

# How to Login to the LMS

## *Instruction Guide*

**Success Factors  
Learning Management System**



# OBJECTIVES

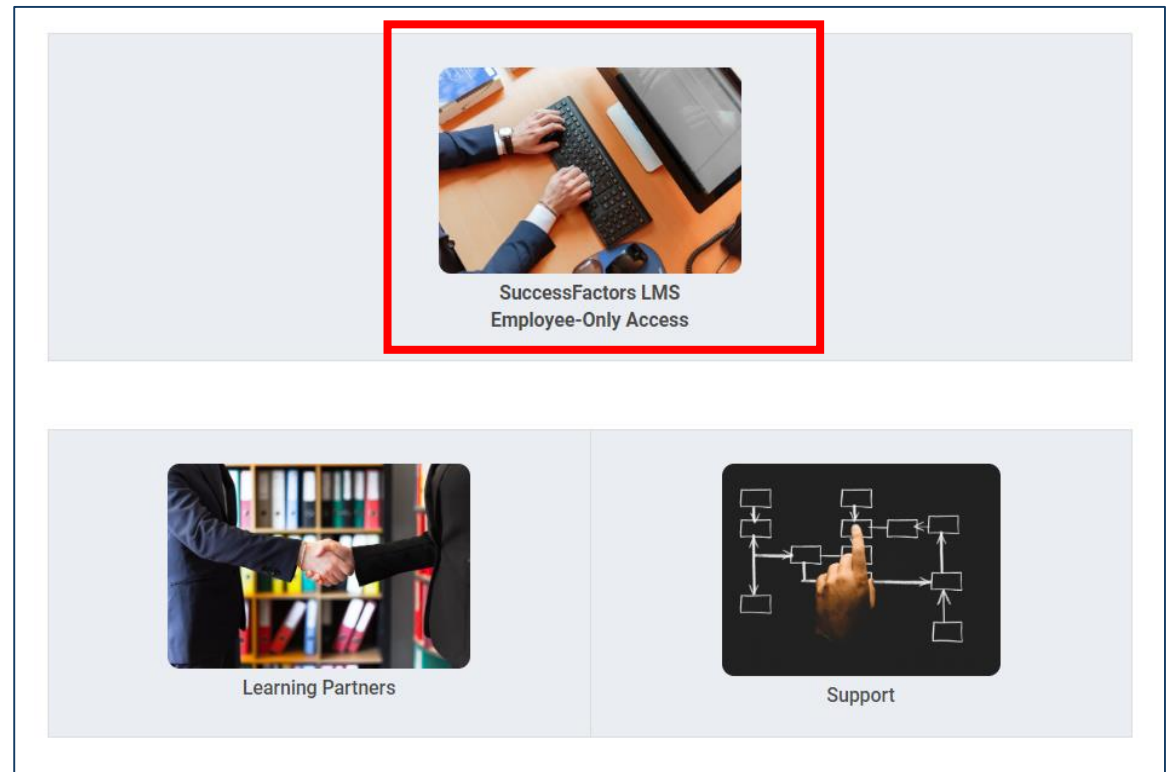
**This instruction guide will show you how to:**

- Navigate to the LMS website
- Login to the LMS
- Troubleshoot login errors

# STEP 1 | Navigate to the LMS Login Page

- a. From your browser window **navigate to**  
<https://www.princegeorgescountymd.gov/3187/Center-for-Learning-and-Development>
- b. Click **SuccessFactors LMS** button

