1. How do I log into the Halogen website?
   A. URL: https://global.hgncloud.com/sfdph/welcome.jsp
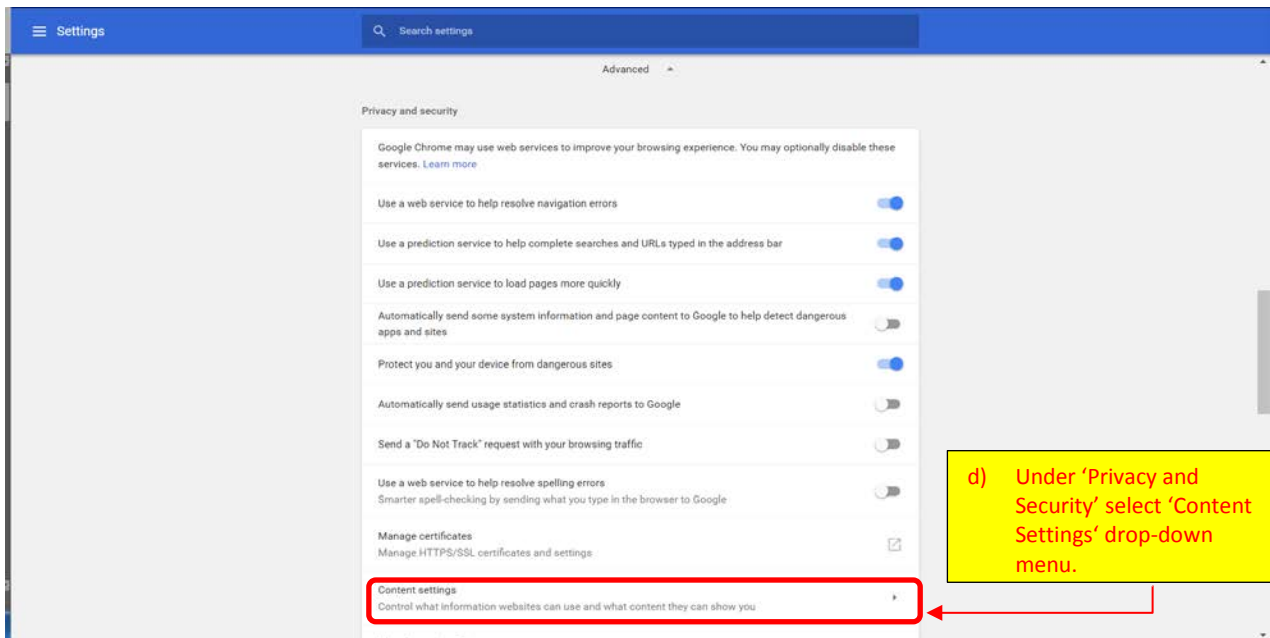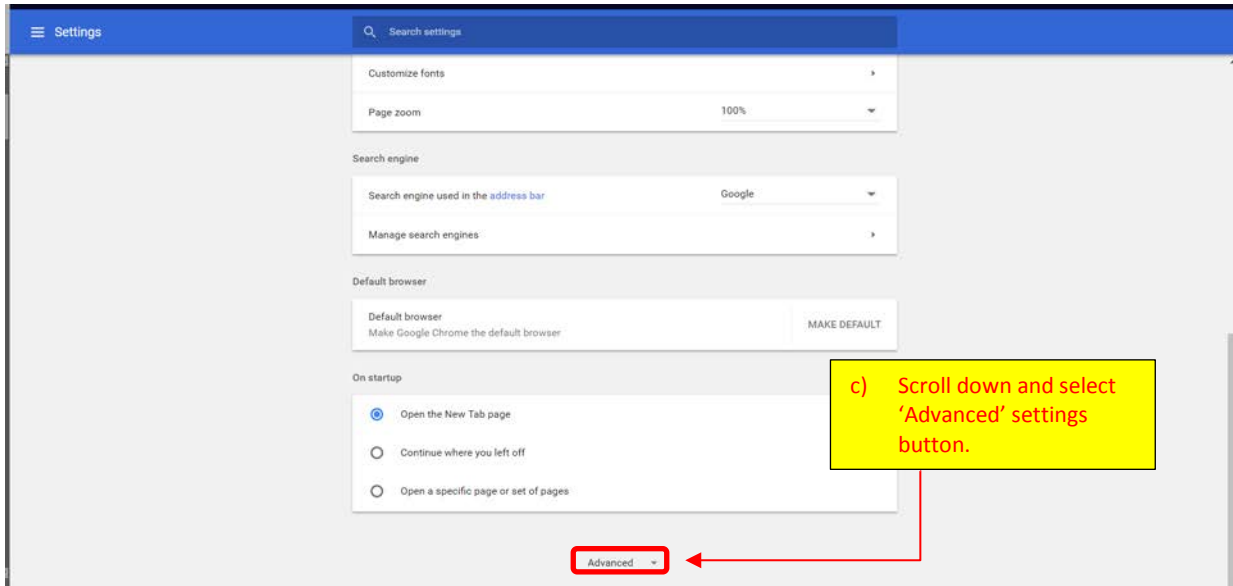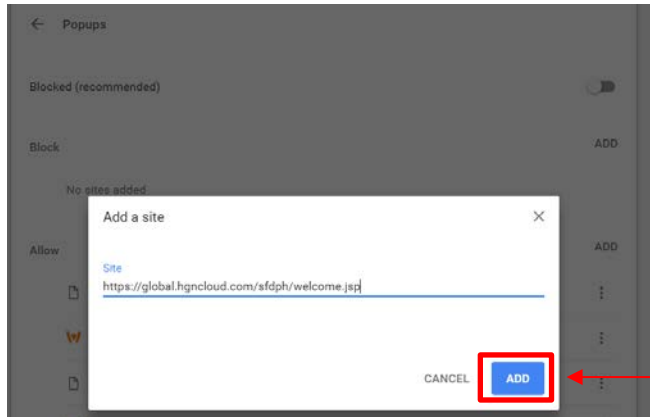   i. Please note: UCSF employees should use this link to login, not the DPH intranet link
   B. Ensure you are using the preferred Browsers (Chrome for PC or Safari for Mac)
