

# Training registration and user guide for the Alameda County Training & Education Center

Thank you for your interest in our learning offerings at the Alameda County Training & Education Center. Self-registration is available through our [learning portal](#). Keep reading for a guide on how to register.

## Index

### *Non-county learners*

<u>Create a profile</u>	<u>2</u>
<u>Find courses</u>	<u>5</u>
<u>Register for a course</u>	<u>7</u>
<u>View your training record</u>	<u>8</u>
<u>Update your information</u>	<u>9</u>

### *Alameda County employees*

<u>Sign in with your password</u>	<u>10</u>
<u>Understand your homepage</u>	<u>11</u>
<u>Navigate the site</u>	<u>12</u>
<u>Learn the enrollment process</u>	<u>14</u>
<u>View general account information</u>	<u>15</u>
<u>Update your information</u>	<u>16</u>
<u>View your training record</u>	<u>17</u>
<u>Create your learning plan</u>	<u>18</u>

### *Alameda County supervisors*

<u>Approve employee enrollments</u>	<u>19</u>
<u>View employee training records</u>	<u>20</u>
<u>Update supervisor status</u>	<u>20</u>

## Non-county learners

### *Create a profile*

Alameda County Learning Center is our registration homepage. You will be able to browse the course catalog without logging in however, registration will require you to return to the home page to create a new user profile. We suggest that first time visitors create a profile immediately.

**Alameda County Learning Center**  
"Your gateway to learning"

[Login](#) [Contact Us](#) [Help](#)

**Catalogs**  
Course Catalog  
Program Catalog

### Welcome to Alameda County Learning Center Registration Site!

You can browse our course catalog for descriptions of individual courses and/or program catalog for series of courses without logging in.

#### Registration and Login Information

Alameda County Employees:  
For your first login, your user ID is your county ID number and the password is the first letter of your first name (capitalized), first four letters of your last name (lowercase) and your employee ID number.  
Example: Mary Smith, User ID: 012345, Password: Msmit012345.

Non-County Users:  
If you are not an Alameda County employee and have not yet registered to this site, click on the following link: [New User Profile Set-Up Page](#). Once you have completed this process, you will receive an email confirmation with user ID and password information.

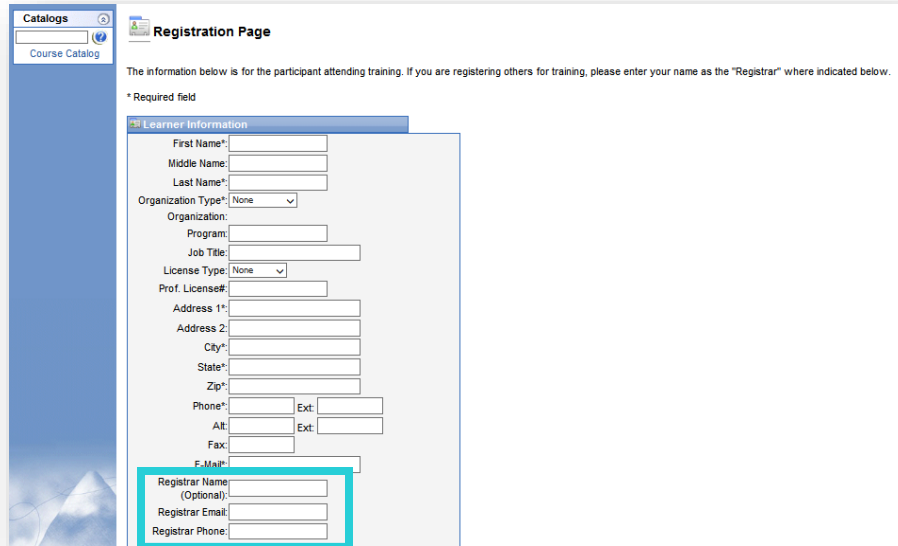
All Users:  
If you have forgotten your password, click [here](#) to retrieve it. It will be emailed to you.

**Login**  
User ID:   
Password:

For questions, please contact the Alameda County Training & Education Center at [aclearningcenter@ac.gov.org](mailto:aclearningcenter@ac.gov.org) or (510) 272-6467.

System availability: 24 hours a day, 7 days a week. Exceptions: Fridays and Sundays, 6:00 pm -12:00 am.

Enter your information as applicable. An asterisk indicates information that is required. If you are registering on someone else's behalf, please enter their information and note your information as the **Registrar**.

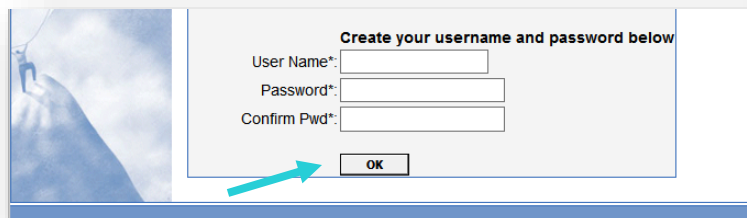


The screenshot shows a web browser window with a 'Catalogs' sidebar and a 'Registration Page' main area. The page contains a form for registration. At the top, it says 'The information below is for the participant attending training. If you are registering others for training, please enter your name as the "Registrar" where indicated below.' Below this is a legend: '\* Required field'. The form is divided into sections: 'Learner Information' (highlighted in blue) and 'Registrar Information' (highlighted in cyan). The 'Learner Information' section includes fields for First Name, Middle Name, Last Name, Organization Type (dropdown), Organization, Program, Job Title, License Type (dropdown), Prof. License#, Address 1, Address 2, City, State, Zip, Phone (with Ext. field), Alt. (with Ext. field), Fax, and E-Mail. The 'Registrar Information' section includes Registrar Name (Optional), Registrar Email, and Registrar Phone.

