Learner Admin FAQs

Purpose: Frequently asked questions and helpful information for CUES Learning Portal

NOTE: This document is intended for Learner Registration Admins. To request admin access please reach out to: cueslearningportal@cues.org.

What is a "Learner Registration Admin"?

A Learner Registration Admin in CUES Learning Portal can enroll others into courses within CUES Learning Portal. Please see the 'Enrolling Others in a Course or Learning Journey' guide in the [Admin/Trainer Member Help Center.](#)
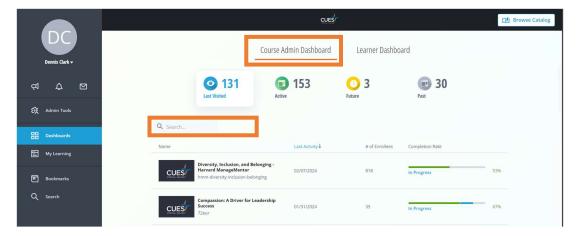
How is One Notified About an Enrollment?

Anytime someone is enrolled into a course, they'll receive an enrollment email. Learner Registration Admins will receive an influx of enrollment emails, as they must be enrolled in all courses to be a Learner Registration Admin.

Learners will receive an enrollment email upon enrollment into a course, whether it is a self-enrollment, or a Learner Registration Admin has enrolled them.

Why Does my "Browse Catalog" show very little to no courses?

The "Browse Catalog" feature is designed to show learners courses and learning journeys they are not currently enrolled in. Learner Registration Admins are enrolled in every course so this area will have less content for you. You can view courses in our CUES Learning Portal Catalog in the [Member Help Center](#) or the "Course Admin Dashboard" and utilize the search feature there.

Is there an easy way to view all the Courses and Learning Journeys?

You can find the full CUES Content Catalog, tailored by CUES available on the [Member Help Center](#).

Leverage the CUES Learning Portal

[Accessing CUES Learning Portal](#)

[Accessing Director Education Center](#)

[Enrolling in a Course or Learning Journey](#)

[Enrolling others in a Course or Learning Journey](#)

[Recommending a Course](#)

[Accessing Enrolled Content](#)

[Marking Content Done](#)

[Downloading a Certificate of Completion & Sharing it Online](#)

[CUES Learning Portal Content Catalog](#)

How do I request a completion/usage report?

To request a usage or course completion report, you can complete [this form.](#) Requests will be completed within 2 business days and will come from cueslearningportal@cues.org.

PO Box 14167 Madison, WI 53708

Email: cues@cues.org | **Phone:** US: [608.271.2664](tel:6082712664) or [800.252.2664](tel:8002522664), opt. 2; Canada Tel: [604.347.7097](tel:6043477097)