

FREQUENTLY ASKED QUESTIONS ASSOCIATED TO THE NEW VIRTUAL CAMPUS

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

NOTE: *This is a living document! Information will continue to be added to assist in the transition to the New 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](#)
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- [Logging into your Student Account](#)
- [Course Registration](#)
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- [Procedural Information](#)
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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.



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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 : * ENTER your SSN or Alternate ID
 DAU ID : *
 First Name : *
 Last Name : *
 MI : *
 Suffix : *

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

STEP 5: Enter your SUPERVISOR DETAILS.

SUPERVISOR DETAILS

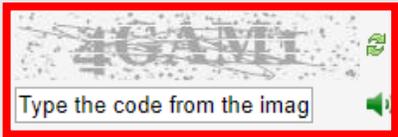
First Name : *
 Last Name : *
 Supervisor Email : *
 Supervisor Phone : *

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 New Virtual Campus

What is the purpose of the DAU Orientation?

The DAU Orientation provides students with an overview of the New 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 DAU's New 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](#)



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Are there any student guides or task aids available to assist with the new 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 existing Legacy Virtual Campus and the New Virtual Campus?

[Legacy Virtual Campus](#)

Course enrollments that started on/before September 23rd, 2018:

Students will be able to access existing training under the Legacy Virtual Campus (<https://learn.dau.mil>) that will be under the existing student policies through the transition. We highly recommend finishing your current courses quickly to avoid accessing two different systems. All prior completed training materials and records will be accessible to you in the new system and on your official transcript.

[New Virtual Campus](#)

Course enrollments that started on/after September 24th, 2018 will be accessible through the New 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.



NOTE: It can take up to 4 hours for profile changes to be effected in your profile. Therefore, if you logout of your account, log back in, and view your profile again, you will not see the changes you recently made. However, they will be reflected in the system after the 4 hour timeframe.

Additional Support

- [Student Guide; Page 6](#)
- *How to Update Your Universal Profile*



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Course Registration

I am a first time user. How do I obtain an account to register for an Online Training course through DAU?

To get started, you will need to submit a DAU SAAR. [Click here](#) for more information.

I have not taken courses through DAU in quite some time. After logging into my account, I received a message stating the system I was trying to access is restricted. How can I gain access to register for a course?

If you have not logged into your account since September 2016, you will need to request access to the Virtual Campus. [Click here](#) for more information.

I am a current student and would like guidance on how to register for an Online Training course in the New Virtual Campus.

Follow the guidance below to register for an Online Training Course.

1. Login to the Virtual Campus (<https://dau.csod.com>).
2. Locate the "**Search**" box in the upper right corner of the page.
3. If you know the specific Course Prefix and Number, type it in the Search box and press enter. You must include a space between the course prefix and number, i.e. CLG 001.
4. Select the course title listed under "**Training Results**".
5. Click "**Request**" to be officially enrolled in this course.
6. Thereafter, you will be redirected to your "**Active Transcript**" where you will be able to begin the course.

Note: If you're uncertain of which online course you would like to take, you may follow the steps below:

1. Login to the Virtual Campus (<https://dau.csod.com>).



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2. Under the Welcome Video, select the icon that says **"Apply for Online Training"**.
3. Use the **"Training"** and **"Subject"** filters on the left to minimize the course results if you choose.
4. Once you've located your desired course, select the course title and push the **"Request"** button to enroll in the course.
5. Thereafter, you will be redirected to your **"Active Transcript"** where you will be able to begin the course.

Additional Support

- [Student Task Aid; Page 6](#)
- [How to Register for an Online Training Course](#)



I am unable to locate FAC047 in the New Virtual Campus. Is this course still available or has it been replaced by another course?

Please be advised that **FAC047** (Micro-purchases and Section 508 Requirements) **has been retired from DAU**. Students may complete this course at <https://section508.gov/training>. CLPs will not automatically be credited after completing the course. Students will have to request the points be manually added by contacting their Acquisition Career Manager.

Are all the courses available in the New Virtual Campus? I am not able to locate a course I need to register for.

There are a number of courses that are still in the process of being deployed to the New Virtual Campus. If you need to register for any of the courses listed below, please check back periodically. We apologize for the inconvenience.

CLM038, FAC025, FAC033, FAC058, FCN101, FCR100, FPM120A, FPM120B, and SE101

Do I register for resident/classroom training in the New Virtual Campus?

No. You will need to access your [agency-specific site](#) to register for resident/classroom courses. For assistance submitting an application on your agency's website, please contact your [Registrar](#).

How do I cancel my Resident/Classroom course reservation?

If you are not able to attend your class, you must officially cancel your reservation through the [agency-specific site](#) you used to apply. DAU has no user rights to cancel your seat in a class. If



you don't cancel your application, your status will be marked as "no show" and you will incur any academic penalty mandated by your [Registrar](#).

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Policies

What is the Test Policy under the New Virtual Campus?

There is one test policy for Online Training Courses (Continuous Learning and Distance Learning).

1. Students have 3 attempts to pass a test.
2. Passing score = 80%.
3. If you do not score 80% on the 1st attempt, all subsequent attempts will contain the full number of questions that were presented during the 1st attempt.
4. If you do not score 80% on the 3rd test attempt ALL your progress in the course will automatically be reset. This means any lessons and tests that you previously completed will now reflect they have not been accessed. You will have to start the course over from the beginning. There is not a limit to the number of times your entire course progress can be reset if you do not achieve a score of 80% by your 3rd test attempt.
5. After submitting a test, the results page will display your score and advise you of the questions that were answered correctly and incorrectly. The answers you selected will not be displayed.

Additional Support

- [Student Task Aid; Page 9](#)
- *A closer look at online training exams*



Can I be given additional time to complete my online course?

Course enrollments under the new Virtual Campus do not expire. This means the course will remain "Active" until you complete or archive it.

How do I cancel my enrollment in an online course?

Under the New Virtual Campus it is no longer necessary to drop/remove courses from your student account. However, you can Archive a course so it is no longer on your Active Transcript.

If you change your mind and decide you do want to complete a course you previously archived, you can easily move it back to your Active Transcript. See below for full details.

Archiving (Removing) a course

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 the course you want to archive and select the dropdown menu next to "Open Curriculum".
4. Choose "**View Training Details**".
5. On the right side of the page, select "**Move to Archived Transcript**".

"You have indicated that you would like to archive this training. This will move the training from your Active Transcript into your Archived transcript. The purpose of the Archived Transcript is to store training that the user no longer needs to access. The act of moving training to the Archive does not remove any responsibility the user may have in completing this training."

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Procedural Information

How can I access the course I recently enrolled in on the New 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. Locate your course and select "**Open Curriculum**".
4. Select the "**Launch**" button to open your course.

As a reminder, you must complete the DAU Orientation module before your course will activate.

Additional Support

- *How to Complete an Online Training Course*



How can I regain access to a course I previously archived?

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 "**Archived**".
4. Locate the course you want to restore and select the dropdown menu next to "**Open Curriculum**".
5. Choose "**View Training Details**".
6. Select "**Activate**", which is located at the top right side of the page.



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?

ATTENTION: If you recently completed a course on the Legacy Virtual Campus (<https://learn.dau.mil>), the completion certificate **WILL NOT** automatically be displayed in the New Virtual Campus. It can take up to 10 days before the completion certificate will be accessible in the new system. You can return to the Legacy Virtual Campus to obtain certificates for courses you completed through that system.

Guidance for printing certificates in the New 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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