

KP Learn 3.0 Upgrade: Key Dates-to-Know

DATES	DESCRIPTION
April 4 – 12:01 AM PT	KP Learn 2.0 Production BLACKOUT Begins
April 4 – 13, 2014	Complete KP Learn BLACKOUT (Site is down – No Access)
April 14, 2014 – 6 AM PT	KP Learn 3.0 Target Go-Live!

For KP Learn End Users

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 during the blackout period will receive a red warning page informing them that KP Learn is not available as we conduct planned system upgrade work. The message includes the blackout and go-live dates shown above. The newly upgraded KP Learn 3.0 will go-live on Monday, April 14, 2014 at 6:00 AM PT.

What will happen to Web-based training (WBT) courses which I have yet to complete during the upgrade?

Nothing will happen. Any course(s) that you have not completed before April 4, 2014 (the start of the KP Learn blackout) will remain on your enrollments page. Training courses will retain your placeholders or bookmarks, so when you access KP Learn 3.0 on April 14, 2014 and go to your enrollments page to launch, you will be able to resume where you left off.

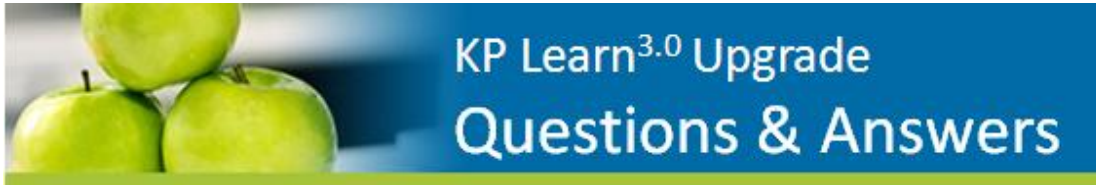
While it is always a good idea to complete required training quickly to ensure you get timely completion credit, there is no need to rush to finish up WBT courses prior to April 4, 2014. Your course progress-to-date or bookmarks within a WBT course will be intact when you log in to KP Learn on April 14, 2014.

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

No. Your KP Learn Transcript will remain exactly the same. The KP Learn database is being upgraded but the data within it will not be changed. All your prior training completions will be there on April 14, 2014 when KP Learn 3.0 goes live.

Why are we upgrading KP Learn, our Learning Management System?

This upgrade is part of Human Resources' effort to continually improve our Learning Management System (LMS), KP Learn. The need to keep KP Learn current and stable means a complete upgrade every two or three years. It allows us to continue to support the ever increasing demand for learning across KP. Once completed, the upgrade will enable considerable improvements in three areas that are important to our users—enabling Web Single Sign-On (WSSO), enhanced ease-of-use, as well as providing brand new functionality.



What Does an Upgrade to KP Learn Mean?

As part our transition to a newer version of KP Learn, both the Learning Management System (LMS) software and the hardware servers will be upgraded. The most immediate and significant benefits will be:

- One login and password through Web Single Sign-On (WSSO). Moving KP Learn to WSSO enables a user to use the same login and password for many KP applications. KP Learn Users will no longer have a KP Learn specific password. Through WSSO, a single sign on will gain the user entry to KP Learn, My HR, KP HealthConnect, etc. No more calling the Help Desk for passwords reset for KP Learn!
- Upgraded software which brings significant feature and function improvements for learners, managers and KP Learn Administrators
- Continued KP Learn system stability, reliability and high-capacity.

Why is KP Learn moving to Web Single Sign-On (WSSO)?

