

# Caregiver Learning Center User Guide for Basic Training 70

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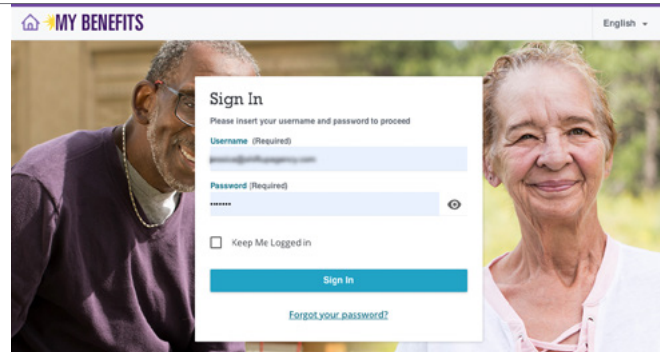
- 2 How to Log Into Your Online Account for the First Time
- 3 How to Enroll in Basic Training 70
- 5 Understanding the Caregiver Learning Center
- 6 How to Select a New Class
- 8 How to See Your In-Person Class Information
- 9 How to Get Your Webinar Link
- 10 How to Change Your In-Person Class or Webinar
- 12 How to Change Your Password or Preferences
- 13 View Your Profile Information
- 14 Help and Frequently Asked Questions

# How to Log Into Your Online Account

1. Go to [caregiverlearning.org](https://caregiverlearning.org). Log in with your SEIU 775 Benefits Group PersonID and the temporary password you were sent by email.

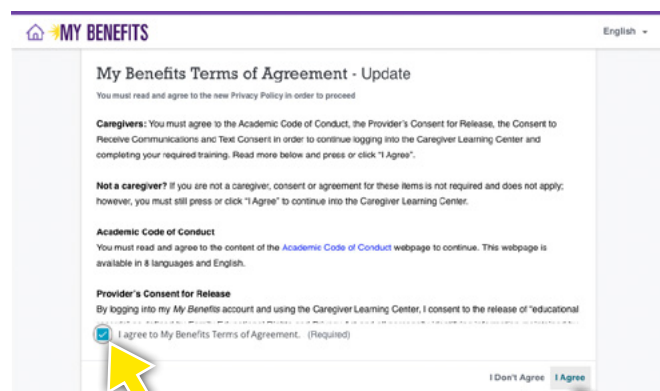
Press or click **Sign In**. You will be asked to create a new password.

**TIP:** You can also press or click **Forgot your password?** to reset your password and log in to your account.

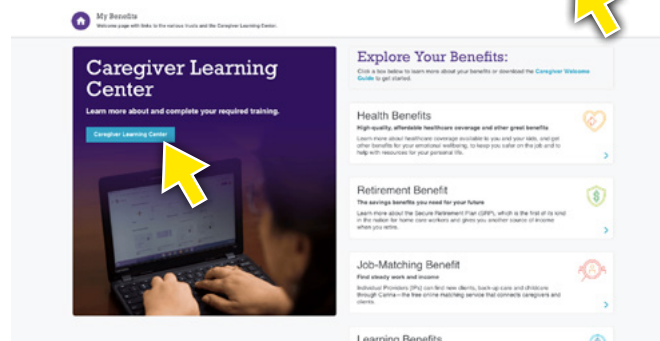


2. The first time you login, you will need to agree to the *My Benefits* Terms of Agreement.

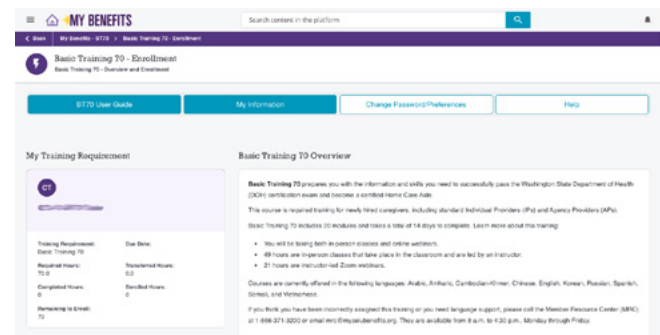
Press or click the Checkbox and the **I Agree** button to continue.



3. From the *My Benefits* homepage, press or click the **Caregiver Learning Center** button.



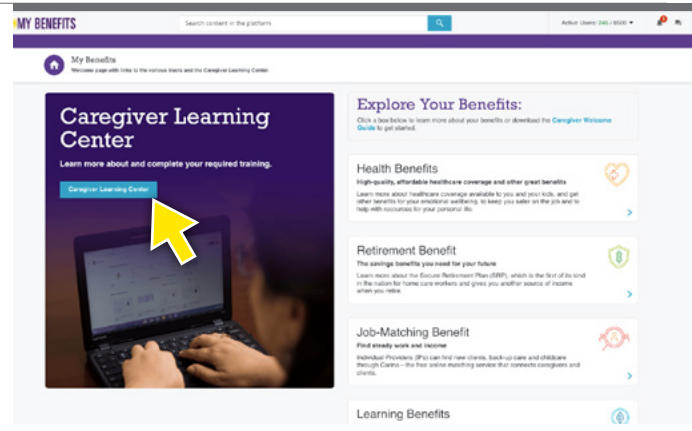
4. You are now on the Basic Training 70 Enrollment page.



