

FREQUENTLY ASKED QUESTIONS ASSOCIATED TO THE VIRTUAL CAMPUS

Below are topics associated to the Virtual Campus that may assist you as you familiarize yourself with our Learning Management System.

NOTE: *This is a living document!* Information will continue to be added to assist with your transition to the DAU Virtual Campus. If you choose to save a copy, please check back periodically and reference the date in the Footer in case it has been updated.

Select a topic below for more information

- [Create a Student Account](#)
- [Orientation to the Virtual Campus](#)
- [Logging into your Student Account](#)
- [Course Registration](#)
- [Policies](#)
- [Procedural Information](#)
- [Instructor Support](#)
- [Technical Support](#)
- [Student Records](#)

Access the [FAQ Homepage](#) to view the full website.

Create a Student Account

How do I obtain access to register for Online Training courses as a student?

New Users: You will need to request access to the Virtual Campus in order to obtain a DAU account to register for courses.

Current / Returning Users: If you have not logged into your account since September 2016, you will need to request access to the Virtual Campus.

IMPORTANT: Due to issues some users have experienced while trying to submit a SAAR (System Authorization Access Request) with Internet Explorer, **we recommend using the Google Chrome or Microsoft Edge browser** to submit your request.



12.19.18

STEP 1: Open a new browser and go to <https://saar.dau.mil> to begin. Please keep these instructions open to assist you with completing all the required steps.

STEP 2: If you already have a DAU account and it is validated by the system, certain pieces of information on the form will not be required for you to fill in.

DoD Common Access Card (CAC) ASSOCIATION

Do you want us to check to see if you already have a DAU ID by using your DoD CAC? Yes No *

- If you have a DAU account and your CAC is associated to it, there is a possibility that we already have some of your information on file. If you select “Yes” and the system does find your account, the fields for your DAU ID, Name, and Email address under **PERSONAL DETAILS** will automatically be filled in.

Do you know your DAUID? Yes No *

If you are a non-CAC holder and would like to verify if you have an existing DAU ID, you may contact the Help Desk at: (866)568-6924 or dauhelp@dau.mil.

- If you know your DAU ID, you can manually enter it under **PERSONAL DETAILS** instead of entering your SSN or Alternate ID.

STEP 3: Under **SYSTEM ASSOCIATION** you must select “**Virtual Campus**”. If you choose one of the other options, this will significantly delay the process to have an account created.

SYSTEM ASSOCIATION

Please select a system for which you are requesting access: *

Reason for request :

Virtual Campus ←

DAU Homepage

Industry Students - Classroom Registrations Only

STEP 4: Under **PERSONAL DETAILS** fill in all the fields that have an asterisk.

IMPORTANT: Depending on the “**Citizenship Type**” you select, you **MUST ENTER your SSN or an Alternate ID** (which is the EIN for Foreign Local National students). The only exception to this is if the system was able to locate your DAU account with your CAC or if you are manually entering your DAU ID. Failure to enter your SSN or Alternate ID will prevent you from submitting the SAAR.



PERSONAL DETAILS

Citizenship Type : *
SSN : *
 DAU ID : *
 First Name : *
 Last Name : *
 MI : *
 Suffix : *

Designation : *
 Alternate ID : *
 Organization: ..Please Select.. *
 Sub Org. : ..Please Select.. *
 Telephone : *
 Email : *

Note: A red box highlights the SSN field with the text "ENTER your SSN or Alternate ID". Red arrows point from this box to the SSN field and the Designation dropdown menu.

STEP 5: Enter your SUPERVISOR DETAILS.

SUPERVISOR DETAILS

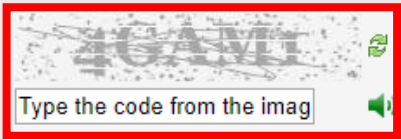
First Name : *
 Last Name : *
 Supervisor Email : *
 Supervisor Phone : *

STEP 6: Read the USER AGREEMENT and check the box for "I Agree". Next, **type the code from the image in the box.** You can select the green arrows to generate a new code OR select the green sound image so the code can be vocalized. Afterwards, select **"SUBMIT"**.

USER AGREEMENT

I accept the responsibility for the information and DoD system to which I am granted access and will not exceed my authorized level system access. I understand that my access may be revoked or terminated for non-compliance with DoD security policies. I accept responsibility to safeguard the information contained in these systems from unauthorized or inadvertent modification, disclosure, destruction and use. I understand and accept that my use of the system may be monitored as part of managing the system, protecting against unauthorized access and verifying security problems. I agree to notify the appropriate organization that issued my account(s) when the access is no longer required.

***I Agree**



[Contact Us](#) | [Suggestion Box](#) DAU Help Desk 703-805-3459 | 1-866-568-6924

IMPORTANT: If there was any information that was not filled in correctly, you will be prompted to update the form. Afterwards, you will need to select the **"I Agree"** check box again and enter the new code in the image box in order for your SAAR to be submitted.

Once access has been granted, you will receive automated emails with further instructions on logging into your account. If you do not receive an email within 48 hours after submitting the SAAR, please contact the [DAU Help Desk](#).

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Orientation to the Virtual Campus

What is the purpose of the DAU Orientation?

The DAU Orientation provides students with an overview of the Virtual Campus. Additionally, students will obtain information regarding the changes to different policies and procedures. The module will automatically be placed on student accounts. We recommend the complete module be reviewed prior to taking a course.

Is it possible to see the DAU Orientation Videos prior to obtaining an account?

The DAU Orientation videos are accessible to the public and are available below.



