

**EPME DISTANCE LEARNING (DL)
FREQUENTLY ASKED QUESTIONS (FAQs)**

1. [Which AU website am I supposed to be on? What AU Sites do what?](#)
 2. [How do I get into AU Portal? It is telling me I do not have an account, but will not let me create one. Plus, I know I have one!](#)
 3. [How do I create an Enlisted Student Support account?](#)
 4. [Why hasn't my test posted?](#)
 5. [Why can't I order my test?](#)
 6. [How do I extend? Why didn't my extension work in my course?](#)
 7. [The edition number for my Course material is different, am I studying the right material?](#)
 8. [How do I get into Canvas?](#)
 9. [Why is my rank wrong? Why does the course show me as AMN, 1st Lt or 2nd Lt?](#)
 10. [How do I get my Certificate or Records Updated?](#)
 11. [How do I update my Test Control Facility \(TCF \[Testing Location\]\)?](#)
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**[1. Which AU websites am I supposed to be on?](#)
[Which ones: - Do what? - Do I need a CAC for vs Password?](#)**

There are **5** different AU websites that you should be aware of:

Enlisted Student Support – for help and information

- <https://auservicedesk.af.edu/sp>

Does not need a CAC. Requires a username and password

- Username is any E-mail you used to set up this new account
- You use this website to obtain re-enrollment letters
- Or to submit a EPME Request "Ticket" should you need help with something you cannot do yourself. E.g. Re-enroll, Enroll, order a test, have a Canvas test reviewed.

AUSIS – for enrollment and course status

- <https://auportal.sso.cce.af.mil/SIS/app/>
- <https://auportal.sso.cce.af.mil/auportal/welcome.AirUniversity>

Does need a CAC. No username or password.

- Do administrative actions on your own: i.e. –Enroll, re-enroll, View Progress, Order Test/see which Exams Ordered/Change Test Facility

Canvas – to view course material and course NCO DLC 2.0 final tests

- <https://lms.au.af.edu/>

Does not need a CAC. Requires a username and password

- Username is the E-mail from AU Portal that has been checked for notification.
- Old NCO DLC - You can get course material for whichever module you are enrolled in here.
- New NCO DLC 2.0 – You will do everything except enrollment here.

AU Portal – to set up the profile for Canvas and DL enrollment
- <https://auportal.sso.cce.af.mil/auportal/welcome.AirUniversity>

Does need a CAC. No username and password

- Need to have an AU Portal account to have an DL AUSIS and Canvas account. (ALS does not have Canvas yet)
- Can use this website to get to your DL AUSIS account
- If you cannot get into this account, get your username from AF Portal and submit ticket to the EPME Support site

AF Portal – to access AU Portal
- <https://www.My.AF.Mil>

Does need a CAC. No username and password

- Your one stop shop for just about everything in the Air Force
- You can use this site to get to your AU Portal to get to Distance Learning AUSIS

2. I cannot get into AU Portal?

Log into your Air Force Portal account and copy your Air Force Portal ID.

Then Submit an EPME Request at: <https://auservicedesk.af.edu/sp> When submitting your EPME Request, select the Education Support Services under the “Organization/Service” drop down box and request they update your AU Portal account.

3. How do I create an account at the Enlisted Student Support website?

<https://auservicedesk.af.edu/sp>

MUST use Google Chrome, Microsoft Edge or Safari

- 3.1. Log into <https://auservicedesk.af.edu/sp>
- 3.2. Click “Accept”
- 3.3. Click - Create an Account
- 3.4. Fill out your information and click “Submit”

(An example for AGRs, Organization: US Air Force; Service Category: Guard or Active Guard) *If you are a traditional guardsman or reservist, it is recommended that you include your personal email and cell number. This is so that the Air University Service Desk can contact you directly during the duty day.

- a. Enter your email when the next page (Identify) prompts you to

- b. Click Accept and Next (if this is your email, or reject if you didn't type it in right)
- 3.5. Log into your email (whichever one you just registered with)
 - a. When email from AU comes in, **copy and paste the link** into a new web browser to set up your password (select ENTIRE link just after <Caution- and ending just before the > character)
 - b. Accept on new page
 - c. Assign your new password (save your username and password for future use)
- 3.6. Test it! Log out, then log back into <https://auservicedesk.af.edu/>

To Submit Tickets

- 3A.1. Log back in <https://auservicedesk.af.edu/sp>
- 3A.2. Select one of the following
 - a. Enlisted PME Issues/Help Desk Tickets:



3A.3. Fill out the form; attach attachments as necessary and Click Submit!

