ABB

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Learner Main Manual

This document contains general description, as well as instructions for actions that Learners can perform in MyLearning system.

1. First steps in MyLearning

ABB MyLearning is global Learning Management System developed for ABB employees & customers utility. The tool replaced old Training Partner along with similar systems that had been used locally by some of ABB divisions before.

MyLearning helps ABB to deliver a superior LMS experience that enables adoption, speeds compliance and significantly improves training effectiveness. The platform supports knowledge transferring process, organizing & scheduling live or F2F training sessions and also tracking & verifying Learner's progress in training material. In addition to the full range of standard LMS functionalities - as a cloud solution, **MyLearning offers online & offline access for mobile devices.**

Find out more about MyLearning here (Internals only). Check out our **mobile app** available for Android & iOS devices.

In this document you will find all necessary information that will guide you through MyLearning system. Each chapter focuses on sections that are available in the system and presents what actions you can take in each of them (e.g. join Virtual Class or cancel your training). At the end of the document, you can also find a chapter with **support information** as well as **links to other support documents**.

To find more Support Materials, go here.
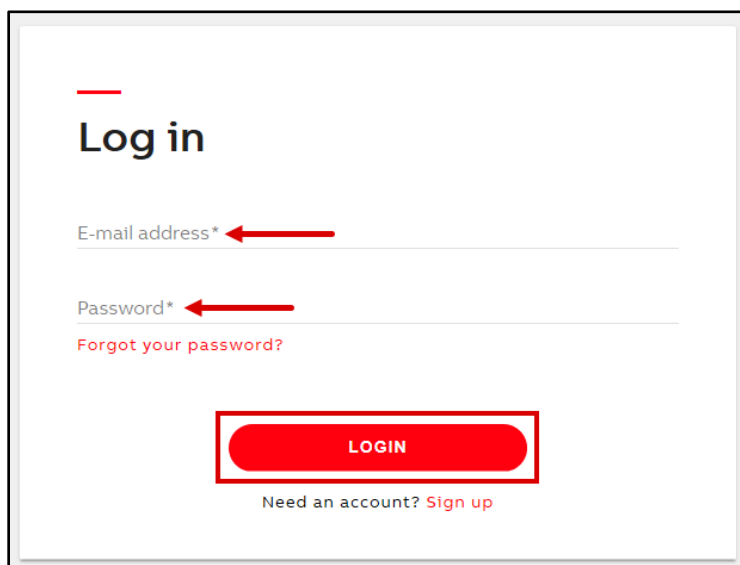
1.1. Logging in MyLearning for Internal and External Users

1. Go to https://mylearning.abb.com/ for global version or https://mylearning-americas.abb.com/ for America region.

2. Click the **Sign In** button.
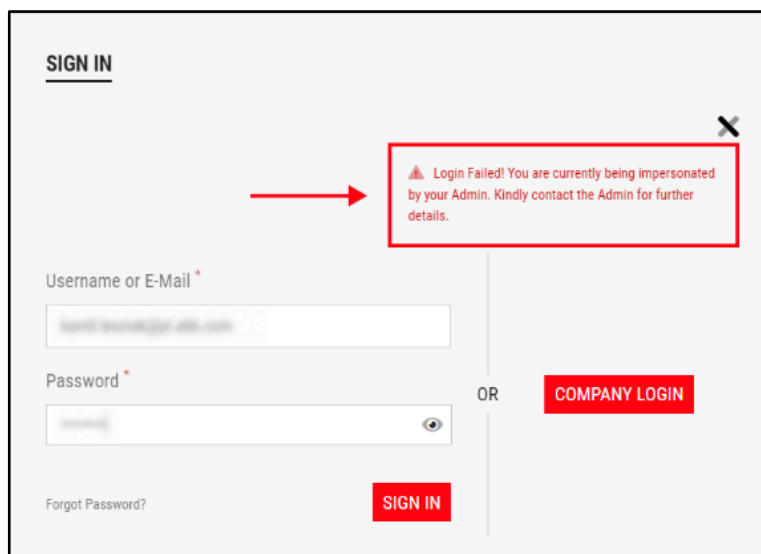
If you are **connected to the ABB network** or already **are logged in myABB account**, sign in will happen automatically via **SSO** (Single-Sign-On).
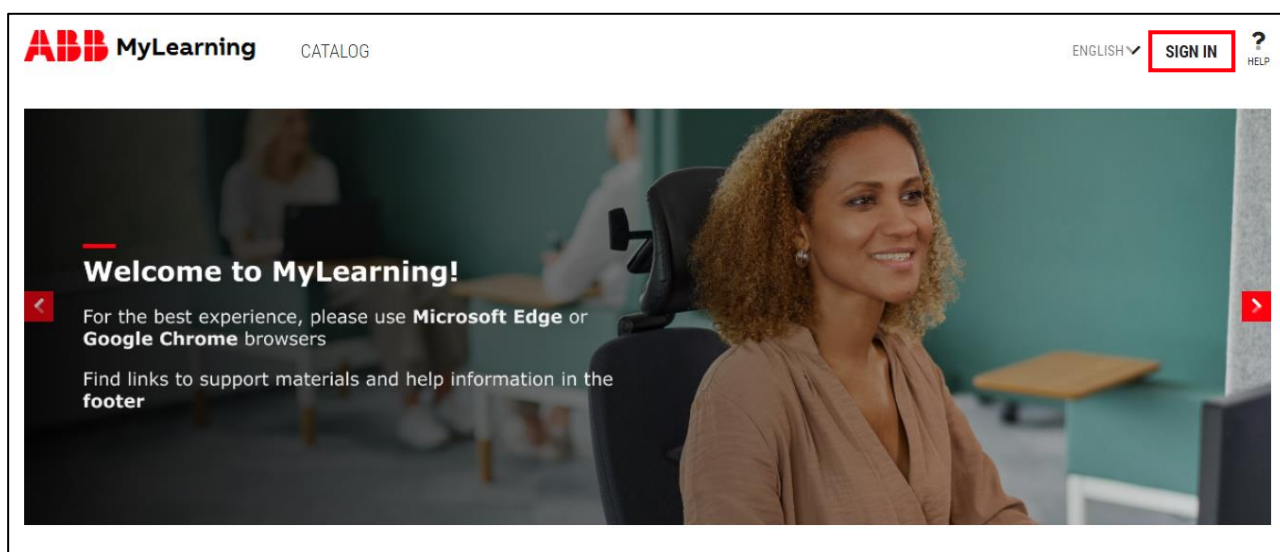
If you are **not** connected to the ABB network or do not have myABB account, you will be redirected to the **ABB Log In** page. In order to log in, provide your credentials in the marked fields and click **Login.**

3. In a specific scenerio, during Impersonation, you might not be able to log in to MyLearning. This feature is use by Administrators for troubleshooting purposes. You will be warned in log in panel by pop-up message.
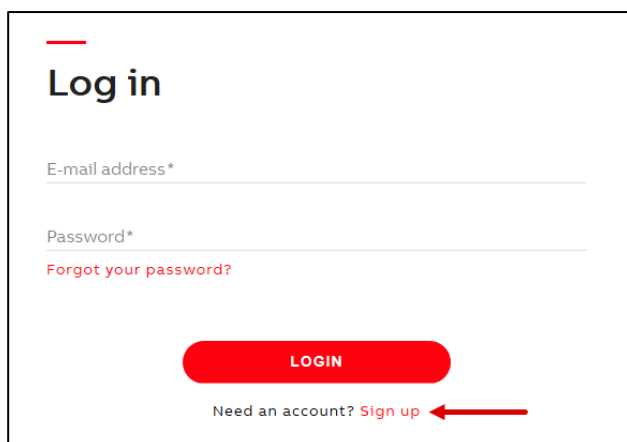
> [1]   **NOTE:** You will be able to log in immediately when Administrator will end the Impersonation. For further details contact your Admin.

4. If you do not have myABB account, please create one following the steps below.

> [1]   **NOTE:** If any issues occur when logging in the system, follow the instructions included in **the Configure Your Browser** section or reach out to **Support.**

1.2.   How to set up myABB account (for External Users)

1. In the ABB Log in page, click **Sign up.**

2. Provide all the necessary in the marked fields and click **Sign up.** Don't forget to read & agree to ABB privacy policy.

3. To activate your account, open your mailbox, find the email sent from myABB system and **click the activation link**.

> ²   **NOTE:** You must go to **MyLearning** and **Sign In** to have your account properly established in the system. Otherwise, you won't be visible as a User for Administration.

4. Go back to MyLearning and try to **Sign In**. If you are already logged via myABB, you will be logged in right away. If not – the system will redirect you to ABB Log in page (from the picture under point no. 1).

1.3.   Roles in MyLearning

1. **Learner** is the main role in MyLearning assigned to every signed in User by default (other roles might need to be requested via MyServices).

Learners belong to different Learner Groups basing on account attributes. The Catalog visibility in MyLearning depends on access settings defined by Administrators for each training. It means that every single Learner's Catalog view is individual.

2. **Instructors** in MyLearning are responsible for leading Classrooms (ILT) / Virtual Classes (VILT) and passing their knowledge to other attendees of training. Instructor type of access has to be requested via MyServices.
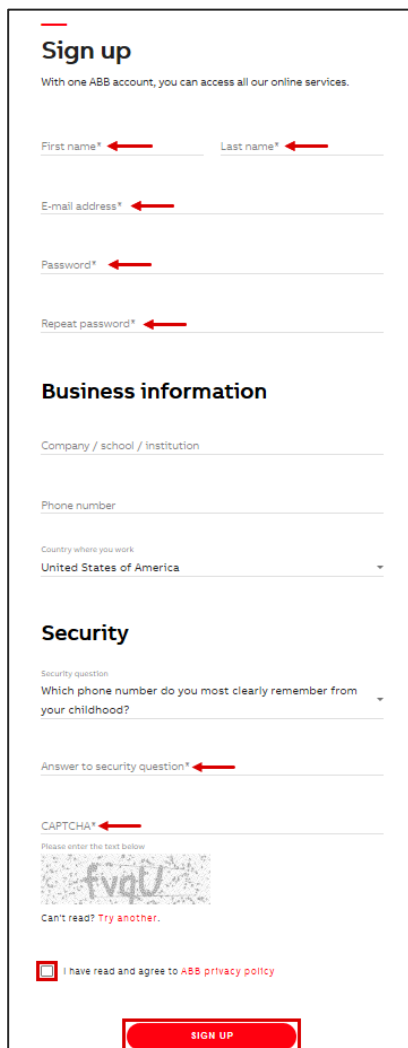
Instructor can become a Host or Presenter of specific Class. They are responsible for leading the session.

3. **Managers** in MyLearning are responsible for verifying & assigning training for their subordinates.

In ABB structures, this role is granted automatically basing on HR feed data. If User would like to manage others users' enrollments (e.g. ABB customers or partners), Virtual Manager role has to be requested via MyServices.

4. **Administrators** are responsible for uploading and maintaining available trainings in MyLearning.

As content owners, they are the first instance to contact for Users who are experiencing any issues with specific training.

1.4.   Menu Bar overview

1. As a **Learner,** you are be able to access all the panels available for you from one page. To reach them, click the name of the panel located in the **Menu Bar** or **scroll down**
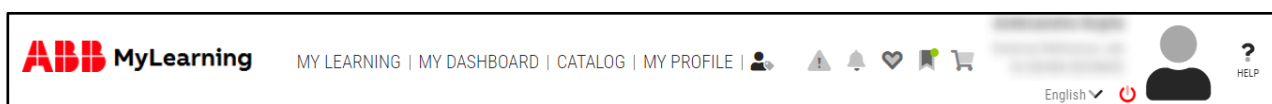
    A. **My Learning –** You will find here all your Courses you have registered for **in the last 12 months**. This panel is divided into three sections: **To Complete**, **Completed** and **All**. Find out more here.

    B. **My Dashboard –** You will find here following sections: Curriculum/Certification, Bookmarks for Reference, Learning Statistics, Learning History and My Certificates. Find out more here.

    C. **Catalog –** You will find here all the available training to enroll in. Find out more here.

    D. **My Profile –** You will find here all the details of your account, as well as: set your Preferences for MyLearning, view your Order(s) details, add and edit Your Addresses. Find out more here.

2. From the **Menu Bar,** by clicking on particular icons, you can choose more option.

 View the newest **Alerts.** Find out more here.
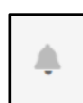
 View the newest **Announcements**. Find out more here.

 Access your latest **Wishlisted training.** Find out more here.
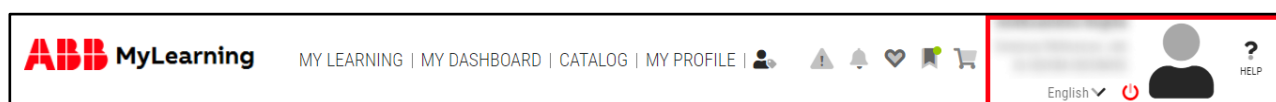
 Access your latest **Bookmarked training/content**. Find out more here.
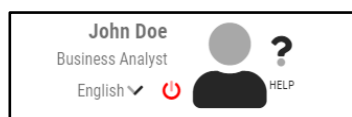
 Access **Shopping Cart** page. Find out more here.
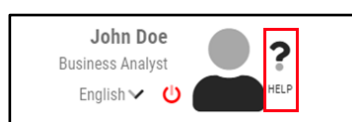
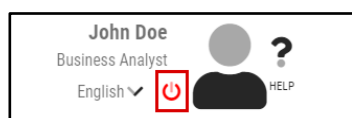**3.** In Menu Bar there is also **My Profile,** with some other functions.

A. Access **My Profile (Account)** by clicking on the User information. Find out more here.

B. Use **Help** functionality. Find out more here.

C. **Sign out.**

D. **Language** dropdown to change your preferred language.
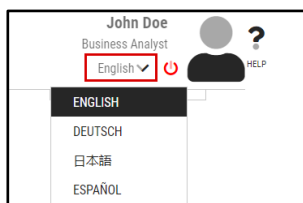
1.5.   Help feature

MyLearning offers you a self-guide **Help** feature that explains almost every basic functionality implemented in the system. If you are a newbie to MyLearning, we strongly recommend utilizing **Help** to get familiar with all the features. The option is available from the **Menu Bar**.

1.   Locate the **Help** icon next to your profile picture in the upper-right corner of MyLearning page.

2.   Drag the icon to the blinking, **gray hotspots** that are located in different sections of MyLearning.
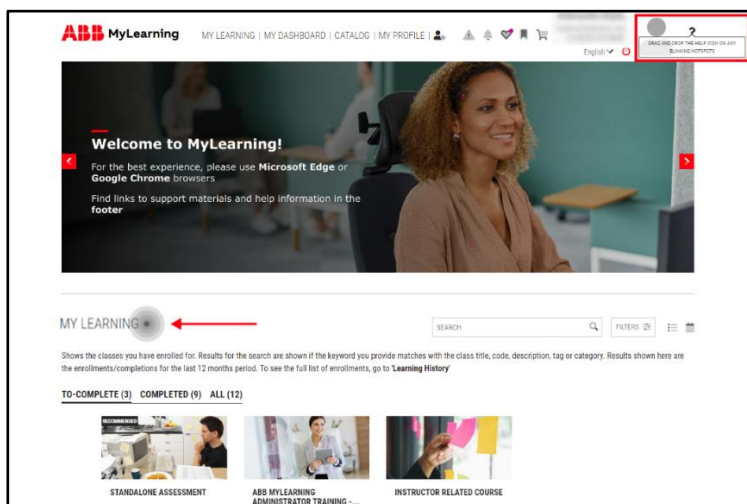
3.   When the hotspot changes its color, release your mouse button to drop the **Help** icon on it.

4. Information about the section will be displayed in a form of context help pop-up.

5. In order to close the pop-up window, click ⊠ button.

> ³ **NOTE:** Hotspots start to display when the Help icon is located **on the level** of the desired section**.**

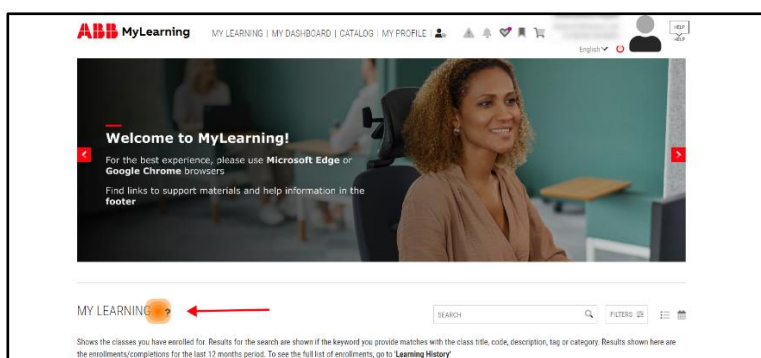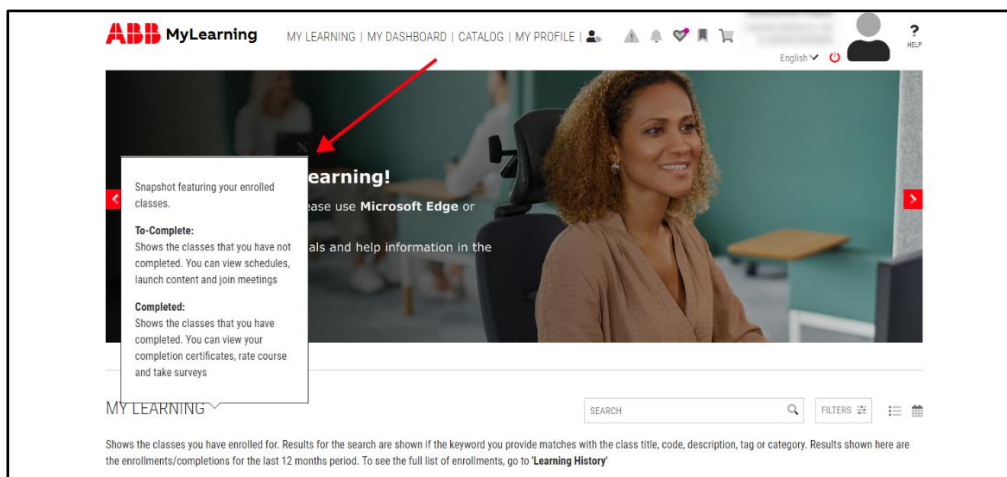> ⁴ **NOTE:** You can hide the Help feature from your view by clicking on the ⊠ button next to it. To unhide it again, simply use **Ctrl+Q** key combination.

1.6.   Banners section

Banner section presents information that is optimized for you, basing on the settings applied by Administrators. The main purpose of Banners is to promote upcoming or ongoing training, let you know about customized Catalog available for you or simply share any other type of details connected with administrative activities in MyLearning.
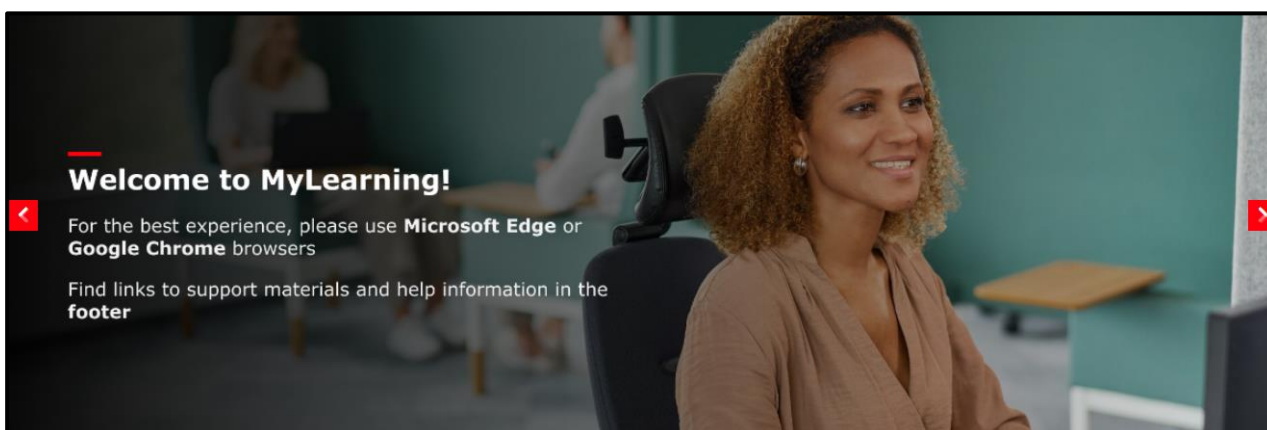
1. You **can click on the Banner itself to follow attached link** leading you to more information. You can also use the carousel buttons to view other banners and find out more.
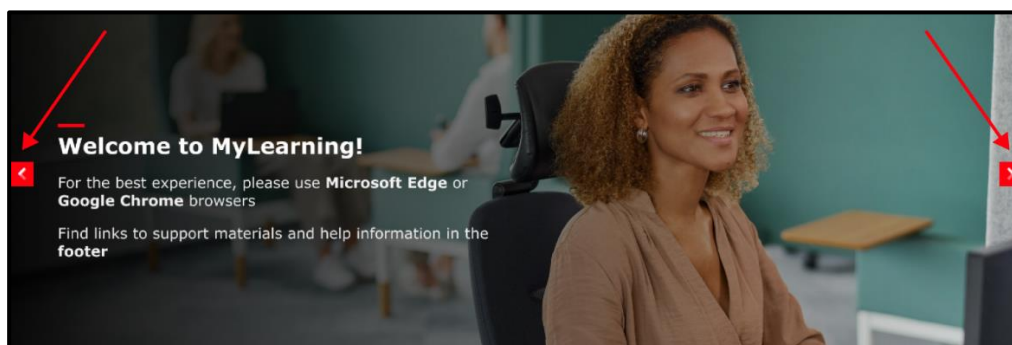
> **⁵**   **NOTE:**   Please be informed that in case that particular Banner leads you to specific MyLearning Course or Training Plan, you might not be able to view the details until you **Sign in**.

1.7.   Announcements

Announcements are the recently created and important information form the Administrators of your trainings or MyLearning Support. You can view them in the following way:
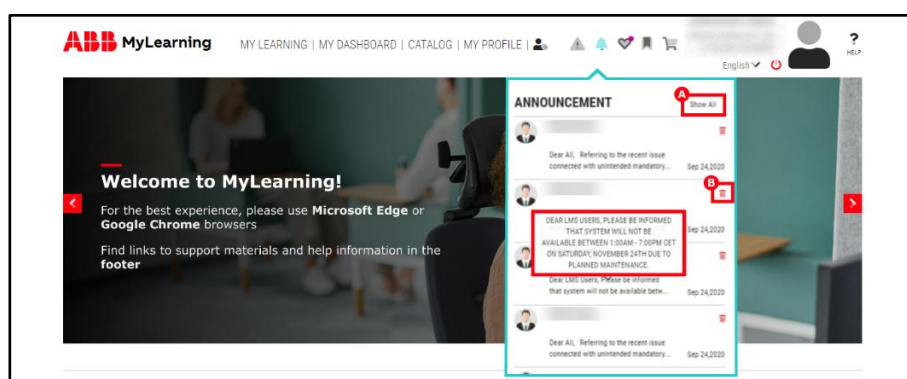
   Whenever there is a new content in the Announcements waiting for you, Announcement icon in the Menu Bar at the top of MyLearning page will be **highlighted with a colorful dot**.

2. Move your cursor over the desired **Announcement** to see the full text.

> **⁶**   **NOTE:**   In this view, only **5 recently added Announcements** will be displayed. Ultimately, MyLearning Administration won't allow this functionality to be overused.

A. When there are more than 5 items to be displayed, a **Show All** option will appear.

B. If you are already familiar with the Announcement, you can remove it from your view by clicking the **Trash bin** icon.

3. Click **Show All** to display all received Announcements in a separate window. You can remove all of the Announcements at once by clicking **Delete All**.
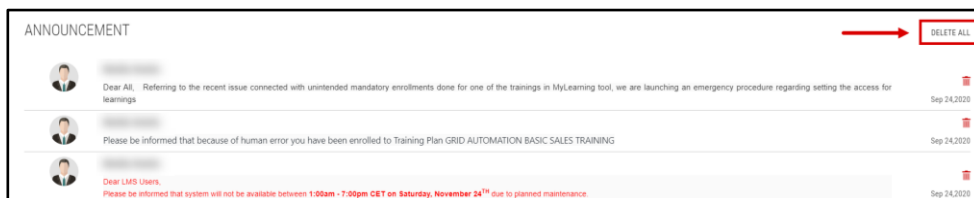
1.8. Outlook configuration for MyLearning Notifications
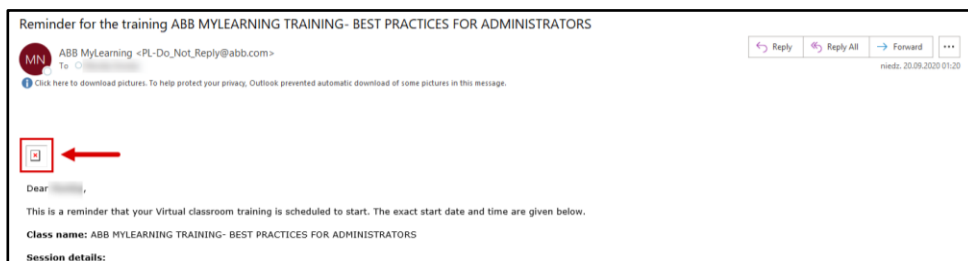
1. Go to your Outlook Calendar App. If you have not configured Outlook to download pictures automatically, notification e-mails will probably look like the one below:

2. To view pictures in the notifications properly, cllick on the marked field like in the example below.

3. Click on 'Add Sender to Safe Senders List'.
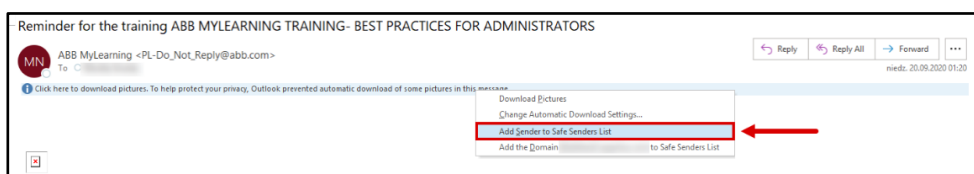
4. Opened e-mail should be automatically updated with ABB MyLearning logo. Future notifications will also display the logo properly.

2. My Learning

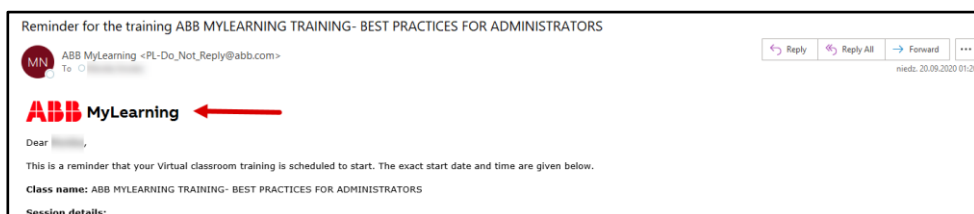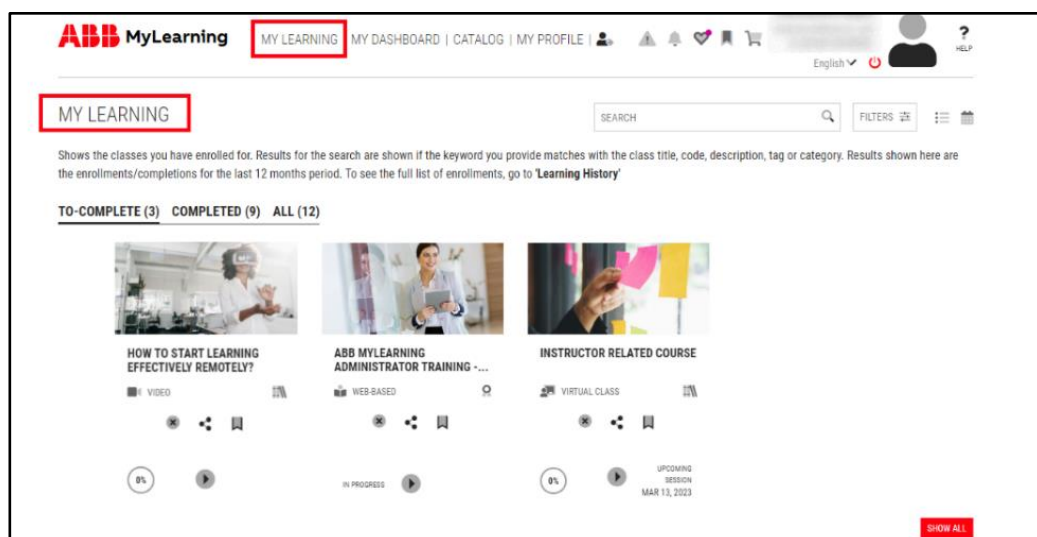**My Learning** panel groups all the Courses you have registered for or completed **in the last 12 months**. You can reach this panel by clicking on **My Learning** in the pinned Menu Bar at the top of Home Page or by scrolling down to it.

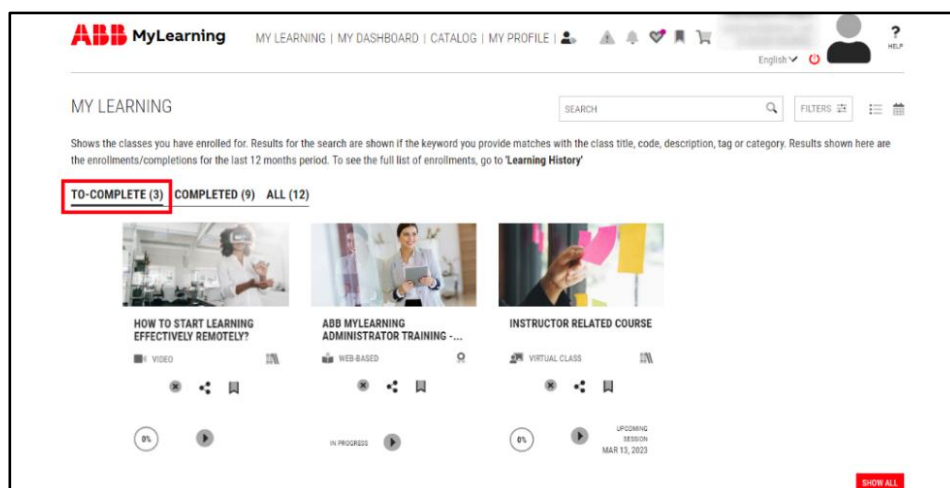## 2.1.   My Learning Overview

Sections in My Learning

All Classes contained in MyLearning panel are grouped by relevant **status**:

1. **To-Complete:** contains all of your enrolled Classes. That includes:

    •   Classes that have ongoing/scheduled sessions

    •   Classes that are in progress

    •   Expired Compliance Classes that User is required to re-register and complete to stay compliant

> **7**   **NOTE:**   When your Compliance Class becomes expired, you will receive a notification. If you would like to register again for the Class, enter Details Page of specific training and click on the **Re-enroll icon**.

> **8**   **NOTE:**   When there are more than four Courses in one section, **carousel buttons** will appear on both sides of the screen. Use them it navigate.

2. **Completed:** displaying overview of all the Courses that you have successfully completed. That includes:

   •   Finished Classes

   •   Classes that are finished but still have more content attempts to go
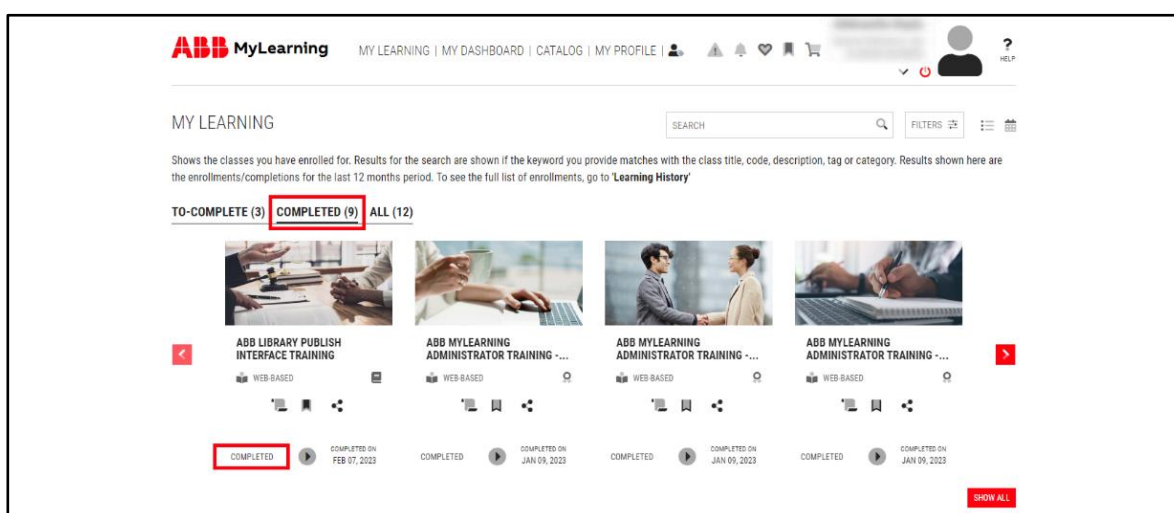
3. **All:** shows the classes you have enrolled for. Displays both Completed and To-Complete Courses in a separate window. Additionally, the following status sections might appear:
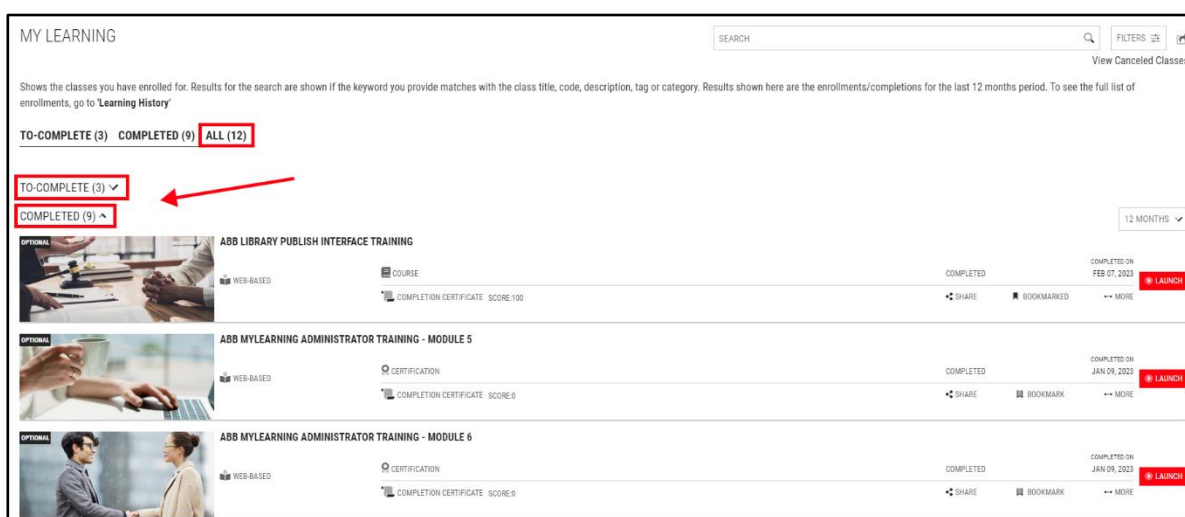
A. **PENDING:** all the waitlisted and payment pending Classes are listed under this section.