      i. Allow Pop-Ups for Halogen website (see Chrome instructions below)
         a) Click the 'Customize and control Google Chrome' menu (the three horizontal bars OR the three vertical dots in the upper right corner of the browser)
         b) Select 'Settings'
         c) Scroll down and click the 'Advanced' settings button
         d) Under 'Privacy', click the 'Content Settings' button
         e) Under 'Content Settings', click the 'Popups' button
         f) Click 'Add' in the 'Allow' section
         g) Copy and paste the Halogen website URL
         h) Click 'Add' to save
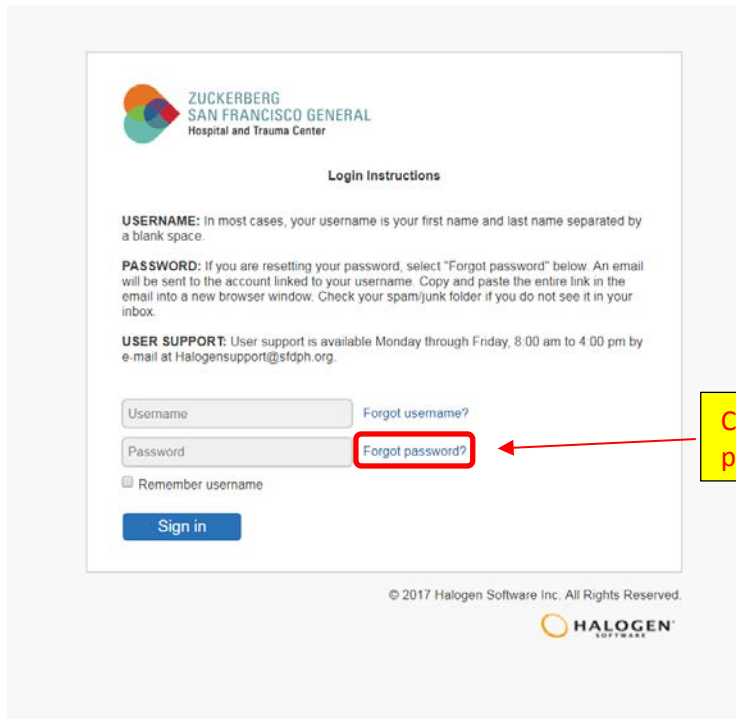
a) Click here to open 'Customize and Control Google
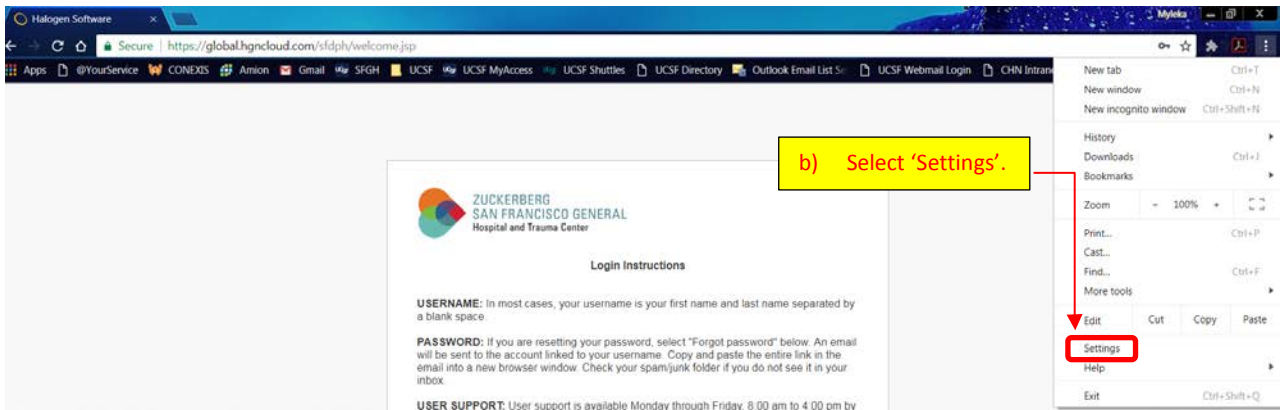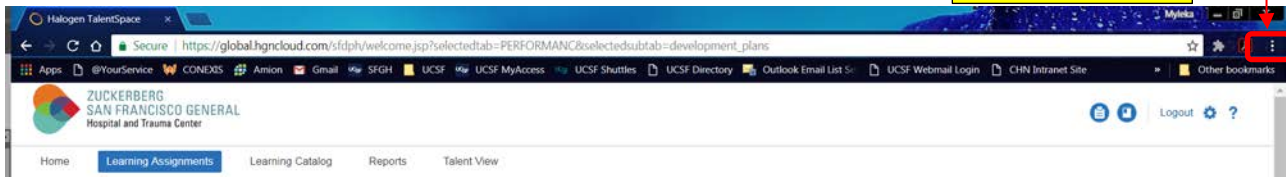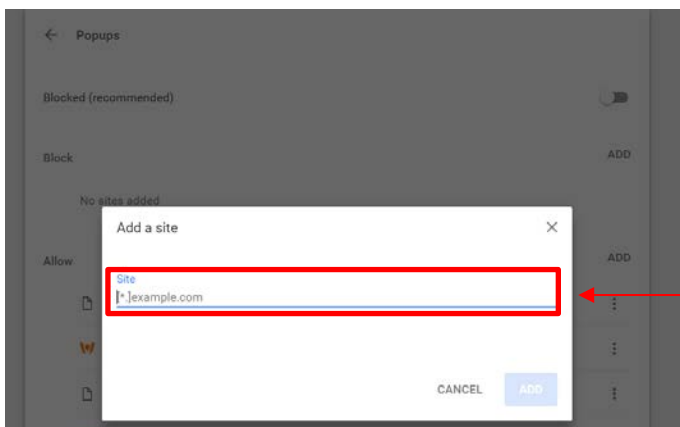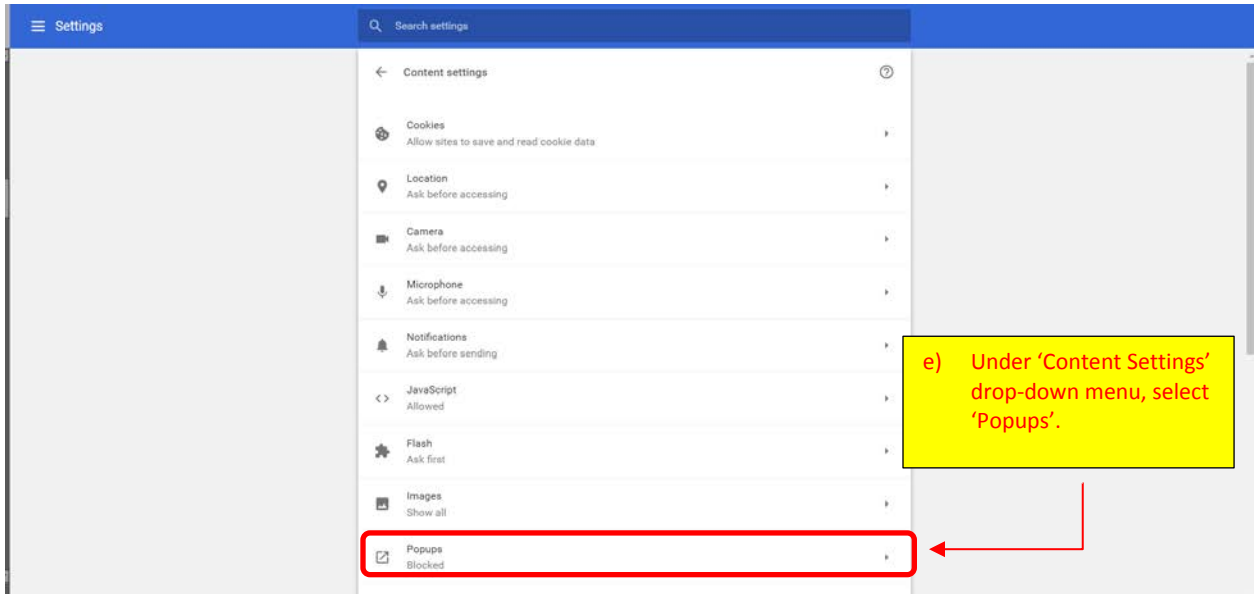
b) Select 'Settings'.

