

TraCorp Frequently Asked Questions

Q: Will the work done in the sandbox be moved to the production side?

A: No, the Sandbox is for testing and practice purposes only.

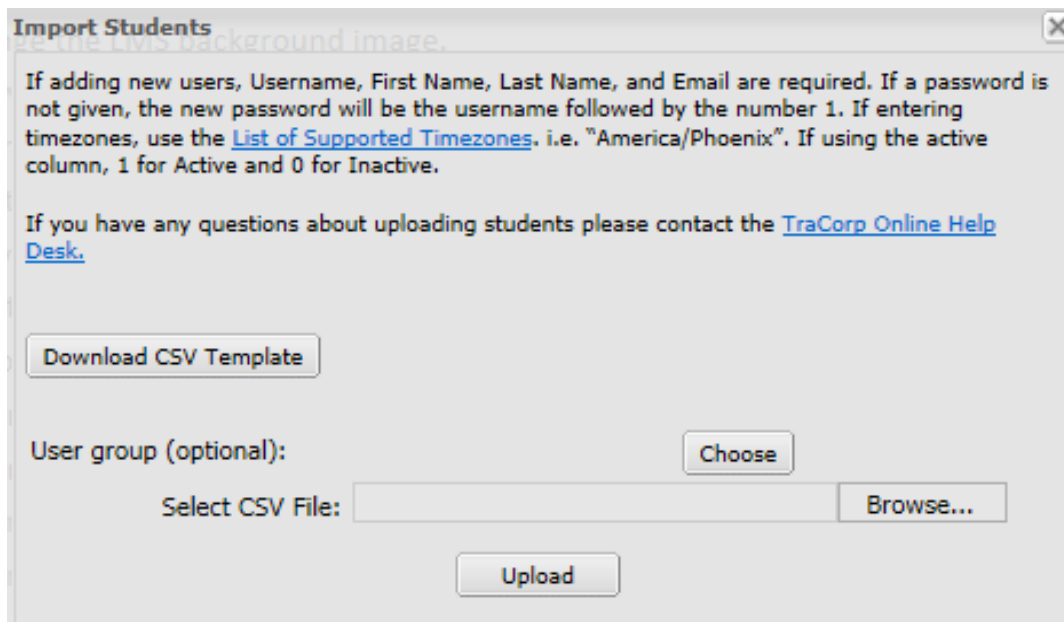
Q: How long will we have access to the Sandbox?

A: Your access to the Sandbox will not expire.

Q: Must UGAs manually enter non-EIN employees into TraCorp?

Yes, if they do not exist in HRIS. For non-EIN employees, you can use the Import Students template under Admin Tools. Please pay close attention to the instructions.

A:



Import Students ✕

If adding new users, Username, First Name, Last Name, and Email are required. If a password is not given, the new password will be the username followed by the number 1. If entering timezones, use the [List of Supported Timezones](#). i.e. "America/Phoenix". If using the active column, 1 for Active and 0 for Inactive.

If you have any questions about uploading students please contact the [TraCorp Online Help Desk](#).

User group (optional):

Select CSV File:

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Q: Where can we find the classroom waitlist?

A: A classroom waitlist is located under Classroom Sessions on the Admin Navigation menu. Select a session, click Export Roster and click OK. When prompted click Open or save. Waitlist information is in column AF.

