

My Learning: Systems Issues

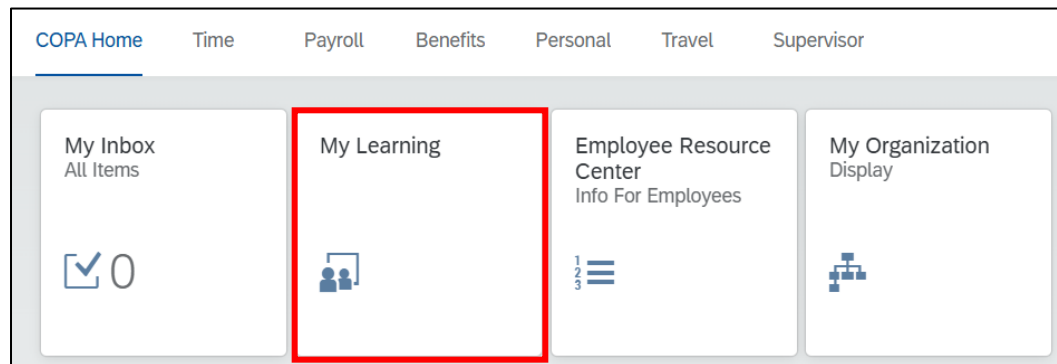
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Logging In

How to Log In

1. Open your [ESS/MyWorkplace](#). (If you cannot open this link, submit a ticket to your [agency IT helpdesk](#)).
2. Select the **My Learning** tile from the top row.



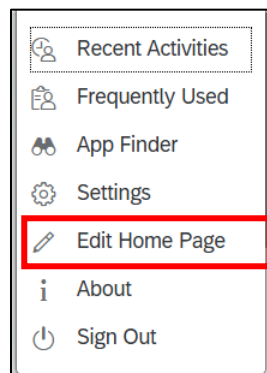
Missing Tile

If you are missing the **My Learning** tile, follow the below instructions.

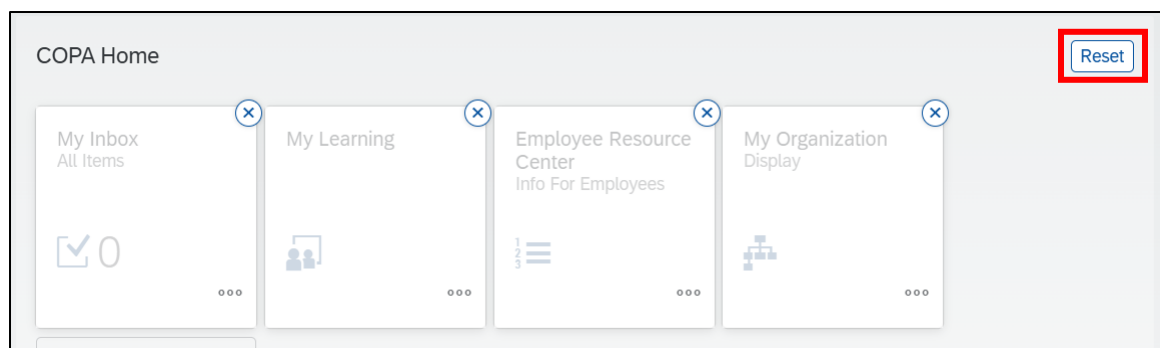
1. Select your profile icon in the top right corner, which could be a silhouette of a person or your initials.



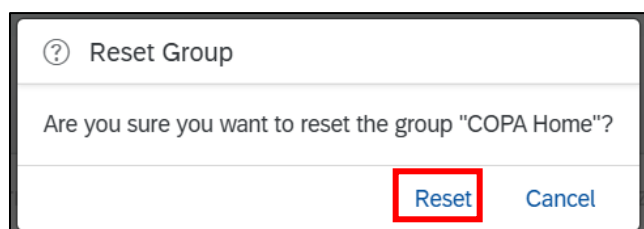
2. Select **Edit Home Page**.



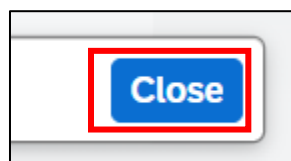
3. On your **COPA Home** group of tiles, select the **Reset** button on the far right.



