CSU Learn
User Troubleshooting Guide for EH&S Assigned Training

Introductory Note

EH&S thanks you for taking the time to troubleshoot problems with CSU Learn training curricula. This troubleshooting guide should help you correct the most common issues. To find the instructions from the table of contents, just click on the question to select it.

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Tip: Sometimes simply changing the browser makes a difference. Do not use Internet Explorer or Safari to take the assigned training. Chrome or Firefox is recommended.

Curriculum Structure for Assigned Training

Each EH&S assigned curriculum contains one or more learning activities that the user must complete get credit for the curriculum. Training is assigned as a **curriculum**. Do not try to open an individual activity, like a course or quiz, as a stand-alone activity. It won't work.

- Sometimes the system will send out a completion email for a learning activity and users think that means they completed the entire curriculum, not just that one item.
- You can find the curriculum in the CSU Library under **Custom Campus Content** and see your progress for each learning activity within the curriculum.

CSU Login link https://csu.sumtotal.host/Core/dash/home/Home_San_Francisco

How do I log in to the CSU Learn SFSU Home Page?

To log in to the SFSU Home Page in CSU Learn without using the link from the training notification email, please follow the steps below:

1. CSU Login
2. Select "Select Login Choice" button as shown.
3. Choose the **San Francisco** campus
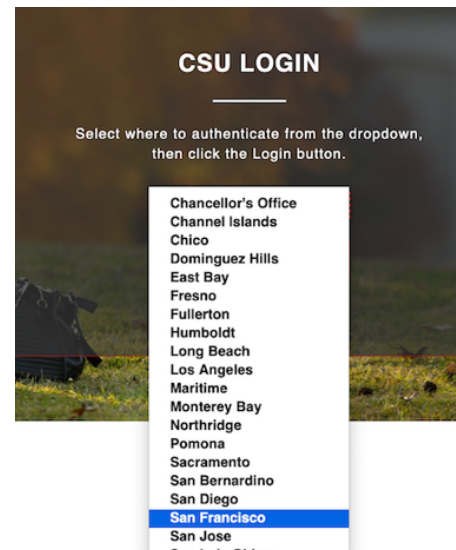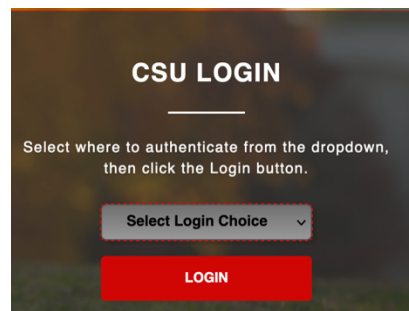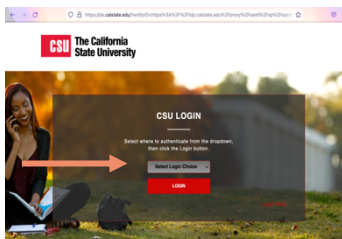
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Why have I been assigned this training?

Cal/OSHA requires all employers to provide training to their employees about certain critical EH&S programs.

With the CSU Learn as our learning management system (LMS), EH&S is able to provide this mandatory training online, as Human Resources has been doing for years.

Cal/OSHA and/or the CSU Chancellor's Office has made the following three training topics mandatory for **all** employees.

1. Emergency Action Plan (EAP)
   - Employers are required to train their employees on their workplace site EAP.
   - Generic information (by itself) on emergency response does not meet the standard.
2. Injury and Illness Prevention Program (IIPP)
   - Employers must communicate the provisions of their program and make it available to their employees
   - Generic information about the IIPP regulation or CSU policy does not meet the standard.
3. Hazard Communication Basics (HazCom)
   - Employers must train their employees about their Hazard Communication program and how to access chemical inventory for their work area, Safety Data Sheets, and labeling the chemicals and products they use.
   - This curriculum meets the awareness requirement for HazCom training.
   - Training for using the specific hazardous materials used by the employee will be provided by the campus separately as described in the SFSU HazCom Program.

All of these training curricula are required by the CSU for all campuses and their employees.

Why have I been assigned other EH&S training?

Employees in occupations that expose them to workplace hazards or that make them subject to specific Cal/OSHA or other federal, state, and local regulations need additional training. If you think you have been assigned an EH&S curriculum in error, please talk to your supervisor or manager to clarify your occupational duties and risks.

Do not contact EH&S directly about why you have been assigned. Your supervisor or manager must contact EH&S to remove you from the assignment list.


Visit the EH&S Training web page for more information about training requirements.

<div style="text-align: right;">
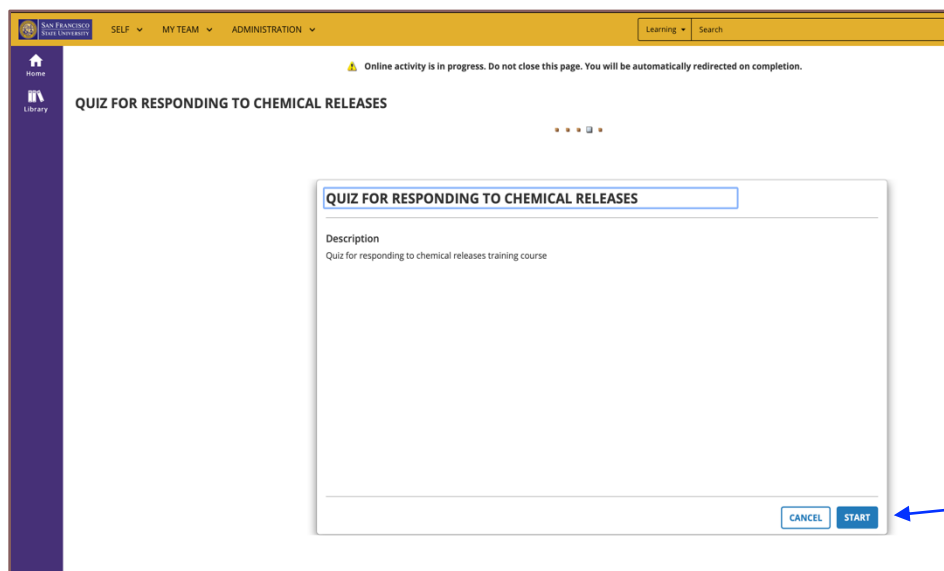
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</div>

