



Learning Harbor: Super User Directions

1. Go to: www.learningharbor.com
2. **LOGIN:** Enter your UserID and Password
3. **TO VIEW INDIVIDUAL EMPLOYEE / STUDENT ACTIVITY:**
 - a) Click on **MY PROFILE** (blue tab) – ignore red message regarding student profile editing – then click on **MY STUDENTS** (green tab)
 - b) Next to the name, click on LEARNING PATH PROGRESS for individual course activity (shows all classes and progress) or TRANSCRIPT (shows what has been completed).
 - c) Click on CERTIFICATION PROGRESS, if function is activated, and VIEW REPORT for certification compliance.
4. **TO ADD AN EMPLOYEE / STUDENT:**
 - a) Click on ADD STUDENT at top of chart and complete the required fields (*) on the left and all but “Supervisor” and “Instructor” on the right as follows:

Field Name	Description/Instructions
*UserID:	The UserID will typically be the institution abbreviation followed by a number assigned by your institution. NOTE: For those customers using employee names for UserID, be sure to add a digit after the name if you are entering a duplicate name. For example, Smith, Smith2, Smith3, etc.
*Pwd:	The password is the number assigned by your organization
*Confirm Pwd:	Enter password again
*First Name:	Enter first name
*Last Name:	Enter last name
MI:	Middle initial – optional
Email:	Leave blank
Address:	Leave blank
City:	Leave blank
State:	Defaults to Alabama - leave as is
Zip:	Leave blank
Phone:	Leave blank
Fax:	Leave blank
Is Active?	Should already be checked when adding people (if not, check box)
Activate Date:	Click in date box to select today's date
Deactivate Date:	Click in date box to select today's date, as above, but change year to 2020 - this is VERY IMPORTANT

Is Supervisor?	DO NOT CHECK (even if person is a supervisor/manager in your organization) - Learning Harbor sets up manager access as a separate procedure
Is Instructor?	DO NOT CHECK (even if person is an instructor in your organization) - Learning Harbor sets up access as a separate procedure
Instructor Type:	Leave as N/A
Learning Group:	Select from drop down box
Employee ID:	Enter same as password
Organization:	Should be there already
Department:	Select from drop down box
Supervisor:	Select from drop down box the name of the default "supervisor" of the Learning Harbor system at your facility
Job Title:	Select from drop down box if available
Other:	Leave blank

b) When you have entered all required fields, click SAVE.

5. TO EDIT EMPLOYEE / STUDENT INFORMATION:

- a) Click on **MY PROFILE** (blue tab) and then **MY STUDENTS** (green tab)
- b) Use search box: type in name – click SEARCH - click on name - make changes as needed
- c) SAVE

6. TO REACTIVATE EMPLOYEES WHO HAVE BEEN DEACTIVATED:

- a) Click on **MY PROFILE** (blue tab) and then **MY STUDENTS** (green tab)
- b) Enter **DEACTIVE?** in the search box, then click SEARCH
- c) Click on the name
- d) Click on “Active” box
- e) Confirm that Deactivate Date is set to year 2020
- f) SAVE

7. TO ADD AN EXTERNAL CLASS ATTENDED BY AN EMPLOYEE:

- a) Click on **MY PROFILE** (blue tab) and then **MY STUDENTS** (green tab)
- b) Enter name in search box, click SEARCH
- c) Click on “External Classes” icon next to person’s name, click on “Add a New External Class” or “Add From Existing External Classes” for a class previously entered.

- d) If you are adding a new class, click on “Add External Class” and complete the information as follows:
- *Class Name: ***Be sure to add your facility acronym in the front of the class name.***
 - *Start Date: Click in blank box, select desired date from calendar
 - *End Date: Click in blank box, select desired date from calendar
 - *Class Hours: Enter as applicable
 - *Credit Hours/Type: Enter hours as applicable then select type of credit
 - *If you want to add this class to other students, click the box “Available To Others.”
 - *Location Name: Enter class location if desired
 - *Certification Earned: Enter if applicable
 - *Comments: Enter if desired
 - *SAVE
- e) Once the class had been entered, to add additional students:
- *Locate STUDENT NAME and click “External Classes” icon
 - *Click “Add From Existing External Class”
 - *Select the class you want to add from the drop down box.
 - *SAVE
- (This works well for CPR reviews, etc.)

8. FOR REPORTS:

- a) Click on **REPORTS** (blue tab)
 - b) Click on desired report name
- *The first 5 reports are for individuals (you will see only your own progress).*
- *The last 3 reports are organizational reports, with "Compliance Report" being the most important on an organizational level.*
- *If you are a large facility, reports may take a moment to load.*

COMPLIANCE REPORT: Shows assignment activity by department, then alphabetically by student name and learning path. This report shows compliance by individual, by department, and also shows total compliance (total figures are at the bottom of the report).

Note: The data is refreshed nightly and is as current as the date at the bottom of the page.

To print report, click on **PRINTABLE HTML** or **EXPORT TO EXCEL** tabs.

You will need to select EXCEL if you want to re-sort data.

NOTE: You will need to click “Open File”, reply “Yes” to “Do you want to open file now?”

SUPERVISOR CERTIFICATION PROGRESS REPORT : Shows employee progress by certification (if used).

SUPERVISOR COURSE ONLINE RESULTS REPORT : Shows activity for a specific course. Select class from drop down box***... click on course name... submit... select Printable HTML or EXPORT TO EXCEL.

***NOTE: Courses beginning with a number are customized modules. All others are in alphabetical order

SUPERVISOR EXTERNAL COURSE REPORT : Shows progress with external courses (if used). Select class from drop down box and click SUBMIT to view report.

To print report, click on **PRINTABLE HTML** or **EXPORT TO EXCEL** tabs.

CLASS COMPLIANCE REPORT: Under Construction...

9. PRINTING MODULES:

a) While within a module, click on the rectangular icon towards the bottom left of the screen (the “expand/collapse” icon) and the full text will appear

b) Right click in the black space next to the text

c) Select PRINT

*Note – If you choose to print hard copies of the modules, make sure your employees complete the tests online for record-keeping purposes.

10. NOTES:

Tabs not described above are for future development and upgrades by Learning Harbor.

11. ACCESS PROBLEMS / TROUBLESHOOTING:

If an employee has access problems, check the following:

a) Confirm that the employee is using accurate userID and password and is on the correct website.

b) If employee still can't logon, the Superuser should follow directions for “Reactivating Employees Who Have Been Deactivated” to make sure the employee is “active”.

c) If employee still has trouble, test on your computer. If all is OK, instruct student to re-boot and try again on his/her computer. Often the computer has pop-ups blocked or has accumulated a lot of temp files which need to be deleted. To unblock pop-ups, go to “Tools” on the top menu bar, click on “Pop-Up Blocker” and then on “Turn-off Pop-up Blocker” (on Internet Explorer – other browsers may have different directions).

d) Make sure the computer that the employee is using has the latest version of Java installed – outdated versions can cause access problems.

For further assistance: Contact Ginny Stemhagen
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9/1/09