B. **INCOMPLETE**: all the Classes that have Incomplete status will be listed in this section. This includes all the Classes with Sessions in which your attendance is marked as **No Show**, as well **Classes with failed Assessment**.
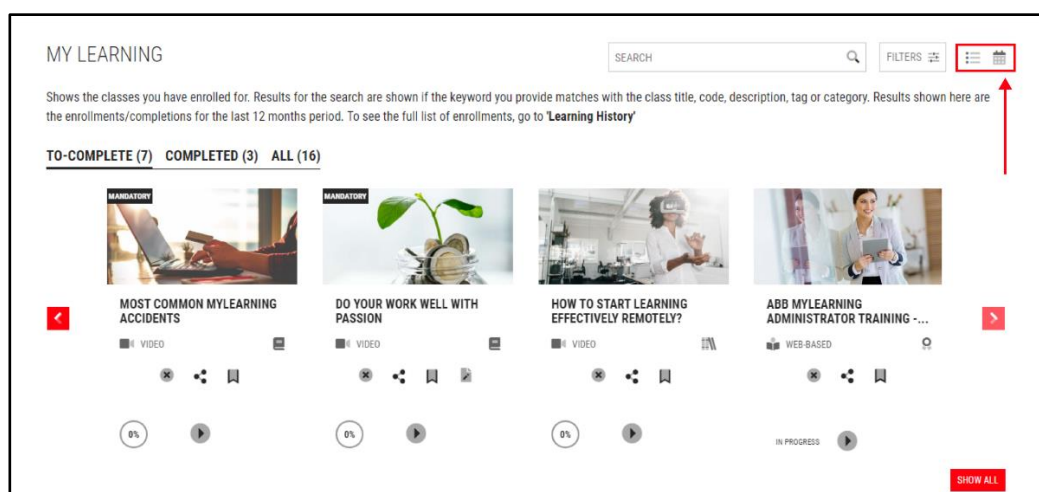
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⁹ **NOTE:** Number next to the tilte of specific section indicates how many trainings it contains.

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¹⁰ **NOTE:** If you would like to register again for the **Incomplete or Expired** Class, go to the Details Page of that Class and click on the **Re-enroll icon**.

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¹¹ **NOTE:** Courses that are visible in My Learning section are from the last 12 month period. Training records from the time before that are located in **My Dashboard > Learning History** section**.**

Display options

In **My Learning** section, you can display your Courses in three possible views. In order to **switch to different type of view,** click on the relevant Grid, List or Calendar icon.

⊞	**GRID**
☰	**LIST**
📅	**CALENDER**

1. **GRID:** default setting

2. **LIST**

12 **NOTE:** Listed view is the only possible one for **All** section.

3. **CALENDAR:** applies only to Classes with Sessions

2.2. Access Course Details Page from My Learning

1. **Course Details Page** is a separate page, giving you a full set of details about the Course you are enrolled in. You are also able to perform actions described below.

   A. In MyLerning, a Class under a stand-alone Course is marked with following icon: 📧 COURSE , while the Course under a Curriculum/Certification Training Plan is marked with one of the following icons: 🏅 CERTIFICATION , 📚 CURRICULUM .

   B. You can access the **Course Details Page** by: clicking on the **title of the Course**.

¹³ **NOTE:**   By entering the Course under a Training Plan, you will open the Training Plan Details Page instead of Course Details Page.

Information on the Course Details Page

- General information of the **Course** you are enrolled in. This includes: **Course description, Course Code, Duration of the Course, Categories and Tags associated with the Course, Provider** and **Contact Support (if given)**.

- **Enrolled Class Details** with your progress. In this section you can see:

A. Details like **Class Code**, **Language**, **Duration**, **Provider** etc.

> **14** **NOTE:** In this section you can also find contact information to the person responsible for the training (in Contact Support or Provider field).

B. **Completion certificate**
   Option to **Re-enroll** once again for a Class

C. Your **progress**

D. Button to **launch** the Class

E. Type of the Class

15 **NOTE:** Before you start completing Class the Progress will be displayed as 'Yet to Start'

16 **NOTE:** Please be informed that **Completion Status Circle** shows only the status of content that has been viewed by User **but not necessarily passed**. It means that in case of going through attached Assessment without passing it, the system will display 100% in the Completion Status Circle because you have displayed all the associated Class content. To make sure that specific training has been completed successfully, verify if the relevant training is in the **Completed** or **To Complete** section.

17 **NOTE:** Your progress status can be displayed as **Overdue** which means that you have missed completion deadline but still can access and complete training.

2. **Detailed information of the Class under the enrolled course depend on the delivery type of the training**. For Classrooms and Virtual Classes, you will find details of the Sessions assigned to the Class:

ACTIONS YOU CAN TAKE FROM COURSE DETAILS PAGE FROM TO-COMPLETE SECTION

a) **Share the Course**

b) **Access Attachments for Course** (extra files that are not mandatory to complete the training)

c) **Take Pre-Test** (obligatory Assessment to complete before the training)

d) **Change Class** (if there is more than one Class under the Course)

e) **Cancel Enrollment**

f) **Take Assessment**

g) **Take Survey**

h) **Re-enroll to the Class** (possible both from the Details Page of training and Catalog)

i) **Share the Class**

j) **Bookmark** your Class

k) **Join/Launch the Class** (this option won't be available for Classrooms)

l) **Access Attachments for Class** (extra files that are not mandatory to complete the training)

ACTIONS YOU CAN TAKE FROM COURSE DETAILS PAGE FROM COMPLETED SECTION

a. **Share the Course**

b. **Access Attachments for the Course** (extra files that are not mandatory to complete the training)

c. **Rate the Class**

d. **View Completion Certificate**

e. **Take Survey**

f. **Re-enroll for the Class** (possible both from the Details Page of training and Catalog)

g. **Share the Class**

h. **Bookmark** the Class

i. **Launch** the Class **again** (only for the Content-based Classes, where there are multiple attempts set to access the Content)

j. **Access Attachments for the Class** (extra files that are not mandatory to complete the training)

2.3. Search your training using Filters and Search Bar

Find your training using Filters

1. In order to find desired Course in My Learning panel more quickly, use **Filters**. Select desired options and click on **Apply**. You can use this feature for each available section (To-Complete, Completed and All).

2. You can refine your results by:

- **Assignment Type** – defines the obligatory nature of the training you are looking for.

- **Delivery Type** – defines the learning method of the Classes.

- **Assigned By** – shows the training asigned to you by your Manager.

- **Location** - allows you to describe the location of the Class precisely. This bar has to be filled with a proper name of the city in which the Class is taking place. Type in **at least 3 following characters** to launch the search engine and click on the **magnifier icon** to display all results.

- **Provider** – vendor of the training

> **18** **NOTE:** You can apply multiple filters when searching for a particular training.

3. If you want to delete your filters, untick them or click **Clear** to remove them all at once.
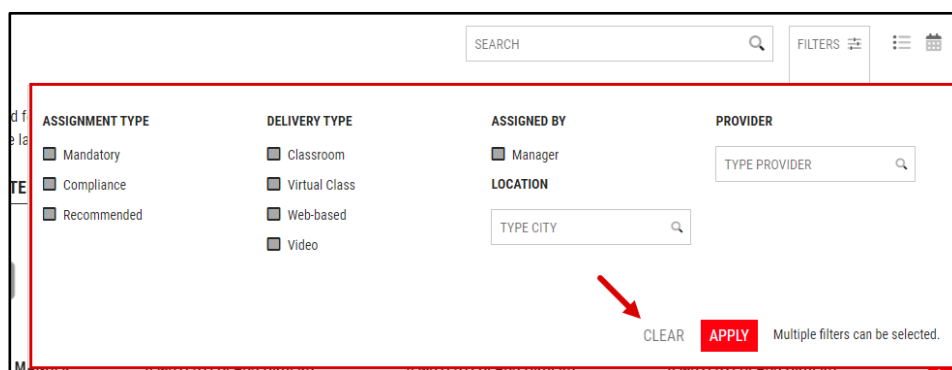
4. The results will be displayed in a **Show All** window. You can find the applied filters at the top of the listing view. You can delete particular filter by clicking next to its name or delete all the filters by clicking on **Clear All**.
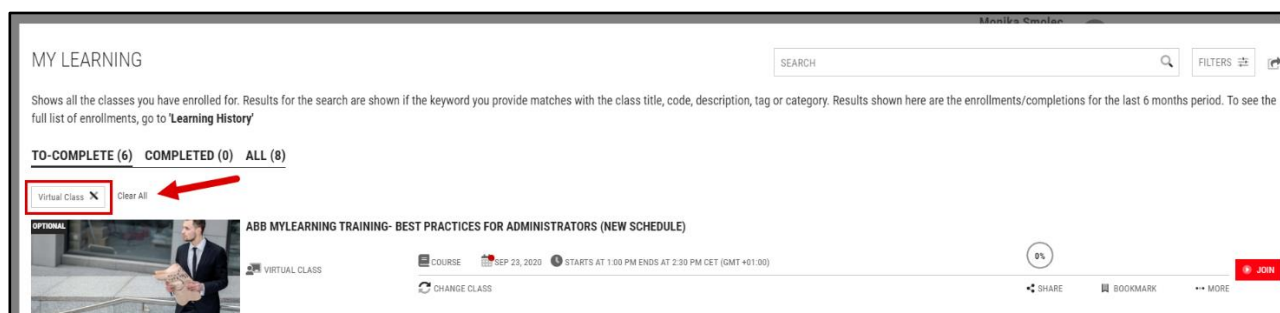
Find your training using the Search Bar

Search bar allows you to find desired training by providing specific **title, Class code**, part of **description** or a **tag** (keyword) related to specific Class. It enables you to browse all the available sections: To-Complete, Completed and All. Follow the steps below to get the best possible results when using the Search Bar.

5. Click on the search bar field and type in **at least 3 following characters** (e.g. the name of training you are searching for or Class code). You can use this functionality for a particular section (e.g. **To-Complete**) or for **All** Courses.
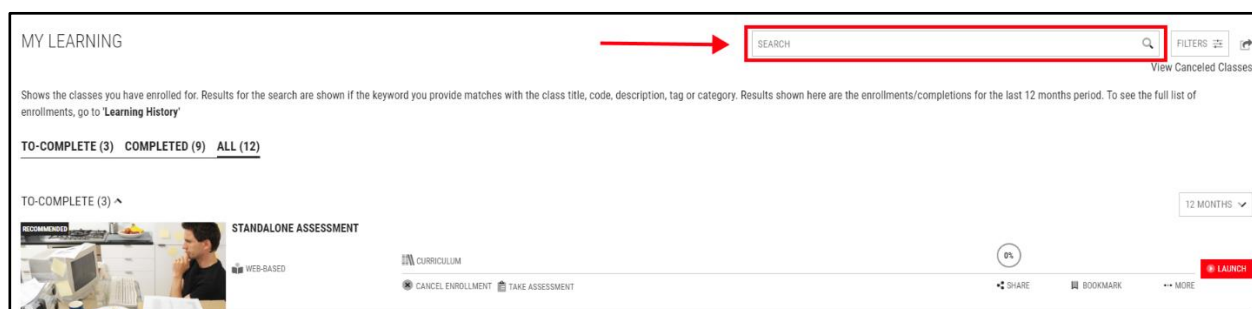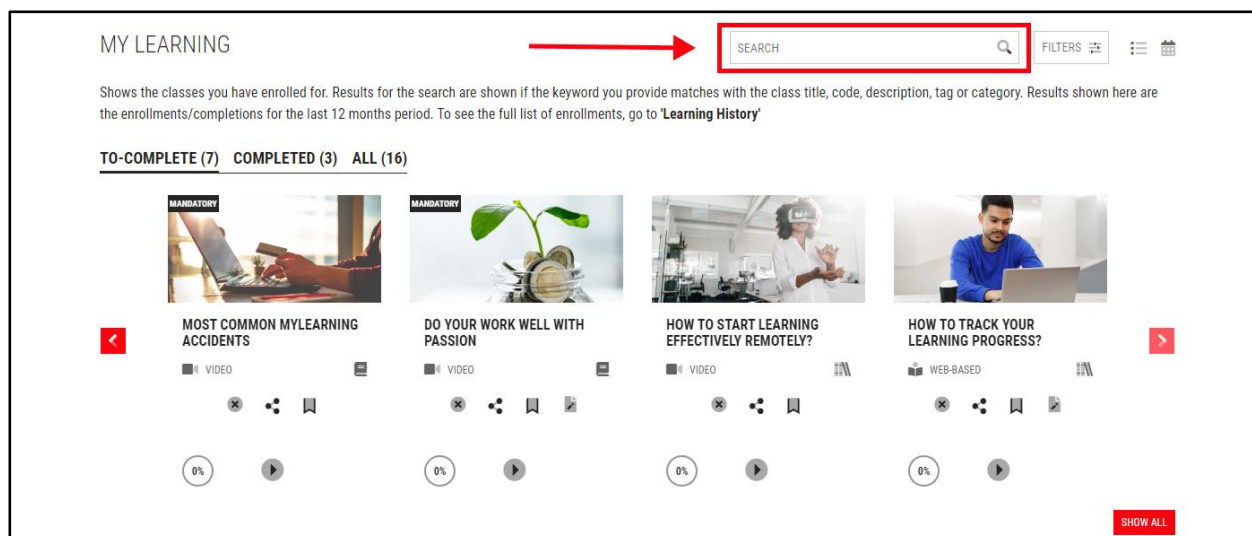
6. A **drop-down** with suggested results should be displayed. Select one or continue typing to narrow down the results.
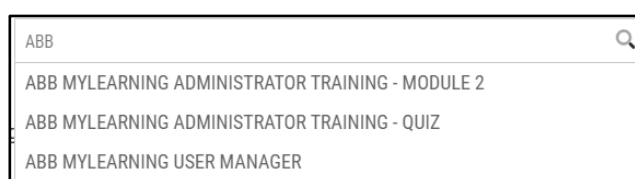
ABB

ABB MYLEARNING ADMINISTRATOR TRAINING - MODULE 2

ABB MYLEARNING ADMINISTRATOR TRAINING - QUIZ

ABB MYLEARNING USER MANAGER

7. If you want to view the full list of results, simply click the **magnifier icon**.

ABB MyLearning Administrator Training - QUIZ
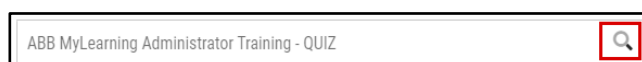
8. From the results list view, you can peek at the details of displayed training items.
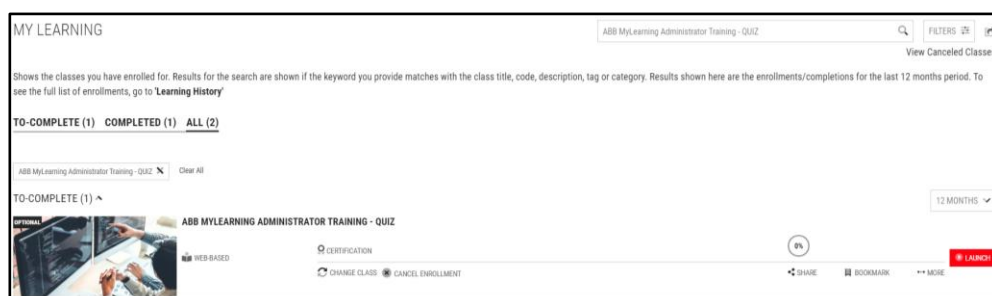
9. Click **Show All** to switch to the full view of search results.
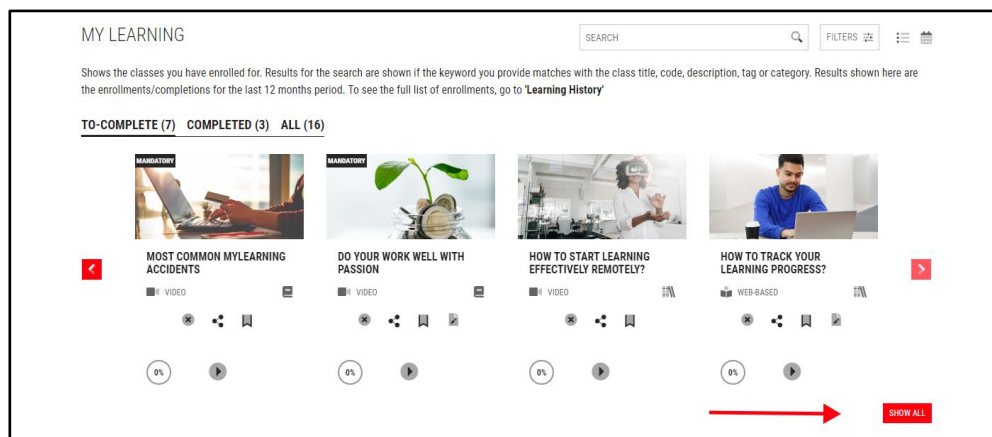
> **19** **NOTE:** The search bar is also available in the Catalog.

2.4. Export your list of Classes

1. Go to **My Learning > All** section and click on the **Export** button in the upper-right corner. From this page, you can also export the list of Classes from the To-Complete and Completed sections.
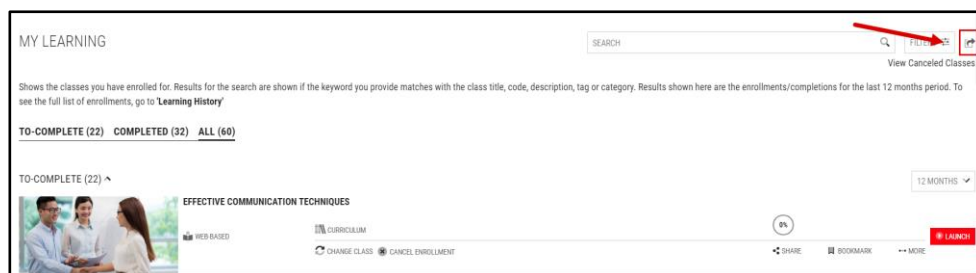
2. Select desired format for the exported file (PDF or CSV). Please note that it might take some time for the system to process the download request.

2.5. Start and Complete a Class

Launch a Web Based/Video Class

1. To launch a content-based Class, go to My Learning panel and select the desired Class. You can start your training in the following ways:

    A. Navigate to **My Learning** panel on the Home Page. You can launch your training by clicking the **Launch** icon below the Course details.
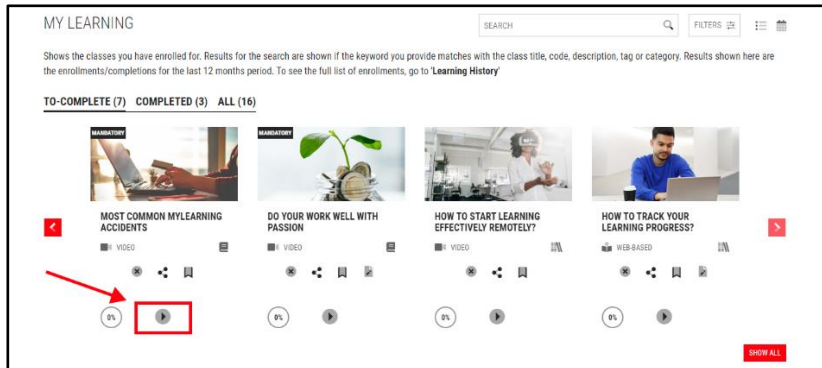
B. Go to the My **Learning > All** section. Click **Launch** next to the training you want to start.

C. Open the Course Details Page. Scroll down to the Enrolled Classes Details and click on **Launch** button.
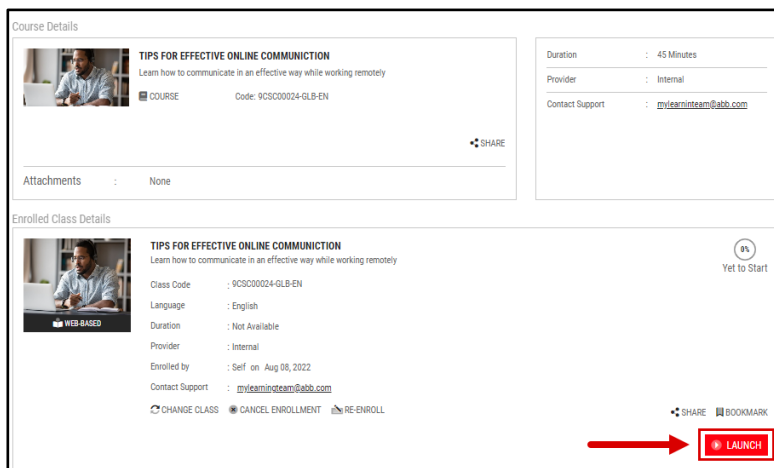
D. Directly form **Catalog** section. Please remember that you need to enroll yourself for the training first. Click on the **Enroll** icon, then a pop-up window will be displayed on the screen. Select **Launch Content** option.
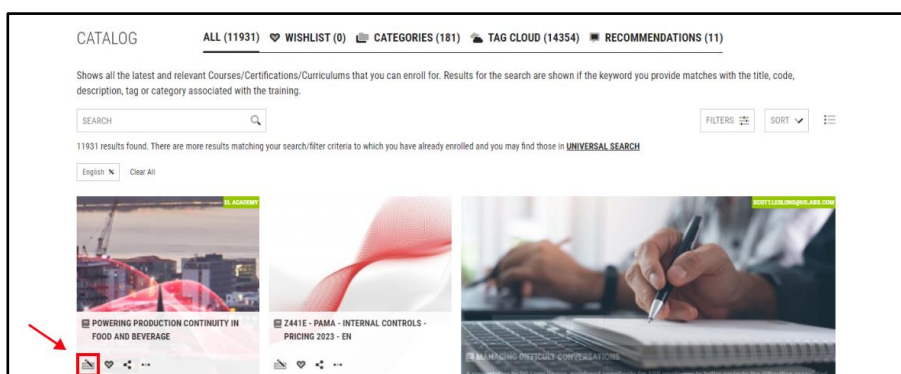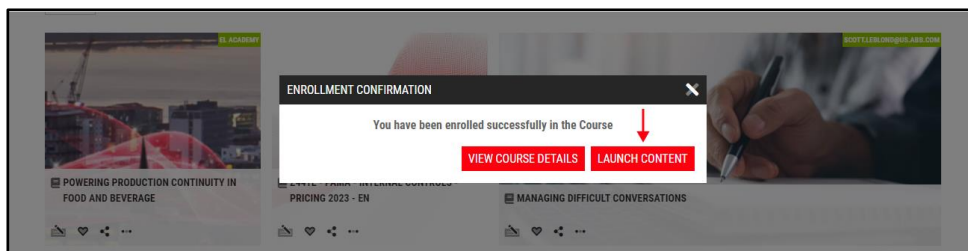
E. To start a Class under a Training Plan, open the **Curriculum/Certification** Details Page. Find the Class you want to start and click on relevant **Launch** button.
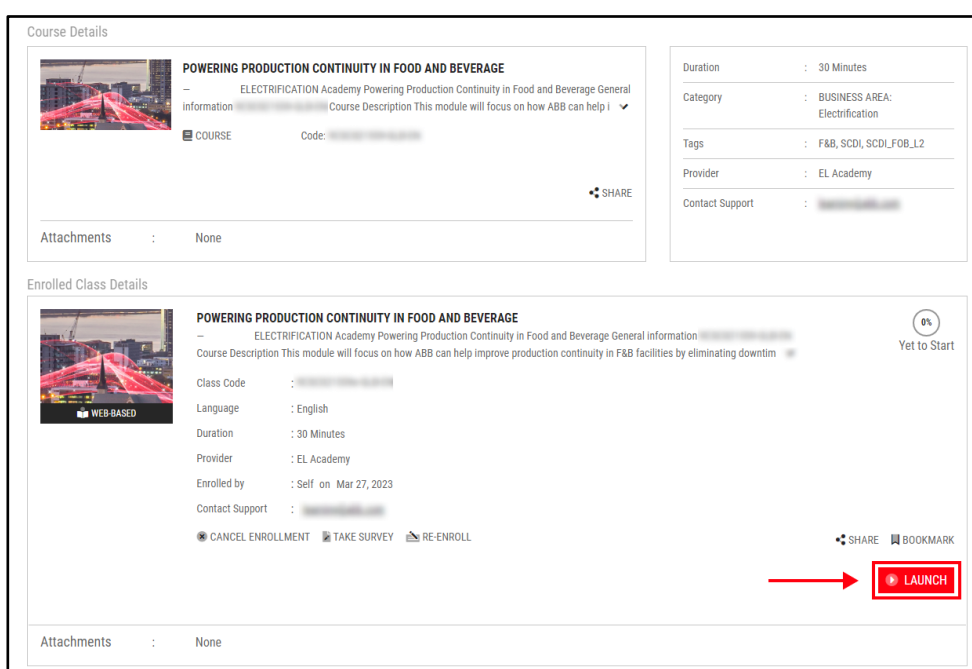
Content Player (complete a Web-based/Video Class)

Your training materials will be displayed in a separate window called the **Content Player**. It displays all kinds of e-learning materials such as videos or interactive content formats. It also collects all of the **Surveys** and **Assessments** attached to specific Class. Learn how to complete a content-based Class below.

21 **NOTE:** Content Player will be also available for Instructor-Led Classes, if there is any Survey or Assessment attached.

2. In order to start the the Class, click **Launch** or a play button, as described in the previous section.

3. A Content Player window will pop-up with. For Video Classes, learning will start to play automatically.

The whole player consists of **2 main parts:**

- A queue bar at the top of Content Player, grouping together all the associated content pieces to be displayed for specific Class .

- The currently played content under associated items list.
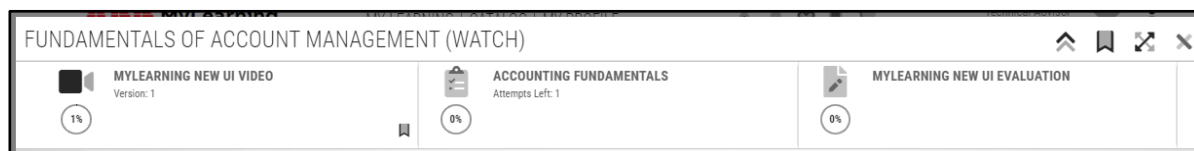
The list of attached content objects is formed as a **chain of contiguous rectangles**. Each content tile enables you to view the content **name** in the system, recognize the content **type** by associated icon and find out which object is currently displayed in the player. Although the feature is the same for all types of mentioned content, there might be some differences between the available tools. Below you can peek at the example of video content player view that is equipped with additional dedicated control **slider bar** (rest of tools is the same for all content types).
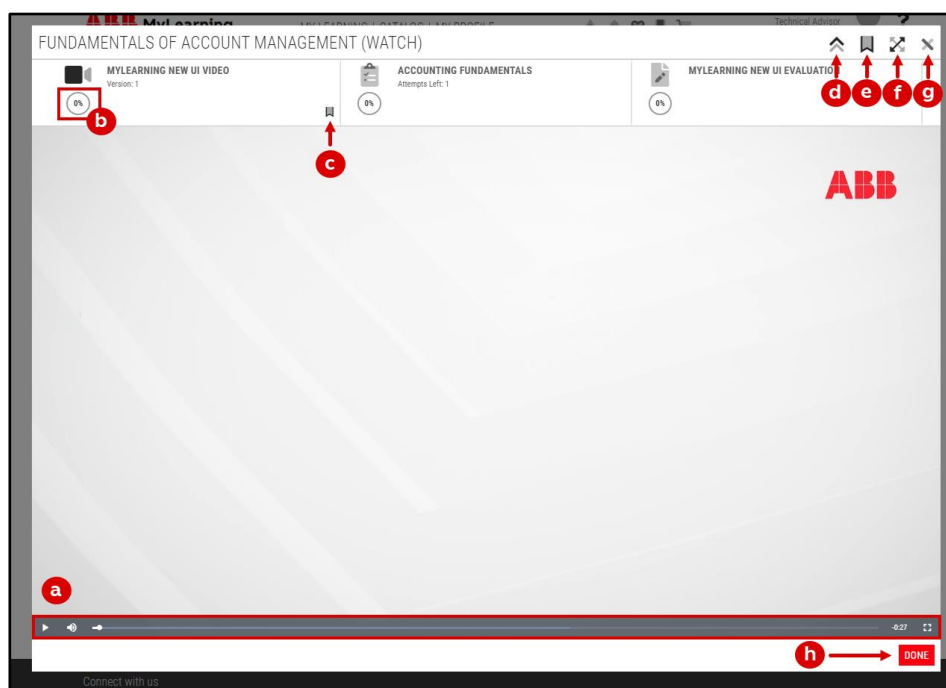
A. **Control slider bar –** specific for Video or Audio Content. It allows you to play & pause the Content, adjust volume, move to desired moment or enter full screen mode.

B. **Individual content progress tracker –** displays your current progress in this specific content object. After entering the content again, system should move you directly to the place that you left it previous time.

C. **Bookmark Content** - enables you to save the Content with other bookmarked items to come back to it later.

D. **Collapse/Expand header** - enables you to hide or show the queue bar that lists all the associated content to be displayed for specific Class at the top of Content Player window**.**

E. **Bookmark Class -** enables you to save the Class with other bookmarked items to come back to it later.

F. **Make full screen -** change the view of the displayed Content Player to a full screen.

G. **Close -** exit the Content Player without saving your progress.

> **22** **NOTE:** Don't leave the Content Player by clicking Close if you want your progress to be captured.

H. **Done –** exit the Content Player and save your progress.

4. Once you finish the trining content, click **Done** to save the progress and exit the Content Player window. If you don't manage to finish your training in one sitting, the progress will be captured and the next time you launch the same content, you can resume from where you left.

> **23** **NOTE:** Some of the attached content might redirect you to the external browser windows. Please do not close MyLearning tab in your browser or leave the new browser window without selecting Done because it will make MyLearning unable to collect your completion status data.

> **24** **NOTE:** Some content types (AICC / SCORM / xAPI) the exact progress percentage is not captured. In such cases the percentage will be displayed as 'N/A' – not available.

> **25** **NOTE:** **Never leave content** without **clicking Done button** (e.g. by closing the window). MyLearning might be unable to track your progress in such case.

> **26** **NOTE:** If you encounter any problems when completing a Content-based Class, please refer to **chapter with troubleshooting** actions before reaching out to support.

5. After you finish the traning (progress tracker will show 100%), you can find it in the **Completed** section in My Learning panel.

> **27   NOTE:** If the Class is under a **Curriculum/Certification**, you can also view it from **My Dashboard** panel.

Join Virtual Class

6. To launch an Instructor led, remote trainig, go to My Learning panel to select the desired **Virtual Class**. You can join the Class in the following ways:

A. Navigate to **My Learning** panel on the Home Page. Click **Join** icon on the Class title once the start time approaches.

> **28   NOTE:** You can also perform this action in the Calendar view, where only Classes with Sessions are displayed.

