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.

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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.

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.**
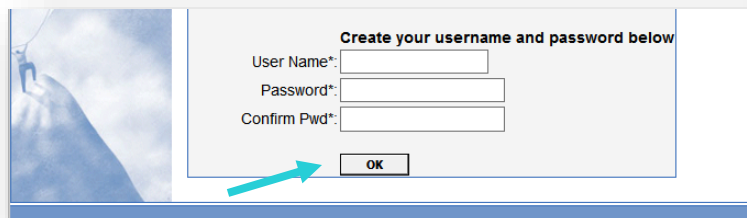

Create a user name and password. It is recommended you enter a username such as your email address or a variation that is **easy to remember**. The system will accept passwords between 8 and 12 characters in length and must contain at least three of these four elements:

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

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

You will receive a confirmation email from our registrar at 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.
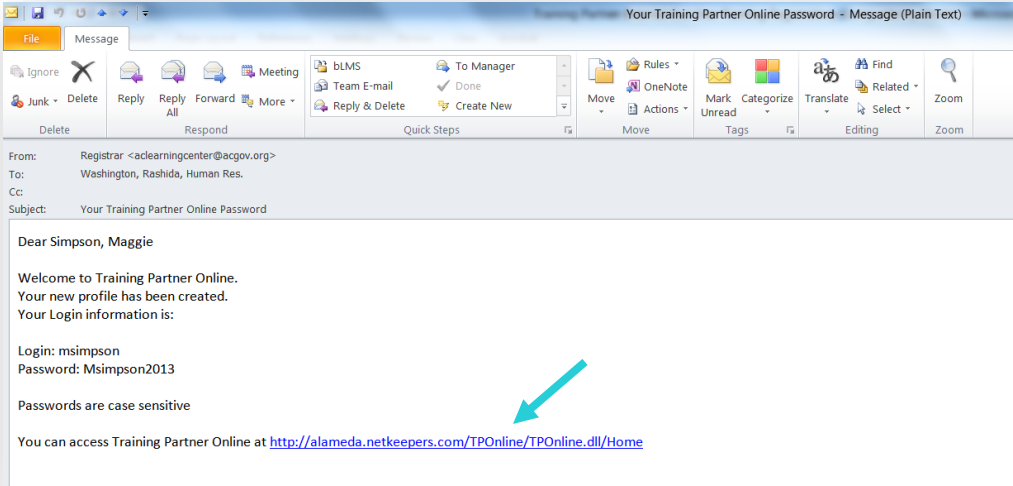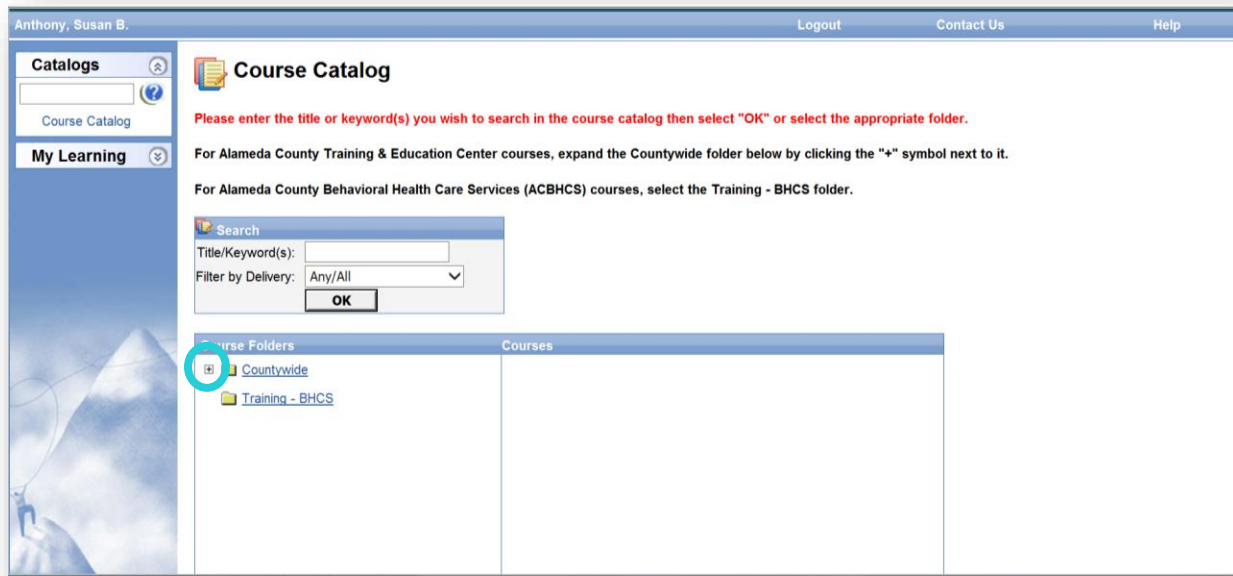

