

FOR CORPORATE STORE MANAGERS

Q I have an employee who is assigned to the Market. How do they register if they don't have a store number yet?

A The employee can still register by entering the 4-digit market number when prompted for store number. Once the employee has registered, they can login from any store to take training.

Q An employee that shows on the My Team list for my store transferred to a different Corporate store. How do I move their training to the other store?

A If the employee is moving to another Corporate store, you only need to make sure to submit a PAN form for the transfer. Once the transfer has been processed by HR, the employee's account will be automatically moved to the other store within 24-48 hours. If the employee is moving to a franchise store, please contact the Procedures Helpdesk with the employee's name, employee ID number, and the store number they are transferring to.

Q I have an employee who only works in the restaurant and never works the register. However, it shows they are required to take Age Restricted Sales, Anti-Money Laundering, and Class C courses. How do I remove these courses?

A The courses are assigned to employees based on their job title/code. Please make sure that the employee is coded to the correct job. If the employee is coded to the correct job and still sees these courses, please submit a ticket to the Procedures Helpdesk.

Q Sometimes I am missing the My Team and Reports tabs. Why does this happen?

A Each day the 7University system must process user and location data feeds to keep the system current. While these feeds are importing, the My Team and Reports tab may disappear. Once the feeds are finished, the My Team and Reports tabs should be available. Please contact the Helpdesk if these tabs are still not visible after 10:00am.

Q I have a new hire whose paperwork is finalized, and they have an employee ID number. How come they are not able to register to take training yet?

A Once the new hire paperwork has been finalized, it can take 24-48 hours for the new hire to be added to 7University. If the new hire has a date of hire in the future, they will not be added to 7University until their actual date of hire. If it has been more than 48 hours past their date of hire, please contact the Helpdesk.

Q I have an employee who used to work for a franchise store, but now works in my Corporate store. Can their training history be moved to my store?

A Yes, it can if the employee has not registered under their Corporate employee ID number yet. If the employee remembers their username and password from the franchise store, ask the employee to login. They should click on their name in the upper right corner, and then click on Edit Profile. Click on Remove to the right of their previous store number. Then, click on the Add Store button. Enter the new store number and verify that it shows the correct address. Click Add. It should prompt them to enter their employee ID number, then click Continue. Click Merge. You may see an error message appear at the top of the screen, but you can ignore this. If the employee has already registered under their Corporate employee ID number or if the above process does not work, then please contact the Procedures Helpdesk.

Q An employee forgot their password. Can I reset it?

A Yes. The first thing to try is the Forgot Password option. If the employee can answer the security question, they should be able to reset their own password. If they do not remember the answer to their security question, you can reset their password in the My Team tab. See Getting Started for Corporate Store Managers for additional information (pages 2 and 5).

Q I accidentally deleted an employee from the My Team list. How do I add them back?

A The employee will automatically be added back to your My Team list the following day after the daily feeds finish processing. If they need to be added back right away, contact the Procedures Helpdesk.

Q An employee tried to launch a video/course, but the screen flashed and nothing happened. Now it shows that they have completed the video/course. How can they view the video/course?

A Log out of 7University and make sure that all browser windows and other applications are closed (including InfoDispatch). Then, login to 7University and try to launch the video/course again. If this does not work, please contact the Procedures Helpdesk.