



**24 PLUS
FOR
SUPERVISORS AND MANAGERS**

TECHNICAL REQUIREMENTS AND ONLINE TRAINING GUIDE

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TABLE OF CONTENTS

Section 1

[Introduction & Technical Requirements](#)

Section 2

[Accessing Blanchard Exchange Modules](#)

Section 3

[Accessing Online Training Modules through the SF Employee Portal](#)



SECTION 1

INTRODUCTION

Welcome to the 24 PLUS for Supervisors and Managers Program! The 24 PLUS program is a blend of virtual classroom instruction and online learning. Students will be required to complete self-paced online training modules in preparation for each instructor-led virtual session. The online training modules are broken up into two series: Blanchard Exchange and City-Specific modules. The Blanchard modules are provided through a vendor called CD2 Leadership, while the City-Specific modules are created by the Department of Human Resources (DHR).

The Blanchard Exchange modules can be accessed through the vendor's direct website, and the City-Specific modules are accessed through the City's SF Employee Portal. This guide provides you with instructions on how to access and navigate both systems to complete your online modules.

TECHNICAL REQUIREMENTS

In order to access the 24 PLUS online modules, play videos, and view documents, you will need to download software and/or configure your computer to the settings below. Please work with your own department's IT division for assistance with configuring your computer.

Requirements:

- Internet Explorer 9 or higher (Internet Explorer is preferred, however, you may try to use Chrome, Firefox, or Safari as well)
- [Adobe Flash Player](#) 10 or higher
- [Adobe PDF Reader](#)
- Cookies must be enabled
- Java Script must be enabled
- You will also need to create an account for the SF Employee Portal. Please refer to section 3 for instructions on how to create your account.



SECTION 2

ACCESSING BLANCHARD EXCHANGE MODULES

Go to

www.blanchardexchange.com. You do not have to sign on to the SF Employee Portal. You can go directly to the Blanchard website to complete the Blanchard modules.

1. Your login name for the [Blanchard site](#) is your work email address. You will be sent an email to setup your password.



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2. Click on the START button in front of the module you wish to begin. You are only required to complete the assigned modules.

Module	Status	Duration
SLII Overview	Not started	
Goal Setting	Not started	25 minutes
Diagnosing	Not started	60 minutes
Matching	Not started	50 minutes
Tools For Success	Not started	25 minutes

SECTION 3

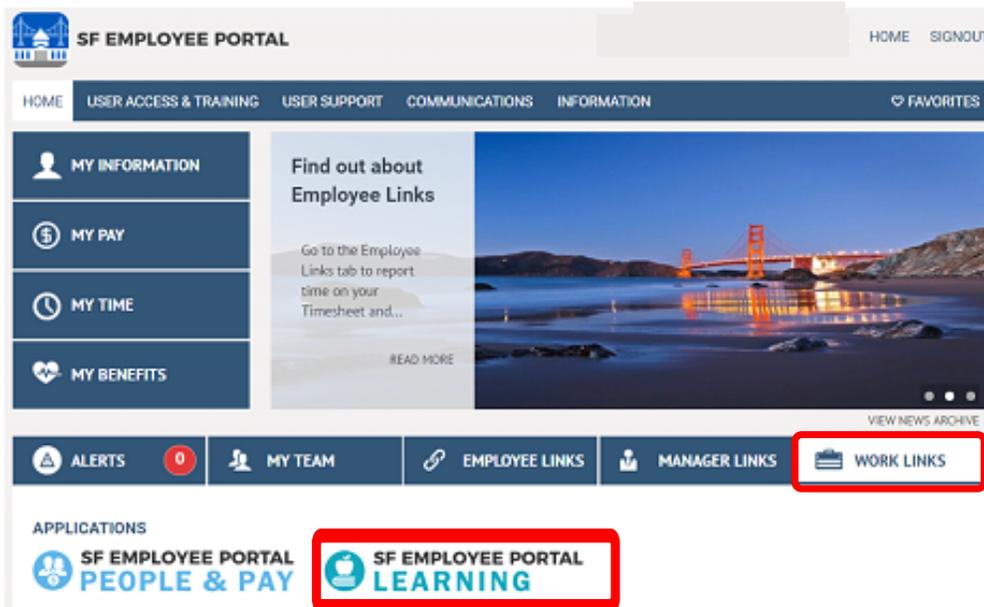
ACCESSING THE CITY-SPECIFIC MODULES

1. Log into the [SF Employee Portal](#) and click "Agree".

Returning users: Your Username is your DSW # (found on the back of your City badge). Your password is your Outlook (email) password.

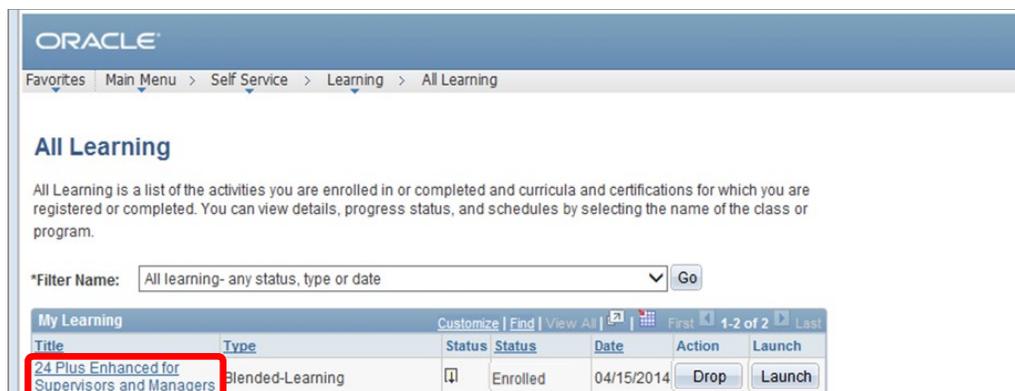
First-time users: Enter your DSW# and click "Continue". Choose "Forgot Password" to reset your password.

