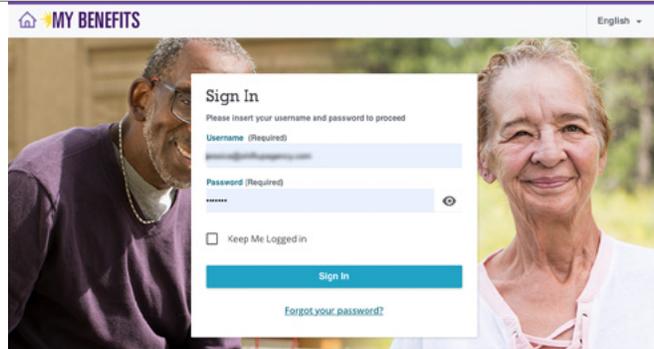


Caregiver Learning Center User Guide

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Access Your Online Account for the First Time

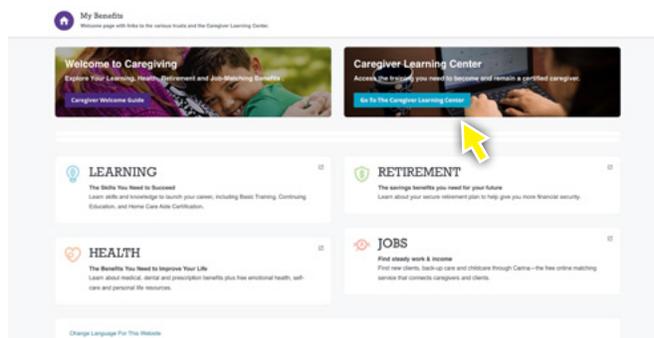
1. Go to caregiverlearning.org.
2. Log in with your SEIU 775 Benefits Group PersonID and the temporary password you were sent by email.
3. You will be asked to reset your password.



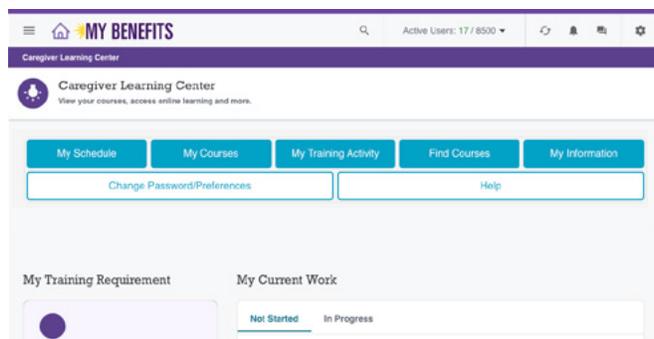
4. Click or press **“Agree”** on the *My Benefits* Terms of Agreement.



5. View the *My Benefits* homepage, with links to all your health, retirement, job-matching and learning benefits.
6. Click or press **Caregiver Learning Center**.



7. You are now on the Caregiver Learning Center homepage, and have access to your online learning account.

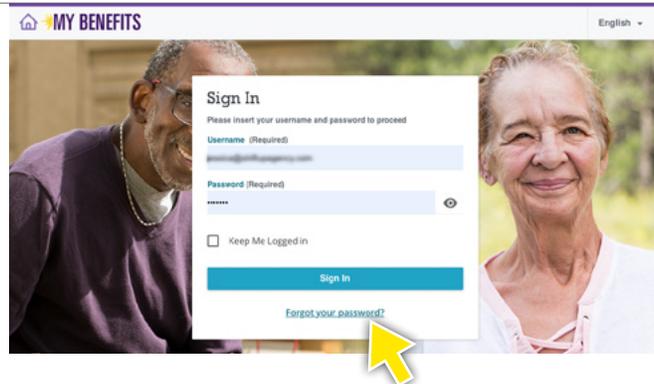


How to Use “Forgot your password” to Log Into Your Online Account

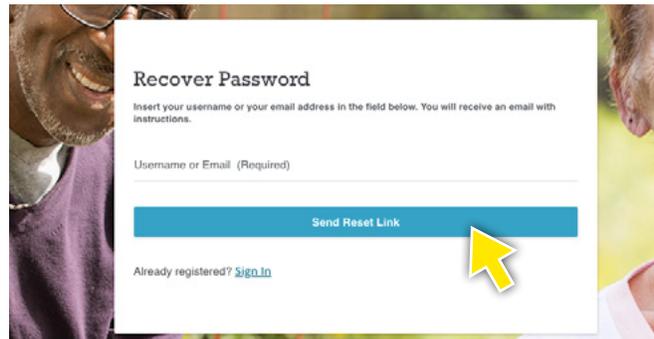
Part 1 of 2

1. Go to caregiverlearning.org.

Press or click **Forgot your password?** to reset your password and log in to your account.

