

# LEARN FAQs

LEARN is Reliant's online training and equipping platform. It will be used for hosting new staff training videos and required education courses along with being able to collect required information.

Please read the instructions below on how to access and use LEARN as they are different depending on whether or not you have been assigned a Reliant email. Please contact [learn@reliant.org](mailto:learn@reliant.org) if you need assistance.



Emails sent from LEARN have a tendency to be filtered into your email spam folder. Be sure to check your spam folders if you are expecting an email from LEARN.

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## Link to access LEARN platform

The link to access the LEARN platform is different based on whether or not you have been assigned a Reliant email. If you have a Reliant email account, you will go to [learn.reliant.org](https://learn.reliant.org) to log in.

If you have not been assigned a Reliant email, then you will be sent an email with instructions and a direct url link that you will need to use. This direct link for accessing the LEARN platform will be unique to you, as it is based on your role (training attendee, volunteer, etc.).

## Log In

If you have been assigned a Reliant email then you will use your Reliant email and your Reliant email (gmail) password to log into LEARN. The LEARN log-in is connected to your Reliant gmail account, so please make sure that you have logged out of all other gmail accounts that are not Reliant's before you try to log in.

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## Troubleshooting LEARN log in error issues

*If you have received an error when trying to log into LEARN please read the following suggestions:*

- LEARN will automatically try to log in using whatever gmail account is open on your internet browser. If you tried opening LEARN and you are already logged into to a gmail account in that browser that is not your Reliant email, then you will receive an error. You will need to log out of all other personal gmail accounts and log into your Reliant gmail account in order to log into LEARN.
- If you have changed your Reliant email recently, please reach out to [learn@reliant.org](mailto:learn@reliant.org) to let them know you received an error. More than likely the error is because your email was not updated correctly in LEARN.

If you have not been assigned a Reliant email, Reliant will be sending you an email with instructions on how to log in using a personal email (it should be one that is on file with Reliant) and it will ask you to create your own password.

## Forgot username

If you have been assigned a Reliant email, then your username is your Reliant email.

If you have not been assigned a Reliant email, then you are creating your own username and we recommend that you use your personal email. If you are having trouble accessing your already created username, please email [learn@reliant.org](mailto:learn@reliant.org) and we can help you reset it.

## PIN number

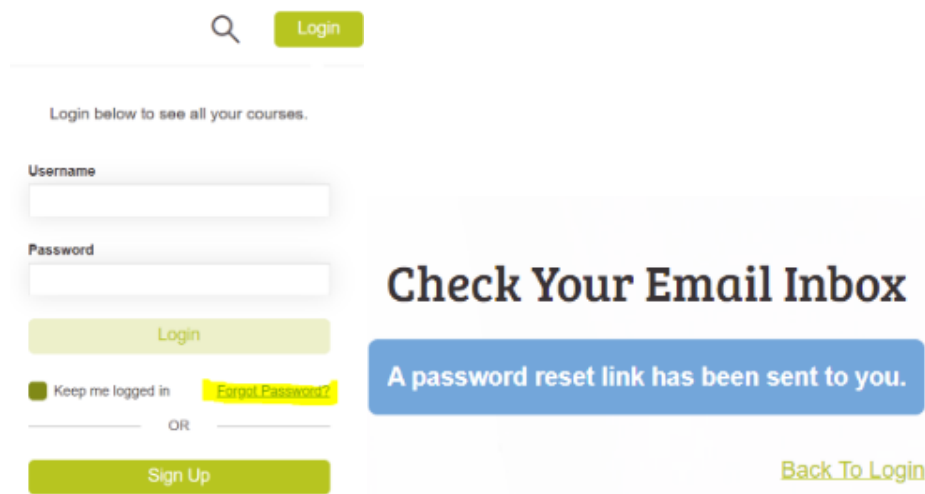
Everyone will be asked to create a PIN number the first time that you log into LEARN. Please take a second and write that PIN number down to help you remember as it will not be kept anywhere on LEARN for you to find again. The PIN is used to help identify that the person logged in is you if you are asked to give an e-signature.

If you forget your PIN, Reliant will have to reset your PIN number and you will then need to create a new PIN. Please email [learn@reliant.org](mailto:learn@reliant.org) if you have forgotten your PIN number to request a reset.

## Reset password

If you are logged in with your Reliant email, you can not reset your password through LEARN as your password is not stored there. For those with a Reliant email, the password used by LEARN is your Reliant gmail account password. Therefore, if a password reset is needed, you will have to go to your Reliant gmail account to update it.