B. In the **All** page, click on **Join** button next to the training you want to start.
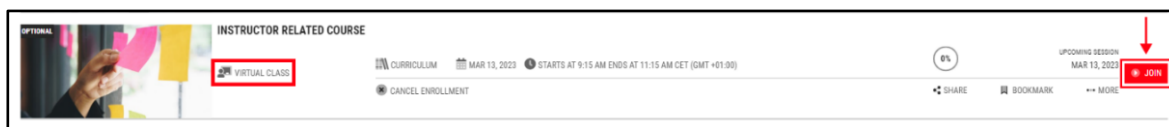
C. In the Details Page, click on **Join** button next to the Session details once the session time approaches.
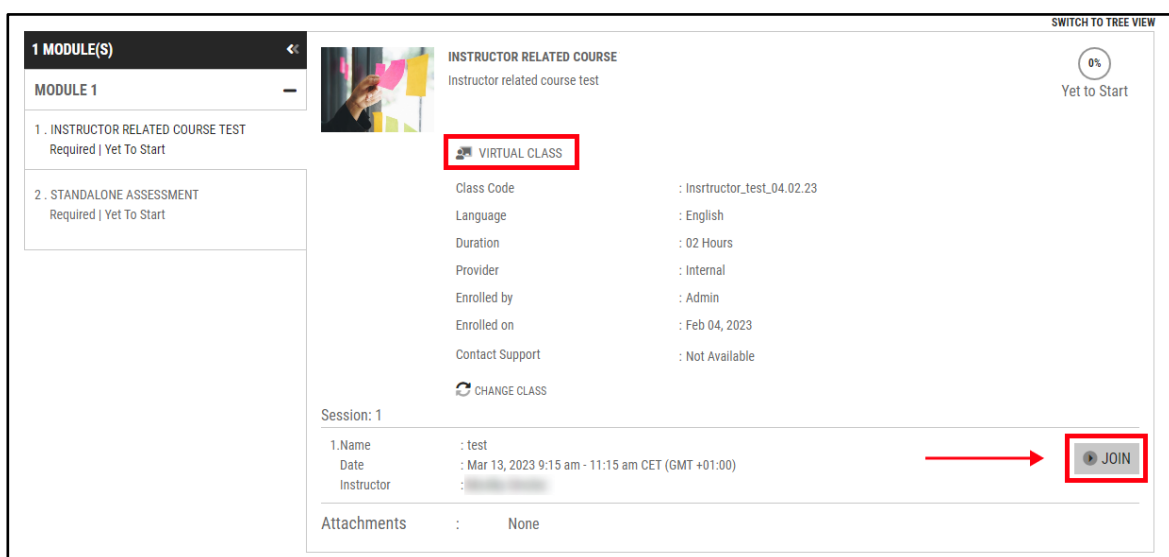
7. Your meeting will open in a new window. Make sure that your browser doesn't block opening new windows.

> **29** **NOTE:** The completion status will be marked by the Administrator/Instructor/Manager after the Class is finished.

> **30** **NOTE:** If you encounter any issues joining the Session, please reach out to the Training Administrator responsible for the training. You can find the contact information in the description of the training, in Contact Support or Provider fields located on the training Details Page.

Complete Survey / Pre-Test / Assessment

You are able to access Survey and/or Assessment attached to a particular Class in the following ways:

A. Once you have completed a Content based Class, select relevant Content object in the Content Player Window queue bar. You can find attached Surveys / Pre-Test / Assessment in the **Header** queue bar, above the displayed video or e-learning (the Header must be expanded).
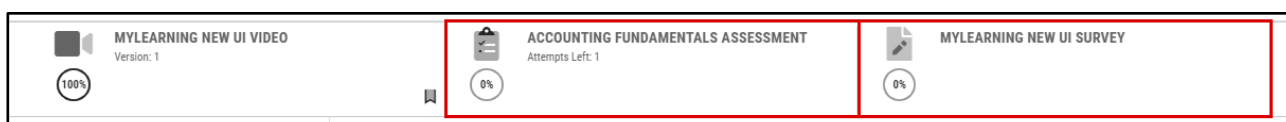
B. Go to the Details Page of the Course or Curriculum/Certification. Click on **Take Pre-Test**, **Take Assessment** or **Take Survey,** depending on the action you want to take.

NOTE: You can access this view from My Dashboard > Curriculum/Certification.

C. Navigate to **My Learning** panel on the Home Page. Under desired training you can see relevant icon to view the:

A - Pre-Test
B - Assessment
C - Survey

You can take both actions in the listed view, by clicking **Take Assessment**, **Take Pre-Test,** or

D. You are also able to access attached Surveys or/and Assessments from **My Learning > All** section by clicking on **Take Pre-Test (A)**, **Take Assessment (B)** or **Take Survey (C)** next to relevant Class on the listing.

NOTE: Pre-Test is a type of Assessment. It is taken before the start of the training to evaluate your knowledge prior going through the training material and measure the effectiveness of provided material.

8. Just like with Content based Classes, the Survey and Assessment attached to training will be displayed in the Content Player. However, the training material will be replaced with questions of different types: **Comments, Drop-downs, Multiple Choice, Rating, True/False, Yes/No**

9. Surveys/Assessment can consist of few question groups. In the **Navigation panel** located on the left, you will see which section you are currently in and how many are left. In case of Surveys, not all of the questions have to be mandatory so it will be possible to skip some.

10. In order to access the next page of the Survey/Assessment, continue with **Next**. You can always can go back, by clicking **Previous** button.

11. After you complete the Assessment, click on **Submit**. Remember to always leave the Content Player with **Done** button.

> **33**   **NOTE:**   Remember that in case of Assessments and Surveys, it is necessary to Submit your answers after completing the whole questionnaire.

> **34**   **NOTE:**   Taking the Assessment is mandatory to complete the training. Taking Survey is optional to give Administrator some feedback about training content.

> **35**   **NOTE:**   Surveys and Assessments will be displayed in a Content Player for all kinds of Classes.

2.6.   Change Class under a Course

MyLearning lets you to change the Class that you wish to attend to another one from under the same Course (in case of not suiting time, language, delivery method etc.). **This action is possible only if there are other Classes available for you under the same Course.** To do that, please follow the steps below:

1. You can access the functionality in the following ways:

    A.   Go to the Details Page of the Course. Click on **Change Class**.
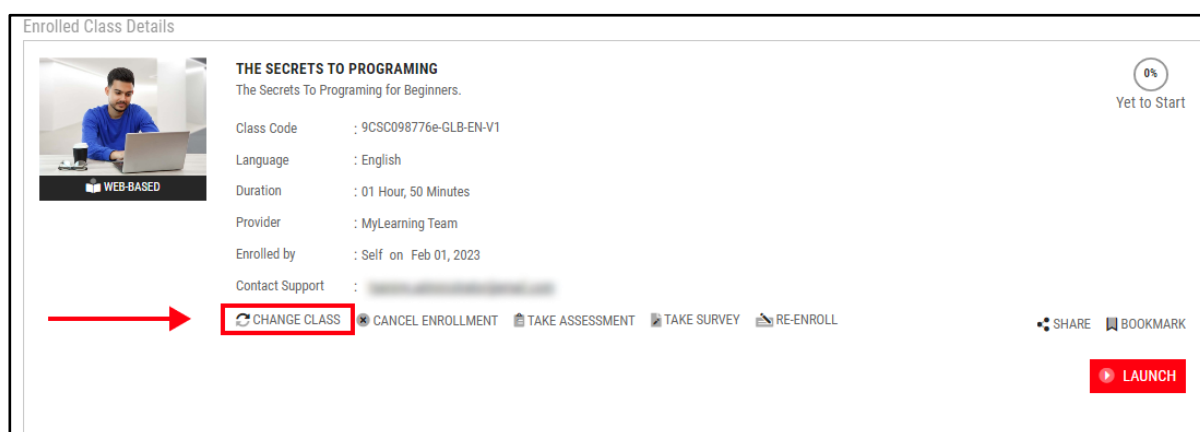
    B.   You are also able to perform this action from **All** section in My Learning panel by clicking on **Change Class**.
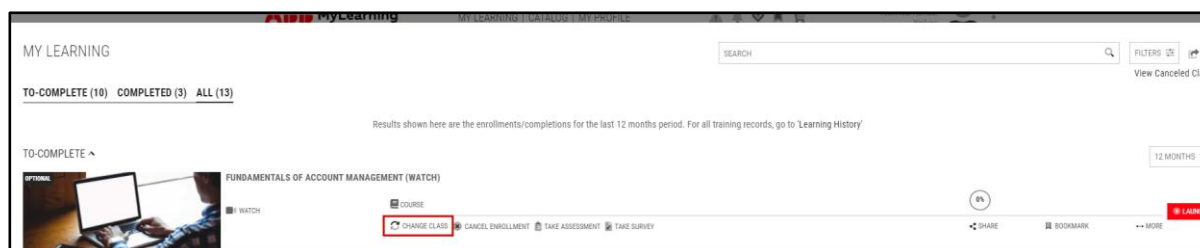
2. You will be redirected to the Details Page. Be aware that when selecting a new Class, **language filter will be automatically added**. To see Classes available in all languages remove the filter by clicking on the cross icon next to it. You can also use **Filters** to narrow your search results.

3. Select desired Class by clicking on the **radio button** next to it and proceed with clicking on **Enroll**.
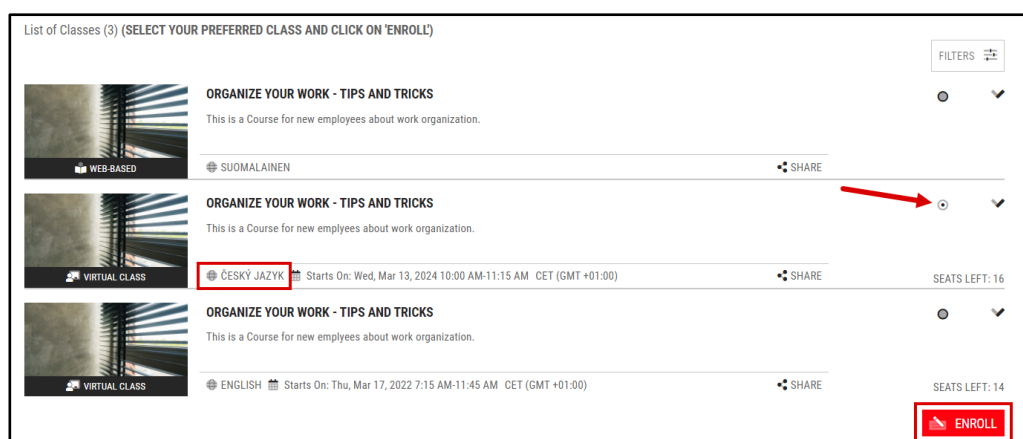
4. After you enroll in the new Class, you will be able to launch/join it. Additionally, information about the Class you are enrolled in will be updated in **My Learning**.

2.7. Change Class under a Curriculum/Certification

1. To change Class under a Training Plan (Curriculum or Certification), follow one of the paths below:

A. Go to the Details Page by clicking on a Course under a Training Plan in **My Learning** or go to Curriculum/Certification section **My Dashboard** panel. Click on **Change Class**.
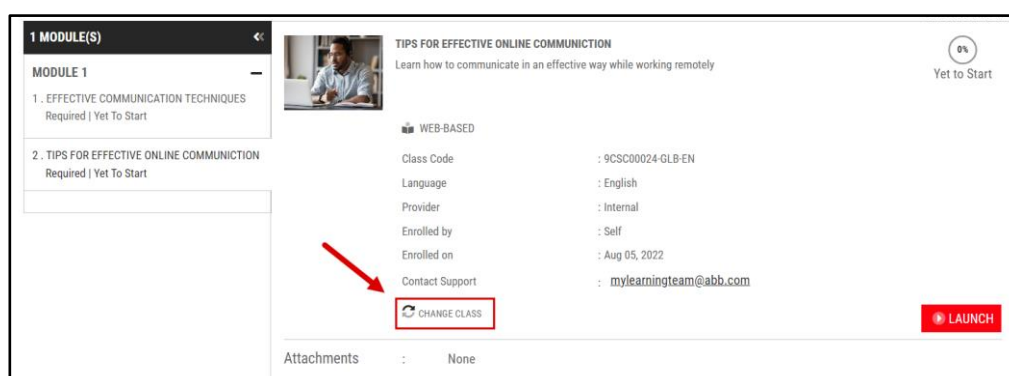
2. You will be redirected to the Details Page of the Training Plan. Be aware that when selecting a new Class, **language filter will be automatically added**. To see Classes available in all languages remove the filter by clicking on the cross icon next to it. You can also use **Filters** to narrow your search results.

3. Choose your desired Class by clicking on the **radio button** next to it and proceed with **Enroll Selected Classes** in the Number of Classes Selected pop-up.
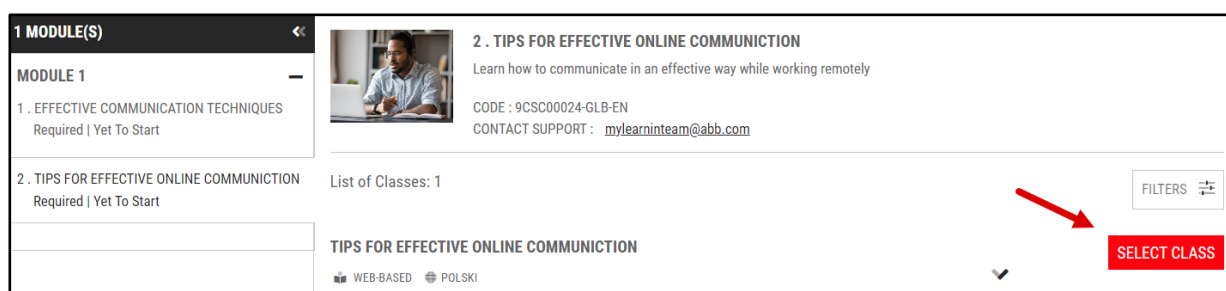
4. After switching the Classes, you will be able to launch/join it right away. Additionally, information about the Class you are enrolled in will be updated in My Learning and My Dashboard.

2.8.   Cancel your enrollment in a Class

1. To cancel your enrollment in a Class, follow one of the paths below:

A. Navigate to **My Learning** panel on Home Page. Move your cursor over the desired training and click on the **Cancel Enrollment** icon.
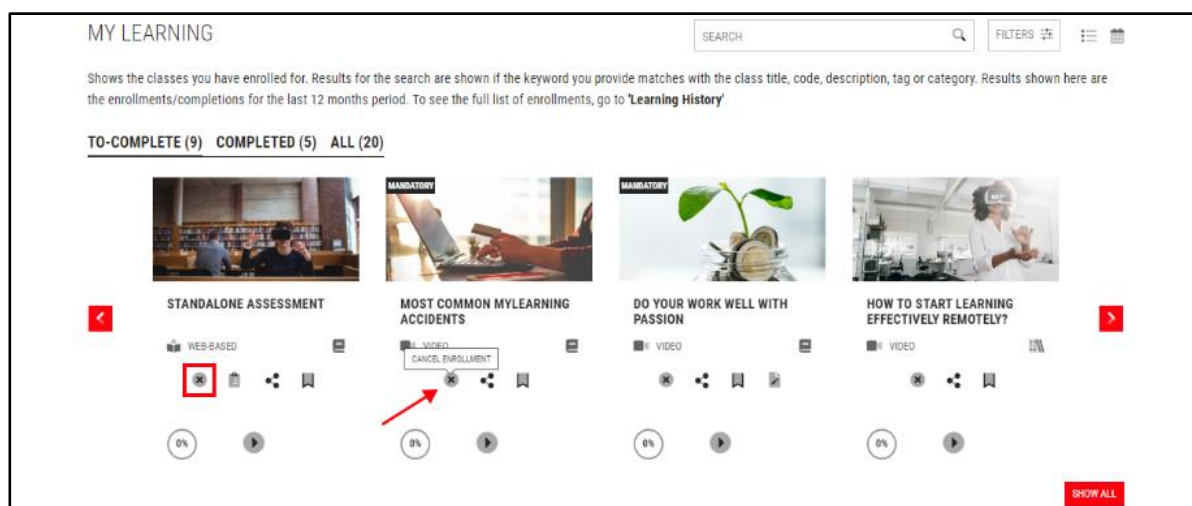
B. Go to the Details Page by clicking on the desired Course title in My Learning panel. Click on **Cancel Enrollment**.

Enrolled Class Details

TIPS FOR EFFECTIVE ONLINE COMMUNICTION
Learn how to communicate in an effective way while working remotely

Class Code	: 9CSC00024-GLB-EN
Language	: English
Duration	: Not Available
Provider	: Internal
Enrolled by	: Self on Aug 08, 2022
Contact Support	: mylearningteam@abb.com

⟳ CHANGE CLASS   ⊛ CANCEL ENROLLMENT   ◿ RE-ENROLL

⊷ SHARE   🔖 BOOKMARK

0%
Yet to Start

▶ LAUNCH

C. Enter **My Learning > All** section, navigate to the relevant Class and click on **Cancel Enrolment**.

TIPS FOR EFFECTIVE ONLINE COMMUNICTION

WEB-BASED   ▤ COURSE   ⟳ CHANGE CLASS ⊛ CANCEL ENROLLMENT   0%   ◀ SHARE   🔖 BOOKMARK   ••• MORE   ▶ LAUNCH

> ³⁶ **NOTE:** In case you would like to cancel enrollment for a particular Class under a Training Plan, you are able to perform such action in the ways described in point (a) and (c).

2. If you are sure you want to cancel the enrollment, select **Yes** In the following pop-up.

CANCEL CLASS ✕

Do you want to cancel the enrollment?

Tips for effective online communication

NO   **YES**

3. System will ask you to provide a reason for cancellation. If any of the given reasons don't match your choice, select **Others** and provide short explanation. Click **Cancel Class** to proceed.

CANCEL CLASS ✕

○ Enrolled by mistake   ⊙ Others

○ Will enroll later   PLEASE FILL IN THE REASON FOR CANCELLATION

○ Enrolled to another similar class

CANCEL CLASS

4. Once the cancellation is completed, a confirmational pop-up will be displayed. Click **Done** to finish the process.
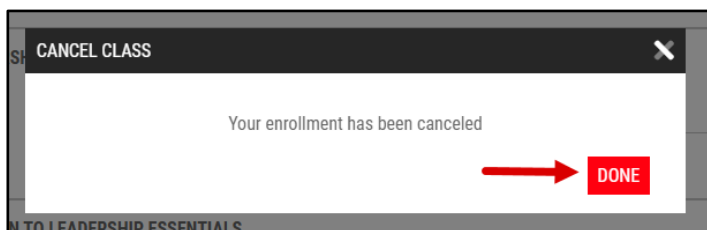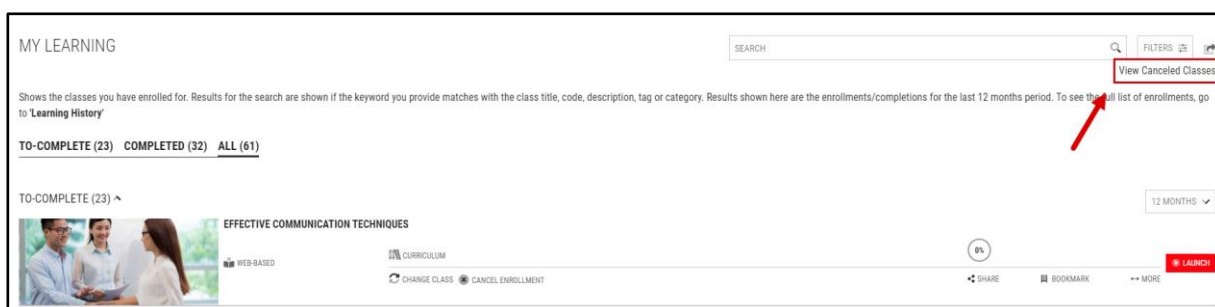

> ³⁸ **NOTE:** In some specific scenarios, the support help might be necessary to complete this process. Contact your training Administrator or MyLearning Support Team via **MyServices** portal.

5. To access your cancelled Classes, go to **My Learning > All** section and click on **View Canceled Classes**.

> ³⁹ **NOTE:** You are not able to cancel trainings that are Compliance or Mandatory for you, have In Progress status or any paid training. Please contact your training Administrator or MyLearning Support via MyServices.

> ⁴⁰ **NOTE:** In order to cancel the priced Class orders from **Pending**, Administrator's assistance is required. Please contact the training Administrator or reach MyLearning Support via MyServices.

> ⁴¹ **NOTE:** In case of Web-based and Video/Audio Classes, please bear in mind that cancelling the event (.ics record) from your calendar isn't enough to cancel the training in MyLearning. To proceed with the cancellation, you need to cancel the training in the system. This way, MyLearning will sent an update to your calendar and the event.ics scheduled before will be removed automatically.

2.9.   Cancel your Training Plan enrollment

1. You can cancel your Training Plan from the Details Page of specific training. You can access the Curriculum/Certification Details Page in the following ways:

A. Navigate to **My Learning** panel on Home Page. Move your cursor over a Class that is a part of specific Learning Plan/Certification that you want to cancel. Click on **Cancel Enrollment**.
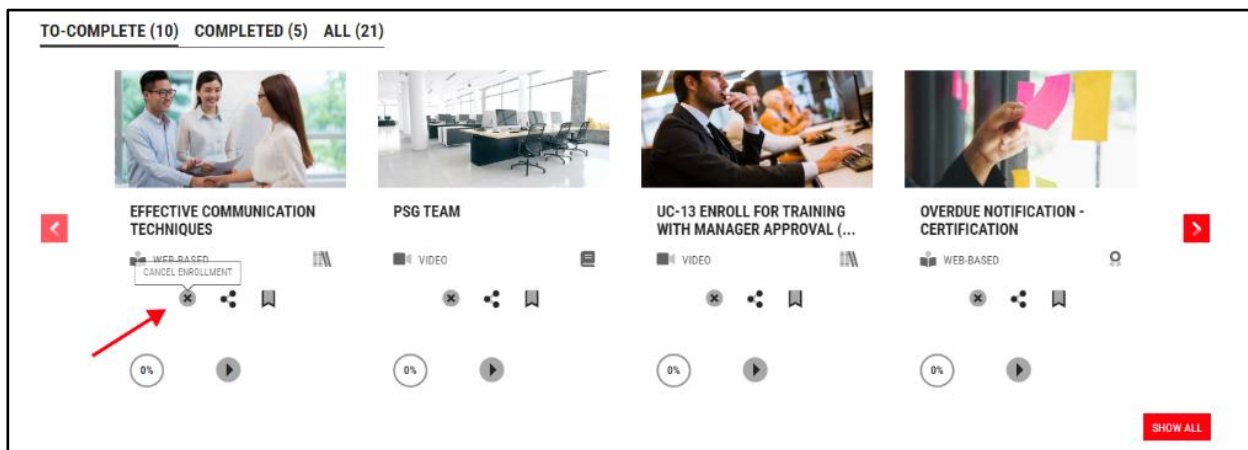
B. Go to **My Dashboard > Curriculum/Certification**. Click on the title of specific Training Plan that you want to cancel.

ABB
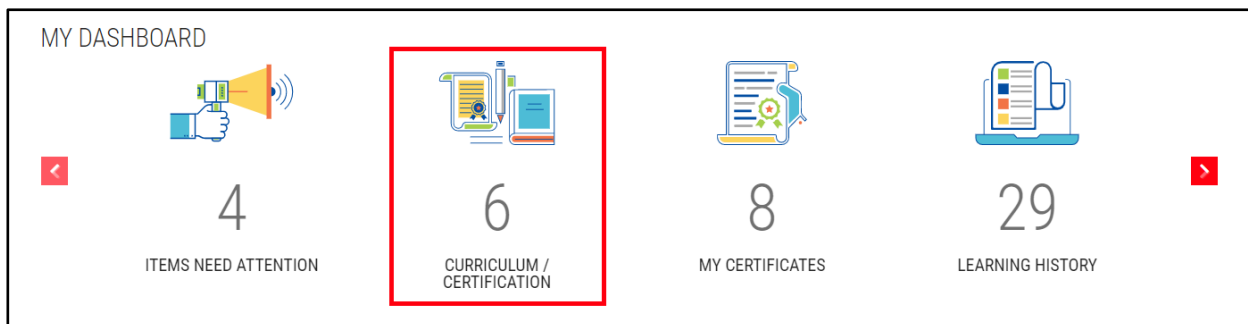
2. The Details Page of the Curriculum/Certification will open. In order to cancel the enrollment in whole Training Plan, click **Cancel Enrollment**.

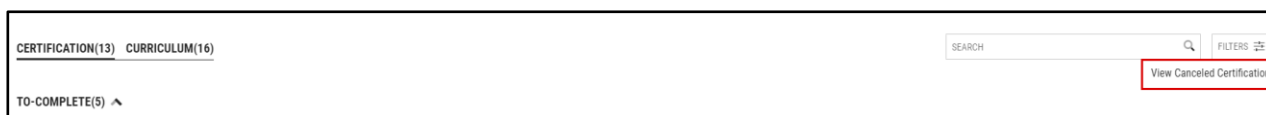**3.** If you are sure you want to cancel the enrollment, select **Yes** In the following pop-up.

4. System will ask you to provide a reason for cancellation. If any of the given reasons don't match your choice, select **Others** and provide short explanation. Click **Cancel Enrollment** to proceed.

5. Once the cancellation is completed, a confirmational pop-up will be displayed. Close it with **x-mark button**.

> **42** **NOTE:** You are not able to cancel trainings that are **Compliance** or **Mandatory** for you, have **In Progress** status or any paid training. Please contact your training Administrator or MyLearning Support via **MyServices**.

> **43** **NOTE:** In order to cancel the priced training from Pending tab, Administrator assistance is required. Please contact the training Administrator or reach out to MyLearning Support via **MyServices**.

6. You can access your canceled Training Plan via **My Dashboard > Curriculum/Certification** or **Learning History** section.

CERTIFICATION(13)   CURRICULUM(16)   SEARCH   🔍   FILTERS ⇅

                                                                                    View Cancelled Certification

TO-COMPLETE(5) ⌃

LEARNING HISTORY

COURSE   CERTIFICATION   CURRICULUM   SEARCH   🔍   FILTERS ⇅   SORT ⌄   ⬈

POWERPOINT - FULL TRAINING FROM BEGINNER TO ADVANCED

🔀 CURRICULUM   CANCELED

                                                                        AUG 09, 2022

3. My Dashboard

My Dashboard panel groups all the Learner's essentials together. You can find there the basic summary of User's actions in trainings. Available carousel view offers **6 different sections:**

- **Items need Attention –** lists important actions required from your side

- **Curriculum/Certification –** allows you to manage enrolled Training Plans.

- **Bookmarks for reference** – collects all of your bookmarked Content and training together.

- **Learning Statistics –** gives an overview of your performance in the system.

- **Learning History –** groups all the historical training (along with training older than 12 months).

- **My Certificates –** lists all of your received certificates.

MY DASHBOARD

1	2	17	1
ITEMS NEED ATTENTION	CURRICULUM / CERTIFICATION	MY CERTIFICATES	BOOKMARKS FOR REFERENCE

24	4
LEARNING HISTORY	LEARNING STATISTICS
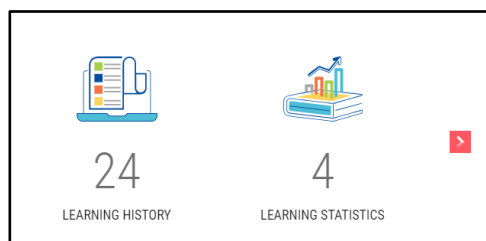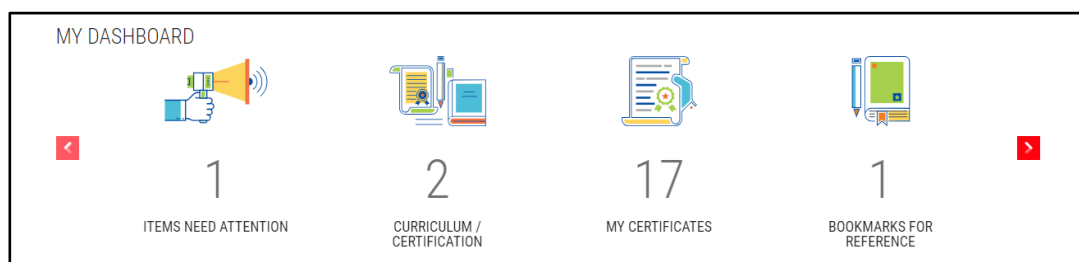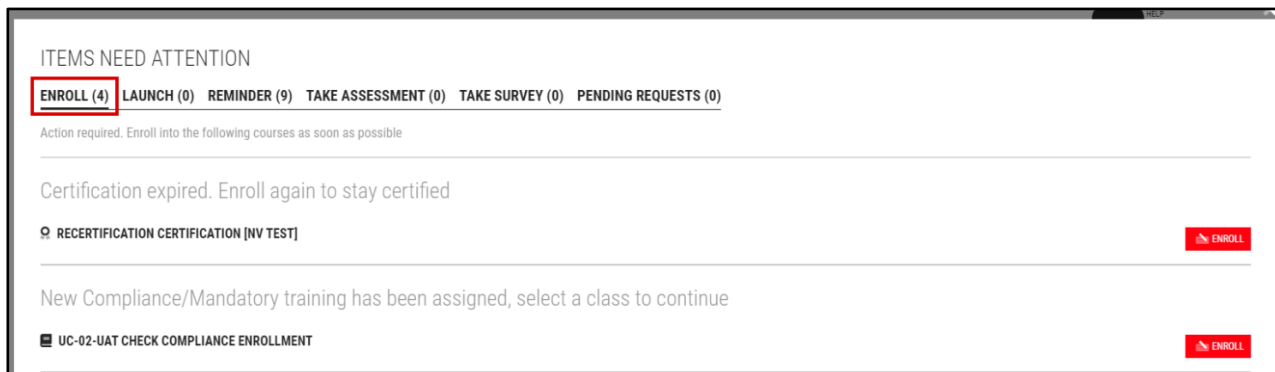
3.1.   Items Need Attention

Items Need Attention lists important actions required from your side to be taken on specific item in the system.

Enroll

1.   In the **Enroll**, section you are able to:

- View trainings that **have expired** and they need to be re-enrolled to stay certified

- Access to the **training that has expired**

- See information regarding **expired Content** attached to a Class under Compliance/Mandatory Course

- View **Compliance/Mandatory** training that has been assigned to you

- See information regarding your **missed your training Session**

- See information about your **failed Assessment** in a Class

- Find **priced Manager Approved training** that is sponsored by **Self**

2. Click on the **Enroll** button to register or re-register for the desired training.

Launch

3. In the **Launch** section, you can find :

- Classes for which the **completion date** is approaching.

- Classes for which a **new Content version** Is available.

4. Click on the **Launch** button to view the content associated with specific Class on the list and complete it.
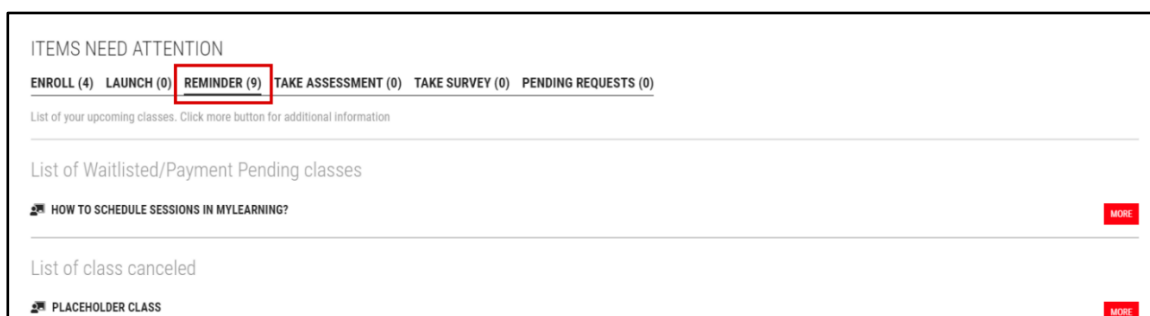

Reminder

5. In the **Reminder** section, you can find:

- Classes **cancelled** by Instructor/Manager/Administrator.

- List of recently **cancelled** enrollments.

- List of **Waitlisted/Payment Pending** training.

- **Reminder** to attend a training.

6. Click on **More** button to see more details about the Class on the training Details Page.

Take Assessment

7. In the **Take Assessment** section, you can find the list of all Classes where there is an Assessment pending to complete a Course.

8. Click on the **Take Assessment** option and launch the assessment content in the Content Player.
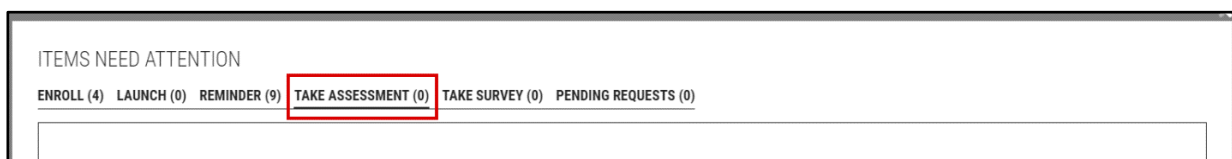

Take Survey

9. In the **Take Survey** section, you can find the list of all Classes with a Survey that is pending your feedback submission.

