

# Caregiver Learning Center User Guide for Basic Training 9

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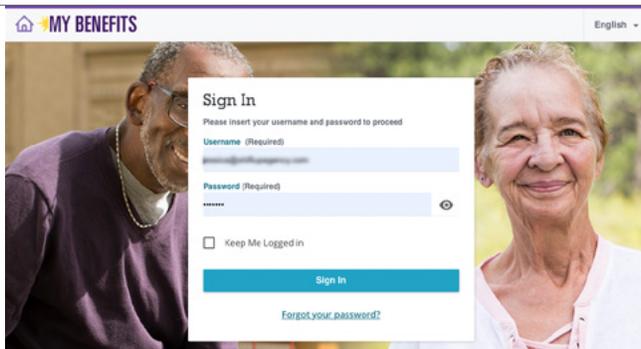
- 2 [How to Log Into Your Online Account for the First Time](#)
- 3 [How to Enroll in Basic Training 9](#)
- 5 [Understanding the Caregiver Learning Center Page](#)
- 6 [Completing Basic Training Online Courses](#)
- 7 [Change Your Password or Preferences](#)
- 11 [My Training Activity](#)
- 12 [View Your Profile Information](#)
- 13 [Help and Frequently Asked Questions](#)

# How to Log Into Your Online Account

1. Go to [caregiverlearning.org](https://caregiverlearning.org).

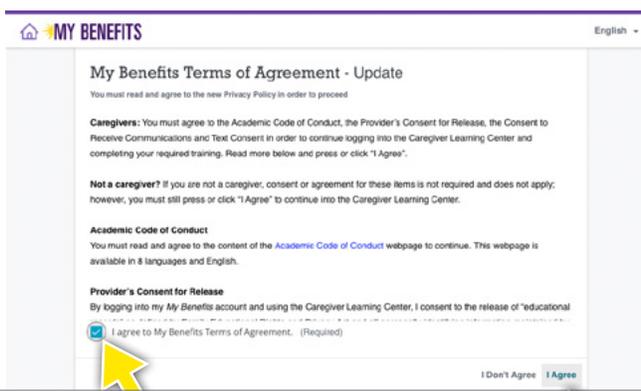
Log in with your SEIU 775 Benefits Group PersonID and the temporary password you were sent by email.

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

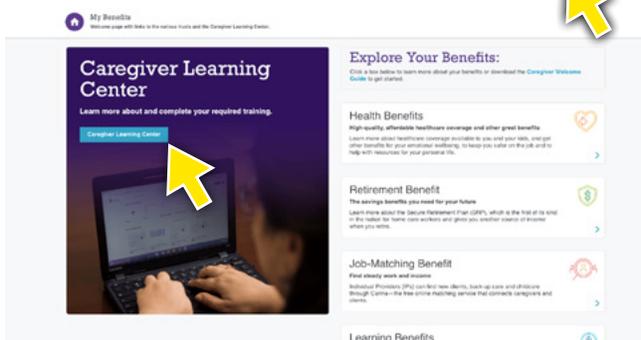


2. The first time you log in, you will need to agree to the *My Benefits* Terms of Agreement.

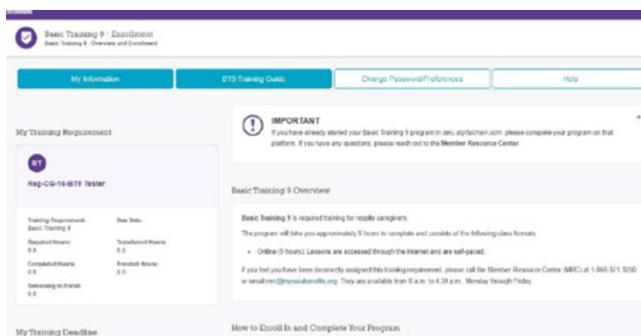
Press or click the Checkbox and the **I Agree** button to continue.



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



4. You are now on the Basic Training 9 Enrollment page.

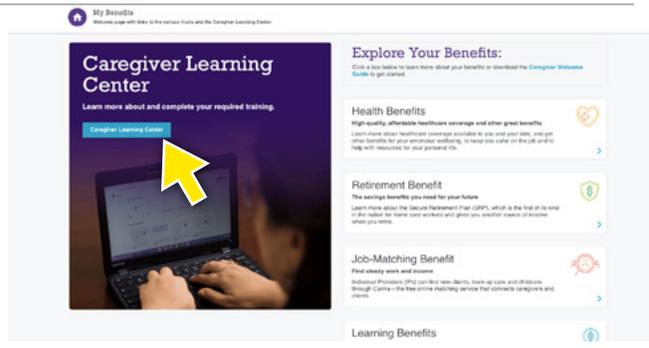


# How to Enroll in Basic Training 9

## Part 1 of 2

To enroll in Basic Training 9, you must select a Learning Plan. The Learning Plan will contain the online courses you must take.

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



2. You are now on the Basic Training 9 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 have earned and need to enroll into.