Enter your username and password to login. Then select OK.
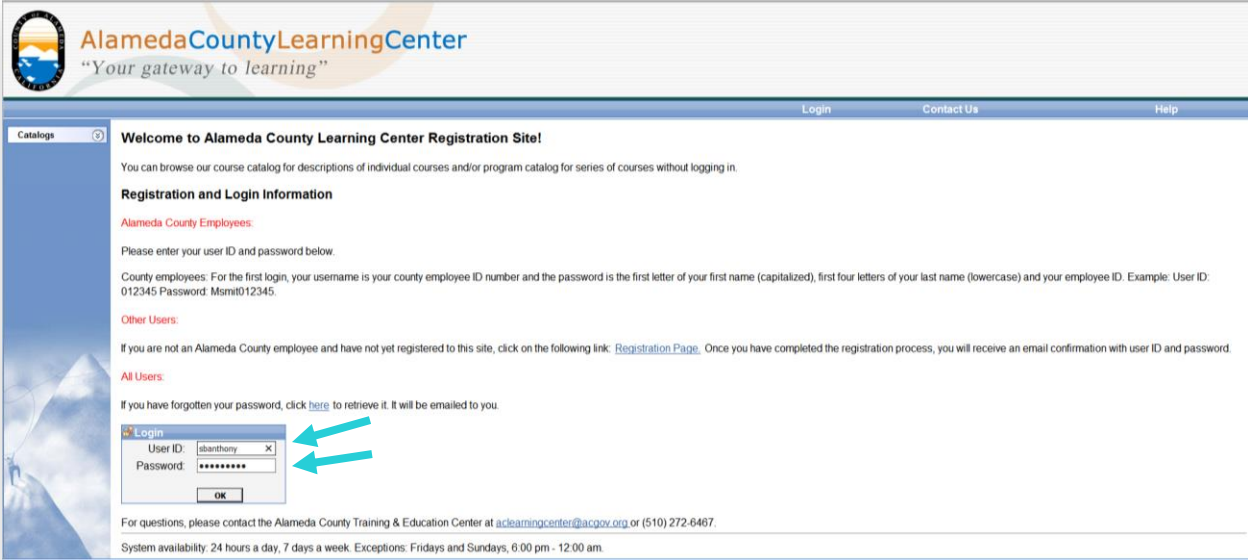
Find courses

