

How to Access the SF Employee Learning Portal

A Quick Guide for UCSF Faculty, Staff, and Trainees at ZSFG



Reminders

- Use Firefox, Microsoft Edge, or Chrome
- Turn Off Pop-Up Blockers

Step 1

Visit: <https://zsfg.ucsf.edu/sflearn>

[Home](#) > [Resources](#) > Annual Learning Training

[View](#) [Edit](#) [Delete](#) [Revisions](#)

Annual Learning Modules and Compliance & Privacy Training

Annual Learning: Launching June 12, 2025 | Compliance & Privacy: Launching July 1st

ANNUAL LEARNING LOGIN

Annual Learning Dates

Projected Launch and Completion Dates:

6/12/2025 - 12/12/2025

Compliance & Privacy Dates

Projected Launch and Completion Dates:

7/1/2025 - 9/30/2025

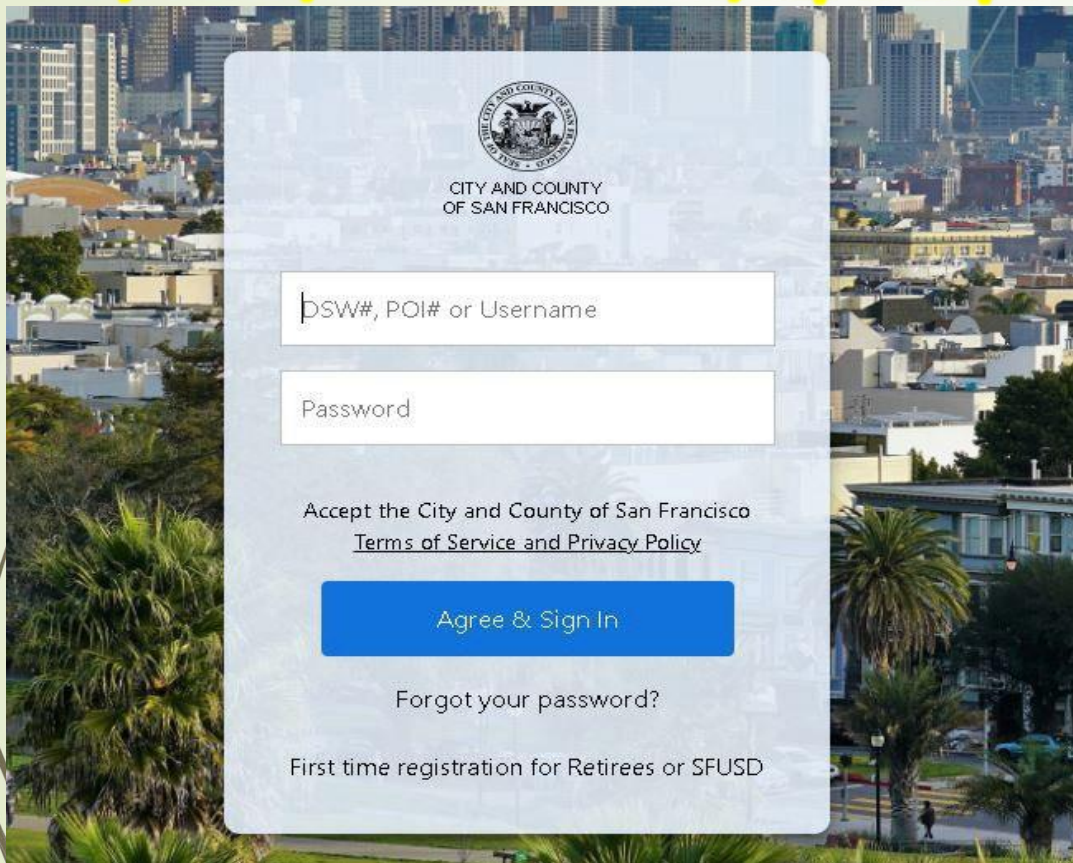
Compliance & Privacy Training Troubleshooting Tips

