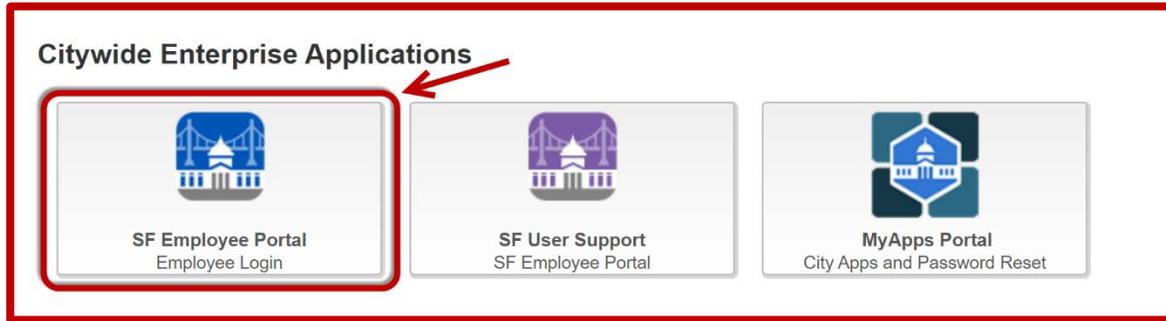
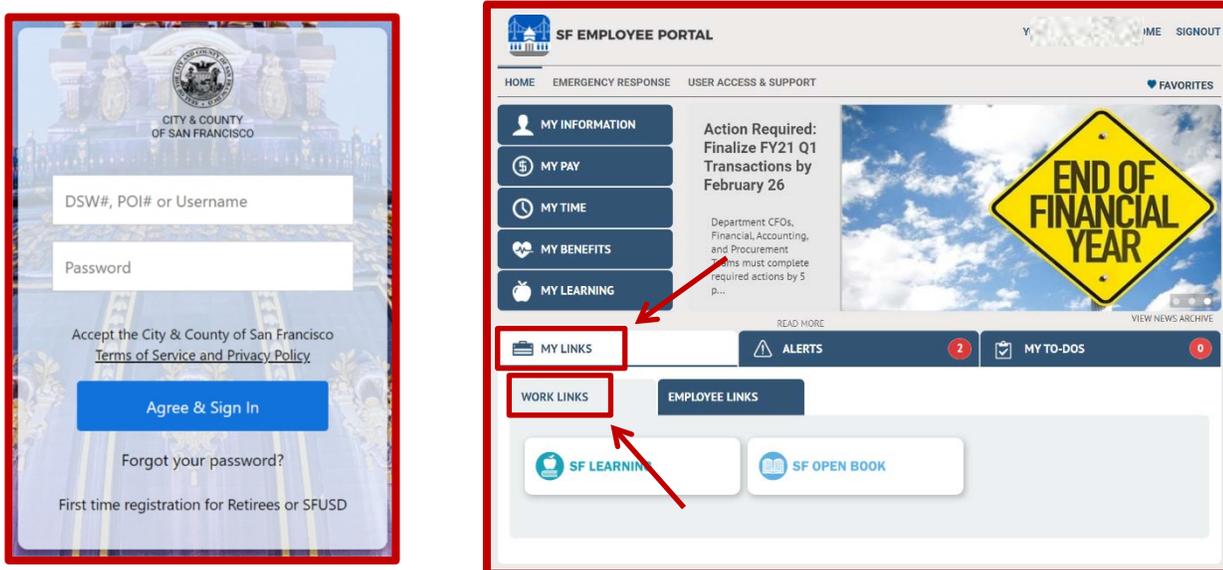


