

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**
- 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 frequency, visit the SP+ University homepage at:

www.spplusuniversity.com



How do I get this course to complete?

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

<p>User Login</p> <p>Name: <input type="text" value="asyverson1"/></p> <p>Password: <input type="password" value="....."/></p> <p><input type="button" value="Enter"/></p> <p>Please enter your user name and password to login.</p> <p>If you have forgotten your user name or password, Click here for automated assistance.</p> <p>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.</p>
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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.

Course / Class Title	Delete Enrollment	Launch Course
Exception Tickets		
Sexual Harassment Prevention		

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.

