MYLEARNING NAVIGATOR

Learner Main Manual

This document contains general description, as well as instructions for actions that Learners can perform in MyLearning system.

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1. First steps in MyLearning

ABB MyLearning is global Learning Management System developed for ABB employees & customers utility. The tool replaced old Training Partner along with similar systems that had been used locally by some of ABB divisions before.

MyLearning helps ABB to deliver a superior LMS experience that enables adoption, speeds compliance and significantly improves training effectiveness. The platform supports knowledge transferring process, organizing & scheduling live or F2F training sessions and also tracking & verifying Learner’s progress in training material. In addition to the full range of standard LMS functionalities - as a cloud solution, MyLearning offers online & offline access for mobile devices.

Find out more about MyLearning here (Internals only). Check out our mobile app available for Android & iOS devices.

In this document you will find all necessary information that will guide you through MyLearning system. Each chapter focuses on sections that are available in the system and presents what actions you can take in each of them (e.g. join Virtual Class or cancel your training). At the end of the document, you can also find a chapter with support information as well as links to other support documents.

To find more Support Materials, go here.

1.1. Logging in MyLearning for Internal and External Users


2. Click the Sign In button.

If you are connected to the ABB network or already are logged in myABB account, sign in will happen automatically via SSO (Single-Sign-On).
If you are not connected to the ABB network or do not have myABB account, you will be redirected to the ABB Log In page. In order to log in, provide your credentials in the marked fields and click Login.

1. If you do not have myABB account, please create one following the steps below.

   **NOTE:** If any issues occur when logging in the system, follow the instructions included in the Configure Your Browser section or reach out to Support.

1.2. **How to set up myABB account (for External Users)**

1. In the ABB Log in page, click Sign up.

2. Provide all the necessary in the marked fields and click Sign up. Don't forget to read & agree to ABB privacy policy.
To activate your account, open your mailbox, find the email sent from myABB system and **click the activation link**.

**NOTE:** You have to go to MyLearning and Sign In to have your account properly established in the system. Otherwise, you won’t be visible as a User for Administration.

Go back to MyLearning and try to **Sign In**. If you are already logged via myABB, you will be logged in right away. If not – the system will redirect you to ABB Log in page (from the picture under point no. 1).
1.3. Configure browser settings

Find out below how to add MyLearning to the trusted sites in Google Chrome and Microsoft Edge.

**NOTE:** We highly recommend to use Chromium engine-based browsers for the best experience (Google Chrome and Microsoft Edge). Internet Explorer is going to be shut off in 2021 by Microsoft and will no longer be supported.

**Add MyLearning to the trusted sites in Google Chrome (Version 85.0.4183.121)**

1. Go to the **Menu** icon in your Chrome browser.

![Chrome browser menu icon](image)

2. Pick the **Settings** option, scroll to the bottom and click **Advanced** to display more settings options.

![Chrome settings advanced](image)

3. Click **Open your computer’s proxy settings** (available in the System section)

![Chrome proxy settings](image)

4. In the pop-up window, provide **internet options** in the search field and click on it.
5. Go to Security tab > Trusted Sites > Sites.

6. Enter the URL of your Trusted Site and click Add.
7. https://mylearning.abb.com/ has been added to your Trusted Sites in Google Chrome browser.

Add MyLearning to the trusted sites in Microsoft Edge (Version 85.0.564.68)

8. Go to the Menu icon in your Microsoft Edge browser and select Settings option.

9. Go to the System section and click on Open your computer’s proxy settings button.

10. In the pop-up window, provide ‘Internet options’ in the searching field and click on it.

12. Enter the URL of your Trusted Site and click Add.

13. https://mylearning.abb.com/ has been added to your Trusted Sites in Microsoft Edge browser.

1.4. Menu Bar overview

1. As a Learner, you are be able to access all the panels available for you from one page. To reach them, click the name of the panel located in the Menu Bar or scroll down.

a. **My Learning** - You will find here all your Courses you have registered for in the last 12 months. This panel is divided into three sections: To Complete, Completed and All. Find out more here.

c. **Catalog** - You will find here all the available training to enroll in. Find out more [here](#).

d. **My Profile** - You will find here all the details of your account, as well as: set your Preferences for MyLearning, view your Order(s) details, add and edit Your Addresses. Find out more [here](#).

2. From the **Menu Bar**, you can also:

   a. View the newest **Alerts**. Find out more [here](#) - This feature is currently unavailable.

   ![Alerts](#)

   b. View the newest **Announcements**. Find out more [here](#).

   ![Announcements](#)

   c. Access your latest **wishlisted training**. Find out more [here](#) - This feature is currently unavailable.

   ![Wishlist](#)

   d. Access your latest **Bookmarked training/content**. Find out more [here](#).

   ![Bookmarks](#)
e. **Access Shopping Cart** page. Find out more [here](#).

4. **NOTE:** You can use the Shopping Cart on My Learning site only when you re-enroll for priced training from My Learning or Curricula/Certification section in My Dashboard. Find out how to register for priced training from Catalog [here](#).

f. **Access My Profile (Account)** by clicking on the User information. Find out more [here](#).

g. **Use Help** functionality. Find out more [here](#).

h. **Sign out.**
1.5. Help feature

MyLearning offers you a self-guide Help feature that explains almost every basic functionality implemented in the system. If you are a newbie to MyLearning, we strongly recommend to utilize Help to get familiar with all the features. The option is available from the Menu Bar.

1. Locate the Help icon next to your profile picture in the upper-right corner of MyLearning page.

2. Drag the icon to the blinking, gray hotspots that are located in different sections of MyLearning.

3. When the hotspot changes its color, release your mouse button to drop the Help icon on it.
4. Information about the section will be displayed in a form of context help pop-up.

5. In order to close the pop-up window, click button.

5 **NOTE:** Hotspots start to display when the Help icon is located on the level of the desired section.

6 **NOTE:** You can hide the Help feature from your view by clicking on the button next to it. To unhide it again, simply use Ctrl+Q key combination.

1.6. **Banners section**

Banner section presents information that is optimized for you, basing on the settings applied by Administrators. The main purpose of Banners is to promote upcoming or ongoing training, let you know about customized Catalog available for you or simply share any other type of details connected with administrative activities in MyLearning.
1. In order to see additional information, hover your mouse cursor over Banner title. The context help pop-up is unclickable.

2. You can click on the Banner itself to follow attached link leading you to more information. You can also use the carousel buttons to view other banners and find out more.

7 NOTE: Please be informed that in case that particular Banner leads you to specific MyLearning Course or Training Plan, you might not be able to view the details until you Sign in.
1.7. Announcements

Announcements are the recently created and important information from the Administrators of your trainings or MyLearning Support. You can view them in the following way:

1. Whenever there is a new content in the Announcements waiting for you, Announcement icon in the Menu Bar at the top of MyLearning page will be **highlighted with a colorful dot**.

2. Move your cursor over the desired Announcement to see the full text.

8 NOTE: In this view, only 5 recently added Announcements will be displayed. Ultimately, MyLearning Administration won’t allow this functionality to be overused.

