GSA ONLINE UNIVERSITY

GSA LMS MIGRATION JOB AID SERIES

Getting Started: GSA ONLINE UNIVERSITY

Reporting Job Aid

Reporting Job Aid Overview

This job aid provides step-by-step instructions for tasks relevant to accessing and running administrator level reports in the GSA OLU system (powered by SAP). Topics covered in this aid include: OLU site access, Homepage navigation (brief overview), Admin Center navigation, Reports navigation, Reports search, and common SAP reports.

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HOW TO ACCESS 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

Navigate to the desktop of your computer. Locate the GSA OLU icon on the desktop*. Double click this icon to launch GSA OLU. Once launched, you will then be able to navigate within the GSA OLU system.

***Please note:** The below screenshot is an example only. SAP is currently designing a graphic icon that will be located on the desktop of GSA computers. Thus, you may not see this icon at the time of Go Live. If you do not yet see the icon, please temporarily follow access steps on the next page for "Logging in from a Non-GSA Laptop".*

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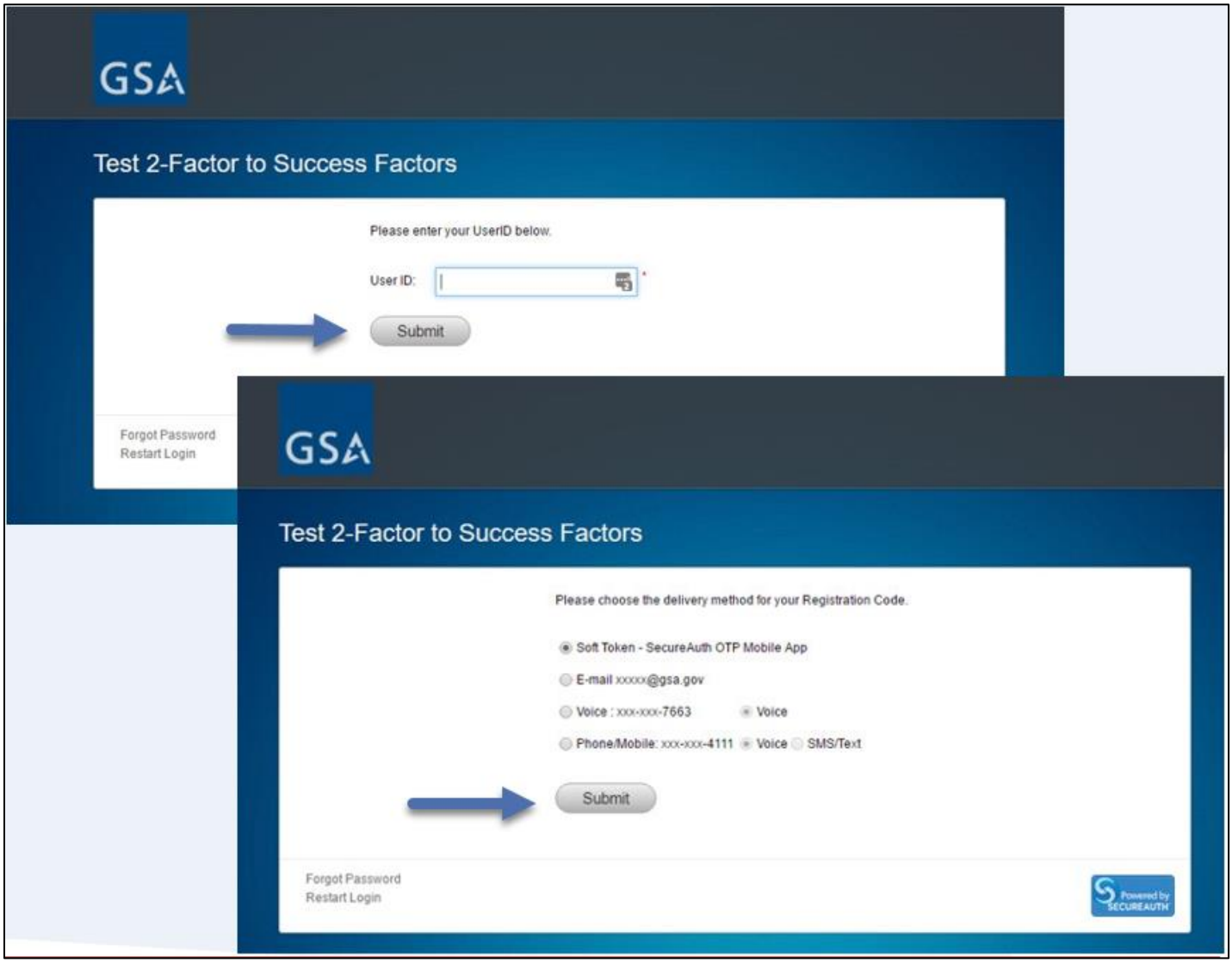
Logging in from a Non-GSA Laptop

1. From a non-GSA laptop, first navigate to the following URL: https://gsaolu.gsa.gov
   Note: Please clear out your browser's cache and cookies, before navigating to the URL. Skipping this step will allow your browser to re-direct you to the retired OLU, which is no longer accessible.

2. Enter your "**User ID**" (User ID will be your ENT username) and click the "**Submit**" button. Then, choose the delivery method for receiving your registration code for access to GSA OLU and click the "**Submit**" button.



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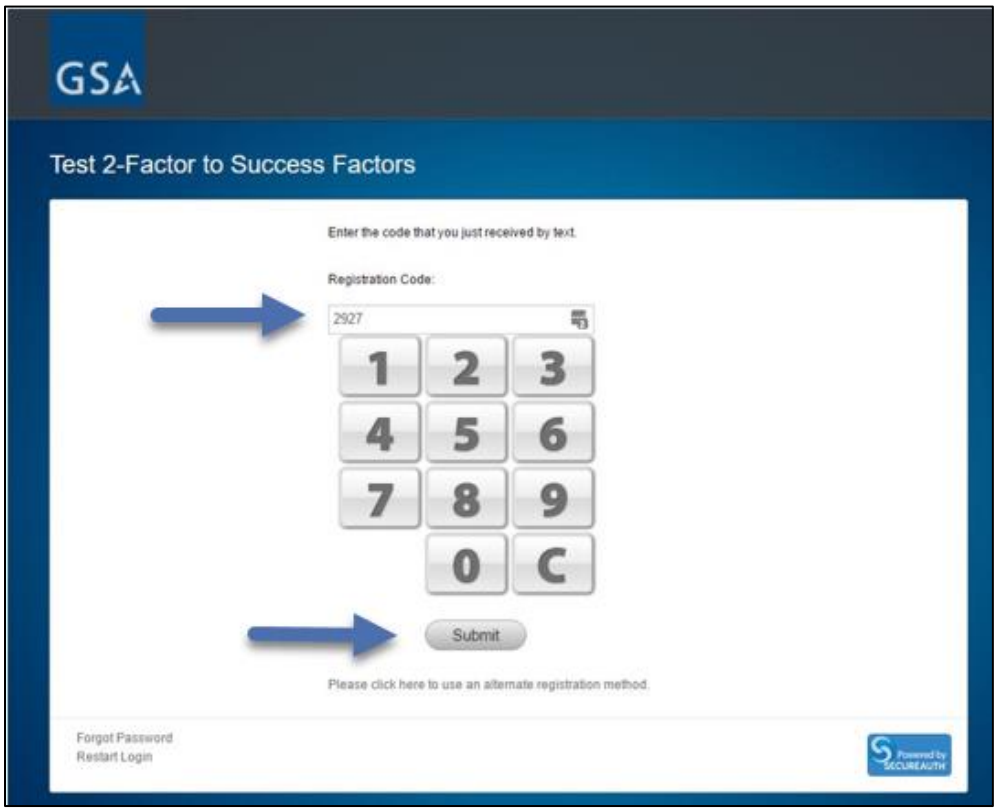
3. Once you receive your delivery method, you will be asked to enter the registration code. This code is unique and will change with every sign on. Enter the registration code and click the "**Submit**" button.



4. Next, enter your ENT password and click the "**Submit**" button.

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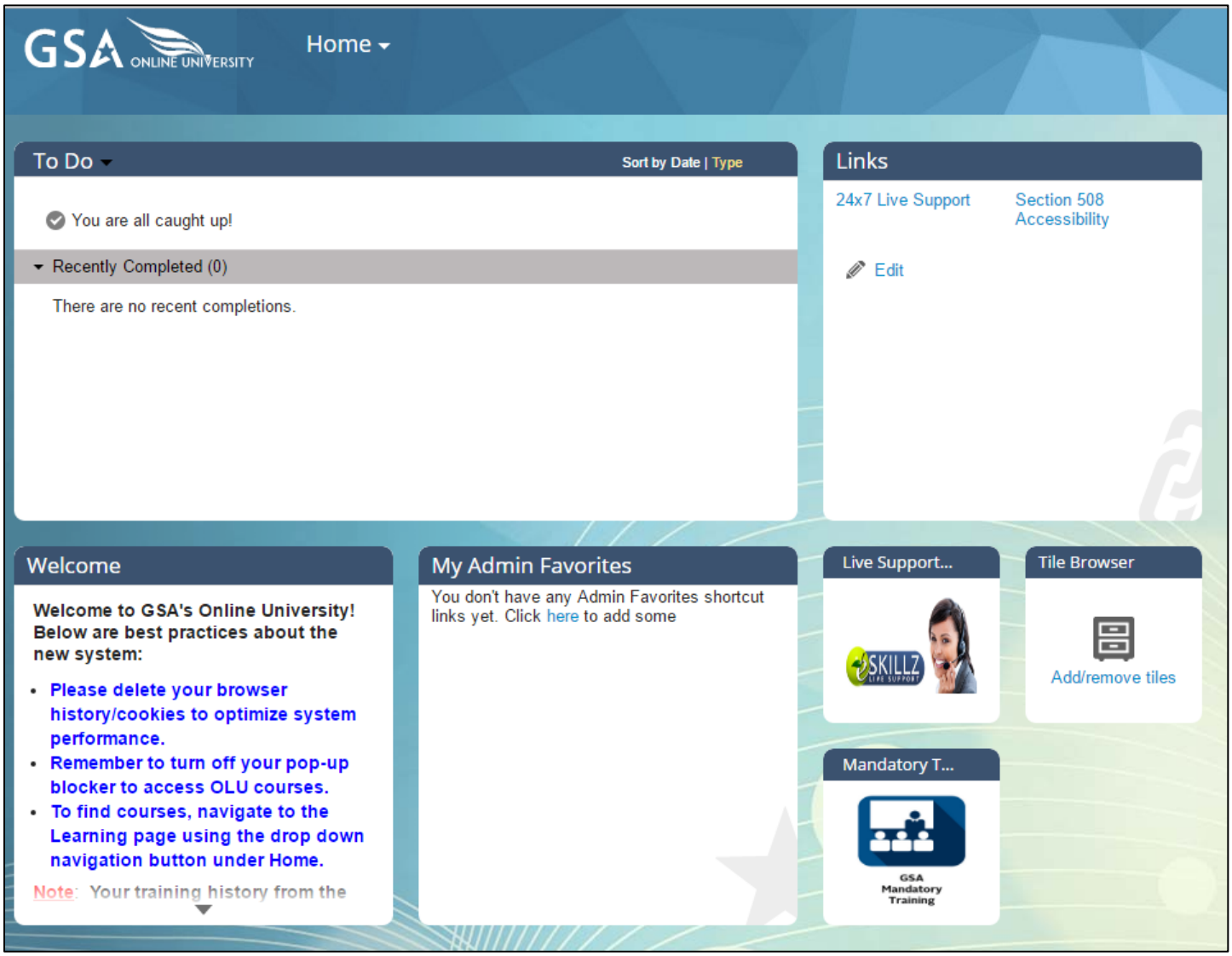
5. You will be directed to the new GSA OLU homepage. Please keep in mind that your homepage appearance may differ slightly based on your role (ex: employee vs. supervisor/ manager) or personal tile configuration.



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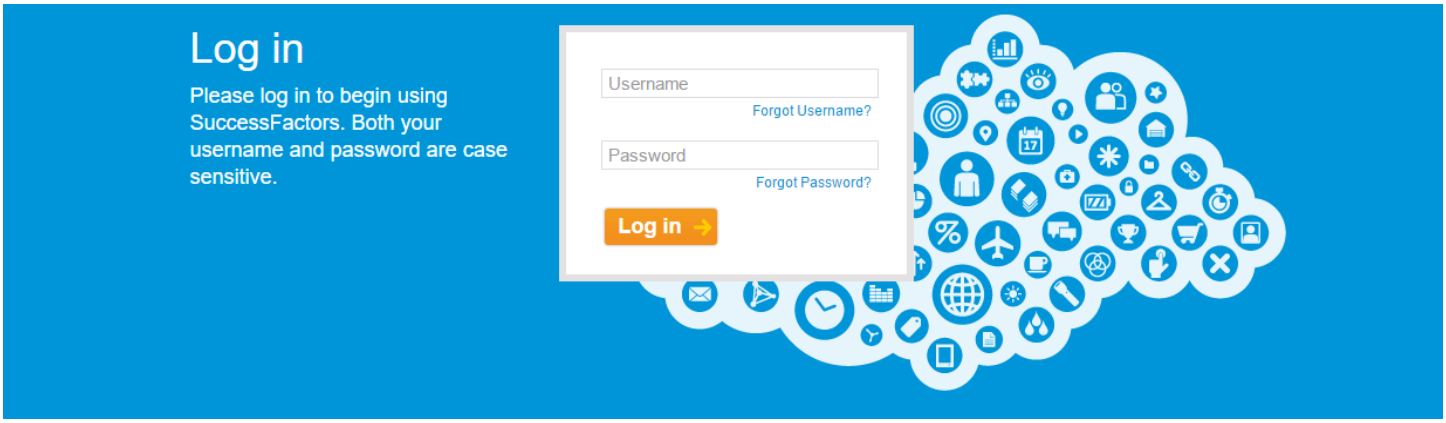
Non-SSO Access (Direct URL)

Logging in as a Non-GSA Employee of Off-Network GSA Employee

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**. This will take you to the direct system login page for the GSA OLU site.

