How to Login to NEOGOV Learn
Instruction Guide

LE

NEOGOV Learn
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 **NEOGOV Learn LMS** button

Please Note: You should use the Google Chrome or Microsoft Edge with Chromium 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 NEW Learning Management System (LMS)
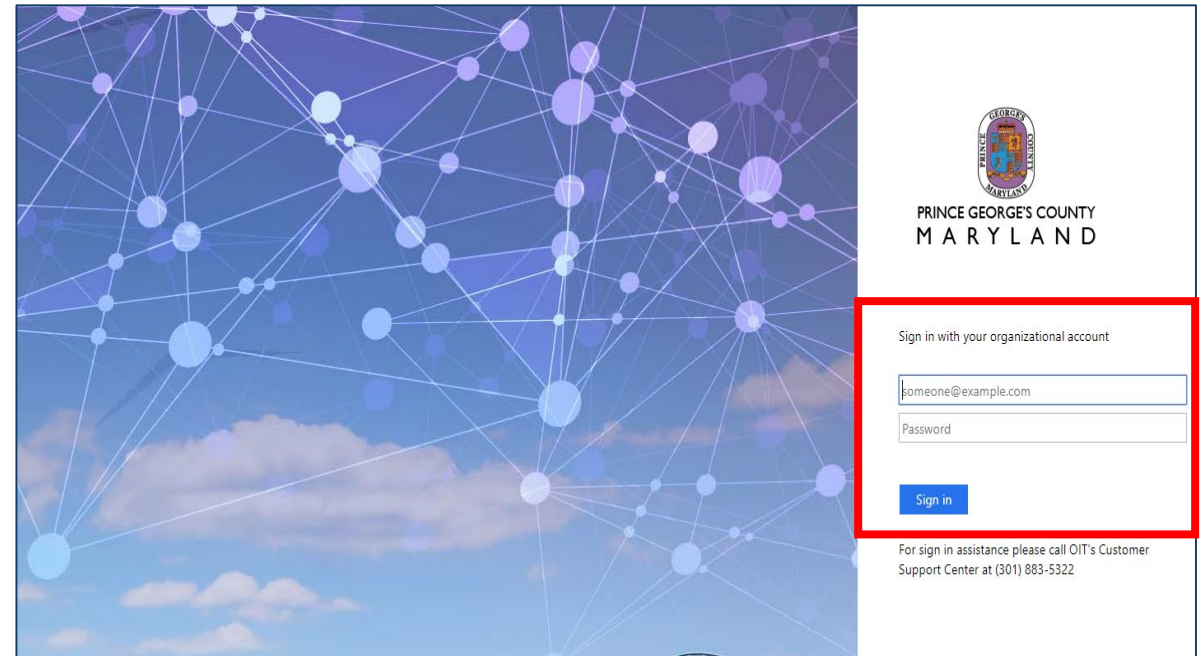**(Employee-Only Access)**