# How to Enroll in Basic Training 70

## Part 1 of 2

1. Press or click on the **Caregiver Learning Center** button from the *My Benefits* homepage.



2. You are now on the Basic Training 70 Enrollment page. Here you can learn more about your training requirements, the enrollment process and how to complete your training.

Learn more about this page:

### My Training Requirement

- See your current open training requirement and any progress towards completion, including the number of credit hours you've earned or need to enroll into.

### My Training Deadline

- Displays the current guidelines for your training requirement.

### Basic Training 70 Overview

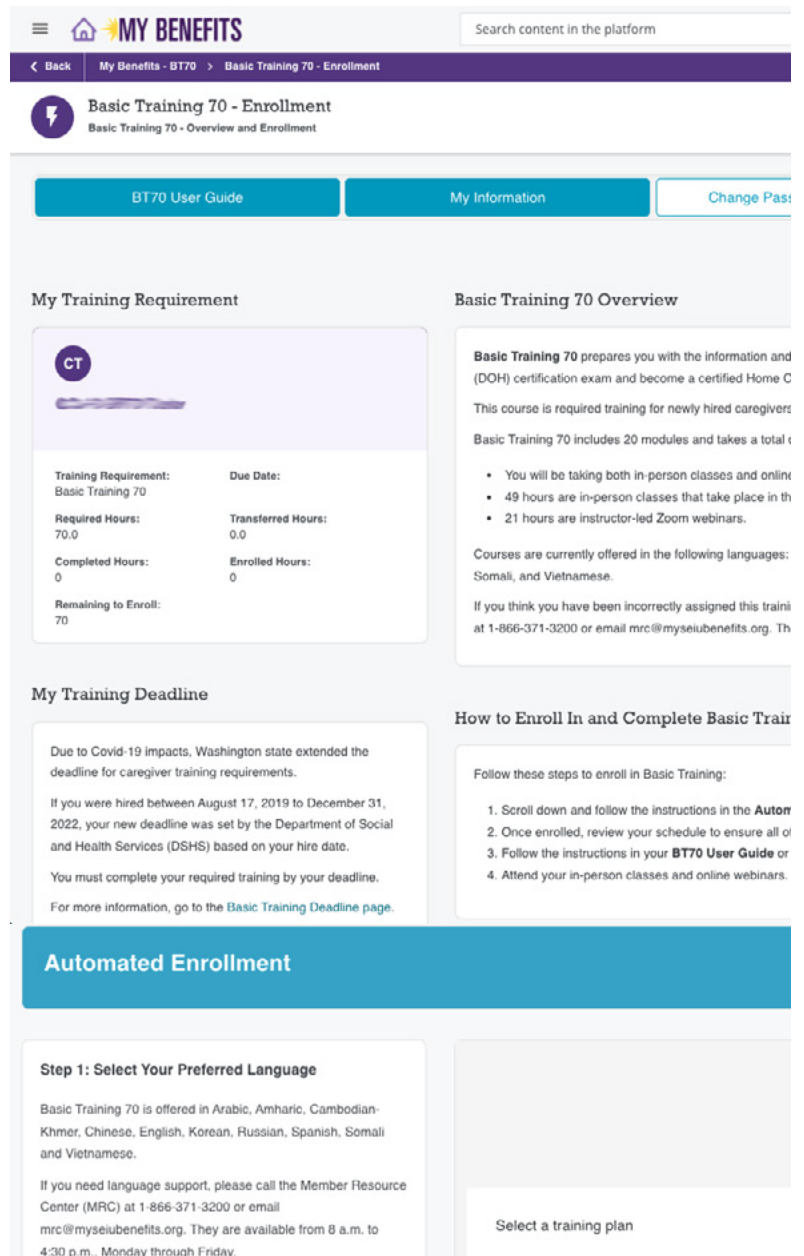
- See a short summary of the training requirements.

### How to Enroll In and Complete Basic Training

- Provides instructions for enrolling and completing Basic Training.

### Automated Enrollment

- Follow the steps in this section to complete your enrollment.



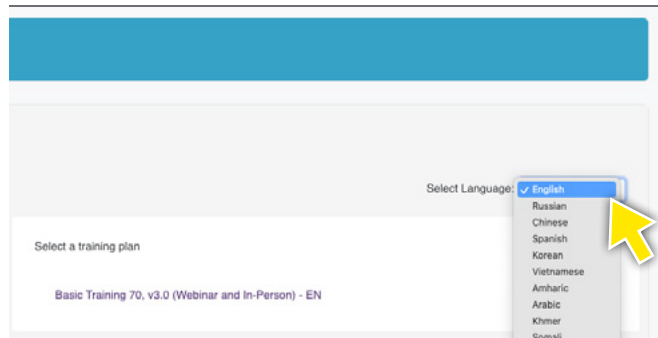
# How to Enroll in Basic Training 70

## Part 2 of 2

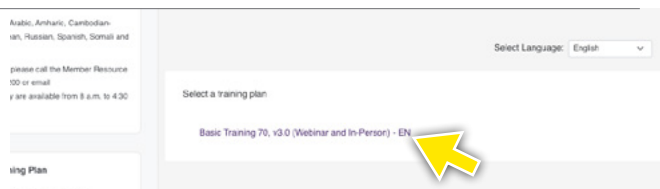
3. Scroll down to the **Automated Enrollment** section. Basic Training courses are available in: Arabic, Amharic, Cambodian-Khmer, Chinese, English, Korean, Russian, Spanish, Somali and Vietnamese.

