GSA ONLINE UNIVERSITY

GSA LMSJOB AID SERIES

Getting started: GSA ONLINE UNIVERSITY

Program 101 Job Aid

Program 101 Job Aid Overview

This job aid provides step-by-step instructions for tasks relevant to program administration in the GSA OLU (powered by SAP). Topics covered in this job aid include: OLU site access, Homepage navigation (brief overview), Admin Center navigation, program creation, and program management.

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ACCESSING THE GSA OLU SITE (POWERED BY SAP)

Introduction

The GSA Online University (OLU) can be accessed via GSA Single Sign-On (SSO) or via a non-SSO direct URL. Please find directions below on the different ways to enter the new SAP site.

SSO Access

Logging in from a GSA Laptop

1. From your GSA laptop, navigate to the following URL: **https://gsaolu.gsa.gov**

2. You will be directed to the new GSA OLU homepage. Please keep in mind that your homepage appearance may differ slightly based on your role (ex: employee vs. supervisor/ manager) or personal tile configuration.

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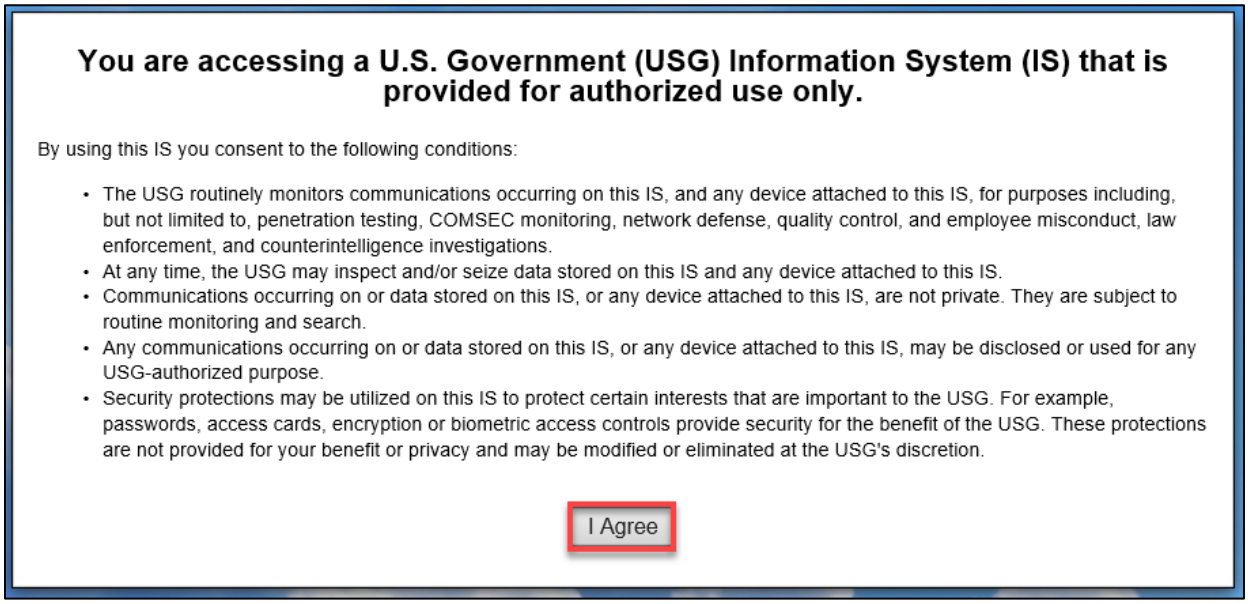
ACCESSING THE GSA OLU SITE (POWERED BY SAP)

Non-SSO Access (Direct URL)

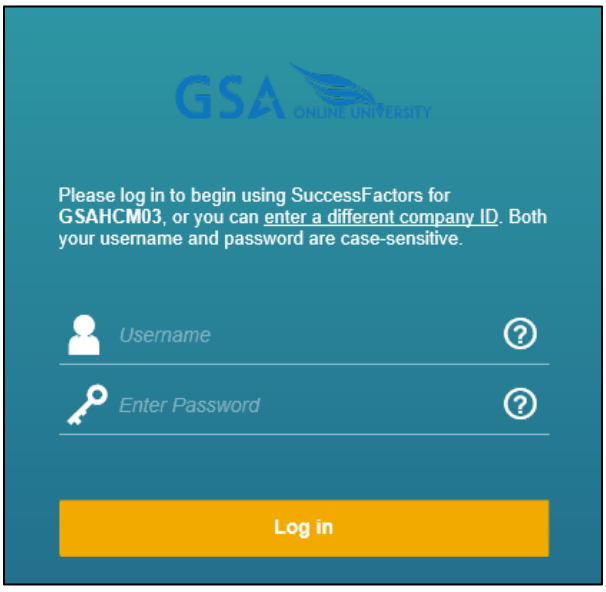
If you are not a GSA employee or you are a GSA employee not accessing via the GSA network (thus not utilizing SSO), you will need to access GSA OLU via a direct URL.

1. Navigate to the following URL: **https://hcm03.ns2cloud.com/login?company=GSAHCM03**.

2. Read the U.S. Government (USG) Information System (IS) consent form and click the "***I Agree***" button. This will take you to the direct system login page for the GSA OLU site.



3. Enter your username and password and click the orange "**Log in**" button.
(Should the login page request a "**Company ID**", please use the following: **GSAHCM03**)



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4. You will be directed to the new GSA OLU homepage. Please keep in mind that your homepage appearance may differ slightly based on your role (ex: employee vs. supervisor/ manager) or personal tile configuration.

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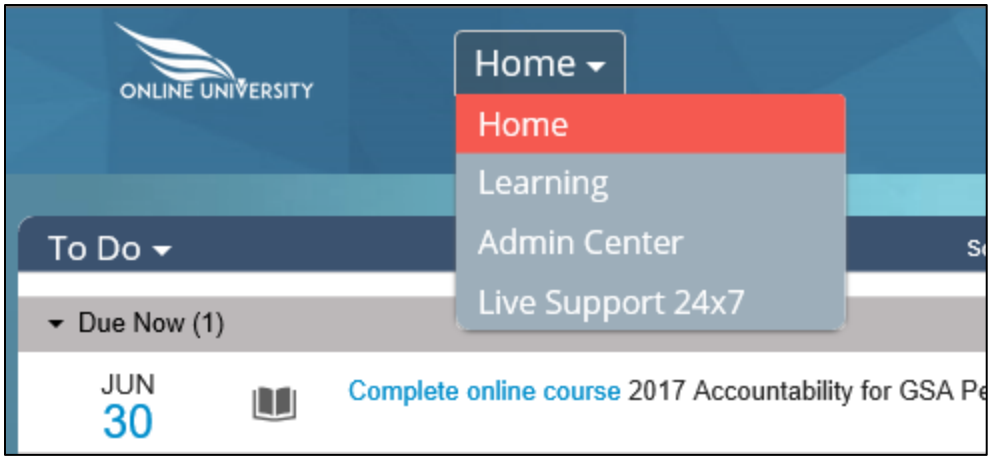
GSA OLU HOMEPAGE

Main Menu Navigation

Your GSA OLU Homepage will have a main navigation bar at the top of the page. This navigation bar contains a dropdown menu that lists all the SuccessFactors modules available to you (based on your role), along with links to other pages within the system. You may click on the **Home** icon to return to the OLU homepage from any location.



The dropdown menu contains **Home, Learning,** and **24x7 Live Support** links.

- The **Home** link will take you back to the homepage no matter where you are in the platform.
- The **Learning** link will take you the learning management area of the system.
- The **Admin Center** link will take you to the administration area of the system.
- The **24x7 Live Support** link will take you to the area of the system where you can interact with an OLU Live Support Specialist for assistance with general OLU navigation and utilization inquiries.

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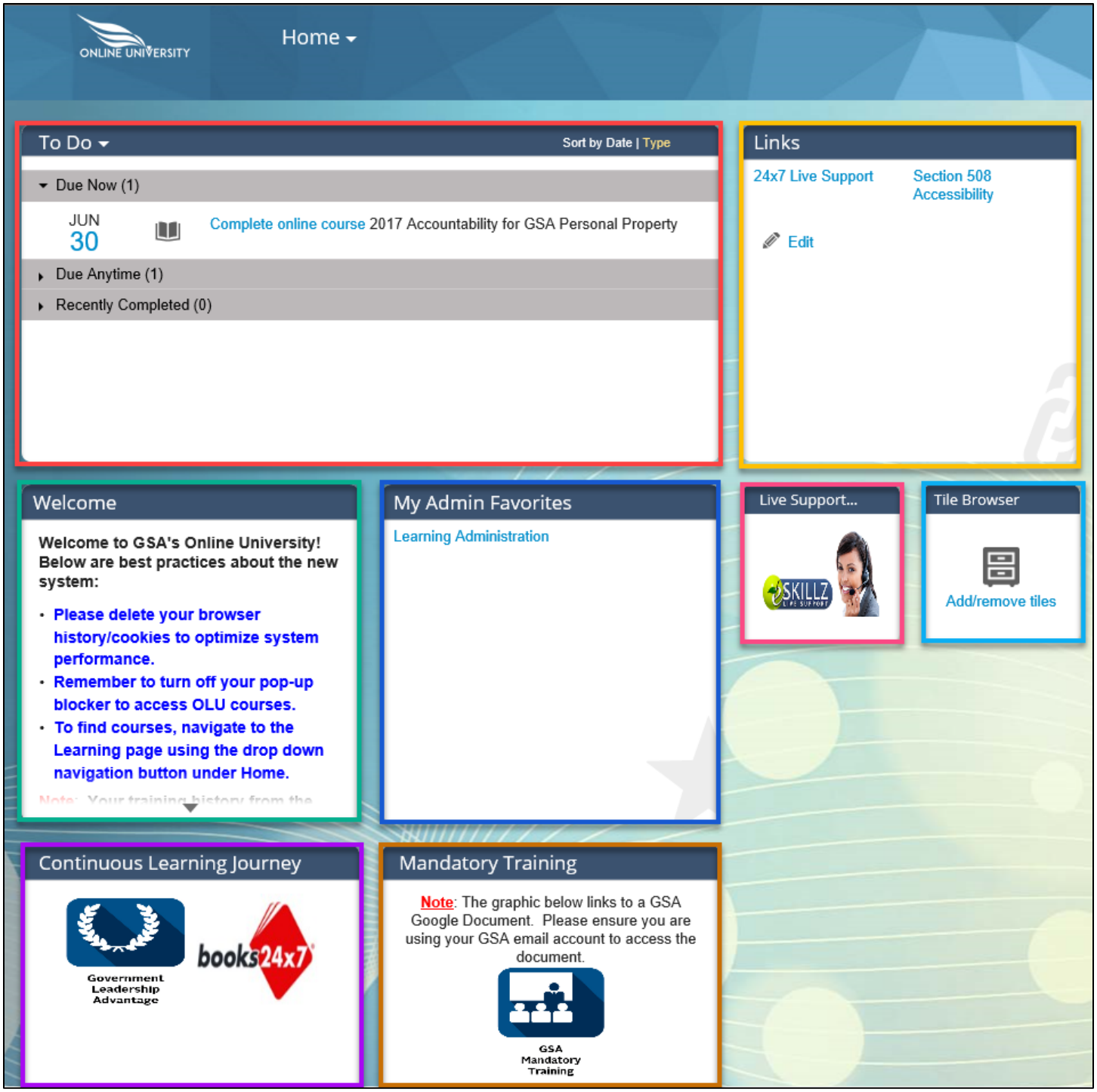
GSA OLU HOMEPAGE

Homepage Features

Your homepage has multiple features called tiles that allow you to view different OLU functionality in a convenient layout. Tiles are movable and can be edited to fit your system needs. Below is an explanation of each feature tile on your homepage.



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Tile Descriptions

To Do: Lists all your incomplete items, recently completed activities, pending approvals, and tasks assigned to you from all modules within the system. To Do items can be sorted by date and/ or type.

Links: Displays links added as shortcuts to other pages and areas of the system. To add or remove shortcuts, click the *Edit* button to view a list of available links.

Welcome: Displays information on the new GSA OLU and will have announcements pertaining to the new Learning Management System.

My Admin Favorites: Displays links added as shortcuts to the Admin Center (administration area of the system).

24x7 Live Support: Click on the eSkillz Live Support picture to be transferred to a GSA chat classroom support page (powered by eSkillz). Simply select the "Click Here to Chat" button from that page and you will be connected with OLU support specialists who are standing by 24 hours a day, 7 days a week to offer assistance. Support specialists assist with general OLU navigation and utilization inquiries including how to use the OLU, how to find training, course launch assistance and more.

Tile Browser: Allows the user to add or remove tiles from the OLU homepage.

Continuous Learning Journey: Click on the "GSA Mandatory Training" picture to view a list of mandatory training for the entire year. Please review this list and assign and/or register for training in the OLU.

Mandatory Training: Displays additional continuous learning resources available to employees.

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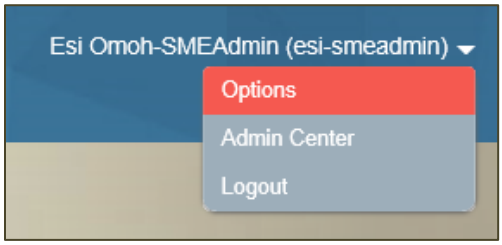
GSA OLU HOMEPAGE

Homepage Options

The homepage **Options** drop-down menu can be accessed by clicking on your name in the top right-hand corner of the OLU homepage.



Descriptions

Options: Change display options, select a new landing page, change language options, and access accessibility settings.
Admin Center: Administration area of the system.
Logout: Logout of the OLU system.

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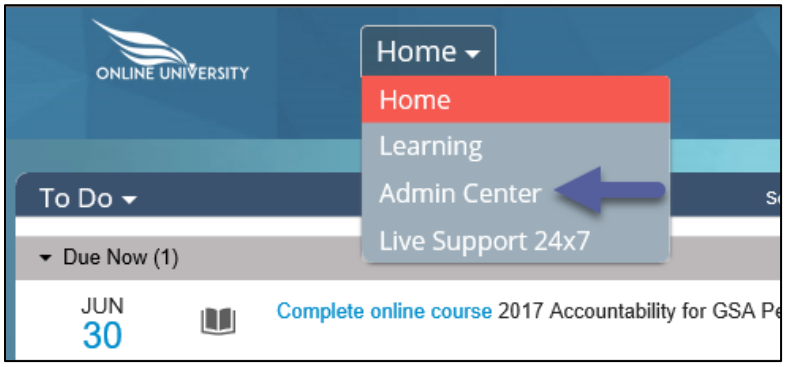
Learning Administration Homepage Navigation

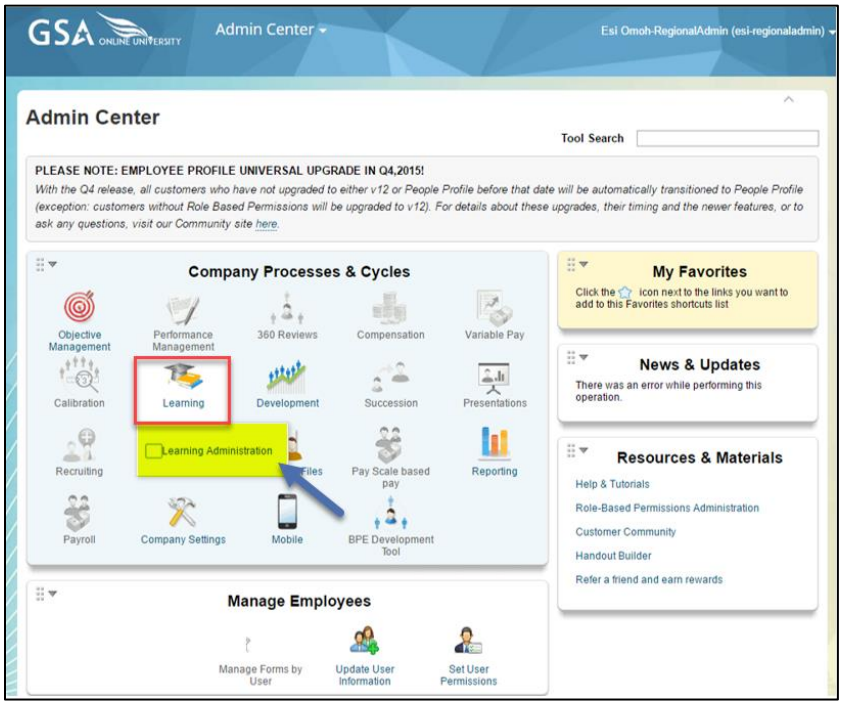
To perform administrator related tasks in the system, you must first navigate to the Learning Administration area of the Admin Center.

1. Locate the main navigation bar at the top of the OLU homepage. Click on the Home icon to open the drop-down menu.

2. Click on the **Admin Center** icon. This will take you the administration area of the system.



3. Click **Learning** and select **Learning Administration**.



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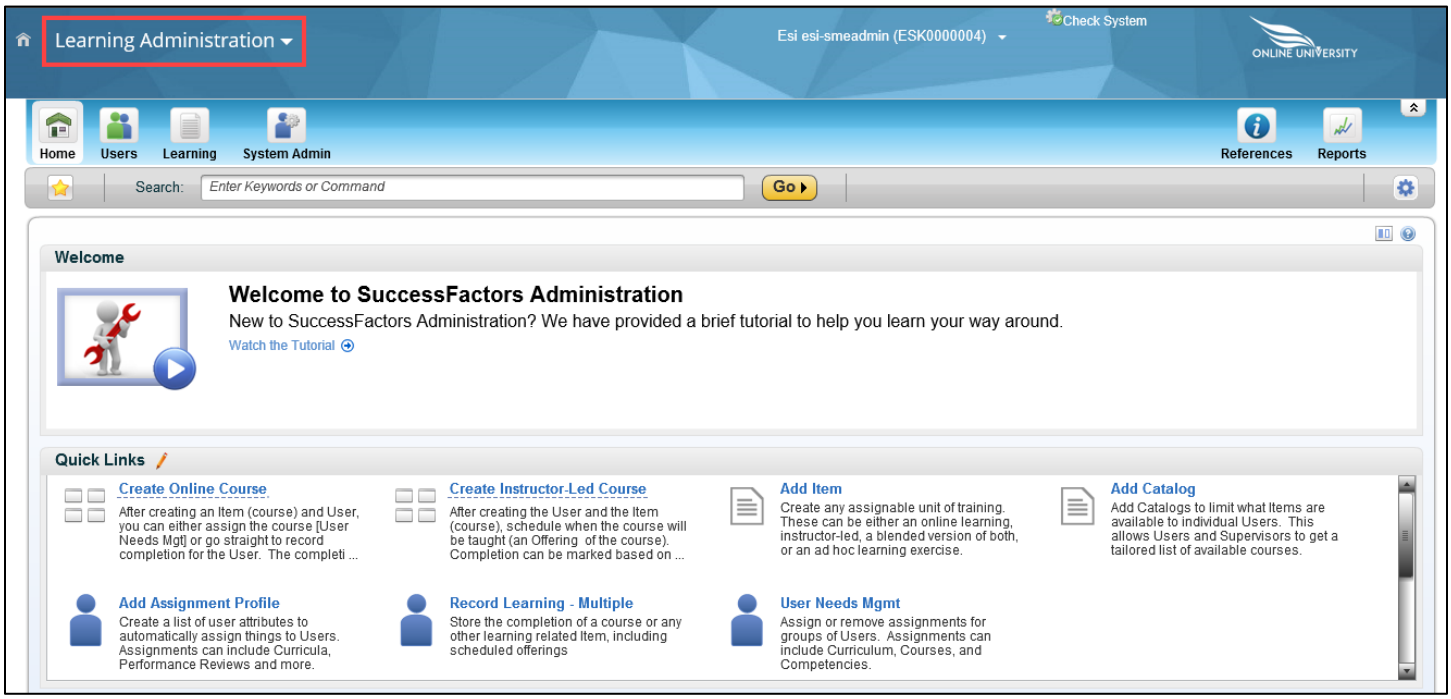
4. You are now in the Learning Administration area of the Admin Center.



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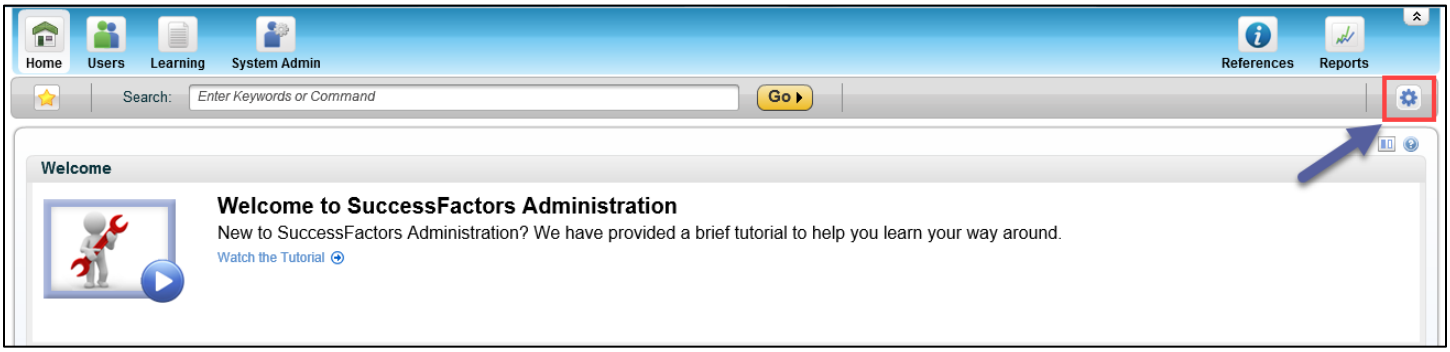
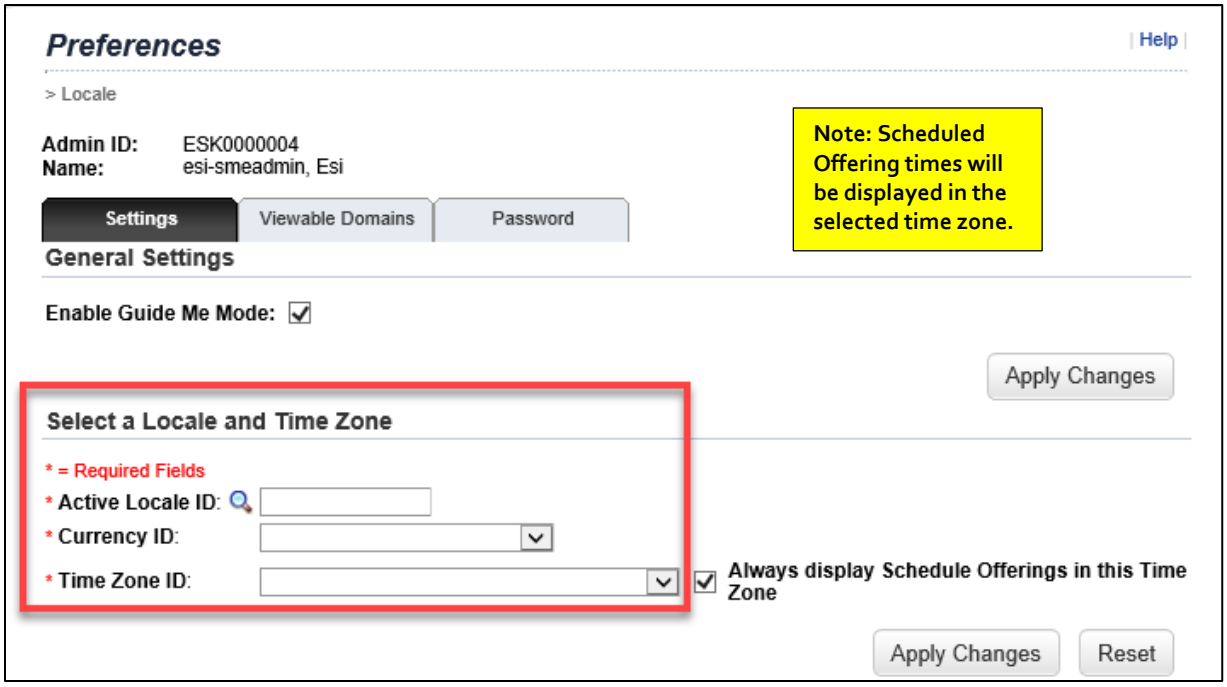
Learning Administration Preferences and Time Zone Settings

To prevent future time zone display issues, it is **highly recommended** that administrators select the appropriate Admin Center preferences.