Single Sign on Link:
https://login.neogov.com/authentication/saml/login/pgc

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
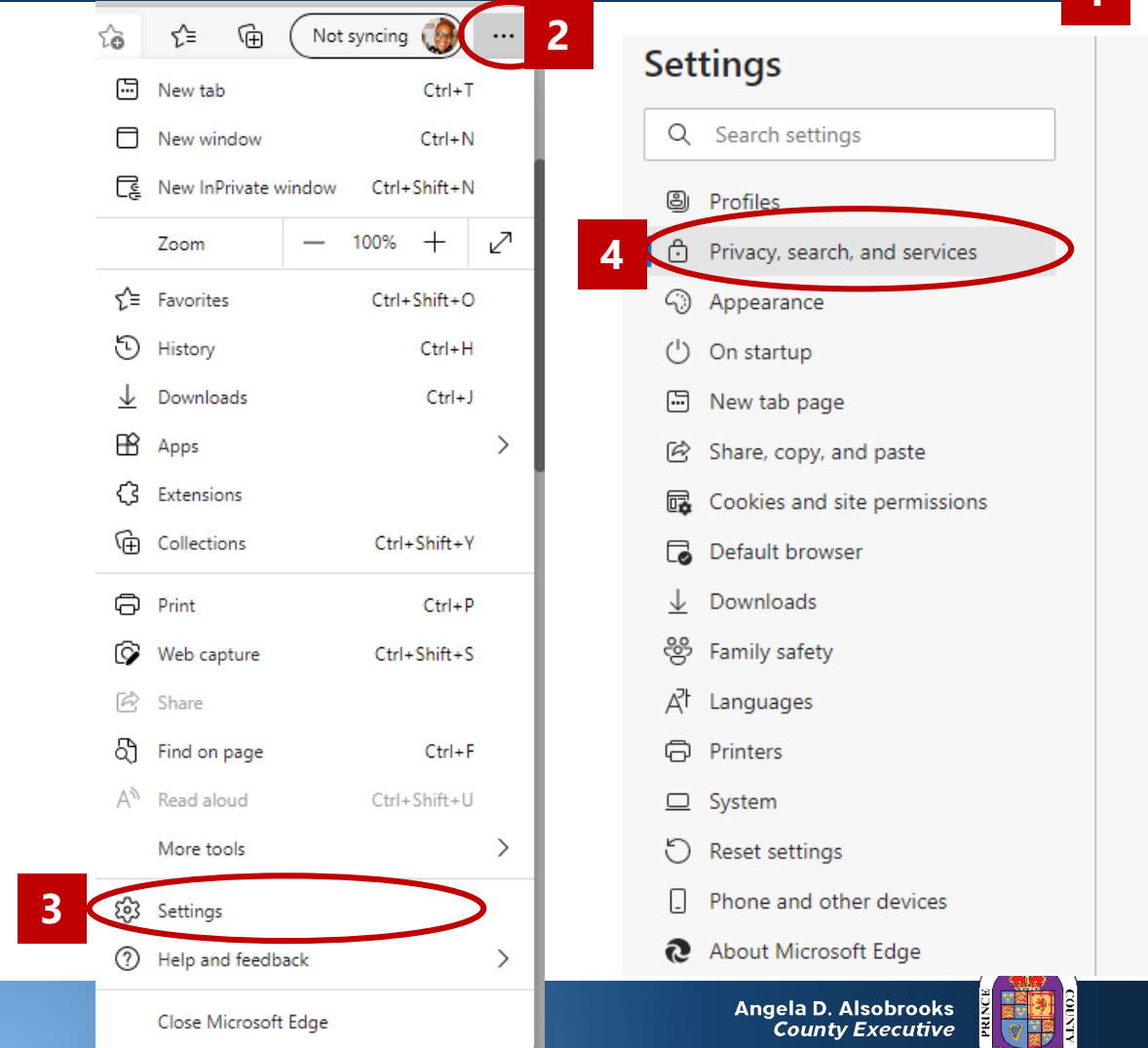
Login Errors

