

Cornerstone LMS Troubleshooting Tips for Users

This is a list of common issues when using Cornerstone LMS. If the solutions listed below do not help with your issue, please contact eu@slcgov.com . Please include the title of the training, a description of the error you are receiving and/or a screenshot to help us provide a quicker response. Thank you.

QUESTION	POSSIBLE SOLUTIONS
I can't log in / I forgot my password	<ol style="list-style-type: none">1. Are you accessing the LMS off-network? If so, you will need to have registered with our single sign-on provider Adaptive. If you need assistance with that process, please contact the IMS Helpdesk.2. Does the login page have a picture of a fountain on it? If so, that is the admin login page and you will not be able to log in there. Please go to this link to be redirected to the user login page: https://slcgov.csod.com/samldefault.aspx?oid=23. If you have not logged in on a city device for more than 2 months, your account may have been deactivated. Please contact IMS (535-7272).4. If you have forgotten your city network password needed to log in, IMS can help you reset it.
The training won't open or it freezes mid-way through	<ol style="list-style-type: none">1. Videos and courses in the LMS work best when using Google Chrome or Firefox. Try to open the course with one of those browsers.2. There may be a glitch in the system. Please close out the training window and launch again - AND/OR - Refresh the main LMS browser window.

<p>I don't know where to see my team's pending requests</p>	<p>1. If you no longer have the email with the approval link, you can navigate to Reports → Standard Reports. Click on Pending Requests on the left side. Click the class title to see the exact time of the session. Click the checkmark to approve or the X to deny.</p> <p>If you are part of the Police Department, you will see a link to your approvals on the LMS homepage under the Inbox as well.</p>
<p>My manager is incorrect in the system. Who can approve my training?</p>	<p>1. Step One: You or your current supervisor can contact eu@slcgov.com . When we have a verbal approval from your current supervisor, we can add you to the roster.</p> <p>Step Two: Our manager information comes from Payroll. Your supervisor can reach out to Melody Chapman to make the corrections. Changes take place in the LMS within 24 hours of Payroll making the change.</p>
<p>I requested an in-person class, but haven't received an email to confirm.</p>	<p>1. Your request is probably pending approval from your supervisor. You can see the status on your Training Page. Once they approve it, you will receive a registration confirmation with an attached Outlook calendar invite.</p>
<p>How do I withdraw from a class?</p>	<p>1. Go to the My Training page. Click the dropdown button to the right of the training title and select Withdraw. If the class is inside a curriculum, you'll need to open the curriculum first and view details to get to the specific class you need to withdraw from.</p>
<p>I completed a training, but now my boss says I didn't complete it.</p>	<p>1. If it is a curriculum: You can navigate to your Training Page to check the status and see what part may not have been completed yet.</p>

	<p>2. If it is a video:</p> <ul style="list-style-type: none"> - Please use a Chrome or Firefox browser to open the video. Some videos will not complete correctly while using IE. - If the video, when you Launch it, has a checkmark with the words “Mark Complete” under it, you will need to click there to manually complete it. - Some videos require you to watch the whole thing, so if you have skipped through or closed it out before it was completely over, it may not complete. <p>If you are still having issues, please contact eu@slcgov.com or your department’s LMS administrator</p>
<p>I changed my name and now my trainings are gone.</p>	<p>1. Name changes create new/duplicate profiles for a person. Please contact eu@slcgov.com and let us know the new and old name so that we can merge the necessary training records.</p>
<p>Someone told me about a class, but I can’t find it.</p>	<p>1. The availability of some courses is limited to only certain department and groups. Please contact eu@slcgov.com or your department’s LMS administrator if you need to take the training as well.</p> <p>2. If you were using the search box on the homepage in the center of the page, try to search using the search box on the very top right corner of the page.</p>