

How to Access the SF Employee Learning Portal

A Quick Guide for UCSF @ ZSFG Employees and Trainees



Reminders

- Use Chrome or FireFox Web Browsers
- Turn Off Pop-Up Blockers

Visit: <https://zsfg.ucsf.edu> → Resources → 2020 Annual Learning

Home > Resources > 2020 Annual Learning

2020 Annual Learning Modules and Compliance & Privacy Training

Starting August 2020, all UCSF Faculty, Staff, and Trainees at ZSFG will be able to complete the required online Annual Learning Core Modules, Compliance & Privacy, and Workplace Violence Prevention Training.

Training is mandatory to all DPH and UCSF faculty, staff and trainees who work at ZSFG or with DPH patients or data.

The topics covered are required by federal and state law, regulatory agencies, and ZSFG policy and procedures and support ZSFG's goal to continuously improve patient care outcomes, promote patient and employee safety, encourage employee self-development, and serve the public.

New in 2020

All trainees (students, residents and fellows) are required to complete the following assignments in their online SF Learning platform:

- 2020 Annual Learning Core Modules
- DPH Compliance & Privacy Training
- Workplace Violence Prevention Training

[2020 ANNUAL LEARNING ASSIGNMENTS \(COMPLETE LIST\)](#)

Assignments on list should match assignments in the system. Other assignments provided are based on job title and department services.

Getting Started

To access the SF Learning platform and your assigned trainings, you will need:

- Your POI # (your Username): contact [Department Manager / Champion](#) or [Trainee Administrator](#)
- SF Learning Portal Password: contact [DPH IT Support](#), (628) 206-7378

Quick Guides:

- [HOW TO ACCESS SF EMPLOYEE LEARNING PORTAL](#)
- [HOW TO TURN OFF POP UP BLOCKERS](#)

- Preferred Web Browser: Chrome or Firefox

Resources

- [General Resources](#)
- [Conference Rooms & Calendars](#)
- [Computing & Network Services](#)
- [Forms](#)
- [Transportation & Wayfinding](#)
- [Research](#)
- ▶ [2020 Annual Learning](#)
- [WARM Hearts](#)

[SF EMPLOYEE LEARNING LOGIN WEBSITE](#)



SF Employee Gateway Page

City and County of
SAN FRANCISCO

I'm looking for...

SFGOV

Welcome to the
SF Employee Gateway

COVID-19 Emergency Management

- COVID-19 DSW REQUESTS
Form 213RR
- COVID-19 TIMEKEEPING
ICS Form 214
- COVID-19 FEEDBACK & CCC Demobilization

Citywide Enterprise Applications

- SF Employee Portal
Employee Login
- SF User Support
SF Employee Portal
- MyApps Portal
City Apps and Password Reset

