



# Prince George's County Government NEOGOV Learn Instruction Guide

How to Manage External Learning, Certifications and Licenses



**OHRM** Office of Human Resources Management

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# Instruction Guide Topics

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

1. Login to the LMS
2. Access the NEOGOV Learn portal for an HR User
3. How to Add and Manage External Learnings
4. How to Track and Generate a Certifications and Licenses Report

# Internet Browsers Used to Access NEOGOV Learn

**NEOGOV Learn can be accessed using two internet browsers:**

- Google Chrome
- Microsoft Edge

**These systems should be used to ensure that all functionality in NEOGOV Learn is accessible.**



**Microsoft Edge**



**Google Chrome**

# STEP 1 | Navigate to the LMS Login Page

- a. From your browser window **navigate to the OHRM County Learning and Development webpage [online here](#)**
- b. Click **NEOGOV Learn LMS** image

**Please Note:** You must use either the Google Chrome or Microsoft Edge with Chromium internet browsers to access the LMS



## New LMS Access - NEOGOV Learn

Available starting June 1, 2021

Please click the image below to access the new Prince George's County Learning Management System.



Prince George's County Learning Management System (LMS)  
(Employee-Only Access)

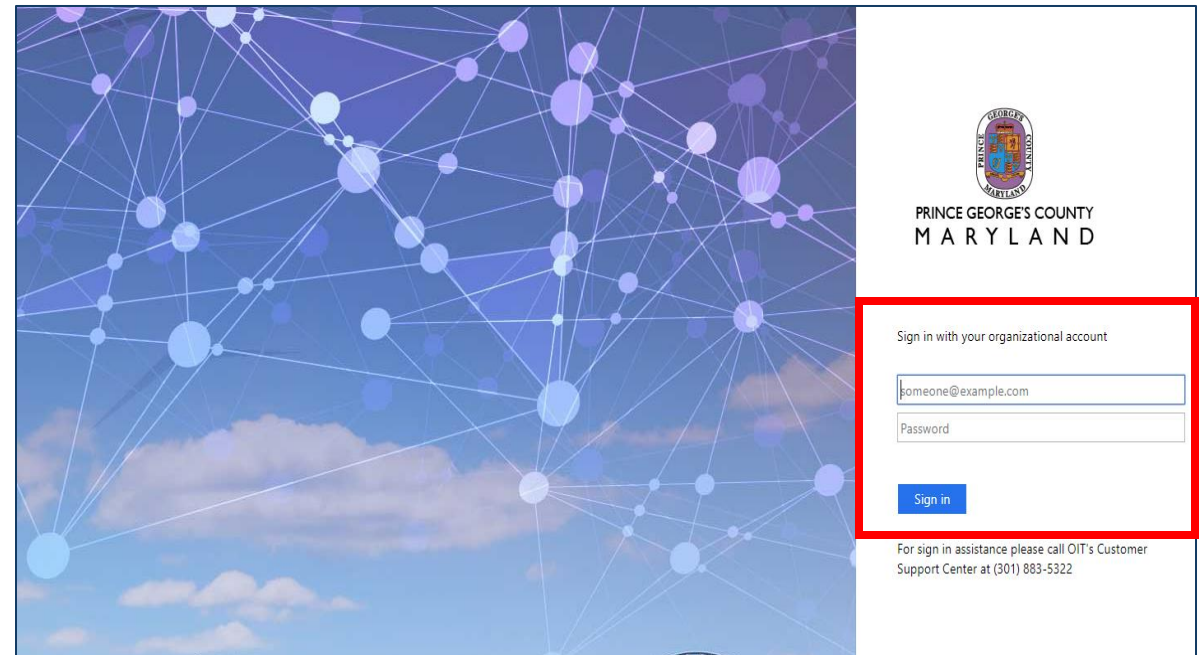


# STEP 1 *(continued)* | Login to the LMS

Employees are able to use **Single Sign On** to login to **NEOGOV Learn**.

- 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

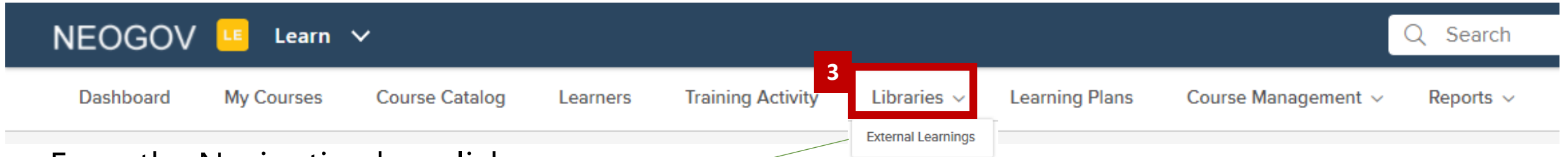
# STEP 2 | To Access NEOGOV Learn Portal

## To Access NEOGOV Learn:

1. From the main NEOGOV page, use the mouse and hover over the Dashboard icon near the top of the screen
2. A dropdown menu will show Onboard and Learn. Click **Learn** to access the Learn portal.

