

SHRM eLearning Navigation Guide

Please click on the title to jump to the section.

- My Dashboard**.....2
 - Hamburger Icon.....2
 - Admin icon2
 - Search Icon2
 - Localization Tool.....2
 - Announcements2
 - Support.....2
 - My Courses.....3
 - Featured Topic3
 - Library Courses.....3
 - More SHRM eLearning3
- How Do I**.....4
 - Enroll in Courses.....4
 - Unenroll from courses.....4
 - Know if a course counts for recertification credit (and what kind) before I enroll.....4
 - Access courses I’ve enrolled in.....4
 - Take the quiz/test5
 - Find session handouts.....6
 - Find the activity ID and Certificate of Achievement (Find your Transcript).....6
 - View staff reports and progress7
- Troubleshooting**.....9
 - When I click **Play**, nothing happens9
 - When I click **Play**, I get a blank screen9
 - hlsjs: Network error.....9
 - Course is “In Progress” and not listed as complete9
 - I can’t access presentations.shrm.org..... 10
 - Locked course..... 10
 - Activity ID is missing from Certificate of Achievement 10
 - My eLearning Activities weren’t uploaded to my SHRM Recertification account 10
 - Learning platform text is in a language I don’t understand 10
- Contact Us**.....11

My Dashboard

Hamburger Icon



This icon, also known as the “menu” icon, is in the top left corner of the page. From here, you can return to **My Dashboard**, view [My Courses](#), track your progress ([My Activities](#)), view more courses in the [SHRM Store](#), and if you are a SHRM eLearning Library subscriber, view all courses available to you ([Course Catalog](#)).

Admin icon



This is only available to corporate administrators. This icon is in the top left corner of the page beneath the Hamburger Icon. From here, you can view the Admin **Dashboard** and track user progress ([Reports](#)).

Search Icon



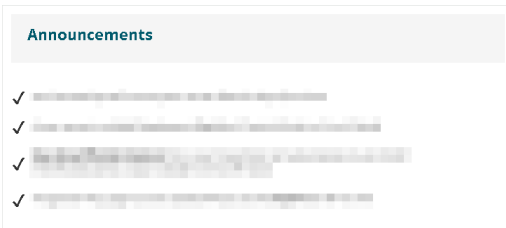
Search for courses available to you by key word.

Localization Tool



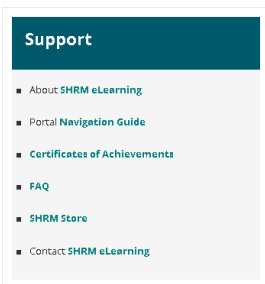
Allows you to change the primary language used on the platform. This will *not* translate the learning/course content.

Announcements



Here we will post notices regarding new courses, features, and other important updates.

Support



Where to find more help regarding SHRM eLearning.

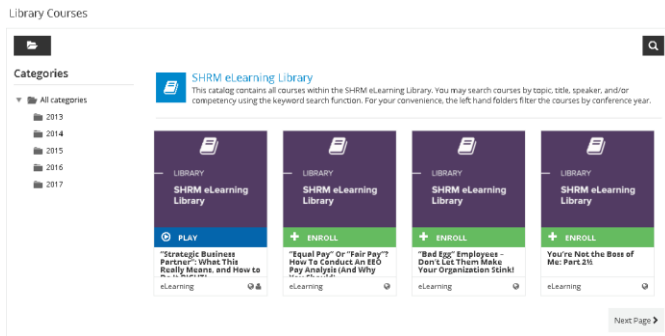
My Courses

All courses that you have been enrolled in. If you have enrolled in many courses, you can view more of your courses by searching by key word, clicking the **Next** and **Previous page** buttons, or by clicking the **View all courses** link. This is also where course **Deadlines** are displayed. All courses can be accessed until the deadline.

Featured Topic

This is only available to SHRM eLearning Library (SEL) subscribers. Every two weeks we will select a topic and ten relevant courses to display. Please note that using the search function in this area will search through this course list *only*, it will not find courses in the main catalog.

