

Common Troubleshooting and FAQs for Learners

1. Where do I go to log in?

Type in your web-browser <https://alameda.sumtotal.host/> to get started.

2. How do I log in?

Alameda County Employees

The first time you access the **Sign In** page, you will be prompted to select the **Manual Login** or **Network ID Login**. Alameda County employees should select **Network ID Login** which is the ability to use your computer's username and password to automatically log into the SumTotal LMS System. Check **Remember my selection** to bypass this page in the future. If the automatic log-in does not work, please select the **Manual Log-in** and enter the username default password below.

Default Username: **County work email address**

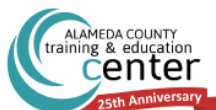
Default Password : **Employee ID Number**

The site you are trying to access requires you to sign in.
Select your provider to login.

MANUAL LOGIN

NETWORK ID LOGIN

☐ Remember my selection



20.1.5.3

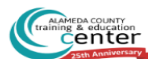
SIGN IN
PLEASE ENTER YOUR USERNAME AND
PASSWORD.

Username

Password

SIGN IN

[Forgot your password?](#)



20.1.5.3

Copyright © 2004-2020 SumTotal Systems, LLC. All rights reserved. SumTotal Systems, the SumTotal Systems logo and Talent Expansion are a partial list of the trademarks or federally registered trademarks of SumTotal Systems, LLC. All other company and product names are the property of their respective owners. | [Terms of Use](#)

Alameda County Employees (reset your Network ID Login email address)

For Alameda County Employees if your **Network ID Login** which is the ability to use your computer's username and password to automatically log into the SumTotal LMS System does not work you will need to update your email information on the Alameda County System (HRMS). **PLEASE NOTE THAT ANY UPDATES TO YOUR EMAIL WILL TAKE UP TO 24 HOURS TO PROCESS.**

3. My email is incorrect in the LMS, how do I update this information?

To update email in HRMS type in http://alcoweb/main_app/entry.jsp into your browser.

The screenshot shows the @coweb website homepage. At the top is a search bar labeled "Search ALCOWEB" with a "GO" button. Below the search bar is a navigation menu with tabs: "For You", "For Work", "Go Green", "About the County", and "Contact Us". The main content area is divided into several sections. On the left, there is a "News & Events" section featuring a "ConnectAC" logo and a "Coronavirus COVID-19" announcement. The central section contains "For You" (with links to compensation and benefits), "For Work" (with links to ALCOLINK and SLEB), "About The County" (with links to demographics and maps), and a "Telephone Directory" with search fields for last name, first name, and department/keyword. On the right, there is a "Quick Links" section with a "Set Profile" link. At the bottom, there is a "Documents TEST / Forms" section with a search bar and a "New Document Center" link.

Select **For You / Self Service / HR & Payroll**.

This screenshot shows the same @coweb website homepage, but with the "Self Service" menu expanded. The "Self Service" menu is located on the left side of the page and includes links to "Training", "Compensation & Benefits", "Retirement", "Programs", "Employment", and "Commuting". The "HR & Payroll" link is highlighted. The rest of the page content, including the search bar, navigation menu, and main content sections, remains the same as in the previous screenshot.

This will take you to the **Alcolink HRMS** login page.





System Availability

System is available 24 X 7

EXCEPTIONS

SUNDAYS	6:00 AM - 10:00 AM
PAYWEEK MONDAYS*	5:30 PM - 10:00 PM
WEDNESDAYS	7:00 PM - 11:00 PM

Note: *If Payweek Monday falls on a holiday, the system will not be available on Payweek Tuesday between 5:30 PM and 10:00 PM.

HRMS Login

User ID

Password

[Forgot/Reset Password?](#)

Information

For any ALCOLINK HRMS issues:
Contact ITD Help Desk at 510-383-5000 (x35000) or via email support@acgov.org

For Employee Benefits information:
[Alameda County Employee Benefits Center](#)

Log in using your County credentials. You will have access during the system availability schedule.

System Availability

System is available 24 X 7

EXCEPTIONS

SUNDAYS	6:00 AM - 10:00 AM
PAYWEEK MONDAYS*	5:30 PM - 10:00 PM
WEDNESDAYS	7:00 PM - 11:00 PM

Note: *If Payweek Monday falls on a holiday, the system will not be available on Payweek Tuesday between 5:30 PM and 10:00 PM.

Select the **Work Email** icon.

Employee Self Service

Timesheet 	Benefits 	Payroll  Last Pay Date 06/12/2020
Total Rewards  Total Rewards 2019	Work Email  Claudio.Lane@acgov.org	Change My Password 
Help Resources 		

Select your name and update your email information and click on **Save**.

