Steps to Easy Access

Online Employee Training Centre

WELCOME!

The WRDSB's **Online Employee Training Centre** offers WRDSB employees easy access to online training, information and instruction. The portal can be accessed remotely 24 hours/day, 7 days/week using any internet enabled device.

What is needed to access the Online Employee Training Centre?

You will need an internet enabled device with an updated internet browser (**Note**: Internet Explorer is not supported), speakers/audio, and your WRDSB email and PAL password.

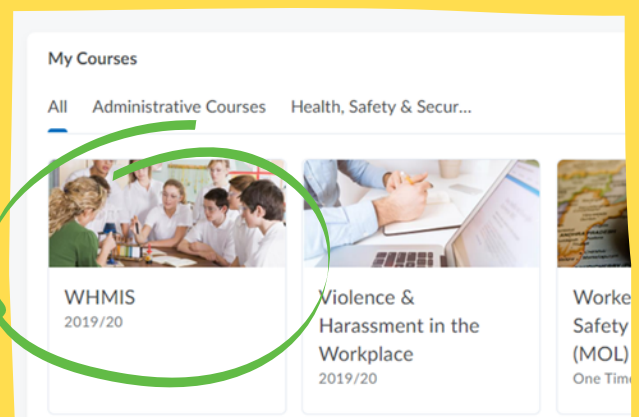To access the **Online Employee Training Centre** follow these 4 simple steps:

1 LOGIN

Go to **training.wrdsb.ca**. Enter your WRDSB Email, hit NEXT and enter your PAL password to log in.
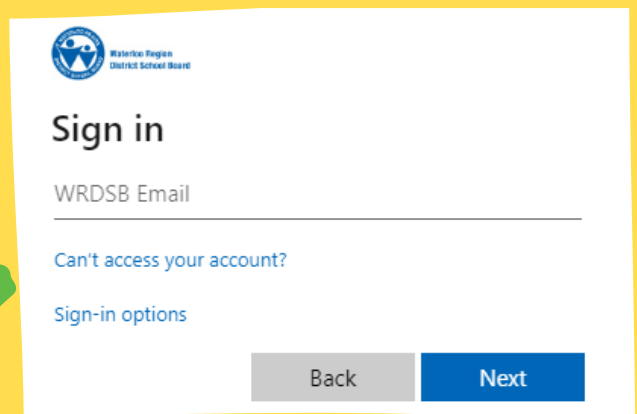
2 SELECT A COURSE

Courses you are enrolled in will appear on your home screen under 'My Courses'. Self-enroll in courses by selecting 'Discover'.
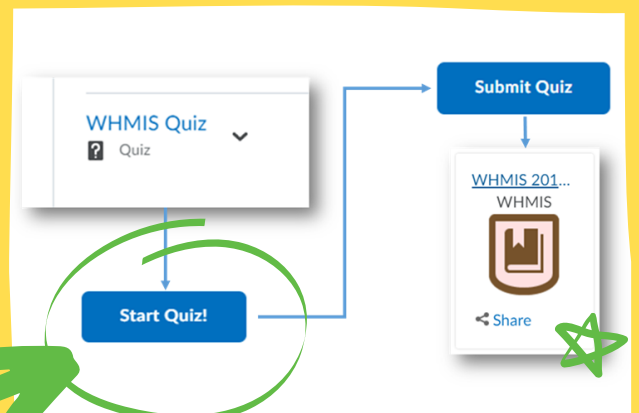
3 WORK THROUGH CONTENT

Select 'Table of Contents' in the left side menu and work through the content. Be sure to watch videos to completion to release the course quiz.
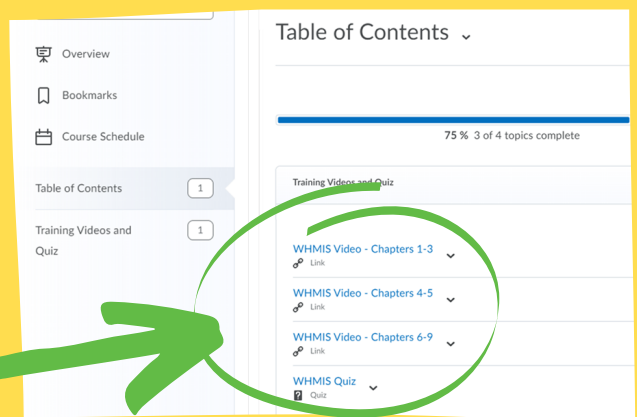
4 COMPLETE QUIZ/ ASSIGNMENTS

After viewing the course content follow instructions to complete any assignments or quizzes. Complete all components to achieve a certificate.

? NEED ASSISTANCE?

