Caregiver Learning Center User Guide for Basic Training 7

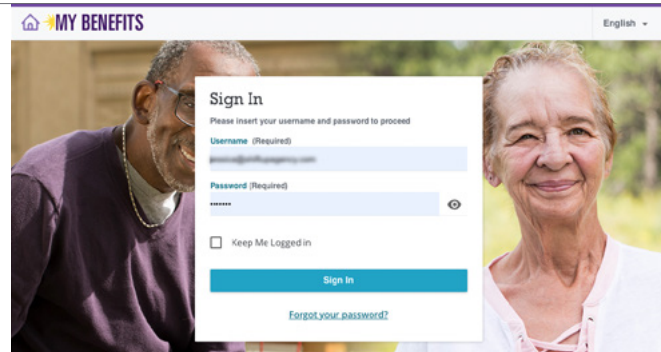SEIU 775
BENEFITS GROUP

05/16/23

How to Log Into Your Online Account

1. Go to **caregiverlearning.org**. Log in with your SEIU 775 Benefits Group PersonID and the temporary password you were sent by email.
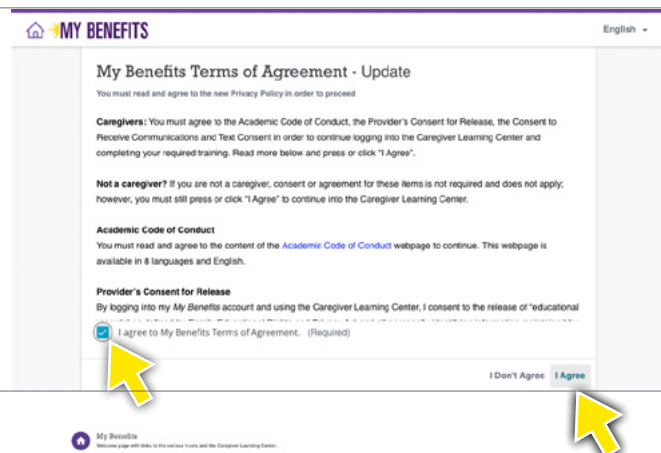
   Press or click **Sign In**. You will be asked to create a new password.

   TIP: You can also press or click **Forgot your password?** to reset your password and log in to your account.
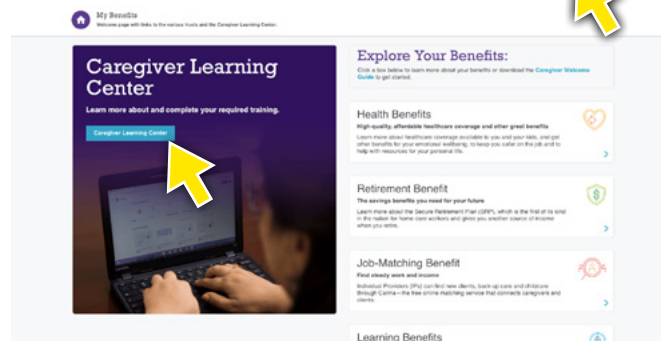
2. The first time you login, you will need to agree to the *My Benefits* Terms of Agreement.
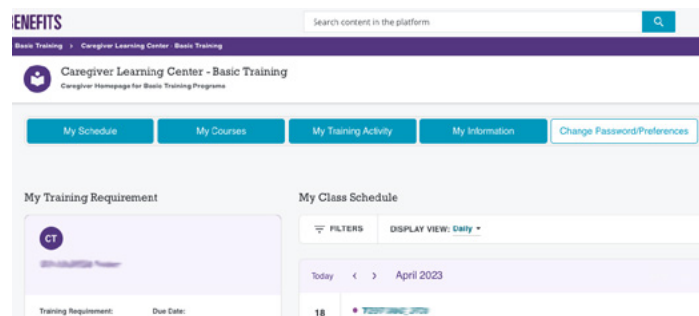
   Press or click the Checkbox and the **I Agree** button to continue.

