

FAQs

Q1. Whom do I connect for all MyLearning portal related query (example –login issue, training nomination status, training calendar programs)?

(A) Please mail to Inldtsos.in@capgemini.com with queries. **Send screen shot where ever possible.**

Q2. For queries related to Certification.

(A) Connect with:

| Certification Type | POC | Email id |
|--------------------------------------|------------------|--|
| Role Based Certification (EM & SM) | Prasath Ponnhari | ponnhari.prasath@capgemini.com |
| Role Based Certification (Architect) | Rachna Kolepaka | rachna.kolepaka@capgemini.com |
| For External Certifications | Bhavna Patil | bhavna.patil@capgemini.com |

Q3. Whom do I connect with if my training Learning hours are not credited in MyLearning training transcript?

(A) Please mail to Inldtsos.in@capgemini.com. Please share training details for our reference:

| | |
|--|--|
| Employee ID | |
| Training Name | |
| Training start date | |
| Training start date | |
| Location of Training (Eg – Mumbai, Bangalore, Pune) | |

Q4. I have Training cost related query:

(A) (a.) All training cost will be debited against the BU LnD code to which the employee belongs. The cost of training is not deducted from participant's salary.

(b.) Service agreements are applicable for trainings & certifications where **per participant cost** is INR 50,000/- and above.

(c.) The training cost for a program can be seen on the right hand side of the MyLearning training program details page while registering for a program.

In case of any other query related to training cost, please connect with your Learning Business Partner.

Q5. Skype meeting is not working.

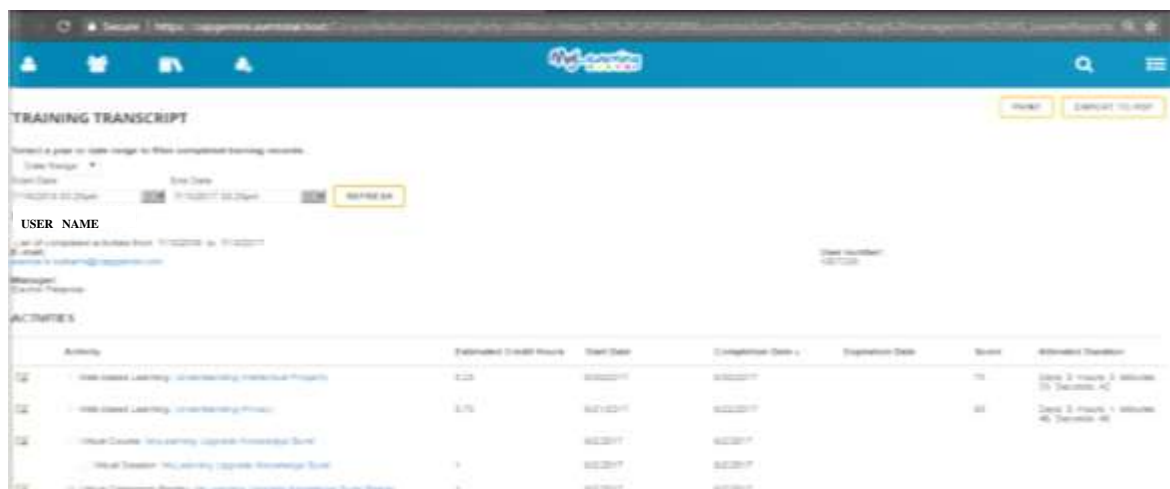
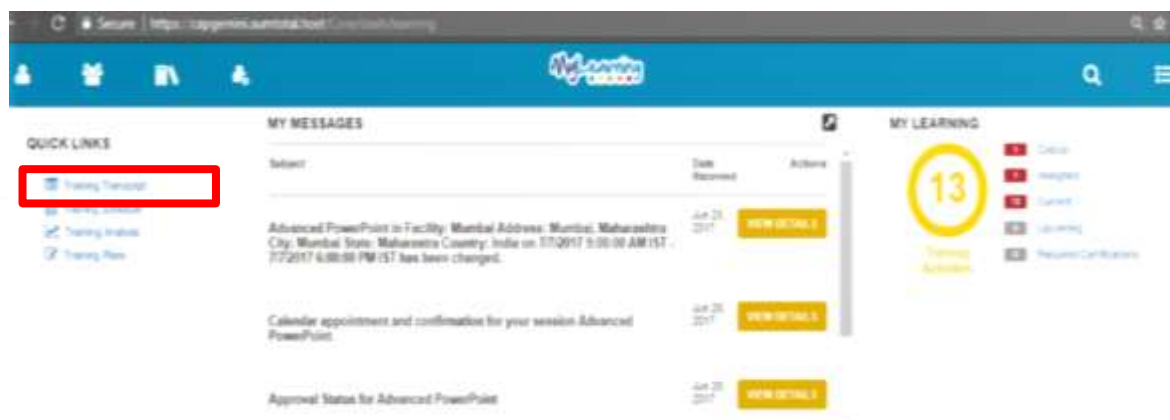
(A) Please log a call with the India Service Desk under →Request Service→Lync/GIMS/Live Meeting
For immediate assistance, contact the local ITICS team (VoIP: 4004)

Q6. How to get a **Training code** while filling the **time sheet**:

(A) The code for the timesheet will be available with the **BU Resource Management Group (RMG) SPOC**. [Click here](#) to get the list of BU RMG SPOC.

Q7. Where to check for **learning hours** for trainings attended by me?

(A) Go to - MyLearning → My Dashboard → Training transcript → Check Estimated Credit Hours column to view your training hours credited.



Q8. How to register for a Calendar program?

- (A) Please refer to the L&D Processes & Policies section on Talent portal.
(Talent > L&D > L&D Process & Policies > [How to register for a training program?](#))

Q9. Whom do I connect with for new training requirements

- (A) You can connect with your BU Learning Business Partner (LBP)
(Please note that employees should have Manager & above approval for the project /BU specific training)

Q10. . How to book Training Rooms for training programs:

- a. Requests for rooms should be sent by an email to the BU Learning Business Partner
b. When sending the request, please provide the following details:

| | |
|---|--|
| Program name | |
| Number of Participants | |
| Room Type – Technical or Non-Technical | |
| Start Date | |
| End Date | |
| Duration of the program per day (in Hours) | |
| Capgemini Location | |
| Number of candidates | |
| Number of systems for candidate | |
| Projector | |
| Logistics Required | |

Q11. Steps to raise a request for a new L4 Upskilling program:

- (A) Please connect with the Learning Business Partner

Q12. What is the process s to claim certification cost reimbursement?

- (A) Please refer to the L&D Processes & Policies section on Talent.
(Talent > L&D > L&D Process & Policies > [How to claim certification reimbursement?](#))

Q13. I have queries related to Web based training. Whom should I connect with?

- (A) Write mail to: university@capgemini.com

Q14. Whom should I write to for Skillport program related queries?

- (A) Associates are requested to write to: university@capgemini.com

Thank you for going through above FAQs.

For other queries – Connect with BU Learning Business Partner

Happy Learning!