3. If you are already familiar with the Announcement, you can remove it from your view by clicking the Trash bin icon.
4. When there are more than 5 items to be displayed, a **Show All** option will appear.

5. Click **Show All** to display all received Announcements in a separate window. You can remove all of the Announcements at once by clicking **Delete All**.

### 1.8. Outlook configuration for MyLearning Notifications

1. Go to your Outlook Calendar App. If you have not configured Outlook to download pictures automatically, notification e-mails will probably look like the one below:

   ![Reminder for training image](attachment:image_url)

   **Reminder for the training ABB MYLEARNING TRAINING- BEST PRACTICES FOR ADMINISTRATORS**

   *Click here to download picture. To help protect your privacy, Outlook prevented automatic downloading of cover pictures in this message.*

   Dear [Name],

   This is a reminder that your Virtual classroom training is scheduled to start. The exact start date and time are given below.

   **Class name:** ABB MYLEARNING TRAINING- BEST PRACTICES FOR ADMINISTRATORS

   **Session details:**
2. To view pictures in the notifications properly, click on the marked field like in the example below.

3. Click on ‘Add Sender to Safe Senders List’.

4. Opened e-mail should be automatically updated with ABB MyLearning logo. Future notifications will also display the logo properly.
2. My Learning

*My Learning* panel groups all of the Courses you have registered for or completed in the last 12 months. You can reach this panel by clicking on *My Learning* in the pinned Menu Bar at the top of Home Page or by scrolling down to it.

### 2.1. My Learning Overview

**Sections in My Learning**

All Classes contained in MyLearning panel are grouped by relevant status:

1. **To-Complete** - contains all of your enrolled Courses. That includes:
   - Courses that have ongoing/scheduled sessions
   - Courses that are in progress
   - Expired Compliance Course that User is required to re-register and complete to stay compliant

---

9 **NOTE:** When your Compliance Class becomes expired, you will receive a notification. If you would like to register again for the Class, enter Details Page of specific training and click on the Re-enroll icon.
**NOTE:** When there are more than four Courses in one section, carousel buttons will appear on both sides of the screen. Use them to navigate.

2. **Completed** - displaying overview of all the Courses that you have successfully completed. That includes:
   - Finished Courses
   - Courses that are finished but still have more content attempts to go

![MY LEARNING]  
**MY LEARNING**

3. **All** - displays both Completed and To-Complete Courses in a separate window. Additionally, the following status sections might appear:
   a. **Pending** - All the waitlisted and payment pending Classes will be listed under this section.
   b. **Incomplete** - All the Classes that have Incomplete status will be listed in this section. This includes all the Classes with Sessions in which your attendance is marked as No Show, as well Classes with failed Assessment.

11 **NOTE:** Number next to the title of specific section indicates how many trainings it contains.

12 **NOTE:** If you would like to register again for the Incomplete or Expired Class, go to the Details Page of that Class and click on the Re-enroll icon.

13 **NOTE:** Courses that are visible in My Learning section are from the last 12 month period. Training records from the time before that are located in My Dashboard > Learning History section.

**Display options**

4. In **My Learning** section, you can display your Courses in three possible views:
   a. **Grid** (default setting)
b. **List**

<table>
<thead>
<tr>
<th>MY LEARNING</th>
<th>TO-COMPLETE (10)</th>
<th>COMPLETED (0)</th>
<th>ALL (16)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>SALES TRAINING FOR BEGINNERS</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>FUNDAMENTALS OF ACCOUNT MANAGEMENT (WATCH)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>GOOD LEADERSHIP IS ABOUT COMMUNICATION WHY</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

14 **NOTE:** Listed view is the only possible one for All section.

<table>
<thead>
<tr>
<th>MY LEARNING</th>
<th>TO-COMPLETE (10)</th>
<th>COMPLETED (0)</th>
<th>ALL (16)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Calendar (applies only to Classes with Sessions).</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

15 **NOTE:** In this view, you will see the month with your closest upcoming Classes scheduled first.
5. In order to **switch to different type of view**, click on the relevant Grid, List or Calendar icon.

2.2. **Access Course Details Page from My Learning**

**Course Details Page** is a separate page, giving you a full set of details about the Course you are enrolled in. You are also able to perform actions described below.

1. In MyLearning, a Class under a stand-alone Course is marked with following icon: ![Course](image), while the Course under a Curriculum/ Certification Training Plan is marked with one of the following icons: ![Certification](image).
16 NOTE: By entering the Course under a Training Plan, you will open the Training Plan Details Page instead of Course Details Page.

2. You can access the Course Details Page by: clicking on the **title of the Course** (a), clicking on the **Course icon** (b) or clicking on **More** (c). This applies to both the grid and listed view of the Courses.

**Information on the Course Details Page**

a. General information of the **Course** you are enrolled in. This includes: **Course description, Course Code, Number of Classes** that the Course contains and their **delivery type, Language(s)** of the trainings and **Author (if given)**.

b. **Progress** of your training content.

17 NOTE: Please be informed that **Completion Status Circle** shows only the status of content that has been viewed by User **but not necessarily passed**. It means that in case of going through attached Assessment without passing it, the system will display 100% in the Completion Status Circle because you have displayed all the associated Class’ content. To make sure that specific training has been completed successfully, verify if the relevant training is in the **Completed** or **To Complete** section.

c. Detailed information of the **Class** under the enrolled Course. The contents of this section differ, depending on the delivery type of the training.

d. For Classrooms and Virtual Classes, you will find details of the Sessions assigned to the Class.
Actions you can take from Course Details Page from To-Complete section

3. 
   a. Share the Course – This functionality is currently not available. Learn how to share a training from Catalog here.
   b. Access Attachments (extra files that are not mandatory to complete the training)
   c. Take Pre-Test (obligatory Assessment to complete before the training)
   d. Cancel Enrollment
   e. Take Assessment
   f. Take Survey
   g. Re-enroll to the Class (possible both from the Details Page of training and Catalog)
   h. Share the Class – This functionality is currently not available. Learn how to share a training from Catalog here.
i. Bookmark your Class

j. Join/Launch the Class (this option won’t be available for Classrooms)

k. Access Attachments (extra files that are not mandatory to complete the training)

Actions you can take from Course Details Page from Completed section

4.

a. Share the Course – This functionality is currently not available. Learn how to share a training from Catalog here.

b. Access Attachments (extra files that are not mandatory to complete the training)

c. Rate the Class

d. View Completion Certificate

e. Take Survey

f. Re-enroll for the Class (possible both from the Details Page of training and Catalog)
g. **Share the Class** – This functionality is currently not available. Learn how to share a training from Catalog here.

h. **Bookmark the Class**

i. **Access Attachments** (extra files that are not mandatory to complete the training)

2.3. **Search your training using Filters and Search Bar**

**Find your training using Filters**

1. In order to find desired Course in My Learning panel more quickly, use **Filters**. Select desired options and click on **Apply**. You can use this feature for each available section (To-Complete, Completed and All).
2. You can refine your results by:
   - **Assignment Type** – defines the obligatory nature of the training you are looking for.
   - **Delivery Type** – defines the learning method of the Classes.
   - **Assigned By** – shows the training assigned to you by your Manager.
   - **Location** - allows you to describe the location of the Class precisely. This bar has to be filled with a proper name of the city in which the Class is taking place. Type in **at least 3 following characters** to launch the search engine and click on the magnifier icon to display all results.

