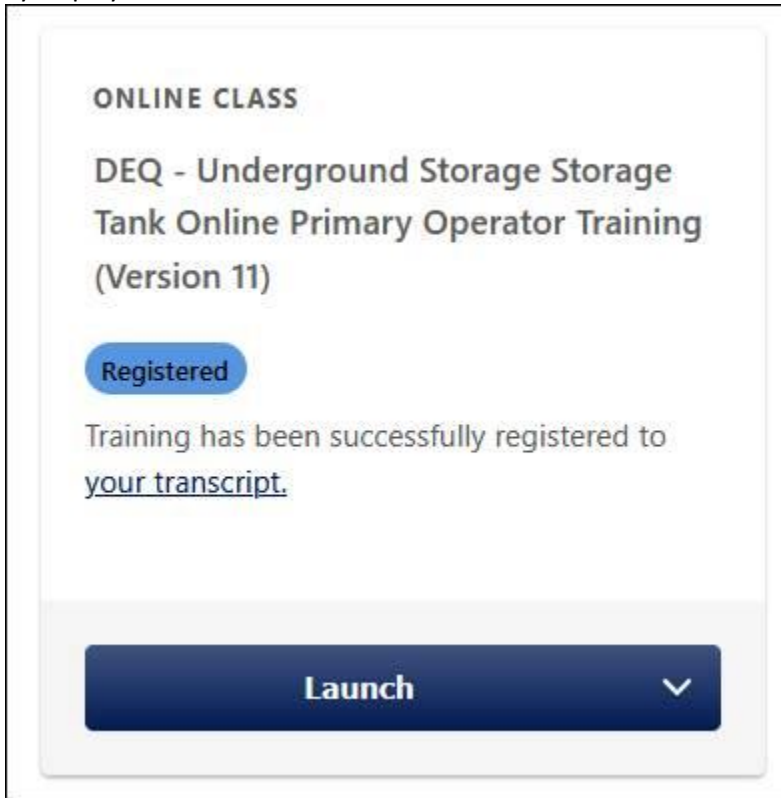
- Click on the 'Request' button
  - If you've taken the training before, a new pop-up window will open:



- Click on the 'Request' button again
  - A small black status window will appear in the lower left corner of the screen, confirming that you have now requested the training



- The training details page will now show you in a 'Registered' status, instead of the 'Completed' status that was previously displayed



- 
- 
- Now you can click Launch and complete the training to receive an updated completion date