

FREQUENTLY ASKED QUESTIONS ASSOCIATED TO THE VIRTUAL CAMPUS

Below are topics associated to the Virtual Campus that may assist you as you familiar yourself with our new Learning Management System.

Select a topic below for more information

- [Create a Student Account](#)
- [Orientation to the Virtual Campus](#)
- [Logging in / Profile Updates](#)
- [Course Registration](#)
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- [Student Records](#)

Access the [FAQ Homepage](#) to view the full website.

Create a Student Account

How do I obtain access to register for Online Training courses as a student?

To start the process of obtaining a DAU Student account or requesting access to the new DAU Virtual Campus, users must submit a DAU SAAR. When submitting the DAU SAAR, we recommend students use Google Chrome or Microsoft Edge. Please use the available [Job Aid](#) to go through this process.

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Orientation to the Virtual Campus

What is the purpose of the DAU Orientation?

The DAU Orientation provides students with an overview of the Virtual Campus. Additionally, students will obtain information regarding the changes to different policies and procedures. The module will automatically be placed on student accounts. We recommend the complete module be reviewed prior to taking a course.

Is it possible to see the DAU Orientation Videos prior to obtaining an account?

The DAU Orientation videos are accessible to the public and are available below.



[Welcome to DAU's Virtual Campus](#)

[How to Find Training](#)

[How to complete an Online Training Course](#)

[How to Access an Online Training Course after completing it](#)

[How to Register for an Online Training Course](#)

[A closer look at online training exams](#)

[How to complete evaluations and print course completion certificates](#)

[How to View Your Transcript](#)

[How to Update Your Universal Profile](#)

[How to complete evaluations and print course completion certificates](#)

Are there any student guides or task aids available to assist with the new system?

Yes! We've prepared a student guide and task aid to provide step-by-step guidance on conducting key tasks.

[Student Guide](#) – starter guide

[Student Task Aid](#) – provides additional in-depth information

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Logging into your Student Account

How do I login to my DAU student account?

Please go to <https://dau.csod.com>. First time users should login with their Username and Password to set up their account. Afterwards, users who have a DoD CAC may choose that option to login. Once you've successfully logged in the system will automatically route you to your student desktop.

How do I update my DAU student profile?

Depending on the information that needs to be updated in your DAU Profile, you will either make the changes in the **DAU Identity Management System** or in the **Virtual Campus**. Please view the detailed information below.

How do I update my Name, Username, Email Address, or Phone Number?

1. Login to [DAU Identity Management](#).
2. Select the **Self Service** option from the menu on the left and then click on **Actions**.
3. Select the **Edit Your Profile Information** button.
4. Select the tabs at the top to view your profile information and make the necessary updates. NOTE: Some information in your profile is populated automatically and cannot be edited. Those fields will be grayed out.
5. After making the necessary updates, select the "**Save**" button at the bottom for the changes to take effect.

How do I update my Organization or Supervisor contact information?

1. Login to [Virtual Campus](#).
2. Hover your mouse over the **Home** tab at the top left and select **Universal Profile**.
3. Once the page loads, select the red **Edit Record** button at the bottom right.

Follow the steps below to update your Organization:

- Scroll down to the section that says **Organization Structure**.
- Locate the box for **Organization** and then click on the box with the "X". This will clear the field.
- Select the same box again and search for your Organization by entering it in the **Search box**. Select the **Search** button after entering your Organization.
- The results will display on the screen. Select the title associated to your Organization and it will



automatically be entered on your profile.

NOTE: If there are no results displayed after you search for your Organization, select the **Cancel** button. Select the box again by **Organization** and use the page numbers and arrows at the bottom right to scroll through to see the available organizations. Once you've located your Organization, select the title and it will automatically be entered on your profile.

Follow the steps below to update your Supervisor:

- Make the necessary updates.
- Click on the red > symbol on the right to expand this section.
- Scroll down to the section that says **Supervisor Contact Information**.

