PEP Help: Frequently Asked Questions

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General User FAQs

User Information

Why do I need to complete the online Profiler questionnaire?

The online Profiler asks about your specific job responsibilities and preferred ways of learning. By answering these questions, you will gain access to any required trainings based on your job role. Also, you may see suggested trainings appear on your PEP homepage based on your learning preferences.

You should update your Profiler when your job duties change. It is also recommended that update your Profiler annually, just to confirm that your preferences haven't changed.

Profiler data takes one business day to update to your PEP User information. Additional information is available through the **PEP Help Video "Updating Your Profiler"**.

How do I complete the Profiler information?

The profiler information is now available on PEP homepage rotating banner. You should see a button to "Update My Profile" every other picture. Click this button to go to the questionnaire.

Additional information is available through the **PEP Help Video "Updating Your Profiler"**.

The personal information under my Universal Profile User Record is wrong. What do I do?

The information is populated with UGA Human Resources data and Student Banner data. If your data is incorrect, please contact your Human Resources representative or the Registrar's office to update your information in the **OneUSG Connect** system or in Banner.

User Record Custom Field information is populated by system data and choices you have made on your PEP Profiler. Please contact the PEP Helpdesk at **pep@uga.edu** if you have any questions about this data.

How do I add or update my photo on my PEP Profile?

Under the hamburger menu at the top of the PEP homepage, select My Account toward the bottom of the dropdown list. This action will take you to your PEP Preferences page. Hover over the photo and a dropdown menu will appear. Select "Change." You can upload a new photo or replace an old one by choosing the file, selecting "Upload" and then "Save."

Additional information is available through the **PEP Help Video "Updating Your Profile Picture"**.

Navigation

Why is there no longer a toolbar on the PEP homepage?

PEP has adopted a new mobile-friendly interface that uses universally recognized icons. This change allows for improved navigation on mobile devices, such as phones and tablets. You can access the toolbar under the hamburger icon in the top right corner of the PEP homepage. The hamburger icon looks like three horizontal lines. Selecting the icon will allow the toolbar to appear as a dropdown menu.

How do I contact someone for help with PEP?

You can email the PEP Helpdesk at **pep@uga.edu**

Course Management & Transcripts

How do I find a course?

You can search for a course by title, subject, course date, or keyword. To find a list of current T&D course offerings and dates, visit the Current Courses list available from the T&D homepage or by clicking "Go to Calendar" on the rotating banner on the PEP homepage.

To search in PEP by the course title, subject or keyword, just answer "What would you like to learn today?" in the search bar in the top center of the PEP homepage. Type the course title (e.g. "Supervisory Foundations") or course subject (e.g. "supervisor") or

keyword ("leadership") and hit Enter. This search will take you to the Learning Search page. Scroll through the course matches and select the course you are looking for.

You can filter by Duration, Type, Subject, Rating or Provider.

To search for a course on a specific date, click "Event Calendar" on the Learning Search screen or "Go to Calendar" on the rotating banner on the PEP homepage. You can click on the specific course to go to the registration page.

Additional information is available through the **PEP Help Video "Searching & Launching Training"**.

I can't find the course I am looking for. What do I do?

Please contact the PEP Helpdesk at **pep@uga.edu** or call T&D at 706-542-7062

How do I register for a course?

Once you find the name of the course that you want to register for, click the name of the course to go to the Learning Details page.

If there are multiple sessions, you will be prompted to select the date and time of your choice. You should be able to see how many seats are available for each session. Select the "Request" button to be enrolled or waitlisted for the course.

I requested to register for a course. How do I know if I'm enrolled?

You can check your registration status for each course you've requested on the PEP homepage under the Due Soon section on the left side of your screen. You can also see this status on your Active Transcript.

If you are enrolled, you should also receive an automated email from PEP to your UGA email address. The sender is **pep@uga.edu**, so check your junk mail if you do not see it in your Inbox.

How do I cancel my course registration?

On the PEP homepage, under the Due Soon section, you can see each course you're enrolled or waitlisted in. Click the "Withdraw" link next to the course title to cancel the registration.

Your registration confirmation email and your session reminder email should also have links to the Withdraw page, where you can cancel your registration.

I need to retake an online course for which I have already received credit. How do I do so?

If you have already received credit for a course, you will see a red "Request" button on the course page. Clicking "Request" allows you to retake the training and receive a new completion date.

If you simply need to review a course for which you already have credit, without a new registration, you may still select "Launch" by clicking the drop down arrow.

How can I see courses I've already taken through T&D?

The "Transcript" link on the left side of the PEP homepage will take you to your transcript. Choose your "Completed" transcript to see all your credited courses. T&D has uploaded credit for all courses completed within the last 5 years. You can also use the search feature to look for a specific course credit.

Why can't I see my completed courses on my Transcript?

