# 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.
Use Google Chrome, the browser that is required of all SCEIS systems. These are Internet Explorer errors.

I registered for a class. How do I find out when and where it will be?
When you register for a class, within about 15 minutes you should receive a confirmation by email, showing class schedules and other details. If you don't get the email, there are a couple of common reasons.

- You may have "assigned" the course to yourself, without actually registering for a class date. See Register for an Instructor-Led Class.

- The email address on file in your personnel records may be missing or incorrect. To find out, log in to SCEIS Central and review your contact information using the Employee Lookup tile. If your contact information is missing or incorrect, ask your agency HR staff to update Infotype 0105.
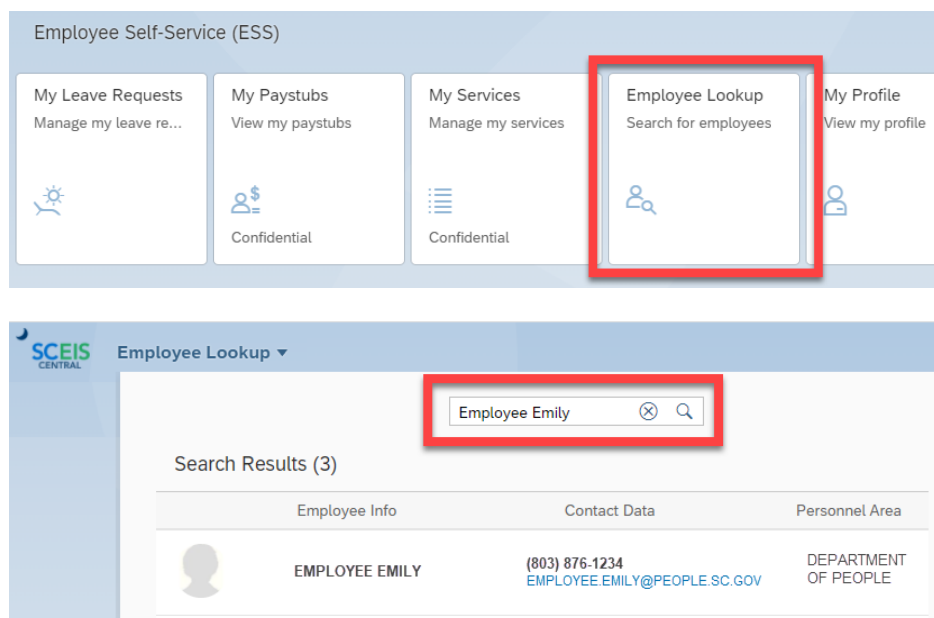
How do I make my course start?
If it's an online course, look for the *Start Course* button. See Take an Online Course in MySCLearning.

If it's an instructor-led course, whether face-to-face or by webinar, it's available only during class times. You need to register for a class. See Register for an Instructor-Led Class.

**I can't find a class date to register for.**
If no class date is shown, it may be because there's no upcoming class scheduled. Or there may be pre-requisites you must complete before you can register. See Register for an Instructor-Led Class.

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I've downloaded course materials, but they're out of date.

To be sure you get the most current materials, clear Chrome's cache before beginning your download. Then close and reopen Chrome and navigate to the download screen. To clear Chrome's cache:

1. With your cursor on a Chrome screen, press Control + H to display your browsing history.

2. In the upper-left side of the screen, click *Clear browsing data*.
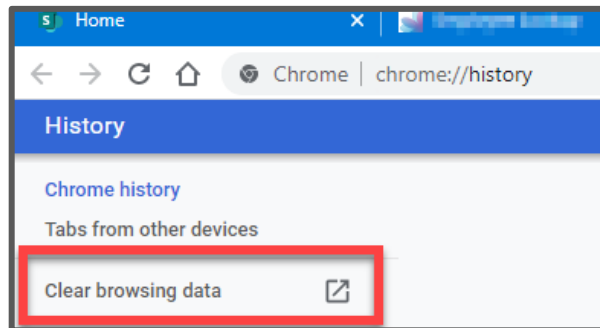
3. Change the Time range to *All time*. Accept all checkboxes. Click *Clear data*.
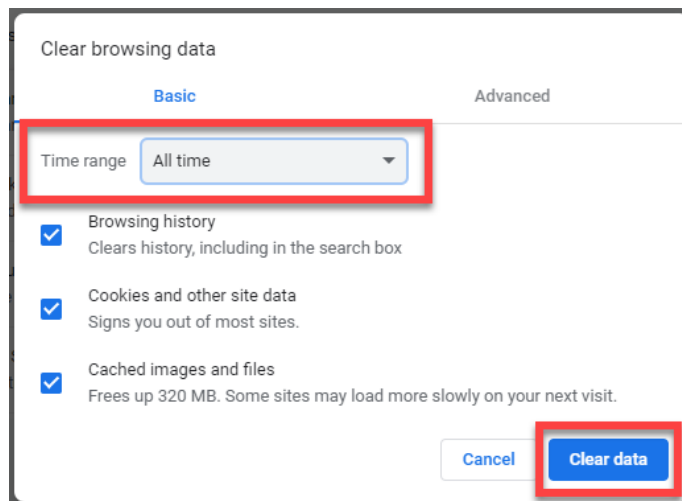
4. Wait a few moments while the action completes. Close and reopen Chrome.

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

Close SCEIS Central and the tab requesting Company ID. Log back in to SCEIS Central, then click the My Talent tile to reopen 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. Contact your agency IT staff for assistance. Technical information is available at MySCLearning Mandatory Network Settings.

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