**NOTE:** You can apply multiple filters when searching for a particular training.

3. If you want to delete your filters, untick them or click **Clear** to remove them all at once.

4. The results will be displayed in a **Show All** window. You can find the applied filters at the top of the listing view. You can delete particular filter by clicking next to its name or delete all the filters by clicking on **Clear All**.

5. You can also see the filtered Courses when you exit the page. In the Home Page, you are also able to delete the selected filters.
Find your training using the Search Bar

Search bar allows you to find desired training by providing specific Title, Code, part of Description or a Tag (keyword) related to specific Class. It enables you to browse all the available sections: To-Complete, Completed and All. Follow the steps below to get the best possible results when using the Search Bar.

6. Click on the search bar field and type in at least 3 following characters (e.g. the name of training you are searching for). You can use this functionality for a particular section (e.g. To-Complete) or for All Courses.

7. A drop-down with suggested results should be displayed. Select one or continue typing to narrow down the results.
8. If you want to view the full list of results, simply click the magnifier icon.

9. From the results list view, you can peek at the details of displayed training items.

10. Click Show All to switch to the full view of search results.

19 NOTE: The search bar is also available in the Catalog.

2.4. Export your list of Classes

1. Go to My Learning > All section and click on the Export button in the upper-right corner. From this page, you can also export the list of Classes from the To-Complete and Completed sections.

2. Select desired format for the exported file (PDF or CSV). Please note that it might take some time for the system to process the download request.

3. Pick the desired location on your computer. Records will be downloaded in the desired format.
2.5. Start and Complete a Class

Launch a Web Based/Video Class

1. To launch a content-based Class, go to My Learning panel and select the desired Class. You can start your training in the following ways:
   a. Navigate to My Learning panel on the Home Page. You can launch your training by clicking the Launch icon below the Course details.
   b. Go to the My Learning > All section. Click Launch next to the training you want to start.
   c. Open the Course Details Page. Scroll down to the Enrolled Classes Details and click on Launch button.
To start a Class under a Training Plan, open the **Curriculum/ Certification** Details Page. Find the Class you want to start and click on relevant **Launch** button.
Content Player (complete a Web-based/Video Class)

Your training materials will be displayed in a separate window called the Content Player. It displays all kinds of e-learning materials such as videos or interactive content formats. It also collects all of the Surveys and Assessments attached to specific Class. Learn how to complete a content-based Class below.

21 NOTE: Content Player will be also available for Instructor-Led Classes, if there is any Survey or Assessment attached.

2. In order to start the the Class, click Launch or a play button, as described in the previous section.

3. A Content Player window will pop-up with. For Video Classes, learning will start to play automatically.

The whole player consists of 2 main parts:

- A queue bar at the top of Content Player, grouping together all the associated content pieces to be displayed for specific Class.
- The currently played content under associated items list.

The list of attached content objects is formed as a chain of contiguous rectangles. Each content tile enables you to view the content name in the system, recognize the content type by associated icon and find out which object is currently displayed in the player.

Although the feature is the same for all types of mentioned content, there might be some differences between the available tools. Below you can peek at the example of video content player view that is equipped with additional dedicated control slider bar (rest of tools is the same for all content types).

4.
   a. Control slider bar - specific for Video or Audio Content. It allows you to play & pause the Content, adjust volume, move to desired moment or enter full screen mode.
   b. Individual content progress tracker - displays your current progress in this specific content object. After entering the content again, system should move you directly to the place that you left it previous time.
   c. Bookmark content - enables you to save the Content with other bookmarked items to come back to it later.
   d. Collapse/Expand header - enables you to hide or show the queue bar that lists all the associated content to be displayed for specific Class at the top of Content Player window.
   e. Bookmark Class - enables you to save the Class with other bookmarked items to come back to it later.
   f. Make full screen - change the view of the displayed Content Player to a full screen.
   g. Close - exit the Content Player without saving your progress.

22 NOTE: Don’t leave the Content Player by clicking Close if you want your progress to be captured.
h. **Done** - exit the Content Player and save your progress.

5. Once you finish the training content, click **Done** to save the progress and exit the Content Player window. If you don't manage to finish your training in one sitting, the progress will be captured and the next time you launch the same content, you can resume from where you left.

23 **NOTE:** Some of the attached content might redirect you to the external browser windows. Please do not close MyLearning tab in your browser or leave the new browser window without selecting **Done** because it will make MyLearning unable to collect your completion status data.

24 **NOTE:** Never leave content without clicking **Done** button (e.g. by closing the window). MyLearning might be unable to track your progress in such case.

6. After you finish the training (progress tracker will show 100%), you can find it in the **Completed** section in My Learning panel. You can **Rate the training** (1) or view your **Certificate of completion** (2) from there.
NOTE: If the Class is under a Curriculum/Certification, you can also view it from My Dashboard panel.

Join Attend-Remote Class

7. To launch an Instructor led, remote training, go to My Learning panel to select the desired Virtual Class. You can join the Class in the following ways:

8.
   a. Navigate to My Learning panel on the Home Page. Click Join icon on the Class tile once the start time approaches.

   b. In the All page, click on Join button next to the training you want to start.

   c. In the Details Page, click on Join button next to the Session details.
9. Your meeting will open in a new window. Make sure that your browser doesn’t block opening new windows.

27 NOTE: The completion status will be marked by the Administrator/ Instructor/ Manager after the Class is finished.

Complete Survey / Pre-Test / Assessment

10. You are able to access Survey and/or Assessment attached to a particular Class in the following ways:

11.
   a. Once you have completed a Content based Class, select relevant Content object in the Content Player Window queue bar. You can find attached Surveys / Pre-Test / Assessment in the Header queue bar, above the displayed video or e-learning (the Header must be expanded).

b. Go to the Details Page of the Course or Curriculum/ Certification. Click on Take Pre-Test, Take Assessment or Take Survey, depending on the action you want to take.
NOTE: You can access this view from My Dashboard > Curriculum/Certification.

Navigate to My Learning panel on the Home Page. Hover your cursor over the desired training tile and click relevant icon to view the Pre-Test (1), to view the Assessment (2) or to view the Survey (3). You can take both actions in the listed view, by clicking Take Assessment, Take Pre-Test or Take Survey.
d. You are also able to access attached Surveys or/and Assessments from My Learning > All section by clicking on Take Pre-Test, Take Assessment or Take Survey next to relevant Class on the listing.

29 NOTE: Pre-Test is a type of Assessment. It is taken before the start of the training to evaluate your knowledge prior going through the training material and measure the effectiveness of provided material.

30 NOTE: Surveys and Assessments will be displayed in a Content Player for all kinds of Classes.

12. Just like with Content based Classes, the Survey and Assessment attached to training will be displayed in the Content Player. However, the training material will be replaced with questions of different types:

- Comments (free text)
- Drop-downs
- Multiple Choice
- Rating
- True/False
- Yes/No

13. Surveys/Assessment can consist of few question groups. In the Navigation panel located on the left, you will see which section you are currently in and how many are left. In case of Surveys, not all of the questions have to be mandatory so it will be possible to skip some.
14. In order to access the next page of the Survey/Assessment, continue with Next. You can always go back by clicking Previous button.

