sccLearn

Learner Guide

Non-County Employee Edition

sccLearn is available to Non-County Employees via an Agency or Department.
If you are an employee and do not have access to sccLearn, please submit a support ticket through Ask Clara (*Only available through the County's Intranet) or call **Ask Clara** at: 408-970-2222.

08-22

Why Use sccLearn?

sccLearn is used to complete and track training you have completed with the County. Note, some training provided by agencies is not tracked in sccLearn as they may be utilizing a different system.

How To Use This Guide

This guide is designed to cover the basics of sccLearn – how and why you'd use it. The guide also provides some answers to frequently asked questions and a glossary of terms and icons. As you work through this guide, it may be helpful for you to log in to sccLearn and follow along with the guide the first time you use this tool. Seeing this visually will allow you to better understand the features and capabilities. Once you become familiar with what is possible, it will be easier for you to navigate the system and jump to the section of the guide for a visual reminder. Just know that there may be multiple ways to perform the same tasks and accomplish the same final goal. This guide includes one method; however you may discover the different ways as you explore the system.

All training in sccLearn is considered an activity, whether it is an Instructor-led class being held in a physical classroom or a virtual classroom. Self-paced learning courses in the form of Web-based Training and books are also considered activities.

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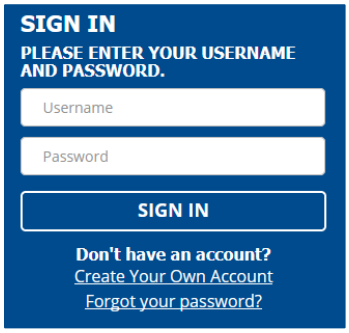
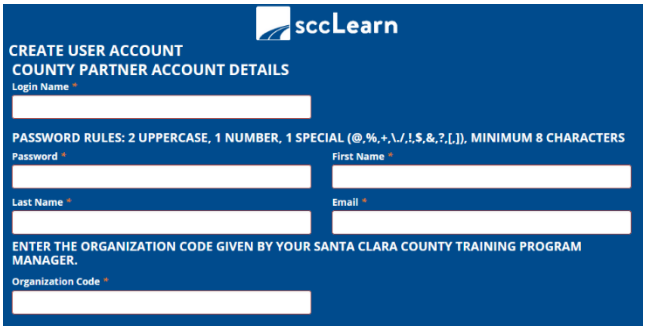
I. Getting Started with sccLearn

Accessing sccLearn

- Using your browser, navigate to the sccLearn URL provided by your County contact. Save this link as a favorite/bookmark so you can quickly access it again.
- At the sign-in window, type in your **Username** (which may be your full business email address) and your established **password**, then click **SIGN IN** to be taken to the **sccLearn Homepage**.





- If you do not remember your password, select **Forgot Password** and follow the prompts to reset your password.
- If you are a first-time user accessing sccLearn, select **Create your Own Account** and enter your details and the **Organization Code** you should have received from your County contact. Please contact them for details if you have not received this information.

The sccLearn Home Page

This is the main page where you can access various features pertaining to your learning.

sccLearn Header Menu and Control panel

The **sccLearn Header Menu** across the top of the page and the **Control Panel** along the left side of the page are always visible/persistent throughout sccLearn so you will always have access to them.

- The **sccLearn Logo/HOME button** (1) will return you to the Homepage from anywhere in sccLearn.
- **Menu options** (on the **Header Menu**) related to your learning and development, your training, profile, and other features can be found under the **SELF** (2) drop down menu.
- **Search** (3) for learning activities (courses, documents, and resources) from the **Header Menu** or the **Search Widget** by typing the term you are looking for. Examples of terms include title, description, author, or keyword.
- **Timeline** (4) located on the **Control Panel,** allows you to view your incomplete learning activities by category, including registered, assigned, critical, upcoming and past due items.
- The **library** (5) also on the **Control Panel**, allows you to browse the repository for learning activities in sccLearn.
- **sccLearn Learner Guide** (6) provides access to this sccLearn Learner Guide document.
- **Training Schedule** (7) displays your past, present, and future learning activities that you are registered for.
- **Training Transcript** (8) provides a link to your completed training, including completion date. Note: Courses completed as part of a certification may only display when the certification itself is expanded to view the completed activities.