I got to the quiz and I'm stuck. What do I do?

For some reason, on many displays, the quiz window opens on the far bottom right obscuring the START button.

- If the START button for the quiz isn't visible on the bottom right when the new window opens, move it up and to the left until you see the START button.
- Alternatively, go Full Screen and the entire Quiz window should appear on screen.
- You do have to pass the quiz to get credit for the curriculum.
- Contact EH&S if these instructions don't work.
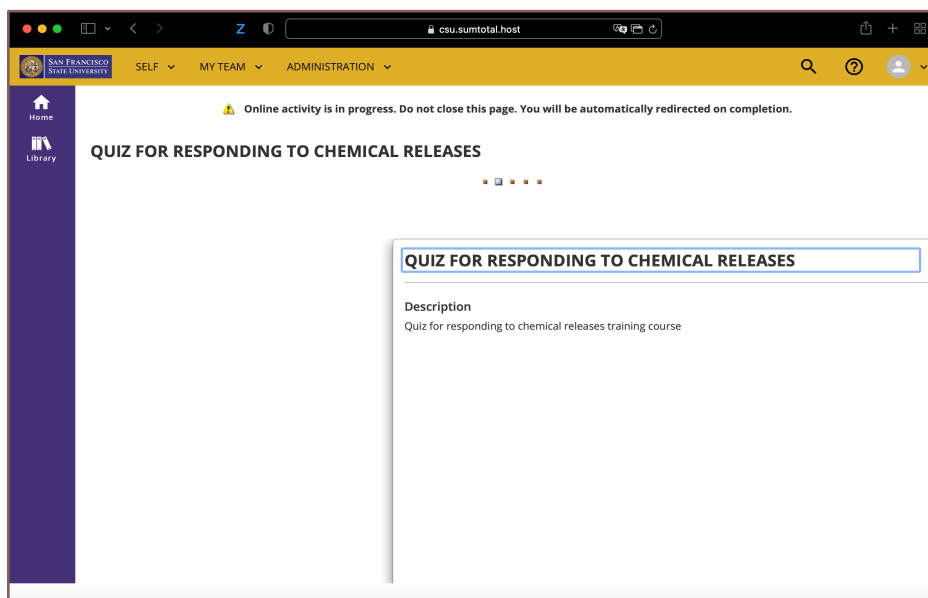
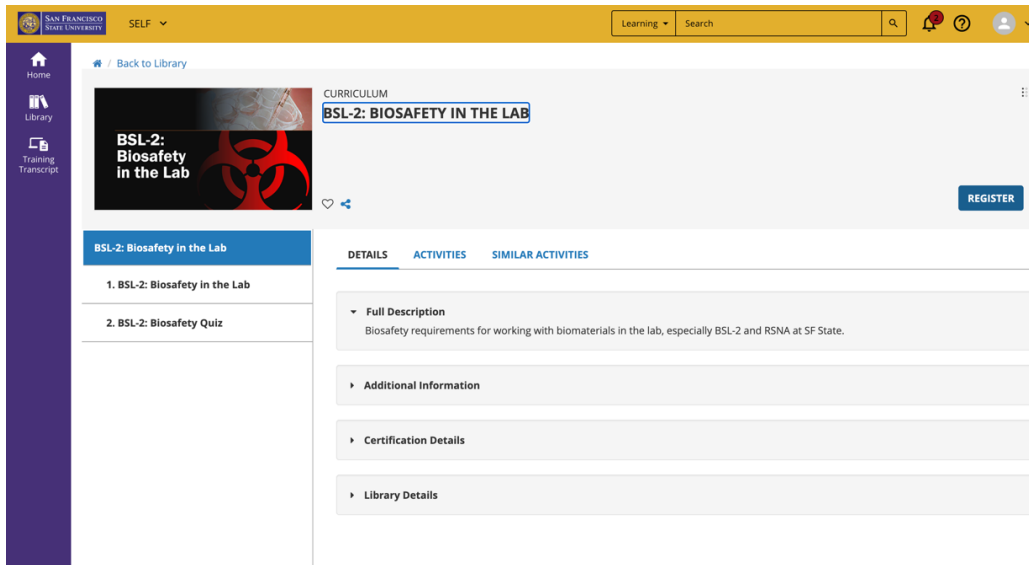Now at full screen ⇓ the start button is visible

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I can't register for the quiz. What do I do?

Quizzes are learning activities that are linked to a CURRICULUM structure. You cannot take the quiz as a stand-alone activity. If you encounter an issue where you cannot register for a quiz, it's likely because you haven't fulfilled the prerequisites associated with the quiz, such as completing the other learning activities within the curriculum.