Create a user name and password. It is recommended you enter a username such as your email address or a variation that is **easy to remember**. The system will accept passwords between 8 and 12 characters in length and must contain at least three of these four elements:

- upper case letters
- lower case letters
- numbers
- special characters: !, @, #, \$, %, etc

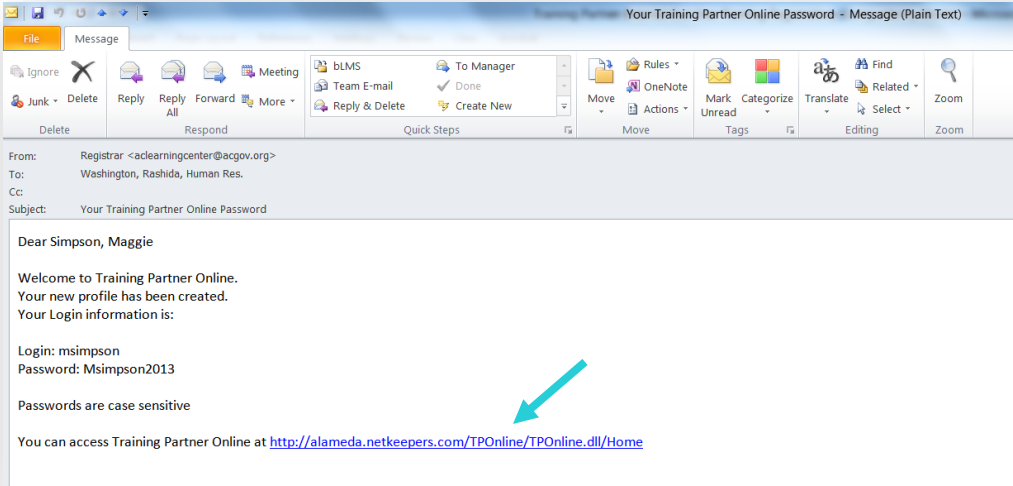
Select the **OK** button when you have entered in a username and password.



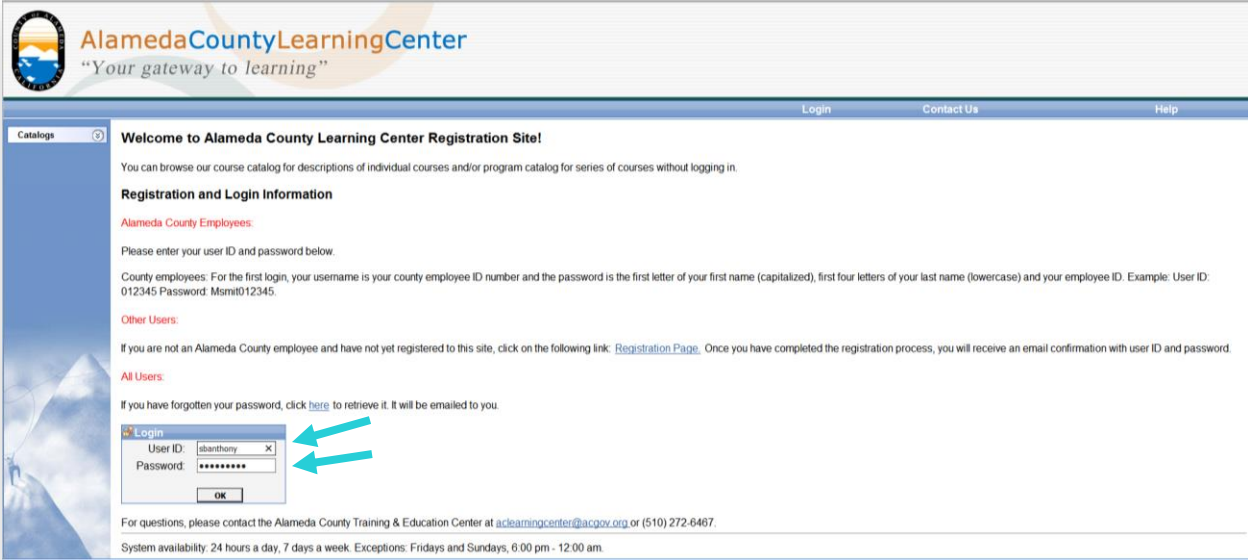
The screenshot shows a form titled 'Create your username and password below'. It contains three input fields: 'User Name\*', 'Password\*', and 'Confirm Pwd\*'. Below the fields is an 'OK' button. A red arrow points to the 'OK' button.

You will receive a confirmation email from our registrar at [aclearningcenter@acgov.org](mailto:aclearningcenter@acgov.org). Please ensure your SPAM or junk email filter accepts emails from this web address.

Click on the link inside the email to confirm profile and return to the Alameda County Learning Center.

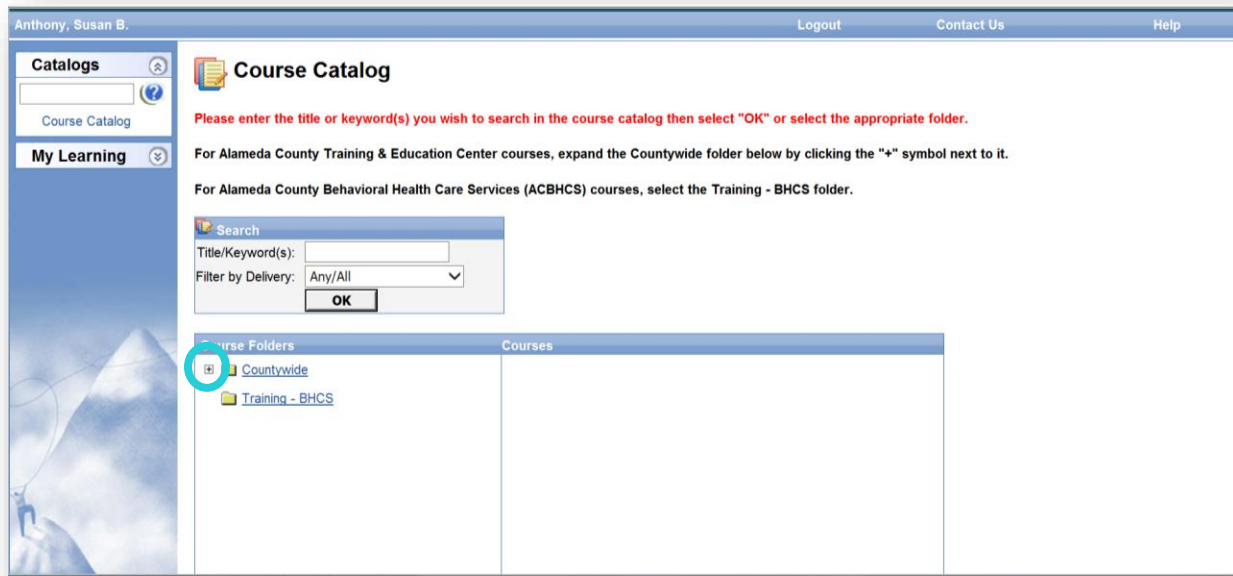


Enter your username and password to login. Then select OK.