4. After you have finished making updates to your Organization and/or Supervisor, select the red **Save** button, which is located on the bottom right-hand side of the page.

5. Hover your mouse over the **Home** tab at the top left and select **Welcome** to return to the main screen.

NOTE: When making profile changes in the Virtual Campus, it can take up to 4 hours for the changes to take effect in the system. Therefore, if you logout of your account and log back in before that timeframe has passed, the changes you made will revert back to what was listed previously in the system. You will need to make the changes again in your profile. Once you logout of your account, please refrain from logging back in before the 4 hour timeframe has passed so the changes you made can take effect.

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Course Registration

I am a first time user. How do I obtain an account to register for an Online Training course through DAU?

To get started, you will need to submit a DAU SAAR. Please use the available [Job Aid](#) to go through this process.

I have not taken courses through DAU in quite some time. After logging into my account, I received a message stating the system I was trying to access is restricted. How can I gain access to register for a course?

If you have not logged into your account since September 2016, you will need to request access to the Virtual Campus. Please use the available [Job Aid](#) to go through this process.

I am a current student and would like guidance on how to register for an Online Training course in the Virtual Campus.

Follow the guidance below to register for an Online Training Course.

1. Login to the Virtual Campus (<https://dau.csod.com>).



2. Locate the **"Search"** box in the upper right corner of the page.
3. If you know the specific Course Prefix and Number, type it in the Search box and press enter. You must include a space between the course prefix and number, i.e. CLG 001.
4. Select the course title listed under **"Training Results"**.
5. Click **"Request"** to be officially enrolled in this course.
6. Thereafter, you will be redirected to your **"Active Transcript"** where you will be able to begin the course.

Note: If you're uncertain of which online course you would like to take, you may follow the steps below:

1. Login to the Virtual Campus (<https://dau.csod.com>).
2. Under the Welcome Video, select the icon that says **"Apply for Online Training"**.
3. Use the **"Training"** and **"Subject"** filters on the left to minimize the course results if you choose.
4. Once you've located your desired course, select the course title and push the **"Request"** button to enroll in the course.
5. Thereafter, you will be redirected to your **"Active Transcript"** where you will be able to begin the course.

Additional Support

- [Student Task Aid; Page 6](#)
- *How to Register for an Online Training Course*



I am unable to locate FAC047 in the Virtual Campus. Is this course still available or has it been replaced by another course?

Please be advised that **FAC047** (Micro-purchases and Section 508 Requirements) **has been retired from DAU**. Students may complete this course at <https://section508.gov/training>. CLPs will not automatically be credited after completing the course. Students will have to request the points be manually added by contacting their Acquisition Career Manager.

Are all courses available in the Virtual Campus? I am not able to locate a course I need to register for.

Some courses are still in the process of being updated before they will be deployed to the Virtual Campus. The DAU Help Desk is unable to provide an estimated timeframe as to when the courses may be available. Non-DoD students who are required to take **CLM038, FAC033, or FPM120B** for certification may find alternative training they can take to meet their certification requirements on the



FAI website (<https://www.fai.gov/certification/certification-and-career-development-programs>) or may contact the FAI Help Desk (703-752-9604 / <http://www.fai.gov/drupal/content/help-desk>) for further assistance.

Do I register for resident/classroom training in the Virtual Campus?

No. You will need to access your [agency-specific site](#) to register for resident/classroom courses. For assistance submitting an application on your agency's website, please contact your [Registrar](#).

Please be advised that access to the DoD Organization registration sites require you to be on a .MIL domain and you must have a DoD Common Access Card (CAC). If you are on a .MIL domain and still experience issues accessing your agency's registration website, the issue may be associated to your security certificates. You may follow the posted guidance for [addressing security certificate issues](#) and/or contact your [Registrar](#) for further assistance.

How do I cancel my Resident/Classroom course reservation?

If you are not able to attend your class, you must officially cancel your reservation through the [agency-specific site](#) you used to apply. DAU has no user rights to cancel your seat in a class. If you don't cancel your application, your status will be marked as "no show" and you will incur any academic penalty mandated by your [Registrar](#).