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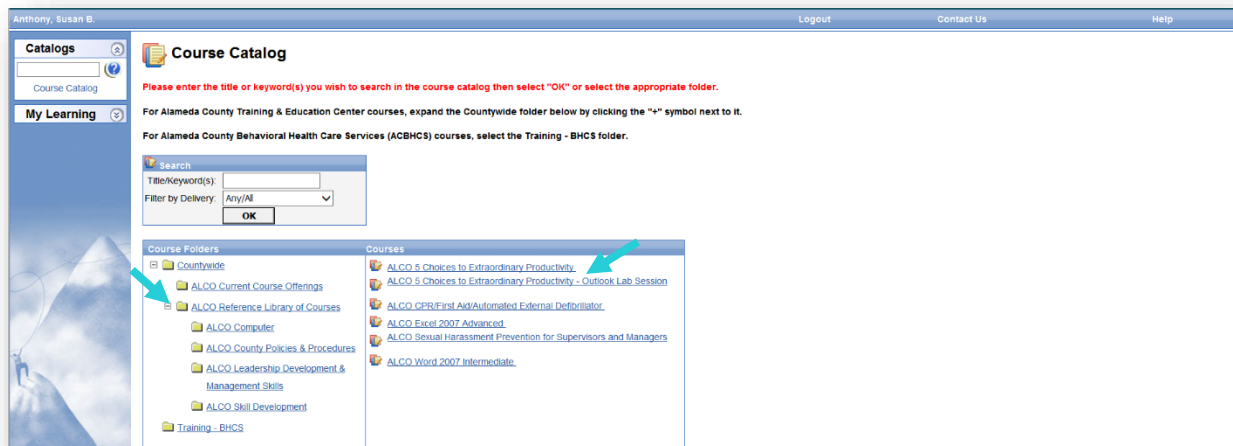
You will be presented with a schedule page for the course you selected reflecting all scheduled classes for this course. If you are interested in finding out more information regarding the class, select the link of interest (General, Objectives, Notes etc.).
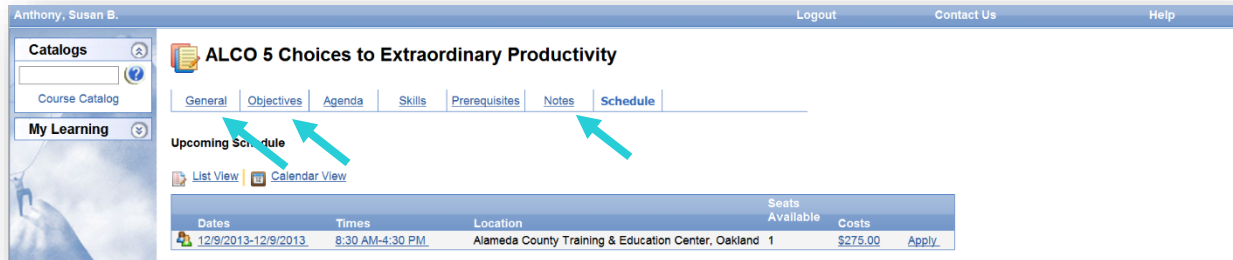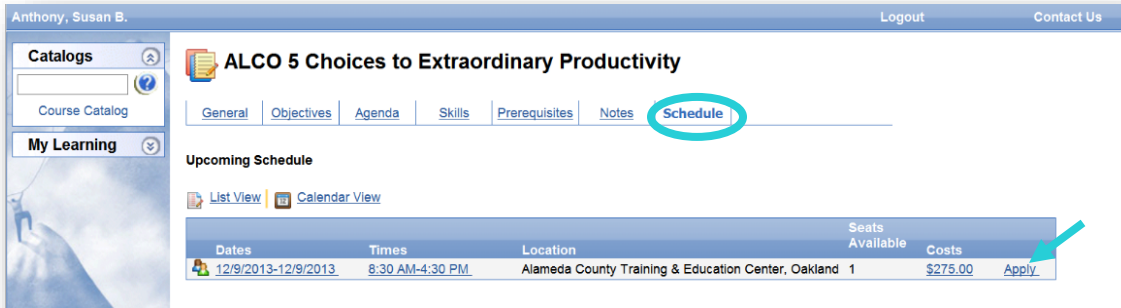