- REMINDER: You cannot take the quiz separately from the assigned curriculum.
- Contact EH&S at sfehs@sfsu.edu if these instructions don't work.

Open the assigned curriculum ⇓ and select **REGISTER**.

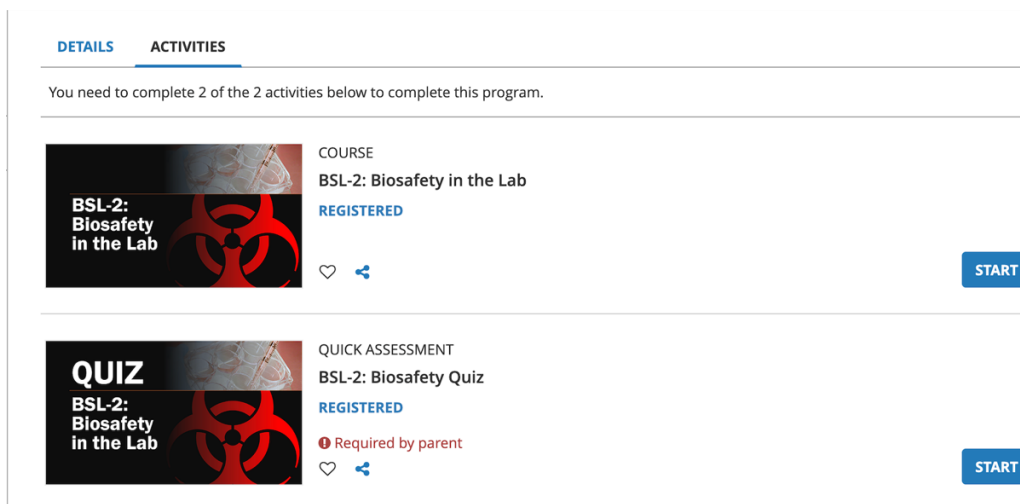Under **activities**, you will see list of learning activities that you must complete to get credit for the assigned training.⇓

<div style="text-align:right">

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</div>

To start please select the [START ACTIVITY] or [START] button of the **course**. ⇓

You may NOT be able to start the quick assessment (quiz) before you complete the other learning activities.
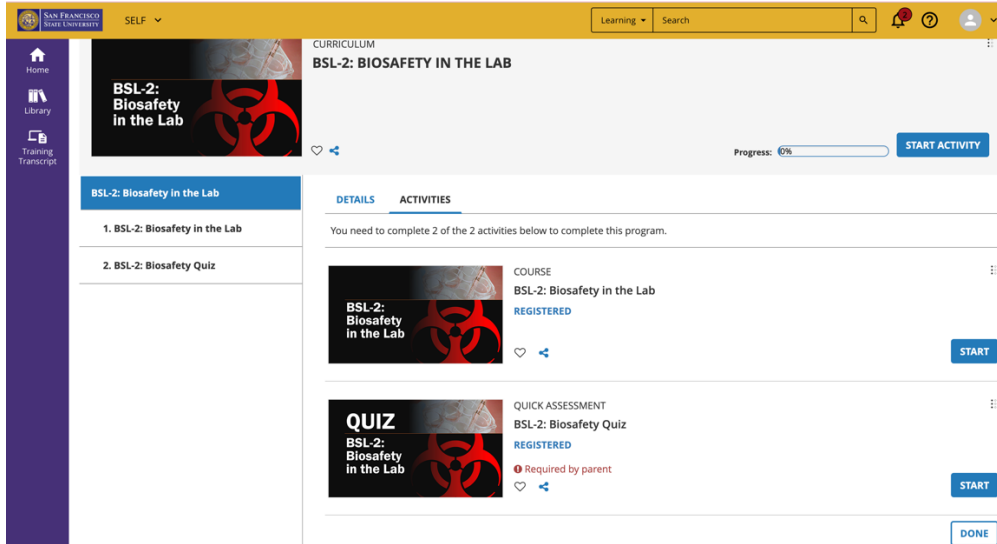
Once the course is completed, **REGISTERED** will change to **ATTENDED** and you will be able to start the quick assessment (quiz) ⇓

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I can't log in. What do I do?

You must be in the CSU Learn user database to use it and access training.

- Until you are in the system, training can't be assigned or accessed.
- CSU Learn tracks you by your SFSU email address NOT your SFSU ID number.