4. Select **Reset** on the popup.



5. Select **Close** in the bottom right corner.



If you still cannot access the tile, you may need to [clear your cache and cookies](#), restart your computer, and/or wait until the next day. If you still cannot access your My Learning tile, submit a ticket to your [agency IT helpdesk](#).

Company ID

If My Learning is asking for a company ID, enter: **commonwe01T0**

My Learning should automatically log you into My Learning when you select the My Learning tile in MyWorkplace/ESS, so it should not prompt you for this company ID. If the above text does not work, try [clearing your cache and cookies](#), restarting your computer, and/or trying again the next day. If that doesn't work, submit a ticket to [your agency IT helpdesk](#).

Error Codes

If you receive an error code or message that is not listed below or the below resolution does not work, please contact us (skip down to the bottom of the [Contact Us FAQ](#) instructions to submit a ticket to the Enterprise team).

404 Error

The web-based training is broken. It is either outdated and needs to be archived, or the content needs to be re-uploaded. Please contact the course owner. [How do I know who owns the course?](#)

504 Gateway Error

This is a firewall issue. First, try to [clear your cache and cookies](#). If that doesn't work, submit a ticket with your [agency's IT helpdesk](#).

CSRF Error

The CSRF errors typically mean that you have bypassed the login user authentication process somehow, so My Learning doesn't know who is logging in. Close all of the tabs or windows that have My Learning open and try again. If that doesn't work, try [clearing your cache and cookies](#) and make sure you are accessing My Learning [from your My Workplace/ESS](#).

Failed to authenticate the SAML Response

You have My Learning open in more than one browser tab or window. Close all My Learning tabs and windows and try again.

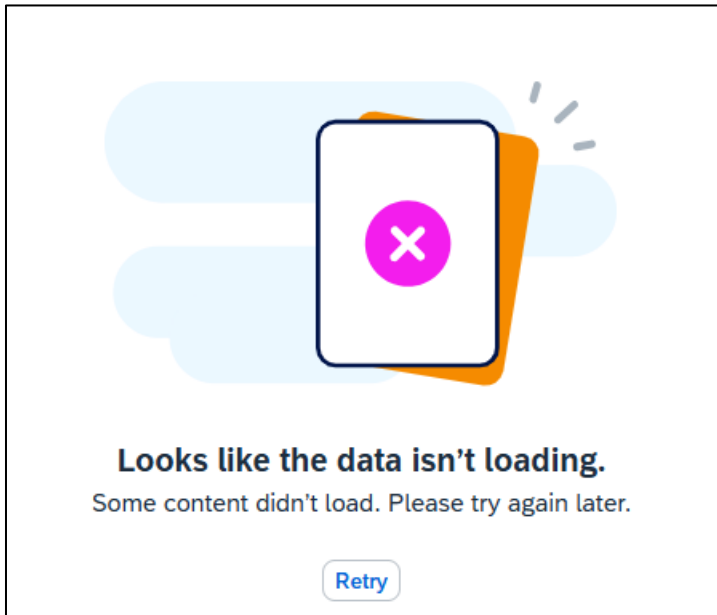
Fingerprint Error

Head over to our [Contact Us FAQ](#) instructions and go straight to the Enterprise instructions at the bottom to submit an AskHR ticket to our team. A fingerprint error means that something went missing in the transaction, which we will have to investigate.

Tip

If you received this error while processing training requests for your employees, process each one individually until you have identified which training request has the error.

Looks like the data isn't loading.

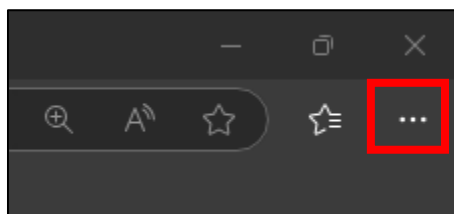


Close all browser windows or tabs that have My Learning in them and open My Learning back up. This may be caused by having too many windows or tabs open with My Learning, the system got close to timing out, or you were flipping between screens in the system too quickly.