- 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

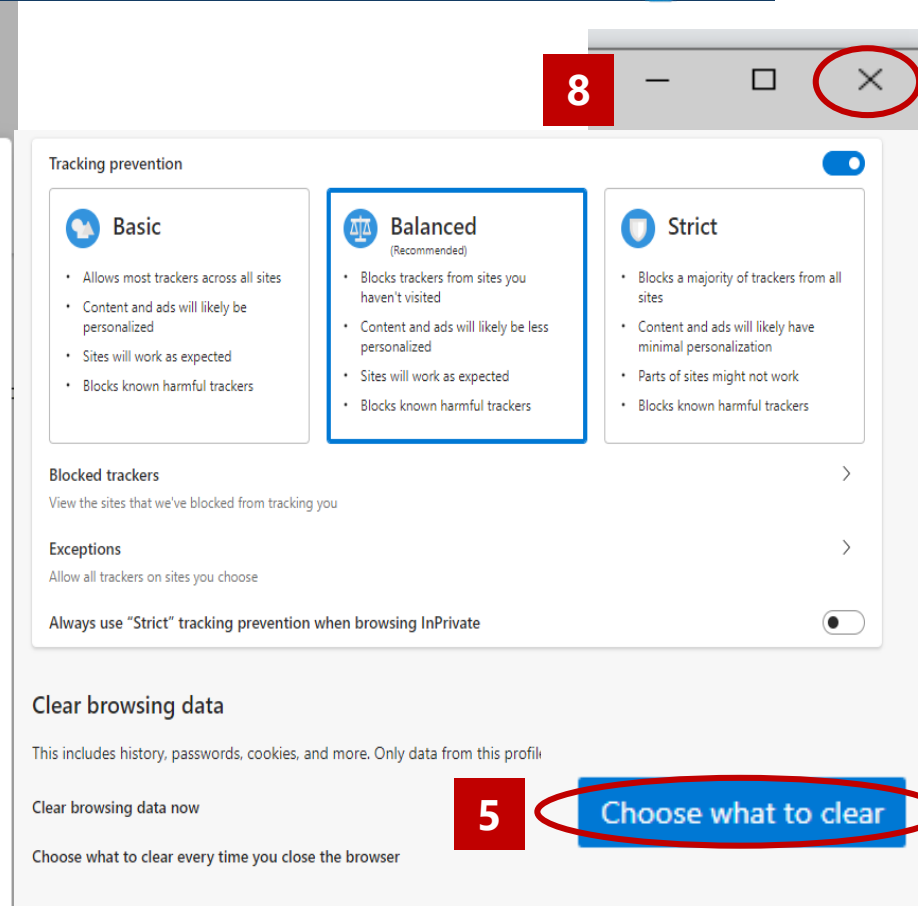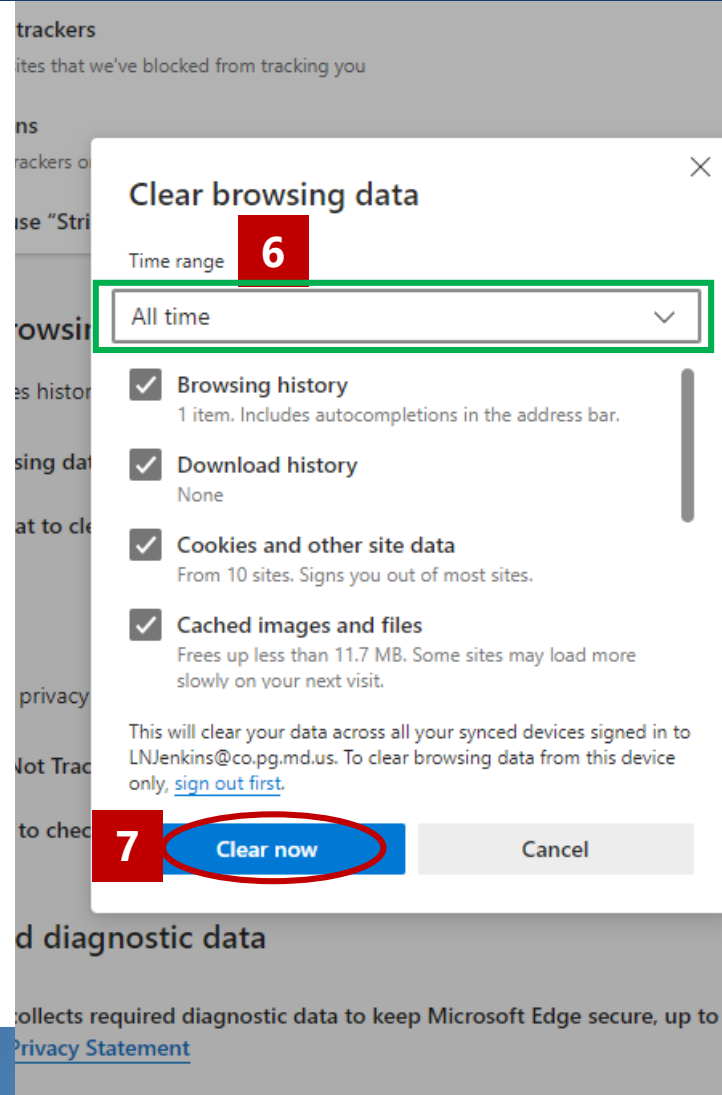# Troubleshoot Login Errors| Clear Cache in Microsoft Edge