The Transcript in PEP defaults to "Active", which will show you courses that are in progress. To see your completed courses, you must choose "Completed" from the dropdown tab.

If you are still unable to locate your course credit, try choosing "Archived" from the dropdown tab to see if the course has been accidentally archived. You can restore the course to active if desired.

Additional information is available through the **PEP Help Video "Accessing Your Transcript"**.

I completed a course outside of UGA and would like to have it credited to my PEP transcript. How do I do that?

You can submit external training through your PEP Transcript. From the PEP homepage, select the "Transcript" link on the left side of the screen. On your Transcript page, choose the three dot icon and select "Add External Training". You will then be prompted to provide additional information related to the external training.

External training does require review and approval. It typically takes 1-2 business days for it to be visible on your Completed Transcript. If there are any questions, the PEP administrator will contact you.

Additional information is available through the **PEP Help Video "Submitting External Training"**.

I have a course on my Active transcript that I do not want to complete. How do I remove it?

You can remove a course from your Active Transcript by archiving the course. In the dropdown to the right of the course name, select "Move to Archived Transcript."

PEP Features

What are my PEP Carousels and how do I use them?

PEP Carousels are groups of courses that are recommended to you based on your subjects of interest, you job position and your training history. They are selected by PEP's machine learning functionality. There are currently five carousels:

- Featured Learning for UGA (current enterprise learning initiatives)
- Continue Learning (courses that you have started but not completed)
- Inspired by Your Subjects (courses that you have expressed an interest in)
- Playlists for… (courses from people that you follow)
- Saved for Later (courses that you have chosen to save for later)

Why should I select Subjects?

By selecting subjects on your PEP homepage, you will identify training that is the most relevant to your job and/or your interest. As a result, your "Inspired by Your Subjects" carousel will populate with training that is individualized for your preferences.

Additional information is available through the **PEP Help Video "Updating Your Subjects"**.

What are Badges and why don't I have any?

Badges are fun PEP credits that are given when you complete certain training or meet certain milestones. For instance, you may receive a badge for completing a certain certificate program with T&D or being one of the first people to complete a playlist.

For more information on badges, please see the **PEP Help Video "Earning Badges"**.

What are playlists?

A playlist is a group of courses organized around a specific theme. A playlist could reflect courses that a specific individual found interesting. It could also be a group of courses about a particular topic. You can create your own playlists. Playlist curators can create playlists that you can follow. Playlists are not mandatory training, but rather suggestions on training others have found useful.

Additional information is available through the **PEP Help Video "Making & Following Playlists"**.

What is my SNAPSHOT?

Your SNAPSHOT is an employee document repository and a place where you can view your badges. This screen will also eventually contain information on your Competency Rating and your Development Plans.

Additional information is available through the **PEP Help Video "Accessing Snapshot Documents"**.

What is Connect?

Connect is PEP's social learning platform. It works much like a typical internet blog space. By selecting Connect > All Communities, you can view your current "My Communities" for which you are already enrolled and you can "Browse Communities" that are available. By selecting the community you can ask to join.

Communities are spaces where you can communicate with others in the group. You can share information, documents or links. Additionally, some communities are staffed by subject matter experts, who can answer your questions on a variety of topics.

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Supervisor FAQs

Tracking Employees

I am a supervisor. How can I assign training to my direct reports?

Find the course that you want to assign and select it, which will take you to the Learning Details page. Select the "Assign" button or select "Assign" from the drop down menu beside a specific session (date and time) that you want the employee to attend. On the Assign Training page, click the check box next to the employee that you would like to receive the assignment. Click the red "Submit" button at the bottom of the page.

The employee is now registered for the course. If there are multiple available sessions, and you did not choose a specific session, the employee will be prompted to make a selection in order to complete course registration. The employee will receive an email notification and will see the course on their PEP homepage under the Due Soon section.

The Team information under my Universal Profile Bio is wrong. What do I do?

The Team information is populated with UGA Human Resources data. If your data is incorrect, please contact your Human Resources representative to ensure your reporting structure is correct in the **OneUSG Connect** system.

Only primary supervisors will populate. If you are listed as someone's secondary supervisor, you will not see this individual in your Team.

Where did the MyTeam button go on the new PEP homepage?

You can now access your Team by selecting Profile > Universal Profile under the hamburger menu at the top right of your PEP homepage. You team will be viewable on your Bio page.

You can also go directly to your Bio page by clicking on your photo on the PEP homepage.

How do I see the training records for my employees?

You can view the training records for your direct reports on the Supervisory Dashboard. Under the hamburger menu on the PEP homepage, select Reports > Dashboards. This

dashboard will provide a chart visualization of the overall training status for your direct employees and their status on any currently featured UGA courses.

