

Docebo Frequently Asked Questions (FAQs)

What is Docebo?

Docebo is a type of LMS or Learning Management System. An LMS is a learning software designed to deliver, track and certify online courses and training.

What is eLearning?

E-Learning allows the online delivery of training with real time tracking of training results, optimizing time and reducing costs associated with traditional learning methods.

How can I access my eLearning on Docebo?

You can access Docebo on your laptop, tablet, or smartphone. Directions are included in the Docebo User's Guide. Classes can be accessed anytime and anywhere. You learn at your own pace and convenience.

What type of courses can I take on Docebo?

You can take courses online and attend virtual meetings through Docebo. Training content is available pertaining to TRIP, NIMS, SHRP2 (standard and Train the Trainer), Managed Lanes, HERO, CHAMP, SSPIA, TMC, TIM, Professional Development training and a whole lot more. To enroll in any of these courses please send an email to :
Tim_training@dot.ga.gov.

What is my username?

Your username will always be your full email address (the same one you provided to create your user profile).

How do I set up my password?

Your password should be at least 8 characters which include a capital letter, lowercase letter, numeral, and a symbol if desired. Your password should not be the same as your username.

How will I know what classes to take?

Courses will come to you in several ways. They will either be assigned to you by the Administrator, be scheduled based on certification renewal, or can be selected from our course catalogue.

Is there a charge to take courses?

Most of the courses will be free of charge. However, there may be some charge for recertification classes.

Can I self-register in a course?

No, you will be enrolled into your approved courses by an LMS Administrator.

What if I want to take a course I am not enrolled in?

Once you log into the LMS, you are welcome to browse our catalog of training courses. Please email Tim_training@dot.ga.gov to be enrolled in the courses of interest.

Can I refer someone in my Organization to take a course?

We welcome referrals, please have them send an email to Tim_training@dot.ga.gov and we will follow up with them to determine the appropriate course needed.

Will Docebo allow me to keep track of my certifications?

Through Docebo you can not only take the courses you need to maintain certifications (such as CPR), but also be reminded about when certifications are due and allow you to take classes on your time.

Will my previously taken courses be recorded in Docebo?

For training taken outside the LMS, your Certificates generated by the various Agencies will be uploaded into the LMS. The actual content and course completion will reside with the various Agencies as we do not have permission to import their content to our LMS. After completing an external course, please send your certificate of completion to TIM_training@dot.ga.gov so we can verify and mark them completed in the LMS.

Who do I contact for help?

Please email Tim_training@dot.ga.gov or reach out to your Instructor if it is an instructor Led Training or Webinar.