GAF LearningPortal

FREQUENTLY ASKED QUESTIONS

Learning Portal

Where is the User Menu?
The user menu is the 3 lines at the top left corner of the screen.

How can I see the courses that I am enrolled in?
You can see what courses are In Progress or Completed at the bottom of the homepage. To see all courses you are enrolled in, including those you have not yet started, go to the User Menu and select *My Courses and Learning Plans*.

How do I enroll in Live Training?
On the homepage, click the arrow under *LIVE Training* and select from available courses on the provided calendar. You can navigate to future months by using the arrows located at the top of the calendar. Click on the Course title in red to be taken to the course and then ENROLL into the session you would like to attend.

How do I join a webinar?
To join a webinar, make sure your browser's pop up blockers are turned off. Go into the class on the Learning Portal within 10 minutes of the start time and click the JOIN button. Before 10 minutes of the start time of the class, the JOIN button will not be visible, it will be a countdown to the start time. Clicking JOIN will open Zoom.

How do I download a certificate?
Once you successfully complete a course, and are marked complete either by the system (for Webinars) or by the facilitating CARE Trainer (for in-person sessions) then the Certificate is available on the course page. You can also click on the CERTIFICATES button on the homepage. Then you can sort by clicking *Course Completion* two times to see your completed courses on top. Click the badge icon on the right hand side to download the certificate. **Certificates are only available for Live Training.*

What are CARE Channels?
CARE Channels offer informal learning, industry insights and tips from our CARE Training experts on subjects like In Home Selling and Storm Restoration with MORE to come in the future. If you'd like to be notified when new content is published, make sure to FOLLOW your favorite Channels.

What if I have issues completing On Demand Training?
For the best experience, it is recommended to complete On Demand training on a desktop computer or laptop using Google Chrome. Make sure your pop up blocker is turned off. Completing on a tablet or phone may present issues that are not able to be troubleshooted.

If you are stuck on a particular section and unable to move forward, please take screenshots of your entire screen and email CARE@gaf.com for support.

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General Training Questions

How can I request CARE Training for my company?
Please contact your local GAF Territory Manager to discuss and request CARE Training for your company. They will be able to work with our CARE Trainers to schedule the training. To find your TM click here.

I need to sign up my employees/coworkers for training, how can I do that?
At this time, the Learning Portal does not provide an option to sign up other users for training. Each individual who wants to attend training must have their own Learning Portal Profile and enroll into training using their own profile on their own device (computer, tablet, or mobile). Click here to see resources that you can share with employees/coworkers on how to create Learning Portal profiles.

Where can I find the address for an In Person training?
If you were invited to a Private Training session by your employer or GAF Territory Manager, you should have received registration instructions which will include the address. Please contact either your employer or GAF Territory Manager for these instructions to obtain the location for training.

If you signed up for a Public CARE Training offering directly through the Learning Portal, please contact CARE@gaf.com to obtain the address. The address for Public Training is also available on a bi-weekly schedule that is typically shared with our customers via GAF Territory Managers. Talk to your TM to make sure you are receiving this schedule.

I can't attend a class I'm signed up for, what should I do?
If you cannot attend training, please unenroll from the training in the event there is a waiting list so that the spot can be opened for the next person on the waiting list. To unenroll, go to the course page and click the three dots in the top right and click *Unenroll*.

I attended a training but I do not see it under my completed courses, how can I get it added?
If you attended a training but did not enroll prior to the event, you must speak directly with the facilitating CARE Trainer to tell them to manually add you to the class. If you are unsure who the CARE Trainer was, please contact CARE@gaf.com with the **Course Title and the date of training**. If you see a course that you did attend but it is not yet marked Complete, that is simply due to the CARE Trainer not closing that class just yet.

Credits

Why do I need Learning Credits?
To qualify for a President's Club Award, you must meet four different criteria: required rewards squares, warranty squares, **learning credits**, and the number of membership years.
- Learning Credit qualifications are as follows:
  - 50 credits to be a three-star member
  - 40 credits for two-star member
  - 30 credits for one-star member
- To review the other requirements, please visit the **Partner Portal.**

How can I earn Learning Credits?
A learning credit is awarded for attending a live in-person or webinar training. There are also select On-Demand training offerings such as the Steep Slope Pro Field Guide Test and Guided Learning Paths, that will award credit. Finally, attending a GAF Roofing Summit or Wealthbuilder will also award credits.

For a full breakdown of the credits awarded, please review this document.

To enroll in training on the Learning Portal, from your homepage, click the arrow under *LIVE Training* and select from available courses on the provided calendar or the designated On-Demand training.

Can I see my employees' classes and earned credits?
Anyone in your company with access to the **Partner Portal** can view the credits earned for those associated to your company. Once logged into the **Partner Portal** just click on "View all stats" and then select "Learning Credits Overview" to see a table of all earned credits. This table can be exported into an Excel spreadsheet.

What if I don't see my employees' credits in the *Partner Portal*?
If you believe there are missing earned credits, please provide the email address of the person with missing credits and if possible the course titles of the classes attended/completed. You can reach out to CCP@gaf.com with the required information.

One common reason credits are not visible for an individual under your company is if that individual did not set up or update their Learning Portal profile appropriately to be attached to your company. This document reviews how to update the Learning Portal profile so that the individual profile and earned credits can be associated with the company. If the update is completed, please allow up to 2 weeks to see the credits reflected. If they are still missing after 2 weeks, please email CARE@gaf.com with the users email address and your issue will be investigated.

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GAF Learning Portal

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Resources

[Expanded Learning Portal User Guide](#)

[How to Update your Profile Information](#)

[How to reset your password](#)

[Credit Breakdown for President's Club](#)

[How to find your local GAF Territory Manager](#)

For those not yet in the Learning Portal:

[Registration User Guide - English](#)

[Registration User Guide - Spanish](#)

[Registration User Guide - French](#)

[Registration how to video](#)

[Registration how to video on Mobile Device](#)

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