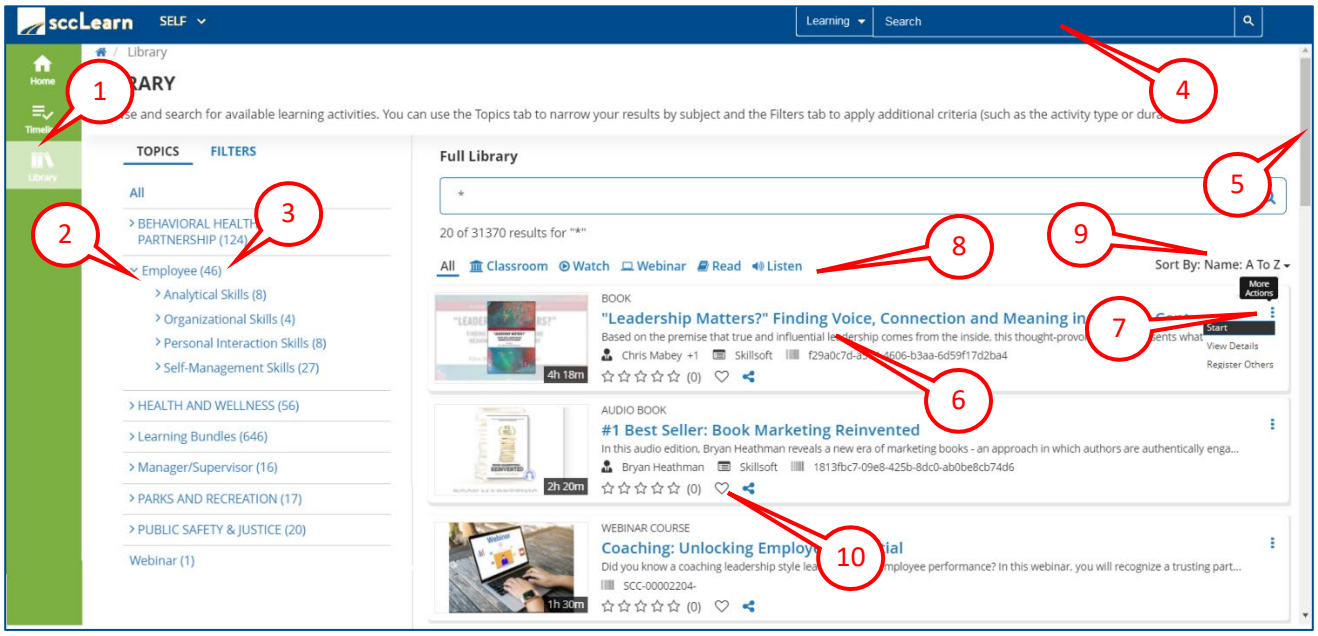
II. Locating and Completing Training

Locating Activities

All training in sccLearn is considered an activity, whether it is an Instructor-led Training (ILT) class being held in a physical classroom or a webinar class being held in a virtual classroom. Self-paced learning in the form of Web-based Training and books are also considered activities.

Locating Activities using the Library Feature

Click on **Library** icon (1) (located on the **Control Panel**) to view the library page arranged by topics. Use the left-hand panel to expand sub-topics (2). Click on the **Topic** (3) to view activities.



Locating Activities using Search Feature

Type the keywords such as the title or topic into the **Search** (4) bar (located on the **Header Menu**). As you begin typing, sccLearn attempts to predict what you are searching for. At any point you can click on the proposed title or press **Enter** to display all of the search results.

Filtering and Refining the Selection

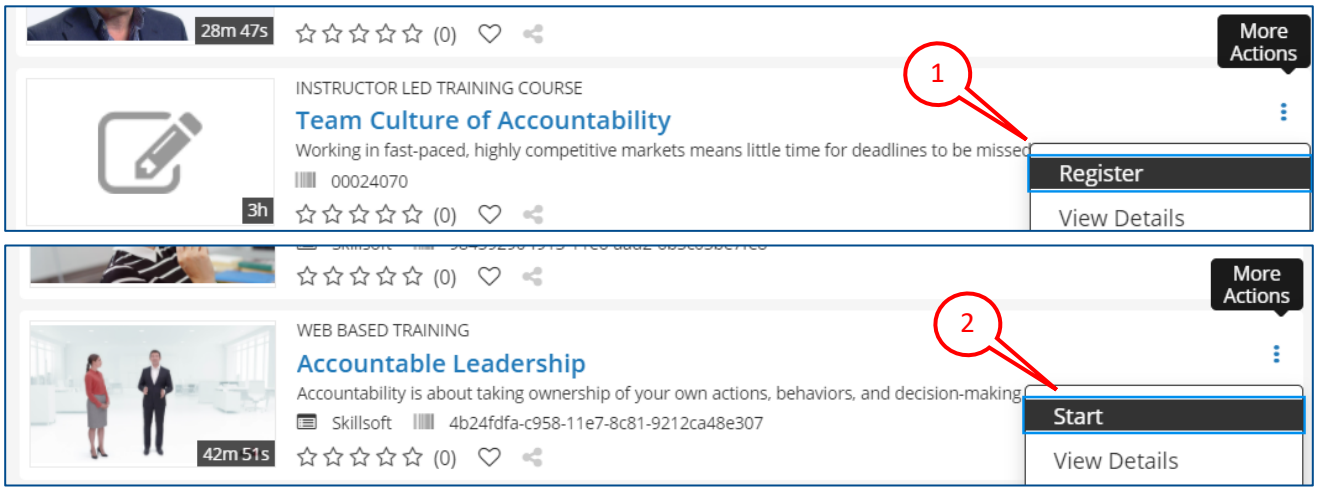
Once you have a list of activities related to your requested keywords, browse the selection using the **scroll bar** on the right (5). To learn more about any activity, click on the **Title** (6). The **More Actions** icon (7) provides more actions based on the selected activity. To further refine the results, click the available **filter** (8) or **Sort** (9) options.

* Click **Favorite (♥)** (10) to add the activity on your homepage favorites section and quickly find it again. This is very helpful for Learning Bundles.

Completing an Activity

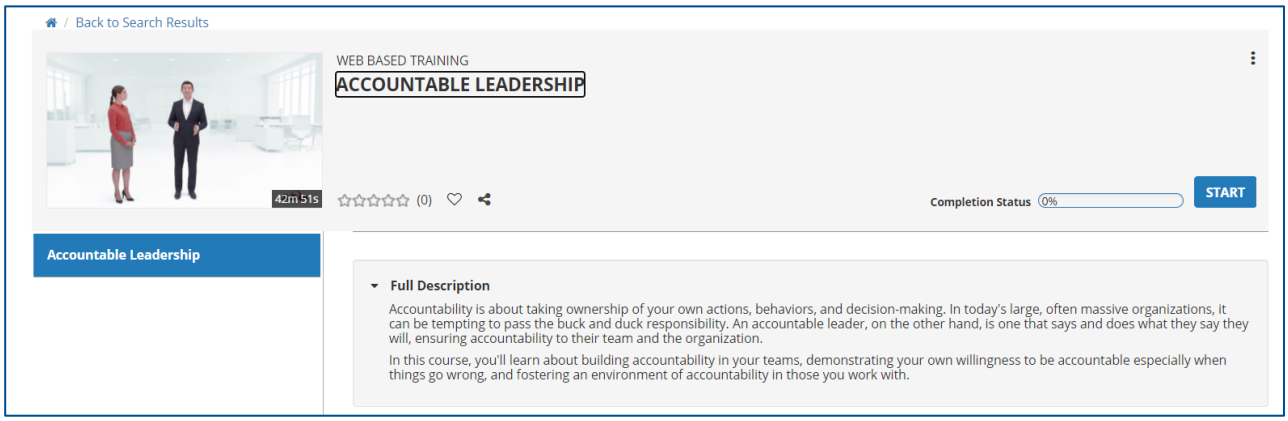
For some activities, you will need to complete a registration process (1), for others, you may be able to **Start** (2) the activity from the **More Actions** icon. For the most part, sccLearn will guide you in the process you need to follow. Examples of activities include:

- Web-based Training - registration **not** required, you will see a **Start** button
- Instructor-led Training - registration required, you will see a **Register** button



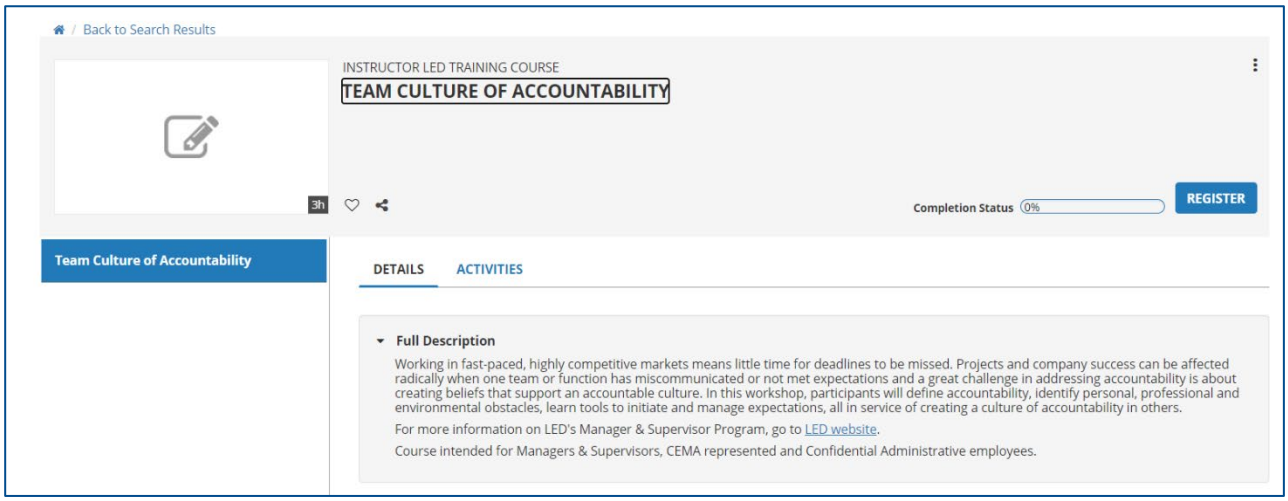
Web-based Training

From the **More Actions** icon or the activity details page, select **Start** to begin the activity.



Instructor-led Training/Webinar

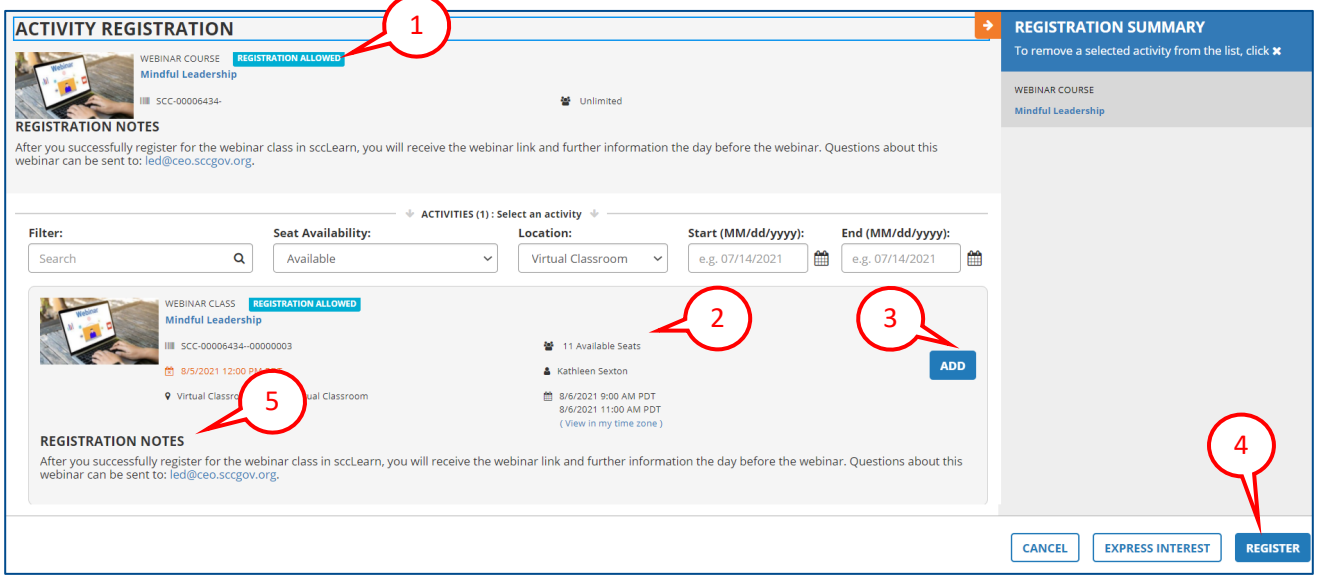
From the **More Actions** icon or the activity details page, select **Register** to select dates to attend the activity.



