Accessing Target Solutions Trainings

1) <u>Click here to access the website (http://app.targetsolutions.com/juhsd)</u>

2) Once the site opens, please enter in your username and password.

Username: your @jeffersonunion.net email account*

ex) dlujan@jeffersonunion.net

*Note, if you do not have a @jeffersonunion.net email account, your username is the personal email address you shared with the Human Resources Department at the time you were hired.

Default Password: JUH\$DT3MP

Note, if you changed your password, <u>please select "Forgot Password"</u> and Target Solutions will send an email to you with directions on how to reset your password.

Accessing the Trainings

There are two different ways to access the trainings, which include from the <u>Dashboard</u> and from the "<u>My Credentials Tab</u>."

From the Dashboard

 The dashboard shows that the user has been assigned two groups of trainings. Both groups of trainings will need to be completed before the assigned due date. Click on the pin to access the courses in each group.



2) The next screen shows how many trainings have been assigned and the little arrow circled below is a toggle that will open and close the assigned trainings. To access a training, click on the title of the training and the training will open.

Home	Administration	Calendar 👻	Community Resources	Account Help			
		AD My C	MINISTRATOR ANNUA Credentials > View Credential: Adv	AL TRAINING			00
		Adm	ninistrators Annual Trainings	0%			
		510	NUMBER	TOTAL UNITS	START DATE	EXPIRATION DATE	
		Activ	/e	3	Jul 1, 2022	Sep 30, 2022	
*			P				
ľ	My Assignments		Completed Training T	hat Applies			
Ø							-
_		Adm	ninistrator Annual Trainings			0 of 3 523	
	My History	10	e mue		PROVIDER NAME	NUMBER APPLIED CREDIT COMPL	ETION DATE
	My Credentials		Bloodborne Pathogens			1 unit	
			Child Abuse: Mandated I	Reporter Training for California (EDU)	Vector Solutions	1 unit	
	My Events		Recognizing and Preven	ting Youth Suicide (EDU)	Vector Solutions	1 unit	
۵							
•	Forum						

3) Users will need to complete all trainings in all of their pinned bank of assignments on their dashboard.

From the My Credentials Tab

1) From your dashboard, select "My Credentials" on the left bar.



2) The "My Credentials Dashboard" below shows that the user has been assigned two groups of courses, annual trainings and biannual trainings, labeled with blue titles. Both groups of trainings will need to be completed before the assigned due date. Click on the blue title of one of the groups of trainings to open the courses in that group.

Home	Administration	Calendar	•	Community Res	ources	Account	Help				
		\$	M	CREDENTIA	LS						
			NA	ME					NUMBER	START DATE	EXPIRATION DATE
			Adr Adm	ministration Biann inistration Biannual T	tual Trai i Trainings	nings				Jul 1, 2022	Sep 30, 2022
		,	Adr Adm	ninistrator Annua inistrators Annual Tra	l Trainin iinings	g				Jul 1, 2022	Sep 30, 2022
*	Home										
C I	My Assignments										
Ø 1	Self-Assign										
	My History										
٠	My Credentials										
Ħ	My Events										

3) The next screen shows how many courses have been assigned and the little arrow circled below is a toggle that will open and close the assigned trainings. To access a training, click on the title of the training and the training will open.

Home	Administration	Calendar 🔻	Community Resources	Account	Help					
		Al	ADMINISTRATOR ANNUAL TRAINING My Credentials > View Credential: Administrator Annual Training							
		Ad	Iministrators Annual Trainings		0%					
		s	TATUS NUMBER		TOTAL UNITS	START DATE		EXPIRATION DATE		
		Ac	tive		3	Jul 1, 2022		Sep 30, 2022		
*	Home		P							
ß,	My Assignments		Completed Training T	nat Applies						
Ø,	Self-Assign	Ad	Iministrator Annual Trainings					0 of 3	0%	
v 1	My History	т	YPE TITLE			PROVIDER NAME	NUMBER	APPLIED CREDIT	COMPLETION D	ATE
	My Crodontiala		Bloodborne Pathogens					1 unit		
•••	wy credentials		Child Abuse: Mandated I	Reporter Trainir	g for California (EDU)	Vector Solutions		1 unit		
	My Events		Recognizing and Preven	ting Youth Suic	ide (EDU)	Vector Solutions		1 unit		
<u>></u>	File Center									
ı 🕰	Forum									

4) Users will need to complete all trainings in both of their groups of courses on the "My Credentials" Dashboard.

Common Problems and Solutions

1) Username/Password invalid

Ensure that you are using your @jeffersonunion.net email. If you don't have a JUHSD email, please use the personal email provided with your hiring paperwork.

• If you are unsure what email was used, please complete the help request form <u>here</u>.

If you have a Target Solutions account with another district, and are unable to access our trainings, please complete the help request form <u>here</u>.

2) Trainings won't open, freeze or did not record a completion

Try the following:

- 1. Use Chrome (the trainings will not load on Safari or Microsoft Edge)
- 2. Try logging out and logging back in (wait a few second before trying to get back in)
- 3. Clear your cache (help article here)
- 4. Enable pop-up blockers (help article here)

Additional help resources are available on Vector Solutions <u>here</u>, along with access to the online chat support.

If you have any questions, please contact Alanimo Tamasese at <u>atamasese@jeffersonunion.net</u>.