Frequently Asked Questions

1. Why isn't there is a question when I select "Forgot Password" on the login screen?

The security question is to the right of the Security Answer fill-in box, see example below:

Type in the answer (case sensitive)
Click Send Password

If there is no question to the right of the box when you select "Forgot Password" it is because you must select and answer a security question when you first register. Email DHS-CWTIJJOLT@michigan.gov to request a password reset. Once the help desk resets you password the system will allow you to create a security question.

2. How do I register for classes on JJOLT?

- Click Training

- Go down and click Classes.

- Find the appropriate Class.

- Then click "Resister" on the far left of the page.

- Click the "Register" button.

3. Why aren't any folders showing up on my main screen?

This is a solution that can only be solved by the CWTI JJOLT Help Desk please email DHS-CWTIJJOLT@michigan.gov or call 313.456.2603 or 313.456.4014.

Revised 3/11

4. Why do I receive "ERROR" on a transcript that I run for myself or one of my employees?

Student Transcript

Student Name: Employee ID:

Date	Activity Name	Group	Course Length	Trng Hours	CEU Hours	Organization	Status	Score

Summary for   #Error   #Error

This typically means that there is no data available for the specified time frame or for that particular employee.

• Try requesting transcript without entering beginning and ending date.

• If employee completed training prior to 04/01/2009, the employee's information needs to be "merged." To get the information merged you need to email the CWTI JJOLT Help Desk at DHS-CWTIJJOLT@michigan.gov, please include the following information:

   o Employee name, and

   o Employee ID # or last four SS#

5. Why didn't the information I added under Activity Detail update to my employee's transcript?

When adding information under the Activity Detail section on JJOLT:

- Make sure you put in the date the class was completed under the "Date Attempted" section
- Make sure you select "Pass" under the Activity Status section
- Make sure you then select "Update" under the Action section

If the information still does not update on the employee's transcript please contact the CWTI JJOLT help desk at DHS-CWTIJJOLT@michigan.gov and please attach the student's transcript to the email.

6. Why can't I find the policy for the Policy Review and Certification Process on JJOLT?

The actual Policy is not located on the JJOLT system for DHS staff; you can find the policy in Online Manuals. For private child placing agency staff can find the policy in a PDF document that has been emailed to your agency director.

Please refer to L-10-138CW for more specific details.

7. How do I complete the Policy Certification on JJOLT?

- On the home page click the supervisor folder

- Click the sub-folder that applies to you (Adoption, CPS, Foster Care, Juvenile Justice)

- Select the applicable policy

- Read the word document, then close it

- Enter your JJOLT password

- Click the save button

- That policy certification has been recorded as complete

Revised 3/11