Based on the class and the availability of seats, sccLearn may provide you with a variety of options such as Registration Allowed; Waiting Lists; Registration Blocked; and the option to Express Interest.

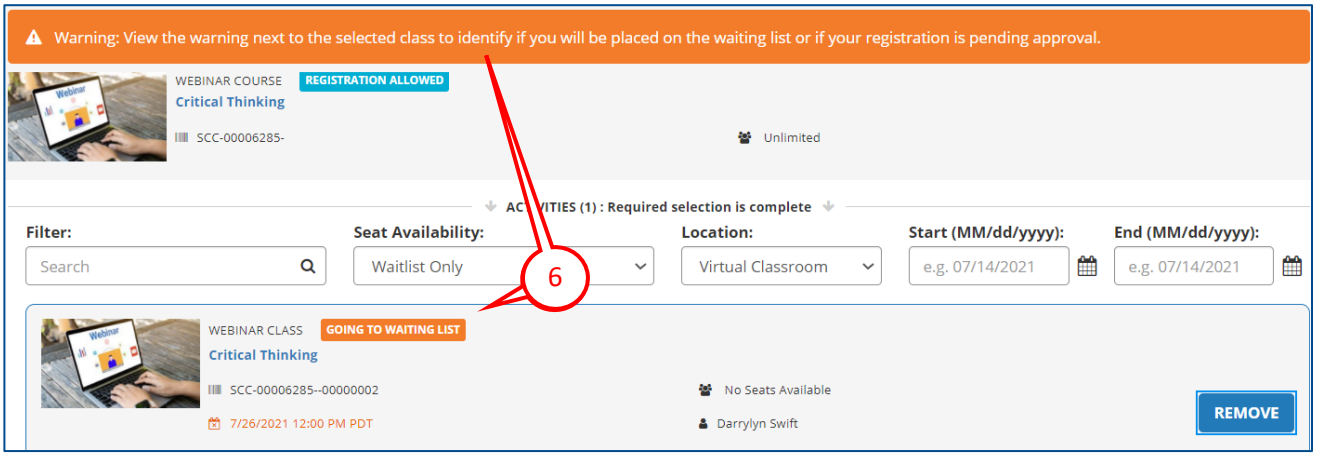
When Registration is Allowed

Look for **Registration Allowed** indicator (1) and the **Available Seats** (2) for the class dates provided. Click **Add** (3) to select the class dates and click **Register** (4). You will receive an email from sccLearn confirming your registration. You may see optional **Registration Notes** (5) providing useful details about the course.



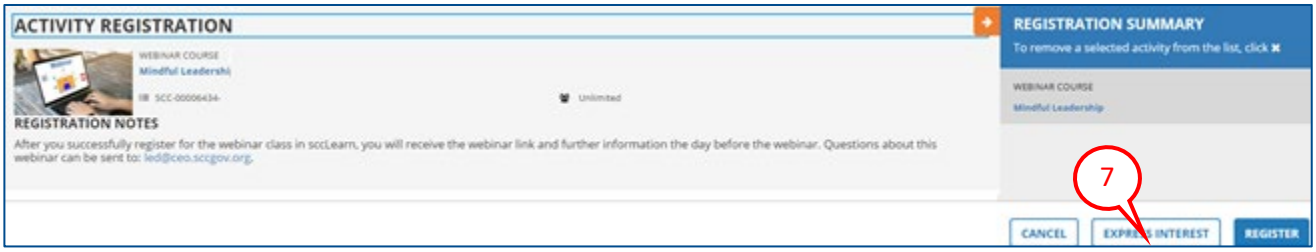
If a Waiting List is Available

Seats will not be available when a class is full. If the class owner has configured a waiting list, you will still be allowed to register for the class and informed that you are being **placed on a waiting list** (6). You will receive a confirmation that you have been placed on a waiting list. If a registered learner cancels their registration, you may be offered the seat by email notification based on the order you registered for the waiting list. If you do not accept the offered seat, the offer will expire, and the seat will be offered to another learner.



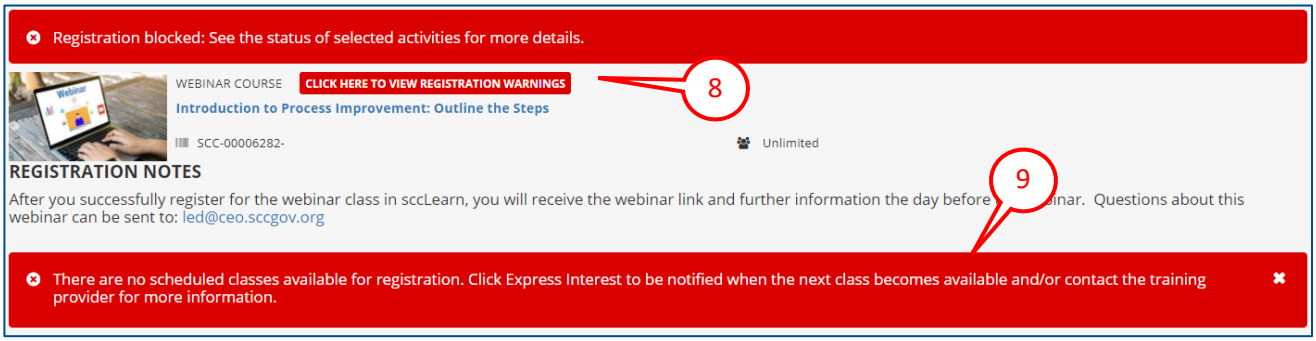
If Express Interest is Available

If the available dates do not work for you, click **EXPRESS INTEREST** (7) if it has been configured. The required comments are for your reference only. Once you have **Expressed Interest** in the course, you will be automatically notified when the next class is scheduled. You will need to register for that next class when notified; the Express Interest feature does not enroll you in the next class.



