

SPP LEARNING CENTER FREQUENTLY ASKED QUESTIONS

If you do not see your question below, please email LMS@spp.org.

How do I get an account in the SPP Learning Center?

For employees of SPP Member companies, simply click the "Member Registration" link on the Learning Center login page and follow the prompts to create your account. All other users can create an account by clicking the "Non-Member Registration" link. **Note:** Please make sure that you are registering under Member or Non-Member appropriately, as your company name is associated specifically with Member or Non-Member status.

Why isn't my company's name in the drop-down list?

If you or your company are new to the Learning Center, your company may not be listed. If you believe your company should be on the list, please contact LMS@spp.org.

How do I reset my password?

Click the **Forgot Password?** link located above the **Log In** button. Type the email address used to create your account and click **Submit**. The Learning Center will send you an email with a link to a site where you can create a new password. If you do not receive an email from the Learning Center (LMS), please contact LMS@spp.org.

I've locked myself out of the Learning Center. What do I do?

After five (5) incorrect password entries, the system automatically locks your account for one hour. This lockout period cannot be overridden. At the end of the lockout period, click the **Forgot Password?** link to create a new password. You can also email LMS@spp.org to request for your account to be unlocked and password to be reset.

How do I search for training?

The easiest way is to type a keyword in the Search field located in the upper right corner of the home page, and then press **Enter** on your keyboard. All courses with that keyword will display. The Search field uses predictive searching, so if you are looking for a specific course, it may display as you type. Simply click its title to limit the courses that display.

Now that I have found training I'd like to take, how do I request it?

There are slight variations depending on the type of training it is.

Training (Calendar icon)

After you find course, check to see if any sessions are being offered by scrolling to the bottom of the Training Details page. For each scheduled session, you will see the location, dates and times, and number of seats available. Locate the session date you wish to attend then click the **View Details** drop-down menu and select **Request**. The Learning Center will add the session to your transcript and send you a registration confirmation.

Self-Study (Computer icon) and Video (Play Button icon)

This type of training consists of a single online training course that can be requested and launched at will. Simply click the course title, then click the **Launch** button or **Save for Later** to the right of the title on the Training Details page.

Curriculum (4 Books icon)

Typically a curriculum must be requested as a total package, rather than being able to select the individual components. As with a self-study course, after clicking the course title, click the **Open Curriculum** button or **Save for Later**. The curriculum will open and be placed in your transcript.

I thought I had requested to attend an instructor-led class, but I didn't receive a registration confirmation. How come?

It's possible you requested the **Event** (course) as opposed to a **Session** (a date-specific offering of the Event). To check, click on the three-line menu in the upper right-hand corner of the screen. Click on the "Learning" link, and then select "View Your Transcript." Locate the course title and check the Type column. If the Type is "Event," you should see an option to "Select Session." Click that link to select a date to attend. If you do not see the course title in your transcript, contact [**LMS@spp.org**](mailto:LMS@spp.org).

If the course is in your transcript with a Type of "Session," check your junk mail. It's possible your system routed the email there. If it's not in junk mail, contact [**LMS@spp.org**](mailto:LMS@spp.org).