

# Knowledge Center FAQs

## Knowledge Center FAQ Document Quick Reference

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### General Information:

1. How can I tell if I've already taken a course?
  - a. Click on My Transcript button to view a list of all the courses you have completed.
2. I can't find the course in Knowledge Center?
  - a. Click on the Course Catalog menu to display the topics. Click the (+) symbol to expand a topic list, and then look through the list to locate the desired course.
  - b. You can attempt to search for your course by entering the Provider of the course located in Learning Center / Course Information & Enrollments
  - c. Contact your department administrator for details of the location of the course.
3. What if I am unable to complete a course for credit?
  - a. If you cannot complete the course due to computer issues and you have the Yahoo or Google Toolbars installed, you may need to uninstall before you are able to proceed.
  - b. If you have an older version of Adobe Flash Player installed, update your Adobe Flash Player to the latest version.
  - c. If you are using an older version of Internet Explorer (IE) like version 8 or 9, the FINISH button will not work. Please use a current version of IE or use Firefox or Chrome.
  - d. If you need to stop in the middle of taking a course, you will need to return to the course begin where you left off and complete the remaining modules in the course to receive credit.
4. Why is KC not showing completion of the course I completed?
  - a. Verify all modules in the course are checked off
  - b. If all modules are complete and checked off, please contact the Knowledge Center team at [knowledgecenter@uthscsa.edu](mailto:knowledgecenter@uthscsa.edu).

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5. I can't find my course completion certificate
  - a. Verify you have pop-up blockers disabled, or have \*.uthscsa.edu added to the pop-up blocker as an allowed site
  - b. Click on My Transcripts, then click PRINT next to the desired training

### Knowledge Center Access:

1. Why can't I login to Knowledge Center
  - a. Make sure you are using your DOMAIN username and DOMAIN password
  - b. If your account was set up today, then you should have access the next business day to Knowledge Center
2. Why don't I have access to the Knowledge Center?
  - a. See Knowledge Center\_Access pdf (need to find a place to house)

### Off-Campus KC Access:

1. I am encountering problems while taking the online course from an off-campus computer.
  - a. Erratic online course behavior can be caused by the following:
    - Having the Yahoo or Google Toolbar installed on your system
    - Having the MS Windows Firewall turned on
    - Using an older incompatible browser, use current version of IE, Google Chrome or Firefox

### Receiving Credit for a completed course:

1. I go through the entire online course but don't get credit for it, why?
  - a. Verify the Yahoo or Google Toolbar is NOT installed (even if it is not visible in your browser)
  - b. Verify your Adobe Flash player is updated to the latest version
2. When I start the Online course the system appears to hang.
  - a. Verify you are using a supported browser such as Internet Explorer, Chrome or Firefox.
  - b. Verify you have downloaded the latest Adobe player.
3. I cannot receive completion for modules I have completed.
  - a. If you launch multiple modules at the same time, or the same module multiple times (at the same time), KC will not be able to give you credit for any of the modules that are launched and playing at the same time.

### General Recommendation:

1. To minimize issues in KC, it is recommended to either uninstall or disable third party toolbars or use another computer which doesn't have these items installed.

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## Enrolling to a course:

1. I enrolled for a course but yet I was not listed on the roster?
  - a. If the course requires your supervisors' approval to take the course, there is a two-step process for registering for a training course.
    - Locate the course, click on Request Approval button (this will send an email to your listed supervisor)
    - Once your supervisor has approved you to take the course, go back to KC and Enroll.
2. What is the difference between Launch and Enroll?
  - a. Launch is used for self-paced online courses.
  - b. Enroll is a face to face training / course and is limited to a number of users and may require your supervisor's electronic approval before you can go back and complete the enrollment process.

## Printing a Certificate:

1. I have completed a course but I cannot print my certificate.
  - a. Verify you have pop-up blockers disabled, or have \*.uthscsa.edu added to the pop-up blocker as an allowed site
  - b. Click on My Transcripts, then click PRINT next to the desired training
  - c. You may need to switch to another browser and retry to print the certificate. Retaking the course is not necessary.

## Logging out of KC:

1. Must I logout of KC?
  - a. It is recommended that you always log out of all applications when you no longer need to access the application, KC is the same. Please log out.

## Course Completions:

1. How can I see what courses I have completed?
  - a. At any time you can access your transcript from the Personal KC – My Transcript tab and print the certificate.