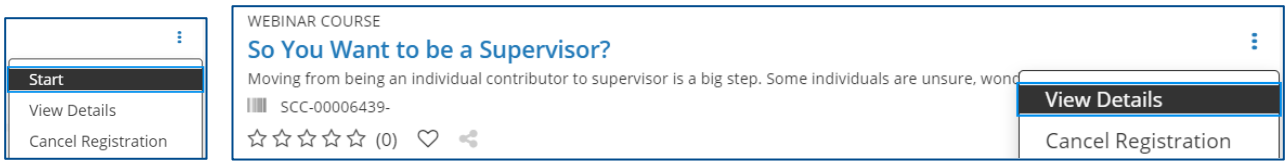
If Registration is Blocked

If a **Registration Blocked** message is displayed, click the highlighted notification message (8) to view the reason (9). Remember, you may still have the option to **Express Interest**.



Dropping / Canceling Registration

Once you have registered or initiated the activity, the **More Actions** icon will provide an option to **Cancel Registration** if you need to do so. Alternatively, you can look for the registered activity on your **Timeline** or **Training Schedule** and **Cancel Registration**.

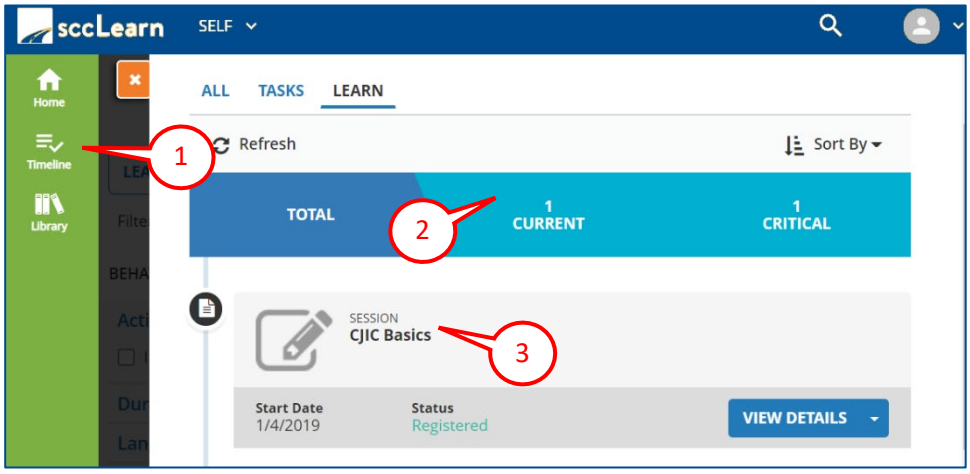


III. Tracking your Training

There are multiple ways to track training that is upcoming and training that has been completed. The Home page is the best way to access most of these features. In addition to the items displayed on the home page, there are buttons to provide additional details.

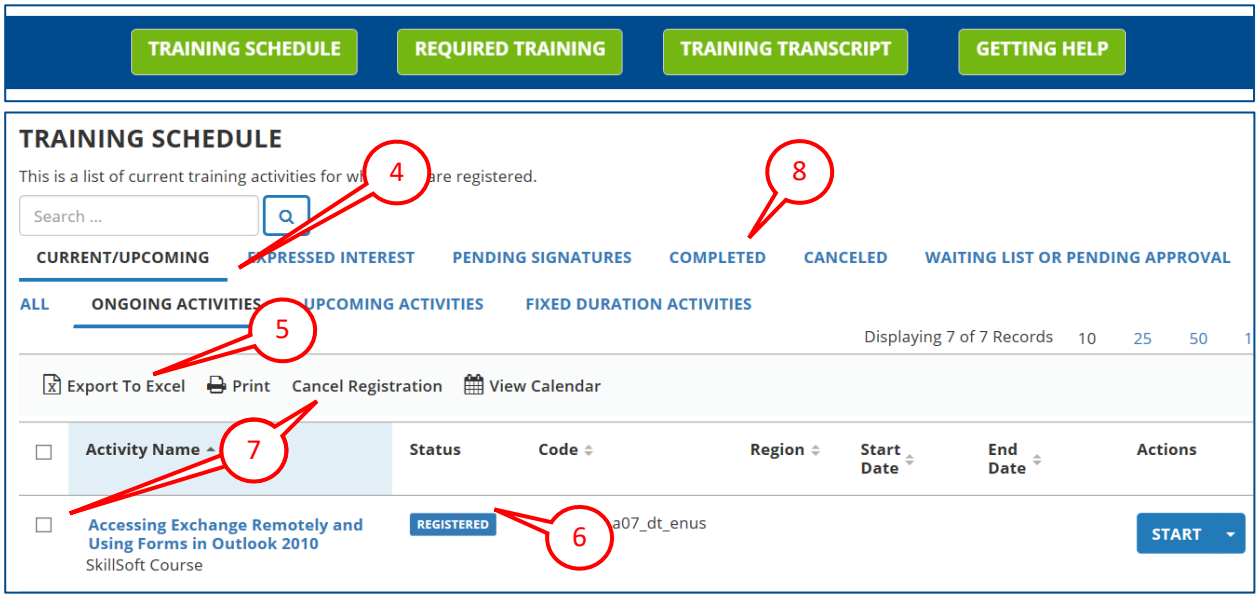
Timeline for Upcoming Training

Any **scheduled training** that you have registered for and assigned training that needs to be completed (such as the Sexual Harassment Prevention Training), will be displayed on your **Timeline** which is accessible from your **Control Panel**. The **Categories** (2) are displayed across the top, with the **Course Details** (3) appearing below the category. The glossary provides a description of categories.