SHARE THIS

Select Language

Powered by Google Translate

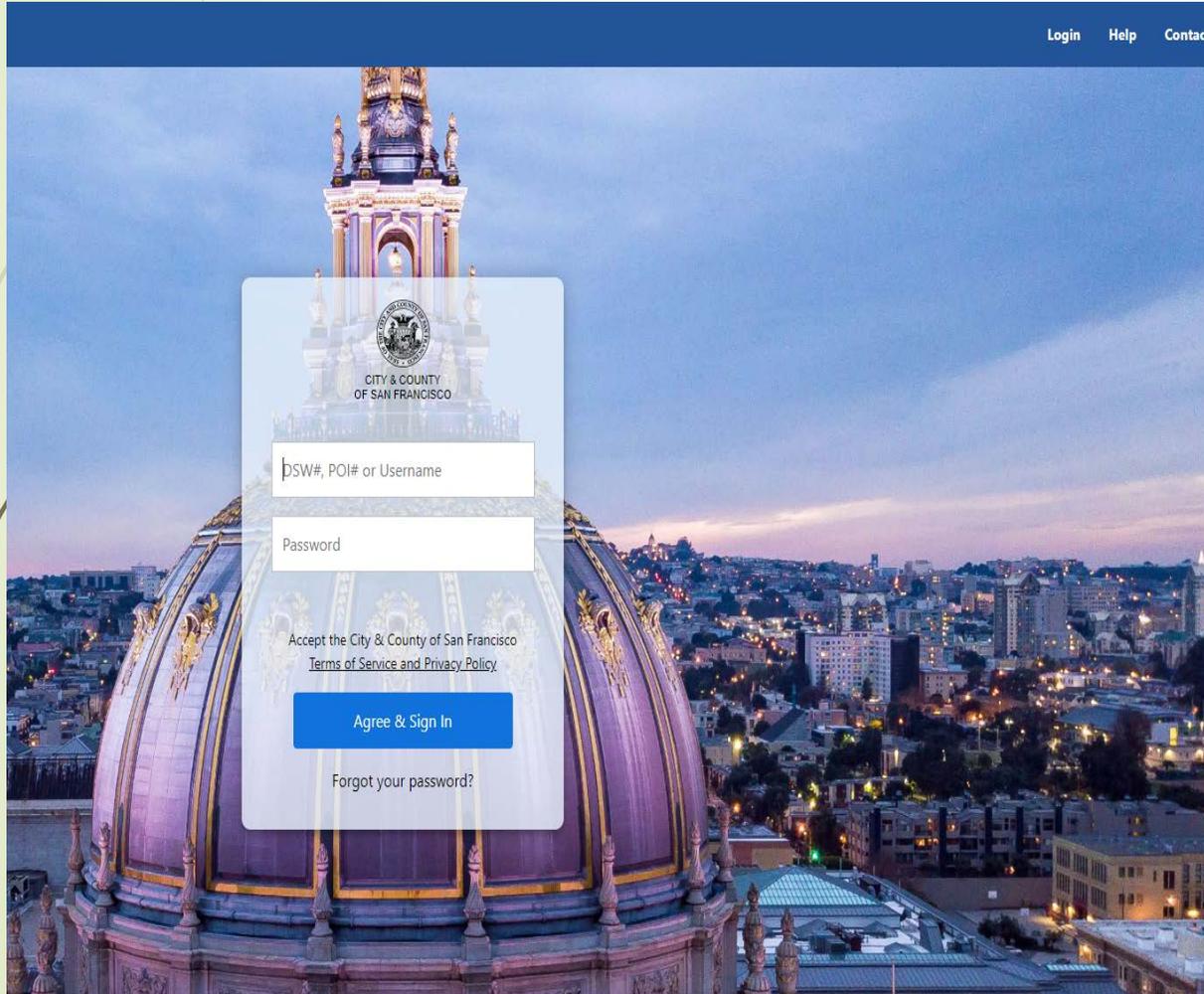
STAY CONNECTED

f t y

Select Link

Step 3

CCSF Login Page

The image shows a screenshot of the CCSF login page. At the top right, there are links for 'Login', 'Help', and 'Contact'. The main content area features a background image of the San Francisco City Hall dome. Overlaid on this is a white login form with a blue header containing the City & County of San Francisco seal and name. The form includes two input fields: 'DSW#, POI# or Username' and 'Password'. Below the fields, there is a link to 'Accept the City & County of San Francisco Terms of Service and Privacy Policy' and a blue 'Agree & Sign In' button. At the bottom of the form, there is a link for 'Forgot your password?'.

- Enter UCSF POI#

Contact: [Department Manager/ Champion](#) or [Trainee Administrator](#) for Assistance