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

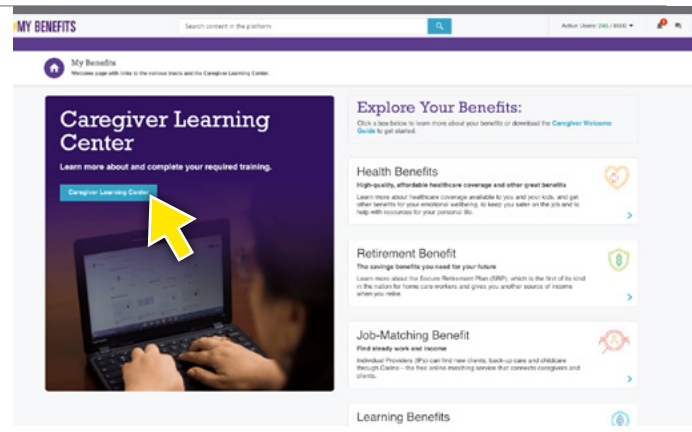4. You are now in the Caregiver Learning Center.

How to Enroll in Basic Training 7
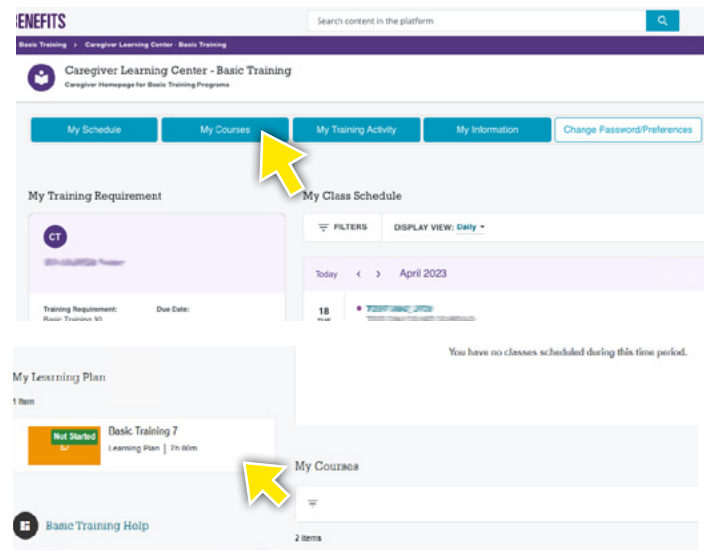
Part 1 of 2

To complete Basic Training 7, you need to take 2 modules and complete a questionnaire. The modules are live, instructor-led webinars. Learn how to select and enroll in each module below.

1. Press or click of the **Caregiver Learning Center** button from the *My Benefits* homepage.
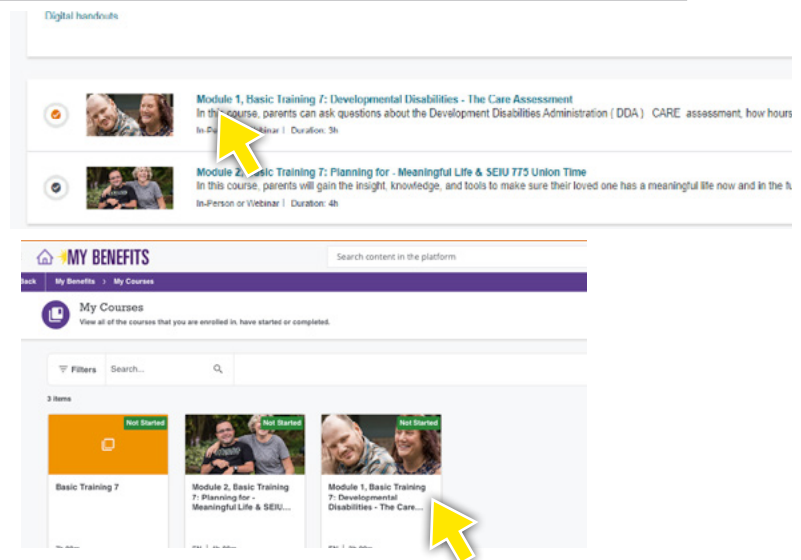
2. You are now in the Caregiver Learning Center. To learn more about navigating this page, go to **Understanding the Caregiver Learning Center**.