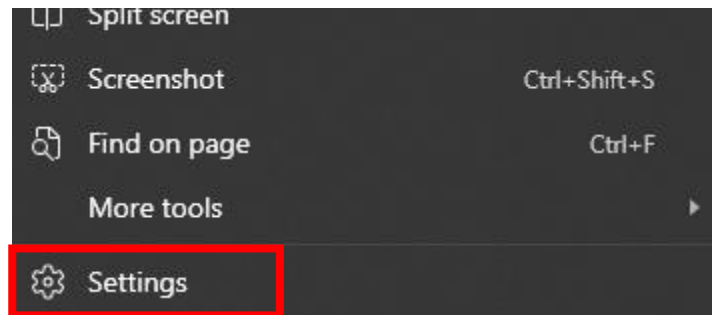
Missing Key-Pair-ID

This error occurs when third-party cookies are being blocked by your web browser. To resolve this:

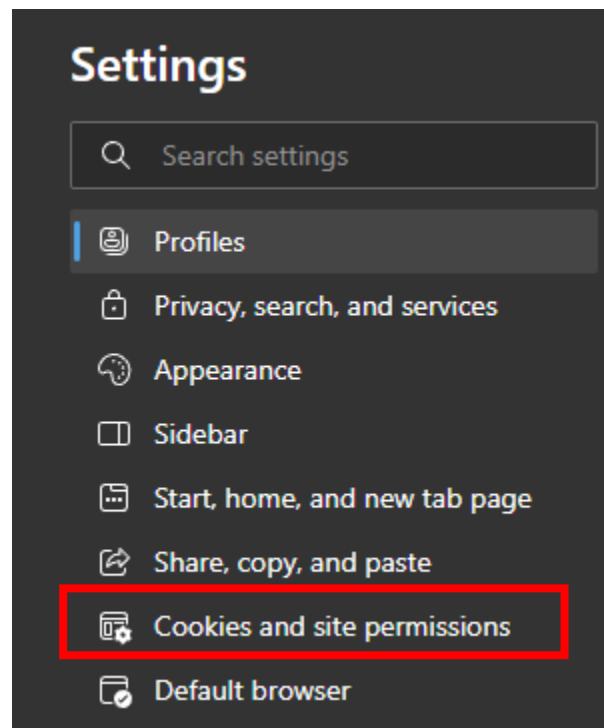
1. Select the ellipsis (...) in the top right corner of your Microsoft Edge window.



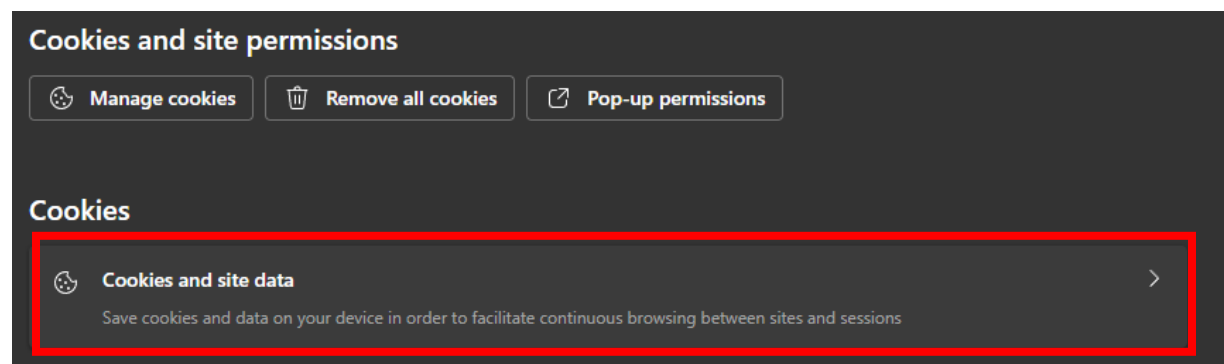
2. Select **Settings** (towards the bottom).



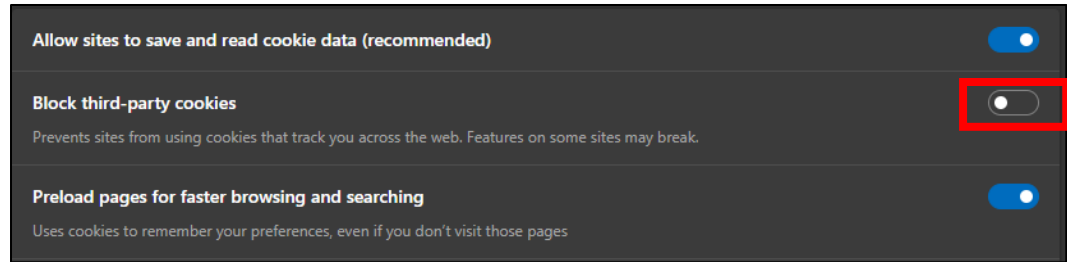
3. Select **Cookies and Site Permissions** from the left-side menu.



