UC Learning Center (UCLC)

2017 SumTotal Upgrade
Learner Guide
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Contact and Support

The UCSF Learning & Organization Development department supports the UC Learning Center (UCLC) for the entire UCSF Health community.

For support and additional services, please contact the following:

- **UC Learning Center Login**  
  [http://training.ucsf.edu](http://training.ucsf.edu)  
  original: [https://learningcenter.ucsfmedicalcenter.org](https://learningcenter.ucsfmedicalcenter.org)

- **UCSF MyAccess Login**  
  [http://myaccess.ucsf.edu](http://myaccess.ucsf.edu)

- **For UCSF MyAccess login issues, and to ensure that your computer is setup correctly for the UC Learning Center, please contact:**  
  [IT Service Now 1.415.514.4100](https://support.learning.ucsf.edu)

- **UC Learning Center Support Form**  
  [https://support.learning.ucsf.edu](https://support.learning.ucsf.edu)

- **UC Learning Center Training Request Form**
Introduction

The UC Learning Center (UCLC) is the University of California Office of the President (UCOP) Learning Management System (LMS) for all UC campuses and labs. SumTotal is the software company that develops the LMS.

Through the UC Learning Center (UCLC), you have access to eLearning courses, details and registration for Instructor Lead Training (ILT), as well as access to your Training Transcript for completed and expired training activities.

Objectives

In this document, you will learn just enough to get comfortable navigating and exploring some key features and capabilities of the upgraded UC Learning Center.
Log in to the UC Learning Center (UCLC)

The UC Learning Center is available through the new UC Learning Center website. There you will also find information regarding upcoming training and technical support.

- CLICK the Login button.
  - You will be prompted to either login to UCSF MyAccess, or automatically forwarded to the UC Learning Center.

NOTE: If you’ve already logged in to UCSF MyAccess website, you will be automatically forwarded to the UC Learning Center (UCLC).
Access the UCLC with UCSF MyAccess

The UC Learning Center is now accessible with your UCSF MyAccess Login.

- If you navigate to either the new UCLC website, or the original UCLC Login webpage, you will be automatically forwarded to the UCSF MyAccess Login webpage.
- TYPE your UCSF MyAccess ID and Password to easily login.

NOTE:
If you navigate to the UCSF MyAccess Applications Page, you can either SEARCH or SCROLL to locate the UC Learning Center (UCLC).
Compatibility/System Information

For all browsers, you should:

- **Enable cookies**: A web interface provides access to modules in the UCLC. If you are using a web browser, you must have the browser set to enable cookies. You can view this setting in the browser’s security dialog box.

- **Allow pop-ups**: You must disable the utility programs that block the opening of pop-up browser windows. When a user logs in to the UCLC, the program detects the existence of pop-up blockers and reminds users to turn them off.

**NOTE:**
To ensure that your computer is setup correctly for the UC Learning Center, please contact: IT Service Desk 1.415.514.4100.
## Browser & Operating System Compatibility Matrix

<table>
<thead>
<tr>
<th>Supported Operating Systems</th>
<th>IE 11.0&lt;sup&gt;1&lt;/sup&gt;</th>
<th>Edge&lt;sup&gt;1&lt;/sup&gt;</th>
<th>Firefox 51</th>
<th>Chrome 56</th>
<th>Safari 8.0.7</th>
<th>Safari 9.1.2</th>
<th>Safari 10.0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Win7, Win8, Win8.1, Win10</td>
<td>Win10</td>
<td>Win7, Win8, Win8.1, Win10</td>
<td>Win10</td>
<td>Win10</td>
<td>OSX 10.10</td>
<td>OSX 10.10, 10.11, 10.12</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Core Platform</th>
<th>Yes</th>
<th>Yes</th>
<th>Yes</th>
<th>Yes</th>
<th>Yes</th>
<th>Yes</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talent</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Learn</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Analytics</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Advanced Reporting</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Maestro</td>
<td>Check the <a href="#">Maestro release page</a> for the requirements for your release.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workforce Management</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Expense (2015.1)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes&lt;sup&gt;2&lt;/sup&gt;</td>
</tr>
<tr>
<td>Payroll (6.10)</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

<sup>1</sup> SumTotal applications do not support Internet Explorer or Edge in Compatibility Mode.

<sup>2</sup> Expense only supports Safari 10.0 on OSX 10.12.
# Tablet Compatibility Matrix

<table>
<thead>
<tr>
<th>Core Platform</th>
<th>iPad (iOS 9.x / 10.x) &amp; Native Browser&lt;sup&gt;1&lt;/sup&gt;</th>
<th>Google Nexus 9 (Android 5.x / 6.x / 7.x) &amp; Native Browser&lt;sup&gt;2&lt;/sup&gt;</th>
<th>Google Nexus 10 (Android 5.1.1) &amp; Chrome&lt;sup&gt;2&lt;/sup&gt;</th>
<th>Windows Surface Pro &amp; Native Browser</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Talent</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Learn</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Analytics</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Advanced Reporting</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Maestro</td>
<td>Check the Maestro release page for the requirements for your release.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workforce Management</td>
<td>Yes</td>
<td>Yes&lt;sup&gt;3&lt;/sup&gt;</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Expense (2015.1)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Payroll (6.8)</td>
<td>Self Service only</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

<sup>1</sup> Includes support for iPad Mini at 1024x768 resolution. Only supported in landscape mode. Administration pages not supported on tablets.

