

eLearning Management – Frequently Asked Questions (Charter)

Summary: This document is designed to answer frequently asked questions about the eLearning Management system.

Q: I am new to eLearning, where do I start?

A: Review the eLearner Quick Reference Guide found on the Charter School website. (Click on the Resources tab, then eLearning.) This guide includes navigation to eLearning and eLearning Management system information.

Q: I am a CHT school employee can I use eLearning Management?

A: If your school has chosen to opt into eLearning with the District, the system will be available to you. Log into the District Portal, then click on the **My eLearning tile**. Click on the **Find Learning** menu link to search for and enroll in learning that is available to you.

Q: I have employees reporting to me, do I need to know anything additional to use the eLearning Management system?

A: Charter School principals have access as a learner only in eLearning, not as a manager.

Q: How do I navigate in eLearning Management?

A: You can navigate either by clicking on the menu links (left side of the page) or by clicking on the NavBar icon (upper right) to access the Navigator Menu.

Q: Can people outside of the District use the eLearning Management system?

A: At this time only PBC employees and Charter Schools that have opted to participate in the District's training can use the eLearning Management system.

Q: I am enrolled into an activity but did not enroll into it. How did this happen?

A: In eLearning the class instructor, or PD administrator, or your manager/principal (PBC only), can enroll you into a learning activity.

Q: I was told to attend training for InService points, but I did not register through eLearning. Will I get my points?

A: All training must be completed through the eLearning Management system. If you do not register through eLearning, points will not be awarded to you for your training.

Q: I see my previous school listed, not my current school, what do I do?

A: Contact the District's IT Service Desk (561-242-4100 – Option 2). They will be able to contact the correct department to have the changes made.

Q: I see the link for Certification Status, but when I click on it I do not see my teaching certificate. Why doesn't it show?

A: Certificates in eLearning refer to a certificate earned for completing a series of learning within the eLearning Management system.