15. After you complete the Assessment, click on Submit. Remember to always leave the Content Player with Done button.
31 NOTE: Remember that in case of Assessments and Surveys, it is necessary to **Submit** your answers after completing the whole questionnaire.

32 NOTE: Taking the Assessment is mandatory to **complete the training**. Taking Survey is optional to give Administrator some feedback about training content.

### 2.6. Change Class under a Course

MyLearning lets you to change the Class that you wish to attend to another one from under the same Course (in case of not suiting time, language, delivery method etc.). **This action is possible only if there are other Classes available for you under the same Course.** In order to do that, please follow the steps below:

1. You can access the functionality in the following ways:
   a. Navigate to **My Learning** panel on the Home Page. Hover your cursor over the desired training tile and click on the **Change Class** icon.
   
   ![My Learning Panel](image)

   b. Go to the Details Page of the Course. Click on **Change Class**.
You are also able to perform this action from All section in My Learning panel by clicking on Change Class.

You will be redirected to the Details Page. Select desired Class by clicking on the radio button next to it and proceed with clicking on Enroll.
3. After you enroll in the new Class, you will be able to launch/join it. Additionally, information about the Class you are enrolled in will be updated in My Learning panel.

2.7. Change Class under a Curriculum/ Certification

1. To change Class under a Training Plan (Curriculum or Certification), follow one of the paths below:
   a. Navigate to My Learning panel on the Home Page. Move your cursor over the desired Class that is a part of Curriculum or Certification. Click on the Change Class icon.
b. Go to the Details Page by clicking on a Course under a Training Plan in My Learning or go to Curriculum/Certification section My Dashboard panel. Click on Change Class.

2. You will be redirected to the Details Page of the Training Plan. Choose your desired Class by clicking on the radio button next to it and proceed with Enroll Selected Classes in the Number of Classes Selected pop-up.

3. After switching the Classes, you will be able to launch/join it right away. Additionally, information about the Class you are enrolled in will be updated in My Learning and My Dashboard.
2.8. **Cancel your enrollment in a Class**

1. To cancel your enrollment in a Class, follow one of the paths below:
   a. Navigate to **My Learning** panel on Home Page. Move your cursor over the desired training and click on the **Cancel Enrollment** icon.

   ![My Learning Panel](image1)

   - Navigate to **My Learning** panel on Home Page. Move your cursor over the desired training and click on the **Cancel Enrollment** icon.

   - Go to the Details Page by clicking on the desired Course title in My Learning panel. Click on **Cancel Enrollment**.

   ![Course Details](image2)

   - Go to the Details Page by clicking on the desired Course title in My Learning panel. Click on **Cancel Enrollment**.

   - Enter **My Learning > All** section, navigate to the relevant Class and click on **Cancel Enrollment**.

   ![All Section](image3)

   - Enter **My Learning > All** section, navigate to the relevant Class and click on **Cancel Enrollment**.
**NOTE:** In case you would like to cancel enrollment for a particular Class under a Training Plan, you are able to perform such action in the ways described in point (a) and (c).

2. If you are sure you want to cancel the enrollment, select Yes in the following pop-up.

![Cancel Class pop-up](image)

3. System will ask you to provide a reason for cancellation. If any of the given reasons don't match your choice, select Others and provide short explanation. Click Cancel Class to proceed.

![Cancel Class reason pop-up](image)

4. Once the cancellation is completed, a confirmational pop-up will be displayed. Click Done to finish the process.

![Cancel Class confirmation](image)

**NOTE:** In some specific scenarios, the support help might be necessary to complete this process. Contact your training Administrator or MyLearning Support Team via MyServices portal.

5. To access your cancelled Classes, go to My Learning > All section and click on View Canceled Classes.

![View Canceled Classes](image)

**NOTE:** You are not able to cancel trainings that are Compliance or Mandatory for you, have In Progress status or any paid training. Please contact your training Administrator or MyLearning Support via MyServices.
NOTE: In order to cancel the priced Class orders from Pending, Administrator’s assistance is required. Please contact the training Administrator or reach MyLearning Support via MyServices.

NOTE: In case of Web-based and Video/ Audio Classes, please bear in mind that cancelling the event (.ics record) from your calendar isn't enough to cancel the training in MyLearning. To proceed with the cancellation, you need to cancel the training in the system. This way, MyLearning will send an update to your calendar and the event.ics scheduled before will be removed automatically.

2.9. Cancel your Training Plan enrollment

1. You can cancel your Training Plan from the Details Page of specific training. You can access the Curriculum/ Certification Details Page in the following ways:
   a. Navigate to My Learning panel on Home Page. Move your cursor over a Class that is a part of specific Learning Plan/ Certification that you want to cancel. Click on Cancel Enrollment.

   ![My Learning Panel](image)

   b. Go to My Dashboard > Curriculum/ Certification. Click on the title of specific Training Plan that you want to cancel.

   ![My Dashboard](image)

2. The Details Page of the Curriculum/ Certification will open. In order to cancel the enrollment in whole Training Plan, click Cancel Enrollment.
3. If you are sure you want to cancel the enrollment, select Yes in the following pop-up.

4. System will ask you to provide a reason for cancellation. If any of the given reasons don't match your choice, select Others and provide short explanation. Click Cancel Enrollment to proceed.

5. Once the cancellation is completed, a confirmational pop-up will be displayed. Close it with x-mark button.

38 NOTE: You are not able to cancel trainings that are Compliance or Mandatory for you, have In Progress status or any paid training. Please contact your training Administrator or MyLearning Support via MyServices.

39 NOTE: In order to cancel the priced training from Pending tab, Administrator assistance is required. Please contact the training Administrator or reach out to MyLearning Support via MyServices.

6. You can access your canceled Training Plan via My Dashboard > Curriculum/ Certification or Learning History section.
2.10. Rate completed training

1. You can rate your completed training from the following places in the system:
   a. Navigate to My Learning > Completed section. Move your cursor over specific Class tile and click on the Rate icon.

   NOTE: The Rate icon won’t be displayed here for any Class that is a part of Curriculum or Certification Training Plan. In such case, you can only rate the whole Training Plan.

   b. Enter completed training Details Page and click on Rate button.
Option b. is the only way to rate a Training Plan. You are able to rate Curriculum/ Certifications from My Dashboard section.

2. A pop-up window will be shown on screen. Rate the training according to your experience and click Submit. Please bear in mind that your rating refers to the content of specific training, not the system or support service.

3. System will display a confirmation pop-up. Click on the x-mark icon to finish.
3. My Dashboard

My Dashboard panel groups all the Learner’s essentials together. You can find there the basic summary of User’s actions in trainings. Available carousel view offers **5 different sections:**

- **Curriculum/Certification** - allows you to manage assigned Training Plans.
- **Bookmarks for reference** - collects all of your bookmarked Content and training together.
- **Learning Statistics** - gives an overview of your performance in the system.
- **Learning History** - groups all the historical training (along with training older than 12 months).
- **My Certificates** - lists all of your received certificates.