2. 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**)



3. 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)

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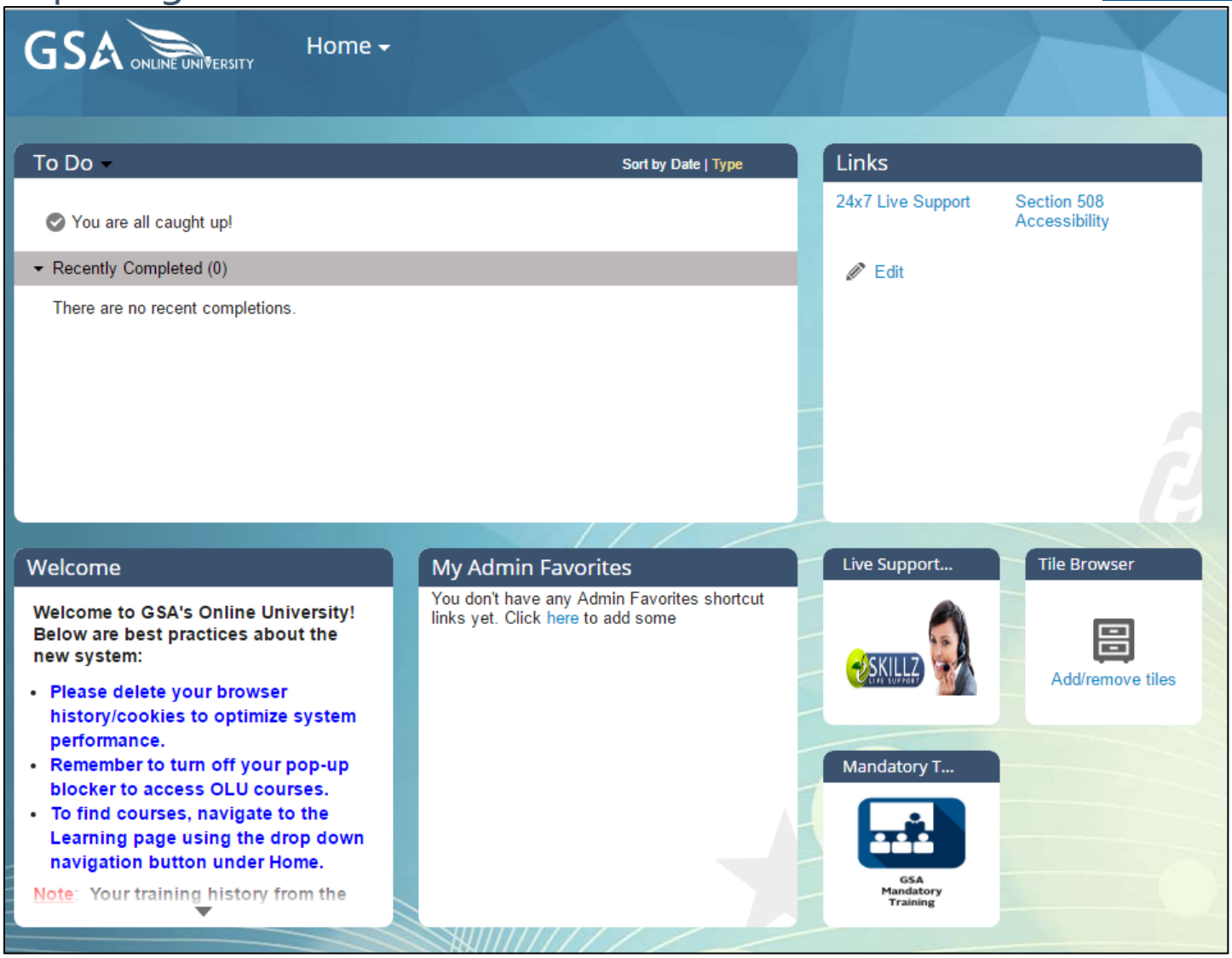

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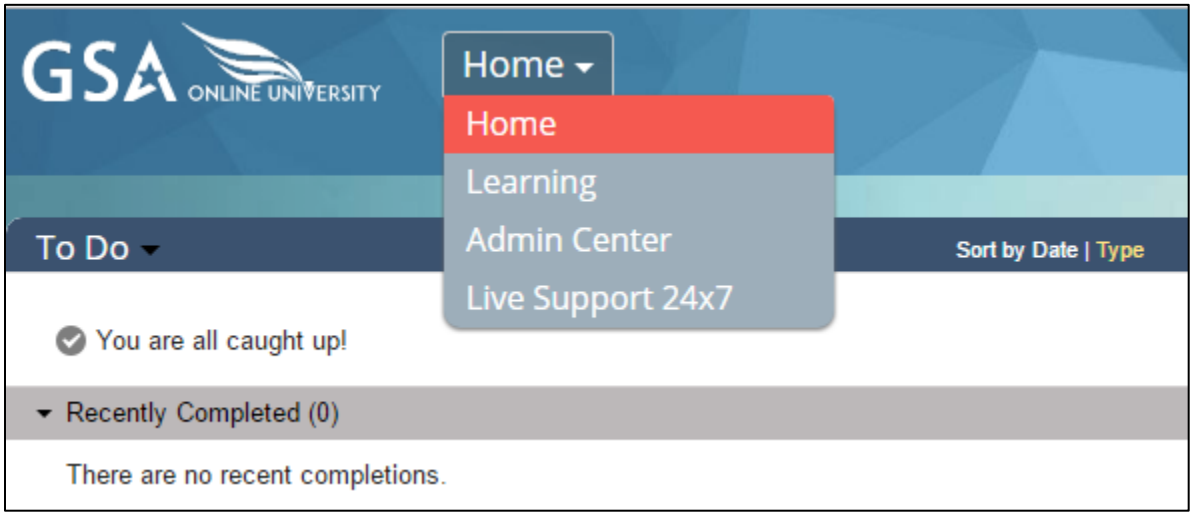
Main Menu Navigation

Your homepage will consist of a main navigation bar at the top of the homepage. This navigation bar contains a dropdown menu that lists all the Success Factors modules available to you (based on your role), along with links to other pages within the system. 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 to 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 to that can assist with general OLU navigation and utilization inquiries.

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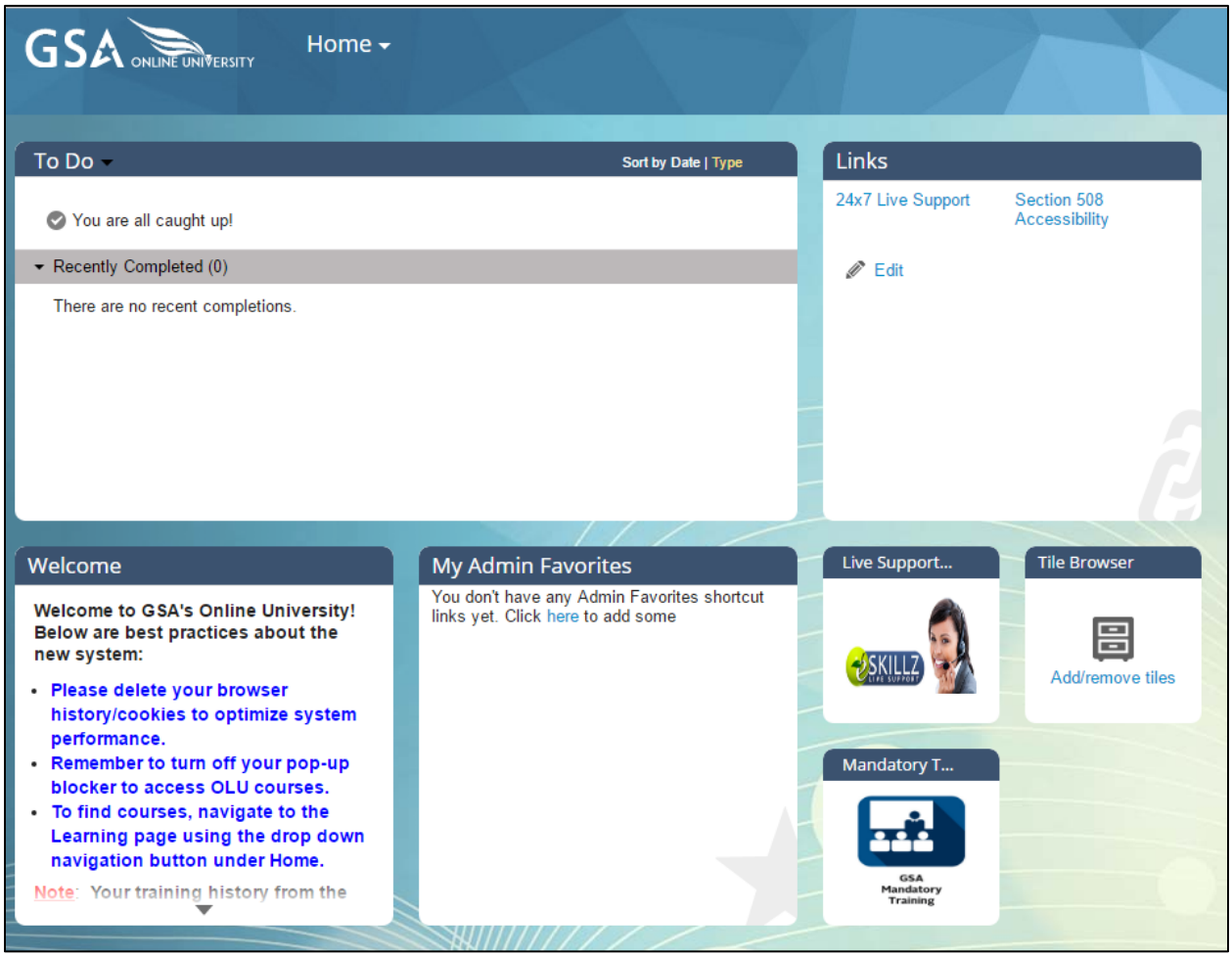
Homepage Features

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.



Descriptions

To Do: Lists all your incomplete items, 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).

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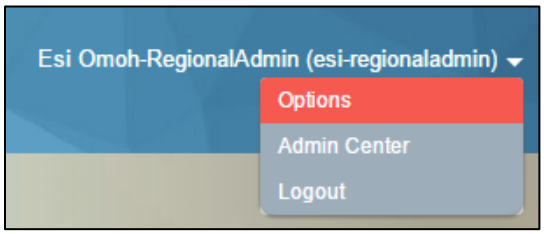
24x7 Live Support: Click on the eSkillz Live Support picture to be transferred to a GSA chat classroom support page (powered by eSkillz). Simply select the 'Click Here to Chat' button from that page and you will be connected with OLU support specialists who are standing by 24 hours a day, 7 days a week. 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.

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

Tile Browser: Allows the supervisor to add or remove tiles from the 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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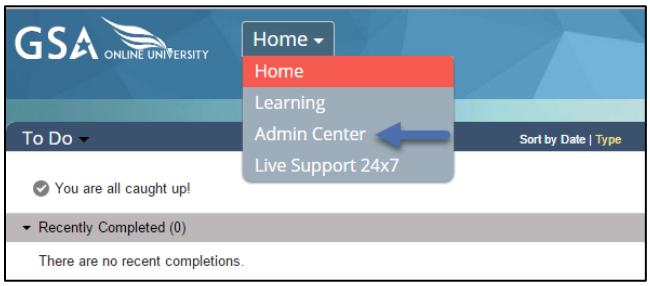
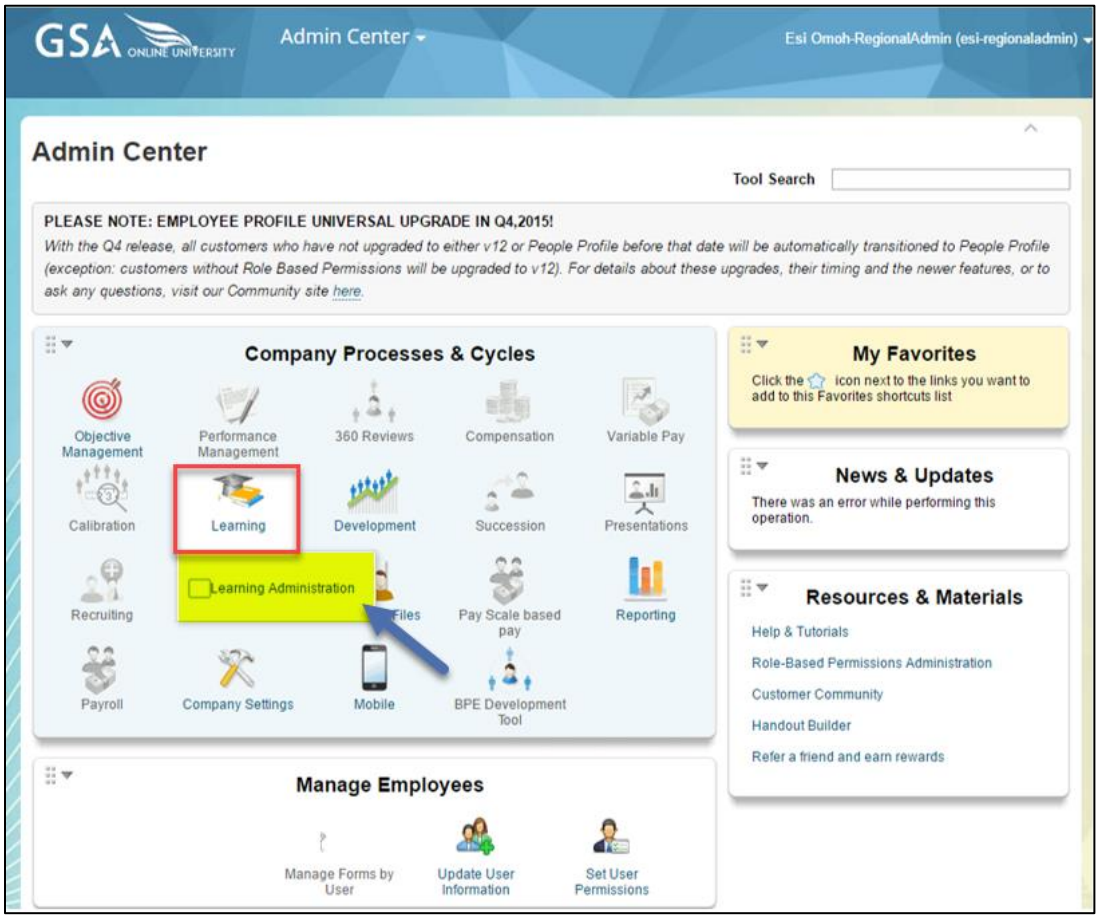
To perform administrator related tasks in the system, you must first navigate to the Learning Administration area of the Admin Center.

