

## Top Access Issue Questions

### LOGIN RELATED ISSUES

***1. You get a message that says “Error: User does not exist.” or “Error: User ID and password do not match.”***

Organization & Employee Development needs to check how your information was loaded in this system. If you are getting this message, please call Organization & Employee Development (OED) with your name and Access ID at 313-577-2111 or send an e-mail to [OED@wayne.edu](mailto:OED@wayne.edu) with your name and Access ID with the Subject line: Accelerate User and/or Password Error. OED will respond to your request within 24 hours.

***2. You get a message that says “Your credentials do not meet the accessibility requirements for this offer. At this time, Accelerate is a benefit for eligible full-time equivalent employees only.”***

This system is currently only available to full-time benefitted employees of WSU. If you are getting this message, even though you believe you fit the eligibility requirements, please call Organization & Employee Development (OED) to confirm eligibility at 313-577-2111 or send an e-mail to [OED@wayne.edu](mailto:OED@wayne.edu) with your name and Access ID with the Subject line: Accelerate Eligibility. OED will respond within 48 hours of your request.

**OTHER ACCESS RELATED ISSUES**

**Note:** Keep in mind that some issues will occur based on your desktop/laptop browser settings or desktop versions of different softwares needed to run some of these courses. If operating from a WSU desktop computer, you should work with you local IT support to help resolve these issues. If you are unsure of who your local IT support person is, please use the link provided to determine who you should contact (<http://computing.wayne.edu/support/departmental.php>). If you are working on any other type of desktop/laptop computer, instructions below will guide you through some of the issues.

**1. You get an error message saying ‘SkillPort has not finished initializing your desktop settings’.**

If you have not already done so, perform a browser test at <http://browser.skillport.com>. It will ask you to input your E-mail address so that it can send you the report. This is safe to do and the report will come into your E-mail. The report will tell you if you have Java installed.

- If Java appears as ‘Unsupported’ from the browser test, call your local IT support. If you do not know who that is follow the link below (<http://computing.wayne.edu/support/departmental.php>).
- If Java appears as ‘Unsupported’ from the browser test and you are on a non-WSU computer, follow the instructions at <http://support.skillsoft.com/customer/SPJava.htm>
- If Java appears as ‘Supported’ from the browser test, but you still get this message, call your local IT support. If you do not know who that is follow the link below (<http://computing.wayne.edu/support/departmental.php>).
- If Java appears as ‘Supported’ from the browser test, but you still get this message and you are on a non-WSU computer, follow the instructions at <http://support.skillsoft.com/customer/trustedsitesSS.htm> to optimize the browser for this site
- If not on a WSU computer and the above-mentioned instructions do not resolve your issue; or should you be uncomfortable stepping through the technical instructions contained within the website referenced above, it may be advisable for you to contact our contracted vendor, Skillsoft, through one of their live support channels. Live Chat can be found at the following resource as well as other helpful information: <http://onlinesupport.skillsoft.com>. With Live Chat, it asks you to complete Name, Company or Site URL, E-Mail Address, Skillport User Name. For company name use Wayne State University, for Skillport User Name, use your WSU Access ID.

## **2. You get a blank white screen with a message saying ‘Login in progress...please wait’**

If you have not already done so, perform a browser test at <http://browser.skillport.com>. It will ask you to input your E-mail address so that it can send you the report. This is safe to do and the report will come into your E-mail. The report will tell you if you have Java installed.

- If Java appears as ‘Unsupported’ from the browser test, call your local IT support. If you do not know who that is follow the link below (<http://computing.wayne.edu/support/departmental.php>).
- If Java appears as ‘Unsupported’ from the browser test and you are on a non-WSU computer, follow the instructions at <http://support.skillssoft.com/customer/SPJava.htm>
- If Java appears as ‘Supported’ from the browser test, but you still get this message, call your local IT support. If you do not know who that is follow the link below (<http://computing.wayne.edu/support/departmental.php>).
- If Java appears as ‘Supported’ from the browser test, but you still get this message and you are on a non-WSU computer, follow the instructions at <http://support.skillssoft.com/customer/trustedsitesSS.htm> to optimize the browser for this site
- If not on a WSU computer and the above-mentioned instructions do not resolve your issue; or should you be uncomfortable stepping through the technical instructions contained within the website referenced above, it may be advisable for you to contact our contracted vendor, Skillsoft, through one of their live support channels. Live Chat can be found at the following resource as well as other helpful information: <http://onlinesupport.skillssoft.com>. With Live Chat, it asks you to complete Name, Company or Site URL, E-Mail Address, Skillport User Name. For company name use Wayne State University, for Skillport User Name, use your WSU Access ID.