1. Open Microsoft Edge

2. Click the 3 dots in the upper right hand corner to access settings

3. Click **Settings**

4. Click the **Privacy, search, and services** to access Clear browsing data.

OHRM Office of Human Resources Management
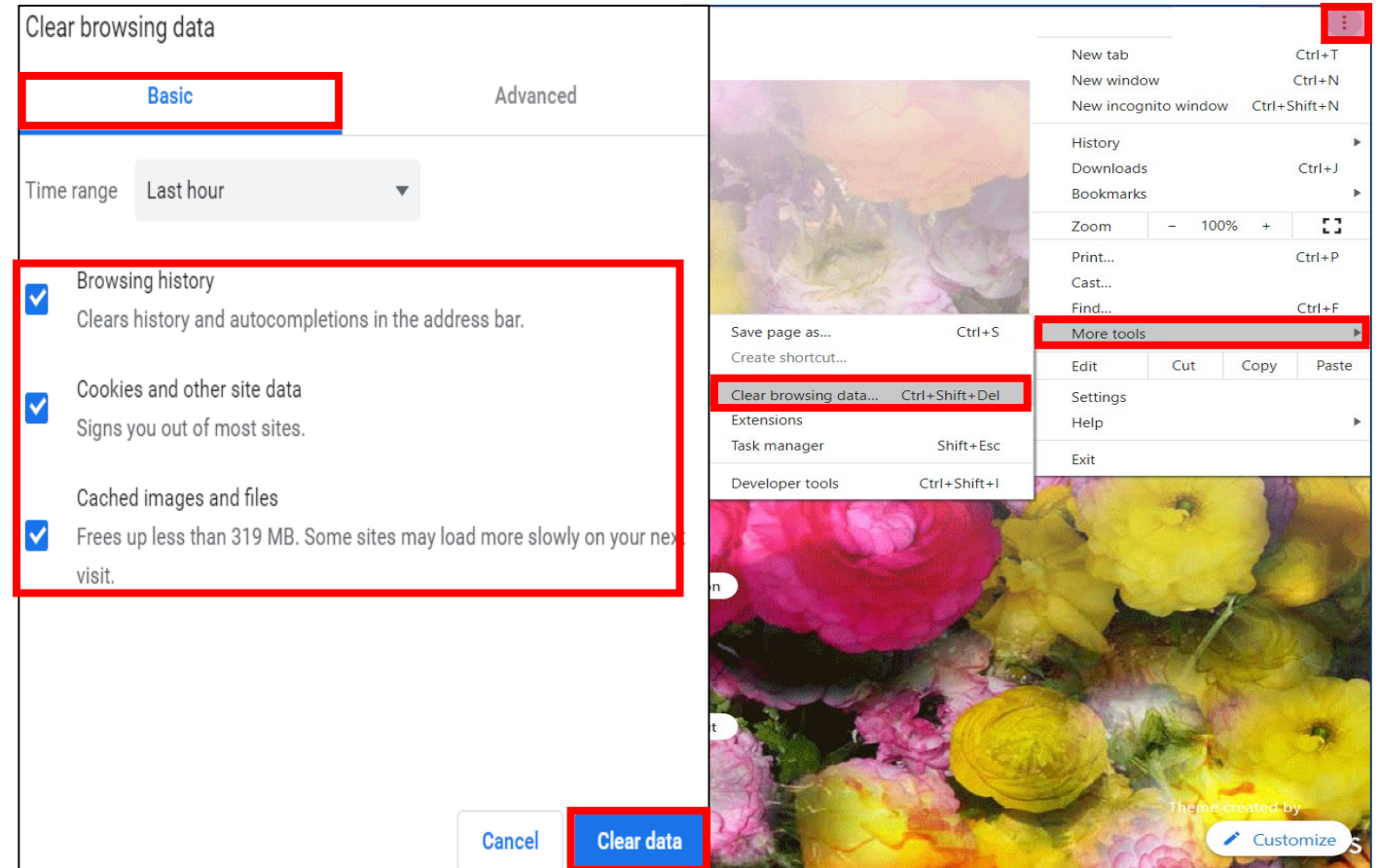
Angela D. Alsobrooks
County Executive