English is listed by default. To change your preferred language, press or click on the down arrow to change the language.

Note: If there are no results for your preferred language, contact the **Member Resource Center (MRC)** for help.



4. After selecting your preferred language, press or click on the course title.



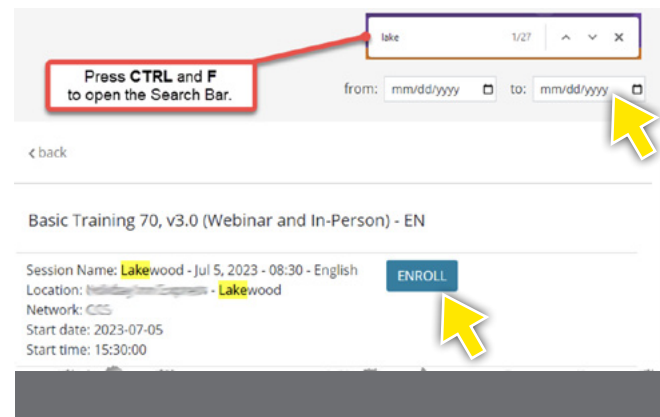
5. You will see a list of all available class options, ordered by location and start date/time.

When you find your preferred location and start date/time, press or click **Enroll**.

**TIP:** To quickly find the city you would like to take your training in, use the CTRL+F function for Windows or the command+F for Mac on your keyboard to open the search bar and:

- Type your preferred location.
- The page will zoom to that location in the list.

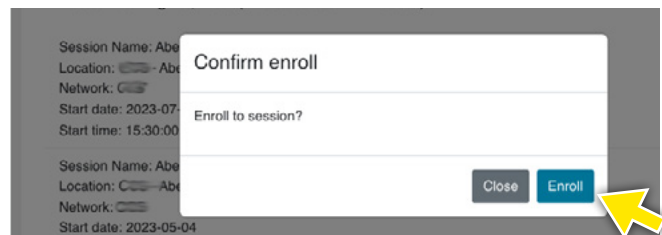
You can also use the Date Filters to search for a specific start date range.



6. A new screen will open. Press or click **Enroll** to confirm your enrollment.

You are now enrolled in Basic Training 70!

**IMPORTANT:** After you enroll, go to **My Training Activity** to review all of the classes you are enrolled in. If there is a class in your schedule that is full or shows "Select New Class," you will need to replace it with a different class. Go to **How to Select a New Class** to learn more.

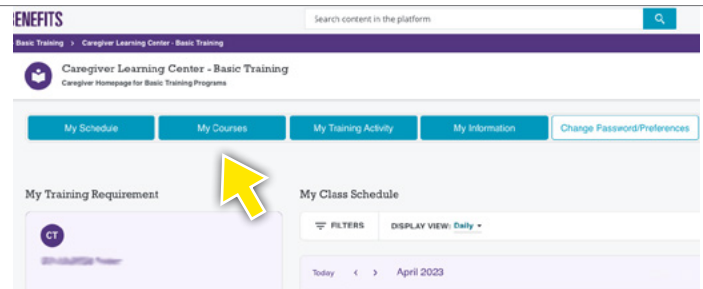


# Understanding the Caregiver Learning Center

The Caregiver Learning Center provides easy access to your courses, schedule and training materials. You can access this page after you select a Learning Plan and complete the enrollment process.

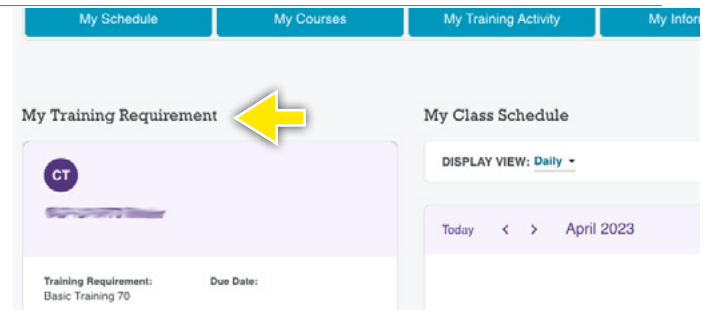
1. Use the buttons at the top of the page to quickly go to the **My Schedule**, **My Courses**, **My Training Activity**, **My Information**, **Password & Preferences** and **Help** pages.

Press or click the **My Courses** button to see all of the online courses you must take.

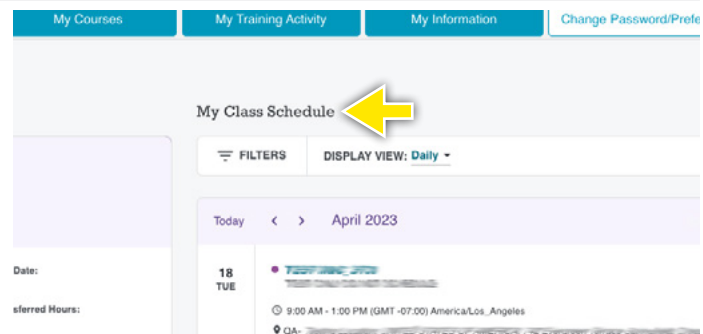


2. Scroll down to the sections below the buttons.

The first section that you will see to your left is **My Training Requirement**, which displays your current requirement and hours remaining.