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Policies

What is the Test Policy under the Virtual Campus?

There is one test policy for Online Training Courses (Continuous Learning and Distance Learning).

1. Students have 3 attempts to pass a test.
2. Passing score = 80%.
3. If you do not score 80% on the 1st attempt, all subsequent attempts will contain the full number of questions that were presented during the 1st attempt.
4. If you do not score 80% on the 3rd test attempt ALL your progress in the course will automatically be reset. This means any lessons and tests that you previously completed will now reflect they have not been accessed. You will have to start the course over from the beginning. There is not a limit to the number of times your entire course progress can be reset if you do not achieve a score of 80% by your 3rd test attempt.
5. After submitting a test, the results page will display your score and advise you of the questions that were answered correctly and incorrectly. [The answers you selected will not be displayed.](#)

Additional Support

- [Student Task Aid; Page 9](#)
- *A closer look at online training exams*



Can I be given additional time to complete my online course?

Course enrollments under the Virtual Campus do not expire. This means the course will remain "Active" until you complete or archive it.

How do I cancel my enrollment in an online course?

Under the Virtual Campus it is no longer necessary to drop/remove courses from your student account. However, you can Archive a course so it is no longer on your Active Transcript. If you change your mind and decide you do want to complete a course you previously archived, you can easily move it back to your Active Transcript. See below for full details.

Archiving (Removing) a course

1. Login to the Virtual Campus (<https://dau.csod.com>).
2. Select "**View your training**" from the "**Quick Links**" menu on the right.
3. Locate the course you want to archive and select the dropdown menu next to "Open Curriculum".
4. Choose "**View Training Details**".
5. On the right side of the page, select "**Move to Archived Transcript**".

"You have indicated that you would like to archive this training. This will move the training from your Active Transcript into your Archived transcript. The purpose of the Archived Transcript is to store training that the user no longer needs to access. The act of moving training to the Archive does not remove any responsibility the user may have in completing this training."

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Procedural Information

How can I access the course I recently enrolled in on the Virtual Campus?

1. Login to the Virtual Campus (<https://dau.csod.com>).
2. Select "**View your training**" from the "**Quick Links**" menu on the right.
3. Locate your course and select "**Open Curriculum**".
4. Select the "**Launch**" button to open your course.



Additional Support

- *How to Complete an Online Training Course*



How can I regain access to a course I previously archived?

1. Login to the Virtual Campus (<https://dau.csod.com>).
2. Select "**View your training**" from the "**Quick Links**" menu on the right.
3. Change the first dropdown menu from "**Active**" to "**Archived**".
4. Locate the course you want to restore and select the dropdown menu next to "**Open Curriculum**".
5. Choose "**View Training Details**".
6. Select "**Activate**", which is located at the top right side of the page.
7. Once the page refreshes your "**Active Transcript**" will be displayed and you can access the course you restored.

How can I access my Gradebook to view my previous test attempts?

For security purposes, the answers you selected on your test attempts will not be displayed.

1. Login to the Virtual Campus (<https://dau.csod.com>).
2. Select "**View your training**" from the "**Quick Links**" menu on the right.
3. Locate your course, use the dropdown menu, and select "**View Training Details**".
4. Scroll down the page and locate the exam you want to review on the left.
5. Move to the right side of the page and select the eyeball under the "**Details**" column.
6. The next page will display your test attempts. Move to the right side of the page and select the red "**Review**" link.
7. The screen will then show the exam questions that were presented and if you answered them correct or incorrect.

How do I determine which content area to review after missing a test question?

The **Test Results page** will contain a heading entitled, "**Scores by Section**". This will help in identifying the learning objective each question is associated to. After taking note to the information presented for questions answered incorrectly, you may return to (re-launch) the learning content that was presented above your recent exam. The "**Table of Contents**" link should prove to be useful in locating pages that correspond to the learning objectives.