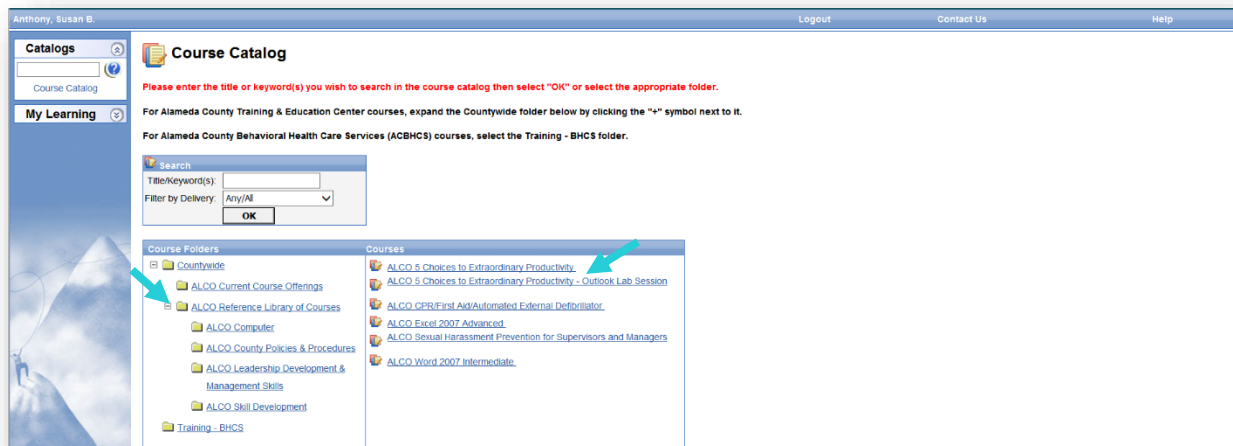


## Find courses

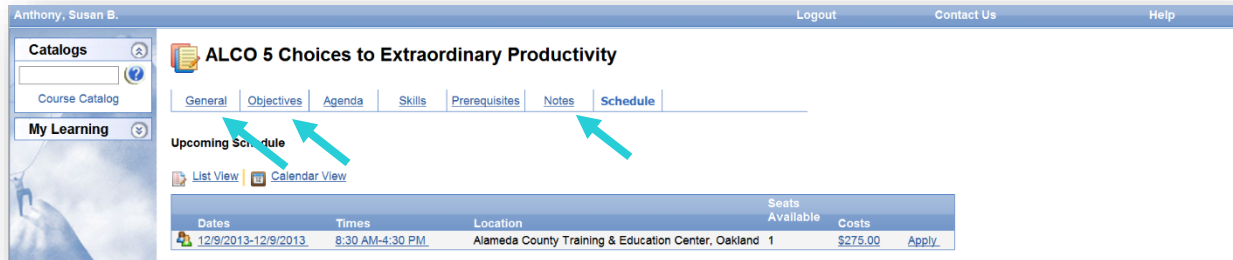
Upon logging in, the **Course Catalog** will appear. To view courses offered by the Alameda County Training & Education Center, expand the **Countywide** folder by clicking the “+” symbol.



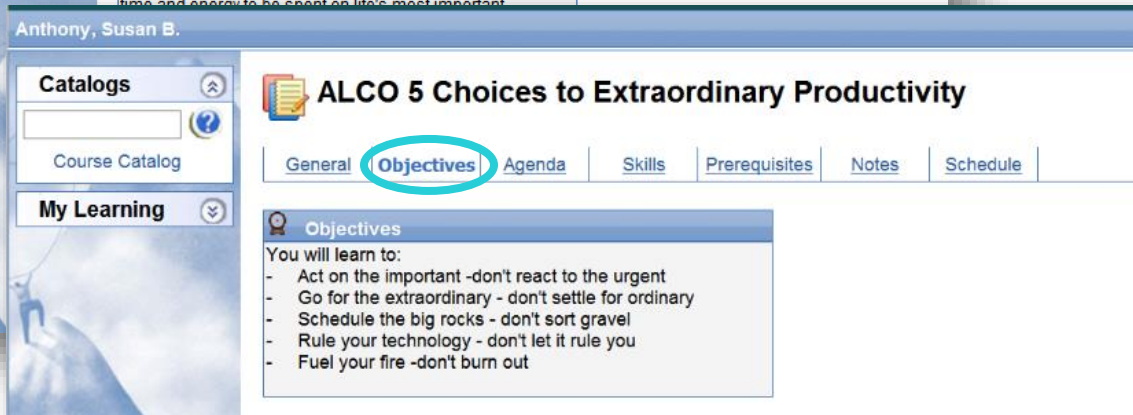
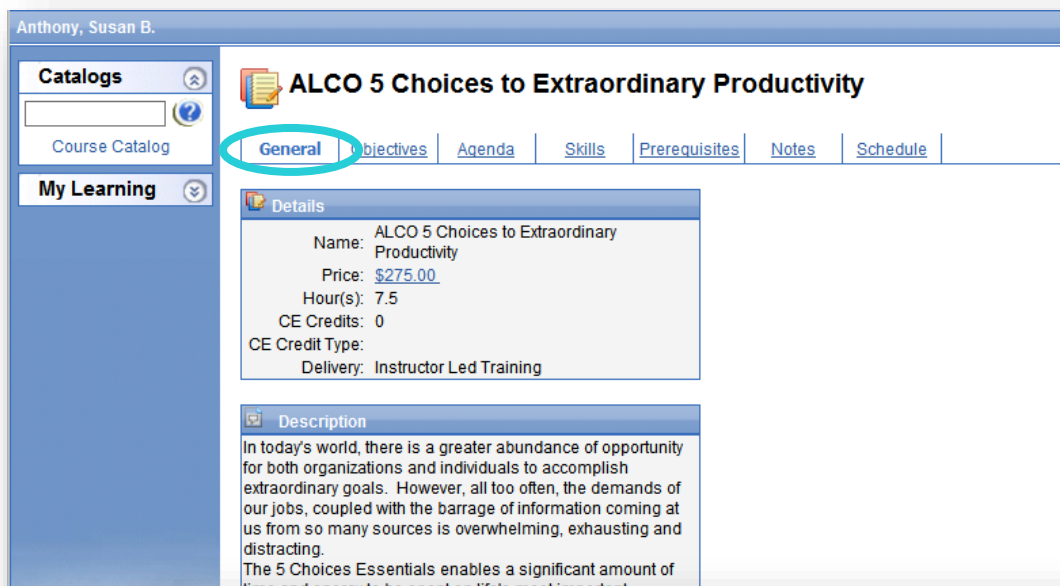
To view more details of the courses listed under each subfolder, click on the subfolder of interest then select the course of interest.