   Press or click on the **My Courses** button at the top of the page or scroll down to My Learning Plan and press or click on your assigned Learning Plan.

3. You will first need to enroll in Module 1.

   From the **Learning Plan** page or your **My Courses** page, press or click on Module 1.
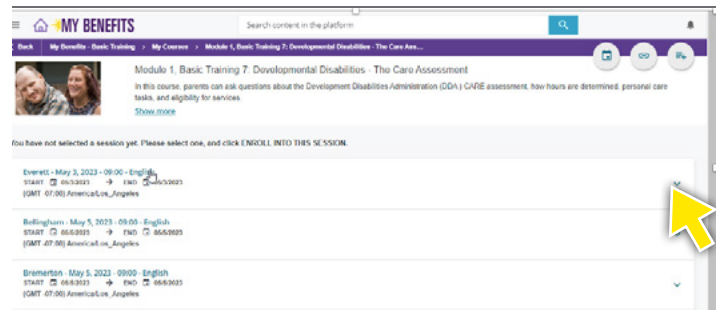
How to Enroll in Basic Training 7

3. You can now see the list of available sessions for Module 1. The sessions are listed in order by date and time.

   All sessions are currently completed through online webinars. You can select any available session. **Please disregard if you see a city listed with the session; you will not need to attend the training in person.**
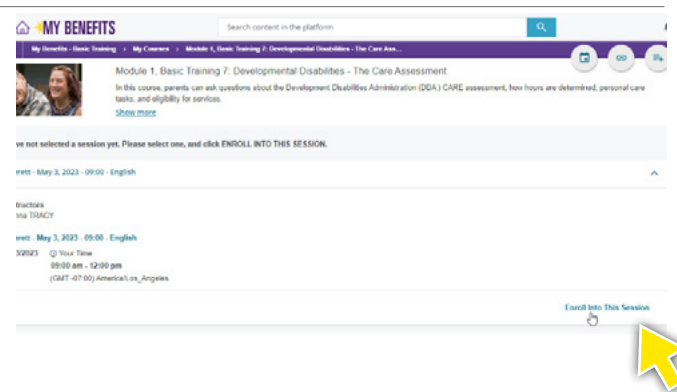
   When you see a session that you are interested in, press or click on the down arrow to see more information.

4. Once you find the session you would like to take, press or click **Enroll Into This Session**.

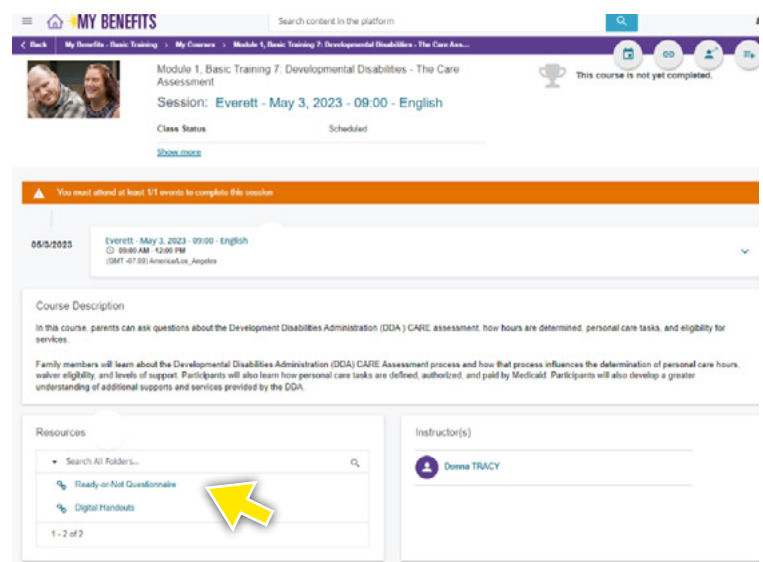   After enrolling, you will be taken to the Module 1 session details page.

   Follow the same instructions to select a session for Module 2.

IMPORTANT:
After you enroll in both of your sessions, prepare for Module 1 by going to the Module 1 session detail page and downloading the **Ready or Not Questionnaire** and **Digital Handouts** found in the **Resources** section of the page.

