

ALAMEDA COUNTY TRAINING & EDUCATION CENTER



Learning Management System Learner's Guide



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WELCOME to your new Learning Management System (LMS) Sumtotal Platform. This **Learner’s Guide** has been created to give you the best way to take advantage of the Training & Education Center’s Learning Management System (LMS), using the SumTotal Learning Management platform. There are various ways we envision you using this guide; however, our intention is to create a simple and user-friendly process to enhance your experience.

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Introduction

Getting Started with the Learning Management System (LMS)

Logging on to ALCO SumTotal

Type in your web-browser alameda.sumtotal.host to get started.

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 the **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.

Username: County work email address

Default Password : Employee ID Number

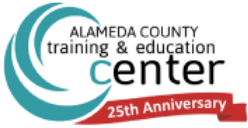
The site you are trying to access requires you to sign in.
Select your provider to login.

→

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

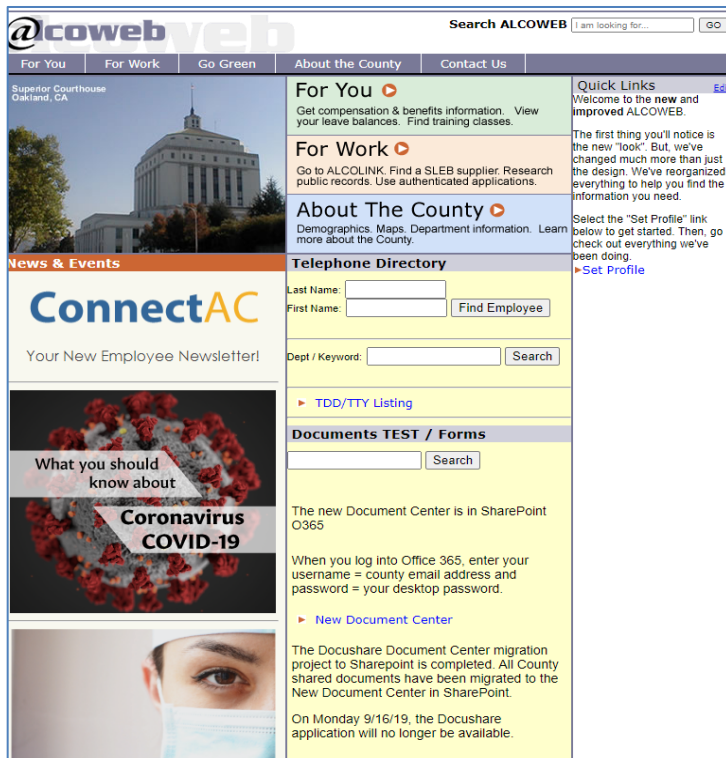
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Alameda County Employees (reset your Network ID Login email address)

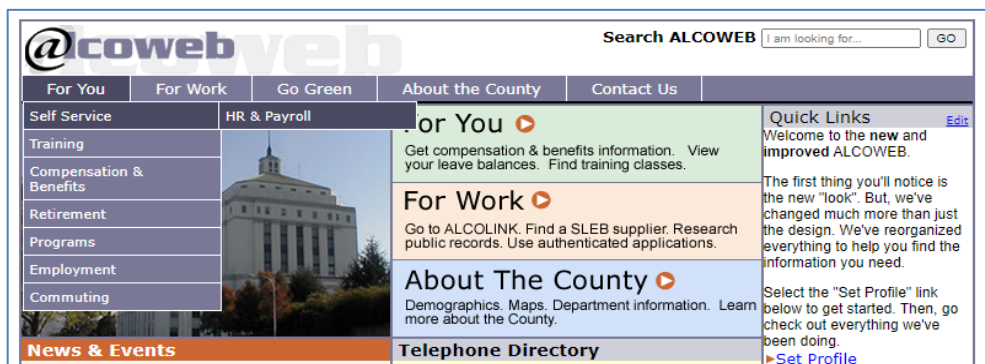
For Alameda County Employees if your Network ID Login which is the ability to use your computer's username and password to automatically log into the SumTotal LMS System does not work you will need to update your email information on the Alameda County System (HRMS). PLEASE NOTE THAT ANY UPDATES TO YOUR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