You will be presented with a schedule page for the course you selected reflecting all scheduled classes for this course. If you are interested in finding out more information regarding the class, select the link of interest (General, Objectives, Notes etc.).

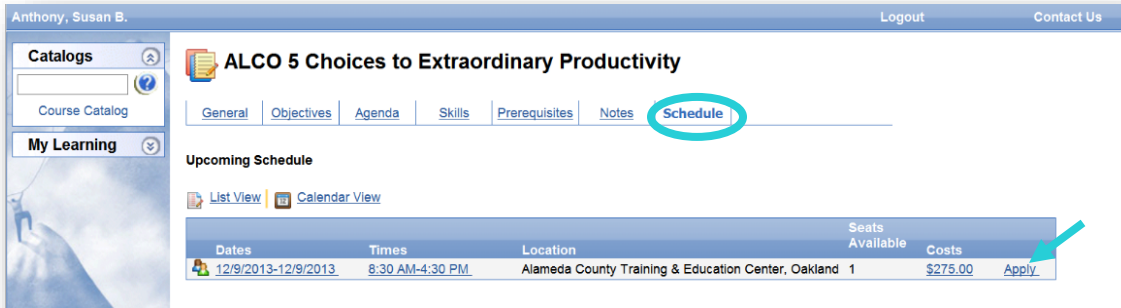


The **General** link provides course information such as course hours, description, and any credit information. The **Objectives** link provides the learning objectives of the course.



## Register for a course

Select the **Schedule** tab of the class you would like to register for.  
Select the **Apply** text to the right of that class.



The screenshot shows a user interface for a course titled "ALCO 5 Choices to Extraordinary Productivity". The user is logged in as "Anthony, Susan B.". The page has several tabs: "General", "Objectives", "Agenda", "Skills", "Prerequisites", "Notes", and "Schedule". The "Schedule" tab is selected and circled in red. Below the tabs, there is a section for "Upcoming Schedule" with "List View" and "Calendar View" options. A table displays the schedule details:

Dates	Times	Location	Seats Available	Costs	Apply
12/9/2013-12/9/2013	8:30 AM-4:30 PM	Alameda County Training & Education Center, Oakland	1	\$275.00	<a href="#">Apply</a>

A red arrow points to the "Apply" button in the table.

A confirmation email of your registration status will be sent to your email address on file. For fee classes, the confirmation email will include an invoice and details regarding payment. **Your enrollment will not be finalized until we receive payment for class**, prior to training date.

If a class is not available and you would like to be notified by email when it is offered, you can add your name to the waitlist by clicking the **Course Waitlist** link



The screenshot shows a user interface for a course titled "ALCO 7 Habits for Highly Effective Managers". The user is logged in as "Anthony, Susan B.". The page has several tabs: "General", "Objectives", "Agenda", "Skills", "Prerequisites", "Notes", and "Schedule". Below the tabs, there is a section for "Upcoming Schedule" with "List View" and "Calendar View" options. A table displays the schedule details:

Dates	Times	Location	Seats Available	Costs
-------	-------	----------	-----------------	-------

Below the table, there is an "Actions" section with a "Course Waitlist" link. A red arrow points to the "Course Waitlist" link.

To register for another class select the **Course Catalog** link or enter in keywords in the catalog search box. You also have the ability to use the back and forward navigation buttons in your internet browser.

## View your training record

To view your training record, expand **My Learning** from the navigation pane. Select **Training Records** to view your training record. You may filter by year or status. To print a transcript, select **Print Internal Transcript Report** near the bottom of the page.

Anthony, Susan B.

**Catalogs**

Course Catalog

**My Learning**

Learning Events

Training Record

General Info

Update Your Info

**Training Record**

Filter by year and/or status: 2013 Completed

Date	Event	Status
11/19/2013	ALCO Advanced Customer Service Skills	Completed
10/22/2013	ALCO PowerPoint 2010 Intermediate	Completed
10/3/2013	ALCO Project Essentials	Completed

**Waitlisted Courses**

Date Applied	Course	Status
11/25/2013	ALCO Speaking to Influence Others	Waitlisted

Remove

**Actions**

Print Internal Transcript Report

Apply for a Learning Event

A complete training transcript will appear in PDF format. Select the Printer icon. Please note: You must have Adobe Acrobat Reader installed to your computer to view the printable transcript. If needed, you can download and install Adobe Reader at <http://get.adobe.com/reader/>.



## Update your information

Select the **Update Your Info** page to update your contact information or to change your password. Please use the following format for fax and phone numbers (510) 555-1234. Passwords are required to be at least eight characters and include **at least 3** out of 4 of the following: lower case, uppercase, number, or symbol.

Anthony, Susan B. Logout Contact Us

**Update Your Info**

To make changes to your personal information, enter in the information below and click OK when finished. Please use the following format to enter in Phone or Fax information: (area code) number with dashes, e.g., (510) 272-6467.