The **General** link provides course information such as course hours, description, and any credit information. The **Objectives** link provides the learning objectives of the course.
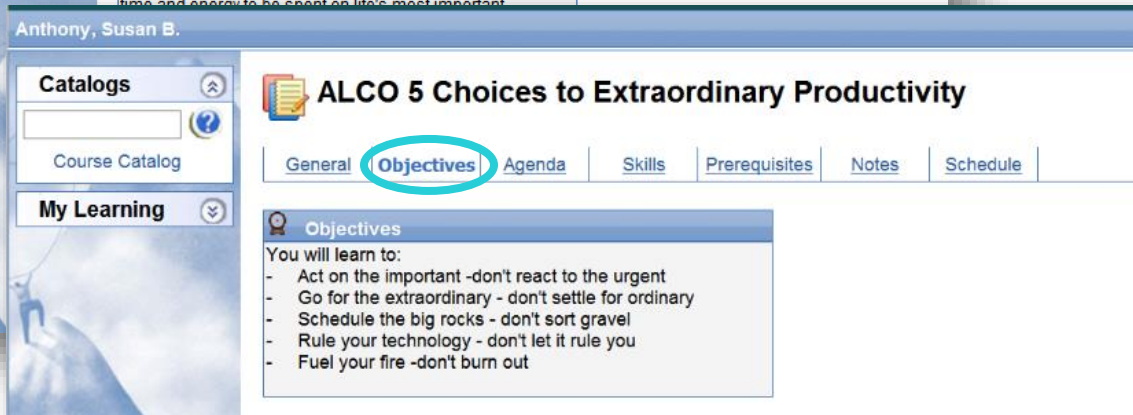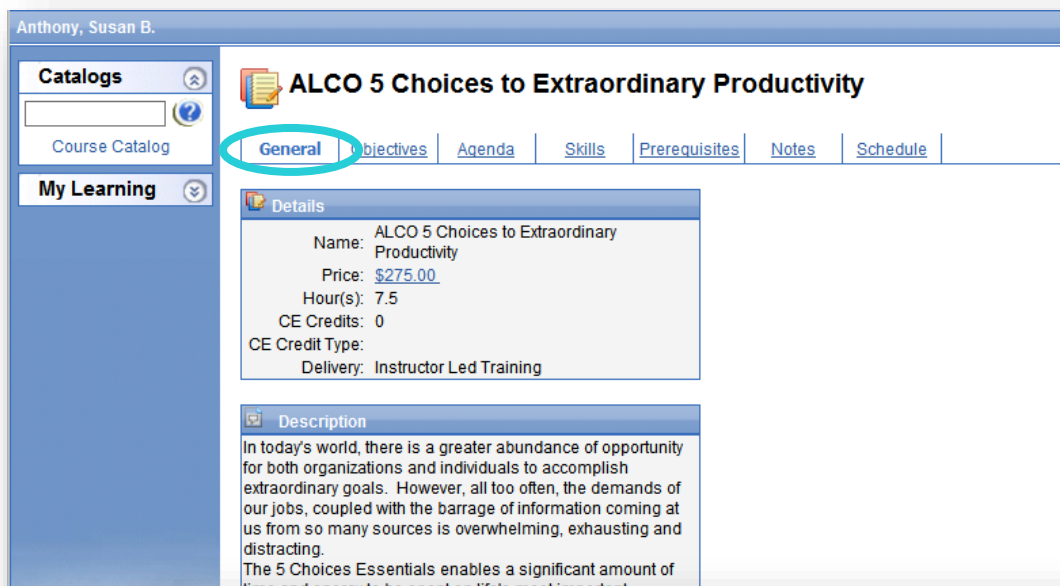
Register for a course

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

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

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.