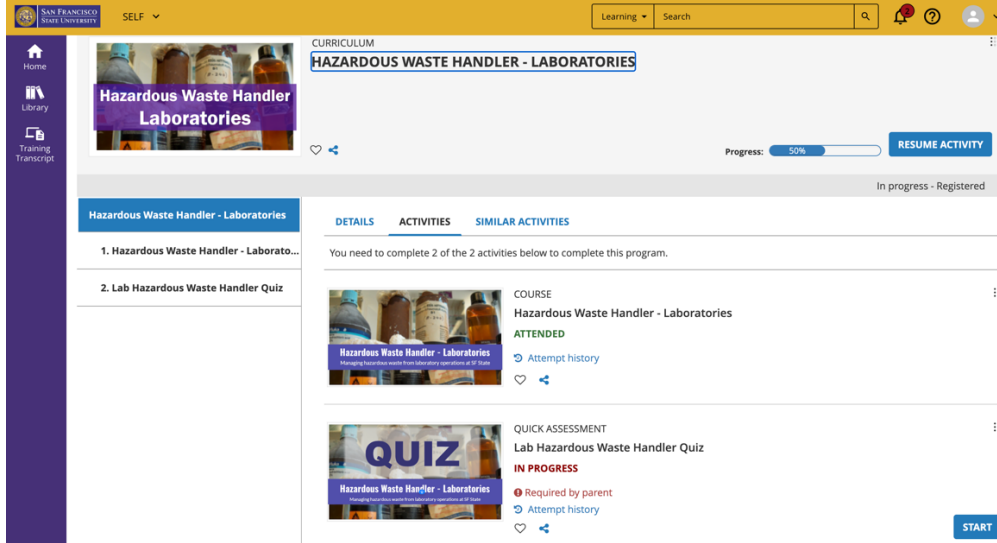**New Hires**: It can take 5-20 days for campus HR and Payroll to upload you into the database that CSU Learn uses. Your department needs to complete your paperwork and submit it as soon as possible to avoid unnecessary delays.

Students: **Coming in April 2024!** Students who are not also employees will have access to CSU Learn training. Until then, EH&S compliance training is offered in Canvas.

Error Messages Defined

Error Message: **Error Processing Tokens**

This means there is an issue with your data in the HR database. You need to contact HR to resolve this.

Here's the link to the main HR web page where you can submit a service request.

https://hr.sfsu.edu/

Welcome to Human Resources

Please find below our contact information:

Email: hrwww@sfsu.edu
Telephone: (415) 338-1872
Fax Number : (415) 338 -0521

For a quick response, Submit a Service Request

HR Client Service Center

Submit Service Request

HR Public Knowledge Base

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Error Message: **There is an error signing in**

Per ITS, for those error messages you will need to clear the browser cache or use a different browser to login.

For other errors, try using a different browser. For some reason this often works to resolve various issues.
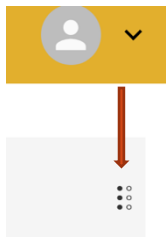
For any other login issues, please contact campus ITS.
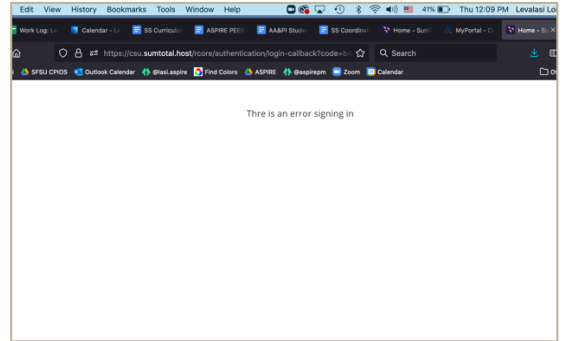
I can't find the START button. Where is it?

Sometimes the REGISTER ⬜ [REGISTER] button is not provided when you open the curriculum.

I'm not sure why that is the case. If you don't see it, please do the following to register.

To find the REGISTER button, click on the 3 vertical-dot menu symbol. The option to register should be listed.

How do I find the curriculum to check my progress with the learning activities?

To get to the course directly, follow these instructions

Go to the CSU Learn web page and log in

https://csu.sumtotal.host/Core/dash/home/Home_San_Francisco

Library > Campus Custom Content > *Scroll down to find the desired curriculum*

Example of an assigned curriculum on the Custom Campus Content page:

CURRICULUM
IIPP - Injury and Illness Prevention Program
Cal/OSHA's Injury and Illness Prevention Standard and a review of SFSU's Injury and Illness Prevention Program (IIPP)
SFSU-CURRIC-IIPP_V2

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## I finished the course. Why am I still getting notifications to complete the curriculum?

There are a few reasons why this is happening.

1. Maybe you took a similar course in the CSU Library but it isn't the **assigned** curriculum.

   ☞ That other training is not valid. You will have to complete the assigned curriculum to receive credit for the training.

2. You received an email saying you completed a **learning activity** within the curriculum. There is usually more than one learning activity within each curriculum.

   ☞ Go back to the curriculum and check the status of your progress for each learning activity within it. Information about how to do this is below.

3. This can happen when content in a curriculum had to be changed and a new curriculum had to be created because it couldn't simply be updated. In this case, the content owner must correct this for you. contact sfehs@sfsu.edu for assistance.

   ☞ Email EH&S at sfehs@sfsu.edu for assistance.

Instructions for checking the assigned curriculum using the "Emergency Action Plan at SFSU" curriculum as an example.

The **Emergency Action Plan at SF State** curriculum has two learning activities. You must complete both to get credit for the curriculum.

Note the names are different for the assigned curriculum and each learning activity in the example below.
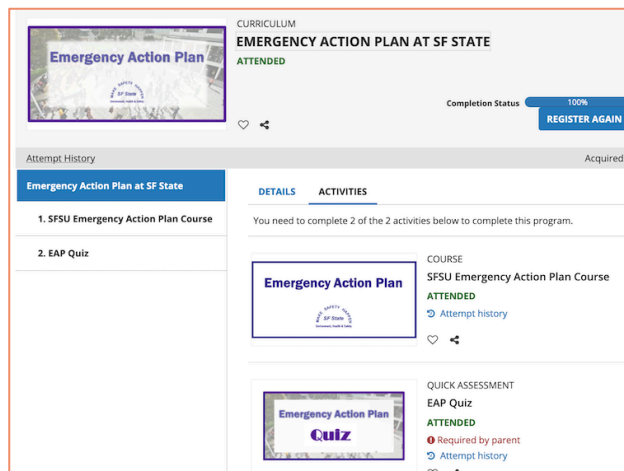
The status ATTENDED below each completed activity title is shown.