Update Email in HRMS:



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



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



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

Example: jdoe

Password

Password

[Forgot/Reset Password?](#)

Sign In

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

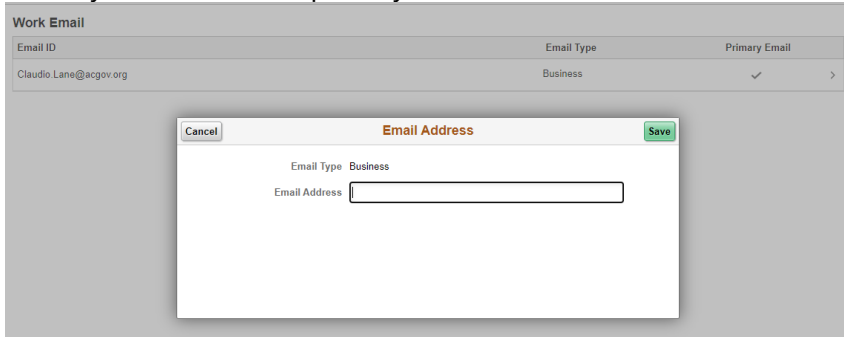
Change My Password



Help Resources



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



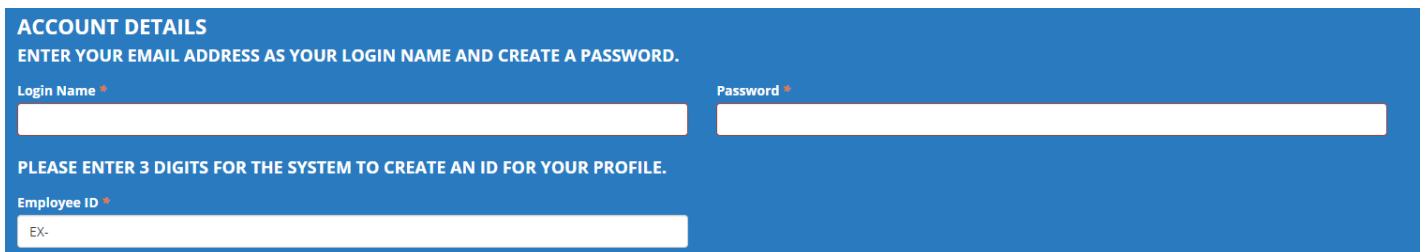
You have now updated your email in the HRMS system.