If you have navigated away from the **Test Results page**, simply choose the down-arrow to the right of the exam's "**Retake**" button and select "**View Training Details**". The "**Scores by Section**" will be presented below the Training Details.

Learners that require additional remediation assistance should either post a question into the appropriate Topic of their Learning Support Community (when applicable) or contact their Instructor to discuss the learning objective further. The DAU Help Desk can assist in determining the appropriate points of contact for courses that do not have a Learning Community.

How can I access the course Evaluation (survey)?

Your feedback is valuable to DAU.

1. Login to the Virtual Campus (<https://dau.csod.com>).
2. Select "**View your training**" from the "**Quick Links**" menu on the right.
3. Change the first dropdown menu from "**Active**" to "**Completed**".
4. After locating the course, use the dropdown menu on the right and select "**Evaluate**".
5. Once you have answered the questions click on the "**Submit final Answers**" button at the bottom of the page.

Note: If you are enrolled in an Instructor Led Training course, the survey will be available on the last day of class and remain open for 14 days.

Additional Support

- [Student Task Aid; Page 14](#)
- *How to Complete Evaluations and Print Course Completion Certificates*



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Instructor Support

Is there an instructor I can contact for content assistance?

Yes! Instructors are available to address content questions. If your course has a "**Learning Support Community**", the Instructor information will be displayed in that location. Otherwise, you may contact the [DAU Help Desk](#) to request the contact information for your Instructor.

What is a Learning Support Community?

Some online training courses have a Learning Support Community associated to them. Students have the opportunity to post content questions in this forum and receive a response from experts. Students also have the ability to browse questions and answers posted by others.

Additional Support



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- [Student Task Aid; Page 12](#)
- *How to Join and Use a Learning Support Community*



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Technical Support

The “Next” button in my lesson is not working. It’s currently greyed out and I’m stuck. What can I do?

In most cases the “Next” button will be greyed out until all links, questions, or other items on the page have been accessed as required. Please carefully examine the page you are on and ensure you’ve selected all required links. If the problem still exists please perform the steps below to proceed:

1. “**Launch**” the course from your training curriculum page.
2. Select “**Table of Contents**” (TOC) at the top right corner.
3. Expand the module/lesson until you see the page you were stuck on.
4. You will see check marks, which represents the pages you have already viewed.
5. The page you are stuck on will not have a check mark.
6. To manually pass this page, select the very next item in the list to continue progressing forward.

Additional Support

- [Student Task Aid; Page 12](#)

How can I access the print files for the course I’m enrolled in?

In order to access the print files for a course you have requested, please follow the instructions below:

1. Login to the Virtual Campus (<https://dau.csod.com>).
2. Select “**View your training**” from the “**Quick Links**” menu on the right.
3. Locate your course and select “**Open Curriculum**”.
4. Choose “**Print Files**” from the left menu.
5. Select the red “**Launch**” button.
6. A new window will load with options for you to “**Open**” or “**Save**” the files.

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Student Records

How do I download / print my Certificate?

Guidance for printing certificates in the Virtual Campus:

1. Login to the Virtual Campus (<https://dau.csod.com>).
2. Select **"View your training"** from the **"Quick Links"** menu on the right.
3. Change the first dropdown menu from **"Active"** to **"Completed"**.
4. After locating the course, select the red button that says **"View Completion"**
5. Select **"View Certificate"**.
6. A new window will open displaying your certificate. You can Save or Print it from there.

NOTE: If you completed a course more than once and need the certificate, please proceed with the guidance below.

- After locating the course, select the down arrow next to "View Completion" and choose "View Training Details".
- Scroll down to the "Assignment and Version History" section and select the down arrow on the right to expand the section.
- Locate the "Options" column to the right and select the "Printer" icon.
- A new window will be displayed with your previous completion certificate.

Additional Support

- [Student Task Aid; Page 16](#)
- *How to Complete Evaluations and Print Course Completion Certificates*



How do I access my DAU Transcript?

You may access your DAU Transcript by logging into the [Transcript Management System \(TMS\)](#).

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