

## Troubleshooting Issues with Ethics Training

If you have this problem	Try this
You cannot get to the web page to log in to ELM.	Make sure you have the correct information in the address line of your web browser. Refer to the section of this manual that provides that information (page 4).
You cannot log in – you get a message telling you that your USERID or Password is incorrect.	<p>Try entering the information again.</p> <p>Consider the following tips:</p> <p>Be sure your USERID and/or Password are in the correct case (caps versus lower case).</p> <ul style="list-style-type: none"> <li>• If this doesn't work, contact the IOT helpdesk and validate that your USERID and/or Password are correct. They may need to re-set your password for you if it has expired.</li> <li>• Remember that three failed attempts to log in will lock you out of the system. If this happens, you will have to call the IOT helpdesk.</li> </ul> <p><b>IOT Helpdesk: (317) 234-HELP(4357) or Toll-Free at 1-800-382-1095, or <a href="mailto:ICS@iot.IN.gov">ICS@iot.IN.gov</a>.</b></p>
You can log in to ELM, but you cannot see the online training catalog, and you get a message that reads something like “you are not authorized to view this page.”	Contact the IOT Helpdesk: (317) 234-HELP(4357) or Toll-Free at 1-800-382-1095, or <a href="mailto:ICS@iot.IN.gov">ICS@iot.IN.gov</a> .
You cannot see the online training catalog, but you are not getting the error message above. The problem is that you cannot see the links to click on to find the training, as illustrated in the steps to enroll in this manual.	Be sure you logged-in to PeopleSoft from the Training page on the OIG website. If you have and the problem persists, contact the IOT Helpdesk: (317) 234-HELP(4357) or Toll-Free at 1-800-382-1095, or <a href="mailto:ICS@iot.IN.gov">ICS@iot.IN.gov</a> .
You can see the online learning catalog links you need and can find the course, but cannot complete your online enrollment for some reason.	Contact the IOT Helpdesk: (317) 234-HELP(4357) or Toll-Free at 1-800-382-1095, or <a href="mailto:ICS@iot.IN.gov">ICS@iot.IN.gov</a> .
You cannot start the training within PeopleSoft – when you click the “launch” link the new window doesn't open to start the training.	It is possible that the pop-up blocker is enabled on your computer. Disable the pop-up blocker, and try again. The Helpdesk can walk you through this, if necessary.

<p>You can launch the training and start it but you are experiencing a problem within the training once you get it started.</p>	<p>Contact the IOT Helpdesk: (317) 234-HELP(4357) or Toll-Free at 1-800-382-1095, or <a href="mailto:ICS@iot.IN.gov">ICS@iot.IN.gov</a>.</p>
<p>You are a new employee or special state appointee and you aren't in the PeopleSoft system.</p>	<p>Contact your agency HR representative, and if necessary, contact the IOT Helpdesk: (317) 234-HELP(4357) or Toll-Free at 1-800-382-1095, or <a href="mailto:ICS@iot.IN.gov">ICS@iot.IN.gov</a>.</p>