PROCESS FOR RETURNING USERS WHO MUST COMPLETE RE-TRAINING

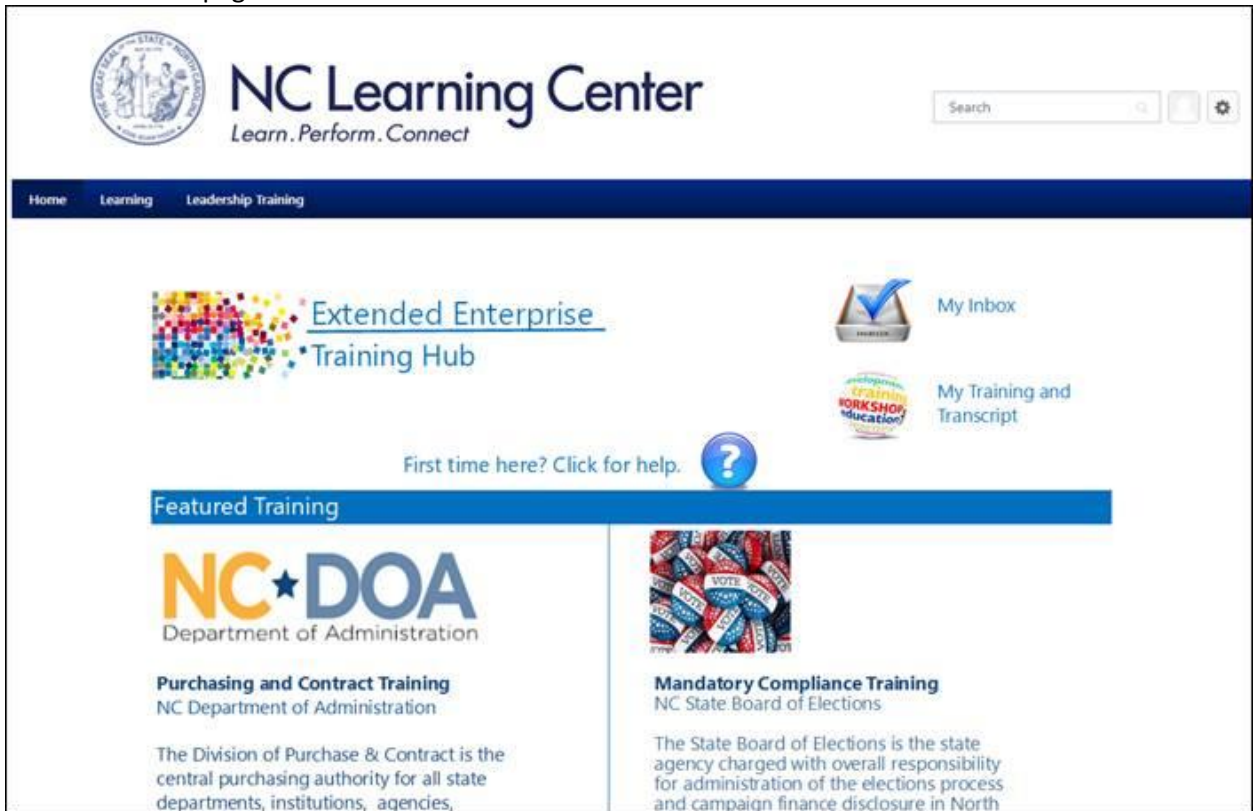**NOTE:** there are TWO separate processes that must be completed in order to complete re-training
1. update the existing information
2. "re-request" the actual training module

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
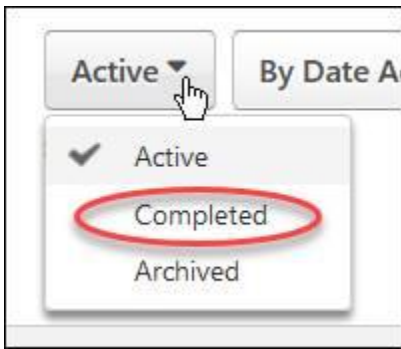 - You will see this page:
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- Click on the "My Training and Transcript" image


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 - 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

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- 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