How to Access the 'Transgender 101' Training in SF Learning

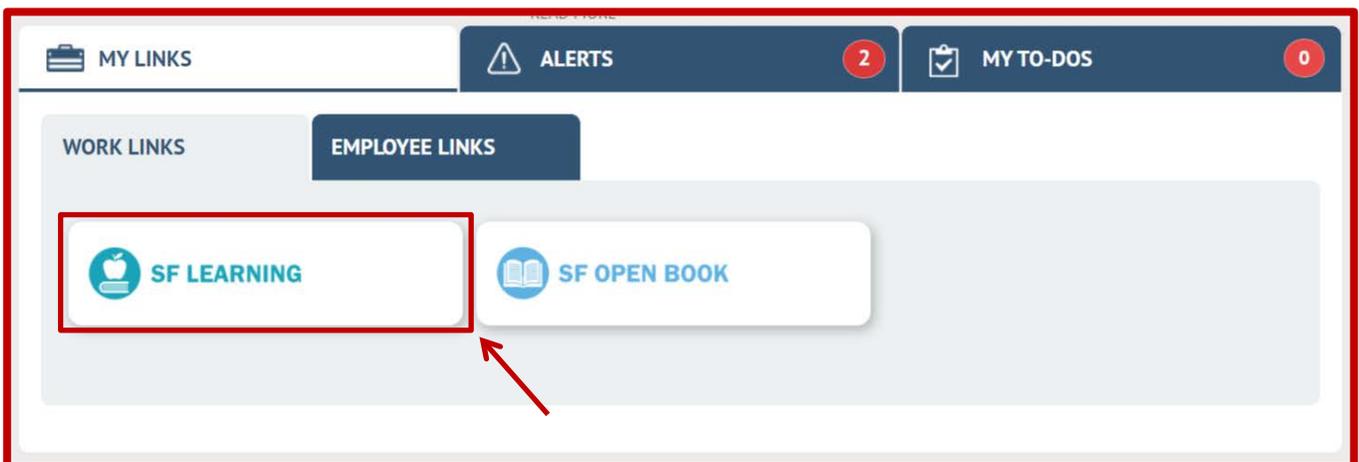
1. Open a new browser window in Chrome or Firefox (SF Learning will not work in Internet Explorer). Go to <https://sfgov.org/sfc/employee-gateway> and click on the "SF Employee Portal" tile.



2. Log into the SF Employee Portal with your DSW number and Password. Click on the "My Links" tab, and then the "Work Links" tab.



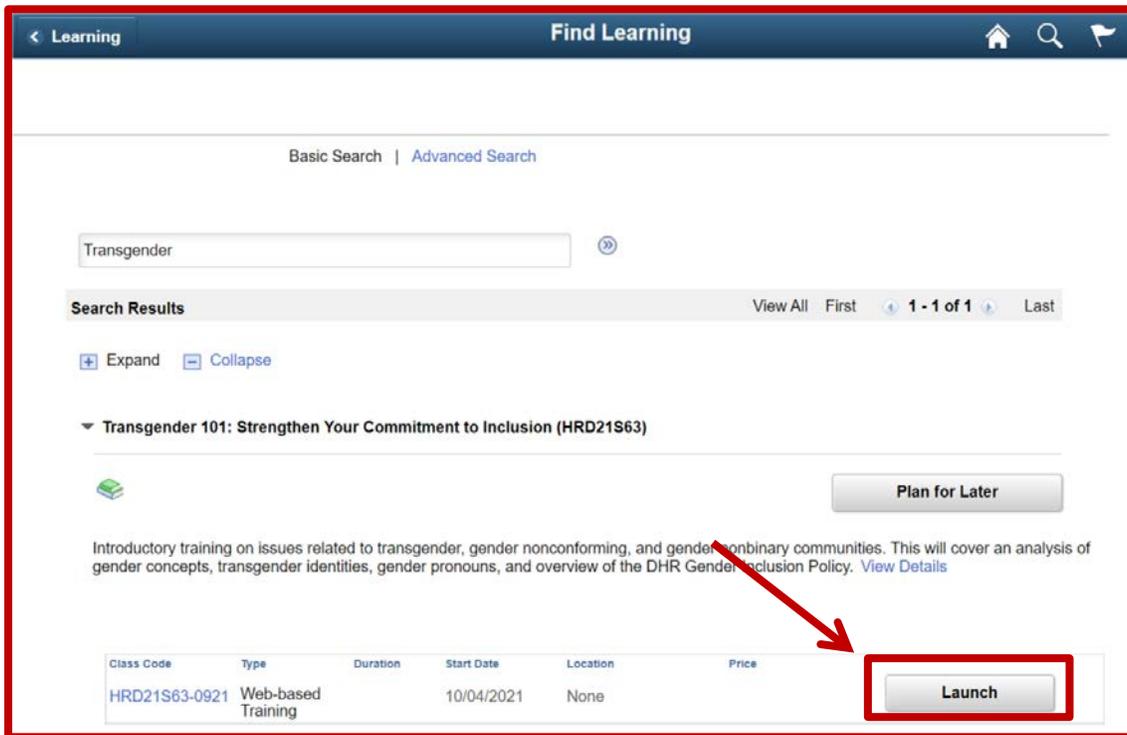
3. Click on the "SF Learning" button. Once the new tab has opened with the learning dashboard, please close the SF Employee Portal tab.



