Navigating ULearn – FAQ

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What is my transcript, and where is it?

Your transcript is a personalized list of all your training. It is comparable to the training record in UM Reports. It is a central location used to launch online courses, take assessments, withdraw from training, and complete evaluations.

Your transcript can be found by clicking <Transcript> on the main home page or by clicking on the **Learning** tab.

Your transcript has multiple tabs. The **Active** tab includes all training you are currently registered for. The **Completed** tab shows all training you have finished. The **Archived** tab is an optional location to use if you manually archive any older training from the other tabs.

Training taken prior to ULearn will not show up in your transcript but can be accessed through your training history in UM Reports.

What do the status and options mean on my transcript?

There are a number of statuses and options that correspond to each course in your transcript and indicate if training is pending, approved, and many other potential stages. They also indicate which actions can be performed, including register, launch, or withdraw. To view more information about this and a list of all possible statuses and options, see the Transcript Status job aid at www.umn.edu/ohr/training/lms.

How do I search for a specific course?

The search field is located in the upper right-hand corner of the ULearn page. The search option functions much like a Google search, where you can type keywords of the training you need, and it will display all results that correspond to what was searched for.

Your search results are then displayed on a new page. Each course is associated with an icon which indicates the type of training. For example, an online course has a computer screen icon, while an instructor-led event has a calendar icon.

From there, select the training that you need, or put in different details for an advanced search.

I'm not sure what training I need. How do I browse through courses?

Browse for training by using the *Browse for Training* field on the main home page or by clicking <Browse for Training> under the **Learning** tab. To browse, choose a topic, such as "Financial Management," and a list of subjects will be displayed. Click on a subject to find the available training.

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How do I register for a course?

You can register for many courses on your own through ULearn. Many courses have prerequisites that must be completed before the ULearn system will allow you to proceed.

Tips for the registration process:

- After finding the training you need by searching or browsing, click the course title. This will open a new window.
- For online courses, scroll to the bottom of the new window and click <Request>.
- For instructor-led events, browse through the sessions and request an individual date.
- Clicking <Request> will return you to your transcript, where you can manage your instructor-led courses and launch your online training.
- If you try to register for a course without finishing the prerequisites, the system will list the training as "Pending Prerequisite" or "Exception Requested." You are NOT registered until you have completed all prerequisites.
- To register for missing prerequisites, go back and search for each individual prerequisite course, and use the same process as above.

If you need assistance with the registration process, contact your specific training provider or the ULearn helpline at ulearn@umn.edu or 612-626-0057.

I have an Exception Request. What does that mean?

An exception request means you have not completed all prerequisites. When registering for instructor-led courses, it is a best practice to complete all prerequisites beforehand. To eliminate an exception request from your transcript and proceed with training, complete all prerequisites.

I went to register for a course and it indicated I didn't have the prerequisites completed. I previously completed them before ULearn went live. How do I register?

Prior course completions on your training record will not be transferred to ULearn. If you completed prerequisites prior to ULearn, please contact your training provider to get access to the training.

I've completed a course. How do I get the access I need?

First, make sure that you have finished all necessary training, including any required assessments. Once you have checked this, complete an Access Request Form. The specific form and more information is available at www.umn.edu/datasec/security/RequestingaccessWORD.html

I've completed a course. How do I find the assessment?

After completing a course, search for the assessment by entering the course name in the *Search* field and clicking <Search>. Near the top of the results page, icons that can be checked and unchecked will be displayed. Uncheck all icons except for "Test," and click <Search>. This will display only the assessments. Click on the name of the assessment, and follow the instructions to request and take it.