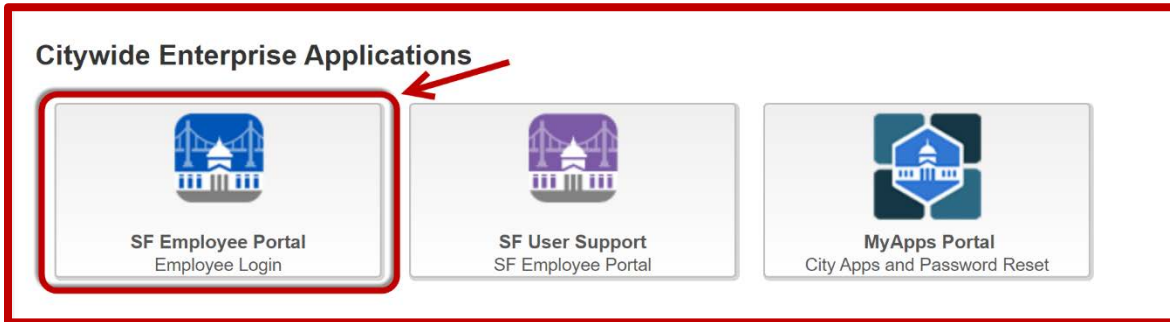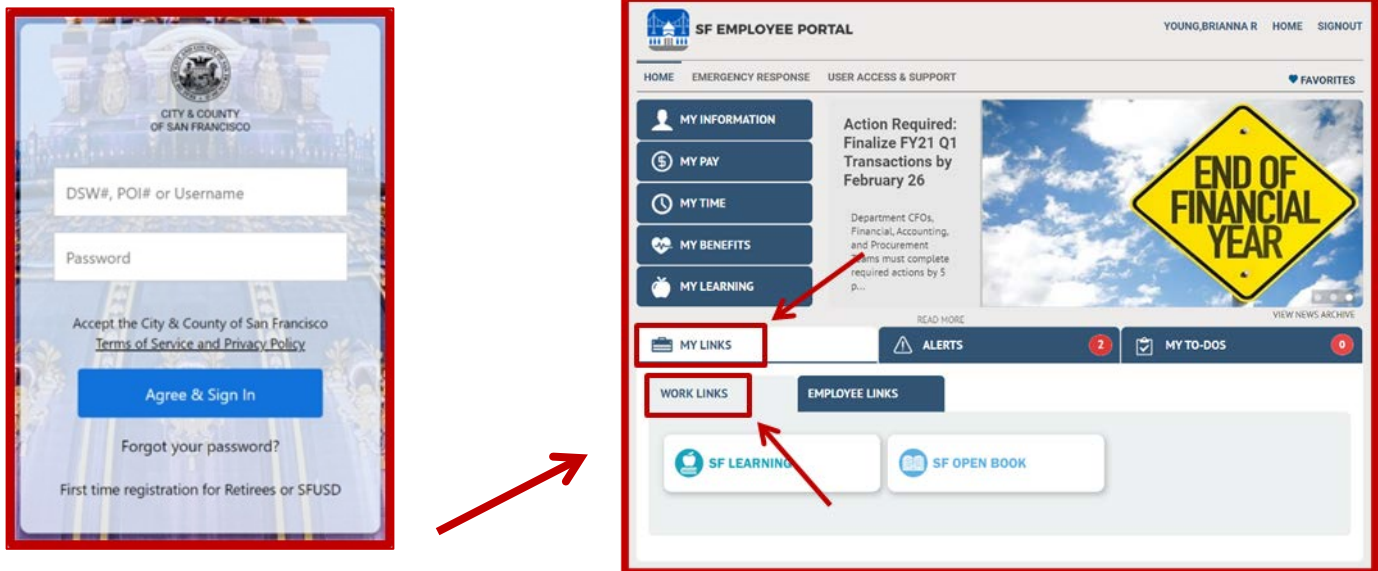# How to access the Telecommuting modules on SF Learning

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.
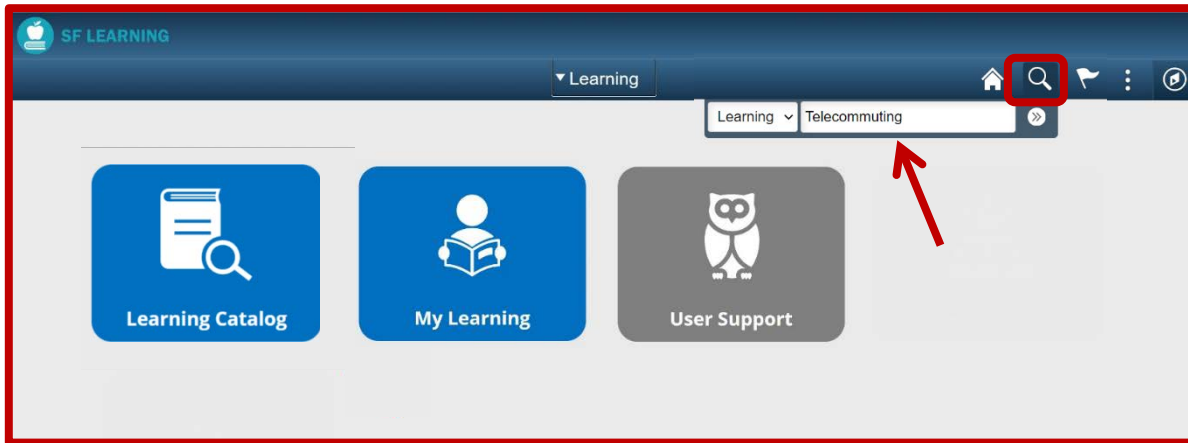