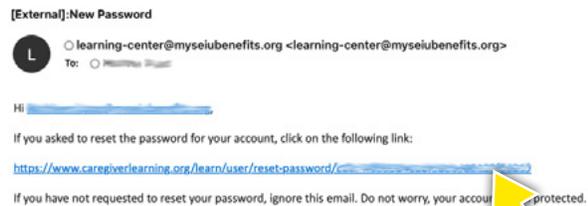


2. Type the email you gave when you were first hired and press or click on **Send Reset Link**.

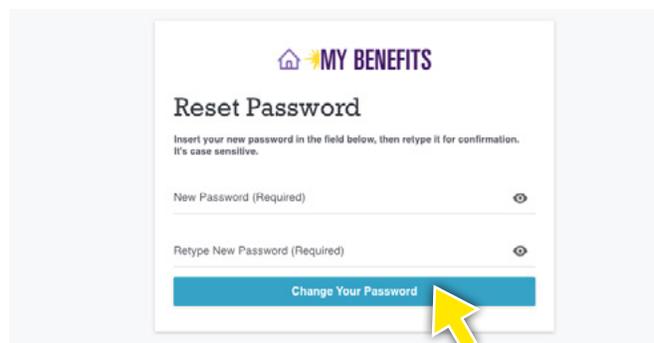


3. Go to your email inbox. Open the email from learning-center@myseiubenefits.org with the subject line “New Password.”

Press or click on the link in the email.



4. Type your new password twice and press or click **Change Your Password**.



How to Use “Forgot your password” to Log Into Your Online Account

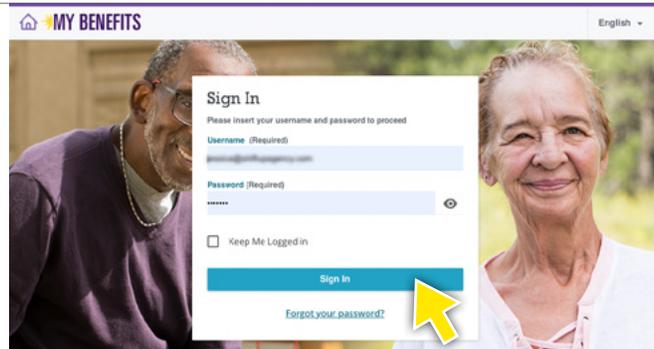
Part 2 of 2

1. Go back to caregiverlearning.org.

Type your SEIU 775 Benefits Group PersonID in the Username field and type the new password you just created.

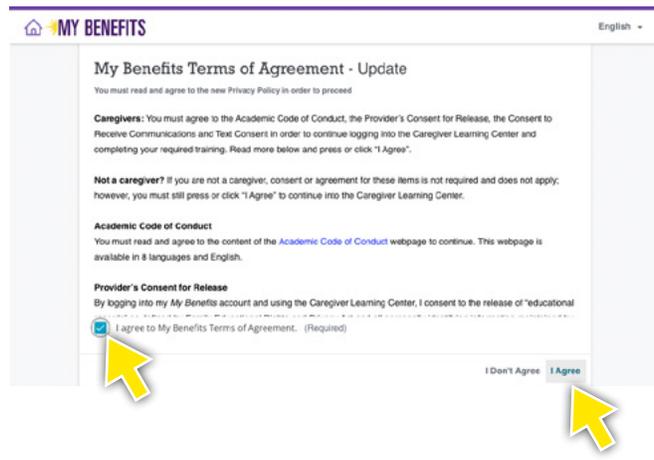
Press or click **Sign In**.

IMPORTANT: You will need to know your SEIU 775 Benefits Group PersonID to log in. If you do not know your ID, call the Member Resource Center at 1-866-371-3200 or email mrc@myseiubenefits.org.

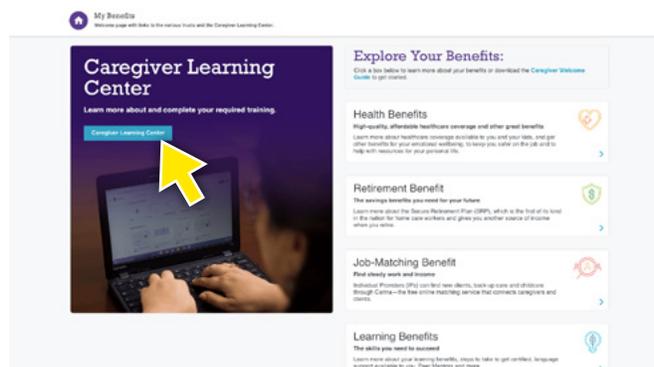


2. The first time you log in, you will need to agree to the *My Benefits* Terms of Agreement.

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



3. You are now on the *My Benefits* homepage. Press or click the **Caregiver Learning Center** button to go to your online learning account.