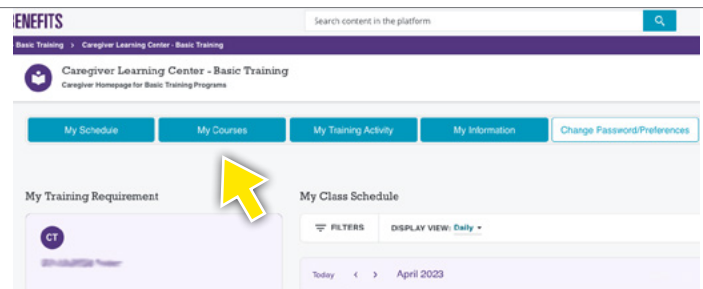You will need to download both for your module session.

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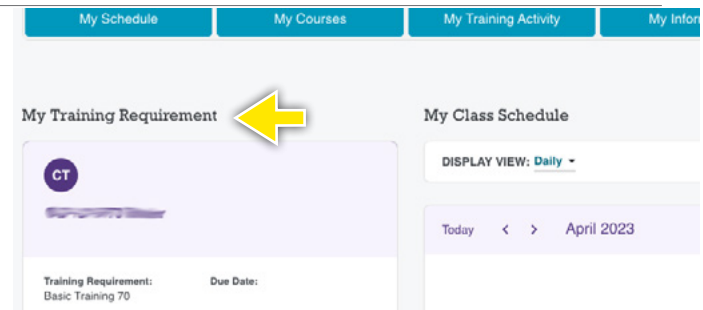
1. Use the buttons at the top of the page to quickly go to the **My Schedule**, **My Courses**, **My Training Activity**, **My Information**, **Password & Preferences** and **Help** pages.

   Press or click the **My Courses** button to see all of the online courses you must take.
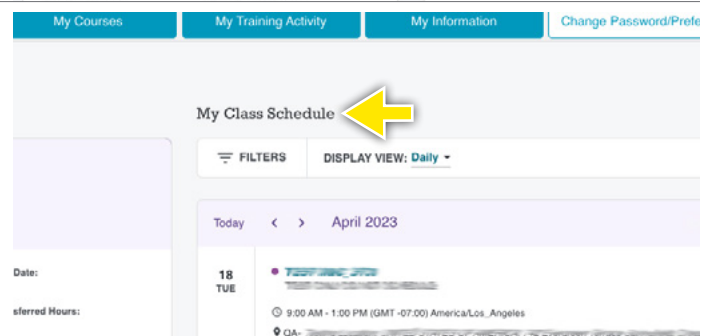
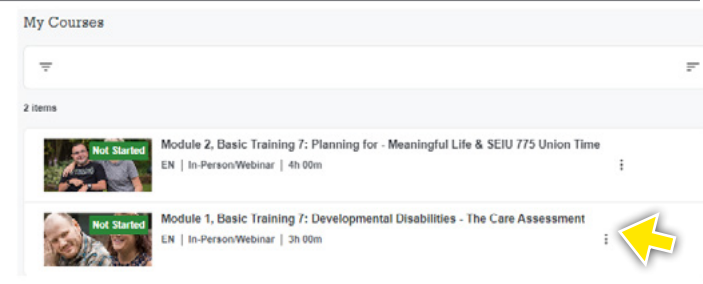2. Scroll down to the sections below the buttons.

   The first section that you will see to your left is **My Training Requirement**, which displays your current requirement and hours remaining.
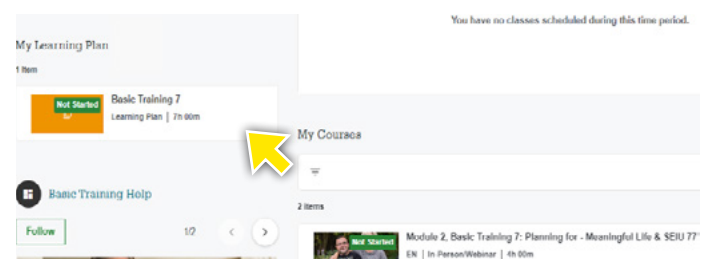
3. To the right of the **My Training Requirement** section, you will see **My Class Schedule**. Any scheduled modules will appear here.