### My Training Deadline

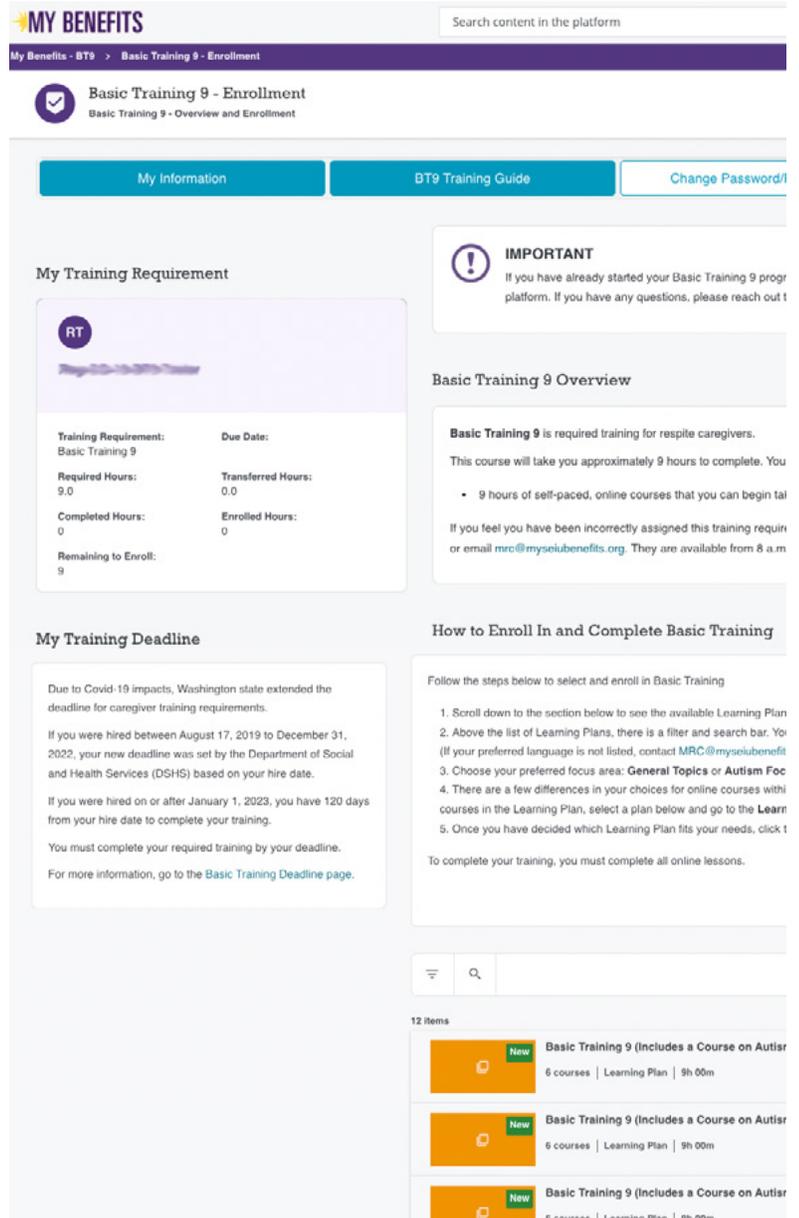
- Displays the current guidelines for your Training Requirement.

### Basic Training 9 Overview

- See a short summary of the program requirements.

### How to Enroll In and Complete Basic Training

- Provides instructions for enrolling and completing Basic Training.

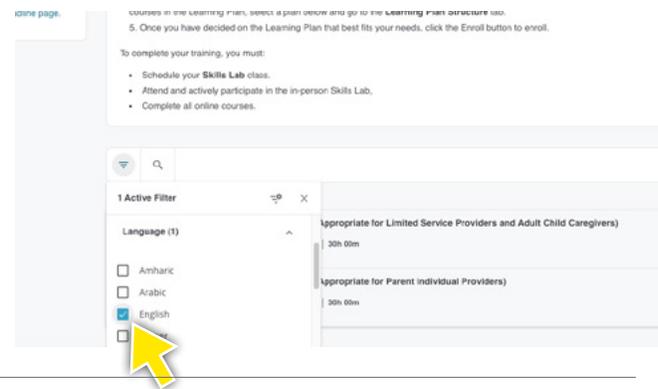


# How to Enroll in Basic Training 9

## Part 2 of 2

3. Scroll down the page until you see the filter and search bar. If you would like to filter by language, press or click the filter icon  and select your preferred language. Courses are available in: English, Chinese (ZH), Korean (KO), Spanish (ES), Russian (RU) and Vietnamese (VI).

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



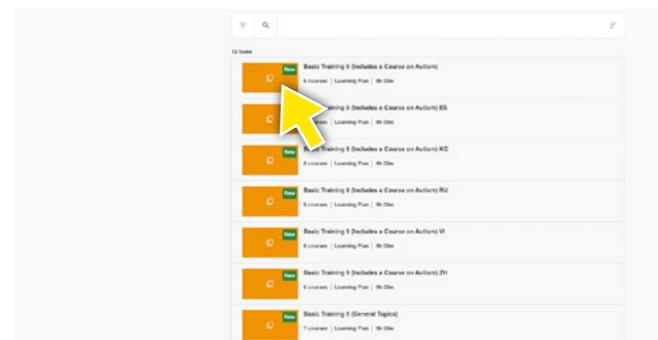
4. You will see a list of Learning Plans. Learning Plans contain all of the courses you need to take to complete your training.

