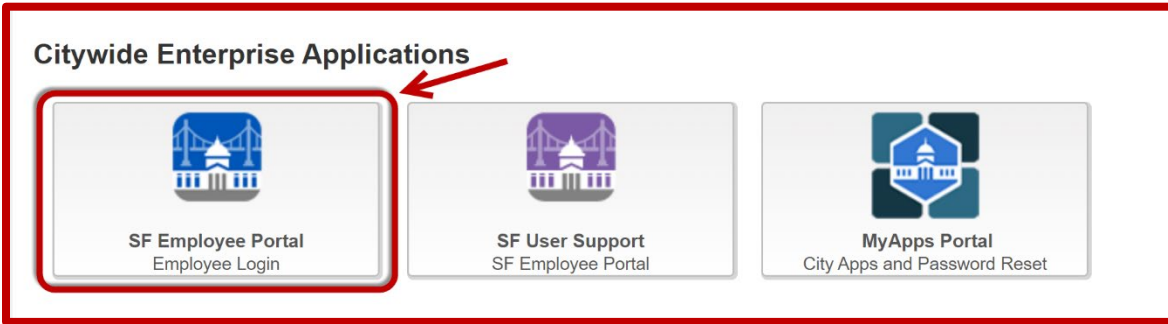
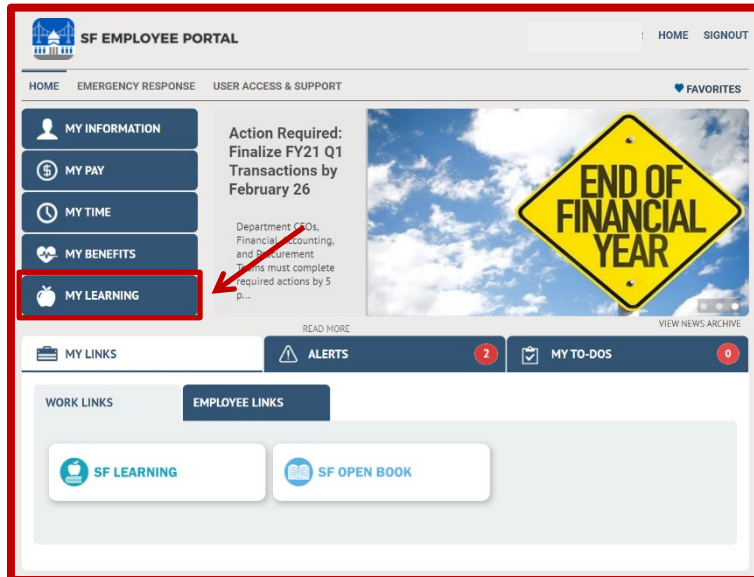
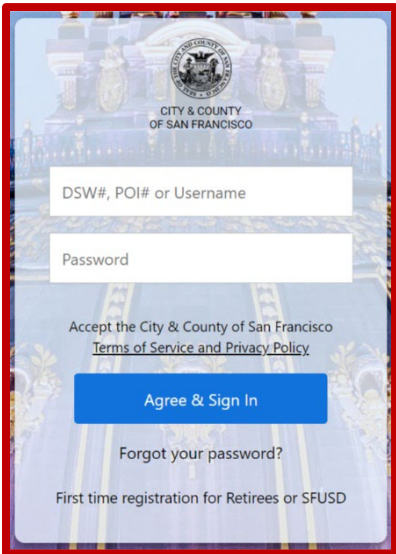


➔ How to access training on SF Learning

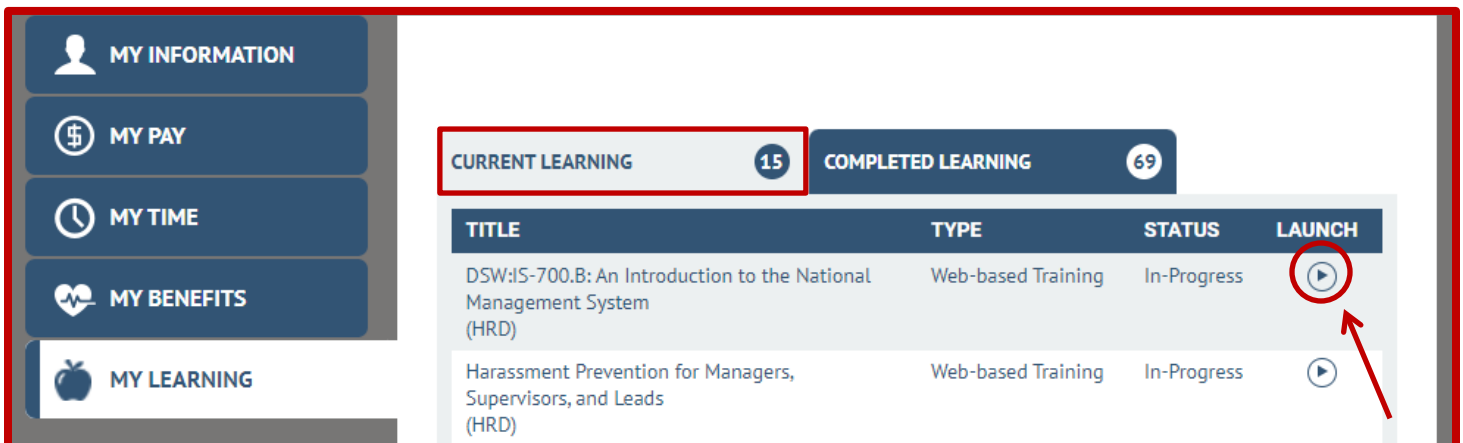
1. Open a new browser window in Chrome (SF Learning will not work in Internet Explorer). Go to <https://sfgov.org/sfc/employee-gateway> and click on the “SF Employee Portal” tile.



