Learner Guide

Login Page

Single Sign On

Single Sign On is a fast and secure method of logging into Eureka from your County device.

Single Sign On is not enabled for the following agencies: Assessor, District Attorney, Public Defender, and OCERS. If your department does not participate in Single Sign On, please use your manual credentials to log into Eureka.

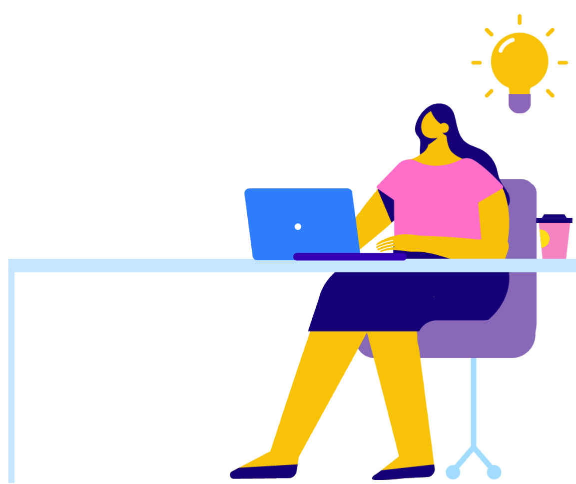
Manual Credentials

Manual credentials include a **username** and **password** and can be used on both a County and non-County device. Your username is your 6-digit employee ID. Your temporary password was sent to you via an email from Eureka or your department.

If you know your 6-digit employee ID but don't have your temporary password, click **Forgot Password?** on the Login page. For further assistance with manual credentials, reach out to your department Eureka administrator; you can find their contact information on the Eureka Help Page by clicking **Need Help?** on the Login page.

Tip: Keep your account secure with a password

Use your manual credentials for your first-time login. When you log in using your temporary password, you will be prompted to provide a new password. Every 90 days, you will be prompted to change your password. Use your manual credential password to protect your Eureka account.



Home Page

Your home page includes the following icons:

Learner Home is where you will go to search and register for courses.

Transcript is where you will find transcripts for the courses you have taken.

Performance is a feature that will be coming soon.

Help has the contact information for your Department Eureka Administrator. They are available to help you with any Eureka-related questions or needs.

Calendar allows you to view current and upcoming learning programs in a calendar setting.

Tip: Click the **Eureka logo** on the upper left corner to return to the **Home** page from any page.

Hamburger Menu

Your hamburger menu ( ) includes the following options:

1. Under the **Home** tab, you will see:

    a. **Welcome** – this takes you back to the **Home** page.

    b. **Scheduled Performance Tasks** – this displays all the tasks that you are required to complete like surveys and evaluations.

    c. **Universal Profile & My Team** – this shows your profile, which others in your department can view. It includes information like your title, location, and email address. It also displays your team in an organizational chart view.

    Tip: If you notice an error in the organizational chart view – for example, you have a new supervisor but it shows you reporting to your previous supervisor – ask your current supervisor to contact the HR team to have this processed.

2. Under the **Learning** tab, you will see:

    i. **Learner Home** – this is the same icon from the Home page.

    ii. **Playlist** – this will be covered in an upcoming video.

    iii. **View Your Transcript** – this is the same icon from the Home page.

    iv. **Events Calendar** – this is the same icon from the Home page.

    v. **Add External Training** – this is where you can add learning programs to your transcript that is not offered in Eureka.

3. **My Account** – this gives you access to your account information, including the ability to change your password.

4. **Help** – this link will take you to Online Help. Online Help is the vendor's system help page. You can find troubleshooting guides and details on system features.

5. **Log Out** – this allows you to exit Eureka.

Event Calendar

Your event calendar has several features. To access these features:

1. From the **Home** page, click the **Calendar** icon:
   

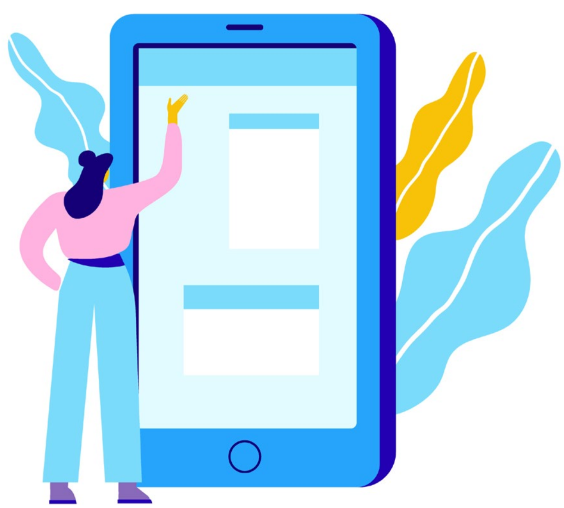
2. Under the **My Events** view, you can see your upcoming classes you have registered for and classes that have been assigned to you.