- Enter Password

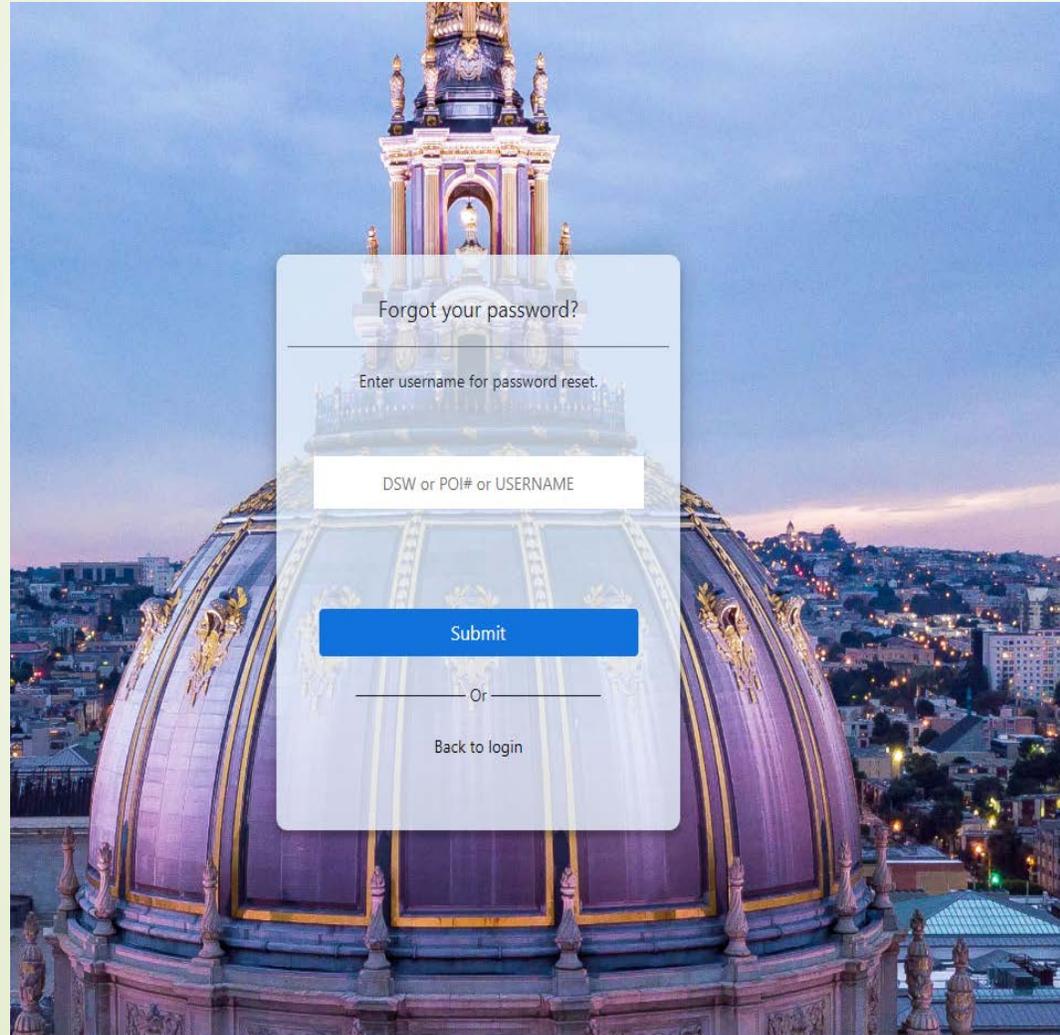
First Time User? Contact DPH IT for temporary password, 628-206-7378
Previous User and Forgot Password? Select 'Forgot your password?' link

- Select 'Agree & Sign In'