### COURSE LAUNCH ISSUES

***You are in the WSU Employee Development Tool System but are unable to launch a course.***

If you have not already done so, perform a browser test at <http://browser.skillport.com>. It will ask you to input your E-mail address so that it can send you the report. This is safe to do and the report will come into your E-mail.

- If Java appears as 'Unsupported' from the browser test, call your local IT support. If you do not know who that is follow the link below (<http://computing.wayne.edu/support/departmental.php>).
- If Java appears as 'Unsupported' from the browser test and you are on a non-WSU computer, follow the instructions at <http://support.skillsoft.com/customer/SPJava.htm>
- If Java appears as 'Supported' from the browser test, but you still get this message, call your local IT support. If you do not know who that is follow the link below (<http://computing.wayne.edu/support/departmental.php>).
- If Java appears as 'Supported' from the browser test, but you still get this message and you are on a non-WSU computer, follow the instructions at <http://support.skillsoft.com/customer/trustedsitesSS.htm> to optimize the browser for this site
- If PopUp Blocker appears as 'Unsupported' from the browser test, disable the popup blocker or add an exception for \*.skillport.com.
- If everything appears as 'Pass' on the browser test, call your local IT support. If you do not know who that is follow the link below (<http://computing.wayne.edu/support/departmental.php>).
- If everything appears as 'Pass' on the browser test and you are on a non-WSU computer, follow the instructions at <http://support.skillsoft.com/customer/trustedsitesSS.htm> to optimize the browser for this site
- If not on a WSU computer and the above-mentioned instructions do not resolve your issue; or should you be uncomfortable stepping through the technical instructions contained within the website referenced above, it may be advisable for you to contact our contracted vendor, Skillsoft, through one of their live support channels. Live Chat can be found at the following resource as well as other helpful information: <http://onlinesupport.skillsoft.com>. With Live Chat, it asks you to complete Name, Company or Site URL, E-Mail Address, Skillport User Name. For company name use Wayne State University, for Skillport User Name, use your WSU Access ID.

## At a Glance Summary Job Aid

	Help Desk 7-4478 <a href="mailto:helpdesk@wayne.edu">helpdesk@wayne.edu</a>	Local IT <a href="http://computing.wayne.edu/support/departmental.php">http://computing.wayne.edu/support/departmental.php</a>	OED 7-2111 <a href="mailto:OED@wayne.edu">OED@wayne.edu</a> <u>u</u>	Contracted Vendor Skillsoft/Skillport <a href="http://onlinesupport.skillsoft.com">http://onlinesupport.skillsoft.com</a>
<b>1. You get a message that says “Error: User does not exist.” or “Error: User ID and password do not match.”</b>				
On WSU Computer			X	
On Non-WSU Computer			X	
<b>2. You get a message that says “Your credentials do not meet the accessibility requirements for this offer.”</b>				
On WSU Computer			X	
On Non-WSU Computer			X	
<b>3. You get an error message saying ‘SkillPort has not finished initializing your desktop settings’. .</b> If you have not already done so, perform a browser test at <a href="http://browser.skillport.com">http://browser.skillport.com</a> . It will ask you to input your E-mail address so that it can send you the report. This is safe to do and the report will come into your E-mail.				
On WSU Computer		X		
On Non-WSU Computer				X <a href="http://support.skillsoft.com/customer/SPJava.htm">http://support.skillsoft.com/customer/SPJava.htm</a>
<b>4. You get a blank white screen with a message saying ‘Login in progress...please wait’.</b> If you have not already done so, perform a browser test at <a href="http://browser.skillport.com">http://browser.skillport.com</a> . It will ask you to input your E-mail address so that it can send you the report. This is safe to do and the report will come into your E-mail.				
On WSU Computer		X		
On Non-WSU Computer				X <a href="http://support.skillsoft.com/customer/SPJava.htm">http://support.skillsoft.com/customer/SPJava.htm</a>
<b>5. You are in the WSU Employee Development Tool System but are unable to launch a course. .</b> If you have not already done so, perform a browser test at <a href="http://browser.skillport.com">http://browser.skillport.com</a> . It will ask you to input your E-mail address so that it can send you the report. This is safe to do and the report will come into your E-mail.				
On WSU Computer		X		
On Non-WSU Computer				X <a href="http://support.skillsoft.com/customer/SPJava.htm">http://support.skillsoft.com/customer/SPJava.htm</a> <a href="http://support.skillsoft.com/customer/trustedsitesSS.htm">http://support.skillsoft.com/customer/trustedsitesSS.htm</a>