Training Schedule

The **Training Schedule** (accessible from the Homepage button) provides standard categories by which you can filter and view your training activities.



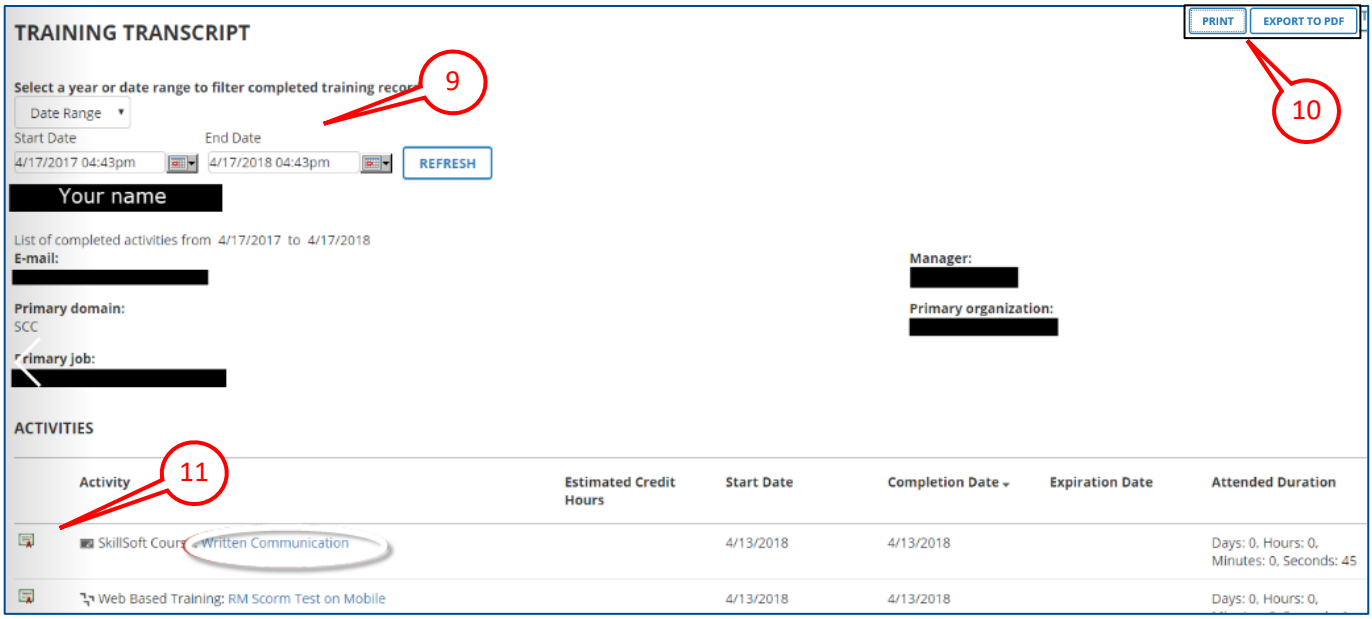
Some points to keep in mind as you explore the Training Schedule:

- The **CURRENT/UPCOMING** (4) category will be displayed. Click on a category to display activities associated with that category. **Export** (5) the details of your Training schedule category to Excel.
- The **Status** (6) of each activity is provided. The glossary provides a description of each status.
- To cancel current/upcoming activities, click the **Selection check box** (7) to the left of the activity followed by **Cancel Registration**.
- The **Completed** (8) category displays your complete training history available in sccLearn. All completed training will show as **Attended**, however the completion details will vary based on how the activity was configured by the owner, so you may not always see a score for a Web-based Training.

Training Transcript and Completion Diploma/Certificate

The Training Transcript (accessed via a homepage button) is a helpful record for showing your completed training activities, including completion date and duration, and includes Web-based and instructor-led training classes since 2012. Select the **date range** (9) to filter the results displayed and **Print/Export** (10) your transcript.

The individual **Diploma/Certificate of Completion** (11) can be printed to provide proof of attendance for successfully completing an individual activity. Activities that were completed as part of a certification may not appear on the transcript however, you can click the certification title to view certification details.



IV. Frequently Asked Questions (FAQ)

How do I create a IT support ticket about a sccLearn issue?

If my Web-based Training doesn't launch?

If I completed a Web-based Training and didn't get credit?

Call **Ask Clara** at 408-970-2222.

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.

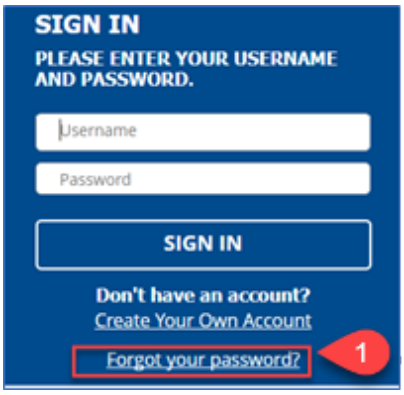
How do I reset my password? Why am I having issues with resetting my password?

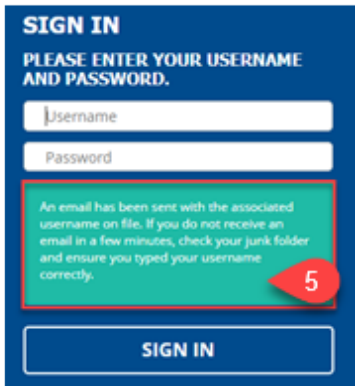
When external users attempt to reset their passwords, a password reset confirmation e-mail will be sent to the address used to create the account.