1. From the Learning Administration page (also called SuccessFactors Administration), click on the Preferences icon located in the top right corner of the menu frame.



2. Locate the "Select a Locale and Time Zone" section.



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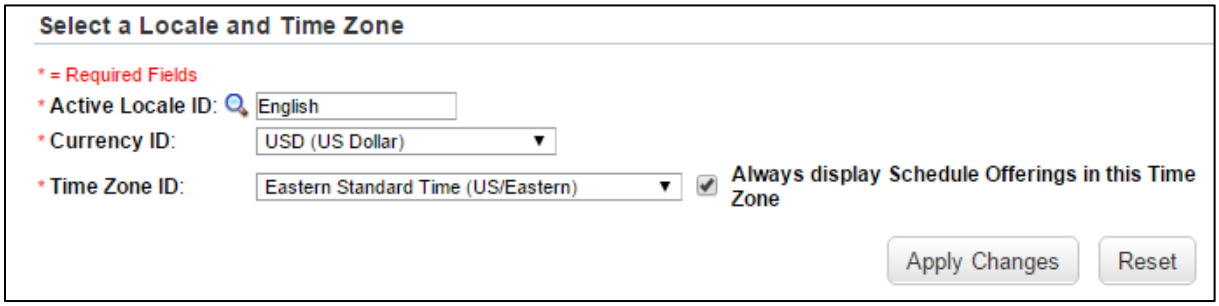
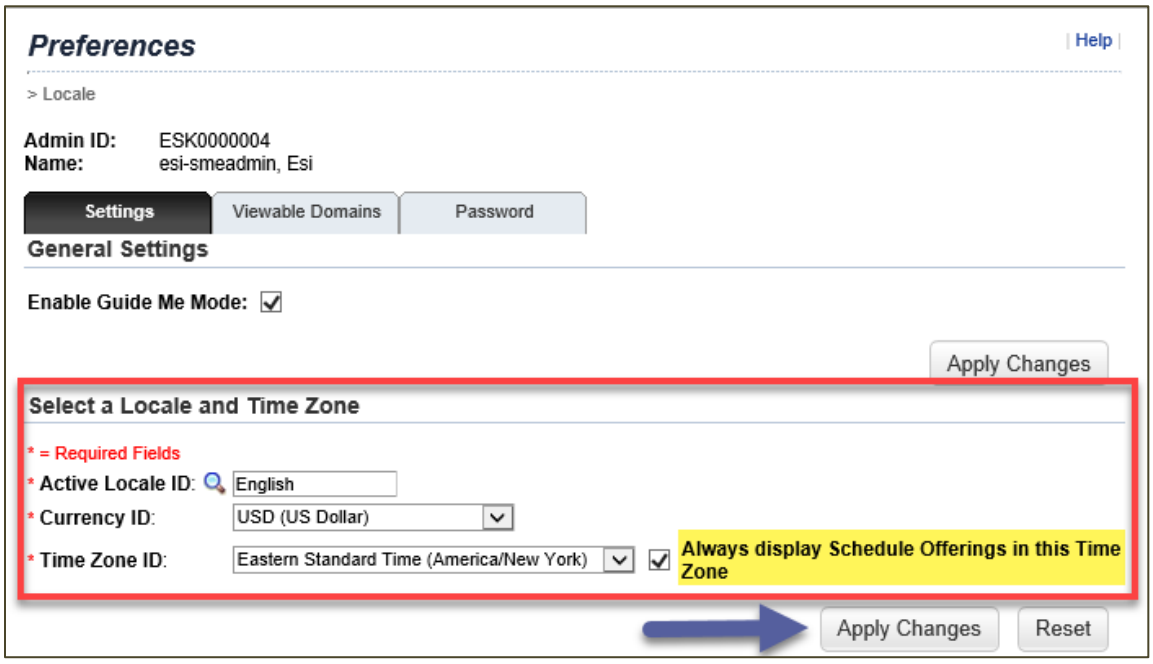
3. Under the Settings tab of the Preferences page, enter/ select the following information:
    a. ***Active Locale ID***: English
    b. ***Currency ID***: USD (US Dollar)
    c. ***Time Zone ID***: Eastern Standard Time (US/Eastern)



4. Check the "Always display Schedule Offerings in this Time Zone" box.

5. Click Apply Changes to save your preferences.



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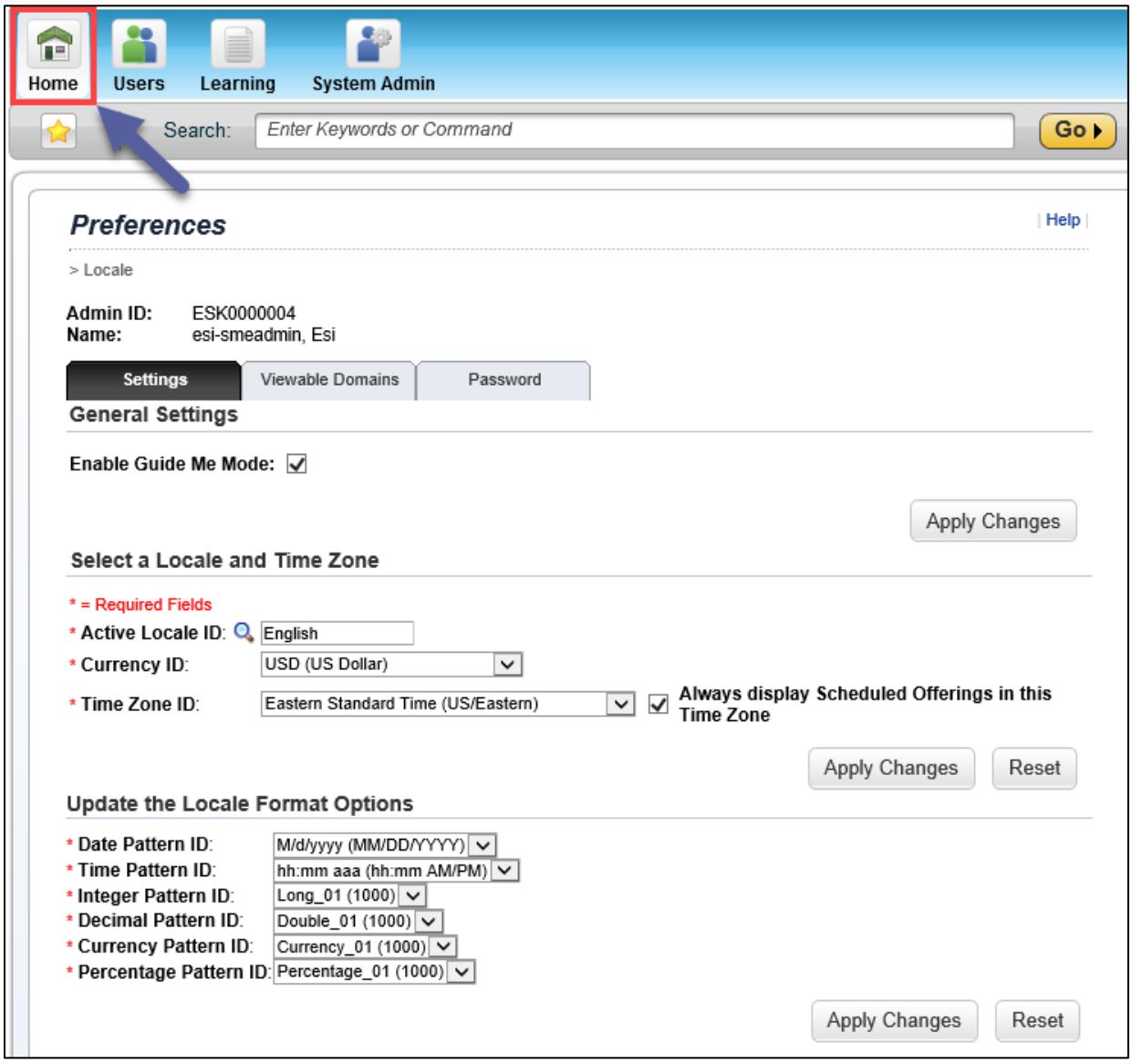
6. Click the Home icon in the top menu frame to return to the Learning Administration page.



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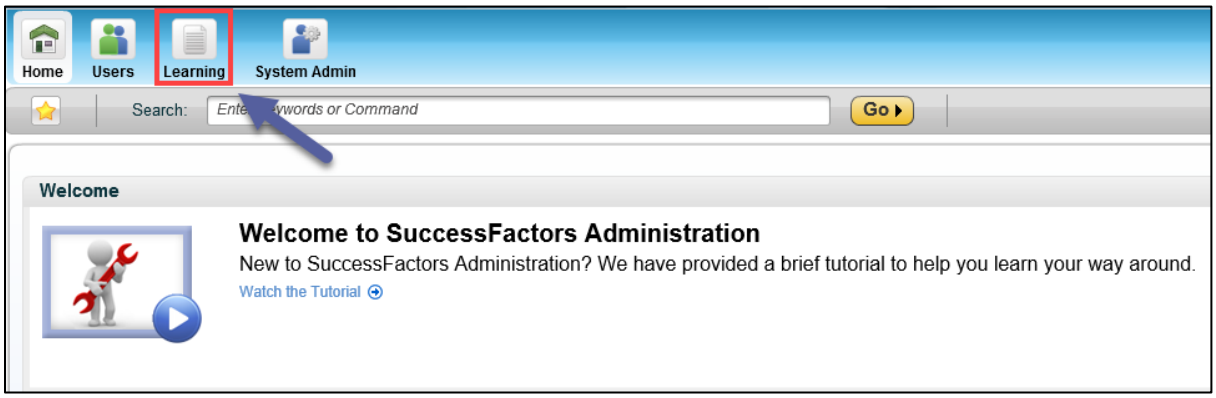
PROGRAMS OVERVIEW

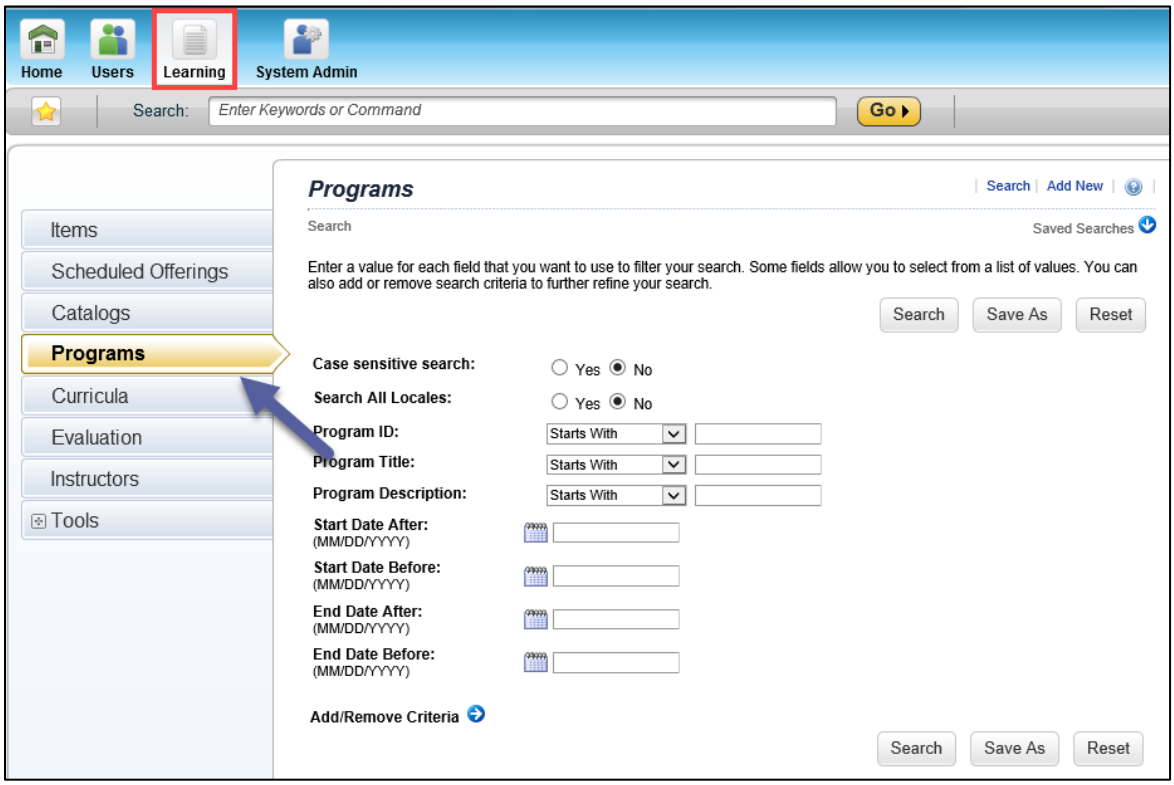
Programs are learning "containers" that can house a series of learning activities such as items, links, and virtual sessions. These can be combined to create a schedule of learning that may be assigned to users or made available in the catalog. Activities placed in programs can be organized by time-based or topic-based sections.

Program Navigation

1. From the Learning Administration page (also called SuccessFactors Administration), click on the "Learning" icon.



2. Click on the Programs tab in the left menu frame. You will be directed to the area of the system where you can search and view your desired program.



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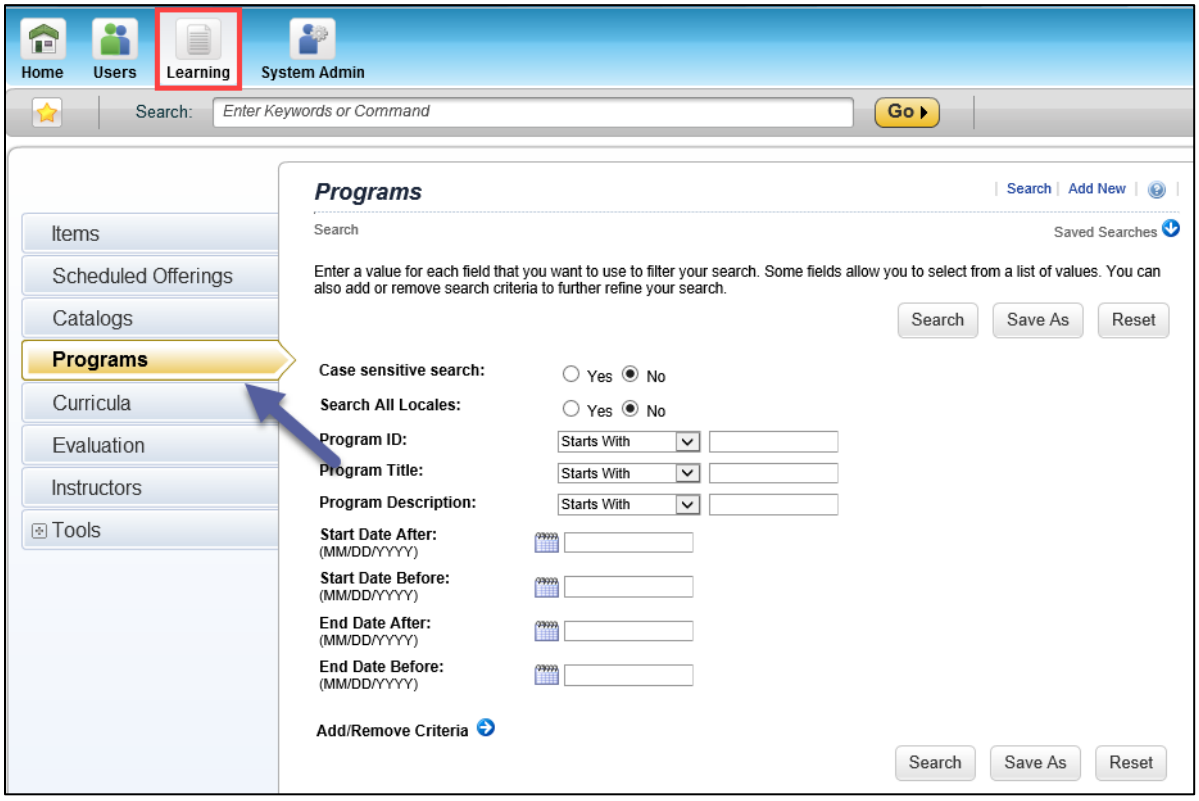
PROGRAMS OVERVIEW

Program Search

1. From the Learning icon page, locate the Programs tab.



2. Enter the *Title* of your desired program. You can use the drop-down menu associated with most criteria to refine your search (ex: "starts with" vs. "contains"). Click **Search** to search for your desired program.

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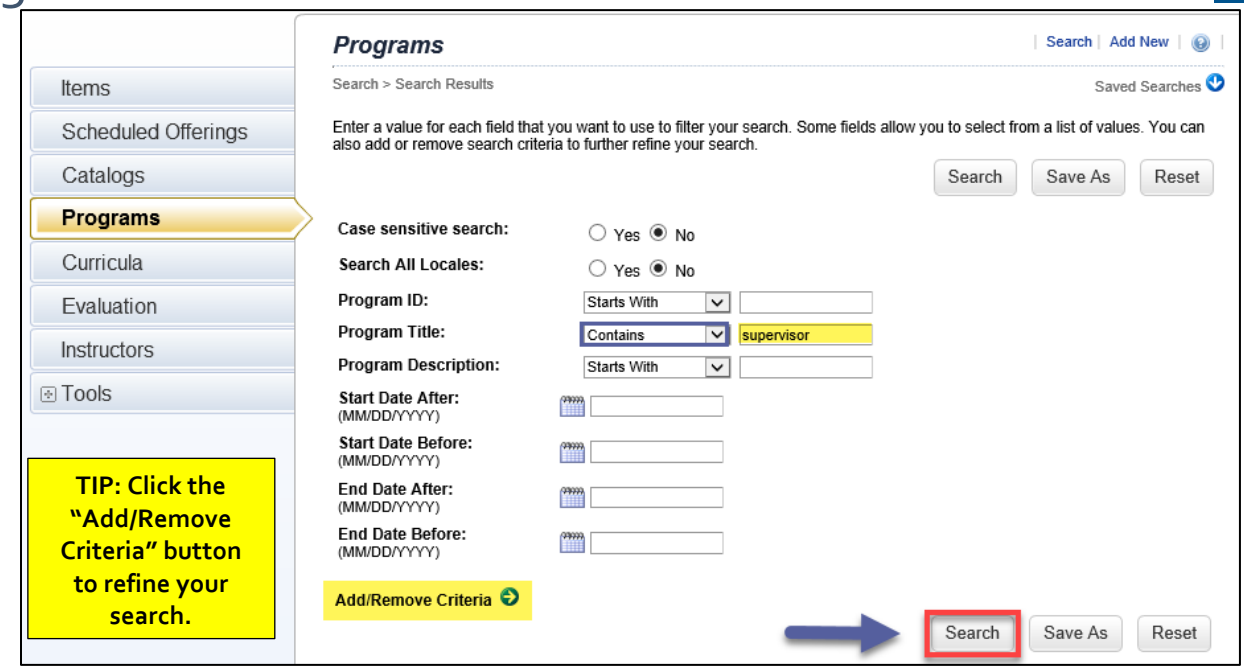
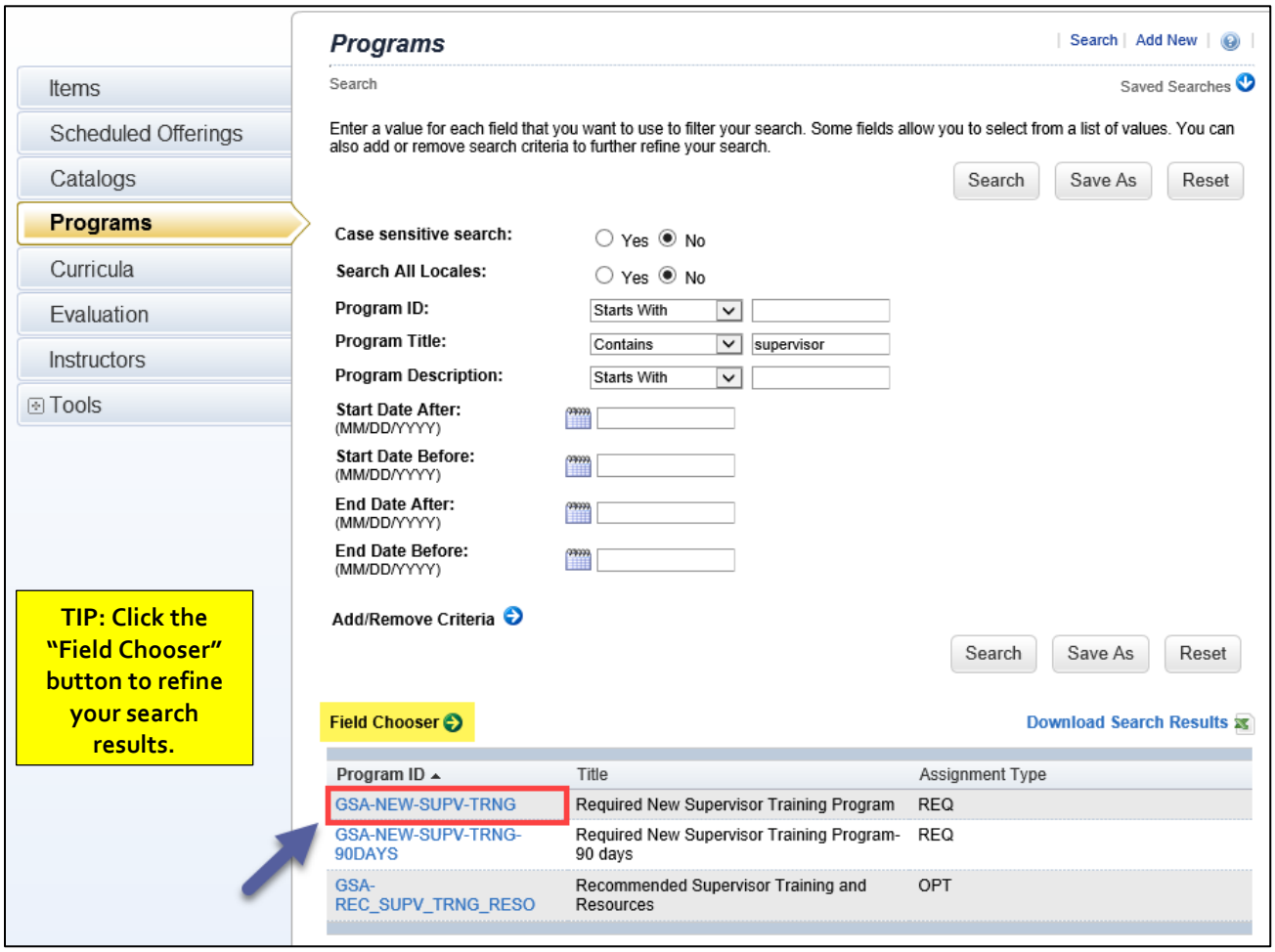


