



# Common Troubleshooting and FAQs for Learners

## 1. Where do I go to log in?

Type in your web-browser [alameda.sumtotal.host](http://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!**

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](http://alcoweb/main_app/entry.jsp) into your browser.

The screenshot shows the Alameda County @coweb website homepage. The header includes the @coweb logo, a search bar for ALCOWEB, and navigation tabs for For You, For Work, Go Green, About the County, and Contact Us. The main content area is divided into several sections: 'For You' with links to compensation and benefits; 'For Work' with links to ALCOLINK and SLEB suppliers; 'About The County' with links to demographics and maps; 'Telephone Directory' with search fields for last name, first name, and department/keyword; 'Documents TEST / Forms' with a search field; and 'Quick Links' with a 'Set Profile' link. A 'News & Events' section features a 'ConnectAC' newsletter sign-up and a 'Coronavirus COVID-19' announcement. A 'What you should know about' section highlights the new Document Center in SharePoint O365, noting that the DocuShare application will no longer be available as of Monday 9/16/19.

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

This screenshot shows the same Alameda County @coweb website homepage, but with the 'Self Service' menu open. The menu is located on the left side and includes options for Training, Compensation & Benefits, Retirement, Programs, Employment, and Commuting. The 'HR & Payroll' option is highlighted, and the 'For You' section is expanded to show 'Get compensation & benefits information. View your leave balances. Find training classes.' The rest of the page content 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](mailto: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**

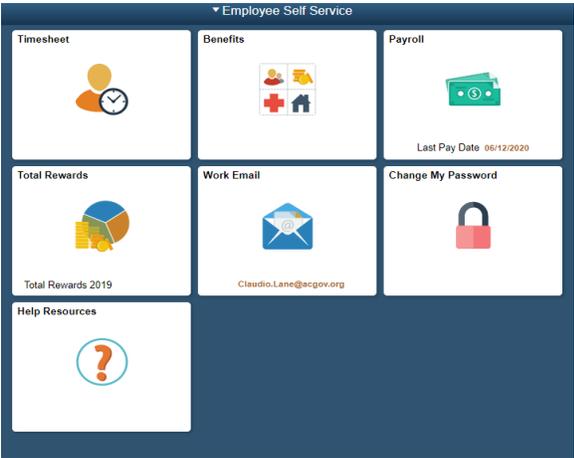
System is available 24 X 7

**EXCEPTIONS**

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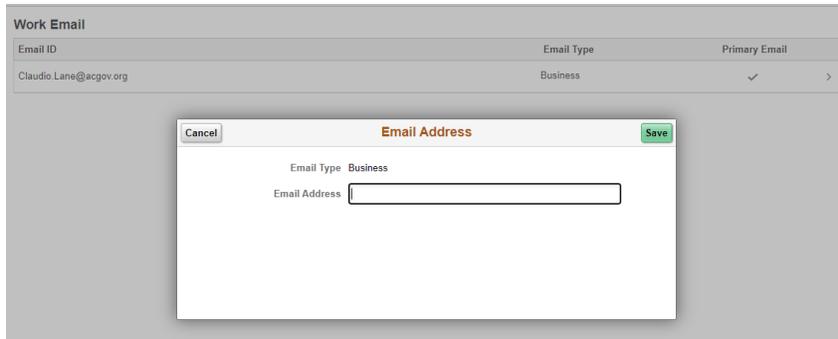
Select the **Work Email** icon.



Employee Self Service

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

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.**

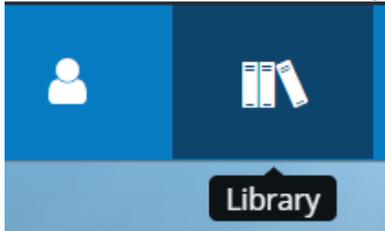
When creating a user account, please make sure to enter all the information that is marked with an \*. It is recommended you set your Login Name to your email address. In the employee ID field please do not delete the prefix. Only add the 3 digits after the prefix "EX - " to create your employee ID number.

## 3. I can't find or register for a class.

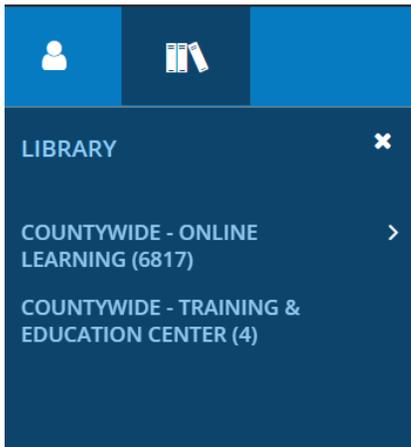
These might be browser issues. Please check these items.

- ❖ 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\*\*](mailto:aclearningcenter@acgov.org) and let us know about the problem.