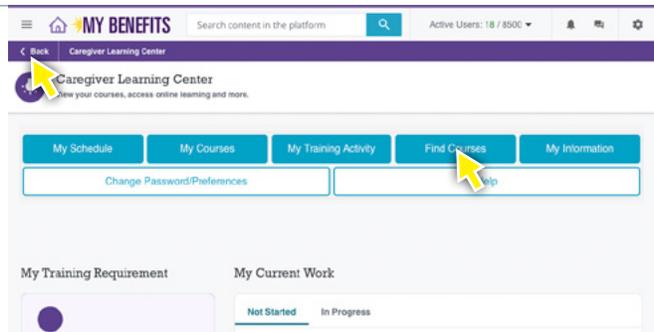


Find and Enroll in CE Courses

Page 1 of 2

1. Press or click on the Menu  in the upper left corner of any page and click **Find Courses**.

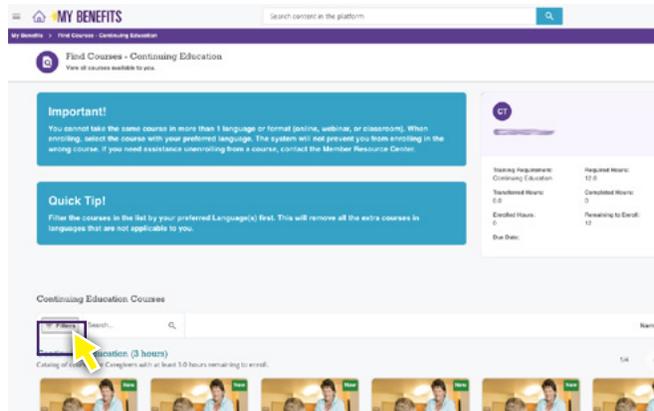
Or if you are on the Caregiver Learning Center homepage, click on the **Find Courses** button at the top of the screen.



2. For each course, you will see the course title, the language the course is in, the number of hours and the course format.

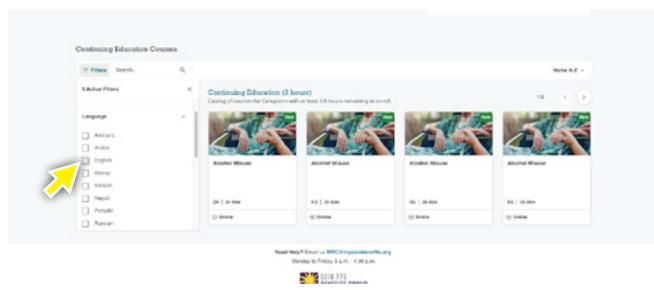
You will need to filter the courses by language and course type.

Press or click the **filters icon**  that is under Continuing Education Courses to open your filter options.



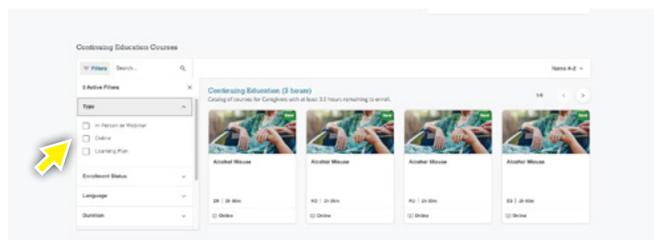
3. Press or click on **Language** and press or click on preferred language.

You will need to select your preferred language, even if the language is English. The courses will automatically be updated.



4. Next, press or click **Type**. Now you can select your preferred course format. There are 3 course formats available:

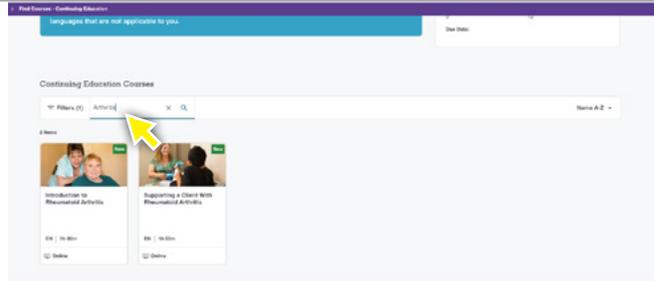
- Online: Take these courses anytime you want from your computer, tablet or smartphone.
- Webinars: Live, instructor-led, online webinars that you can take on your device.
- In-Person Courses: These courses let you connect with other caregivers and get hands-on support from an instructor.



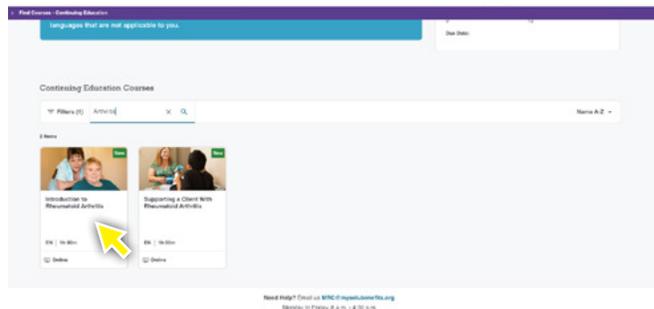
Find and Enroll in CE Courses

Page 2 of 2

- After you apply your filters, you will see all of the available course. You can **search** for courses by a specific topic by typing a keyword into the Search bar.
 - For example, if you would like to take a course on Arthritis, type “Arthritis” into the search bar to view all relevant courses.