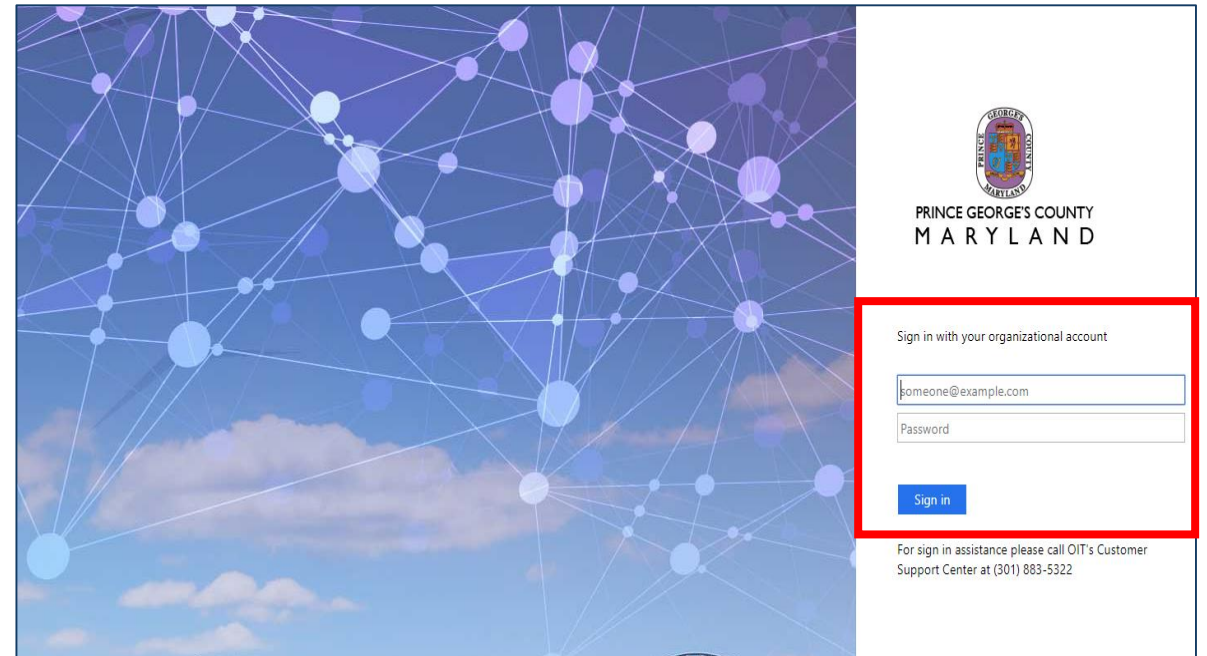
**Please Note:** You should use the Internet Explorer browser to access the LMS



# STEP 2 | Login to the LMS

- a. Once you reach the login page, **enter your county email address and password**, and click "Sign In"

**Please Note:** You should use the same email and password used to login your computer



PRINCE GEORGE'S COUNTY  
MARYLAND

Sign in with your organizational account

someone@example.com

Password

Sign in

For sign in assistance please call OIT's Customer Support Center at (301) 883-5322

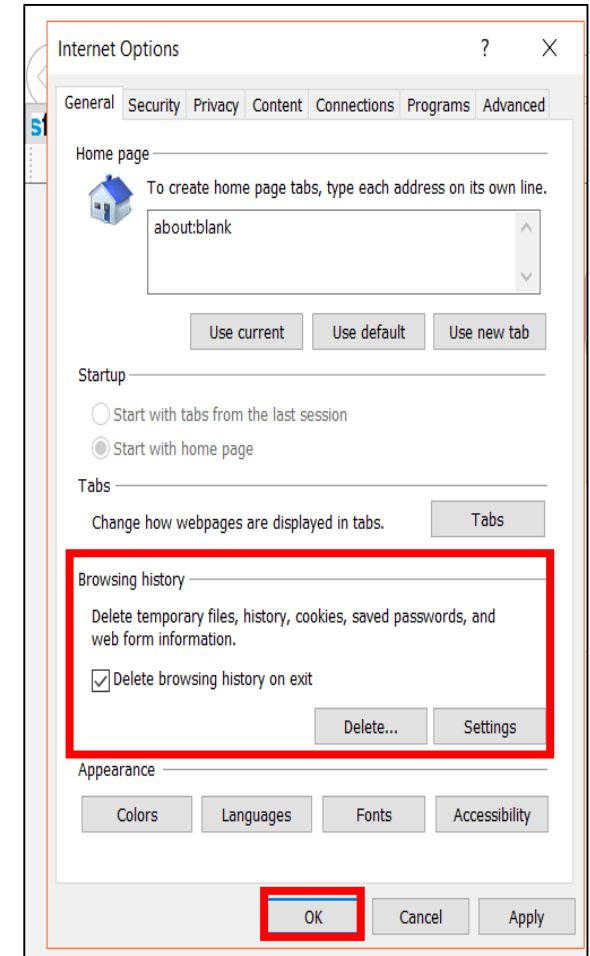
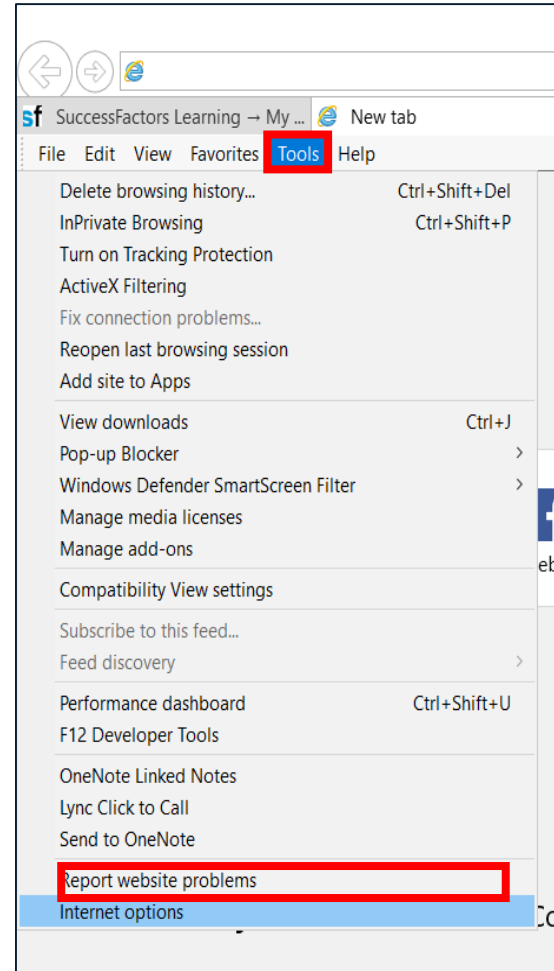
# Login Errors