[Welcome to the DAU Virtual Campus](#)

[How to Find Training](#)

[How to complete an Online Training Course](#)

[How to Access an Online Training Course after completing it](#)

[How to Register for an Online Training Course](#)

[A closer look at online training exams](#)

[How to complete evaluations and print course completion certificates](#)

[How to View Your Transcript](#)

[How to Update Your Universal Profile](#)

[How to complete evaluations and print course completion certificates](#)



Are there any student guides or task aids available to assist with navigating the system?

Yes! We've prepared a student guide and task aid to provide step-by-step guidance on conducting key tasks.

[Student Guide](#) – starter guide

[Student Task Aid](#) – provides additional in-depth information

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Logging into your Student Account

How do I access the Virtual Campus?

Course enrollments will be accessible through the Virtual Campus (<https://dau.csod.com>).

How do I update my DAU student profile?

ATTENTION: You cannot modify your Name or Organization. If either of these fields need to be updated, please send an email to the [DAU Help Desk](#) with the specific changes that need to be made so they can process your request.

Follow the steps below to update your DAU student profile.

1. Login to the Virtual Campus (<https://dau.csod.com>).
2. Hover your mouse over the "**Home**" tab at the top left and select "**Universal Profile**".
3. Once the page loads, click on the red "**Edit Record**" button in the bottom right-hand corner of the page.
4. Make the necessary edits and then click the red "**Save**" button, which is located at the bottom right-hand side of the page.
5. Hover your mouse over the "**Home**" tab at the top left and select "**Welcome**" to return to the main screen.

7. Once the page refreshes your **"Active Transcript"** will be displayed and you can access the course you restored.

How can I access my Gradebook to view my previous test attempts?

For security purposes, the answers you selected on your test attempts will not be displayed.

1. Login to the Virtual Campus (<https://dau.csod.com>).
2. Select **"View your training"** from the **"Quick Links"** menu on the right.
3. Locate your course, use the dropdown menu, and select **"View Training Details"**.
4. Scroll down the page and locate the exam you want to review on the left.
5. Move to the right side of the page and select the eyeball under the **"Details"** column.
6. The next page will display your test attempts. Move to the right side of the page and select the red **"Review"** link.
7. The screen will then show the exam questions that were presented and if you answered them correct or incorrect.

How can I access the course Evaluation (survey)?

Your feedback is valuable to DAU.

1. Login to the Virtual Campus (<https://dau.csod.com>).
2. Select **"View your training"** from the **"Quick Links"** menu on the right.
3. Change the first dropdown menu from **"Active"** to **"Completed"**.
4. After locating the course, use the dropdown menu on the right and select **"Evaluate"**.
5. Once you have answered the questions click on the **"Submit final Answers"** button at the bottom of the page.

Note: If you are enrolled in an Instructor Led Training course, the survey will be available on the last day of class and remain open for 14 days.

Additional Support

- [Student Task Aid; Page 14](#)
- [How to Complete Evaluations and Print Course Completion Certificates](#)



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Instructor Support

Is there an instructor I can contact for content assistance?

Yes! Instructors are available to address content questions. If your course has a “**Learning Support Community**”, the Instructor information will be displayed in that location. Otherwise, you may contact the [DAU Help Desk](#) to request the contact information for your Instructor.

What is a Learning Support Community?

Some online training courses have a Learning Support Community associated to them. Students have the opportunity to post content questions in this forum and receive a response from experts. Students also have the ability to browse questions and answers posted by others.

Additional Support

- [Student Task Aid; Page 12](#)
- *How to Join and Use a Learning Support Community*



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Technical Support

The “Next” button in my lesson is not working. It’s currently greyed out and I’m stuck. What can I do?

In most cases the “*Next*” button will be greyed out until all links, questions, or other items on the page have been accessed as required. Please carefully examine the page you are on and ensure you’ve selected all required links. If the problem still exists please perform the steps below to proceed:

1. “**Launch**” the course from your training curriculum page.
2. Select “**Table of Contents**” (TOC) at the top right corner.
3. Expand the module/lesson until you see the page you were stuck on.
4. You will see check marks, which represents the pages you have already viewed.
5. The page you are stuck on will not have a check mark.
6. To manually pass this page, select the very next item in the list to continue progressing forward.

Additional Support

- [Student Task Aid; Page 12](#)

How can I access the print files for the course I'm enrolled in?

In order to access the print files for a course you have requested, please follow the instructions below:

1. Login to the Virtual Campus (<https://dau.csod.com>).
2. Select "**View your training**" from the "**Quick Links**" menu on the right.
3. Locate your course and select "**Open Curriculum**".
4. Choose "**Print Files**" from the left menu.
5. Select the red "**Launch**" button.
6. A new window will load with options for you to "**Open**" or "**Save**" the files.

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Student Records

How do I download / print my Certificate?

Guidance for printing certificates in the Virtual Campus:

1. Login to the Virtual Campus (<https://dau.csod.com>).
2. Select "**View your training**" from the "**Quick Links**" menu on the right.
3. Change the first dropdown menu from "**Active**" to "**Completed**".
4. After locating the course, select the red button that says "**View Completion**".
5. Select "**View Certificate**".
6. A new window will open displaying your certificate. You can Save or Print it from there.

NOTE: If you completed a course more than once and need the certificate, please proceed with the guidance below.

- After locating the course, select the down arrow next to "View Completion" and choose "View Training Details".
- Scroll down to the "Assignment and Version History" section and select the down arrow on the right to expand the section.
- The completion date will be listed under the "Delivery" column.
- Locate the "Options" column to the right and select the "Printer" icon.



- A new window will be displayed with your previous completion certificate.

Additional Support

- [Student Task Aid; Page 16](#)
- *How to Complete Evaluations and Print Course Completion Certificates*



How do I access my DAU Transcript?

You may access your DAU Transcript by logging into the [Transcript Management System](#) (TMS).

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