Library Courses



If you are an eLearning Library subscriber, this is where to find all courses included in the SHRM eLearning Library.

More SHRM eLearning

More SHRM eLearning

Interested in additional eLearning courses? Please click on any of the following courses below to purchase.

Benefits Training



Other learning opportunities through SHRM eLearning that can be purchased through the SHRM Store. These courses are not included in the SHRM eLearning Library.

How Do I...

Enroll in Courses

If you are a SHRM eLearning Library (SEL) subscriber, you may notice that you don't have any courses under [My Courses](#). Courses will only appear here if you've enrolled in them. Please follow these instructions to enroll in courses:

1. Scroll down to [Library Courses](#)
2. Click **ENROLL** to see more details about a course.
3. Click **ENROLL** on the page (and in the pop-up) to add the course to **My Courses**

If you would like to enroll in a course that is not included in the SHRM eLearning Library or you are not an SEL subscriber and would like to be, you must purchase a user license for the course (or subscription) via the [SHRM Store](#).

Unenroll from courses

This feature is only available to SHRM eLearning Library (SEL) subscribers. If you no longer wish to take an SEL course:

1. Open the course.
2. Click on the **UNENROLL** button in the top right corner.
3. Click **CONFIRM**

Important note: This feature will remove courses and certificates from your [transcript](#) as well. If you unenroll from a completed course, completion data will be deleted permanently, but the certificate can be recovered by re-enrolling in the course. Re-enrollment will only be possible if you remember the course title or course code and the course is still available in the SEL. SHRM eLearning cannot recover any lost course data or certificates.

Know if a course counts for recertification credit (and what kind) before I enroll

SHRM eLearning Library (SEL) subscribers can view either the [PDF Course Catalog](#) or the course description after clicking **ENROLL** to determine if a course counts for recertification credit (and what kind).

Other SHRM learners can view the product description in the [SHRM Store](#).

All SHRM eLearning courses are considered self-paced courses. SHRM eLearning does not host instructor-led courses.

