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.