

Learning Store Frequently Asked Questions

Q. This is my first time on the site. Do I need to register to access learning resources?

A. For many learning resources, you do not need to register. Resources such as webpages, manuals, and workbooks can be accessed through the course description. Most resource descriptions include a link that will take you directly to the resource or to the resource host's website.

In order to sign up for scheduled or web based training, you do need to register with the site. Registration is also required for web-based training in order to keep a history of your past training and for the ability to bookmark your courses.

Q. I am not a Forest Service employee. I do not have an industry or government e-mail address. Can I still access resources?

A. Yes! Many of the resources will provide some benefit to those outside the forest service. The majority of resources are open for the public and can be accessed through the resource description. If you wish to register for a web-based course, you can do so using any valid e-mail address including hotmail, yahoo and gmail accounts.

Q. I was unable to complete a web based course in one sitting. Do I have to sign-up for the course again and redo the parts I have already completed?

A. No, you do not need to sign-up for the course again. At the welcome screen, after you have logged in, find the course under 'Your recently purchased web based training' (scroll down to the bottom of the page), or click on 'Transcript' to launch the same instance of the course. This way you don't have to create a second instance of the course, and you will have the choice of returning to the page where you last left off.

However, If you completed the course with a passing score and don't want to update your score, you can go back into the catalogue, sign up and take the course again. This will preserve the score of your initial course completion.

Q. I clicked on the 'view online' icon but the course did not open. How can I make it work?

A. Clicking the view online icon will open the course in another window. If you have a pop-up blocker set up on your computer, it may prevent the course from opening. Some pop-up blockers allow you to choose which websites to allow. You can also try disabling your pop-up blocker. They are often installed as part of the browser's toolbar.

If the problem does not result from a pop-up blocker, use the 'contact us' link at the bottom of the page to notify us of the problem.

Q. If I know the resource I am looking for, how do I locate it?

A. Resources can be accessed in a few ways:

1. By default, all resources are listed alphabetically. Click on 'Catalogue' or 'Browse All' to find the resource you are looking for. You can also sort resources by format, price

- (virtually all Ministry resources are free of charge) or rating using the “sort by” feature on the Learning Offerings bar above the resources.
2. You can type in the name of the resource or a few keywords in the search box on the left of your screen. Click the search button. All applicable resources will be displayed. An advanced search is also possible allowing you to search by format, date range and location.
 3. You can also browse for your resource using the topic headings. Click on the topic of your choice. Resources under that topic are displayed alphabetically by default.

Q. Why am I not finding any resources when I use the keyword search?

If you keep getting no results for a keyword search, ensure that you are searching “All Topics”. The search box will automatically show the topic heading you last visited. To clear the topic, click on the drop down arrow under ‘Topic’ and select “All Topics”.

Also, if the item you are looking for is restricted to your workgroup or business area, you would have to be logged in to see it. Try logging in and doing the search again.

Q. I am registered in the system. How do I update my user profile?

A. To make changes to your profile, first log-in to SABA. You should be taken to the “My Learning” welcome page after log-in. Click on “Profile” on the header bar. This will take you to the profile page where you can make changes to your password, e-mail address, name, phone numbers and billing information, if appropriate. Click “save” when finished.

Please do not create a new profile if your e-mail address has changed as you will no longer be able to view your previous training under your old e-mail address.

Q. I have a new e-mail address. How do I change my log-in to my new address?

A. First log-in with your old e-mail address. Click on ‘Profile’ under the ‘My Learning’ tab. Enter in your new e-mail address in the appropriate text box. Be sure to click on save at the bottom of the page. You can now use your new e-mail address the next time you log-in.

Q. How do I register in a course or session?

A. Locate the course you are interested in. Click on the “Sign up” button for the session you are interested in and you are done! You can view your registration by clicking on “orders” or “transcript” under the My Learning tab.

Q. Once I have signed up for a course or session, is there a way to cancel my registration?

A. To cancel out of a course, email the course registrar (always found in the session comments) or click the ‘Contact us’ link at the bottom of the page and send a note that you would like to be de-registered.

Q. Is there a record of my training? How can I see what courses I have taken?

A. Any resources that you signed up for – courses, sessions and web-based training- will be recorded in your transcript. Your access to reference materials or other resources is not chronicled.

You can view a record of your courses on your transcript. Make sure you are logged-in to the Learning Store. From the “My Learning” page, click on transcript. From here you can see the names of the courses you have taken, that you are currently working on, or are signed up for at a later date. Your transcript lets you know your status and your score in the course, if applicable.

You can also view your previous orders by clicking on the “orders” tab under “My Learning”.

Q. I use the Learning Store from the same computer. Is there a way for the system to remember so I don't have to log-in every time?

A. Yes! Once you are logged in, you can enable the auto-login feature from your profile page. Under the My Learning tab, click on 'profile'. Scroll down to the privacy section of the page and check the box for “enable auto-login”.

If you are using a public computer, we recommend that you disable this feature.

Q. I have questions or feedback regarding this site. Who do I contact for help?

A. Each page on the system has a “contact us” link at the bottom of the page. Fill out the form with your name, e-mail address and subject. Type in your question or request and we will get back to you as soon as possible!

We are also very interested in feedback that will benefit this site. Your comments are welcomed!

Q. I find I have to scroll horizontally to read the course descriptions. What can I do to fix this?

The Learning Store is designed to be viewed at the windows fullest extent. Ensure that the window screen you are using is maximized.

The Learning Store is also best viewed at 1024 x 768 screen resolution. You can change your screen resolution by right clicking on your desktop and clicking on 'Properties'.