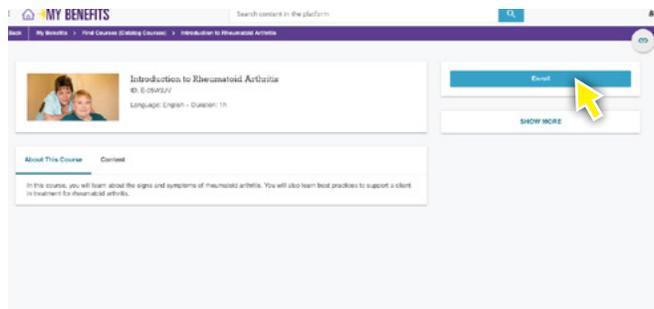


- Press or click on a course to see additional details.

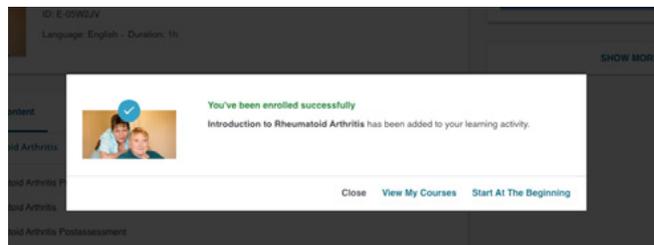


- On the course page, you can see the course description.

If you would like to enroll, press or click the **Enroll** button on the right side of the page.



- You are now enrolled in the course!

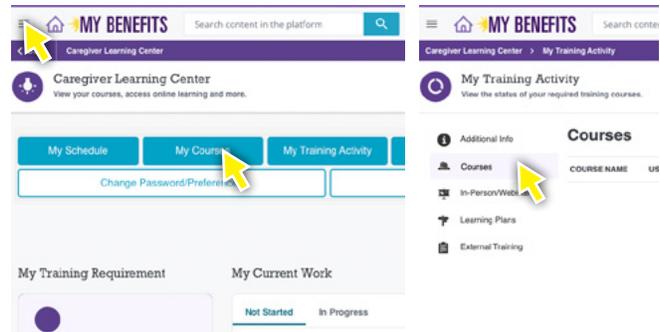


Complete an Online Course

The **My Courses** page lets you view the courses you are currently enrolled in. You have 3 ways to start and complete your online courses. Before beginning, make sure that you are using a computer with audio and that your sound is on.

1. Navigate to the My Courses page:

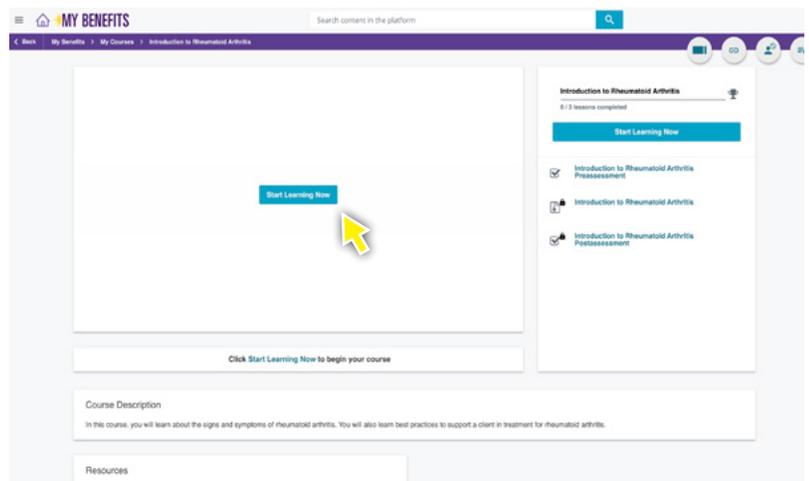
- From the Caregiver Learning Center homepage, click on the **My Courses** button at the top of the screen or scroll down to your **My Courses** list in the lower right section of the screen.
- From the **My Training Activity** page, click on the **Courses** tab on the left.



2. Press or click on the **Course** that you would like to start.

3. On your course main page, you will be able to begin the course, see your course progress, review the course description and get additional resources.

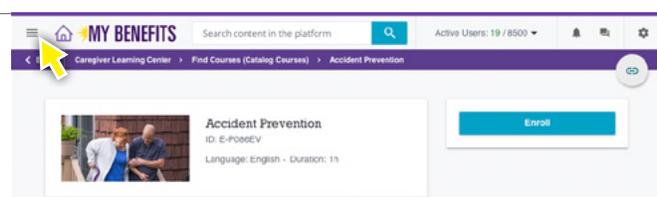
- The main window of the course page will show you where you currently are in the course. Here you can begin the course or continue the course if you are returning to it.
- You will see all the material you need to complete and your current course progress. You can also begin and continue your course from here.
- The course description and helpful resources are listed on the bottom of the course page.