2. Once you are logged in, click on the **Work Links** tab from the SF Employee Portal Home page, then click the **SF Employee Portal Learning** link, which is under the heading Applications.



3. A new tab will open. Before proceeding, go back and close the original tab with the Portal Home page (shown in previous step), as it will time out after 30 minutes. When you return to the tab, you will see a list of your courses. Click on the **24 Plus Enhanced for Supervisors and Managers** link. DO NOT CLICK 'Launch'.

If you don't see any classes under My Learning, make sure your Filter Name is set to 'All learning- any status, type or date'.



4. Scroll down to the Activity Syllabus and locate the module you wish to complete. Click **Launch**.

The screenshot shows the Oracle Learning interface. At the top, there's a navigation bar with 'ORACLE' and 'All Learning'. Below that, a breadcrumb trail reads 'Favorites | Main Menu > Self Service > Learning > All Learning'. The main content area is titled 'Activity Progress Summary' and includes fields for 'Progress: Enrolled', 'Grade: Not Graded', 'Passing Status: Pending', and 'Comments'. Below this is the 'Activity Syllabus' section, which states: 'To receive credit for this activity you must complete all required tasks.' It lists six items:

- 1 [Program Orientation Webinar](#)
Required Assignment
Progress: Not Attempted
- 2 [DISC Assessment \(External Vendor\)](#)
Required Assignment
Progress: Not Attempted
- 3 [SMART Goals \(Blanchard\)](#)
Required Assignment
Progress: Not Attempted
- 4 [Self-Leadership and Diagnosis \(Blanchard\)](#)
Required Assignment
Progress: Not Attempted
- 5 [Managing Yourself \(1st classroom session\)](#) [View Schedule and Locations](#)
Required Sessions
Progress: Not Attempted
- 6 [Performance Planning \(City\)](#) [Launch](#)
Required Web-based
Progress: Not Attempted

The 'Launch' button for item 6 is highlighted with a red box.

5. From the Table of Contents page, click **Launch** again. A new screen will pop up and begin loading.

The screenshot shows the 'View Progress Page' for 'Performance Planning'. It includes the following information:

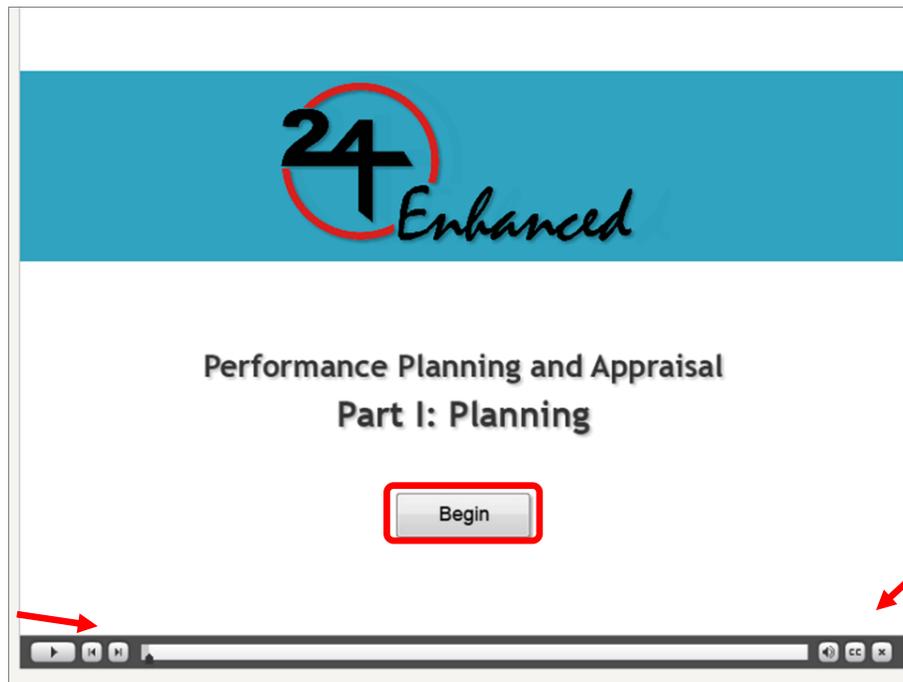
- Component Name: Performance Planning
- Type: Web-based
- Activity: HRD Test Item
- Duration: --

Below this is a 'Table Of Contents' table:

Title	Status	Score	
Performance Planning	Not Attempted		Launch

The 'Launch' button in the table is highlighted with a red box.

6. Wait for the module to load then click **Begin** to start the module. The slides will prompt you when you can move forward to the next slide. Skipping slides will cause you to be marked as incomplete.



Tip: You may use the back/forward buttons to replay slides.

Tip: Use the navigation bar to adjust the volume, view closed captioning, or exit the module.

IMPORTANT: Make sure to close the tab with the SF Employee Portal page prior to proceeding with the training. The Portal Home page will time out after 30 minutes and your training will not be tracked. Also, ELM will time out after 1 hour of inactivity and your training will not be tracked.

LAUNCHING THE NEXT MODULE

Once you complete the training, simply exit out of the training window. In order to view the next module, return to Table of Contents page. From the Table of Contents page, click **Return to Activity Progress**. Locate the next module and click **Launch**, then **Launch** again.

