Overview

This quick reference card (QRC) for MasterControl summarizes how those in the role of Manager/Supervisor can have trainees that report to them retake a completed training task (retraining).

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If you are in a Manager/Supervisor role, MasterControl enables you to manually change a trainee’s particular training task from completed to retrain. This can be necessary when you feel the trainee could use a refresher.

Changing a Completed Training Task to Retraining

1. In the Navigation menu, select Training>Training Folders. The Training Records List page appears, listing all the trainees in MasterControl that report to you.
2. Click the user’s Details icon ( ). The user’s Training Folder appears.
3. Click the Retraining icon ( ) for the completed course. A confirmation message appears with the user’s ID and the name of the course identified.
4. Click OK. A training task for this course now appears in the user’s My Tasks page.

Getting Help

If you experience any technical problems working with MasterControl that you are unable to resolve, email the Duke Clinical Research Institute (DCRI) Service Desk at deriservicedesk@dm.duke.edu. For time-sensitive issues, call them Monday–Friday (except DCRI holidays), 6 a.m. to midnight, at 919.668.8916.