

Frequently Asked Questions

Q: Will the work done in the sandbox be moved to the production side?

A: No, the Sandbox is for testing and practice purposes only.

Q: How long will we have access to the Sandbox?

A: Your access to the Sandbox will not expire.

Q: Must UGAs manually enter non-EIN employees into TraCorp?

Yes, if they do not exist in HRIS. For non-EIN employees, you can use the Import Students template under Admin Tools. Please pay close attention to the instructions.

A:

Import Students

If adding new users, Username, First Name, Last Name, and Email are required. If a password is not given, the new password will be the username followed by the number 1. If entering timezones, use the [List of Supported Timezones](#). i.e. "America/Phoenix". If using the active column, 1 for Active and 0 for Inactive.

If you have any questions about uploading students please contact the [TraCorp Online Help Desk](#).

User group (optional):

Select CSV File:

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Q: Where can we find the classroom waitlist?

A: A classroom waitlist is located under Classroom Sessions on the Admin Navigation menu. Select a session, click Export Roster and click OK. When prompted click Open or save. Waitlist information is in column AF.

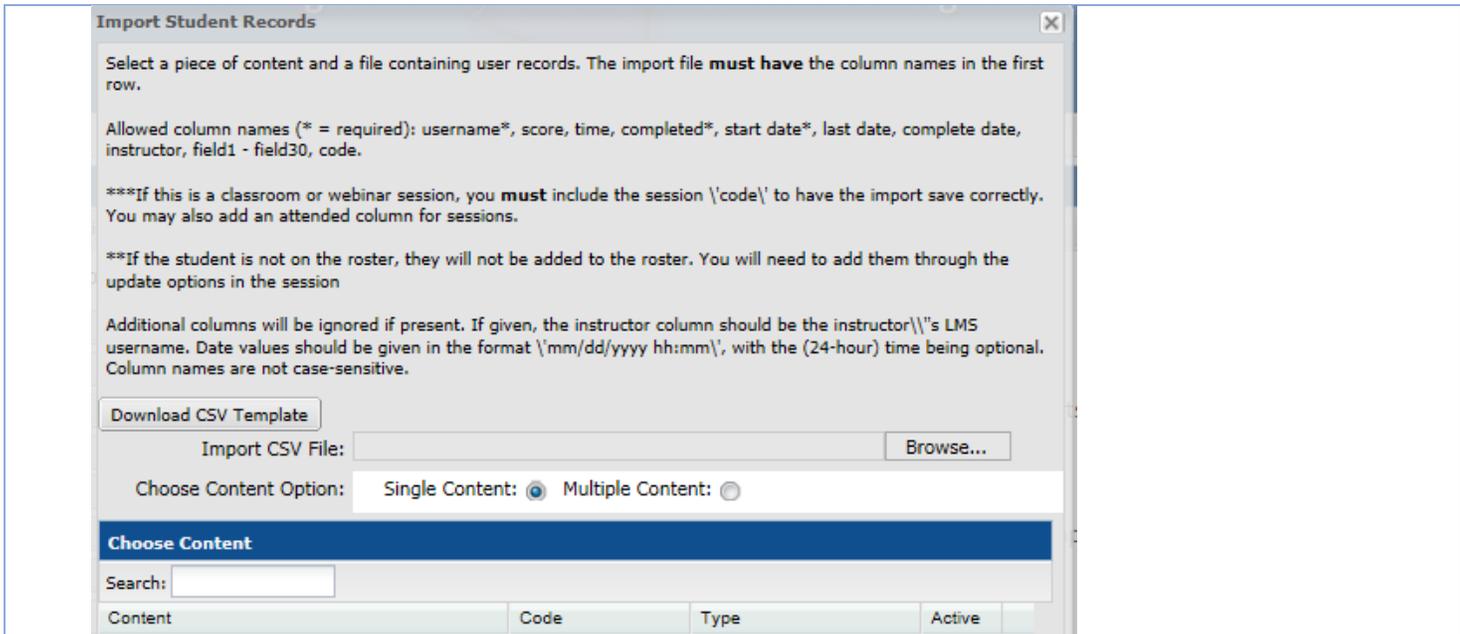
Q: Will the system automatically email a supervisor when an employee is registered/completes training?

A: Supervisors will not receive an email notification when a student is registered for a course or when a student completes a course. Supervisors have access to their direct reports' student transcript. Click [here](#) for instructions.

Q: Does the system have the capability to mass upload training records?

A: Yes. A mass upload can be done with the Import Student Records template. The template can be found in the Admin Tools on the Admin Navigation menu. Please pay close attention to the instructions.

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Q: Will new hires automatically appear in TraCorp?

A: New hires will appear the day after they are keyed in HRIS.

Q: Will SPO be responsible for assigning SPO content or will the agencies handle it?

A: SPO is responsible for publishing the content and making it available statewide. The agency UGAs are responsible for assigning the content if it a required course for a group of employees.

Q: Can an employee be in more than one User Group at a time?

A: Yes, an employee can be assigned to multiple user groups at the same time.