4. Click the Search icon in the upper right. Type “Transgender” in the Search field and press Enter.



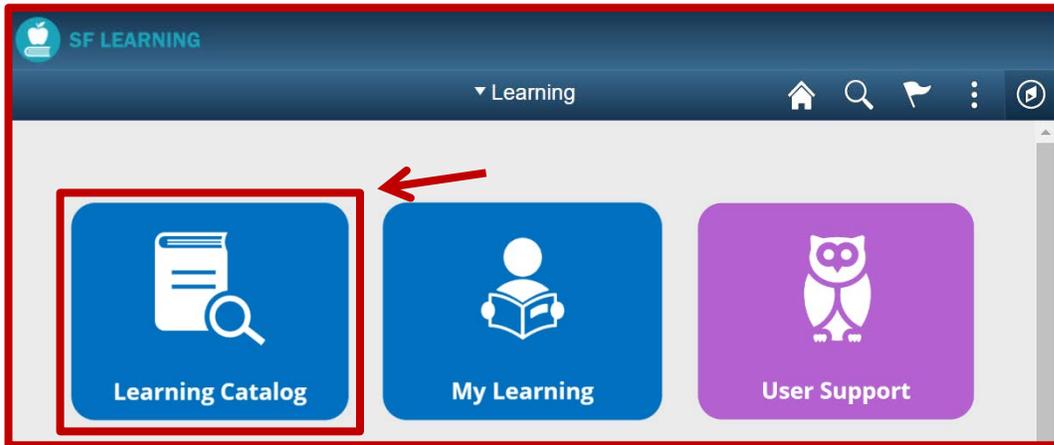
5. Under the course description, click on the “Launch” button.



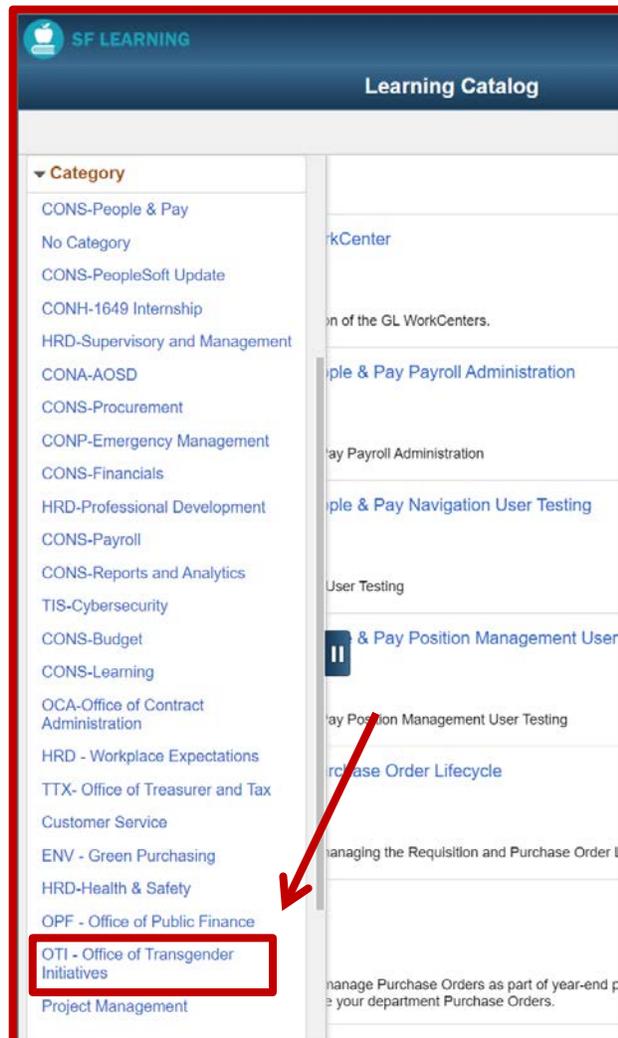
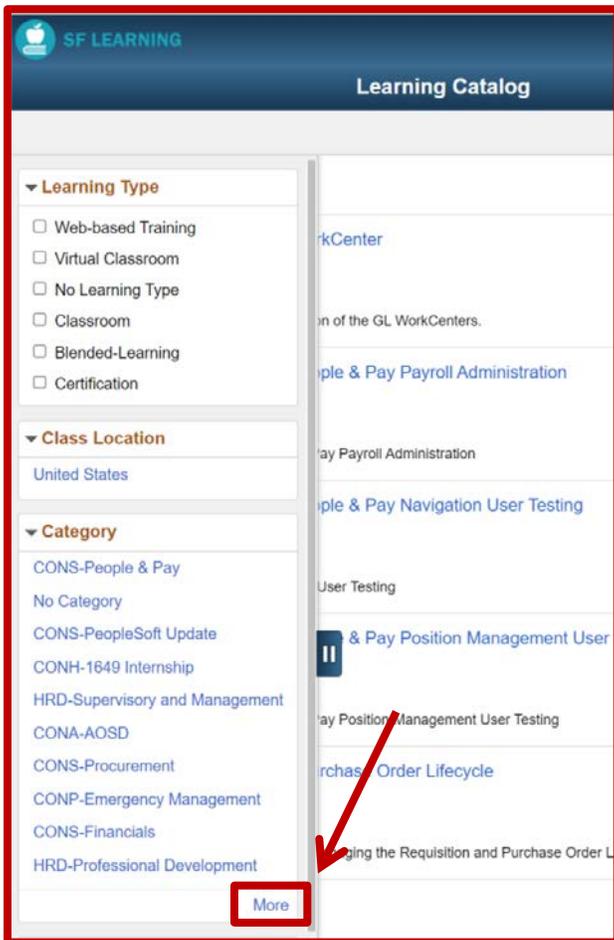
6. Congratulations! Don't forget to take a screenshot at the end of the course for your records.