3.1. Curriculum/Certification (Training Plans)

Curriculum
1. In the **Curriculum** section, you can find all the Curriculums that you have enrolled in grouped by statuses:
   - **To-Complete** - this section displays all enrolled Curriculums.
   - **Completed** – this section displays all completed Curriculums.
   - **Pending** – displays all the waitlisted and payment pending Curriculums.
   - **Incomplete** – displays all the Curriculums that have No-Show and Failed status.

2. Click on **View Canceled Curriculum** in the top right corner in the pop-up window to see canceled Curriculums in the **Learning History** section.

**Certification**

3. In the **Certification** section, you can find all the Certifications that you have enrolled in grouped by statuses:
   - **To-Complete** - displays all enrolled Certifications.
   - **Completed** – displays all completed Certifications.
   - **Expired** - displays all expired Certifications and allows to re-enroll expired Training Plan.
   - **Pending** – displays all the waitlisted and payment pending Certification.
   - **Incomplete** – displays all the Certifications that have Incomplete status for you. This includes all the Classes with Sessions in which your attendance is marked as **No Show** by the Instructor/Administrator, as well as Certificates with failed Assessment.

4. Click on **View Canceled Certification** in the top right corner in the pop-up window to see canceled certification in the **Learning History** section.

**Filters for Curriculum/ Certification**

5. You can use **Filters** to refine the view or use the **Search Bar** to find a particular Curriculum/ Certification training.
6. You can filter your results based on: **Assigned By**, **Training Type** and **Price**. To update the results, click on **Apply** button. Click **Clear** to remove all filters the applied filters.

Actions available for Curriculum/ Certification

7. In the **My Dashboard > Curriculum/ Certification** section, all your Training Plans are displayed in a form of tiles grid. Each tile presents basic information about specific training.

8. From this view, you are also able to:
   a. Add this training to your **Bookmarks**
   b. **Share this Training Plan** – This functionality is currently unavailable. Learn how to share a training from Catalog [here](#)
   c. Go to the Details Page of the Training Plan

**NOTE:** In case of Certification Training Plan, you will also notice the **Re-Certify icon** once the time for recertification approaches (for Certifications in Completed or Expired status).

Curriculum/ Certification Details Page

9. To access specific the Details Page of a specific Training Plan, click on the **More** icon or on the **title** of specific training.
10. From Curriculum/ Certification Details Page, you are able to:
   - **Enroll in Courses** under specific Training Plan
   - **Cancel** your enrollment
   - **Share** this Training Plan - This functionality is currently unavailable. Learn how to share a training from Catalog [here](#).
   - **Bookmark** this Training Plan

11. In section (a), you can find following information about the Curriculum/ Certification:
   - **Language**
   - **Enrollment Date**
   - Attached **Assessment** (if there is one)
   - Attached **Survey** (if there is one)
   - **Price** of the training
   - **Expiry date** (for Certification)
   - **Duration** of the Training Plan
   - **Number of Courses required** to complete the Training Plan

12. In section (b), you will find following information about the Courses and Classes available underneath:
   - **Delivery type**
   - **Obligatory** character of the Course
   - **Sessions details** (for Classrooms and Virtual Classes)
   - **Language** of specific Class
From the Curriculum/ Certification Details Page, you can also take the following actions:

a. **Cancel** Enrollment
b. **Access Attachments** of Training Plan (additional files available for specific training)
c. **Share this Training Plan** - This functionality is currently unavailable. Learn how to share a training from Catalog [here](#)
d. **Bookmark** the Training Plan
e. **Access Attachments** of Course (additional files available for specific training)
f. **Launch/Join** specific Class
14. Depending on the Training Plan settings, there might be also extra actions available in this view:
   - Take Survey
   - Take Assessment / Pre-Test
   - Enroll in Optional Classes
   - View Completion Certificate (for Training Plans with Completed status only)
   - Re-enroll to a Certification

**NOTE:** In case of Training Plan with Optional Courses, there might be a Completion Rule applied by Administrator of training. It means that you need to complete particular number of Optional Courses in order to accomplish the whole Training Plan. But since they are Optional Courses, the choice is up to you.

15. On the Curriculum / Certification Details Page, you can also switch between Tree and Module View to have a better overview on available Courses or training structure.
3.2. **Bookmarks for reference**

**Bookmarks** in MyLearning allow you to save specific Course, Training Plan or Content that you found useful to be easily available in the future, e.g. in case you want to finalize unfinished training or review specific subject.

**Add a Course to Bookmark section**

1. Navigate to **My Learning** panel on the Home Page and hover your cursor over desired Class.

2. Click on the **Bookmark** icon. A Class under a stand-alone Course will have the following icon: ![Course Icon](Image), while the Course under a Training Plan is marked with one of the following icons: ![Certification](Image), ![Curriculum](Image).

**NOTE:** You can also Bookmark a Web Based/ Video Class from the Content Player.
Add a Training Plan to Bookmark section

3. Enter My Dashboard >Curriculum/ Certification section from the Home Page.

4. Locate the desired Curriculum or Certification Training Plan in the relevant section.

5. Move your cursor over the Training Plan and click on **Bookmark** icon.

**NOTE:** You can also Bookmark a training from the Details Page of a specific training.

Add Content to Bookmark section


7. Find the desired Web Based/ Video Class that you would like to bookmark the Content for. Click on its **title** and on the Course Details Page, click on **Launch** button or click on the **Launch icon** available directly in the Class tile.
8. Content Player window will pop-up. Click on the **Bookmark** icon next to the title of specific Content in the queue bar at the top of this window to bookmark it.

![](image)

**Find your Bookmarked training/Content**

9. After bookmarking specific Class, Training Plan or Content in the system, the **Bookmarks icon** in the Menu Bar will be highlighted with a **colorful dot** informing you about new item added.

![](image)

10. Click on the **Bookmarks icon** to view your 5 most recently bookmarked items.

11. You can access each item by clicking on the relevant title. If there are more than 5 bookmarks in total, **Show All** option will appear. Click on it to be redirected to the **Bookmarks For Reference** section in **My Dashboard** panel.

![](image)
12. You can also **remove** an item from the list, by clicking on the Bookmark icon next to it.

13. To fully manage your bookmarked items, go to **My Dashboard > Bookmarks for Reference** section. There you will see your Bookmarks categorized in the following tabs: **Course, Content, Certification** and **Curriculum**.

**Course, Curriculum & Certification**

14. In the **Course, Curriculum** and **Certification** tabs, you are able to:
   a. **Share** (a) specific bookmarked Course with others. This option is currently unavailable.
   b. Click on **More** button (b) to enter the Course Details Page.
   c. Click on **Remove Bookmark icon** to remove specific position from the list (c).

15. Use the **Search Bar** or **Filter** displayed Classes by **Delivery Type**. Select relevant filter option and click **Apply** or remove the filters by clicking on **Clear** button.
NOTE: Filter option isn’t available for Curriculums and Certifications tabs.