IF you entered both POI# and Password

Step 4

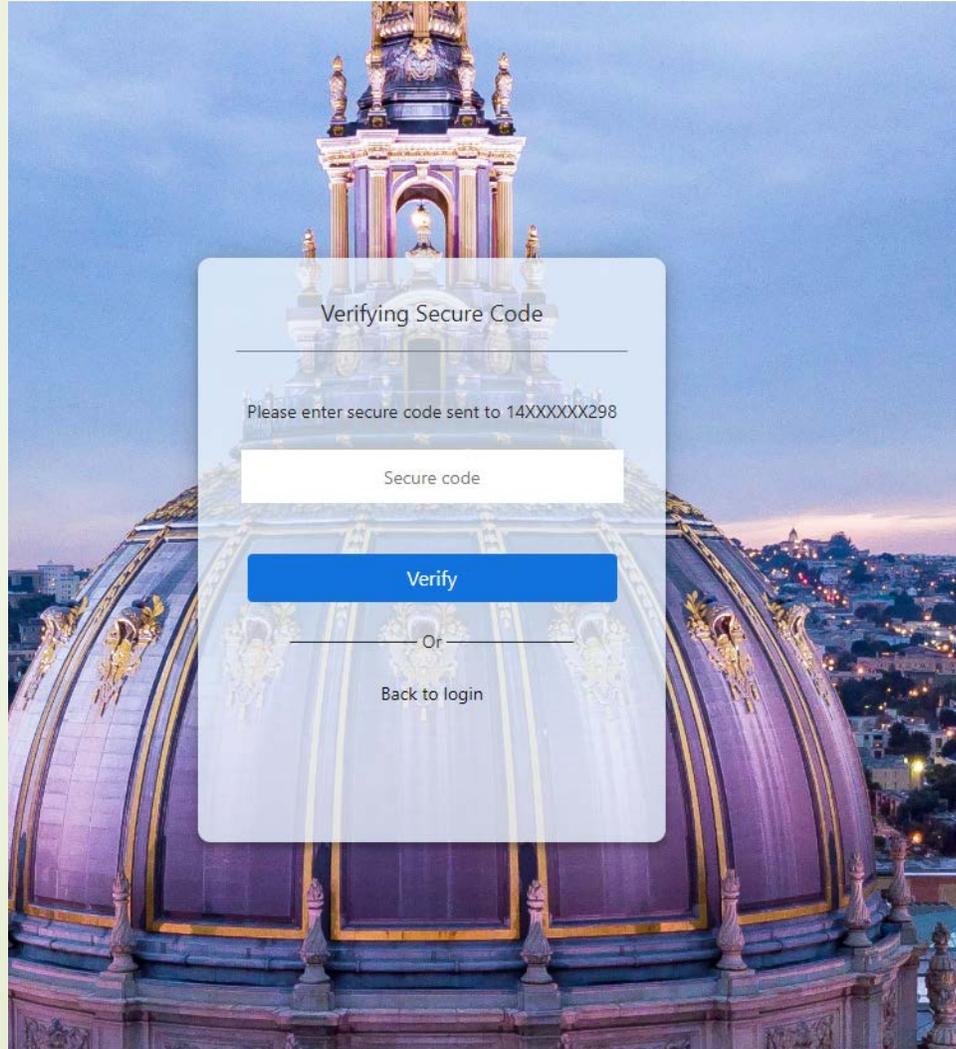
Forgot your password? Page



- Enter your UCSF POI#
- Select 'Submit'

Step 5

Verifying Secure Code Page



- Enter Secure Code from Phone
- Select 'Verify'