4. To begin the course, press or click **Start Learning Now**.

5. Follow the instructions to complete the course.

6. When you have completed the course, click the 3 lines at the top left of the page and press or click on **Caregiver Learning Center** to return to the

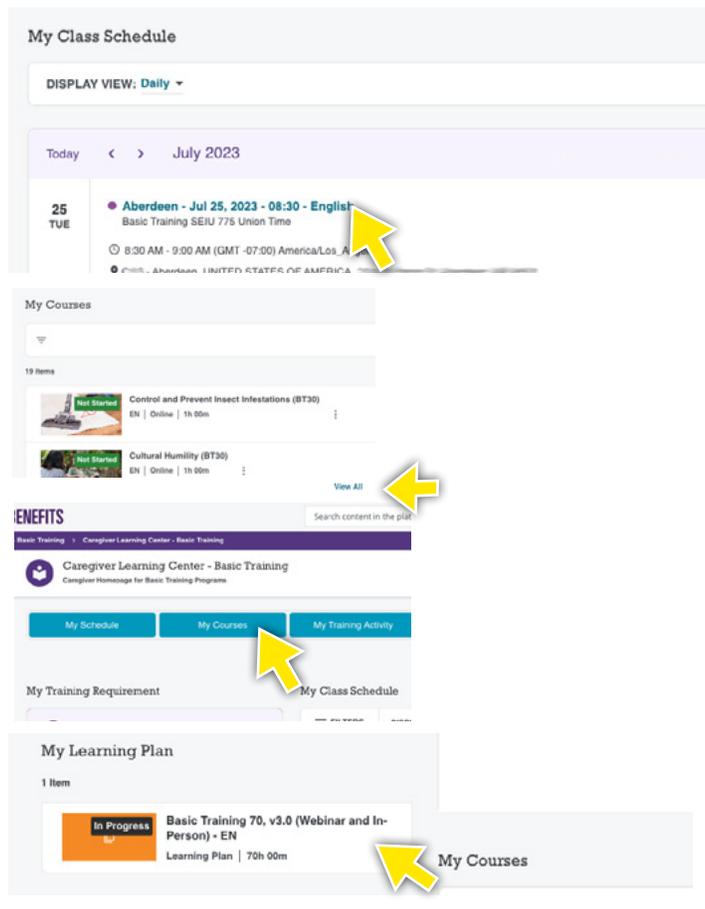


How to See Your In-Person Class Information

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

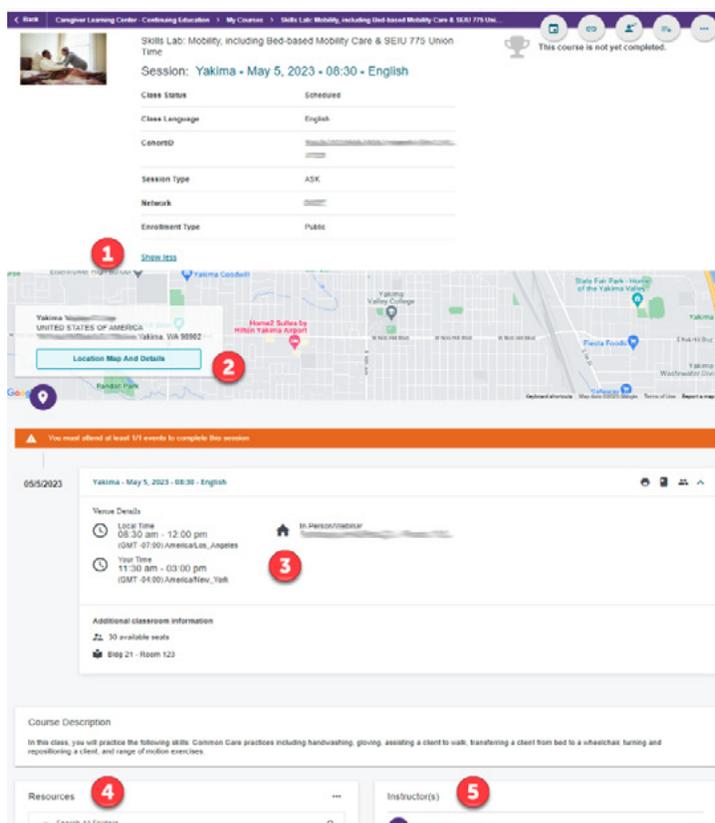
From the Caregiver Learning Center homepage:

- 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.



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.