Basic Training 9 has 2 different Learning Plans to select from based on your preferred focus area:

- **General Topics.** This Learning Plan is for any respite caregiver.
- **Autism.** This Learning Plan is best for respite caregivers who are caring for clients with Autism.

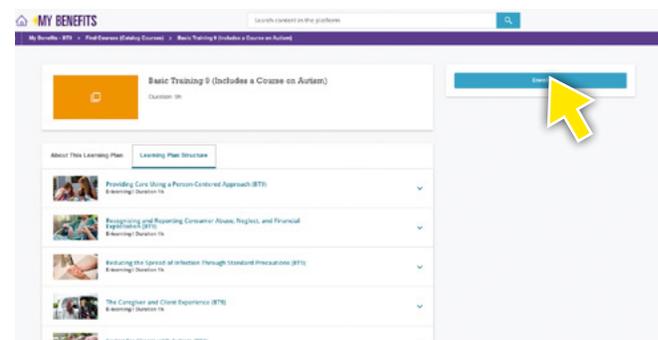
**TIP:** If you are taking Basic Training in a language other than English, you will see the language at the end of the Learning Plan title.

Press or click on the Learning Plan that you are interested in taking.

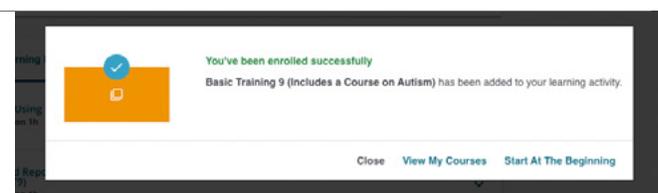


5. To learn more about the Learning Plan you clicked on:
  - Press or click **About This Learning Plan** to see an overview of the training and completion requirements.
  - Press or click **Learning Plan Structure** to view the courses that are included in the plan.

Press or click the **Enroll** button to select the Learning Plan and enroll in Basic Training 9.



6. You are now enrolled in Basic Training 9!

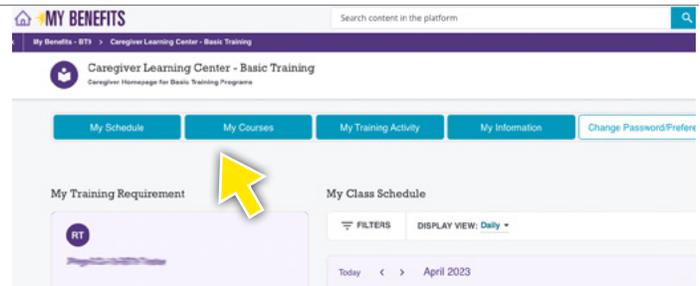


# Understanding the Caregiver Learning Center

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.

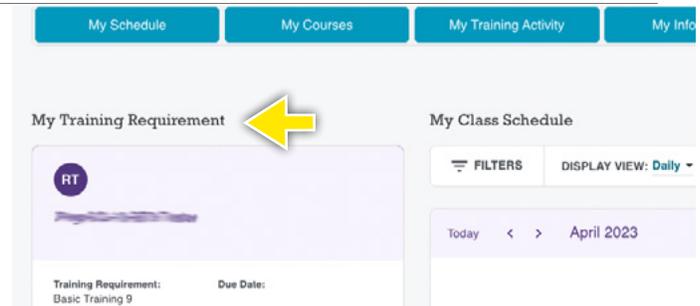
1. Use the buttons at the top of the page to quickly go to the **My Schedule**, **My Courses**, **My Training Activity**, **My Information**, **Password & Preferences** and **Help** pages.

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



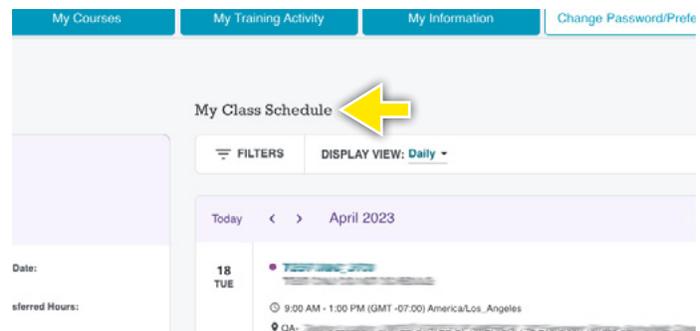
2. Scroll down to the sections below the buttons.