c) Scroll down and select 'Advanced' settings button.

d) Under 'Privacy and Security' select 'Content Settings' drop-down menu.

e) Under 'Content Settings' drop-down menu, select 'Popups'.

f) Under 'Popups', select 'ADD' from the 'Allow' section.

g) Copy and paste the Halogen website URL into the 'Add a Site' box.

2. What if I forgot my password?

   You can reset from the Login page

Login Instructions

USERNAME: In most cases, your username is your first name and last name separated by a blank space.

PASSWORD: If you are resetting your password, select "Forgot password" below. An email will be sent to the account linked to your username. Copy and paste the entire link in the email into a new browser window. Check your spam/junk folder if you do not see it in your inbox.

USER SUPPORT: User support is available Monday through Friday, 8:00 am to 4:00 pm by e-mail at Halogensupport@sfdph.org.

Username   Forgot username?

Password   Forgot password?

☐ Remember username

Sign in

Click here to reset your password.

3. How do I find my 2018 required modules?
   a. Once logged in, go to the top right corner and click the (3-horizontal lines) to show 'Actions' drop-down list.
   b. Select, 'Learning Assignments' drop-down list.
   c. Then click 'My Learning' (do not click Learning Activity).

a. Click here to show 'Actions' drop-down list.
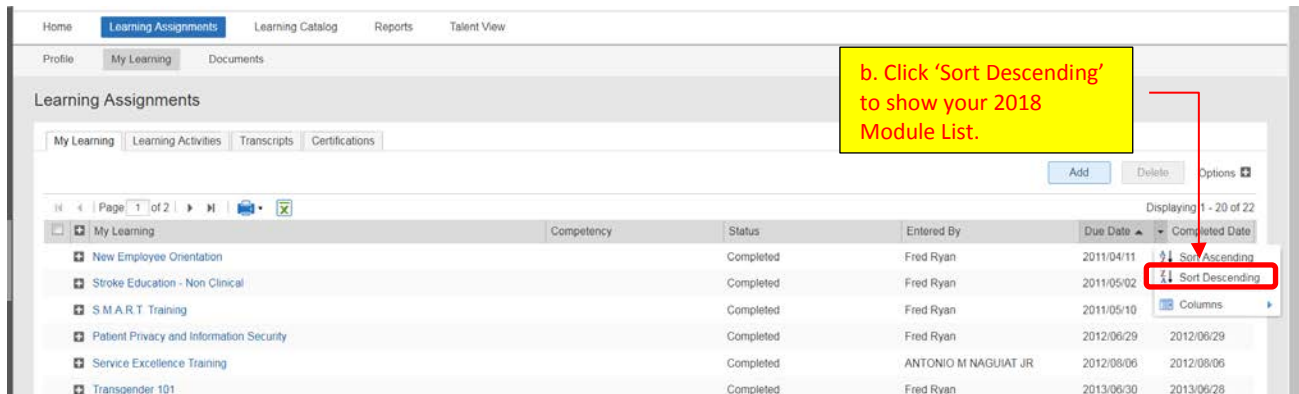

b. Click here to show 'Learning Assignments' drop-down list.