The screenshot shows a 'Work Email' management interface. At the top, there's a table with columns 'Email ID', 'Email Type', and 'Primary Email'. The first row contains 'Claudio Lane@acgov.org', 'Business', and a checkmark. Below this, a modal window titled 'Email Address' is displayed. It has a 'Cancel' button on the left and a 'Save' button on the right. Inside the modal, it shows 'Email Type: Business' and an empty text input field for the 'Email Address'.

You have now updated your email in the HRMS system.

Non-County Users

Click here - [Non-County Employees Log In](#)

Select **Create Your Account** and fill in your Contact and Optional information. Create a username and password. After your profile has been created **please allow 24 hours before you can access the site.**

When creating a user account, please make sure to enter all the information that is marked with an *. It is recommended you set your Login Name to your email address. In the employee ID field please do not delete the prefix. Only add the 3 digits after the prefix "EX - " to create your employee ID number.

The screenshot shows a blue registration form titled 'ACCOUNT DETAILS'. Below the title, it says 'ENTER YOUR EMAIL ADDRESS AS YOUR LOGIN NAME AND CREATE A PASSWORD.' There are two input fields: 'Login Name *' and 'Password *'. Below these, it says 'PLEASE ENTER 3 DIGITS FOR THE SYSTEM TO CREATE AN ID FOR YOUR PROFILE.' There is an 'Employee ID *' field with a prefix 'EX-'.

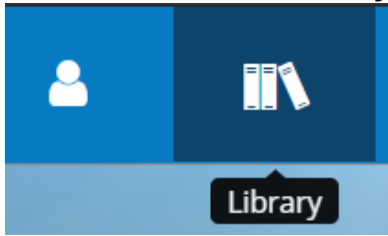
4. I can't find or register for a class.

These might be browser issues. Please check these items.

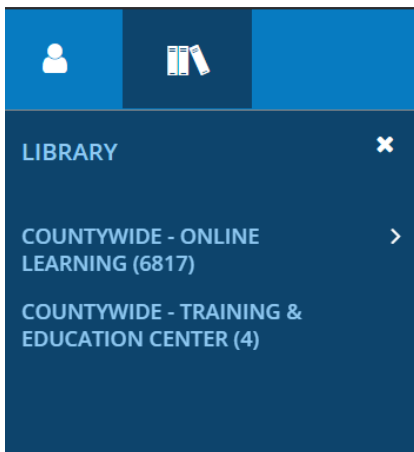
- ❖ Make sure you have pop-ups enabled for your SumTotal website.
- ❖ Clear your browser cache.
- ❖ Check with your system administrator to make sure you're using a compatible browser.
- ❖ It may also be an issue with the activity itself. Contact your training coordinator and email **aclearningcenter@acgov.org** and let us know about the

problem.

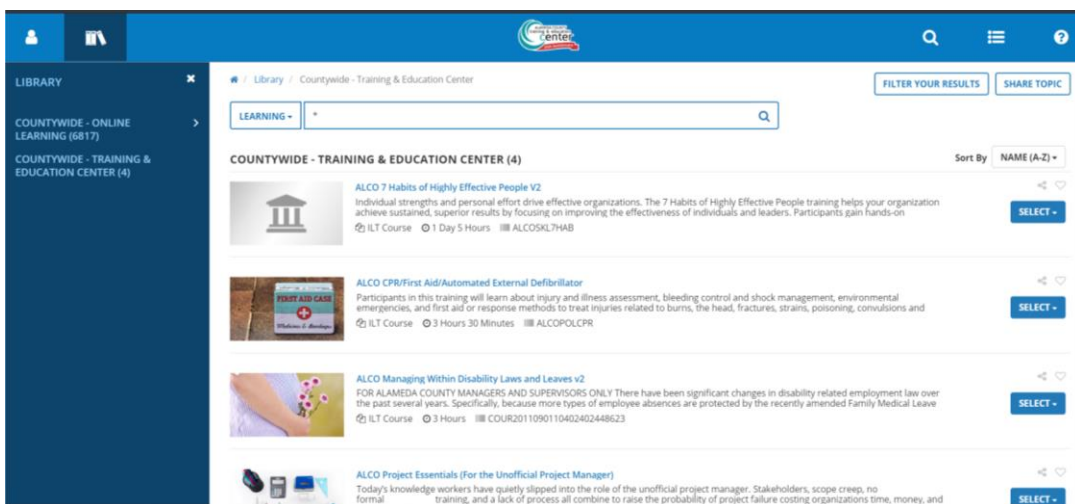
After you have checked these areas, navigate to My Learner Dashboard and select the **Library** icon.