5. Scroll to Clear browsing data and click "**Choose what to Clear**"

6. Use the Time range dropdown menu to select *All Time*

7. Make sure the all boxes are checked and click **Clear Now**

8. Click **the X** in the window to close browser

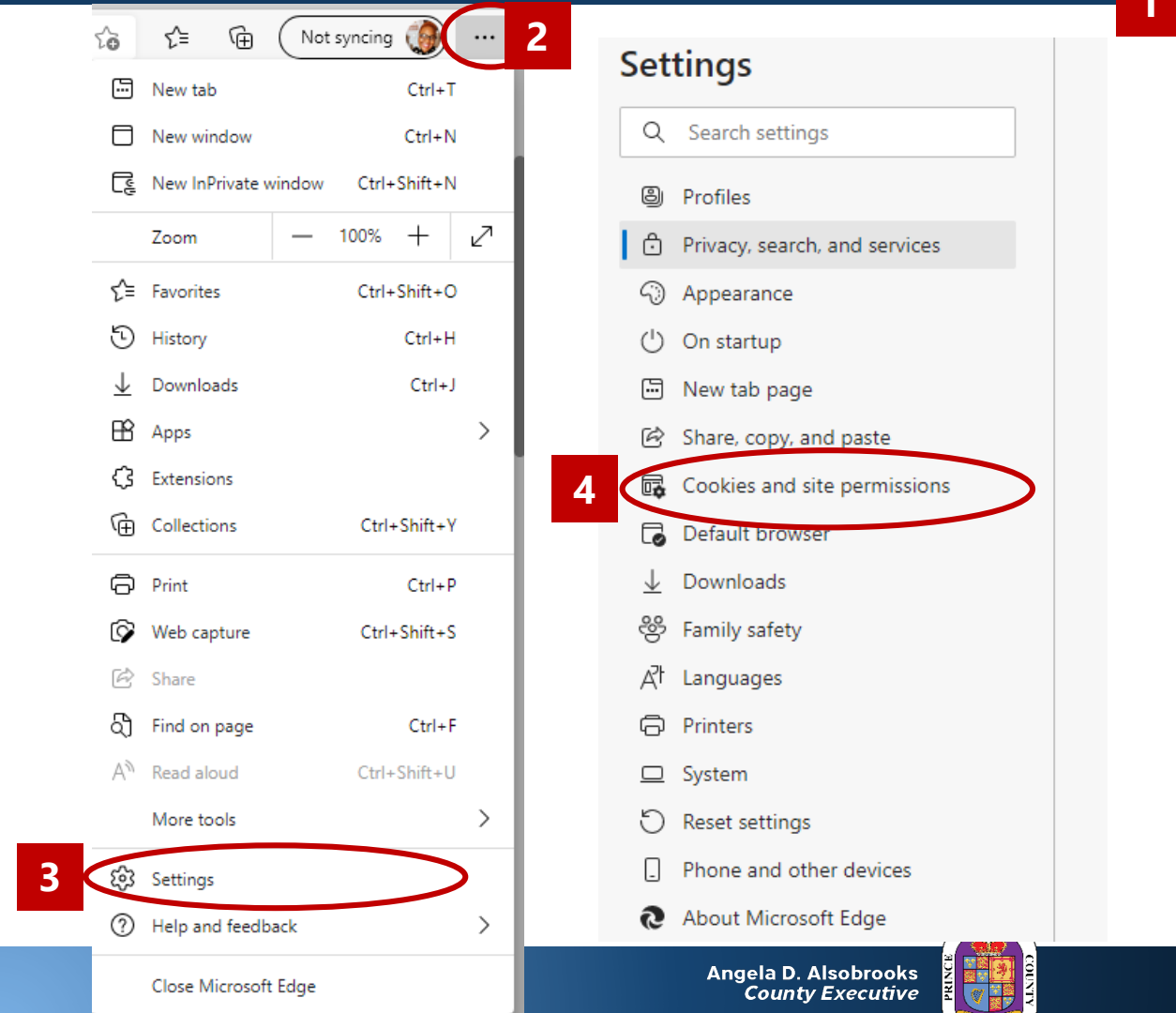# Troubleshoot Login Errors| Clear Cache in Google Chrome