3. Locate your desired program. Click on the *Program ID* to select and open the program.



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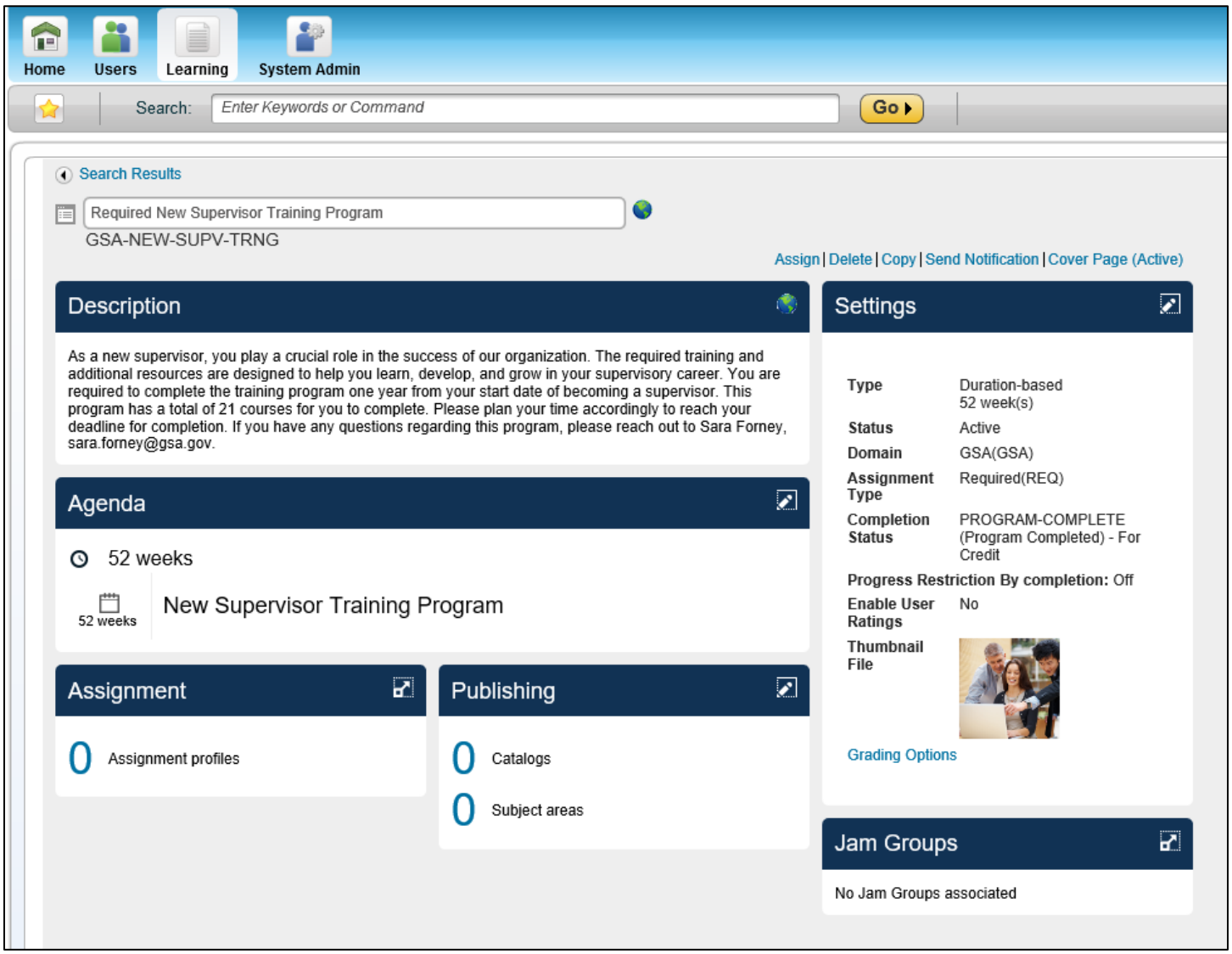
4. You are now in your selected program's administration page.



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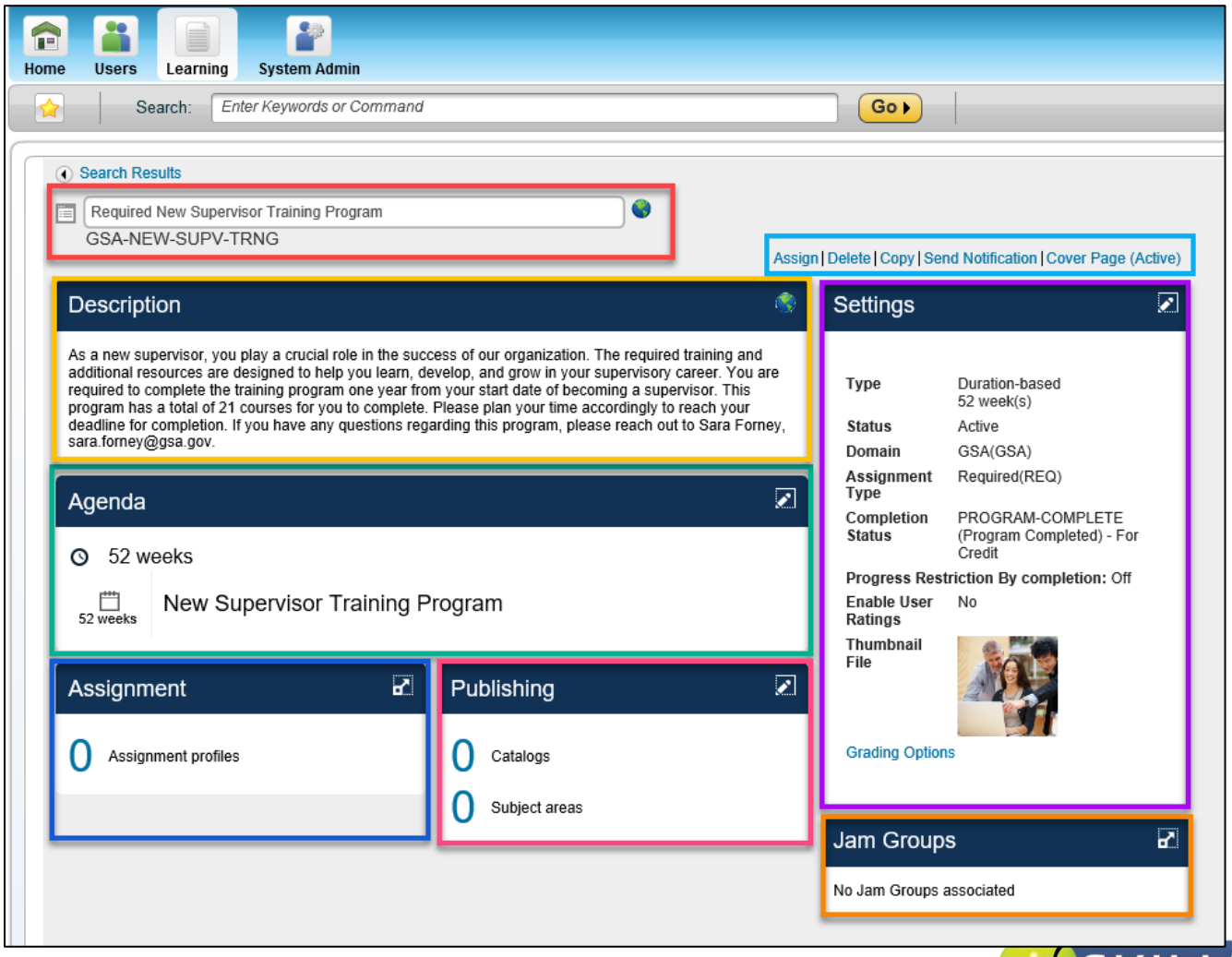
PROGRAMS OVERVIEW

Program Administration Page

The Program Administration page is divided into eight main areas or tiles:

- **Title Area**: Contains the program title and program ID.
- **Description Tile**: Contains the program's description, objectives, and other information to be shared with users.
- **Agenda Tile**: Contains information on associated learning items, learning item order and sequence, completion times, etc. Learning administrators use this tile to build sections (groups of learning activities) and map learning activities (courses, ILTs, etc.) to the program. Each section can only hold a max of 200 activities.
- **Assignment Tile**: Displays the assignment profiles (automated user groups) associated with the program. Assignment profiles are used as the main method of mass assigning learning to users (based on their attributes).
- **Publishing Tile**: Displays the catalog and subject areas associated with the program. The catalog feature allows the administrator to manage how and where users can search for the program.
- **Action Menu**: Displays additional management actions that can be performed at the program level.
- **Settings Tile**: Contains information on the overall settings on the program.
- **Jam Groups Tile**: Contains information on associated SAP Jam Groups. Jam groups can be a good resource to help learners share content and ideas about the program.



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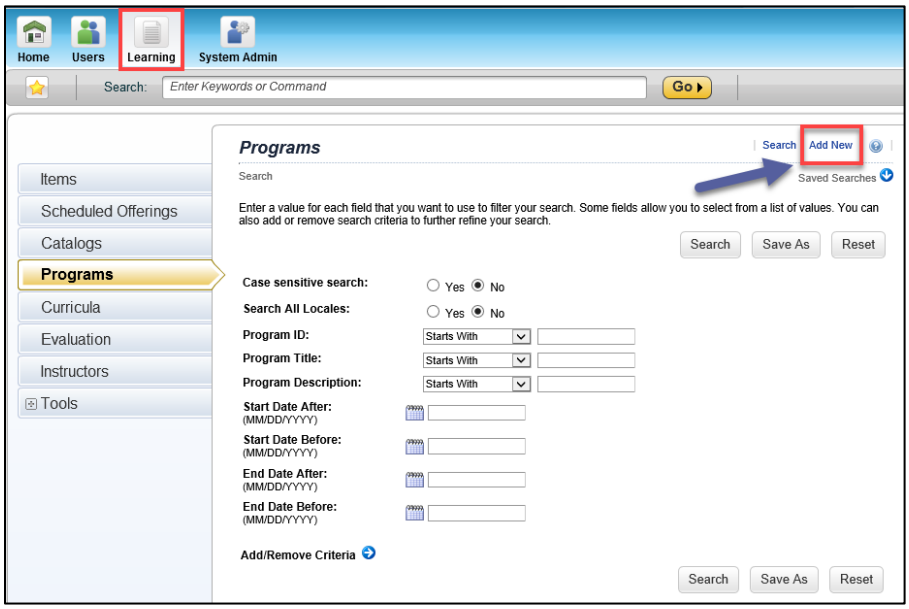
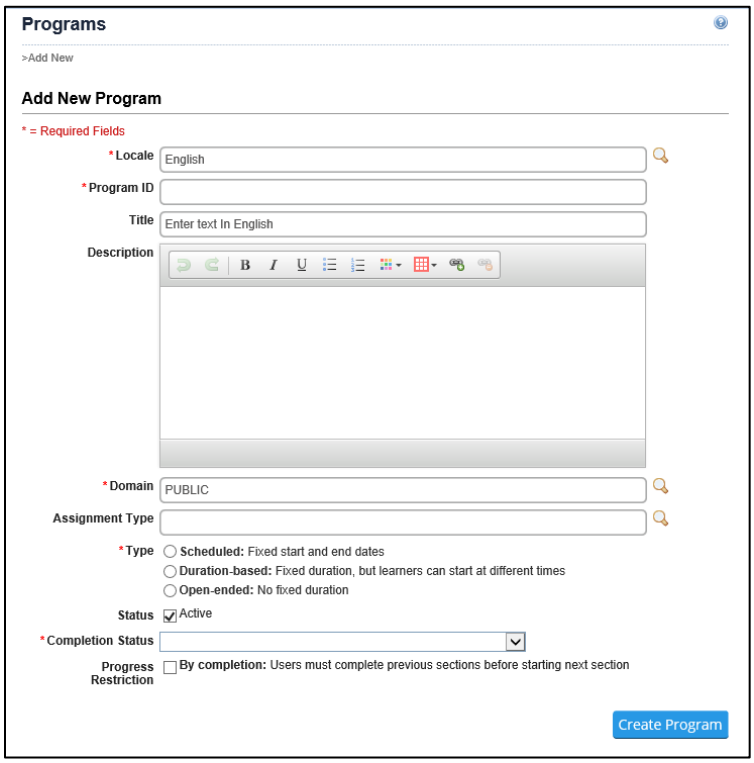
PROGRAM ADMINISTRATION

Create Program

1. From the Programs tab, click on **Add New** in the top right corner of the Programs search page.



2. On the *Add New Program* page, fill in the appropriate information for your program.



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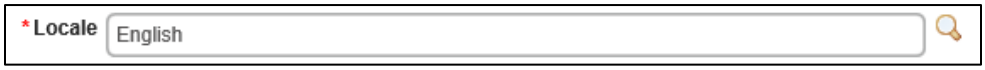
3. Add *Locale*. This should be defaulted to "English".

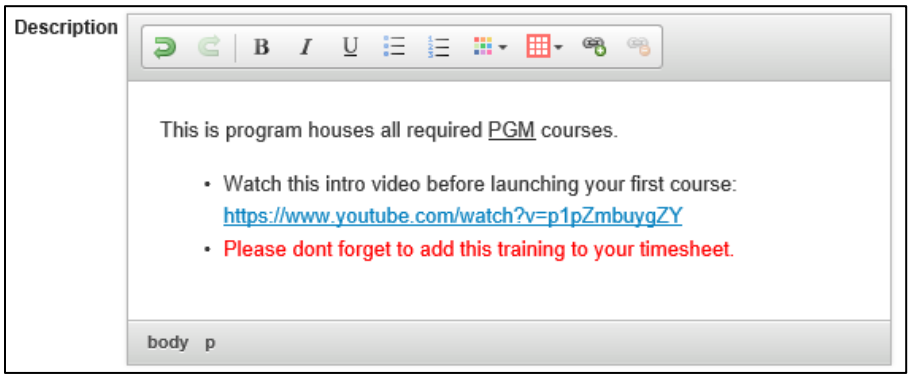


4. Add *Program ID*. Use the "LMS ID NAMING CONVENTION GUIDANCE" document to create the specific Program ID needed (section IV of document). Click **here** to view the naming conventions guide.

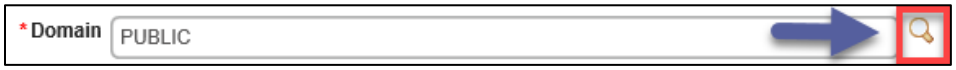
   ***NOTE**: Naming conventions need to be followed for successful completion data import into CHRIS.

5. Add *Program Title*. See naming conventions guide for program title rules.

6. Add *Program Description.*



7. Add *Domain.* This field indicates with organizations can search, view, enroll into your program.
   ***NOTE**: For organization wide programs, select "GSA". To select a domain, click on the icon. A popup window will open with a list of domain search criteria.



   a. In the popup window, enter the appropriate search criteria or leave the fields blank to pull a list of all domains available in the system. Click **Search**.

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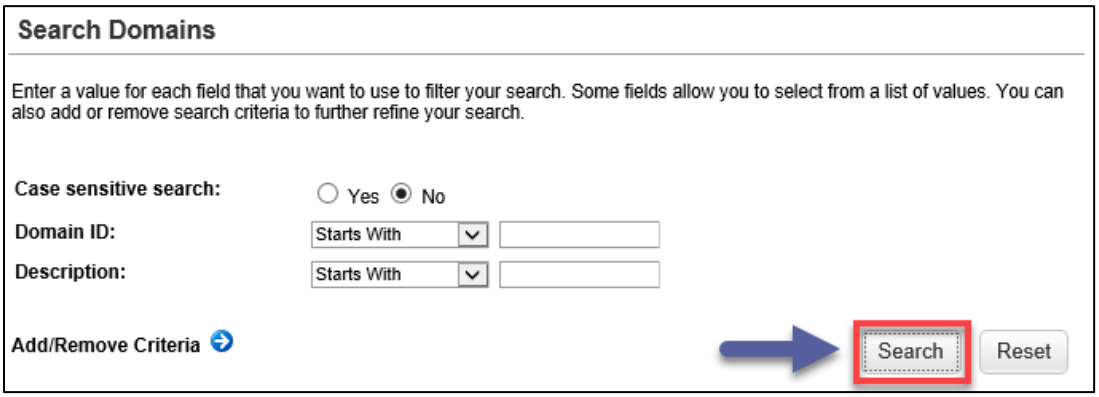
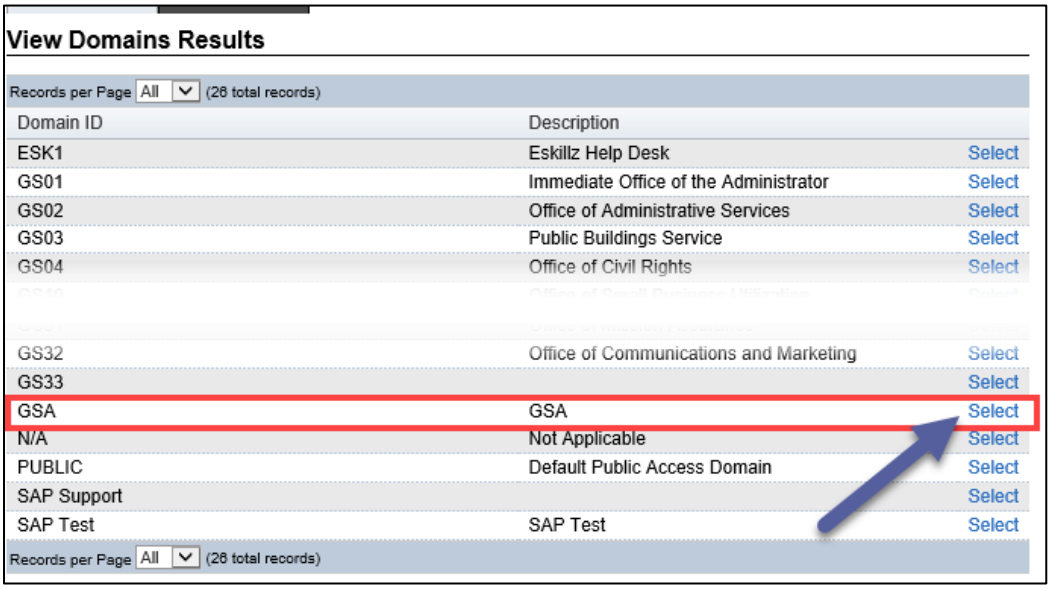
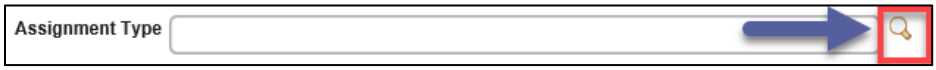
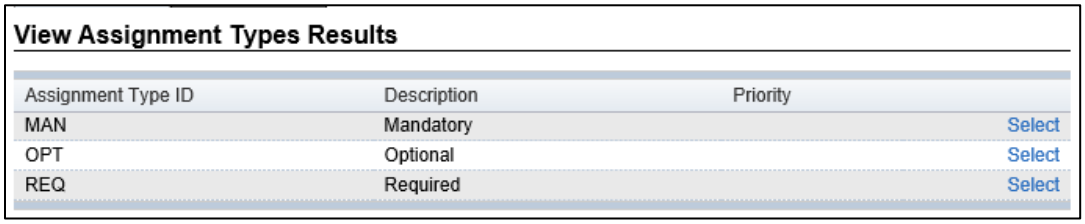


b. Locate your desired domain and click **Select** to return to the *Add New Program* page.



8. Add *Assignment Type.* Assignment options include Mandatory, Required, and Optional. To select an assignment type, click on the icon. A popup window will open with a list of assignment types to choose from.
***NOTE**: Select "Optional" if your program is neither mandatory or required for learners.





