

How-To Guide for LEARN: Access Your Course Material (Complete a Course)

1. Introduction

Welcome to the How-To Guide for LEARN!

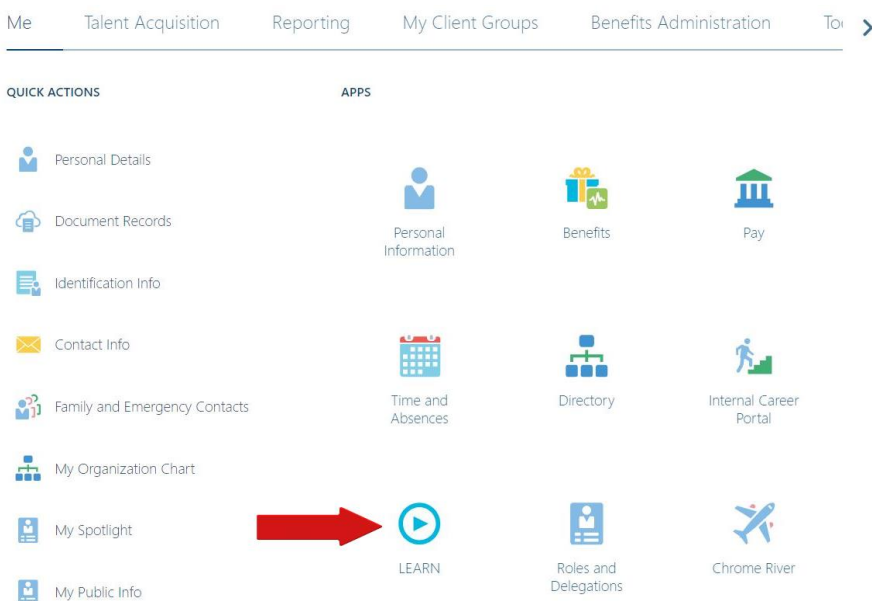
In this guide, we'll walk you through the step-by-step process of accessing your course material, empowering you to make the most of this invaluable resource that will accelerate your professional development journey.

2. Step-by-Step Instructions

Step 1: Access LEARN

Sign into the HRMS using your single sign-on ID and password and then click on the 'LEARN' icon.

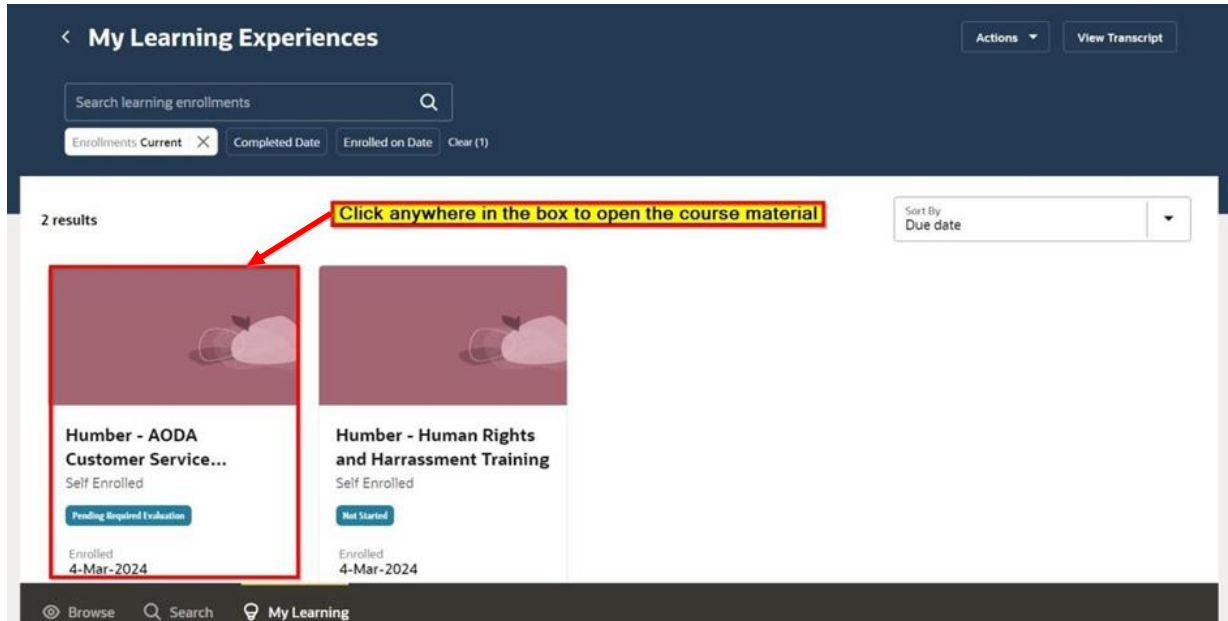
(<https://hdqb.login.ca2.oraclecloud.com/>)