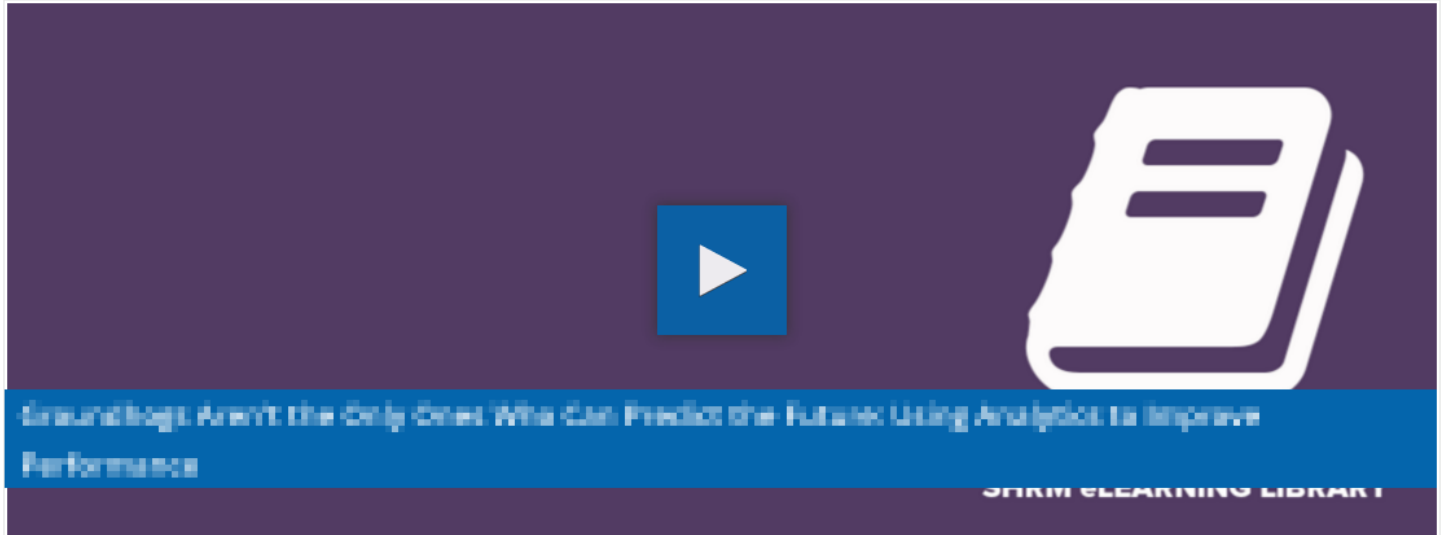
Access courses I've enrolled in

From **My Dashboard**, scroll down to the [My Courses](#) section and click on the course tile.

From any other page, click on the [hamburger icon](#) and select **My Courses**.

Take the quiz/test

Most of our courses have a quiz at the very end. Quizzes are usually locked until the learning portion has been completed. The course navigation bar (dark grey) shows the status of the course and the quiz:



The highlighted item on the left (with the play button) is the learning portion, the item on the right (with the padlock) is the quiz. Some courses have multiple learning sections—the quiz will always be the farthest menu item to the right.

A grey play icon means that the item is available for access but has not been started.

A grey padlock means that the item has a prerequisite that must be completed before that section can be accessed.

A yellow play icon means that the item has been started but is in progress/incomplete. The image below indicates that the learning portion is incomplete, so the quiz is still locked:

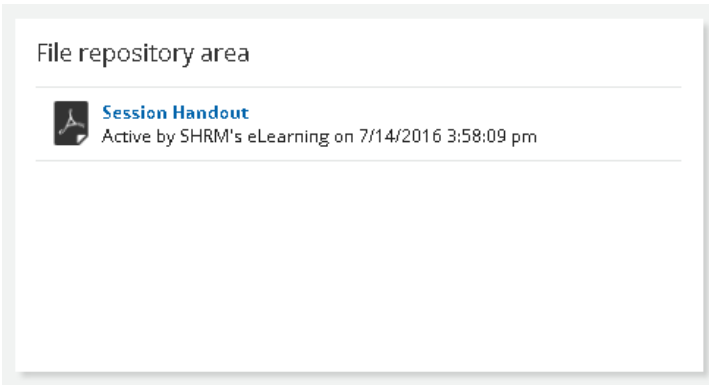


A green check means that the item is complete. Notice that when the first item is complete, the padlock disappears from the second. From here, you will be able to click on the grey play icon or the title beside it to access the next item.



When all parts are complete, you will see green check marks on all menu items.

Find session handouts



Available handouts are located beneath the course video in the **File repository area**.

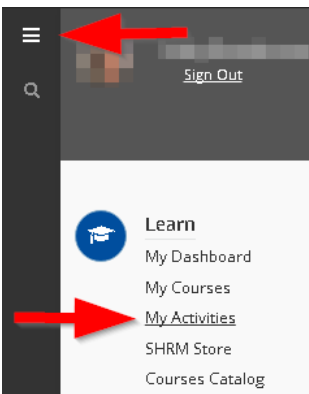
Click on **Session Handout** to download the document. In some browsers, downloads will appear at the bottom of the screen, however some browsers will send the document directly to your Downloads folder. If you have clicked the file link and a download does not appear, please check your Downloads folder.

Please note that not all courses have handouts. If there is no **File repository area** or **Session Handout is not available** appears, unfortunately a handout is not available for this course.

Find the activity ID and Certificate of Achievement (Find your Transcript)

If an activity ID is available for the course, it will appear on the Certificate of Achievement. All certificates can be downloaded from your transcript. To get to your transcript:

1. Click on the [Menu icon](#).
2. Click **My Activities**.
3. Go to the **Courses** section.
4. If you would like to download a certificate, click on the **ribbon icon**.



