FOCUS Help File
New Information and FAQs

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New to FOCUS!

Please view the Glossary document.

Training Courses will have four different options for approvals:

- No Approvals: Learner submits for training and they are enrolled (primarily online learning)
- One Level Approval: Learner submits request for training > Supervisor approves request and Learner is enrolled
- Second Level Approval: Learner submits request for training > Supervisor approves request > (Training Group) Manager approves request and Learner is enrolled
- Third Level Approval: Learner submits request for training > Supervisor approves request > (Training Group) Manager approves request > Training Specialist approves request and Learner is enrolled (primarily in person trainings run through the Training Section)

Supervisors: will need to add new Learners to their **Managed Learners** list in the Management Dashboard (after the Go Live Date). A Learner will not be able to submit training requests until this is done, (see Supervisor Help File). Any new Supervisor (after 4/1/2021) will need to have the FOCUS Admin assign the role and rights to them by filling out the form. The form is available on the FOCUS sub-page of the Training Section Intranet page or in DocuSign https://bit.ly/3vKY1m9

- Learners should not be their own Supervisor in the system; their Supervisor should add them as a Managed Learner (see help file for process) in their Supervisor role Management Dashboard (not the Manager Dashboard if they also have the Training Group Manager role).

The **Training Coordinator** role (from ETMS) is **not** currently part of the system/approval chain. The Training Specialist role is one that coordinates Internal training, usually through the Training Section.

Required Trainings, CPT, and Learning Paths will be added to Learner Dashboards after the FOCUS trainings in June 2021.

Compliance Reports

- Training Compliance Report (by Training Group) is now Enrollment History Report
- Program Compliance Report is now Program Compliance
- Learner (Training Group) Role Report will stay the same and will be rolled out soon

CPT (Continuing Professional Training) versus Learning Paths

- Continuing Professional Training: is training that is done on a repeating cyclical basis (e.g. quarterly / repeat interval) that will continuously repeat. Examples: quarterly

qualifications for firearms or the hourly requirements for Supervisory refresher. At this time only the FOCUS Admin can create/add this to Learners.
- Learning Paths: A set of courses that a Learner can be enrolled in together because it is a cohesive learning experience. May be a block of required programs based on Department or Classification requirements; most often are not on a repeat interval but can be. At this time, FOCUS Administrators can create/add Learning Paths to Learners.

Coming Soon

The following applications will be part of a platform that IT is developing and are not ready for production yet:

- Parks' Instructor Roster Entry: Course roster submission (e.g. for quarterly qualifications, driving tests, etc.).
- Instructor Request (formerly Course Leader Requests). Until development, we will use Outlook calendar requests with the Scheduling Assistant for an Optional to Supervisor.
- Dive Team / Diving Log Tracking

FAQs:

Learner Role

- How do I log in?
    - Start with training.parks.ca.gov and go to the FOCUS tab
    - If you are not connected to the Parks network, you will need to authenticate your login
- How do I obtain an Active Directory Account Username and Password?
    - Contact the IT Support Desk
- What if I can't log in?
    - If you didn't update your email address in the ETMS, then it may not be matching you with your new email address and/or username
    - If you aren't able to get past the first screen, please send an email to FOCUS@parks.ca.gov with the following:
        - Current username (what you use to log in to your computer)
        - Current email
        - Older email address
        - Old username if applicable
- What is the difference between Request Credit, External Files, and Submit Proof of Completion?
    - Request Credit:
        - this is used to request credit for a training taken externally that matches up with a course in the Training Catalog; it will not reflect in compliance reports if those need to be run or are required for the course
    - External Files:
        - this function allows the Learner to upload licenses, degrees, etc. This is not to be used for training certificates or completion certificates for training
    - Submit Proof of Completion:
        - Preferred method of adding training to your record.
            - After registering for and taking a training, you may submit your Proof of Completion using this function to have it marked as complete and added to your training record. This is for courses that are not managed by a Training Specialist or the Training Section; they will add the training to your record
- How do I add external training to my record?
    - Please view the Request Credit section for the Learner Help File.
    - Learners can upload their own training certificates for external courses and their certificate submission will be routed to their Supervisor to review/approve. When the Supervisor approves, the system will post the certificate to the Learner's training record/history.
- Who can add Education/License/Certificate to a Learner's Profile?
    - A Learner can request to add items via the External Files upload.