The screenshot shows the HRMS dashboard with a navigation bar at the top containing: Me, Talent Acquisition, Reporting, My Client Groups, Benefits Administration, and Toi >. Below the navigation bar, there are two columns of icons. The left column is labeled 'QUICK ACTIONS' and includes: Personal Details, Document Records, Identification Info, Contact Info, Family and Emergency Contacts, My Organization Chart, My Spotlight, and My Public Info. The right column is labeled 'APPS' and includes: Personal Information, Benefits, Pay, Time and Absences, Directory, Internal Career Portal, LEARN (highlighted with a red arrow), Roles and Delegations, and Chrome River.

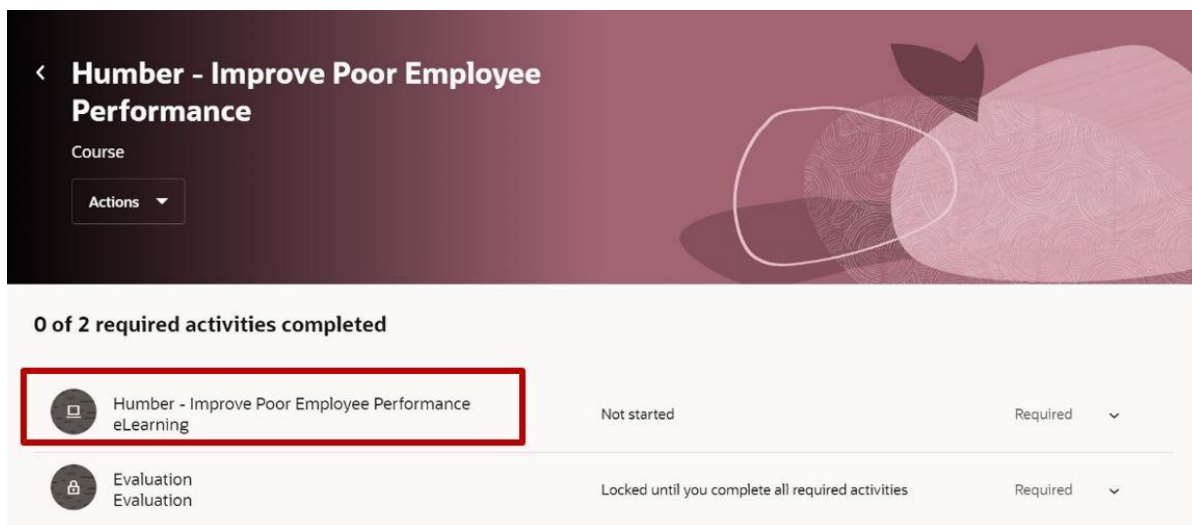
Step 2: Open the Course Material

In the 'My Learning' tab, select the course that you would like to access.

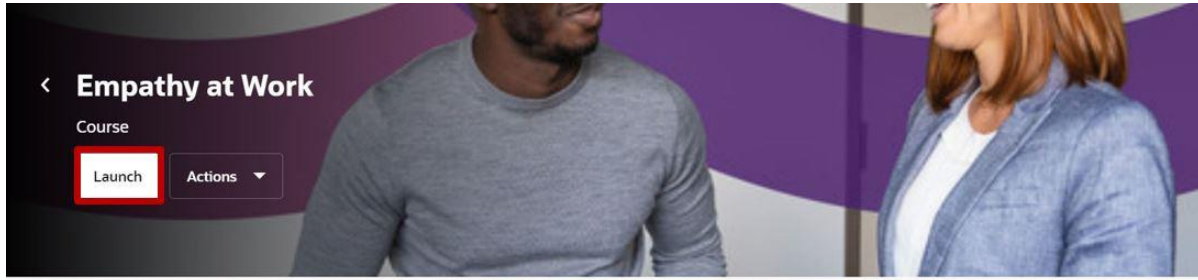


Step 3: Launch the Course Material

For Humber courses, click on the first activity listed under 'required activities completed' to launch the course material. For all other courses that are hosted externally, including LinkedIn Learning, click the 'Launch' icon to open the third-party website.



