

Frequently asked Questions Regarding Required Training

Do I need training?

1. I already completed training at my previous employer.
 - Although there may be common elements in the prior training, you are required to complete the Western training as it contains specific references to Western services, processes and resources.
2. Which Health and Safety Awareness training course – Supervisor or Worker?
 - Read more on the [Required Training webpage](#). Click on the course title “Supervisor Health and Safety Awareness training or Worker Health and Safety Awareness Training” and the section will expand. Read the information “Which version” and “Who should participate”. Please confirm your specific training requirements with your supervisor.

Getting started

1. Can anyone take Western training?
 - Western training is only available to individuals who are employed or affiliated with Western and have a record set up on My Human Resources e.g. staff, faculty, graduate students, Associated Persons (e.g. volunteers) as well as undergrad students who require training for a specific course or program (e.g. 4th year thesis, Nursing). For more information see the webpage [Who can Access Training](#).
2. When can I start my training?
 - You can start your training a few days after your record has been set up on My Human Resources. This means that paperwork must have been sent from your department to Human Resources and fully processed before you can access online courses on OWL or register for in-person training via My Human Resources. Some records are processed online e.g. work study students, GTAs, volunteers and most Associated Persons and must be fully completed in order for you to have access a few days later. For more information see the webpage [Who can Access Training](#).
3. I don't know my user ID and password.
 - For more information see the webpage [Find Your Western ID & Password](#).
4. I have two user IDs, which one do I use?
 - Use the same user ID and password that you use to login to My Human Resources. For example, if you are a student but have worked at Western and were also issued an “employee” user ID and password; use the employee user ID and password. If you have not already done so, sign the Acceptable Use Agreement for your employee user ID and wait 15 minutes. For more information see the webpage [Find Your Western ID & Password](#).
5. I am a volunteer and can't access training.
 - You cannot access training until your volunteer affiliation has been recorded on the Human Resources system. Check with the department Administrative Officer to find out how to register as a volunteer. For more information see the webpage [Who can Access Training](#).

6. How do I know if the course is completed online or in a classroom?
 - On the [Required Training webpage](#) click on the course title to expand the section and see Type of Training.

Online training and course certificates are available on [OWL](#). To register for a classroom course or print a training summary, visit [My Human Resources](#).
7. How do I join/complete an online course on OWL?
 - You must have an employment record established on My Human Resources (see Getting Started #1 above). Follow these steps:
 - a. On the [Required Training webpage](#), click on the course title to expand the section.
 - b. Look for the title Course Link and follow instructions.
 - c. In OWL, login using the same User ID and password that you use to login to My Human Resources.
 - d. Click on **Yes, please add me** to join the course worksite.
 - e. Go to the Instructions or Start page to begin.
8. How do I register for classroom safety training e.g. Radiation Safety?
 - Register on [My Human Resources](#). For more information visit the webpage [Register for a Training Course](#).

Proof of completed training

1. How do I print a Training Summary on My Human Resources?
 - For more information see the webpage [Provide Proof of Completed Training](#).
2. How do I print a course certificate on OWL?
 - For more information see the webpage [Provide Proof of Completed Training](#)
3. I completed WHMIS *New* but the date is wrong on My Training Summary.
 - You are likely viewing the Enroll in Internal Training page which lists various course details. Select **Training Summary** to view the Status Date that you completed WHMIS *New* and other courses. See the webpage [Provide Proof of Completed Training](#).
4. I completed a course today on OWL and it is not showing on my Training Summary.
 - Your Training Summary will be updated on My Human Resources on the next business day. You may need to provide proof of completion sooner, in which case, you can follow the steps to print a Course Certificate on OWL. See the webpage [Provide Proof of Completed Training](#).

Troubleshooting

1. Message on OWL – This site has limited access. You cannot join the site with your current account. Contact the site's owner for more information.
 - This message appears when OWL does not recognize your user ID, please:
 - Log in with the same user ID and password that you use to login to My Human Resources (i.e. may not be your student user ID); or
 - If you have not already done so (e.g. newly assigned user ID), sign the [Acceptable Use Agreement](#) for your user ID, wait 15 minutes and log in again; or
 - Please wait until closer to your start date and try again. Your new job or affiliation may not have been established on the HR system yet. For more information see the webpage [Who can Access Training](#).
2. OWL – I already joined the course but I can't see it on my OWL Home page.
 - OWL displays a limited number of sites on your Home page. Click **Sites** at top right then click **View All Sites**. Click the star beside the course title to pin this site to the top of your Home page.
3. OWL - I can't view the Western specific information in the Health and Safety Awareness course.
 - The Western specific content is HTML5. You may be using an older version of a browser which cannot display HTML5. Please use a different browser.
4. I am not able to complete WHMIS *New* on My Human Resources.
 - Please go to OWL (not My Human Resources) to complete WHMIS. For detailed steps see Getting Started #7 above.