- How do I submit a training request?
  - Trainings on the Training Schedule / in the Catalog
    - From the Learner's Dashboard, go to View Course Catalog and browse or search for the course you wish to enroll and add to your cart.
    - Fill out the Course Request Form, confirm your request.
    - Go to Proceed to Checkout and submit your training request.
    - After completion of training:
      - If it's a Training Section course, the Training Specialist will mark you as complete and it will appear on your training record/history
      - If it's not a Training Section course:
        - Click on Submit Proof of Completion and fill out the information; you will upload your Certificate of Completion through this tool
  - Trainings not on the Training Schedule / in the Catalog
    - Submit a Course Submittal Form (available on the FOCUS page of the Intranet) to have the course added to the Training Catalog
    - Register for the course via FOCUS (and through the other agency/entity if necessary)
    - Attend the training (get a certificate of completion)
    - Upon completion of the training go to your Learner's Dashboard
    - Click on Submit Proof of Completion and fill out the information; you will upload your Certificate of Completion through this tool if it's not a course/training managed by the Training Section/Training Specialists
- Where are the required CPT's for Peace Officers?
  - We are in the process of creating them and adding them, stay tuned, you'll see them appear soon.
- Where are all our required trainings?
  - We are in the process of updating the Course Catalog which is the first step to adding things to the Learner's required program list as Learning Paths or CPT's.
- How do I change my name?
  - Please submit a request to the FOCUS@parks.ca.gov mailbox with a reason for your change.
- I have just completed a Travel Advance and need a copy of my approved Training Request. Where do I go to print a copy?
  - From the Learner's Dashboard, go to Training Requests to find the training request for the course. Click on the **Details** link on the left to view/print a copy of the approved Training Request.
- 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?
  - From the Learner's Dashboard, go to Training Requests find the training request for the course. Click on the **Details** link on the left to view/print a copy of the approved Training Request.
  - From the Learner's Dashboard, go to the **Completed Internal Courses** section, click on the name of the course you need, then click on **Download Certificate** link next to the course name to view/print a copy of your certificate.

- John Smith says he submitted an external training request and attended the training but he can't find the course on his training record. Who can enter that program to the Learner's Training Record?
    - A Supervisor or Manager
- 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 Learner?
    - From the Learner's Dashboard, go to the Request Credit option, fill out required information, including the number of credits and an attachment of your proof of completion, and submit your request for credit. Your request will be routed to your Supervisor for review/approval.
    - Supervisor or Manager
- Where can a Learner find a syllabus/roster for a program?
    - This function is not available to Learner's at this time.
- Where do I find training records for training that occurred prior to ETMS and prior to FOCUS?
    - Records prior to the ETMS (1999) are stored in hard copy at the Mott Training Center.
    - ETMS records were cut off from data entry on April 30, 2021. Records from the ETMS prior to April 30, 2021 should have been downloaded by staff prior to turning the system off. If you did not do this, reach out to the FOCUS team via email requesting a copy of your training record.
- Where is the Training Schedule?
    - The Training Schedule is now the Training Catalog in FOCUS.
    - And is available on training.parks.ca.gov

Supervisor Role

If Supervisor have been assigned to the training group they will see ALL the Learners in that Training Group. Supervisors will see their subordinates on the Management Dashboard under the Direct reports block.

- I'm a new Supervisor, where do I go to get the role assigned?
    - You need to fill out a Supervisor Role Request available on the FOCUS sub page of the Training Section intranet page or in DocuSign.
- Where does a Supervisor go to add Continuing Professional Training (CPT) or a Learning Path to a Learner's required programs?
    - Learning Paths can be added / removed under the Learners tab. (A Supervisor will have this ability, the function is currently being revised.)
    - CPT can be added under the Learner tab- (A Supervisor will have the ability to add CPT to their Learners. This function is currently being developed, please do not add or create new CPT until we send out a notification that it is completely ready.)
- Who can assign required training to Learner?
    - A Supervisor, Manager, Training Specialist
- How does a Supervisor get Supervisor's rights/capabilities?

  - Please fill out the FOCUS Supervisor Role Request Form on the Training Section Intranet page and/or in DocuSign and submit
- How does a Supervisor add / remove a Learner from their Learner listing?
  - To add go to the Managed Learners block on the Dashboard
  - To remove, recommend the Learner goes to their new Supervisor or you may Remove
- If a Learner does not complete a request for training prior to attending, what do you do?
  - A Learner should have at least filled out a DPR 392 if they didn't use FOCUS
  - If the Supervisor approved the time; then it can be added to the record via Request Credit
- How do you delete a training course from a Learner's Training Record (reducing error and duplication)?
  - The trainings can be managed via the Learners Tab to Active Learner to Enrollments to Enrollment History
- How do I assign a proxy Supervisor if I'm going to be out of the office?
  - This feature is coming soon
- Where do I go to view my Learner's records?
  - The Learner's Tab to Active Learners
- Where do I go to approve training?
  - As a Supervisor you will receive system notifications for all training requests for your Managed Learners. You can directly review the training request information, approve/deny/or request for more information from the notification.
  - You can also go to your Supervisor – Management Dashboard to review the training request information, approve/deny/or request for more information.
- Where do I go to run the reports that we need?
  - The Reports tab, if you don't have the tab or need access to certain reports, email FOCUS@parks.ca.gov

Training Specialist Role

- Course Leader Requests:
  - An Instructor Request (Course Leader Requests) tool is being developed through our internal IT Section and will be available for use on a different platform.
  - In the meantime, please use calendar requests and the scheduling assistant within Outlook to send a request to an Instructor with a CC/Optional to their Supervisor.