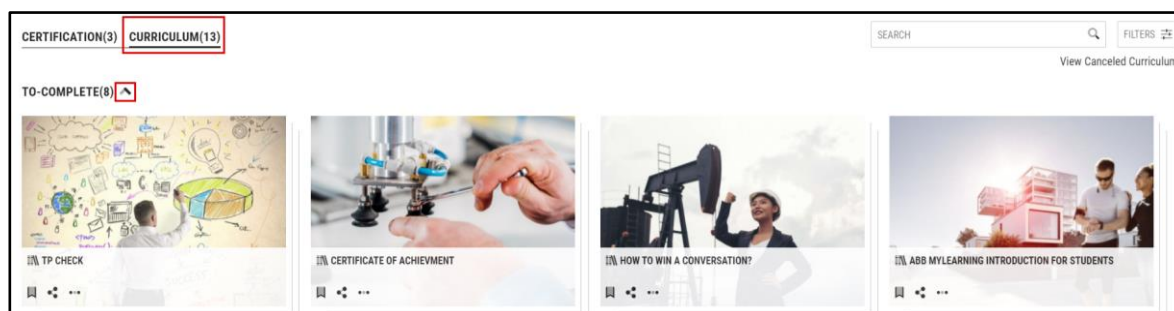**10.** Click on the **Take Survey** button to launch the Survey content.
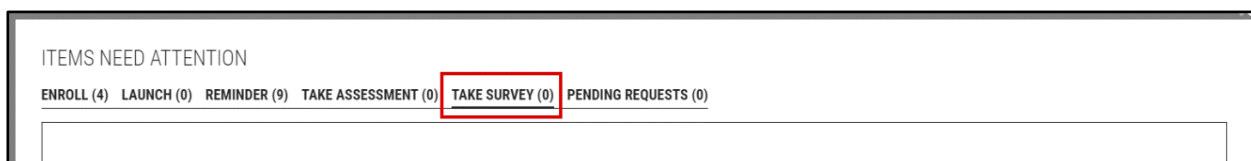
Pending Requests

11. In the **Pending Request** section you can find list of requests that were sent out to the Manager for approval. You can either **Cancel the Request** (a) or **Send Reminder** for the Manager (b).
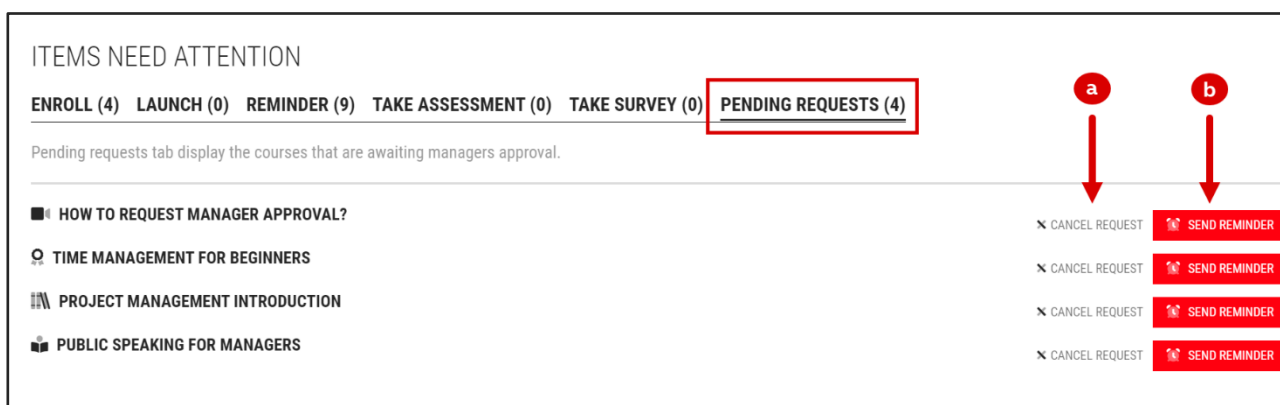
3.2. Curriculum/Certification (Training Plans)

Curriculum

1. In the **Curriculum** section, you can find all the Curriculums that you have enrolled in grouped by statuses:

   • **To-Complete** – this section displays all enrolled Curriculums.

   • **Completed** – this section displays all completed Curriculums.

   • **Pending** – displays all the waitlisted and payment pending Curriculums.

   • **Incomplete** – displays all the Curriculums that have No-Show and Failed status.

   > **44 NOTE:** To see trainings under each section click on the little arrow next to section name to expand it.

2. Click on **View Canceled Curriculum** in the top right corner in the pop-up window to see canceled Curriculums in the **Learning History** section.

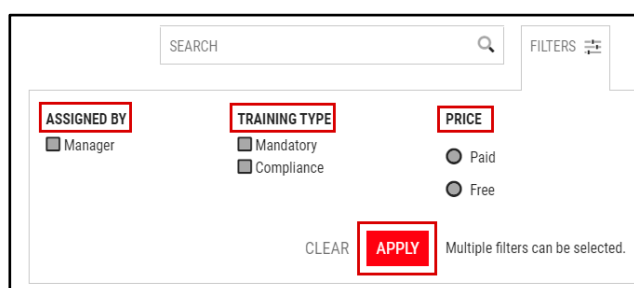### Certification

3. In the **Certification** section, you can find all the Certifications that you have enrolled in grouped by statuses:

   • **To-Complete** – displays all enrolled Certifications.

   • **Completed** –displays all completed Certifications.

- **Expired -** displays all expired Certifications and allows to re-enroll expired Training Plan.

- **Pending** – displays all the waitlisted and payment pending Certification.

- **Incomplete** – displays all the Certifications that have Incomplete status for you. This includes all the Classes with Sessions in which your attendance is marked as **No Show** by the Instructor/Administrator, as well as Certificates with failed Assessment.

> **45** **NOTE:** To see trainings under each section click on the little arrow next to section name to expand it.

4. Click on **View Canceled Certification** in the top right corner in the pop-up window to see canceled certification in the **Learning History** section.

Filters for Curriculum/Certification

5. You can use **Filters** to refine the view or use the **Search Bar** to find a particular Curriculum/Certification training.

6. You can filter your results based on: **Assigned By**, **Training Type** and **Price**. To update the results, click on **Apply** button. Click **Clear** to remove all filters the applied filters.

Actions available for Curriculum/Certification

7. In the **My Dashboard > Curriculum/Certification** section, all your Training Plans are displayed in a from of tiles grid. Each tile presents basic information about specific training.

8. From this view, you are also able to:

A. Add this training to your **Bookmarks**

B. **Share** this Training Plan

C. Go to the Details Page of the Training Plan

> **46 NOTE:** In case of Certification Training Plan, you will also notice the **Re-Certify icon** ![icon] once the time for recertification approaches (for Certifications in **Completed** or **Expired** status).

Curriculum/Certification Details Page

9. To access specific the Details Page of a specific Training Plan, click on the **More** icon or on the **title** of specific training.

10. From Curriculum/Certification Details Page, you are able to:

- **Enroll in Courses** under specific Training Plan
- **Cancel** your enrollment
- **Share** this Training Plan
- **Bookmark** this Training Plan

11. In section **(a)**, you can find following information about the Curriculum/Certification:

- **Version Number of the Training Plan -** Authors of trainings are now able to create new versions of Curriculum/Certification to change its structure or characteristic e.g. add new Course to the Training Plan.

> **47 NOTE:** If the Administrator transfers your enrollment to a newer version, you will receive an email notification. Changes might affect your enrollment status. For example, if a new required Course has been added, this means that you also complete it.

- **Language**

- Enrollment **Date**

- Attached **Assessment** (if there is one)

- Attached **Survey** (if there is one)

- **Price** of the training

- **Expiry date** (for Certification)

- **Duration** of the Training Plan

- **Number of Courses required** to complete the Training Plan

12. In section **(b),** you will find following information about the Courses and Classes available underneath:

- **Delivery type**

- **Obligatory** character of the Course (required or optional)

- **Sessions details** (for Classrooms and Virtual Classes)

- **Language** of specific Class

- **Duration** of Class

- **Enrolled by** information

- **Enrolled on** date

- **Completion date** (if the Class has been completed)

- **Progress status** of a specific Class

13. From the Curriculum/Certification Details Page, you can also take the following actions:

A. **Cancel** Enrollment

B. Access **Attachments** of Training Plan (additional files available for specific training)

C. **Share** this Training Plan

D. **Bookmark** the Training Plan

E. Access **Attachments** of Course (additional files available for specific training)

F. **Launch/Join** specific Class

14. Depending on the Training Plan settings, there might be also extra actions available in this view:

• Take **Survey**

• Take **Assessment / Pre-Test**

• Enroll in **Optional Classes**

• **Change Class** under a Course

• View **Completion Certificate** (for Training Plans with Completed status only)

• **Re-enroll** to a Certification

48 **NOTE:** In case of Training Plan with Optional Courses, there might be a Completion Rule applied by Administrator of training. **It means that you need to complete particular number of Optional Courses in order to accomplish the whole Training Plan.** But since they are Optional Courses, the choice is up to you.

15. On the Curriculum /Certification Details Page, you can also switch between **Tree** and **Module View** to have a better overview on available Courses or training structure.

- Module view
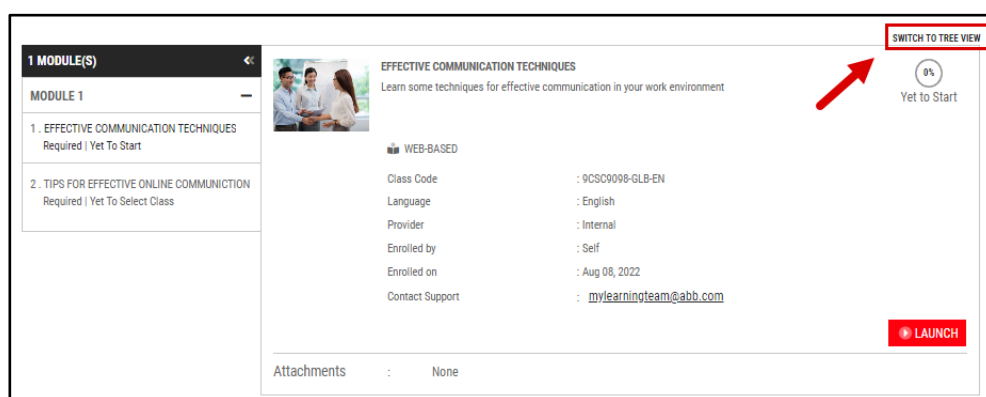
- Tree view
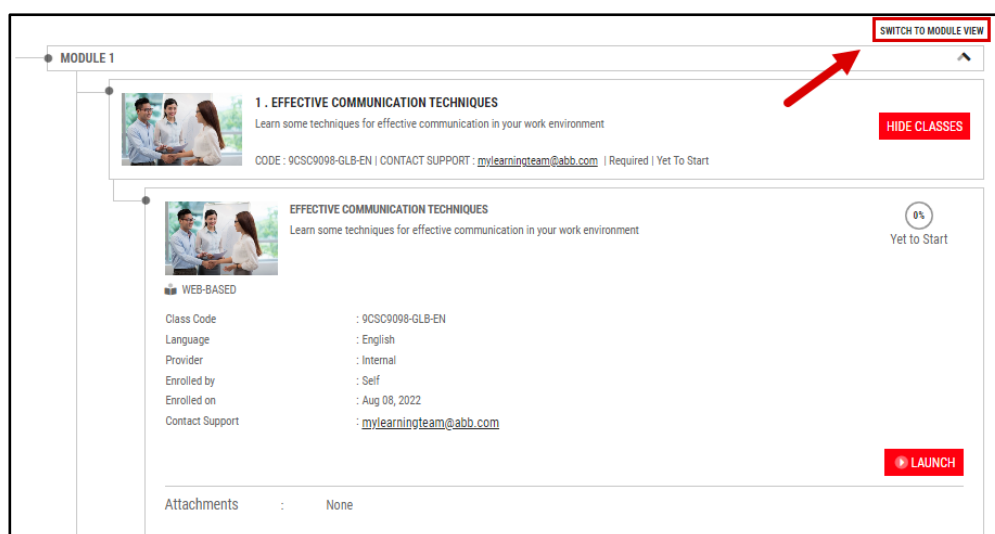
3.3. Bookmarks for reference

Bookmarks in MyLearning allow you to save specific Course, Training Plan or Content that you found useful to be easily available in the future, e.g. in case you want to finalize unfinished training or review specific subject.

Add a Course to Bookmark section

1. Navigate to **My Learning** panel on the Home Page and hover your cursor over desired Class.

2. Click on the **Bookmark** icon. A Class under a stand-alone Course will have the following icon: COURSE , while the Course under a Training Plan is marked with one of the following icons: CERTIFICATION , CURRICULUM .
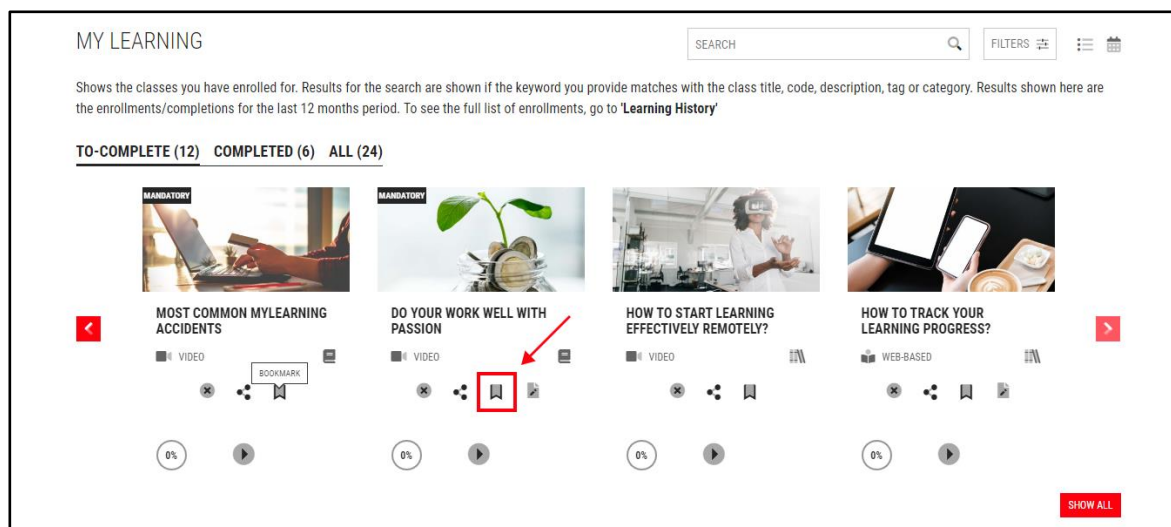
> **50** **NOTE: You** can also Bookmark a Web Based/Video Class from the Content Player.

Add a Training Plan to Bookmark section

3. Enter **My Dashboard > Curriculum/Certification** section from the Home Page.

4. Locate the desired Curriculum or Certification Training Plan in the relevant section.

5. Move your cursor over the Training Plan and click on **Bookmark** icon.
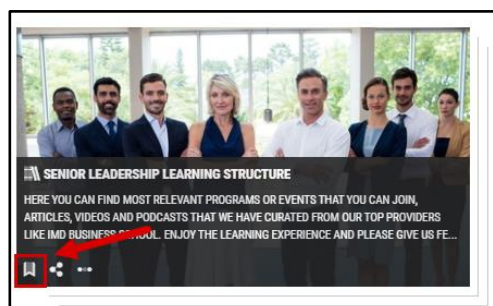
> **51** **NOTE: You** can also Bookmark a training from the Details Page of a specific training.

Add Content to Bookmark section

6. Navigate to **My Learning** section on the Home Page.

7. Find the desired Web Based/Video Class that you would like to bookmark the Content for. Click on its **title** and on the Course Details Page, click on **Launch** button or click on the **Launch icon** available directly in the Class tile.
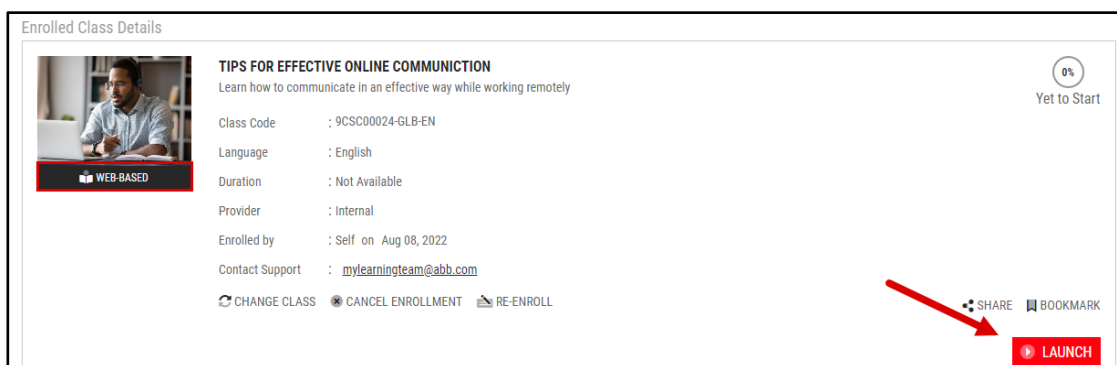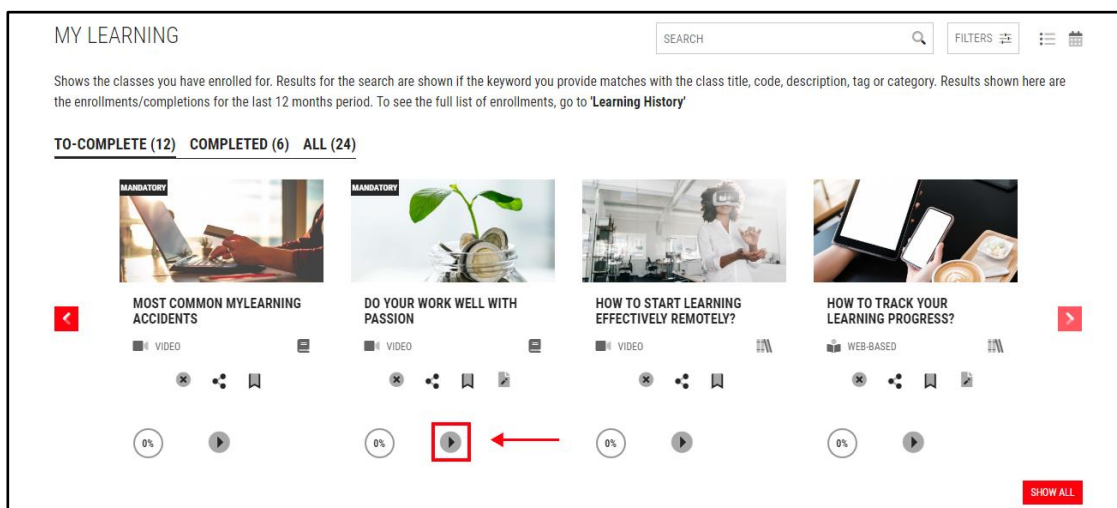
8. Content Player window will pop-up. Click on the **Bookmark** icon next to the title of specific Content in the queue bar at the top of this window to bookmark it.
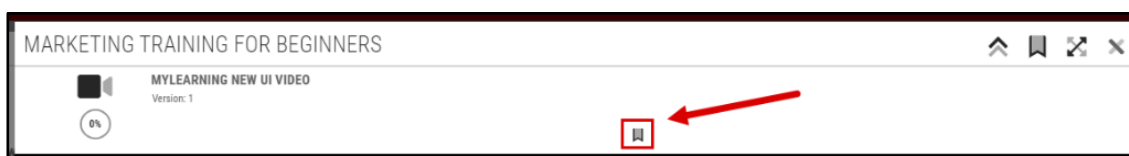
Find your Bookmarked training/Content

9. After bookmarking specific Class, Training Plan or Content in the system, the **Bookmarks icon** in the Menu Bar will be highlighted with a **colorful dot** informing you about new item added.

10. Click on the Bookmarks icon to view your 5 most recently bookmaked items.

11. You can access each item by clicking on the relevant title. If there are more than 5 bookmarks in total, **Show All** option will appear. Click on it to be redirected to the **Bookmarks For Reference** section in **My Dashboard** panel.
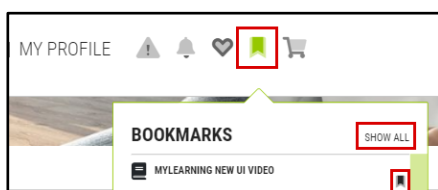
> **52** **NOTE:** You can also remove an item from the list, by clicking on the Bookmark icon next to it.

12. To fully manage your bookmarked items, go to **My Dashboard > Bookmarks for Reference** section. There you will see your Bookmarks categorized in the following tabs: **Course, Content, Certification** and **Curriculum**.
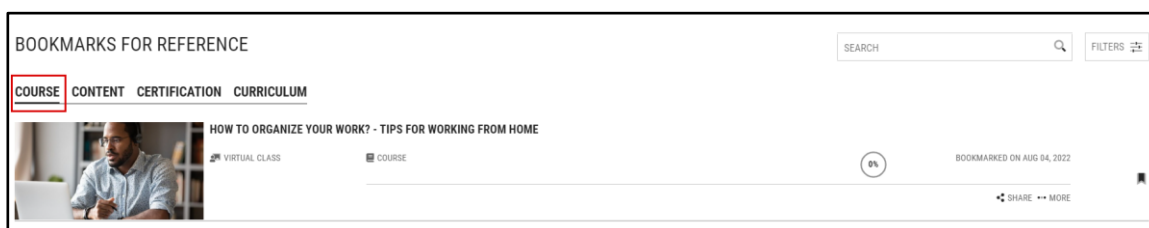
Course, Curriculum & Certification

13. In the **Course, Curriculum** and **Certification** tabs, you are able to:

A. **Share (a)** specific bookmarked Course with others. This option is currently unavailable.

B. Click on **More** button **(b)** to enter the Course Details Page.

C. Click on **Remove Bookmark icon** to remove specific position from the list **(c)**.
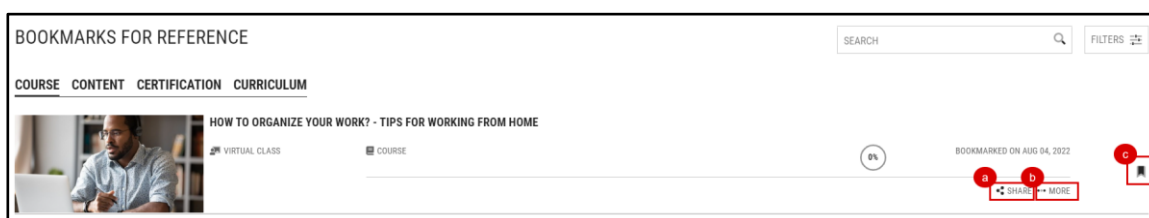
14. Use the **Search Bar** or **Filter** displayed Classes by **Delivery Type**. Select relevant filter option and click **Apply** or remove the filters by clicking on **Clear** button.
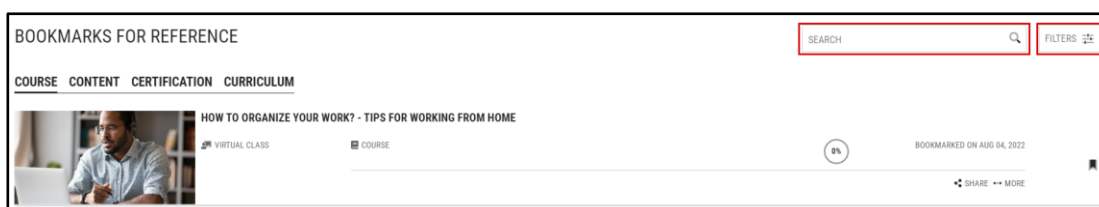
> **NOTE:** Filter option isn't available for **Curriculum** and **Certification** tabs.

Content

15. In the **Content** tab, you are able to:

   A. Launch the bookmarked Content by clicking on **the Play icon**

   B. Click on **Remove Bookmark icon** to remove specific position from the list **(c)**.

16. Use the **Search Bar** or **Filter** displayed Content by **Delivery Type**. Select relevant filter option and click **Apply** or remove the filters by clicking on **Clear** button.

3.4. Learning Statistics

Learning Statistics section allows you to track your learning progress. Here, you can find **Current Year** and **Overall** statistics of your performance in the MyLearning system.

Current Year

In this tab, you can find your learning progress for the current year. It is divided on two main parts:

- **My Learning Hours**

- **Enrolled and Completed Training**

My Learning Hours

MyLearning allows you to set the target hours for the time spent on learning in the system. Once it is done, My Learning Hours graph will help you to track the progress versus your personal goal defined in **My Account > Preferences** tab.

1. To set your target, click on **My Account > Preferences** button. You will be redirected to **Preferences** section in **My Account (My Profile)** panel.
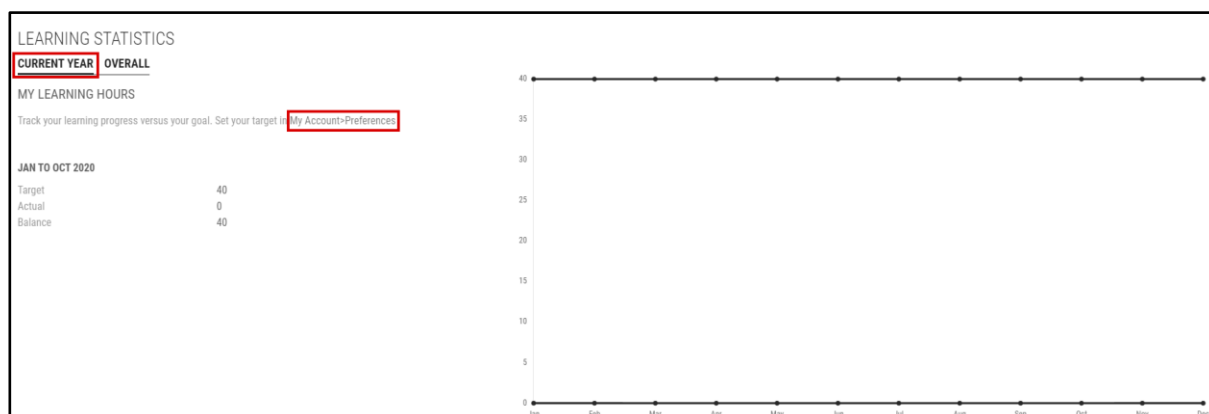
2. Set your **My Learning Target** by typing in the number of hours in the marked field and click **Save**.

> ⁵⁴ **NOTE:** Hours set in My Learning Target will indicate the **monthly** time goal defined by you for time spent on learning in the system.

Enrolled and Completed Training

In this part you can find graphs with trainings that you have enrolled in and completed, filtered by:

3. **Assignment Type** – this graph displays the enrolled and completed trainings based on **Compliance** or **Mandatory** type selected year-to-date. You can select type from the dropdown list. To see the number of trainings, you have to hover your cursor over the graph.
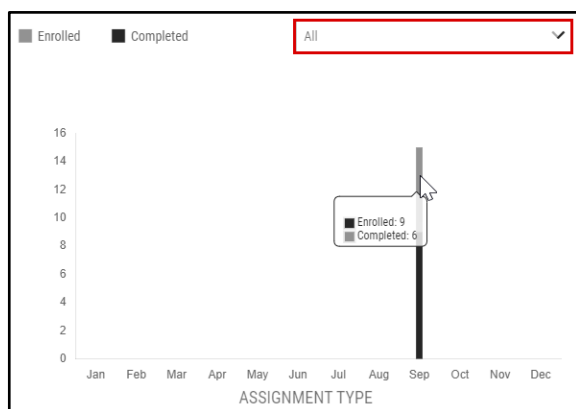
4. **Training Type** – this graph displays enrolled and completed trainings based on training type (**Course, Certification or Curriculum**). As for assignment type, you can choose training type from dropdown list. If you want to see the number of trainings, hover your cursor over the graph.

5. **Delivery Type** – this graph displays enrolled and completed training based on delivery type (**Classroom, Virtual Class, Web-based** or **Video/Audio**). As for types above, you can choose training type from the dropdown list and hover over the graph to see number of trainings.
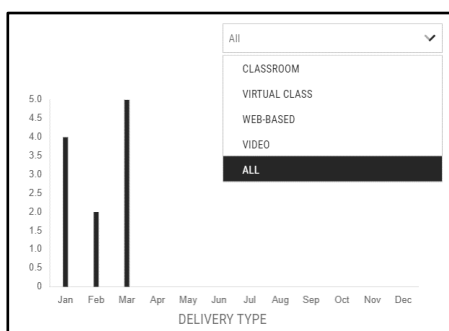
Overall

In this section you can find your all learning progress since your first day in MyLearning. This section contains of the following parts: My Learning Statistics, Action Center and My Certificates.

My Learning Statistics

6. This section displays your learning progress presented on pie charts, that is based on:

A. Assignment Type

B. Training Type

C. Delivery Type
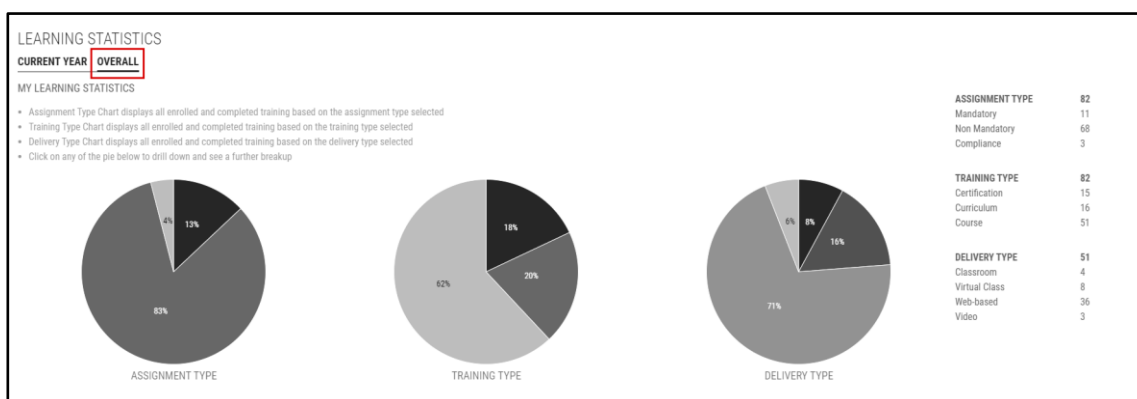
7. Click on **any pie chart** and **sub pie chart** will display your Class enrollment status below.
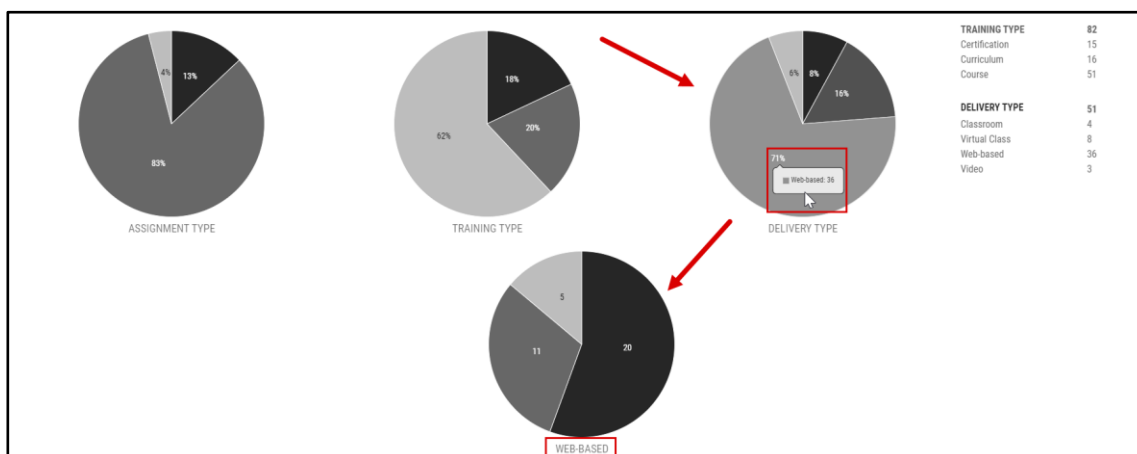
Action Center

8. This section displays:

A. Pie chart with Items in your Wishlist – This feature is currently not available

B. Pie chart with Items Need Attention – This feature is currently not available

C. Bar chart with comparison of **Paid** and **Free** training.

9. When you hover over the **Items in your Wishlist** chart, you will see your Class enrollment status. After clicking on the **Items in your Wishlist** button, you will be redirected to the **Catalog** > **Wishlist** tab.
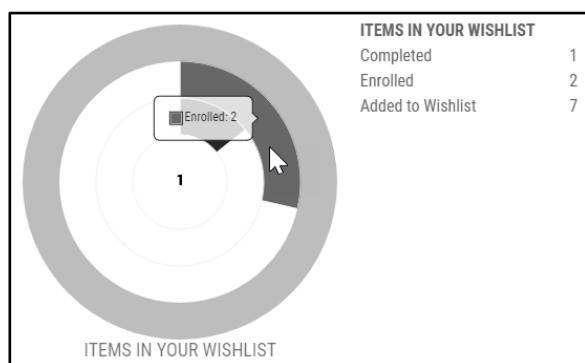
10. When you hover over the **Items Need Attention** chart, you will see types of alerts that need your attention. By clicking on the specific part of chart, you will be redirected to the section **Items Need Attention** in **My Dashboard**.

11. If you want to see the number of paid and free trainings that you have completed and enrolled in, just hover over the bar chart.

My Certificates

From here you can access your Certificates by clicking on **My Certificates**. Learn more in My Certificates section.

3.5. Learning History

In this section, you can find the list of all your trainings that were in My Learning at some point and the most recent actions associated with them. Learning History consists of three sections: **Course, Certification and Curriculum.**

> 55   **NOTE:**   Under each tab, you can perform the same actions.

1. All of the training will be displayed in a listed view. Next to the training you are able to find information such as: **date of the status change** (a) and **Enrollment Status** (c). You can also access the Details Page of the training by clicking on **More** (b).
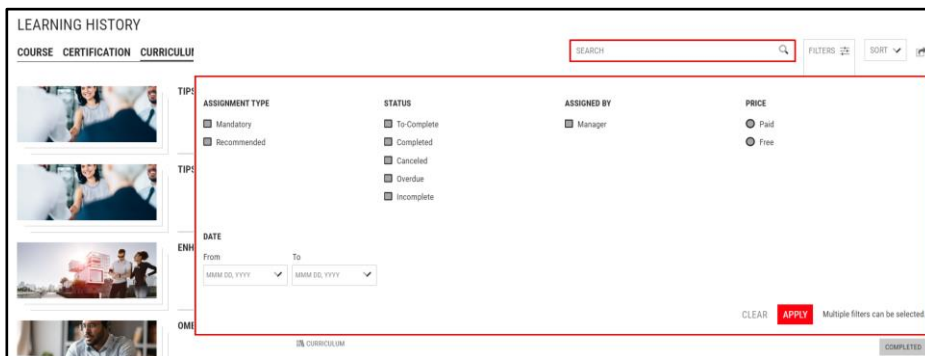
2. From this view, you can:
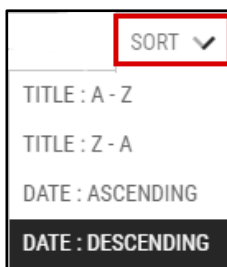
    A. Search a training by providing **at least three following characters** in the Search Bar.