- Restart your computer before you login to the SF Learn Platform
- Clear your internet browser history (cache) a few times
- Allow the videos in each of the learning modules to play in its entirety
- Log-in and access the trainings using the pathways instructed on the "DPH Compliance and Privacy Trouble Shooting Guide"

Step 2

CCSF Login Page

If you know your POI# and Password, skip to Step 6

The screenshot shows the CCSF Login Page. At the top, there is a header with the UCSF logo and the Zuckerberg San Francisco General Hospital and Trauma Center logo. Below the header, the page title "CCSF Login Page" is displayed. The main content area features a login form with a light blue background. The form includes a header with the City and County of San Francisco seal and name. Below this, there are two input fields: "DSW#, POI# or Username" and "Password". A link for "Terms of Service and Privacy Policy" is provided. A blue "Agree & Sign In" button is prominently displayed. Below the button, there is a link for "Forgot your password?" and a note for "First time registration for Retirees or SFUSD". The background of the login form is a blurred image of a cityscape with palm trees.

- Enter UCSF POI#
Contact: Department Manager/ Champion or Trainee Administrator for Assistance

- Enter Password

First Time User?

Contact DPH IT for temporary password, 628-206-7378

Previous User and Forgot Password?

Select 'Forgot your password?' link

- Select 'Agree & Sign In'

IF you entered both POI# and Password

Step 3

Forgot your password? Page

Forgot your password?

Enter username for password reset.

