Advantage Training Now Available in the NEOGOV Learn Module

What's New at SAO?

The State Auditor's Office has leveraged state resources by using the Learn Training Module in NEOGOV. This module is automatically available to every executive staff employee upon hiring. Legislative branch employees, judicial branch employees, contractors, and temporary staff can be given immediate access upon request so this means that no matter where you work or in which capacity, you have access to all training courses provided by the State of Wyoming. The NEOGOV Learn Module has all the features one would need in order to see available course information, register for a course, access course materials, manage your enrollment, receive reminders of registered courses, add courses to your calendar, and receive survey and certificates if desired. The State Auditor's Office courses available in the Learn Module are for in-person classroom courses, virtual courses, or self-guided on demand courses that you can watch and complete on your own. This allows for a variety of learning experiences to meet the diverse needs of all state employees and contractors.

Courses available in the Learn Module will be scheduled for approximately six months at a time. For example, courses listed are available from August through December in the first iteration. The next wave of available courses will post sometime in the fall for January through July and so on. A notice will be sent to all users in the email group when new courses are added. Available courses will always be available in the statewide course catalog within the Learn Module as well.

Important Resources:

Here is the link to NEOGOV:

https://docs.google.com/document/d/1R0d_BRXw2oALmg4AwdWJ40BzhMSLX96NME1NuT2QQsE/edit

Here is a video for employees and managers with training information on using NEOGOV:

Employees Video:

https://neogov-2.wistia.com/medias/bb8jnl3egw

Managers Video:

https://neogov-2.wistia.com/medias/3hvo6k07c2

Here is the userguide for NEOGOV Learn Module Trainings:

https://drive.google.com/file/d/1vmGIimBY2tbVo8ifDIcAity4o5HoMYV8/view

Frequently Asked Questions

Below, please find a list of common questions you might have as we release this new training platform.

Where can I find a list of available Advantage trainings?

Although all available trainings are listed in the NEOGOV Course Catalog, you will always be able to find them on the SAO website calendar as well. Simply go to https://sao.wyo.gov/ and the main calendar is on the main page. We will always communicate available classes to users and on our public-facing website. Feel free to view them there or on the NEOGOV Course Catalog. Don't forget, there is only one way to self-enroll in a class and that is through NEOGOV.

What if I don't automatically have access to NEOGOV because I am a contractor, temp, or a legislative or judicial branch employee?

All executive branch employees automatically have access to NEOGOV. But legislative branch employees, judicial branch employees, contractors, or temps that have access to Advantage may be granted access by the trainer of the course you would like to attend. All courses are available on the SAO website calendar. Once you find one there, reach out to your trainer listed below in order to obtain access to NEOGOV.

- *Payroll Training* (for HRD employees), *ESS Training* (for all employees), or *MSS Training* (for all Managers)

    Wendy Croissant
    wendy.croissant1@wyo.gov
    (307) 777-7835

- *Financial System Training* (for agency fiscal staff with access to complete transactions)

    Leesha McIntire
    leesha.mcintire1@wyo.gov
    (307) 777-6654

- *Accounting Division Training* (for agency staff that complete year-end reporting, quarterly reporting, travel vouchers, IET transactions, budget transactions, fixed asset transactions, and object code selection)

    Accounting Division Help Desk
    saoaccounting@wyo.gov
    (307) 777-2460

How do I learn how to use NEOGOV?

To ensure each user has the ability to understand the NEOGOV site and how to navigate through it, A&I HRD has ensured that resources are available for users in order to be successful in the module. There are training videos and written userguides available in the resources below (duplicate of the resources listed above).

Here is the link to NEOGOV:

https://docs.google.com/document/d/1R0d_BRXw2oALmg4AwdWJ40BzhMSLX96NME1NuT2QQsE/edit

Here is a video for employees and managers with training information on using NEOGOV:

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Managers Video:

https://neogov-2.wistia.com/medias/3hvo6k07c2

Here is the userguide for NEOGOV Learn Module Trainings:

https://drive.google.com/file/d/1vmGIimBY2tbVo8ifDIcAity4o5HoMYV8/view

What's the process for enrolling in Advantage Training? Is it easy?

