

## FREQUENTLY ASKED QUESTIONS

### 1) How do I Register for the online Privacy Primer under the Health and Safety Training link?

The Privacy Primer is available through the University’s learning management system, [Avenue to Learn](#). Twenty-four (24) hours after registering for the online session of the Privacy Primer course in Mosaic, the course will become available by logging in to your account. Click [here](#) for instructions on how to register. Please note that the course name is **privacy**.

**IMPORTANT NOTE: Please disregard the start and end time of each session when enrolling for online training as the information is solely used for administrative purposes.**

Once logged into Avenue to Learn, ensure your role is selected as, “Student”. Completion of the course is *usually* recorded in Mosaic within 5 business days after successful completion in Avenue to Learn.

### 2) What do I do if I am missing the HR tab in Mosaic?

If you are unable to view the HR tab please contact UTS at [uts@mcmaster.ca](mailto:uts@mcmaster.ca) and they can arrange to have that feature added for you. Please ensure to include your full name, student/employee ID# and your MacID in the email.

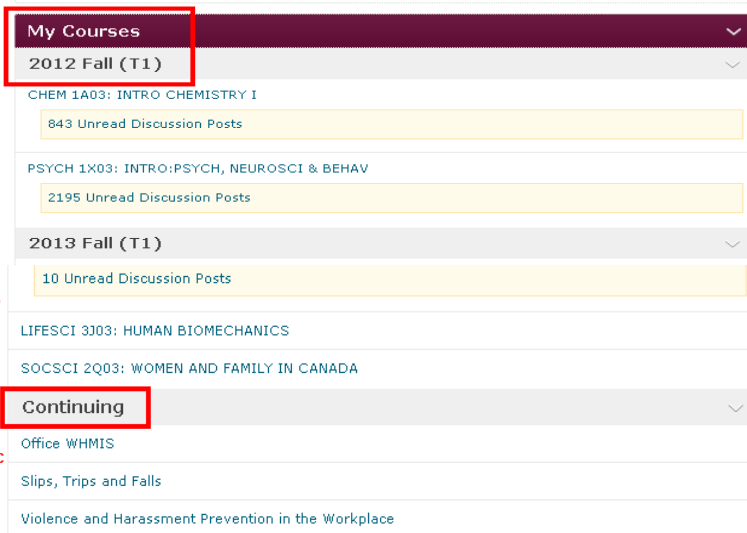
### 3) What do I do if I’ve successfully enrolled for the Privacy Primer in Mosaic, but I do not have access to Avenue to Learn?

Employees may be able to enroll for the course in Mosaic and find that they are unable to log in to Avenue to Learn in order to complete it. In this case, please contact Avenue Support at [support.avenue@cll.mcmaster.ca](mailto:support.avenue@cll.mcmaster.ca) or ext. 22911 (Monday to Friday 8:30am-4:30pm). In your email, please include your ID# and Mac ID, informing them that you have successfully enrolled for training in Mosaic and need access to Avenue to Learn.

### 4) Where does the Privacy Primer training appear in Avenue to Learn?

In Avenue to Learn check that your role is selected as “Student” and that you are checking for the training courses under the main heading “My Courses” and the subheading named “Continuing” as below.

Training will appear under “My Courses”



Year	Course	Unread Discussion Posts
2012 Fall (T1)	CHEM 1A03: INTRO CHEMISTRY 1	843
	PSYCH 1X03: INTRO:PSYCH, NEUROSCI & BEHAV	2195
	2013 Fall (T1)	10
2013 Fall (T1)	LIFESCI 3J03: HUMAN BIOMECHANICS	
	SOCSCI 2Q03: WOMEN AND FAMILY IN CANADA	
	Continuing	
	Office WHMIS	
	Slips, Trips and Falls	
	Violence and Harassment Prevention in the Workplace	

The subheading for training is “Continuing”. All of the sessions that were registered through Mosaic will appear here.

**5) It has been 24 hours and my courses are still not in my Avenue to Learn account, what do I do?**

If 24 hours have passed and the courses you registered for have not yet appeared in Avenue to Learn please double check that Mosaic enrolled you successfully. To do this, you must ensure that your training summary status for the course that you are required to take is set to "Enrolled". For instructions on accessing your training summary, please see FAQ #5. If you are still unable to view the courses, please see FAQ #3.

**6) How do I obtain proof of completed training/obtain a training summary?**

Any training completed in Mosaic will be recorded in a training summary that is accessible through Mosaic. You may use the self-service functionality of Mosaic to access a copy of your training record. Click [here](#) for instructions on how to obtain your training record.

**7) As a manager, how do I track the training status of my direct reports?**

The new Manager Self-Service functionality allows managers to track training completed by their employees using Mosaic. Managers can also register their employees to participate in training courses.

Click [here](#) for instructions on how to access your employees' training records.

Additional tip sheets and job aids are available on the Mosaic Learning Hub in the course titled, "Training Administration for Managers, Employees, Students and POIs". Visit <http://mosaictraining.mcmaster.ca> for more information. If you do not have access to the Learning Hub but require it, please email [mosaic.training@mcmaster.ca](mailto:mosaic.training@mcmaster.ca).

**8) What if I need to request system access for non-employees (POIs)?**

The "[Person of Interest \(POI\) Request](#)" form is available to request Mosaic access for volunteers, visiting scientists, contractors and other visitors to complete their training. This form should be submitted to [uts@mcmaster.ca](mailto:uts@mcmaster.ca) by the employee who is sponsoring/overseeing the POI. For example, a lab manager would submit the form for volunteers who need to complete a health and safety training course before assisting in a lab. If you have any questions regarding this form, please contact your HR office or UTS for assistance.

**9) How do I become a "Training Coordinator" for my department?**

The role of *Training Coordinator* allows individuals who are responsible for keeping track of a department's training records to access all of the department's training records. To request access send an email to [uts@mcmaster.ca](mailto:uts@mcmaster.ca) with the following: full name, department, ID number, statement requesting training coordinator access, and an attached letter or email from your supervisor approving the access.

**10) As a Training Coordinator, how do I access my department's Training Summary?**

Your department's training summary is available by logging in to Mosaic and navigating the following path: *Main Menu>Human Resources>Administer Training>McMaster Reports/Processes>Reports> Department Training Summary*

**11) How do I access the McMaster University Network using VPN from an off campus location?**

Attempting to access other parts of the McMaster system from outside the firewall will result in an error message that requests the user connect via the McMaster Virtual Private Network. The VPN Client software allows you to connect to the McMaster University network from an off-campus computer anywhere on the Internet and appear as though your computer is on campus. It also provides extra security by encrypting data to and from your computer, in effect creating a private tunnel through the Internet for your communication. Instructions on how to access Mosaic through the [McMaster VPN](#) can be found here: <http://www.mcmaster.ca/uts/network/vpn/>  
*Note:* Users connecting from a Hamilton Health Sciences or St. Joseph's Healthcare facility do NOT need to use the VPN.