DSW or POI# or USERNAME

Submit

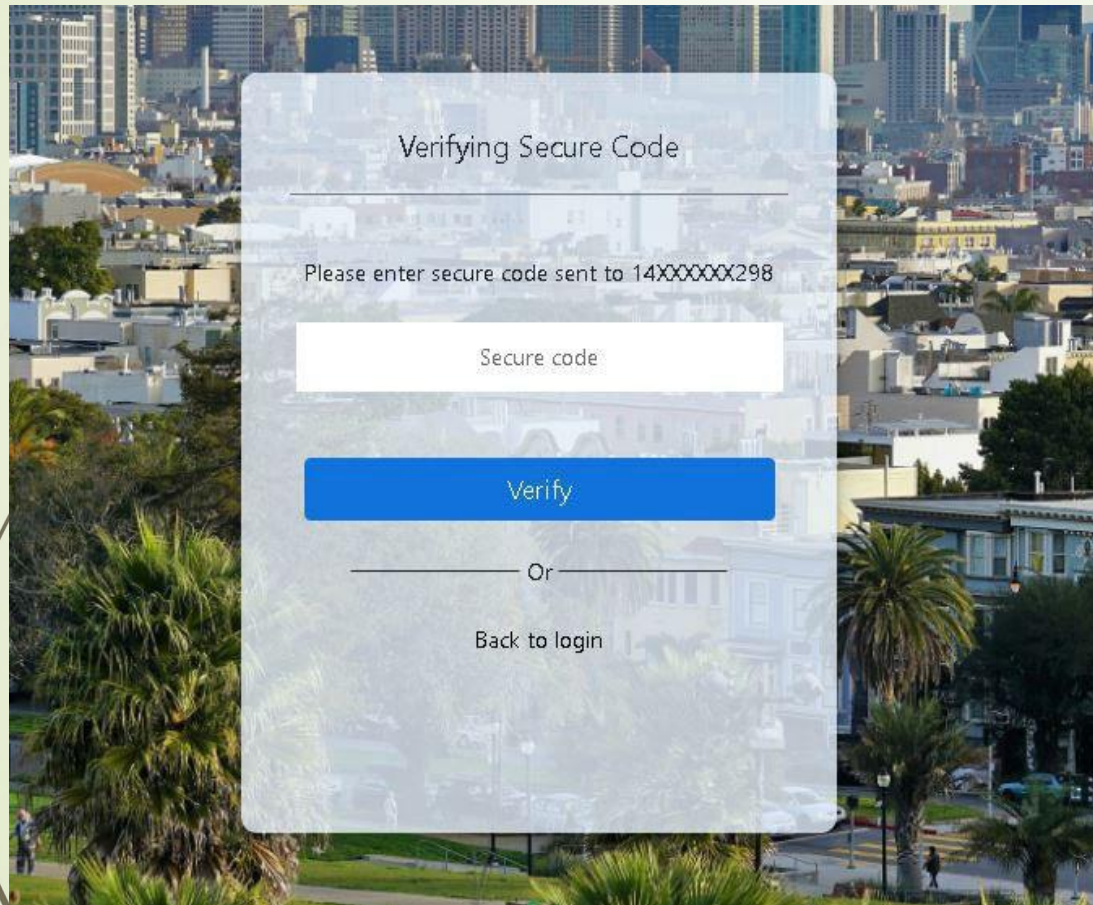
Or

[Back to login](#)

- Enter your UCSF POI#
- Select 'Submit'

Step 4

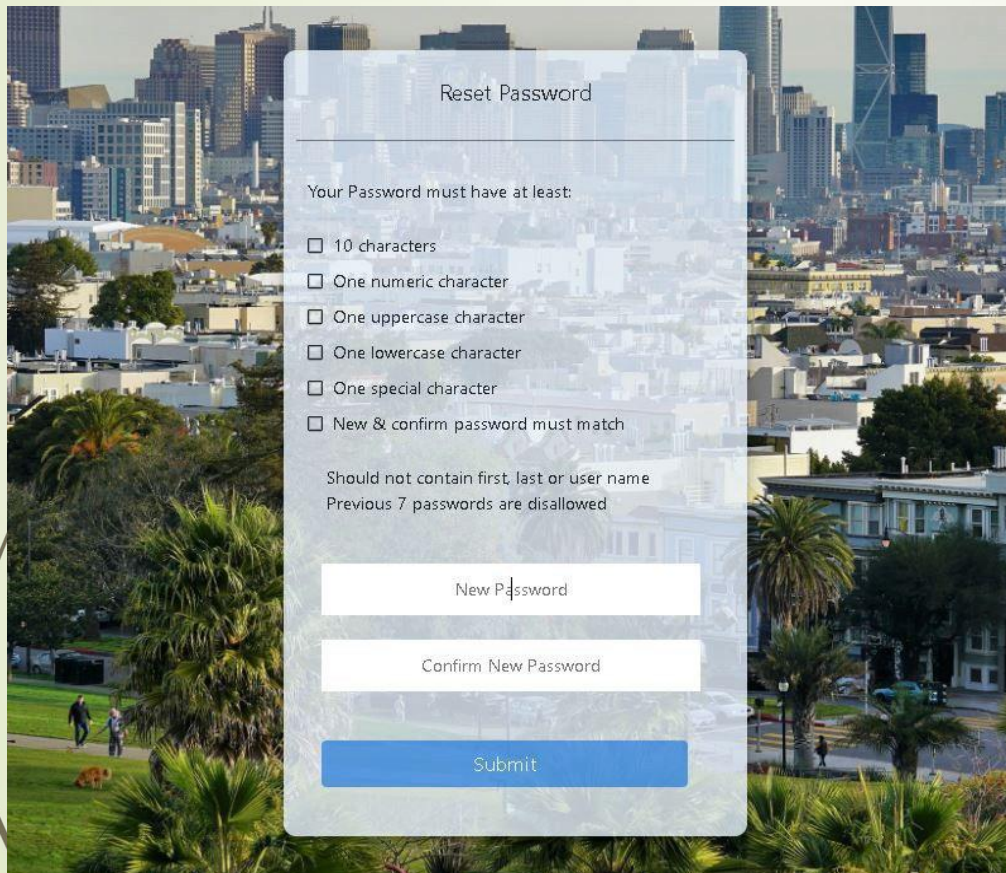
Verifying Secure Code Page

A screenshot of a mobile app's 'Verifying Secure Code' screen. The screen is overlaid on a background image of a city skyline. The app interface is white with rounded corners. At the top, it says 'Verifying Secure Code' with a horizontal line below it. Below that, it says 'Please enter secure code sent to 14XXXXXX298'. There is a white input field with the placeholder text 'Secure code'. Below the input field is a blue button with the text 'Verify'. Below the button is a horizontal line with the word 'Or' in the center. At the bottom, there is a link that says 'Back to login'.

