ELMS Frequently Asked Questions

Q: I am trying to take the Required Training and do not see the Start Button?
A: In cases where the LMS software's auto-registration function did not register a user for the required Compliance Training, the user can complete their own registration. Select Assigned Training from the ELMS home dashboard, then click the Curriculum name link. The window refreshes to display the curriculum details page. The Options button is located in the upper right corner, below the completion status meter. Click the button and select Register. The window refreshes to display the course list, and registration options. Complete the registration by clicking the Register button located in the lower right corner of the window. After the window refreshes, all courses within the curriculum display a Start button.

Q: I completed a training, but my transcript says "In Progress."
A: If you have completed a course or class, the completion record is retained in the system. You can verify your completion status by selecting Training Schedule from the ELMS home dashboard. From the schedule, select the "Completed" heading. All completed activities are listed here. The results are displayed in date order. Review the list to confirm your completion. If you re-register for a course you have completed, your status will change to "Registered". While the course may not reflect as being completed on the Training Transcript, your completion record will still be retained in the "Training Schedule". If you experience this issue, it is not necessary to retake the course. Instead, create a Quick-IT to have your record updated.

Q: Where in ELMS can I find my training records?
A: The **Training Schedule** is the location within ELMS where learners can review their training records. Training records - including completed, canceled, upcoming, waitlisted, and in progress - can be found under your Training Schedule by clicking on the type of record for which you are looking.

Q: My training transcript in ELMS does not show all my completed training?
A: The ELMS training transcript's default view is for the current year. If you want to see all of your completed training in ELMS, select "All Records" from the drop down.

Q: My transcript in ELMS is not the same as my record of participation in Pathlore.
A: ELMS displays information differently than Pathlore. The Training Transcript in ELMS only shows completed classes, whereas the Pathlore Record of Participation included in-progress and incomplete classes as well. To view all training activity records, navigate to the **Training Schedule** area of ELMS, which shows Completed, Upcoming, Canceled, and other activity statuses.

Q: I was an instructor for some professional development classes. Where can I find my instructor records?
A: You can find your instructor records under **Instructor Schedule** by clicking the "View" dropdown menu and selecting "Previous Activities."

Q: Can I print my ELMS transcript to give to the Nevada Department of Education (NDE) for license renewal?

A: The Nevada Department of Education (NDE) will accept the ELMS transcript as the official record of participation. Ensure that the transcript displays the following information:

Clark County School District official professional development transcript. An Estimated Duration of 1 day is equivalent to 8 hours. For example, an Estimated Duration displaying "Days: 1, Hours: 7, Minutes: 0, Seconds: 0" reflects a total of 15 hours of training. The Nevada Department of Education will only recognize training of at least one hour in duration. This excludes all CCSD mandatory training from consideration for license renewal.

Q: I am missing training records that occurred prior to January 1, 2007. What do I do?

A: ELMS only contains training activity data (registrations, cancellations, completions, and no show statuses) from January 1, 2007 to present. To obtain a list of training records prior to January 1, 2007 please submit a request with the User Support Help Desk at 702-799-3300.