- If you continue experiencing challenges logging into the Learning Management System, it may be due to the following errors in your browser settings:
  - Cached login session
  - Pop-up blocker is not turned off
  - Computer isn't enabled for third party browsing
- The next few slides will provide guidance on how to fix these issues

*If you continue to experience problems after troubleshooting all errors listed, please contact the [Center for Learning and Development](#)*

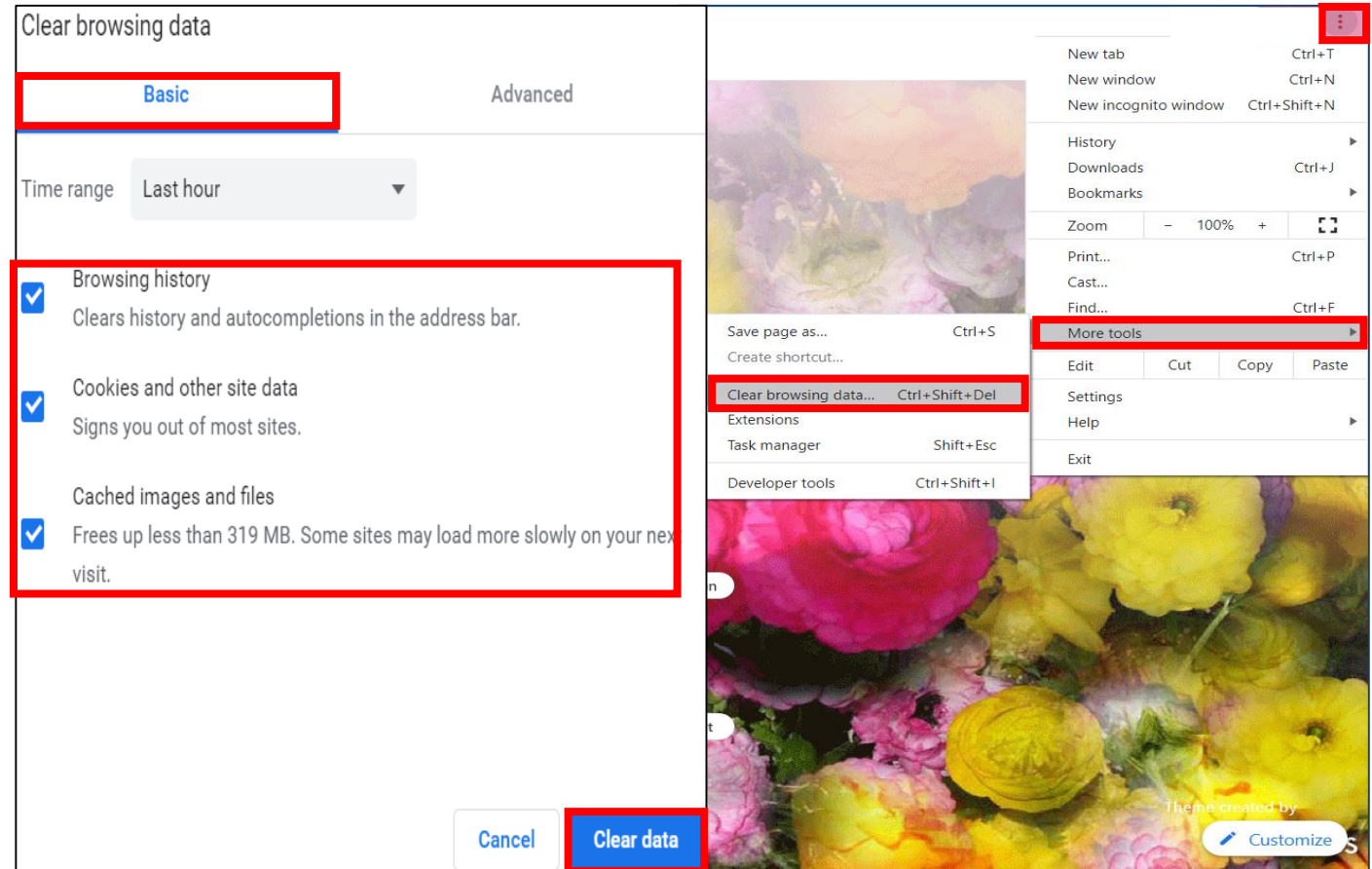
# Troubleshoot Login Errors | Clear Cache in Internet Explorer (IE)