- Enter Secure Code from Phone
- Select 'Verify'

Step 5

Reset Password Page



Reset Password

Your Password must have at least:

- ☐ 10 characters
- ☐ One numeric character
- ☐ One uppercase character
- ☐ One lowercase character
- ☐ One special character
- ☐ New & confirm password must match

Should not contain first, last or user name
Previous 7 passwords are disallowed

New Password

Confirm New Password

Submit

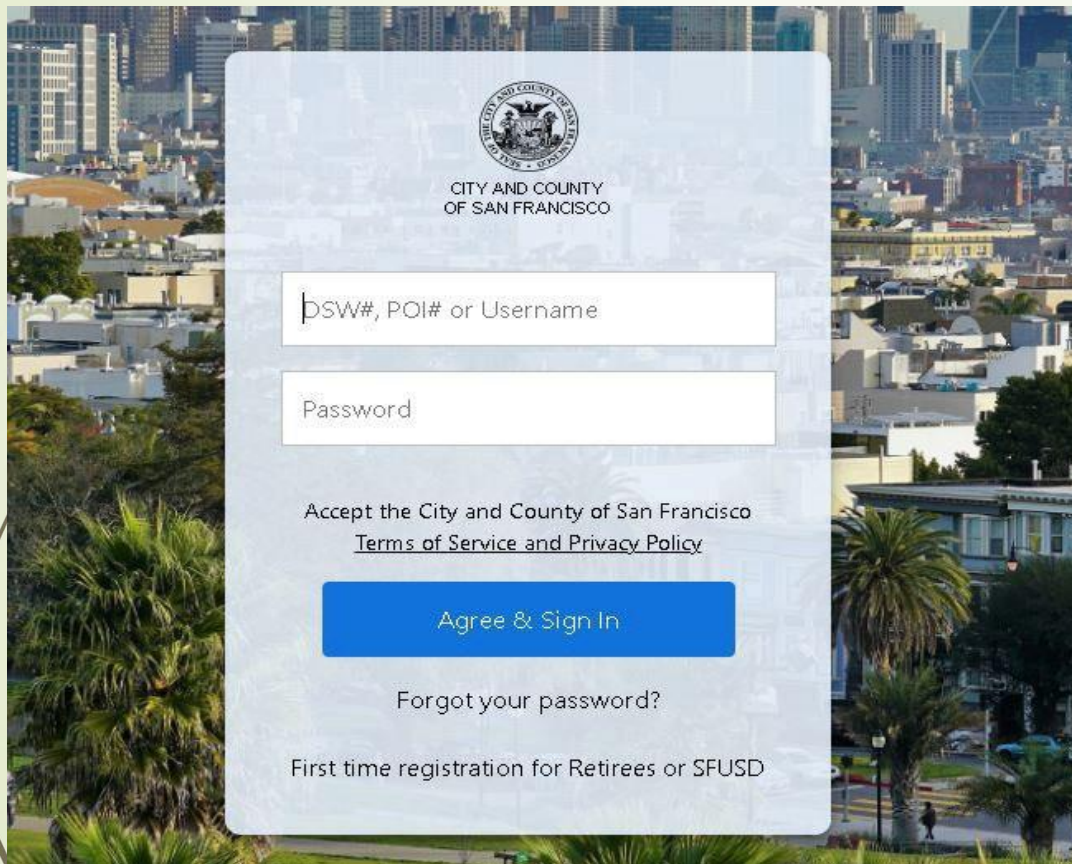
New Password Guidelines:

- 10 characters
- One numeric character
- One uppercase character
- One lowercase character
- One special character
- New & confirm password must match

Select "Submit"

