

SuccessFactors Learning Management System

Frequently Asked Questions (FAQs)



- 1. How do I access the County's SuccessFactors Learning Management System (LMS)?**

To access LMS, users must be using a device connected to the County's network either by docking onto or connecting to the County's network via Wi-Fi, OR by using the County's virtual private network (VPN). Using the Internet Explorer to get to the intranet Users should use the "Quick Links" and click "SAP SuccessFactors" to gain access to the system.
- 2. If I am locked out of my network account, how do I access the LMS?**

Because the LMS is accessible through single-sign-on, Users will need to contact the Office of Information Technology (OIT) Help-desk by calling 301-952-5322. Once signed into device on the County's network, Users can access the LMS.
- 3. How do I search for a course in LMS?**

Once Users gain access to LMS, go to "My Learning Page" in the top navigation area of the application. Locate the tile entitled "Find Learning" and use keywords to search for the course desired.
- 4. How do I register for a course?**

After identifying a desired course, Users will click on the course to reveal the course description. There, Users will find the "Register Now" option. By clicking the "Register Now" text, Users are prompted to acknowledge a few statements by clicking responses to complete the registration process in the system. You will receive an email confirming your registration, as well as an Outlook Calendar notification with the details of the scheduled offering.
- 5. Will my supervisor need to approve my registration for a course in LMS?**

Supervisor's approval is only required for Instructor-led courses, where an employee will need to report to an identified location to attend a training. Supervisors will receive an email notification when Users complete the registration process in LMS that requires their approval.
- 6. How do I withdraw from a course I have registered for?**

Unless there is a circumstance beyond the Users control, withdrawal from a course should occur no later than three (3) business days prior to the scheduled offering. To withdraw, access the LMS and locate the course in the "My Learning Assignments" tile. Users should click the course in question and select the "Withdraw" option. Users will then be prompted to respond to a few questions to complete the withdraw process.
- 7. How do I register for a course if I do not have access to a computer?**

Contact your agency's Training Coordinator to assist.
- 8. How do I print my Certificate of Completion for a course I attended?**

Access the LMS and go the "My Learning" page. Users should search for the course(s) in question using the "Learning History" tile under "Show Completions". By viewing the details of the course, Users will find the "Print Certificate" option, and follow the prompts after clicking it.
- 9. Why am I unable to see all my subordinates under the "My Employees" section of the system?**

If the organization structure in SAP does not have all of the supervisors' subordinates reporting to them, supervisors will not be able to see them listed under "My Employees". The Training Coordinator for the agency will notify the LMS Administrator to resolve this issue.
- 10. How do I request the County to offer a course that is not currently offered?**

Contact your agency's Training Coordinator to assist. Please reference the agency [Training Coordinator list online](#).