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**

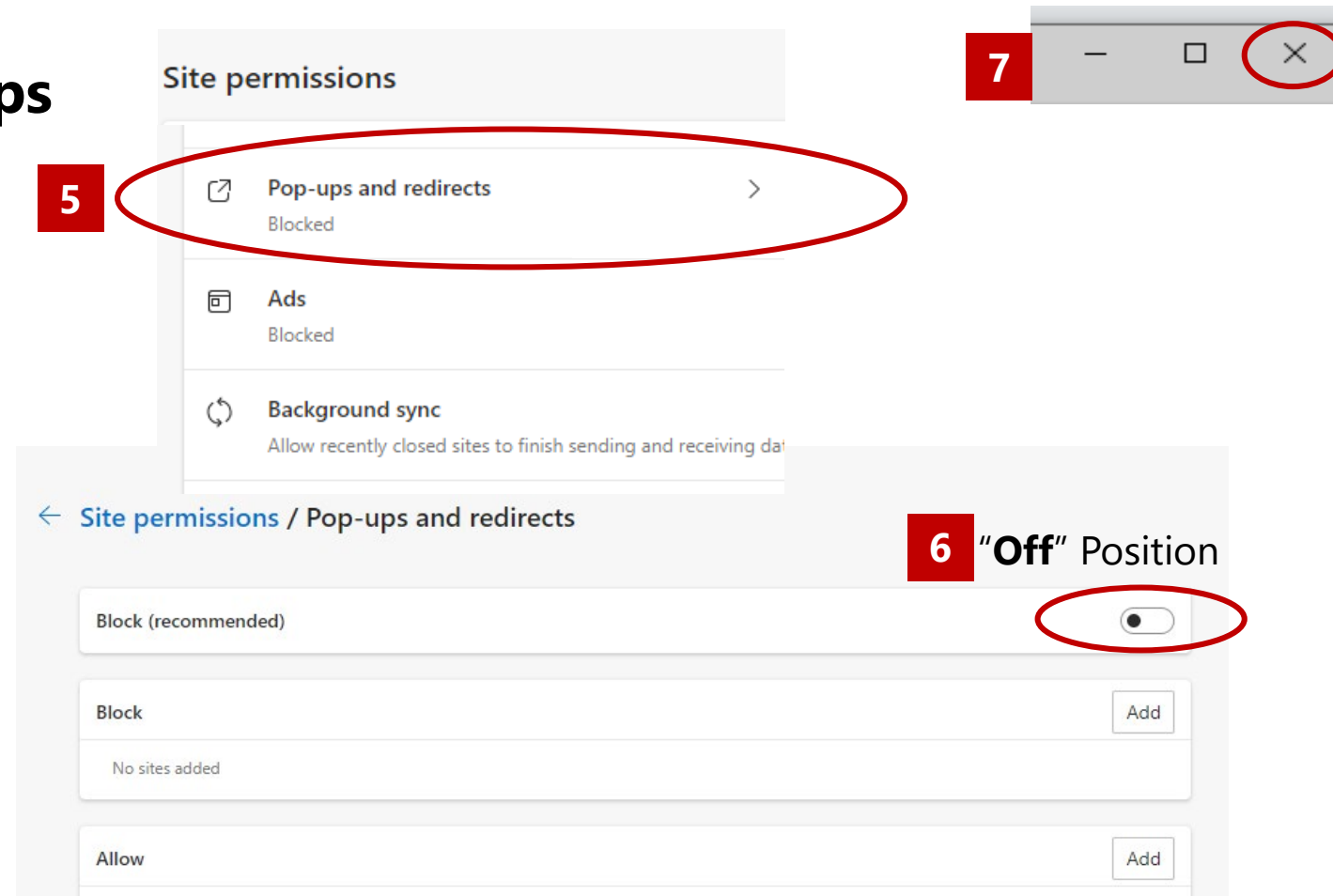6. Click **Clear Data**

7. Close browser

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County Executive

1. Open Microsoft Edge

2. Click the 3 dots in the upper right hand corner to access settings

3. Click on Settings

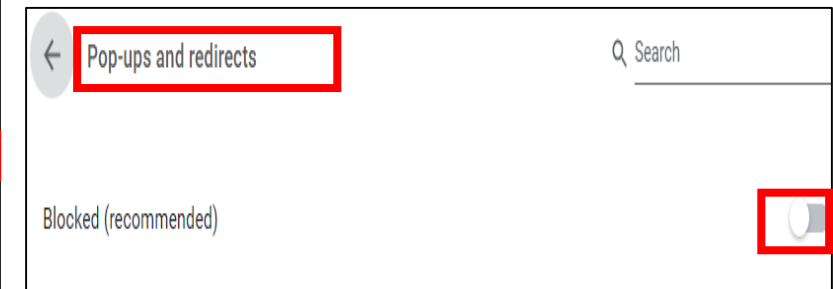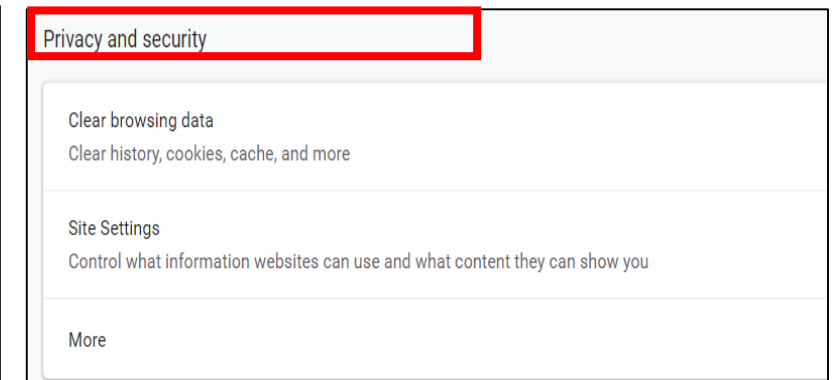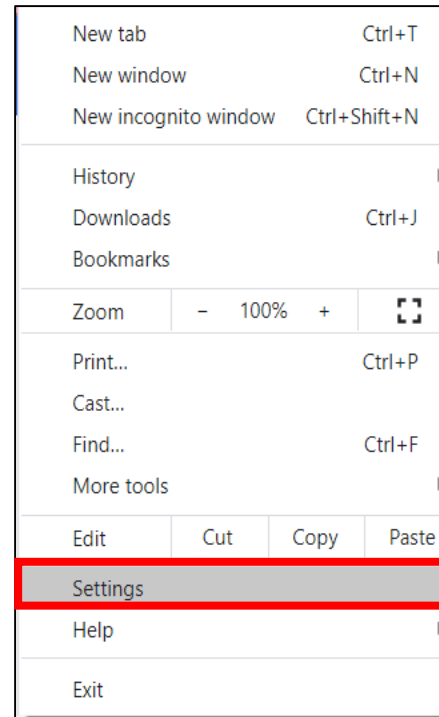4. Click the **Cookies and site permissions** to access Site permissions.

5. Scroll down and Select **Pop-ups and redirects**

6. Move **Block** toggle to "**Off**" Position

7. Click the **X** in the upper right hand corner to close the web browser

7

Site permissions

5

⬈ Pop-ups and redirects
Blocked

▢ Ads
Blocked

↻ Background sync
Allow recently closed sites to finish sending and receiving da

← Site permissions / Pop-ups and redirects

6 "**Off**" Position

Block (recommended)

Block   Add

No sites added

Allow   Add

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County Executive

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 **Site Settings**

5. Scroll down and click **Pop-ups and Redirects**

6. Slide bar to left to turn pop-up blocker

7. Close browser

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Desktop Browsers that can be used to access LMS

Supported Versions	Setting
The Learning Management System—NEOGOV Learn supports the following browsers	• Microsoft Edge • Google Chrome

Questions?

Please contact the OHRM Learning Performance and Organizational Development (LPOD) team for questions or support accessing the SuccessFactors LMS.

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

Email
LPOD@co.pg.md.us