HAROLD ALFOND CENTER FOR THE ADVANCEMENT OF MAINE'S WORKFORCE

Short-term workforce training through Maine's community colleges

New Registration Portal
Frequently Asked Questions

<u>**Employees**</u>

1. **How will I know when my registration goes through?**
    a. When employees are assigned training by their employer, they might receive a notification that they have been assigned training if they have not set up a profile in the system. Employees only set up a profile, employers assign the employee for training in the MCCS's instance of Lumens.
2. **When I register here, will this automatically register me for either the community college training or with a third-party trainer?**
    a. When you create your profile with the Maine Community College System's Harold Alfond Center for the Advancement of Maine's Workforce's registration system, your data is ONLY being collected in our database as a grant-funded participant in a third-party training.
    b. If you are taking a community college training, you will have to create a profile in their system if you have not already.
3. **I already registered with the training company, why do I have to register here?**
    a. Your employer has applied for training grant funds to be used for your training. To receive that funding, we must collect participant demographics that will be anonymized and used towards the grant reporting required by our funders.
4. **How do I un-register if I decide I am not going to do the training?**
    a. The employer needs to communicate your withdrawal for the grant funding they have been approved. As soon as you know you cannot take the training, please let your employer know to contact us to cancel the grant.
5. **Why do I need to provide so much personal information?**
    a. The data collected is used towards the required reporting metrics of our funders.
6. **Will my employer have access to my personal information?**
    a. No. Your employer will only be able to see your first name, last name, and email address.
7. **Who will be able to (have access to) my grades?**
    a. You have access to a transcript, which is a training record; within the portal.
    b. Your employer may also request your training record that *only* shows completed or not completed.

Compact Members

1. **Why do we have to change systems?**
    a. This system is more efficient because it only requires employees to enter their data once unless they need to change their demographics. The new registration system also permits the employer the ability to see their approved classes (trainings), employees assigned, and transactions.
2. **Is there a place where I can find a checklist of what I need to do?**
    a. We have created a tutorial to assist you with the creation of a login, editing your company profile, and how to assign your employees to your classes. We have also provided you with the language to send to your employees, so they understand why they have received an automated email asking them to create a profile in this new system. Please find training at www.mccs.me.edu/workforce-training/grant-funded-training
3. **How will my employees register?**
    a. You assign them for a class in the new system. To complete the registration, if they are not carried over from the other system (they have trained using grant funds in the past), they will need to complete the registration/data form. The required data has an asterisk next to the questions and is anonymized and aggregated to meet the grant reporting requirements for our funders.
4. **Is there a way to bulk upload employees into the system?**
    a. Unfortunately, no. We need to ensure that we are not creating duplicates in the system. This system doesn't permit the ability to do this.
5. **Can we use work emails when assigning employees to a class?**
    a. Yes. The system will send a notification to the employee that they need to create a login and a profile in the system to be registered for the training. We have also provided you with the language to send to your employees, so they understand why they have received an automated email asking them to create a profile in this new system.
    b. In creating the profile, it will permit them the ability to enter multiple emails, phone numbers, and addresses (one work and one home).
6. **What if I have three employees with the same name? How will I find the right one in a large list of employees?**
    a. There is a search feature within the system that will permit you to find the right employee to assign to a class. The data an employer can see are first name, last name, and email. If they have the first and last name and are employed with the same end of the email add email address (@hannaford.com, for example), the beginning of the email must be different.
7. **What about funding requests – do we submit those differently?**
    a. No. The remainder of the process will stay the same. So, the Become a Compact Member application, Funding Request form, and Training Request forms are still found in the same place.
8. **Will we still have support from our workforce coordinator?**
    a. Always. If you have any questions or require any assistance, please reach out to your Workforce Development Contact.

9. **How do I find my payment status?**
    a. First, you need to create a login to access your company profile in our new registration system. On the employer home page, you will find a Tran History tab. This will show you all of the transactions from when we started using the system. You will not see past grant transactions from before the system was implemented unless your employee has not yet registered for their training.
10. **What if my employees do not have any email address?**
    a. If your employee does not have an email address with your organization, they can use their personal email address or create a free email account through email providers like Google, Yahoo, Outlook, etc. The email address is the employee's username for their account in our system. The email address allows them to reset their account. The registration system permits the employee the ability to download their training record. If this is an issue, please contact your Workforce Development Coordinator.
    b. The email address is also required for the two surveys we send as part of the grant requirements. The first is the exit survey after the course completion information is received. The second is sent a few months after the training that asks questions related to how the training impacted the employee's employment as part of the grant metrics required by our funder for grant reporting.
11. **How would an association assign training to their members? Is it different than an employer?**
    a. Workforce Development Coordinators will provide assistance in assigning the employees of different organizations to the association's training. We will need their first and last name, work email, and employer to help.

If you would like to refer to our training documents, please visit www.mccs.me.edu/workforce-training/grant-funded-training or click below.

- How to Create Your Account
- Editing Your Company Profile
- Assigning Employees
- Adding Employees
- Creating Employee Profiles

If you have any questions or need help with any steps, please reach out to your Workforce Coordinator.

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