Manager Role

Managers should reside in the Training Group of their Learners. Managers should NOT use the Managed Learners function on the dashboard to add new Learners to their supervisory chain; they should only use the Supervisors dashboard.

Training Group Managers (one per Training Group): Profiles (Supervisor/Training Group) should only be updated by the FOCUS Administrators to keep integrity of the approval chain. If a Manager of a Training Group transfers/retires/leaves, the lead Administrative Officer/person for the Training Group needs to notify the FOCUS Administrators ASAP to update to the new designated Manager.

If Manager/Supervisor have been assigned to the Training Group they will see ALL the Learners in that Training Group. Supervisors will see their subordinates on the management dashboard under the Direct reports block.

- If a Learner has the same Supervisor and Manager, who does the Training Request go to for approval?
  - The Supervisor role will get the email and it will appear on the Supervisor's Management Dashboard.
  - Then the Manager role will get the email and it will appear on the Training Group Manager's Management Dashboard
- Where do I go to approve training?
  - As a Manager you will receive system notifications for all training requests in your training group that need Manager level approval. You can directly review the training request information, approve/deny/or request for more information from the notification.
  - You can also go to your Manager– Management Dashboard to review the training request information, approve/deny/or request for more information.
- How do I assign / proxy someone else to be the Manager?
  - This feature is COMING SOON!

Information Role

- How do I get access:
  - If you need statewide access a specific username and log in will need to be created for you. Contact FOCUS@parks.ca.gov
  - If you need access to just your Training Group, then request that through FOCUS@parks.ca.gov
- How do I run the reports I need?
  - Reports tab
- How do I access training records?
  - Learners tab

Instructor Role

- Instructors will have two different roles in the system:
  - E-learning Instructors: Online learning content development and delivery
  - Section Instructors: Roster Management for internal courses, teach in-person/online trainings, and respond to Instructor Requests.
- We will be using the Aspire platform for Instructor Requests and Course Roster Submissions:
  - Instructor Requests:
    - An Instructor Request (Course Leader Requests) tool is being developed through our internal IT Section and will be available for use on Aspire

        - In the meantime, please use calendar requests and the scheduling assistant within Outlook to send a request to an Instructor with a CC/Optional to their Supervisor.
    - Course roster submissions:
        - Please submit course rosters through Aspire.
- To be added to the Instructor list in Aspire for Course Roster Submissions and Instructor Requests:
    - If you need to be added to the Instructor list, please send an email to FOCUS@parks.ca.gov with Instructor List in the subject line and include the following information in the email:
        - Last Name, First Name:
        - Training Group:
        - District Superintendent (if applicable):
        - Email address:
        - Supervisor's Last Name, First Name, and Email address:
        - Domains/Areas you Instruct:

General

- Who can submit a Training Request for a Learner?
    - Only a Learner
- Who can assign a Learning Path to a Learner?
    - At this time FOCUS Administrators
- How do we do a Group Roster?
    - See above Instructor Role
- How do Learners view a roster for a course?
    - This feature is not currently available
- Who can request a program be added to the Training Schedule?
    - If the course exists in the Training Catalog:
        - send an email to the FOCUS Support Team identifying the Name of the Course, the dates, location, lead Instructor(s), level of approval needed.
    - If the course does not exist in the Training Catalog:
        - Submit a Course Submittal Form (available on the FOCUS page of the Intranet)
        - And then follow up with an email to the FOCUS Support Team identifying the Name of the Course, the dates, location, lead Instructor(s), level of approval needed.
- Who can assign a delegate/proxy?
    - Feature coming soon: Supervisors and Managers
- Who can un-assign a delegate/proxy?
    - Feature coming soon: Supervisors and Managers
- How do we reinstate an RA or former Learner?
    - Send an email to the FOCUS inbox requesting to reinstate them and identify their Supervisor/Training Group
- Who can request a program be added to the Catalog?
    - Anyone, submit a Course Submittal Form (available on the FOCUS page of the Intranet)

- How do you remove a Learner who is no longer with the Department?
    - Once you have confirmed that they left the Department (and did not just change Training Groups) the lead Admin person for your Training Group should send an email to the FOCUS inbox requesting to archive them.