Step 6

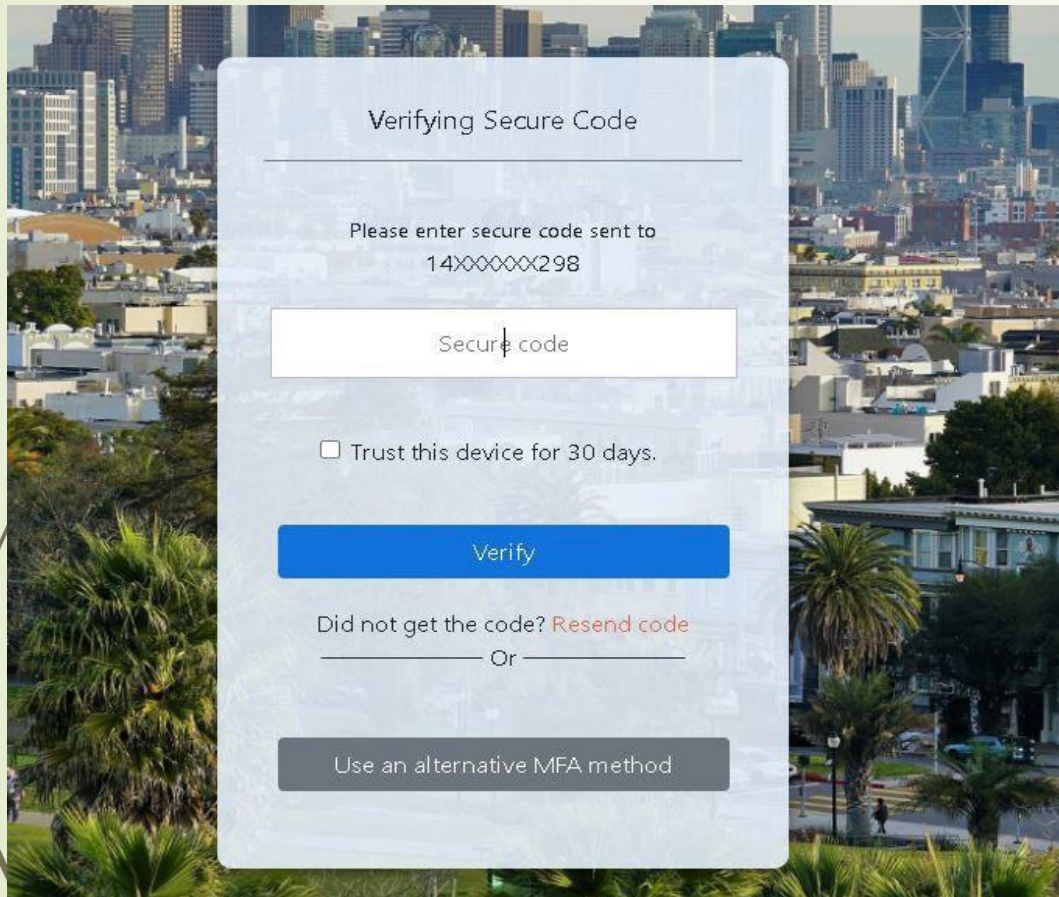
CCSF Login Page

The screenshot shows the CCSF Login Page. At the top, there is a header with the UCSF logo and the Zuckerberg San Francisco General Hospital and Trauma Center logo. Below the header, the page features a background image of a city skyline. In the center, there is a white login box with the City and County of San Francisco seal at the top. The box contains two input fields: one for 'PSW#, POI# or Username' and another for 'Password'. Below these fields, there is a link to 'Accept the City and County of San Francisco Terms of Service and Privacy Policy'. A blue button labeled 'Agree & Sign In' is positioned below the link. At the bottom of the box, there are two links: 'Forgot your password?' and 'First time registration for Retirees or SFUSD'.

- Enter UCSF POI#
- Enter Password
- Select 'Agree & Sign In'

Step 7

Verifying Secure Code



Verifying Secure Code

Please enter secure code sent to
14XXXXXX298

Secure code

☐ Trust this device for 30 days.

