

# General Questions

## **Can I start the training and finish it later?**

Yes, you can exit the training at any time and your progress will be saved. When you return, you can pick up where you left off.

## **What happens if I don't complete the training by the deadline?**

Failure to complete the training by the deadline may result in follow-up from your supervisor or HR and could be reflected in your compliance record.

## **How can I confirm that my training is complete?**

You can check your completion status in BizLibrary. Once all courses are completed, the assignment will no longer show on your homepage.

In addition, your training will show as completed in the "My Learning" tab. To access this tab from the homepage, click on "Home" (top left of your screen) → "My Learning" → "Learning Initiatives." To view your completion certificate, navigate to the "Transcripts" tab in "My Learning."

## **Is the email I received from BizLibrary legitimate?**

Yes, emails from [do-not-reply@oswego.edu](mailto:do-not-reply@oswego.edu) with information related to a BizLibrary assignment are legitimate and intended to serve as helpful reminders or resources.

# Access & Login

## **I'm a Fall 2025 new hire and I don't have access to the training. What should I do?**

As a new hire, there is a delay in your information being uploaded to BizLibrary. You will receive an email with a link to the training once your information has been successfully added. We ask that you complete the training as soon as practicable after you have access.

## **Are adjuncts and graduate assistants required to complete the training?**

Yes, all employees are required to complete the annual compliance training.

## **I already completed the training this year, and do not see the assignment on BizLibrary. Am I all set?**

If you completed assigned compliance training this year and do not see an additional assignment on BizLibrary, **yes**, you are all set. Employees hired in 2025 who have already received and completed the training are not required to complete the training again in 2025.

**I already completed the training this year but still see the assignment on BizLibrary. Am I all set?**

If you recall completing the training this year but still see an assignment on BizLibrary, please contact [hr@oswego.edu](mailto:hr@oswego.edu) for tailored guidance.

**I am having difficulty logging into my BizLibrary account and I am unsure why. What should I do?**

If you are experiencing difficulty logging in, please contact [hr@oswego.edu](mailto:hr@oswego.edu) who can ensure you have proper BizLibrary access and assist you in troubleshooting further.

## Technical Issues

**I'm having trouble with the training not marking as complete. What should I do?**

If your training is not marking as complete, please make sure you have clicked the final "submit" or "close" button in the applicable course. If you are still having issues, please contact the Office of Human Resources at [hr@oswego.edu](mailto:hr@oswego.edu).

**Can I take the training on my phone?**

We recommend completing the training on a desktop or laptop computer for the best experience. Some features may not be fully compatible with mobile devices.

**I'm stuck on a question in the Ethics training and can't move forward. What should I do?**

The Ethics training must be in full-screen mode to answer the progress check questions. Please ensure your browser window is maximized.

## Training Content & Completion

**I thought the Title VI training was the only compliance training. Are there other courses I need to complete?**

The annual compliance training includes the SUNY Title VI training, as well as other mandatory courses. Please ensure you complete all assigned courses in the "2025 SUNY Oswego Compliance Training" learning initiative in BizLibrary.

**How can I find out if a training has captions or a transcript?**

In each course, you can navigate to the progress bar to turn on captions. Transcripts can be found in the attachments section of each course (if applicable).

## For Supervisors & Managers

### **As a supervisor, how can I track my team's completion progress?**

We recommend keeping in contact with your direct reports and tracking your team's progress in a way that works best for your team/departments' internal operations.

### **What is my role in ensuring my team completes the training?**

You are encouraged to remind your team about the compliance training requirement in 1/1 meetings and team meetings to support a culture of compliance.

## After Completion

### **Do I need to notify HR once my training is completed?**

BizLibrary automatically tracks training completion, so you do not have to notify HR when you have completed your training.

### **How can I view my training history or access my certificate from last year?**

To view training history and completion certificates, navigate to the "My Learning" tab. To access this tab from the homepage, click on "Home" (top left of your screen) → "My Learning" → "Transcripts." This page will list all courses and assigned training you have completed on BizLibrary.

### **Who has access to my training records and scores?**

Training records and scores can only be seen by the HR BizLibrary Administrator. This information is kept confidential and is only used for compliance purposes.

## Submitting Feedback

### **How can I provide feedback on the training?**

After completing the training, please fill out our feedback survey [using this link](#). We will use your feedback to help enhance our use of BizLibrary for future training and professional development.