    B. Filter your results based on:

- Assignment Type
- Status
- Delivery Type
- Assigned By
- Location
- Price
- Date

Choose the filter you are interested in and click on **Apply** button. You can also remove all the filters by clicking on **Clear.**

    C. **Sort** your trainings.

    D. Download a list of your trainings to your computer in a **PDF** or **CSV** format.

3.6.   My Certificates

In this section, you will find all your **Certificates** gained in MyLearning.
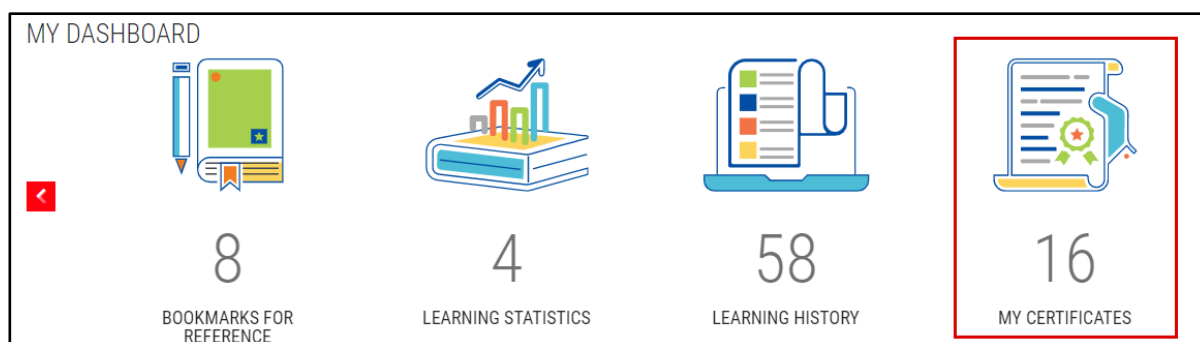
1. You can apply the **date filter** to view Certificates from a specific date frame. Set the dates from the pop-up calendar or by simply typing the dates in the given fields. To enter the changes click **Apply**.

2. To access the certificate click on the **View Certificate**.

3. From the view below, you can **share your Certificate one LinkedIn** by clicking the icon (a) or save your Certificate in a PDF format by clicking **Convert to PDF** button (b).

4. In order to return to the previous page, click on **x-mark** icon .
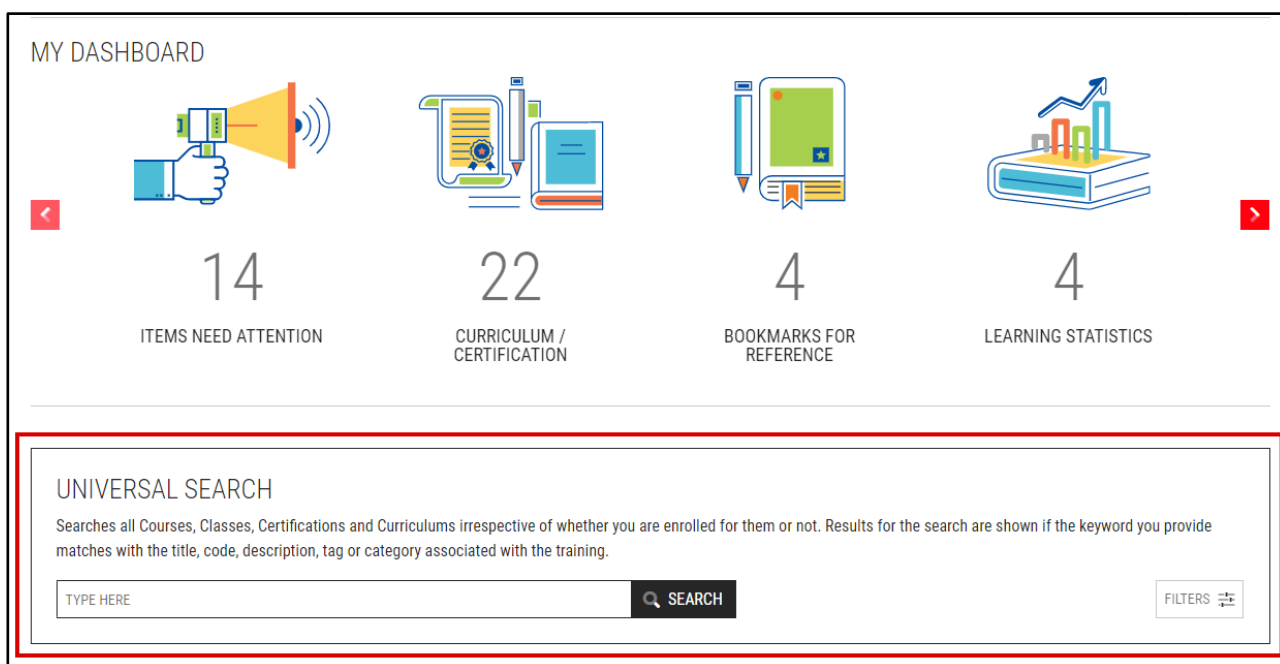
4. Universal Search

The Search Bar and Filters located in the Universal Search section enable you to find the training in all the following sections:

- **My Learning** (Classes you are enrolled in)

- **My Dashboard** (Curriculums/Certification you are enrolled in)

- **Catalog** (Classes/Courses/Curriculums/Certification you can register for)

4.1. Find a training using Universal Search

1. Go to **Universal Search** section located above the Catalog.
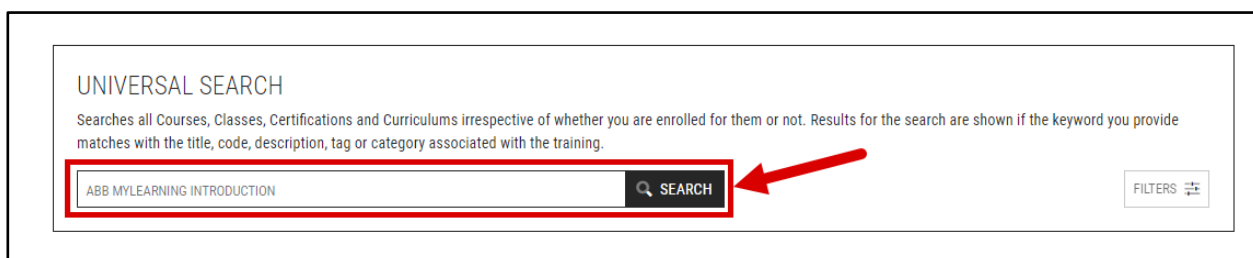
2. You can find the desired training using:

   A. **Search Bar** – type in keywords from **title, code, description and tag** associated with the Class/Course/Training Plan and click the **Search** button.

B. **Filters** – click on the **Filters** button and in the displayed window select the ones you want to add. To save your choices click **Apply.** To remove all selected Filters, click **Clear.**


3. Once you use one of the search methods, the results with applied filters or keywords used in the Search Bar will be displayed on a newly opened **Universal Search Page**. You can find your training in one of three sections:

A. **Enrolled Classes** (results from My Learning section)

B. **Enrolled Certifications/Curriculums** (results from Curriculum/Certification section in My Dashboard)

C. **Catalog** (Training you are not enrolled in)

4. All applied filters will be located under the Search Bar. To remove one filter click the **cross icon** next to it. If you want to delete all filters at once click **Clear All**.
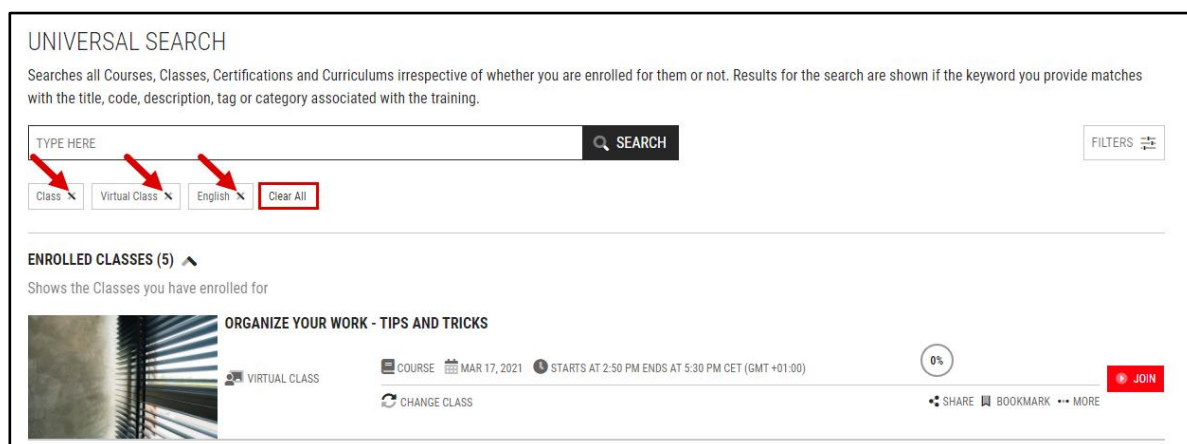
5. If you want to narrow your results you can apply additonal **Filters** or change the phrase in the **Search Bar**.
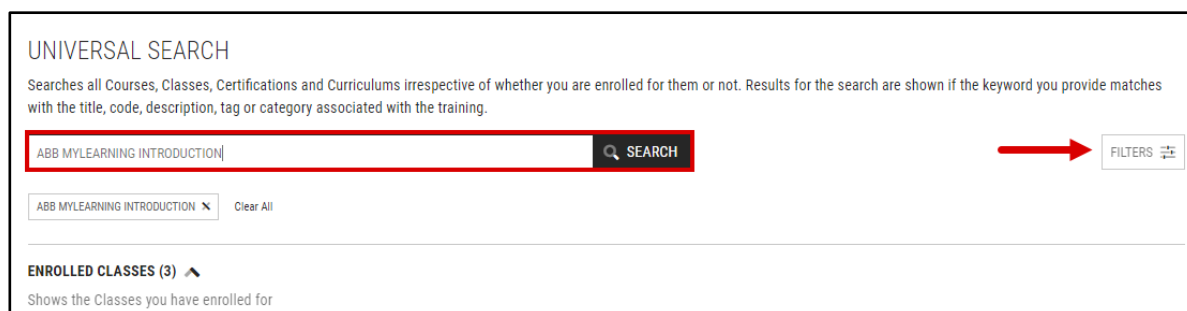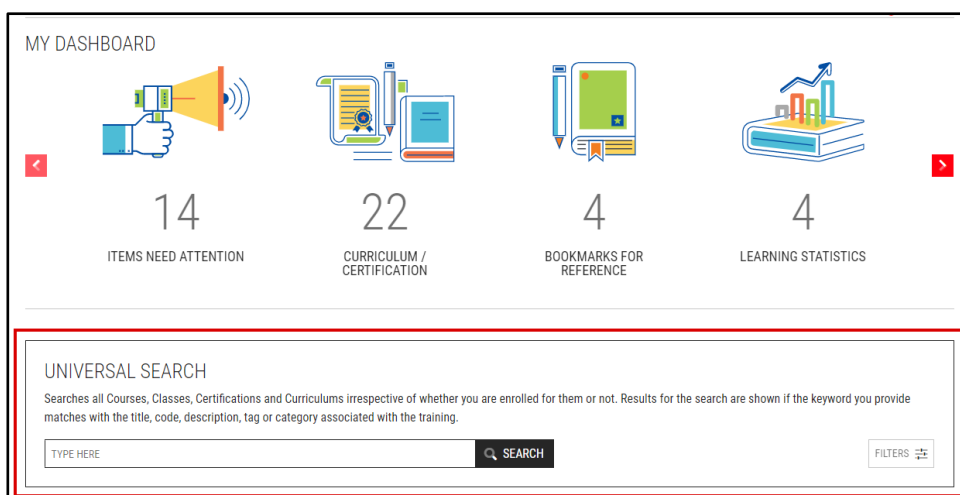

6. From the Universal Search Page you are able to take the following actions:

- Launch Content
- Join Meeting
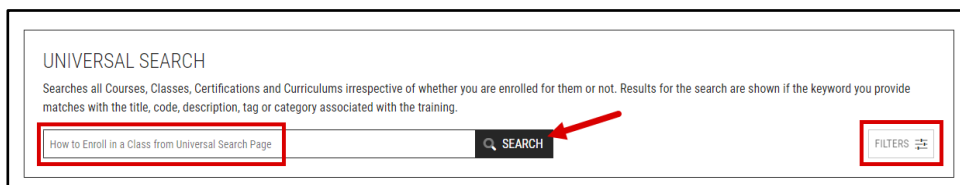- Take Survey
- Take Assessment
- Change Class
- Cancel
- Share
- Bookmark

4.2.   Enroll in a Class from the Universal Search Page

1.   Go to Universal Search section located under My Dashboard.

2.   Find the Class you are interested using the **Search Bar** or **Filters**. In the Search Bar you can type in the title, code, part of the description or tag associated with the training.

3.   If you are not already registered for the Class, it should appear in the **Catalog** section. Displayed Classes will always contain information about the delivery type (a) and language (b) of the Class.

> 56   **NOTE:**   The title of the Course will appear in the title of the Class in which the language filter is selected.
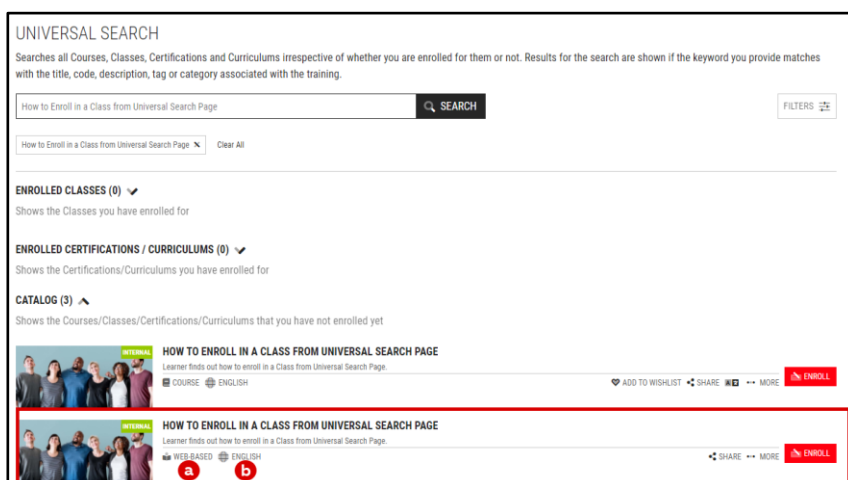
4. Click the appropriate button located next to the Class information.

    a) In case of non-priced Classes click the **Enroll** button. Once you complete the action you will see an Enrollment Confirmation window and the Class will be moved to **My Learning > To-Complete**.
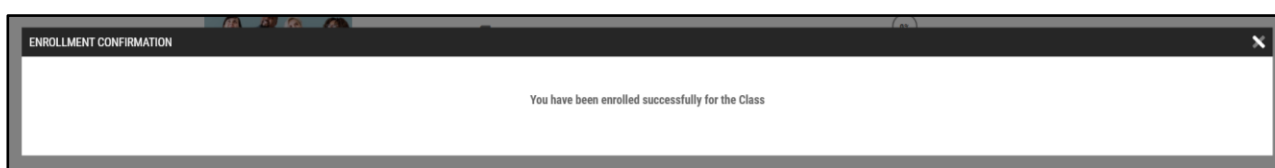
    b) In case of priced Classes click **Add to Cart** button located below the price of the Class. Once you complete the action, the button will turn gray and the Class will be moved to the Shopping Cart.

> **57** **NOTE:** If you are already enrolled in one of the Classes under a Course, you will no longer be able to find the training using the title of the Course. Find out how to enroll to a Course if you have already completed a Class under it below.

4.3. Enroll from the Universal Search Page (if you are enrolled in one of the Classes under the Course)

1. If you are already enrolled in the Class or has completed one of the Classes under a Course in the past, the Class will not appear automatically when the user enters the Course Details Page.

2. In order to find the Class you want to enroll in:

    A. Search by the **new Class** attributes, such as **code**, **title** or **tags**. You will find it in the **Catalog** section in Universal Search.

B. Find **the already enrolled Class from the same Course** in the **Enrolled Classes** section on the Universal Search page, or in **My Learning** on the home page.

3. Click **More**. When you click on **More** you see details of Class you've selected.

4. In both cases, you will see the details of the already enrolled Class. Click **Re-enroll** to see the other available Classes.

5. Select the Class by ticking the radio button next to it, then click **Enroll**.

6. Once you complete the action you're newly registered Class will be displayed. You can find it later in MyLearning section or by searching for it with Universal Search.

5. Catalog

This section you can find variety of trainings you can enroll in, priced as well as non-priced. You can reach this section by clicking on **Catalog** in the Menu Bar located on top of the page or by scrolling down.
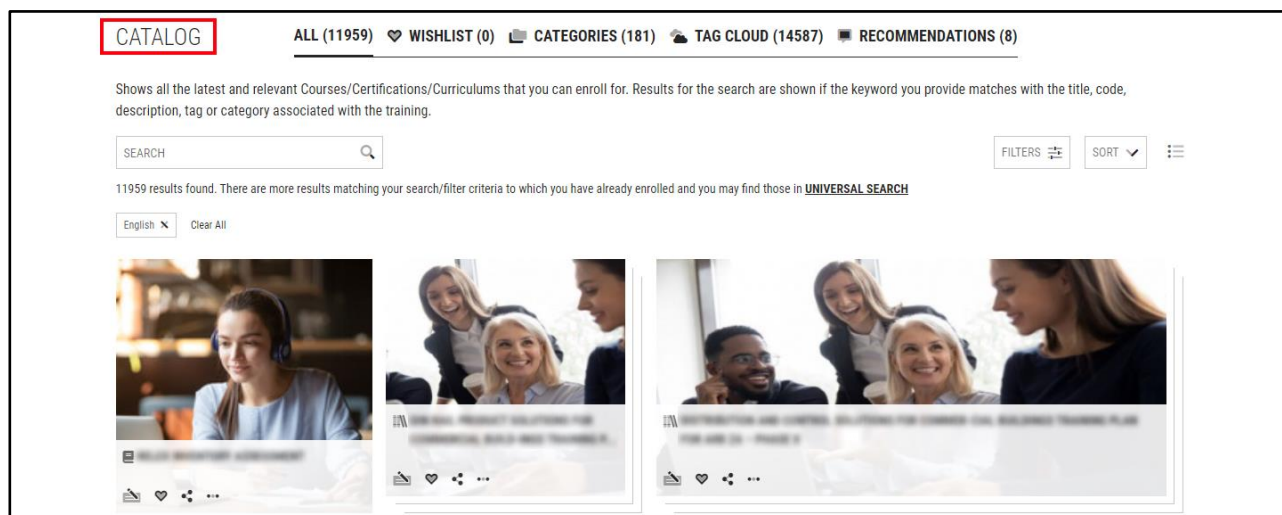
5.1.   Catalog Overview

Sections

In the Catalog you will find the following sections:

1.   **All** - contains all of the available **Courses, Curriculums and Certifications** you can enroll in or add to Cart.
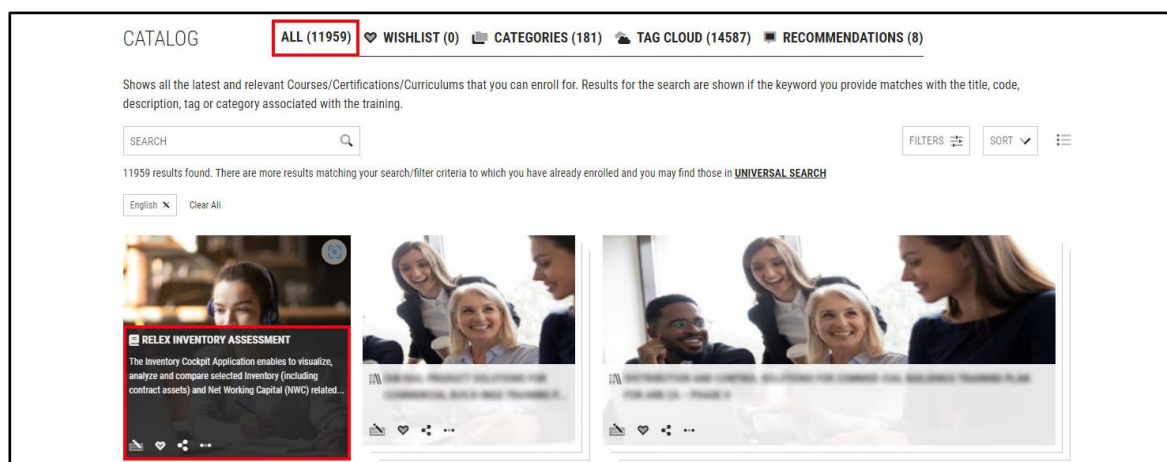
58   **NOTE:**   In the Catalog view on the Home Page, you will see only **Courses, Curriculums and Certification**. If you want to see the **Classes** that are associated with the training, go to the Detail's Page of the training.

2.   Wishlist - contains all of the trainings that you have Wishlisted.

3.   Categories- based na common ABB data libraries such as product tree, organizational structure etc.

4.   Tag Cloud - displays a list of tags that have been assosiated to trainings in the Catalog.

5. Recommendations - training marked as „Recommended" for selected Learner Group or Users in access settings are displayed in this tab in the Catalog.
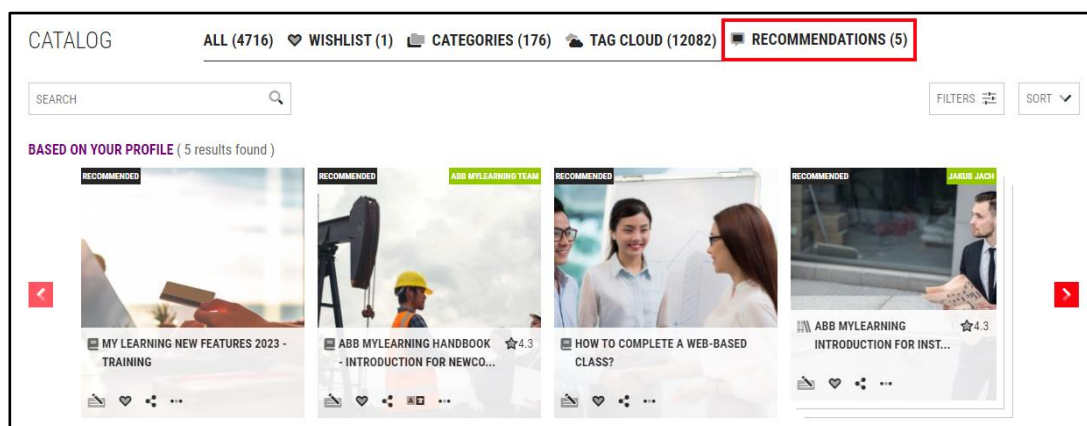
Display options

In the **Catalog** section, you can display the trainings in two possible ways: **grid and listed**. You can also **Sort** your results to change the order of the displayed trainings.

5. In order to change the view of trainings both in **All** and **Wishlist** sections, click on the particular icon located in the right upper corner of the Catalog.
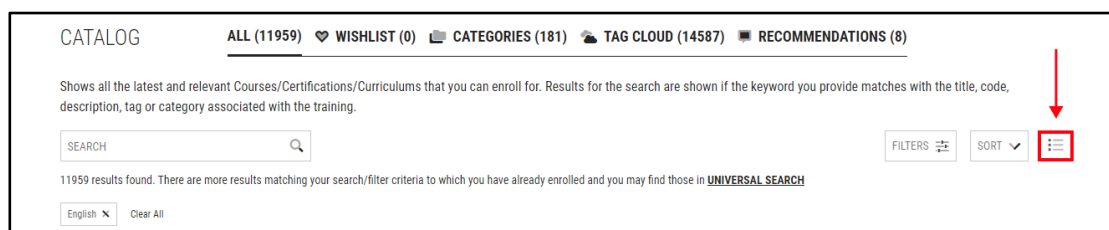
 Listed   Masonry

A. Masonry view (default setting)

B. Listed view

6. To **sort** the order of the available trainings both in **All** and **Wishlist** sections, click the **Sort** dropdown located in the upper right corner of the Catalog. Next, select the view you are interested in.

You can choose from:

- **Most enrolled**- you will be shown trainings with the highest number of enrolled Users first.

- **Most Completed**- you will be shown trainings that were completed by the highest number of Users first.

- **Newly listed** (default)- you will be shown trainings that were most recently added to the Catalog first.

- **Price: Low to High**- you will be shown only Priced trainings, with the lowest price first.

- **Price: High to Low**- you will be shown only Priced trainings, with the highest price first.

5.2. Types of training in MyLearning

Delivery Types of training in My Learning

1. **Course** - is the basic training unit in MyLearning consistent on the subject level. You are able to enroll in a Course by registering for a Class under it. There are four types of Classes:

2. **Classroom** - Instructor-Led Training which is delivered in physical location.

3. **Virtual Class** – Instructor-Led training which takes place virtually.

4. **Web-based** – Content based training which is delivered in SCORM, AICC, Tin Can or Knowledge Objects formats.

5. **Video** – Content based training which is delivered in MP4 format or attached links (Video/Audio).

🖥	Classroom	📖	Web-based
👥	Virtual Class	🎥	Video

6. **Curriculum** - it's a learning program constructed of **minimum two Courses** that are related to each other in their area of specialization. All required Courses need to be completed in order to fulfil the requirements of the Curriculum. They don't need to be renewed as they **do not have an expiration date**. Some Curriculums also must be completed in a specific time frame.

📚	Curriculum

7. **Certification** - it's a learning program made of **one or more Courses** and that is taken for acquiring a specific skill or fulfil regulatory requirements for your job role. All required Courses must be completed in order to meet the requirements of the Certificaion. This type of training **carries a validity date**, after which it expires. In order, to renew the validity of your Certification, you need to recertify. Some Certification also must be completed in a specific time frame.

🏅	Certification

Obligatory nature of training

8.   **Optional –** it is not obligatory to enroll in this training.

9.   **Mandatory –** it is obligatory to complete this training. You can be automatically enrolled in the training or register in the Catalog if there are multiple Classes available.

> [59]   **NOTE:**   You will receive a notification in your email inbox that you have been registered for a Mandatory training. If you have any doubts about the enrollment, contact the Administrator given in the training's description.

> [60]   **NOTE:**   You will find Mandatory training in My Learning > To Complete or in the Catalog.

10.   **Recommended –** it is not obligatory to enroll in this training. This training is highlighted as suitable for you, based on your profile's preferences.

11.   **Compliance –** it is obligatory to complete this Course within a given time frame. You can be automatically enrolled in the Course or register in the Catalog if there are multiple Classes available under it. There might be a certification date set. After this period of time has passed you need to re-enroll in the training to maintain it's validity.

The training's obligatory character will be displayed in the left corner of the training's icon.
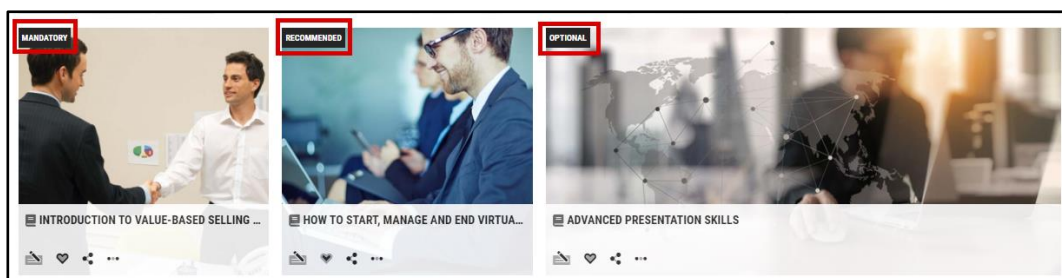
Multilingual Classes

If the training contains Classes with multiple languages available, you will see the **multilingual** icon: . You also have the possibility to view the title and description of the training in your preferred language.

Provider

You can find the information about the Vendor of the training highlighted in the Catalog Home Page view and on the training Details Page.
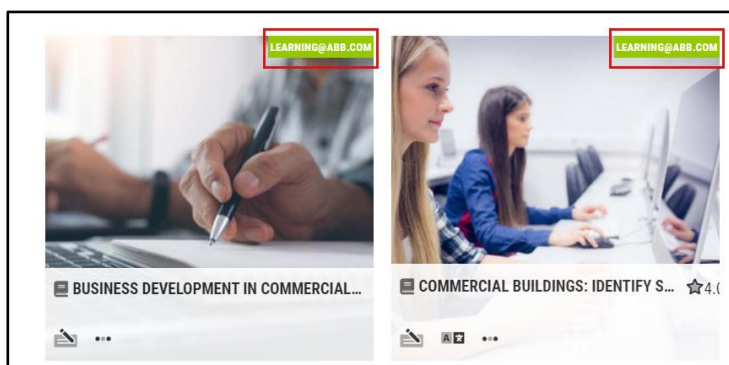
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⁶¹ **NOTE:** In case of any questions about the training, please contact the Training Administrator. The contact information can be found in the Provider field, **Contact Support** field or in the **Description** of the training.

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⁶² **NOTE:** Course thumbnail view at the top right corner of the thumbnail image, the flag indicating the Provider name will not show up when "Internal" is selected or the training is "Optional" for certain Learner Group.

5.3.   Search new training in Catalog

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⁶³ **NOTE:** **If you are having trouble finding a training, please try to search it in <u>Universal Search</u> section first**, before reaching out to support.

Using filters on the Home Page

1. In order to find a desired training in **All** and **Wishlist** sections more quickly, use **Filters** icon on the upper right corner of the Catalog. To save your choices click **Apply.**

You can refine your results by:

- **Category** – based na common ABB data libraries such as product tree, organizational structure etc.

- **Training Type** – determines the structure of the training. You can choose from: Course, Curriculum and Certification

- **Delivery Type** - determines the learning form of the Class under the training. You can choose from: **Classroom, Virtual Class, Web-based** and **Video**.

> **64** **NOTE:** Courses can contain Classes with multiple delivery types.

- **Location** - determines the City the training is taking place (Only for Classroom). You can choose the location from the displayed suggestions or type the City's name in the search bar (In order for the search bar to display results, type at least 3 following characters).

- **Language** – determines the language in which the training is delivered.

> **65** **NOTE:** Language that is set in your preferences as the language of MyLearning will be automatically added.

- **Rating -** helps with selecting the best rated Courses, Curriculums and Certification by other Users (five stars is the highest rating).

- **Price -** allows you to filter your results by prices range. Select **Paid** and then type in the desired range.

- **Date -** determines the date frames for the desired training. It might be typed in by you according to the template or chosen from the drop-down calendar window.

- **Manager Approval –** determines if the training requires the acceptance of your Manager before enrolling in the training.

> **66   NOTE:** You can apply multiple filters when searching for the desired Course.

If you want to vanish your filters, uncheck them or click the **Clear** button on the bottom to remove all the filters.

The filters you applied will be displayed above the trainings that were found. You are also able to remove the applied filters by clicking on the **cross** icon next to the name of the filter. You can also remove them all at once by clicking **Clear All**.

Using Search Bar

In order to find a particular Course or Training Plan in the Catalog more precisely, use the Search Bar functionality. Follow the steps below to get the best possible results when using the searching bar.
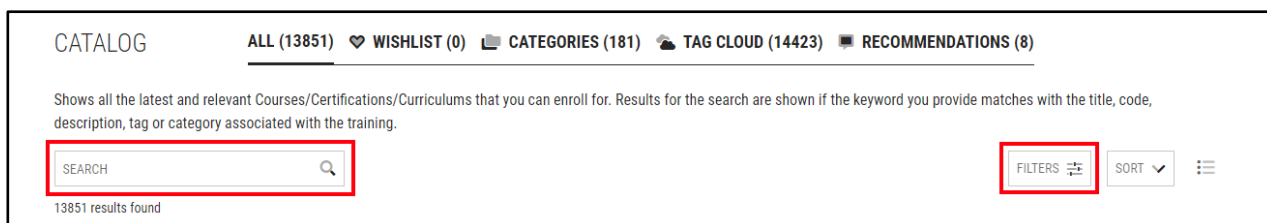
2. In order to find a desired training in **All** and **Wishlist** sections in a precise way, use the **Search Bar** functionality above the trainings in the Catalog. Type in **at least 3 following characters** of what you are searching for.

You can search your training results by typing:

- Title of the training

- Code of the training

- Words used in the training's description

- Tags attached to the training

- Categories

> ⁶⁷ **NOTE:** Please be aware that **you can only find Courses, Certification or Curriculum but not Classes that are associated with them**. In order to search a particular Class by its title, code, tag or word from description please use the Universal Search.

> ⁶⁸ **NOTE:** For Courses that are offered in multiple languages, please be aware that the title might differ depending on the title of the Course/Training Plan in a particular language.

CATALOG   ALL (13851)   ♡ WISHLIST (0)   🗂 CATEGORIES (181)   ☁ TAG CLOUD (14423)   🖥 RECOMMENDATIONS (8)

Shows all the latest and relevant Courses/Certifications/Curriculums that you can enroll for. Results for the search are shown if the keyword you provide matches with the title, code, description, tag or category associated with the training.
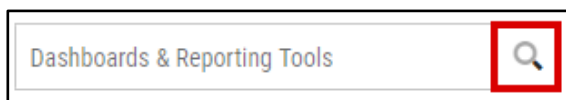
SEARCH 🔍   FILTERS ⇄   SORT ⌄   ☰

13851 results found

3. The system should display suggested results in the drop-down list. Choose one of them or continue typing in order to narrow down the results' amount.

dashboards 🔍   FILTERS ⇄   SORT ⌄
DASHBOARDS & REPORTING TOOLS

4. If you want to view the full list of results, simply click the **magnifier icon**.

Dashboards & Reporting Tools   🔍

5. From the results list view you are able to peek at the details of what you were looking for.

Tag Cloud

In this section you will find a visual display of all tags attached to the trainings that are most frequently used. Tags that are used most commonly searched for will be the biggest. You can use the Tag Cloud to filter your results.