**Update Your Personal Information**

Address 1: 123 Main Street  
Address 2: Suite 321  
City: Oakland  
State: CA  
ZIP Code: 94607  
Email: susanbanthony@gov.org  
Phone: (555) 555-5555  
Fax: (555) 555-5556  
License Type: None  
Prof. License#:

**Change Password**

Old:   
New:   
Confirmation:

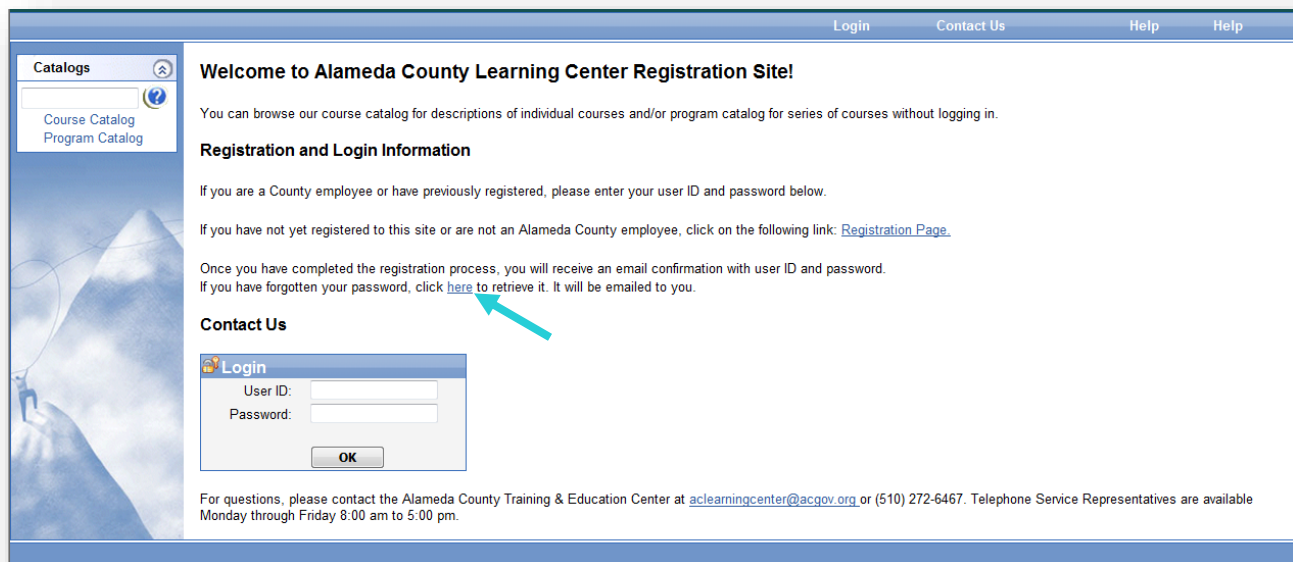
Select **OK** to update changes.

## Alameda County employees

### *Sign in with your password*

To register for training, begin by entering in your user ID and password. For the first login, **your username is your county employee ID number**. Your password is the first letter of your first name (capitalized), first four letters of your last name (lowercase), and your employee ID. For example, Michael Smith. User ID: 012345 Password: Msmit012345.

After logging in, you will have the ability to change your password by clicking the “Personal Information” link. If you have forgotten our password, you can select the link on the homepage and have it emailed to you.



Login Contact Us Help Help

Catalogs

Course Catalog  
Program Catalog

### Welcome to Alameda County Learning Center Registration Site!

You can browse our course catalog for descriptions of individual courses and/or program catalog for series of courses without logging in.

#### Registration and Login Information

If you are a County employee or have previously registered, please enter your user ID and password below.

If you have not yet registered to this site or are not an Alameda County employee, click on the following link: [Registration Page](#).

Once you have completed the registration process, you will receive an email confirmation with user ID and password.  
If you have forgotten your password, click [here](#) to retrieve it. It will be emailed to you.

#### Contact Us

Login

User ID:

Password:

OK

For questions, please contact the Alameda County Training & Education Center at [aclearningcenter@acgov.org](mailto:aclearningcenter@acgov.org) or (510) 272-6467. Telephone Service Representatives are available Monday through Friday 8:00 am to 5:00 pm.

## Understand your homepage

Upon logging in, your personal training page displays your upcoming classes, trainings in progress, and any classes pending supervisor approval.

Upcoming classes: Classes that have been approved by your supervisor.

Unfinished Units: Online or instructor led classes that you are in progress to complete.

Pending Events: Classes that have not yet been approved by your supervisor.

If your toolbar in the left column is not expanded, click on the arrows in the “Catalogs” tab and “My Learning” tab to unhide your toolbar options.

The screenshot shows a user interface for a training system. The user is identified as Mary, Smith A. The interface is divided into a left sidebar and a main content area. The sidebar has two main sections: 'Catalogs' and 'My Learning'. The 'Catalogs' section has a search bar and two links: 'Course Catalog' and 'Program Catalog'. The 'My Learning' section has a list of links: 'Calendar', 'Training', 'Personal Info', 'Supervisor Info', 'Learning Plan', 'Programs', and 'Transcript'. The main content area is titled 'Training' and contains three sections: 'Upcoming Classes', 'Learning Events Containing Unfinished Units', and 'Pending Learning Events'. The 'Upcoming Classes' section contains a table with two rows of class information. The 'Learning Events Containing Unfinished Units' section contains a table with one row. The 'Pending Learning Events' section contains a table with two rows. At the bottom of the main content area, there is an 'Actions' section with two links: 'Apply for a Learning Event' and 'Contact My Supervisor'.

Date	Class	Location
1/19/2012	ALCO Advanced Driving Skills	Alameda County Training & Education Center, Oakland
1/26/2012	ALCO Outlook 2007 Fundamentals v2	Alameda County Training & Education Center, Oakland

Date	Event	Units

Date	Event	Status
2/16/2012	ALCO Political Astuteness/Savvy v2	Pending Approval
1/31/2012	ALCO Excel 2007 Fundamentals	Pending Approval