[4. I recently tested, but my grade hasn't posted. How long does this usually take?](#)

Test scores can take up to 72 hours to process in AUSIS. If it has been more than 72 hours since you have tested and your score has still not posted, please have your supervisor, Unit Training Manager, or Test Control Officer send us a copy of your Unofficial Score Report via our support website system. <https://auservicedesk.af.edu/sp>

[5. I cannot order my test. Why not? What can I do?](#)

There can be multiple reasons for this.

- A. Your test is already ordered. In "View Progress" Do you see an exam number with no grade next to it? That is the test for you to take.
 - B. You have either timed out (gone past your enrollment date) or have course failed.
 - You just need to submit an EPME Request or call student support to extend you in the course. (This will also prohibit you from taking a test, ordering a test, or even getting into Canvas.)
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6. Why is my extension not working in my course?

DL does not allow for course extensions. The display will show “extend for 0 days.”

7. The Edition number of the course material I am studying is different from the listed material. Am I studying the right material?

As long as the Version number of the Course is the same, you are studying the correct material. Changes in Edition numbers reflect changes to things like grammatical errors and outdated web links. The only time testable material changes are when there are changes to the Version number of the course.

You will either be enrolled in NCO DLC (legacy) or NCO DLC 2.0 (New), they are mutually exclusive.

8. What happened to Blackboard? It was replaced by Canvas.

8A. Canvas is only usable for Legacy SNCO and NCO DLC, NOT ALS.

8B. I want to get into Canvas?

Go to <https://lms.au.af.edu/>

. Usernames are based on current AU Portal Email selected for notification.

Please follow the steps below if unable to login with the above information:

- 1) Attempt to reset password by clicking Forgot password using only the email selected for notification in AU Portal. If email from Canvas was not received move onto step 2.
 - 2) Submit an EPME Request for Canvas Access at the new ticketing system, <https://auservicedesk.af.edu/sp>
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9. Why does the course show me as an Amn, 1st Lt or 2nd Lt?

Anytime you change anything in your demographics just ensure you change your rank to what it should be before you hit save. When the page refreshes it will revert back to LT, look for the red updated notification on the left of the screen. Do not select save again or it will update back to LT.

10.How do I get my Certificate or Records Updated?

10.1 Certificate:

First, we in Student Support must ensure that you are "Course Complete" This may entail:

- A Just looking you up and confirming you are Course Complete
- B Reactivating your Account and re-grading your test to make you Course Complete
- C Having your supervisor, Unit Training Manager, or Test Control Officer send us a copy of your Unofficial Score Report via our trouble ticketing system and then updating you to Course Complete.

Second: *Please note it may take up to 10 business days for your course completion to show in your records and for the Registrar to be able to see you are course complete to send you your certificate.*

From there to request a copy of your certificate you must contact the Air University Registrar at 334-953-8128 opt 7.

If you are not able to reach them by phone, please send an email to student.services2@us.af.mil and include the following information:

First name, MI, Last name
Course number/title
Date of course completion
Current mailing address

10.2 Records Update:

To update your official records.

Bring your certificate in hand to your education office. If they say they cannot update your records **while physically there** in the education office contact the Total Force Service Center at 1-800-525-0102. Explain what's going on and hand the education office the phone and have them work it right there in front of you.

You can also check the website: <http://www.afpc.af.mil/> or
E-mail them regarding your official record at: tfsc_2@mypersmail.af.mil

11. How do I change my (TCF) Test Control Facility (Testing Location)

Log in to: AUSIS

- Go to the "My Info" tab on the left hand side
- Click "Change" above the section labeled "Selected TCF"
- Clear/Delete the numbers in the TCF box
- Select which state you would like to test in and then click "Search"
- Look for the unit you wish to test at NOT the unit you are in
Example: 42 FSS/FSDE
- Once you find the unit-Ensure it has "Etest" written under the Etest column or your cannot test there.
- Click on the blue numbers on the left of the unit you wish to test at
- Click "Save"