Content

16. In the Content tab, you are able to:

   a. Launch the bookmarked Content by clicking on the Play icon.
   b. Click on Remove Bookmark icon to remove specific position from the list.

17. Use the Search Bar or Filter displayed Content by Delivery Type. Select relevant filter option and click Apply or remove the filters by clicking on Clear button.
3.3. Learning Statistics

Learning Statistics section allows you to track your learning progress. Here, you can find Current Year and Overall statistics of your performance in the MyLearning system.

Current Year

In this tab, you can find your learning progress for the current year. It is divided on two main parts:

- My Learning Hours
- Enrolled and Completed Training

My Learning Hours

MyLearning allows you to set the target hours for the time spent on learning in the system. Once it is done, My Learning Hours graph will help you to track the progress versus your personal goal defined in My Account > Preferences tab.

1. To set your target, click on My Account > Preferences button. You will be redirected to Preferences section in My Account (My Profile) panel.

2. Set your My Learning Target by typing in the number of hours in the marked field and click Save.

NOTE: Hours set in My Learning Target will indicate the monthly time goal defined by you for time spent on learning in the system.
Enrolled and Completed Training

In this part you can find graphs with trainings that you have enrolled in and completed, filtered by:

3. **Assignment Type** – this graph displays the enrolled and completed trainings based on **Compliance or Mandatory** type selected year-to-date. You can select type from the dropdown list. To see the number of trainings, you have to hover your cursor over the graph.

4. **Training Type** – this graph displays enrolled and completed trainings based on training type (**Course, Certification or Curriculum**). As for assignment type, you can choose training type from dropdown list. If you want to see the number of trainings, hover your cursor over the graph.

5. **Delivery Type** – this graph displays enrolled and completed training based on delivery type (**Classroom, Virtual Class, Web-based or Video/Audio**). As for types above, you can choose training type from the dropdown list and hover over the graph to see number of trainings.
Overall

In this section you can find your all learning progress since your first day in MyLearning. This section contains of the following parts: My Learning Statistics, Action Center and My Certificates.

My Learning Statistics

6. This section displays your learning progress presented on pie charts, that is based on:
   a. Assignment Type
   b. Training Type
   c. Delivery Type

7. Click on any pie chart and sub pie chart will display your Class enrollment status below.
Action Center

8. This section displays:
   a. Pie chart with Items in your Wishlist – This feature is currently not available
   b. Pie chart with Items Need Attention – This feature is currently not available
   c. Bar chart with comparison of Paid and Free training.

9. When you hover over the **Items in your Wishlist** chart, you will see your Class enrollment status. After clicking on the **Items in your Wishlist** button, you will be redirected to the Catalog > Wishlist tab.

10. When you hover over the **Items Need Attention** chart, you will see types of alerts that need your attention. By clicking on the specific part of chart, you will be redirected to the section **Items Need Attention** in My Dashboard.
11. If you want to see the number of paid and free trainings that you have completed and enrolled in, just hover over the bar chart.

My Certificates

From here you can access your Certificates by clicking on My Certificates. Learn more in My Certificates section.
3.4. Learning History

In this section, you can find the list of all your trainings that were in My Learning at some point and the most recent actions associated with them. Learning History consists of three sections: Course, Certification and Curriculum.

**NOTE:** Under each tab, you can perform the same actions.

1. All of the training will be displayed in a listed view. Next to the training you are able to find information such as: date of the status change (a) and Enrollment Status (c). You can also access the Details Page of the training by clicking on More (b).

2. From this view, you can:
   a. Search a training by providing **at least three following characters** in the Search Bar.
   b. Filter your results based on:
      - Assignment Type
      - Status
      - Delivery Type
      - Assigned By
      - Location
      - Price
      - Date

   Choose the filter you are interested in and click on **Apply** button. You can also remove all the filters by clicking on **Clear**.
c. **Sort** your trainings.

d. Download a list of your trainings to your computer in a **PDF** or **CSV** format.

### 3.5. **My Certificates**

In this section, you will find all your **Certificates** gained in MyLearning.

1. You can apply the **date filter** to view Certificates from a specific date frame. Set the dates from the pop-up calendar or by simply typing the dates in the given fields. To enter the changes click **Apply**.
2. To access the option and view your certificate, click on the drop-down icon located on the right.

3. Click on View Certificate to see the document.

4. From the view below, you can save your Certificate in a PDF format by clicking Convert to PDF button.

5. In order to return to the previous page, click on x-mark icon.
4. Catalog

4.1. Training types in MyLearning

Delivery Types of training in My Learning

1. **Course** - is the basic training unit in MyLearning consistent on the subject level. You are able to enroll in a Course by registering for a Class under it. There are four types of Classes:

2. **Classroom** - Instructor-Led Training which is delivered in physical location.

3. **Virtual Class** - Instructor-Led training which takes place virtually.

4. **Web-based** - Content based training which is delivered in SCORM, AICC, Tin Can or Knowledge Objects formats.

5. **Video** - Content based training which is delivered in MP4 format or attached links (Video/Audio).

6. **Curriculum** - it’s a learning program constructed of **minimum two Courses** that are related to each other in their area of specialization. All mandatory Courses need to be completed in order to fulfil the requirements of the Curriculum. They don’t need to be renewed as they **do not have an expiration date**.

7. **Certification** - it’s a learning program made of **one or more Courses** and that is taken for acquiring a specific skill or fulfil regulatory requirements for your job role. All mandatory Courses must be completed in order to meet the requirements of the Certificaion. This type of training **carries a validity date**, after which it expires. In order, to renew the validity of your Certification, you need to recertify. Some Certification also must be completed in a specific time frame.

Obligatory nature of training

8. **Optional** - it is not obligatory to enroll in this training.

9. **Mandatory** - it is obligatory to complete this training. You can be automatically enrolled in the training or register in the Catalog if there are multiple Classes available.

10. **Recommended** - it is not obligatory to enroll in this training. This training is highlighted as suitable for you, based on your profile’s preferences.

11. **Compliance** - it is obligatory to complete this Course. You can be automatically enrolled in the Course or register in the Catalog if there are multiple Classes available under it. There might be a certification date set. After this period of time has passed you need to re-enroll in the training to maintain it’s validity.
53 NOTE: You will find Compliance Course in My Learning >To Complete or in the Catalog.

4.2. Actions Performed in Catalog

Find your training using Refine filters & Search Bar

Find out more here.

Share a training from Catalog

Find out more here.

Register for a non-priced Class or Training Plan

Find out more here.

Register for a priced Class or Training Plan

Find out more here.

54 NOTE: There are two cases when it is also possible to enroll in a priced training also from My Learning page. Find out how to complete a purchase in the Shopping Cart on My Learning page below.

Shopping Cart

1. All the priced training you decide to purchase is added to the Shopping Cart on the page of the Catalog.

2. Below are two exceptions when you will be able purchase a training with the Shopping Cart on My Learning page:
   a. Re-enroll in a priced training - When you are already enrolled in a Class that is set to allow recurring registrations and one of the Classes is priced, you will be able to Add to Cart the Class you want to purchase from the Details Page of the training.
b. **Re-certify for a priced Certification** - When the validity of your Certification has expired you can re-enroll for the training both from the Details Page or from Catalog. In order to register again for the Certification go to **My Dashboard > Curriculum/ Certification** and click located on the icon of the training.