c. Click here to go to 'My Learning' screen and see your Halogen modules.
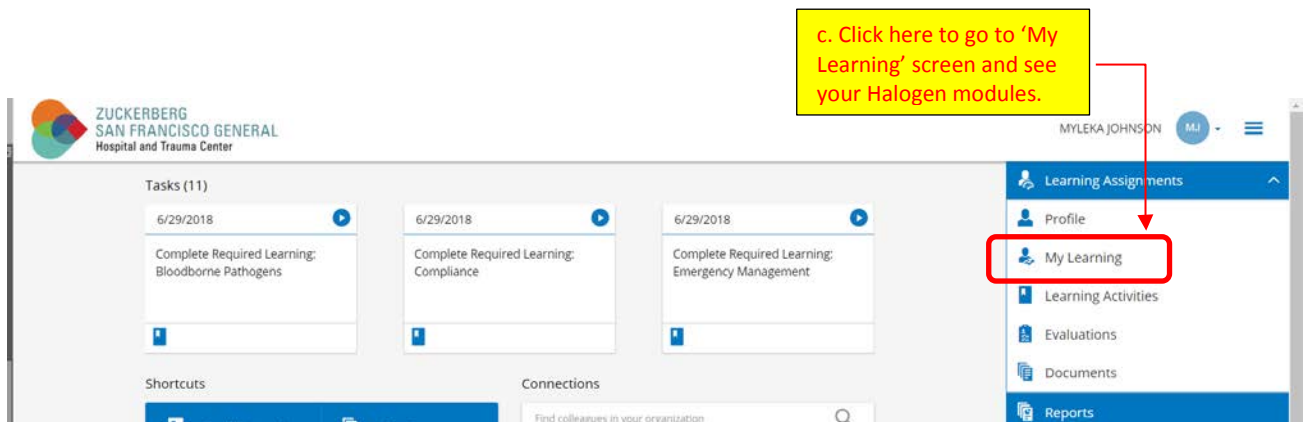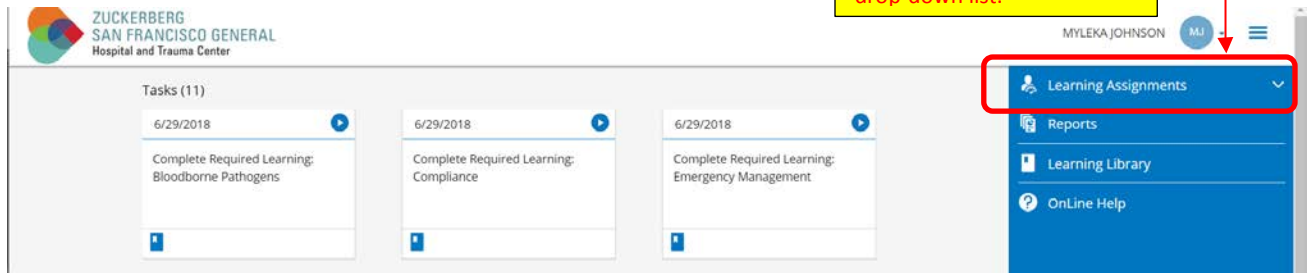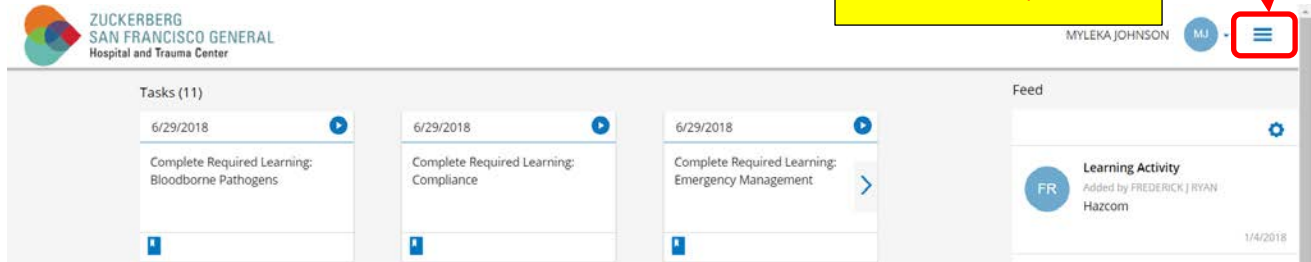
4. How do I launch my modules?
   A. Once on 'My Learning' page, hover mouse on 'Due Date' column title to reveal the sort options
   B. Click 'Sort Descending' to show your 2018 Module List at the top of 'My Learning'
   C. Click '+' symbol to expand your 2018 Module List
   D. Launch each module with the "Play Button" (blue circle with small white triangle)