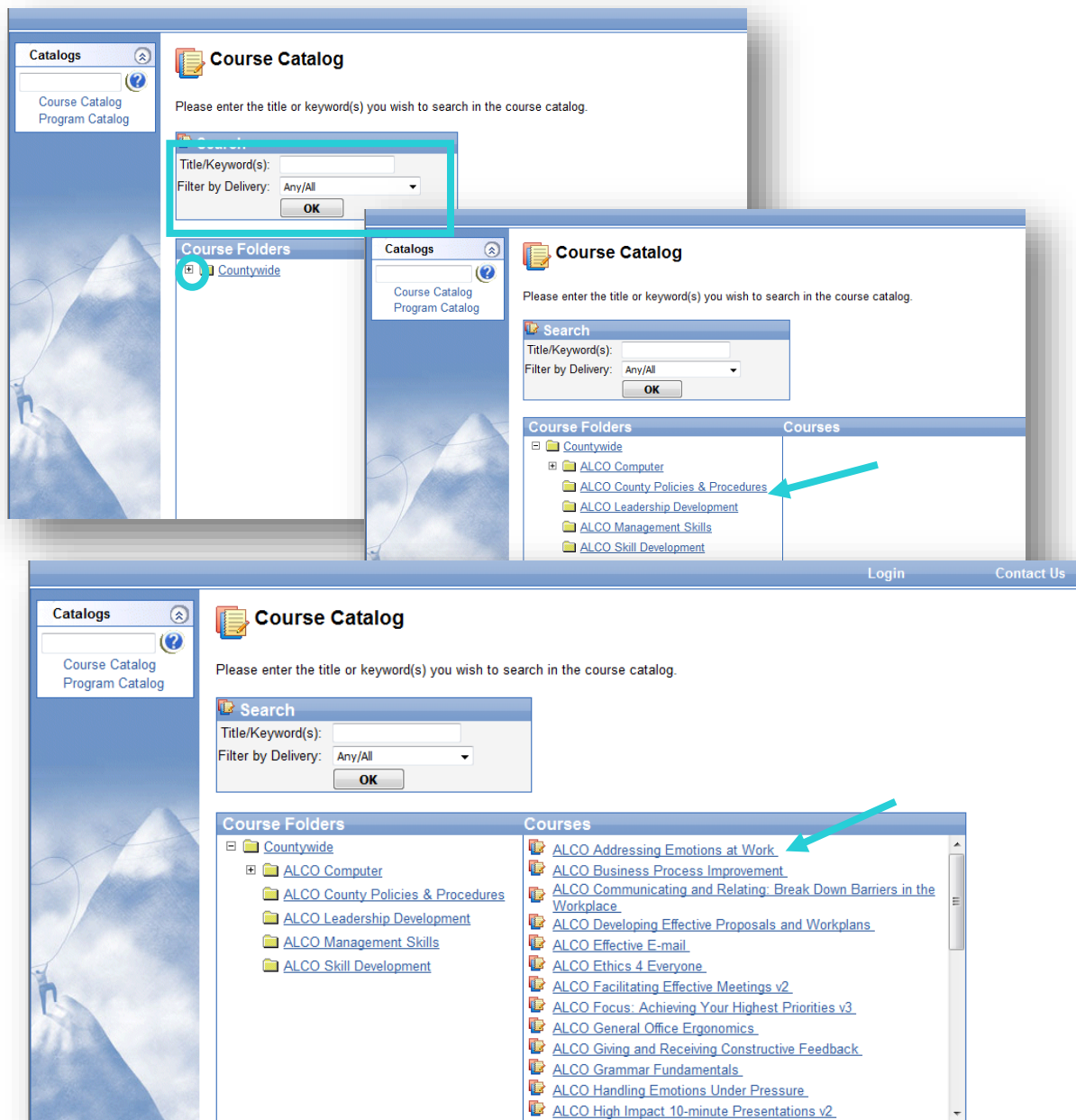
**Actions**

- [Apply for a Learning Event](#)
- [Contact My Supervisor](#)

## Navigate the site

Select **Course Catalog** to sign up for a class or select the **Program Catalog** to sign up for a course series. Any multi-day course will be found in the program catalog.

You can search for a specific course in either catalog by entering text into the search box and select **OK**. Selecting the **+** sign allows you to preview the course catalog by browsing courses.



Once clicking a particular course, links across the top of the page will give you more information. The **General** tab will display course description. **Objectives** shows the learning objectives, etc. Explore these tabs to learn more about a particular class.

Mary, Smith A.

**Catalogs**

Course Catalog  
Program Catalog

**My Learning**

Calendar  
Training  
Personal Info  
Supervisor Info  
Learning Plan  
Programs  
Transcript

## ALCO Business Process Improvement

**General** | Objectives | Agenda | Skills | Prerequisites | Notes | Schedule | Forum

**Details**

Name: ALCO Business Process Improvement  
Code: MGRBPI  
Price: \$0.00  
Length: 1  
Delivery: Instructor Led Training

**Description**

This fast paced, one day class will provide you with proven approaches to improve your business processes and focus more attention on the tasks which make the most difference for the organization and your customers. These approaches can be applied to any process at the department, county or organizational level. Many agencies and organizations have seen significant results in internal operations and their ability deliver services and goods to their customers once they have completed a process improvement project.

Participants will learn several ways to collect and use data that exist in the department. They will also learn tools to analyze the collected data and determine how to improve their internal operations to not only do more with less, but yield greater work efficiencies, improve moral and improve customer satisfaction.

**Catalogs**

Course Catalog  
Program Catalog

## ALCO Business Process Improvement

General | **Objectives** | Agenda | Skills | Prerequisites | Notes | Schedule

**Objectives**

Upon successful completion of this workshop, learners will be able to:

- Identify process improvement opportunities
- Define the value of data, what is and how it is used in the process improvement project
- Learn various tools for collecting and analyzing data relationships using the scientific approach
- Create process maps of the as is and to be processes
- Several improvement approaches from which you can select to implement your process improvement project from the five (5) step plan to the DMAIC method
- How to effectively use gathered data on cost, quality and time

## Learn the enrollment process

A scheduled class may appear for enrollment. Select **Apply** for the session of interest. If a session is not available and you would like to be notified by email when it is offered, you can add yourself to a waitlist by clicking **Course Waitlist**.

The screenshot shows the user interface for the 'ALCO Business Process Improvement' course. The user is logged in as 'Mary, Smith A.'. The page has a navigation menu on the left with 'Catalogs' and 'My Learning' sections. The main content area includes tabs for 'General', 'Objectives', 'Agenda', 'Skills', 'Prerequisites', 'Notes', 'Schedule', and 'Forum'. Under the 'Schedule' tab, there is an 'Upcoming Schedule' section with 'List View' and 'Calendar View' options. A table displays the following data:

Dates	Location	Seats	Apply
2/1/2012-2/1/2012		25	<a href="#">Apply</a>

Below the table is an 'Actions' section with a 'Course Waitlist' link. Red arrows point to the 'Apply' button in the table and the 'Course Waitlist' link in the actions section.

If you are attempting to enroll in a multi-day course, you must enroll through the **Program Catalog**. Follow the same procedure to register for the first class in the series and you will be automatically enrolled in all classes associated with that series.

