Train-the-Trainer General Support Guide

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Key Support Contacts

Password reset assistance or technical questions:
- SCEIS Help Desk (803) 896-0001 (select option 1 for SCEIS help) or sceishelpdesk@sceis.sc.gov
- Prior to contacting the Help Desk, obtain the User ID for the user who needs assistance.

Other training related questions (Blackboard, Materials and Handouts):
- SCEIS Training training.sceis@sceis.sc.gov
- Tracy Powers 803-832-8142 or 803 206-2367; tracy.powers@sceis.sc.gov

Essential items needed prior to training:
- Access to the Training site: https://sapsrmqas.sc.gov/irj/portal
- All users will need to take their account assignments to class
- Users enrolled in the Purchasing Process class and not enrolled in the Shopping Cart class will need a shopping cart to complete the Purchasing Process class. Instructors may create those shopping carts and redistribute them before class or they may have each user create a shopping cart at the beginning of class.
- Create a folder on each desktop to be used in training. In the folder store various document types (e.g., Word, PDF, Excel) to use when exercises require users to 'add attachments'. The SCEIS team also has provided the 'QUOTES' folder documents that were used during training. Those documents can be found on the SRM 7.2 Course Materials web page for PR215 SCEIS Purchasing Process (http://www.sceis.sc.gov/page.aspx?id=277)
- When creating a shopping cart all users should enter a low dollar amount to allow the approval process to perform more efficiently during training.

Computer Settings
- Internet Explorer (version 8, 9 or) is the supported browser.
- Popup blocker should be set to off.
- Compatibility view should be on.