6. Click on a tag you are interested in. You can use CTRL+F to find your tag faster.

7. You will be redirected to the **All** section in the Catalog with the Tag filter applied. To remove the filter you can click the cross icon next to it or click **Clear All** to remove all the tags.

> 69 **NOTE:** If you want to add another tag as a filter, return to the Tag Cloud and click on another tag. **You can also type in the name of the tag in the Search Bar.**

Categories

In this section you will find all Categories listed in alphabetical order. You can use this list to filter your results.

Click on the Category name you are interested in.

8. You will be redirected to the **All** section in the Catalog with the Category filter applied. To remove the filter you can click the cross icon next to it or click **Clear All** to remove all the categories.

> 70 **NOTE:** If you want to add another category as a filter, return to the Categories section and click on another category.

Recommendations

In this section you will find trainings marked as „Recommended" for Learner Groups you belong to or directly for you as a Users defined in access settings by Administrator. You are not obligated to complete them.

Using Filters on the Details Page of the training

You can also filter your results on the Course/Curriculum/Certification details Page in order to find the Classes that meet your criteria more quickly.

9. Click on the **Filters** button located above the available Classes.

> **71** **NOTE:** Language that is set in your preferences as the language of MyLearning will be automatically added.

You can filter your results by:

- **Location** - determines the City the training is taking place (Only for Classroms). You can choose the location from the displayed suggestions or type the City's name in the Search Bar (In order for the search bar to display results, type at least 3 following characters).

- **Date** - determines the date frames for the desired training. It might be typed in by you according to the template or chosen from the drop-down calendar window.

- **Language** - determines the language in which the training is delivered. Choose the language from the displayed suggestions or use the Search Bar (type at least 3 following characters)

- **Class Code** – type in the Code of a particular Class you are interested in.

After you choose the desired filters, click **Apply** to update the search results or **Clear** to remove all the filters.

5.4. Request a Class

When there is no Class available/active under a Course, you are able to **Request a Class**.

1. Click **Request Class** in the Course/Curriculum/Certification Details Page under the Course Details.

2. A pop-up window will be diplayed. Please provide your comments and click **Submit** to send the Request.

3. If you did not find class that suits your needs and would like to request for a Class for instance in a new language, you can scroll down and click on **Request Class.**

> **72** **NOTE:** This option is possible only for Courses.

> **73** **NOTE:** The request Class notification message is sent to ABB support team, Administrator who created and updated the training, and email address specified in Contact Support field.

5.5.   Enroll in a non-priced training

Register for a Course with less than 10 Session-based Classes (Classroom/Virtual Class)

1. In order to **register for a Course** choose the desired training in the Catalog. To find it faster, use the **Filters** or **Search Bar** in the Catalog.

2. Find a training you are interested in and click **Enroll.**

3. You will be redirected to the Course Details Page, tick the Class that is most suitable for you and click **Enroll**.

74 **NOTE:** **Be aware that the Language filter is automatically added when you enter the Course Details Page.** **To display Classes available in different Languages,** please remove the filter.

Course Details

ABB MYLEARNING INTRODUCTION	
An intoductory Course for new members of MyLearning.	
📄 COURSE Code: 9CSC9678687-GLB-EN-V1	

Attachments   :   None

Click on any one of the languages below to see the course details in that language

Number of classes	:	2
Delivery Type	:	Video , Web-based
Language	:	Český Jazyk, English
Duration	:	02 Hours, 20 Minutes
Category	:	BUSINESS AREA: Industrial Automation, BUSINESS AREA: Motion
Tags	:	ADMINISTRATOR_JOBAID
Provider	:	Internal
Contact Support	:	Not Available

List of Classes (2) **(SELECT YOUR PREFERRED CLASS AND CLICK ON 'ENROLL')**

English ✕   Clear All

FILTERS ≡

ABB MYLEARNING INTRODUCTION
An intoductory Course for new members of MyLearning.
WEB-BASED   🌐 ENGLISH

ABB MYLEARNING INTRODUCTION
An intoductory Course for new members of MyLearning.
VIDEO   🌐 ENGLISH

⬈ ENROLL

75 **NOTE:** You can view the details of the Course and available Classes in the selected language.

‹ BACK

Course Details

INTRODUCTION TO PUBLIC SPEAKING	
Introduction to Public Speaking	
📄 COURSE Code: 9CSC9856-GLB-EN	

⦉ SHARE   ♡ ADD TO WISHLIST

Attachments   :   None

Click on any one of the languages below to see the course details in that language

Number of classes	:	2
Delivery Type	:	Video
Language	:	Český Jazyk, English
Duration	:	Not Available
Provider	:	Internal
Contact Support	:	Not Available

List of Classes (1) **(SELECT YOUR PREFERRED CLASS AND CLICK ON 'ENROLL')**

English ✕   Clear All

FILTERS ≡

INTRODUCTION TO PUBLIC SPEAKING
Introduction to Public Speaking
VIDEO   🌐 ENGLISH   ⦉ SHARE

⬈ ENROLL

76 **NOTE:** If you are trying to enroll for a session-based Class (Classroom / Virtual) and you are already enrolled for another training with a session scheduled for the same time, you will receive a message about conflicting Classes.
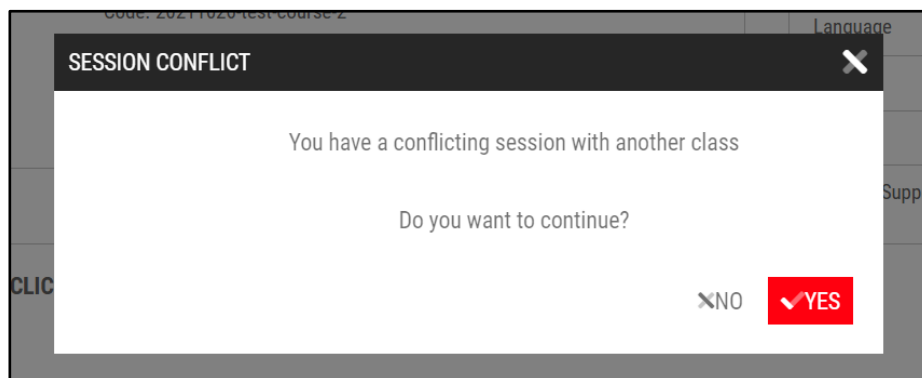
4. You are successfully registered for the Course. If it's a Web-based/Video Class you will be able to **Launch** the training immidiately and if it's a Virtual Class, a **Join** button will appear.

5. You can find your Course in **To-Complete** section in My Learning.
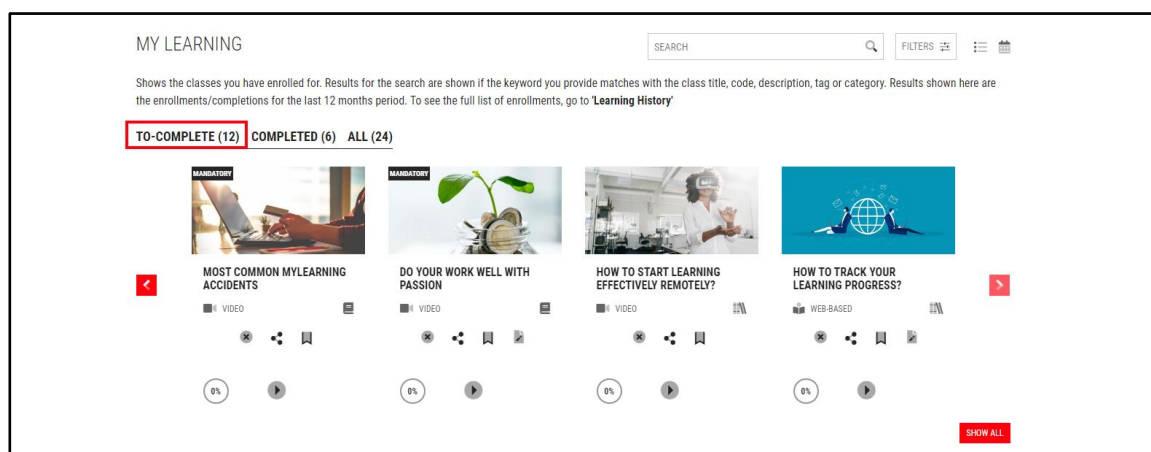
Register for a Course with more than 10 Session-based Classes (Calendar view)

6. Below the list with available content-based Classes **Calendar of events for Virtual Class and Classrooms** will be displayed for the Classes with Sessions.

<table>
<tr><td colspan="2">◄ BACK</td></tr>
<tr><td colspan="2">Course Details</td></tr>
<tr>
<td>
BUILDING AND SUSTAINING TRUST IN BUSINESS PRACTICES
Recognize how trust in the workplace affects business results. • Analyze their role in building and sustaining trust. • Identify common workplace behaviors that can build, sustain, or break trust. • Dem ✔
▣ COURSE   Code: 9CSC018848-CN-EN

◄ SHARE   ♡ ADD TO WISHLIST
</td>
<td>
Number of classes	:	9
Delivery Type	:	Attend-In Person , Watch , Attend-Remote
Language	:	English
Duration	:	Unspecified
</td>
</tr>
</table>

Attachments   :   None

All Classes (9) **(SELECT A CLASS AND CLICK ON 'ENROLL')**

English ✕   Clear All   ⇄ FILTERS

BUILDING AND SUSTAINING TRUST IN BUSINESS PRACTICES (WATCH)   ⊙ ⌄
Recognize how trust in the workplace affects business results. • Analyze their role in building and sustaining trust. • Identify common workplace behaviors that can build, sustain, or break trust. • Demonstrate behaviors that show they trust others, as well as give people ✔
📹 WATCH   ⊕ ENGLISH   ◄ SHARE

Calendar of events for Attend-In Person and Attend-Remote classes

Location	October, 2020	November, 2020	December, 2020	January, 2021	February, 2021	March, 2021
Attend-Remote		1	1	1	2	1
Kraków		1				
TOTAL		2	1	1	2	1

◹ ENROLL

7. You will find the following information in the table:

A. **Location of the Class (**if the Class takes place virtually, you will see **Virtual Class** and when it takes place in a Classroom, you will see the name of the city.)

B. **Months** in which the Classes are taking place.

> **77**   **NOTE: The Calendar of Events** displays 6 months' time frame, for Classes taking place after this time use **Filters.**

C. **Number of Virtual Classes** in a given month (here: November 2020)

D. **Number of Classrooms** in a given city and month (here: Kraków, November 2020)

E. **Sum of Classes** in Virtual Class and Classroom in a given month (here: November 2020)

8. To see the available Classes in the given month, click on the number in the table.

9. Available Classes will appear in a Calendar view. If there is more than one Class in the given month, click on the **Session icon** in the Calendar to view more details about the Class the Session is part of.

10. The number on the Session icon **(a)** informs you how many sessions are taaking place in a given day. The delivery type icons infrom you if the Session is a part of Virtual Class **(b)** or Classroom **(c).**
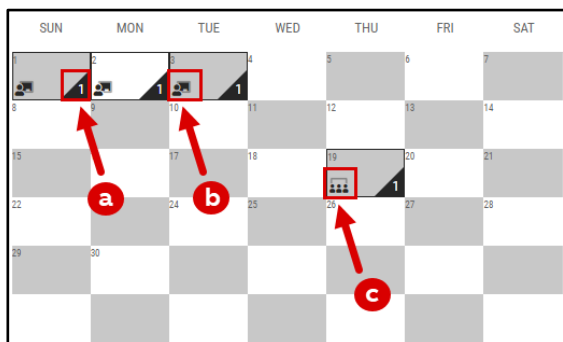
11. To see more information about the Class, move your cursor over the **title of the Class**.
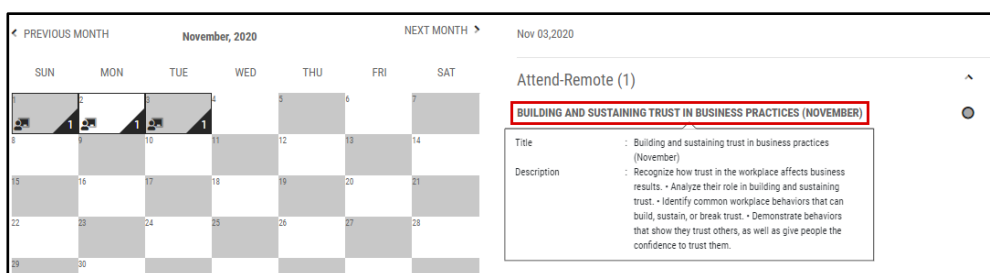
12. To see more information about the Sessions, move your cursor over the number of Sessions in Class details.
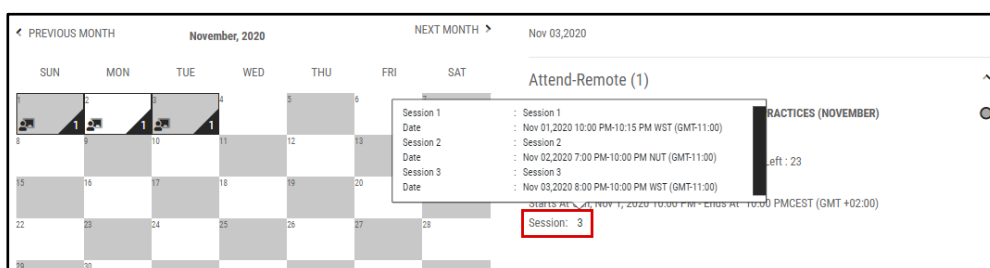
13. After you have chosen the Class you would like to register for, **tick the radio button** next to the Class and click **Enroll**.
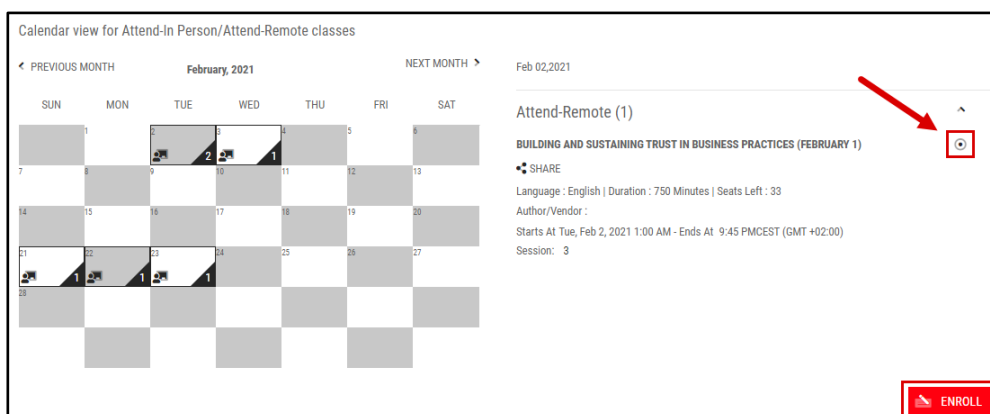
14. You have been succesfully enrolled. If you registered for a Virtual Class, you will be able to see the **Join** button. You can also find your training in **To-Complete** section in **My Learning**.

Register for a Curriculum/Certification (Training Plan)

15. In order to **register for a Curriculum/Certification** choose the desired training in the Catalog first. To find it faster, use the **Filters** or **Search Bar**.

16. Find a training you are interested in and click **Enroll**.

17. You will be redirected to the Curriculum/Cetification Details Page. In order to register for the training click the **Enroll** button next to the Training Plan title.

> 78 **NOTE:** If the Training Plan consists only of Required Course with one Web-based / Video/Audio Class under each Course then **you will be automatically enrolled**. You will receive a pop-up message when the enrollment was successful.

ENROLLMENT CONFIRMATION ✕

You have been enrolled successfully to the Learning Path

18. You can also be asked to select a Class to complete the enrollment process.

ENROLLMENT CONFIRMATION ✕

You have been enrolled successfully to the Learning Path. There are course(s) which require class selection based on your preference. You can select a class now or can select later.

19. In the menu bar with all Courses you can see whether they are **Required** or **Optional.** There are also two statues:

    A. **Yet to Start** means that you are already enrolled for a Course.

    B. **Yet to Select Class** means that there are few Class options and you need to select one first.

NOTE: You can apply additional filters located above the available Classes to narrow the results.

20. To select a Class click on the Course where status is set to **Yet to select Class.** In the example below you can choose between English and Polish language versions of the same class.

80 **NOTE:** In order to complete the Training Plan is obligatory to enroll in all **Required** Courses in the Curriculum.

81 **NOTE:** Curriculum has to have at least one Class available for you in order to register for it. In case of any issues with the enrollment, please contact the training Administrator given in the description of training or use the functionality to **'Request a Class'**.

82 **NOTE:** Always **check all the details before your registration**. Note that in some cases the Class details (e.g. language) might be different from Course details etc. so it is recommended to check the whole learning unit on each level before you register for it.

83 **NOTE:** You can register for a Class waitlist the same way as for normal Class. The only difference is that the proper enrollment will be processed only if the seat in the Class will become empty and you will be the first in the waitlist queue to take it. You will be notified via email message about the proper enrollment. The waitlist might be also organized as a Class scheduled in the very far future.

A. If the Training Plan has multiple optional Courses under it and there was a **Completion Rule** "**X out of Y optional Curses need to be completed"** rule defined for this Training Plan, you need to register for at least on Class to enroll for the Training Plan. When the desired Classes are added, click **Enroll Selected Classes.**

84 **NOTE:** You can enroll in the required number of Classes when you register for the Training Plan or later when you access the enrolled training through Curriculum/Certification section in My Dashboard as described in point 3 and 4c.

85 **NOTE:** The number of Courses required to complete particular Training Plan is indicated in the Training Plan Details Page.

POWERPOINT - FULL TRAINING FROM BEGINNER TO ADVANCED

ENROLL

PowerPoint - full training from beginner to advanced: 1. Basics of PowerPoint 2. Intermediate PowerPoint 3. Branding principle ⌄

CURRICULUM   CODE:9TP004213-GLB-EN-V1   VERSION NUMBER:1
MODULES : 1 | REQUIRED COURSES : **0** | OPTIONAL COURSES : **3**
(COMPLETE 2 OUT OF 3 OPTIONAL COURSES)

SHARE   ADD TO WISHLIST

B. If there are more than 5 Classes with Sessions under a Course, you will see the Calendar view as below (after clicking on **Load more in Calendar view**). To choose the Class you are interested in select desired date in the calendar and then click on **Select Class**. Find out more about the **Calendar of Events** here.

SWITCH TO TREE VIEW

1 MODULE(S)

MODULE 1
1 . BASICS OF POWERPOINT
Optional | Yet To Start

2 . INTERMEDIATE POWERPOINT
Optional | Yet To Start

3 . POWERPOINT - BRANDING PRINCIPLES
Optional | Yet To Select Class

3 . POWERPOINT - BRANDING PRINCIPLES
Learn how to create presentations according to branding principles
CODE : 9CSC08892-GLB-EN
CONTACT SUPPORT : mylearningteam@abb.com

(SELECT ANY ONE CLASS)

List of Classes: 5 English ✕ Clear All   FILTERS 📅

POWERPOINT - BRANDING PRINCIPLES   **SELECT CLASS**
CLASSROOM ⊕ ENGLISH ⊕ LOCATION :KRAKOW   ⌄
Starts On : Aug 17, 2022 9:30 AM To 10:30 AM CET (GMT+01:00)   (Show In My Timezone) ⊕ SESSION : 1

POWERPOINT - BRANDING PRINCIPLES   **SELECT CLASS**
CLASSROOM ⊕ ENGLISH ⊕ LOCATION :KRAKOW   ⌄
Starts On : Aug 18, 2022 9:30 AM To 10:30 AM CET (GMT+01:00)   (Show In My Timezone) ⊕ SESSION : 1

POWERPOINT - BRANDING PRINCIPLES   **SELECT CLASS**
CLASSROOM ⊕ ENGLISH ⊕ LOCATION :KRAKOW   ⌄
Starts On : Aug 19, 2022 9:30 AM To 10:30 AM CET (GMT+01:00)   (Show In My Timezone) ⊕ SESSION : 1

POWERPOINT - BRANDING PRINCIPLES   **SELECT CLASS**
CLASSROOM ⊕ ENGLISH ⊕ LOCATION :KRAKOW   ⌄
Starts On : Aug 20, 2022 9:30 AM To 10:30 AM CET (GMT+01:00)   (Show In My Timezone) ⊕ SESSION : 1

POWERPOINT - BRANDING PRINCIPLES   **SELECT CLASS**
CLASSROOM ⊕ ENGLISH ⊕ LOCATION :KRAKOW   ⌄
Starts On : Aug 21, 2022 9:30 AM To 10:30 AM CET (GMT+01:00)   (Show In My Timezone) ⊕ SESSION : 1

LOAD MORE IN CALENDAR VIEW

Calendar of events for Classroom and Virtual classes

Location	August, 2022	September, 2022	October, 2022	November, 2022	December, 2022	January, 2023
Malopolska	5	6				
TOTAL	**5**	**6**				

Calendar view for Classroom/Virtual classes (If a class has multiple sessions, all session days will be highlighted below)

< PREVIOUS MONTH   September, 2022   NEXT MONTH >   Sep 16, 2022

MALOPOLSKA (1)

POWERPOINT - BRANDING PRINCIPLES   SELECT CLASS

Language : English | Duration : 60 Minutes

Krakow (Show Map)

Starts At 9:30 AM - Ends At 10:30 AM CET (GMT+01:00) (Show In My Timezone)

Session: 1

Seats Left:9999

Contact Support: Not Available

> 86 **NOTE:** Calendar displays 6 months' time frame, if you would like to see if there are any classes available after that period click on the double arrows.

Calendar of events for Classroom and Virtual classes

Location	August, 2022	September, 2022	October, 2022	November, 2022	December, 2022	January, 2023
Malopolska	5	6				
TOTAL	**5**	**6**				

21. You have been successfully registered for the **Training Plan**. If there is a **Web-based/Video** Class in one of the Courses you will be able to Launch the training immidiately and if there is a **Virtual** Class, **Join** button will appear next to it.

> 87 **NOTE:** After you register yourself or were registered by and Admin to the Class/Training Plan, you will get a relevant notification informing you about this activity via email message.

22. You can find your enrolled training in **Curriculum/Certification** section in My Dashboard.

Prerequisites

Sometimes, in order to enroll to a particular training, you need to complete another Course first. This is called a **Prerequisite** and you are able to find it in the Details Page of the training, under the available Classes.
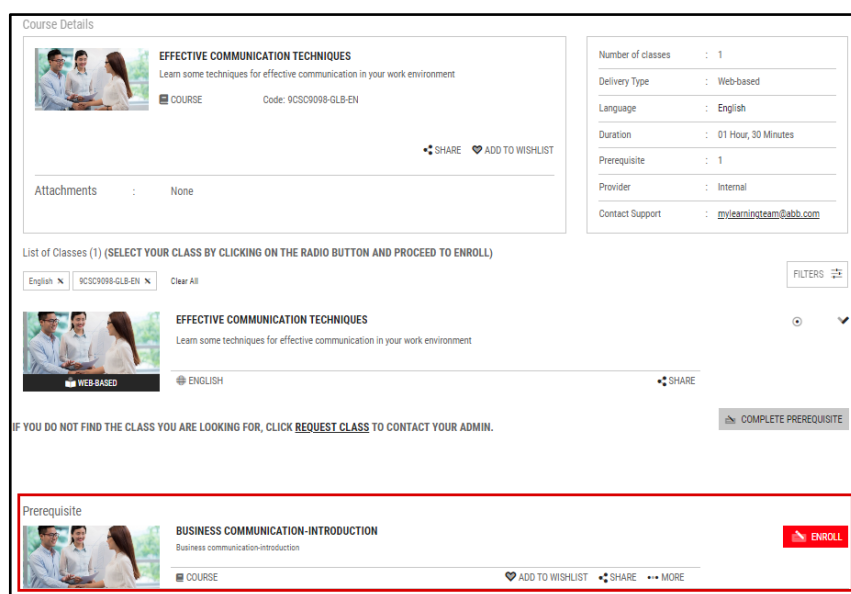
5.6.   Enroll in a priced training (Course/Training Plan)

Add training to Cart

1. In order to **register for a priced training** choose the desired one in the Catalog. To find it faster, use the **Filters** or **Search Bar** in the Catalog.
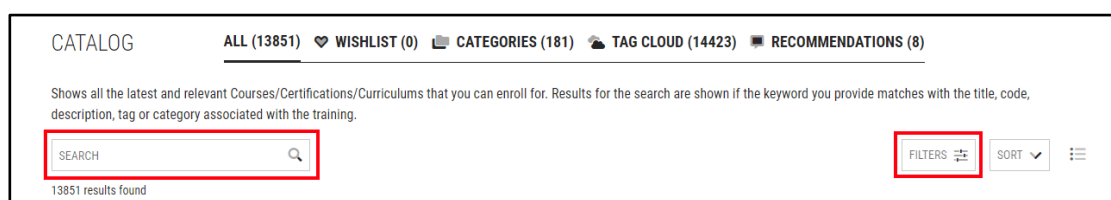
2. Find a priced training you are interested in and click **Enroll**. The price is displayed on the training icon.
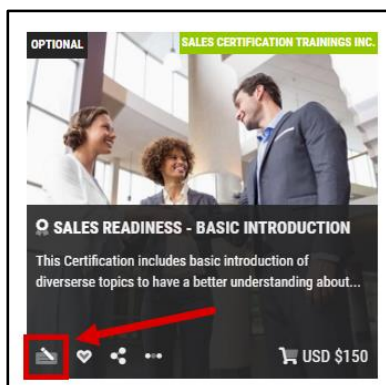
3. The next steps are analogical to enrollment process for a non-priced training. The only difference is the button at the end of each enrollment. ADD TO CART

- Find out how to enroll in a Course here.

- Find out how to enroll in a Certificate/Curriculum here.

4. Your training will be added to the **Shopping Cart**. You can find it in the Menu Bar.

Shopping Cart Experience

5. Move your cursor over the **Shopping Cart icon** to view training(s) you want to purchase. Click the **Shopping Cart icon** or **Proceed to checkout** to continue.
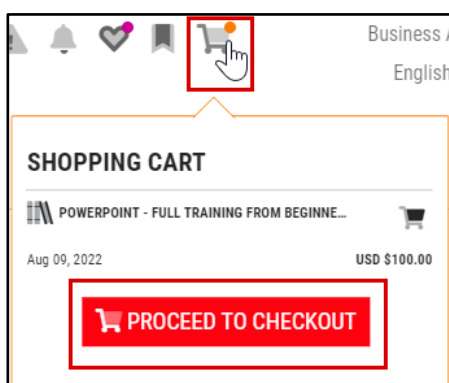
6. You will be redirected to the the **Shopping Cart** Page. It contains the following sections:

a.   Items in Cart

b.   Billing details

c.   Payment Details

d.   Summary

You can also return to the Catalog by clicking on:

Items in Cart

In this section you can **find list of trainings added to the Cart**, as well as basic information about them. The timer located below the items informs you about the time left to complete the purchase (the timer starts at 45 minutes) . In this section, you are also able to **remove an item from the Cart** (a), add the training to the **Wishlist** (b).

Billing details
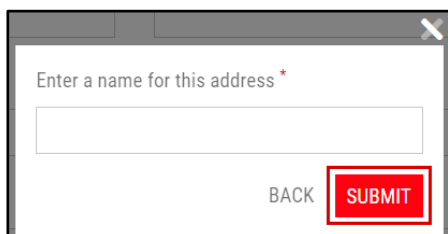
There are two possible ways to fill the billing information in this section:

- **Add New Address**

If it's your first purchase, provide the Billing Address information. It can either be an address of an **individual** (e.g. the Learner) or an **Organization** (e.g. the invoice processing department for an organization). In this latter case please input the organization details in the First Name and Last Name cells (e.g. First Name = Utilities Corp., Last Name = Invoice Dept.).

After you fill the billing information a pop-up window will ask you to provide a name for the Address. Enter the name and click **Submit**. This address will be saved not only for this Order but also added to the **Saved Addresses** section. You can also **set this address as default** to save time in the future.

> **88** **NOTE:** Required fields are indicated with a red asterisk " * ".

- **Saved Addresses**

If you have made a purchase in the past or added an Address in **Saved Addresses** section in My Account you will be able to select the saved Address and use it for this Order. View the options in the dropdown by clicking on the **dropdown**. Select the address from the dropdown and your Billing Details will be filled automatically.
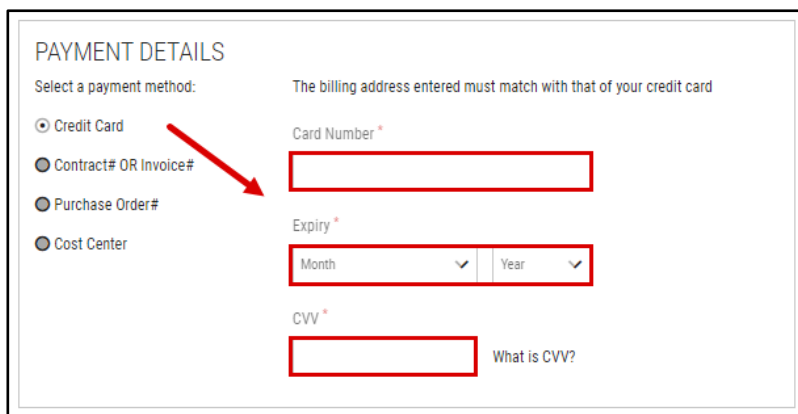
Payment Details

In the **Payment Details** section you can choose your **Payment Method** from 4 possible options:

- **Purchase order**

- **Cost center**

- **Contract Number or Invoice**

- **Credit card (only for Americas Portal)**

After choosing the desired form of payment, on the right side of Payment Method you should be able to see a relevant field to be filled that is always responding with chosen payment method. System will display there further details for you and ask for provide more data (e.g. Card Number) if necessary.

89 **NOTE:** Some payment methods might be disabled for specific regions. E.g. **Credit card** is available only for Americas Portal. Contract Number or Invoice is mainly for external Users utility.

90 **NOTE: PO number/**Cost center fields are mandatory. Please fill them with PO/Cost center number according to information you can find in the Training Plan or Class description. If you are unsure of the correct Cost center or PO number, please ask your Manager for guidance.

91 **NOTE:** Cost center/PO number is specific for each Country/Division. Administrators/Managers are committed to ensure that Cost center/PO number is correct in every order. In case it is incorrect, they can correct it or cancel the order.

92 **NOTE:** Process to obtain PO and Cost center number is different for each country/division. **MyLearning Support is not aware of internal business processes.**

Summary

In this section you will see the summary of your Order. You can finish filling the purchase information by clicking **Click to Pay.**

SUMMARY

Items (1)	$ 150.00 USD
Sub Total	$ 150.00 USD
Discount	$ 0.00 USD

Discount/Coupon Code

APPLY **(a)**

Tax	$ 0.00 USD
AMOUNT PAYABLE	$ 150.00 USD

ORDER COMMENTS USE THIS AREA FOR SPECIAL INSTRUCTIONS OR QUESTIONS REGARDING THE ORDER **(b)**

☑ I agree to the Terms & Conditions **(c)**

CLICK TO PAY

e. In this area you can apply the **Discount code**, if you have one. If you have more than one, insert them separately and after each click apply. You can remove the discounts by clicking on the **red cross icon** next to them.

f. In the **Order Comments** box **contact details of the organization or person who can help resolve any payment issues**. E.g. the email address of the appropriate central invoice processing department or the email address of the cost center Manager. You can also provide there any questions you would like to ask or any further details in reference to your order

g. Remember to tick the **I Agree to the Terms and Conditions** checkbox, as you won't be able to finish the purchase without it.

> 93 **NOTE:** You have **45 minutes** for completing the order since entering to the Shopping Cart page. Do not click on back or refresh the page if you want to complete the purchase.

> 94 **NOTE:** Please be informed that in case of logging out/leaving your order during proceeding with the checkout, you might be unable to purchase the same training right away after logging back in. This is because during the checkout process, MyLearning reserves one seat for your potential purchase for 60 minutes. Leaving the order without purchasing or canceling means that Reserved status will remain for that period in the system.

> 95 **NOTE:** If you are not able to purchase the same training after leaving the order (when you try to add particular training to your cart again or proceed with your checkout), please wait 60 minutes and try it one more time before raising a ticket to our support team.

![ABB logo]

Check the enrollment

Depending on your form of payment, **further Order steps** might differ as described below:

Depending on chosen payment method:

1. Cost center
2. Contract Number or Invoice
3. Purchase Order

- Your Order will be sent for training Administrator verification

- You are not able to start the training until your order is confirmed by the Administrator

- You can find purchased Courses in **My Learning > To-Complete**

- You can find purchased Training Plans in **My Dashboard > Curriculum/Certification**

- You will be notified once the Administrator will confirm your Order

Credit card

- Your order will be processed through PayPal atomatically

- If your credit card details are correct and you have enough credit, you will be enrolled to purchased training right away

- You can find purchased Courses in **My Learning > To-Complete**

- You can find purchased Training Plans in **My Dashboard > Curriculum/Certification**

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96 **NOTE:** You will get a notification e-mail when your order will be accepted or rejected.

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97 **NOTE:** The training purchased by **Credit Card** payment method will be visible along with all the Enrolled trainings right away.