4. You can find your **My Courses** section under **My Class Schedule**. Here you will see a preview of your 2 modules. You can press or click on the module to see more information, including the start date, time and webinar link.

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.
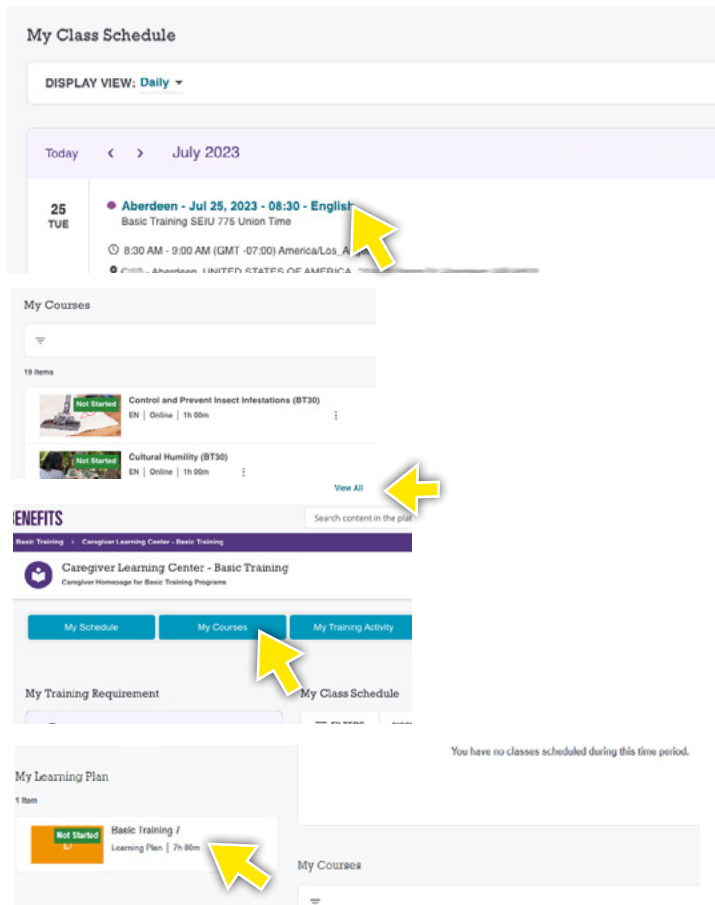
How to Get Your Module Webinar Link

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

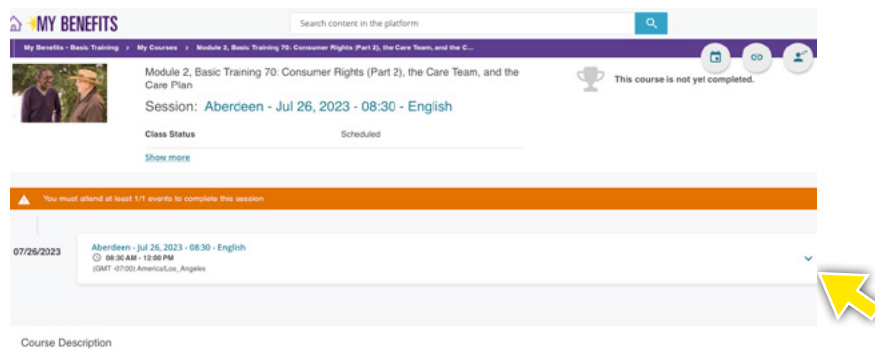   From the Caregiver Learning Center homepage:

   - 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 Learning Plan** section in the lower left section of the page and press or click your Learning Plan. From your My Learning Plan, select the class.