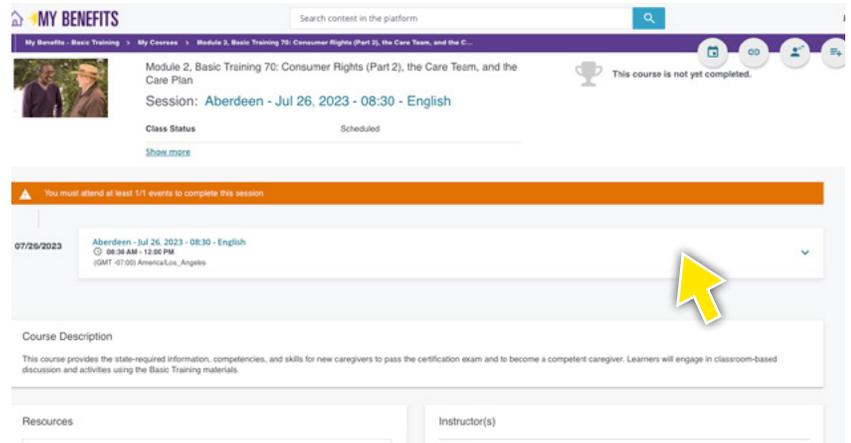


How to Get Your Webinar Link

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

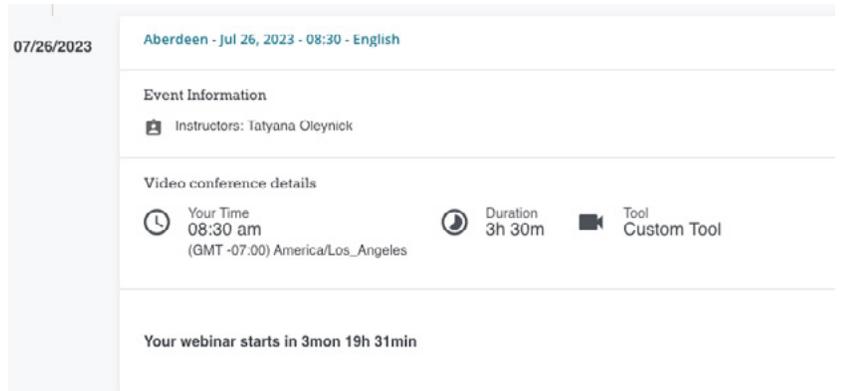
2. You can now see your class date, time, location and more.

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



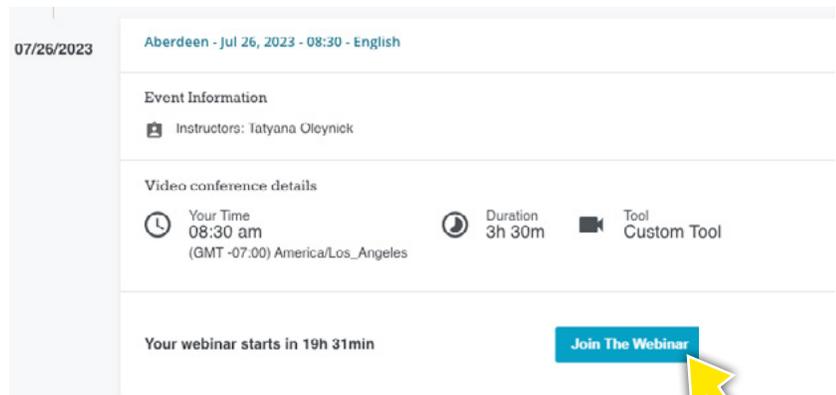
3. If you press or click to expand this window before your webinar, you will see a countdown to your webinar.

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.

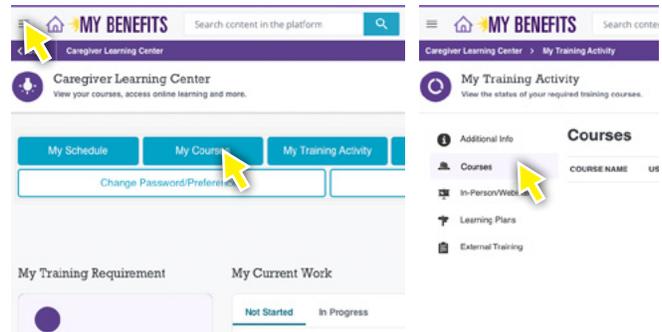


Unenroll from a Course

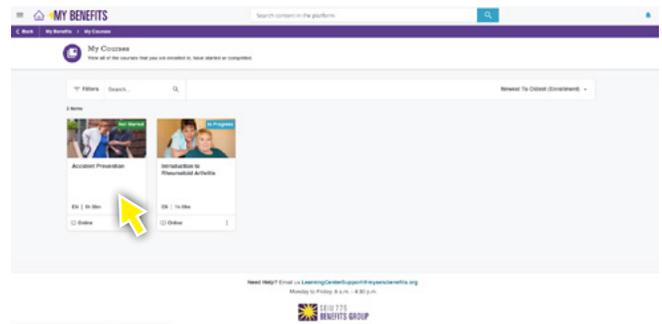
The **My Courses** page lets you view the courses you are currently enrolled in. From here, you can unenroll in a course.

1. Navigate to the My Courses page:

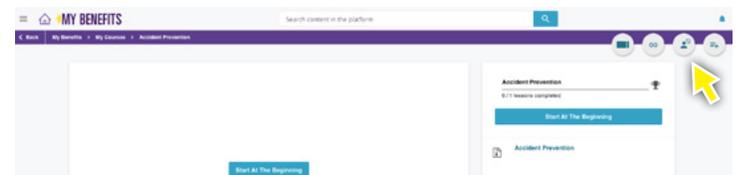
- From the Caregiver Learning Center homepage, click on the **My Courses** button at the top of the screen or scroll down to your **My Courses** list in the lower right section of the screen.
- **From the My Training Activity page**, click on the **Courses** tab on the left.