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

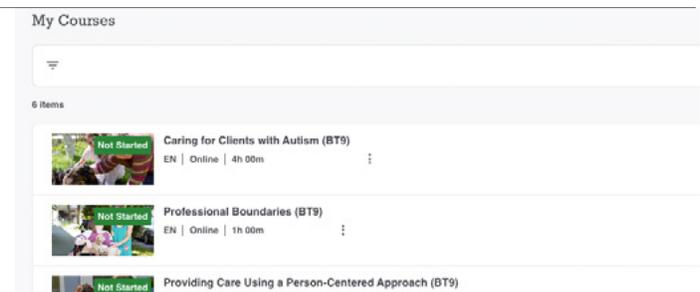


3. To the right of the **My Training Requirement** section, you will see **My Class Schedule**. Any scheduled in-person classes and webinars will appear here.

**IMPORTANT:** This section will remain empty. You will not be taking any in-person classes or webinars for Basic Training 9.

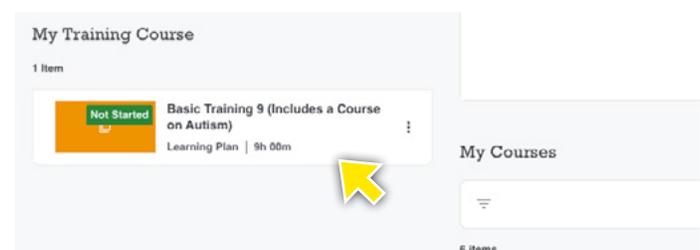


4. You can find your **My Courses** section under **My Class Schedule**. Here you will see a preview of online courses in your Learning Plan.



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

**REMINDER:** You can begin your online courses at any time and in any order.

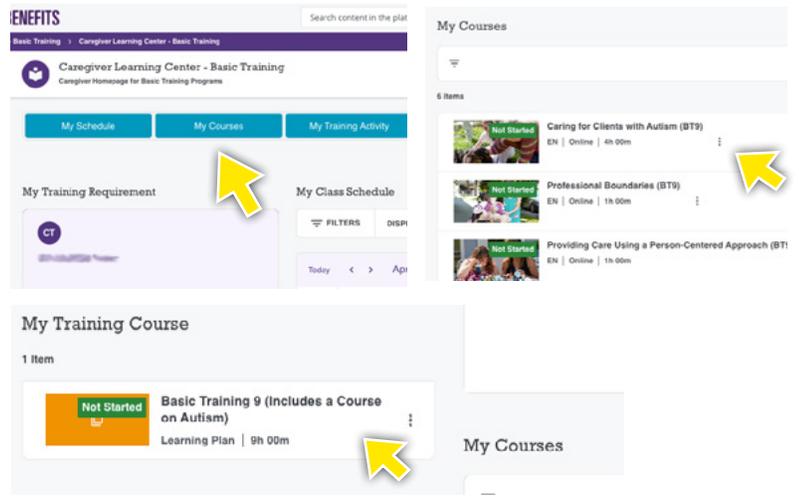


# Completing Basic Training Online Courses

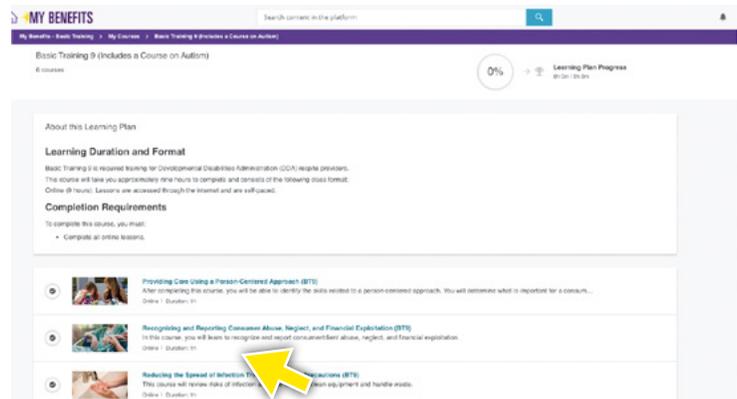
## Part 1 of 4

You can start your online courses as soon as you select and enroll in a Learning Plan. Before starting an online course, make sure that you are using a computer, tablet or smartphone with audio and that your sound is on.

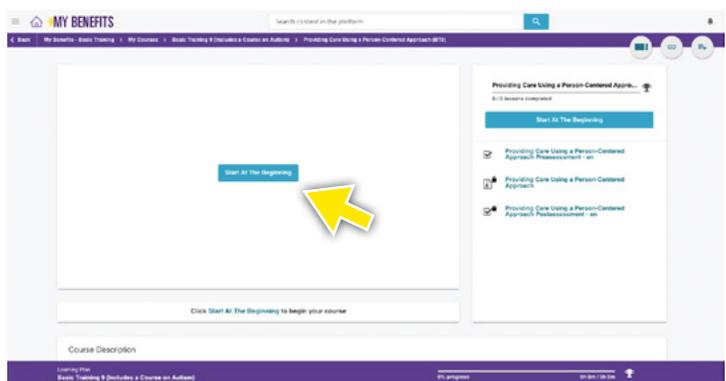
1. There are a few ways you can get to your online courses. From the Caregiver Learning Center homepage:
  - Press or click the **My Courses** button at the top of the screen.
  - Scroll down to **My Courses**, located in the lower right section of the page, and press or click on the course you would like to take.
  - Scroll down to the **My Training Course** section in the lower left section of the page and press or click your Learning Plan.