3. After you have added your training to Cart, move your cursor over the **Shopping Cart icon** to view training(s) you want to purchase. Click the **Shopping Cart icon** or **Proceed to checkout** button to continue.
4. You will be redirected to the Shopping Cart Page. It contains the following sections:

- **Items in Cart** - In this section, you can find list of trainings added to the Cart, as well as basic information about them. The timer located below the items informs you about the time left to complete the purchase (the timer starts at 45 minutes). In this section, you are also able to remove an item from the Cart.
b. Billing details - There are two possible ways to fill the billing information in this section:

- **Add New Address** - If it’s your first purchase, provide the Billing Address information. It can either be an address of an individual (e.g. the Learner) or an **Organization** (e.g. the invoice processing department for an organization). In this latter case please input the organization details in the First Name and Last Name cells (e.g. First Name = Utilities Corp., Last Name = Invoice Dept.). After you fill the billing information a pop-up window will ask you to provide a name for the Address. Enter the name and click **Submit**. This address will be saved not only for this Order but also added to the **Saved Addresses** section. Click on **Make Default** to allow MyLearning fill in Billing Details automatically in the future.

**NOTE:** Required fields are indicated with a red asterisk “*”.

- **Saved Addresses** - If you have made a purchase in the past or added an Address in **Saved Addresses** section in My Account you will be able to select the saved Address and use it for this Order. View the options in the dropdown by clicking the **arrow icon**. Select the address from the dropdown and your Billing Details will be filled automatically.
c. **Payment Details** - In this section, you can choose your **Payment Method** from 4 possible options:

- **Purchase order**
- **Cost center**
- **Contract Number or Invoice**
- **Credit card (only for Americas Portal)**

After choosing the desired form of payment, on the right side of Payment Method you should be able to see a relevant field to be filled that is always responding with chosen payment method. System will display there further details for you and ask for provide more data (e.g. Card Number) if necessary.

**NOTE:** Some payment methods might be disabled for specific regions. E.g. **Credit card** is available only for Americas Portal. **Contract Number or Invoice** is mainly for external Users utility.

**NOTE:** **PO number**/ **Cost center** fields are mandatory. Please fill them with PO/ Cost center number according to information you can find in the Training Plan or Class description. If you are unsure of the correct Cost center or PO number, please ask your Manager for guidance.
58 NOTE: Cost center/ PO number is specific for each Country/ Division. Administrators/ Managers are committed to ensure that Cost center/ PO number is correct in every order. In case it is incorrect, they can correct it or cancel the order.

59 NOTE: Process to obtain PO and Cost center number is different for each country/division. MyLearning Support is not aware of internal business processes.

d. **Summary** - In this section you will see the summary of your Order. You can finish filling the purchase information by clicking **Click to Pay**.

   ![SUMMARY]

   a) In this area you can apply the **Discount code**, if you have one. If you have more than one, insert them separately and after each click apply. You can remove the discounts by clicking on the red cross icon next to them.

   b) In the **Order Comments** box contact details of the organization or person who can help resolve any payment issues. E.g. the email address of the appropriate central invoice processing department or the email address of the cost center manager. You can also provide there any questions you would like to ask or any further details in reference to your order.

   c) Remember to tick the **I Agree to the Terms and Conditions** checkbox, as you won't be able to finish the purchase without it.

60 NOTE: You have **45 minutes** for completing the order since entering to the Shopping Cart page. Do not click on back or refresh the page if you want to complete the purchase.

61 NOTE: Please be informed that in case of logging out/ leaving your order during proceeding with the checkout, you might be unable to purchase the same training right away after logging back in. This is because during the checkout process, MyLearning reserves one seat for your potential purchase for 60 minutes. Leaving the order without purchasing or canceling means that Reserved status will remain for that period in the system.

62 NOTE: If you are not able to purchase the same training after leaving the order (when you try to add particular training to your cart again or proceed with your checkout), please wait 60 minutes and try it one more time before raising a ticket to our support team.
5. My Profile (My Account)

In this section you can change information about yourself, as well as the preferences for the display in the system. There are two ways to access this section:

1. Click on the area with your information and Profile picture in the Menu Bar.

2. Go to the section by clicking ‘My Profile’ in the tab on top of the page or by scrolling down. Next, click on the Edit icons to view more details.
5.1. Details

The Details section displays Learner’s information, as well as (Learner information in this section comes from HRGT). If your information is incorrect, contact your local HRBP to get it corrected and the corrections will make their way back to your profile details.

It contains the following sections:

a. Name and Details
b. Profile Summary
c. Skills
d. Work Experience
e. Education
f. External Training
g. Awards

In order to change the account information, click on the icon located next to the title of each section. Depending on the section, the edition view might be different.

Name and Details

This section displays Learner’s information, such as Name, Job Title, (Learner information in this section comes from HRGT). If your information is incorrect, contact your local HRBP to get it corrected and the corrections will make their way back to your profile details.

You are not able to modify the contents of this section, except for the Profile Picture. To add a picture to the profile (in case it isn’t one already), please follow the steps below:

1. After you select the edit view, move your cursor on the avatar icon and click Upload New Image.
2. The file upload window will show up. Please locate the picture file on your computer and click **Open**.

3. A pop-up window will appear in which you can adjust your picture. Click **Upload** to add the picture.

4. Remember to click **Save** to update the changes in your Profile. Next, close the pop-up window with the **cross** icon.
5. The **Show to Others** checkbox is meant to define whether the information should be visible for other Users or not. Please skip this option since this functionality is turned off for ABB utility – Users are not able to peek at other Users’ profiles.

6. If you would like to remove the picture, click **Use Default Image**.

**Profile Summary**

7. Upload a short description about yourself. You can use maximum 5000 characters. Click **Save** to update the changes.
Skills

8. Click **Add** to upload a new Skill.

9. Input your proficiency using the dropdown on a scale from 1 to 10 (1 is the lowest and 10 is the highest value). Click **Save** to update the changes.

10. **The Show to Others** checkbox is meant to define whether the skill should be visible for other Users or not. Please skip this option since this functionality is turned off for ABB utility - Users are not able to peek at other Users’ profiles.

11. You can also edit the existing Skills by clicking on the name or remove them by clicking on the Cross next to the Skill you want to delete.
External Training

12. To upload a new external Certificate gained outside MyLearning system, click Add.

13. Fill in the details of your External Training by typing in the information or using a dropdown (highlighted fields are obligatory).

14. You can add a file with the External Training by clicking Upload Certificate button. Locate the file on your computer and click Open. MyLearning supports following file formats: pdf, png, jpg and jpeg).
15. **If your Manager requires verification of External Trainings**, tick the **Verification Required** checkbox (it will appear when you upload a file). Make sure that you select the Manager from the dropdown list.

16. **Click Save** to update the changes.

17. **The Show to Others** checkbox is meant to define whether the External Training should be visible for other Users or not. Please skip this option since this functionality is turned off for ABB utility – Users are not able to peek at other Users’ profiles.
18. After closing the pop-up, you will notice completely new, external certificate added to your profile with **Verification pending** status. The status will change as soon as your Manager will verify or reject particular request from received from you.