Non-County Users

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

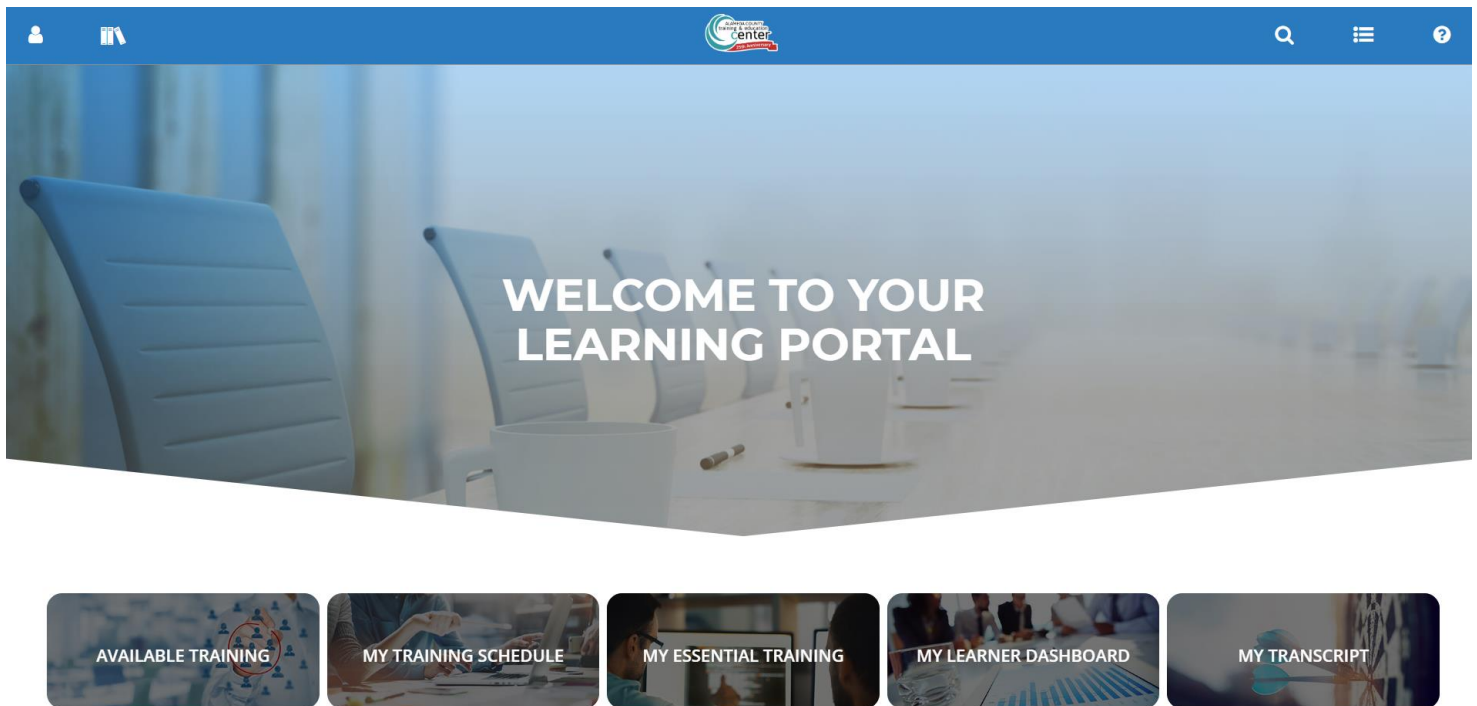
Select **Create Your Account** and fill in your Contact and Optional information. Create a username and password. After your profile has been created **please allow 24 hours before you can access the site.**

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.








Navigating the Home Page

After you log in, your dashboard should resemble the following:




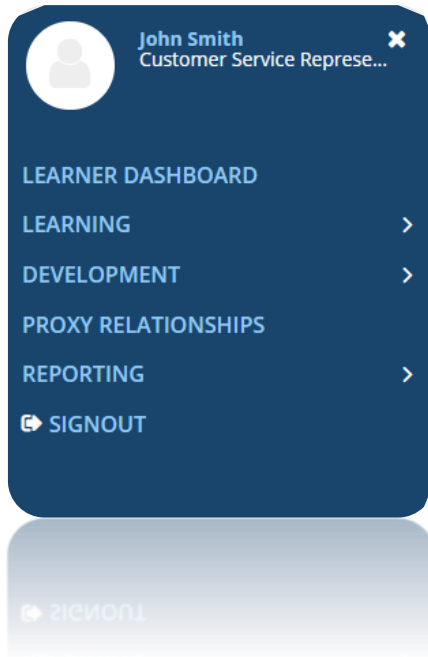
Understanding User Roles and Menus

	<ul style="list-style-type: none">View your Timeline to see what tasks you need to accomplish, including assigned trainings.
	<ul style="list-style-type: none">Use Enterprise Search to keyword search information including Live Instructor Led Trainings, Online Courses, learning activities, virtual sessions or menu items.
	<ul style="list-style-type: none">Access the Library to browse for training.
	<ul style="list-style-type: none">Use the Self (icon) to navigate to a variety of pages that allow you to update your account information, access your Training Schedule, Transcripts, track your assigned training, manage development plans, and much more.
	<ul style="list-style-type: none">Not sure where to begin? Click the Self icon to begin a guided walkthrough.