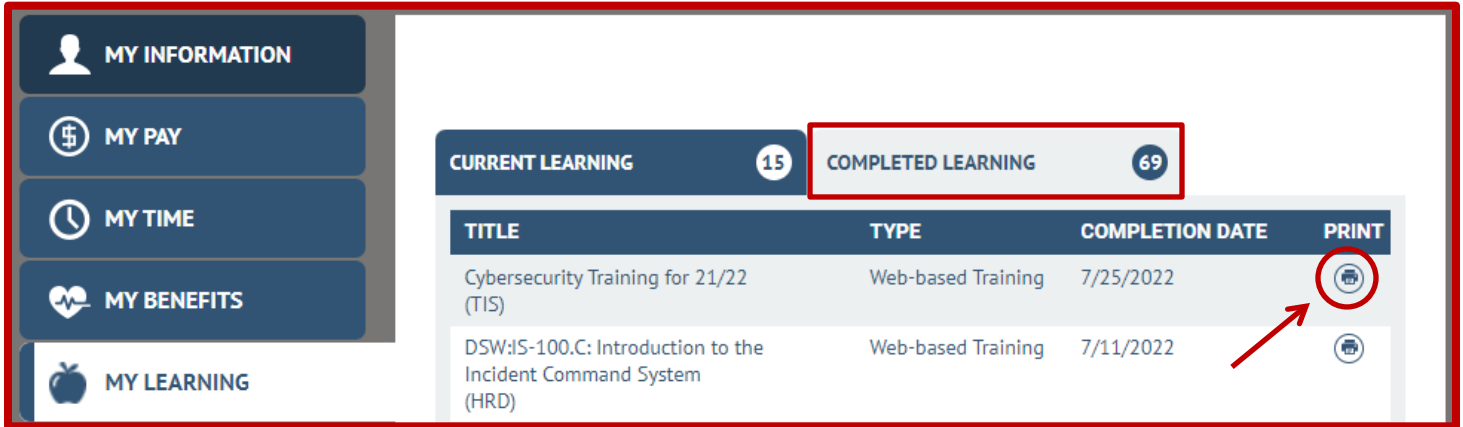
2. Log into the SF Employee Portal with your DSW number and password. Click on “My Learning”. You may be asked to authenticate your account by using a code sent to your cell phone.





3. Under “Current Learning” is a list of the courses you are currently enrolled in. To launch a course, click on the arrow next to the course.



4. To see the courses that you have previously completed and print certificates, click on “Completed Learning”



The screenshot shows the SF Learning system interface. On the left is a navigation menu with options: MY INFORMATION, MY PAY, MY TIME, MY BENEFITS, and MY LEARNING. The main content area has two tabs: 'CURRENT LEARNING' (15) and 'COMPLETED LEARNING' (69). The 'COMPLETED LEARNING' tab is selected and highlighted with a red box. Below the tabs is a table with columns: TITLE, TYPE, COMPLETION DATE, and PRINT. Two courses are listed:

TITLE	TYPE	COMPLETION DATE	PRINT
Cybersecurity Training for 21/22 (TIS)	Web-based Training	7/25/2022	
DSW:IS-100.C: Introduction to the Incident Command System (HRD)	Web-based Training	7/11/2022	

A red arrow points to the 'PRINT' button for the first course, which is circled in red.

Troubleshooting Tips

- ✓ This system works best with up-to-date Chrome, Firefox, or Edge browsers. Do not use Internet Explorer or Safari.
- ✓ 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. You can also reload your browser tab.
- ✓ For other completion issues, please email – thr.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.