The first screenshot shows the 'Program Catalog' search interface. The user is prompted to 'Please enter the title or keyword(s) you wish to search for in the Program Catalog.' There is a search box with 'Name/Keyword(s):' and an 'OK' button. Below the search box, there are 'Program Folders' (Countywide) and 'Programs' (ALCO Career Essentials For You and the Organization v2, ALCO Manager Development Program v2). Red arrows point to the 'Program Catalog' link in the left sidebar and the 'ALCO Career Essentials For You and the Organization v2' program in the list.

The second screenshot shows the details for the 'ALCO Career Essentials For You and the Organization v2' program. It includes a 'Details' section with 'Name: ALCO Career Essentials For You and the Organization v2', 'Code: CEO-2', and 'Price: \$9.99'. The 'Description' section explains that the user owns their career but the organization owns the job, and the program is designed to help with career planning. A 'Courses' table lists several required courses:

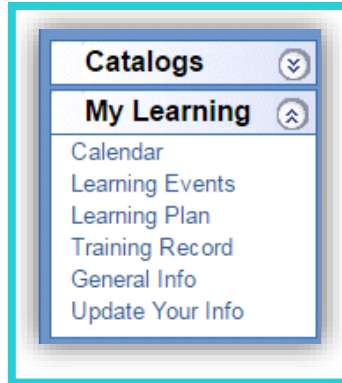
Courses	Requirement
ALCO Career Essentials For You and the Organization - Self Assessment	Required
ALCO Career Essentials For You and the Organization - Resume Development	Required
ALCO Career Essentials For You and the Organization - Interviewing For Advantage	Required
ALCO Career Essentials For You and the Organization - Networking and Reputation	Required

An 'Actions' section at the bottom right contains an 'Apply' button. Red arrows point to the 'Apply' button in the 'Courses' table and the 'Apply' button in the 'Actions' section.

Your supervisor will be notified by email of your pending enrollment. Please note: a seat is not reserved in the class until your supervisor approves your enrollment.

## *View general account information*

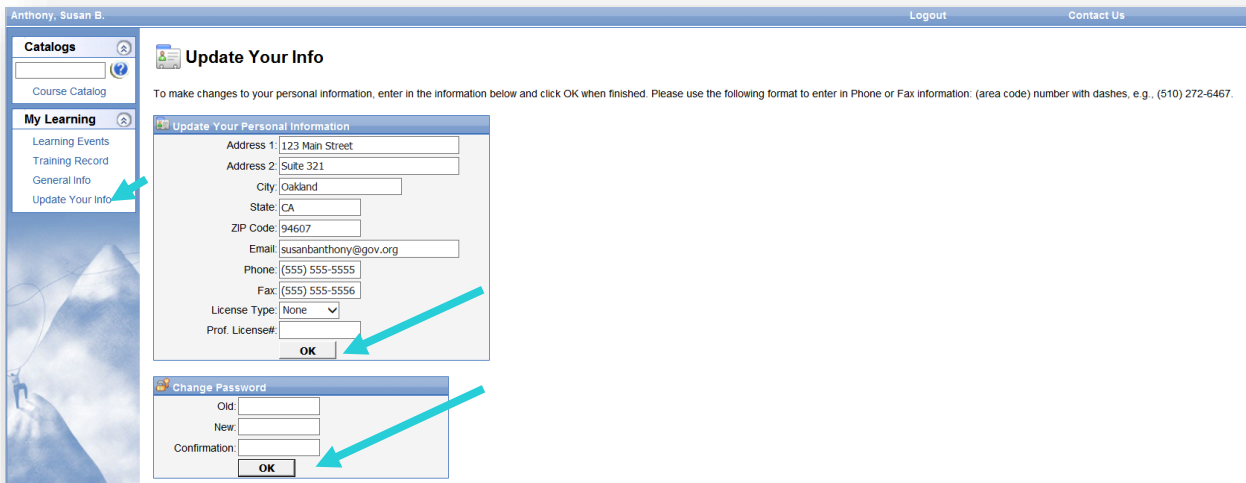
Under **My Learning** to the left of your screen, you will find options to help you view your critical information.



To view your password, phone, fax, or QIC information, go to **General Info**. Your **current supervisor** information is also available at this link. If your supervisor information is incorrect, request your current supervisor to contact your department's HR division to update.

## Update your information

Select the **Update Your Info** page to update your contact information or to change your password. Please use the following format for fax and phone numbers (510) 555-1234. Passwords are required to be at least eight characters and include **at least 3** out of 4 of the following: lower case, uppercase, number, or symbol. Select **OK** to update changes.



The screenshot shows a web interface for 'Update Your Info'. The user is logged in as 'Anthony, Susan B.'. The page has a navigation menu on the left with 'Update Your Info' selected. The main content area contains two forms: 'Update Your Personal Information' and 'Change Password'. The 'Update Your Personal Information' form has fields for Address 1, Address 2, City, State, ZIP Code, Email, Phone, Fax, License Type (a dropdown menu), and Prof. License#. The 'Change Password' form has fields for Old, New, and Confirmation. Both forms have an 'OK' button. Red arrows point to the 'Update Your Info' menu item, the 'OK' button of the personal information form, and the 'OK' button of the change password form.

Anthony, Susan B. Logout Contact Us

**Update Your Info**

To make changes to your personal information, enter in the information below and click OK when finished. Please use the following format to enter in Phone or Fax information: (area code) number with dashes, e.g., (510) 272-6467.

**Update Your Personal Information**

Address 1: 123 Main Street  
Address 2: Suite 321  
City: Oakland  
State: CA  
ZIP Code: 94607  
Email: susanbathony@gov.org  
Phone: (555) 555-5555  
Fax: (555) 555-5556  
License Type: None  
Prof. License#:   
**OK**

**Change Password**

Old:   
New:   
Confirmation:   
**OK**

Behavioral Health Users: To store your professional license information on file for Continuing Education certification, enter in your License Type and Professional License # then select **OK**.



## View your training record

To view your training record, expand **My Learning** from the navigation pane. Select **Training Records** to view your training record. You may filter by year or status. To print a transcript, select **Print Internal Transcript Report** near the bottom of the page.

Anthony, Susan B.

