Frequently Asked Questions (FAQs)

End User

Question: Who should I contact if I requested a training and the training status is Pending Approval?
Answer: You have requested a session that requires manager approval and no additional action is required. The system notifies your UD/Manager that there is a pending request. You will receive notification once your request is approved.

Question: I requested a training that requires manager approval and my manager is out of the office for an extended amount of time. Who should I contact?
Answer: Notify the acting/proxy manager to assist with the approval process. If the acting/proxy manager is unable to assist, contact the Center for Nursing Excellence at Center@mednet.ucla.edu or call 310-267-3302.

Question: Who should I contact if I am unable to attend an Instructor Led Training (ILT)?
Answer: You must withdraw yourself from the session. From the Cornerstone Welcome Page, go to: **Transcript -> Scroll to the ILT -> Click View Training Details -> Withdraw**. Note: If you do not withdraw from the session, you will be marked as a No Show.

Question: How do I access online presentations for an Instructor Led Training (ILT) in Cornerstone?
Answer: From the Cornerstone Welcome Page, go to: **Transcript -> Scroll to the ILT -> Click View Training Details -> Resources -> Click the hyperlink(s) to view material(s).** If additional support is needed, contact the CENTER for Nursing Excellence at Center@mednet.ucla.edu or 310-267-3302.

Question: Are the contact hours from CE Direct and Lippincott calculated on my Cornerstone transcript?
Answer: To view the number of contact hours awarded for CE Direct and Lippincott activities, login to CE Direct or Lippincott. Completed CE Direct and Lippincott activities will appear on your Completed Transcript, but to view and print a contact hour certificate you must login to CE Direct or Lippincott.

Question: Why isn't the training I took in CE Direct or Lippincott showing up on my Cornerstone transcript?
Answer: If you launched the training directly through CE Direct or Lippincott, it will not appear on your Cornerstone transcript. To track CE Direct or Lippincott trainings on your Cornerstone transcript, you must launch these trainings from Cornerstone.

Question: Where do I find my contact hour certificate?
Answer: Contact hour certificates are located on the completed transcript. From the Cornerstone Welcome Page, go to: **Transcript -> Click the word Active -> Select Completed -> Locate the correct training -> Click View Completion Page -> Click View My Certificate.**

Question: Who do I contact if an online class is not working?
Answer: Send an email to the Training Contact listed on the Training Details page.

Question: Who do I contact if I cannot find a specific training or material in Cornerstone?
Answer: Contact the department who loaded the training. Contact information is located on the Cornerstone Welcome Page.

Frequently Asked Questions (FAQs)

End User Cont'd

Question: Who do I contact if Cornerstone is down?
Answer: If Cornerstone is not responsive, contact 7-CARE to open a ticket.

Question: What do I do if **My Profile** information is incorrect in Cornerstone?
Answer: If your **My Profile** information is inaccurate, send an email to UCLAHealthHRLMS@mednet.ucla.edu.

Question: I am trying to enroll in a session, but the **Request** button is missing or says **None**.
Answer: This session has an enrollment restriction. Select another session. If additional assistance is needed, contact Center@mednet.ucla.edu or call 310-267-3302.

Question: I attended an Instructor-led Training, but I was not paid for the session.
Answer: Payroll for each session is processed when the session status is complete and the training has moved from the Active Transcript to the Completed Transcript. Evaluations are required for all sessions in Cornerstone and a session is not marked complete until you have submitted the evaluation. To verify a session status, go to: **Transcript -> Scroll to the session -> verify the Status.** If the status is Complete, speak with your unit leadership. Note: Written pre-approval from unit leadership is required to use non-mandatory educational hours.

Question: Why are there three contact hour statements on my certificate?
Answer: Cornerstone is limited to one certificate and all provider statements appear on that certificate. Cornerstone certificates include statements from ANCC, BRN and DPH. Read the certificate carefully as not all types of contact hours are awarded for every session.

Instructor

Question: How do I add a new Event or Online Learning Object (PDF, Power Point, video, test, etc.) to Cornerstone?
Answer: Submit your request to Center Station and select either Continuing Education Activity (Event) or Online Learning Object.

Question: Why do I not see my ILT session on the calendar?
Answer: If your session date has passed, select **Completed** from the Filters panel. If your session still does not display, contact Center@mednet.ucla.edu or call 310-267-3302.

Question: What do I do if I submitted my roster and I made an error with an attendee?
Answer: Send an email to Center@mednet.ucla.edu or call 310-267-3302.

Question: What do I do if my session ended early or ran late?
Answer: The course instructor must communicate the change of training hours to each participant's leadership.

Frequently Asked Questions (FAQs)

Manager

Question: Who should I contact if I need access to the Nursing Manager Report?
Answer: Send an email to Center@mednet.ucla.edu with your name, title, a brief explanation of why you need access to this report and the name of your manager.

Question: I do not see current data on the Nursing Manager Report.
Answer: On the Custom Reports Page, locate the Nursing Manager Report and review the Last Run column to see when the report was last refreshed. To refresh the report, **Click the down arrow in the Actions column -> Click Refresh**.

Question: If I assigned a training to an employee in error, can I un-assign this training?
Answer: No, a training cannot be un-assigned. The employee can withdraw from the training. From the Cornerstone Welcome Page, the employee will go to: **Transcript -> Scroll to the ILT -> Click View Training Details -> Withdraw.**