2. Click on the course that you would like to start.



3. After selecting a course, you will be taken to the course main page. Here you can begin the course, see your course progress, review the course description and get additional resources.
  - The main window of the course page is the **Media Player**.
  - To the right of the Media Player, you will see the **Course Progress Status**.
  - Underneath the Media Player, you will see the **Course Description** and helpful **Resources**. These are not required for course completion but may be helpful for study or practice.



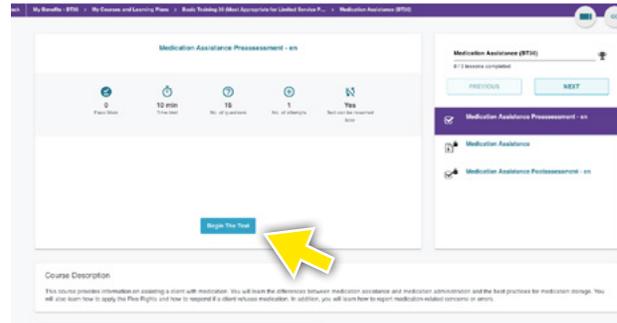
To begin the course, press or click **Start At The Beginning**.

# Completing Basic Training Online Courses

## Part 2 of 4

- Most online courses begin with a preassessment. This is a quick quiz to see what you might already know about the topic.

Click on **Begin the Test** to start the preassessment.

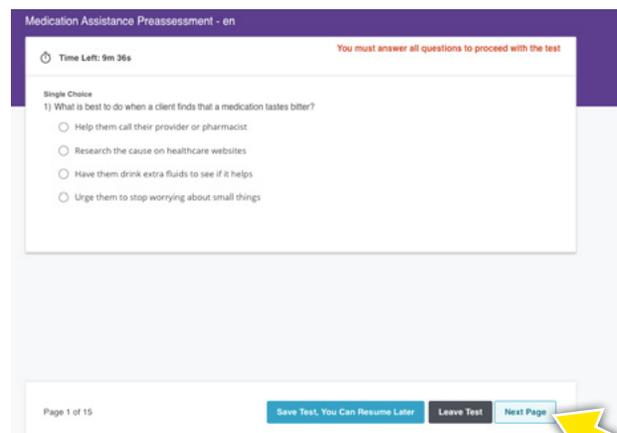


- You must answer all of the questions within the time shown at the top left of the screen.

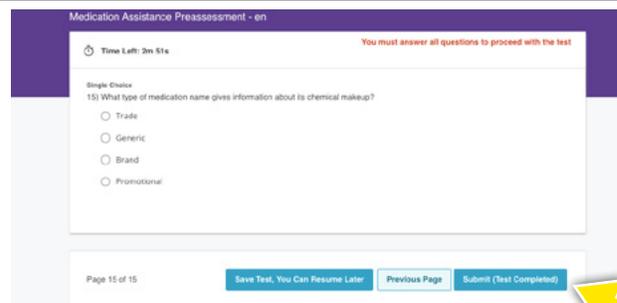
Remember, you are not expected to know the answers. Do your best.

The score here does not impact your overall course completion score.

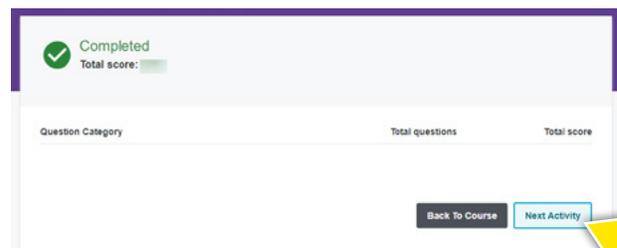
Select your answer to the question and press or click **Next Page** to move through the test.



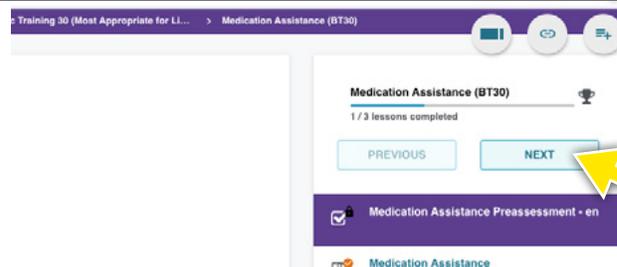
- When you reach the end of the preassessment, click the **Submit (Test Completed)** button.



- You will see your preassessment score and can press or click **Next Activity** or **Back to Course**.



- Press or click **Next** under the **Course Progress Status** on the right side of the screen to continue the course.