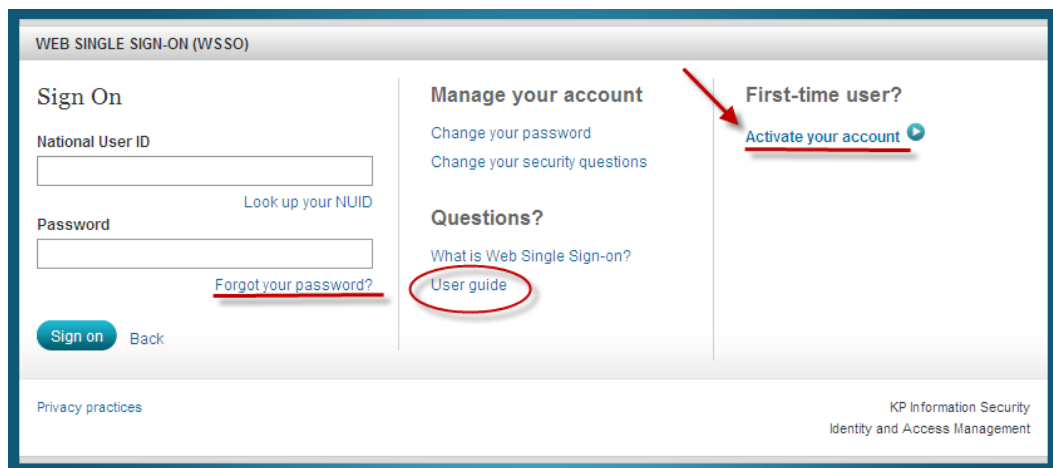
KP Learn is moving to Web Single Sign-On as part of the upgrade to make it easier for our users. Users will no longer have a KP Learn specific login and password. Through WSSO, a single sign-on will gain the user entry to KP Learn and many other applications across KP, including My HR. One of the requirements for WSSO is that all KP Learn users have valid NUIDs.

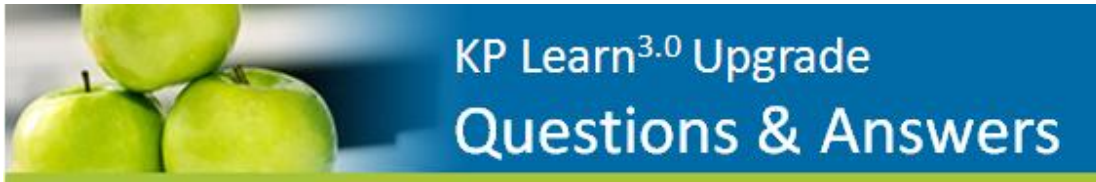
Will my current KP Learn Password work in KP Learn 3.0?

No. KP Learn is moving to Web Single Sign-On (WSSO) with this upgrade which means users need to log in with their WSSO account password. Your old KP Learn password will no longer work unless it is the same as your WSSO password.

If you are new to WSSO, you need to first activate your WSSO account from the WSSO sign-on page. Click [Activate your account](#) and follow the instructions. You will be asked to answer six security questions and answer pairs that will let you use the [Forgot your password?](#) feature. There is also a [User Guide](#) in the Questions? section on the sign-in page if you would like to review the entire WSSO activation process before you complete it.

You will be directed to the WSSO sign-on page when you try to log into KP Learn. Contingent workers (contractors, students, etc.) can activate a WSSO account as long as they have an active and valid NUID. See sample WSSO login below.





What are some of the benefits of the KP Learn 3.0 upgrade for employees?

- One centralized login and password eliminates user frustration when an application-specific password is forgotten.
- There is a refreshed look and user-friendly navigation with an All Learning tab to access the most frequently used functions.
- Instructional text is located on the top of every page which describes what you can do on that page and how to complete the different types of actions.
- Searching the Learning Catalog is easier, allowing users to apply multiple filters to quickly narrow in on specific training.
- The Print Certificate link from a Transcript item's Actions bubble provides an easy two-click path to printing proof of your KP Learn training completion.

Will end users need to be trained on how to use the new KP Learn 3.0 system?

No training is needed to use KP Learn after the upgrade as much of the navigation is the same or very similar to the current KP Learn but there is one change we would like to highlight. The location to Sign Out of KP Learn has moved. The Sign Out link is now located under your name in the top right corner. Click on your name or the down arrow to the right of it and then click Sign Out.

