California State Parks is proud of its reputation for training excellence and is looked upon as a leader in park management, interpretation, maintenance, and public safety training. Employees are the key ingredient for FOCUS to be successful.

FOCUS system allows all Learners to perform the following actions from the Learner Dashboard:

- View Course Catalog - Explore available training courses and register for training classes.
- View status of Training Requests
- View/Download Training Record
- View/ track Continuous Professional Training (CPT) Status
- Track Learning Paths
- Withdraw from a Course
- Request Credit
- Submit External Certificates or Degrees
- Submit Proof of Course Completion.
Table of Contents

FOCUS-Learner Help File ................................................................................................................. 1
Table of Contents .......................................................................................................................... 2
Accessing FOCUS .......................................................................................................................... 3
Learner Dashboard .......................................................................................................................... 8
Active Courses ............................................................................................................................... 8
CPT Status ...................................................................................................................................... 9
Pending Courses ............................................................................................................................ 9
Learning Path ................................................................................................................................ 10
Requested More Info ................................................................................................................... 11
Completed Internal Courses ......................................................................................................... 12
Completed External Courses ......................................................................................................... 13
Denied Courses ............................................................................................................................. 13
View Course Catalog .................................................................................................................... 14
Training Requests ......................................................................................................................... 20
Request Credit .............................................................................................................................. 22
Withdraw From a Course ............................................................................................................... 24
View/Download Training Record .................................................................................................. 25
External Files .................................................................................................................................. 26
Submit Proof of Completion .......................................................................................................... 27
Accessing FOCUS

From your device, go to training.parks.ca.gov using a supported browser Chrome, Edge, and Safari. Click on the FOCUS link at the right side under Related Pages navigation panel. Click on the system icon/logo to proceed to the FOCUS Welcome page.

NOTE: ETMS Employee user accounts created prior to 4/1/21 have been migrated to FOCUS and users can login to FOCUS directly via Single Sign-On feature.

- If you have a Parks network user account, select CSP Employee Login button. The system will authenticate your login via your Parks network account, and you will be signed in directly without entering your credentials.

- If you have a Parks network user account, but you do not have an account set up in FOCUS the system may ask you to select your network account to proceed with your login. FOCUS will create an account for you the first time you login and auto sync your account with Active Directory to authenticate you on subsequent logins. You will be able to click on CSP Employee Login link and you will be signed in directly without entering your credentials.
The first time that you login, you will see the following screen please input your CalHR Position Number and Birth Year. This is an important feature that allows your account to sync with CalHR to keep track of your training records across State agencies.
• If you are a seasonal employee, but you do not have a Parks network user account, select **Non CSP Employees**.

1. Select **Don’t Have an Account?** link.
2. Fill out your information and select **Register** for a FOCUS account. Your password and confirm password must match. Please keep track of your password for future login.

Your new account registration request will be reviewed, and you will receive an email notification for further instructions.

Once your account request has been approved, you will receive an Account Approved notification below. Follow the link provided in your notification or you may also login via the FOCUS Welcome page.
Select **Non CSP Employees** and enter your email address and password you provided on your registration form.

If your account request has been denied, you will receive an Account Request Denied notification below.

---

**FOCUS Account Request Denied**

Hello,

We are sorry your account registration has not been accepted. If you have any questions, please contact us.

FOCUS Support Team
FOCUS@parks.ca.gov
Learner Dashboard

The Learner Dashboard will look like this once you are logged in successfully.

**Important:** Be sure you review your **Training Group and Supervisor** information!

If you do not have a Training Group or Supervisor information displayed under your name or the information is incorrect, please contact your supervisor to add you to his/her "**Managed Learner**" list so you can begin to register for training.

### Active Courses

This area displays all courses that a learner is actively enrolled in where:

- no approval is required
- all required approvals have been met
- you have been assigned/enrolled in a Learning Path (see Learning Path section)

You can view the section name, start date/end date of the section as well as your progress status.
CPT Status
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. If you have course(s) that you need to repeat on an interval, you will be assigned to CPT(s) and they will be displayed in this area for you to keep track of your compliance status.

<table>
<thead>
<tr>
<th>CPT Name</th>
<th>Expiration</th>
<th>Credits Earned</th>
<th>Needed</th>
<th>Compliant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethics Orientation for State Officials</td>
<td>12/30/2021</td>
<td>0</td>
<td>16</td>
<td>NO</td>
</tr>
</tbody>
</table>

Pending Courses
Course requests are displayed in this section when one of these four conditions occur:

- Learner is missing required document(s) for a course.
- Course pre-requisite(s) have not been met.
- Course enrollment is pending Supervisor/Training Group Manager or Training Specialist approval.
- Course-Section has an enrollment cap, and Learner has been added to the waitlist.
Learning Path

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, Supervisors/Training Group Managers/FOCUS Admin can create/add Learning Paths to Learners.

