

UTSA Standards of Conduct Training (SCT 100) Mandatory Compliance Training for all UTSA Community Members

Tips and Frequently Asked Questions

Tips on Navigating Through this Course

- Each lesson you click on will open up in a pop-up window.
- Allow pop-ups, here is a link to instructions:
<https://mytraining.utsa.edu/online/my/disable-popups.php>
- When you click on links during the course, a new page will open on your browser.
- To get back to the lesson, close or minimize the new page that you opened and look for the pop-up window where the lesson is being displayed.
- **VERY IMPORTANT!** When you finish a lesson **click the 'X' in the upper right of your screen to completely close the pop-up window** in order to go back to the course homepage.
- Merely clicking 'Exit' will not suffice; you need to complete the lesson and then you need to 'X' out of the pop-up window to close the pop-up window.
- You will then be directed back to the Compliance homepage and you will be able to click on the next lesson.

Frequently Asked Questions

Which browser should I use?

Please use either Google Chrome or Mozilla Firefox; they are the preferred browsers for taking the UTSA Compliance modules.

How do I allow pop-ups on my browser?

To go through the Compliance training you will need to allow pop-ups. Go here for instructions: <https://mytraining.utsa.edu/online/my/disable-popups.php>

What do I do? I clicked a link and lost my place in the course!

What probably happened is that the link opened in a different window and when you closed it you were taken back to the training homepage. BUT your Compliance course is still open in the pop-up window. Search in all of your open windows for the course. It will still be there and will be open to the page where you left off before clicking on the informational link.

How do I know if I completed the entire course or not?

There are several modules to take to complete the entire course. After you complete each part, the system will take you to the next lesson to complete. Once you complete all of the modules and you complete the final Acknowledgement of Training, you will see Course Status as Complete in green lettering (upper right of course homepage screen) and you will have access to print your Certificate of Completion (bottom of course homepage screen).

Where is the Evaluation Form?

When you complete the course, go back to the course homepage, scroll down to the bottom and complete the Course Evaluation. Provide feedback on how to improve for future courses.

Why is it taking so long?

You are correct that the overall lesson takes several hours to complete. UTSA leadership asks all employees and volunteers to study this important information having to do with policies and compliance for our university. One suggestion is to take the lessons in smaller chunks of time, not all in one sitting. You can do part of a lesson or a whole lesson, log off and when you log back into the system will be prompted to start where you left off. This way you can take your time to absorb all of the key lessons and still meet the deadline for completion of the entire Compliance course.

I just completed this training, do I have to do it again?

UTSA requires employees to complete compliance training annually. New employees take compliance within the first 30 days of employment. The entire UTSA community takes compliance once a year. This year, annual compliance training will run from January 12, 2021 through March 16, 2021.

Do Student Employees need to complete compliance training?

Yes, student workers are considered UTSA employees and are assigned compliance training the same as all other UTSA employees.

Can I get an extension?

As the compliance training deadline approaches (March 16, 2021) if you have unique circumstances that will not allow you to complete the training by the due date, please email the Institutional Compliance office at Compliance@utsa.edu to discuss the possibility of an extension. Supervisors must submit the extension request on behalf of the employee.