



## Troubleshooting Guide and FAQ

It is our goal for all Graco University users to be able to use the site easily. Please review the recommendations and questions below. Please contact us if problems persist.

### Recommendations:

- For best results, please use Google Chrome as your web browser when using Graco University. Google Chrome is free; [click to download Chrome](#).
- Register for and take the *!Graco Product Training "New" Quick Instructions* course for a quick guide on using Graco University.
- Do not leave Graco University minimized on your screen for long periods of time and then return to a course. Restart Graco University if it has been inactive for more than one hour.

### What is the registration code?

BLUE

### Why did my username change?

We suggest using your email address as your username. Do not use any special characters. Due to this change in requirements, we had to change some of the usernames during the upgrade.

### How do I search for a specific product, language, course, etc.?

Go to the Course library. Use the "Search for a course" search bar to search by product name, category, term, type, or language. See the Graco University Introduction document for examples.

NOTE: We do not have courses for all products. New courses are added regularly.

Graco Employees Only: Some courses are limited to Graco employees. If you just registered for Graco University, it takes up to 24 hours before you are able to take employee only courses. This applies to new users, once.

### How do I find my courses?

Any courses assigned to you or that you have started are on your Home screen. Go to the course library to see all courses available, over 400.

### How do I change my password?

Go to My Profile & Settings. Click Edit my profile. Enter your new password. Click Save.

**How do I change my language?**

Go to My Profile & Settings. Click Edit my profile. Select your preferred language. Click Save.

**How do I save/download a file?**

Files that are available for download are located under the Additional Reference tab in the course. Click the file name to open it, and then save or download the file.

**How do I get my certificate of completion?**

Click “Achievements” to view your course completions. Click “Download My Certificate”. Your certificate of completion will download to your web browser. Print your certificate from there.

NOTE: Not all courses include certificates of completion.

**Why won't my course complete when I did the work?**

- Make sure you meet the passing score in all knowledge checks.
- Make sure you follow the recommendations at the beginning of this document.
- Make sure the Chrome browser is allowing pop-ups. [Click for instructions.](#)
- If you are using a mobile device, try using a PC instead to complete your course content.
- Completion data reporting into Graco University is sometimes blocked by your company firewall. Consult your IT/IS department. (this is very rare)

**Why won't content play on my iPad or other mobile device?**

Not all content currently plays on mobile devices. We are rectifying this as we move forward. For best results, please use a PC when using Graco University.

**Can I take a course again?**

In most cases, yes you can take a course again. Search for the course under the Course library.

NOTE: the course will be labeled Complete, but you can still open it.

**Can I use Graco University materials with my end users?**

Yes. Most content can be downloaded. You can also use the site with end users.

**Why should I use Graco University?**

Using Graco University to educate yourself on Graco products will help you will sell more, improve customer service, and improve quality by applying the correct solutions to your customers' needs.

**Can I share videos?**

Yes. Most videos have a “share” link at the bottom of the player. Most videos can be viewed via sharing without the other person logging into Graco University.

**Can I add a Graco video to my Graco distributor website?**

Yes. Please use videos in good faith, in entirety, and include all warnings. The code is available by clicking “get code” on the video player. Your web master will know what to do with the code.

**Can end users use Graco University?**

Yes. The site is designed for Graco distribution partners. However, if a distribution partner feels it’s appropriate, he/she can promote Graco University to selected end users on a case by case basis.

**I am a team leader. How do I see my classes and the product library?**

Switch between administrator view and student view in your profile, in the upper right.

**Who do I contact for more help?**

Primary contacts:

Email: [training@graco.com](mailto:training@graco.com)

Scott Gale: [sgale@graco.com](mailto:sgale@graco.com) or 612-623-6586

Sara Luloff: [sluloff@graco.com](mailto:sluloff@graco.com) or 612-623-6489

Secondary contacts:

Erick Reinikka: [ereinikka@graco.com](mailto:ereinikka@graco.com) or 612-623-6471

Milly Xu (AP): [milly\\_xu@graco.com](mailto:milly_xu@graco.com) or +86 21.23106129 x239

Cristiano Giancola (EMEA): [Cristiano.Giancola@graco.com](mailto:Cristiano.Giancola@graco.com) or +32 89.770873

Product trainers for information on live, in classroom hands on product training

Mike Moe: Finishing, Minneapolis, MN [mmoe@graco.com](mailto:mmoe@graco.com)

Darrick Grewe: HPCF, Minneapolis, MN [dgrewe@graco.com](mailto:dgrewe@graco.com)

Jacob Affeldt: Contractor, Rogers, MN [jaffeldt@graco.com](mailto:jaffeldt@graco.com)

Matt Henry: LED, Anoka, MN [mhenry@graco.com](mailto:mhenry@graco.com)

Jeff Schockling: AFD, North Canton, OH [jschockling@graco.com](mailto:jschockling@graco.com)

Cristiano Giancola: EMEA, Maasmechelen, Belgium [Cristiano.Giancola@graco.com](mailto:Cristiano.Giancola@graco.com)

Milly Xu: Shanghai, China Technical Service Administration [milly\\_xu@graco.com](mailto:milly_xu@graco.com)

Yinglai (Terry) Gan: Shanghai, China [Terry\\_Gan@graco.com](mailto:Terry_Gan@graco.com)