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98 **NOTE:** You can view your Invoices in **My Profile (Account) > Orders.**

> **99 NOTE:** In case you would like to resign from the training that you bought using Credit Card in favor of purchasing the same Course/Training Plan via different payment method, you can simply cancel the training in your My Learning tab. Then go and fulfill another order for it. It is necessary to provide correct PO number/Contract number or invoice/Cost Center number in the Payment Details section (during creating the new order). The amount of money taken from your credit card should be returned back to you immediately. If you are not able to cancel the purchased training, please contact MyLearning Support Team via **MyServices.**

5.7.   Enroll in training with "Manager Approval"

To enroll in a training that requires Manager Approval, it needs to be accepted by your Manager first (Line Manager or an assigned Manager in MyLearning). Find out below how to request Manager's Approval and where can you find your training.

1. In the Catalog, training that requires approval will have **Manager Approval Required** icon. Click it to open the **Details Page** of the training.

2. On the details Page:

A. **If you want to enroll in a Course**, select the Class you are interested in and click **Request Approval** button.

B. **If you want to enroll in Curriculum/Certification**, select at least one Class from the Training Plan and click **Request Approval** button.

3. In the pop-up window, select from the dropdown the Manager to whom you want to direct the request to. To send the request, click **Submit Request** button.

100 **NOTE:** If a Manager is not assigned to your account and you see the information below, please contact the Training Administrator given in the Contact Support field or reach out to support.

4. For priced trainig, **select if the training will be sponsored by your Organization** or **will you pay for it yourself**. If the training is sponsored by your Organization, provide the number of **Cost Center**. If the training is sponsored by Self you don't need to provide any additional details at this point.

5. Click **Submit Request** to send the request.

6. On the Details Page you will see the following information:

A. Course

B. Training Plan

7. To check the status of your request, go to **My Dashboard** > **Items Need Attention**.

8. In the **Pending Requests** tab you will find all requests that have been sent out to your Manager. You can **cancel your request** (a) or **send a reminder via email** to your Manager (b).

9. The Reminder message will be automatically filled out. You can edit the contents of the message, subject and add recipients. You can also untick the option to receive a copy of the message. When you are ready to send the reminder, click **Submit**.

10. If your Manager **rejects** your request, you will receive a notification in your email inbox. You will not be enrolled in the training, however you can find the training in the **Catalog** and request approval again.

11. If your Manager **approves** your request for **non-priced or sponsored by your Organization training**, you will receive a notification in your email inbox. You will also be automatically enrolled in the requested training.

A. The approved Class will appear in **My Learning > To-Complete**

B. The approved Training Plan will appear in **My Dashboard > Curriculum/Certification**
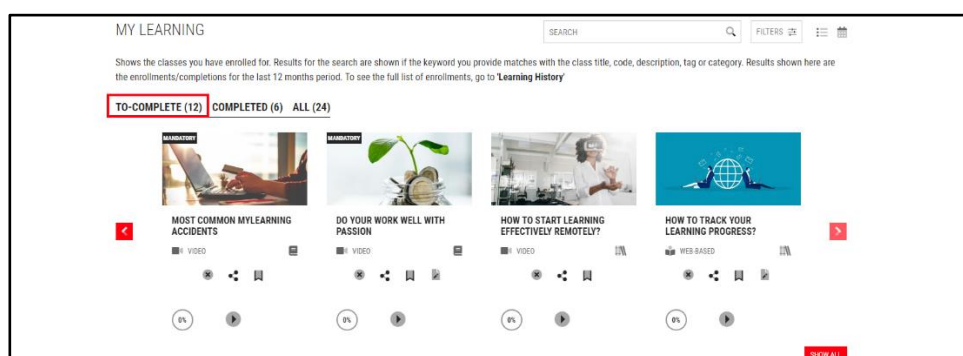
12. If your Manager **approves** your request for **priced training that is sponsored by Self** (you), you will receive a notification in your email inbox. You will also find your training in **My Dashboard > Items Need Attention > Enroll,** from where you can complete the purchase in the **Shopping Cart** by clicking **Checkout.**
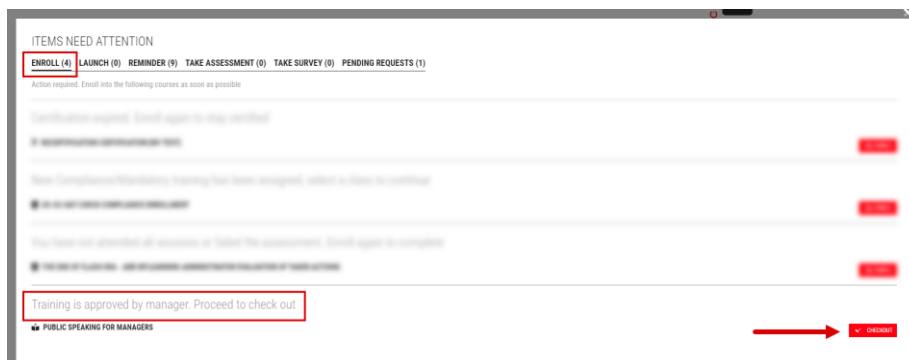
[101] **NOTE:** Find out how to complete your order in the Shopping Cart here.

5.8. Add a training to a Wishlist

This functionality enables you to save the training that you would like to enroll in the future in special section called **Wishlist**. Learn how to add and access you wish-listed training below.

1. You can add the desired Course/Curriculum/Certification from the following places in the Catalog:

h. Go to **All** section. Move your cursor over the desired training and click the **Wishlist** icon.
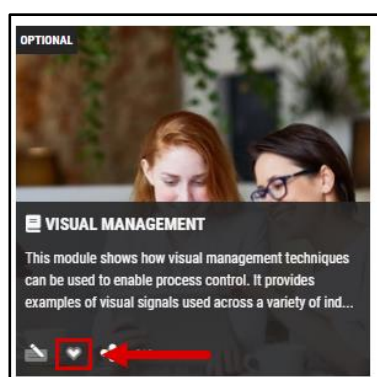
i. Go to the Details Page of the training and click **Add to Wishlist**.
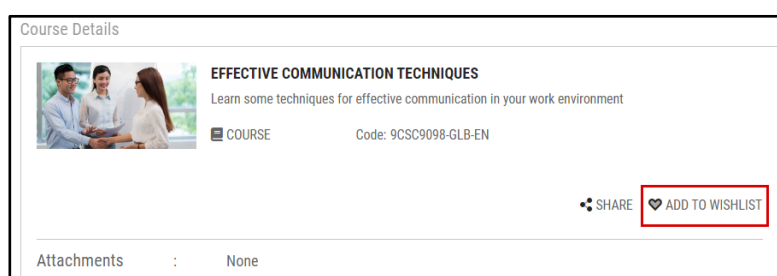
2. Your training is added to your Wishlist. You can find it:

    A. In the **Wishlist** section in the Catalog.
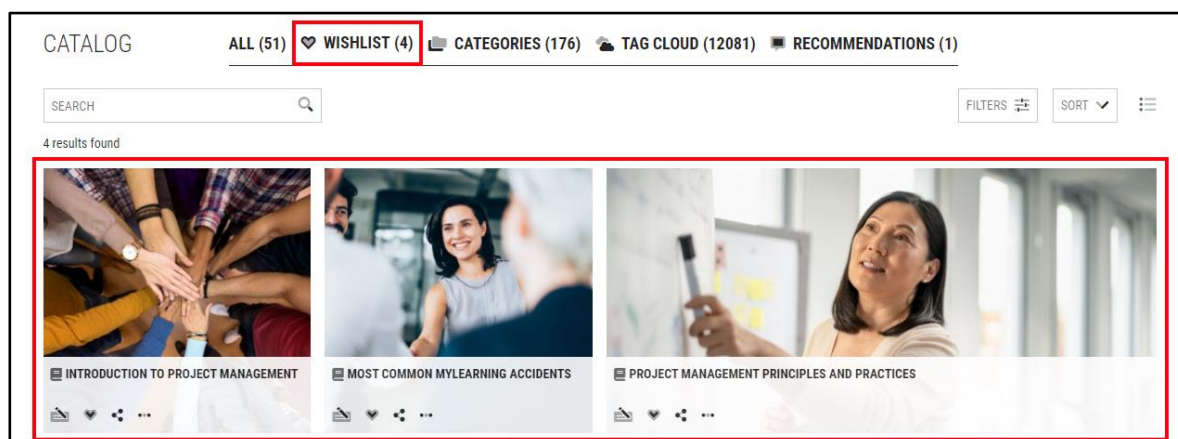
    B. In the **Menu Bar**, click on the Wishlist icon.
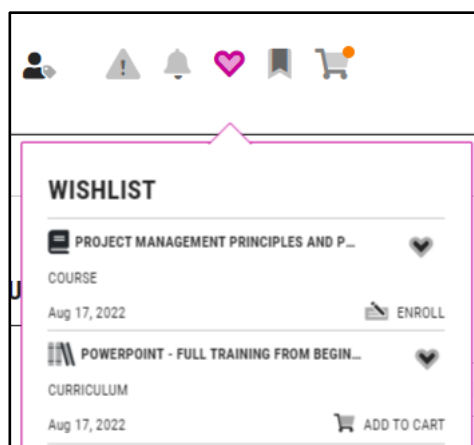
> [102] **NOTE:** In this view only 5 most recently added trainings will be displayed.

3. If there are more than 5 items in the Wishlist a **Show All** button will appear. If you click on it you will be redirected to the **Wishlist** section in Catalog.

4. To **remove** your training from the Wishlist:

j. Click **Added to Wishlist** on the Details Page of the training.

PROJECT MANAGEMENT PRINCIPLES AND PRACTICES
The basics of Project Management for everyone

📖 COURSE   Code: 9CSC012232-GLB-EN

SHARE   ❤ ADDED TO WISHLIST

k. Click the Wishlist icon in the Catalog view of the training.

📖 PROJECT MANAGEMENT PRINCIPLES AND PRACTICES
Project Management Principles and Practices

REMOVE FROM WISHLIST
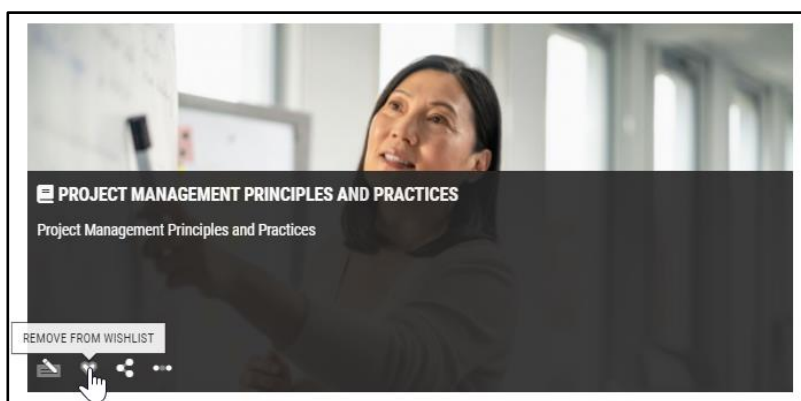
l. Click the **Wishlist** icon near the particular training in the Wishlist dropdown located in the Header Menu.

WISHLIST   REMOVE FROM WISHLIST

📖 PROJECT MANAGEMENT PRINCIPLES AND P…
COURSE
Aug 17, 2022   📝 ENROLL

📚 POWERPOINT - FULL TRAINING FROM BEGIN…
CURRICULUM
Aug 17, 2022   🛒 ADD TO CART

📖 B&R ACADEMY - ASSESSMENT: SEM210 - ENG
COURSE
Aug 04, 2022   📝 ENROLL
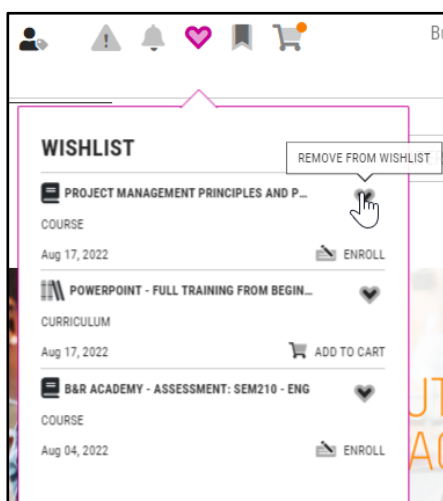
[103] **NOTE:** In this view only 5 most recently added trainings will be displayed. You can also enroll in the wish-listed training from the dropdown on the picture above. Click 📝 ENROLL or 🛒 ADD TO CART and you will be redirected to the Details Page of the training, where you can register for the desired Classes.

5.9. Share the training from the Catalog

1. You can use **Share** functionality from the following places in Catalog:

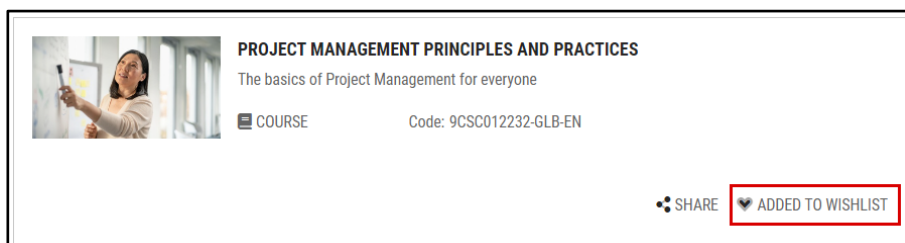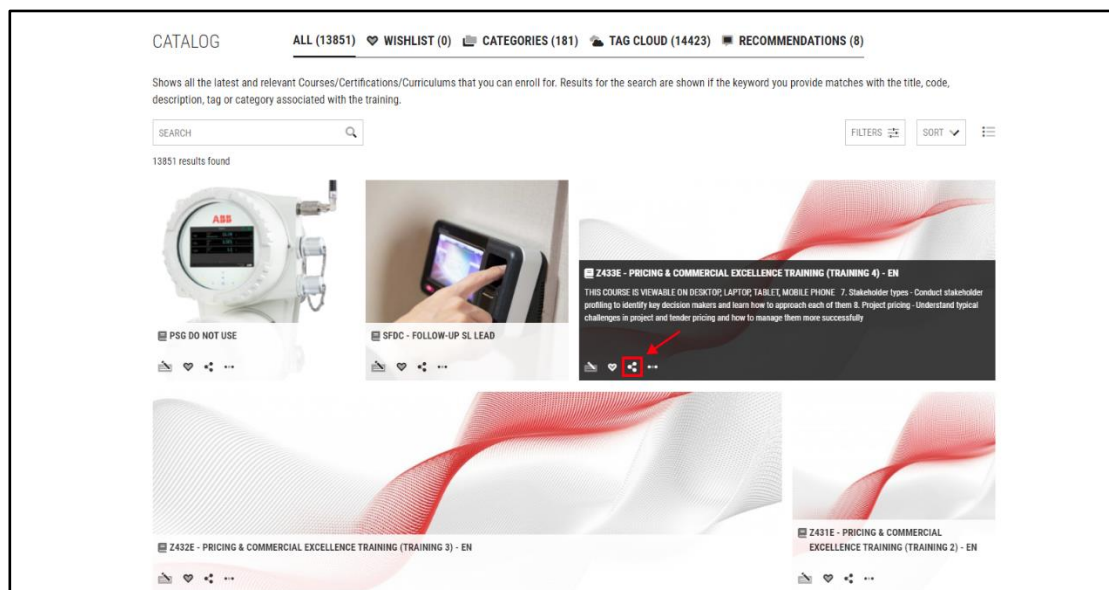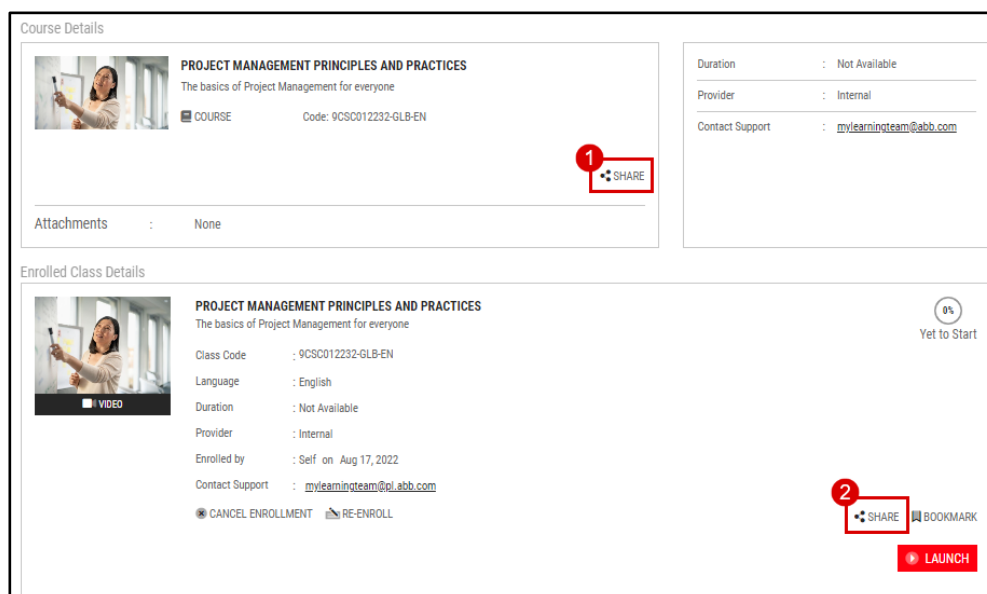**A.** Go to **All** or **Wishlist** section in the **Catalog** and move your cursor over the desired training. Click the **Share** button.

B. On the training's Details Page, click **Share**.

Course Details Page

2. Here, you are able to share a **Course** (1) or a particular **Class** (2) under the Course.

Curriculum/Certification Details Page

3. Here, you are able to share a the desired Training Plan.

4. Fill in the required information in the pop-up window and click **Submit**. The person with the given email address will receive a notification on their mailbox with the sharing link.

5. If you wish to copy and share the **Link** to the training click on the **Copy** icon.

6. My Profile (My Account)

In this section you can change information about yourself, as well as the preferences for the display in the system. There are two ways to access this section:

1.   Click on the area with your information and Profile picture in the **Menu Bar**.
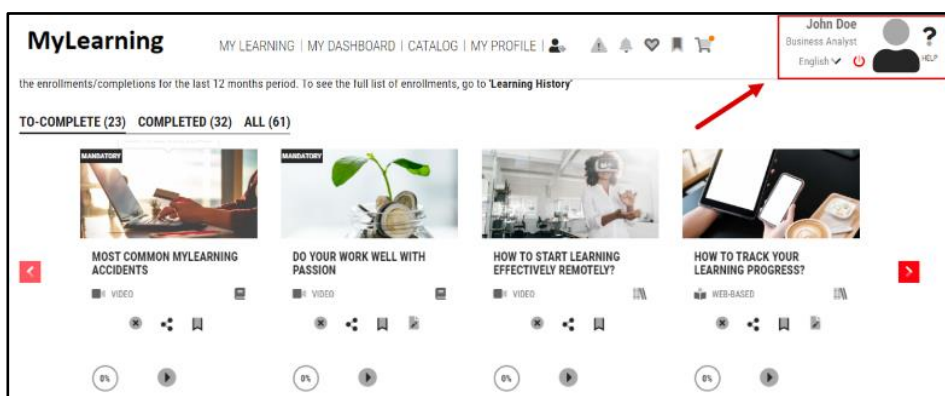
2.   Go to the section by clicking **My Profile** in the tab on top of the page or by scrolling down. Next, click on the **Edit** icons to view more details.
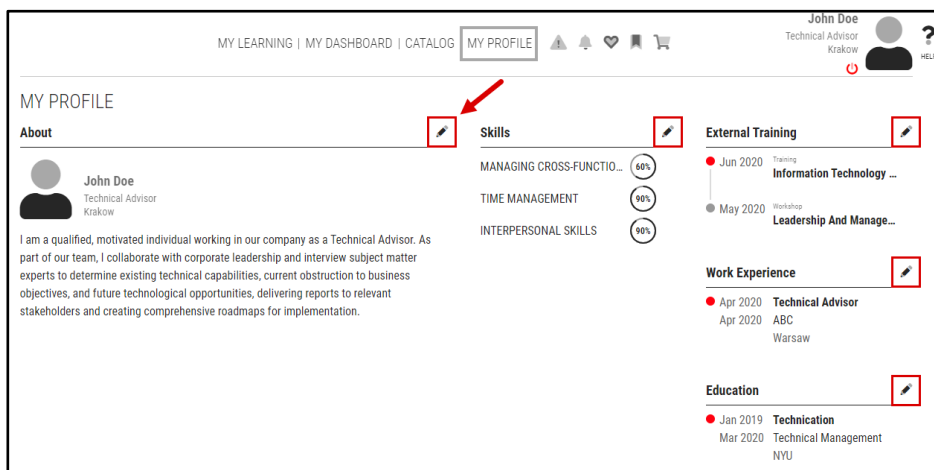
   A.   Details

The **Details** section displays Learner's information, as well as (Learner information in this section comes from HRGT). If your information is incorrect, contact your local HRBP to get it corrected and the corrections will make their way back to your profile details.

It contains the following sections:

   B.   Name and Details

   C.   Profile Summary

   D.   Skills

   E.   Work Experience

F. Education

G. External Training

H. Awards

In order to change the account information, click on the ✎ icon located next to the title of each section. Depending on the section, the edition view might be different.

Name and Details

This section displays Learner's information, such as Name, Job Title, (Learner information in this section comes from HRGT). If your information is incorrect, contact your local HRBP to get it corrected and the corrections will make their way back to your profile details.

You are not able to modify the contents of this section, except for the Profile Picture. To add a picture to the profile (in case it isn't one already), please follow the steps below:

1. After you select the edit view, move your cursor on the avatar icon and click **Upload New Image**.

2. The file upload window will show up. Please locate the picture file on your computer and click **Open.**
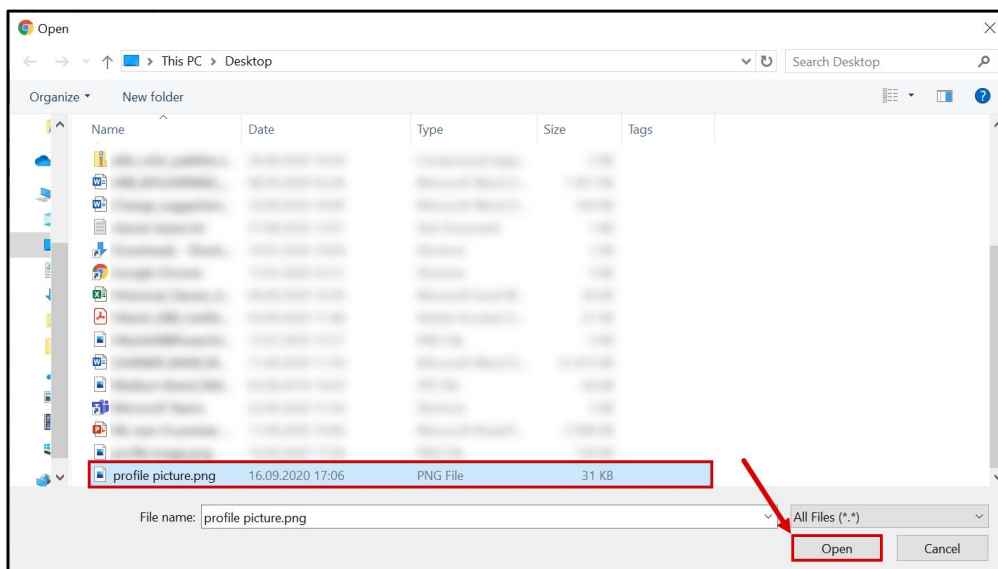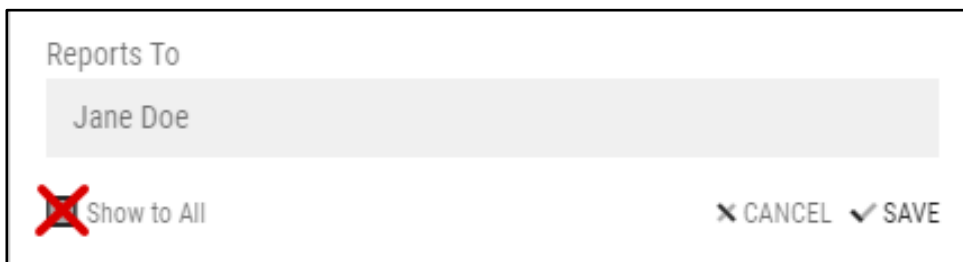
3. A pop-up window will appear in which you can adjust your picture. Click **Upload** to add the picture.
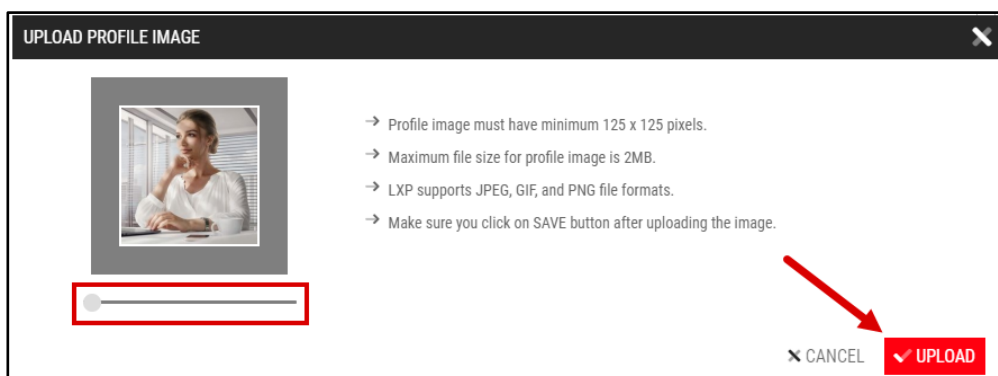
4. Remember to click **Save** to update the changes in your Profile. Next, close the pop-up window with the **cross** icon.
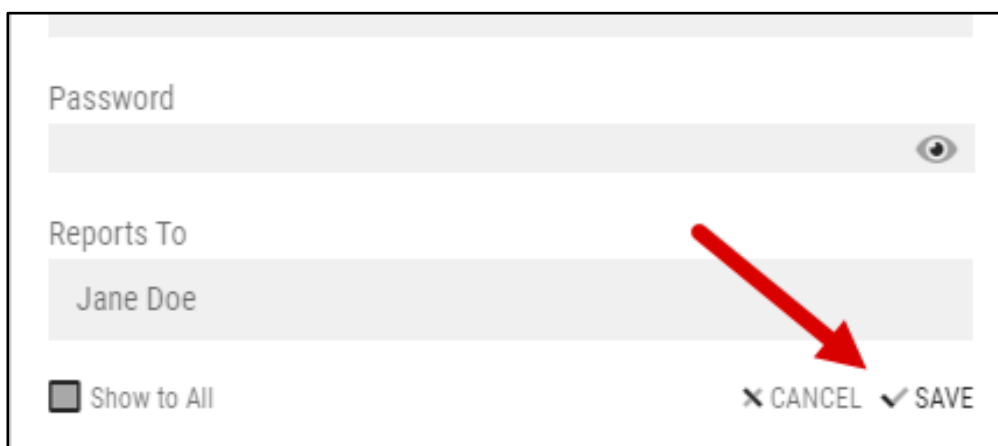
5. **The Show to Others** checkbox is meant to define whether the information should be visible for other Users or not. Please skip this option since this functionality is turned off for ABB utility – Users are not able to peek at other Users' profiles.

6. If you would like to remove the picture, click **Use Default Image**.
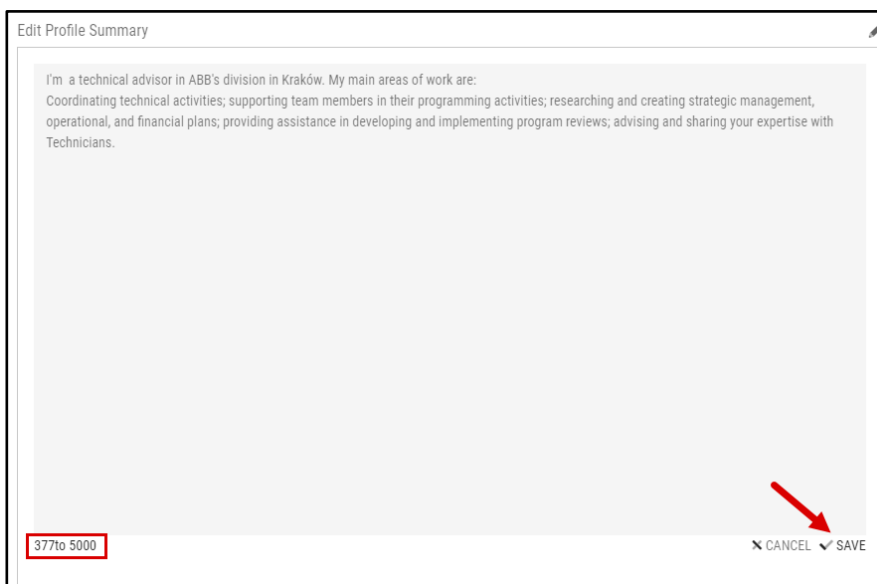
Profile Summary

7. Upload a short description about yourself. You can use maximum 5000 characters. Click **Save** to update the changes.

Skills

8. Click **Add** to upload a new Skill. Also, when you complete a Certification type of training, it will be added as a skill to the list.

9. Input your proficiency ussing the dropdown on a scale from 1 to 10 (1 is the lowest and 10 is the highest value). Click **Save** to update the changes.

10. **The Show to Others** checkbox is meant to define whether the skill should be visible for other Users or not. Please skip this option since this functionality is turned off for ABB utility – Users are not able to peek at other Users' profiles.