Step 6

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

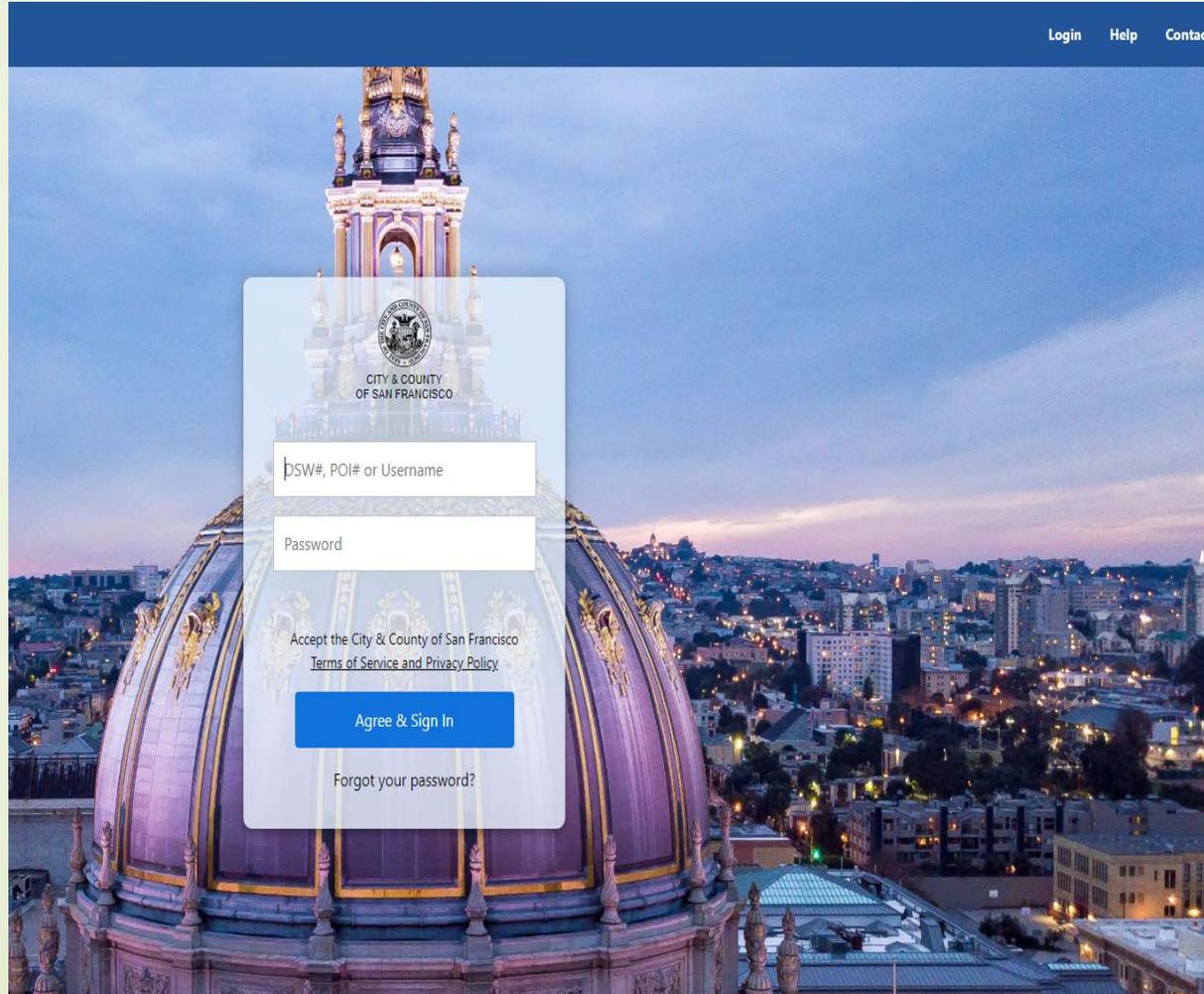
New Password Guidelines:

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

Select 'Submit'

Step 7

CCSF Login Page

The image shows a screenshot of the CCSF login page. The background is a photograph of the San Francisco City Hall dome at dusk. A white login form is centered on the page. At the top of the form is the City & County of San Francisco seal and logo. Below the logo are two input fields: the first is labeled 'PSW#, POI# or Username' and the second is labeled 'Password'. Under the input fields, there is a link to 'Accept the City & 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 form, there is a link for 'Forgot your password?'. In the top right corner of the page, there are links for 'Login', 'Help', and 'Contact'.