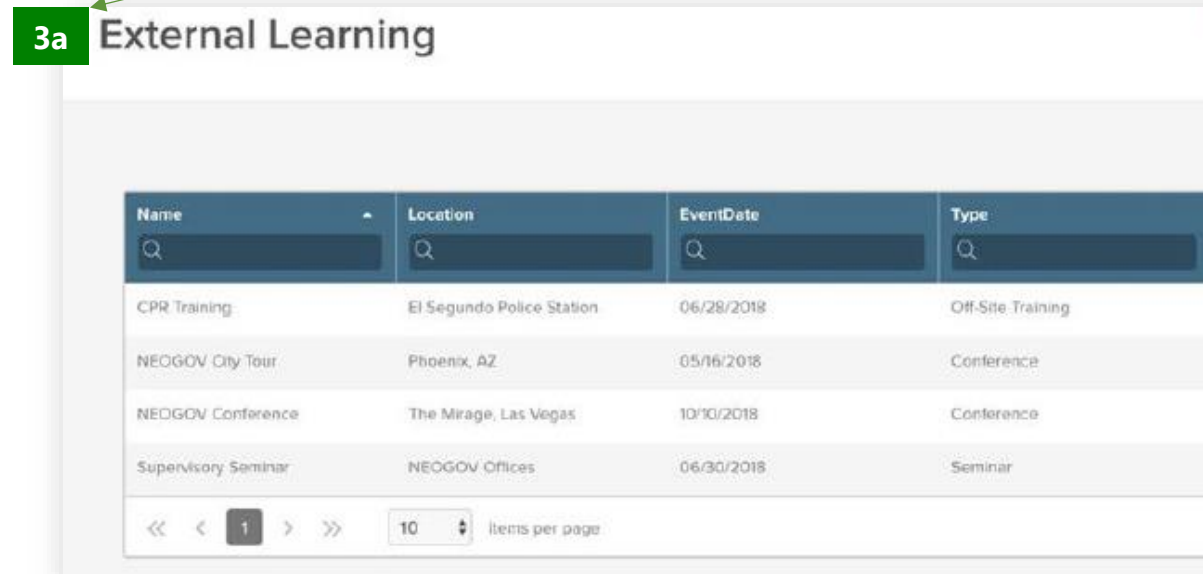
The screenshot displays the NEOGOV Learn portal interface. At the top, the 'NEO GOV' logo is on the left, and a search bar is on the right. A red box highlights the 'Dashboard' icon in the top navigation bar, with a red '1' next to it. A dropdown menu is open below it, showing 'Onboard' and 'Learn' options, with a red '2' next to the 'Learn' option. The main content area shows the user's profile for 'Claude Test', an Administrative Specialist 1G in the Office of Human Resources Mgmt. The dashboard includes a 'My Tasks' section with a 'View All Tasks (12)' link, an 'OVERALL STATUS' section with a progress bar showing 3 Overdue, 2 Due This Week, and 7 Due Later tasks, and a 'TASKS' section with a 'TRAINING · ONLINE COURSE' item. The right sidebar contains 'People' information for 'MY MANAGER' (Manager Test) and 'Quick Actions' like 'Write a Journal', 'Browse Training', and 'View my current'.

# STEP 2 (continued) | To Access NEOGOV Learn Portal



3. From the Navigation bar, click **Libraries**.

- a. HR Users will see a dropdown menu permitting the selection of External Learnings. External Learnings is the section where HR Users can add Conferences, webinars, Off-site trainings, and training conducted outside of Prince George's County Government Trainings offered for learners to document on their transcripts and learner profiles.



# STEP 3 | To Add an External Learning to Library

## To Add an External Learning to the Library:

1. Click **Add**.
2. A Menu will appear on the side. HR User will type in all the required information of the event.
3. Once all information is entered, click **Save**.