4. Select **Cookies and Site Data**.



5. Toggle the **Block third party cookies** off.



6. Close the tab.

Native Login Deprecation

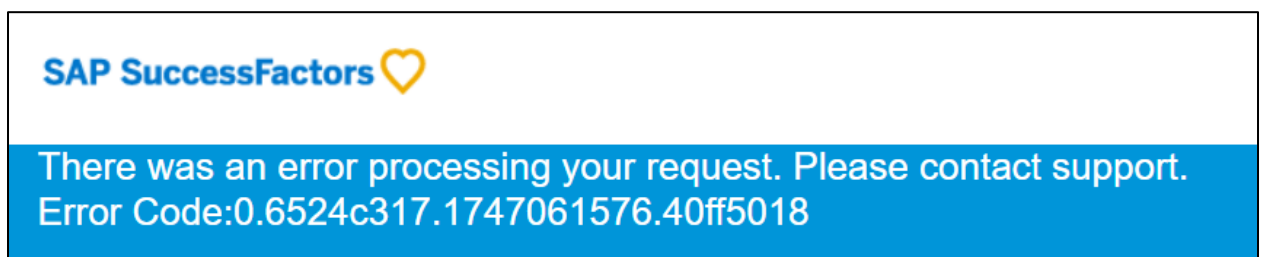
If you are an admin receiving this error notification on the backend of the system, you can simply close the popup box and continue.

Student Component ID Association is Not Found

You have reached the end of the course, but a system administrator updated the training while you were in the course. Please contact the course owner for credit, as it will not process. [How can I find out who owns the course?](#)

There was an error processing your request

This is a temporary system outage, which shouldn't last more than 15 minutes. Close out of all of your tabs and windows before opening My Learning back up.



Clear Your Cache and Cookies

Why would I need to clear my cache and cookies?

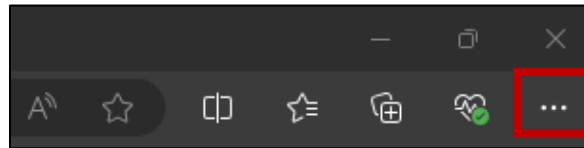
A web browser's cache is a place where it saves data from websites (cookies) you visit in order to retrieve that data later on (and more quickly) when you re-visit those sites. The cache contains files, pictures, saved preferences, and scripts that tell the browser how to launch the site, using these items to reduce load times on each visit and make for a better user experience.

However, the data in the cache can get outdated. When the browser loads that outdated information, you won't get the most up-to-date content from the website you are visiting. Also, if the server hardware that the website runs on is upgraded or its security settings change, you may not be able to sign in using the information in your web-browser's cache, causing an error.

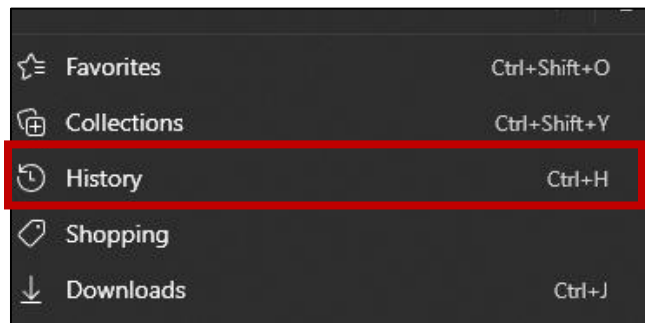
Also, more often than you'd expect, the cache can become corrupt. When this happens, all kinds of difficult-to-diagnose issues arise. So, if you are having trouble with your browser and cannot pinpoint the problem, clearing the cache may help. This is why we frequently recommend it as a first step in troubleshooting.

How do I clear my cache and cookies?

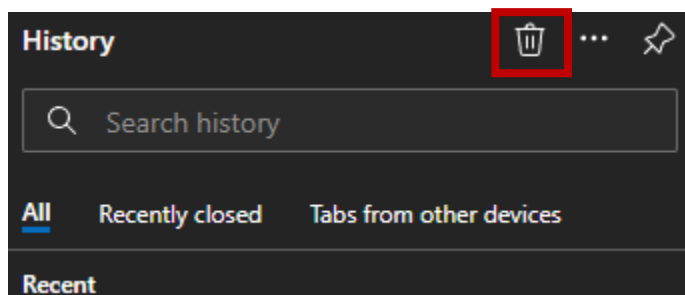
1. Launch Microsoft Edge.
2. Select the ellipsis in the top right corner of your browser window or use Alt + F on your keyboard to open the **Settings and More** menu.



