

FAQs for MySCLearning

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Step-by-step instructions for many common tasks are at [MySCLearning Tools](#).

Find a Course

How do I find the course I want?

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

About Online Courses

How can I tell if a course is an “online” course?

A SCEIS online course has “Online Course” in its title, and the letter V at the end of the course ID.

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 of an instructor-led course.

How do I start an online course?

Find the online course you want, then click “Start Course.” You don’t need to register or click Assign to Me.

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

How do I start an “eLearning” course?

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.

A SCEIS online course has “Online Course” in its title, and the letter V at the end of the course ID.

Register for a Class

How do I register for an instructor-led class?

To reserve a seat in a class, you must select a class date, click “Register Now” and 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.

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I can't find a class date to register for.

There may be no upcoming class scheduled. Or you may need to complete pre-requisites first.

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

The class I want is filled. Can I be waitlisted?

If the class is filled, look for a Waitlist option just below the seat-count ("0 seats available").

Please note that waitlisting is not available for all classes.

Am I Registered?

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

"Assign to Me" puts the course in your My Learning Assignments tile, but *it does NOT register you for a class*. To reserve a seat in a class, you must select a class date, click "Register Now" and click "Confirm."

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

Am I registered for the class I want?

You can view your course assignments and class enrollments in the My Learning Assignments tile.

Click [View Your Class Enrollments](#) for step-by-step instructions.

In addition, you should receive an email confirmation when you register.

I registered for a class, but I did not get 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.

See below if you [aren't getting any emails from MySCLearning](#).

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

A few SCEIS classes require you to be approved for enrollment. This could pertain to Supervisor Approval, experience in the SCEIS system, your security roles or a combination of these.

Once your request has been reviewed, you will be notified by email of your enrollment status.

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Prepare for a Class

When is my class?

You should have received an enrollment confirmation by email, showing the class details and any preparation needed. In addition, your enrollments are listed in My Learning Assignments.

Click [View Your Class Enrollments](#) for step-by-step instructions.

How do I print the course materials for my class?

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

Get My Certificate

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

For either an online course or an instructor-led class, when you have completed all course tasks, the last item in the Online Content Structure screen is the certificate (PDF). Click the printer icon to the right of it, to view it, download it or print it.

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

I took a class last year. Can I still get my certificate?

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.

About Emails

I'm not getting any emails from MySCLearning.

The most common reason is that the email address in your personnel record is not accurate.

To check, search for yourself in *Employee Lookup*. If your email is missing or incorrect, ask your HR department to update Infotype 0105. The change will display in Employee Lookup the day after HR makes the update.

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

Where is *Employee Lookup*?

Log in to *SCEIS Central*. Open the *Employee Lookup* tile.

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I Need More Help

None of this works. How can I get more help?

If these tips don't resolve the problem, email the SCEIS Help Desk SCEIS.HelpDesk@admin.sc.gov for assistance.

Find more tip sheets at [MySCLearning Tools](#).