If you are using a personal email, you will have created your own unique password the first time that you logged into LEARN. If you then forget that unique password, when you go to the LOGIN button in LEARN and choose the "Forgot Password" option. LEARN will then email you a password reset link. (If you do not receive the email right away, be sure to check your spam folder.)



The screenshot shows the LEARN login interface. At the top, there is a search icon and a green 'Login' button. Below this, a message reads 'Login below to see all your courses.' The login form includes fields for 'Username' and 'Password', a green 'Login' button, a 'Keep me logged in' checkbox, and a yellow 'Forgot Password?' button. Below the form is a green 'Sign Up' button. To the right of the form, a large blue box displays the message 'Check Your Email Inbox' and 'A password reset link has been sent to you.' At the bottom right, there is a green link that says 'Back To Login'.

## Courses

LEARN uses courses to provide Reliant employees and volunteers with ways to gather information, watch training videos, etc. After you log-in, you should be automatically enrolled in the correct course(s) assigned by Reliant for your role.

### *Why am I assigned to this course?*

Periodically, Reliant will assign courses for various HR or training needs. However, if you believe a course has been incorrectly assigned to you, please reach out to your [program team liaison](#) for clarification.

You should see your assigned courses in two places on the LEARN homepage dashboard. You will see the courses assigned to you on your LEARN homepage dashboard either by clicking on the blue MY COURSES button or by scrolling down to the bottom of the dashboard and seeing a list of MY COURSES.

Click the blue MY COURSES button to view a list of the courses you have been assigned.



You will see a list of course tiles to select.

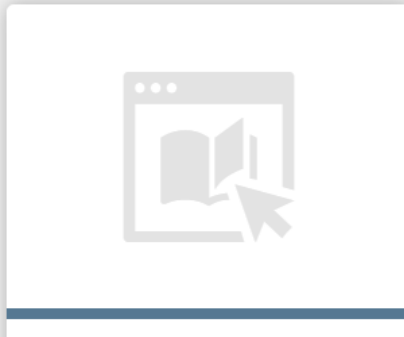
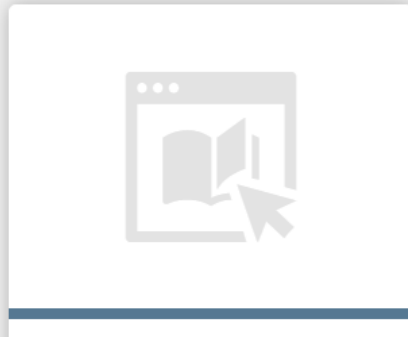


Or you could also see a folder that shows you the number of courses inside the folder to select and view the courses tiles.



Scroll down on your dashboard homepage to also view the course tiles under the MY COURSES section at the bottom of your LEARN homepage.

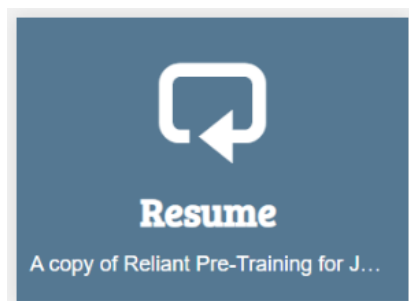
## My Courses



Scroll down to the list of My Courses at the bottom of the homepage to **START** or **RESUME** a course that you have already begun.



There is also a blue resume button at the top of the dashboard that will resume the last course you were active in.



Each course will be made up of lessons in the course content that will direct you on your next steps to take in order to complete the course. Please complete each lesson in order from the first lesson (top) to the last lesson (bottom). Once all lessons are complete, then you will have completed your assigned course.

### Course Content

▲ Code of Conduct

2 Lesson

✓ Code of Conduct

Complete

Status: Completed

After opening the PDF, please click the "X" in the upper-right hand corner to close the document and move to the Attestation section.

✓ Attestation

Complete

Status: Completed

Once you finish the Attestation section and see that the course is at 100% you may exit the course.

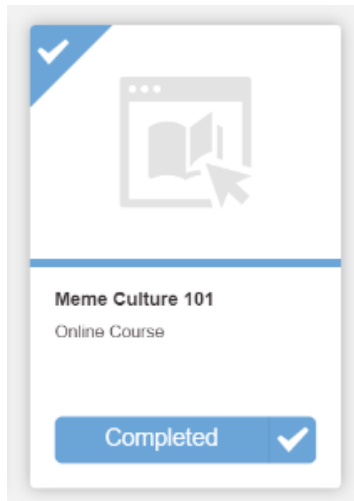


**What if I accidentally made the lesson move to "completed" before I was finished completing the lesson?**

This can happen very easily. If, for example, the lesson was simply something we were asking you to view and read, the lesson will automatically be marked as complete as soon as you open it. However, with most lessons (with the exception of a quiz or form that you fill out), you can go back to a lesson inside of your course and click on the COMPLETE button to re-open the lesson to view it again.

