← How To Update YPP Program Audience in CSU Learn   🔖 Save for Later   🔗 Copy Link

How To Update YPP Program Audience in CSU Learn

Nichol Burton | 11 steps | 4 minutes

🟢 Service Now

1 Navigate to

https://csu.service-now.com/cosp?id=sc_cat_item&sys_id=9eb2202dd... 🔗

2 To update a youth protection program audience. You will open a ticket with the system-wide learning management system team. Using this web page, fill in the request form.

How To Update YPP Program Audience in CSU Learn

* Indicates required

* Training Platform ?

-- None --   ▼

* Request   ▼

* Short Description ?

* Description ?

Watchlist

3   Select CSU Learn as the platform.

Home > All Catalogs > Service Catalog > CO Services >

Learning Management System (LMS) Training Requests

For more information on how to fill out your request, go to **ServiceNow Categories Definitions**

NOTE: If you have any attachments to submit with this ticket, please use the paperclip icon on the form.

Search

* Indicates required

* Training Platform ?

-- None --   ▲

🔍

-- None --

CSU Learn

* Short Description ?

* Description ?

Watchlist

📎 Add attachments

How To Update YPP Program Audience in CSU Learn

Learning Management System (LMS) Training Requests

Training Platform

CSU Learn ▾

*Request

Assignment ▴

🔍

--None--

Accessibility

Assignment

Audience / Organiz...

Course Feedback

Course Not Marking Complete

Course Upload Request

*Description ❓

Watchlist

🔗 Add attachments

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5   Click the "Short Description" field.

Home › All Catalogs › Service Catalog › CO Services ›

Search 🔍

Learning Management System (LMS) Training Requests

NOTE: If you have any attachments to submit with this ticket, please use the paperclip icon on the form.

* Indicates required

*Training Platform ❓

CSU Learn ▾

*Request

Audience / Organization ▾

*Short Description ❓

*Description ❓

Watchlist

🔗 Add attachments

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7   Click the "Description" field.

Home > All Catalogs > Service Catalog > CO Services >

Learning Management System (LMS) Training Requests

NOTE: If you have any attachments to submit with this ticket, please use the paperclip icon on the form.

* Indicates required

* Training Platform ❓

CSU Learn   ▾

* Request

Audience / Organization   ▾

* Short Description ❓

update YPP "program name" audience

* Description ❓

Watchlist

🔗 Add attachments

8   In the description field, identify that you would like to update "your program name" audience. Please include the audience code if you know it. The audience code can be found in the weekly reports sent to your email.

Identify whether you want to add or remove users. To add or remove users you must include their name and @csus.edu email. You can include this information by pasting it into the description box or using the paper clip at the bottom of the page and attaching an excel sheet.

Here is an example of what to include in the description request:

"Hello, Can you please assist me in updating our YPP audience. The audience code is "CSUS-AUDI-YPP-Sample" for the "Athletics YPP Sample". I am attaching a list of users names and emails to add to the audience."

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