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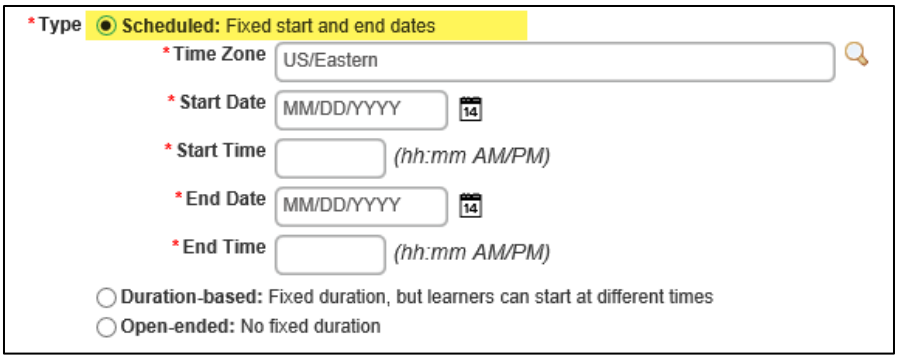
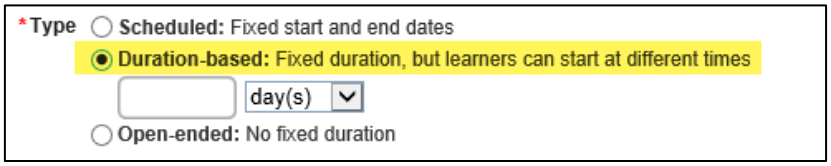
9. Select *Program Type*. This indicates when learners should complete the program.
   ***NOTE**: Select "Open-ended" for programs marked as "Optional".

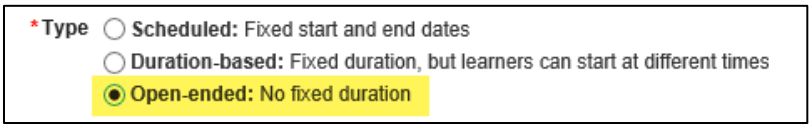
   a. Scheduled – Use for programs with a fixed start and end date/ time.



   b. Duration-based – Use for programs with a "rolling" due date (learners are added in different cycles).



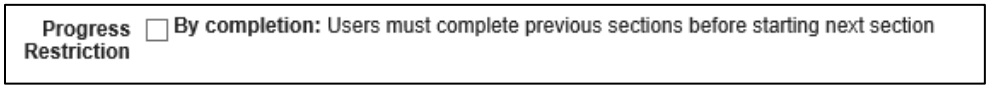
   c. Open-ended – Use when there are no due dates associated with the program.



10. Select *Program Completion Status*.

11. Indicate Progress Restriction. Check this box if learners must complete previous sections before being allowed to advance to the next section of training items.

    ***NOTE**: You may choose to leave the box unchecked for programs marked as "Optional".



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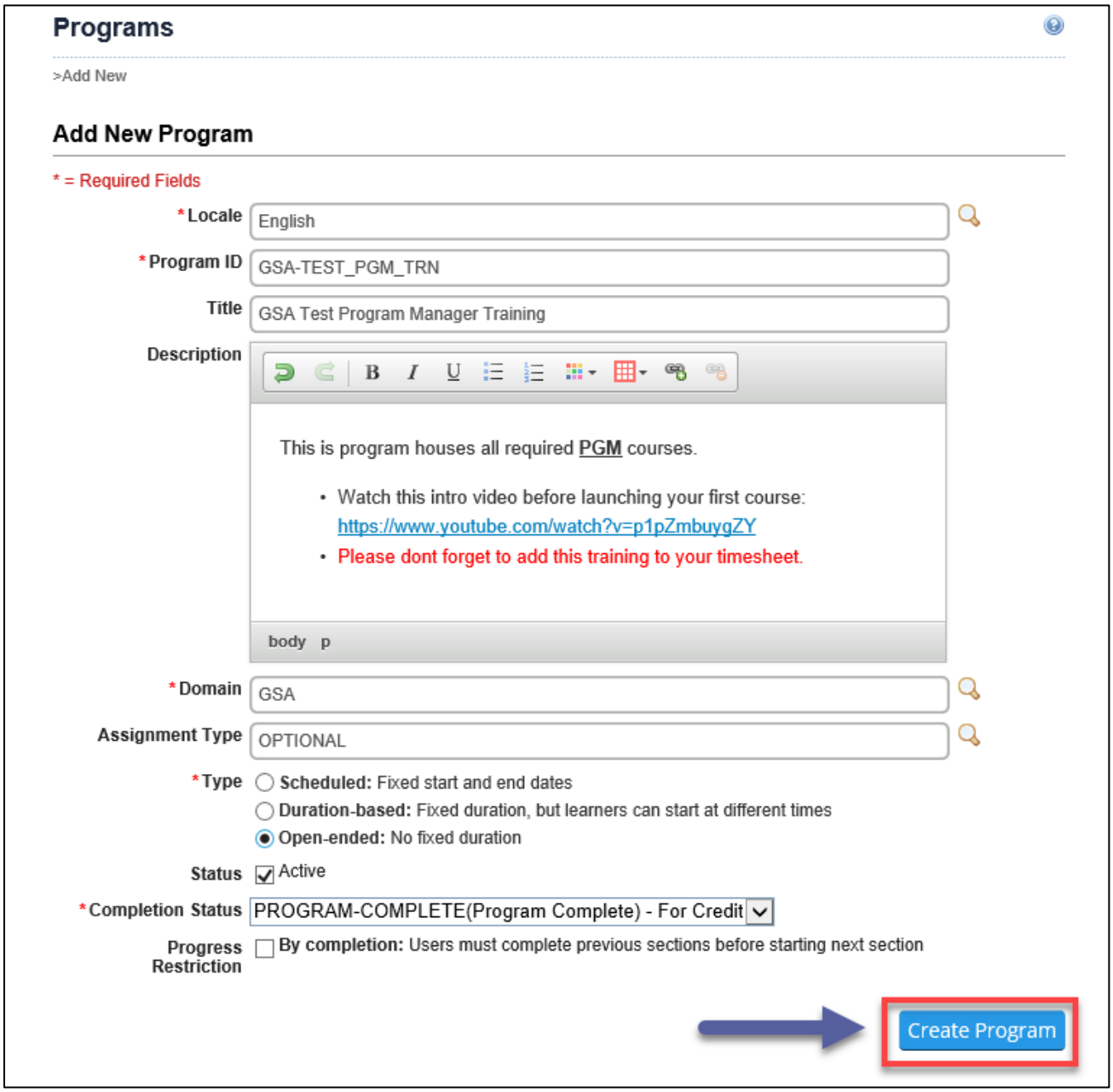
12. Once you've entered your program details, click **Create Program.** You will be directed to the Program Administration page.



13. Your Program has successfully been created! You are now in the Program Administration page.

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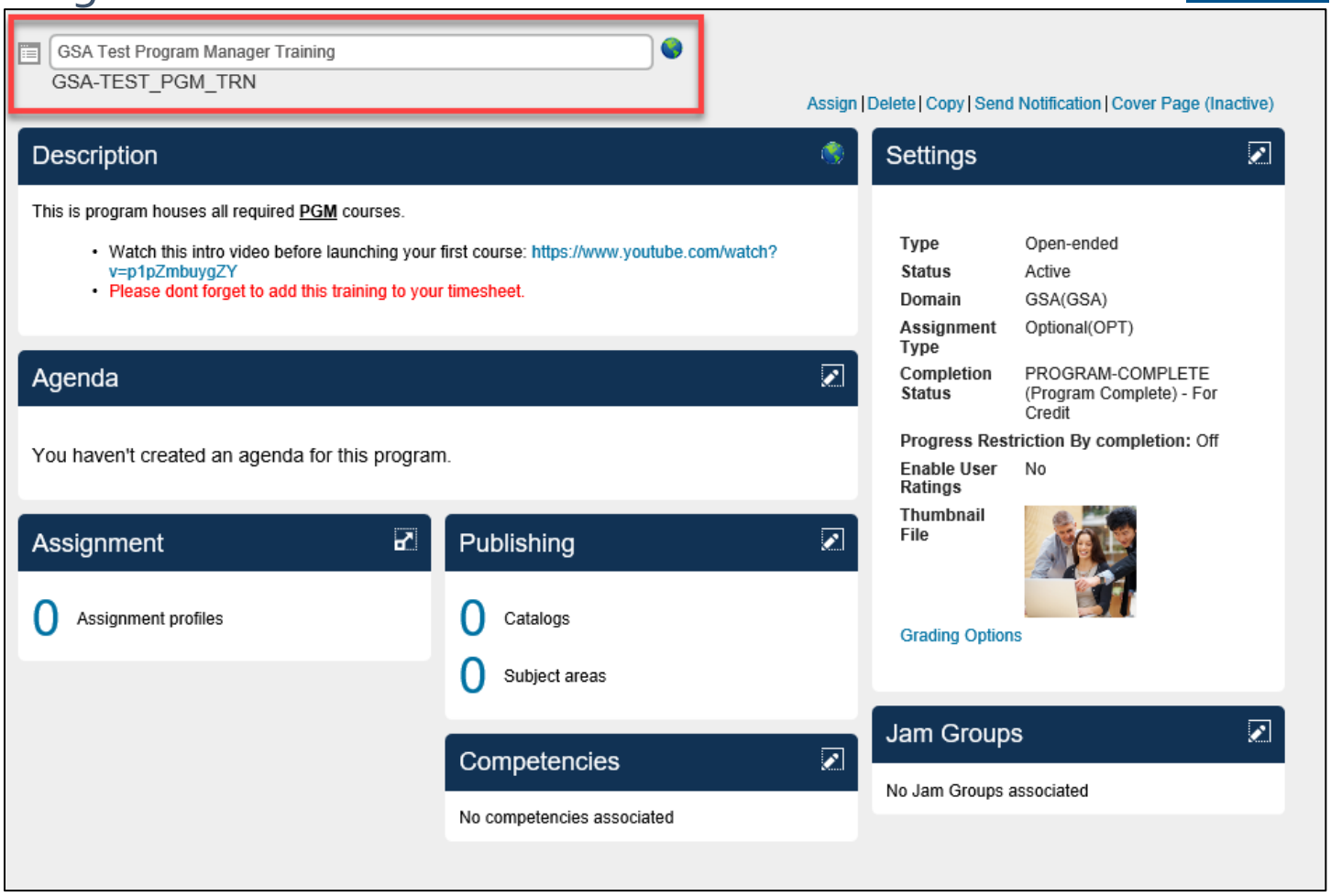
Program 101 Job Aid



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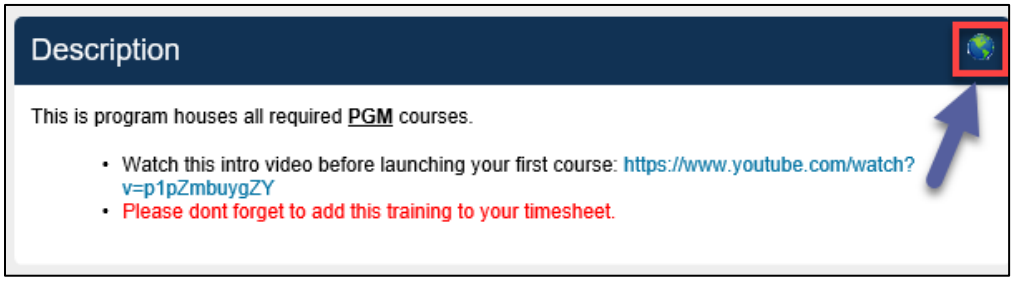
Edit Program

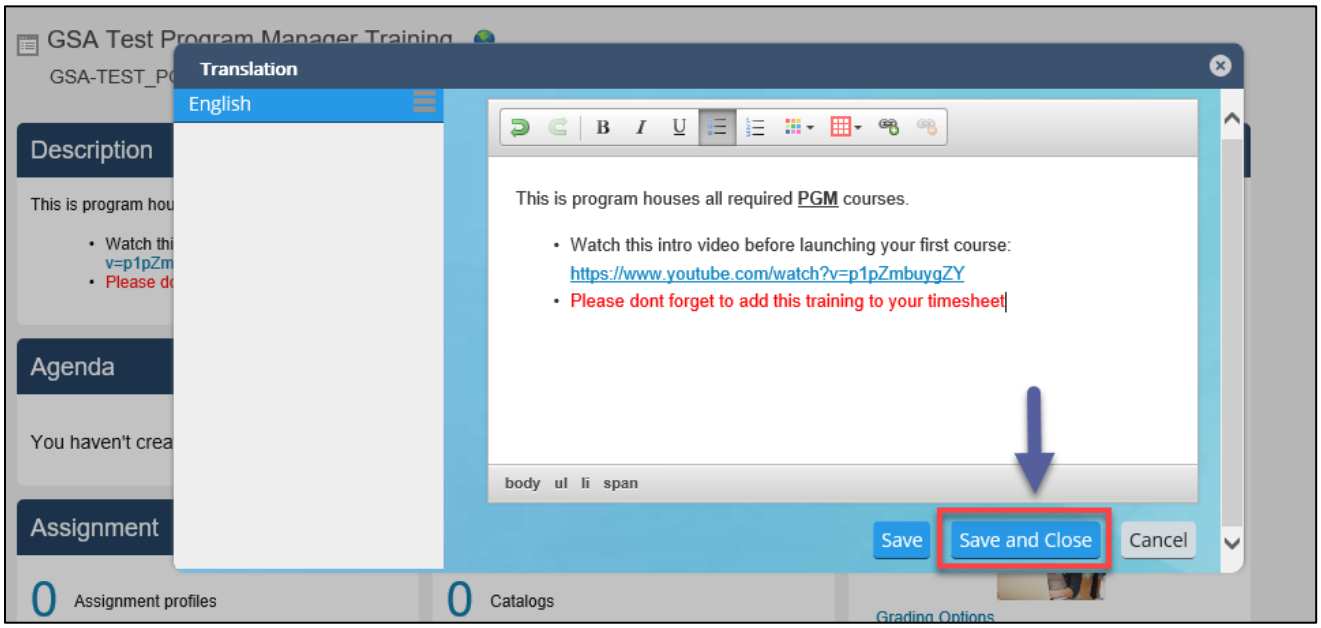
The Program Administration page is divided into eight main areas or tiles. You may click on the edit icon (top right corner) in each tile to edit or update the area.

Ex: Update the Description Tile

1. Locate the *Description* Tile and click on the edit icon in the top right corner of the tile.
   ***NOTE**: The edit icon may come in three options - , , or .



2. Edit the desired information, then click **Save and Close**.



3. The tile will be updated and you will be re-directed to the Program Administration page.

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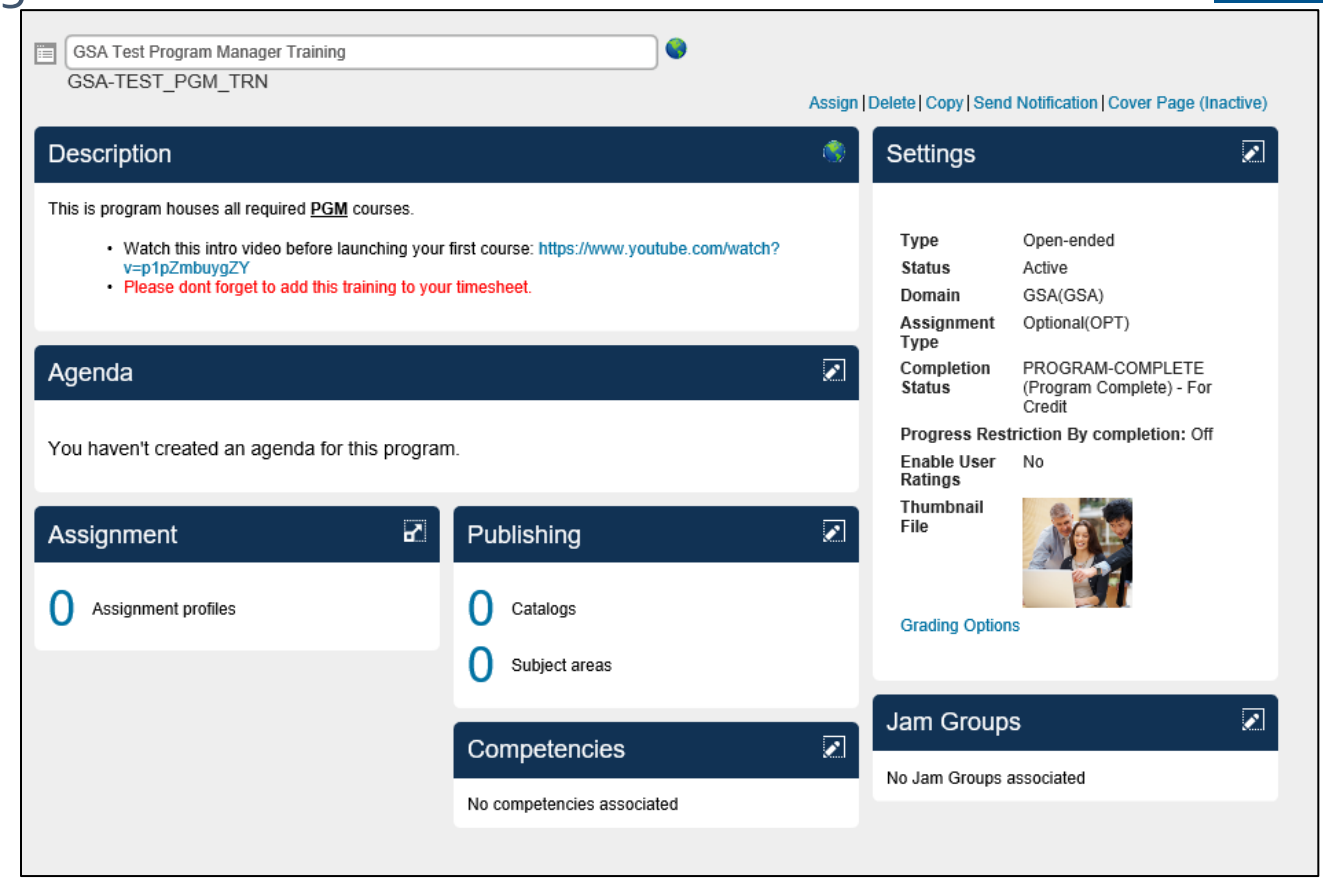
Program 101 Job Aid



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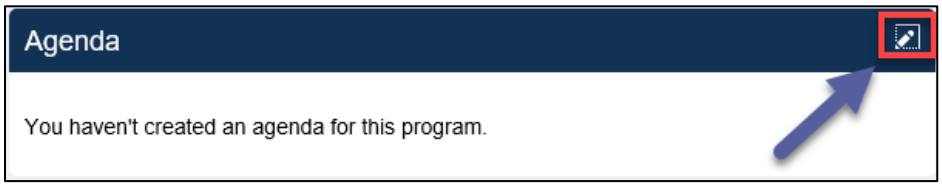
Agenda Program Items

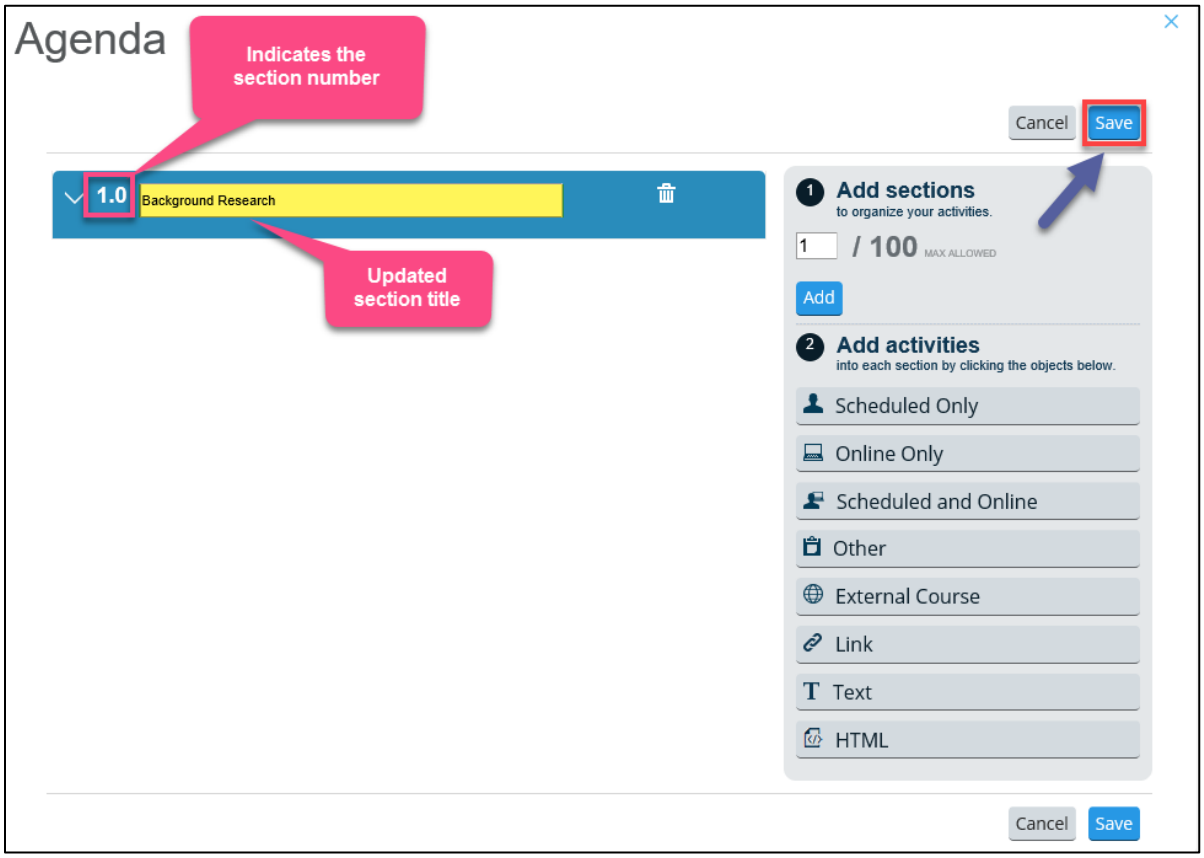
Overview

The Agenda tile contains information on associated learning items, learning item order and sequence, completion times, etc. This is where Learning Administrators build sections (groups of learning activities) and map learning activities to the program. Common activity types include Instructor-Led Training (ILT) and Web Based Training (WBT). FYI – Each section can only hold a max of 200 activities.

1. Locate the *Agenda* Tile and click on the edit icon in the top right corner of the tile.



2. Add a section title (title should clarify items to be seen in the section) and click **Save**.



3. Add activities to each section by clicking on the objects under "Add activities" in the task pane. These activities can be online courses, scheduled offerings, external links, etc.