<sup>2</sup> Includes support for Nexus 7 at 1024x768 resolution. Only supported in landscape mode. Administration pages not supported on tablets.

<sup>3</sup> Workforce Management is not certified for Android 5.x or 7.x on Nexus 9.
## Mobile Platform Compatibility Matrix

Mobile support refers to SumTotal native app support, except for Workforce Management and Expense (browser support).

<table>
<thead>
<tr>
<th>Feature</th>
<th>iPhone (iOS 9.x / 10.x) &amp; Safari</th>
<th>Android Mobile 5.x / 6.x / 7.x &amp; Native Browser</th>
<th>Blackberry 10.3&lt;sup&gt;1&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Platform</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Talent</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Learn</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Analytics</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Advanced Reporting</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Maestro</td>
<td>Check the <a href="#">Maestro release page</a> for the requirements for your release.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Workforce Management</td>
<td>Yes</td>
<td>No&lt;sup&gt;2&lt;/sup&gt;</td>
<td>Yes</td>
</tr>
<tr>
<td>Expense (2015.1)</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Payroll (6.8)</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

<sup>1</sup> Includes 10.3.2.680, 10.3.0.858, and 10.3.2.2339

<sup>2</sup> Workforce Management is not certified for Android Mobile 5.x.
The New UC Learning Center Interface

The new UC Learning Center Home Page displays when you log in.

You can CLICK the icons on the Header Menu, and Shortcut Tiles to go directly to the most commonly used pages.
The New UC Learning Center Interface (cont’d)

The following icons always appear on the **Header Menu** at the top of the screen:

<table>
<thead>
<tr>
<th>Icons</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image.png" alt="Person" /></td>
<td><strong>Self</strong></td>
<td>Use this icon to access your Learner Dashboard to find Quick Links, Training Activities, Timeline, and Learning Assignments.</td>
</tr>
<tr>
<td><img src="image.png" alt="Team" /></td>
<td><strong>My Team</strong></td>
<td>If you are a Manager and have direct reports, you will can assign and monitor your team’s training activities through the Manager Dashboard.</td>
</tr>
<tr>
<td><img src="image.png" alt="Library" /></td>
<td><strong>Library</strong></td>
<td>Access the Library to look for training-related information such as courses, knowledge documents, etc.</td>
</tr>
<tr>
<td><img src="image.png" alt="Search" /></td>
<td><strong>Search</strong></td>
<td>Find the training you need quickly by using the Enterprise Search feature.</td>
</tr>
<tr>
<td><img src="image.png" alt="Timeline" /></td>
<td><strong>Timeline</strong></td>
<td>Navigate to the Timeline to view and perform actions on pending tasks.</td>
</tr>
</tbody>
</table>

**NOTE:**

CLICK The UC Learning Center logo to always navigate back to the Home Page.
The Learner Dashboard

The **Learner Dashboard** is your personalized home page. Here you will find quick links to help you get started, check your **Training Transcript**, **Training Schedule**, **Timeline** and other activities.

1. **CLICK** the Self icon to access the **Learner Dashboard**.

   ![Learner Dashboard Image]

   **NOTE:**
   You can also access the **Learner Dashboard** through the **Home Page > My Learner Dashboard**.

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**U**C **S**F **L**earning **C**enter Upgrade Quick Reference Guides

- New User Interface
- Registering Yourself for Training
- System Requirements
- Batch Registration (Managers)
- Manager Assignments (Managers)

**UC Learning Center Upgrade eLearning**

- UC Learning Center Upgrade Training for Learners
- UC Learning Center Upgrade Training for Managers

**Office of Graduate Medical Education**

- Patient Safety & Quality of Care: Central Venous Catheter Insertion Practice
- Physician and Allied Health: AIDET SIMs
- Safety Training, Infection Control and Restraints *
- GME Fatigue Training Module *
- SFOM Orientation Module *
  This module is required for all fellows, residents and medical students who will be training at SFOM.
- UC Cyber Security Awareness *
- SFHN/SFGE CareLinkSF Clinic EHR Training (eClinicalWorks)
The Library

The Library allows you to locate a variety of training activities by category. You can use the navigation pane (left) to browse by topic and CLICK the arrows to expand or minimize lists of subtopics.

1. CLICK the Library icon to find training activities.
The Library (cont’d)

1. You can also **SEARCH** for a specific learning activity by **TYPING** key words in the **Activity** entry box.

2. You can **CLICK Full Library** to expand your **SEARCH**.

![Image of Library search interface](image-url)
Search

The **Search** icon always appears on the top right of the **Header Menu**.