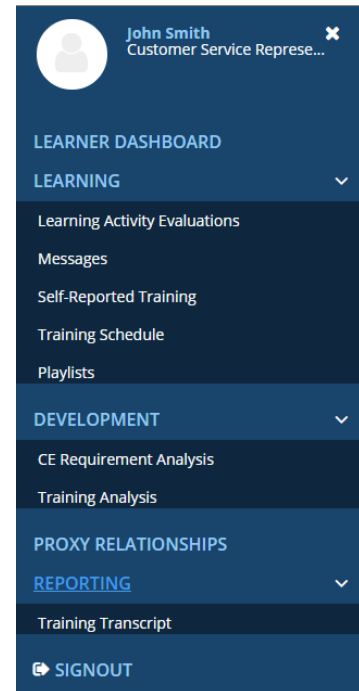
Depending on your role, permissions, and licenses, you may not have access to every menu icon or option.

Clicking on the icon opens a menu structure with sub-menus and role-specific pages.

For example, if you click the self icon , a menu like the following displays on the left-hand side of the page:



Click the sub-menus to expand the category and view a list of additional available pages. For example: See screenshot to the right for expanded categories.



You can access some of your sub-menus from the icons located at the bottom area of your dashboard home page.



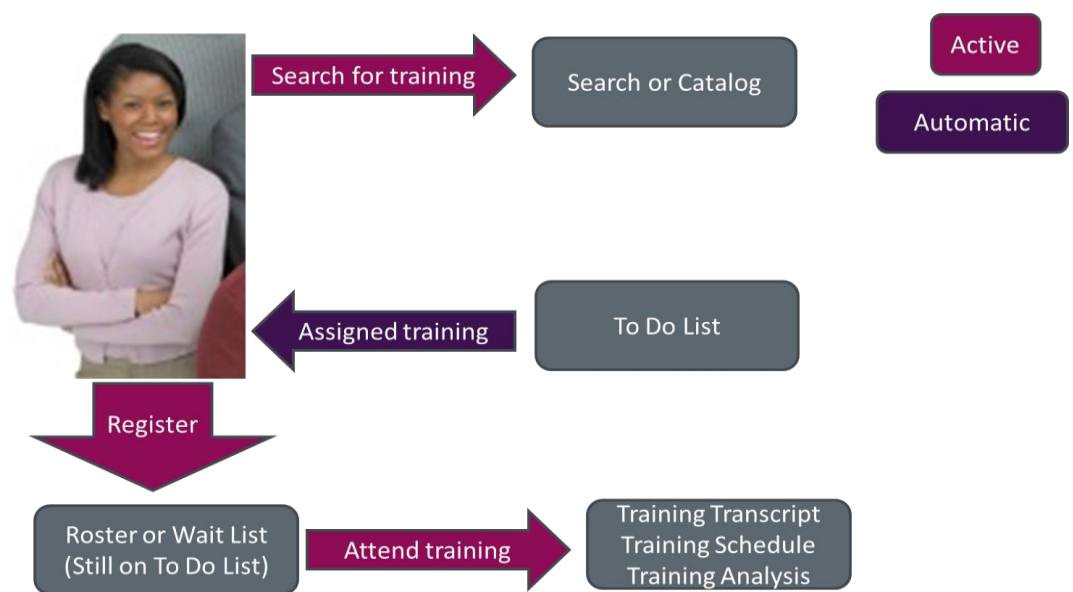
Working as a Learner

In This Chapter

- [Learner Overview](#)
- [Navigate the Learner Dashboard or Learning Focused Dashboard](#)
- [Common Troubleshooting and FAQs](#)

Learner Overview

Overview Map



You + Training = Learning

The basic workflows for the system revolve around you either finding your training or being automatically assigned training. You may also take control of your training by searching for training options provided by the County or specific departments.

