Common Troubleshooting and FAQs for Learners

1. Where do I go to log in?

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

2. I forgot my username and password. How can I reset it?

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 : Learning1!

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.

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

Select the **Work Email** icon.

Select your name and update your email information and click on **Save**.
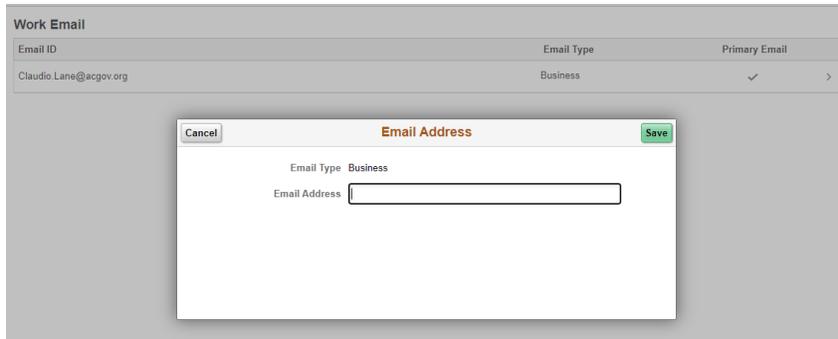
You have now updated your email in the HRMS system.

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.

3. 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.
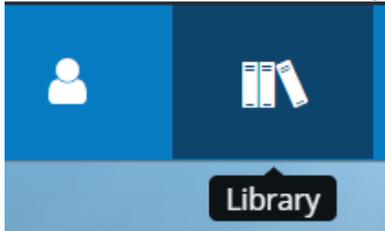
From the library sub menu, select the type of training you are looking for. Different users will have access to different libraries.
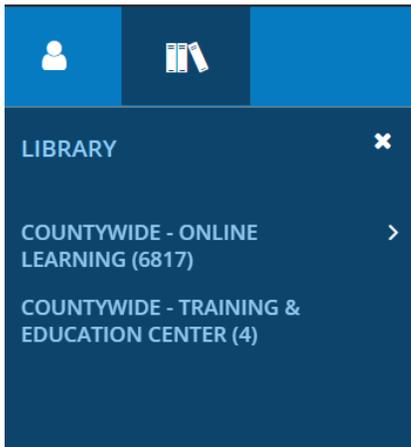
A list of offerings will populate on the screen. Search for your class. If you do not see your class listed, please type in the class or course name in the search box.

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

4. My supervisor can't approve my training because the wrong supervisor is listed.
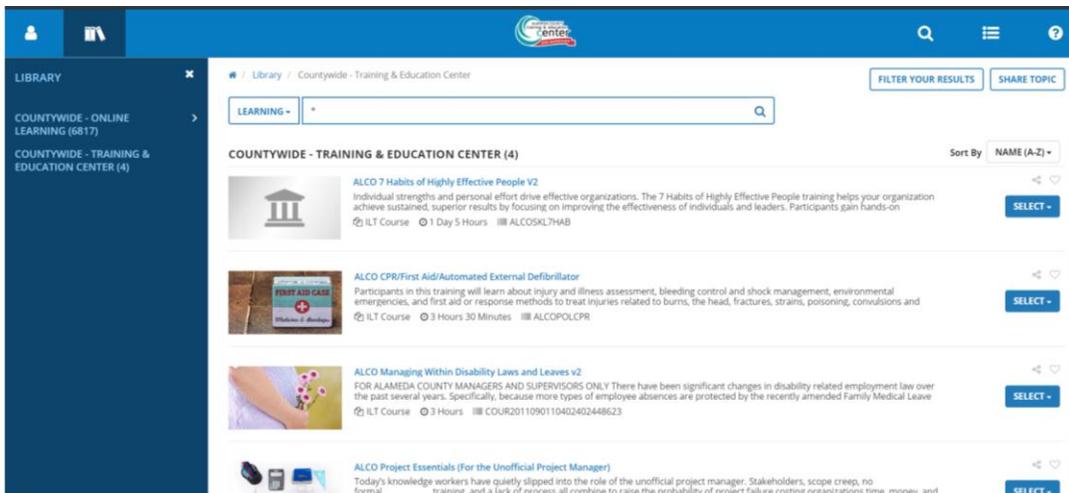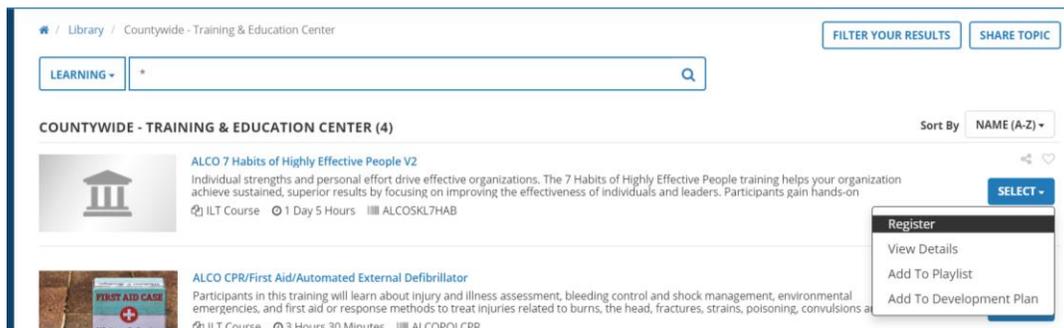
All information in the system is uploaded nightly from the central Human Resources database. You will need to contact your HR representative and request this change.

5. 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.

6. 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**.
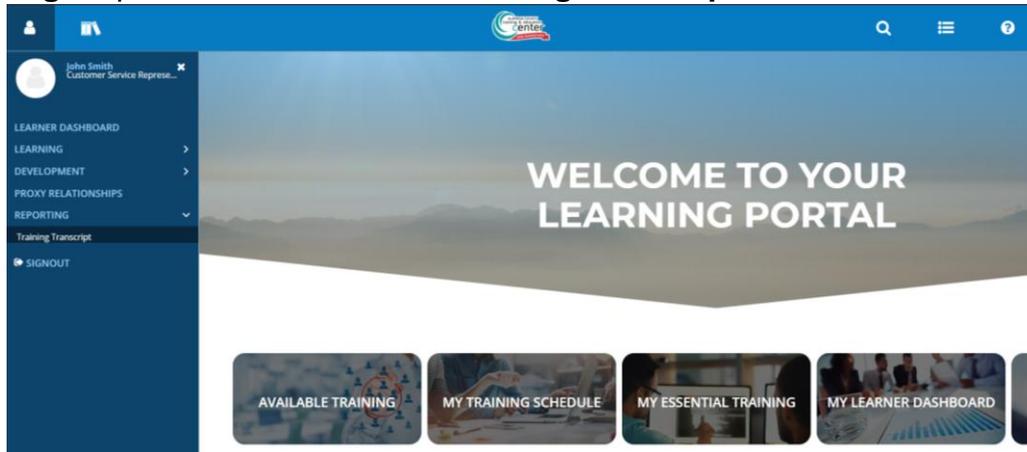
You can also access your transcripts from your home page. On the lower icons click on **My Transcripts**.
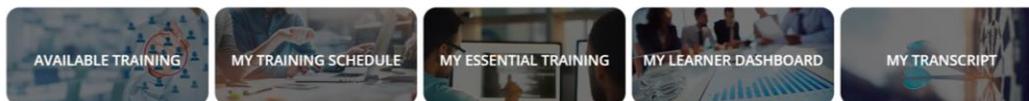
7. I clicked the online course but the activity isn't launching.

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.