



Employees: E-learning Frequently Asked Questions

Questions & Answers	
Q: "I am not able to log in, what should I do"?	From the ElementK login page, select the <i>Forgot my Username or Password</i> link and you will receive an email with the information you need to login. If you do not have an email account please contact Carolyn Calderon, x2070.
Q: "What do I do if I am unable to see all the information on the screen during an e-learning class?"	A: Your pixel settings may need to be changed. To adjust your pixel settings, go to Start, Control Panel, and then Display. Click on the Setting Tab and adjust your Screen Resolution to 1064 X 768.
Q: I am locked out of ElementK, what do I do?	A: Go to the main ElementK page at: www.knowledge.elementk.com . Click on the "Forgot my username or password" link. You will need to enter your email address and will be sent a new password.
Q: "What if I get up and leave in the middle of my session?"	A: Be sure to <i>Exit</i> a class before leaving your desk for an extended amount of time. This will ensure your information is saved so that you can begin where you left off.
Q: "Do I need to have speakers and headphones?"	A: No, the audio feature merely repeats the printed information. Human Resources has a limited supply of headphones available on a first come, first serve basis. Contact Carolyn Calderon, x2070.
Q: "What is the best way to navigate through an e-learning course?"	A: In the bottom right hand corner of the ElementK screen use the NEXT button. Refer to the Quick Reference Guide once you log in for additional information.
Q: "Will my supervisor be able to see the e-learning classes I have completed?"	A: Yes. Each quarter a report will be provided to managers/supervisors from Human Resources or by request. You can also print a certificate when you complete an e-learning class for your records.
Q: "Are the e-learning classes being scored?"	A: You need to receive a passing score of 75% or more to receive a certificate of completion.
Q: "Can e-learning be accessed at home?"	A: Yes, any of the classes can be taken on your home computer on your own time. If your supervisor/manager requires you to complete an e-learning class at home, then you will need to be

	paid. Your manager's approval is required to take e-learning on County time.
<i>Q: "How many classes can I take?"</i>	A: You can take all the classes but you need to have approval from your manager/supervisor when completing these classes on County time.
<i>Q: "Does e-learning replace the other classes I used to be able to take from an instructor?"</i>	A: No, the Continuous Learning Center will continue to offer many classroom style classes. Our long term goal is to provide blended learning. Blended learning is a combination of electronic learning with a classroom session or workshop.
<i>Q: "Will a record of completed classes be kept in my personnel file?"</i>	A: No, you can print a certificate of completion for your records.
<i>Q: "What if I find an e-learning course and I don't agree with the points covered or the content presented?"</i>	A: Talk with your supervisor/manager about the information covered in the class or contact Carolyn Calderon via email at carolyn.calderon@snoco.org
<i>Q: "Is there a cost to my department to take an e-learning course?"</i>	A: There is no additional cost to your department for e-learning. Department's contribute to a County Training Fund that funds the e-learning program.