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| **TOPYX Roles** | |
| **User/Learner** (staff). Everyone has a Learner Role.  New Users register themselves in TOPYX. Username is employee’s work email address.  Views their own information/reports. | |
| **STAFF focused.**  **Manager** (Training Coordinator or supervisor).   * Adds new Users to TOPYX (although you may want to direct staff to self-register). * Adds Users to User Groups that *they* manage. For example, Managers in LWDB 23 can add Users to LWDB 23. * Adds Users to class/content rosters. For example, adding Users to Tier One program. * Views reports. | **CONTENT focused.**  **Instructor** (very similar to a teacher).   * Uploads training materials. Instructors create their own Courses only within *their* User Group (i.e., LWDB 23-CareerSource South Florida). Views grades. * Adds Users to **their** class (or if Workforce Training & Coordination (WTC) assigns the Instructor to other User Groups, then *this* Instructor can use classes in *those* User Groups). * Instructors **cannot** add Users/Learners to TOPYX.   Instead, 1) Users register themselves and 2) Managers add them to User Groups that fall under that Manager’s purview. Remember that the WTC Team first assigns Managers to Materials, Courses and User Groups. |
| **Marking Manager (higher level than Manager)**  Can perform all Manager tasks above **plus** mark as completed or grade assignments. | **Evaluator (higher level than Instructor)**   * Can perform all Instructor tasks above **plus** add Users /Learners to TOPYX system. |

**Registration/Login**

**Q1 Will staff be registering themselves?**

A: Staff who are currently employed and had a profile in Adobe Connect will not need to register. They already have a profile in TOPYX. Their work email is their Username and “Florida1” is their generic password. It is recommended that staff create their own unique password.

**New** staff should create their own profile in the system. TOPYX allows the learner to register themselves in the system.

**Q2 If the staff are not coming from Adobe Connect, we are to send you a list of the staff information. Correct?**

A: No. We migrated all active Adobe Connect Users to TOPYX and changed their Username to their work email address and defaulted the password to “‘Florida1.” For those Training Coordinators who need a Manager role (or Instructor role for teacher/content), each local point of contact will advise the Workforce Training and Coordination (WTC) team of those staff names with their corresponding roles. Most Training Coordinators have already finished this step.

**Assign Staff**

**Q3 • Will the Tier 1 & 2 material be available by default to all accounts?**

* **How do we assign someone to take their Tier 1?**
* **If the person has already completed Tier One, how do you enroll them into Tier Two?**

A: We migrated active staff in Adobe Connect to TOPYX and changed their Username to their email address. Going forward, new staff will register themselves at <https://fldeo.interactyx.com> (TOPYX login). Then, the Training Coordinator with a Manager role assigns them to the Tier One Program.

That said, Tier Two is available to everyone. Therefore, staff may register themselves for Tier Two Courses (subjects) through the Catalog.

**Passwords/Access**

**Q4 • When will we receive our passwords/access?**

**• I was able to login but only have learner access... how can I get my access updated?**

A: We migrated staff who are currently active in Adobe Connect to TOPYX. Once in TOPYX, we defaulted usernames and passwords. Staff with a migrated profile:

1. Must use their work email as the Username.
2. Must use “Florida1” as their initial password.

A couple of weeks ago, we reached out to the regions and asked about leadership roles in TOPYX. We then asked the region to submit the spreadsheet again providing the names of staff who will be assigned leadership roles (manager or instructor).

**Date to add staff**

**Q5 • Just to be sure we are waiting until the 26th to add more new staff?**

**• How soon can we have staff start this?**

**• Is this effective now, so that a new hire can be set and use this for their Tier 1 platform?**

A: April 26, 2021.

**Roles**

**Q6 • Can a person hold multiple roles?**

**• Who assigns the different roles?**

**• Can more than one role be assigned to one staff like a training coordinator and a marking manager and a manager all one-person privy?**

**• Are managers/instructors able to login now as well?**

A: Staff members may hold multiple roles, but they must remember to switch roles to conduct the tasks pertinent to each role. Recall that everyone is a Learner. In addition, **some** staff will also be designated with a Manager (Training Coordinator) and/or Instructor role, based on your local Training Coordinator’s direction. However, you can only be logged in with one role at a time. To switch, click the face icon on top right of your screen and select the role designation from the dropdown.

**LWDB Training Materials**

**Q7 • Can we add our own training materials from our region?**

**• Is this spot where we upload Storyline content?**

**• Is the upload section where our QA Training Team can put in their new hire training; for example, WT / WIOA?**

**• When adding local training, does the system have the capability for the LWDBs to add a set of review questions?**

**• When LWDBs create content, is that content viewable by DEO or by other LWDBs or only our own LWDB?**

A: LWDB staff with an Instructor role may upload their staff training materials. Instructors may upload Storyline packages as well as Captivate packages, Word documents, PowerPoint presentations, Excel files, etc. Regarding review questions, upload them as a Material in TOPYX (Upload Material screen), then tie your questionnaire and training piece together (associate them) into a Course.

