Accessing Target Solutions Trainings

1) **[Click here to access the website](http://app.targetsolutions.com/juhsd) (http://app.targetsolutions.com/juhsd)**

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, please select "Forgot Password" 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 Dashboard and from the "My Credentials Tab."

From the Dashboard

1) 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.
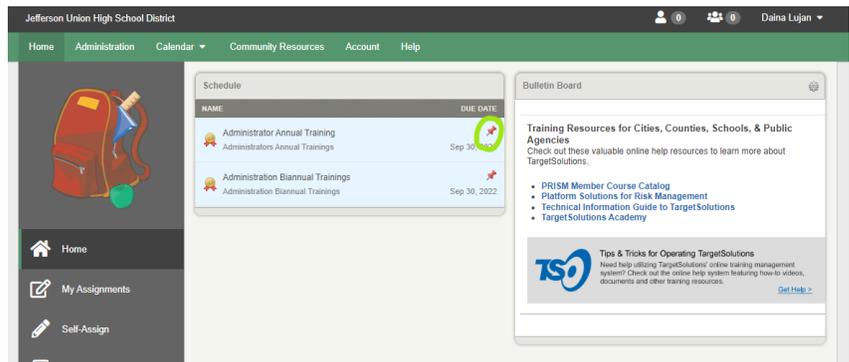
2) The next screen shows how many trainings have been assigned and the little arrow circled below is a toggle that will open and close the assigned trainings. To access a training, click on the title of the training and the training will open.
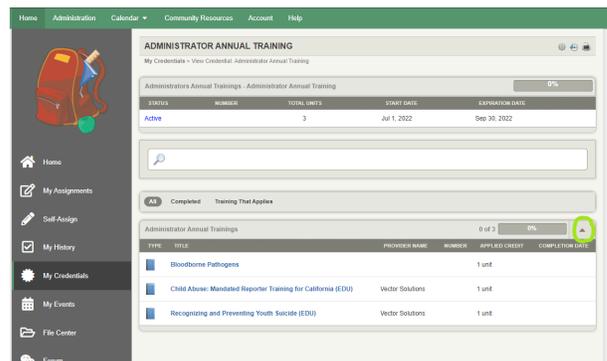
3) Users will need to complete all trainings in all of their pinned bank of assignments on their dashboard.

