

**FOR FRANCHISE OWNERS****Q I own more than one store. Can I set up my designee to have access to My Team and Reports?**

A Yes. Please contact the Procedures Helpdesk and provide the name of the designee who needs access. The designee must have previously registered in 7University.

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

A The employee can login to 7University, click on their name in the upper right corner, then click on Edit Profile. On the next screen, click on Remove to the right of the store shown. Then, click on the Add Store button to enter the new store number. Click Add. When finished, click Close. The employee should no longer appear on your My Team list. This only works if the employee is moving to a different franchise store. If they are moving to a Corporate-owned store, simply remove them from your My Team list (see Getting Started for Franchise Store Owners, page 6).

**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, My Team and Reports tabs may temporarily disappear. Once the feeds are finished, 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 an employee who used to work for a Corporate store, but now works in my franchise store. Can their training history be moved to my store?**

A Yes. Please contact the Procedures Helpdesk and provide the employee's name and Corporate employee ID number and/or previous store number, if available. Since many employees have the same name, it is important to provide as much information as possible to correctly identify the employee.

**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 and view their username in the My Team tab. See Getting Started for Franchise Owners 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 Ask the employee to login. It should immediately prompt them to enter a store number. Once they do this, then the employee should return to your My Team list.

**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.

**Q I completed the College of Operations Leadership (COOL) training, but I don't see any of my history when I log in. Can I get it added?**

A Yes, Because your Franchise Owner account is not created in 7University until changeover, you completed your training under the Training Store. Please contact the Procedures Helpdesk and tell them that you need to merge your training records. Provide your login username that you used when you completed COOL (if you remember it), your name, and the Training Center store number.

**Q Can I access 7Universtiy when I'm not at my store?**

A Yes. Franchise Owners can go to <https://7-Eleven.yourlearningportal.com> to log in remotely.