

All KP Learn end users:

1. Did I lose any training completions that were in KP Learn prior to the upgrade?

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

2. Does my current KP Learn password work in the 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.

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

Upgrade Benefits:

- Enhanced user experience, with all content on one page, the “**Me**” 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.

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

No. Training is not required. After you log in to KP Learn, there are new overview videos on the KP Learn home page to show you how to navigate and use key features. Check out the “What’s New in KP Learn” video.

KP Learn step-by-step job aids and support materials for the upgrade are available on the [KP Learn](#) splash page in the “**Get help**” section for learners and managers. These are also available from within KP Learn in the Support link in the footer at the bottom of each page.

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

The KP Learn Mobile App (aka Saba Cloud App) will be available on the [KP App Store](#), the Apple App Store or Google Play Store. The first time you log in, enter the Site Name “**kplearn**”, and tap ENTER. Then log in with your Web Single Sign-On (WSSO) credentials and the KP Learn mobile app is ready to use. Next time you use it, all you need is your NUID and password to log in.

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 who also happens to 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.