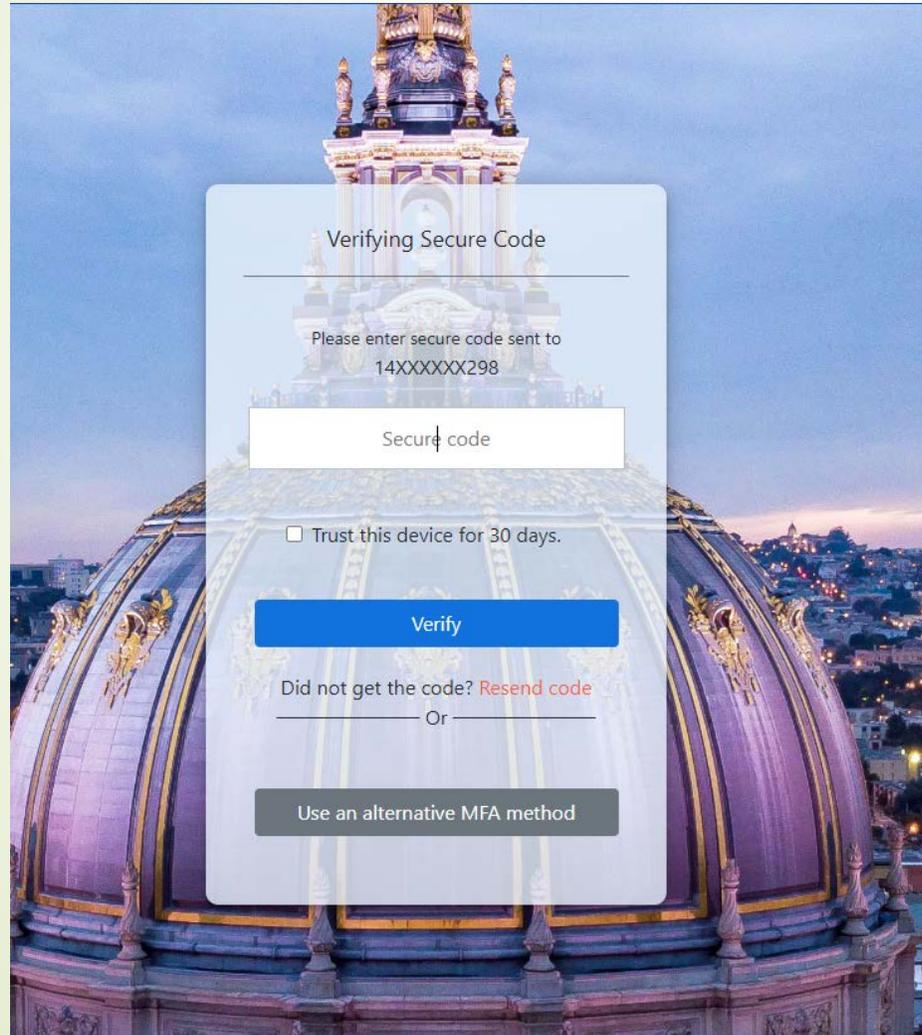
- Enter UCSF POI#

- Enter Password

- Select 'Agree & Sign In'

Step 8

Verifying Secure Code



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

CCSF Dashboard Page

MyApps

Welcome | [User Name]

Home / Dashboard

Click the application tile you wish to access.

- Remote Work & MS Teams Training
- MS Teams
- Email and Calendar
- CyberSafeSF
- Advanced Home Security
- SF Employee Portal
- SF Employee Portal Support
- DT ServiceNow
- SF.GOV
- Combined Charity

Select 'Multi-Factor'
(To Add Additional
Layer of Security)

