eureka!
Frequently Asked Questions

Pioneer Badge & Eureka Tour

1. **What is the purpose of the badge?**
   The pioneer badge is a tool in our 'gamification' learning strategy. The current badges in the system are designed to make learning more desirable and fun which increases engagement and retention. In the future, badges may be tied to additional metrics or milestones that employees work toward as part of their career growth.

2. **How long does staff have to complete the Eureka tour to earn the Pioneer badge?**
   The Pioneer badge will be available to staff within a limited timeframe, the end date will be specified within the curriculum.

3. **Will the Eureka tour be accessible to new hires and other employees on an ongoing basis?**
   Yes, the Eureka Tour will available to employees on an ongoing basis, so that new hires can learn the basic functionality of Eureka.

System, Policy & Procedures

4. **How do we access Eureka?**
   Go to https://ocgov.csod.com and log in using the credentials emailed directly to you or Single Sign-On (if available for your department). You can access this link from IntraOC. You can also access this link from your department's intranet (if your department has an intranet).

5. **Who do I contact if I have any technical questions about the system?**
   Contact your Department Eureka Administrator from the Eureka Help Page.

6. **What if I transition to a department that does not have Eureka yet?**
   You will regain access when that department goes live with Eureka.

7. **What do I do if my supervisor or employee isn't correct in the system?**
   Let your current supervisor know and they will reach out to Human Resources to have this processed. If you are a supervisor, contact your Human Resources team to have this processed. There is no need to make any changes to Eureka once they are reported to HR.

8. **Will my account login information be the same as Training Partner?**
   No. You can login using the new login credentials provided to you or via Single Sign-On (if available at your department). The new login username uses your 6-digit employee ID. There will be 1 account per employee, regardless of your roles. If you haven't received your password via email, contact your Department Administrator from the Help Page.

9. **Are there rules written out somewhere where it states when we can/cannot access training within and outside of work hours? Can we access Eureka at home or outside of work?**

A one-size-fits-all policy would not be appropriate given the varied teams throughout the County. Please confirm with your supervisor what is and is not appropriate behavior. On a technical level, Eureka is a cloud-hosted system that is available to users 24/7 from any device.

10. **Is there a recommended browser to use?**

Chrome, Edge, and Firefox are the recommended browsers.

11. **Will Training Partner access be disabled?**

At first, no. Once the County has moved to Eureka fully, we will be removing Training Partner access. This will not occur until late 2020.

12. **Is Eureka going to be used for Performance Reviews?**

Although we hope to use Eureka for the Performance process in the future, there is currently no plan to do so. If this changes, communication will be provided.

Training & Certification

13. **Will we be able to access required compliance training in Eureka?**

Compliance training, county-wide training, and department-specific training will transition to Eureka over time. This tends to be a special project and must be prioritized. We encourage you to help develop this system, if you have a specific training need please speak with your department administrator. In general, training content is being reviewed to meet a consistent quality standard prior to being brought into Eureka.

14. **If there is an upcoming or future training that I've already registered for in Training Partner, do I need to re-register for it in Eureka? Will the training be visible in Eureka right away?**

Training Partner registrations for upcoming training courses are moved into Eureka on your behalf during this transition. This is a manual process that should be completed at launch or shortly after. Please check with your Department Eureka Administrator if you do not see your course registration in Eureka.

15. **Can non-catalog courses or external training courses be added to Eureka?**

Yes, employees can add these courses to Eureka. These "external training courses" will need to be approved by the employee's supervisor. You should contact your department Eureka Administrator to find out the standard process for your department.

16. **Are there any training courses that offer continuing education credits?**

Eureka can support continuing education credits if the course is configured as such. Many of the Skillsoft courses are accredited to earn academic credit to professional certification programs and continuing education units. In the future, we will look at how we can integrate this information into Eureka. In the meantime, please check out the Skillsoft accreditation

page to find out which courses apply toward continuing professional education programs: https://www.skillsoft.com/content-solutions/accreditation/. Future expansion of training content will meet your department's needs.

17. Will employees be able to upload certifications so that supervisors can see which of their staff members are certified?

If the certification is how you run your business, please speak with your Eureka administrator to formalize this in Eureka. If this certification is limited to an employee that is developing their transcript history, they will be able to include it as external training.

18. Can staff fast-forward On-Demand courses? Can they skip topics they may already know?

The ability to fast forward is built into the training itself, not Eureka. This is a tool that instructional designers use when they develop online content. Supervisors will have access to reporting that lets them check how many minutes employees spent in the training.

19. How is a playlist created? Can supervisors add content to a playlist?

Supervisors will be able to create playlists and add content. At launch, supervisors will not have the ability to share a playlist with others. As we maximize our use of the system in the future, expect to see additional features and training roll out to you from your Eureka administrator team. If there is a feature you'd like to see, please don't hesitate to ask your Eureka Department Administrator.

Transcripts

20. I don't see my transcript history from Training Partner in Eureka, will those be moved over?

Transcripts have not yet been moved into Eureka. The transcripts will be moved into Eureka by late 2020.

21. How far back will transcripts go in Eureka?

All Training Partner transcripts for active employees will be transitioned over. Transcripts for employees that no longer work at the County will remain as archived records outside of Eureka.