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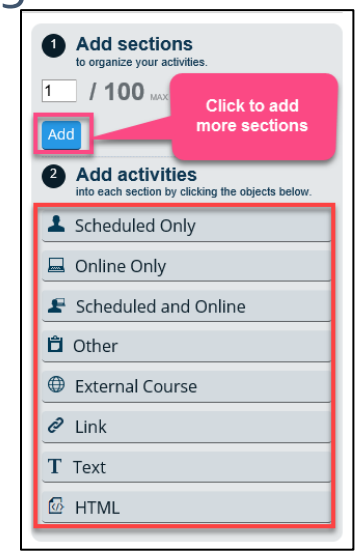
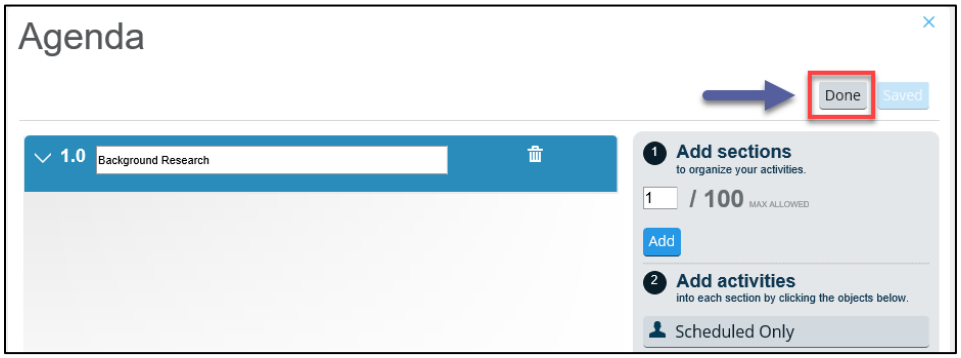
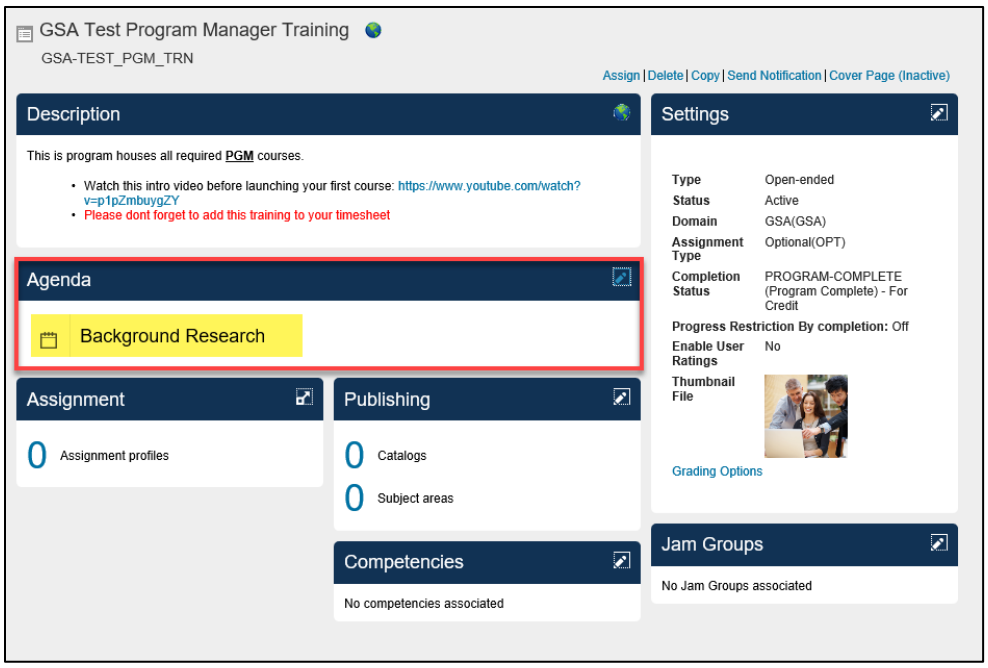


4. Add your desired activities and click **Done** to return to the Program Administration page.



5. Your newly added section(s) will be viewable from the Agenda tile on the Program Administration page.



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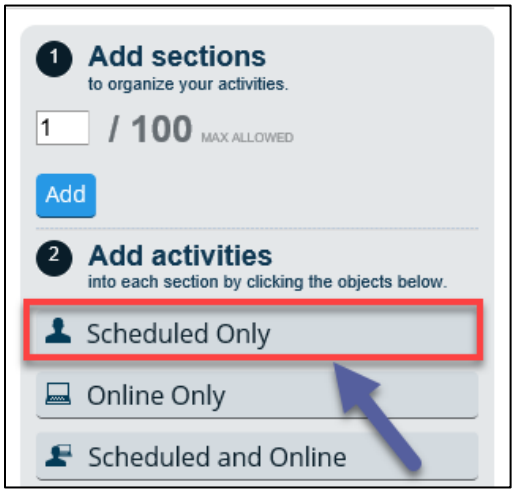
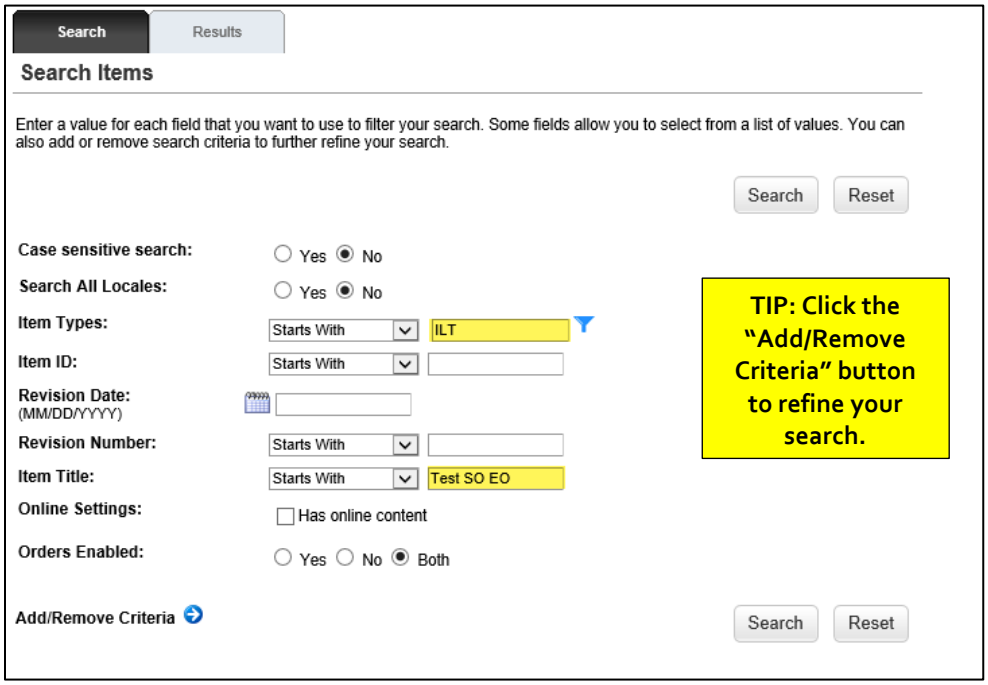
Agenda Program Items

Add Instructor-Led Training

1. From the activities task pane, click "Scheduled Only" to add an Instructor-Led Training (ILT) if needed.



2. A pop-up window will open – Enter the *Type* and *Title* of the item you wish to search for. You can use the drop-down menu associated with most criteria to refine your search (ex: "starts with" vs. "contains"). Click **Search** to search for your desired ILT.



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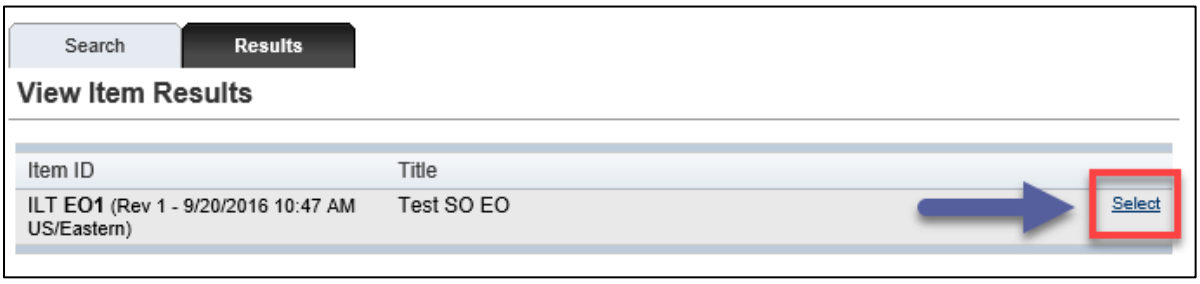
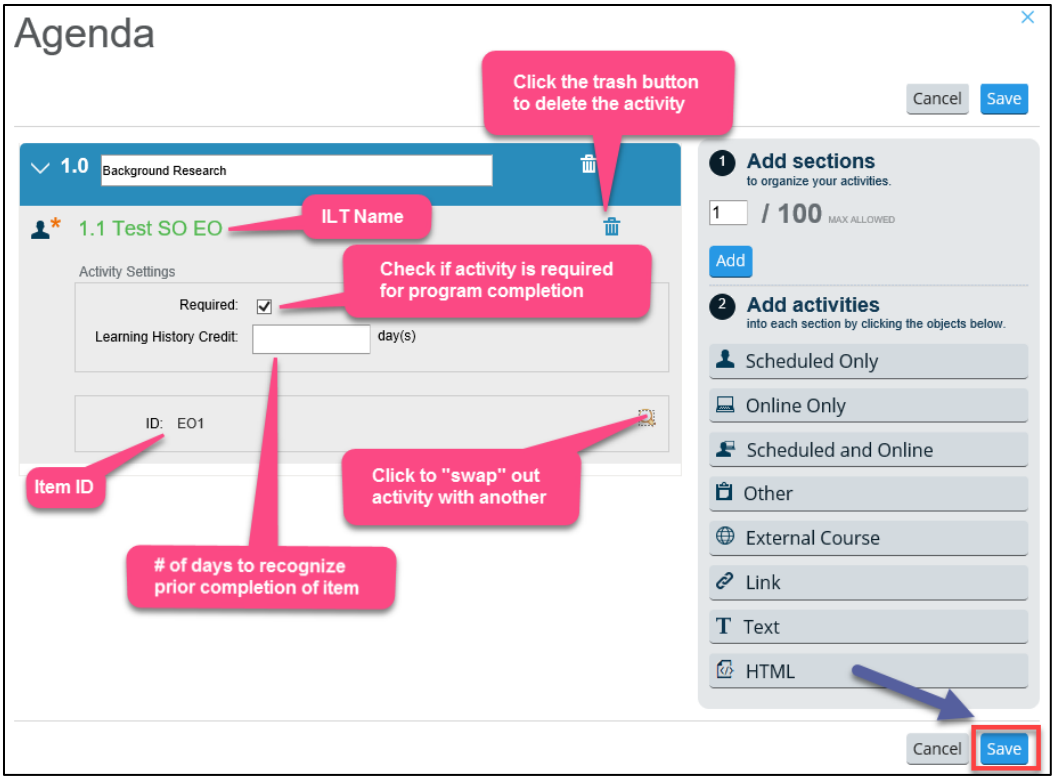
a. Locate your desired ILT. Click **Select** to select the ILT. You will be re-directed to the Agenda page.



b. Click **Save** to update the program with the new ILT.



3. Your ILT has been successfully added! Click **Done** to return to the Program Administration page once all desired activities have been added.

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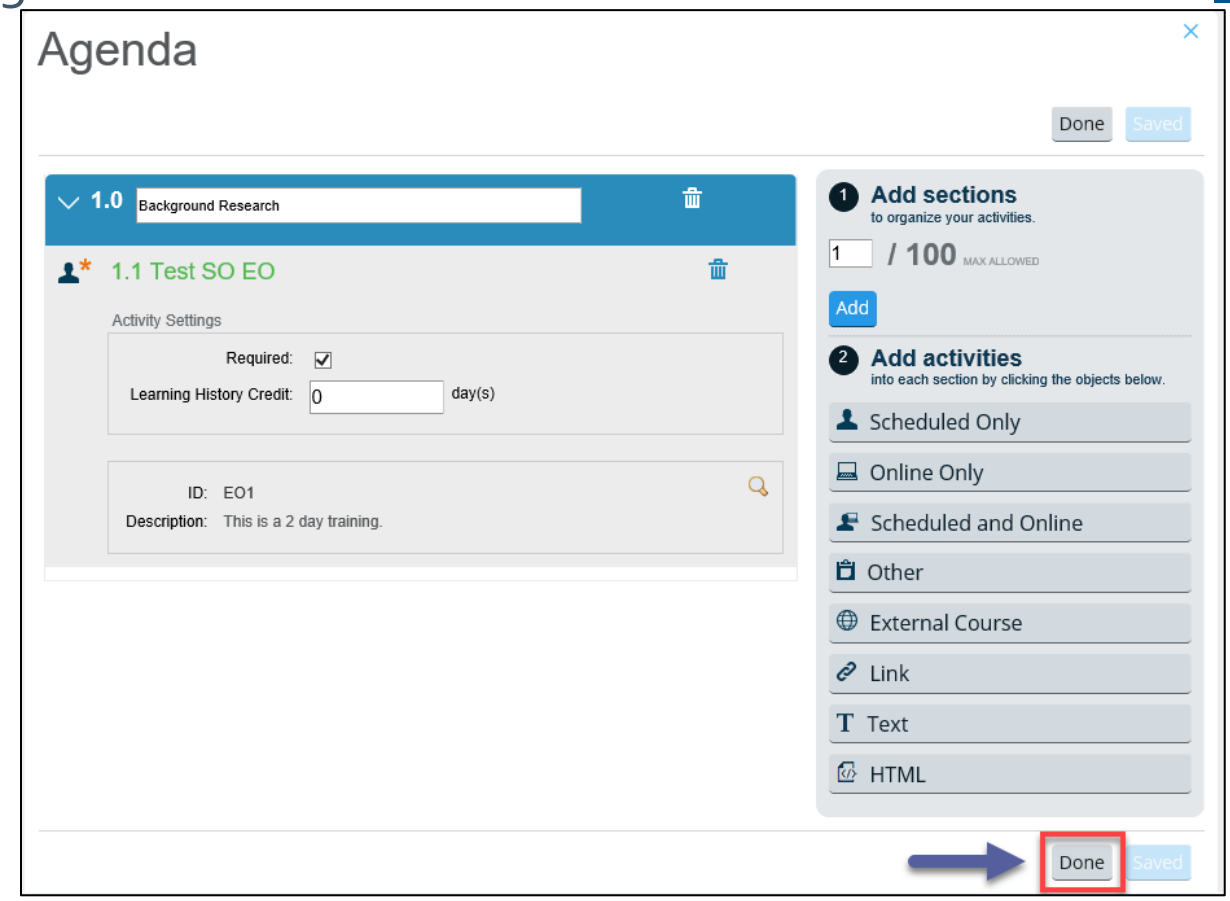

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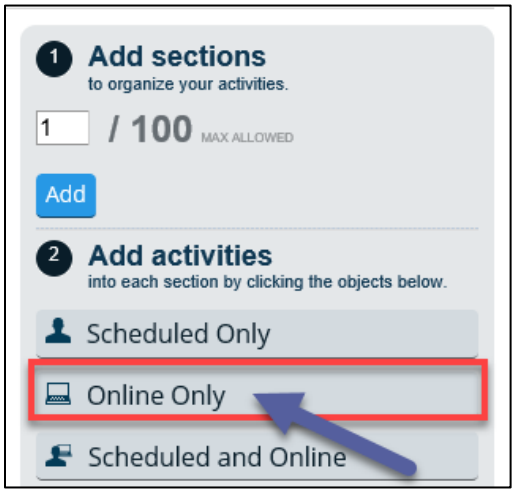
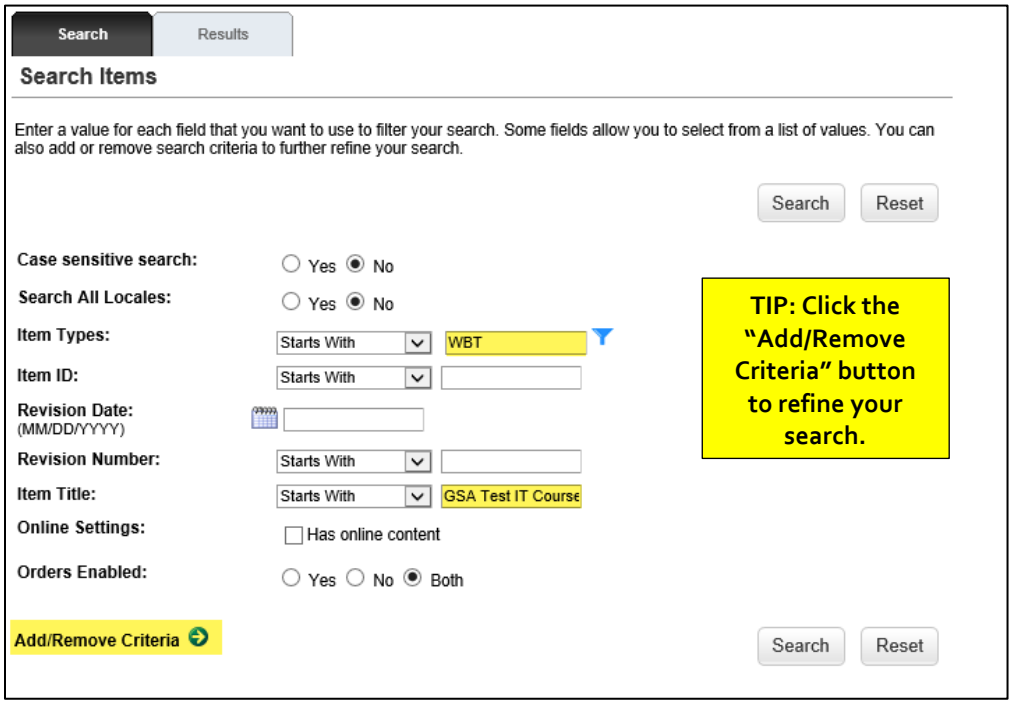
Agenda Program Items

Add Web Based Training

1. From the activities task pane, click "Online Only" to add a Web Based Training (WBT) if needed.



2. A pop-up window will open – Enter the *Type* and *Title* of the item you wish to search for. You can use the drop-down menu associated with most criteria to refine your search (ex: "starts with" vs. "contains"). Click **Search** to search for your desired WBT.



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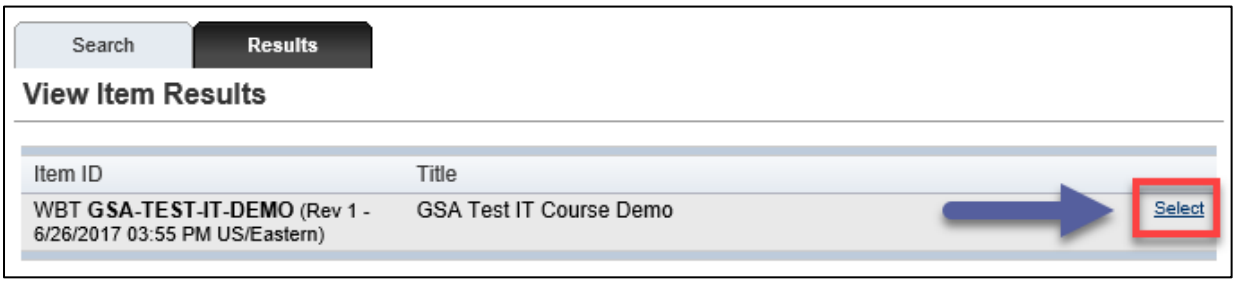
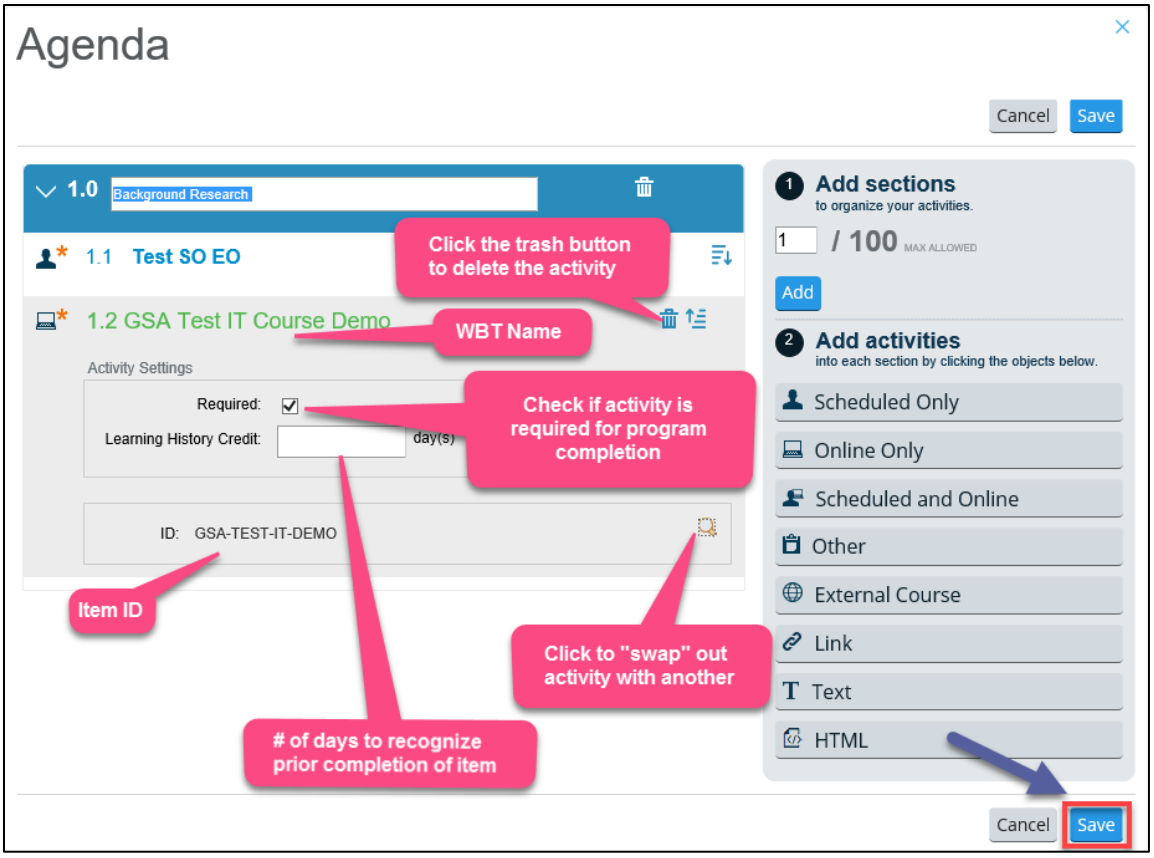
a. Locate your desired WBT. Click **Select** to select the WBT. You will be re-directed to the Agenda page.



b. Click **Save** to update the program with the new WBT.