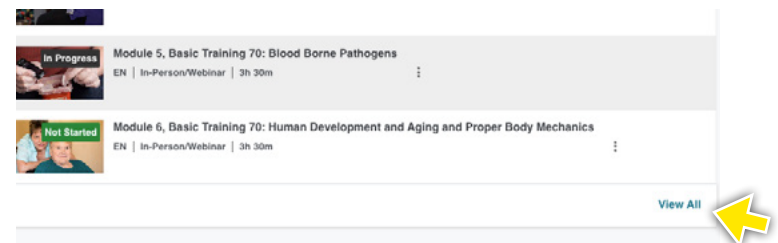


3. To the right of the **My Training Requirement** section, you will see **My Class Schedule**. Any scheduled in-person classes and webinars will appear here.

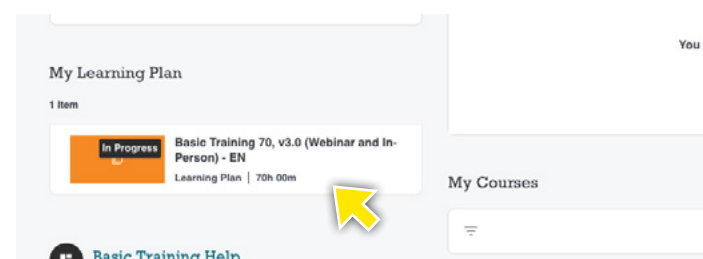


4. You can find your **My Courses** section under **My Class Schedule**. Here you will see a preview of courses in your Learning Plan.

Press or click **View All** at the bottom of the list to see all of your courses.



5. **My Learning Plan** is located under **My Training Requirement**. In this section, you can find a link to your Learning Plan. Press or click on the Learning Plan to see all of your courses.



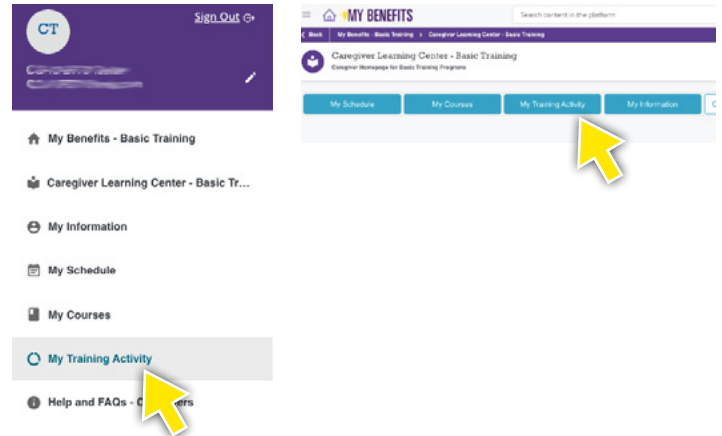
# How to Select a New Class

## Part 1 of 2

**My Training Activity** lets you view your required training, classes you are enrolled in and hours you have completed toward your training requirement.

When you enroll in Basic Training 70, you are enrolled into 20 modules. After enrolling, you will need to review all of your classes. If it says **SELECT NEW CLASS**, you will need to follow the instructions below to change the class.

1. To go to the **My Training Activity** page from the Caregiver Learning Center homepage:
  - Press or click on the **My Training Activity** button at the top of the screen.
  - Or, press or click on the main menu (the 3 lines at the top left of the screen). From here, press or click on **My Training Activity**.



2. You can now see your training activities. Each tab provides you with additional training information.

Learn more about each tab:

- **Additional Information** contains your required training, the number of hours, required hours, enrolled hours and completed hours.
- **Courses** has a list of all of your courses and the current status.
- **In-Person/Webinar** shows your scheduled classroom and webinar sessions.
- **Learning Plans** displays the current Learning Plan that you must complete.
- **External Training** will have any conferences or external training activities you have received credit for.

MY BENEFITS

HomeMy Benefits > My Training Activity

Search content in the platform

My Training Activity

View the status of your required training courses

Additional Info

Classroom

In-Person/Webinar

Learning Plans

External Training

Training Requirement

Required Hours

Completed Hours

Remaining to Enroll

Due Date

Completed Date

Person ID

COWA ID

Module Name

Home Phone

Working Street 1

Working City

Working Zip

Worker Category

Employment Status

Class Training ID

30

0

0

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# How to Select a New Class

## Part 2 of 2

- Press or click on the **Courses** tab to see all of the classes you are enrolled in.

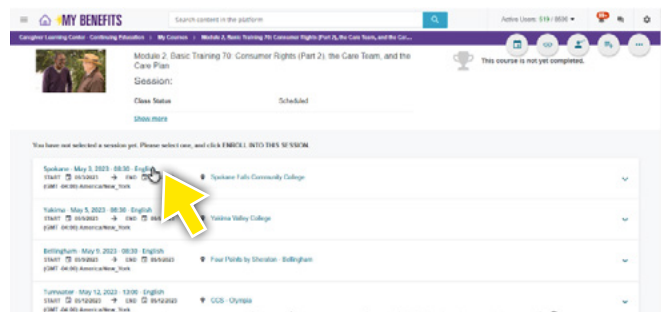
All the courses should say **ENROLLED**.

If there is a course that says **SELECT NEW CLASS** next to it under **USER STATUS**, press or click on that class title.