Now check the completion message below.

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This message indicates you have completed this learning activity within the curriculum.

This email confirms that you have completed the following:

- **Activity Name:**SFSU Emergency Action Plan Course

This message indicates you have NOT completed this curriculum yet. Compare the names of the activity for each message.

This is a reminder that you have 21 days to complete the following assigned activity:

- **Activity name:** Emergency Action Plan at SF State
- **Due Date:** 9/9/2021

Below is an example of a curriculum that has not been completed.

Note that the first learning activity is marked ATTENDED while the other 2 activities are marked REGISTERED.

You will continue to get notifications to complete the curriculum until all required activities are completed.

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I am **stuck** in the middle of an activity. My screen is frozen, or my window is locked up and I can't move forward or backward. What can I do?
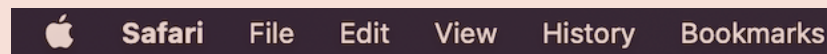
Some people have reported having the window freeze or lock up in the middle of an activity. It is usually not a user error if they are using a supported browser.

Often, if they exit and go back to their notification email and click the link there, they are brought back to the problem screen. So the user is still stuck.

Underlying problem. It is a cache issue; users must reset their cache and restart their browser.

Instructions for resetting the browser cache are available below.

Firefox: Link to instructions https://support.mozilla.org/en-US/kb/how-clear-firefox-cache

🍎 **Safari**   File   Edit   View   History   Bookmarks

Clear your browsing history in Safari on Mac
1. In the Safari app on your Mac, choose History > Clear History, then click the pop-up menu.
2. Choose how far back you want your browsing history cleared.

For more details on clearing the Safari Cache, go to Apple support
https://support.apple.com/en-us/HT204098

Chrome
https://support.google.com/accounts/answer/32050?hl=en&co=GENIE.Platform%3DDesktop
1. On your computer, open Chrome.
2. At the top right, click More ⋮ .
3. Click More tools ❯ Clear browsing data.
4. At the top, choose a time range. To delete everything, select All time.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click Clear data.

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Go to a different browser and paste the CSU Learn login link.

https://csu.sumtotal.host/Core/dash/home/Home_San_Francisco

1. Find the curriculum in Campus Custom Content. When they open it from there, the activity should work.

2. Go to the CSU Learn web page and log in

3. Go to Campus Custom Content

Library > Campus Custom Content > *Scroll down to find the desired curriculum*

How do I enlarge the text in the training presentation? (Google Chrome Only)

If you need to enlarge the text in the training window, please do the following:

1. Right click in the Chrome header bar at the top of your screen (the very top grey bar with "Sum Total Content Player..." in it)
2. Scroll down to Zoom
3. From the Zoom menu, select Larger
4. A small box should appear that allows you to enlarge the training content

Note: *At this time, you will need to use only Google Chrome browser to enlarge the text in the training.*

Can I use my Mobile Devices to do the training?

Your mandatory compliance trainings are not designed to be completed on a mobile device. For these, you will need to use a laptop or desktop system. An iPad <u>may</u> work but not through the mobile app. At this time, the SumTotal app for mobile devices is not active.

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How do I print out a diploma when I complete the curriculum?

To print out the diploma, click on the 3-button menu symbol as shown.
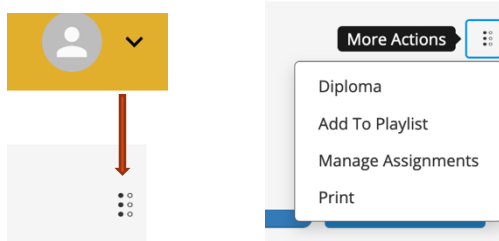
Just double-check the activity title on the diploma. Sometimes a diploma will be available for each activity inside a curriculum. You want the diploma for the **assigned curriculum**.

How do I report broken links and other CSU Learn LMS problems?

If the link in the automated notification email you received from the LMS (learning management system) is broken or you have other technical programming or software issues, please submit a ticket to the Chancellor's Office L&D department through their ticketing system. Use the link provided below.

https://csu.service-now.com/cosp?id=sc_cat_item&sys_id=9eb2202ddb614450e53e58184896194e&sysparm_category=8886287c4fe65700186332718110c7e2

Why does keyboard navigation not work if the accessibility page says you can use it to navigate?

If the course has been set up for keyboard navigation, use either the Chrome or Firefox web browser. In the Safari browser, keyboard navigation is inactive.

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How do I get credit for full completion for a curriculum?