3. Your WBT has been successfully added! Click **Done** to return to the Program Administration page once all activities have been added.

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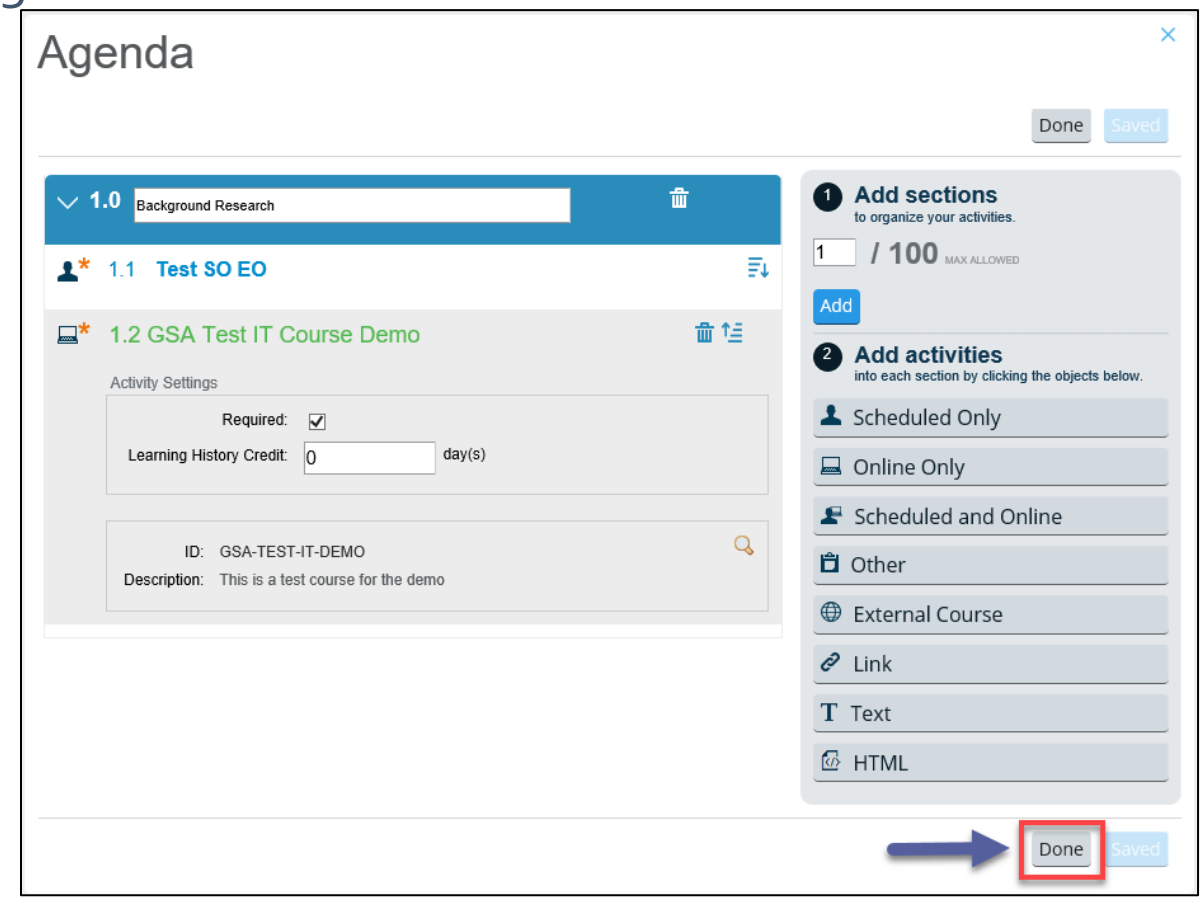

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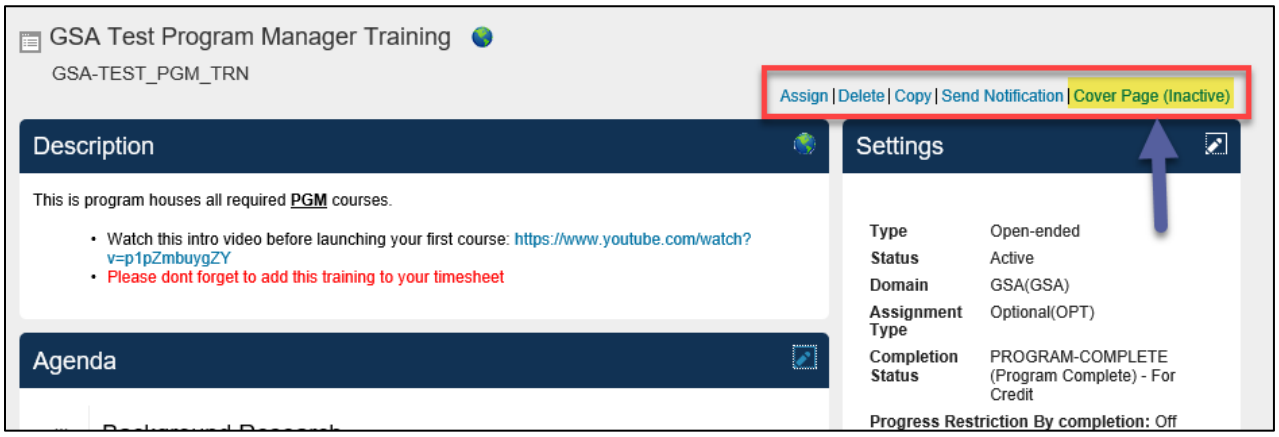
Program Cover Page

A cover page is a user-facing overview page you create for your program. The overview page can include an extended program description, completion directions, HTML, images, links, and additional information of your choosing. The Cover Page can be edited in three different layouts. The Cover Page **MUST** be activated before learners can view it within the program.

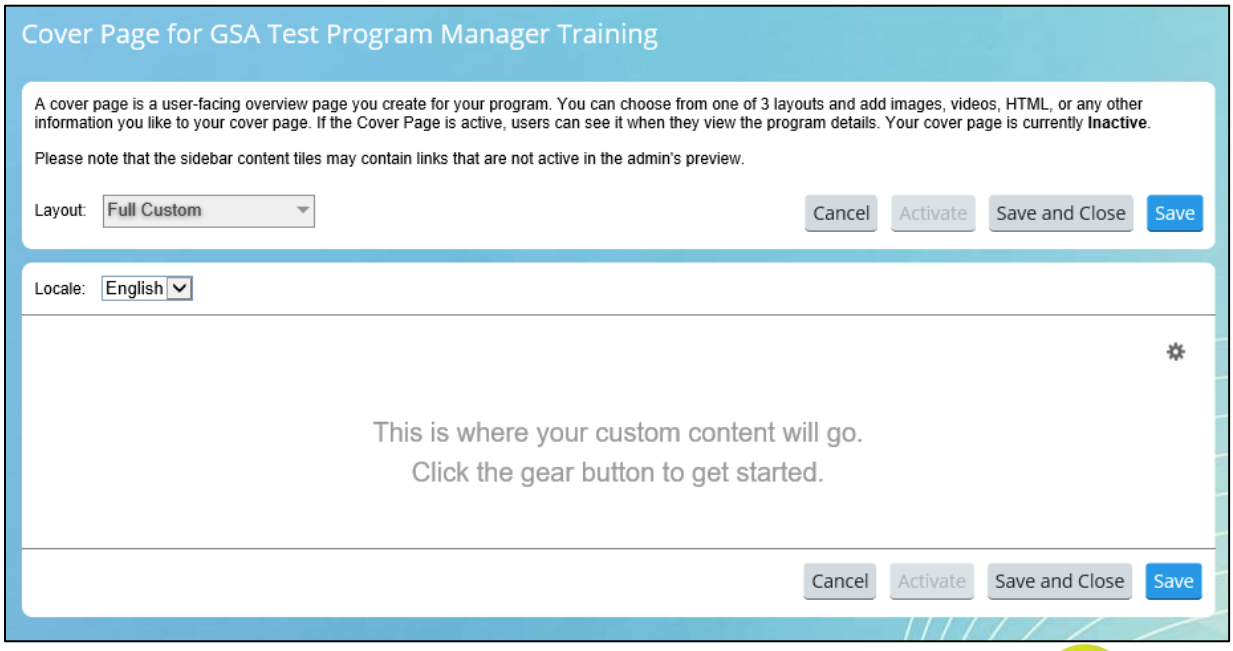
***NOTE: A Cover Page is not a required component of a program's build. A program can be published without an activated Cover Page if the administrator does not need an overview page for learners to view.

Edit Cover Page

1. Click on **Cover Page** located in the Actions Menu of the Program Administration Page.



2. A pop-up window will open with the program's Cover Page.



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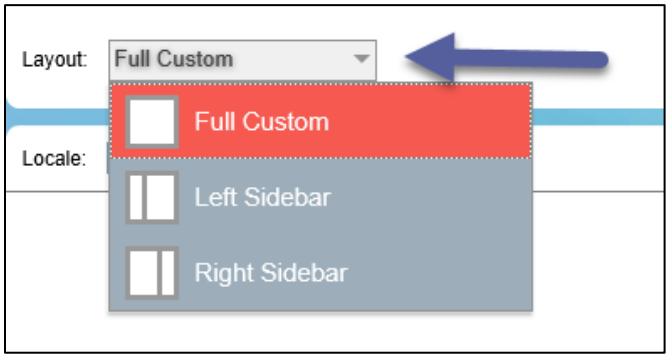
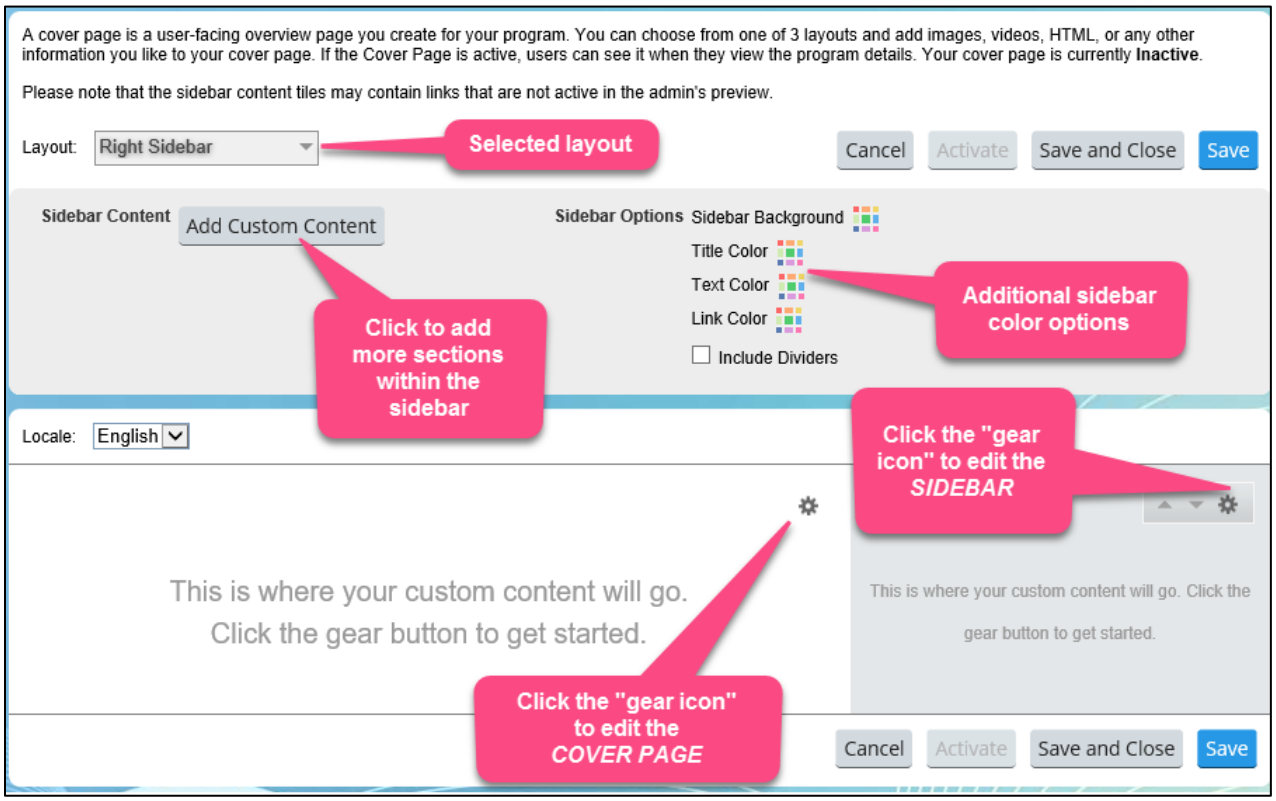
Program Cover Page

Edit Sidebar Content

1. From the program's Cover Page, click on the "Layout" drop-down menu to select your desired Cover Page layout.
   ***NOTE**: You may skip this section if you choose the *Full Custom* layout.



2. The Cover Page will refresh to reflect your layout selection.



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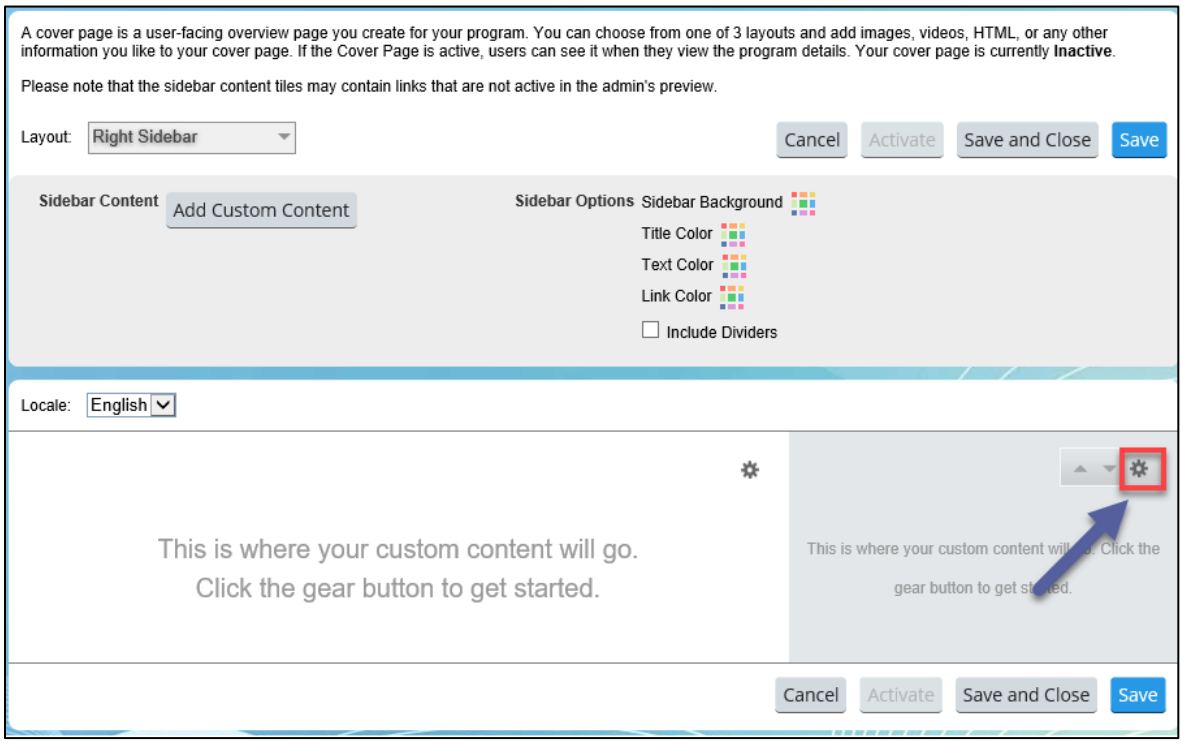
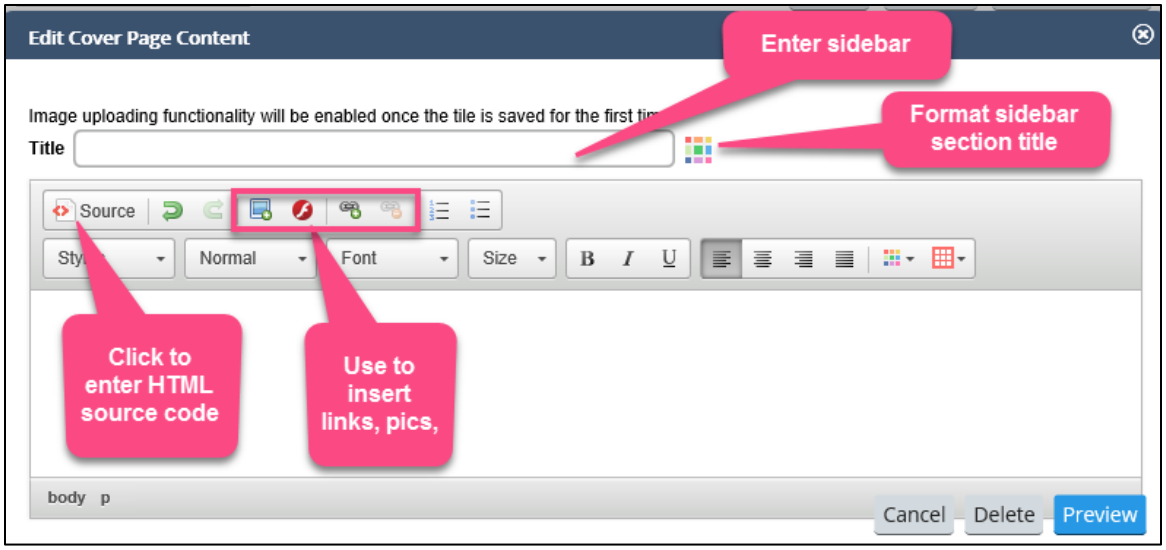
3. Click the "gear icon" to edit the sidebar content.



4. A pop-up window will open with the sidebar editor.



5. Enter the sidebar title and paragraph content. Click **Preview** to save and preview the sidebar content.

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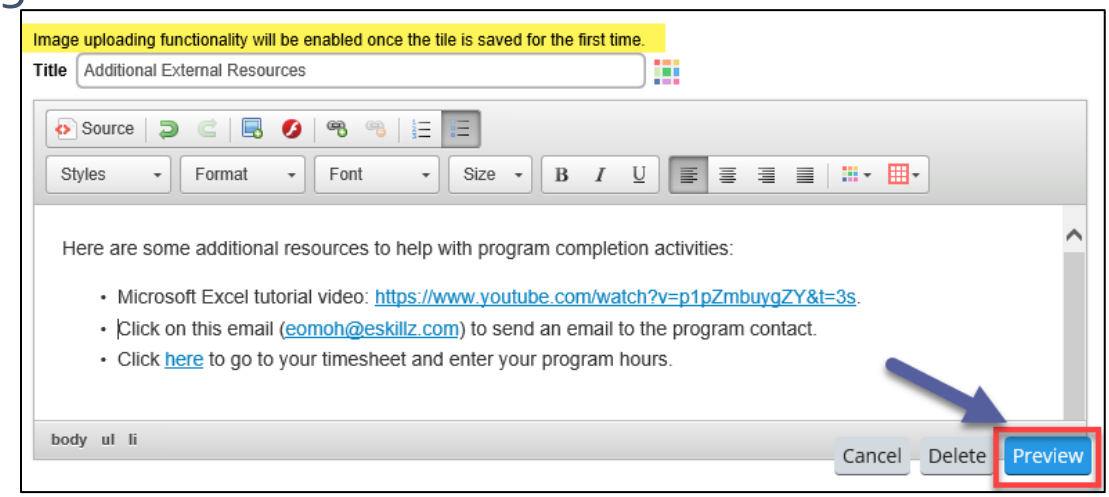
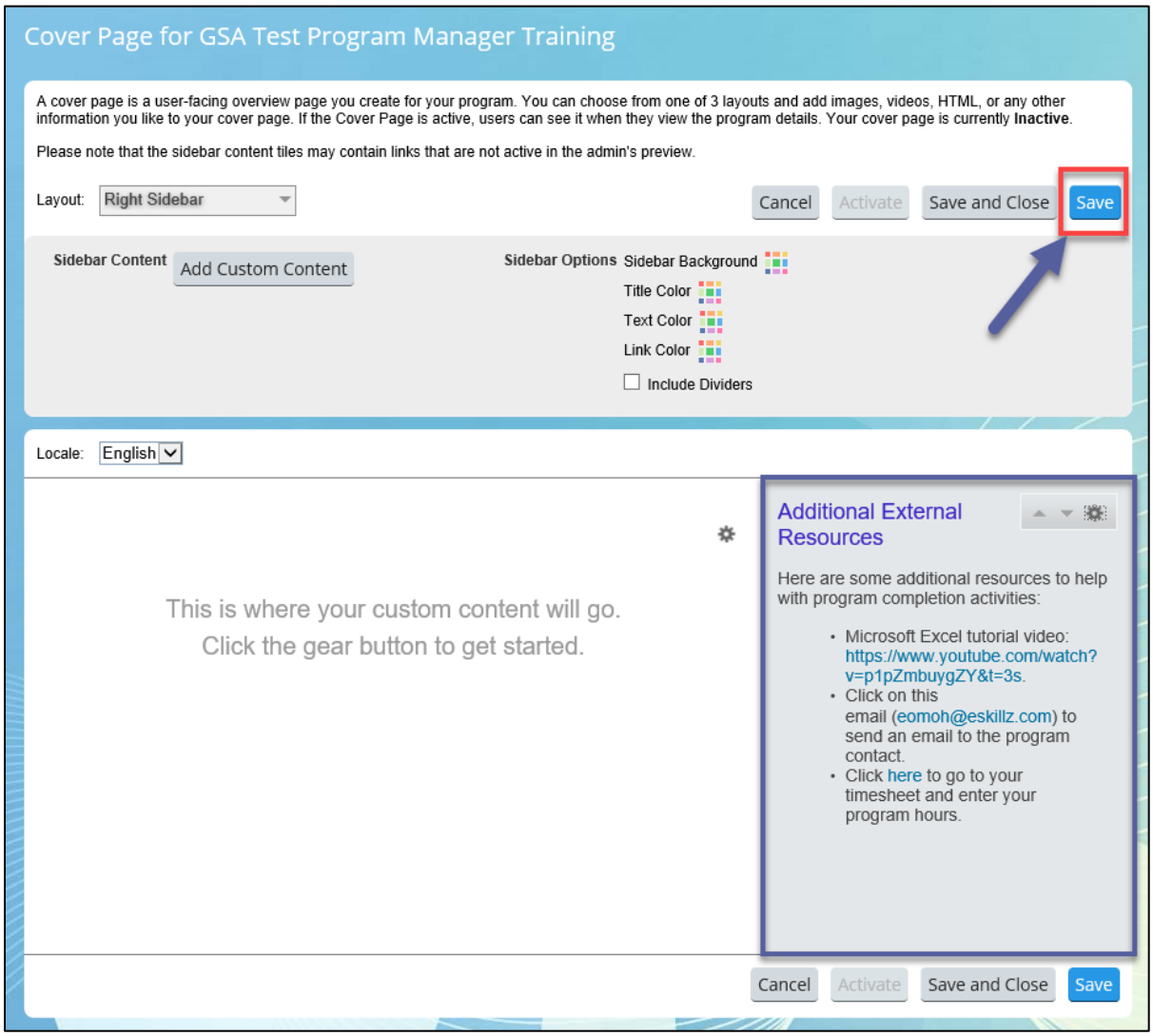


6. Click **Save** to save your sidebar content edits.



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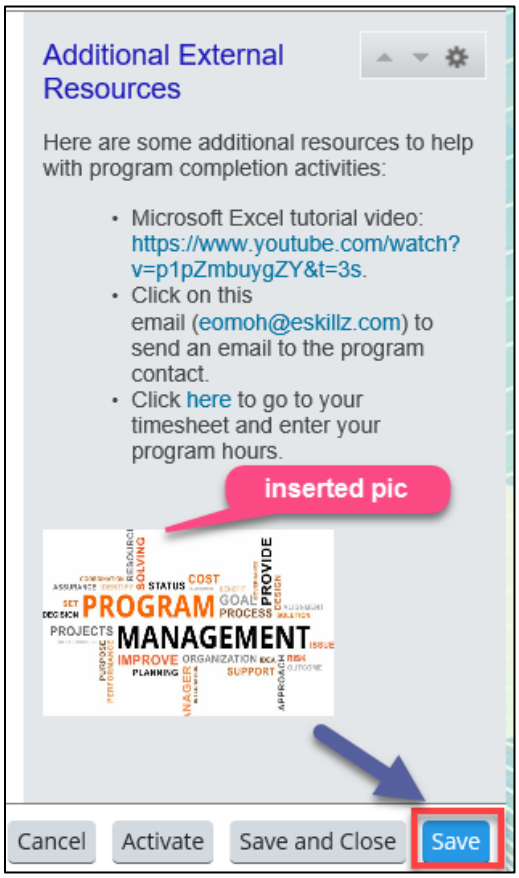
7. Once the Cover Page is saved for the first time, image uploading capabilities will become enabled. Feel free to click on the "gear icon" to return to the sidebar content editor and upload an image (if needed). Click **Save** to save any new changes that have been made.

