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

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

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SF Employee Portal Employee Login	SF User Support SF Employee Portal	MyApps Portal City Apps and Password Reset				

**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.

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**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.

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**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.

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Class Code	Туре	Duration Start Date	Location	Price	
HRD21S63-0921	Web-based Training	10/04/2021	None		Launch

- Many course issues can be solved by clearing your cache: <u>https://sfemployeeportalsupport.sfgov.org/support/solutions/articles/11000041031-how-to-clear-browser-cache</u>
- ✓ 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 <u>https://sfemployeeportalsupport.sfgov.org/support/catalog/items/177</u>.
- ✓ 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 <u>dhr.ids@sfgov.org</u>. 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.