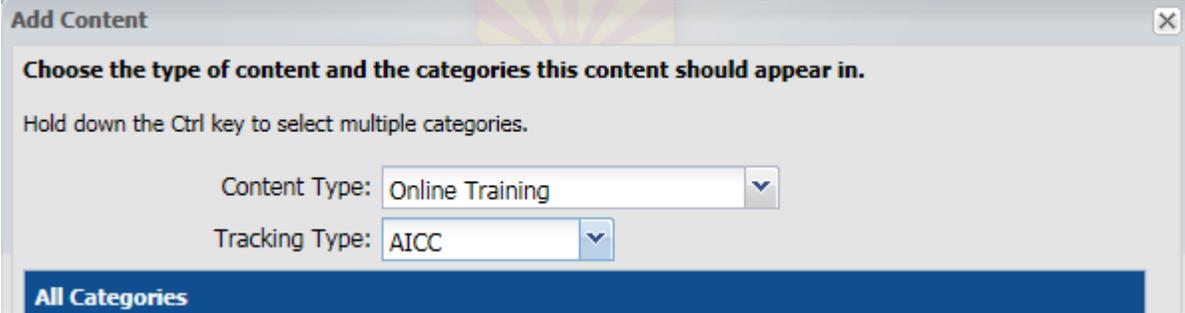
Q: Are there any authoring software compatibility issues with the LMS?

A: None that TraCorp is aware of.

Q: Can we publish courses from a third-party vendor?

Yes, you can. When adding the new content to the LMS select Online Training for the content type and select AICC for Tracking Type.

A:



Add Content

Choose the type of content and the categories this content should appear in.

Hold down the Ctrl key to select multiple categories.

Content Type:

Tracking Type:

All Categories

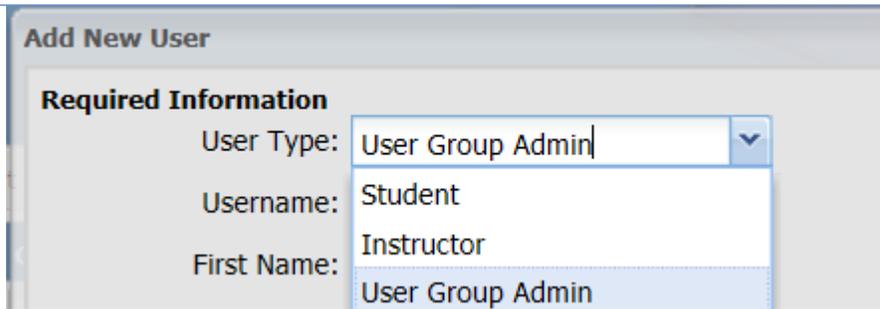
Q: If you set the passing score at a different score, in the LMS, than what the SCORM package is set at will it automatically update the score in the SCORM package?

A: No, your agency developer must change the score in the SCORM package.

Q: Can UGAs create agency User Groups or do we need to contact the Main Admins to create the groups?

A: It depends on your UGA permissions. If you can select User Group Admin from the User Type drop-down options, you have access to created additional UGAs.

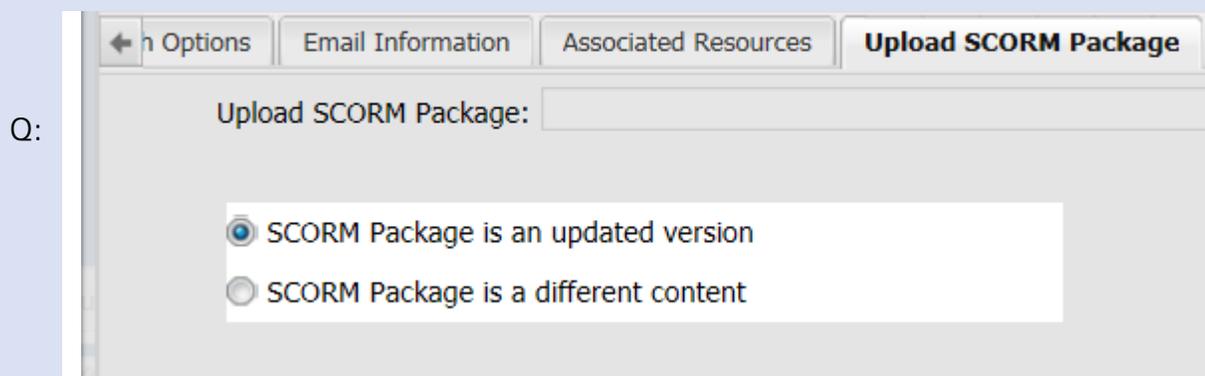
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Q: Is there a standard for creating a course code?

A: Your agency 2-alpha code must be the first two characters of the code.

What is the difference between the two options under Upload SCORM Packages tab?



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A: The first option should be selected if you need to update a page for our. (i.e., text was incorrect or needed to be changed). The second option should be selected if the entire SCORM package was redone. (i.e., layout changed or lessons were added).