Navigate to the Learning Administration Homepage

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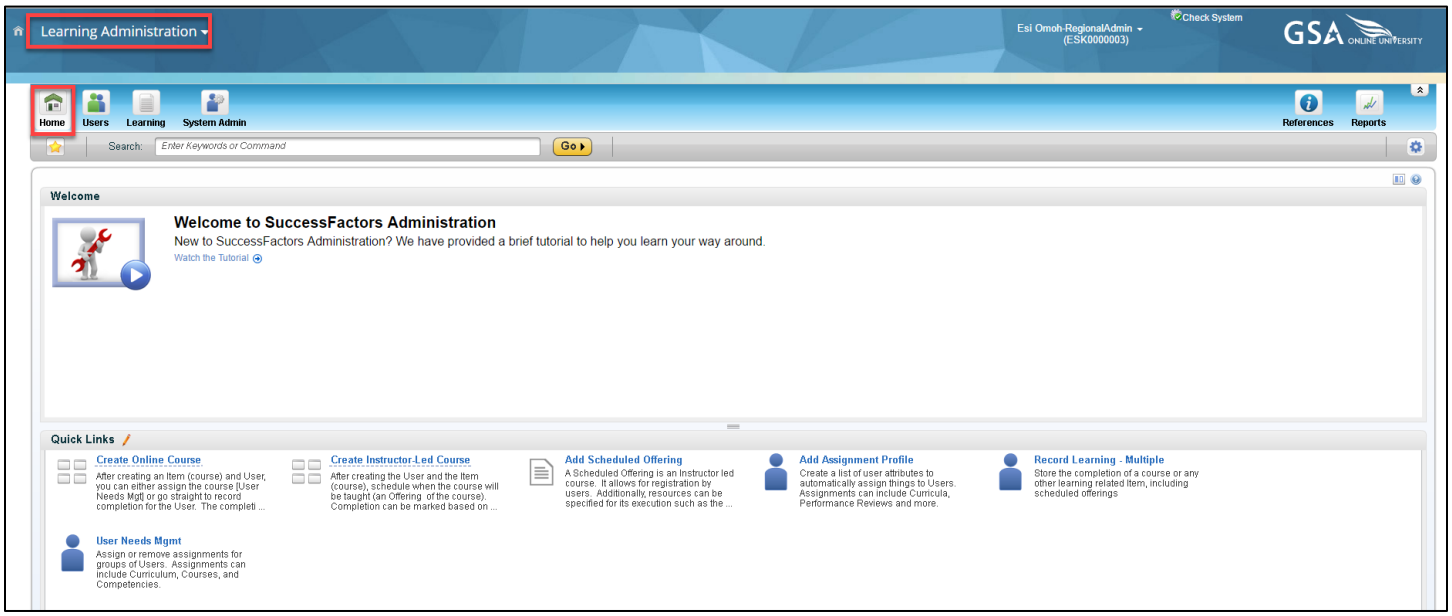
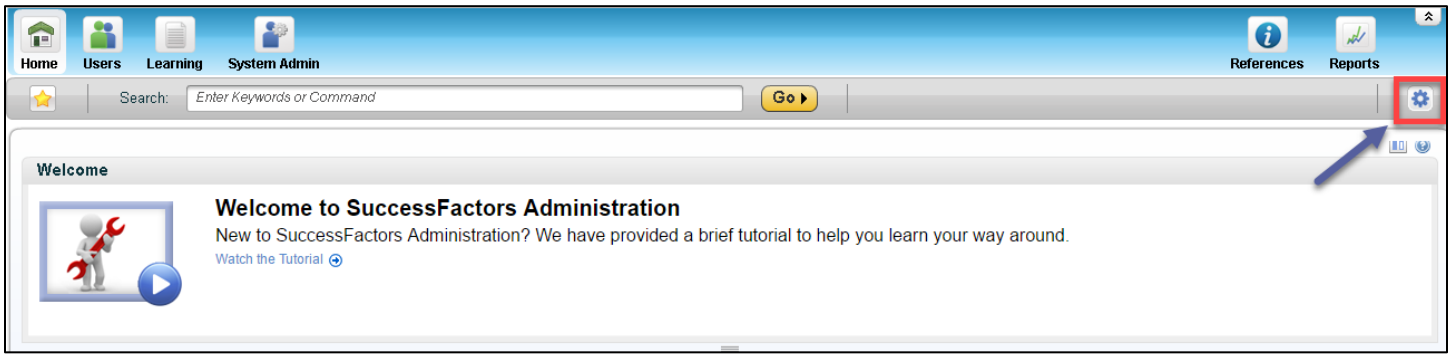
4. You are now in the Learning Administration area of the Admin Center.



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 top menu frame.



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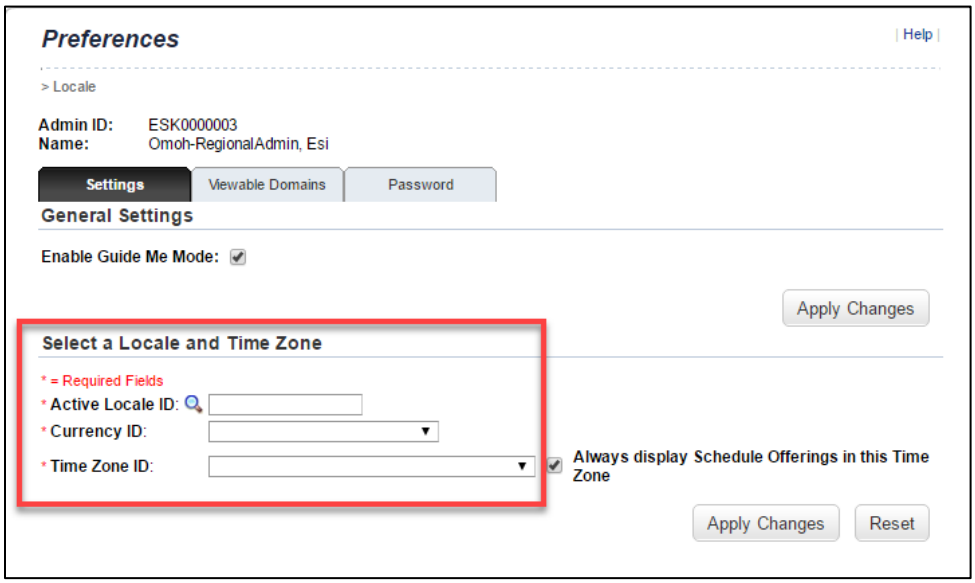
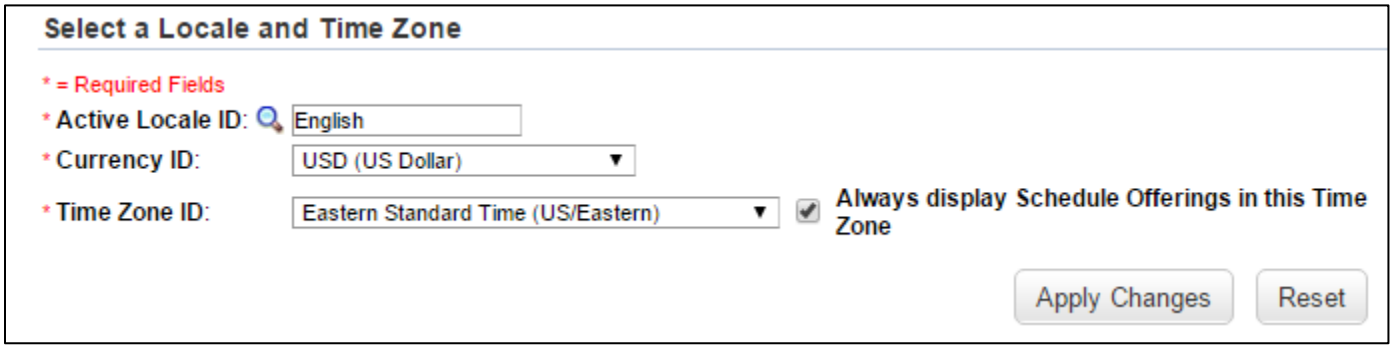
2. Locate the "Select a Locale and Time Zone" section.



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)

Note: Scheduled Offering times will be displayed in the selected time zone.



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

5. Click Apply Changes to save your preferences.

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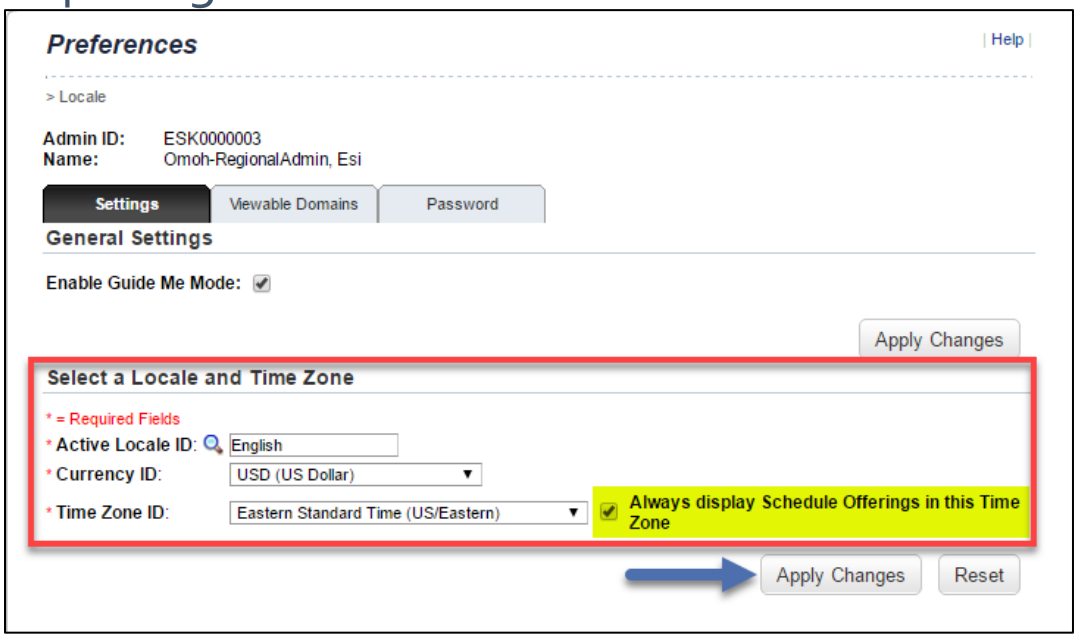
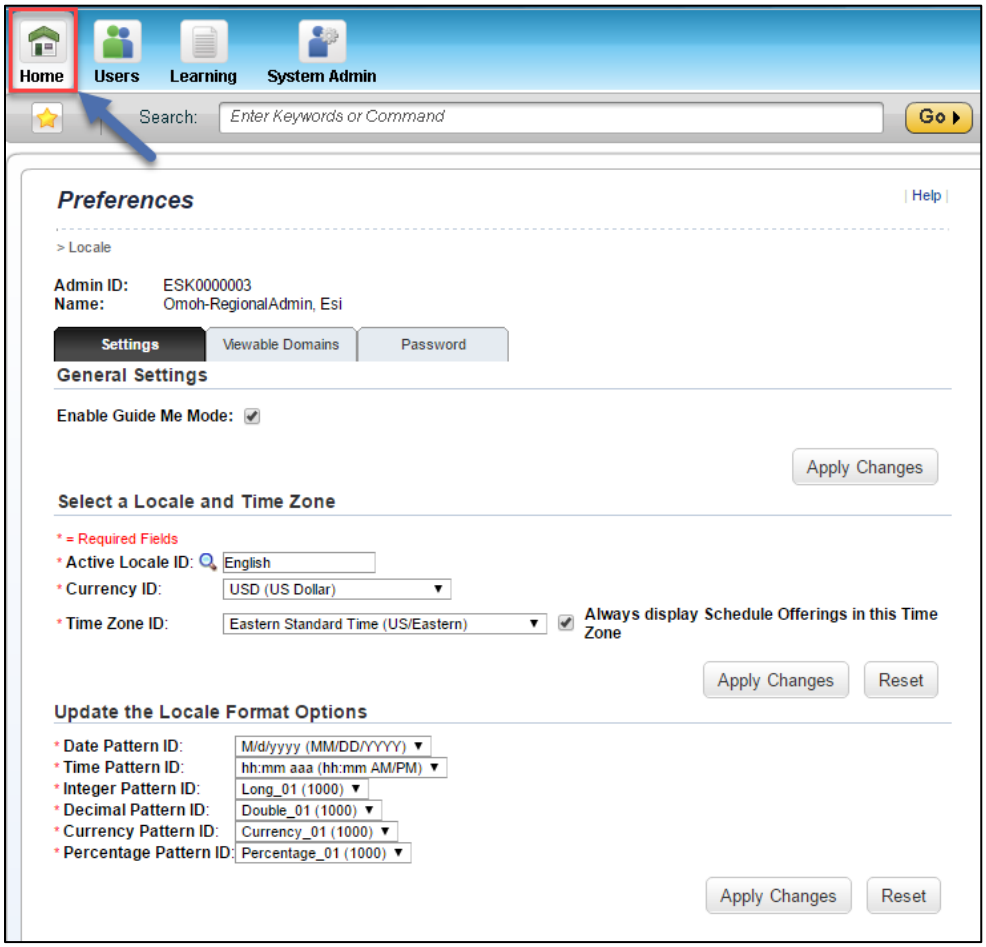