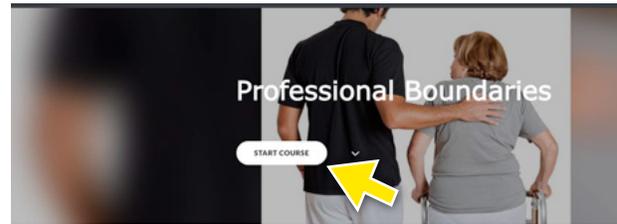


# Completing Basic Training Online Courses

## Part 3 of 4

9. Your training course will now be displayed in the screen.

Press or click **Start Course** to begin.

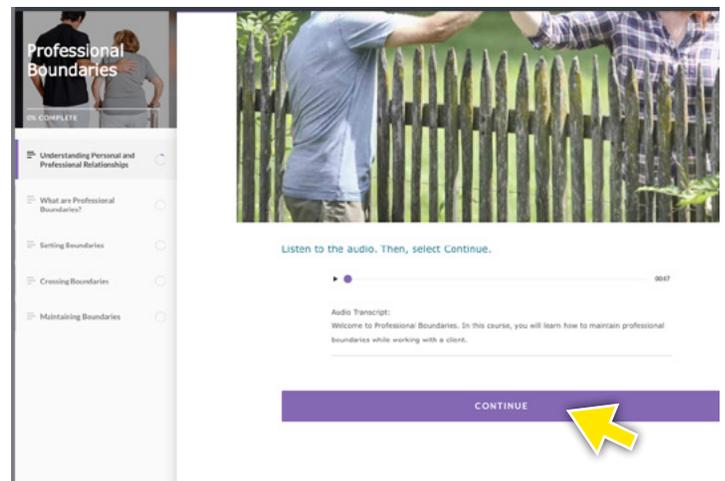


Understanding Personal and Professional Relationships

10. Press or click **Continue** to begin the lessons in your course.

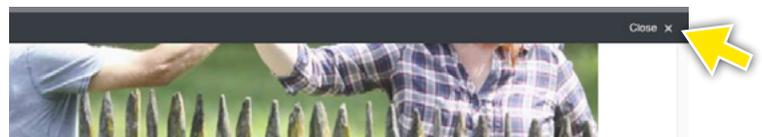
Helpful information to complete your course:

- Make sure that your speakers are turned on or that you have turned on the transcript feature.
- You will be able to see all of the lessons in the course on the left side of the page.
- Follow the instructions that are on-screen to complete the course.

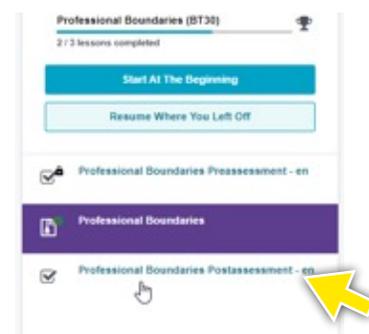


11. When you reach the end of your course, you will need to take your postassessment.

Press or click **Close X** at the top right of the page to return to the main course page.



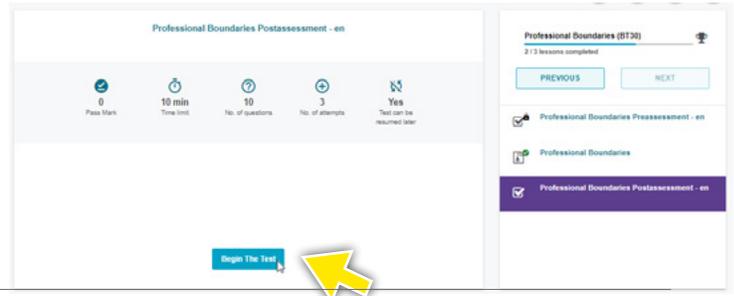
12. Go to the right side of your screen to the **Course Progress Status**. Press or click **Postassessment**.



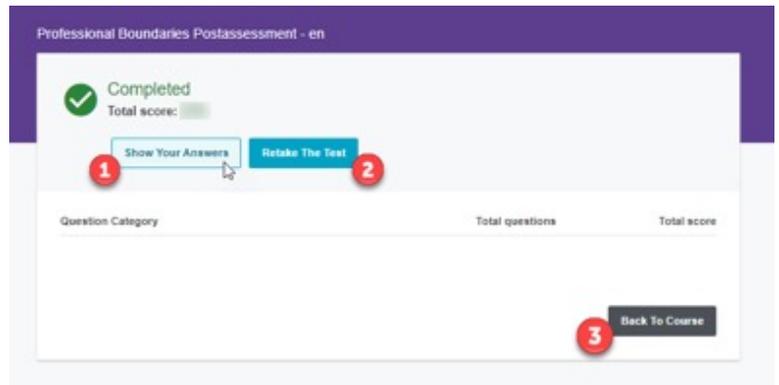
# Completing Basic Training Online Courses

## Part 4 of 4

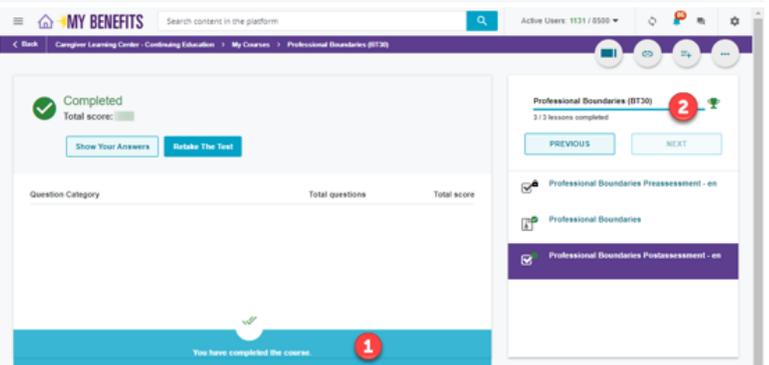
13. Click on **Begin the Test** to start the postassessment.