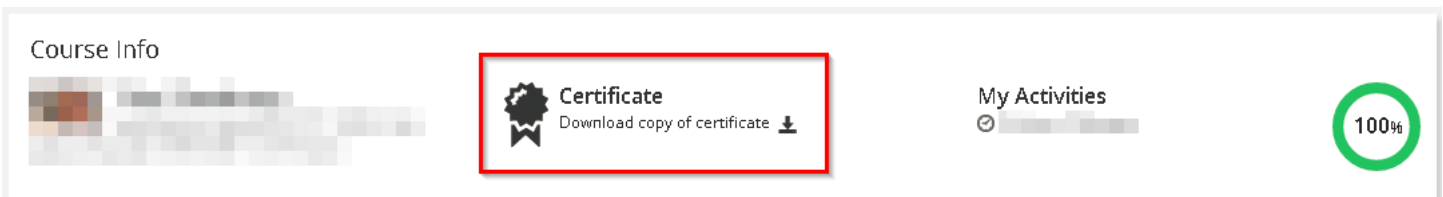
My Activities

| Courses | | COURSE CODE | COURSE NAME | USER STATUS | ENROLLED | COURSE COMPLETION | CREDITS (CEUS) | TOTAL TIME | SCORE |
|---|--|-------------|-------------|-------------|------------|-------------------|----------------|------------|-------|
| Statistics | | | | IN PROGRESS | 10/26/2016 | | 1.00 | 1h 9m | 0.00 |
| Additional info | | | | SUBSCRIBED | 11/22/2016 | | 2.00 | 0h 1m | 0.00 |
| Courses (indicated by a red arrow) | | | | IN PROGRESS | 9/8/2016 | | 3.00 | 0h 2m | 0.00 |
| Classrooms | | | | COMPLETED | 9/12/2016 | 9/12/2016 | 1.2 | | 0.00 |
| Learning plans | | | | IN PROGRESS | 1/11/2017 | | | 0s | 0.00 |
| Social | | | | | | | | | |
| Webinars | | | | | | | | | |

Total: 5

Note: A red arrow points to the ribbon icon in the 'COMPLETED' row.

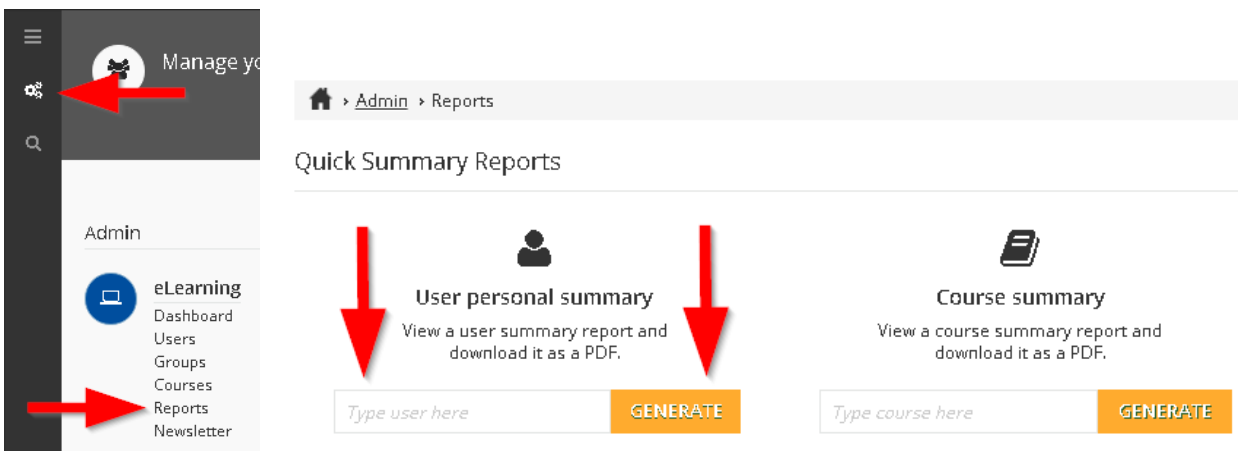
If you are an eLearning Library (SEL) subscriber, you can also open the course and download your **Certificate** from the **Course Info** section near the bottom of the page.



