FAQ - SANS IT Courses

1. **How do I find SANS IT online courses?**
   Users can search for SANS IT courses in many ways. For additional information, please check the 'How To' (hyperlinked) Document.
   - Hover over "**Learning"**, then click on "**Browse for Training"** from the drop-down menu.
   - Click on the Browse All Classes button on the Welcome Page then click on Online Courses.
   - Type SANS IT or the name of the training in the Search bar.

2. **Do I need approval to take the SANS IT Online Courses?**
   No, you can search in the Catalog for SANS IT or you can launch the courses from the Welcome Page > My Upcoming Trainings.

3. **Why won't SANS IT Online course launch in Internet Explorer (IE)?**
   These courses require the latest Firefox or Chrome browser and/or IE 11. Contact your IT department to assist with securing the appropriate browser.

4. **What if I have already completed some of these trainings?**
   If you have already completed some of the SANS IT online courses, then please refer to the "How To" document to upload your Certificate of Completion.

5. **Is this training mandatory?**
   Yes, some of these trainings are mandatory. Every year all employees will be required to take the State of Vermont Security Awareness Training.

6. **What happens when the online course is completed?**
   Once the course is completed, your transcript will reflect complete with the ability to print the Certificate of Completion.

7. **If I don't pass the test, do I still pass the course?**
   No, you need to pass the quiz in each module to receive a complete on your transcript.

8. **How long are these courses?**
   Each course is only a few minutes long. The longest video is about five to six minutes long.

9. **Who do I contact with questions?**
   For technical assistance related to training content or ADS questions, contact the Service Desk at 802-828-6620, Option 1.

   For LMS related questions, contact CAPS at DHR.CAPS@vermont.gov or 802-828-2751.