The NEOGOV tool is used by every executive employee for the performance management initiative. Because employees already have access to this tool, the ability to enroll in trainings provided by the SAO is an easy process. Once you're logged in to NEOGOV, simply click on the Training link displayed on the left-hand side of your Dashboard and then navigate to the Course Catalog from the links displayed at the top. Once you're in the Course Catalog, you can use the Categories drop-down and look for the *Advantage Categories*. You will see Advantage categories for Financial, HRM, and Employee/Manager. Choose the applicable category to browse available courses and enroll! Some classes are custom online (aka, On-Demand) and some classes are Virtual or In-Person. Each are indicated as so within the Course Details.

Can I just email the SAO and ask to be added to a training so I don't have to use NEOGOV?

We are so excited to use this enterprise system to build a robust training platform. Users will need to enroll in these courses via the NEOGOV site and cannot be enrolled by calling or emailing the SAO as they have done in the past. This new module allows for users to self-enroll in courses in a system that all executive branch employees are already using for performance review initiatives. You automatically have access to the catalog that includes all kinds of training, including enriching and informative classes available to everyone. Now, all Advantage users can see all Advantage training courses in the statewide course catalog. This will allow you to enroll yourself in any Advantage class appropriate to your position.

Can I attend any Advantage course I want to?

Not all Advantage courses are appropriate for all Advantage users. Some courses are only available for users that have access to Advantage and the transactions that they are learning about. For example, I don't work for HRD so I cannot sign up for a payroll training designed for HRD staff just for fun. If you don't have access to Advantage, then the only classes you would be allowed to take are the Employee or Manager classes that teach learners how to manage their Employee Self Service (ESS) portal or their Management Self Service (MSS) if they are a manager. All enrollees will be approved by the training instructor once the enrollee's security access to Advantage has been approved. If you aren't sure if you should be in a class or not, please reach out to the instructor!

When I enroll in a course, will I be notified of my enrollment?

Every time you enroll into a course, you will receive an email from NEOGOV confirming your enrollment. Since some of the courses require approval from the instructor, you will also be notified when your enrollment is approved. If you are placed on a waitlist, you will also be notified when your status changes. Additionally, when you are enrolled into a class by your manager, you will also receive notifications. The system comes with many notifications for each step during the enrollment process.

Will I receive a reminder of the class or a calendar appointment?

Each class can be configured by the instructor to send enrollees reminder notifications of the course at time intervals of their choosing. If this has been elected you will receive reminders of the course to your email. When your enrollment is complete in the course, you receive an email with an option to add the course to your google calendar. For virtual courses, the google hangout link is included in the calendar appointment. For in person courses, the classroom location is available on the appointment as a location. Further, if you have enrolled in an on-demand course, you will need to log into NEOGOV and navigate to My Courses from the Training tab of the left-hand navigation menu to begin your course.

What if I need to cancel the course I enrolled in?

You can easily un-enroll from any class using NEOGOV. Once you are logged in to NEOGOV, go to your courses and un-enroll. This is all covered in the resources provided above, but just know that this tool allows for full management of your course. Further, if you don't attend due to unforeseen circumstances and are unable to un-enroll, then your trainer will note your attendance as they complete their post-training tasks so you won't have to do anything on your end. This tool has a much more robust platform that allow for attendance tracking, certificates of completion, and access to all your training records. Whether you are enrolling or un-enrolling, you'll find the task easy.

I am a manager. Can I enroll my staff into courses for them or see any of the classes they are taking?

YES! One of the reasons the SAO chose to use this training platform is because it fully integrates with your manager dashboard. You are able to view the training classes that your assigned employees have completed or have enrolled in. You can also use the tool as a way to manage your staff's training needs by enrolling your employees into classes that you want them to complete. Once they've completed the course, you can also view their results. Check out the Manager video listed above to see all the cool features you can use as a manager in the State of Wyoming.

I am having trouble logging into NEOGOV, what do I do?

NEOGOV is administered by A&I, HRD. If you are having trouble logging in, please reach out to your HR professional assigned to your agency.

If you have further questions that aren't addressed in this list, then reach out directly to the following Help Desks:

SAO Payroll Help Desk

 saopayrollhelpdesk@wyo.gov
 (307) 777-6554

SAO WOLFS Help Desk

 saowolfshelpdesk@wyo.gov
 (307) 777-5258

SAO Accounting Division Help Desk

 saoaccounting@wyo.gov
 (307) 777-2460