Internet Access to the U.S. Bank Learning Center
Frequently Asked Questions (FAQ)
updated March 19, 2009

Access to the U.S. Bank Learning Center via the Internet is an alternative to your primary means of access to training via the internal network connection on USBnet. This new Internet option provides you with an opportunity for “mobile learning” via your U.S. Bank laptop when you are travelling, working from home, or are unable to access USBnet.

I. Log-in Questions

What is the URL to access the Learning Center via the Internet?
https://usbportal.usbank.com

What will I need in order to log in?
You will need your U.S. Bank Intranet ID and password.

What are my U.S. Bank Intranet ID and Password, or what if my Password has expired?
Your Intranet ID is the unique user ID you use for various U.S. Bancorp systems such as Employee Self Service, ISTAR, PSR, Windows NT, and US Active Directory.

Intranet ID passwords are set to expire after approximately 90 days. If you have not used your Intranet ID password in the past 90 days, you will need to reset it. You may reset your password in one of two ways:

(1) You can use the Client Service Center Voice Automated Tool by calling 800-315-9088 and choosing option #1.

(2) If you have access to the U.S. Bank Intranet, you can use the Online Password Change Tool by clicking on “Technical Support,” then “Password Change Tool”.

Online Password reset option for Elavon employees: The Security Portal Preferences tool allows you to reset your password. After you have logged in to the Security Portal (but before you log in to the Learning Center), click on the Preferences icon in the upper-right corner. Enter your “old” or Temporary password, then enter your new password, and confirm the new password.

If you do not remember your old password, you cannot use the Online Password Change Tool; instead, please use the Client Service Center Automated Voice Mail Tool, mentioned above. You will need your Intranet ID. Elavon employees, if you do not know your Intranet ID, please see additional information under the next FAQ, below.

For additional assistance, contact the U.S. Bank Client Service Center at 800-315-9088. Representatives are available 24 hours a day, 7 days a week. If you are an Elavon employee, please provide the Service Center representative with your U.S. Bank Intranet ID. If you do not know your Intranet ID, see below.

I am an Elavon employee; how do I find my U.S. Bank Intranet ID?
Your Elavon IT PC Help Desk can provide you with your U.S. Bank Intranet ID. Please provide them with your U.S. Bank Employee ID which is listed on your pay check, and the agent will be able to provide you with your U.S. Bank Intranet ID.
Why do I have to log in twice?
By logging in to the U.S. Bancorp Portal, you simply confirm your status as an employee. From there, click on “Employee Learning Portal” and then “U.S. Bank Learning Center.” You will be prompted to log in to the U.S. Bank Learning Center, where you can view your Learning Plan and transcript, complete online training, and register for classroom training.

Please note that it may take a few minutes the first time you log in. Please be patient.

I received a message “User already connected.” What happened, and how do I log back in to the Learning Center?
There are two possible reasons for this message:
1. You were automatically disconnected from the system due to inactivity for five minutes.
2. You exited the system by clicking on the Portal buttons in the upper-right corner or closing the browser window, instead of using the “Log Out” link for the U.S. Bank Learning Center.

For either of these reasons, the system did not properly disconnect you from your last session. In either case, wait 15 minutes, and try to log in again. If, after 15 minutes, your access is not restored, please contact the U.S. Bank Client Service Center at 800-315-9088 for assistance with resetting your access.

Can I be logged on to USBMail and the U.S. Bank Learning Center at the same time?
Only one Internet Explorer browser can be logged on to the U.S. Bank Portal. You will not be able to have both your USBMail (or any other applications available via the U.S. Bank Portal) and the U.S. Bank Learning Center active at the same time.

My log-in time is slow. What can I do to improve log-in time?
- Your initial connection to the U.S. Bank Learning Center may take longer than subsequent connections.
- Clear your Internet Explorer temporary Internet files. To do this, choose “Tools” from the top menu bar of Internet Explorer. Select “Delete Cookies,” and “OK.” Select “Delete Files,” and check “Delete all offline content,” then click “OK.” Select “Clear History” and “OK.”
- Exit your Web browser, wait 10 seconds, and re-open to log back in to the Learning Center.

II. Troubleshooting

I’ve been kicked out of the system. What happened?
The U.S. Bank Portal settings include an “idle time out.” If you do not actively work in the system for five minutes, the system will prompt you with a message: “Your session will expire in five minutes due to inactivity. Please click OK to extend your session.” If you did not click OK within five minutes, the system will automatically disconnect you. In this case, it is possible that your prior activity in the online course may have been lost, and you will need to restart the course or the lesson again.

If you are disconnected from the system due to the five-minute idle time out, and you try to log in again, you may get a message that you are “already connected” to the system. Wait 15 minutes and log back in again. If, after 15 minutes, your access is not restored, please contact the U.S. Bank Client Service Center at 800-315-9088 for assistance with resetting your access.

Best Practices: When not actively working in the system, bookmark your place in the course (if prompted), or find a stopping place in the course, and then log off the U.S. Bank Learning Center correctly by selecting the “Log Out” link in the upper-right corner.
I see a “This course is in progress.” message, but my course screen no longer displays.
If you received the idle time out message: “Your session will expire in five minutes due to inactivity. Please click OK to extend your session,” and you clicked “OK,” your course screen may be automatically minimized. From the application menu bar on the bottom of your screen, click on the application https://usbankportal to maximize your course screen and continue with the course.