The learning activity is housed inside an activity window. When you exit a learning activity, the activity window remains. Follow the instructions shown in the activity window. If there are no instructions, close the window by selecting the exit icon X.
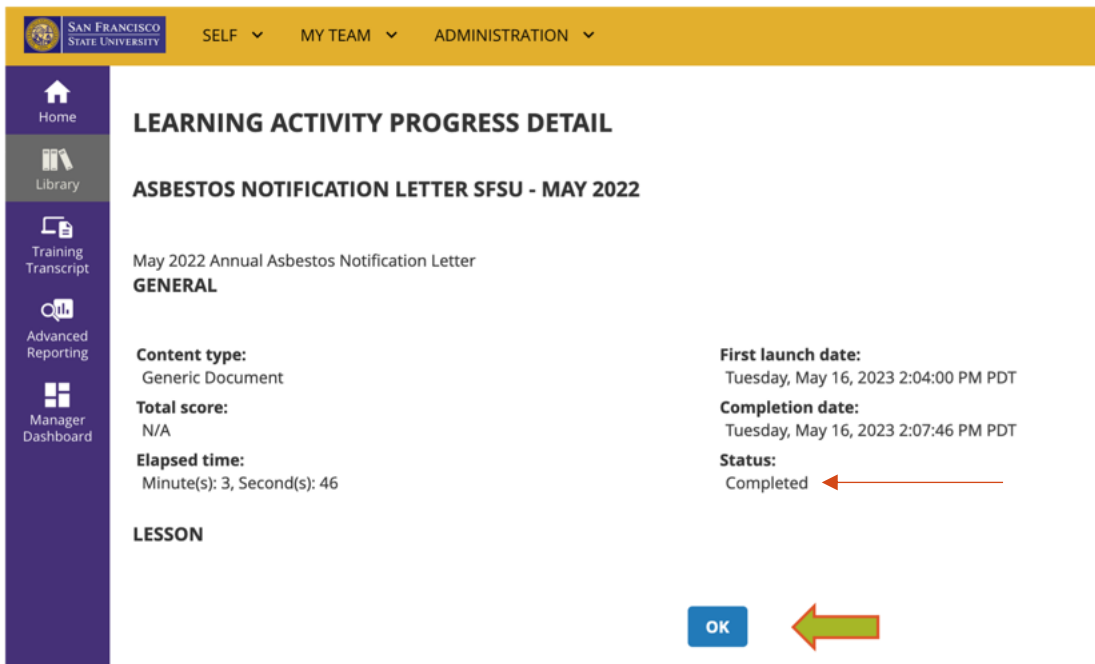
If you don't exit the activity window properly, you may not receive credit for completion or save your progress. The example below is for a learning activity that is a document, a memo in this case. Contact EH&S if these instructions don't work.

When you have finished the learning activity, and exit, the **activity window** will appear. In this case, please select YES to continue.

ASBESTOS NOTIFICATION LETTER 2023
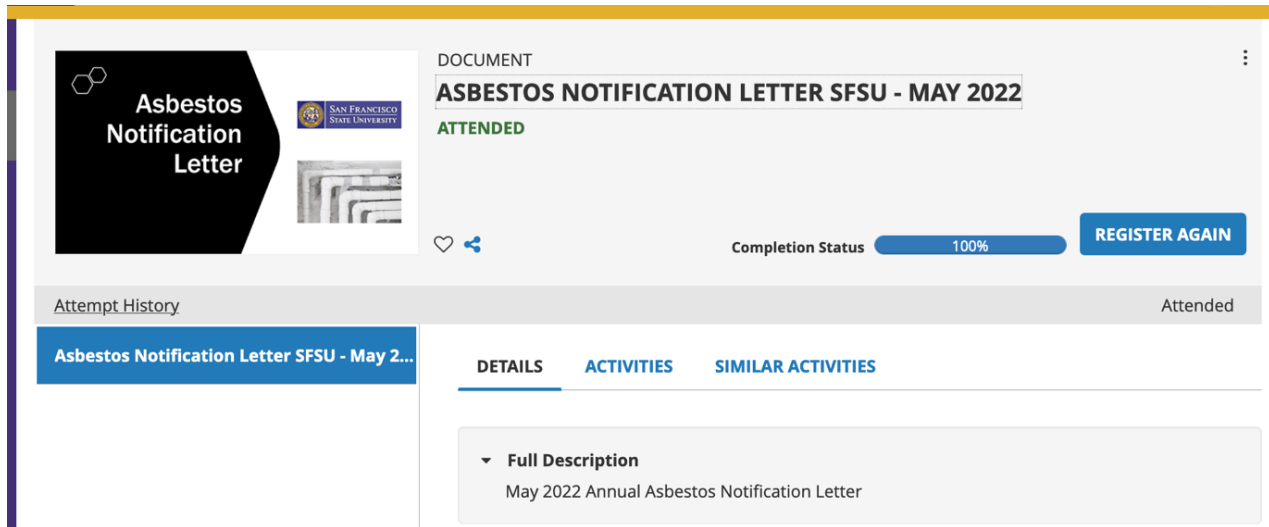
Have you completed this activity?

NO   YES

You must reach the **Learning Activity Progress Detail** page to see your status. If you don't see this page, your progress likely hasn't been saved.

Select OK .

LEARNING ACTIVITY PROGRESS DETAIL

ASBESTOS NOTIFICATION LETTER SFSU - MAY 2022

May 2022 Annual Asbestos Notification Letter
GENERAL

Content type:
Generic Document

Total score:
N/A

Elapsed time:
Minute(s): 3, Second(s): 46

First launch date:
Tuesday, May 16, 2023 2:04:00 PM PDT

Completion date:
Tuesday, May 16, 2023 2:07:46 PM PDT

Status:
Completed

LESSON

OK

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After selecting the **OK** button, you will be brought back to the learning activity page where you started. Your status will be shown under the title. ⇓
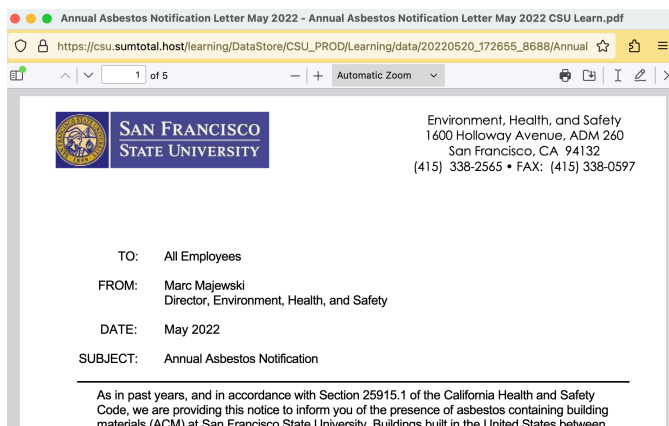