2. Log into the SF Employee Portal with your DSW number and Password. Click on the "My Links" tab, and then the "Work Links" tab.


3. Click on the "SF Learning" button. Once the new tab has opened with the learning dashboard, please close the SF Employee Portal tab.
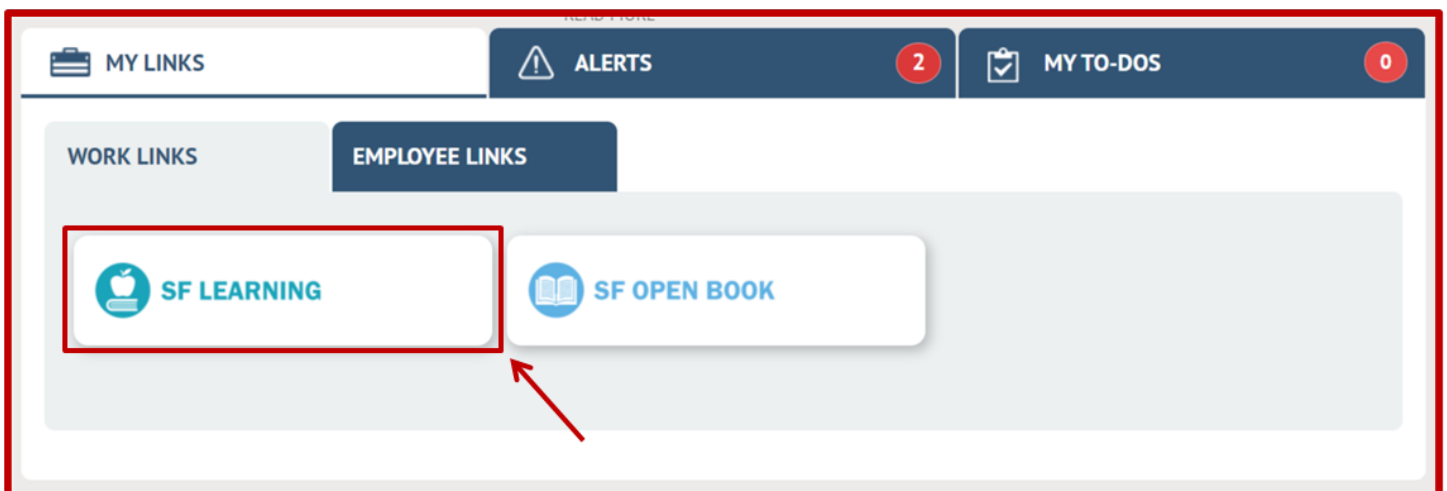
**4.** Click on the magnifying glass to search. Type in "Telecommuting".

