Troubleshooting Common Errors in MySCLearning

MySCLearning won’t load. Or it won’t open the Online Content Structure. Or it shows some of the MySCLearning info, but not all of it. Or I get a “frames” error, or a “validation” error. These look like different problems, but they’re often caused by the same error. To correct it, add the required domains to Compatibility View. (This may require the assistance of your agency’s IT department.)

**TIP:** If you don’t see the *Tools* tab, right-click in the space below the address field. Check *Menu Bar*.

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

3-4-5: Use the dialogue box to add *sc.gov* and *successfactors.com* to Compatibility View. Verify that “Use Microsoft Compatibility lists” is checked. Click *Close*.

Close and re-open Internet Explorer.

I tried to log in to MySCLearning, but it wanted my “Company ID.”

Close the tab requesting Company ID. Click *SCEIS Central* then click the *My Talent* tile to re-open MySCLearning.
I logged in to MySCLearning via SCEIS Central, but then I got an “invalid login” message. This message is usually triggered by a trusted sites issue. You may be able to correct it yourself, as shown below. (This may require the assistance of your agency’s IT department.)

1-2: In Internet Explorer, click > Tools > Internet Options.

3-4-5: In the Internet Options box, click the > Security tab > Trusted sites > Sites button.

6-7: Add sc.gov and successfactors.com to your Trusted Sites. Click Close.

8: Close and reopen Internet Explorer.

If your Trusted sites box is grayed-out as shown above, contact your agency’s IT team. Technical information is available on the SCEIS website’s MySCLearning Tools page, in “MySCLearning Mandatory Network Settings.”