



# Rockwell Automation University

## Frequently Asked Questions

This document answers many common questions about Rockwell Automation University (RAU) and the RAU Portal. This document has multiple sections. Use these links to jump ahead:

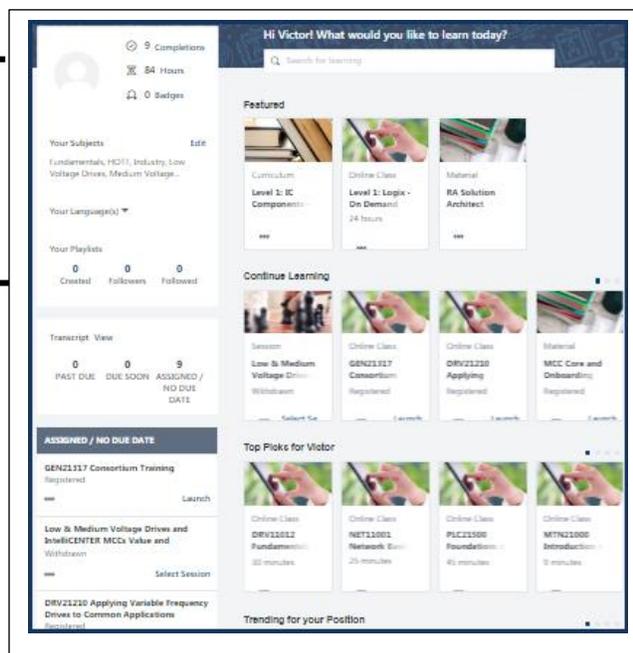
- [RAU Portal Overview](#)
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## RAU Portal Overview

The RAU Portal is the main tool used for your Competency. Here you can register for classroom and online training, look at your transcript, and more. The system is very user-friendly and should not require training. The following pointers and a little bit of exploration should do it.

On first launch you will be asked to select subjects. These will influence the courses shown

This area provides easy access to your training records



Use the search tool to look for items by title number or key words

Just like Netflix, you can use the carrousel (rows) to see:

- Featured content
- Active training
- Recommended content based on your history
- Content for your role

Tip: To add subjects click "Add Subjects".

## Is there a difference between the RAU Portal and LMC?

No. These are different words used to describe the one tool we use to manage your learning at RAU. The following definitions will help explain the subtle differences:

- RAU Portal: This is the current term we use to describe the gateway to your entire learning and competency experience. Use this to manage your classroom and online learning, transcripts, and so much more within RAU.
- Learning Management Center or System (LMC or LMS): More generic terms for any system used to manage training.
- Cornerstone OnDemand (CSOD): The vendor for our tool.

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## RAU Portal Accounts and Access

### How do I request a new RAU Portal account?

Every user needs an account. Please request an account before you need to start training as it may take 1-3 days especially if you are a new employee.

#### Internal:

- 1) Email [RALearningManagementCenter@ra.rockwell.com](mailto:RALearningManagementCenter@ra.rockwell.com).
- 2) Include your name, location, role, and SAP employee ID (8-digit numeric number).
- 3) All new RAU users will receive a RAU Account Welcome email with first-time log in instructions, and how to access the RAU portal.

#### North America Distributor:

- 1) A PRM account is **required** prior to the creation of a new RAU user account. For PRM information contact your delegated administrator.
- 2) Each Monday based on the list of new PRM accounts a bulk load is completed to create new RAU portal accounts.
- 3) All new RAU users will receive a RAU Account Welcome email with first-time log in instructions, and how to access the RAU portal.

**NOTE:** Continue to use [RALearningManagementCenter@ra.rockwell.com](mailto:RALearningManagementCenter@ra.rockwell.com) for any RAU portal related issues and questions.

#### Distributor (outside North America):

- 1) Contact your local Rockwell Automation Office. Provide your name, email address and branch location.
- 2) All new RAU users will receive a RAU Account Welcome email with first-time log in instructions, and how to access the RAU portal



## How do I access the RAU Portal?

Follow these instructions:

### Internal Rockwell employee with an assigned RA email address:

- 1) Log into the RA Network first (required)
- 2) Click this link - <https://rockwell.csod.com/samldefault.aspx>
- 3) If you receive a message stating "that an attempt to authenticate using Single Sign On has failed," it means you do not have an account. Email [RALearningManagementCenter@ra.rockwell.com](mailto:RALearningManagementCenter@ra.rockwell.com). Please include your name, location, role, and SAP employee ID.
- 4) We recommend that you create your own personal bookmark or shortcut. Make sure any links you create reflect the Single Sign On link which has **samldefault** at the end. [Single Sign-On Guide](#)

### Distributor/Partner with a Non-Rockwell email address:

To access your account, please follow these steps:

- 1) Ensure that your browser meets the [Minimum Desktop Requirements](#)
- 2) Go to <https://rockwell.csod.com>
- 3) Username is your company email address