## External Learning

Name	Location	EventDate	Type	Actions
CPR Training	El Segundo Police Station	06/28/2018	Off-Site Training	✎
NEOGOV City Tour	Phoenix, AZ	05/16/2018	Conference	✎
NEOGOV Conference	The Mirage, Las Vegas	10/10/2018	Conference	✎
Supervisory Seminar	NEOGOV Offices	06/30/2018	Seminar	✎

10 items per page Showing 1 - 4 of 4 items

1 → Add

### Add External Learning

Cancel Save

Learning Type \*  
Select one ▾

External Learning Name \*  
Enter text

Event Date Status  
Select Date [Calendar Icon] Completed

Duration  
00h 00m ▾

Location Name \*  
Enter text

Address 1  
Enter text

Address 2  
Enter text

Country City  
Select one ▾ Enter text

State/Province Zip/Postal Code  
Select State/Province ▾ Enter text

CEU Credits  
Enter value

8

**Note:** all fields with an asterisk are required in order to save the event. Also, once the event has been created it will be available for selection in the Library can be used on the Learner Profile



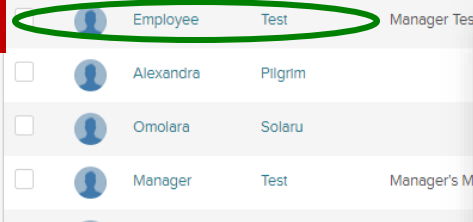
# STEP 4 | How to Add External Learnings to a Learner Profile

## Learners List

Show All Learners Bulk Actions

Photo	First Name	Last Name	Direct Man...	Department	Position	Start Date	Online Access	Active	Email	
<input type="checkbox"/>		Claude	Test	Manager Test	Office of Hum...	Administrative...	02/01/2020	Activated	Yes	LPOD@co.pg...
<input type="checkbox"/>		Employee	Test	Manager Test						
<input type="checkbox"/>		Alexandra	Pilgrim							
<input type="checkbox"/>		Omolara	Solaru							
<input type="checkbox"/>		Manager	Test	Manager's M...						

1



2

Profile Courses Learning Plans Certifications/Licenses

**Employee Test**  
Human Resources Analyst 2G  
Office of Human Resources Mgmt  
employee@co.pg.md.us  
Start Date: April 12, 2021  
Manager: Manager Test

View Transcripts

**Your Courses**

METRICS

Total Courses	In Progress	Not Started	Overdue
0	0	0	0

COURSE PROGRESS

0% Complete

Enrolled Courses

No Enrolled Courses

Completed Courses

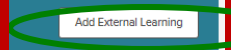
No Completed Courses

**External Learnings**

No External Learnings

Add External Learning

3



**Note:** External Learnings can also be added to a Learner through the **Learner Profile**. By default, all learners can add External Learnings to their own profiles. HR Users can add External Learnings to any learner whom they have permissions to access.

1. HR Users can access a Learner's profile from the Learners List. Select a Learner by clicking on the name. Once selected The Learner Profile will appear
2. On the Learner Profile, scroll down to the **External Learnings** section.
3. Click **Add External Learnings** to add External Learnings listed in the Library.

# STEP 4 (continued) | How to Add External Learnings to a Learner Profile

A dropdown menu will appear from the side.

- Using the Dropdown list type in the search bar or scroll through the list to select an External Learning from the Library.
- Once found, click the external learning you wish to add to the learner's profile.
- Click Save.

**Learners List**

Photo	First Name	Last Name	Direct Man...	Department	Position	Start Da
<input type="checkbox"/>	Claude	Test	Manager Test	Office of Hum...	Administrative...	02/01/20
<input type="checkbox"/>	Employee	Test	Manager Test			
<input type="checkbox"/>	Alexandra	Pilgrim				
<input type="checkbox"/>	Omolar	Solaru				
<input type="checkbox"/>	Manager	Test	Manager's M			

**Add External Learning**

External Learning Name \*

Search...

- CPR Training
- NEOGOV City Tour
- NEOGOV Conference
- Public Safety Department Training
- Public Speaking Training

Enrolled Courses: No Enrolled Courses

Completed Courses: No Completed Courses

External Learnings: No External Learnings

1: Employee Test (in Learners List)

2: Employee Test (in Profile)

3: Add External Learning (button in profile)

4: Search... (input field)

5: NEOGOV Conference (selected item)

6: Save (button in modal)

# STEP 5 | How to Add Certifications and Licenses to a Learner's Profile

**Note:** Learn allows users to track professional certifications and licenses and centralize documentation. As an HR User you can Track Certifications and Licenses. The System Administrator will add all certificates to the global library.

Once all Certificates and Licenses have been added to the NEOGOV Library, Learners can add Certifications/Licenses to their Learner's Profile.