I received a “Course cannot be started” error message when trying to start an online course.
This is an Internet Explorer issue. Your cache may need to be deleted. You will need to reset your Internet Explorer browser defaults per the instructions below:

1. Log out of the Learning Center - but do not close the browser
2. From the Internet Explorer Tools menu, select Internet Options
3. Select the Advanced tab
4. Click Restore Defaults, and click OK
5. Close all Internet browsers
6. Wait 10 seconds, and then open a new Internet browser, and log in to the Learning Center
7. Start the course

If you do not have access to the Advanced tab, please contact your the U.S. Bank Client Service Center (or Elavon IT PC Help Desk) to request that your Internet Explorer defaults restored.

Elavon employees contact: 865-403-8000
U.S. Bank employees contact: 800-315-9088

I received a “Learning Center Warning! Tracking applet did not properly load” message.
In order to successfully complete the course, you will need to change the Java (Sun) setting in your Internet Explorer browser per the instructions below:

1. Click on Tools on your Internet Explorer toolbar
2. Select Internet Options
3. Click the Advanced tab
4. Locate Java(Sun) setting
5. Uncheck the box under Java (Sun) to disable this setting
6. Click OK
7. Close all open Internet Explorer browser windows
8. Wait 10 seconds and then open a new Internet Explorer browser window and log back in

I received an “A script on this page is causing the Internet Explorer to run slowly. If it continues to run, your computer may become unresponsive” error message.
This message occurs when searching for scheduled classes on online courses using the All Courses/Classes search option only. Should you get this message, click on “YES” to stop the search. You may need to click on the Search Course Catalog button or Search for Schedule Classes button again, depending on your search, to return to the search screen. Narrow your search by selecting another option rather than All Courses/Classes in the search selection and/or using the KEYWORD option. You can enter several options in this field to narrow your search, such as a word in the course name, the course code, or the city or state where a class is being offered.

There are buttons in the upper-right hand corner that indicate “Home,” and “Sign Out.” Should I use these?
These buttons are for the U.S. Bancorp Internet Portal, NOT the U.S. Bank Learning Center. Do NOT use these buttons to log off of the U.S. Bank Learning Center.
III. Email Notifications

I have not received an email regarding my status in the class.
The system will generate emails automatically for enrollments, cancellations or wait lists for instructor-led classroom training.

1. If you are accessing the U.S. Bank Learning Center using your personal PC/laptop, any email notifications will be sent to your work email address (from your payroll record), not your personal email address.

2. Not all employees have a work email address on record. If you do not have an email address, your email notifications regarding classes are sent to your manager’s email address.

3. You can always confirm your course status by selecting the MY TRANSCRIPT button from the MY LEARNING tab on the Learning Center Home Page.

4. If you have a work email address but do not receive notification emails, please notify your manager or Human Resources generalist so that your email address can be updated on the system. Elavon employees may notify the Elavon IT PC Help Desk.

IV. Use of Personal PCs / Laptops

Internet access enables learners to access their training from their personal equipment. Your primary option is your U.S. Bank-owned or Elavon-owned workstation and network connection. Please know that if you choose to use your personal equipment to complete your training, the U.S. Bank Client Service Center will not provide technical support for non-company-owned machines due to the various CPUs, browsers and customized installation of various applications.

Listed below are some tips and minimum system requirements that you may find helpful in troubleshooting any issues that may occur while using your personal PC/laptop.

NOTE: Instructions for downloading applications below are to be used with your personal equipment only. For security purposes, do not download applications to your company-owned equipment. Please contact the U.S. Bank Client Service Center at 800-315-9088 for any questions regarding downloading applications to Bank-owned equipment.

What are the minimum system/application requirements for my personal PC/Laptop?

- **Internet Browser:** Internet Explorer HTTP1.1 browser version 6.0 or higher (Please note: The Learning Center is not certified for any other browser other than Internet Explorer.)

- **Internet connection:** Broadband or DSL. (Online courses will run extremely slow, or not at all, with a dial-up Internet connection.)

- **FLASH Player** must be installed in order to run an online course.

To download FLASH player to your personal machine:

1. Launch an Internet browser (if applicable)

2. Go to [www.adobe.com](http://www.adobe.com)

3. Once the website launches, click **Get ADOBE Flash Player**

4. On the following page, remove the checkmark from **Free Google Toolbar**

5. Click **Agree and Install Now**
6. Follow all installation instructions as they appear on the screen.

- **Adobe Acrobat Reader** must be installed in order to view or print hard-copy prework materials that are in .PDF format. To download Adobe Acrobat Reader to your personal machine, go to [www.adobe.com](http://www.adobe.com), and follow the instructions provided.

- **Pop-up Blockers**: Before beginning your training, you will need to disable Pop-up Blockers that you may have set on your personal machine.

- **Monitor Settings**: In order to be able to see the entire screen for an online course and view all navigation, your screen resolution of your monitor should be set to 800 x 600 or possibly 1024 X 768. To set your screen resolution to 800 x 600 or 1024 X 768, minimize all open applications so that you can see your screen saver. Right click in a blank area of your screen saver (not on an icon). Select “Properties,” then “Settings.” In the screen resolution setting, click on the arrow and move it to 800 X 600 or 1024 x 768. Click OK.

**What if the Course launches, but to a white screen, with no further data shown?**
Most likely, you need to install FLASH or a more recent version of FLASH. Please see the answer to the FAQ above for instructions.

**What if the graphics in the Course do not appear?**
Most likely, you need to install FLASH or a more recent version of FLASH. Please see the answer to the FAQ above for instructions.