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. Access the original login link provided to you by your County contact to access the login page.

1. 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).



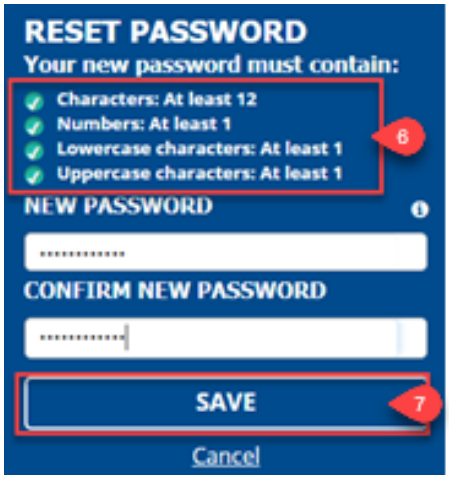


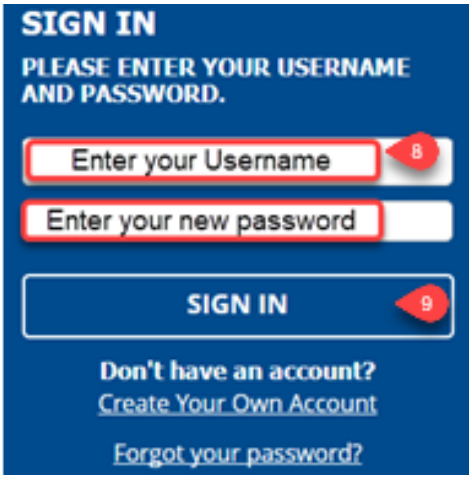
NOTE: It can take several minutes for the email message to come be sent. Please also check any spam or junk folders to ensure you receive the message.

2. 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.

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=

3. 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.





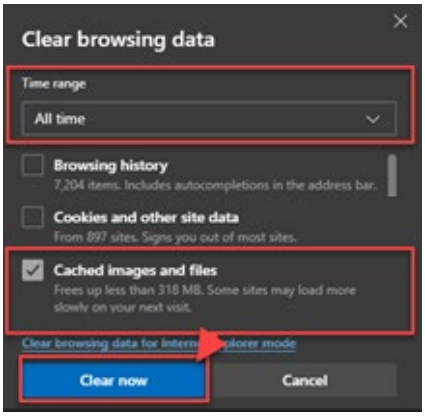
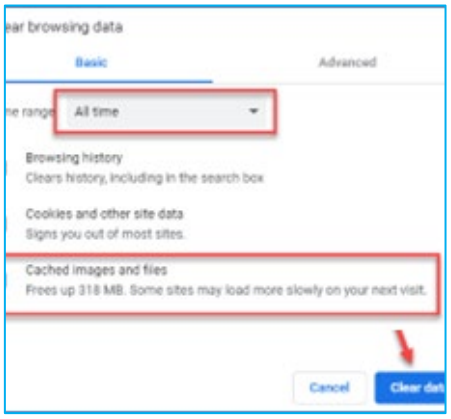
Why am I experiencing issues accessing or progressing through my required trainings?

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.

How do I resolve Caching Issues with my Browser?

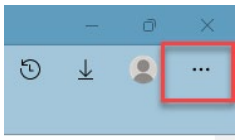
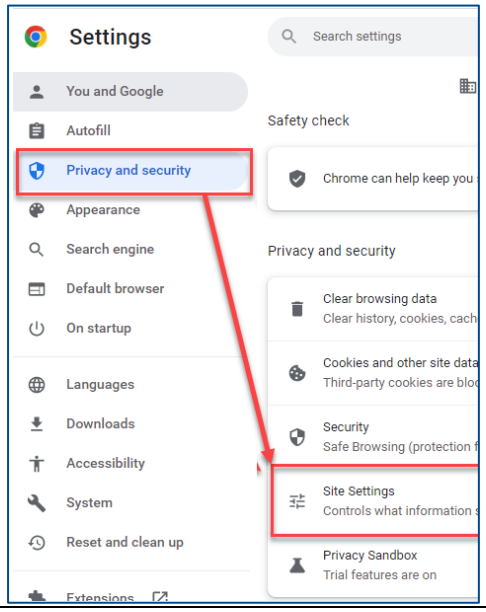
Clearing the cache and cookies for your browser is an important first-step in troubleshooting your browser experience. The process is similar across browsers but with a slightly different user experience.

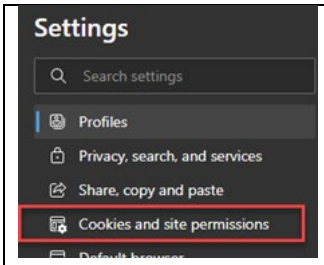
1. For any browser press **CTRL + SHIFT +DELETE** on your keyboard simultaneously. You will automatically be directed to a "clear browsing data" menu in your browser.
2. Follow the next steps according to the browser you are using.

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**

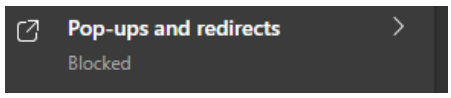
How do I manage/disable Pop-Up Blockers on my browser?

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.

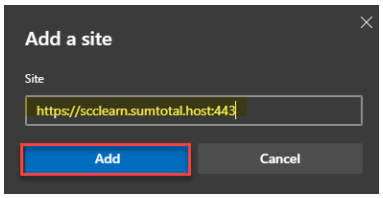
Microsoft Edge	Google Chrome
1. Access your Settings in the top right corner and select the ellipses.  2. Towards the bottom, select **Settings** and then **Cookies and site permissions** 	1. Access Chrome Settings 2. Select Privacy and Security and then Site Settings. 



