

The most common tasks for MySCLearning users are detailed in the ***MySCLearning Beginner's Guide***. Go to the [MySCLearning Tools page](#) to view the *Beginner's Guide* tips for individual tasks (with screenshots) or to download the entire *Beginner's Guide* (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 **name**, your **agency**, your **email address**, and the **course** you are interested in.

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. If SCEIS notices an opening, we will contact the first person on the wait list.

**I can't find the course I want.**

Click [Find a Course](#) for step-by-step 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 tiles My Learning Assignments and Self Assigned. 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" **does NOT** register you for a class. You still have a few steps to take to reserve a seat in a class. 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 follow the steps to complete the registration. Once you are registered, you will receive a confirmation email from MySCLearning. 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, see [I'm not getting any emails from MySCLearning](#).

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

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

**How do I identify an "online" course?**

SCEIS courses that are completely online have a letter (either U or V) at the end of the course ID, and the words "Online Course" in the title.

**How do I take an online course?**

Find the online course you want, then click "Start Course." It is not necessary to register for an online course.

If you pause the course or log out before finishing, you can come back later and pick up where you left off.

**I finished my course. How do I find and print the certificate?**

Complete all course tasks, including the assessment and course evaluation (it's called "Survey: Course Feedback"). The last item in the Online Content Structure is the certificate. Click the printer icon to the right, to print it or download it.

Later, you can access certificates for all of your completed courses in your Learning History tile.

Click [Access your Course Certificate](#) 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 show 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. I get a "frames" error, or a "validation" error.

While these look like different problems, they're usually 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, and to be sure that "Use Microsoft compatibility lists" is checked. Click Close. Then close and re-open Internet Explorer.

