

SP+U Frequently Asked Questions

The purpose of this **Training Support FAQ** is to assist **SP+University** users with utilizing self-service options available without the assistance of the training support team.

How do I log into SP+ University for the first time?

New employees who have never logged into SP+ University should follow the conventions below to determine their username and password:

- Employees **WITH** a network ID or company email address, the username will be the same as the network ID. **For example Tom Lewis would be TLewis**
- Employees who do **NOT** have a network ID or company email address, the username will be the first initial of the first name and the first initial of the last name, followed by the last four digits of the employee social security number. **For example Tom Lewis would be TL1234**
- **Legacy Central** and **USA** employees hired prior to the company merger have a username starting with **CEN for Central Parking** or **USA for USA Parking**, combined with the user's payroll employee ID#. **For example CEN123456 or USA123456**
- All passwords are set to **password**.

If you cannot gain access using these conventions, contact Training@spplus.com

What are the required Compliance Courses?

If you're wondering why you have a list of courses on your **SP+ University** Current enrollments page, but this is the first time you've logged in and haven't enrolled yourself into anything; some courses are required compliance courses that are automatically added to all employee accounts. This list will vary in a few instances, based on your job title. These courses are determined and tracked by the Company's executive team.

To view a list of required compliance courses and their completion

How do I get this course to complete?

frequency, visit the SP+ University homepage at:

www.spplusuniversity.com



Follow these instructions:


1. Clear out your internet browsing history.
2. Launch the course again and select **NO** when asked if you would like to resume where the course previously ended.
3. **ONLY** click through the first 5 slides, **DO NOT CLICK THROUGH THE ENTIRE COURSE AGAIN!**
4. Click the **Return** button in the lower left corner of the screen.
5. Click the **Refresh** button if you still see a **Not Completed** or **Not Attempted** status.
6. Use a different browser if all the above steps are not successful.

How do I retrieve my login using my email address?

If you already have an email address listed in our system you can retrieve your login information with just the click of your mouse.

1. Go to www.spplusuniversity.com,
2. Locate the **User Login** section.
3. Click the **Click Here** link to access a field to enter your email address.
4. Type your email address
5. Click the **Submit** button

Your login information will be emailed to your email address. Please check your SPAM/Junk folder if you do not receive an email to your



User Login

Name:

Password:

Please enter your user name and password to login.

If you have forgotten your user name or password, [Click here](#) for automated assistance.

Be sure to check your junk/spam folder as well as your personal email for the notification. In order for this to work, we must have a valid email address for you.

inbox. If you receive an error it means an email address is not listed on your account, contact Training@spplus.com



How do I delete a course?

If you have a course listed on your Current Enrollments page that you do not need to complete, you can delete it without contacting the training support team. Follow these instructions:

1. Locate the course on your **Current Enrollments** page.
2. Click the red trash can icon in the **Delete Enrollment** column.
3. Click the **OK** button to confirm.

The screenshot shows a user interface for 'Current Enrollments'. On the left is a navigation menu with 'Current Enrollments' highlighted. The main area contains a table with the following columns: 'Course / Class Title', 'Delete Enrollment', and 'Launch Course'. The table lists two courses: 'Exception Tickets' and 'Sexual Harassment Prevention'. A red arrow points from the 'Exception Tickets' row to the trash can icon in the 'Delete Enrollment' column. The 'Sexual Harassment Prevention' row also has a trash can icon in the 'Delete Enrollment' column and a play button in the 'Launch Course' column.

If the course returns again without you enrolling into it, this indicates the course is a required compliance course and cannot be deleted.

Contact training@spplus.com if you have questions or issues with deleting a course.

How do I play a course on my mobile device?

Android Installation

1. Search **Google Play** store on your Android tablet for **Articulate Mobile Player**, or [click here](#) to open the store directly to the app.
2. Click **Install** button.
3. **Accept** the app permissions request and the app will automatically install.
4. Launch the URL in your mobile browser. It'll briefly open your mobile browser, and then immediately launch the content in the Articulate Mobile Player app. That's it!



iPad/iPhone Installation

1. Search the **Apple** app store on your mobile device for **Articulate Mobile Player**, or [click here](#) to open the store directly to the app.
2. Click **Get** button.
3. Click **Install** button.
4. Sign in with your **Apple ID** and password when prompted, and the app will automatically install.
5. Launch the URL in your mobile browser. It'll briefly open your mobile browser, and then immediately launch the content in the Articulate Mobile Player app. That's it!