6. Click the icon in the top menu frame to return to the Learning Administration page.



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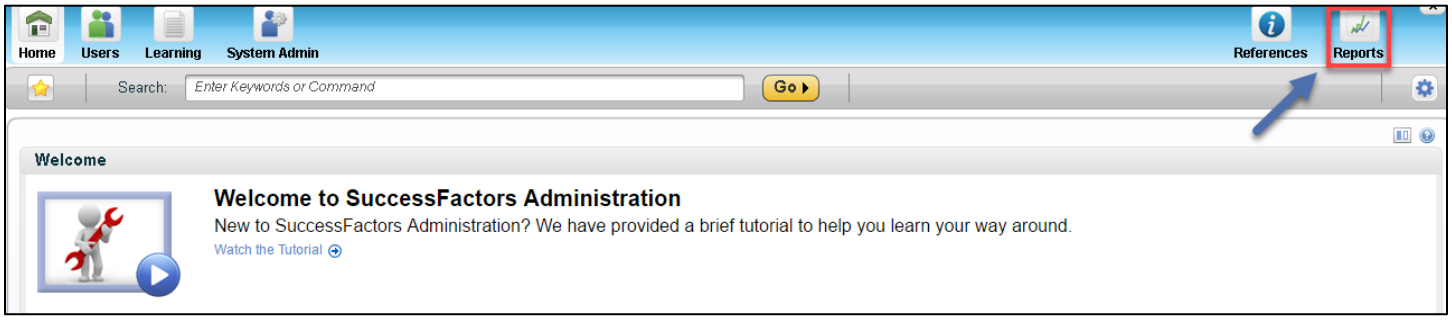
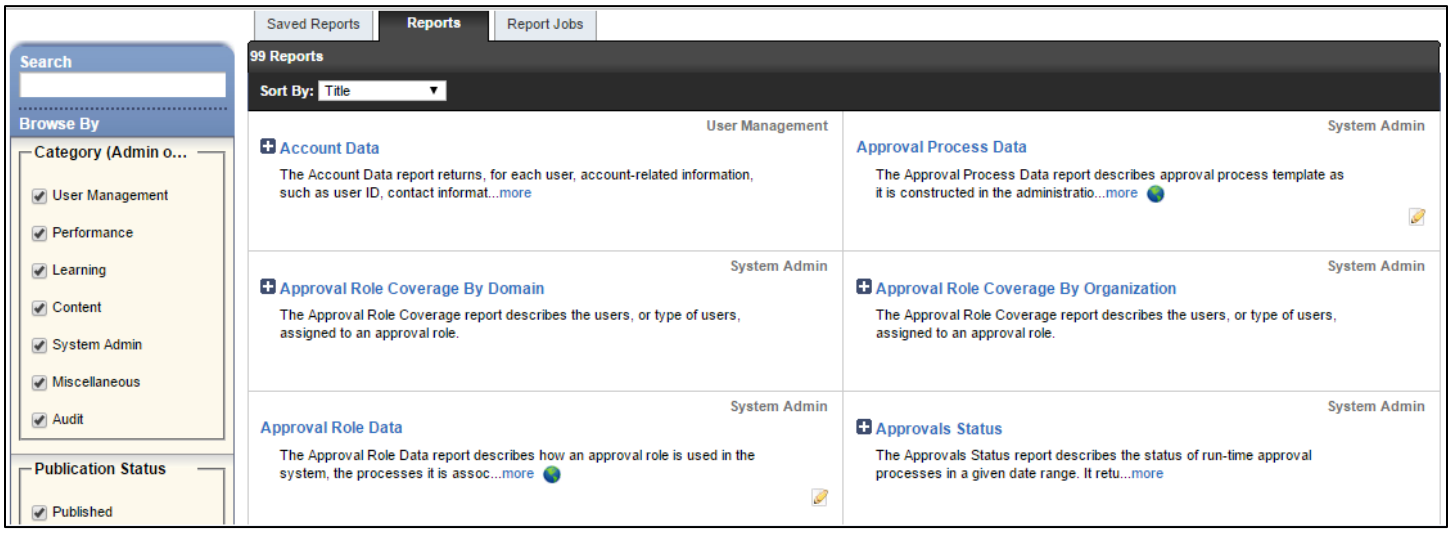
To run an admin level report, you must first access the Reports area of the Learning Administration Homepage.

Reports Area Navigation

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



2. You are now in the Reports area of the system. From this page, you can search and run desired reports.



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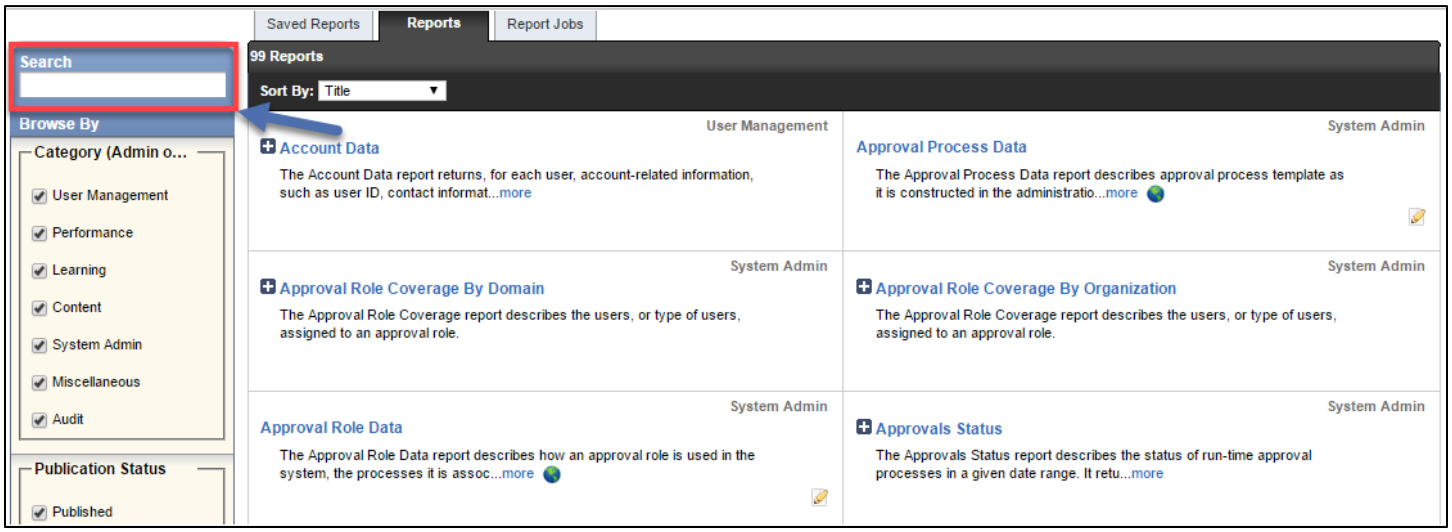
Search and Filter Reports

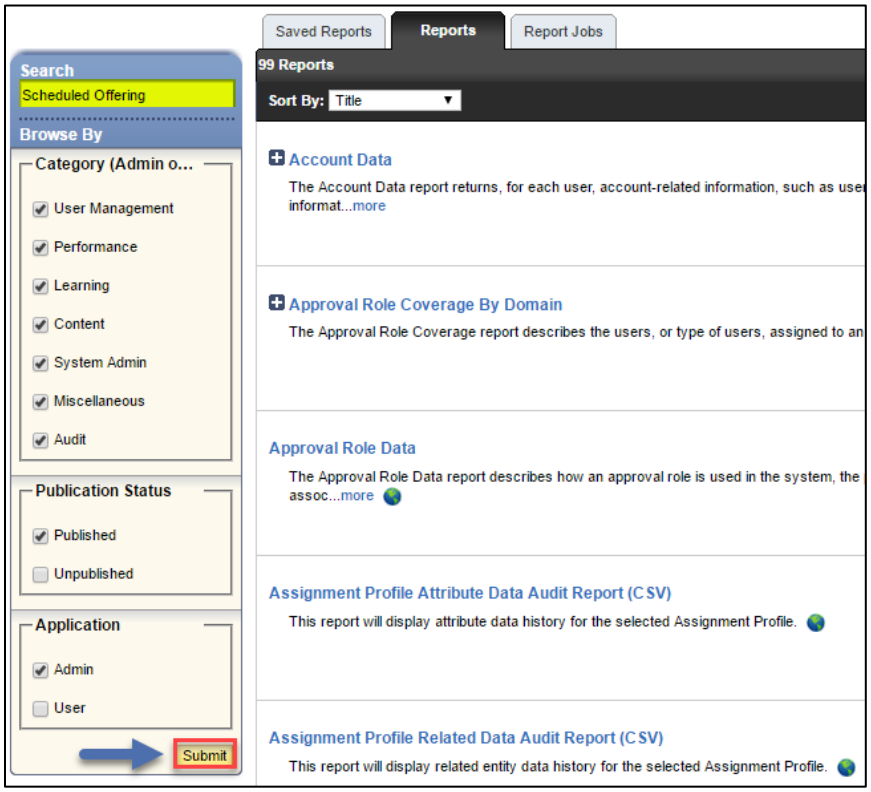
As an administrator, you have access to 99 searchable reports that can also be filtered by categories.

Search Reports

1. On the Reports page, locate the Search box in the left menu navigation tab.



2. Enter the name or keyword associated with your desired report. Click *Submit* to enter the search.



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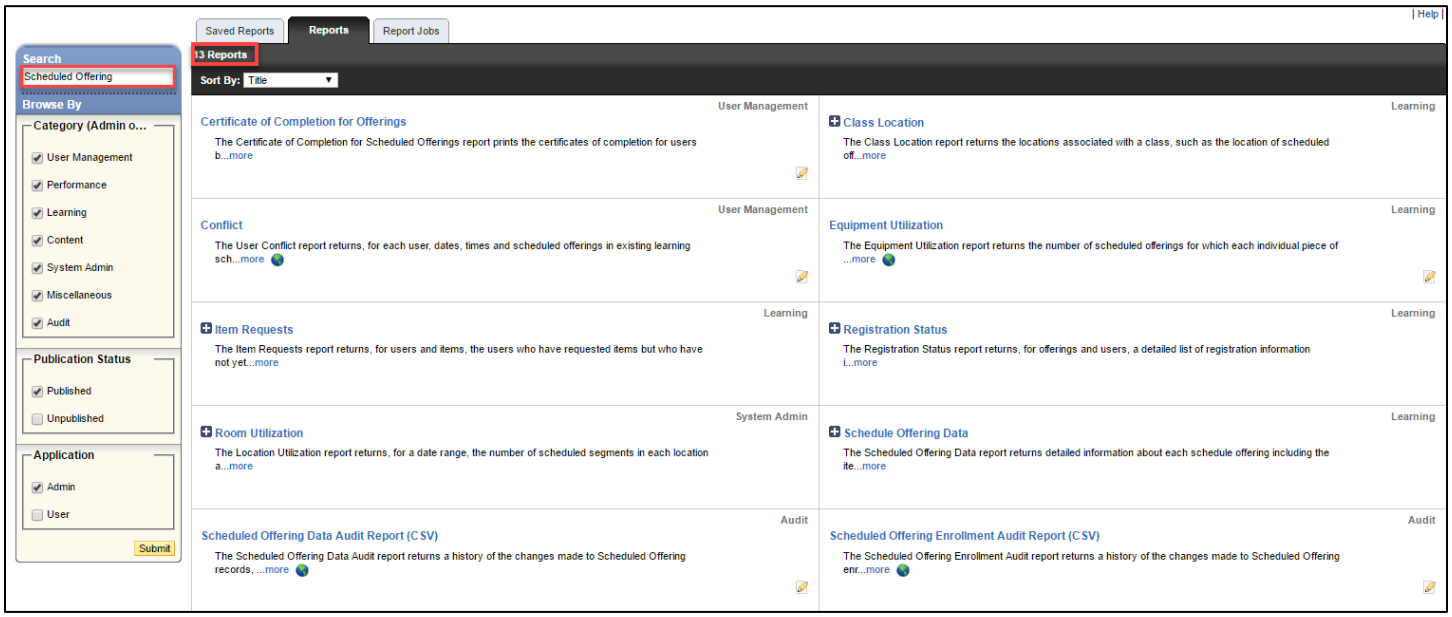
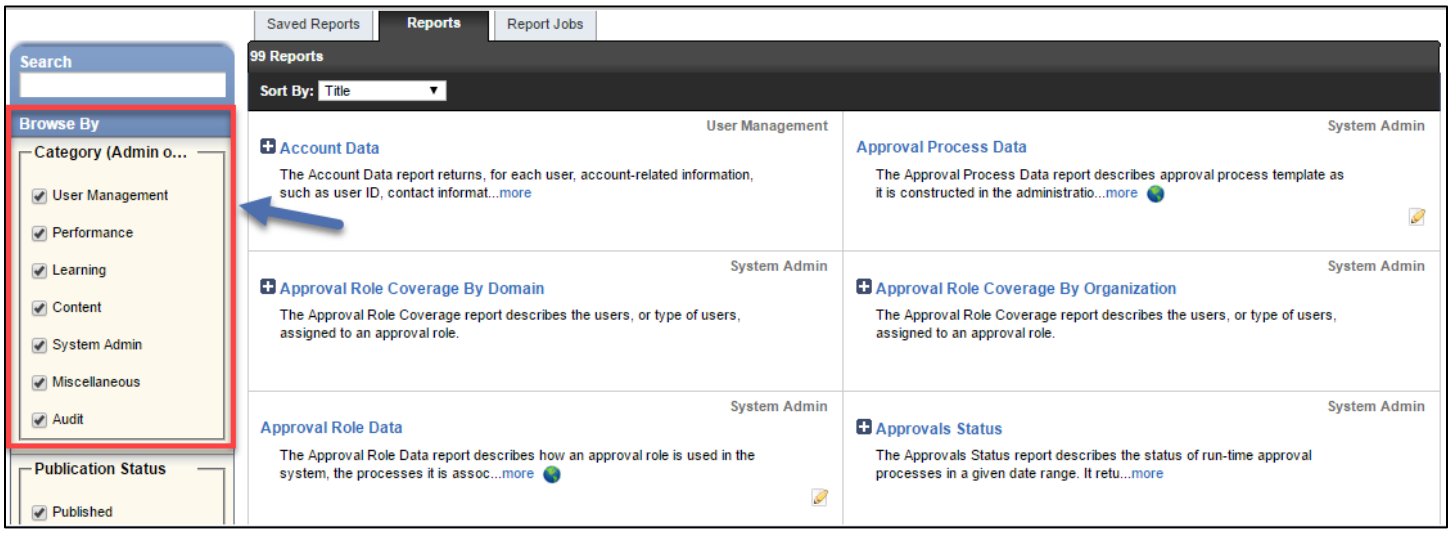
3. Based on the entered keyword, the system will return all reports associated with the search criteria. In the example, the system returned 13 reports associated with the "Scheduled Offering" keyword. From the results, you may click a report name to run the desired report.



