

Register for a Cornerstone Training Session

1. Log in to <http://www.ecu.edu/itcs/cornerstone/>
2. Select the **Faculty/Staff Login** button.

East Carolina University Apply | Give | Jobs | Maps | Directory

ITCS Information Technology and Computing Services

Training

Cornerstone Employee Training Portal

Faculty/Staff Login

Students/temps Login

About Cornerstone

Cornerstone is a training management system for ECU. Permanent employees register for instructor-led training (ILT), online modules and assigned training sessions through this portal. From the personalized training page, employees can print a certificate of completion, browse for training, create a waitlist and more.

[Guide to Registering for Training](#)

Key Features Within Your Personalized Training Center

1. **Complete Assigned Online Training:** Access the *Online Training in Progress* area and click *Launch* to access any courses assigned to you.
2. **Register for Instructor-Led Training (ILT):** Visit the *Browse for Training* area and click the name of the department or school to view and/or register for upcoming training sessions. Open or print these step-by-step registration instructions. After registration, you will receive an auto-generated email confirmation from ces.mail@csod.com, complete with an Outlook calendar invite.
3. **Access Your Transcript:** Visit the *My Training* area and follow the *Click here for transcript link* to view your active, upcoming and completed training.

Find a Session

After logging in to Cornerstone, click the *Learning* link from the menu at the top. The *Events Calendar* gives a month, week or day view of sessions. Click a session for details. Click *Request* to register.

3. Type in your **Pirate ID** and **Password**. Then, select the **Sign In** button.

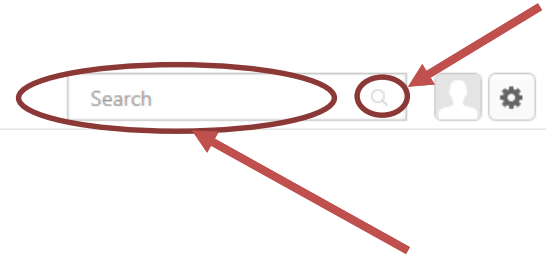


ECU Single Sign On

Pirate ID:

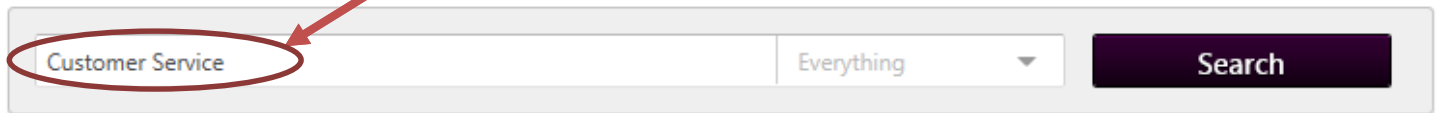
Password:

4. Once logged in, the homepage will be displayed. To search for trainings, use the search bar in the top right corner. Type in the training you are looking for and click the magnifying glass to search.

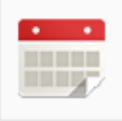


5. From the Training Results, select the training.

Global Search



Training results




Customer Service

Event | ECU Internal | \$0.00

This session provides employees with an overview of the essential tools necessary to provide quality **customer service**. Topics include identifying internal and external customers, face to face customer situations, email and telephone etiquette and addressing customers in difficult situations. This training is required for the following HR c...

6. Review the available session dates and times. Choose your preferred session by clicking Request.



1945 - Customer Service - Spring 2016

Session - ECU Internal - 2 hours - \$0.00

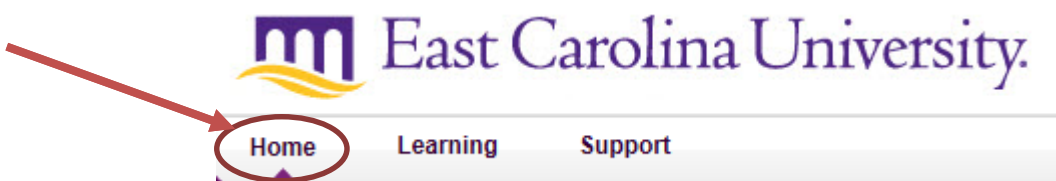
Location
MSC 244, Mendenhall
English (US)

Duration
3/16/2016, 9:00 AM EST - 3/16/2016, 11:00 AM EST

7 On Waitlist

Request

7. To check your registration status for the session you selected, you will need to view your transcript. To check your transcript, select Home from the menu bar at the top of the screen.



8. In the My Training box, select the "Click here for transcript" link.



9. Confirm that your status shows as Registered for the session you selected.



10. Select the View Training Details button to view additional information about the session.

Wednesday	Customer Service - Fall 2015	This training will be located in Mendenhall Student Center, Room 244.	3/16/2016 9:00 AM EST	3/16/2016 11:00 AM EST	Add to Calendar	2 Hour(s) 0 Minute(s)	MSC 244 > Mendenhall view map
-----------	------------------------------	---	-----------------------	------------------------	---------------------------------	-----------------------	---

Need More Help?

Contact Us at 252.328.9847