



STATE CIVIL SERVICE

COMPREHENSIVE PUBLIC TRAINING PROGRAM

What do you do about credit not showing up on transcript?

You should AVOID taking web-based courses in LEO during any payroll week.

If you took a course and credit does not show right away on your transcript, wait. It sometimes takes up to 24 hours for LEO to update. Do not relaunch a course once you've completed it.

Keep a copy of the certificate of completion. If your credit does not show up **after** 24 hours, notify CPTP along with **providing a copy of the certificate**. Employees should notify their training coordinator who, after following all other protocol checks for potential user or computer errors, can notify cptplso.coordinator@la.gov.

Many people made an attempt to complete the *Preventing Sexual Harassment* training on 1/1/2019, 1/2/2019, and 1/3/2019. Unfortunately, the course was experiencing issues giving out credit for completions for these three days ONLY. Therefore, we ask that you please forward any certificates of completion for the dates mentioned above to cptplso.coordinator@la.gov. We will gladly apply credit for individuals who are able to provide the certificate of completion.

Any requests or reports of credit not being applied on completion dates after 1/3/2019 should be handled as they usually would. Please make sure credit is not on transcript before sending certificates to CPTP for review. You can access the troubleshooting guide at the link provided below.

<https://www.civilservice.louisiana.gov/files/divisions/Training/CPTPTroubleShootingGuide.pdf>

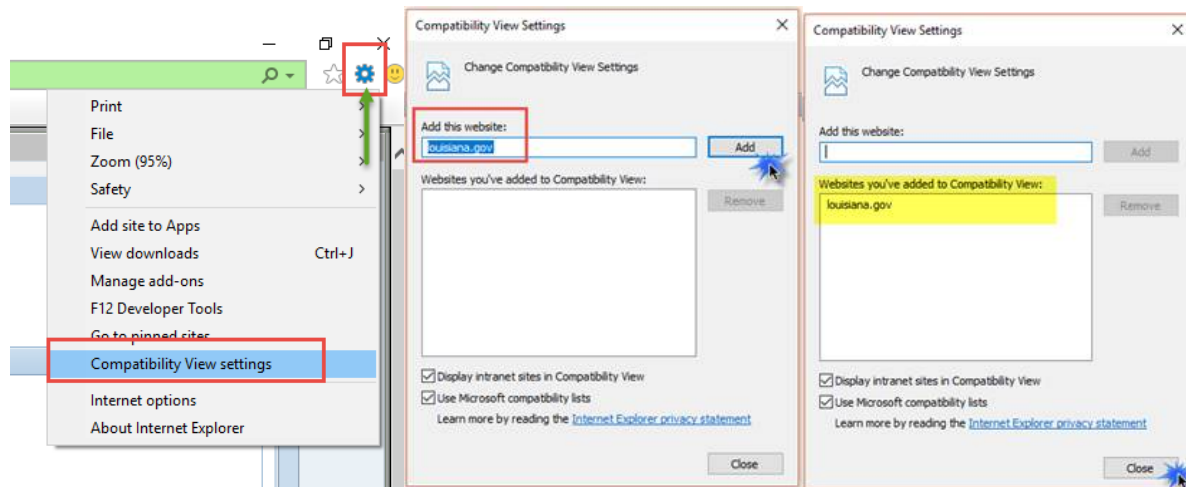
Here are some helpful tips to avoid potential setbacks when completing CPTP SCS Preventing Sexual Harassment 2019 & CPTP SCS Preventing Sexual Harassment for Supervisors 2019.

First, make sure that your computer is up to date with the system requirements found on the LEO home page. It is best to do this from the browser that you intend to use for training courses as some of the hyperlinks and requirements are browser specific. Follow the links provided in the system requirements document on the LEO home page to check your computer, or you can have someone from your IT department help.

Please note: Just because one course works, does not mean that all courses will work or that the computer has met all system requirements. Different courses can be affected in different ways.




Use Internet Explorer (IE) for these courses.

Before you start the course, check your Compatibility View Settings (top, right of the screen when you are in the course). Click on the gear in the top, right corner of the screen. Scroll down to Compatibility View Settings. When the screen opens, you will see in the “Add this website” ‘louisiana.gov’. Click “Add” and ‘louisiana.gov’ will move to “Websites you’ve added to Compatibility View. Click “Close” and begin taking the course.



If you must use Google Chrome, Flash has to be turned on!

To turn this function on, you will need to have the course open in Chrome. Then, follow the directions below. Note: Some people may require IT to do this due to admin restrictions.

1. On your computer, open Chrome.
2. Go to the site with the video or game.
3. To the left of the web address, click Lock  or Info .
4. At the bottom, click Site Settings.
5. In the new tab, to the right of "Flash," click the Down arrow  > Allow.
6. Go back to the site and reload the page.