

Customer Training Help

Q: I am having trouble finding a learning course through learning course search.

A: Please ensure you enable the learning pre-filter before entering the course code or title.

Q: Where can I find my learning history?

A: To view your learning history, navigate to Learning>My Learning in V Team Central to access a report of your learning history.

Q: I completed my learning course, but the completed status is not reflected on my history?

A: If you have finished a course and do not see a Completed status reflected on your history, please submit an email with the details including course name and code.

Q: My learning course is not launching - how can I solve this issue?

A: If this is an online course or video, please attempt to clear your history in Chrome using the below steps and relaunch the course prior to sending an email.

1. On your computer, open Chrome so that you only have one Chrome tab open (Close all Chrome tabs except for 1 tab).
2. At the top right, click the Ellipsis (3 vertical dots).
3. Click More tools > Clear browsing data.
4. CRITICAL: On the tab called 'Basic', make sure the Time Range says, 'All Time' and make sure all 3 boxes are checked then click Clear Data.
5. Close and reopen Chrome for the changes to take effect.

Q: There is a learning course I would like to complete but it is not offered.

A: If you have a question regarding course offering and availability, please make sure to provide the course code and/or exact course name and any other related information when sending an email.

Q: I completed an instructor led learning course, but my status has not been updated.

A: If you have attended a classroom training and Workday Learning is not reflecting your completion, please contact the instructor of the class directly to request that they update the roster in Workday to reflect your completion.

Q: I have a learning question and cannot find the answer in this Q&A overview?

A: Please submit your question by sending an email. If you are submitting a question about a specific course, please include the course name and course code.

Public Sector Customers: eis-training@verizon.com

All Other Customers: vzexternallearner@verizon.com