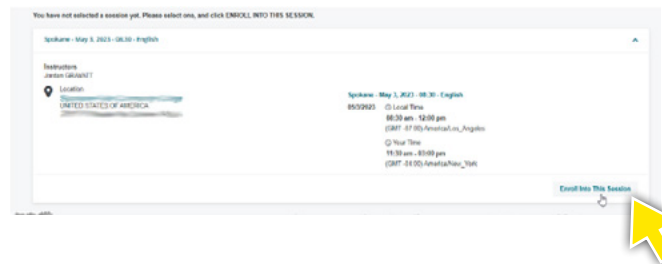
COURSE NAME	USER STATUS	ENROLLED	COURSE COMPLETION
Module 1, Basic Training 70: Introduction to Home Care and the Consumer Rights (Part 1)	ENROLLED	4/24/2023	
Module 2, Basic Training 70: Consumer Rights (Part 2), the Care Team, and the Care Plan	ENROLLED	4/24/2023	
Module 3, Basic Training 70: Communication and Problem Solving	ENROLLED	4/24/2023	
Module 4, Basic Training 70: Infection Control	ENROLLED	4/24/2023	
Module 5, Basic Training 70: Blood Borne Pathogens	ENROLLED	4/24/2023	
Module 6, Basic Training 70: Human Development and Aging and Proper Body Mechanics	ENROLLED	4/24/2023	
Module 7, Basic Training 70: Activities of Daily Living: Mobility and Assistive Devices (Part 1)	ENROLLED	4/24/2023	
Module 8, Basic Training 70: Activities of Daily Living: Mobility and Assistive Devices (Part 2)	ENROLLED	4/24/2023	
Module 9, Basic Training 70: Activities of Daily Living: Bowel and Bladder	ENROLLED	4/24/2023	
Module 12, Basic Training 70: Activities of Daily Living: Skin and Dressing (Part 2)	SELECT A CLASS	4/24/2023	

- You can now see a list of available sessions for that class. Choose the session with a date and location that work best for you.

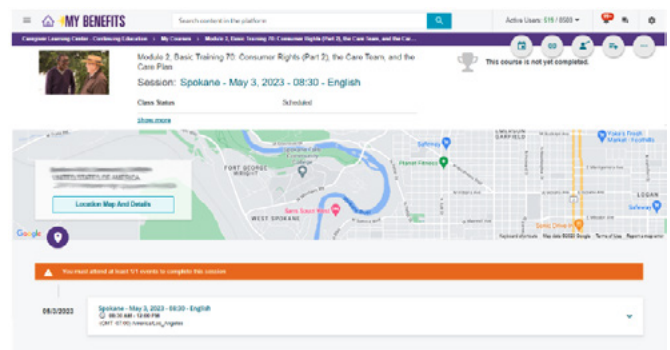
Press or click the class you would like to attend.



- Review the additional class details. To enroll, press or click **Enroll Into This Session**.



- The class page will refresh with the new class information.



# How to See Your In-Person Class Information

1. There are a few ways you can get to your class page.

From the Caregiver Learning Center homepage:

- Scroll down to **My Class Schedule** and press or click on the class.
- Press or click the **My Courses** button at the top of the screen and then select the class.
- Scroll down to **My Courses**, located in the lower right section of the page, and press or click **View All** and then select the class.
- Scroll down to the **My Training Course** section in the lower left section of the page and press or click your Learning Plan. From your Learning Plan, select the class.

The screenshot shows the Caregiver Learning Center homepage with several sections. Yellow arrows indicate the following paths:

- My Class Schedule:** An arrow points to a class entry for "Aberdeen - Jul 25, 2023 - 08:30 - English".
- My Courses:** An arrow points to the "My Courses" button in the top navigation bar.
- View All:** An arrow points to the "View All" link in the "My Courses" section.
- My Training Course:** An arrow points to the "My Courses" button in the "My Training Course" section.
- My Learning Plan:** An arrow points to the "My Courses" button in the "My Learning Plan" section.

2. You can now see your class date, time, location and more:
  1. Press or click **Show More/Show Less** link to see additional details about your class.
  2. Press or click **Location Map and Details** for a map to the location.
  3. Scroll down to the **Resources** section to see materials for class that you can print.
  4. Your class instructor(s) will be listed in the **Instructor(s)** area.

The screenshot shows the class details page for "SKILLS LAB: Mobility, including Bed-based Mobility Care & SEIU 775 Union Time". Red numbers 1 through 5 indicate the following sections:

- Show More/Show Less:** A link to expand the class details.
- Location Map and Details:** A map showing the location of the class.
- Resources:** A section containing materials for the class.
- Instructor(s):** A section listing the class instructor(s).
- Additional classroom information:** A section providing details about the classroom, such as the number of available seats and the room number.