14. After you complete the postassessment, you can:
1. Press or click **Show Your Answers** to review your responses and see the correct answers for any missed questions.
  2. Press or click **Retake The Test** for a better score.
  3. Press or click **Back To Course** to return to the main course page.



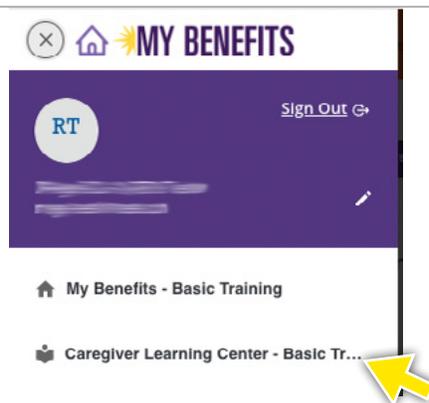
15. When you return to the course after successfully completing the postassessment, your course will show that it has been completed.
- Congratulations! You are on your way to completing Basic Training 9.



16. To return to the Caregiver Learning Center, press or click the menu icon at the top left of your screen.

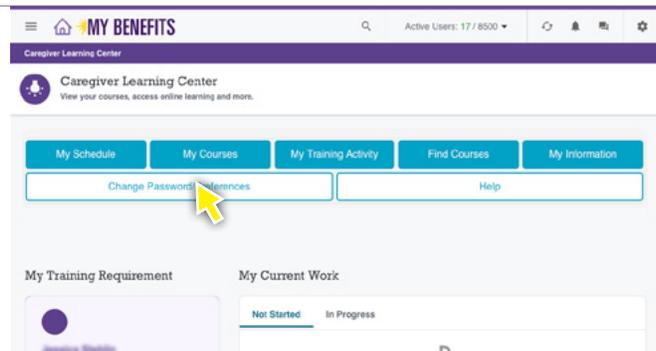


17. From the menu, press or click the **Caregiver Learning Center**.
- Remember, you must complete all online courses in your Learning Plan to successfully complete your training.

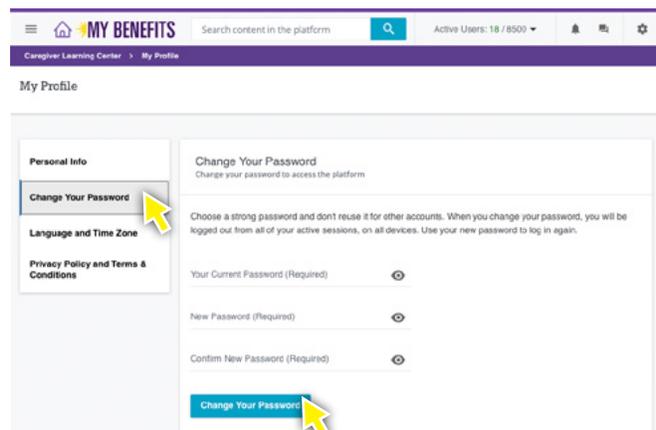


# Change Your Password or Preferences

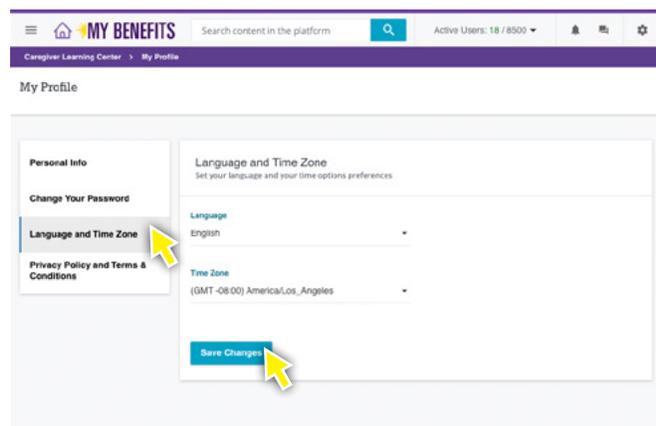
1. On the Caregiver Learning Center homepage, click on the **Change Password/Preferences** button at the top of the page.