Learning activities are any training opportunity available to you, including digital resources or e-learning modules that you can download and complete at your own pace, a live webinar scheduled by a trainer, or an instructor-led course at a specific location.

Navigate the Learner Dashboard

The screenshot shows the Learner Dashboard interface. The top navigation bar includes a user profile icon, a menu icon, the Alameda County Training & Education Center logo, a search icon, a list icon, and a help icon.

The main content area is divided into two sections:

- MY LEARNING**: Features a large yellow circle with the number '0' and a list of training activities with counts:
 - CRITICAL: 0
 - ASSIGNED: 0
 - CURRENT: 0
 - UPCOMING: 0
 - REQUIRED CERTIFICATIONS: 0
- AVAILABLE ACTIVITIES CALENDAR**: Displays a calendar for June 2020. The current date is Thursday, June 11, 2020. A message states: "No activities matched your search request." The calendar grid shows dates from Sunday to Saturday, with the 11th highlighted in green.

Dashboards are personalized pages that provide you with quick access to personal, team, or company information.

Available Activities Calendar

The **Learner Dashboard** displays both a Calendar and List view of activities with defined start and end dates. This includes both activities with offerings (like an Instructor-Led Training (ILT) course) as well as activities that learners need to complete within a specified time frame (like a Curriculum).

AVAILABLE ACTIVITIES CALENDAR

< JANUARY 2018 >
[VIEW ALL](#)
Friday, January 19, 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3

Offering of Public Speaking Workshop

MULTI-DAY

SELECT

Building Exciting Presentations

MULTI-DAY

SELECT

Public Speaking Essentials

MULTI-DAY

SELECT

My Learning

To get to the Learner Dashboard click on the **SELF** icon then **LEARNER DASHBOARD**.

[Home](#) / [Learner Dashboard](#)

MY LEARNING

TRAINING ACTIVITIES

0

 CRITICAL

0

 ASSIGNED

0

 CURRENT

0

 UPCOMING

0

 REQUIRED CERTIFICATIONS

AVAILABLE ACTIVITIES CALENDAR

< JUNE 2020 >
[VIEW ALL](#)
Friday, June 12, 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

No activities matched your search request.

The **Training Activities** circle graphic displays the total number of tasks (assigned, registered, and/or in-progress). The list beside the graphic breaks your assignments down into task types:

- **Critical:** All assigned or registered activities, certifications, and/or recertifications with either upcoming or past deadlines within the "critical" period of 10 days before they are due and 30 days after they become overdue.
- **Assigned:** Assigned training that the user has not yet registered for or started. Once the user registers or launches the activity, it moves to the Upcoming or Current task type.
- **Current:** Any (1) registered activity with a start date equal to or earlier than the current date, or (2) any in-progress activity without a start date (such as online courses or documents).
- **Upcoming:** Any registered activity with a start date occurring after the current date.
- **Required Certifications:** Assigned certifications and recertifications that the learner needs to complete (either by the due date or expiration date).

Only current enrollments and open requirements display. The **Learner Dashboard** does not show completed training or acquired certifications unless they are decertified, expired, or due to expire within a critical training period.

From here, you can click the **My Learning** graphic or a specific task type to view the corresponding filter in your Timeline (for example, if you click **Critical**, it sends you to the Timeline's **Learn > Critical** tab).