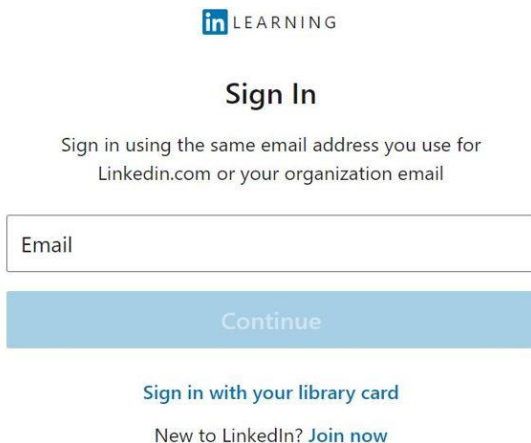
Note: The above screenshot is an example of a Humber course. However, if you're taking a course that's hosted outside of Humber, such as a LinkedIn Learning course, please see the screenshot below.




< Empathy at Work
Course
Launch Actions ▾

Many people assume that empathy is about being there when someone is going through a rough patch. But empathy involves more than just offering comfort. It's really about understanding and embracing others while remaining self-aware. In this course, Dr. Carolyn Goerner digs into the subject of empathy, explaining what it is and how to develop and practice it at work. Learn about the different types of empathy, as well as the benefits of fully embracing the practice of empathy in the workplace. Explore key strategies for effectively communicating empathy to the people you work with. Plus, discover how your past experiences and position can keep you from being more empathetic, how to better understand the mindset of your coworkers and superiors, and how to avoid empathy fatigue.

Note: LinkedIn will require you to log into your LinkedIn Learning account. Simply use your Humber credentials to login, if prompted.





Sign In

Sign in using the same email address you use for
LinkedIn.com or your organization email

Continue

[Sign in with your library card](#)

New to LinkedIn? [Join now](#)

Step 4: Finish the Course Material

Note: If you are completing a LinkedIn Learning course, the actual learning material is in LinkedIn Learning. The Humber enrollment only serves to track your progress.

Step 5: Evaluate the Course Material

5.1 You will need to submit an evaluation for all Humber courses to successfully complete them. Click on the ‘Evaluation’ icon under ‘required activities completed’ and answer each prompt.

Humber - Improve Poor Employee Performance
Course

Actions ▾

0 of 2 required activities completed

	Humber - Improve Poor Employee Performance eLearning	Not started	Required ▾
	Evaluation Evaluation	Locked until you complete all required activities	Required ▾

5.2 After answering each prompt, click on the ‘Submit’ icon.

HUMBER

Home Bell SV

Evaluation Cancel Submit

1

Has the Course met your expectations

| ▾

Yes

No

Other

3. Tips and Best Practices

The best way to access LEARN is through Microsoft Edge and Mozilla Firefox browsers. You can still access LEARN from a Chrome browser but will need to select 'Ignore' on notification pop-ups when accessing course material. This is a known Oracle issue.

Create a learning schedule that fits your workflow and lifestyle. Block out dedicated time slots for studying and completing course modules to stay on track and maintain consistency in your learning journey.

Stay Flexible and Open-Minded. While it's essential to have a plan, remain flexible and open-minded throughout your learning process. Be willing to explore new topics, try different learning formats, and adapt your approach based on feedback and experiences. Embracing flexibility allows you to seize unexpected learning.

4. Troubleshooting

If you are accessing the HRMS for the first time, you might encounter authentication errors. It is essential to confirm the accuracy of your credentials and permissions for the service connection.

Issue: Authentication error when accessing the HRMS.

Solution: Double-check the entered credentials and ensure that the permissions for the service connection are accurate. Seek guidance from your manager or contact the [HR Support Centre](#).

Issue: Unable to access specific features or resources within the HRMS.

Solution: Review the permissions assigned to your account and contact the [HR Support Centre](#) for assistance.