3. Select **History** from the menu or hit Ctrl + H.

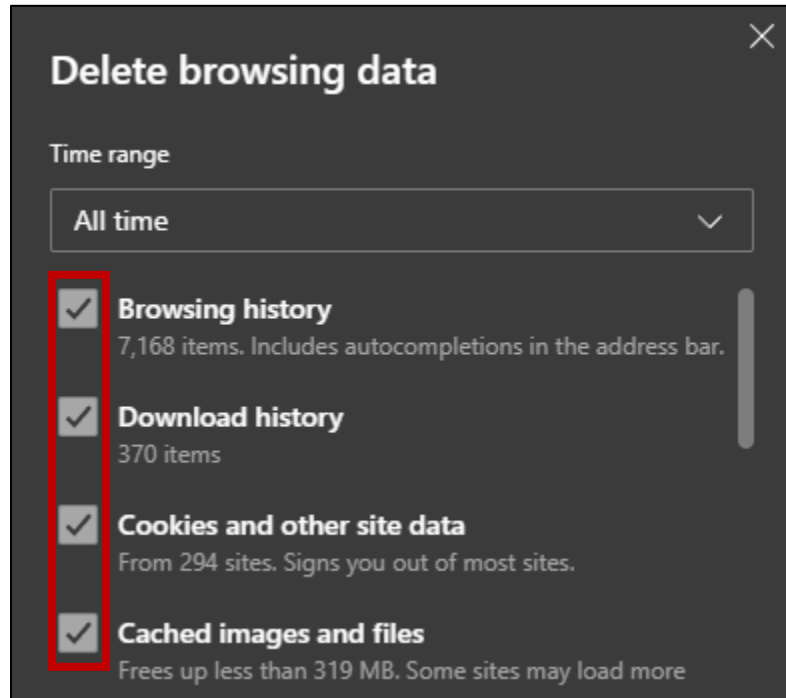


4. Select the trash can in the top right corner of the history box.

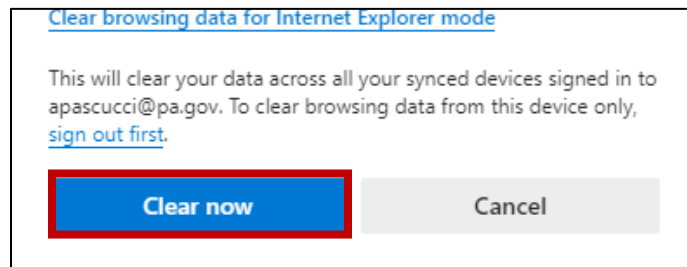


5. Check all of the boxes on screen

- **Browsing history**
- **Download history**
- **Cookies and other site data**
- **Cached images and files**



6. Select the blue **Clear now** button.



Missing or Extra Employee

If you are missing an employee in your Teams view that should be reporting to you or there is someone that shouldn't be there:

- **New Hire:** if the employee is new to the Commonwealth or newly joining your team, they will not show up in the system (or show that they are reporting to you) until their first day of work. If you are trying to find them before their first day, you won't be able to. If it's their first day or after and you still can't find them, please [contact us](#) (skip down to the bottom instructions to submit a ticket to the Enterprise team).
- **HR Transaction:**
 - **Switching Work Unit Supervisors:** An HR transaction is required to make a reporting relationship official in the HR system, which is then brought over to My Learning. If an employee is switching supervisors in the work unit, but a transaction hasn't been put into the system yet to make it official, [one needs to be submitted](#).
 - **Extended Leave:** If an employee is out on extended leave but has returned to an active working status, the system needs to reflect their return, which might not always happen. Contact your Administrative Officer, Field HR representative, or Time Keeper/Talent Acquisition contact to discuss how the person's status should be changed to Active.
 - **Temp or Seasonal Employees:** if you have a temporary or seasonal employee reporting to you that should no longer be, contact your Administrative Officer, Field HR representative, or Talent Acquisition contact to discuss how the person should be removed.