**Catalogs**

Course Catalog

**My Learning**

Learning Events

Training Record

General Info

Update Your Info

**Training Record**

Filter by year and/or status: 2013 | Completed

Date	Event	Status
11/19/2013	ALCO Advanced Customer Service Skills	Completed
10/22/2013	ALCO PowerPoint 2010 Intermediate	Completed
10/3/2013	ALCO Project Essentials	Completed

**Waitlisted Courses**

Date Applied	Course	Status
11/25/2013	ALCO Speaking to Influence Others	Waitlisted

**Actions**

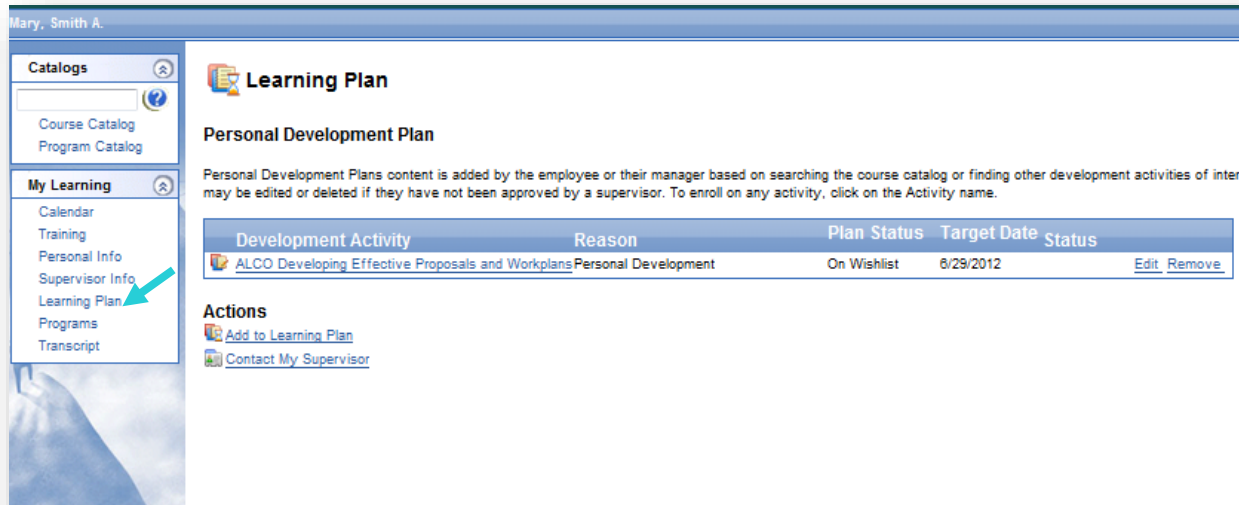
Print Internal Transcript Report

Apply for a Learning Event

A complete training transcript will appear in PDF format. Select the Printer icon. Please note: You must have Adobe Acrobat Reader installed to your computer to view the printable transcript. If needed, you can download and install Adobe Reader at <http://get.adobe.com/reader/>.

## Create your learning plan

Under **My Learning**, you will also see a **Learning Plan** selection. Here you can catalog classes you are interested in taking and assign personal goals for completion along with deadlines. This is a useful tool to keep focused and on-target with your desired development. This section is visible to your supervisor.



Mary, Smith A.

**Catalogs**

- Course Catalog
- Program Catalog


**My Learning**

- Calendar
- Training
- Personal Info
- Supervisor Info
- Learning Plan
- Programs
- Transcript

**Learning Plan**

**Personal Development Plan**

Personal Development Plans content is added by the employee or their manager based on searching the course catalog or finding other development activities of interest. Content may be edited or deleted if they have not been approved by a supervisor. To enroll on any activity, click on the Activity name.

Development Activity	Reason	Plan Status	Target Date	Status
 ALCO Developing Effective Proposals and Workplans	Personal Development	On Wishlist	6/29/2012	<a href="#">Edit</a> <a href="#">Remove</a>

**Actions**

- [Add to Learning Plan](#)
- [Contact My Supervisor](#)

## Alameda County supervisors

In the Learning Center site, supervisors will see a box on the left panel for supervisor selections.

### *Approve employee enrollments*

To approve enrollments, select **Enrollment** from the left pane. To view class details, select the **Course** link. To approve or deny each enrollment, select appropriate option in the drop down, then click **OK**. Approvals will not save if you do not click **OK**.

Adam, Joseph B.

**Catalogs**

- Course Catalog
- Program Catalog

**My Learning**

- Calendar
- Training
- Personal Info
- Supervisor Info
- Learning Plan
- Programs
- Transcript

**Supervisor**

- Enrollments
- Learners
- Learning Plans

### Review My Learners Enrollments

#### Find Learner Enrollments

Start Date: 01/1/2012

End Date: 1/1/2013

Learner: [All My Learners]

Status: All statuses

OK

To confirm enrollment applications:

- Use the status combo box next to each enrollment.
- Press the OK button.

Date	Learner	Course	Status
1/19/2012	Mary, Smith A.	ALCO Advanced Driving Skills	Completed
1/26/2012	Mary, Smith A.	ALCO Outlook 2007 Fundamentals v2	Completed
1/31/2012	Mary, Smith A.	ALCO Excel 2007 Fundamentals	Enrolled
2/1/2012	Mary, Smith A.	ALCO Business Process Improvement	Pending Approval
2/16/2012	Mary, Smith A.	ALCO Political Astuteness/Savvy v2	Pending Approval

OK

## View employee training records

To view your employees' transcript, select **Enrollments** from the left panel. In the **Learner Enrollments** box, select the learner then click **OK**. To view your employees' learning plan, select **Learning Plans** in the Supervisor selections in the left panel.

Adam, Joesph B.

**Review My Learners' Learning Plans**

**Find Learner Learning Plans**

Start Date: 01/1/2012  
End Date: 01/31/2012  
Learner: [All My Learners]  
 Display non-applications also  
OK

Set the status of the applications, then select OK to submit. Selecting "Delete" will delete the application.

Applied	Learner	Goal	Complete By	Status
1/13/2012	Mary, Smith A.	ALCO Developing Effective Proposals and Workplans	6/29/2012	On WishList

OK

## Update supervisor status

To view a list of your employees, select **Learners** under the **Supervisor** box in the left panel. If your list of employees is incorrect, contact your department's HR division to update.

Adam, Joesph B.

**Adam, Joesph B.**

**Learners Managed**

Name	Emp. No.	Phone	EMail
Mary, Smith A.	012345	(510) 555-1234	mary.smith@aogov.org

**Actions**

[View All Learners](#)