To upload, login to TOPYX, go to Instructor Home Page > Manage Materials > Upload Materials > Upload Files > Browse Files button. Note: List of valid file types (Documents, Audio, Videos) on the right side of screen.

Lastly, the WTC team assigns or “associates” each region to a User Group (i.e., LWDB 1 – CareerSource Escarosa, LWDB 2-CareerSource Okaloosa Walton, etc.), which categorizes users and trainings separately by region. Because of the Administrator role, the WTC team can view content created by each LWDB, but LWDBs cannot see other LWDB trainings.

**Tier Two Certificate of Completion**

**Q8 • Will Tier 2 be recognized with a certificate?**

**• Is Tier 2 open registration or is Tier 1 completion a prerequisite?**

**• Are all the "Courses" part of a "Curriculum"? Or will they have courses that are stand alone?**

**• How does Tier 2 courses become visible to a learner? Is that open to all from DEO or is that set by DEO or LWDB for learners individually? For example, can someone who is not yet done with Tier 1 view and complete courses for Tier 2?**

A: Upon completion of a Tier Two Course (each course/subject may consist of several lessons or materials), the user will receive a certificate of completion. We suggest taking Tier One first as an overview or orientation considering the subjects in Tier Two drill down to detailed information on each workforce program (i.e., Welfare Transition, Trade Adjustment Act, etc.).

In addition, Tier One courses must be taken in the order presented (prerequisites). Also, staff must be enrolled by an instructor or manager to the Tier One program. Because Tier Two courses may be taken as stand-alone or on-demand, staff will see Tier Two courses in the Catalog and may register themselves to take whatever course (subject) they want in any order.

Users/Learners earn a designation with the completion of the Tier One curriculum and passing the Tier One Certificate Exam. A certificate of completion is available to print with each Tier Two course completed. Certificates of completion apply to other non-Tier Two subjects as well, like Safeguarding Federal Tax Information. After passing Tier One, staff may continue their professional development by taking Tier Two lessons, which at that time will count toward their annual 15 CEU requirement.

**Issuing the Certificates**

**Q9 • When will tier certificates be issued? Also, will Certificates be issued for staff who passed Tier 1 since 2016?**

**• Will the Tier 1 cert date be linked to the points section?**

A: We will discuss this matter internally.

**Manual/FAQs/Help Guides**

**Q10 • Is there a manual outlining TOPYX steps?**

**• When will the additional training be on using Tier One?**

A: Inside TOPYX, each role has an “I” information icon located on your screen’s top right corner. Click the “I” icon to open the help guide that pertains to the role that you’re in. Also, see TOPYX Frequently Asked Questions at www.FloridaJobs.org > Workforce Development > Professional Development and Training > TOPYX FAQs and User Guide.

WTC will provide additional training after May 1, 2021.

**Reports/Completion Data**

**Q11 • If an employee completed Tier I two years ago in Connect, will this system show that the employee already completed Tier I?**

**• If staff completed Tier one under Dynamics Works (pre-Adobe Connect) can the LWDBs add a tier one certification date and documentation from Dynamic Works?**

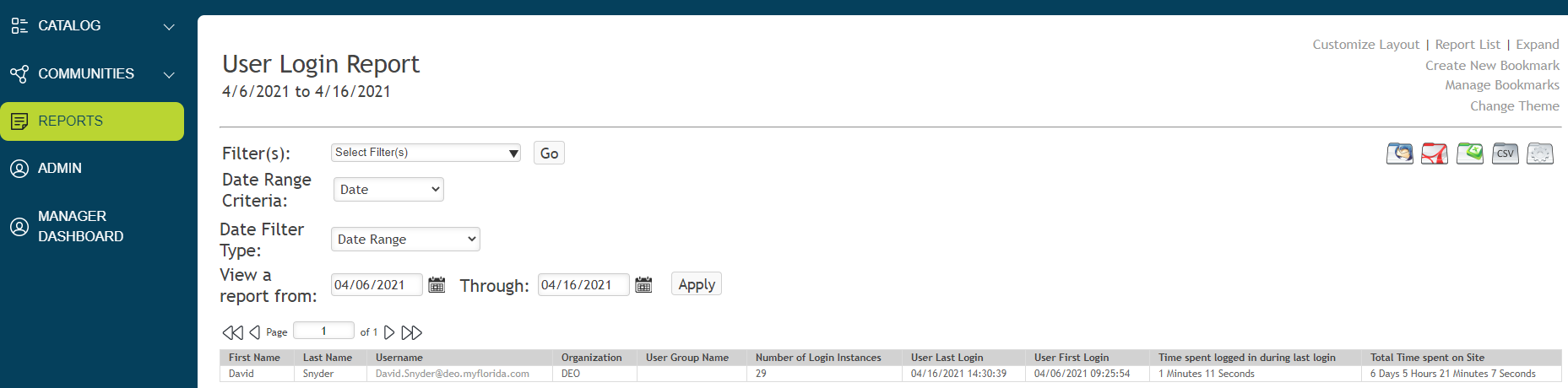
**• Does this mean that we would have data from other regions?**

A: The TOPYX system displays a Tier One completion indicator for staff who passed Tier One in Adobe Connect, the most recent learning management system. The information is available in the reports feature. There is also an “External Event” feature. Therefore, for Dynamic Works, Instructors can upload that certificate of completion to the User/Learner profile. Regions will only see their own data because they are assigned or associated to their respective LWDB User Group.

