

PeopleSoft ELM Frequently Asked Questions



Indiana State
Personnel Department

Navigate to <https://hr855.gmis.in.gov/lmprd/signon.html>

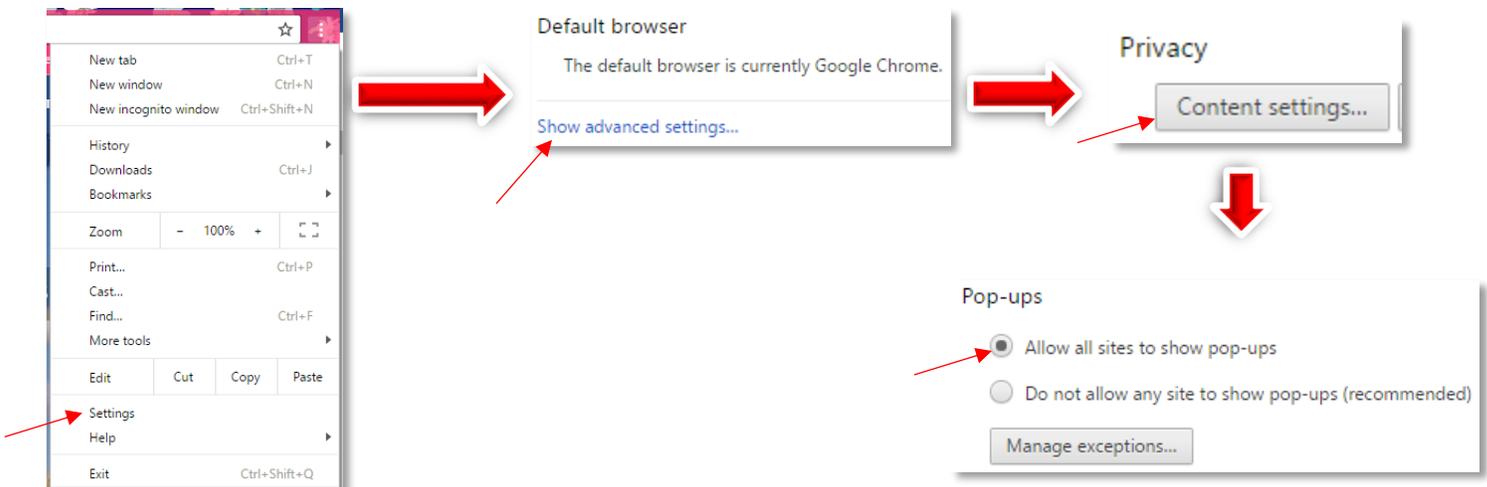
A **user ID** is comprised of the first letter of the first name (use a capital letter) plus the last six digits of the PeopleSoft ID number. Use your network, or computer log-in password as your PeopleSoft password. For assistance with your password, contact the IOT Helpdesk at 317-234-HELP or (800) 382-1095.

1. Question: What do I do if I am taking computer based training and the screen pops up blank?

Answer: Ensure your pop-up blockers are disabled in the Tools menu of your web browser or you may need to update Adobe Flash by calling or submitting a ticket to IOT.

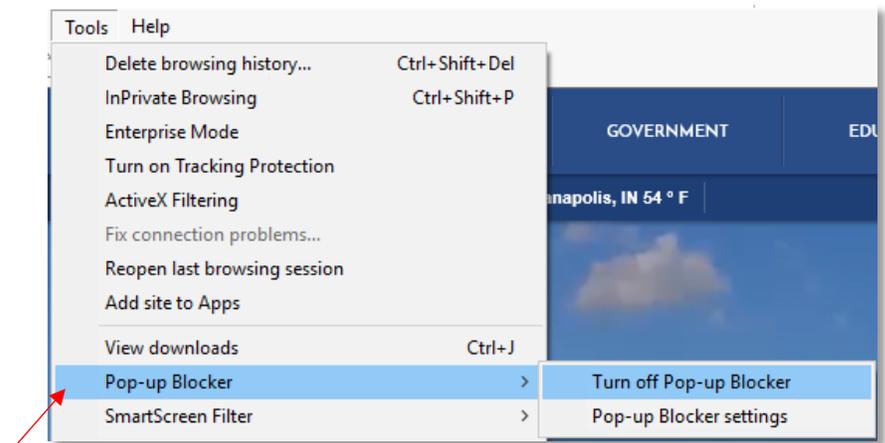
Chrome:

1. Click on the menu button
2. Select "Settings"
3. Select "Show Advanced Settings" at the bottom
4. Select "Content Settings under the Privacy section"
5. Scroll down to the "Pop-ups" section and select "Allow as sites to show pop-ups"



Internet Explorer:

1. Select "Tools"
2. Select "Pop-up Blocker"
3. Select "Turn off Pop-up Blocker"



If you have any questions pertaining to this information, please contact SPD Training: SPDTraining@spd.in.gov

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2. **Question:** Why do I get a “not authorized” message when I log into PeopleSoft from the www.in.gov/spd/instep link?