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.
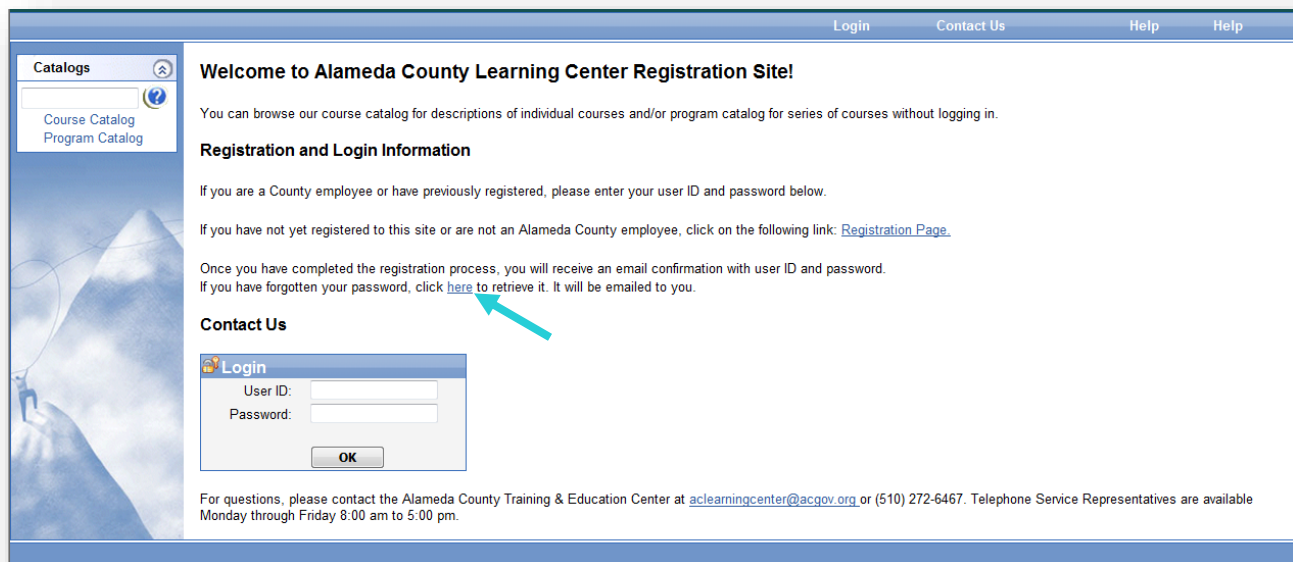

Select **OK** to update changes.

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.

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.