2. Press or click on the **Course** that you would like to unenroll from.

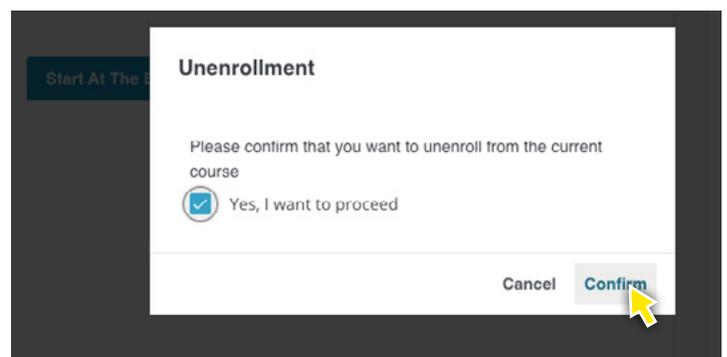


3. Press or click on the Unenroll icon to unenroll from the course. This is the third button in the top left corner.



4. A screen will come up to confirm that you would like to unenroll. Press or click on **Yes, I would to proceed** and then on **Confirm**.

After you confirm the unenrollment, you will be taken back to **My Courses**.

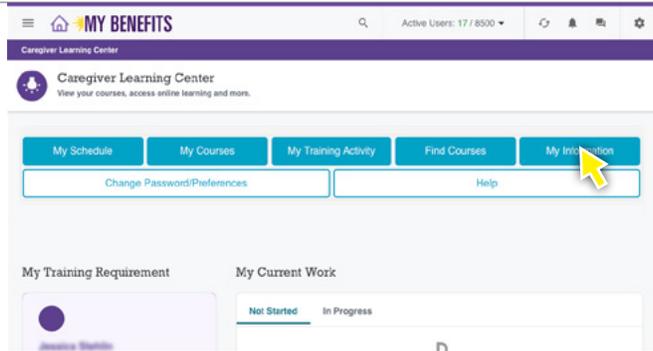


View Profile Information

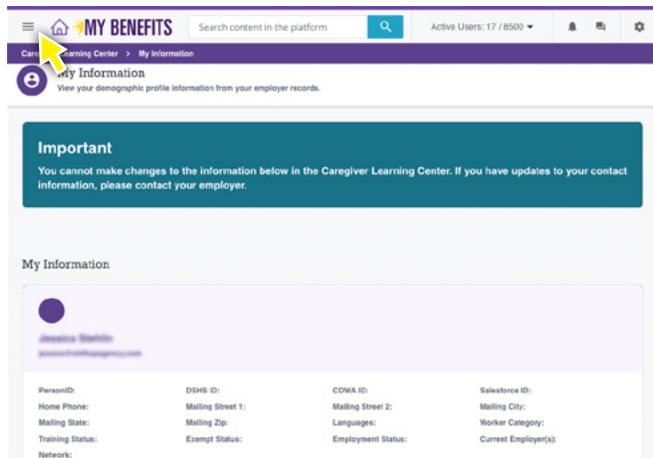
My Information

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

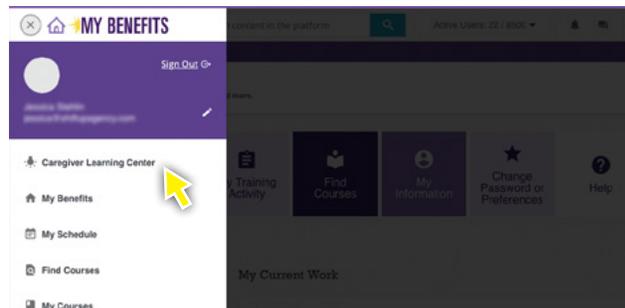
1. On the Caregiver Learning Center homepage, press or click on the **My Information** button at the top of the page to review your profile information



2. If you would like to return to the Caregiver Learning Center homepage, press or click 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.

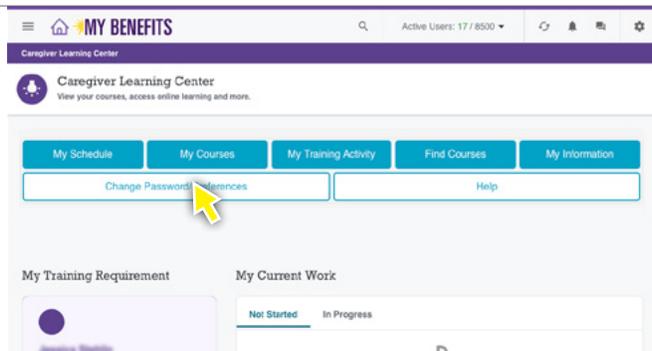


Important: You cannot make changes to your profile information through your online learning account. To update your contact information, please contact your employer. The information must be updated in your official employer records.