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

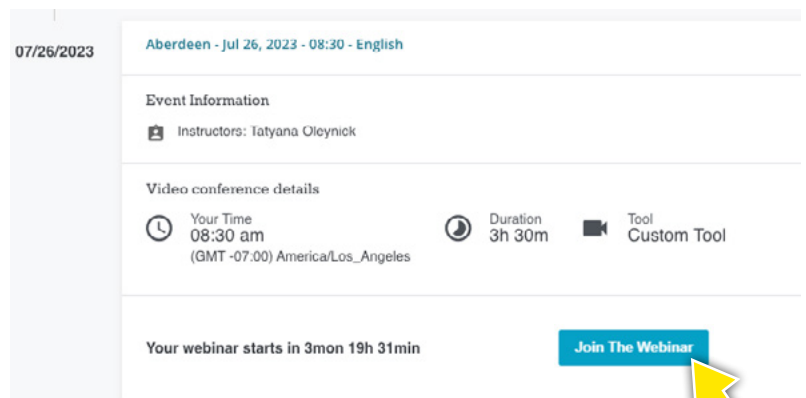   Scroll down and press or click on the down arrow date to see more information.

   Important: Please disregard if you see a city listed with the session; you will not need to attend the training in person.

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

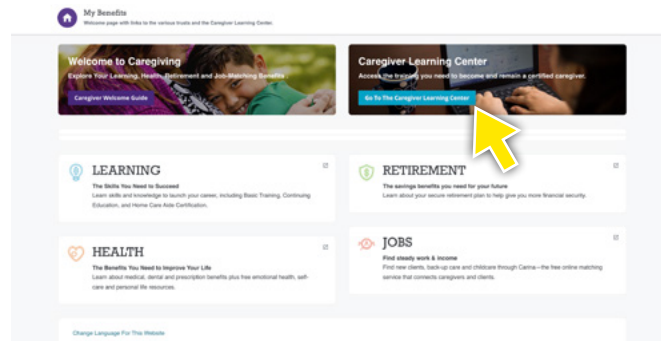   On the day of your webinar, 15 minutes before your class start time, go to the page.

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

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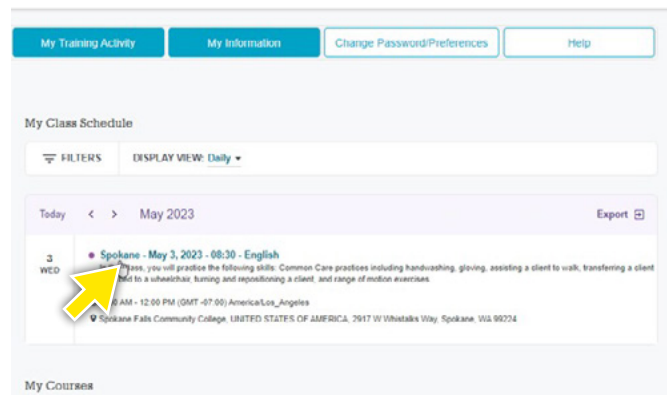# How to Change Your Module Session

Part 1 of 2

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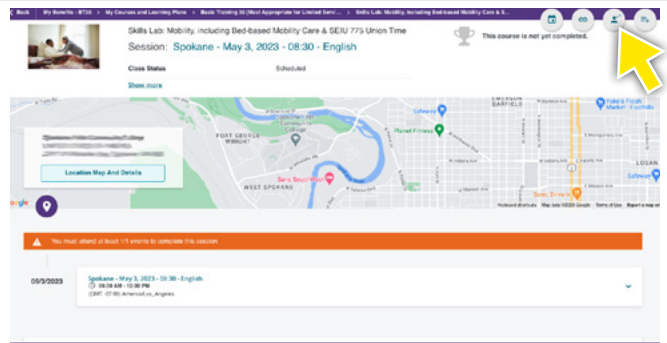