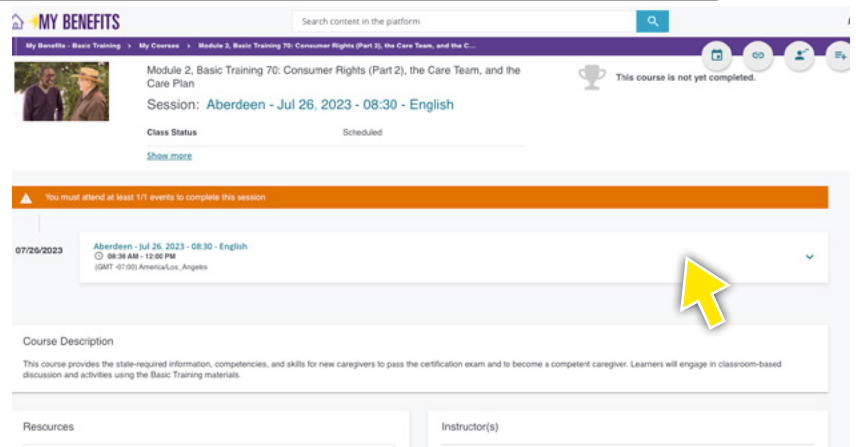


# How to Get Your Webinar Link

1. Follow the instructions in **How to See Your In-Person Class Information** to go to your class page.

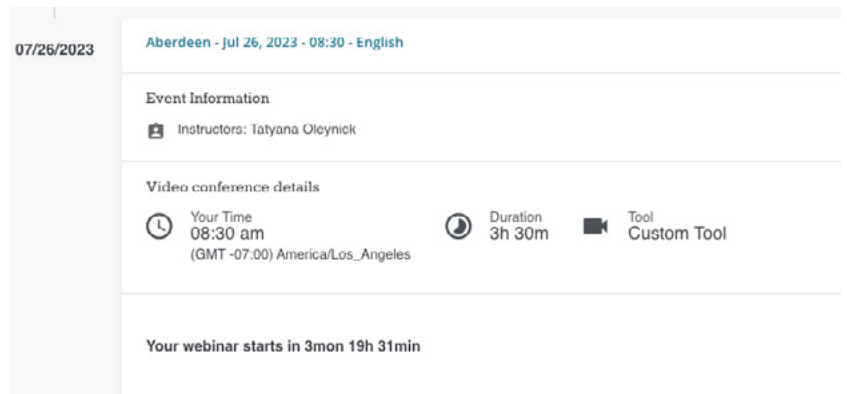
2. You can now see your class date, time, location and more.

Scroll down and press or click on the date to see more information.



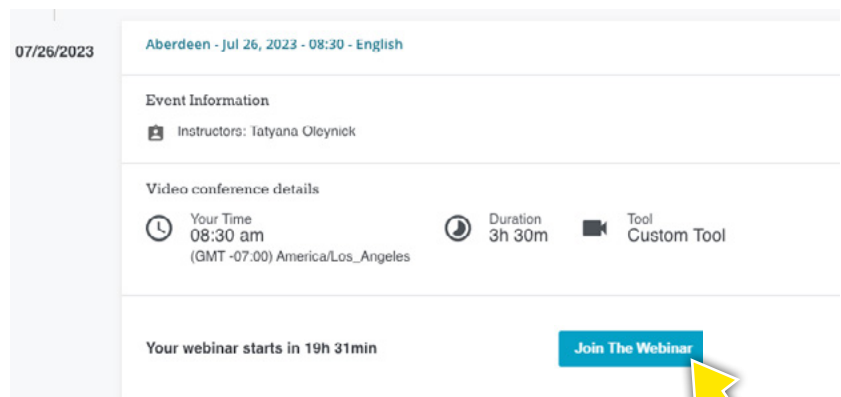
3. If you press or click to expand this window before your webinar, you will see a countdown to your webinar.

You will also see the start date, time, webinar duration and instructor.



4. On the day of your webinar, 15 minutes before your class start time, go to the class page and follow step 3.

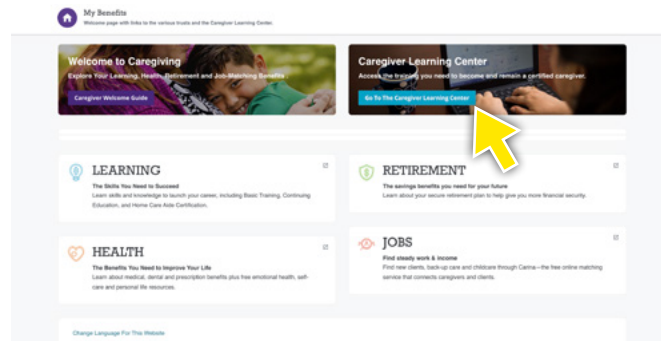
Press or click on the **Join This Webinar** button. Your webinar will now open in a new window.



# How to Change Your In-Person Class or Webinar

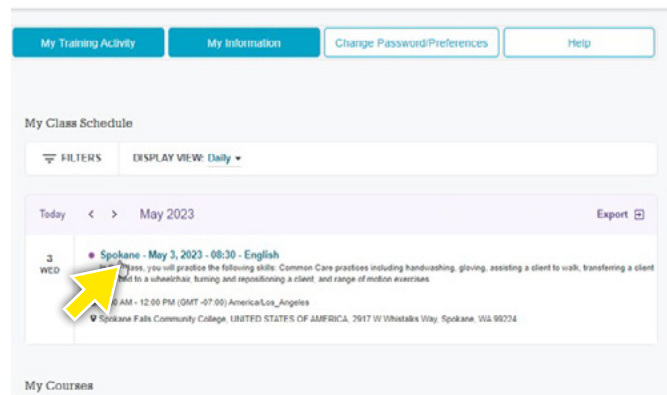
## Part 1 of 2


1. Log into *My Benefits* and click on the **Caregiver Learning Center** button.

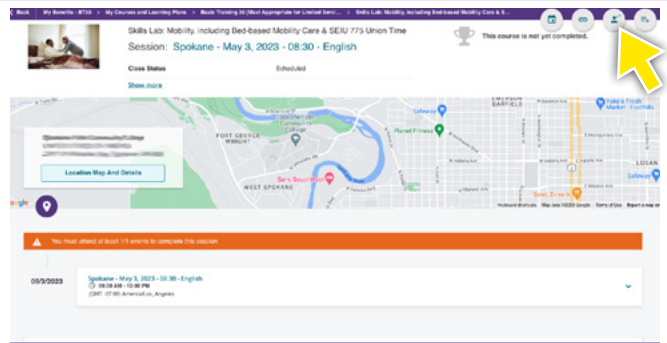


2. Scroll down to **My Class Schedule**. Any scheduled in-person classes and webinars will appear here.

Press or click the class that you would like to change.