Filter Reports

Reports can be filtered by categories. In the new OLU system, administrators can filter reports by 7 categories: user management, performance, learning, content, system admin, miscellaneous, and audit.

1. On the Reports page, locate the Browse By Category box in the left menu navigation tab.



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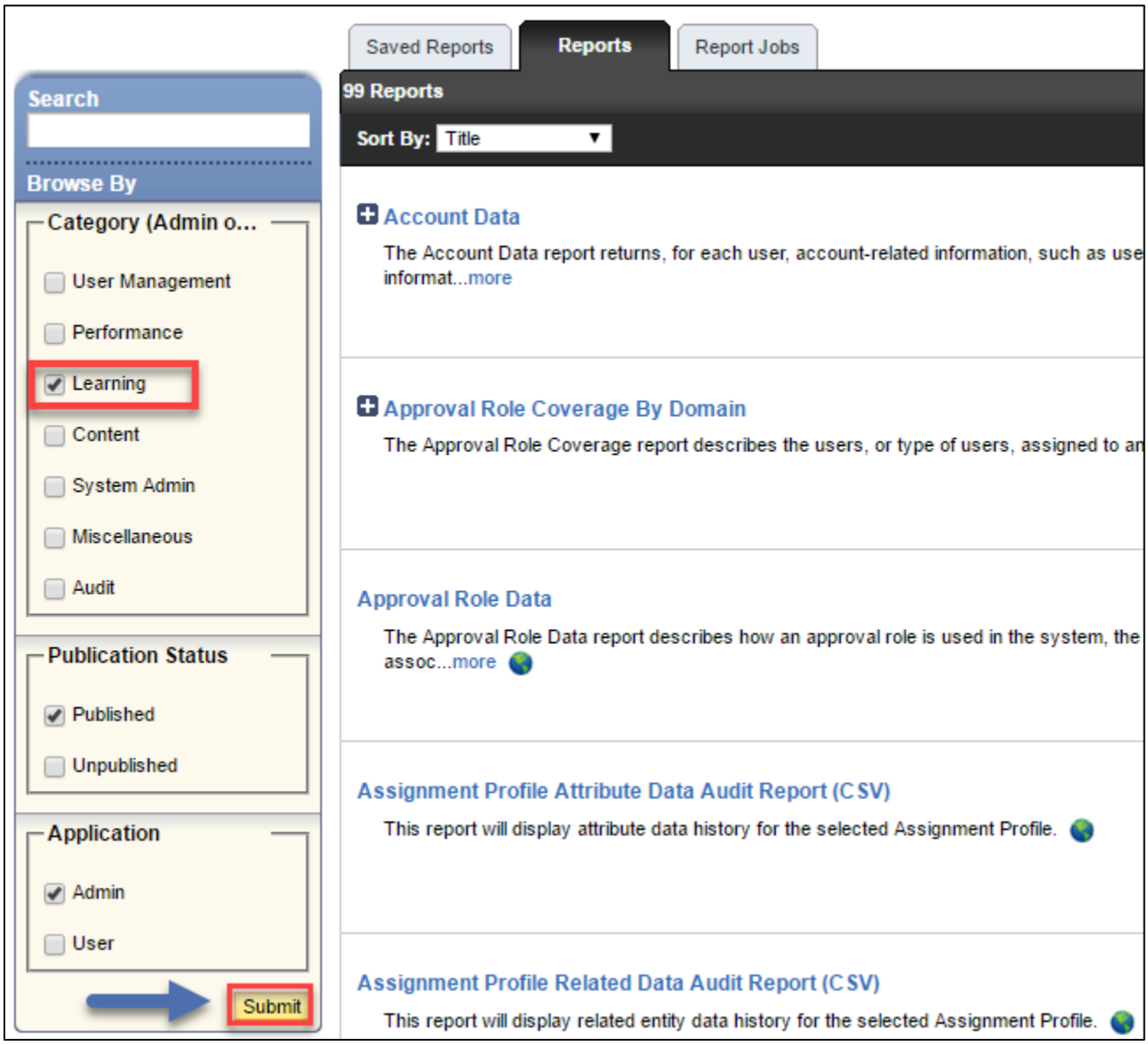
2. Select the category (may select more than one) you would like to filter reports by. Click *Submit* to activate the filter.



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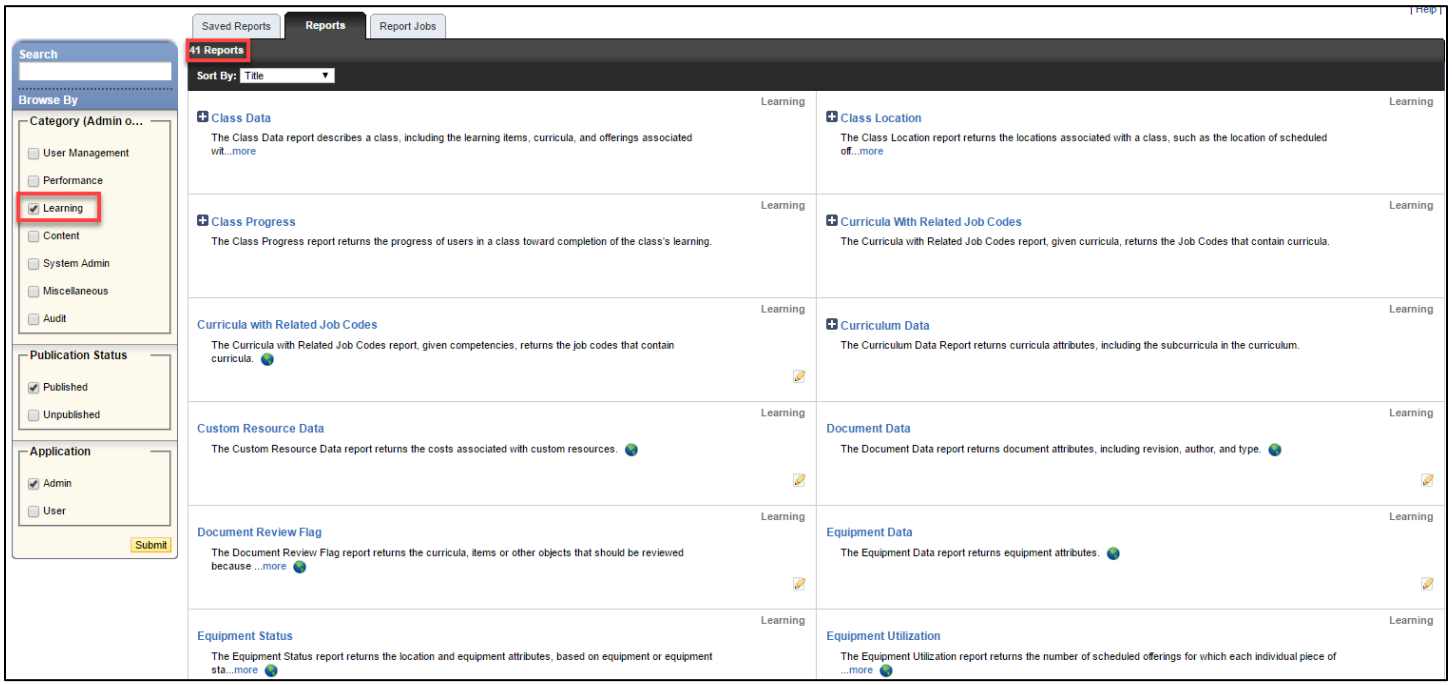
3. Based on the selected category, the system will return all reports associated with the filter criteria. In the example, the system returned 41 reports associated with the "Learning" category. From the results, you may click a report name to run the desired report.



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Common Reports

As an administrator, you have access to 99 searchable reports that can also be filtered by categories. SO = Scheduled Offering.

Here are 17 common reports to reference for administrator related tasks:

1. *Certificate of Completion for Offerings* – Displays certificates of completion for users by SO.
2. *Class Location* – Displays locations associated with each SO.
3. *Curriculum Status* – Displays curricula and user completion status.
4. *Curriculum Item Status* – Displays curricula, items assigned to each curriculum, and user completion status.
5. *Facility Data* – Displays a list of all facilities (including locations) in the system.
6. *Item Evaluation* – Displays average result information for each evaluation (all responses).
7. *Item Evaluation By Individual Response* – Displays average user response per survey question (average response per question).
8. *Item Evaluation By Instructor* – Displays average results by instructor.
9. *Instructor Data* – Displays detailed information on all listed instructors.
10. *Learning Calendar* – Displays a list of daily learning events scheduled between two dates.
11. *Learning History* – Displays entire completed learning for selected users.
12. *User Learning Plan* – Displays entire incomplete and completed learning for selected users.
13. *Registration Status* – Displays detailed registration information by SO.
14. *Room Utilization* – Displays the number of scheduled segments for each room location.
15. *Scheduled Offering Data* – Displays detailed information on each SO including registration data and delivery costs.
16. *Scheduled Offering Roster* – Displays a roster of registered users in a SO.
17. *Slot Status* – Displays the current status of SO slots.

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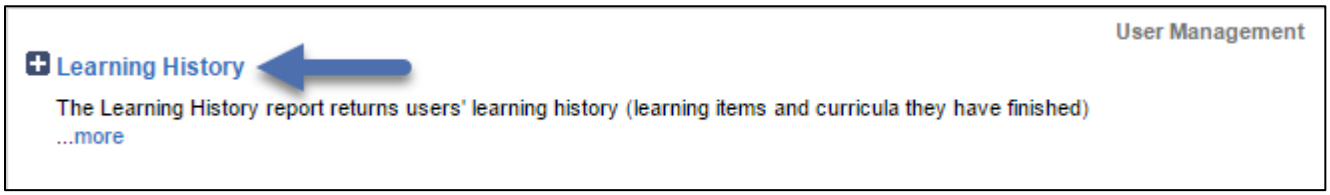
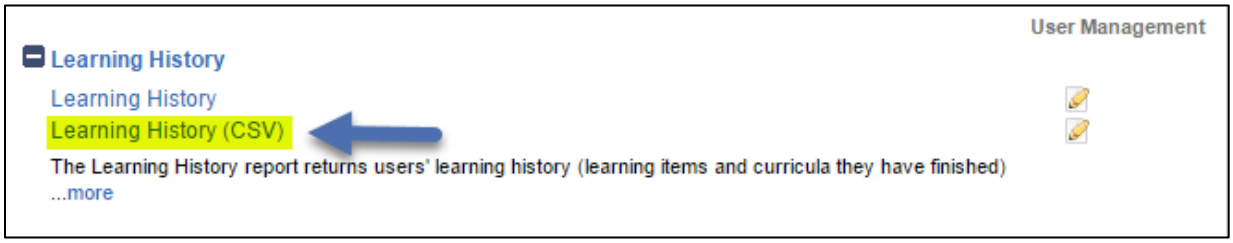
Learning History Report

The Learning History report can be used to generate a completed learning list for selected users. Results can be viewed in HTML or CSV (Microsoft Excel).

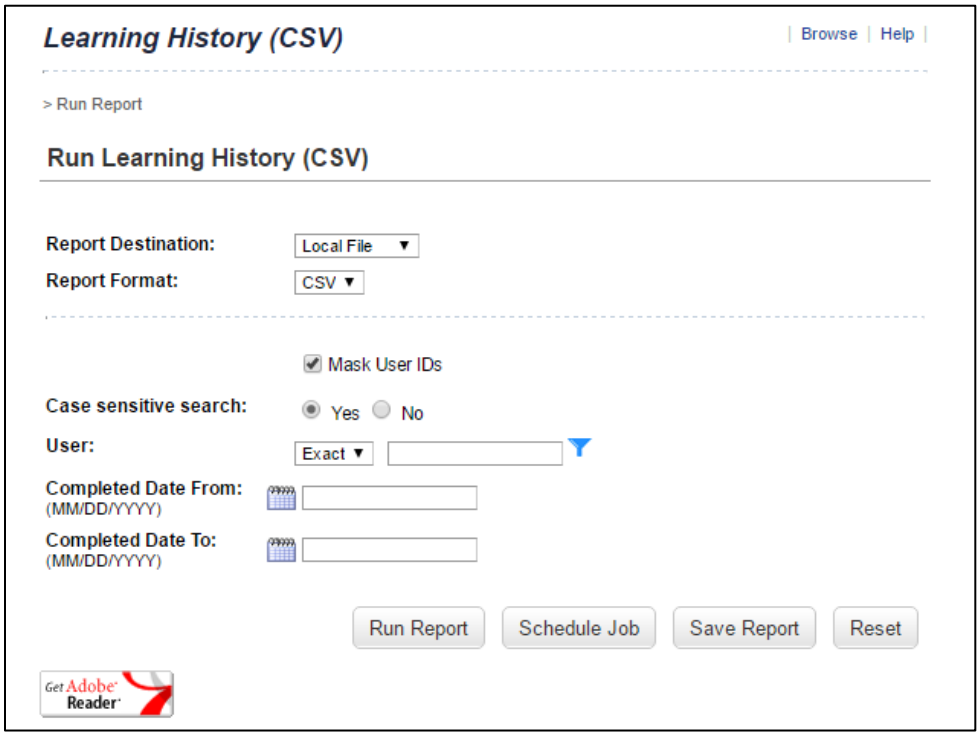
1. In the Reports home area, scroll down to locate the "Learning History" report.



