



Frequently Asked Questions

Managing Credentials

Q1. If a user only completes half of the credential requirements, will it auto-renew?

If all credential requirements are not met, the credential will not auto-renew. This enables Administrators to see which Users have not completed the credential on or before the expiration date. If the credential requirements are met after the expiration date, they will not auto-renew.

Q2. What is the difference between a certified vs. custom credential?

Certified credentials are defined by TargetSolutions. These Credentials correlate with the Certification Tracker and cannot be altered – meaning courses cannot be deleted from them. However, activities created with the Activities Builder can be added to certified credentials. Also, administrators can add Alerts to these credentials and update User Information.

Custom credentials are created by administrators to track and maintain specific certifications – like drivers' license expirations, etc.. These credentials can have any set of courses and/or activities an administrator considers necessary.

Q3. What does “pin to schedule” mean?

Administrators are able to allow a credential to be pinned to the user's schedule. A push pin icon identifies credentials that have been pinned by the Administrator. This places the credential on the top of the user's schedule, above any other assignments. The credential will remain at the top of the user's schedule until the requirements have been met.

Q4. What is the field “Credential Number” used for?

The credential number field is used for certifications or licenses that are identified by a number issued by a regulating agency (i.e. driver's license, healthcare license, professional certification, etc...).

Q5. Why won't an expired credential auto-renew?

An expired credential will not auto-renew because the user has not met the requirements set up by the Administrator. The Administrator must manually update the user's credential information once it has expired.

Q6. If a credential has no requirements and is on the schedule, when will it come off?

The credential will remain on the user's schedule until the expiration date has been reached. Then, the credential can be located within the user's My Credentials section.

Q7. Will reminder alerts continue to go out if a user has met the requirements, but the credential has not yet expired (past the end date)?

The user will no longer receive alert messages once the requirements for a credential have been met.