1. Open Internet Explorer
2. Click **Tools**
3. Click **Internet Options**
4. In the **General** Tab check the box next to **Delete Browsing history on exit**
5. Click **Delete**
6. Click **Ok** and close browser



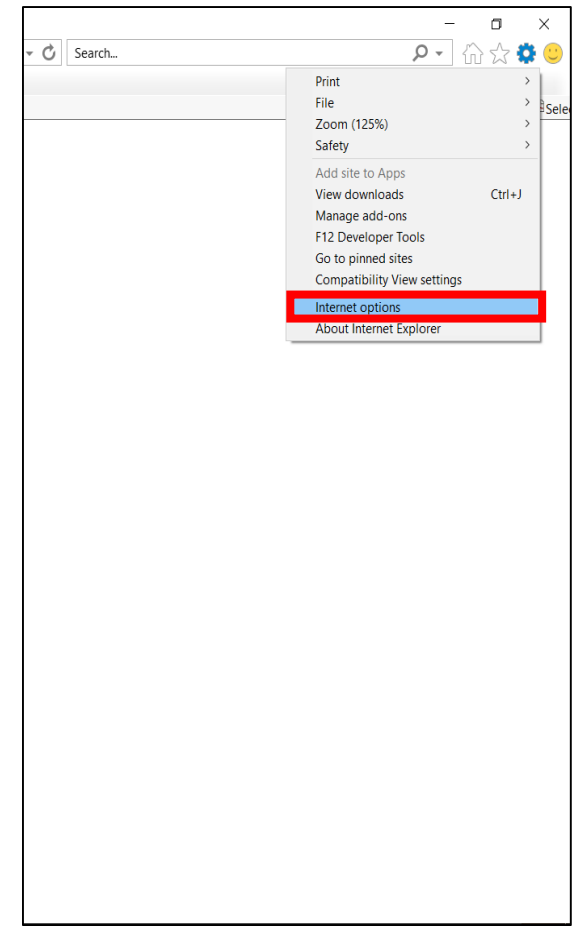
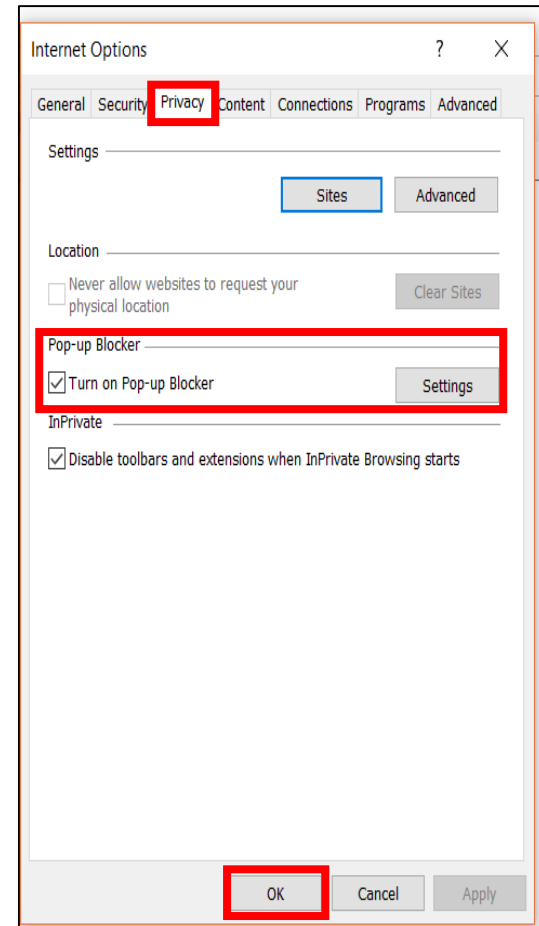
# Troubleshoot Login Errors | Clear Cache in Google Chrome