2. Click on the report title to see available report versions. Click on "Learning History (CSV)" to download report results in Microsoft Excel.



3. On the Run Learning History (CSV) page, fill in the appropriate information to filter your results. You may choose to leave the User field blank to report on every user in the system.



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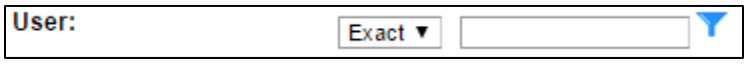
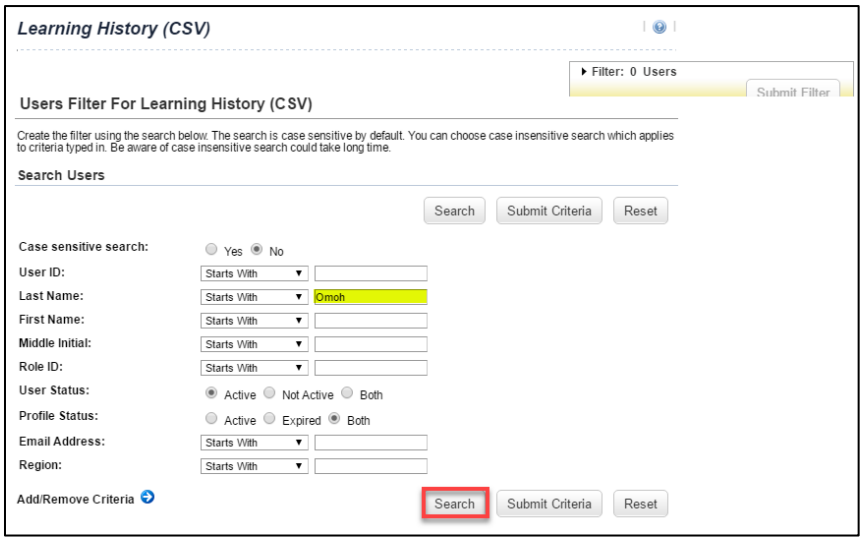
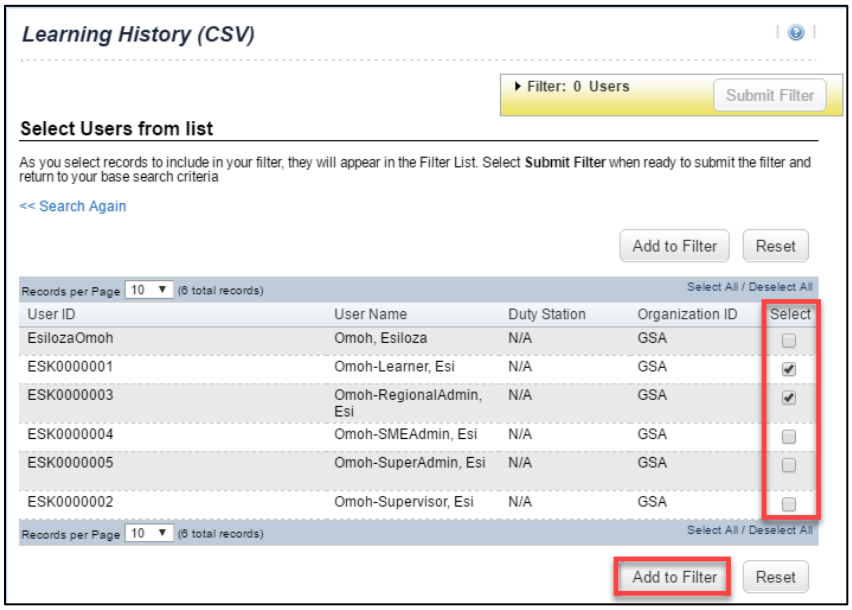
a. **User Filter**: To filter results by user (location, region, and service), click on the icon. A popup window will open with a list of demographic criteria.



i. In the popup window, enter the name of the user(s) you wish to report on. You may choose to click Add/Remove Criteria at the bottom of the filter page to select more user criteria. Once your criteria have been entered or selected, click "Search" to filter/ indicate your desired population.



ii. Select the user(s) you wish to report on and click "Add to Filter".



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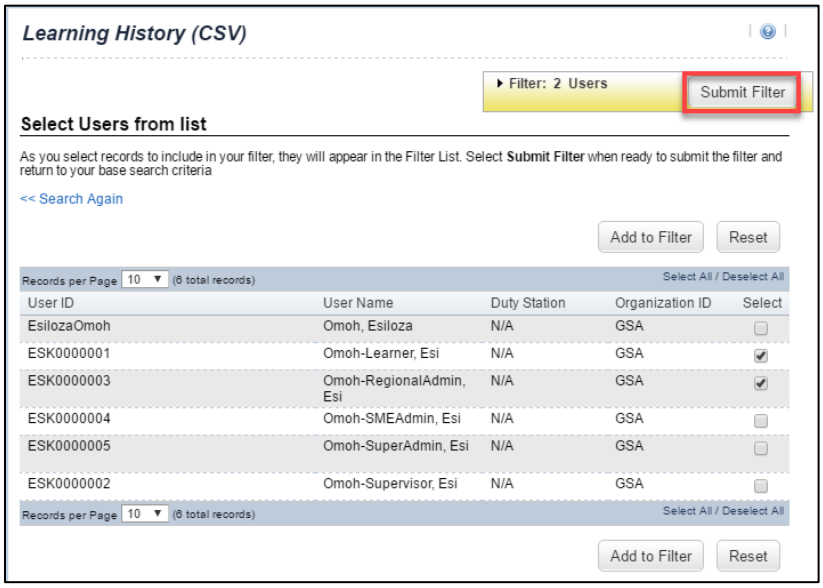
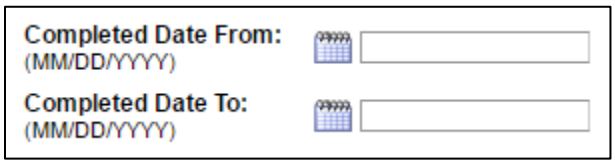
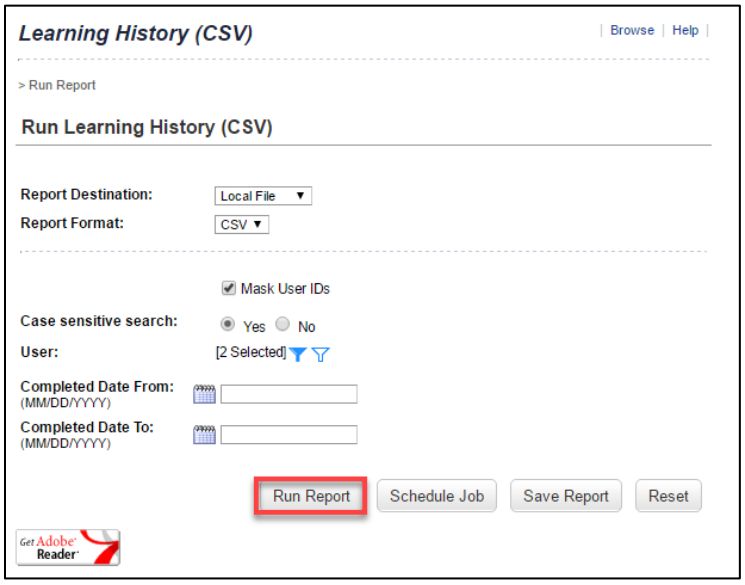
iii. Next, click "Submit Filter" at the top of the screen to return to the Learning History (CSV) report.



b. **Completed Date Filter**: To filter results by completed date, enter in a completion date range. You may choose to leave the Completed Date field blank to report on all completed items.



4. Once all criteria have been entered, click "Run Report" to run your report.



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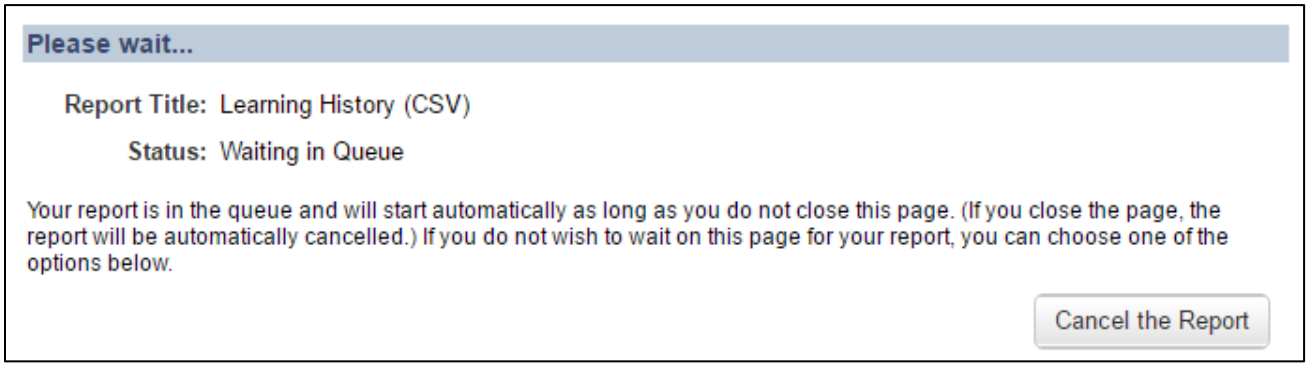
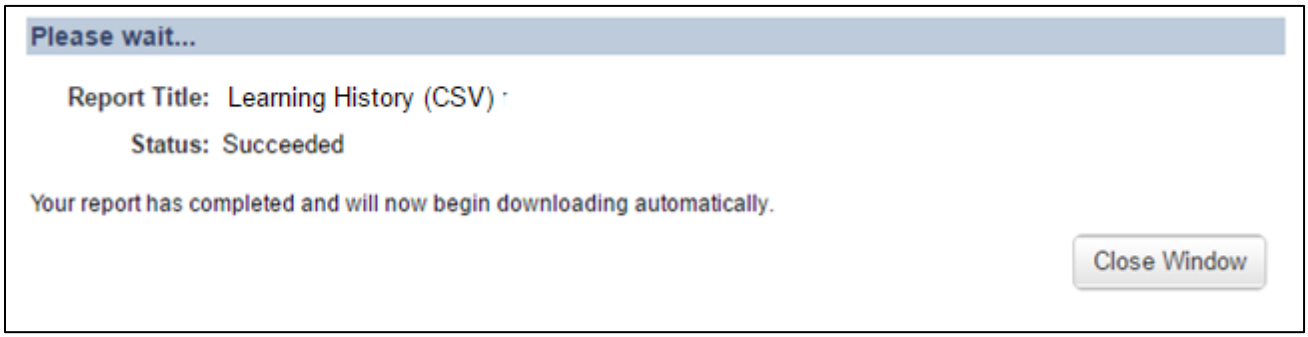
5. A report status window will open while the report request is being processed. Once complete, your report will download and open as an Excel document.





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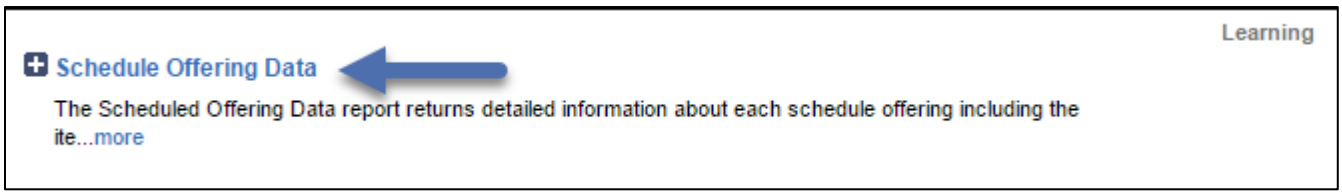
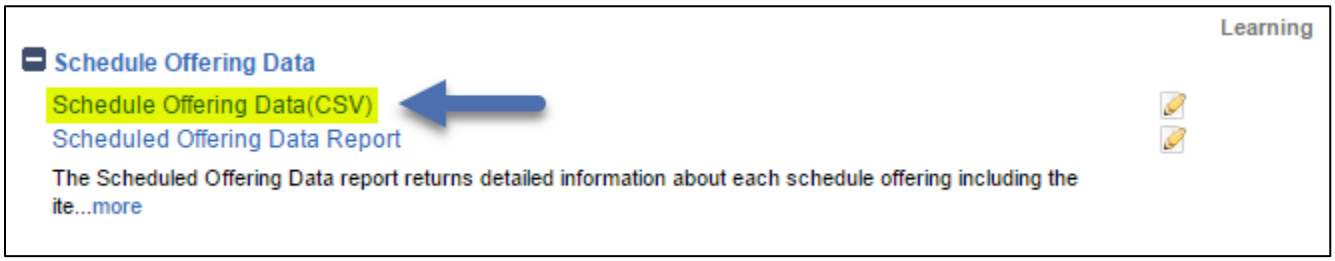
Scheduled Offering Data Report

The Scheduled Offering Data report displays detailed information on Scheduled Offerings including registration data and delivery costs. Results can be viewed in HTML or CSV (Microsoft Excel).

