

UI-DET Partner Training FAQ & Troubleshooting

1. What is UI-DET Partner Training?

The UI-DET Partner Training is an online training package available to UI partners who assist Unemployment Insurance (UI) claimants.

The training package consists of 6 modules designed to provide UI partners with base knowledge about the UI program to help them more effectively serve UI customers.

Module 1: UI-DET Partner Introduction

Module 2: Deciding Who's Eligible for Unemployment Benefits

Module 3: How to File for UI Benefits

Module 4: UI Work Search Requirements

Module 5: UI Community Partner Assistance

Module 6: UI-DET Partner Agreement

2. Who should take the UI-DET Partner Training?

The 2023 UI-DET Partner Training (WIOA/WDB/Job Center) curriculum is required for all internal DET and external partner staff who work with UI customers in their positions.

Additional training modules for staff who provide UI information at RESEA and Rapid Response events will be provided at a later date. Staff who conduct these activities must also complete the 2023 UI-DET Partner Training (WIOA/WDB/Job Center) curriculum.

3. How do I request the training?

Training for DET (internal DWD) Staff:

DET Supervisors must assign the training to internal DWD staff through Cornerstone.

Training for DET Partner (external non-DWD) Staff:

Partner staff must access the training via the DWD Learning Center.

1. Access the DWD Learning Center here:
https://webapps.dwd.state.wi.us/DWDLearningCenter/Login.aspx?DivisionDWDEET=DWD_DET_Partners
2. If you are new to the DWD Learning Center, select the "Create a Logon" link to create an account. Once your account is confirmed, return to this page to log on to the DWD Learning Center.
3. From the landing page, enter the training title (2023 UI-DET Partner Training (WIOA/WDB/Job Center)) in the search box in the upper right corner of the page.
4. Select the 2023 UI-DET Partner Training curriculum.
5. Select Open Curriculum.

Note: Some external partner staff may not be able to locate the training using these instructions because their DWD Learning Center account wasn't created with the settings needed to access the training. If the user already has a DWD Learning Center account and cannot locate the training following the steps above, please follow these instructions to request to have the training assigned to them:

- The supervisor of the non-DWD staff member(s) needing the training should request the training from UITrainingOutreach@dwd.wisconsin.gov.

The request must:

- Include the **name**, **title**, and **work location** of the individual who needs the training.
- Specify which training the individual needs: 2023 UI-DET Partner Training (WIOA/WDB/Job Center).

4. How long does the UI-DET Partner Training Take?

The recommended time to complete all training modules is approximately 6 hours plus time to review the UI website and online resources.

5. I've been assigned the training. How do I complete it?

1. Log into Cornerstone/the DWD Learning Center.
2. Navigate to Your Transcript: Select the "Learning" tab and choose "Transcript" from the dropdown menu.
3. Locate the UI-DET Partner Training and select "Open Curriculum" from the dropdown menu.
4. From the Curriculum Player, click the "View Details" button next to the UI-DET Partner Training Modules Section. (Note: Review the FAQ & Troubleshooting Section if needed.)
5. Complete all six of the online UI-DET Partner Training modules. Click the "Launch" button to begin each module.
6. After completing all 6 modules, acknowledge the UI-DET Partner Agreement. Return to your Cornerstone/DWD Learning Center Transcript and click the "Acknowledge" button. The acknowledgement will show in another window. Read the agreement and click "Acknowledge."

6. Can I review the training again after I have taken it?

Yes. To review completed trainings:

1. Log into Cornerstone/the DWD Learning Center.
2. Navigate to Your Transcript: Select the "Learning" tab and choose "Transcript" from the dropdown menu.
3. Select the "Filter by Training Status" dropdown and select "Completed."
4. Locate the UI-DET Partner Training and select "Open Curriculum" from the dropdown menu.
5. From the Curriculum Player, click the "View Details" button next to the UI Community Partner Training Modules Section.
6. Click the "Launch" button on each module you would like to review.

Online Training Troubleshooting FAQ

1. I'm in the middle of the online learning and the page is frozen/won't let me move forward to complete the training. What should I do?

Troubleshooting Step 1: The online trainings will not let the learner move forward until they have visited all the required elements on each screen. If the program doesn't let you move forward, it may be because you didn't click something you needed to. First, make sure you have visited all the required elements on each screen. Pages where you are required to click for additional information will include instructions describing how to complete each interaction.

Troubleshooting Step 2: If the program is truly "frozen," you can try to refresh the page or close the window and launch the program again from your Transcript. The program will save your progress and open a window to ask if you want to return to where you left off.

2. I'm having problems with some of the interactivity features. The program doesn't seem to work when I try to do the "drag and drop" quizzes or other interactive elements. Why doesn't it work?

Troubleshooting Step 1: It is possible the internet browser you are using doesn't support the program. The program's creators suggest it works best with Google Chrome, Microsoft Edge, or Firefox. If the program is not working with your browser, please try another browser. The program does not support Internet Explorer.

Troubleshooting Step 2: You may try to refresh the page or close the window and launch the program again from your Transcript. The program will save your progress and open a window to ask if you want to return to where you left off.

3. I am reviewing the training and some of the images are blurry.

Troubleshooting Step 1: Where available, images will offer a zoom button (magnifying glass) in the lower left-hand corner. When you see the zoom button, click it to enlarge the image so you can read the information. Click the image again to zoom back out.

Troubleshooting Step 2: Adjust the size of your browser window. The online learning application will stretch to fill your browser window, so making the browser smaller may help adjust the quality of the images.

4. I completed a training module, but the curriculum player isn't showing as completed and won't let me go to the next training.

Troubleshooting Step 1: Make sure you have completed every slide from the menu for each module. The program will not mark that you have completed the module unless all slides have been completed.

Troubleshooting Step 2: Please email UITrainingOutreach@dwd.wisconsin.gov indicating which module you completed for which completion was not recorded. Emails should either be sent from your supervisor, or your supervisor should be copied on the email.

5. I've tried all the troubleshooting tips and am still having problems, what should I do?

If problems persist after trying these troubleshooting tips, please email UITrainingOutreach@dwd.wisconsin.gov for assistance. Emails should either be sent from your supervisor, or your supervisor should be copied on the email.