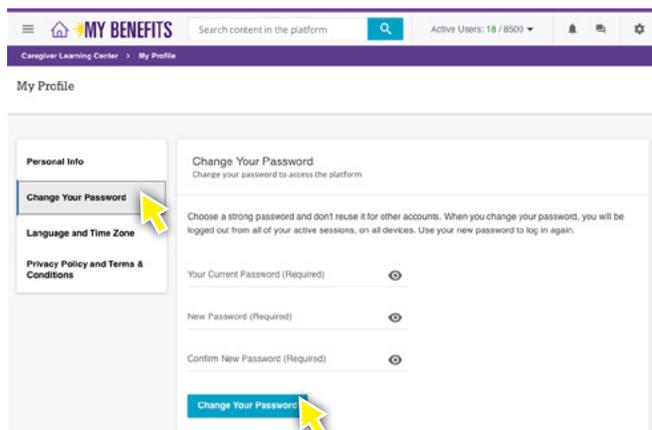
Once your employer sends your updated information to SEIU 775 Benefits Group, the profile information in the Caregiver Learning Center will be updated to match.

Change Password or Preferences

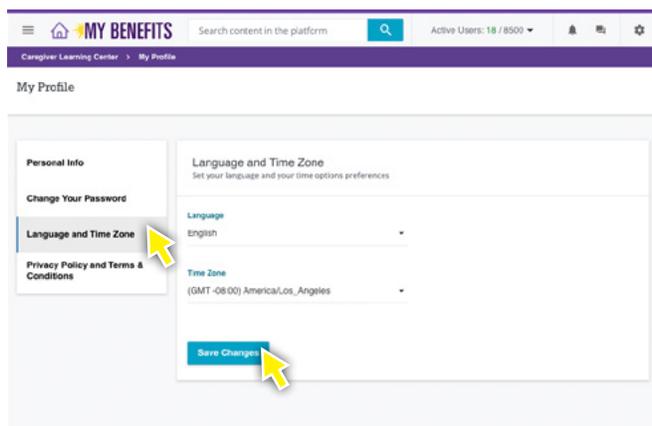
1. On the Caregiver Learning Center homepage, press or click on the **Change Password/Preferences** button at the top of the page.



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



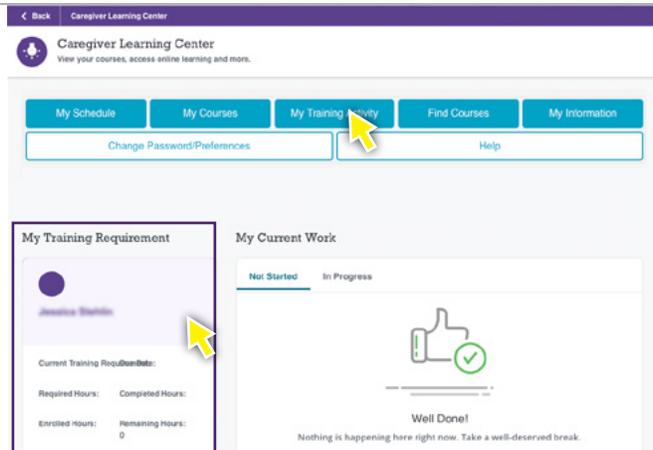
4. To change your Preferred Language or Time Zone, press or click the **Language and Time Zone** tab.
5. Use the dropdown list to select the preferred time zone or language and press or click the **Save Changes** button.



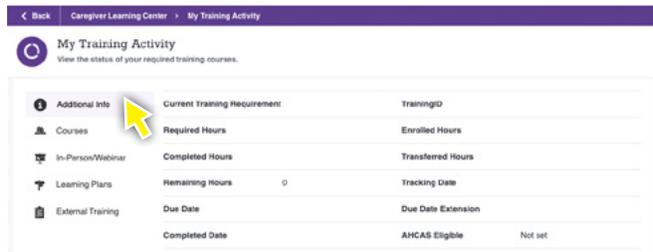
My Training Activity

My Training Activity lets you view your total hours of required training, hours you have completed, hours you are currently enrolled in and not completed, and the hours you need to enroll in to complete your training requirement.

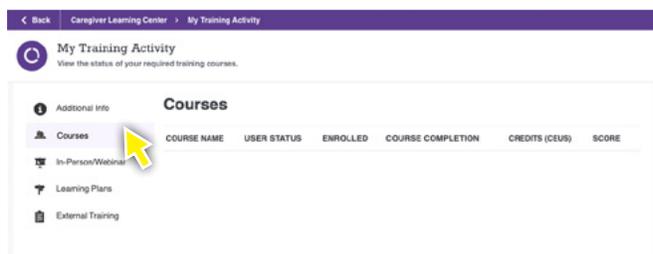
1. On the Caregiver Learning Center homepage you can view the **My Training Requirement** section on the left side of the page or click on the **My Training Activity** button at the top of the screen.



2. Press or click on the **Additional Info** tab to see your training requirement information.



3. Press or click on the **Courses** tab for a list of all of your courses and your current status.
 - You can press or click any course name in the list to open that course page.



My Training Requirement Terms

- **Training Requirement:** Your currently active required training.
- **Required Hours:** The number of hours of training required to complete your current training requirement.
- **Earned Hours:** The number of hours of training you have completed towards your current training requirement.
- **Enrolled Hours:** The number of hours of courses you are currently enrolled in (but have not completed) for your current training requirement.
- **Remaining Hours:** The number of hours you need to enroll into and complete for your current training requirement.

Help and Frequently Asked Questions

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

- Press or 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, press or 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.