Verify

Did not get the code? [Resend code](#)

Or

Use an alternative MFA method

- Enter Secure Code from Phone
- Select 'Trust this device for 30 days'
- Select 'Verify'

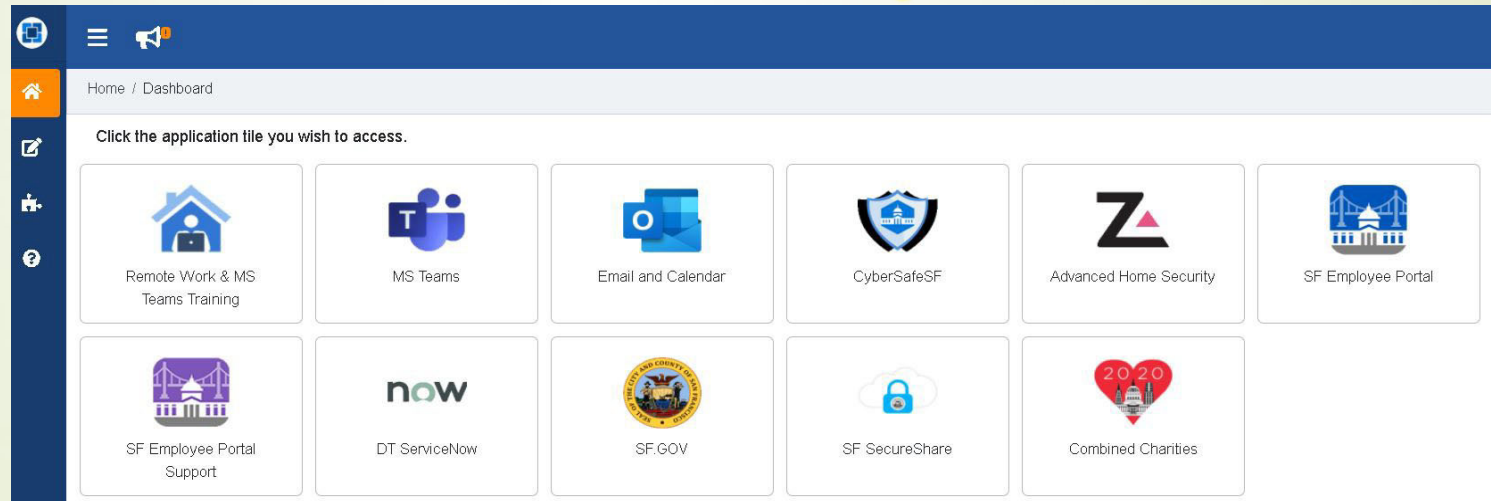
Step 8

CCSF Dashboard Page

If you have logged onto this site previously, you may be directed to Step 12

Select 'Multi-Factor'

(To Add Additional
Layer of Security)



Step 9

Multi-Factor Page

MyApps

Dashboard

Change Password

Multi Factor

Help

My Profile

Logout

Welcome [REDACTED]

Home / Multi Factor

Multi-Factor adds an additional layer of security to your account by using your mobile app, mobile number, non-City email or security questions to verify your identity. Once set up, other users cannot access your account even if they guess your password. If you need to reset your password you can use Multi-Factor options to verify your identity.

Mobile App

Not Configured

Configure

Mobile Number

14XXXXXX298

Remove

Security Questions (Least secure)