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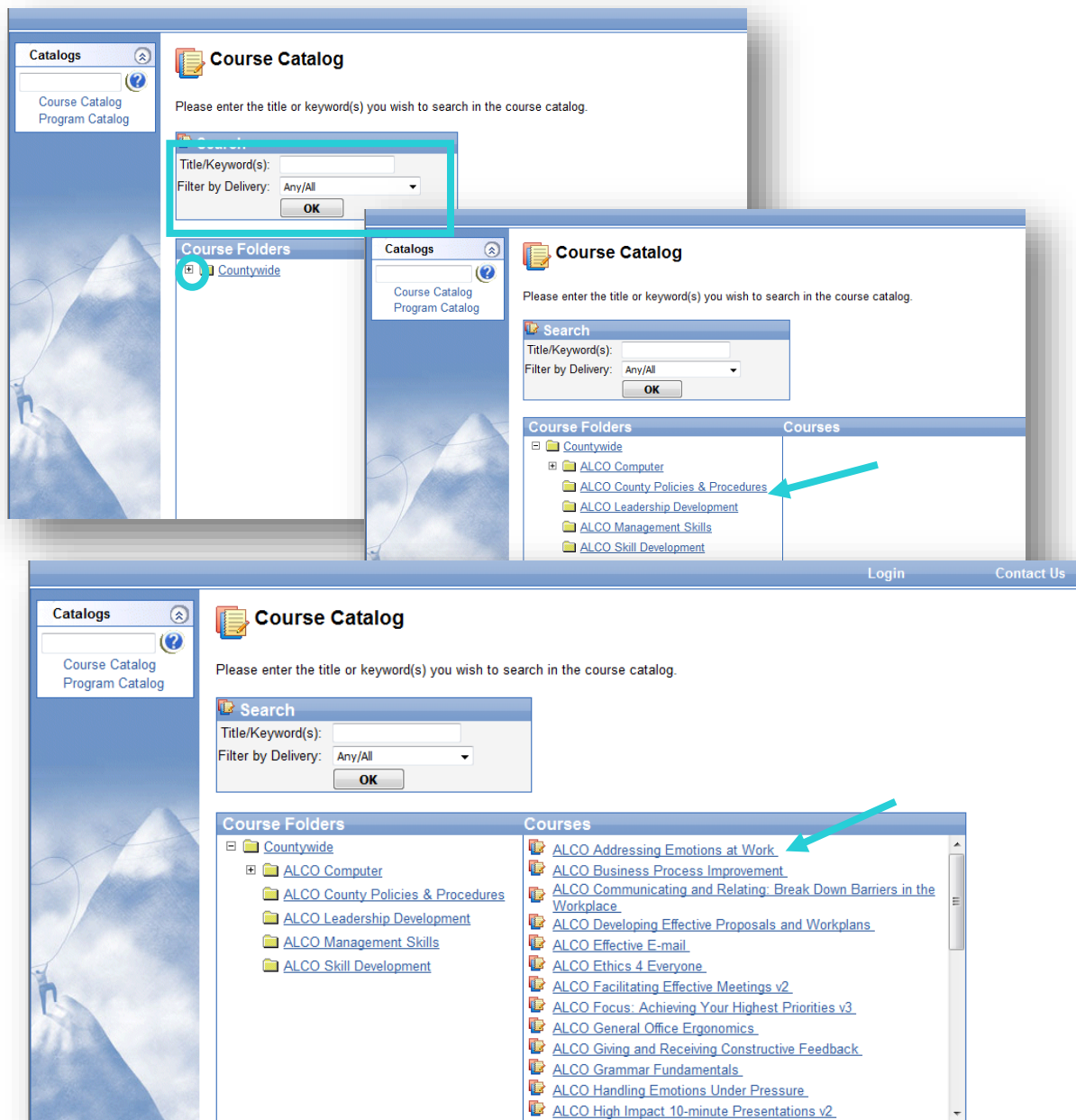
Once clicking a particular course, links across the top of the page will give you more information. The **General** tab will display course description. **Objectives** shows the learning objectives, etc. Explore these tabs to learn more about a particular class.

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**.

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.

