UCONN
LEARNING @ WORK

FAQs

Below are frequently asked questions with a brief solution. For more detailed instructions on using Learning@Work, navigate to http://hr.uconn.edu/learningatwork. User guides are available for Learners, Managers and Instructors.

1. **What is Learning@Work?**
   Learning@Work, using the Saba learning management system, is a University-wide system developed in partnership with UConn Health. The system is used to launch, track and manage training and professional development opportunities for UConn employees through a cloud-based environment accessible anytime, anywhere.

2. **I cannot log into Learning@Work—who do I contact?**
   Navigate to http://hr.uconn.edu/learningatwork and click the **Login Issue?** link to submit a help request.

   Note: If you are also employed at the UConn Health Center, please try to log in at http://uconn-health.sabacloud.com prior to submitting a login issue.

3. **I can log in-why can I not see the course?**
   Some courses are intended for specific audiences. If you are a regular payroll employee and do not have access to the 2017 Annual Compliance Training (OACE), please contact HR@UConn.edu for assistance.

4. **The course description indicates there are several in person sessions available. Why are only two dates available to enroll?**
   The system displays the first two upcoming sessions as "recommended" sessions. To view all, a link at the bottom of the page is to view all available sessions.

5. **I received the registration confirmation meeting planner. Why do I receive an undeliverable response when accepting the meeting request?**
   Registrations are recorded in the system. The confirmation email is a courtesy reminder to save to your Outlook calendar. Please note, the emails are system generated from a "noreply" system address. Replies are not accepted and will result in an undeliverable response. To save on your calendar, click accept and select "Do Not Send a Response."

6. **How do I reschedule for a different session or cancel my registration?**
   View the course in 'My Learning' on the Home page. Next to the course, click the drop down arrow and select Drop. Register for a new session by browsing the course catalog.

7. **I was sent a course link and I misplaced it. How can I find the course?**
Navigate to http://hr.uconn.edu/learningatwork and click "Learning @ Work Login" button. Once logged in, view courses listed in 'My Learning' and/or search courses in the Learning Catalog (in the upper right corner).

8. **I am required to complete an online course. Why is the content window blank when I click Launch?**
Most online courses require an updated flash player. Update the flash player at: https://get.adobe.com/flashplayer/. Also check pop-up blocker is disabled and browsers are up-to-date. If necessary, close the current browser, clear cache and open a new browser instance.

   Course content is accessible using a desktop or laptop (PC and MAC are compatible). At this time, portable devices are not compatible (e.g. iPad, iPhone, tablet, android, etc.). For additional assistance with updating browsers, pop-up blockers and any other individual settings—contact UITS Help Center at help@uconn.edu or (860) 486-4357.

9. **I completed required training and it is not listed in completed training. Why?**
Online trainings (WBT) update to successful status immediately after users have completed the training. If the online course is listed in 'My Learning' all requirements have not been met. Click 'View Summary' for the course and complete the requirements.

   In person trainings (ILT) require the instructor to verify attendance. Contact the instructor for more information.

10. **I completed required training and I did not receive a certificate at the end. Why?**
Certificates of completion are available once the course moves from 'My Learning' to 'Completed Learning' (see #9 for more information about completion status).

    To view and print the certificate for classes in 'Completed Learning', click 'Me' on the top navigation bar. Next, click *Completed Learning* in the left panel. For the applicable course, click the drop down arrow under the *Actions* column and select *Print Certificate*.

11. **I have reviewed the FAQs and User Guide, and I still have questions. Who do I contact?**
For technical/system questions, contact HR@uconn.edu or (860) 486-3034.

    For content or session questions, contact the Instructor listed in the course.

    To request an accommodation under the Americans with Disabilities Act (ADA), to attend any program course or session listed on this site, University employees are encouraged to contact Ryan Bangham, ADA Accommodations Case Manager, Human Resources at hr@uconn.edu.