Not Configured

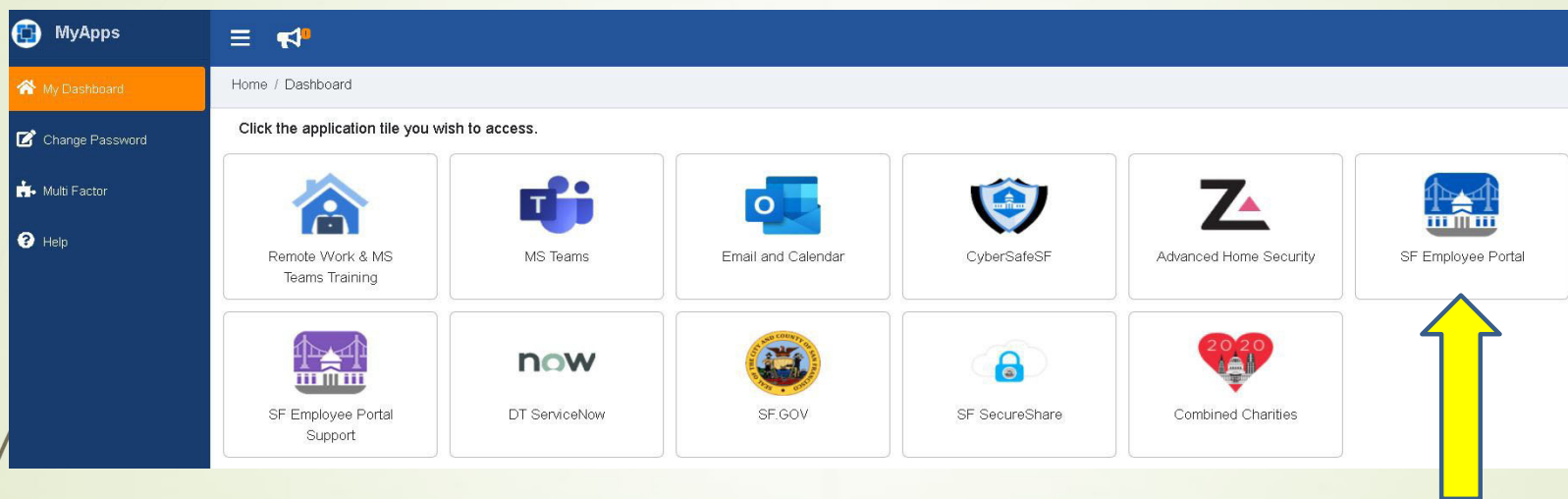
Configure

Please configure any 2 out of the 3 options
(i.e. Mobile App, Mobile Number, or Security Questions)

Multi-Factor adds an additional layer of security to your account by using your mobile app, Mobile number, non-City email or security questions to verify your identity. Once set up, other Users cannot access your account even if they guess your password. If you need to reset your Password, you can use Multi-Factor options to verify your identity.

Step 10

CCSF Dashboard Page



Choose 'SF Employee Portal'

Step 11

SF Employee Portal

DO NOT Select 'My Learning' option



Select 'WorkLinks'

then

Select 'SF Learning'

The screenshot shows the SF Employee Portal interface. At the top, there's a header with the UCSF logo, the text 'SF EMPLOYEE PORTAL', and links for 'HOME' and 'SIGNOUT'. Below the header, there's a navigation bar with 'HOME', 'EMERGENCY RESPONSE', and 'USER ACCESS & SUPPORT'. On the left, there's a sidebar with 'MY BENEFITS' and 'MY LEARNING' options. A red 'X' is placed over the 'MY LEARNING' option. In the center, there's a section titled 'View reported time and pending approvals for time and expenses directly from the Portal!' with a sub-header 'Check out the enhanced MY Time slideout and new MY TO-DOS tab with alerts...'. On the right, there's a user profile for 'Anne Shirley' (IS Business Analyst Principal) with a 'Update' button. Below the profile, there's a table showing 'Scheduled' and 'Reported to Date' hours. At the bottom, there's a 'MY LINKS' section with 'WORK LINKS' and 'EMPLOYEE LINKS' tabs. Under 'WORK LINKS', there are two buttons: 'SF LEARNING' and 'SF OPEN BOOK'. A yellow arrow points from the text 'Select 'WorkLinks'' to the 'WORK LINKS' tab, and another yellow arrow points from the text 'Select 'SF Learning'' to the 'SF LEARNING' button.