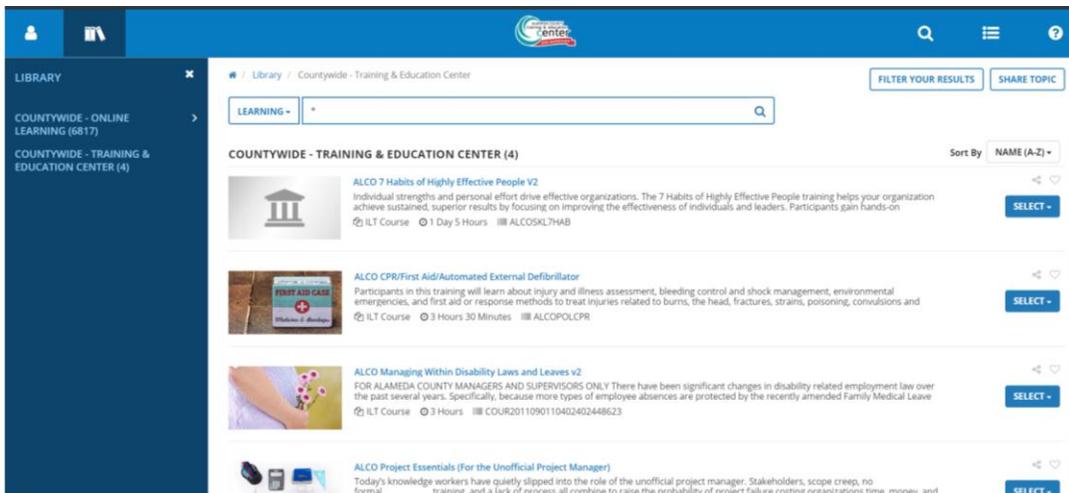
After you have checked these areas, navigate to My Learner Dashboard and select the **Library** icon.



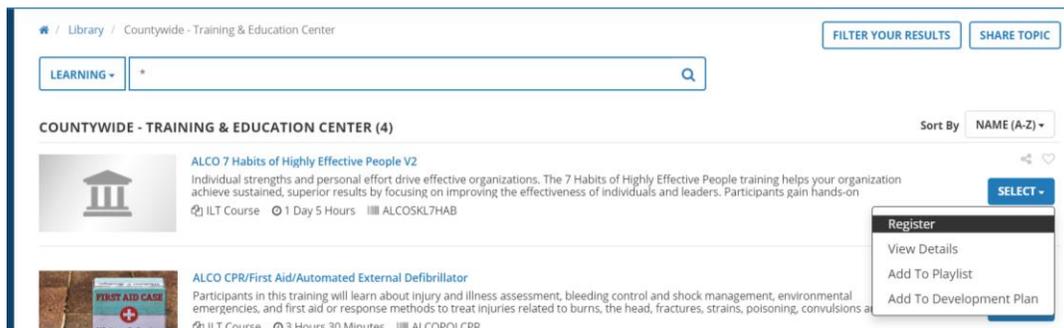
From the library sub menu, select the type of training you are looking for. Different users will have access to different libraries.



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](mailto: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.

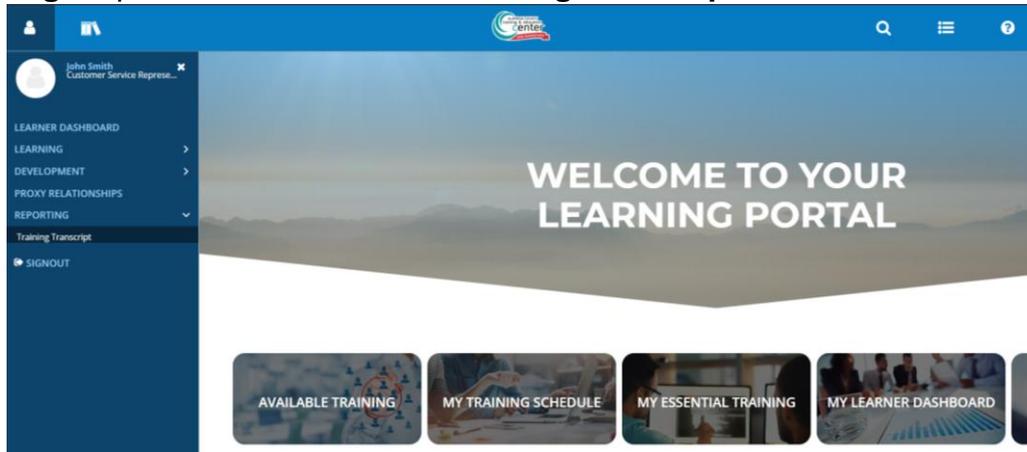
The transcripts of persons failing to timely cancel registration or provide a substitute will be marked as a “Late Cancellation” and assessed a fee as follows:

- 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.

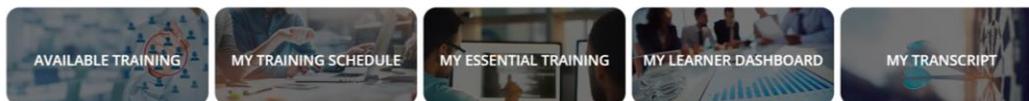
Late cancelation fees will be charged to your department.

## 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.**