Why did the **Learning Activity Progress Detail** window not appear after I finished the activity?

When you select a link to a document or other website within a learning activity, another window opens. For example, the link to the asbestos notification letter opens a new window.
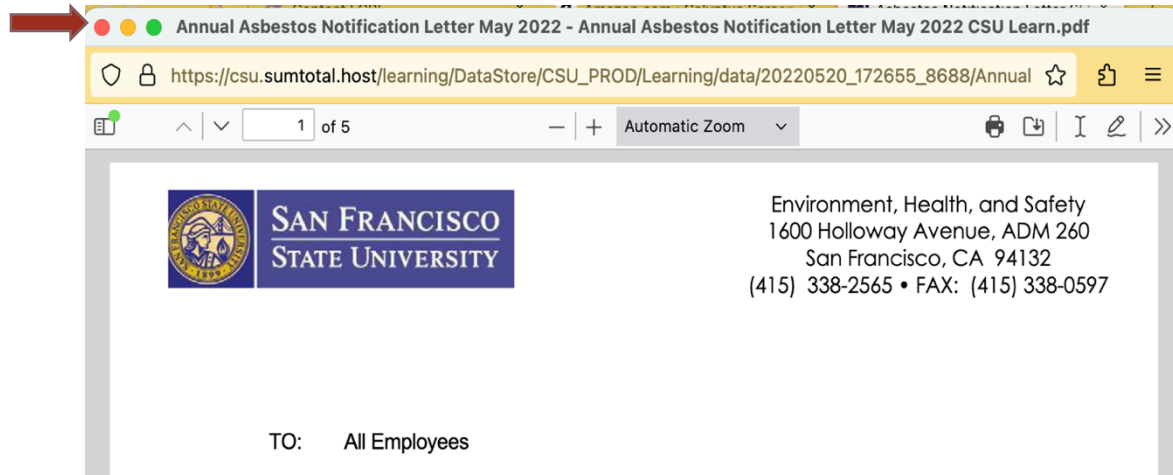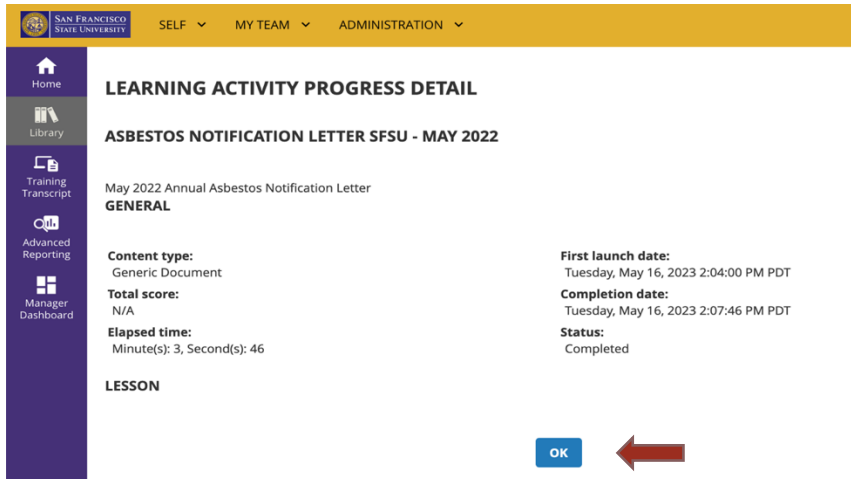
Document Page in new browser window

When you are finished viewing the document, you must close the window.

To close the window, select the red dot (close window button) in the menu bar.

After the document window closes, you should see the CSU Learn activity window again.

I exited the training presentation but I don't see a window with instructions. How do I close the activity window so I can save my progress?

Some assignments include presentations other than documents, as shown in the asbestos notification example.
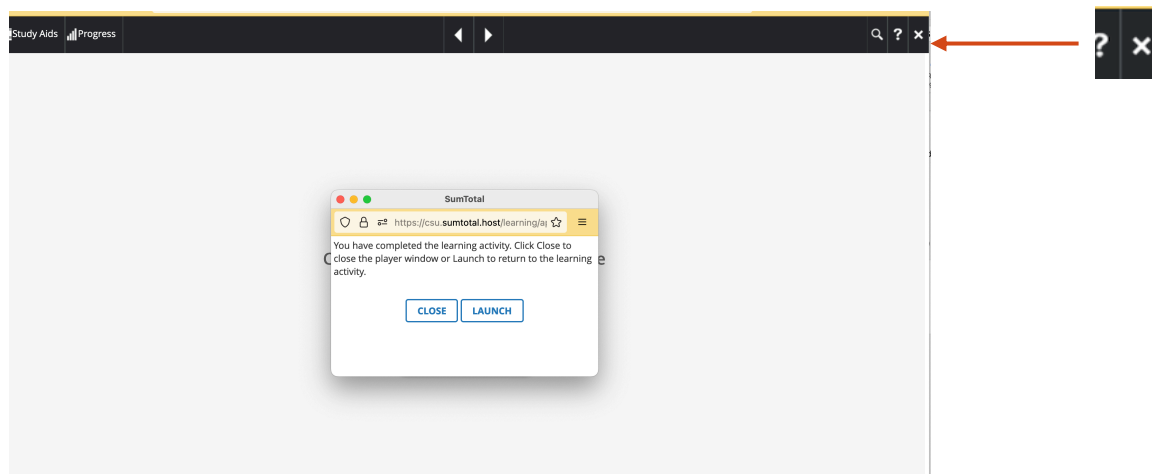
When you select an activity within a curriculum, an player window opens with the presentation inside it. The curriculum window can sometimes hide behind this and other open windows.