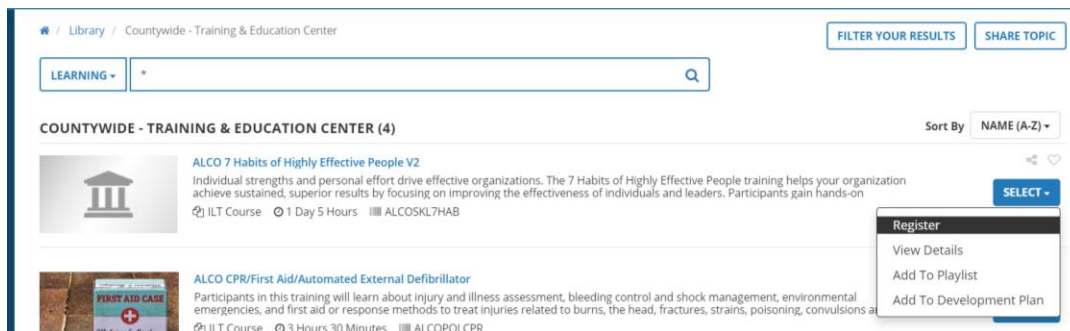
From the library sub menu, select the type of training you are looking for. Different users will have access to different libraries.



A list of offerings will populate on the screen. Search for your class. If you do not see your class listed, please type in the class or course name in the search box.



Once you have found your class please click on **Select / Register**.



5. My supervisor can't approve my training because the wrong supervisor is listed.

All information in the system is uploaded nightly from the central Human Resources database. You will need to contact your HR representative and request this change.

6. I want to cancel out of a class.

On occasion, you may have to cancel a registration for an ILT activity “(course/class/...)” you cannot attend. If you foresee this, please self-cancel. To self-cancel, return to your dashboard, navigate to **Learning > Training Schedule**, then click **Cancel Registration** next to the activity you wish to cancel.

Self-cancellations are accepted without penalty, provided there are at **least eighteen (18) calendar days before the activity** date. You may also seek to send a substitute, someone to attend in place of you, with their supervisor’s approval by contacting aclearningcenter@acgov.org.

Late Cancellations

When no notice is received or notice is received less than eighteen (18) calendar days before the activity date, you still may seek to send a substitute with their supervisor’s approval, without a penalty or forfeiture.

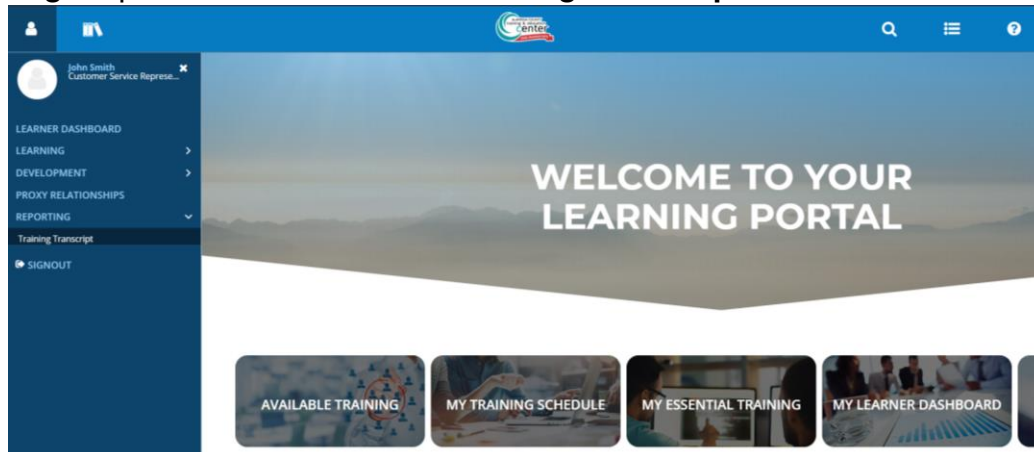
The transcripts of persons failing to timely cancel registration or provide a substitute will be marked as a “Late Cancellation” and assessed a fee as follows:

- For No-Fee ILT Sessions: the applicable No-Show penalty fee based upon the session length; or
- For Fee ILT Sessions: forfeit the full cost of the session.

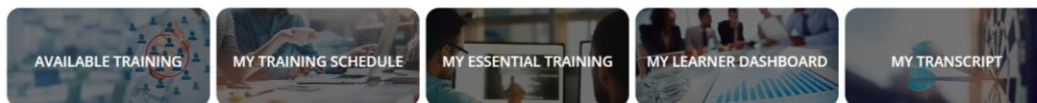
Late cancelation fees will be charged to your department.

7. How do I access my transcript?

From the Learner dashboard, click on the **Self** icon (click on your organization icon located on the **top** middle of the page to return to the homepage). Navigate to the **Reporting** drop down menu. Click on **Training Transcripts**.



You can also access your transcripts from your home page. On the lower icons click on **My Transcripts**.



8. I clicked the online course but the activity isn't launching.

These might be browser issues. Please check these items.

- ❖ Make sure you have pop-ups enabled for your SumTotal website.
- ❖ Clear your browser cache.

For technical issues, please contact

<http://support.skillport.com/livehelp/passthrough.asp>

or 1-866-754-5435.