We also have a quick tour of what's new in KP Learn 3.0. Once you are logged into KP Learn, there is a new **KP Learn 3.0 Learner Quick Start Tour: How to Navigate and Use Key Features course** in the KP Learn Quick Tour and Job Aids box right on the Home Page. This is a 15 minute quick overview of the most commonly used KP Learn features.

In addition, there are also detailed, step-by-step learner job aids in the same box on the Home page for quick reference. The most frequently used job aids are listed and the **Show Me All** link will display a web page listing all the learner job aids.

KP Learn 3.0 job aids will be updated and available not only from within KP Learn but also on the Enterprise Learning Service website on April 14, 2014. They can be found at: <http://kpnet.kp.org/learn/use/intlrn/index.htm>

When will the new KP Learn 3.0 be live and accessible across the Program?


The new version of KP Learn 3.0 is scheduled to go-live on **April 14, 2014 at 6 AM PT.**

For Kaiser Permanente Managers

What are some of the benefits of the KP Learn 3.0 upgrade for managers?

If you are a manager in My HR and My Org, you have access to special manager features that make it easy to quickly view details about your direct reports training activity, including current enrollments, transcripts and curricula. Managers are able to print a certificate from an employee's Transcript or print an entire department Transcript Report using just their own NUID.

New in KP Learn 3.0, managers can now enroll one individual or their entire team into one or many offerings, all in the same registration order. The registration process has significantly improved in KP Learn 3.0.



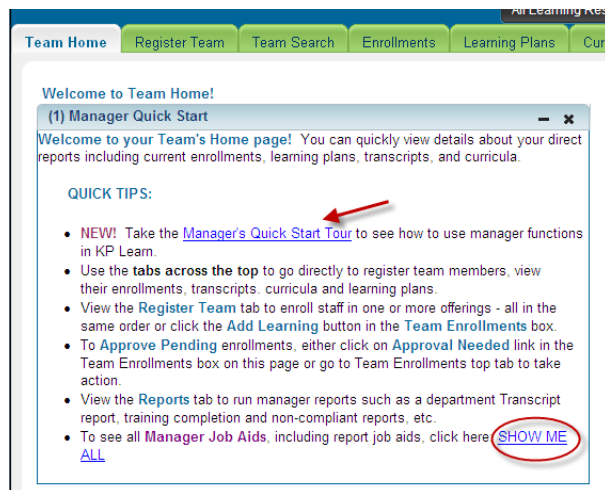
KP Learn^{3.0} Upgrade Questions & Answers

Will managers need to take a training course to understand what has changed for them because of the upgrade?

There is no requirement for managers to complete training but we do recommend that managers take the short [KP Learn 3.0 Manager Quick Start Tour](#) available on the KP Learn Home and Team Home pages. It is only 20 minutes and quickly walks through the primary manager functions in KP Learn.

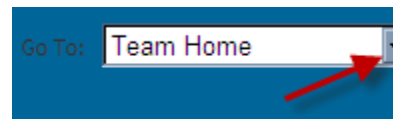
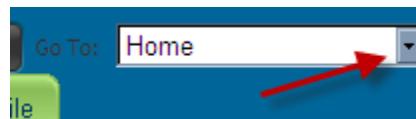
The KP Learn 3.0 **Team Home** functions very similarly to KP Learn today. Managers can use the tabs across the top to go directly to their employees' Transcripts, Enrollments, Learning Plans and Curriculum. There is often no need to run reports but reports are available to managers.

Manager job aids are also available within KP Learn in the Manager Quick Start box on the Team Home page. They provide detailed, step-by-step instructions on all the manager tasks, including how to approve a training request, or run manager reports. Click [SHOW ME ALL](#) for a list of all the manager job aids available.

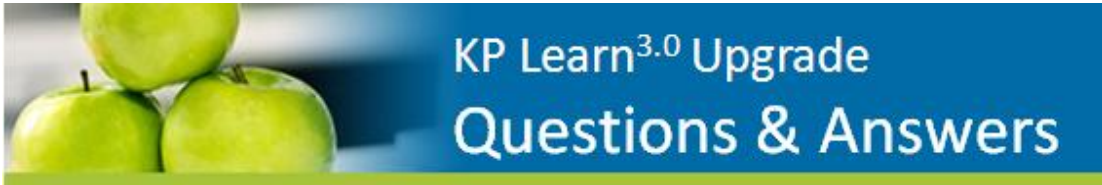


I am a manager but I don't see Team Home showing in KP Learn?