**Q12 Will admins be able to pull a report of login activity?**

A: Yes. In the Manager role, first click Reports to see reports grouped by “Program, Course and Material Reports,” and then “User Reports.”

In User Reports, see User Login Report that shows a User’s first and last login, time spent, number of login instances, etc. (see screenshot below).



**Tier Two Training**

**Q13 Are the other trainings available updated? The previous trainings were out of date.**

A: We strive to keep all materials up to date and appreciate you sending an email to [WFSTraining@deo.myflorida.com](mailto:WFSTraining@deo.myflorida.com) when you see something that needs to be addressed. The Tier One curriculum has been updated and will be released on May 3, 2021.

**Annual Mandatory Training**

**Q14 Will the mandatory yearly W.H.A.T training be on this platform?**

A: No. Workforce Harassment Awareness Training (W.H.A.T), DEO’s Annual Security Awareness Training, HR’s monthly training calendar and other HR-sponsored training will continue to be delivered in the same manner as they are today. There are no changes those processes.

TOPYX hosts Tier One, Tier Two, other DEO subjects, as well as your local workforce development staff training efforts.

**Tier One Exam**

**Q15 • Do we register learners for the Tier One exam after they complete the curriculum?**

**• How do you request for a staff member to be tested for Tier 1 when the modules are completed?**

**• The exam for final of Tier 1 is still proctored so the exam itself is not within this platform but the study material coursework is, correct?**

A: The exam is posted in TOPYX. However, because the exam must be proctored (supervised, as is the current process), Training Coordinators will complete and submit the online Exam Request Form. The WTC team will then assign the User/Learner to the Tier One Exam and reply to your email. Upon passing the test, TOPYX automatically prints the Florida Certified Workforce Professional (FCWP) certificate designation.

The online Exam Request Form remains posted at [www.FloridaJobs.org](http://www.FloridaJobs.org) > Workforce Development > Local Workforce Development Resources > Professional Development and Training > Training Materials > TOPYX.

**Practice/Test Users**

**Q16 Is it OK if we create test users like the ones shown here?**

A: Yes, but please start the Username with the word “Test” so we can later quickly identify and delete those test users.

**Tracking CEUs**

**Q17 • Will this system allow us to track CECs for staff?**

**• Will certificates have the number of CEU hours on them?**

**• Usually I submit an Excel spreadsheet during monitoring time. Will this report be acceptable to submit?**

A: TOPYX tracks Continuing Education Credits (Units), of which “CEUs” will be listed on the Certificates of Completion for Tier Two subjects and other extra training. Passing the Tier One bestows upon the user the designation titled “Florida Certified Workforce Professional,” which upon completion starts the annual 15-hour CEU requirement from that point.

We will research and find out if it is alright to provide the monitoring team a report rather than a local spreadsheet.

**Printing Designations and Certificates**

**Q18 • Will staff be able to print out a certificate once the TIER I test is completed?**

**• Would we receive a certificate for completion of *this* training?**

A: If staff pass the Tier One Certificate Exam, they earn their Florida Certified Workforce Professional designation and a certificate will be available to print. Staff can also receive certificates of completion for Tier Two courses (subject).

If Instructor/Evaluator upload materials in the system, they can also select certificates for completion during that process.

**Administrative Policy 092**

Click link below to read CareerSource Florida’s Administrative Policy 92.

[**http://floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2016-guidance-papers/onestopstaffcrdntlngskillstds\_fg-osps-92\_12\_13update.pdf?sfvrsn=795778b0\_6**](http://floridajobs.org/docs/default-source/lwdb-resources/policy-and-guidance/guidance-papers/2016-guidance-papers/onestopstaffcrdntlngskillstds_fg-osps-92_12_13update.pdf?sfvrsn=795778b0_6)

**Q19 We have a manager position being filled and that person is interacting more with staff than jobseekers and employers. Do they need Tier 1?**

A: Yes. *Administrative Policy 092, One-Stop Staff Credentialing and Skills Standards* says frontline staff providing direct customer service must attain the Tier I certificate and further defines “front line staff” as staff who work with job seekers, employers and other workforce professionals. LWDBs will need to determine if the manager in question will interact with these groups of participants, employers, or partners.



**Q20 Has there been final guidance of what happens if the staff failed their exam three times?**

A: CareerSource Florida Administrative Policy 092, *One-Stop Staff Credentialing and Skills Standards*, requires Local Workforce Development Boards to ensure that knowledgeable staff are available in each physical career center. To make that happen, the policy further states, “Newly-hired front line staff…**must** attain the Tier I certificate within one year of their hire date….”

Admin Policy 092 provides information related to skills standards for employees. That said, LWDBs seeking additional guidance on staff who fail the exam three times should consult their local operating procedure (LOP) or HR policies.