Introduction
The UC Learning Center is the web-based Learning Management System (LMS) used across the University of California for System-wide training and development. Those who have direct reports identified in the UC Learning Center will receive the Manager Role, in addition to the standard Learner Role. In some cases, individuals may be given the Manager Role if they have been identified as needing access to manage the training of those who are not their direct reports.

With the Manager Role, you can:

- View training history and status of assigned training of direct reports
- View direct reports’ current training schedule
- Register direct reports for activities

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Navigation

Homepage
When you first login to the UC Learning Center, you will see the homepage. Here you can launch activities you are currently registered in, navigate to your training schedule or transcript, and use search features to locate activities you wish to take. These will all be reflected on your own account. You can also get information about your direct reports.

The Manager view is an enhanced version of the Learner view. For more information on Learner access, refer to the Learner Guide.

- Manage My Registrations: View your Training Schedule, where you can see both upcoming in-person activities you have registered to attend, as well as any online activities you are currently in progress with.
- Required Training: View required and recommended training.
- Transcript & Certificates: View transcripts for any courses you have completed in the UC Learning Center.
- Find a Course: Search for a course.
- How Do I/FAQ: Tutorials and videos on using the UC Learning Center.

Top Menu
The Top Menu will appear on every page. Hover over each icon to see where they will take you. You may not see every icon, depending on your permissions.
Using the Manager Tools
Once you have been identified as the manager of a user in the UC Learning Center, you will automatically have the My Team icon appear in the Top Menu. This will give you access to a Manager Dashboard.

Manager Dashboard
When you navigate to your Manager Dashboard, you will be able to see:

- A snapshot of your current exception report, which shows the overall status of your managed users’ assigned training. (NOTE: remove if you do not have the exception report turned on in your domain Settings-Manager dashboard)
- A list of your managed users with the status of their individual assigned training.

Note: Manager Dashboard is updated nightly, so if one of your users completed training after the last update, it will not appear in this view until the next update. However, the user’s training transcript and schedule are displayed in real time and will show you their latest status.
View Managed Users

In the Manager Role, you have the ability to view information about your managed users and the progress of their assigned activities.

Your viewable users will all be displayed in tiles on your Manager Dashboard. You can scroll through these tiles to locate a particular individual or you can search the user by name, or sort in ascending or descending order (by name, assignment progress, etc).

You will automatically see all users you have been given access to view, either as your direct reports or as managed users whose training you are responsible for managing. If you manage more users than just direct reports, you can change your view from All Viewable Users to Direct Reports if you wish to only view your direct reports.
Updating Direct Reports

A manager has the ability to add and/or delete direct reports from their viewable users by submitting a “Change of Manage and/or Supervisor” request at https://hshr.ucsd.edu/tools/Pages/default.aspx under the “Get Stuff Done” tab under Managers.

The changes will be reflected in the UC Learning Center 1-2 business days after the request has been processed.
**View Status of Assigned Training**

When you first enter your Manager Dashboard you will see an overview of your managed users and the status of their assigned training. The Exception Report at the top will show you the percentage of compliance your managed users are currently at for all training assigned to your managed users. For each individual, you will see the overall status of their currently assigned training. Click the blue Incomplete button to see a more detailed report. Remember, you can also sort this list by process.

**Assigned Training by Activity**

You can also see which trainings are assigned to your managed users and the overall completion of the training.

Switch from the Users view Activities view to see all the activities that are currently assigned to your managed users. You will now see how many are still required to complete each training and the overall percentage of completion.

Click on the blue Users button to see who is still required to complete the training.

**Individual Reports**

To view a detailed report for an individual user:

1. Locate the user you wish to find out more information about.
2. Click on the blue Incomplete button.
This will show you an overview of the user’s currently assigned training, including a list of all training that has been assigned, the due date for each training, and their overall progress in completing all assigned training.

1. Clicking the **Title** of the course will show you more information about the training.
2. Using the menu bar on the left side, you can filter the training to show only what assignments are **Overdue** or what has been **Completed**.
3. You will see when the information was **Last Processed** in the top right corner.
4. Clicking the **Close** button will take you back to the Manager Dashboard.