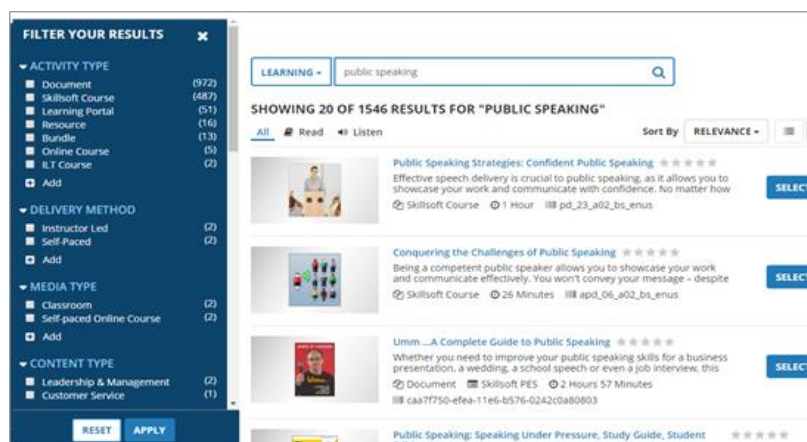
Learning Library and Registration

The Library is a collection of learning activities organized by topics and subtopics.




Selecting the Library icon will display a topic you have access to. Simply select the link of interest which will display learning activities.

Learning Searches

You can use the Library to search for learning activities, such as an Instructor Led Training, a curriculum, a video, or an online course.



From the initial search page, you can view the activity name and (if applicable) description, estimated duration, course type, and activity code. You can:

- Click the activity's name to view a summary.
- Click  to make the item a favorite or click  to remove it from your favorites.
- Click  to open the **Share Activity** popup. From here, you can click **Copy Link** to copy the activity's direct URL and paste it wherever needed (such as an email or direct message). This feature is not supported on the iPad.
- Use the **Select** split button to perform available tasks.

Additional options will vary on the type of activity but may include the ability to:

❖ **View Details**

❖ **Register for a Session**

❖ **Add Items to Playlist**

❖ **View Recommended Activities**

❖ **Share Topics with Others**

❖ **Launch an Activity:** Use the **Start** or **Launch** button to complete online learning. There are two general types of launchable activities:

- Self-paced online activities, such as courses, documents, or videos. You can launch these at any time.
- Scheduled online sessions, such as a Teams, Zoom, or WebEx meeting or Virtual lab. You can only launch these up to 30 minutes (depending on system settings) before the scheduled start time.

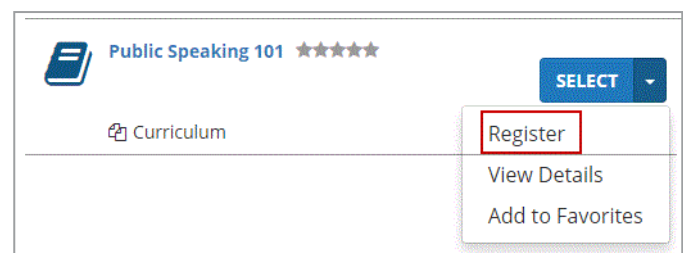
Registration

After you locate a learning activity that interests you, click **Register** to sign up for it. Not all activities require registration. Instead, click **Start** or **Launch** to directly begin the activity.

As a learner, once you find an activity you need only click **Register**.

If you don't see the **Register** option.

- The activity may not require registration. Click **Start** to immediately **Launch** it.
- The activity may be a "Curriculum" type, which means it contains other activities within it. Click **View Details** to access the activities.



- If none of the above work, then access may be limited to specific users. Or, if you've already completed the activity once, it may not allow you to retake it. If you think you should be able to access the activity and cannot, contact aclearningcenter@acgov.org for County-wide sessions and your departmental learning administrator for department-specific offerings.

Alameda County Employee - Registration Approval

When registering for activities, you may need to get approval from a manager or qualified approver before your registration can be finalized. The system will automatically send an approval request via e-mail to the assigned approver(s) as soon as you attempt to register for an activity requiring approval.

You will know that approval was requested because you'll see an alert message that says, "Requires Approval." After you **Submit** your registration, your registration status on your **Training Schedule** will change to Pending Approval. An e-mail notification will alert you to whether your registration request is approved or denied.