11. You can also edit the existing Skills by clicking on the name or remove them by clicking on the Cross next to the Skill you want to delete.
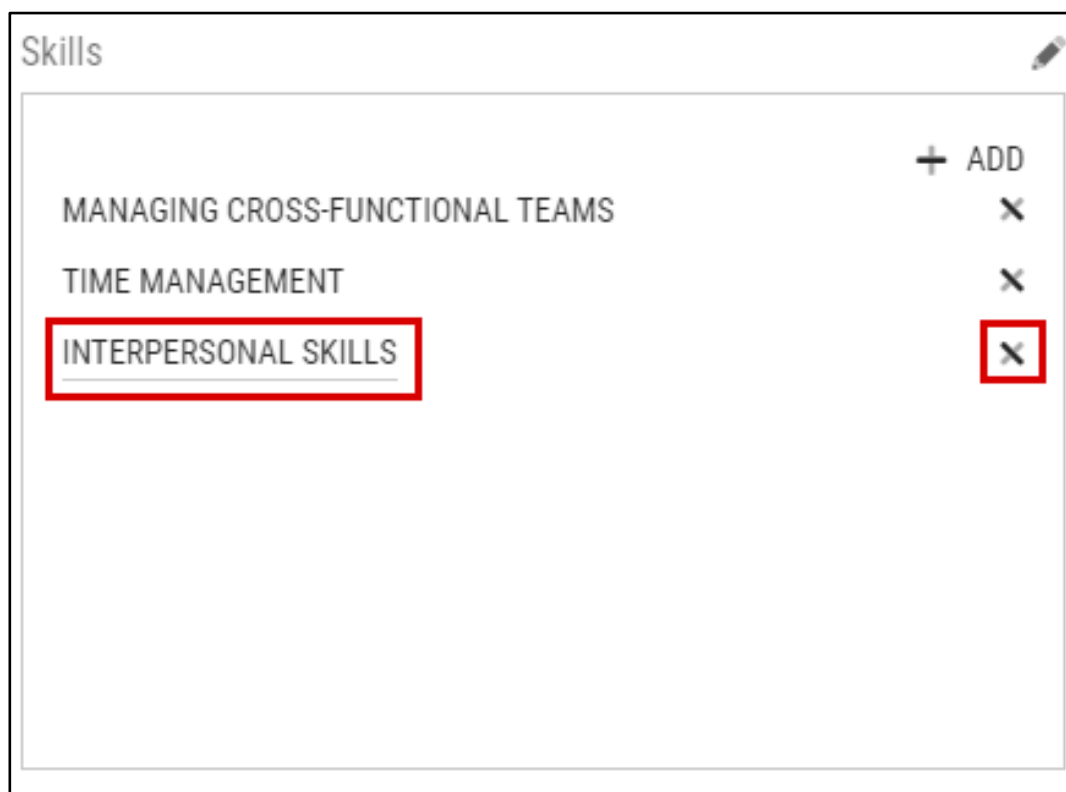
External Training

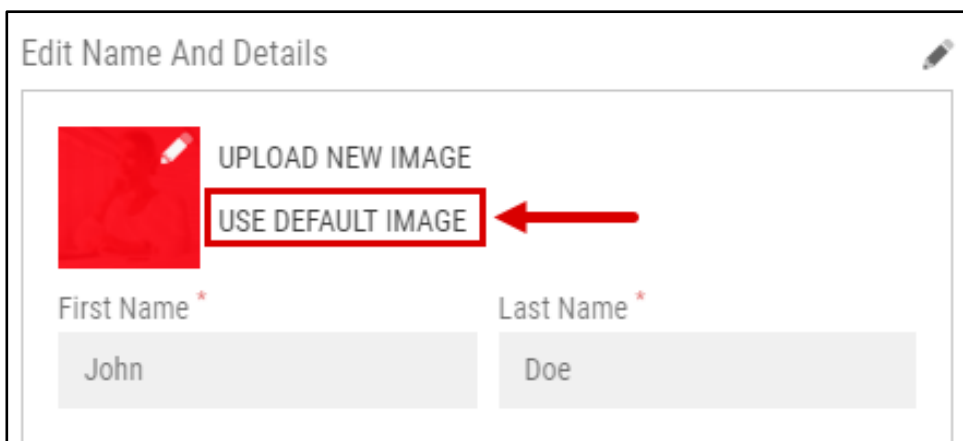**12.** To upload a new external Certificate gained outside MyLearning system, click **Add**.
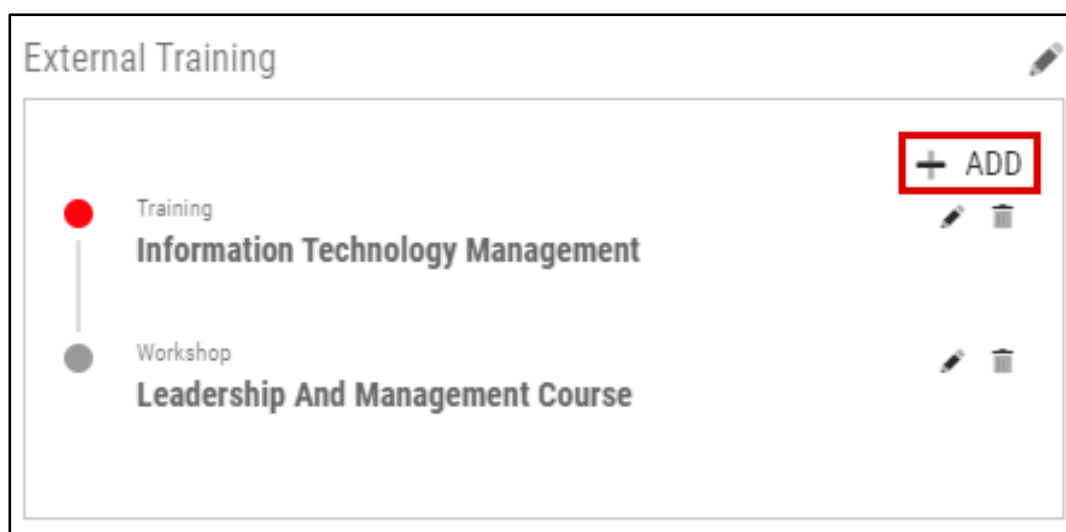
13. Fill in the details of your External Training by **typing** in the information or using a **dropdown** (highlighted fields are obligatory).
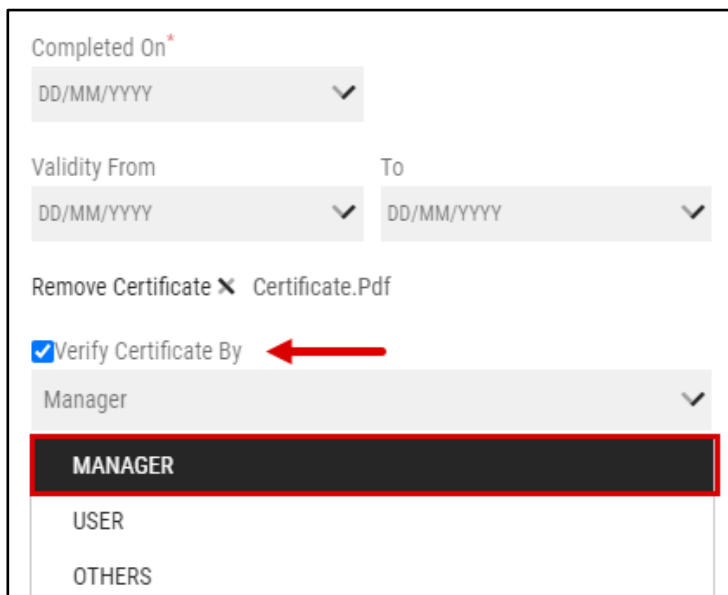
14. You can add a file with the External Training by clicking **Upload Cetrificate** button. Locate the file on your computer and click **Open**. MyLearning supports following file formats: pdf, png, jpg and jpeg).
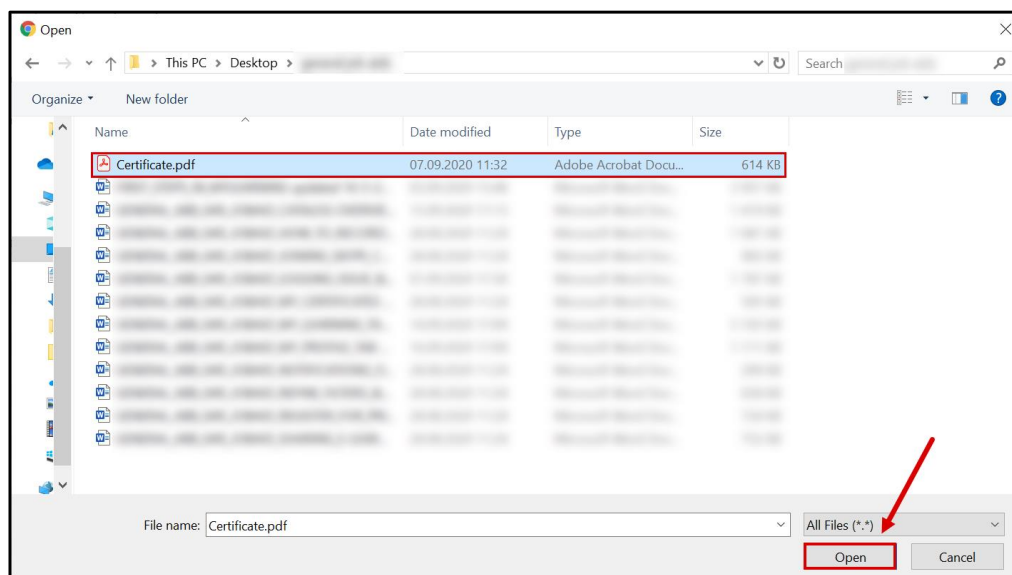
15. If your Manager requires verification of External Trainings, tick the **Verification Required** checkbox (it will apear when you upload a file). Make sure that you select the Manager from the dropdown list.
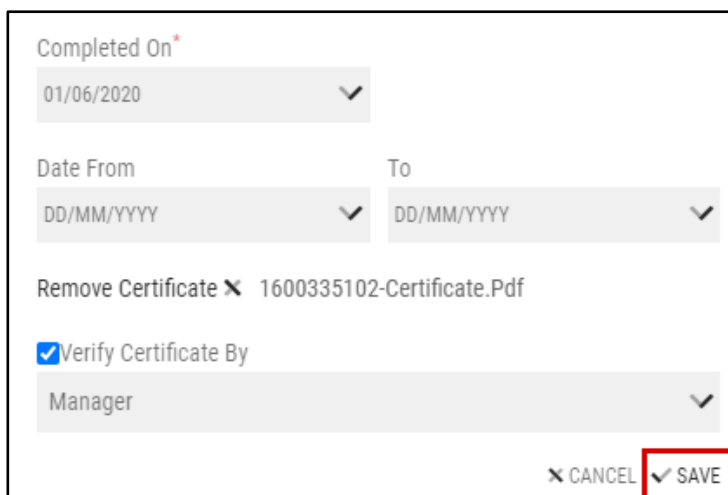
16. Click **Save** to update the changes.
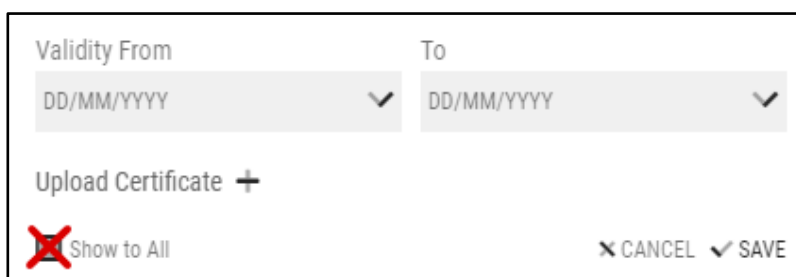
17. **The Show to Others** checkbox is meant to define whether the External Training should be visible for other Users or not. Please skip this option since this functionality is turned off for ABB utillity – Users are not able to peek at other Users' profiles.

18. After closing the pop-up, you will notice completely new, external certificate added to your profile with **Verification pending** status. The status will change as soon as your Manager will verify or reject particular request from received from you.
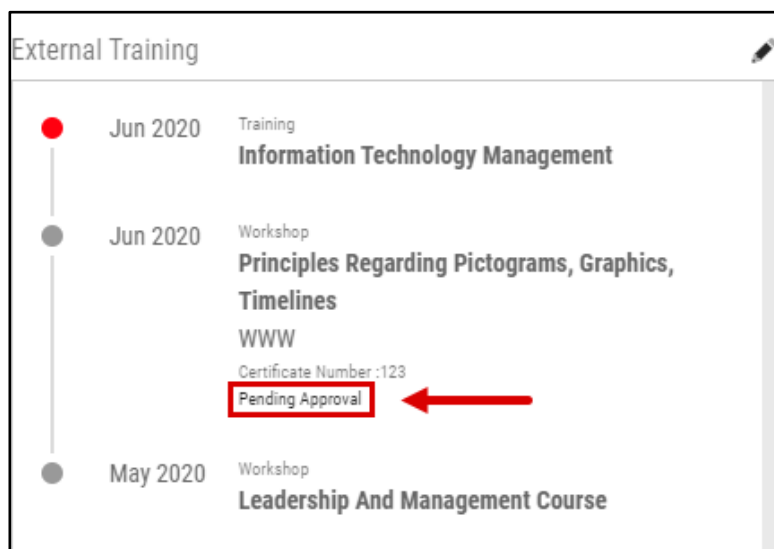
19. You can also edit the existing External Training by clicking [pencil icon] or delete them by clicking [trash icon].

Work Experience, Awards and Education

20. To upload a new information to your Profile, click **Add** in the desired section.
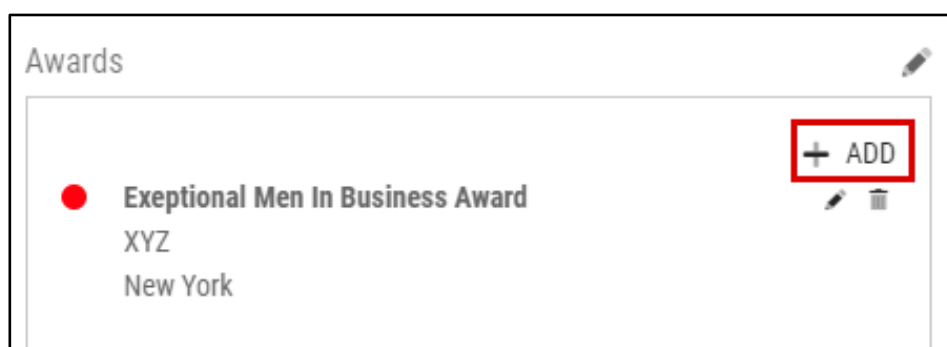
21. Provide the information in all obligatory fields marked with red asterisk . In the 'Awards' section you can also upload a file with the Certificate from your Computer (the process of uplad is the same as with External Training). Next, click **Save** to update the changes.


22. **The Show to Others** checkbox is meant to define whether the information should be visible for other Users or not. Please skip this option since this functionality is turned off for ABB utilility – Users are not able to peek at other Users' profiles.

23. You can also edit the existing Awards, Work Experience, Education information by clicking 🖉 or delete them by clicking 🗑.
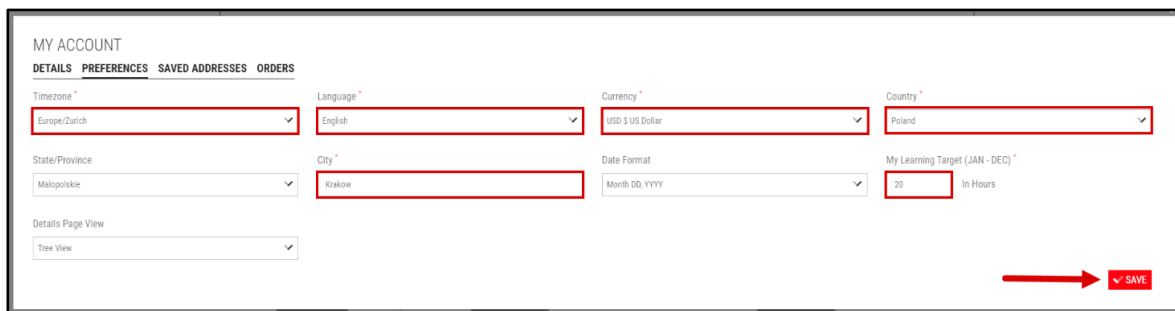
Preferences

24. You are able to set your **Time Zone, Language, Language, Currency, Location and Date Format** from this view. Additionaly, you can set **My Learning Target** (how many hours of training you would like to complete in one year period.) You can also set a preferred view to display Training Plans (Module or Tree view).
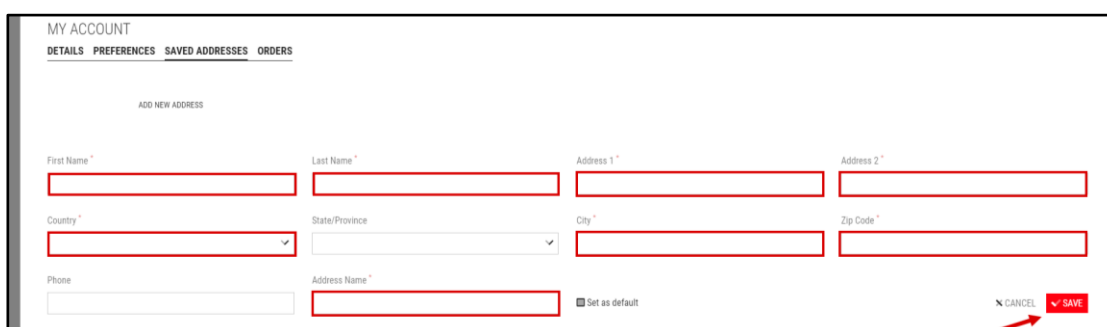
Saved Addresses

1. In this section you can find the Addresses that were used in the Order creation. You can also upload them manually, by clicking **Add New Address**.

2. Fill in the details of your Address by typig or using a dropdown (highlighted fields are obligatory). You are also able to set the Address as default for future Orders. Click **Save** to update the changes.

3. You can modify Saved Address by clicking **Edit** icon (a) or delete it by clicking the **cross** icon (b).
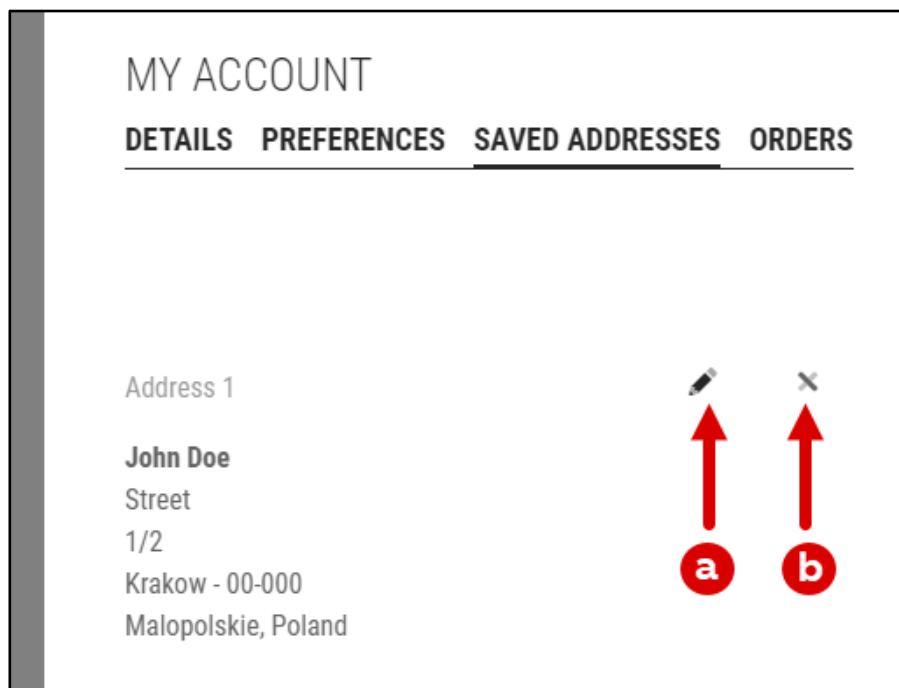
Orders

1. This section contains a summary of your Orders for the Priced trainings. You are not able to edit or add any details in this section. However, you can perform the following actions:

A. **Print** all of your recent Orders.

B. **Download** all your recent Orders to a csv file.

C. View the **Invoices** for your Priced trainings in a separate window.

Invoices

2. Your Order invoice contains such information as:

A. Billing address

B. Order Summary

C. Customer Information

D. Billing details

3. Additionaly, you can print (a) or **download** your invoice as a **PDF file** (b).

7. Support for Internal and External Users

7.1.   Before reaching out to Support (troubleshooting)

If you experience any technical issues when completing a training in MyLearning, please try to take the following actions before raising a ticket:

- **Open the training in a different browser**

We highly recommend to use Chromium engine-based browsers for the best experience (**Google Chrome** and **Microsoft Edge**). Internet Explorer does not support all the content formats that might be attached to certain Courses and therefore not display the content properly. Additionally, this browser will no longer be supported by Microsoft with the beginning of 2021.

- **Clear cookies and cache files**

If the training material is not displaying properly in the Content Player or the progress of your training has not been saved, we recommend clearing browser cookies and cache files **and opening the training on a new page**. Find out how to clear Cookies and Cache files in Microsoft Edge and Google Chrome below:

Microsoft Edge

1. **Close the browser window with MyLearning**. Click on the **Settings button** (a) > **History** (b) > **Clear Browsing Data** (c).
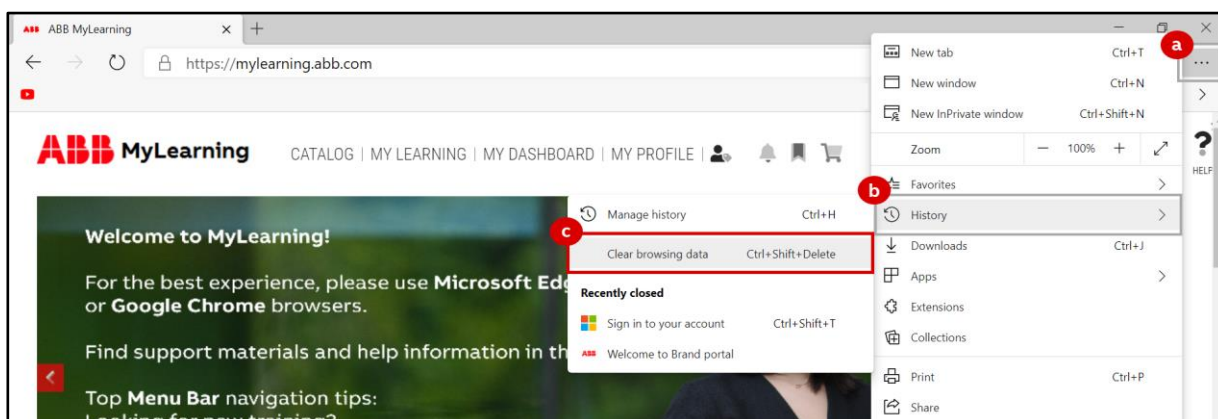
2. In the pop-up window, tick 'Cookies and other site data' and 'Cached images and files'. Next, click **'Clear now'**.
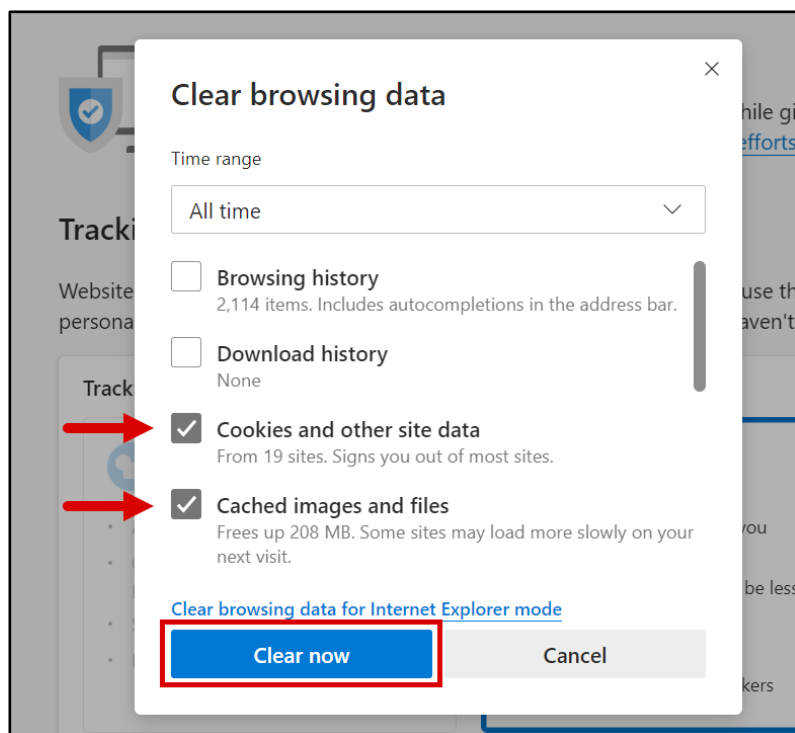
3. Open <u>MyLearning</u> in a new window.

Google Chrome

4. **Close the browser window with MyLearning**. Click on the **Settings button** (a) > **More Tools** (b) > **Clear Browsing Data** (c).
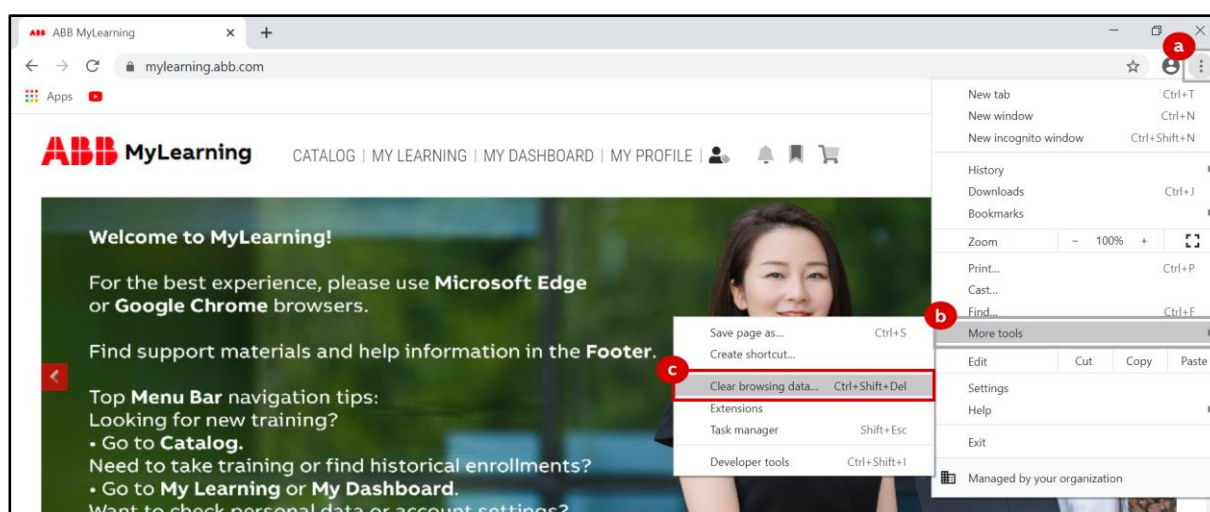
5. In the pop-up window, tick 'Cookies and other site data' and 'Cached images and files'. Next, click **'Clear now'**.
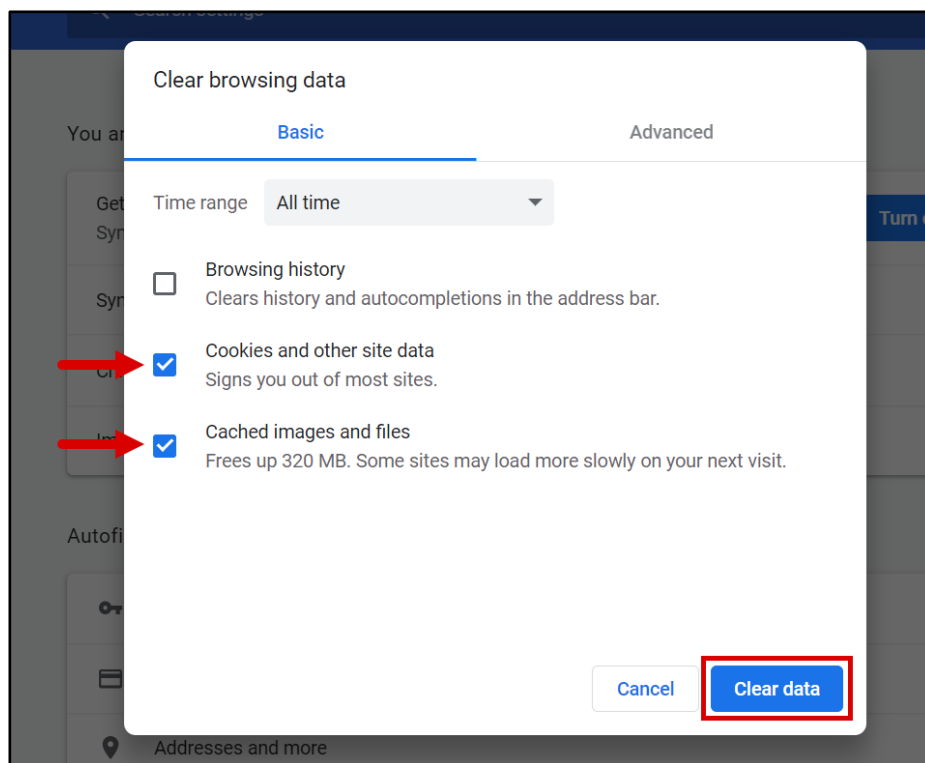
6. Open [MyLearning](#) in a new window.

- **Open your training in a InPrivate/Incognito window**

To avoid clearing cookies and cache files history from your browser you can open the training in **a private window.** Find out how to do that in Microsoft Edge and Google Chrome below:

Microsoft Edge

7. Click on the **Settings button** (a) > **New incognito window** (b).
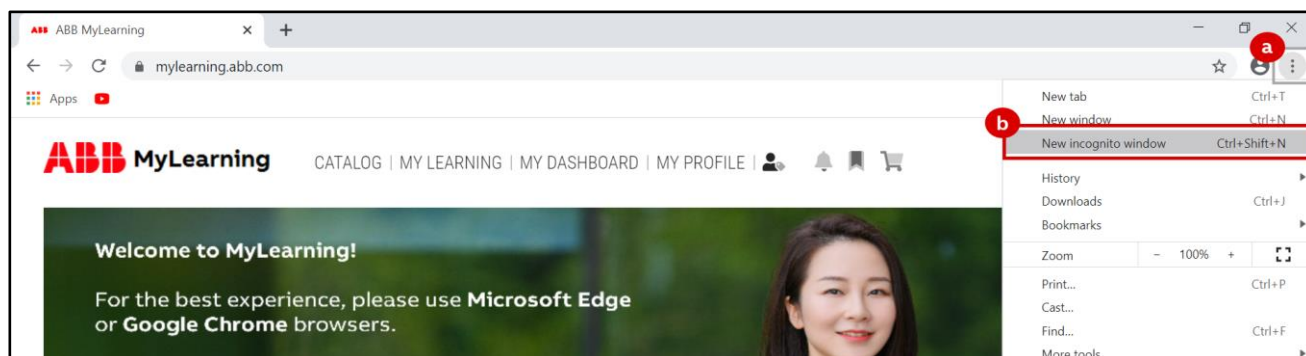
Google Chrome

8. Click on the **Settings button** (a) > **New InPrivate window** (b).
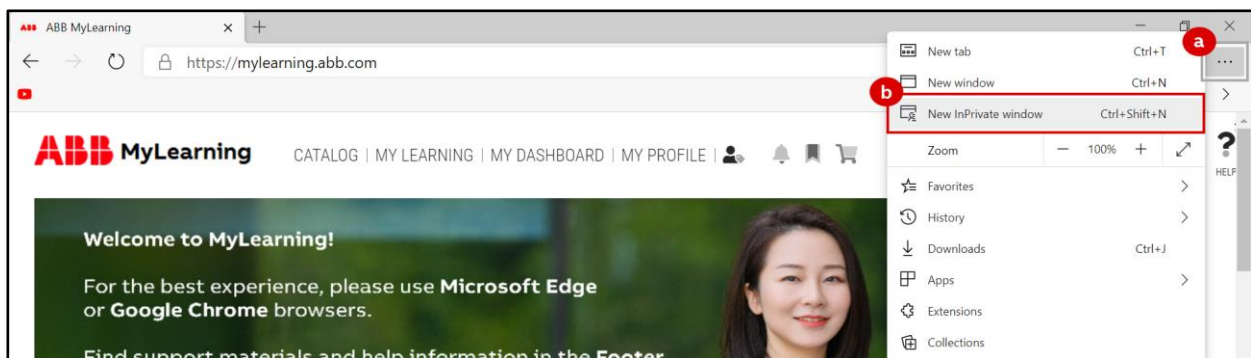
- **Make sure you have completed the whole training**

In order for the training to be marked as 'completed' in the system, it is required to finish all the necessary content in the training. Sometimes that includes e.g. taking additional steps after taking the quiz or a special button at the end that is part of the training material. Some content based trainings are also recommended to be **completed in one sitting**, as certain content formats might not be able to keep track of the training progress.

- **Make sure you've clicked 'Done' when leaving the Content Player**

To save your progress, click **'Done'** on the bottom of the Content Player, instead of the cross icon. Refreshing the page, or closing the browser window might also result in loss of progress.

7.2. Support for ABB Users (employees, contractors)

Incidents and Service Requests - please submit new ticket by:

* visiting **MyServices > Information Systems** portal – navigate to Quick Links section and use Report an IS Incident for incident ticket (use Codi to fix your incident faster or proceed with standard Report an Incident option) or click on Order a new item for service request ticket.

* sending an **e-mail** to ABBGlobalServiceDesk@abb.com - put "LMS" or "MyLearning" in subject line (incidents only)

* calling **ABB Help Desk** - find contact information for your local IS support here.

All tickets will be addressed in **order of severity**. Please be also advised that to receive support in timely manner, it will be most helpful if you provide us with more detailed information regarding your problem:

* What process cannot be made, what should be the result?

* What were the steps you have taken before problem occurred?

* Please attach screenshots from the application (if possible) describing your issue - Class code or title

* Please also check our guide on how to raise/create ticket using MyServices available here.

   A. Support for non-ABB Users (channel partners, suppliers, others)

Incidents - please submit a new case by:

* sending an **e-mail** to PL-MyLearningappsupport@abb.com- remember to put **'LMS'** or **'MyLearning'** in subject line

Service Requests - please submit a new case by:

* contact Administrator/Instructor who is responsible for Course or Class. In order to get access to ABB MyLearning, MyABB account has to be created on https://myportal.abb.com/ - please find more details here.

8. Additional Support Materials

System Introduction Presentation

https://search.abb.com/library/Download.aspx?DocumentID=9AKK107046A6828&LanguageCode=en&DocumentPartId=&Action=Launch

New MyLearning Learner Interface Know-How Presentation

https://search.abb.com/library/Download.aspx?DocumentID=9AKK107991A4471&LanguageCode=en&DocumentPartId=&Action=Launch

Frequently Asked Questions

https://search.abb.com/library/Download.aspx?DocumentID=9AKK107991A3228&LanguageCode=en&DocumentPartId=&Action=Launch

Mobile App job aid

https://search.abb.com/library/Download.aspx?DocumentID=9AKK107045A6063&LanguageCode=en&DocumentPartId=&Action=Launch

Help Streams

https://search.abb.com/library/Download.aspx?DocumentID=9AKK107046A8547&LanguageCode=en&DocumentPartId=&Action=Launch

9. Changes Notes

2020-11-04 V1.0	• Document created
2020-11-19 V1.1	• <u>Reach Support</u> chapter name changed to <u>Support for Internal and External Users</u> • Section about troubleshooting Before reaching out to Support (troubleshooting) added to <u>Support for Internal and External Users</u> chapter. • Separated Chapter <u>Support for Internal and External Users</u> to 3 numbered chapters
2021-04-18 V2.0	• <u>Check if the content id Flash-based in chapter Reach Support removed</u> • Catalog chapter added • My Learning section updated with Provider, Contact Support field, • Note about seeing the course details in other languages added • Filters for Classes on Training Plan/Course Details Page (Catalog) • <u>Universal Search</u> chapter added • Information about the Catalog updated • Information about the TP versions added • Information about Manager Approval added • Items Need attention chapter added with new tab
12.07.2021 V2.1	• Explanation of roles in MyLearning • Additional note about hide showing provider label "Internal" on course thumbnail • Additional note hide Optional indicator in thumbnail • Information about Universal Search – enroll from shared link added • Skills – obtaining a new skill changed • Enroll from the Universal Search Page (if you are enrolled in one of the the Classes under the Course)
14.11.2021 V2.2	• Additional point about launching Content from the Catalog • Additional note about message in case of conflicting Classes • Additional point about Sharing a training – Copy Icon
22.08.2022 V3.0	• Screenshots replaced to reflect changes in Omega release as well as changes in naming conventions for classes • Notes 17, 25, 46, 47, 74 added • Manu bar overview – additional point about changing language • Term 'Mandatory' changed to 'Required' for Training Plans • My Certificates – section changed to reflect quicker way to access certificate • Request Class – point 3 and 4 added • Register for a Curriculum/Certification - section modified
19.07.2023 V4.0	• Updated screenshots and information with changes from Phoenix: Grid view experience and Recommendations • New style of adding 'NOTE'
13.11.2023 V4.1	• Point about Impersonation