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



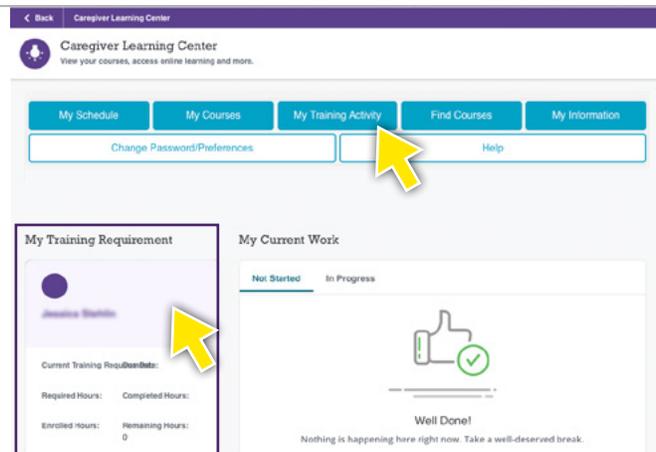
4. To change your Preferred Language or Time Zone, click the **Language and Time Zone** tab.
5. Use the drop down list to select the preferred time zone or language and click the **Save Changes** button.



# My Training Activity

On the **My Training Activity**, you can review your total hours of required training, hours you have completed, hours you are enrolled in and the hours you need to complete your training requirement.

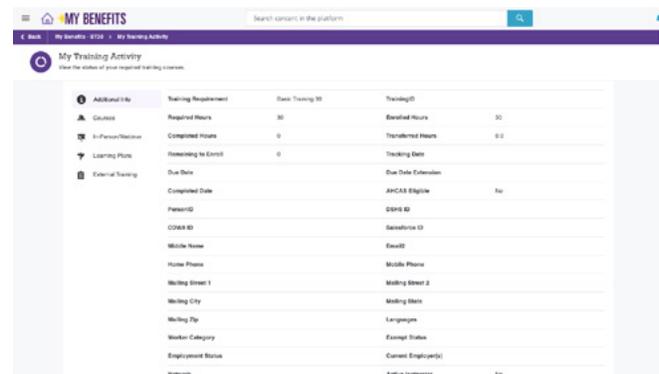
1. On the Caregiver Learning Center homepage you can view the **My Training Requirement** section on the left side of the page or click on the **My Training Activity** button at the top of the screen.



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

Press or click on the tabs to learn more about:

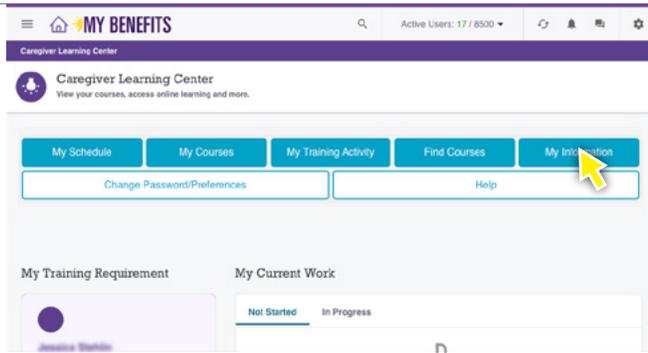
- **Additional Information** contains your required training, required hours, enrolled hours and completed hours.
- **Courses** has a list of all of your courses and the current status.
- **In-Person/Webinar** shows your scheduled classroom and webinar sessions.
- **Learning Plans** displays the current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



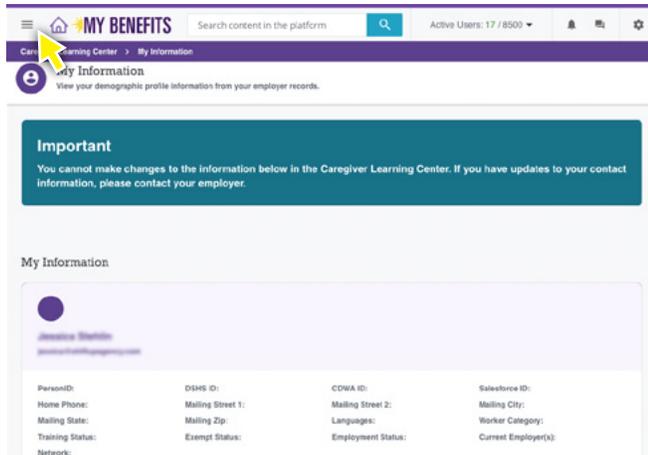
# View Your Profile Information

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

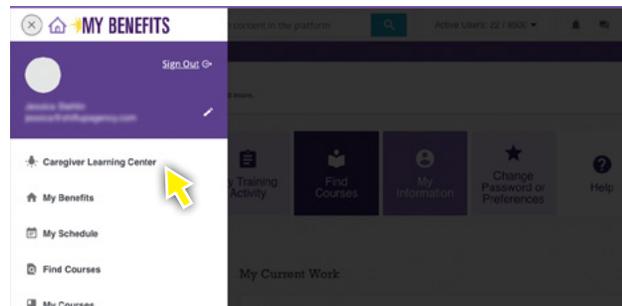
1. On the Caregiver Learning Center homepage, click on the **My Information** button at the top of the page to review your profile information.



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



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).

