

FREQUENTLY ASKED QUESTIONS

EMPLOYEE

1. What is an Active Directory Account Login?
The Active Directory login screen identifies the Employee as a Microsoft Active Directory User.
2. How do I obtain an Active Directory Account Username and Password?
You will need to contact the IT Help Desk at 916-657-2907.
3. How do I go about having my name or classification change?
Name and Classification are only updated by HRIS. If there is an error, contact Personnel in Sacramento or your District Personnel Office.
4. Approximately how many weeks does it take for a new Employee to be added to the ETMS Database?
6 to 8 weeks
5. Once an Employee is added to ETMS how do they get their User Name and Password?
Login into ETMS and click New Employee Registration, fill out the information and submit. User Name and Password will be emailed to the Employee.
6. An Employee just became a Firearms Instructor and wants to know what programs are required as a Firearms Instructor. Where would you find this information?
Login to ETMS and under the Resource Center, click Job Title.
7. I have just completed a Travel Advance and need a copy of my approved Training Request. Where do I go to print a copy?
Under My Personal Records, click on Training Request Status In/Out and then find the program and click on Details. Once the Training Request appears, you can print a copy.
8. I have just completed a Travel Expense Claim and need a copy of my approved Training Request and Certificate of Completion. Where do I go to print a copy?
Under My Personal Records, click My Training Record, locate the program, click the program title and once the Training Request appears, click the print link.
9. John Smith says he submitted an out-service training request and attended the training but he can't find the program on his training record. Who can enter that program to the Employee's Training Record?
Supervisor or Training Coordinator

10. John Smith says he attended a CPR program at another district (no Training Request was submitted) and needs it enter into his record. Who can enter the program for the Employee?
Training Coordinator, Supervisor, or Instructor
11. What is the most important thing that has to be done by an Employee before they take any action on the ETMS?
Make sure that their profile is correct.
12. Where can an Employee find a syllabus for a program?
Login to the ETMS, under Resource Center click Schedule, find the program and then click view under the syllabus column or on the Training Section Home Page under Training Schedule. (www.parks.ca.gov/mott)
13. Who can unlock an Employee who has been locked out of ETMS?
System Administrator
14. Who can change an Employee's User Name?
System Administrator
15. Who can change an Employee's Password?
Employee or the System Administrator
16. Who can add Education/License/Certificate to an Employee's Profile?
Employee or System Administrator
17. Where do I find training records for training that occurred prior to ETMS?
Records prior to ETMS are stored in hard copy at the Mott Training Center.

SUPERVISOR

1. Where does a Supervisor go to add a Continuing Professional Training (CPT) to an Employee's required programs?
On the Supervisor's drop down menu, click Employee and then find the Employee and click CPT.
2. Who can assign required training to an Employee?
On the Supervisor's drop down menu, click Programs(s)-Employee, find the Employee and click on the number to add the training. The System Administrator can also assign required training.
3. How does a Supervisor get Supervisor's right on the ETMS?
An Employee has to list him/her as their Supervisor.

4. How does a Supervisor remove an Employee from their Employee listing?
Edit the Employee's profile.

TRAINING COORDINATOR

1. If an Employee does not complete an Out-Service Training what do you do?
Click on the (#) next to Out on your task bar for the Training Coordinator role. Click on Approved, find the Employee and the Training Course, click on Submit in the Training Record column, and then click Did Not Complete Program.
2. How do you delete a training course from an Employee's Training Record (reducing error and duplication)?
Click on Employee in your Training Coordinator drop down menu, find the Employee, click on View in the Training Record column, and then you can Edit or Delete in the Correction column.

TRAINING SPECIALIST

1. If a Training Specialist needs to add an Employee to a program already completed and it is no longer on their drop down menu under Training Specialist Management, where do you go to add that Employee to the roster?
Group-Roster

MANAGER

1. If an Employee has the same Supervisor and Manager, who does the Training Request go to for approval?
Manager

GENERAL

1. Accounting wants to know how much money Monterey District spent on out-service training during 2005-2006. Where would you get that information?
Reports – Cost for Out-Service/Monterey District
2. Who can submit a Training Request for an Employee?
Employee, Supervisor, and Training Coordinator
3. Who approves a record correction for an out-service program?
Supervisor and Training Coordinator
4. Who approves a record correction for an in-service program?
Supervisor and System Administrator
5. Who can do a Group-Roster on the ETMS?
Training Coordinator, Training Specialist, or Instructor

Employee Training Management System (ETMS): **FAQ**

6. Who can request a program be added to the Training Schedule?
Instructor and Training Coordinator
7. Who can assign a proxy?
Sub-Group Manager, Manager, Training Coordinator, and System Administrator.
8. Who can un-assign a proxy?
The proxy, Sub-Group Manager, Manager, Training Coordinator, and System Administrator.
9. Who can request a program be added to the Catalog?
All Users
10. Who can remove a Classification/P.O.S.T. Requirement for an Employee?
System Administrator
11. How do you remove an Employee who is no longer with the Department?
On the Employee's Home Page, change his Training Group to Inactive.