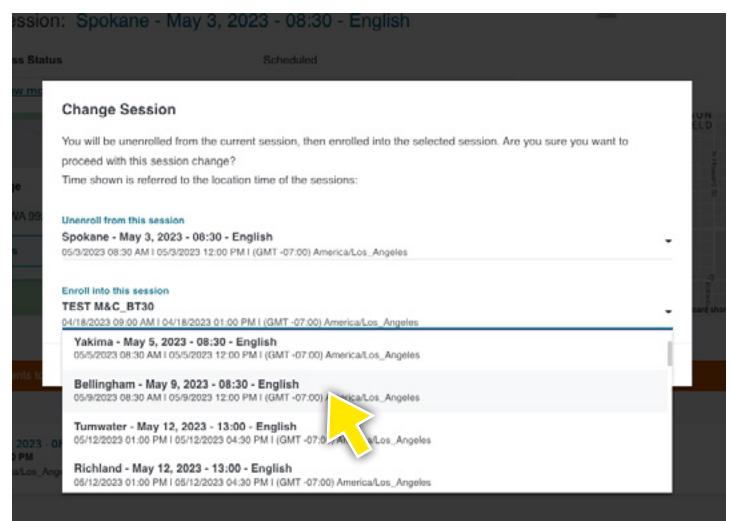


3. Press or click the third button  in the top right corner of the screen to change the course.



4. A screen will open asking what class you would like to enroll in.

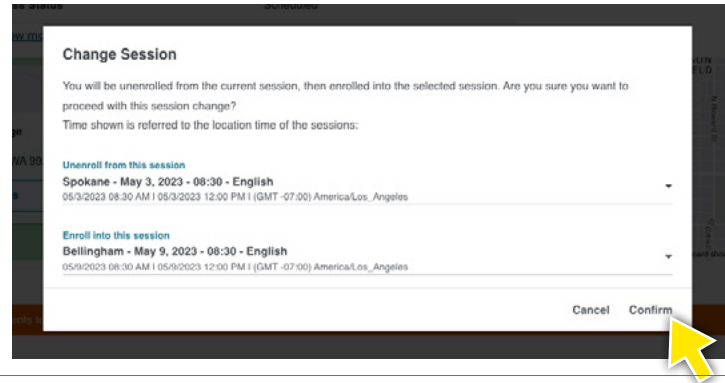
Press or click on the list of classes under **Enroll into this session** and select the class you would like to now take.



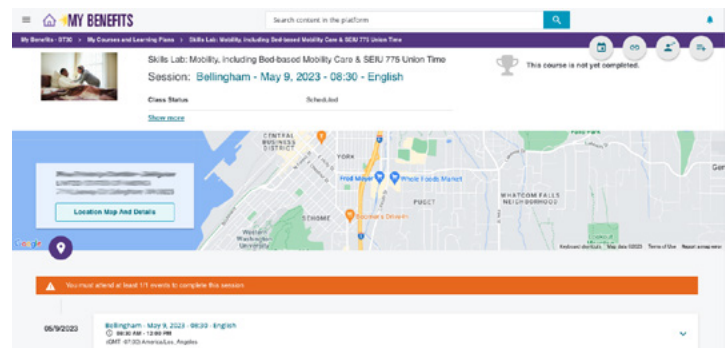
# Changing Your In-Person Class or Webinar

## Part 2 of 2

- After selecting your new class, press or click **Confirm**.

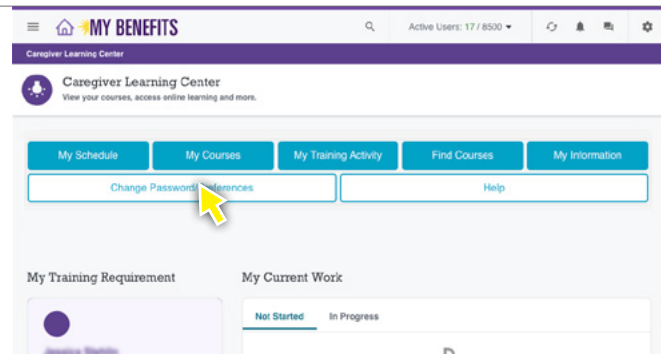


- After confirming the change, your class page will show your new class information.