You can view a breakdown of the transcript data by hovering over the chart and selecting the dropdown that appears in the upper right corner of the chart. First select "Refresh" to load the most up-to-date data. Next, select "View Details" to see the data. You can also choose to "Report to Excel".

You can also view a specific individual's transcript by selecting their name in the Team section of your Universal Profile Bio page. You can then navigate to their transcript and choose "Completed" to view their completions. The Search Training bar on the Transcript page will allow you to search for their completion of a specific course.

You can also find several transcript reports for direct and indirect reports in Standard Reports. Select the hamburger icon on the PEP homepage and navigate to Reports > Standard Reports. You will find these reports under the Track Employees tab. If you want to see the status for indirect reports, the "Training Progress Pie Chart" report has this selectable option.

I need to track training on a group of people, but I am not their manager. Can I do that?

Yes. You will need to request the creation of a group and a group report. You can request group creation and a report on the PEP login page at **https://pep.uga.edu**. You will need to provide specific information on your authority to view this transcript information. Additionally, you will be limited to information on relevant courses and will not receive access to a user's transcript in its totality. That permission is reserved for managers.

Reporting

How to I access reports that have been shared with me in PEP?

From your PEP homepage, select the hamburger icon and choose Reports > Reporting 2.0. On the left side of the screen, select "Shared With Me". You can then click on the name of the report to view it in PEP. However, you will only see the first 1000 entries in the report table. To reports with large amounts of data, select the three dots to the right of the report name to export it to a variety of formats (e.g. Excel, CSV, Word).

Why do I only see 1000 entries in a PEP report?

The report viewer in PEP is limited to the first 1000 lines of data. For reports with large amounts of data, it is recommended that you export to another format, such as Excel.

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Instructor FAQs

Session Management

Where can I find information about a specific event and/or session that I am scheduled to teach?

From you PEP homepage menu, select ILT > Manage Events and Sessions. You can Search for all Events (overall topic) or you can "Search for all Sessions (Event on a specific day/time). If you want to see all of the session associated with a specific event, locate the event and then select the Calendar icon under Options to view all related Sessions.

Once you have located the relevant Event or Session, select the View icon under Options to see detailed information.

Can I see information on when a specific participant registered for my session?

Yes, you can see a participant's history associated with this session by accessing the class roster and choosing the History icon under Options beside their name.

Can I see how many seats are still available for a specific session?

Yes, you can see the number of available spaces from the Session screen under Enrollment. You can also view this information at the top of the class roster screen.

Can I print a sign-in sheet for my class?

Yes, you can print a sign-in sheet by accessing the class roster and choosing "Print Sign-In Sheet". This sheet will render as an Excel document and will list all participants that are currently registered for this session. Unfortunately, this template is not customizable.

Managing Your Class Roster

How do I view my class roster in PEP?

From you PEP homepage menu, select ILT > Manage Events and Sessions. You can Search for all Events (overall topic) or you can "Search for all Sessions (Event on a specific day/time). If you want to see all of the session associated with a specific event, locate the event and then select the *Calendar* icon under Options to view all related Sessions.

Once you have located the relevant Session, select the People icon under Options to view the class roster.

Can I add a user to my roster?

Yes, you can add participants by accessing the class roster and then choosing "Add Users" from the center of your screen. You can then select individuals by Name, ID (UGA CAN#) or User Name (UGA MyID). Use the "+" icon to select the participants and then select *Done*.

The participant will be added to a Pending Roster. **You must select "Add Pending Users to Roster" to add and finish the process**. You can also choose whether or

not to initiate an email that will tell the participant that they have been registered for the session.

Can I remove a user from my roster?

Yes, you can remove users by accessing the class roster and then choosing the Remove icon under Options beside their name. You must select a reason for their removal form the dropdown menu and Submit.

Can I view who is waitlisted for a specific Session?

Yes, from the class roster page, you can view waitlisted participants by selecting "Waitlisted" in the upper right corner of your screen. Depending on the Session, you may or may not have permission to Grant/Deny waitlisted individuals.

Communicating with your Class Participants

Can I email my class through PEP?

Yes, you can email registered participants by accessing the class roster and then choosing "Email Registered Users" from the center of your screen. You must use the PEP email system to generate this correspondence. This email functionality will communicate with EVERYONE on the roster. If you want to comment to a specific participant, use the comment feature.

Can I communicate with individual participants who are registered for my class?

Yes, you can leave comments for specific individuals and they can leave comments for you. You can leave a comment by accessing the class roster and choosing the Comment icon under Options. Please be aware that this feature will notify them of a comment within PEP. However, it will not link to an external email and therefore may not reach specific individuals if they are not accessing PEP regularly.

If you need to urgently convey information to a class participant, you are encouraged to email the person independently outside of PEP. Their official UGA email address is listed beside their name on the class roster.

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