

# Best Practices for Accessing and Using sccLearn – External Users

## Which browser(s) should be used to access my required trainings in sccLearn?

To ensure you do not encounter any issues accessing your required trainings, we strongly recommend using either the **Google Chrome** or **Microsoft Edge** Browsers. It is your responsibility to ensure your browser is updated to the latest version.

### How do I reset my password? Why am I having issues with resetting my password?

When external users attempt to reset their passwords, a password reset confirmation e-mail will be sent to the address used to create the account.

### **Resetting Your Password in sccLearn:**

To reset a lost password, you will need to access and follow a link from a password reset confirmation e-mail sent to the e-mail associated with your sccLearn account. Follow these steps to reset your password.

- 1. Access the original login link provided to you by your County contact to access the login page.
- From the main login page, select Forgot your password?(1). You will be directed to a Forgot Password window. Enter the Username (2) used for the account. Select the Send by email (3) option, followed by NEXT (4) to receive a confirmation message stating that an e-mail will be sent to you (5).



**NOTE**: It can take several minutes for the email message to come be sent. Please also check any spam or junk folders to ensure you receive the message.

3. Once you receive the e-mail will from **DoNotReply@isd.sccgov.org** with the subject line **ElixHR Password Reset**, click the link in the email to reset your password.



NOTE: If you do not receive your email after 10 minutes, call the Ask Clara Helpdesk on 408-970-2222.

4. Enter your **new password** <u>following all password requirements</u> outlined on the page. Look for the green checkmark (6) beside each requirement to indicate it has been met. Select **SAVE** (7) to continue. You will be directed to the main login window. Enter your **Username** and **new password** (8) to **SIGN IN** (9) to your account.

RESET PASSWORD Your new password must contain:	SIGN IN PLEASE ENTER YOUR USERNAME
Characters: At least 12     Numbers: At least 1     Lowercase characters: At least 1     Uppercase characters: At least 1	AND PASSWORD.
NEW PASSWORD 0	Enter your new password
CONFIRM NEW PASSWORD	SIGN IN 🛛 🗐
SAVE 🚽	Don't have an account? Create Your Own Account
Cancel	Forgot your password?

## Why am I experiencing issues accessing or progressing through my required trainings?

There may be various reasons why you are having trouble accessing or completing your trainings. We've identified common obstacles that you may encounter and how to resolve them in the recommended browsers. These issues include managing your browser's cache, disabling pop-up blockers, and navigating your training.

## **Caching Issues**

Clearing the cache and cookies for your browser is an important first-step in troubleshooting your browser experience. The process is similar across browsers but with a slightly different user experience.

- 1. For any browser press **CTRL + SHIFT +DELETE** on your keyboard simultaneously. You will automatically be directed to a "clear browsing data" menu in your browser.
- 2. Follow the next steps according to the browser you are using.

Microsoft Edge	Google Chrome
Ensure:	Ensure:
Time Range: All time	Time Range: All time
• Cached images and files is checked.	Cached images and files is checked.
×	ear browsing data
Clear browsing data	Basic Advanced
Time range	ne ranne Al time
All time ~	
Browsing history	Browsing history Clears history, including in the search box
7,204 items. Includes autocompletions in the address bar.	Cookies and other site data
Cookies and other site data From 897 sites. Signs you out of most sites.	Bigns you out of most sites.
Cached images and files	Cached images and files Frees up 318 MB. Some sites may load more slowly on your next visit.
slowly on your next visit.	
Clear browsing data for Internet planer mode	<b>A</b>
Clear now Cancel	Cancel Clear date
Select Clear now	Select <b>Clear data</b>
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# **Managing Pop-Up Blockers**

To access your content in sccLearn, you must ensure that all pop-up blockers are disabled and/or sccLearn content links are whitelisted (exceptions that can circumvent pop-up blockers). Managing these settings will vary according to the browser you are using.

Microsoft Edge	Google Chrome
1. Access your Settings in the top right corner and select the ellipses.	1. Access Chrome Settings
- ° × 5 <u>+</u> 2 ····	2. Select <b>Privacy and Security</b> and then <b>Site Settings.</b>
	Settings
2. Towards the bottom, select <b>Settings</b> and then <b>Cookies</b>	You and Google  Safety check
and site permissions	Automi     Privacy and security
(2) Help and feedback	Appearance     Search engine     Drivery and engine
	Search engine     Privacy and security      Default browser
Settings	U On startup
Q Search settings	Languages     Cookies and other site data     Third-party cookies are blog
හා Profiles	Downloads     Security
Privacy, search, and services	Accessibility
Share, copy and paste     Cookies and site permissions	System Ste Settings Controls what information :
	Reset and clean up     Privacy Sandbox     Trial features are on
3. Scroll down to <b>Pop-ups and redirects</b> .	Scroll down to and select <b>Dop_ups and redirects</b>
	S. Scroll down to and select <b>Pop-ups and redirects</b>
Pop-ups and redirects     Blocked	<ol> <li>Under Allowed to send pop-ups and use re-directs, select Add and enter: <a href="https://scclearn.sumtotal.host:443">https://scclearn.sumtotal.host:443</a></li> </ol>
4. Select Add and Enter:	
Allow Add	Allowed to send pop-ups and use redirects
	5. Select <b>Add.</b>
Add a site	Add a site
Site https://scclearn.sumtotal.host:443 Add Cancel	Site
	https://scclearn.sumtotal.host:443
	Cancel
https://scclearn.sumtotal.host:443	

# My course player disappeared. What happened?

When you launch a web-based training in sccLearn, the content opens in a new, smaller window. When you click outside of this window it becomes minimized. To return to your training, identify your browser's icon in the task bar of the bottom of your screen. Open click on and/or hover over the icon and select the appropriate window.