- Refer to the Frequently Asked Questions (FAQ) resource provided.
- Questions about content of a course, ask your Administrator/Supervisor.
- For technical issues with D2L, submit a ticket through the IT Service Desk **itservicedesk.wrdsb.ca** or call x5566.

FAQ

Online Employee Training Centre

ACCESS AND COMPLETION

Q **As a new employee, when will I have access to the online Employee Training Centre?**

A When your Board email and PAL have been created, you will be sent details via the personal email address you provided. Once you have received this, you will have access to the **Online Employee Training Centre** and be able to complete any required training.

Q **What do I do if I don't have a PAL (Personal Administrative Login) or can't remember my password?**
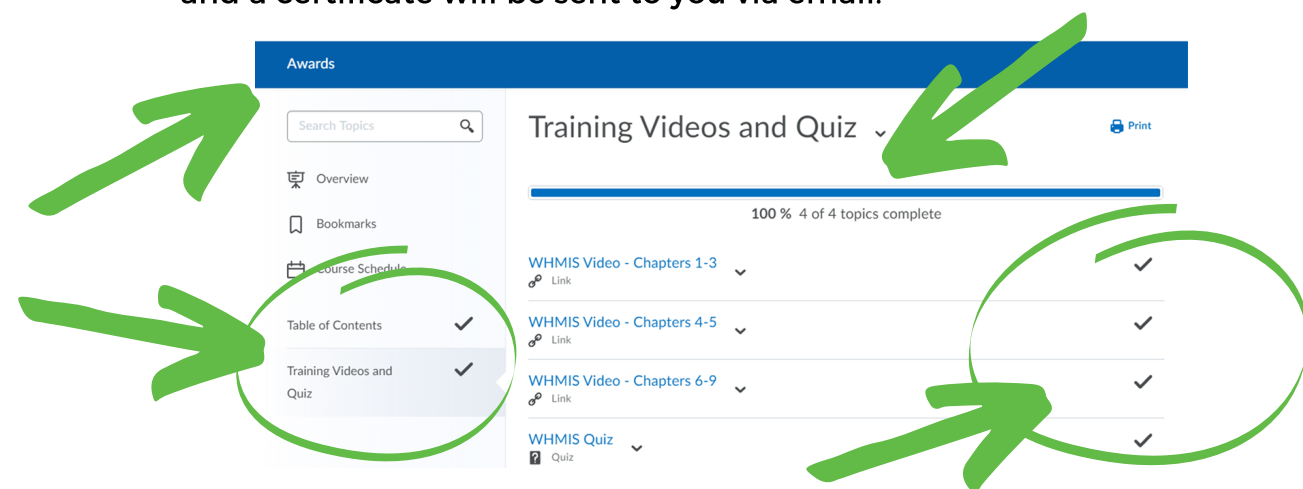
A If you can't remember your PAL password, you can change it at **mypassword.wrdsb.ca.** You will need your Employee Identification Number (EIN), PAL username, and answers to your security questions to do this. If you don't know your EIN, contact Human Resource Services. If you don't know your PAL username (or answers to your security questions), contact the ITService Desk at x5566 for assistance.

Q **How do I know what training courses I am required to complete?**

A Based on your role with the WRDSB, you will be auto enrolled in any mandatory/required training. These courses will be appear on your home screen in your 'My Courses' area. Courses you will be required to do annually will indicate the school year under the course title.

Q **How do I know I've successfully completed all requirements of a course?**

A As you work through a course check marks will appear next to completed topics. When all topics are complete a checkmark will appear next to the 'Table of Contents' and the completion bar will indicate 100% complete. A completion award will be issued and available within the 'Awards' page and a certificate will be sent to you via email.

Awards	
Search Topics	Training Videos and Quiz 🖨 Print
Overview	
Bookmarks	100 % 4 of 4 topics complete
Course Schedule	WHMIS Video - Chapters 1-3 ✓ Link ✓
Table of Contents ✓	WHMIS Video - Chapters 4-5 ✓ Link ✓
Training Videos and Quiz ✓	WHMIS Video - Chapters 6-9 ✓ Link ✓
	WHMIS Quiz ✓ Quiz ✓

TROUBLESHOOTING

Q **The video stalled while I was viewing the training or there is no sound. What do I do?**

A Clear your browsing history. This can be found under the browser Settings, Internet Options. Your device must have audio capabilities to view all training videos. Ensure your device audi is turned on.

Q **I clicked on the training video link, but the screen is blank and the video won't play.**

A If you are using a work computer, log a ticket online via ITService Desk **itservicedesk.wrdsb.ca**. or call x5566 for assistance. If using a computer at home, please try a work computer.

? ## STILL HAVING TECHNICAL ISSUES?

Submit a ticket through the IT Service Desk Portal - **itservicedesk.wrdsb.ca** or call x5566.