Approval from your manager or qualified approver will include approval of any applicable fees. Fees will be shown in the **Library** and **Details** of an activity.

Non-Alameda County - Registration Approval

For non-Alameda County employees, you will not need to get approval from a manager or qualified approver before your registration can be finalized, unless your Agency has a development partnership with the Training & Education Center. If you are eligible for any discounts, they will display during registration.

Payment

Once a learner registers for an activity, if it has any costs attached to it, you'll be prompted to identify additional information about payment options before access will be approved.

Alameda County Employees with the permission of their manager or qualified approver may participate. The Training & Education Center processes internal payments through an administrative voucher.

Non-County learners will receive an invoice via e-mail that can be paid online by check or credit card.

Cancellation of Registration

On occasion, you may have to cancel a registration for a learning activity 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, provided there are at **least eighteen (18) calendar days before the activity** date. You may also seek to send a substitute with their supervisor's approval by contacting aclearningcenter@acgov.org.

Late Cancellations

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

The transcripts of persons failing to timely cancel registration will be marked as a "Late Cancellation" and assessed a fee as follows for Instructor Led Training (ILT):

- 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.

No-Show Fee

Anyone who does not show up for an ILT will be marked as a "no-show" on their transcript and will forfeit the cost of the session or incur a "no-show" penalty fee, per the chart below.

INSTRUCTOR-LED TRAINING LENGTH	NO-SHOW PENALTY FEE	
	No-Fee Activity	Fee Activity
Half-Day (4 hours or less)	\$75	Full Activity Fee
Full-Day (5 - 8 hours) and Series	\$150	Full Activity Fee


Late Arrivals

ILT sessions begin and end on time. Please be advised that while parking, traffic conditions, and connection issues may vary, a late arrival, fifteen or more minutes, may result in non-admittance to the session and forfeiture of any fees.

Accessing Training Transcript

Your Training Transcript contains a list of all your completed training, including completed and waived activities. The report displays:

- Your user properties;
- Activity completion;
- Self-reported training completions; and
- Continuing Education (CE) completions

The information that displays depends on your settings. You may be able to view details such as score, grade, and estimated credit hours. In the Header menu, click  to access your Learner's Dashboard. Then, navigate to **Reporting > Training Transcript**. Transcripts can be printed or exported to a PDF.

Training & Education Center

Scheduling

The Center endeavors to provide regularly scheduled training activities that meet users' needs and interest however, due to low enrollment or other unforeseen circumstances, we must reserve the right to cancel training. In such cases, you will be notified as soon as feasible via e-mail and may choose to have any registration fees either credited for one year or applied to that session's next offering, subject to your manager's approval, as required.

Feedback on Learning

The ALCO SumTotal LMS lets you provide feedback on the activities you participate in with the County. After completing an activity, depending on its settings, you will be asked to rate the activity or to complete an evaluation on sessions' content, facilitation, training staff, and equipment.

Learning Activities

You may want to rate a learning activity or provide feedback after completing it. You will be asked to provide a rating of 1 (poor) to 5 (great) and comment on your completed learning activities. Navigate to **Learning > Training Schedule** then, select **Completed** tab. The **Rating** column displays a set of five stars and the text "Please rate."

TRAINING SCHEDULE								
This is a list of learning activity structures that you have completed. To view individual learning activities, go to the completed activities view.								
<input type="text" value="Search ..."/> <input type="button" value="Q"/> <input data-kind="parent" data-rs="2" type="button" value="?"/>								
CURRENT/UPCOMING EXPRESS INTEREST COMPLETED CANCELED WAITING LIST OR PENDING APPROVAL								
Displaying 1 of 1 Records 10								
<input type="button" value="Export To Excel"/> <input type="button" value="Print"/> <input type="button" value="View Calendar"/>								
<input type="checkbox"/>	Activity Name	Status	Start Date	Completed Date	Score	Grade	Passed	Rating
<input type="checkbox"/>	Working with SumTotal Learn as a Learner Document	ATTENDED	1/13/2016	1/13/2016				<div><div>★ ★ ★ ★ ★</div><div>Please rate</div></div>

Note: You can also rate an activity from the **Activity Details** page for that specific activity. The process is the same as described here.