Answer: You can bypass this error by logging directly into ELM at:
<https://hr855.gmis.in.gov/Imprd/signon.html>

3. **Question:** How do I check to see if I need to update my Adobe Flash player?

Answer: Visit <http://helpx.adobe.com/flash-player.html> to check and then submit an IOT Ticket. An up-to-date Flash player is needed to ensure the entire computer based training launch and run smoothly. If you need to check what version of Flash you have on your PC you may go to Control Panel>All Control Panel Items>click on Flash Player then click on Advanced to show the version. The image below is showing version 11.9.

4. **Question:** I completed a course but its showing me as “in-progress”?

Answer: ELM only refreshes three times per day. The course completion will not show until the next system refresh and can take up to 24 hours to update. If after that amount of time and you’re still showing as in-progress, email SPD.Training with your full name, PeopleSoft ID number and course(s) name and we can update it accordingly.

5. **Question:** I was told I needed to complete the Sexual Harassment Prevention online training. When I try to enroll, I am receiving a message stating that it is a duplicate enrollment and will not allow a launch?

Answer: If you received any notice stating you need to complete this or any other specific training, you are already enrolled into the training and can take it at any time.

6. **Question:** Why are the GMIS workflow notifications being sent to my personal email?

Answer: PeopleSoft pulls the “preferred” email address from employee’s records to notify them. Use this guide (link) to update your information in your PeopleSoft profile to list your state email address as the preferred email. **To update your email address, please navigate to the following link:**

Myshare.in.gov

1. **Select the Human Resources Link**



Financials eProcurement
Access the State of Indiana's Financial Management and eProcurement system.



Human Resources
Access the State of Indiana's Human Resources and Employee Benefits information system.

2. **Log into PeopleSoft**



Employee Training
Access the State of Indiana's Employee Training self-service on-line learning information system.

If you have any questions pertaining to this information, please contact SPDTraining@spd.in.gov

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3. Select the main menu>my system profile
4. Add your business email address under workflow attributes and check as your primary email account

Primary Email Account	Email Type	Email Address
<input checked="" type="checkbox"/>	Business	CBenefiel1@spd.IN.gov



7. Question: How do I submit an IOT ticket?

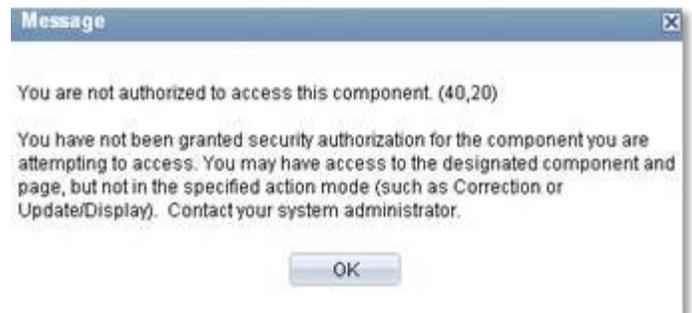
Answer: Either call IOT Customer Service at **(317) 234-HELP (4357)** or **(800) 382-1095**. You can also submit via the HelpDesk Assistant icon on your desktop (see icon below).



HelpDesk
Assistant

8. Question: I received a workflow email to approve my employee for training and I receiving the following error when I click on the link provided in the email

Answer: You must be logged into People soft before you click on the link in the body of the workflow email.



9. Question: My training course is frozen and will not move forward.

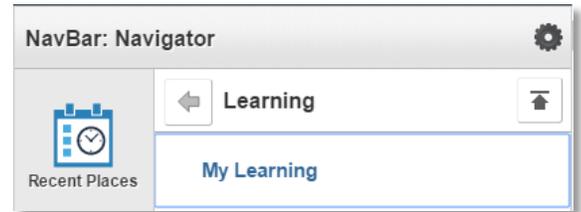
Answer: This could be due to a few things; if you are logging into People soft to complete the training using the INSTEP link you could be timing out of the training. Please try to use this direct link to log into PS ELM to complete the trainings in the future or this could be likely due to bandwidth and the internet connection at your location. If this is the issue, please log in and complete the trainings at another time. **Please note; if you continually have issues with launching trainings or videos you will want to have your IT department make sure your Adobe Flash player has the most recent version on your PC (see question 4 answer above).**

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10. Question: I am having trouble re-launching my course and I am seeing a Duplicate enrollment error

Answer: All computer based trainings can be re-launched from the employees **My Learning** section. You do not need to re-enroll for the course again. Go to **ELM >Self Service>My Learning** and find your course title and then hit the launch button to review the training course.



My Learning							1-15 of 70
Title	Type	Status	Date	Launch	Action	Print	Delete
E-Orientation	Computer-Based Training	In-Progress	02/08/2017		Drop		
OIG Ethics Training	Computer-Based Training	In-Progress	02/08/2017		Drop		

You can navigate through all of your learning by hitting the arrows at the top of the list