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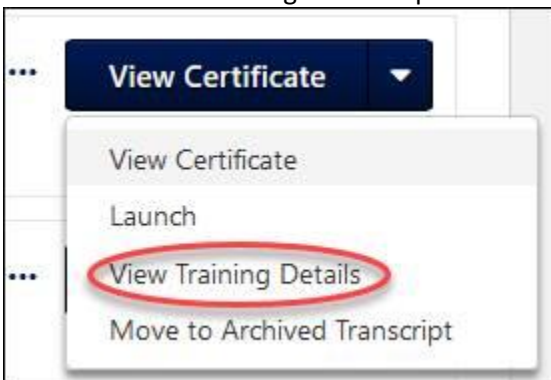
- Edit your existing Training Request Form
  - Scroll down to the "Request Form" section of the Training Details page
  - The form title will be listed as: "DENR – Underground Storage Operator Training"
  - The edit icon looks like a piece of paper with a pencil on it

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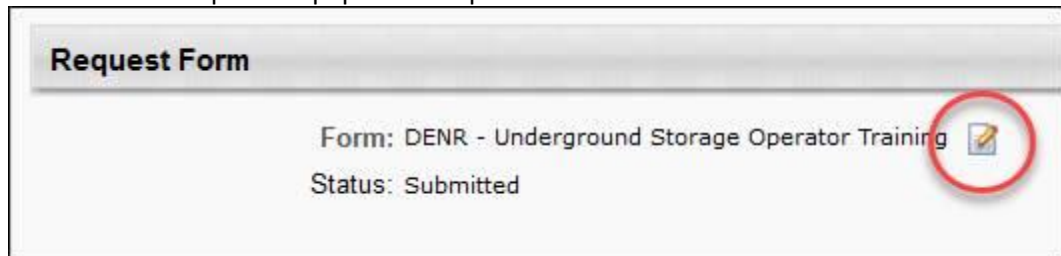
  - Click the 'edit' icon

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

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


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

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- o 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
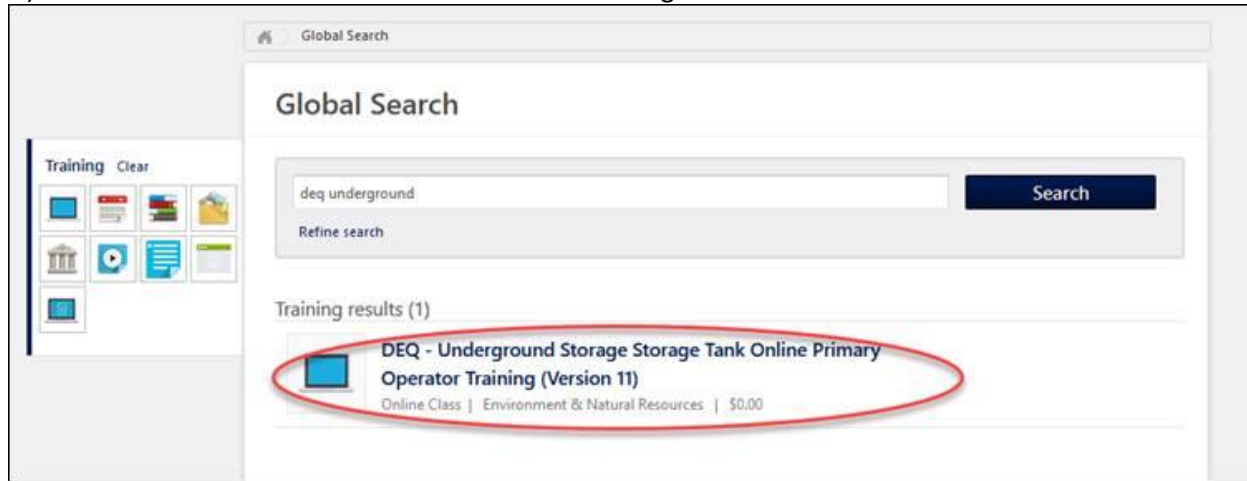
- Next you will see the Training Details
    - o IF you have completed a ***previous version*** of the training module, your Training Details page will look just like the one a new users sees:
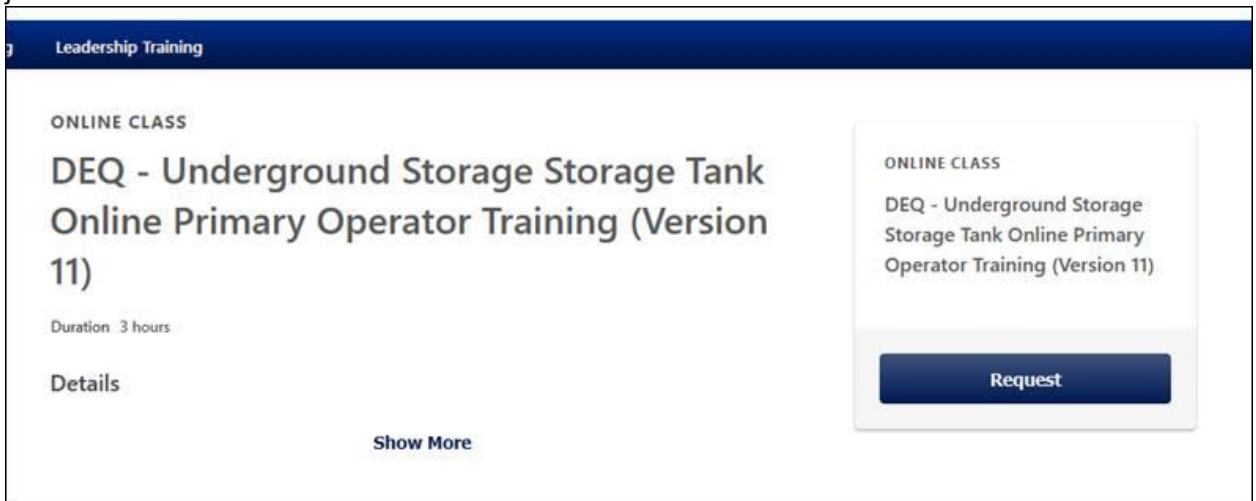
    - o
    - o IF you have completed ***this exact training module*** previously, yout Training Details page will contain information relating to past training:

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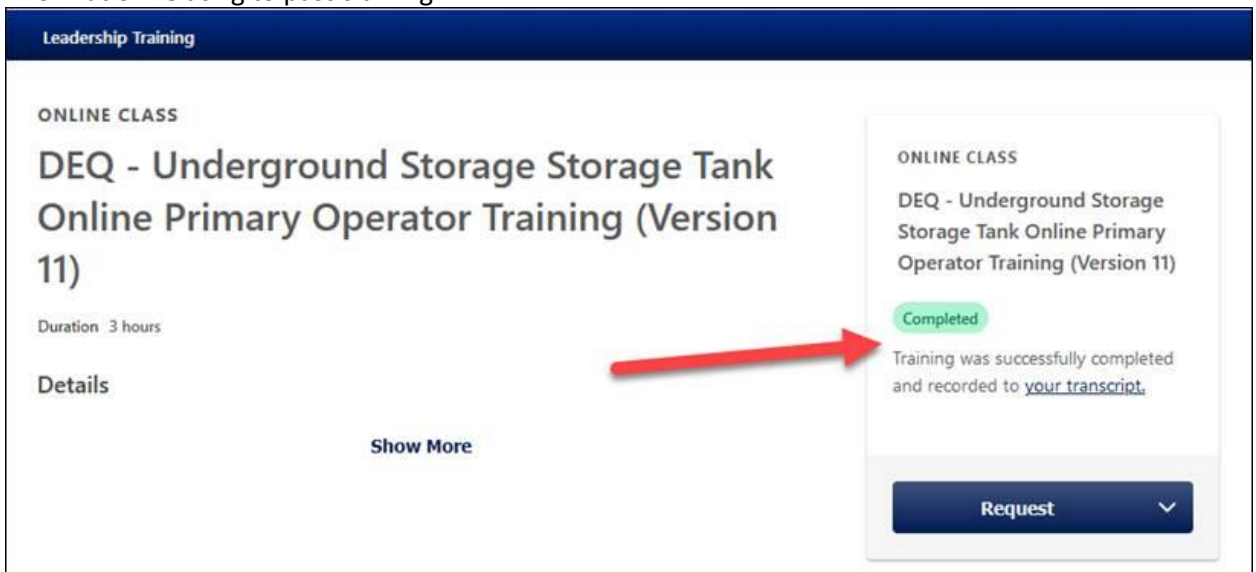
- You have several options available on the action button if you have already completed the training:
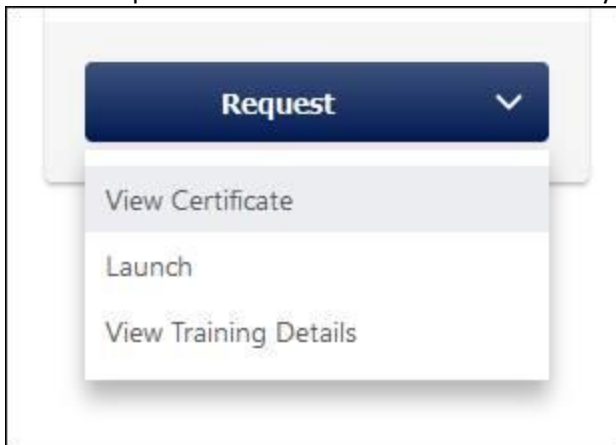
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  o **Request:** this allows you to request a new occurrence in the system. The new occurrence will allow the you to have a new/additional completed date added to your training records. (Term Definition: an 'occurrence' is the system's way of tracking the official registrations and completions. A user can have multiple occurrences of the same training.)