If you are watching a video, it will allow you to resume at the place where you originally stopped watching the video.

Once you have completed the course, you will see it show as completed in your My Courses list.

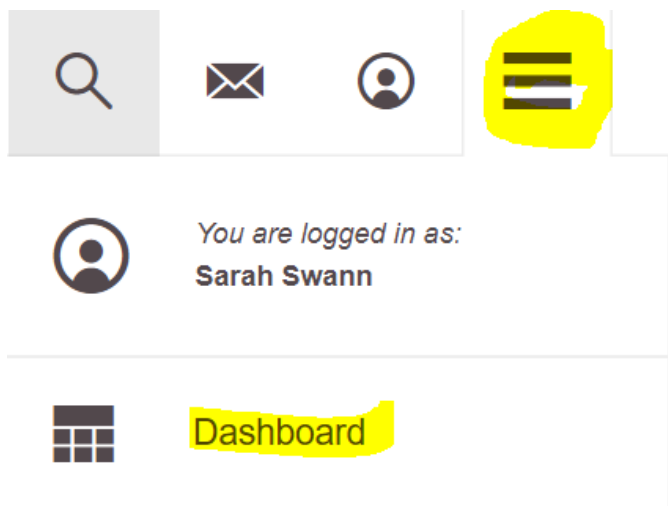


**Why am I now enrolled in a new course after I completed my assigned course?**

Some courses will direct you to answer questions during the course. Based on the answers to those questions, it may have automatically enrolled you in a new course. Before logging out of LEARN, please check your MY COURSES list to see if any other courses have been assigned to you. You should also receive an enrollment email from LEARN if a new course was added to your list.

## Dashboard

If you need to get back to the LEARN dashboard homepage go to the three line icon at the top of the right side of the page that you are on inside LEARN and then select DASHBOARD

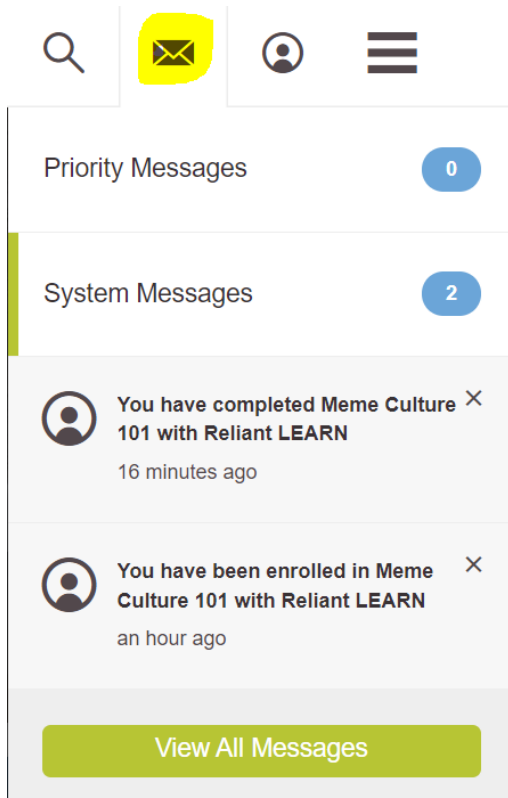


#### Why does my dashboard look different from others?

Our online platform system is set to automatically enroll you into separate departments based on your program team or role type (training attendee, volunteer). Therefore your dashboard view may be different than another Reliant employee or volunteer's dashboard view based on the department for which you were enrolled.