2. Scroll down to **My Class Schedule**. Any scheduled in-person classes and webinars will appear here.

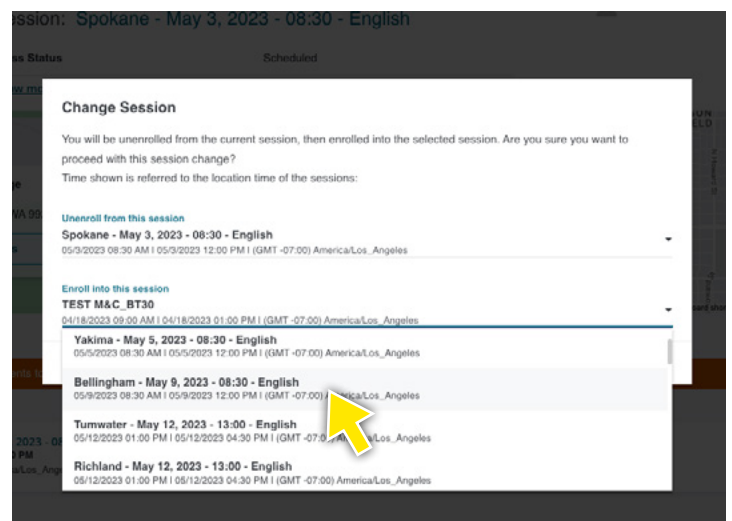   Press or click the class that you would like to change.

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

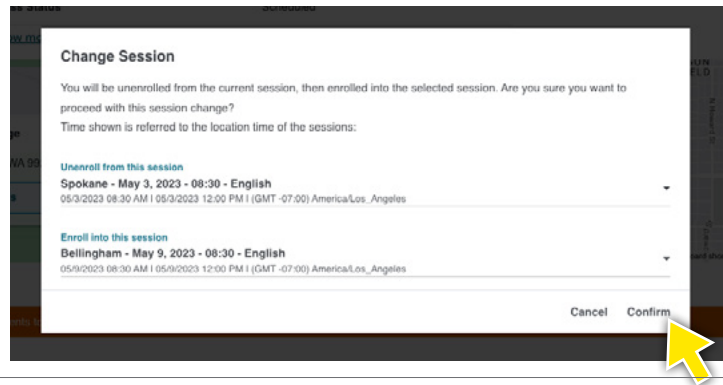4. A screen will open asking what class you would like to enroll in.

   Press or click on the sessions under **Enroll into this session** and select the session you would like to now take.
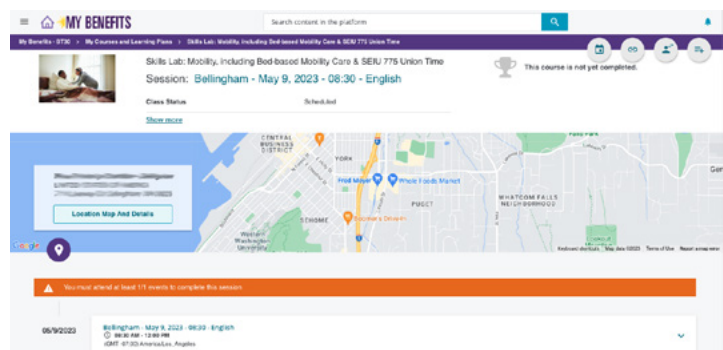
How to Change a Module Session