## What if I forgot my password?

### Internal:

- 1) As an RA employee with an existing RAU Portal account, Single sign-on (SSO) is enabled for access to the RAU Portal.
- 2) Log into the RA Network first (required)
- 3) Click this link - <https://rockwell.csod.com/samldefault.aspx>

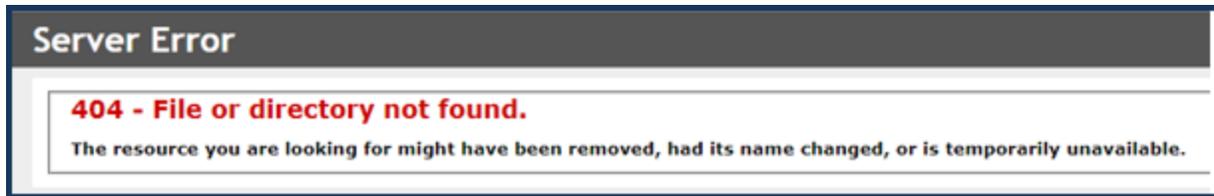
### Distributors:

- 1) Click on the "Forgot Password on <https://rockwell.csod.com>
- 2) When prompted, enter your company email address and click "Submit".
- 3) A secure link will be sent to your email address.
- 4) Click on the link in the email and follow the instructions to complete the process.

## RAU Portal Errors

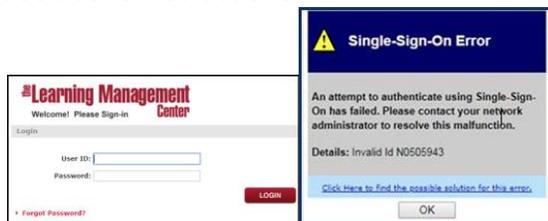
### 404 Error

Indicates an invalid URL or link. Report this to [RALearningManagementCenter@ra.rockwell.com](mailto:RALearningManagementCenter@ra.rockwell.com), and provide where in the system the error occurred.



## Login Screen or Single Sign-On Error

Indicates that the user may not have an account in the RAU portal, and one must be requested. See above instructions.



## Link does not open



1. Clear browser cache
2. Refresh browser, may need to refresh browser multiple times



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## Learning Plans

**Important:** You may see references to learning maps and learning plans. These are similar in that they guide you with role-based content. They are named differently to indicate the format. Some roles have learning **maps** in PDF format. Most others have a learning **plans** in a new interactive format.

If you have a learning **plan**, see the Learning Plan FAQs included at the top of the overall Learning Plan list (see RAU Learning → Learning Plans)

To see what is available for your role, go to the RAU Main menu, select RAU Learning, then select Learning Plans. This list will point you to what's available for your role. Most learning maps will transition to learning plans over time.

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## **RAU Portal Course Registration & Enrollment**

### **How do I find a course without a Learning Map or Plan?**

[How to Search](#)

[How to Search CSM Institute](#)

### **What about course details like location, times, hotels, etc.?**

Many details of instructor-led training like the Agenda, pre-requisites, course length, and location are listed in the course entry in the RAU portal. Once you enroll there may be additional details like recommended hotel information in the confirmation email. Be sure to look for an automated confirmation email after enrolling. It should come from [RALearningManagementCenter@ra.rockwell.com](mailto:RALearningManagementCenter@ra.rockwell.com). Please keep this email for future reference. If you do not receive a Confirmation email, check your Junk folder or trash. If you still do not see one, contact [RALearningManagementCenter@ra.rockwell.com](mailto:RALearningManagementCenter@ra.rockwell.com).

### **How do I enroll in a course or online training?**

[How to Search](#)

[How to Register/Enroll](#)

### **Will my online course retain my place if I leave the RAU Portal before finishing?**

Yes. The RAU Portal will track where you stopped within an online course and allow you to pick up in the same spot when you return – even if that is weeks or months later.

### **What are the minimum requirements to use online modules?**

[General Minimum Requirements](#)

### **How do I troubleshoot online module errors?**

[Module Troubleshooting Guide](#)

After reviewing the troubleshooting guide to report an issue contact:  
[RALearningManagementCenter@ra.rockwell.com](mailto:RALearningManagementCenter@ra.rockwell.com)

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## **Support**

### **What if I need help?**

For basic navigation or “how to” procedures, try the RAU portal Online Help, which can be found as a menu option when logged into the RAU portal.

### **What if I still need help?**

For additional questions or support in using the **RAU portal** please send an email to:  
[RALearningManagementCenter@ra.rockwell.com](mailto:RALearningManagementCenter@ra.rockwell.com)

Questions related to training outside of the RAU portal, please contact:

SAP Training Support: [RATrainingOperations@ra.rockwell.com](mailto:RATrainingOperations@ra.rockwell.com)

Customer Training Support: [RALMCTrainingAdministrators@ra.rockwell.com](mailto:RALMCTrainingAdministrators@ra.rockwell.com)

Seismic: [RASalesEnablement@ra.rockwell.com](mailto:RASalesEnablement@ra.rockwell.com)

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