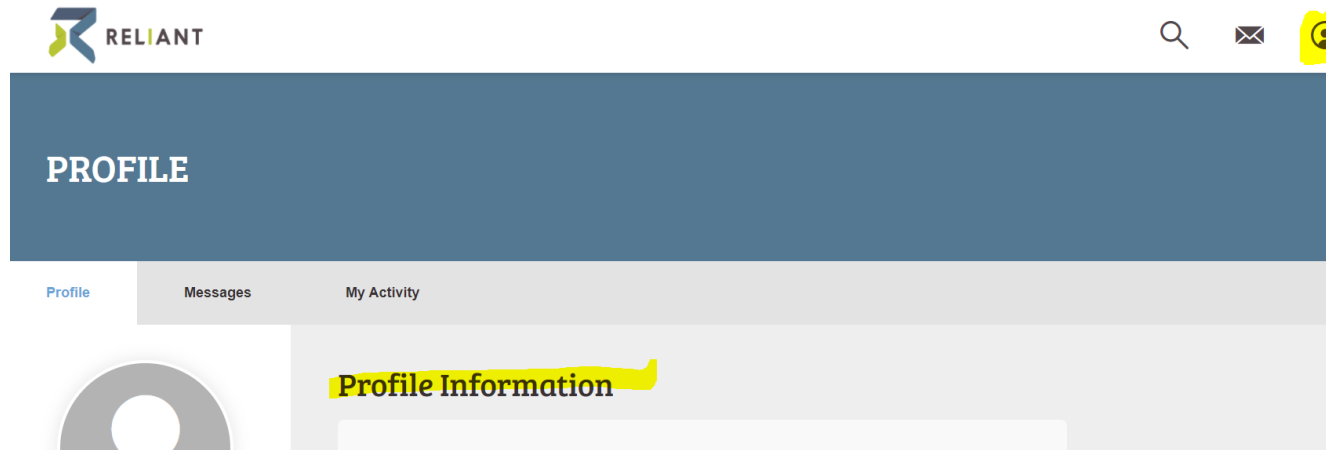
## Messages

You may see messages in your online platform user inbox (the mail icon at the top right of the dashboard) based on enrollment and completion of your courses. You do not need to respond to these messages as they are only system notification messages and Reliant will never send you any official emails through this inbox. But, feel free to open them and "read" the message if you prefer to not look at the number adding up of unread messages. All relevant communication from Reliant will always come to your normal Reliant email inbox. If you are expecting an email from LEARN and have not received it, please check your Reliant email spam folder.



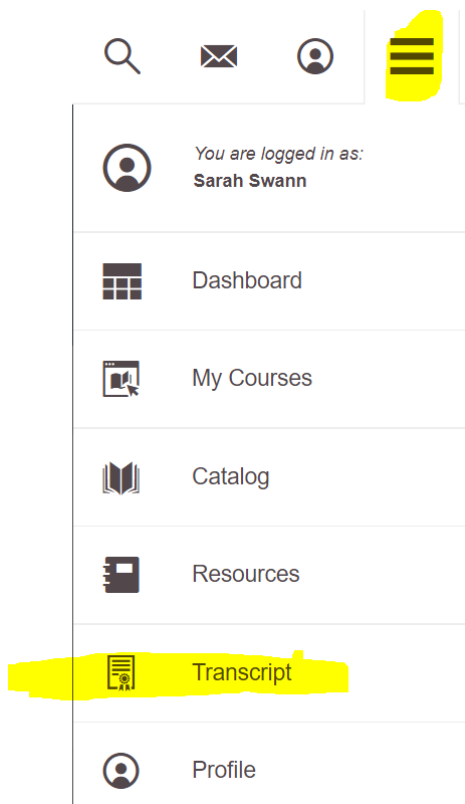
## Profile

There is a profile information page inside of LEARN. You can find it by selecting the person icon at the top right of the page. If you are employed with Reliant, this profile information will be attached to other Reliant systems outside of LEARN. Therefore, you will not have the ability to edit any of your profile information inside of LEARN. Please follow the normal Reliant processes for submitting changes to any information that you may find connected to your LEARN profile. (See [Contact Info Change Form - US](#), [Contact Info Change Form - International](#))



## Transcript

You can also view a transcript to see what courses you have taken and the status of each course (not started, in progress, complete). Go to the three line icon at the top of the right side of the page that you are on inside LEARN and then select TRANSCRIPT



## Certificates

Some courses may result in receiving a certificate upon completion. This is just a fun way to say "way to go!" for completing a course inside of LEARN. Not every course gives a certificate, but if you do receive one, you will find it on the transcript page where you can download it for viewing.

Certificates				Certificate is expired
Course Title ▲	Valid From ▶	Expires ▶	View	
Meme Culture 101	December 16, 2021 4:29 PM			



## Questions?

- For general questions about LEARN, please email [learn@reliant.org](mailto:learn@reliant.org)



- For questions specific to new staff training, please email [training@reliant.org](mailto:training@reliant.org)
- For questions specific to yearly required education or required submissions for all Reliant employees, please email [hr@reliant.org](mailto:hr@reliant.org)
- For questions specific to your role, please contact your program team liaison or email your specific program team (see [Central Staff Contact Page](#) for contact information)

There is also a general FAQ section on your LEARN homepage dashboard. It is the blue button with FAQs.