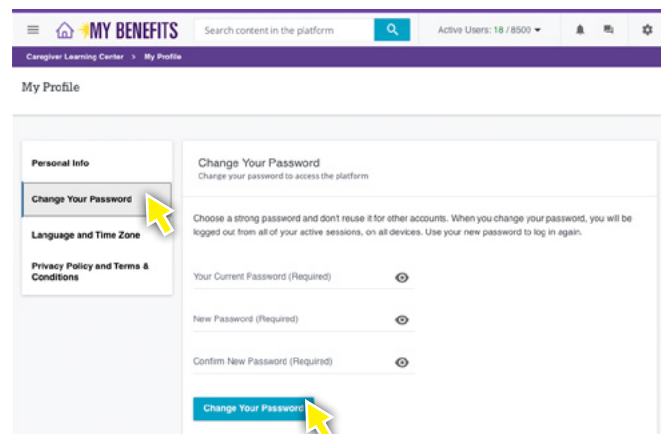


# How to Change Your Password or Preferences

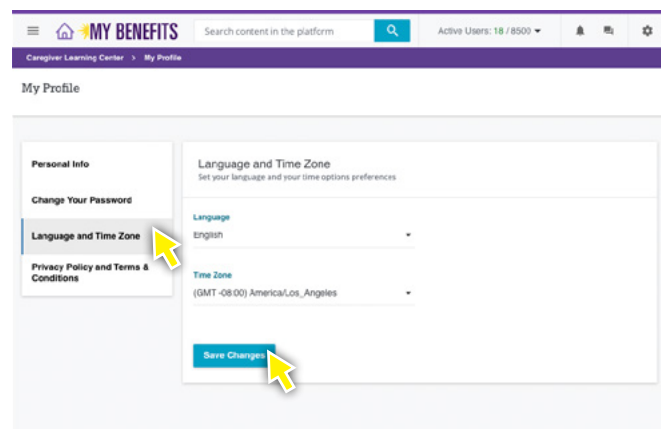
1. On the Caregiver Learning Center homepage, click on the **Change Password/Preferences** button at the top of the page.



2. To change your password, click the **Change Your Password** tab.
3. Enter the required information and click the **Change Your Password** button.



4. To change your Preferred Language or Time Zone, click the **Language and Time Zone** tab.
5. Use the dropdown list to select the preferred time zone or language and click the **Save Changes** button.

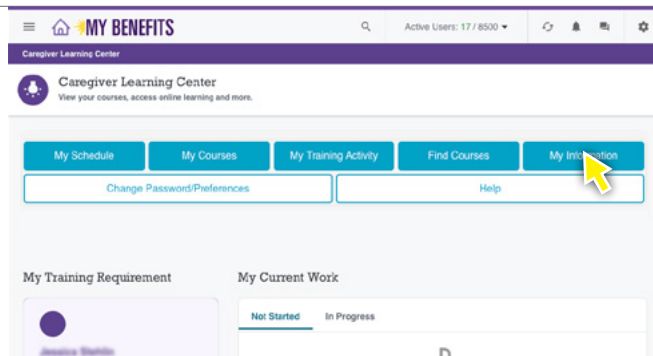


# View Your Profile Information

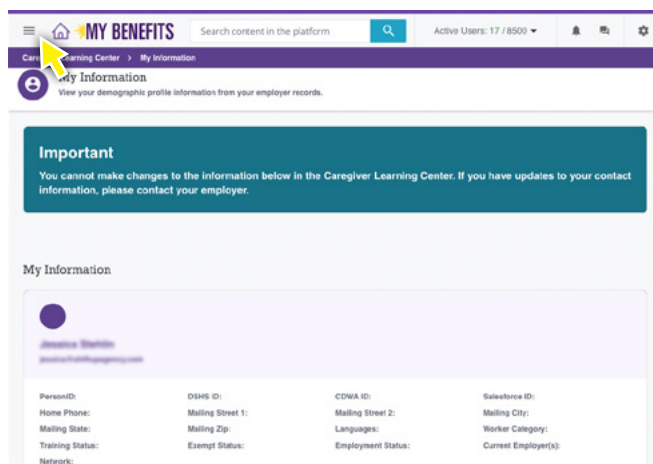
## My Information

The **My Information** page lets you view your demographic profile information from your employer records.

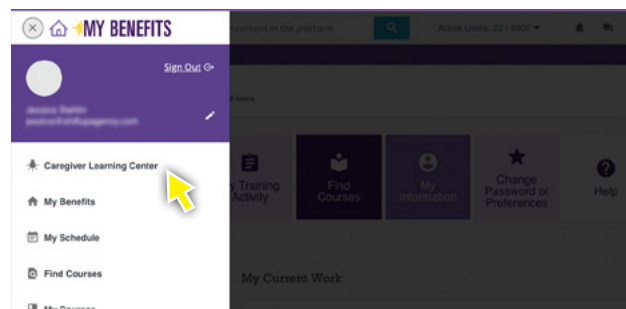
1. On the Caregiver Learning Center homepage, click on the **My Information** button at the top of the page to review your profile information



2. If you would like to return to the Caregiver Learning Center homepage, click the 3 lines at the top left corner of the screen to open the menu.



3. Press or click on **Caregiver Learning Center** to go to the Caregiver Learning Center homepage.



**Important:** You cannot make changes to your profile information through your online learning account. To update your contact information, please contact your employer. The information must be updated in your official employer records.

Once your employer sends your updated information to SEIU 775 Benefits Group, the profile information in the Caregiver Learning Center will be updated to match.

# Help and Frequently Asked Questions

If you have more questions about your training and how to complete it, go to the Help page.

- Click on the Menu ☰ in the upper left corner of any page and click **Help and FAQs**.
- Or if you are on the Caregiver Learning Center homepage, click on the **Help** button at the top of the screen.

If you need help with the Caregiver Learning Center or have questions not answered on the Help page, please email [mrc@myseiubenefits.org](mailto:mrc@myseiubenefits.org).