Multi-Factor Page

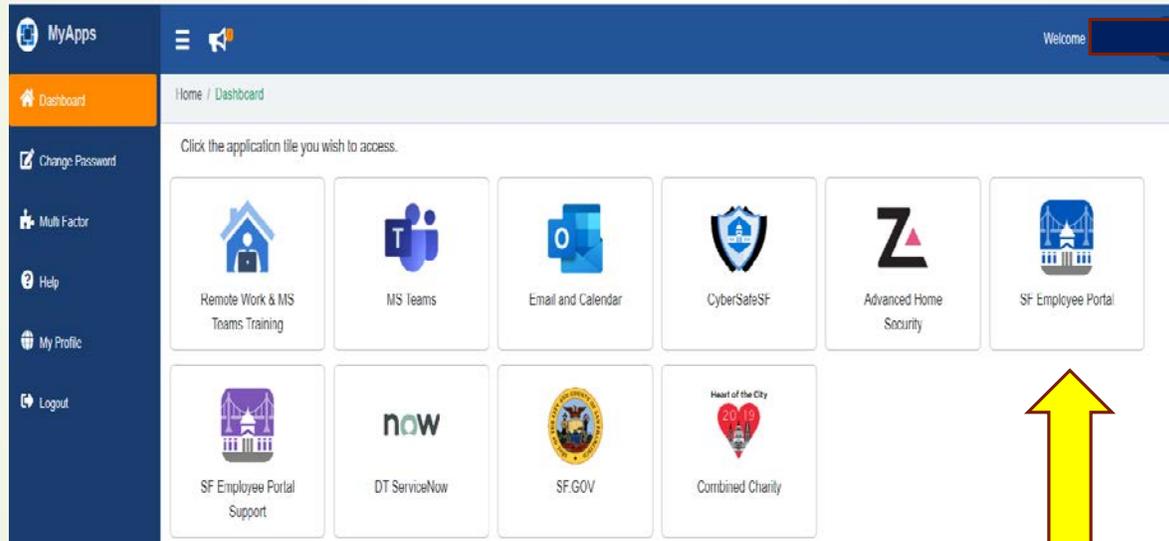
The screenshot shows a web application interface for Multi-Factor authentication. On the left is a dark blue sidebar with the following menu items: MyApps, Dashboard, Change Password, Multi Factor (highlighted in orange), Help, My Profile, and Logout. The top navigation bar is dark blue and contains a hamburger menu icon, a notification bell icon with a red '0', and a 'Welcome' message followed by a redacted user name. The main content area has a breadcrumb 'Home / Multi Factor' and a paragraph explaining that Multi-Factor adds an additional layer of security. Below this are three configuration cards:

Mobile App	Mobile Number	Security Questions (Least secure)
Not Configured Configure	14XXXXXX298 Remove	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.

CCSF Dashboard Page



- Choose 'SF Employee Portal'

SF Employee Portal

The screenshot shows the SF Employee Portal interface. At the top, there is a header with the UCSF logo, the text 'SF EMPLOYEE PORTAL', and navigation links for 'HOME' and 'SIGNOUT'. Below the header is a secondary navigation bar with 'HOME', 'EMERGENCY RESPONSE', 'USER ACCESS & SUPPORT', and 'FAVORITES'. The main content area is divided into several sections. On the left, there are two large blue buttons: 'MY BENEFITS' and 'MY LEARNING'. A red 'X' is placed over the 'MY LEARNING' button, with a text annotation 'DO NOT Select 'My Learning' option' pointing to it. In the center, there is a section titled 'View reported time and pending approvals for time and expenses directly from the Portal!' with a sub-note: 'Check out the enhanced MY Time slideout and new MY TO-DOS tab with alerts...'. To the right of this section is a user profile for 'Anne Shirley', 'IS Business Analyst-Principal', with a date range of '07/25/2020 - 08/07/2020'. Below the profile is a table showing scheduled and reported hours. At the bottom of the main content area, there is a 'MY LINKS' section with two tabs: 'WORK LINKS' and 'EMPLOYEE LINKS'. Under 'EMPLOYEE LINKS', there are two buttons: 'SF LEARNING' and 'SF OPEN BOOK'. A yellow arrow points from the text 'Select 'Work Links'' to the 'EMPLOYEE LINKS' tab, and another yellow arrow points from the text 'Select 'SF Learning'' to the 'SF LEARNING' button. At the top right of the main content area, there is a 'MY TO-DOS' section with a red circle containing the number '0'. There is also an 'ALERTS' section with a red circle containing the number '0'.

