

## Event Registration and Mangement Application (ERMA) FAQ's for DES Computer-Based Training

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### The text on the screens is cut off. How can I fix it?

This typically occurs when the Text size for your screen has been set above normal. You will go into Control Panel to change the Text size setting.

- Close all open applications.
- Click the **Start** button at the bottom left of the screen.
- Click **Control Panel** from the menu.
- Double-click the icon for **Display**.
- Click the folder tab labeled **Settings**.
- Click the **Advanced** button at the bottom right of the box.
- Make sure that *DPI Setting* says "Normal Size (96 dpi)". If not, change the setting to **Normal (96 dpi)**.
- Click **Apply** at the bottom of the box.
- When prompted, close all applications and restart.



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### I forgot my password, and I can't get in to the training. Now what?

You can now **Reset your password**.

- Click **Log in** menu option from menu on the left. This will display Log in screen and it will also display three additional Log in option to the right of the screen. Choose the **Reset Password option**.
- Enter EIN number then click "Submit."
- A email will come to you "Password has been Reset."
- Once you receive that password, then you need to create a permanent password.



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### **How do I get confirmation of my completion of training?**

1. Your ERMA transcript will be updated the next business day with your course completion information.
2. You may log back into ERMA and print out your transcript anytime the day after you complete the course.
3. Check your transcript in ERMA. Log into ERMA and choose the transcript option from the menu on the left.



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### **How long will it take me to complete the course?**

Time to complete a course varies from course to course. This information is usually noted in the Event Information section of your enrollment notification. Most people complete course within 2 hours or less.



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### **What do I do if I have no email address?**

The course is set up to be completed online with your ERMA password emailed to you. You can use a personal or home email address. If you cannot provide an email address, you can use your supervisor's email address until you can create one.



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### **The registration Page tells me there are no required classes to complete. Do I need to complete the mandatory training?**

The Required classes feature is not being used. Please complete mandatory training as directed.



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### **I took a CBT course and failed it. I re-registered for the course and passed it. I want you to take Failure off my training record.**

All registration and completion activity are official records and cannot be deleted. As long as you passed the class at some point, you've met the requirements and the and the extra record doesn't matter.



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**I completed the Mandatory Data Security Training last year. Do I need to take this course?**

YES, But you are required to complete the Annual Recertification every year.



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**I have enrolled in the class but I have not received the email with the link.**

1. You can launch the course from your training record.
2. Log in to ERMA go to My Account and select View All.
3. Locate the enrollment for the training you wish to take and click the Show email to the left of the enrollment. This will display your email enrollment notification that was sent to you.
4. You can use this email notice as it will contain the information, instructions and the course link.



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**Who do I contact for help?**

For assistance with technical support for computer-based training, registering for classes, training records, class schedules and locations, and much more;

**Please contact the DES Training Support Center:(602) 542-3782 or email us at: [+TDAGeneralMailbox@azdes.gov](mailto:+TDAGeneralMailbox@azdes.gov)**