View staff reports and progress

This feature is only available to corporate administrators. If you are looking to track and individual's progress and/or download their certificates:

1. Select the [Admin icon](#).
2. Click on **Reports**.
3. Start typing email address or name into the **User personal summary** field and select the correct user when the suggestions appear.
4. Click **Generate**.
5. If you would like to download certificates, click on **Courses**.
6. Click on the ribbon icon (also known as the "certificate widget").



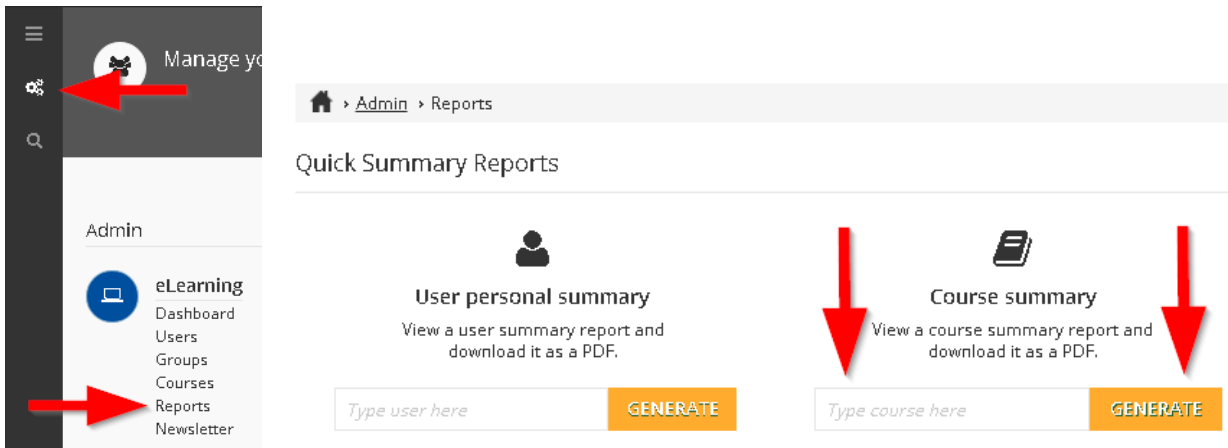
My Activities

| Statistics | Courses | | | | | | | |
|-----------------|-------------|-------------|-------------|------------|-------------------|----------------|------------|-------|
| Additional info | COURSE CODE | COURSE NAME | USER STATUS | ENROLLED | COURSE COMPLETION | CREDITS (CEUS) | TOTAL TIME | SCORE |
| Courses | [blurred] | [blurred] | IN PROGRESS | 10/26/2016 | | 1.00 | 1h 9m | 0.00 |
| Classrooms | [blurred] | [blurred] | SUBSCRIBED | 11/22/2016 | | 2.00 | 0h 1m | 0.00 |
| Learning plans | [blurred] | [blurred] | IN PROGRESS | 9/8/2016 | | 3.00 | 0h 2m | 0.00 |
| Social | [blurred] | [blurred] | COMPLETED | 9/12/2016 | 9/12/2016 | 1.00 | | 0.00 |
| Webinars | [blurred] | [blurred] | IN PROGRESS | 1/11/2017 | | | 0s | 0.00 |

Total: 5

If you are looking to see who has registered for a course and see overall staff progress for a course:

1. Select the [Admin icon](#).
2. Click on **Reports**.
3. Start typing the course title into the **Course summary** field and select the correct course when the suggestions appear.
4. Click **Generate**.
 - a. You will be able to see the names and email addresses of those that registered for the course as well as their individual course progress



If you are looking to see everyone who has registered for any course via your organization's self-registration links:

1. Select the [Admin icon](#).
2. Click on **Reports**.
3. Select either the view or export icons (magnifying glass or outbox icons).

Troubleshooting

When I click **Play**, nothing happens

After clicking the play button, if there is no change on the video screen, it is likely that the selected course has a pop-up screen that is being blocked. Please adjust your pop-up blocker settings to allow pop-ups from SHRM eLearning.

