

Answers to Common Questions

Technical Requirements

Which browser works best?

Internet Explorer is the best browser for viewing courses within this portal. Many of the courses require Java, which Chrome no longer supports and other browsers can occasionally have issues with.

Do I need to be connected to the WVUS network?

You do not need to be on the WVUS network. WV University can be accessed from any computer with internet capability.

Profiles and Accounts

How do I get a login for our learning platform?

The HR Helpdesk creates user profiles for all new employees within their first week of hire. If you have not yet been notified of your login or are unable to locate the email, please contact the HR Helpdesk either by phone at 253.815.5555 or email HR-Helpdesk@worldvision.org.

I forgot my password, how can I reset it?

Click the *Login* button on the *Home* page, enter your user name (full WV email address), then click the *Reset Password* link. You will receive an email shortly with a new temporary password.

What if I want to change my password?

After logging in, click on your name in the top right header section to view your *User Profile*. This will give you options to change your personal settings, including your password. Please note that for security purposes, fields containing private information have been disabled.

Do I have the option to use another language?

To change the language of the front-end user interface, choose a language from the drop-down box in the upper left header section. After logging in, click on your name in the upper right to view your *User Profile*, which will give you the option of changing the language for the course enrollment interface. Changing languages on this website will not affect the language of the courses themselves. Some courses do offer language options, however, and those changes can be made within the course itself if available.

Why do I see a GMT time zone for virtual training events?

Time zones for virtual events will be determined by the time zone selected in your *User Profile*. After logging in, click on your name in the top right header section, then change the time zone setting to match your current location.

Courses

How do I search for courses?

Once you are logged in, use the *Catalog Search* window to search for courses by keyword, or click *Browse Catalog* in the *Quick Links* panel to find courses by category.

Courses (cont.)

How do I enroll in a course?

Once you've located a course you're interested in, click on the course title to view the course information, and click the Enroll button at the bottom of the course information page. Confirm your enrollment on the following window, then either click the link provided to start your course right away, or close the window to continue browsing.

How do I start my courses?

Courses you've already enrolled in can be easily accessed from the *Enrollments* window on the *Home* page after logging in. Click the *View My Learning* link in the *Quick Links* panel will provide a view of all your courses with brief descriptions, as well as the option to withdraw enrollment if you are no longer interested in completing a course. You may launch any course from either view.

Can I change the language of my courses?

Not all courses have language options, but many do. Of those that do, most will allow you to change the language from within the course itself.

How long do the courses take?

Online courses can run anywhere from 30 minutes to 2 hours. Click on the course title from within the catalog browser or search window to find information about the course, including estimated completion times. While times vary from course to course, most allow you to move at your own pace.

Can I resume a course where I left off?

Many courses offer the option to save your location within a course and return to it later. If you wish to resume a course later, click the *Bookmark* icon within the course and your current location will be saved. The next time you log in and access that course, you will be returned to your bookmarked location.

What if I no longer want to take a course I've enrolled in?

If you have not yet started the course, you may be able to withdraw your enrollment. Just click the *View My Learning* link from the *Quick Links* panel. You will see a *Withdraw* button for courses you have not yet begun, and clicking that button will remove an unopened course from your list. Not all courses can be removed once they have been started, but if you see a *Finished* button, clicking that button will remove a course in progress from your list.

How do I change the date I want to attend an in-house class?

If you are unable to attend a classroom training event on the date you initial enrolled, simply call or email the HR Helpdesk (see contact info below), and let them know the class name and the dates you would like to transfer from and to.

Support

Still have questions?

If you're not able to find a solution here, please contact the HR Helpdesk by phone or email below, and one of our friendly support staff will be happy to assist you.

HR Helpdesk

Phone: 253-815-5555

Email: HR-Helpdesk@worldvision.org

Hours: 5:00am to 5:00pm Pacific Time