# Frequently Asked Questions

## **Requesting an Enrollment Group**

1. How can I request an Enrollment Group from SHEA?  
   Please complete the [Enrollment Group Request Form](https://learningce.shea-online.org/content/enrollment-group-request#overlay-context=).
2. Do I need an account with SHEA before I request an Enrollment Group?  
   Yes. You must either already have an existing account with SHEA or [create a new one here](https://mymembership.force.com/shea/FS_IDSA_Verify_Email?site=a0Uj0000006Srqo).
3. How long will it take for the Enrollment Group to be setup by SHEA?

After receiving the request, SHEA will create the Enrollment Group for approval within 5 business days.

## **Enrollment Group Members**

1. If I am going to be part of an Enrollment Group, do I need an account with SHEA?

Yes. Each learner (user) being assigned to an Enrollment Group must already have an existing account with SHEA or [create a new one here](https://mymembership.force.com/shea/FS_IDSA_Verify_Email?site=a0Uj0000006Srqo).

1. What are the differences between an Administrator Member, Manager, and Learner (User) in the Enrollment Group?The **Administrator Member** oversees the Enrollment Group and can add/manage members, enroll members into a course by name or email, and access reporting.  
     
   The **Manager** can enroll members into a course by email only and members must be added to the Enrollment Group before a Manager can enroll them into a course.  
     
   The **Learner** or **User** is an individual who only has access to the Enrollment Group and the course(s) associated with that group.

*SHEA recommends that an organization only have an Administrator Member of the group to make the process easier on the organization.*

1. Will SHEA add all the members to my Enrollment Group?

No. SHEA will create the Enrollment Group and assign the **Administrator Member**. It will then be the responsibility of the **Administrator Member** to ensure all learners have SHEA accounts and are added to the Enrollment Group.

## **Reporting and Group Dashboard**

1. Who can access reporting and the Group Dashboard?

Only **Administrator Members** and **Managers** can access the Group Dashboard to view data and generate reports

1. How do I use the Group Dashboard?

**Administrator Members** and **Managers** should review the appropriate user guide on how to access and use the Group Dashboard. If you still have further questions, the **Administrator Member** should contact SHEA.

1. Will SHEA run additional reports for me?

No. SHEA cannot support running extra reports for Enrollment Groups.

## **Technical Support**

1. Who should I contact if I am having technical issues with the Enrollment Group?

**Learners (Users/Members) and Managers** should contact their **Administrator Member**. If further escalation is required, the **Administrator Member** should contact SHEA.

1. Will SHEA conduct demos on how to use the Enrollment Group?

If time and bandwidth permit, SHEA will provide a demo to the **Administrator Member** of the group. This can be recorded and sent to you for future reference. Please contact SHEA at [LearningCE@shea-online.org](mailto:LearningCE@shea-online.org) if you would like this demo.