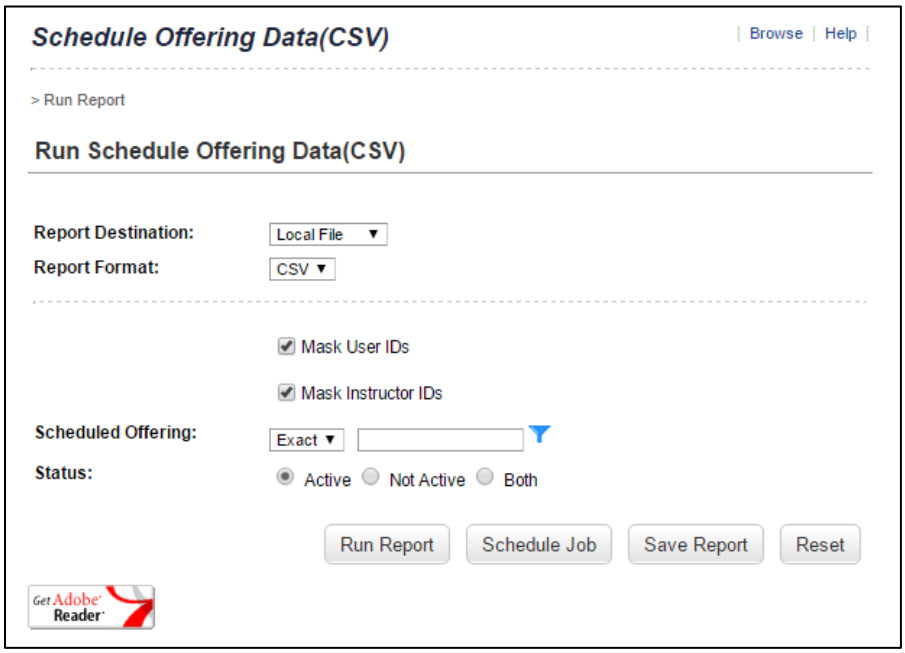
1. In the Reports home area, scroll down or use the search box to the "Scheduled Offering Data" report.



2. Click on the report title to see available report versions. Click on "Scheduled Offering Data (CSV)" to download report results in Microsoft Excel.



3. On the Run Schedule Offering Data (CSV) page, fill in the appropriate information to filter your results. You may choose to leave the Scheduled Offering field blank to report on every SO in the system.



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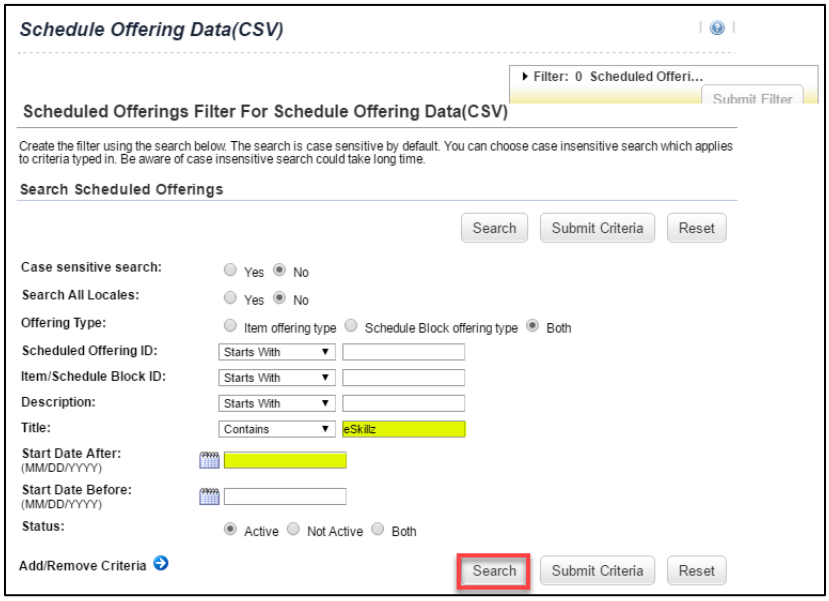
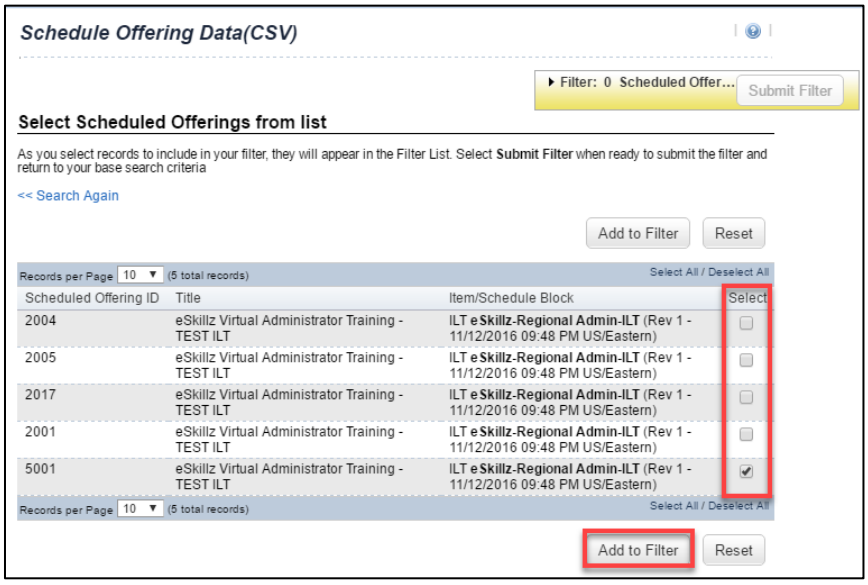
Powered by:

a. **Scheduled Offering Filter**: To filter results by Scheduled Offering (SO), click on the icon. A popup window will open with a list of SO search criteria.

i. In the popup window, enter the name or keyword associated with the SO you wish to report on. You may choose to click Add/Remove Criteria at the bottom of the filter page to select more SO criteria. Once your criteria have been entered or selected, click "Search" to find your desired SO.



ii. Select the SO you wish to report on and click "Add to Filter".



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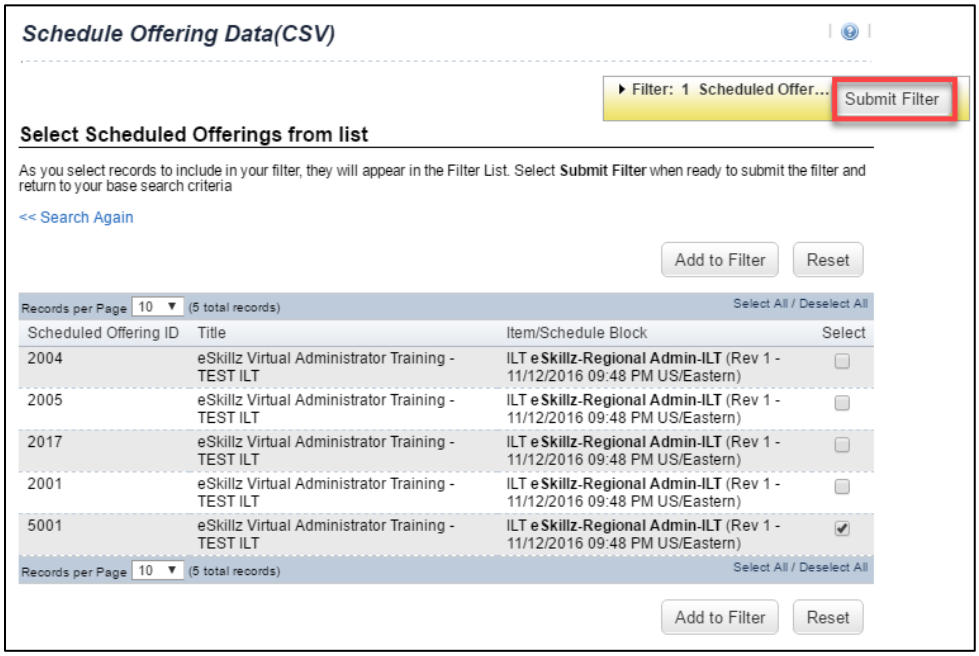
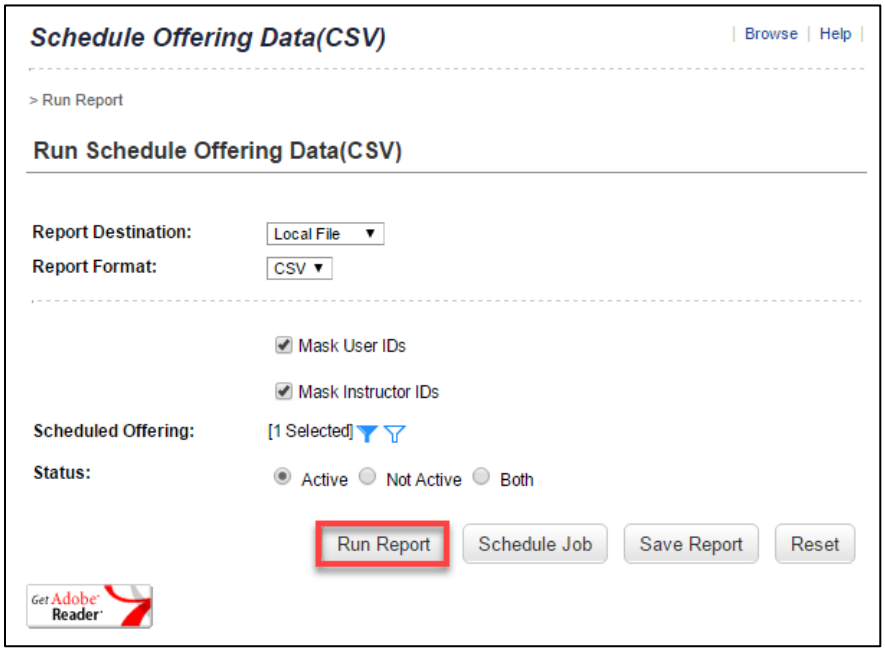
iii. Next, click "Submit Filter" at the top of the screen to return to the Scheduled Offering Data (CSV) report.



4. Once all criteria have been entered, click "Run Report" to run your report.



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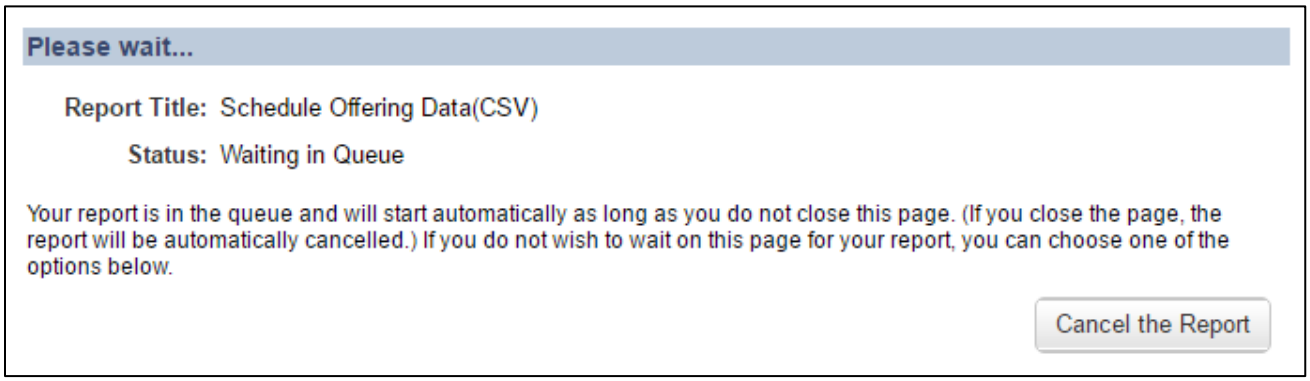
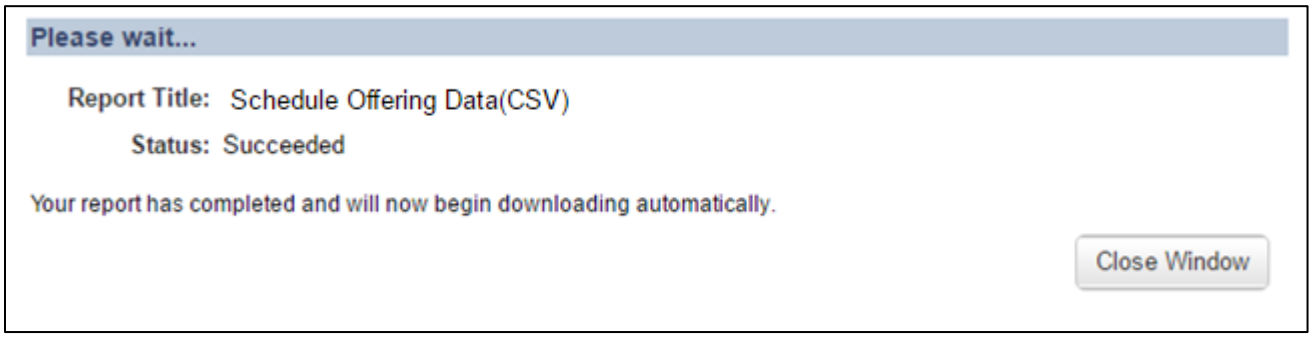
5. A report status window will open while the report request is being processed. Once complete, your report will download and open as an Excel document.





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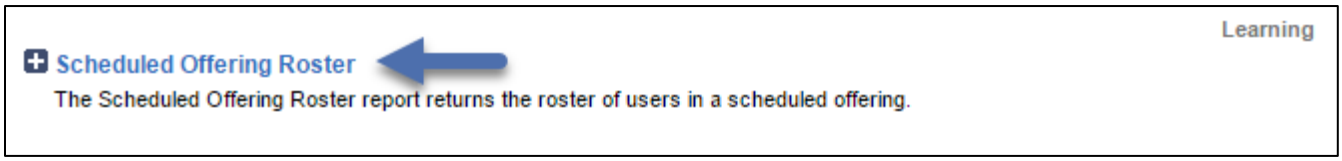
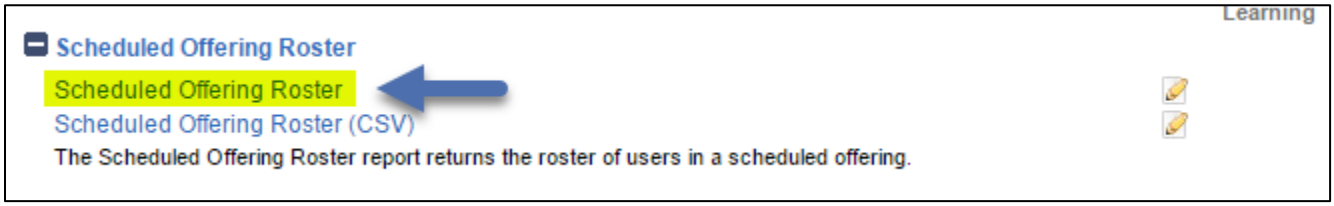
Scheduled Offering Roster Report

The Scheduled Offering Roster report displays a roster of registered users in a SO. Results can be viewed in HTML or CSV (Microsoft Excel).