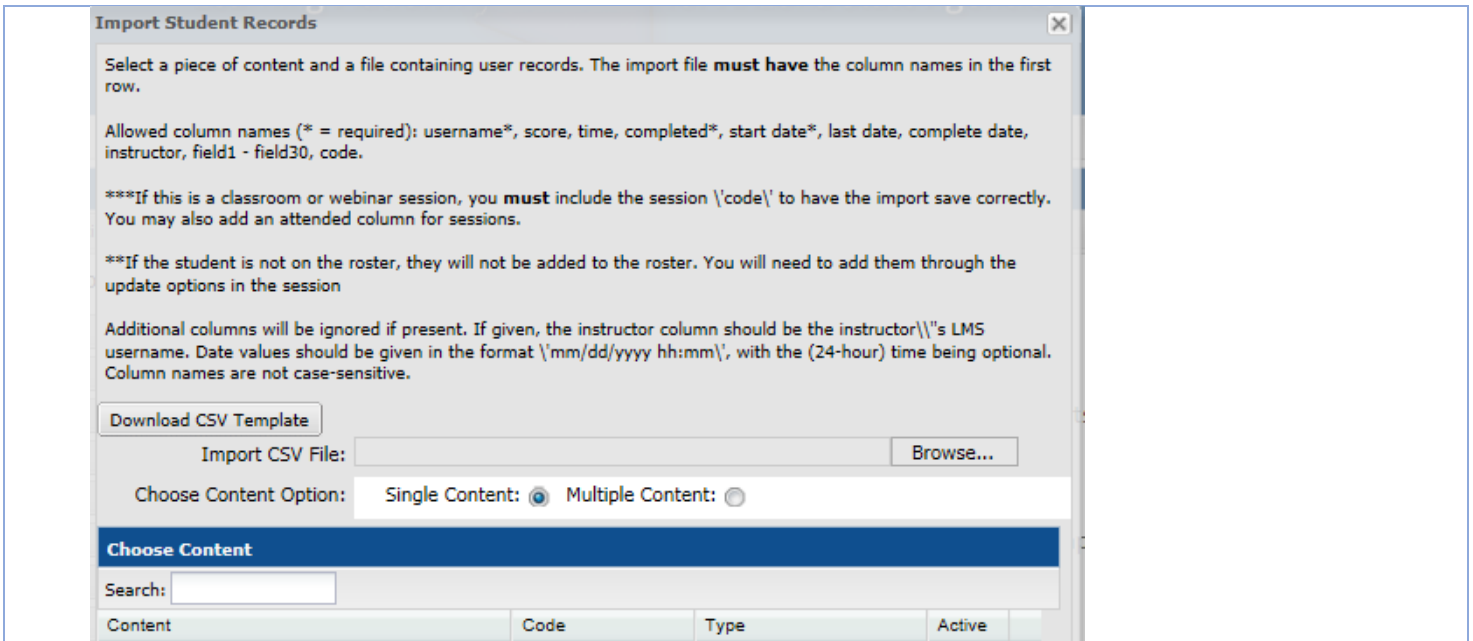
Q: Will the system automatically email a supervisor when an employee is registered/completes training?

A: Supervisors will not receive an email notification when a student is registered for a course or when a student completes a course. Supervisors have access to their direct reports' student transcript. Click [here](#) for instructions.

Q: Does the system have the capability to mass upload training records?

A: Yes. A mass upload can be done with the Import Student Records template. The template can be found in the Admin Tools on the Admin Navigation menu. Please pay close attention to the instructions.

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Import Student Records

Select a piece of content and a file containing user records. The import file **must have** the column names in the first row.

Allowed column names (* = required): username*, score, time, completed*, start date*, last date, complete date, instructor, field1 - field30, code.

***If this is a classroom or webinar session, you **must** include the session '\code\' to have the import save correctly. You may also add an attended column for sessions.

**If the student is not on the roster, they will not be added to the roster. You will need to add them through the update options in the session

Additional columns will be ignored if present. If given, the instructor column should be the instructor\'s LMS username. Date values should be given in the format '\mm/dd/yyyy hh:mm\' , with the (24-hour) time being optional. Column names are not case-sensitive.

Download CSV Template

Import CSV File: Browse...

Choose Content Option: Single Content: Multiple Content:

Choose Content

Search:

Content	Code	Type	Active

Q: Will new hires automatically appear in TraCorp?

A: New hires will appear the day after they are keyed in HRIS.

Q: Will SPO be responsible for assigning SPO content or will the agencies handle it?

A: SPO is responsible for publishing the content and making it available statewide. The agency UGAs are responsible for assigning the content if it a required course for a group of employees.

Q: Can an employee be in more than one User Group at a time?

A: Yes, an employee can be assigned to multiple user groups at the same time.

Q: Are there any authoring software compatibility issues with the LMS?

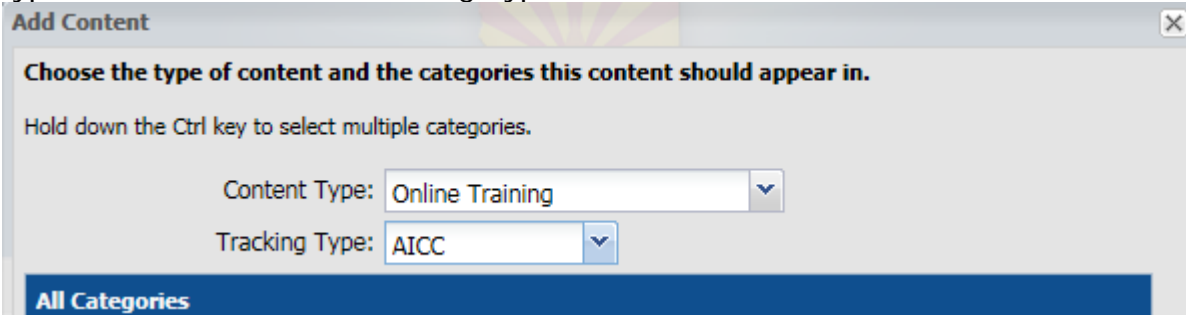
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A: None that TraCorp is aware of.

