

Troubleshooting Common Online Training Issues

Learning Management System (LMS)

1. How do I take my required training?

Response: Navigate directly to the LMS: <https://umb.sumtotal.host/>. You may also access the LMS from the Human Resources website: <https://www.umaryland.edu/hrs/current-employees/organization-and-employee-development/elearning/>

Enter your UMID and password. Complete DUO authentication. If you are a new employee, it takes 3-5 days to access the system.

From the Home page  click on **Required Training** which will bring you to a list of required training courses.

Click on the name of the assigned course(s) and follow the prompts to either Register or Start the course. If the course requires registration, once registered you will be able to Start the course.

2. I hit the Start button to launch the course, but it won't open.

Response: You must disable any pop-up blockers to allow the course to run. You may also try switching internet browsers.

3. I received this error message when I tried to take my training: "SumTotal User does not exist."

Response for UMB regular employee:

If you recently attended Onboarding, you should be aware that it takes a few days for employees to have access to the Learning Management System. If you do not have access within 3-5 business days, please email eLearning@umaryland.edu.

Response for a student or a UMB Employee Affiliate:

If you are a student or UMB Affiliate, you will need different links to access your required training. Please contact ehstraining@umaryland.edu for training related to Environmental Health and Safety related training and visit the Title IX training site for Title IX related training. <https://www.umaryland.edu/titleix/training/>

4. I am in the middle of completing an online course and my screen won't let me proceed past a certain point. How can I fix this and finish my training?

Response: Try clearing your cache and cookies in your browser. After this, re-launch the course and proceed. Here is a link to the instructions: <https://www.umaryland.edu/cits/clearing-your-browser-cache-and-cookies/>

5. I took the training but there is no record of my completion in SumTotal.

Response: If your course had an EXIT button on the last slide of the course, did you click it? If not, the course did not register as complete.

OR

Make sure to click on the X in the top right corner of the program to exit. This will register it as completed. If you did not click the X, the course did not register as complete.

If you still have issues, contact eLearning@umaryland.edu.