Troubleshooting Tips

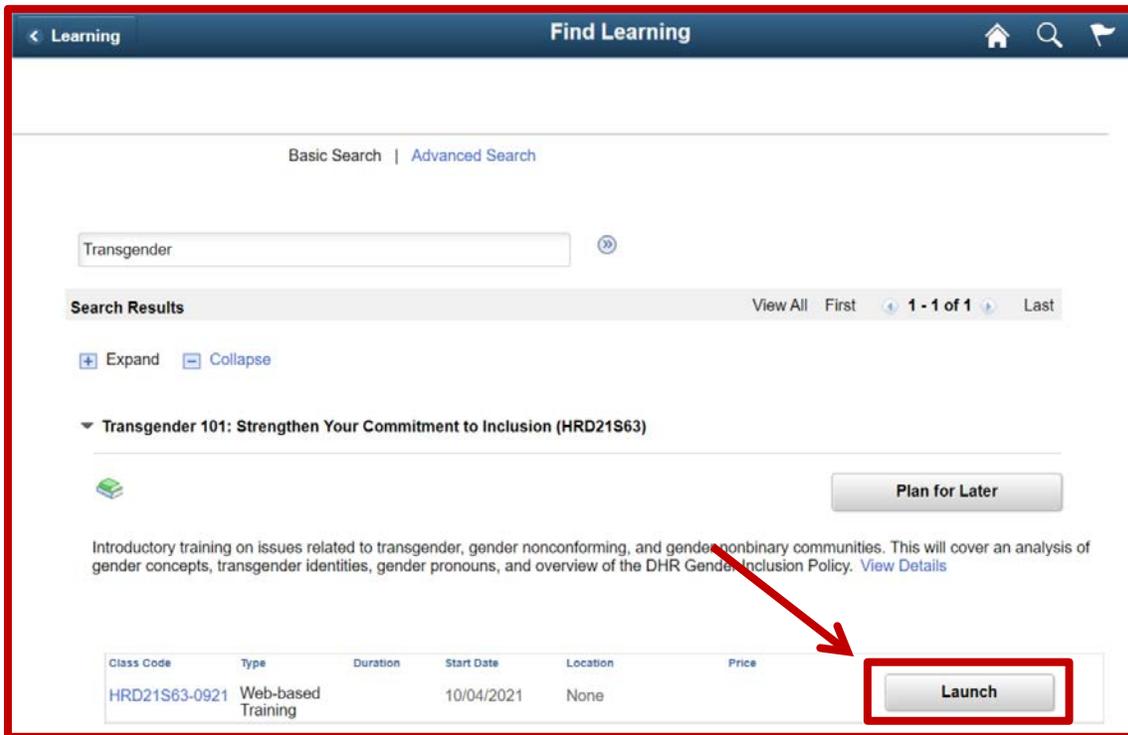
✓ If you do not have a magnifying glass to search, you can use the learning catalog to find your course.



First, choose “More” to show all of the available Categories. Next, choose “OTI – Office of Transgender Initiatives”.



Scroll through the available courses, including “Transgender 101: Strengthen Your Commitment to Inclusion”. Choose which course applies to you, and click “Enroll”. If you see “Launch”, it means you can click the button to begin the course.



- ✓ Many course issues can be solved by clearing your cache:
<https://sfemployeeportalsupport.sfgov.org/support/solutions/articles/11000041031-how-to-clear-browser-cache>
- ✓ This system works best with up-to-date Chrome and Firefox browsers. Do not use the Internet Explorer or Safari browsers.
- ✓ If you get a blank page, or the training doesn't load, try refreshing the page, or signing out of the system and signing back in. For technical issues, please fill out a CON ticket, located at <https://sfemployeeportalsupport.sfgov.org/support/catalog/items/177>.
- ✓ If you have completed a course, but it is not showing as “Completed”, please give the SF Learning system 24 hours to update and refresh.
- ✓ For other completion issues, please email – dhr.ids@sfgov.org. In the body of your email, include a screen shot of the final page of the completed training, and your full name and DSW number. Please wait 5 business days for confirmation of completion updates.