Any learning paths assigned to a Learner will be listed here. As the Learner enrolls in the courses associated with the learning path and completes them, the status will be tracked and displayed in this section.

<table>
<thead>
<tr>
<th>Learning Path</th>
<th>Completed</th>
<th>Expiration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department Required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ethics Orientation for State Officials</td>
<td>Not</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Started</td>
<td></td>
</tr>
<tr>
<td>With All Due Respect</td>
<td>Not</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Started</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Requested More Info

A Supervisor/Manager or Training Specialist may need more information on a Learner’s training request in order to approve. When a request is submitted, the Learner will receive a notification below and the request will be displayed in this section.

A Learner may click on the Course Name to provide requested information.
Select the same options as you filled out on the Course Request Form prior to submitting your training request and enter more information in the Reason for Training text box and select Submit. Your response will be routed to the Supervisor/Manager or Training Specialist to review.

Completed Internal Courses
This section displays all courses from the Course Catalog, offered by Parks Training Section that a Learner registered and completed. To download/view the course certificate, click on the icon on the left of the course name.
Completed External Courses
This section displays all courses that you registered from the Course Catalog offered by external vendors and completed as well as all training history that you completed prior to 04/01/21 in ETMS. You may view the course certificate by clicking on the icon on the left of the course name.

Denied Courses
This section lists courses that have been denied by your Supervisor or Training Group Manager.
View Course Catalog

1. To view current all internal and external training offerings, select **View Course Catalog** on the left side of the Learner Dashboard.

2. Type in a keyword to search for your specific training interest in the search at the top right corner and click on **Find Course**.

3. Once you find the course you wish to register, you can click on the **info** button to review details of the training offering such as cost, location, start/end dates, start/end time, approval required, pre-requisites and more. Click **Add to cart** button to add course to your cart.

4. If you see the course(s) you want to register from the Course Catalog, you can click the **Register** button to add course to your cart. You will need to fill out a Course Request Form.
If you select Upward Mobility, you will be required to upload your Career Development Plan document. Please consult your Supervisor on what you need to provide as your Career Development Plan.
If you select Career Related, you will be required to upload your Individual Development Plan document. Please consult your Supervisor on what you need to provide as your Individual Development Plan.

Select your response and include a Reason for your Training request then select Confirm Request button to confirm your registration.

5. Once you have selected all the courses you wish to register and added them to your cart, select Proceed to Checkout link to proceed.

Review your selected courses information and click Submit to complete your registration. If you change your mind about registering for any of the selected course(s), click Remove button to remove course from your cart.
Once your registration has been submitted successfully, you will see a confirmation displayed.

You will also receive an email confirmation from FOCUS if your course does not require an approval, or if your course requires approval and they have been met.
If your course request is denied, you will receive an email confirmation below.

**Employee Training Request Denied**

Dear Boudreaux Aloysius (Test Account),

The request for the course FOCUS TESTING Only 1st Level Approval June 2021 sec. 2 was denied.

**Course Information:**
- Course Name: FOCUS TESTING Only 1st Level Approval June 2021 sec. 2
- Start Date: 06/30/2021
- End Date: 06/30/2021
- Start Time: 08:00 AM
- End Time: 09:00 AM

FOCUS Support Team
FOCUS@parks.ca.gov

If your Supervisor or Manager request for more information on your request, you will receive an email notification below.

**Training Request Needs More Information**

Dear Boudreaux,

Your Supervisor or the assigned Training Specialist has requested more information regarding your request for the following training:
- Course Name: FOCUS TESTING Only 3rd Level Approval June 2021 sec. 1
- Organization Providing Training: Dogfaced Butterfly
- Start Date:
- End Date:
- Location:
  - CA

Please locate the Requested More Info panel on your FOCUS dashboard and respond to the following:

- Please provide more information.

FOCUS Support Team
FOCUS@parks.ca.gov
If you do not have a Supervisor assigned/displayed at the top of your Learner’s Dashboard, you will see this message below upon submitting your registration. Please contact your supervisor to add you to their Managed Learners list, verify that your Learner information displays your supervisor’s email or user name and re-submit your registration from the Proceed to Checkout link.