From the My Credentials Tab

1) From your dashboard, select "My Credentials" on the left bar.
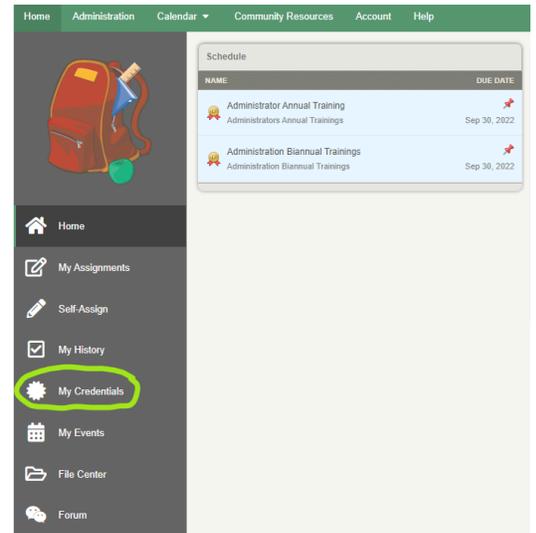
2) The "My Credentials Dashboard" below shows that the user has been assigned two groups of courses, annual trainings and biannual trainings, labeled with blue titles. Both groups of trainings will need to be completed before the assigned due date. Click on the blue title of one of the groups of trainings to open the courses in that group.
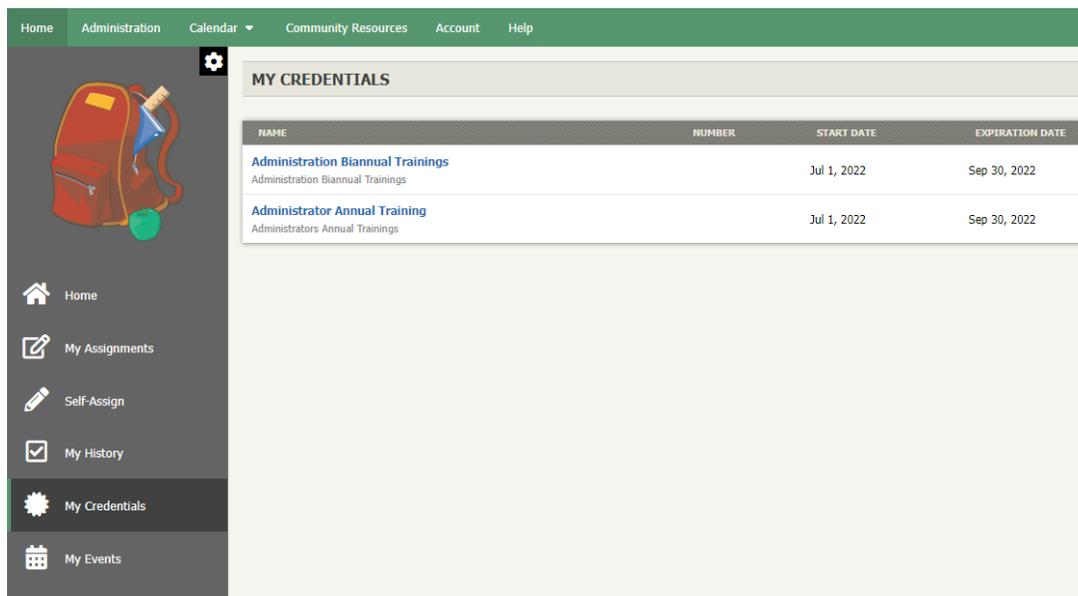
3) The next screen shows how many courses have been assigned and the little arrow circled below is a toggle that will open and close the assigned trainings. To access a training, click on the title of the training and the training will open.
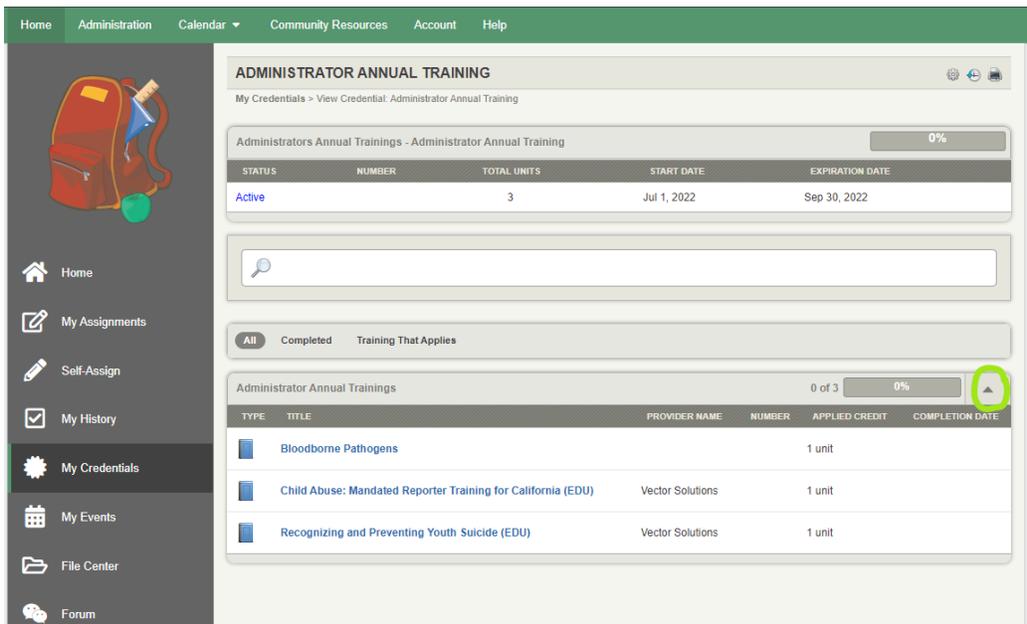
4) Users will need to complete all trainings in both of their groups of courses on the "My Credentials" Dashboard.

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 here.

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

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 here, along with access to the online chat support.

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