Session Evaluations

An evaluation is an anonymous assessment assigned to a learning session. Your responses will assist the Training Center in evaluating the effectiveness of our programs, staff, and provide insight for our continued advancement in how to best serve our users. Our evaluations focus on the content of a class, the delivery of the content, or the resources/tools provided to aid with the delivery of the training content, and facilitation.

You can view your evaluations from the **Learning Activity Evaluations** page, by navigating there from Learner's Dashboard for pending evaluations to complete. You can use the **Search** box or the **View** list to narrow your options to complete pending evaluations by clicking **Start**.

Common Troubleshooting and FAQs

The following is a list of Frequently Asked Questions (FAQs) and concerns that may arise when using ALCO SumTotal LMS as a learner, along with suggested solutions. This list will be updated as needed. If you are still having problems, please contact your learning administrator or aclearningcenter@acgov.org.

- **Completed a course but it's not being marked as "complete."**
- **Clicked the Start button, but the activity isn't launching.**

These both occur due to browser issues.

For courses that aren't showing as "complete," please allow 30-60 minutes for the system to update completion data. If it's still displaying as incomplete, then try the following options:

- ❖ Make sure you have pop-ups enabled for your SumTotal website.
- ❖ Clear your browser cache.
- ❖ Make sure you're using a compatible browser such as Internet Explorer, Edge, Firefox, Chrome or Safari.
- ❖ If the activity allows you to submit a completed request for it, try that.
- ❖ It may also be an issue with the activity itself. Contact your learning administrator or aclearningcenter@acgov.org.

- **Can't register for or access an activity.**

Try the troubleshooting options in the above issue, as this could be a browser issue.

- ❖ If you've taken this activity before, it may have a maximum attempt limitation. Once you hit that number of attempts, you can't take the activity anymore.
- ❖ Some activities have expiration dates, subscription lengths, or access duration limits. Once expired, you cannot access the activity anymore.

If you are required to complete this activity and cannot, please talk to your learning administrator or aclearningcenter@acgov.org.

- **Must exit a course before completing it. How do I pick up where I left off?**

This depends on the activity type.

- ❖ Some training has a Bookmarking feature in the menu bar that you can use to mark your place. When you reopen the training it automatically picks up where you left off.
- ❖ A navigation panel allows you to jump forward or back as needed. Note the name of the last section you completed and, when you reopen the training, click on the section directly following that.
- ❖ For some, your only option is to quickly click forward through the pages or videos.
- ❖ If the activity contains quizzes, most training saves your responses, but some do not. You may need to re-take them. If this is a persistent problem (such as if the course is too long to reasonably complete in a single sitting), you should contact your administrator to suggest including bookmarking or save features.

- **Followed the instructions in the user guide, but I still can't access a page or perform a certain task.**

Most pages and tasks are controlled by security permissions set by your administrator. If you're unable to do something, it's probably because you don't have the proper permissions. If you don't have access to a page and think that you should, talk to your learning administrator or aclearningcenter@acgov.org.

- **Who is my learning administrator and how do I contact them?**

This varies by department within the County, but this person's contact is listed on the landing page for your department. If no one is listed then, contact aclearningcenter@acgov.org for assistance.

Customer Support

If you need additional help, please contact the Training & Education Center at aclearningcenter@acgov.org, or visit us online at trainingcenter.acgov.org for County-wide sessions/offerings. For questions regarding departmental offerings, please contact your Departmental Training Representative.

Suggestions and Feedback

We value your feedback on our performance support materials. Please forward any comments on this manual to the Training & Education Center at aclearningcenter@acgov.org.