When I click **Play**, I get a blank screen

After clicking the play button, if the pop-up with course title appears but the page remains white, it is likely that your browser is unable to run the course or Flash Player is disabled. Our a-la-carte courses require HTML5 and Flash Player to run—mobile devices and some browsers do not support these. Please try enabling Flash Player in your browser settings. If this does not work, please allow the following link under the Flash security settings (rather than just the permitted websites in your general security settings):

<https://d36spl5w3z9i0o.cloudfront.net>

If the screen is a different color (typically grey), the course is loading very slowly. This typically is due to an inconsistent or slow internet connection.

hlsjs: Network error

This error message appears if the course window was left open, the connection expired, and the play button was clicked before the course was reconnected:

hlsjs: Network error

https://d36spl5w3z9i0o.cloudfront.net/files/s/h/shrmprodecs_docebosaas_com/1535670000/EPPKtc8bu0tRotVjXPUHDw/video/1b6c54b4d65954309c3b907d08fc9b0e8b1fa75a/1b6c54b4d65954309c3b907d08fc9b0e8b1fa75a.m3u8

Please close the course window and click the play button once more. This should reload the course.

Course is “In Progress” and not listed as complete

Courses are only listed as complete if all of the learning portions have been reviewed and, if there is a quiz, the quiz has been passed.

1. [Return to the course](#) and check if there is a quiz, and if so, if it was passed.
2. [Complete the quiz if it is not done already.](#)

If the quiz has already been passed, lessons from the learning portion were skipped or left incomplete. Please [return to the lessons](#) and complete.

If you are not sure which lessons were left incomplete, please [send us](#) the course title and course code from your [transcript](#) and your username (your eLearning email address) and we will be happy to assist you.

[I can't access presentations.shrm.org](#)

The content from this website is only accessible to those that registered for and attended the conferences listed on the page. Each conference handouts page closes approximately six months after the conference closes. If you would like to download a presentation, please locate the session in the SHRM eLearning Library, enroll, and download the document. If there are no available downloads, unfortunately the handout was not made available for us to redistribute.

[Locked course](#)

Courses become **LOCKED** if the course deadlines have passed or the courses are **UNDER MAINTENANCE**. Please note that outdated or broken courses may be removed while locked and the opportunity to take a course may be missed during this process. Please complete courses as soon as possible to avoid missed opportunities.

We can unlock courses if your user license is still active. If your subscription is active, please [send us](#) the course titles *and* course codes from your [transcript](#) as many sessions have similar titles and we are unable to view which courses are locked. If the course was under maintenance, we will unlock it as soon as the issue is resolved.

[Activity ID is missing from Certificate of Achievement](#)

There are two possibilities for this:

1. The course was not pre-approved for recertification credit.
2. There was an error when loading the certificate.

If the certificate is from a SHRM eLearning Library (SEL) course, please check the course description or the [PDF Course Catalog](#) to confirm if the course counts for recertification credit.

If this is not an SEL course, please check the product description in the [SHRM Store](#). If the number of credits are not explicitly stated in the course description, the course does not count for recertification credit.

If activity IDs should be present on the certificate, please send us the course code, course title, and the email address used on your account, and we'll re-issue your certificate. This information can be found on your [transcript](#).

[My eLearning Activities weren't uploaded to my SHRM Recertification account](#)

The SHRM eLearning activities from your eLearning account should be uploaded into your SHRM Recertification account every 1-2 weeks. If it has been more than two weeks and you notice that activities are missing from your SHRM Recertification account, please log into your account and submit the activity IDs, or send the course titles, dates of completion, and activity IDs to certification@shrm.org for upload. This information can be found in your [transcript](#).

[Learning platform text is in a language I don't understand](#)

Click on the [Localization Tool](#) and select your preferred language.



Contact Us

Email

For general questions regarding the SHRM eLearning Library or other SHRM eLearning content, please contact us here:

eLearning@shrm.org

If you are a corporate client or have general questions about corporate purchases, please contact us here:

corporate.eLearning@shrm.org

Phone

Please note that calls are not received if voicemails are not left or sent to the proper voicemail box. One line is available—email is recommended.

US Voicemail: 1-800-283-7476, ext. 7420

International Voicemail: 703-548-3440, ext. 7420