   *** **NOTE**: Links added to the sidebar are not active in the admin's preview.



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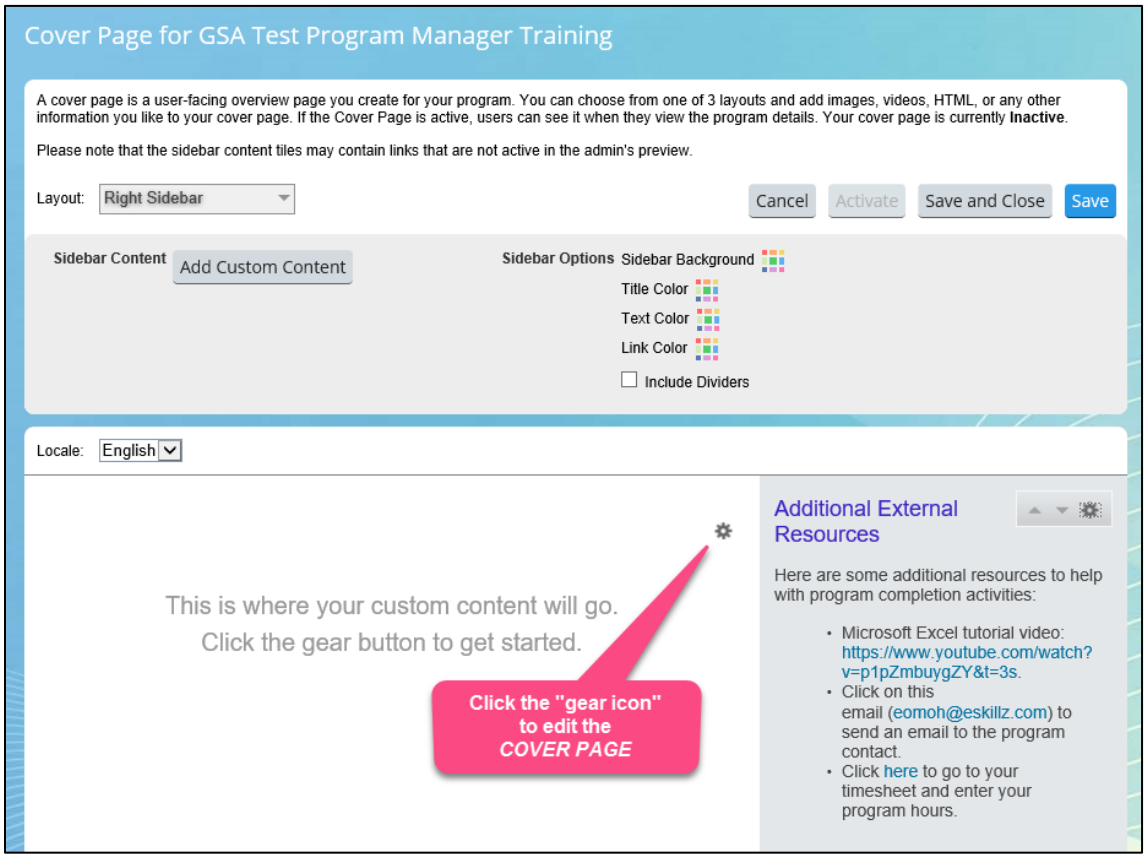
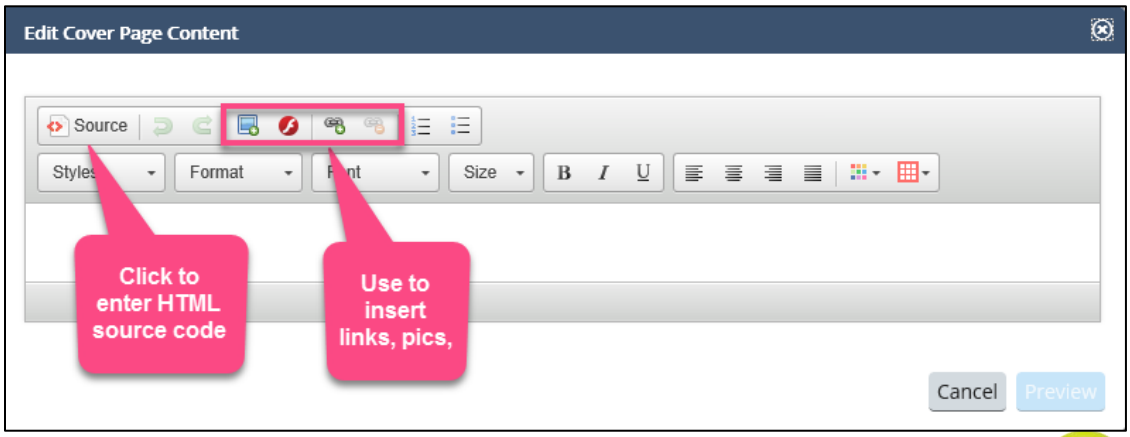
Program Cover Page

Edit Main Cover Page Content

1. From the program's Cover Page, click the "gear icon" to edit the main cover page area content.
   ***NOTE**: Your Cove Page may look different depending on the layout you select (ex: Full vs. Right Sidebar layout). The Full layout WILL NOT have a section for sidebar options.



2. Add Cover Page content.



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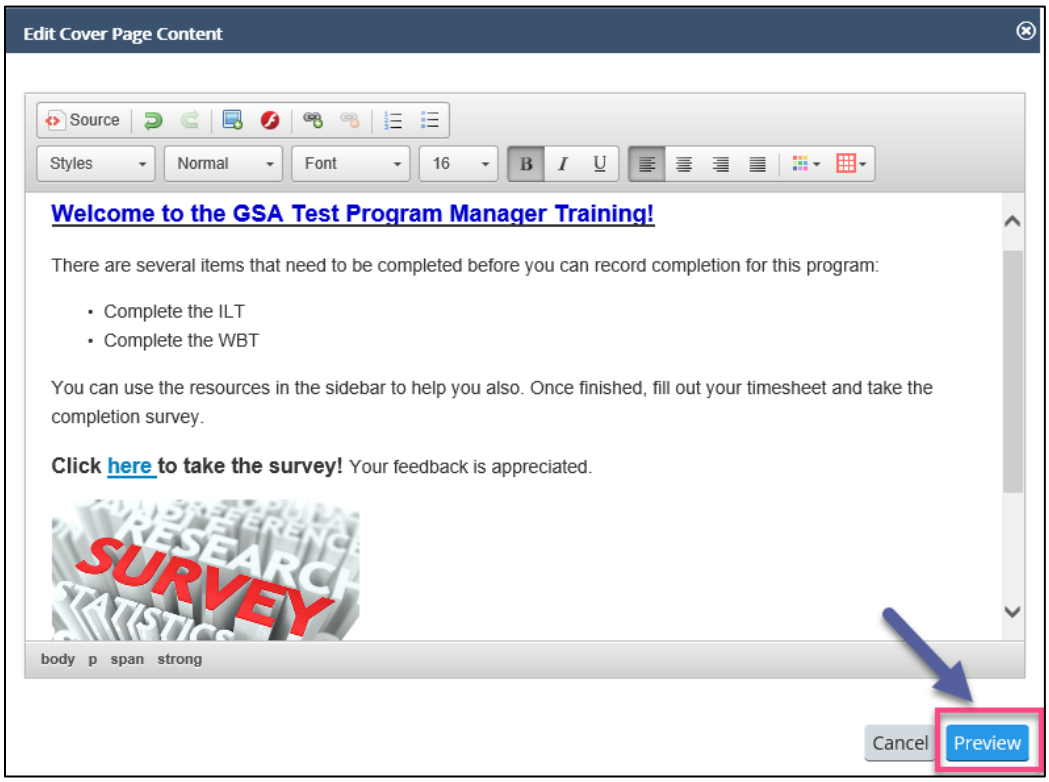
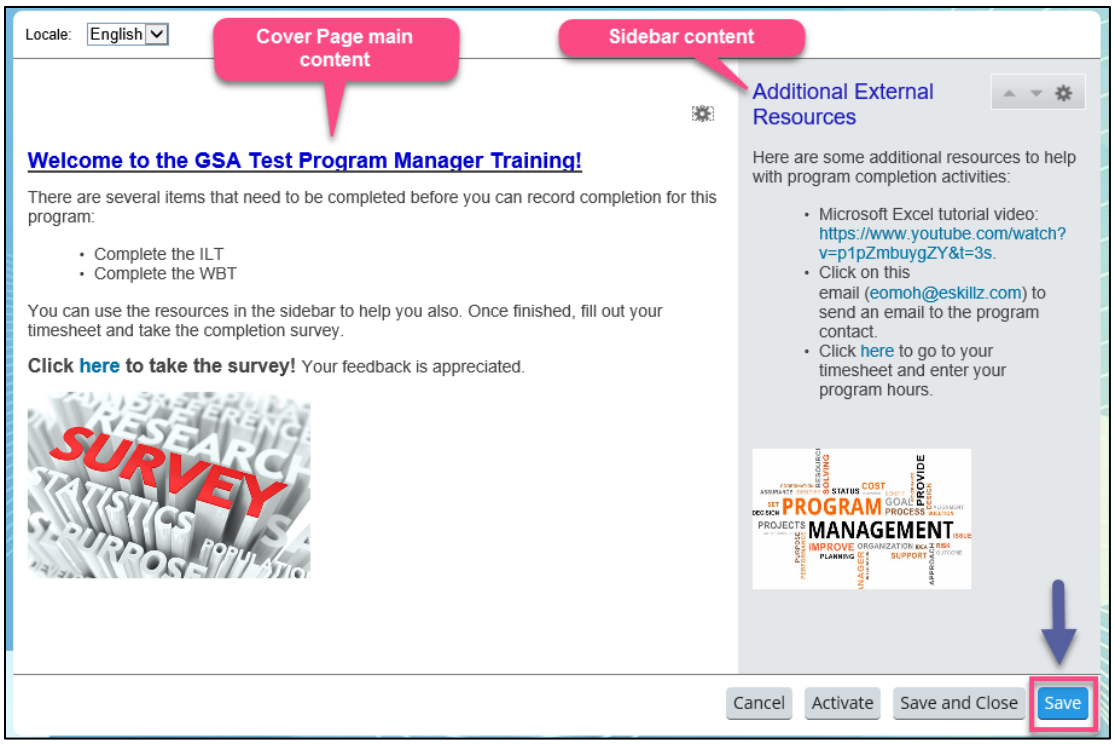
3. Click **Preview** to preview the Cover Page content.



4. Click **Save** to save your Cover Page main content edits.



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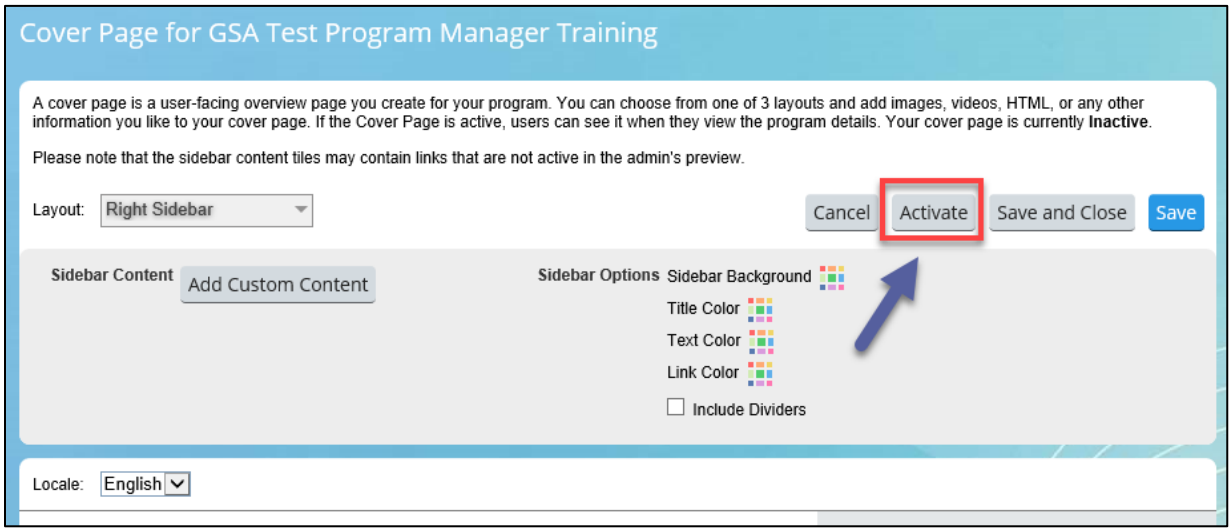
Program Cover Page

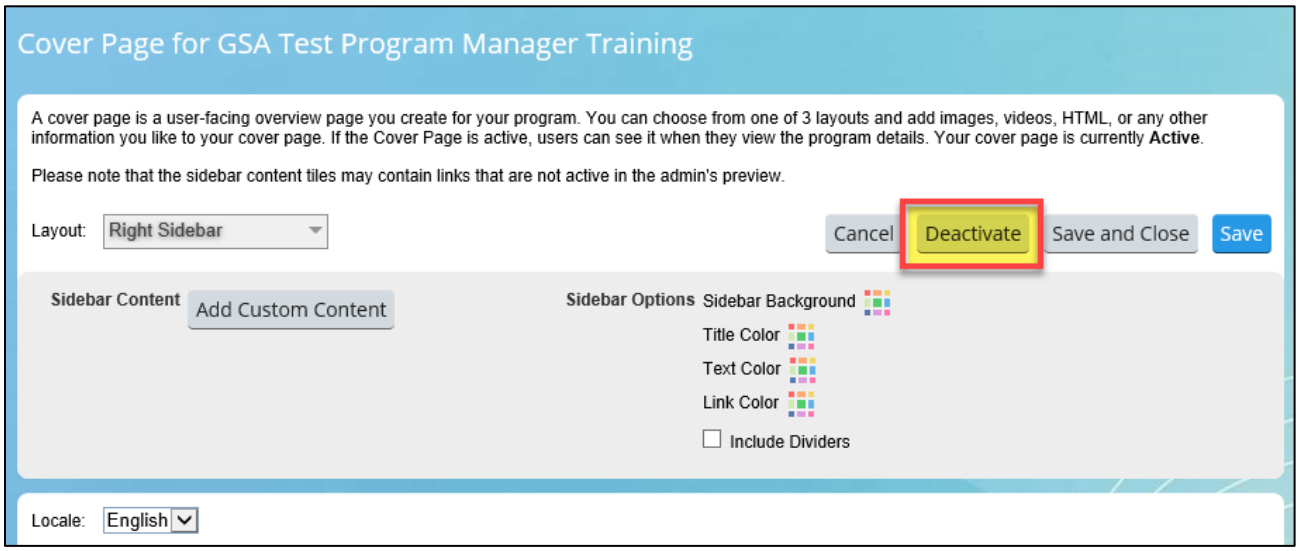
Activate Cover Page

Cover Page activation is the last step in making the Cover Page program details and content viewable to learners.

1. From the program's Cover Page, click **Activate** to activate the Cover Page.



2. The "Activate" button will change to "Deactivate" once the Cover Page has been successfully activated.



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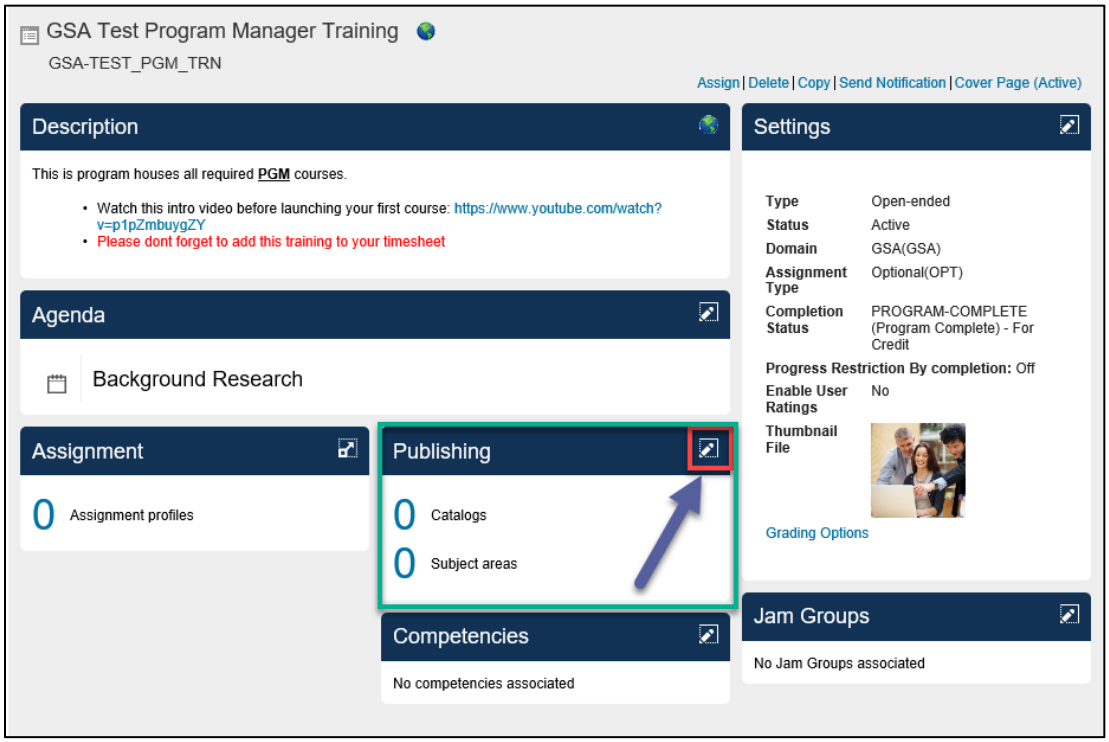
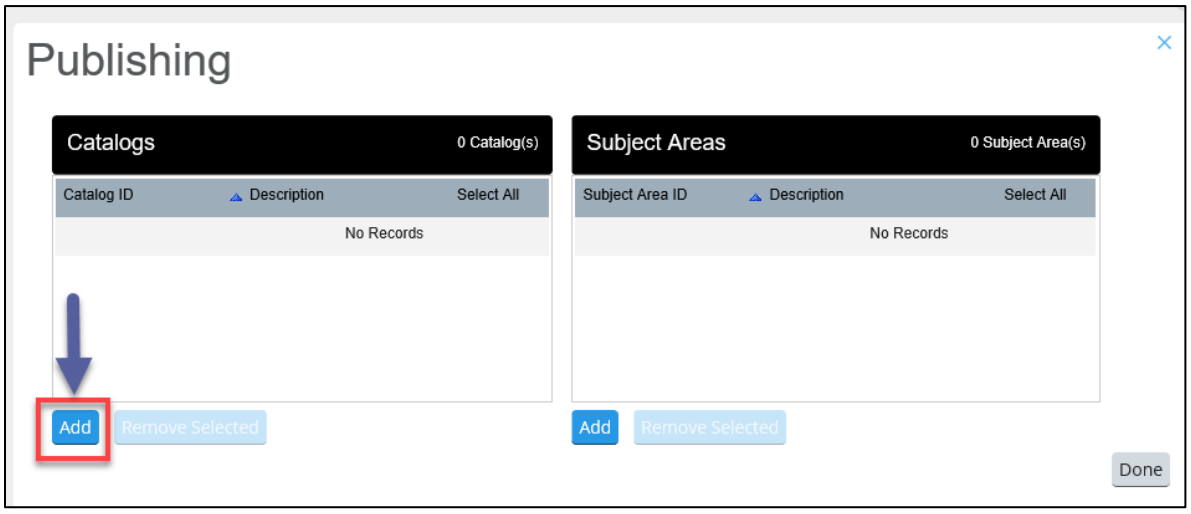
Publish Program

Publishing a program makes the program available to learners within a catalog. The catalog feature allows the administrator to manage how and where learners can search for the program.