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

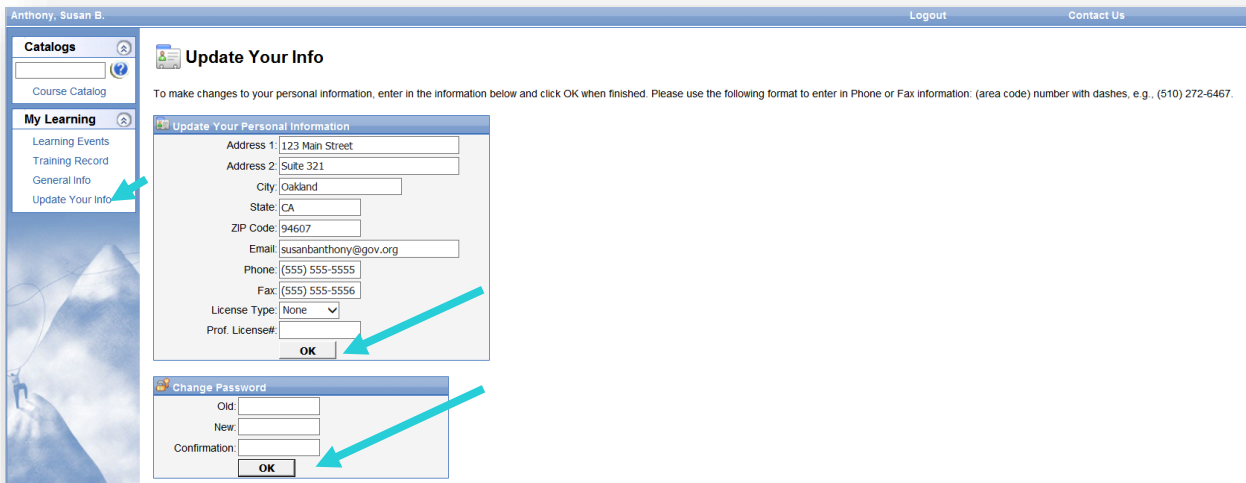Under **My Learning** to the left of your screen, you will find options to help you view your critical information.
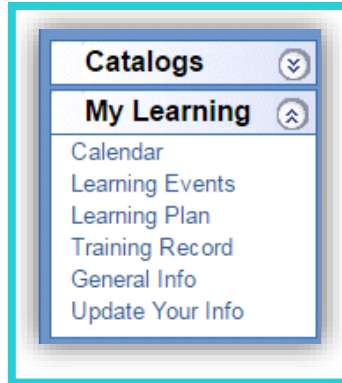
To view your password, phone, fax, or QIC information, go to **General Info**. Your **current supervisor** information is also available at this link. If your supervisor information is incorrect, request your current supervisor to contact your department's HR division to update.

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.

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.
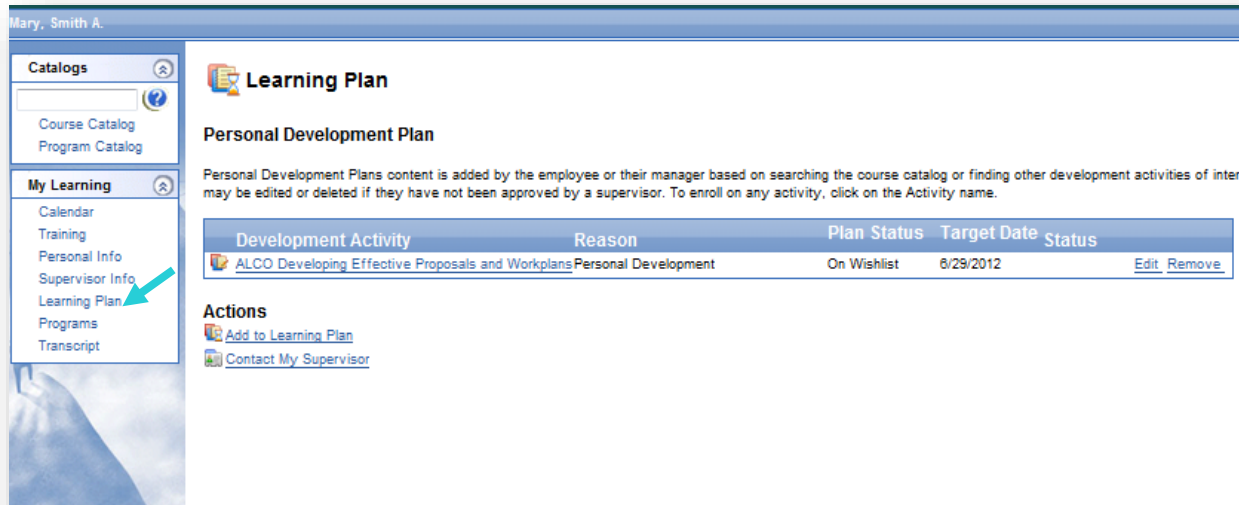

A complete training transcript will appear in PDF format. Select the Printer icon. Please note: You must have Adobe Acrobat Reader installed to your computer to view the printable transcript. If needed, you can download and install Adobe Reader at http://get.adobe.com/reader/.

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.

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**.

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.

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.