1. **When CLICKED**, the **Enterprise Search** panel slides out to reveal a **Search** entry box.

2. **TYPE** the name of the course or learning activity that you are looking for.
View Classes Using the Timeline

The **Timeline** replaces the “To Do” list from the previous version of SumTotal.

- The **All** and **Tasks** tabs divide activities by Current, Upcoming, and Past Due.
- The **Tasks** tab allows you to view your Upcoming, Current, and Past Due tasks, including instructor assignments.
- The **Learn** tab displays learning activities to which you are assigned or registered.

**NOTE:**
If you have already completed an activity, it no longer appears on the **Timeline**.
View Your Training Schedule

In addition to your **Timeline**, you can also choose to view your upcoming scheduled activities, completed activities, or the classes in which you are assigned to the waiting list from your **Training Schedule**. You can also search for specific courses or cancel a registration.

1. **CLICK** the **Home** button (UC Learning Center Logo)
2. **CLICK** Manage My Registrations.

![Welcome to the UC Learning Center](image)
Training Schedule (cont’d)

1. **CLICK** the desired tab to view the type of training that you wish to see like **Current/Upcoming**, **Completed**, **Canceled**, **Waiting List or Pending Approval**, etc., as well as information about your progress.

![Training Schedule Image]

**NOTE:**
If the **Start** button appears next to the name of the course, you can open it by clicking this button.
Training Schedule (cont’d)

To **Cancel** your registration for a class or activity:

1. **SELECT** the check box next to the activity that you wish to cancel.

2. **CLICK** Cancel Registration.
Training Schedule (cont’d)

To **Cancel** your registration for a class or activity: (cont’d)

3. You **MUST CLICK** the **Cancel Marked** button to confirm your cancellation.
Launch Online Learning

When you locate a course, document, or online training activity that displays the **Start** icon, you can access it immediately.

If you locate a training activity from your **Training Schedule** or the **Library**, or search for it using **Enterprise Search**:

1. **CLICK** the drop down arrow next to the **Select** button.

2. **CHOOSE Start** to launch the course.

**NOTES:**
If you do not complete a training activity in one sitting, you can relaunch it by **CLICKING Start** or **Launch** again.

You can also **CLICK** the course name itself to either **Start** an eCourse, or **Register** for an ILT.
Register for Instructor Lead Training (ILT)

To Register for an ILT that interests you:

1. CLICK the drop down arrow next to the Select button.
2. CHOOSE Register to sign up.

NOTES:
Some online activities do not require registration. The Register button will not appear for these types of activities.

Based on the type of activity, you may need to follow the workflow to make additional selections (such as selecting a required number of activities in a curriculum). If the class or activity is already full, you will be placed on a waiting list.
Training Transcript

We recommend that you always check your Training Transcript after completing each training activity to confirm that it has been correctly recorded in the system.

1. CLICK the Home button (UC Learning Center Logo).
2. CLICK Transcript & Certificates.
Training Transcript (cont’d)

You can view your Training Transcript online, or CLICK EXPORT TO PDF to print or download.
Print or Export Diplomas

A diploma is proof that you successfully completed the requirements of a learning activity. You can print or export a diploma as a PDF file after successfully completing an activity.

1. From your Training Transcript, CLICK the course name:
Print or Export Diplomas (cont’d)

2. CLICK the drop down arrow next to the Start button.
3. CHOOSE Diploma.
Sign Out

To logout of the UC Learning Center:

1. CLICK the Self icon.
2. CHOOSE SIGNOUT.
Mobile App

With the **SumTotal Mobile** app, you can complete required training offline on smartphones or tablets after you download a course on mobile web.

1. **DOWNLOAD** the **SumTotal Mobile** app from the appropriate app store (Apples iTunes or Google Play).

2. **ENTER** the UC Learning Center URL: [https://uc.sumtotal.host](https://uc.sumtotal.host)

3. **TAP** Next.

(Continued)
Mobile App (cont’d)

4. ENTER your **UCSF MyAccess Username** and **Password** (same as your full UCSF MyAccess login credentials).

5. TAP **Sign In**.

6. **Your first log** in on a new device must be online. You are prompted to **create a pin** (any four numbers you choose).

   **NOTE:**
   The pin is device specific. For example, if you access the app on your smartphone then later access it on a tablet; you will have to create another pin on the tablet because it is a new device.

7. You have **five attempts** to successfully enter your pin on the SumTotal Mobile app. After the fifth fail, you need to log on to the [UC Learning Center](https://uclearningcenter.ucsf.edu) with a supported browser. You can then reset your offline pin when you return to the app and you will not lose any offline stored data.

- For **UCSF MyAccess** login issues, and to ensure that your device is setup correctly for the UC Learning Center, please contact: [IT Service Now](tel:1.415.514.4100).

- [UC Learning Center Support Form](#)