1. Open Chrome
2. Click **Three dots** at top right of screen
3. Click **More Tools**
4. Click **Clear Browsing Data**
5. In the **Basic Tab** check the boxes next to:
  - **Browsing History**
  - **Cookies and other Data**
  - **Caches images and files**
6. Click **Clear Data**
7. Close browser



# Troubleshoot Login Errors | Turn off pop-up blocker in IE

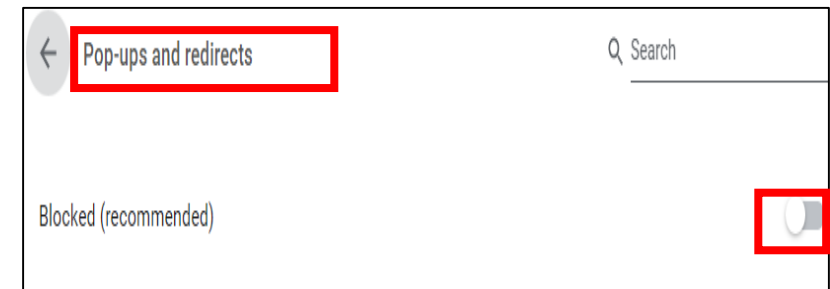
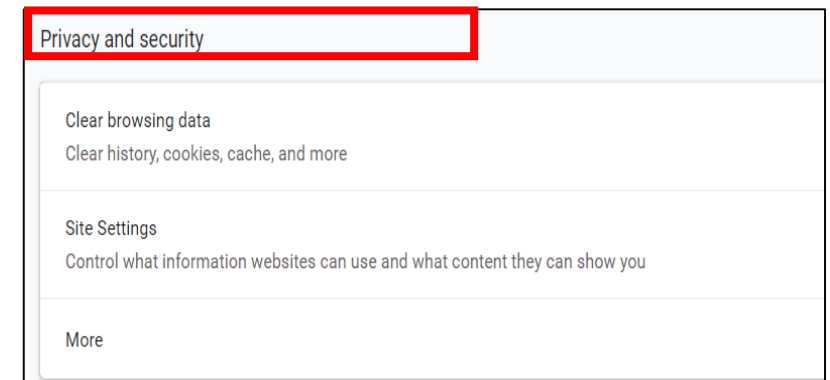
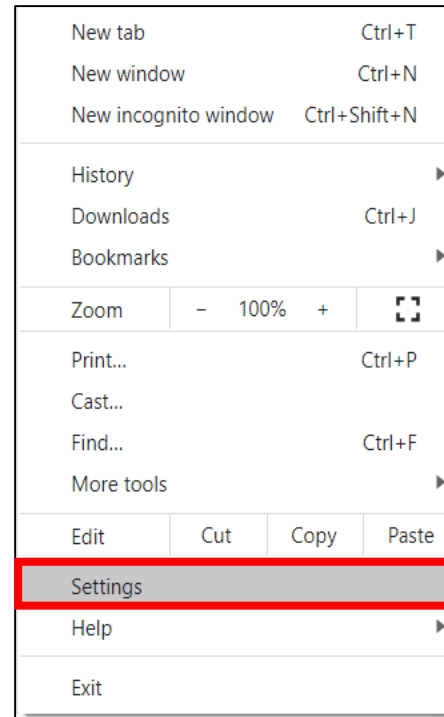
1. Open Internet Explorer
2. Click on Tools (Gear shaped icon)
3. Click **Internet Options**
4. Click **Privacy** tab
5. Uncheck box next to Turn-on Pop-up Blocker
6. Click **Ok**





# Troubleshoot Login Errors | Turn off pop-up blocker in Chrome

1. Open Chrome and click on **three dots** at top right of screen
2. Click **Settings**
3. Click **Privacy and Security** tab
4. Click **Pop-ups and Redirects**
5. Slide bar to left to turn pop-up blocker
6. Close browser



# Desktop Browsers that can be used to access LMS

Supported Versions	Setting
<b>The Learning Management System supports the following browsers</b>	<ul style="list-style-type: none"><li>• Microsoft Internet Explorer 11 (Internet Explorer 10 Metro is not supported at this time)</li><li>• Microsoft Edge</li><li>• Mozilla Firefox</li><li>• Apple Safari</li><li>• Google Chrome</li></ul>

# Questions?

Please contact the OHRM Center for Learning and Development team for questions or support accessing the SuccessFactors LMS.

The CLD team will respond within three (3) working days.



**Email**

[CLD@co.pg.md.us](mailto:CLD@co.pg.md.us)