FocusU: Frequently Asked Questions

1. **What is FocusU?**
   The FocusU learning management system provides you with the resources you need to further your professional development. FocusU allows you to register for an instructor-led course, complete required online training and access online learning resources.

2. **Who can access FocusU?**
   FocusU is available to all staff and faculty at Carnegie Mellon University. Staff and faculty can access FocusU using their Andrew ID and password.

3. **How do I access FocusU?**
   - To access FocusU, click on the link below. Login using your Andrew ID and password.
   - For digital accessibility, use the following URL:

4. **How do I view the items I have completed?**
   You can view a list of items you have completed by accessing your Learning Transcript. To view your Learning Transcript, [click the link](https://focusu.skillport.com/skillportfe/custom/login/focusu/login.action) to log into the system. Once logged in, under the left hand column titled “Quick Links” on the main page, click on “Learning Transcript”. The Learning Transcript contains lists of resources that you’ve viewed and completed.

5. **What is the Learning Portfolio?**
   The learning portfolio is a collection of courses, resources, and goals. It provides you with a way to save, track, and manage items you have started, or completed. Resources can be added and removed at any time. You can also use your learning portfolio to set and track position and professional development goals. Click on the puzzle piece at the top of the main page titled “View Learning Portfolio”.

6. **What types of courses and resources will I be able to complete?**
   Carnegie Mellon faculty and staff can access FocusU’s library of online resources, including courses, videos, simulations, job aids and books. To explore content, click on the “Build Understanding”. You can then explore courses based on Skillsoft Library, By Sponsoring Organization (CMU specific content), and By Competency.

7. **What do I do if I can’t access the site?**
   FocusU is available for staff and faculty at Carnegie Mellon University. If you do not have an Andrew ID and password, you will not be able to access FocusU. If you are unable to login to the site and are staff or faculty, contact [professionaldevelopment@andrew.cmu.edu](mailto:professionaldevelopment@andrew.cmu.edu)

   If you have tried to login and the site will not load, verify that your computer satisfies the minimum operating requirements, listed on the [Skillsoft site](https://focusu.skillport.com/skillportfe/custom/login/focusu/login.action?x508=1).
8. I was recently hired at Carnegie Mellon. I have an Andrew ID and password, but I still can’t login to FocusU. Why?
Currently, it can take up to 3-5 days after you are assigned an Andrew ID for the information to be transferred to the FocusU system. If you have been unable to login after 5 days, contact professionaldevelopment@andrew.cmu.