3. Under the **All Events** view, this will show you all the learning programs available countywide and at your department.

4. Hover over an event to see more information or click on the event to register.

5. From the upper left section of the calendar, click the arrows next to the month to toggle to an upcoming month or to view a previous month.

6. From the upper right section of the calendar, click **Day** to view learning programs for a specific day, click **Week** to view learning programs for a specific week, click **Month** to return to the full month view, or click **Agenda** to view your learning programs, organized by date and time.



Transcript

Your transcript has several features. To access these features:

1. From the **Hamburger** menu, under Learning, click **View Your Transcript** or from the Home page, click the Transcript icon:
   

2. Use the first dropdown on the upper left to filter your transcript by **Active**, **Completed**, or **Archived**.

3. Use the second dropdown on the upper left to sort your transcript **By Title**, **By Status**, **By Date Added**, **By Training Type**, or **By Due Date**.

4. Use the third dropdown on the upper left to filter your transcript to show **All Types**, **Curriculum**, **Material**, **Online Class**, **Session**, **Test**, or **Video** learning programs only.

5. Use the search bar on the upper left to search for learning programs by title or keyword.

Learner Home

Your Learner Home has several features. To access these features:

1. From the **Home** page, click **Learner Home** icon:

2. On the upper left side, you will see an overview of your learning programs:
   a. **Completions** shows the number of learning programs you have completed.
   b. **Hours** shows the number of learning program hours you have completed.
   c. **Badges** shows the number of badges you have earned.
   d. **Your Subjects** shows the subjects you are interested in (click **Edit** to update).
   e. **Your Playlists** shows personal playlists you can use to build for yourself with content you want to view and complete.

3. On the center left side, you will see an overview of your transcript:
   a. **Past Due** shows the number of learning programs with deadlines that are past due.
   b. **Due Soon** shows the number of learning programs with deadlines approaching.
   c. **Assigned/No Due Date** shows the number of learning programs assigned to you without a deadline.

4. On the bottom left, you will see details for the learning programs that are past due or due soon:
   a. Next to the title, you will see an option to **select**, **launch**, or **open** the learning program (exact link title depends on the type of learning program and your status in the learning program).

5. On the top center, you will see the **search bar**. Use this to search by title or keyword.

   Tip: To browse all available learning programs, simply press 'Enter' on your keyboard.

6. Below the search bar, you will see **Featured** courses. This shows courses that are being highlighted countywide or by your department.

7. Below Featured, you will see **Continued Learning**. This contains courses you have started or registered for and have not yet completed.

8. Below Continued Learning, you will see **Top Picks** for you. Here you will see courses that are top picks for you based on your learning program completion history.

Learner Home (continued)

9. Below Top Picks, you will see **Trending for your Position**. This shows you recommended courses based on your position.

10. Below Trending for your Position, you will see **Inspired by Your Subjects**. This offers recommendations based on the subjects you selected.

11. Below Inspired by Your Subjects, you will see **Most Popular**. This shows courses that are popular among staff in your department.

External Training

External Training is professional development taken through third-party institutions or organizations. External Training requires manager approval. Before registering for an External Training, verify with your leader that the training meets all department requirements and standards. At the conclusion of the training, you can add the External Trainings to your transcript in Eureka.

To add an External Training follow these steps:

1. From the icon, expand the **Learning** tab
2. Select **Add External Training**
3. Fill in the following criteria:
    a. **Title***: Enter the name of the training.
    b. **Training Description**: Provide a description of the training and include the learning objectives if possible. This information can be gathered from the institution/organization that provided the training.
    c. **Institution**: Enter the name of the organization/institution who hosted the course/training.
    d. **Training Dates**: Enter the dates of the training including the start and end date.
    e. **Credits**: Enter the number of credit(s) earned if applicable.
    f. **Training Hours**: Enter the total number of hours completed.
    g. **Attachment(s)***: Upload the required documentation (e.g. certificate of completion). If you have questions about documentation, speak with your manager.
4. Select **Submit**
5. From your transcript, select **Mark Complete**
6. Your transcript will be updated to 'Pending Completion Approval.' Your manager will receive a notification indicating your request to add the External Training to your transcript. Once your manager approves this request the External Training will appear in the completed section of your transcript.

Help

If you have any Eureka-related questions, click the **Help** icon on the Welcome page. This will direct you to the contact information for your Eureka Department Administrator and other resources.