**Training Analysis**

Another way to view a user’s assigned training is to go to that user’s Training Analysis page.

1. Locate the user you wish to find out more information about in your list of direct reports or viewable users.
2. Click the drop down arrow next to the white **Profile** button.
3. Click **Training Analysis**.
4. ![Emulation mode](image) This will launch **Emulation mode**, which allows you to view Learning details about your managed users. You know you are in emulation mode by the orange “eye” in the top menu bar where the “Self” icon would typically display.
5. The page provides an overview of the user’s currently assigned training, the due date for each training, and current assignment status. Click the View drop down menu to see additional information.
Training Transcript
To view all completed training for a managed user, you can view their training transcript.

1. Locate the user you wish to find out more information about using the User Search function.
2. Click the drop down arrow next to the white Profile button.
3. Click Training Transcript.
4. This will launch Emulation mode, which allows you to view Learning details about your managed users. You know you are in emulation mode by the orange “eye” in the top menu bar where the “Self” icon would typically display.
5. You will be taken directly to that user’s transcript. Select the timeframe you wish to review using the year or date range filters. Note the default view is for one year.

You can view the transcript or individual certificates of completion and export them to PDF.

To export the training transcript to PDF:

1. Click Export to PDF in the top right corner
2. Click File to download the PDF, and the OK.
3. The PDF will open in a new window.

To export individual certificates to PDF:

1. Click the certificate logo next to the course name.
2. Click Export to PDF and follow the steps above.

| ACTIVITIES |
|-----------------|-----------------|------------------|-----------------|-----------------|
| Activity | Estimated Credit Hours | Start Date | Completion Date | Expiration Date | Score | Grade | Attended Duration | Code |
| eCourse: UC Cyber Security Awareness Training - Refresher | 12/23/2016 | 12/23/2016 | 12/23/2017 | Days: 0, Hours: 0, Minutes: 0, Seconds: 0 | SECURITY-B0-OP-EDO |
| eCourse: UC Cyber Security Awareness Training | 11/13/2016 | 11/13/2016 | 11/13/2016 | Days: 0, Hours: 0, Minutes: 0, Seconds: 0 | | |
| eCourse: UC HIPAA Privacy and Security Training | 7/18/2016 | 7/18/2016 | 7/18/2016 | Days: 0, Hours: 0, Minutes: 0, Seconds: 0 | | |
| eCourse: UC Sexual Violence and Sexual Harassment | 7/18/2016 | 7/18/2016 | 7/18/2016 | Days: 0, Hours: 0, Minutes: 0, Seconds: 0 | | |
View Training Schedule
You can view a managed user’s training schedule to see their current registrations and progress.

1. Locate the individual you wish to view.
2. Click on the drop down arrow next to the Profile button and select Training Schedule.

3. This will launch Emulation mode, which allows you to view Learning details about your managed users. You know you are in emulation mode by the orange “eye” in the top menu bar where the “Self” icon would typically display.
4. Now you can see that user’s registrations and other canceled, in progress or completed training.
Register Users
A manager has the ability to register their managed users for courses. To register managed users:

1. Locate the activity you wish to register by using the Catalog or Search functions.
2. Click on the drop down arrow next to the Select button and select Register Others.
3. If this is online course, click Continue to add users. If this is an in-person training you will need to select the offering you wish them to attend first before you can click Continue.
4. Click Add under Available Users to locate the users you wish to register.
5. There are several options to narrow down the users you wish to add. As Manager, the only option that will be relevant is **Select Viewable Users**.

6. Click **Next**. You now have the option to:
   - Type a user’s name in the search box and click the **Arrow** button.
   - Browse the list of users for individuals you wish to register.
   - Click **Select All** at the bottom of the page to select all active users or select the top box to select all users on the current page.

7. Select the **check box** next to the users/users name that you wish to register. Click **OK** at the bottom to continue.
8. Click the **Top Arrow Button** to move the selected users over to Registration.

9. Click **Submit** once all users you wish have been moved over.

10. The users are now registered for the activity.

Note: If the activity is in-person they will receive an email notification of their registration. If the activity is online there is no registration notification, so you may want to inform them they need to complete the training.