Day	Type	Status	Sub Total	Total
Saturday 07/25/2020			0.00	
Sunday 07/26/2020			0.00	
Monday 07/27/2020	Regular Hours - Worked	Scheduled	\$ 0.00	\$ 0.00
Tuesday 07/28/2020	Regular Hours - Worked	Scheduled	\$ 0.00	\$ 0.00
Wednesday 07/29/2020	Regular Hours - Worked	Scheduled	\$ 0.00	\$ 0.00
Thursday 07/30/2020	Regular Hours - Worked	Scheduled	\$ 0.00	\$ 0.00
Friday 07/31/2020	Regular Hours - Worked	Scheduled	\$ 0.00	\$ 0.00

Step 12

SF Learning Platform Page



Select 'My Learning'

Step 13

My Learning Requirements Portal: **Current**

#1

#2

#3

Arrows #1, #2, and #3: Ensures you are in the 'Current' Tab of the 'My Learning' section to view all required trainings and to select 'Launch' to start a training.

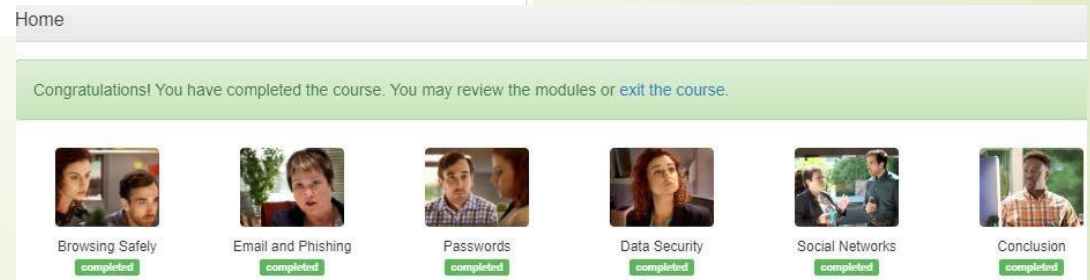
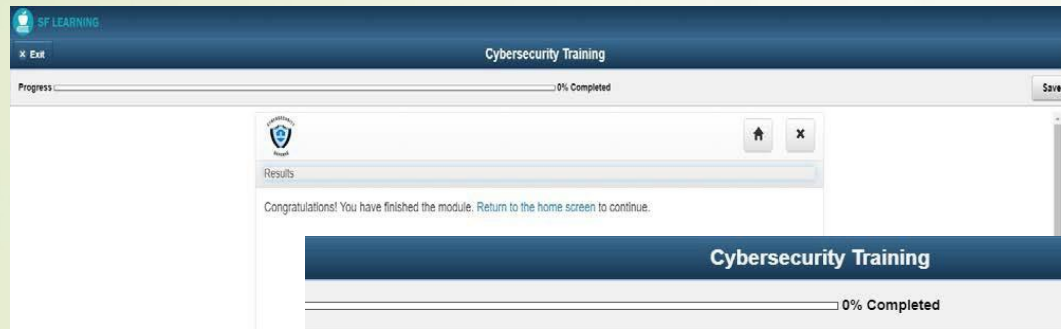
Select the title of the module to start a requirement. Do NOT select 'Launch'

Step 14

Recommended: Take Screenshots

Helpful Tip:

Take screenshots when completing a module & requirement, in case the system does not automatically record completion.



Step 15

My Learning Requirements Portal: **History**

The screenshot shows the 'SF LEARNING' interface. On the left is a sidebar with a 'My Learning' menu item highlighted. In the top right, there's a 'My Learning' header. Below this, there are tabs for 'Current', 'Planned', and 'History', with 'History' being the active tab. The main content area is titled 'Learning History' and contains three cards: 'Cybersecurity Training', 'DPH Annual Compliance and Priv...', and 'ZSFG General Orientation'. The 'Cybersecurity Training' card shows it was completed on 24 Aug 2020. Arrows #1, #2, and #3 point to the 'My Learning' menu, the 'History' tab, and the 'Cybersecurity Training' card respectively.

Arrows #1, #2, and #3: Ensures you are in the 'History' Tab of the 'My Learning' section to verify the system recognizes completion of the Cybersecurity Training.

Congratulations!

**You have successfully logged into the SF Employee Portal,
launched the My Learning application, and completed the
Annual Cybersecurity training!**



**SF Employee Portal
Employee Login**



SF LEARNING

THANK YOU!