

All KP Learn end users:

1. Will KP Learn be available for training access while the system is being upgraded?

NO - There is **no access** to KP Learn while the system is being upgraded. Anyone trying to access KP Learn starting August 11, 9:00 p.m. PST – August 28, 6:00 a.m. PST will receive a red warning page informing them that KP Learn is not available due to the planned system upgrade work. The newly upgraded KP Learn is targeted to go live on Monday, August 28, 2017 at 6:00 a.m. PST.

2. What will happen to web-based training (WBT) courses which I haven't completed yet with the upgrade?

Your web-based training (WBT) enrollments and completed courses will remain intact in the new system. However, in-progress web-based training courses will not transition in the upgrade. **Please complete in-progress WBT courses prior to August 11**; otherwise all progress made in those courses will be lost.

3. Will I lose any training completions that are currently on my KP Learn Transcript in the upgrade?

No. All of your prior training completions located in the "Transcript" tab will remain exactly the same. In the new system, "Transcript" will be called "**Completed Learning**." Click on the "ME" tab and then on "Completed Learning" in the left navigation panel to access your completed training archive.

4. Will my current KP Learn password work in upgraded KP Learn?

Yes. KP Learn is a Web Single Sign-On (WSSO) application which means that your single-sign credentials are consistent for all KP applications you access. Your National User ID (NUID) and password have not changed.

5. What are some of the benefits of the KP Learn upgrade?

Upgrade Benefits:

- Enhanced user experience, with all content on one page
- **Improved 'My Team' function** for managers to quickly view all staff training activity at-a-glance
- Mobile, integrated virtual classes and testing
- **Digital workforce experience**, which minimizes costs and provides greater responsiveness to learning needs

Employee Benefits

- **Improved usability and learner experience** with a completely new look, improved Google-like search, and a learner-centric experience
- **"Access on the Go"** allows employees to complete some learning activities on mobile devices, whenever and wherever it's convenient for them

Manager Benefits

- The benefits extend to people managers who have access to 'My Team' to enroll staff in training, view team transcripts and run manager reports from their desktops.
- With the **KP Learn mobile app**, managers can view their team's learning progress and pending approval requests for training.

6. Will end users need to be trained on how to use the upgraded KP Learn system?

No. Training is not required. At go live, after you log in to KP Learn, there will be new overview videos on the KP Learn home page to show you how to navigate and use key features.

KP Learn step-by-step job aids and support materials for the upgrade will be updated and available on the [KP Learn](#) splash page in the “Get Help” section for learners and managers **on August 28, 2017**.

7. Why does it take so long to upgrade KP Learn?

We are moving KP Learn into a cloud environment. The benefit of moving our existing KP Learn application into the cloud allows us to utilize new “out of the box” features and functionality that we do not have access to today. Successfully migrating KP Learn to the cloud requires two weeks of system configuration and testing before it is available to our employees. We are excited to bring this new and compelling environment to KP and are committed to working with you and providing resources to assist throughout the transition.

8. What shows in the KP Learn calendar view?

The KP Learn calendar view will show any upcoming scheduled events such as a virtual or instructor-led class.

9. Where can I download the KP Learn Mobile app?

The KP Learn Mobile App will be available on the [KP App Store](#) at go live, targeted for August 28 at 6:00 a.m. PST.

KP managers:

1. I am a manager but I don't see “My Team” showing in KP Learn?

Managers with direct reports in KP Learn have the “MY TEAM” tab display automatically. A manager must have direct reports assigned to them within “My HR/My Org” to see their team members within KP Learn. If the “MY TEAM” tab is not showing at the top, then KP Learn does not have direct reports assigned to you as their manager in the system. If you are a manager that has no direct reports, the “MY TEAM” tab will not show for you. Please work with your manager to make sure the “My Org” hierarchy information is up to date and correct any issues in “My HR.”

If you are a contractor that happens to also be a KP manager, unfortunately, you will not see your team members within KP Learn. KP Learn only has manager data for KP employees on an HR payroll system.

Please Note: KP Learn does not have physician manager data in the system at this time.

Contingent workers:

1. Can contingent workers (contractors, traveling nurses, etc.) have access to KP Learn to complete training?

Yes. Once a KP manager has requested a **National User ID (NUID)** in the KP Identity Management System (KPIM), contingent workers will be loaded into the KP learn system as “active external learner’s” by the next business day. Once you have your NUID you will need to **activate** your Web-Single-Sign-On (WSSO) account. Click “activate your account” on the WSSO sign-on page and follow the instructions.