**Frequently Asked**

**I AM HAVING TROUBLE LOGGING IN**
- Contact the Employee Training Center (ETC) for assistance:
  - Email: employeetrainingcenter@fullerton.edu
  - Phone: 657-278-2064

**HOW DO I CANCEL IN-PERSON REGISTRATION?**
- Click the Self icon 🌐 in the top left-hand corner, Learning, Registrations, select the course, click Cancel Registration

**HOW DO I VIEW MY REQUIRED TRAINING?**
- After logging into the ETC, click the Assigned Learning tile

**HOW DO I PRINT A TRANSCRIPT OF MY TRAINING?**
- After logging into the ETC, click the Transcript tile
- Note: You may want to adjust the date range for your transcript
- To print, click on the ‘Print’ button

**HOW DO I PRINT A CERTIFICATE?**
- From the Transcript tile, click the certificate icon 📄 next to the class you want to print a certificate for
- Note: Change the Start Date or Date Range if you do not see a class/certificate
- Click on the ‘Print’ or ‘Export to PDF’ button

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**Requirements and Tips**

**DISABLE POP-UP BLOCKERS**
- **Google Chrome:** Click on the Chrome Menu icon Settings, Advanced, Privacy and security, under Site Settings click Pop-ups and redirects, change the setting from Blocked to Allowed
- **Safari:** Click on the Safari tab, Preferences, Security icon 🌐, uncheck ‘Block pop-up windows’
- **Firefox:** Click on the Firefox Menu icon Options, Content, in the Pop-ups section uncheck ‘Block pop-up windows’
- **Internet Explorer** (not recommended)

**ONLINE TRAINING TIPS**
- Recommended internet browsers for online courses:
  - Google Chrome for PC and Mac
- Make sure all pop-up blockers are disabled (see instructions above)
- If you encounter issues where training does not record, please contact the ETC first before taking the training again
**How to log on to the Employee Training Center**

1. Go to training.fullerton.edu, click on ETC Login

2. Log in using your campus login

3. The ETC will open in a new window

**How to register for a class**

**IN-PERSON CLASSROOM TRAINING**
- Search for the class you would like to register for in the Learning field
- For the class you want to register for, click ‘Select’ and then click ‘Register’

**ONLINE TRAINING**
- Search for the class you would like to register for in the Learning field
- Under the class you want to register for, click ‘Select’ and then click ‘Start’

(You are now registered for the online class)

To return to the training:
- Click on the Recently Viewed tile or
- Click the Self icon, Learning, Registrations

**Frequently Asked**

**WHAT DO I DO IF I RECEIVE AN ERROR MESSAGE WHEN I TRY TO LOG IN?**
- If you are experiencing issues with logging into the Employee Training Center (ETC), please email or call the ETC

**HOW DO I KNOW IF I AM REQUIRED TO TAKE A TRAINING?**
- Under the Assigned Learning tile, your courses will indicate whether they are required or not

- Note: Compliance trainings, such as Data Security & FERPA, are required of all CSUF employees

- If you think a course was assigned in error, please contact the ETC

**Resources**

- Employee Training Center website
  - Step-by-step guides
  - Compliance Training Information
  - FAQs
- Support
  - Email: employeetrainingcenter@fullerton.edu
  - Phone: 657-278-2064
  - Phone (24 hour): 866-754-5435