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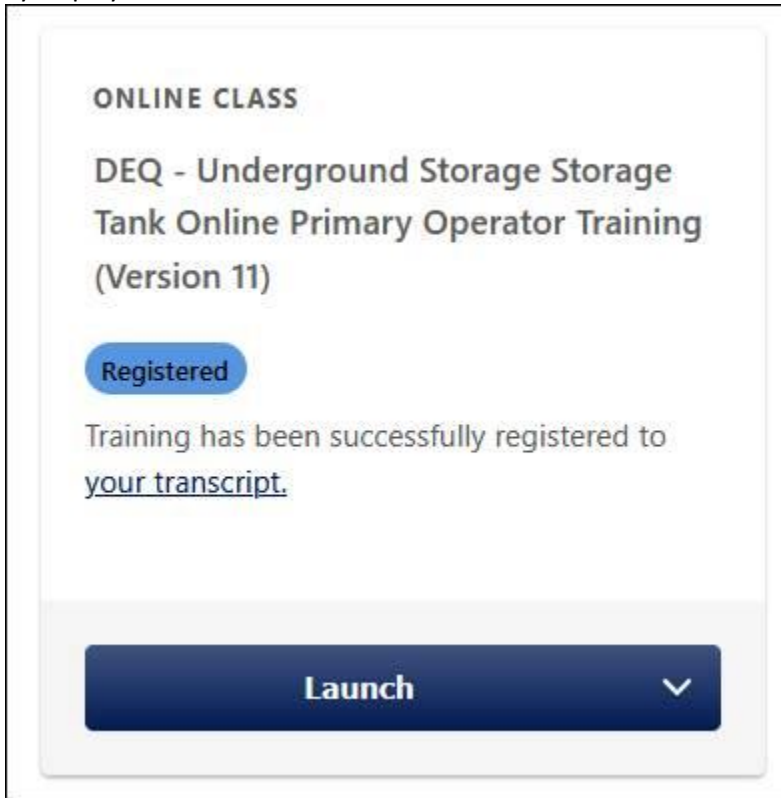
- Click on the 'Request' button
  o If you've taken the training before, a new pop-up window will open:

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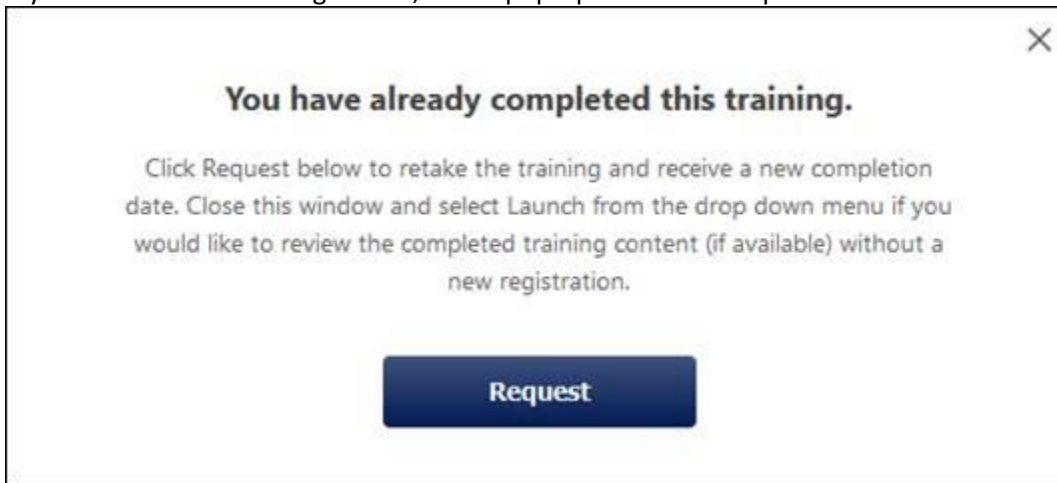
- Click on the 'Request' button again
  o A small black status window will appear in the lower left corner of the screen, confirming that you have now requested the training

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

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    ONLINE CLASS

    DEQ - Underground Storage Storage Tank Online Primary Operator Training (Version 11)

    Registered

    Training has been successfully registered to your transcript.

    Launch

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