Training Courses may have the following approval levels requirements:

- No approval
- Supervisor approval
- Supervisor and Training Group Manager approval
- Supervisor, Training Group Manager, and Training Specialist approval

Once you submit a training request, you can review the approval status details under the Training Requests link.
Training Requests

Once a training request has been submitted you can view the request tracking in this section. If there are approvals required from your Supervisor, Training Group Manager, or Training Specialist you will see where the request is currently routed to by the “PENDING” status. Once your training request has been reviewed and approved/denied, you will be able to see tracking information displayed with the name of the approver and date/time stamp. As soon as the first approval occurs, you will see a Details link on the left side of your request. Click on the link to view the details of your request.
<table>
<thead>
<tr>
<th>Name</th>
<th>Boudreaux Aloysius</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classification</td>
<td></td>
</tr>
<tr>
<td>Training Group</td>
<td>MOTT District (FOR LMS Training ONLY)</td>
</tr>
<tr>
<td>Training/Course Provider</td>
<td>Dogfaced Butterfly</td>
</tr>
<tr>
<td>Location</td>
<td></td>
</tr>
<tr>
<td>Course Name</td>
<td>2021 May 3rd Level Testing sec. 1</td>
</tr>
<tr>
<td>Training Request Is</td>
<td>Job Mandated - 100% of all costs</td>
</tr>
<tr>
<td>Justification</td>
<td></td>
</tr>
<tr>
<td>Date Submitted</td>
<td>05/27/2021</td>
</tr>
<tr>
<td>Supervisor (Level I approval if required)</td>
<td>PAMELA YAEGER</td>
</tr>
<tr>
<td>Date Approved/Denied</td>
<td>APPROVED - 5/27/2021 2:12:18 PM</td>
</tr>
<tr>
<td>Manager (Level II approval if required)</td>
<td>LISA ANTHONY</td>
</tr>
<tr>
<td>Date Approved/Denied</td>
<td>APPROVED - May 27 2021 2:17PM</td>
</tr>
<tr>
<td>Training Specialist (Level III approval if required)</td>
<td>JEFFREY BEACH</td>
</tr>
<tr>
<td>Date Approved/Denied</td>
<td>APPROVED - May 27 2021 2:18PM</td>
</tr>
</tbody>
</table>
Request Credit

If you complete training outside of FOCUS, you may upload your completion here to receive credit and add it to your training record. All course credit requests will be listed on this page.

1. Select **Request Credit** on the left side of the Learner Dashboard

2. Select **Request new Credit** on the left side of the Learner Dashboard.

3. Complete all required fields and select **Request Credit**.
   - Activity Date
   - Course Name
   - Description
   - Requested Credits (hours)
   - File Upload

If your Request Credit is approved, you will be able to see your request status on this page.
You will also see a record of the Course you requested in the Completed External Courses area. You can view the file you uploaded in your request by clicking on the icon next to the course name.

You can also view a record of your course credit under View/Download Training Record.

If your Request Credit is denied, you will receive the following notification.

---

**Credit Request Denied**

Dear Boudreux Aloysius,

This email is being sent to you to notify that your credit request was denied for the Adobe Photoshop course.

Course name: Adobe Photoshop
Requested Credit: 8
Requested Date: 6/16/2021 9:03:40 PM

If you have any questions, please contact your Supervisor.

FOCUS Support Team
FOCUS@parks.ca.gov

---
Withdraw From a Course

Learners can submit a course withdrawal request for courses that they are actively enrolled in.

1. Select **Withdraw from a Course** on the left side of the Learner Dashboard.
2. Select **Request new drop**.

3. Select the **course** from the dropdown menu.
4. Select the **reason** for withdrawal from the dropdown menu.

5. Select **Save**.

Your request will be routed to your Supervisor for review/approval and you will receive a confirmation notification.
View/Download Training Record

A Learner may view their training history records in this area, including training records imported from Parks previous Employee Training Management System (ETMS) prior to 4/1/2021.

1. Select View/Download Training Record on the left side of the Learner Dashboard.
2. To download your Training Record, select the Download The Training Record link on the upper right side of the window.
External Files
A Learner may submit any external training degrees, certifications, or licenses in this area.

1. Select **External Files** on the left side of the Learner Dashboard.
2. Select **Add new file**.
3. Enter a name or a short description for your file in the **Description** box.
4. Select a File Type from the drop down menu and **Submit**. Your Supervisor will review your file submission request and approve or deny.
Submit Proof of Completion

Learners may submit Proof of Completion for an internal Parks offered training course when they already received training from another agency or an external vendor. The learner must register for the course, then submit proof of completion to receive credit without taking the course.

1. Select **Submit Proof of Completion** on the left side of the Learner Dashboard.
2. Select the course you wish to submit proof of completion for from the **Select Course** dropdown menu.
3. Select **Choose File**, locate the file you wish to submit.
4. Select **Submit**.
5. Your file will be listed as uploaded and routed to your Supervisor for approval.

When your request is approved, you will receive a notification below.

---

**Confirmation of Training Completion**

Dear Boudreaux,

This email is being sent to you to confirm your recent completion for Advanced Time Management.

Course name: Advanced Time Management  
Instructor/Training Specialist: Jack Futoran  
Credits: 1  
Comments:

The training has been added to your record.

If you have any questions, contact your Supervisor.