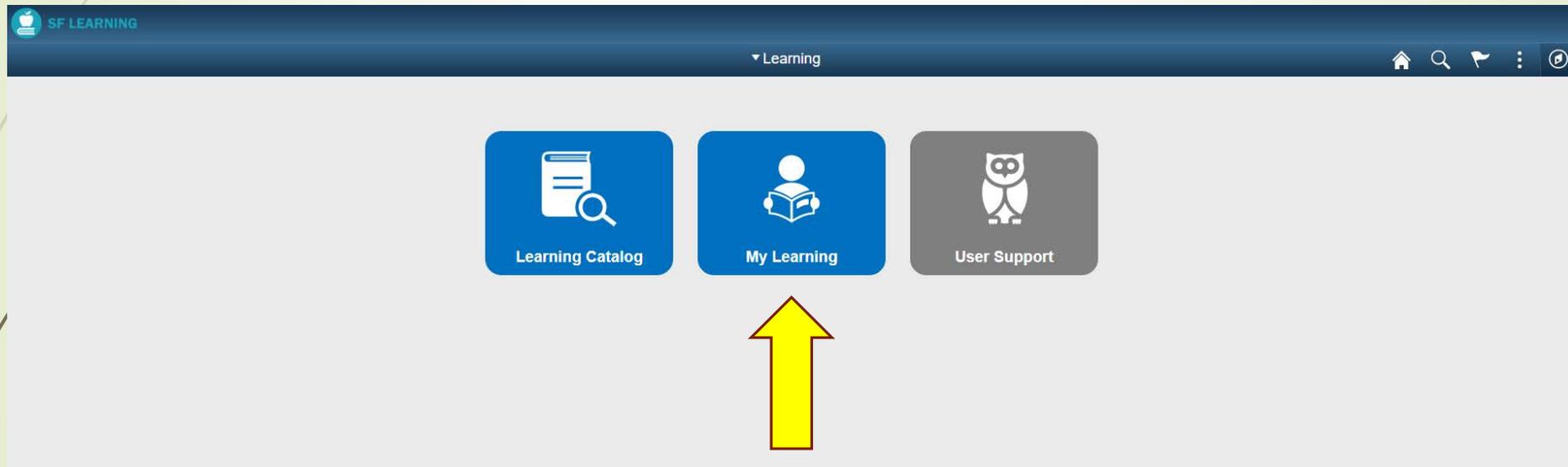
DO NOT Select 'My Learning' option

Select 'Work Links'

then

Select 'SF Learning'

SF Learning Platform Page



Select 'My Learning'

My Learning Requirements Portal

The screenshot shows the 'My Learning Requirements Portal' interface. The top navigation bar includes 'SF LEARNING' and 'My Learning'. The left sidebar contains 'My Learning', 'Certification Status', 'Learning Plans', and 'Add Supplemental Learning'. The main content area has tabs for 'Current', 'Planned', and 'History', with 'History' selected. Below the tabs are icons for a list view, grid view, and a filter icon. The 'Learning History' section displays a grid of training requirements:

Training Requirement	Type	Status	Completion Date	Actions
DPH Annual Compliance and Priv...	Web-based Training	Completed	05 Feb 2020	Launch Print
ZSFG General Orientation	Classroom	Completed	23 Dec 2019	Print
DPH Annual Compliance and Priv...	Web-based Training	Completed	31 Oct 2019	Launch Print
2020 Core Modules – Non Clinical ...	Web-based Training	Dropped		
Cybersecurity Training for Workin...	Web-based Training	Dropped		
ZSFG Non Clinical Staff: Core, Str...	Web-based Training	Dropped		

Options selected to show history of completed or dropped training requirements:

- My Learning
- History
- List View Icon

PLEASE NOTE: 2020 DPH Annual Compliance and Privacy Requirement Completed on 2/5/20 . Select 'Print' to Retain for Records

Step 15

My Learning Requirements Portal

SF LEARNING

< Learning My Learning

My Learning

Certification Status

Learning Plans

Add Supplemental Learning

Current Planned History

Current Learning

Cybersecurity Training

Web-based Training

Enrolled

Launch

Select 'Launch' to start required training

Options selected on page to view current, assigned modules required to be completed:

- My Learning
- Current
- List Icon

Step



Step