3. Scroll down to **Pop-ups and redirects**.



4. Select Add and Enter:

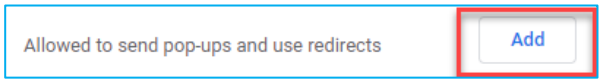


https://scclearn.sumtotal.host:443

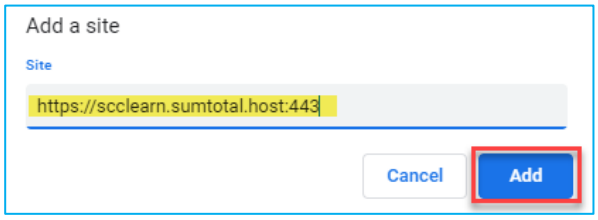
5. Select the blue **Add** button.

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.**



How do I obtain an Organization Code?

Contact the Department that assigned the training.

How do I know what training I need to complete?

Contact the Department that assigned the training.

How do I navigate the training that I need to complete?

Contact the Department that assigned the training.

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.

Are reminder e-mails sent when a deadline for my training is approaching?

For approaching deadlines of classes (Instructor-led Training and Webinar), a reminder notice is sent both 7 calendar days and 3 calendar days before the class. For required certifications, you will generally receive a notification 30 days and 7 days before the certification is due. For non-required Web-based Training classes, there are no end dates for these classes and therefore no notices to complete are sent.

Why did I receive a "No Show" status for a class?

For classes that you have registered for but did not attend, you may receive a "No Show" status for the class. You will be notified of this status via email notification. Contact the Department that assigned the training if this was not correct.

Where is my history of completed training? How far back the records go?

Your history of already completed courses can be found on your Training Schedule (accessed via a homepage button) under the completed category or on your Training Transcript and Completion Diploma/Certificate. You should see your records going back to 2012.

Is sccLearn mobile friendly?

Mobile access on cellphones is not yet available.

Why is my completed class is not showing on my transcript?

Please allow time after the completion of the class for the department sccLearn administrator to mark your attendance. Once this has been completed, the class should appear on your transcript for you to print you diploma. If the class is associated with a certificate or curriculum, it may not appear as an independent item in your transcript. To view items associated with certificates, click on the title to view all the completed components or view your completed activities on your Training Schedule.

Is there a "grace" period to complete a required class that doesn't fit my schedule?

Contact the Department that assigned the training.

V. Glossary of Terms and Icons

Activity

Includes Instructor-Led Training classes, Web-based Training, and other resources available in sccLearn.

Cancel/Drop Class

Once you have registered for an activity, you have the option to cancel your registration so that it no longer appears as an in-progress/future activity for you to complete.

Certificate of Completion

Refer to Diploma

Class (Instructor-led Training (ILT) or Webinar)

An activity in sccLearn which is an "offering of" a course. The ILT class is typically completed in person. The Webinar class is typically completed via an online platform such as zoom. Classes may be completed in a single day or have multiple sessions occurring over multiple days.

Course (Instructor-led Training (ILT) or Webinar)

The name of the learning activity which provides details such as description and duration. A course is typically associated with several classes which provide the specifics such as date, time and location.

Diploma

Also known as a Certificate of Completion. You diploma is your record of completion for your activity. The diploma can be printed from your Training Transcript.

Express Interest

When a class is not currently scheduled for a course, you are interested in, or you are not available to attend the scheduled dates, you can Express Interest to be notified of a future class offering.

Icons

	More Actions - available when displaying search or library results. The icon will be located beside an activity. Click the icon to view additional options available to you.
	Add to Favorite - available when displaying search or library results, as well as viewing details of the activity. Click the icon to add the activity to your My Favorites on your homepage. This is particularly helpful for returning to Learning Bundles as you cannot register for them, nor do they appear on your training schedule.
	Share Activity - available when displaying search or library results, as well as viewing details of the activity. This is helpful if you would like to share the activity with a colleague. Click the icon for the URL which you can simply copy and share.
	Diploma (Certificate of Completion) - available on the training transcript and allows you to view your Diploma.
	Attempt History - located on completed Web-based activities and allows you to view your previous attempts at completing the activity.

Registered Training/Registration

You may enroll in a class that is open for registration. Registered training is training that you have registered yourself for. As seats may be limited, registering for the class would ensure you were able to secure a seat in the class.

Session

An occurrence of a class (i.e. day 1 of a two-day class). You will typically need to attend all sessions to complete the class.

Status

The status of any activity may be shown as:

ATTENDED	for completed activities (Web-based, Instructor-led or Certifications)
CANCELED	for activities you have canceled/dropped
IN PROGRESS	for online activities that have been started, but not completed
PENDING APPROVAL	for activities that your registration requires an approval for
REGISTERED	for activities registered for but not yet started
WAITLISTED	for activities that you are on the waitlist for

Timeline

Timeline allows you to view your incomplete learning activities by category:

TOTAL	all in progress, registered, or assigned activities
CURRENT	registered/in-progress
UPCOMING	registered activities that have a scheduled date and time
PAST DUE	overdue
ASSIGNED	required or recommended
CRITICAL	expiring in the next 30 days and organized by due date
REQUIRED CERTIFICATIONS	Assigned training that has been flagged as a certification

Training Schedule

Your training schedule lists all of your training history in sccLearn. The activities are organized in categories such as current in-progress training, cancelled training, completed training, etc.

Training Transcript

Your training transcript lists all of the training you have completed in sccLearn. Activities that were completed as part of a certification may not appear on the transcript however, you can click the certification title to view certification details.

Web-based Training (WBT)

Self-paced learning courses that you can complete independently.