

Questions

Look at the FAQ's below. If you can't find the answer you're looking for. Please contact UOPTraining@Honeywell.com.

Error logging into WBT:

Please send request to UOPTraining@Honeywell.com.

Username error:

Please click the **Forgot Username** link on the login page. If you are still having problems, please email UOPTraining@Honeywell.com.

Changing or forgotten password:

Passwords can be reset from the login page, please click the **Forgot Password** link to re-set password. If you are still having problems, please email UOPTraining@Honeywell.com

Content not loading:

The UOP Training Learning Management System runs from SAP Success Factors which supports the following desktop browsers:

Supported Versions

- Microsoft Internet Explorer 11 (Internet Explorer 10 Metro is not supported at this time)
- Microsoft Edge
- Chromium Edge
- Mozilla Firefox
- Apple Safari
- Google Chrome

Additional Information

SAP are committed to supporting the most recent versions of Internet Explorer. Internet Explorer 9 and 10 are no longer supported because Microsoft ended support for these browsers on January 12, 2016.

Internet Explorer compatibility and Enterprise Mode are not supported.

Screen Sizing

If you are having trouble viewing content in full, make sure your screen size is at 100% screen size or less.

How can I access previously completed learning modules?

Once a learning module has been completed it moves to your learning history section. Provided your subscription is still valid, you can access completed modules by clicking on the Learning History section on the right-hand side of the Learning Dashboard. Click **View All** to see the full list then **Review Content**.

Completion Reports or Certificates:

A completion report can be requested by emailing UOPTraining@Honeywell.com.

Completion Certificates for Web-Based Training can be accessed and printed from your Learning history section, by clicking the Print icon next to the specific learning module you require.