

SPP LEARNING CENTER FAQ

If you do not see your question in the list below, please email the [SPP Learning Center administrator](#).

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

To create your account, click [here](#) to register. You will need to use your business email address. The *Division* will be your organization name. (Note: If your company is not listed, select "Other Non-Member".) The *Position* is either Member or Non-Member. (Select Member if your company is a Member company of SPP; otherwise select Non-Member.) . If you are unsure of your organization's membership status, please go to our [member page](#) on SPP.ORG.

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 listed or you would like your company to be in the list, please contact [SPP Learning Center administrator](#).

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, please contact [SPP Learning Center administrator](#).

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

After 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 [SPP Learning Center administrator](#) 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 box located in the upper right corner, then press **Enter**. All courses with that key word will display. The Search box uses predictive searching, so if you are looking for a specific course, it may appear as you type. Simply click its title and you will limit the courses that display.

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

There are slight variations, depending on the type of training. .



Training Event/Session

After you have found the 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, times, and number of seats available. Locate the session date you wish to attend then click the drop-down arrow under **View Details** and click **Request**. The system will add the session to your transcript and send you a registration confirmation.



Online Class (Self-Study) and



Video

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

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

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

It's possible you requested the **Event** (course) as opposed to a **Session** (a date-specific offering of the Event). To check, click the Learning tab to go to your Transcript page. Locate the course title and check the **Type** column. If the Type is an **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 [SPP Learning Center administrator](#).

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 [SPP Learning Center administrator](#).