5. Scroll through the available courses, including "Is Telecommuting an Option for Me?" and "Managing a Telecommuting Employee". Choose which course applies to you, and click "Enroll". If you see "Launch", it means that you are already enrolled, and you will need to access the course is "My Learning" on the learning dashboard.
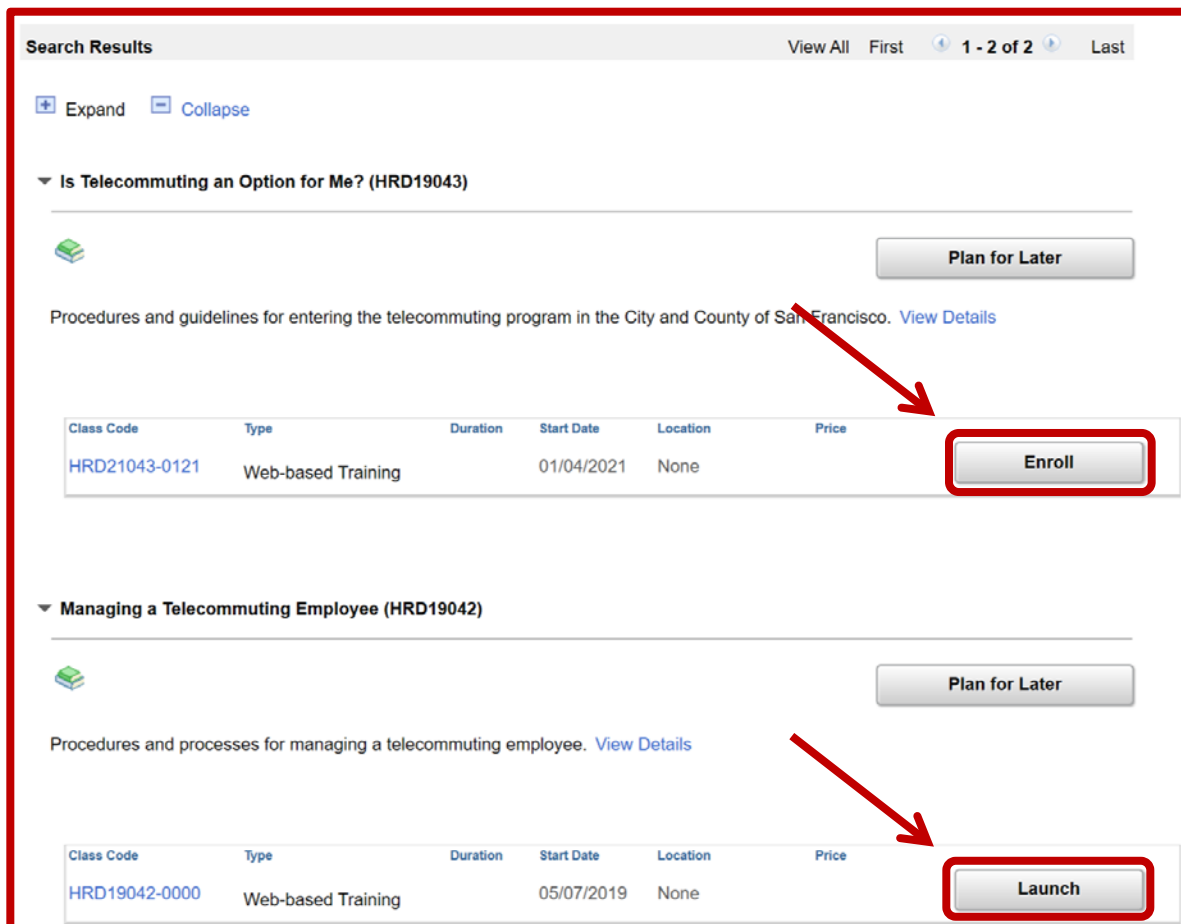
Troubleshooting Tips

✓ 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 .

✓ The SF Employee Portal may time out as you are working on completing your training in SF Learning. If you see that one of your tabs says "Login" like the screenshot below, you have been signed out of the SF Employee Portal, and your training progress may not save.
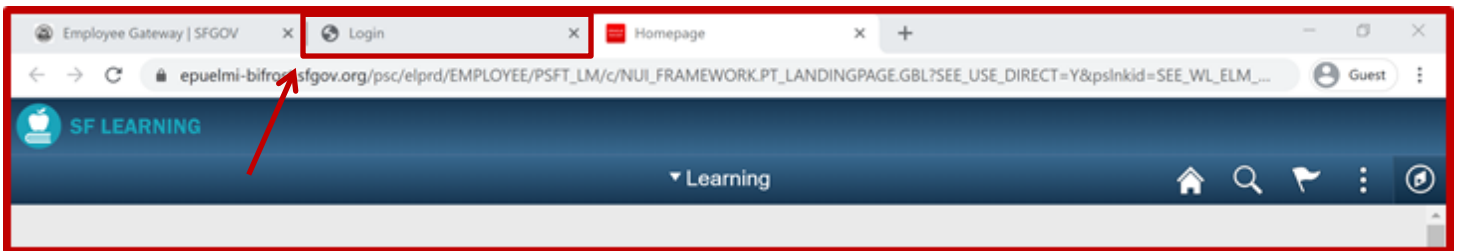
To avoid this, close the tab labeled "SF Employee Portal" before beginning your training.
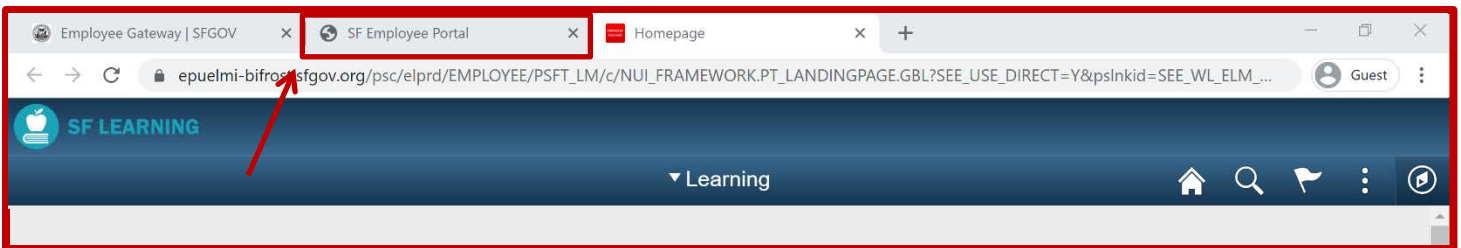
If you have completed the training before you notice that you have been logged out, take a screen shot of the final page and follow the directions below to request a completion update.

✓ 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 – wd.dhr@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.