

The most common tasks for MySCLearning are in the ***Tip Sheets for MySCLearning***. Go to the [MySCLearning Tools page](#) to view the tip sheets (with screenshots) for individual tasks or to download all the tips in the print-friendly ***All Tip Sheets (print-friendly)*** (without screenshots).

To troubleshoot a few common errors, scroll to the end of this document.

How do I print the course materials for my class?

Click [Print Materials for an Instructor-Led Class](#) for step-by-step instructions.

The class I want is filled. How do I get on the wait list?

Send an email to [SCEIS Training](#), and we'll put you on a wait list. Include your **legal name**, your **agency**, your **email address**, and the **course** you need.

However, a wait list will **NOT** automatically enroll you. You should still keep an eye on the desired course in MySCLearning, to enroll if a seat becomes available.

I can't find the course I want.

Click [Find a Course](#) for step-by-step search instructions.

Am I registered?

You should receive an automatic enrollment notice from "Learning_System_Notification." If you do not receive it, see [I registered for a class, but I did not receive a confirmation message](#).

When is my class?

Your enrollments are listed in the My Learning Assignments tile. In addition, you should have received an enrollment confirmation by email, showing the class details and any preparation work required.

I clicked "Assign to Me," but nothing happened. Am I registered?

"Assign to Me" adds the course to My Learning Assignments, *without registering you for a class*. You must register for a class date to reserve a seat.

Click [Register for an Instructor-Led Class](#) for step-by-step instructions.

How do I register for an instructor-led class?

To reserve a seat in an instructor-led class, you must select a class date, click "Register Now," and then click "Confirm." You will receive a confirmation email from "Learning_System_Notification@sc.gov."

Click [Register for an Instructor-Led Class](#) for step-by-step instructions.

I registered for a class, but I did not receive a confirmation message.

It's possible that the registration process was not completed.

Click [Register for an Instructor-Led Class](#) for step-by-step instructions.

To troubleshoot other reasons for email problems, click [I'm not getting any emails from MySCLearning](#).

I registered for a class, but it shows as "Pending Approval." Why?

A few advanced SCEIS classes require you to be approved for enrollment. This could pertain to Supervisor Approval, your experience in the system, your security roles or a combination of these. Once your request has been validated, you will be notified of your enrollment status.

How do I identify an "online" course?

An online SCEIS course has "Online Course" in its title, and a letter (either U or V) at the end of the course ID. The "elearning" tag does not indicate an online course.

How do I take an online course?

Find the online course you want, then click "Start Course." You don't need to register or to click "Assign to Me." If you pause the course or log out before finishing, you can come back later and pick up where you left off.

Click [Take an Online Course](#) for step-by-step instructions.

How do I start an "eLearning" course?

An online SCEIS course is identifiable by the words "Online Course" in the title, and a letter (either a U or a V) at the end of the course ID. You'll find "Start Course" or "Continue Course" links near the course title.

The "eLearning" tag does not indicate an online course. It means only that the course has an online element, such as the assessment and evaluation at the end.

I finished my course. How do I find my certificate?

When you have completed all course tasks, the last item in the Online Content Structure is the certificate (PDF). Click the printer icon to the right to print it or download it.

Click [Assessment, Evaluation and Certificate](#) for step-by-step instructions.

Later, you can get certificates for any of your completed courses in your *Learning History* tile.

Click [Access your Certificate after Class](#) for step-by-step instructions.

Scroll down for troubleshooting tips

Troubleshooting Common Errors in MySCLearning

I'm not getting any emails from MySCLearning.

The most common cause is that the email address in your personnel record is not current. To check, log in to MySCEmployee and [look yourself up in Who's Who](#). If your email is missing or incorrect, ask your HR department to update Infotype 0105. The change will display in MySCLearning the day after HR makes the update.

It's also possible the emails are in your spam/junk folder.

Where do I find Who's Who?

Log in to *MySCEmployee*. Click the *Employee Self-Service* tab. Under My Employee Search, click *Who's Who*.

MySCLearning won't load, or it won't open online content. Or I get a "frames" error, or a "validation" error.

Although these look like different problems, they're often caused by the same error. To correct it, add "sc.gov" to Compatibility View.

1-2: In Internet Explorer, click > Tools > Compatibility View settings.

3-4-5: Use the dialogue box to add "sc.gov" to Compatibility View. Verify that "Display Intranet Sites in Compatibility View" is unchecked, and that "Use Microsoft Compatibility lists" is checked. Click Close.

Close and re-open Internet Explorer.