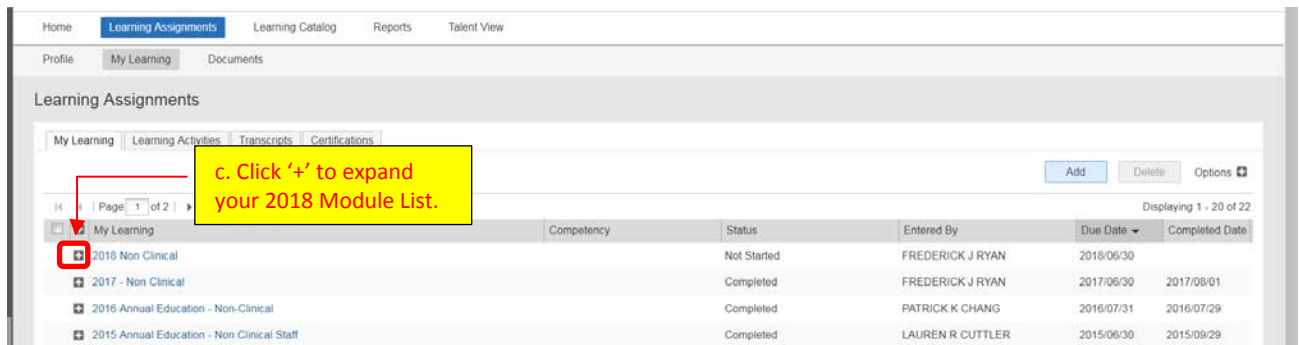Make sure Pop-Ups are enabled (see question 1 for instructions to enable pop-ups)

a. Hover mouse here to reveal 'Due Date' column sort options.

b. Click 'Sort Descending' to show your 2018 Module List.

c. Click '+' to expand your 2018 Module List.

d. Click 'Blue Play Button' to launch each module.

5. Support

Please request additional support from your Department Manager or Department Halogen Champion.

For Department Managers/Department Halogen Champions

6. Reports – Halogen has instructions for running Department Completion Reports
    A. Request permission to receive weekly reports to: Jeanine Craven in the Dean's Office – jeanine.craven@ucsf.edu
    B. Request permissions to be able to run your department's Halogen report from halogensupport@sfdph.org
7. For a list of 2018 Halogen Module Assignments and Classifications open "2018 Halogen Module Assignments + Job Classifications.pdf" in the Department Managers and Halogen Champions section of the Dean's Office Halogen website.
8. To request a new Halogen account for an employee in your department, do the following:
(PDF, with screenshots, in the Department Managers and Halogen Champions section of the Dean's Office Halogen website)

    1. Go to https://ucsf.service-now.com/ess/home.do
    2. Click on Account, Access & Email
    3. Click on ARF (Account Request Form / Campus, SOM, ZSFG/SFGH)
    4. Complete the required info in 'Requested By' and 'Requested For' sections
    5. Scroll to 'Account Request Type' and select 'DPH Access Request Only – DPH access only when no UCSF access is needed'
    6. Scroll to "For ZSFG/DPH users only
    7. Click on DPH Halogen account requested
    8. Click blue 'Order Now' button

Please allow 48 hours for the new Halogen Account to be activated. An email will be generated and sent to the email used for the account, with a username and temporary password.