19. You can also edit the existing External Training by clicking ![edit icon] or delete them by clicking ![delete icon].

**Work Experience, Awards and Education**

20. To upload a new information to your Profile, click **Add** in the desired section.

21. Provide the information in all obligatory fields marked with red asterisk. In the ‘Awards’ section you can also upload a file with the Certificate from your Computer (the process of upload is the same as with External Training). Next, click **Save** to update the changes.
22. **The Show to Others** checkbox is meant to define whether the information should be visible for other Users or not. Please skip this option since this functionality is turned off for ABB utility – Users are not able to peek at other Users’ profiles.

23. You can also edit the existing Awards, Work Experience, Education information by clicking or delete them by clicking.

5.2. **Preferences**

1. You are able to set your **Time Zone, Language, Location and Currency preferences** from this view. Additionally, you can set **My Learning Target** (how many hours of training you would like to complete in one year period.)

5.3. **Saved Addresses**
1. In this section you can find the Addresses that were used in the Order creation. You can also upload them manually, by clicking **Add New Address**.

**NOTE:** This functionality applies only to the Shopping Cart located on My Learning page.

2. Fill in the details of your Address by typing or using a dropdown (highlighted fields are obligatory). You are also able to set the Address as default for future Orders. Click ‘Save’ to update the changes.

3. You can modify saved Address by clicking **Edit** icon (a) or delete it by clicking the **cross** icon (b).

### 5.4. Orders

1. This section contains a summary of your Orders for the Priced trainings. You are not able to edit or add any details in this section. However, you can perform the following actions:
   a. **Print** all of your recent Orders.
   b. **Download** all your recent Orders to a csv file.
   c. **View the Invoices** for your Priced trainings in a separate window.
Invoices

2. Your Order invoice contains such information as:
   a. Billing address
   b. Order Summary
   c. Customer Information
   d. Billing details

3. Additionally, you can print (a) or download your invoice as a PDF file (b).
6. Support for Internal and External Users

6.1. Before reaching out to Support (troubleshooting)

If you experience any technical issues when completing a training in MyLearning, please try to take the following actions before raising a ticket:

- **Open the training in a different browser**

  We highly recommend to use Chromium engine-based browsers for the best experience ([Google Chrome](https://www.google.com/chrome) and [Microsoft Edge](https://microsoft.com/edge)). Internet Explorer does not support all the content formats that might be attached to certain Courses and therefore not display the content properly. Additionally, this browser will no longer be supported by Microsoft with the beginning of 2021.

- **Clear cookies and cache files**

  If the training material is not displaying properly in the Content Player or the progress of your training has not been saved, we recommend clearing browser cookies and cache files and opening the training on a new page. Find out how to clear Cookies and Cache files in Microsoft Edge and Google Chrome below:

**Microsoft Edge**

1. **Close the browser window with MyLearning.** Click on the **Settings button (a)** > **History (b)** > **Clear Browsing Data (c).**

2. In the pop-up window, tick ‘Cookies and other site data’ and ‘Cached images and files’. Next, click ‘Clear now’.
3. Open **MyLearning** in a new window.

**Google Chrome**

4. Close the browser window with **MyLearning**. Click on the **Settings button** (a) > **More Tools** (b) > **Clear Browsing Data** (c).

5. In the pop-up window, tick ‘Cookies and other site data’ and ‘Cached images and files’. Next, click ‘**Clear now**’. 

Open **MyLearning** in a new window.

- **Open your training in a InPrivate/ Incognito window**

To avoid clearing cookies and cache files history from your browser you can open the training in a **private window**. Find out how to do that in Microsoft Edge and Google Chrome below:

**Microsoft Edge**

7. Click on the **Settings button** (a) > **New incognito window** (b).

**Google Chrome**

8. Click on the **Settings button** (a) > **New InPrivate window** (b).
• Make sure you have completed the whole training

In order for the training to be marked as ‘completed’ in the system, it is required to finish all the necessary content in the training. Sometimes that includes e.g. taking additional steps after taking the quiz or a special button at the end that is part of the training material. Some content based trainings are also recommended to be completed in one sitting, as certain content formats might not be able to keep track of the training progress.

• Make sure you've clicked ‘Done’ when leaving the Content Player

To save your progress, click ‘Done’ on the bottom of the Content Player, instead of the cross icon. Refreshing the page, or closing the browser window might also result in loss of progress.

• Check if the training is Flash-based

If the Content was created with Flash-technology, that is now deactivated by default in most of the browsers, training won’t be launched. Till the end of 2020, you can still try to force launching of Flash Content. In order to do that, find relevant option in your browser settings. Below, you can find the example of Google Chrome:
9. Click on the **Settings button** (a) > **Settings** (b).

10. In the new window go to **Privacy and Security** > **Site Settings**.

11. From the ‘**Content**’ section select ‘**Flash**’.
12. Turn the option from 'Block sites from running Flash' (recommended) to 'Ask First'.

6.2. Support for ABB Users (employees, contractors)

Incidents and Service Requests - please submit new ticket by:

- visiting MyServices > Information Systems portal - navigate to Quick Links section and use Report an IS Incident for incident ticket (use Codi to fix your incident faster or proceed with standard Report an Incident option) or click on Order a new item for service request ticket.

- sending an e-mail to ABBGlobalServiceDesk@abb.com - put “LMS” or “MyLearning” in subject line (incidents only)

- Skype chat or call with a ABB Service Desk agent: support@abbhd.com

- calling ABB Help Desk - find contact information for your local IS support here.

All tickets will be addressed in order of severity. Please be also advised that to receive support in timely manner, it will be most helpful if you provide us with more detailed information regarding your problem:

- What process cannot be made, what should be the result?

- What were the steps you have taken before problem occurred?

- Please attach screenshots from the application (if possible) describing your issue - Class code or title

- Please also check our guide on how to raise/create ticket using MyServices available here.

6.3. Support for non-ABB Users (channel partners, suppliers, others)

Incidents - please submit a new case by:

- sending an e-mail to PL-MyLearningappsupport@abb.com - remember to put ‘LMS’ or ‘MyLearning’ in subject line

Service Requests - please submit a new case by:

- contact Administrator/Instructor who is responsible for Course or Class. In order to get access to ABB MyLearning, MyABB account has to be created on https://myportal.abb.com/ - please find more details here.
7. Additional Support Materials

New MyLearning Learner Interface Know-How Presentation


Frequently Asked Questions


Mobile App job aid


Learner's Tutorials

Coming soon
## 8. Changes Notes

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<thead>
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<tr>
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<td>V1.1</td>
<td><strong>Reach Support</strong> chapter name changed to <strong>Support for Internal and External Users</strong></td>
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<td>Section about troubleshooting Before reaching out to Support (troubleshooting) added to <strong>Support for Internal and External Users</strong> chapter.</td>
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<tr>
<td></td>
<td></td>
<td>Separated Chapter <strong>Support for Internal and External Users</strong> to 3 numbered chapters</td>
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