1. HR Users can view the expiration status for a Certification or License to identify if it is current, expired, or if there is no expiration available.
2. To Add a Certificate or License on a Learners profile, click Add Certificate/License

The screenshot displays the 'Certifications/Licenses' section of a learner's profile. The profile information for 'Employee Test' is visible, including their role as 'Human Resources Analyst 2G' and their start date of 'April 12, 2021'. The 'Certifications/Licenses' tab is selected and highlighted with a red box and a red '1'. Below this tab, the text 'No Certifications/Licenses' is displayed. A red box with a red '2' highlights the 'Add Certification/License' button. The 'Your Courses' section shows metrics for Total Courses (0), In Progress (0), Not Started (0), and Overdue (0), along with a '0% Complete' progress indicator. The 'Enrolled Courses', 'Completed Courses', and 'External Learnings' sections all show 'No' items, with an 'Add External Learning' button available.

# STEP 5 (continued) | How to Add Certifications and Licenses to a Learner's Profile

3. A menu will appear for the HR User to select the Certification or License to add to the Learner's Profile from the NEOGOV Library.
4. Once Certification/License is selected, click **Save**.
5. The Certification/License, will appear on the learner's training profile.

3

4

Add Certification/License

Cancel Save

\* fields are required

Certification/License \*

Select from Library

Search...

American Red Cross CPR

American Red Cross First Aid

American Red Cross Instructor Certification

Licensed Professional Counselor (LGPC)

Date Issued \* Expiration Date \*

Select Date Select Date

No expiration date

Certification/License Number

Enter text

Course Attachments

Drag and drop files to attach Upload from computer

Associate Certification/License to External Learning

REMINDER SETTINGS

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Employee Test

Human Resources Analyst 2G  
Office of Human Resources Mgmt  
employee@co.pg.md.us

Start Date: April 12, 2021  
Manager: Manager Test

View Transcripts

Certifications/Licenses

American Red Cross CPR

DATE ISSUED  
05/10/2021

EXPIRATION DATE  
05/10/2022

Add Certification/License

# STEP 6 | How to Track and generate a Certifications and Licenses Report

HR Users can track Certifications/Licenses by Running a Report

1. On the Navigation Bar, click **Reports**.
2. On the dropdown menu select **Certifications/Licenses**.
3. The menu will appear listing all employees in your agency that have Certifications/Licenses listed on their Learner's Profile Select the box to add all users to the report or select the specific users you would like listed.

NEOGOVL E Learn

Dashboard My Courses Course Catalog Learners Training Activity Libraries Learning Plans Course Management

1 Reports

2 Certification/License

Custom Online Questions

### Certification/License Tracking Report

Default Bulk Actions

3 record(s) are selected. Clear Selection

<input checked="" type="checkbox"/>	First Name	Last Name	Employee #	Certification/License Name	Certification/License Type	Issuing Agency	Issued
<input checked="" type="checkbox"/>	Lauren	Jenkins	70367	American Red Cross Instructor ...	Certification	American Red Cross	09/01/2
<input checked="" type="checkbox"/>	Lauren	Jenkins	70367	Licensed Professional Counsel...	License	Maryland State Boa...	08/01/2
<input checked="" type="checkbox"/>	Employee	Test	Test1	American Red Cross CPR	Certification	American Red Cross	05/10/2

10 Items per page Showing 1 - 3 of 3 items



# STEP 6 (continued) | How to Track and generate a Certifications and Licenses Report

1. Set the **Filters** to reflect the information you would like captured on the report
2. Click **Bulk Actions** a menu will appear providing options to generate the report in PDF, CSV, or Excel formats.
3. Click the document format to select, the report will download, permitting you to print the report.

The screenshot displays the NEOGOV system interface for generating a Certification/License Tracking Report. The navigation bar includes options like Dashboard, My Courses, Course Catalog, Learners, Training Activity, Libraries, Learning Plans, Course Management, and Reports. The main title is "Certification/License Tracking Report".

**4 Filters** (Reset filters):

- Expiration Date Range: All Expiration Dates
- Department: All
- Position: All
- Certification/License: All
- Learner: All

**5 Bulk Actions** (3 record(s) are selected):

✓	First Name	Last Name	Employee #	Certification/License Name	Certification/License Type	Issuing Agency	Issued
✓	Lauren	Jenkins	70367	American Red Cross Instructor ...	Certification	American Red Cross	09/01/2
✓	Lauren	Jenkins	70367	Licensed Professional Counsel...	License	Maryland State Boa...	08/01/2
✓	Employee	Test	Test1	American Red Cross CPR	Certification	American Red Cross	05/10/2

**6 Actions** (Done):

- Export to PDF
- Export to CSV
- Export to Excel

# Questions?

Please contact the OHRM Learning, Performance, and Organizational Development (LPOD) division for questions or support accessing NEOGOV Learn.

The LPOD division will respond within three (3) working days.



**Email**

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