To get credit, exit the presentation. Then you must close the player window. There is usually an **X** on the top right of the window. Sometimes the activity window will say you may close this window and there will be a button. Sometimes there is no instructional message at all.

Close the activity window, which should allow the curriculum window to be visible and open to the **Learning Activity Progress Detail** page.

Below is an example of a different activity page. In this one, you can close out of this window by either clicking on the CLOSE button or clicking on the "Close Window" icon.

If there is no instruction like the one shown, then close the window by clicking on the "Close Window" icon.

For more information and tips for using CSU Learn, checkout the [EH&S CSU Learn](#) webpage. A video step by step guide to properly closing out of an activity within a curriculum is available. The example used is Hazardous Waste Handler – Laboratories.

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Example of the three open windows on your display when you open a learning activity within an assigned curriculum. Remember windows can hide behind other windows on your display.
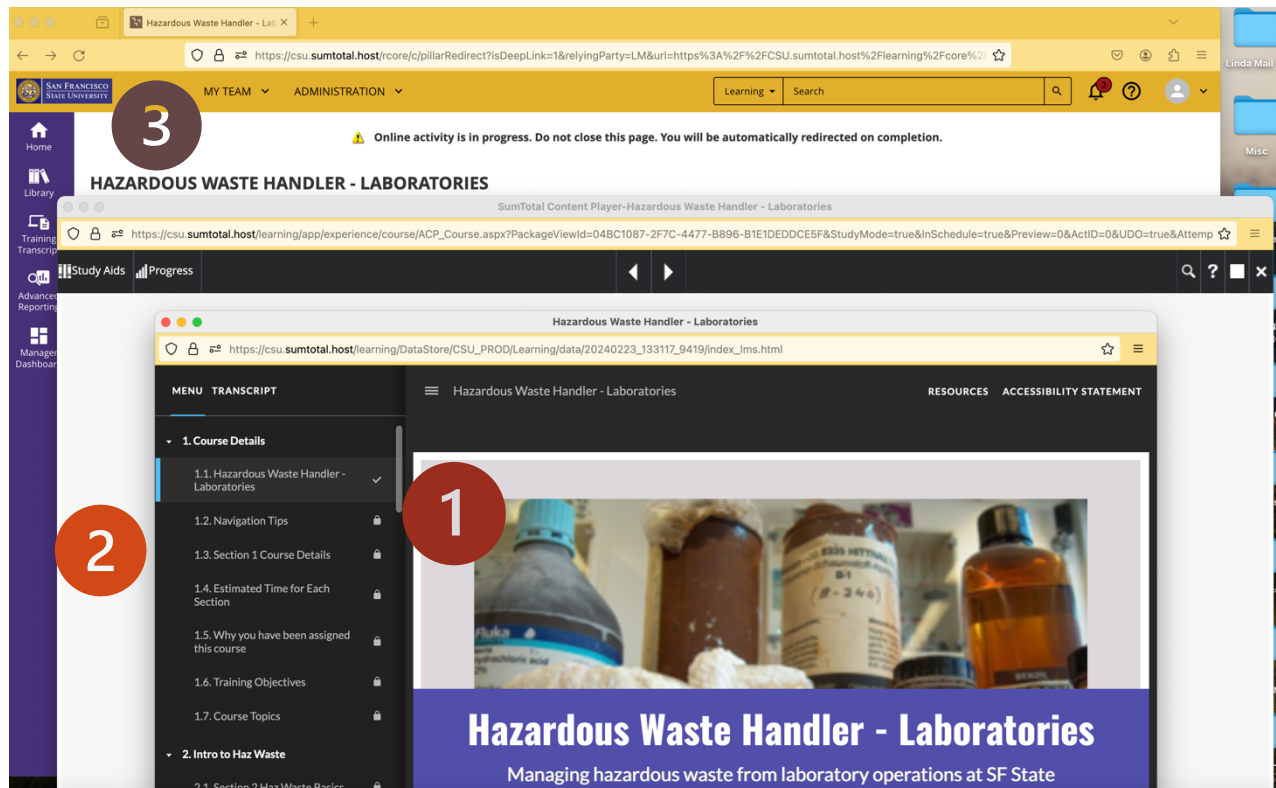
1 – presentation window

2 – activity window with the presentation inside it

3 — curriculum window.

⇒ Do not close this window before the **Learning Activity Progress Detail** message appears.

⇒ If you close this while the "Online Activity is in progress" message is displayed, your progress may not be saved in the system.