Part 2 of 2

5. After making your selection, press or click **Confirm**.
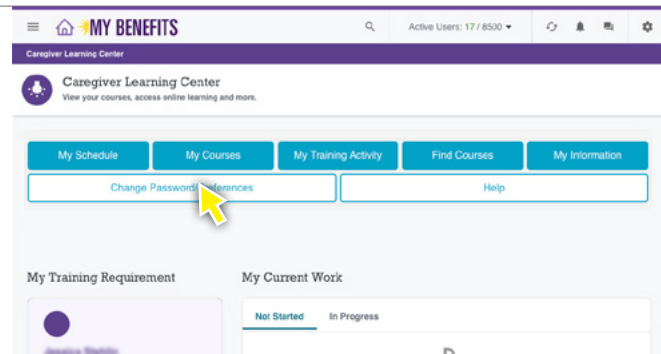

6. After confirming the change, your class page will be refreshed with your new class information.
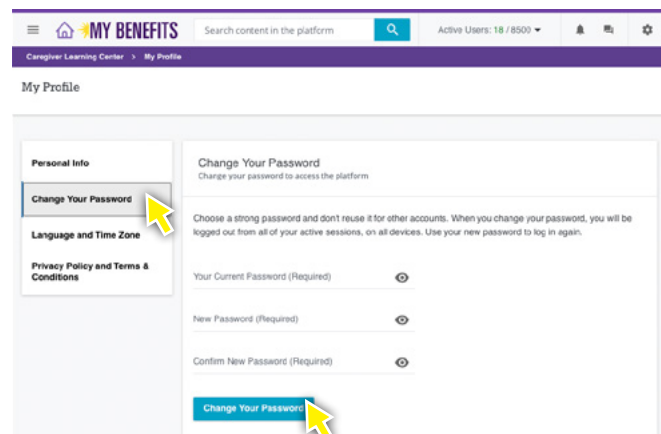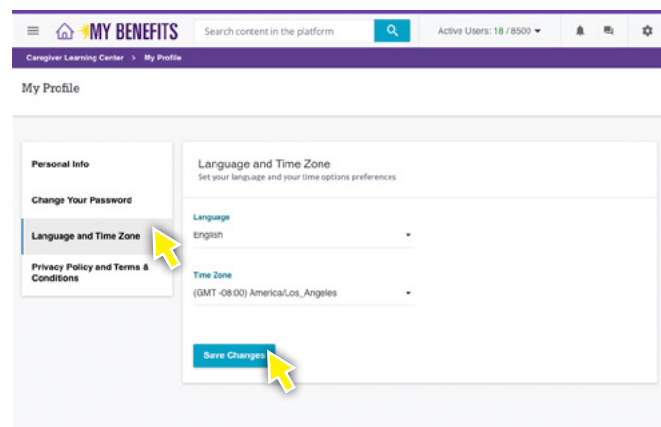
How to Change Your Password or Preferences

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.
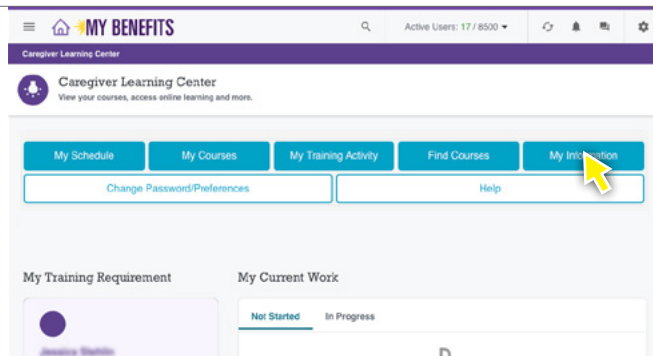
SEIU 775
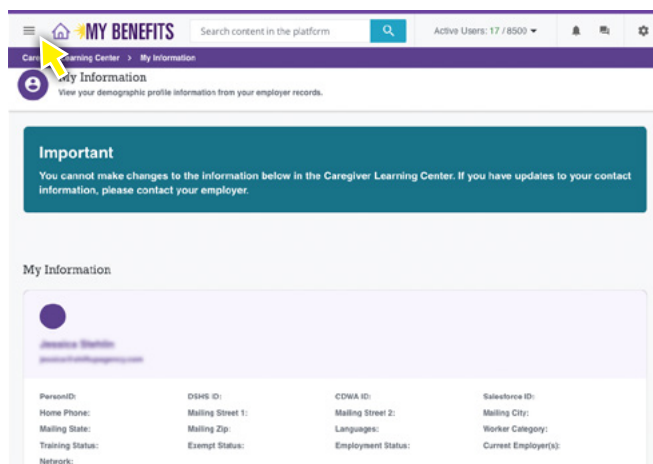BENEFITS GROUP

View Your Profile Information
My Information

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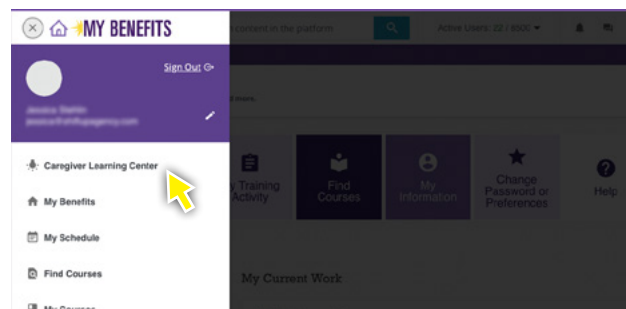

1. On the Caregiver Learning Center homepage, click on the **My Information** button at the top of the page to review your profile information

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**.