All KP Learn users:

1. **I am a new employee. Do I need to be trained on how to use the KP Learn system?**
   No. Training is not required. After you log in to KP Learn, there are introduction videos on the KP Learn home page to show you how to navigate and use key features. Check out the "Introduction to KP Learn" video.

   KP Learn step-by-step job aids and support materials 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.

2. **I don't see my Transcript. Where can I find a listing of all the courses I have completed?**
   In KP Learn, the "Transcript" is now called "**Completed Learning**." Click on the "ME" tab and then on "Completed Learning" in the left navigation panel to access your completed training archive.

3. **I don't see a LAUNCH button for my course or class in KP Learn. Why can't I view an item I have in my Transcript?**
   Due to an industry-wide technology change (Flash end-of-life), starting June 1, 2019, your course may no longer be accessible in KP Learn. As part of this effort, courses containing Flash files are being retired between now and June 1, 2019.

   If a course has been retired, its name will still be displayed under the Completed Learning view, but you won't be able to view the course. If a course or class has been retired, it will no longer be displayed at all in Enrollments.

   If you don't see a "LAUNCH" button from the Course Details view, the course/class has most likely been retired and is no longer available.

4. **What are some of the benefits of KP Learn in the Cloud?**
   - Clean look, Google-like search, and a **learner-centric experience** with all content on the "**Me**" page
   - **"Access on the Go"** allows employees to complete some learning activities on mobile devices, whenever and wherever it's convenient for them

   Manager Benefits
   - **My Team' function** for managers to quickly view all staff training activity at-a-glance, enroll staff in training, view team transcripts and run manager reports

5. **Where can I download the KP Learn Mobile app?**
   The KP Learn Mobile App (aka Saba Cloud App) is 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?**
   If the "MY TEAM" tab is not showing at the top, then KP Learn is not getting direct reports assigned to you from "My HR" and "My Org".   Please work with your manager to update your "My Org" hierarchy information.

If you are a contractor that is a KP manager, you will not be see your team within KP Learn. KP Learn only has manager data for KP employees on an HR payroll system. *Note: No physician manager data is in KP Learn.*

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" by the next business day. Once you have your NUID and **activate** your Web-Single-Sign-On (WSSO) account. Click "activate your account" on the WSSO sign-on page and follow the instructions.