1. From the Program Administration Page, locate the Publishing Tile. Click on the edit button in the top right corner of the tile to add a catalog.



2. Under the *Catalogs* section, click **Add**.



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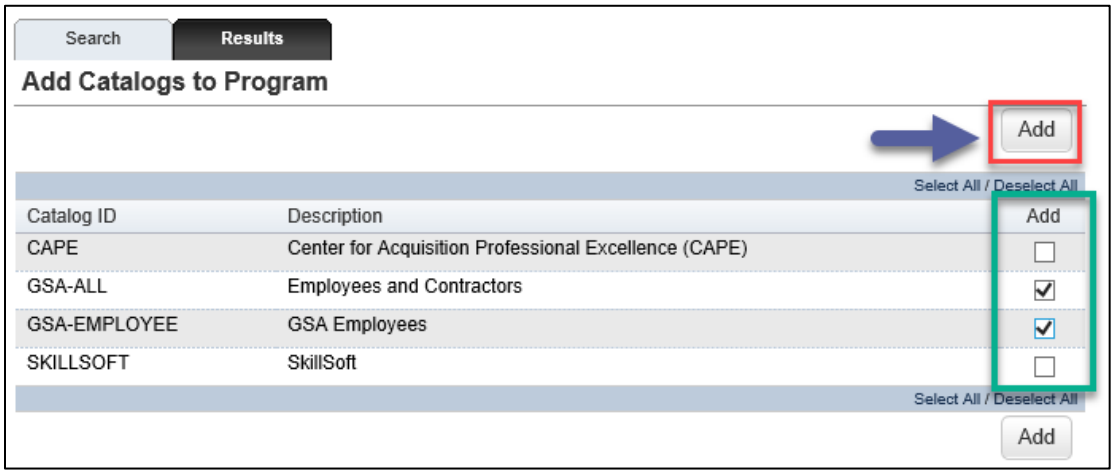
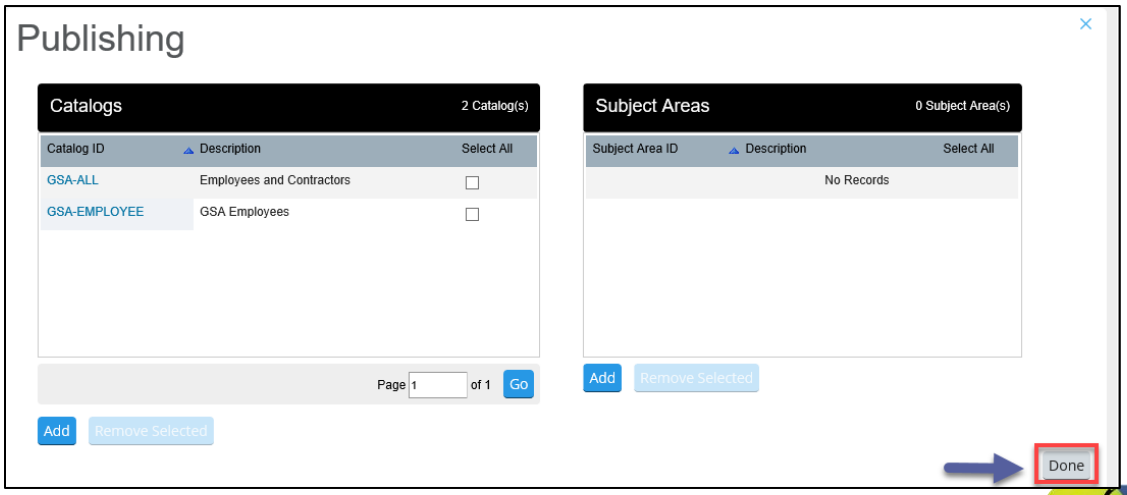
3. A pop-up window will open. Enter the appropriate search criteria or leave the field(s) blank to pull a list of all catalogs available in the system. Click **Search**.

4. Locate your desired catalog(s) and check the associated selection box. Click **Add** to return to the Publishing tile page.



5. You have successfully mapped your program to a catalog! Click **Done** to return to the Program Administration Page.



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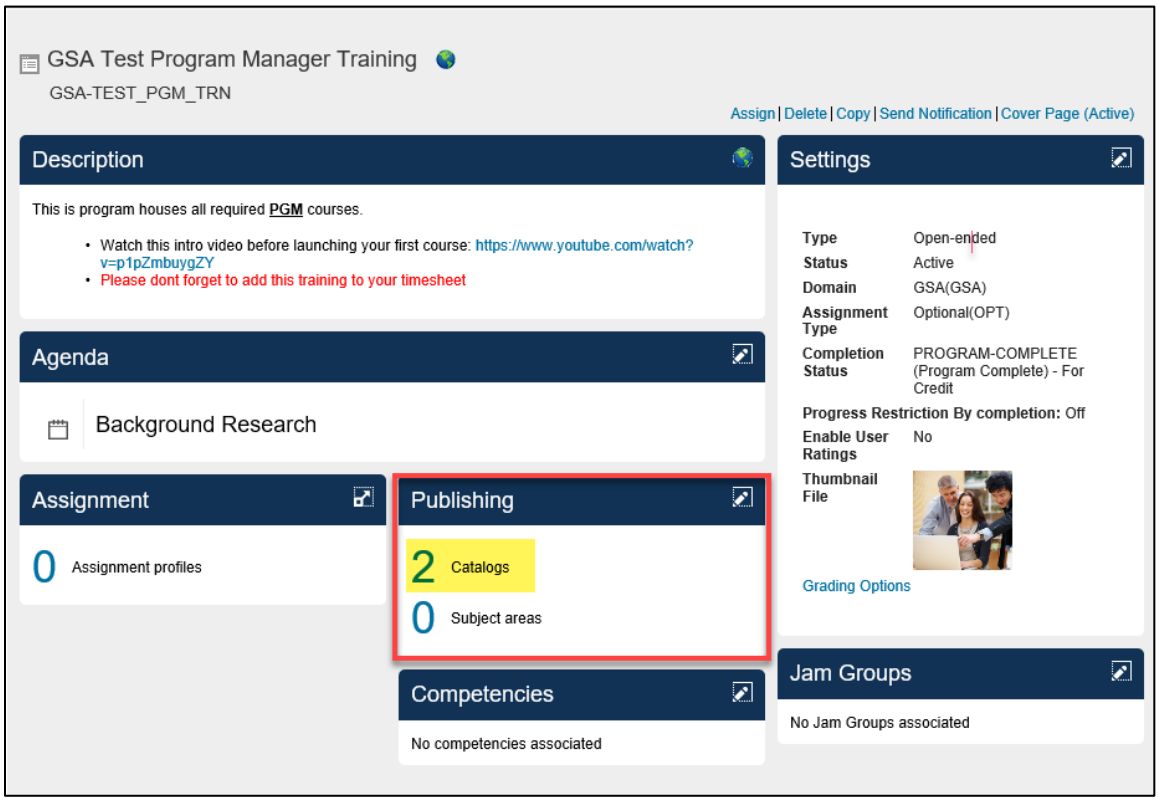
6. The Publishing Tile will now list the number of catalogs your program has been added to.



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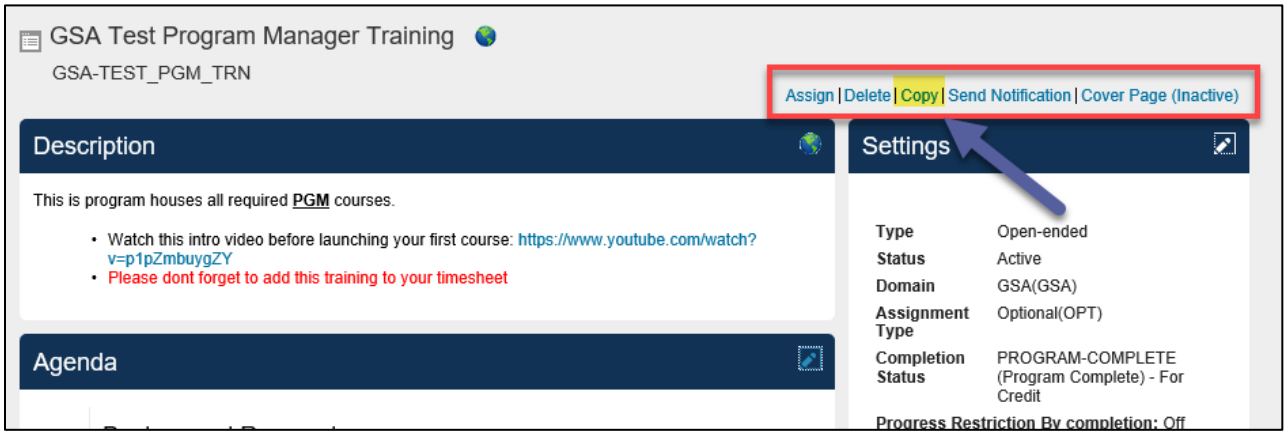
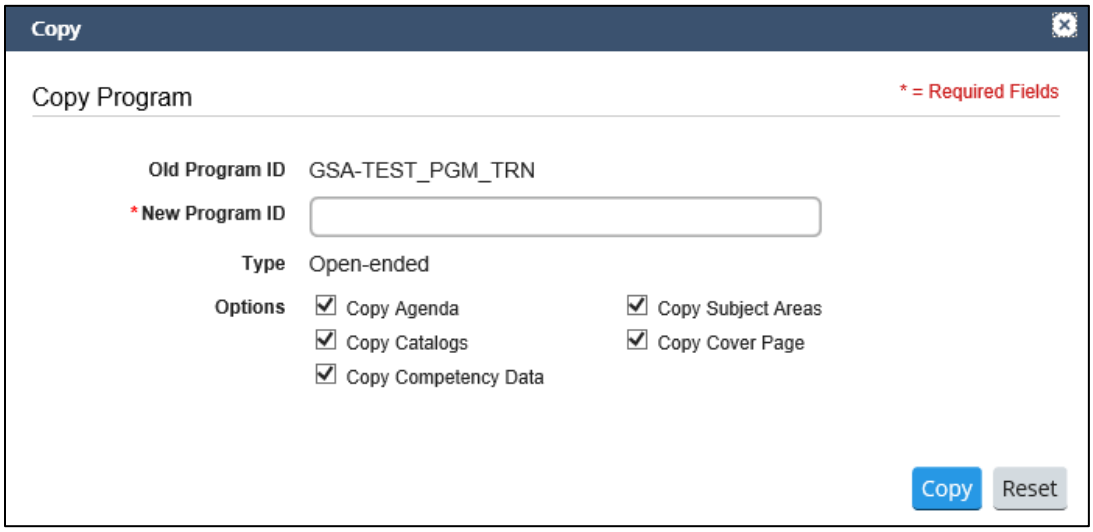
Copy Program

1. From the Program Administration Page, click on **Copy** located in the Actions Menu.



2. A pop-up window will open with program details to be copied.



   a. Enter the *Program ID* of your new program. Use the "LMS ID NAMING CONVENTION GUIDANCE" document to create the specific Program ID needed (section IV of document). Click here to view the naming conventions guide.

   ***NOTE**: Naming conventions need to be followed for successful completion data import into CHRIS.

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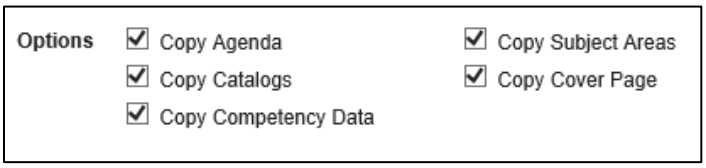
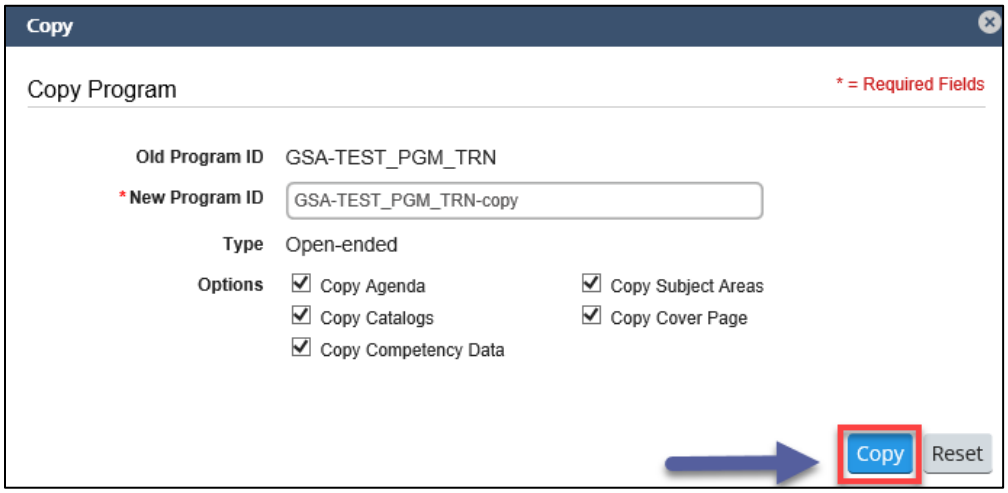
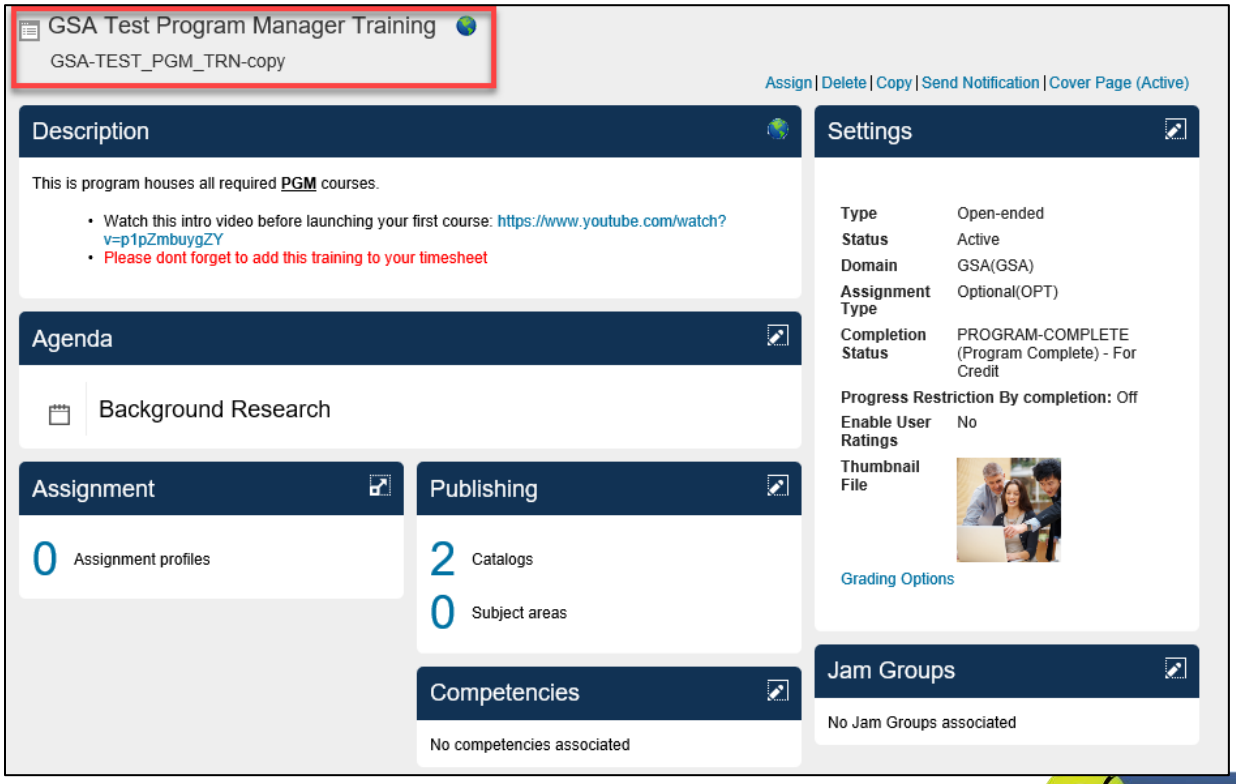
b. Select the program options you want copied to your new program.



3. Click **Copy** to copy the program. You will be re-directed to the Program Administration Page of your newly copied program.



4. You have successfully copied your program! Edit the Title Area to reflect the title of your new program.



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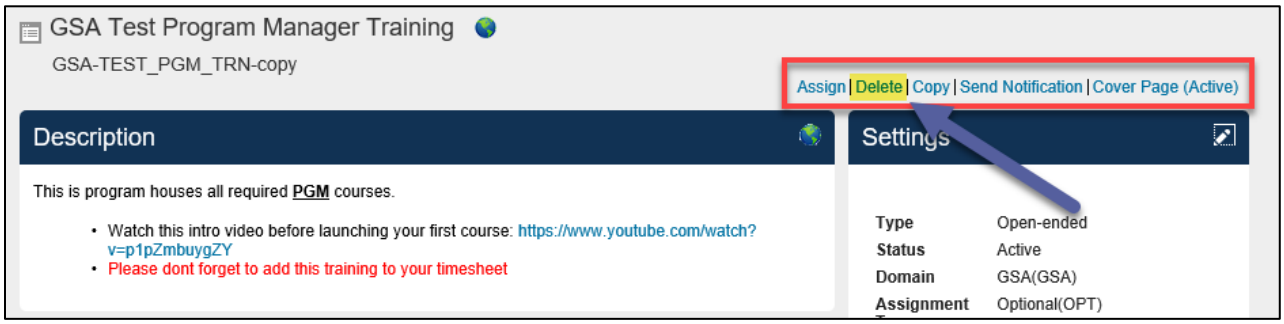
Delete Program

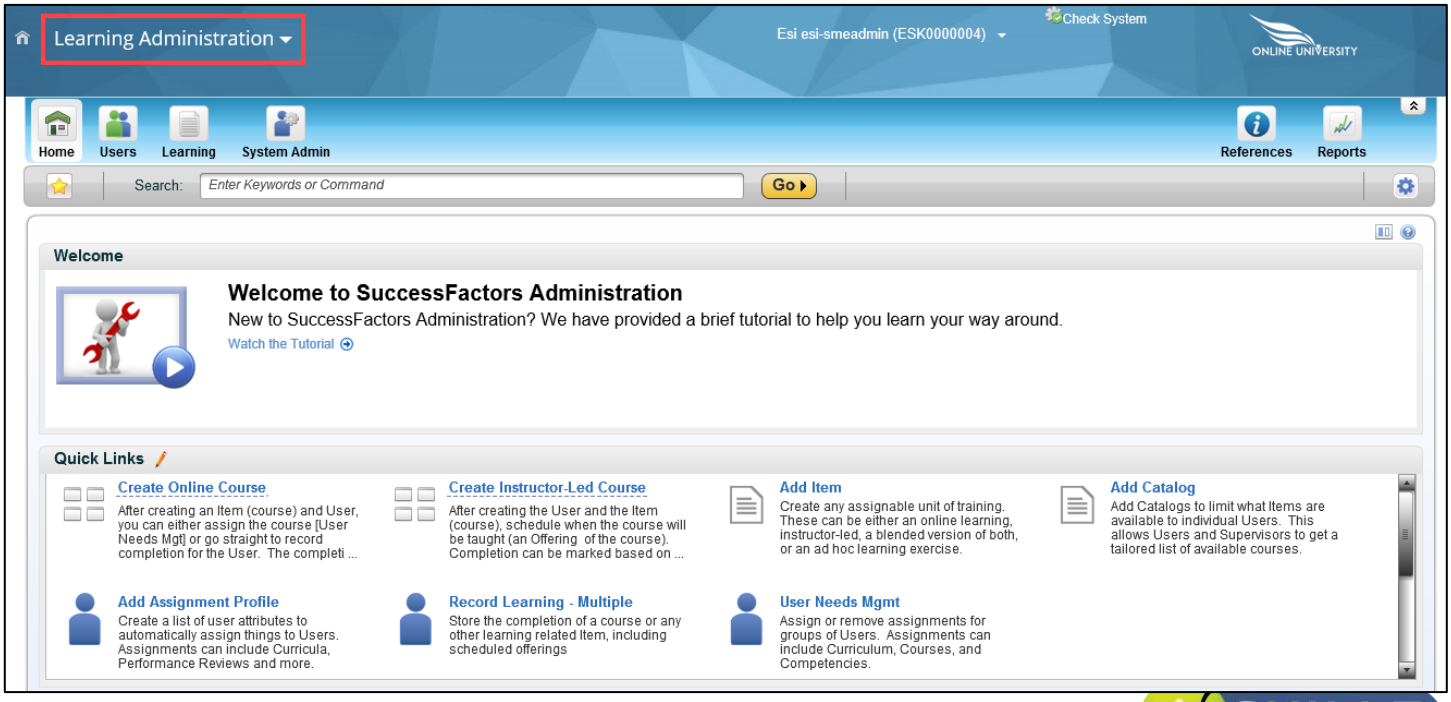
Programs without catalogs mappings (unpublished) can be deleted.
*** **NOTE**: To delete a published program, you must first remove any associated catalogs from the Publishing Tile.

1. From the Program Administration Page, click on **Delete** located in the Actions Menu.



2. Click **Yes** to delete the program.

3. You have successfully deleted your program! You will be re-directed to the Learning Administration Page.



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ADDITIONAL RESOURCES

LMS ID Naming Convention Guide

Use the "LMS ID NAMING CONVENTION GUIDANCE" document to create the specific Program ID needed (section IV of document). Click on the link below to view the naming conventions guide on Google Drive.

***NOTE: Naming conventions need to be followed for successful completion data import into CHRIS.

Direct URL:
https://docs.google.com/document/u/1/d/1nNGk8PGfjH4zmnHnLWcytFFoe8LColNbvMtey32hw2w/edit?usp=drive_web

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