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.
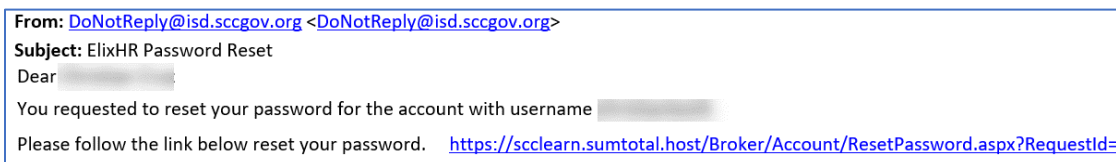
Resetting Your Password in sccLearn:

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.

2. 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.

From: DoNotReply@isd.sccgov.org <DoNotReply@isd.sccgov.org>
Subject: ElixHR Password Reset
Dear
You requested to reset your password for the account with username
Please follow the link below reset your password. https://scclearn.sumtotal.host/Broker/Account/ResetPassword.aspx?RequestId=

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** following all password requirements 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.
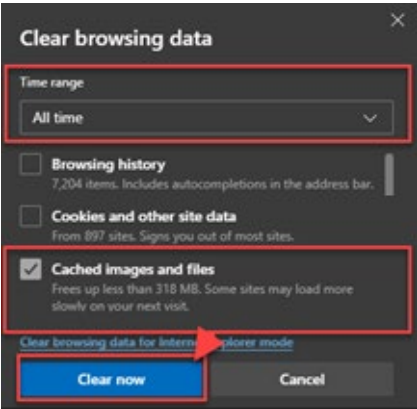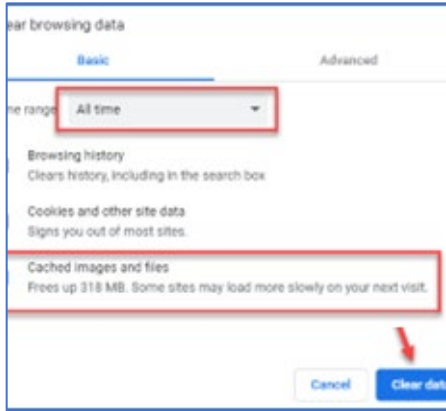

Why am I experiencing issues accessing or progressing through my required trainings?

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.
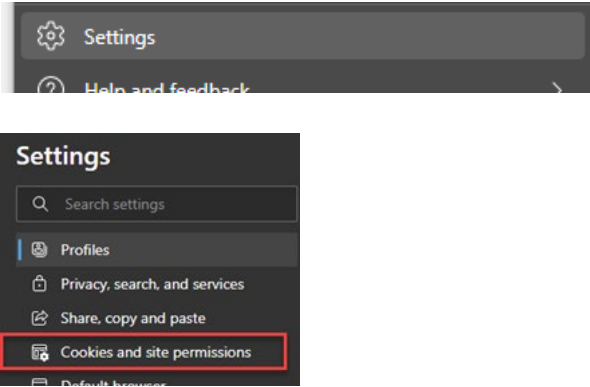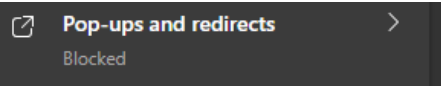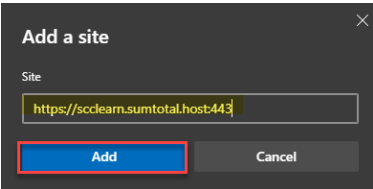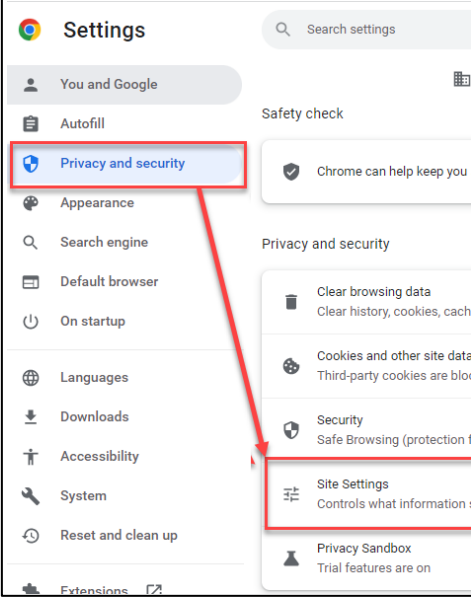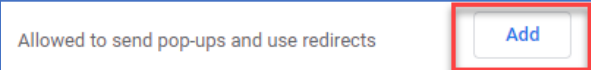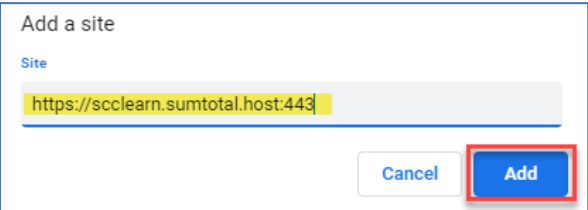
Caching Issues

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: • Time Range: All time • Cached images and files is checked. Select **Clear now**	Ensure: • Time Range: All time • Cached images and files is checked. Select **Clear data**

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. 2. Towards the bottom, select **Settings** and then **Cookies and site permissions** 3. Scroll down to **Pop-ups and redirects**. 4. Select Add and Enter: https://scclearn.sumtotal.host:443 5. Select the blue **Add** button.	1. Access Chrome Settings 2. Select **Privacy and Security** and then **Site Settings.** 3. Scroll down to and select **Pop-ups and redirects** 4. Under Allowed to send pop-ups and use re-directs, select **Add** and enter: https://scclearn.sumtotal.host:443 5. Select **Add.**

For assistance contact Ask Clara at: 408-970-2222

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.