Q: Can we publish courses from a third-party vendor?

Yes, you can. When adding the new content to the LMS select Online Training for the content type and select AICC for Tracking Type.

A:



Content Type: Online Training

Tracking Type: AICC

All Categories

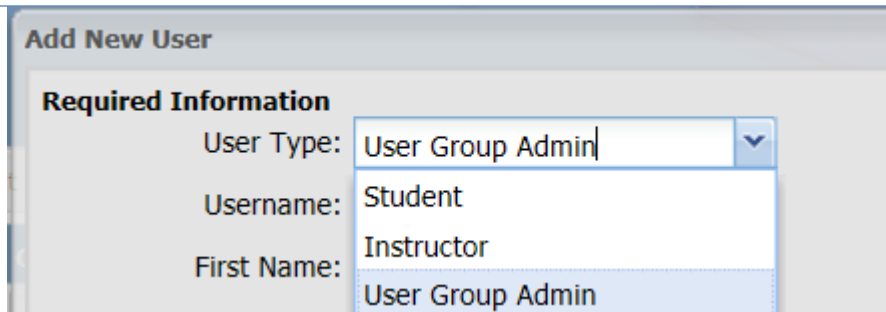
Q: If you set the passing score at a different score, in the LMS, than what the SCORM package is set at will it automatically update the score in the SCORM package?

A: No, your agency developer must change the score in the SCORM package.

Q: Can UGAs create agency User Groups or do we need to contact the Main Admins to create the groups?

A: It depends on your UGA permissions. If you can select User Group Admin from the User Type drop-down options, you have access to created additional UGAs.

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Add New User

Required Information

User Type: User Group Admin

Username: Student

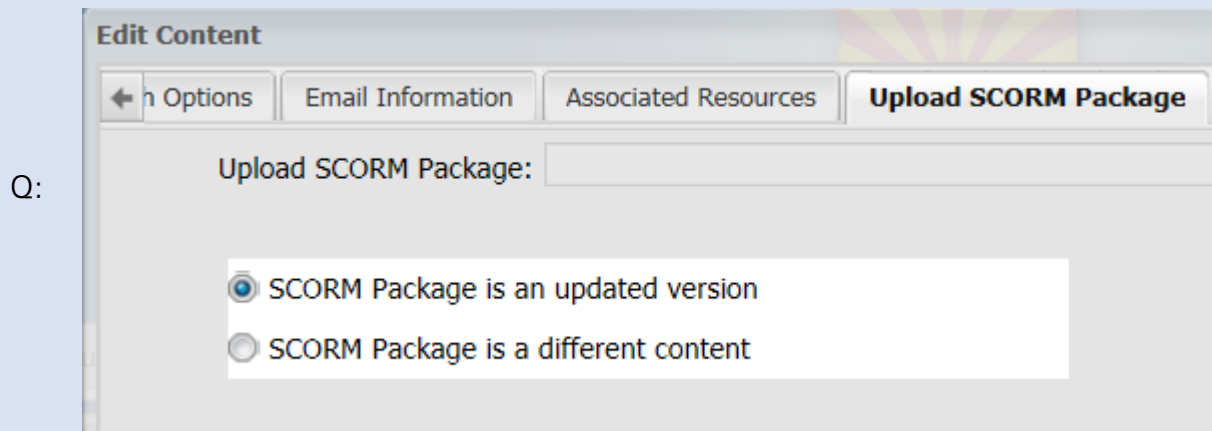
First Name: Instructor

User Group Admin

Q: Is there a standard for creating a course code?

A: Your agency 2-alpha code must be the first two characters of the code.

What is the difference between the two options under Upload SCORM Packages tab?



Edit Content

Options | Email Information | Associated Resources | **Upload SCORM Package**

Upload SCORM Package:

SCORM Package is an updated version

SCORM Package is a different content

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A: The first option should be selected if you need to update a page for our. (i.e., text was incorrect or needed to be changed). The second option should be selected if the entire SCORM package was redone. (i.e., layout changed or lessons were added).