To see the manager functions in KP Learn, you must select **Team Home** from the **Go To:** pull down menu on the top right. Managers must be assigned to their direct reports within My Org in order to see their team members within KP Learn. *Note: KP Learn does not have any Physician manager data at this time.*



If you still don't see Team Home in your Go to: pull-down menu but you do have people that report directly to you, the issue must be corrected within My Org. KP Learn cannot make the change for you. We recommend that you work with your manager to make sure the My Org hierarchy information is accurate. KP Learn is automatically fed My HR and My Org updates.



Can managers run training completion reports for their department from the Team Home functions?

Yes, once a manager has selected **Team Home** from the **Go To**: top right pull down menu, they can click on the **Reports** tab to run a completion report on a specific course or run an entire department transcript report from KP Learn. Reports can be printed and exported via multiple formats.

Manager report guides are available from within KP Learn in the Manager Quick Start box on the Team Home page. Click **SHOW ME ALL** for a list of all the manager job aids, including manager report guides. Report guides provide step-by-step instructions on how to run, print or export a report and also provide report parameter definitions and where to find them in KP Learn. Help is right there in KP Learn to assist you.

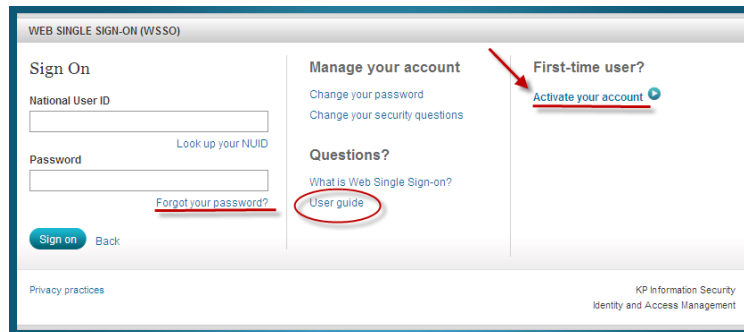
For Contingent Workers

How do you define the term contingent worker?

A contingent worker is anyone who is not a Kaiser Permanente employee but is assigned a National User ID (NUID) and requires access to Kaiser Permanente facilities or computer systems while at Kaiser Permanente. This includes temporary employees, contractors, external consultants, students and volunteers.

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

Yes. Once your KP manager has created a **National User ID (NUID)** for you in the **KP Identity Management System (KPIM)**, you will have an active KP Learn external account the next business day. A KP manager must request a NUID from KPIM for all non-KP personnel. Once your KP manager has provided you with your NUID, you will need to activate your WSSO account. Click **Activate your account** on the WSSO sign-on page and follow the instructions. You will be asked to answer six security questions and answers that will let you use the **Forgot your password?** feature. Use your selected WSSO password to sign-on to KP Learn. There is also a **User Guide** if you would like to review the entire WSSO activation process before you complete it. See below.



How do I obtain a National User ID (NUID)?

A KP manager must request a NUID from the **KP Identity Management System (KPIM)** for any contingent worker. They will need either a social security number, or an employee number from your agency, or a student ID and your date of birth. You cannot request a NUID for yourself. Do not call the National Help Desk to get a NUID—they cannot generate one for you.

What is a KP Learn external account?

External learning accounts in KP Learn belong to persons not on a KP Human Resources payroll system. We consider students, external consultants, volunteers, and any temporary worker an external person. Once your KP manager has created a National User ID (NUID) for you in KPIM, you will have an active KP Learn external account the next business day. Be sure to activate your WSSO account. Click **Activate your account** on the WSSO sign-on page and follow the instructions. Use your selected WSSO password to sign-on to KP Learn.