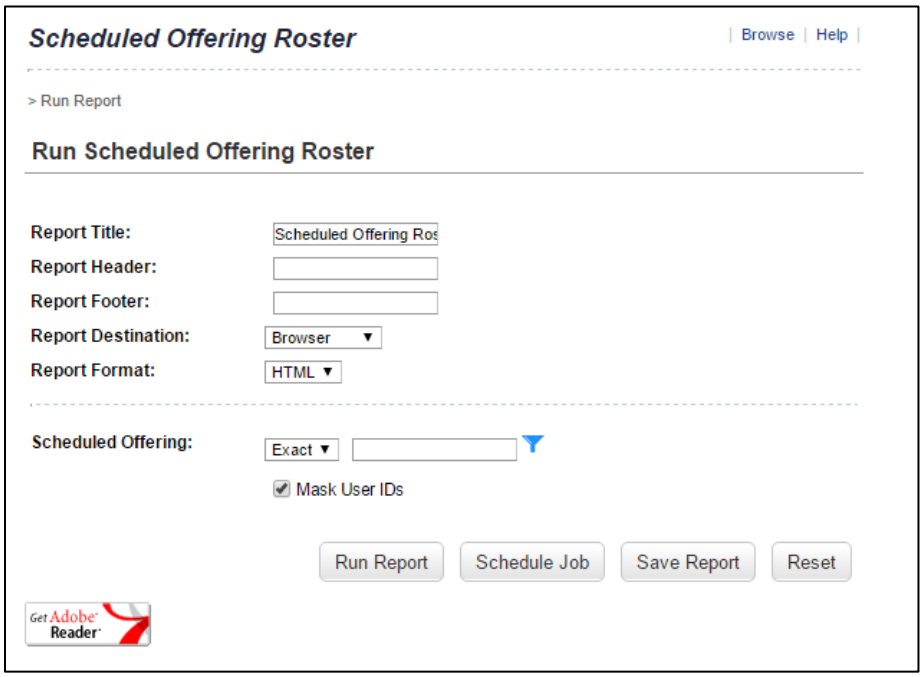
1. In the Reports home area, scroll down or use the search box to the "Scheduled Offering Data" report.



2. Click on the report title to see available report versions. Click on "Scheduled Offering Roster" to download the roster as a PDF.



3. On the Run Schedule Offering Roster page, fill in the appropriate information to filter your results. You may choose to leave the Scheduled Offering field blank to report on every SO in the system.



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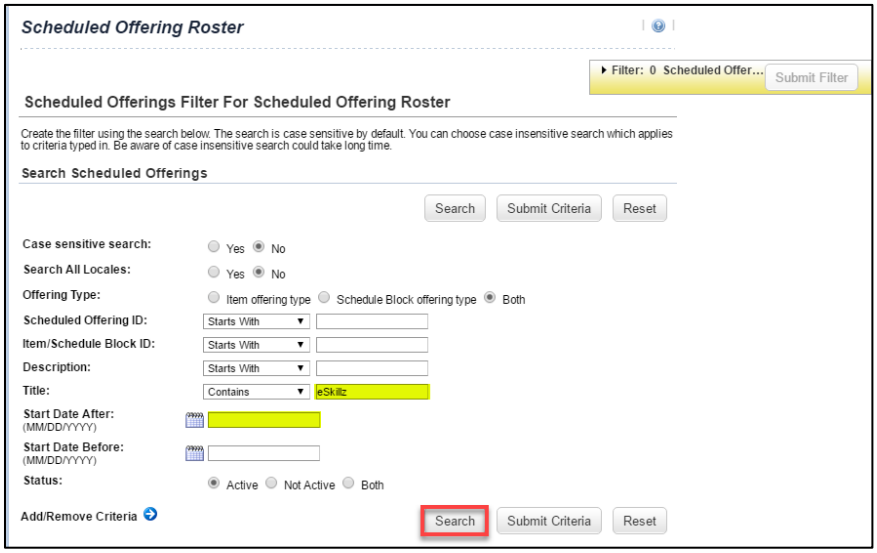
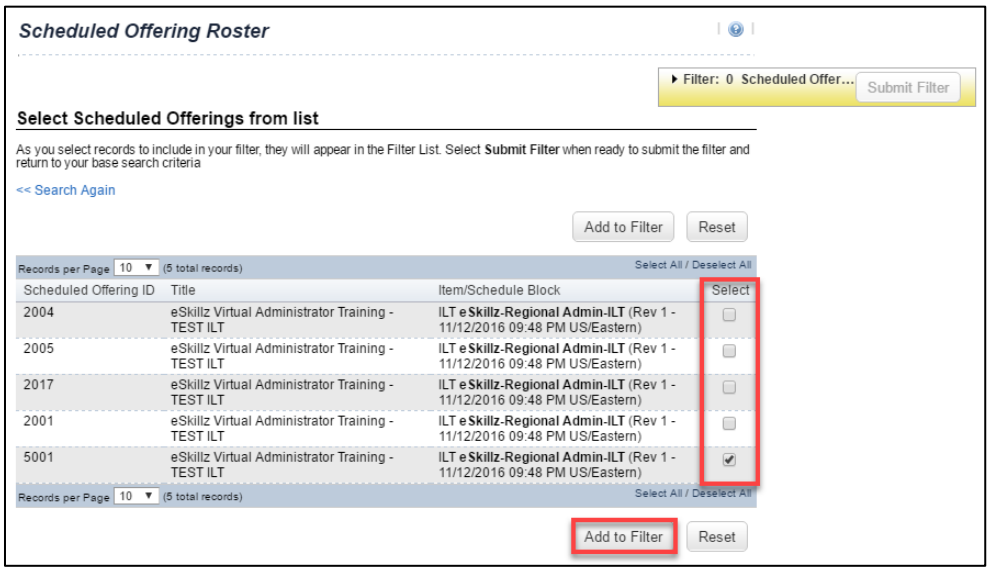
a. **Scheduled Offering Filter**: To filter results by Scheduled Offering (SO), click on the icon. A popup window will open with a list of SO search criteria.

iv. In the popup window, enter the name or keyword associated with the SO you wish to report on. You may choose to click Add/Remove Criteria at the bottom of the filter page to select more SO criteria. Once your criteria have been entered or selected, click "Search" to find your desired SO.



v. Select the SO you wish to report on and click "Add to Filter".



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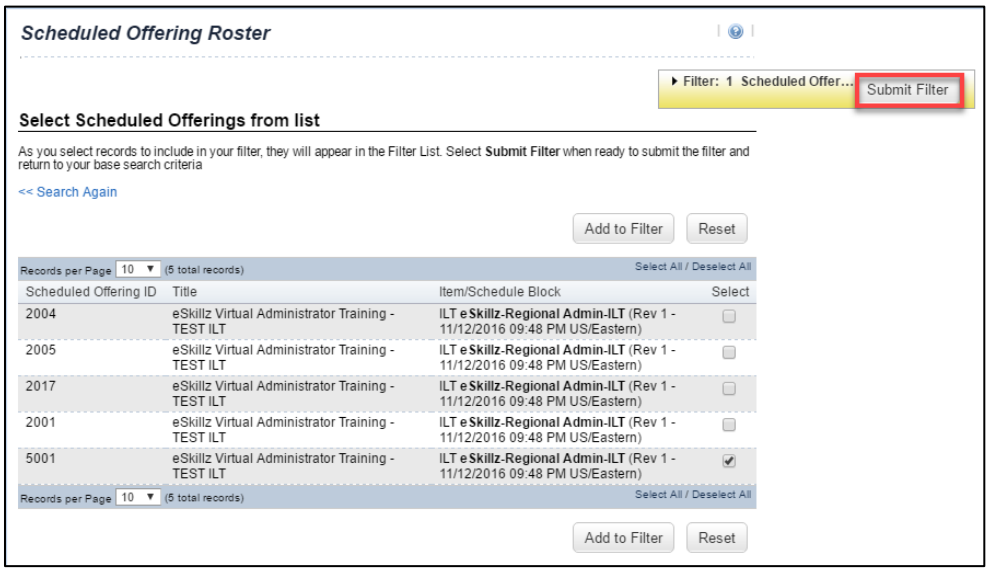
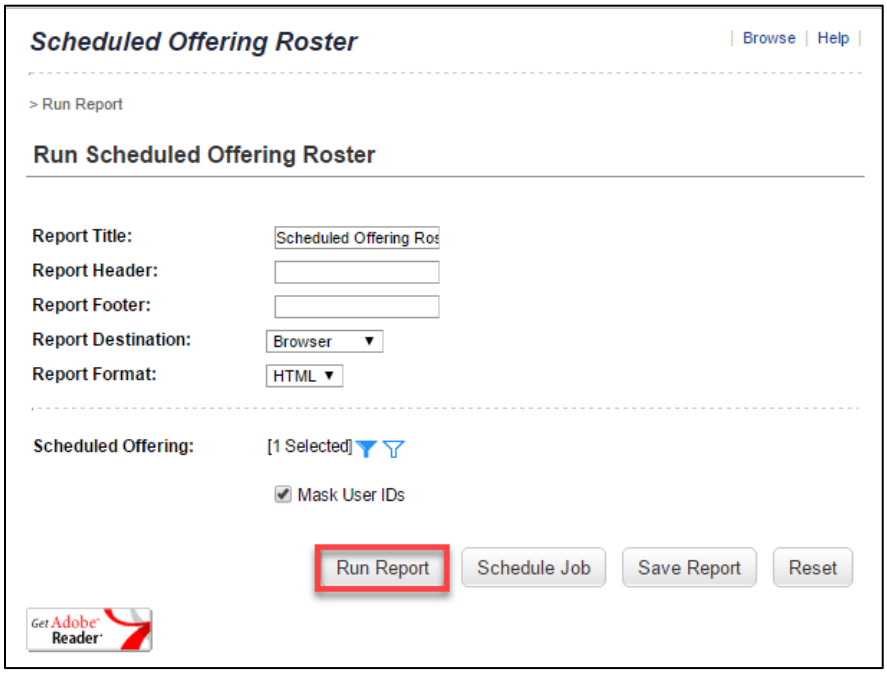
vi. Next, click "Submit Filter" at the top of the screen to return to the Scheduled Offering Roster report.



4. Once all criteria have been entered, click "Run Report" to run your report.



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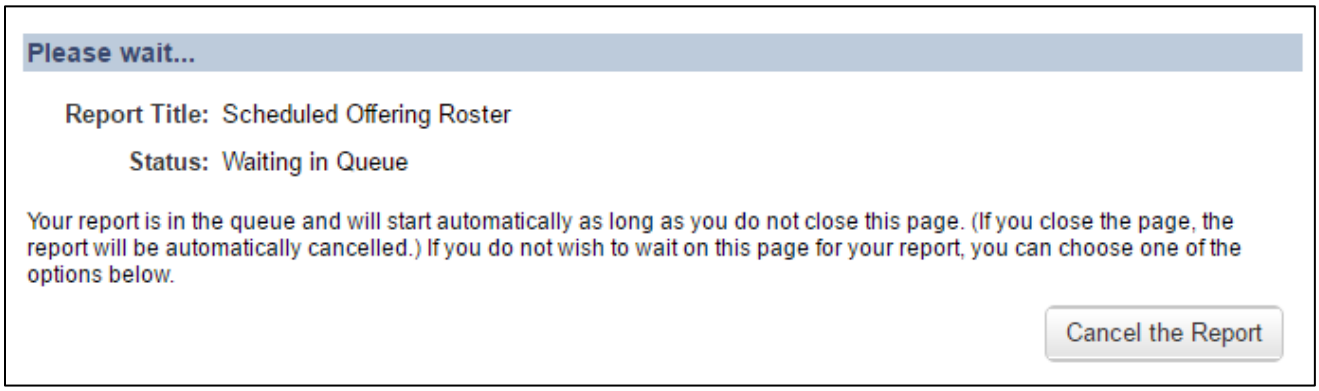
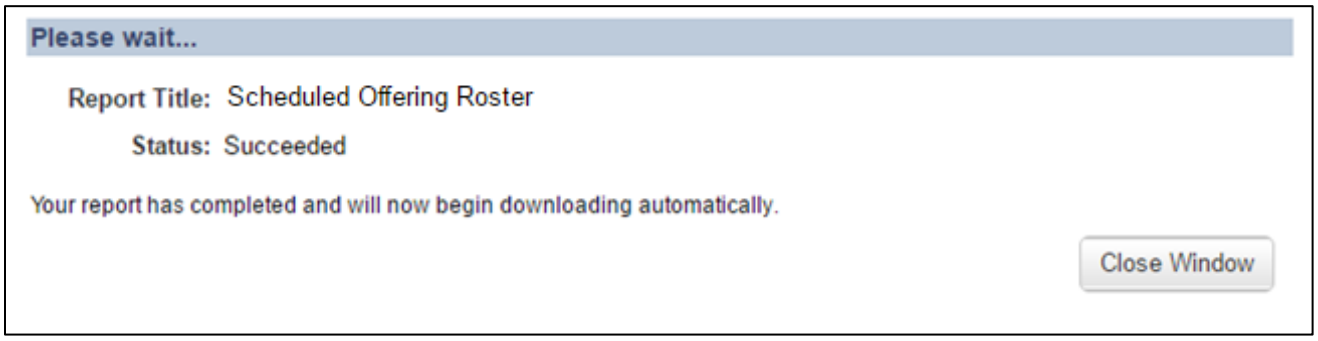
5. A report status window will open while the report request is being processed. Once complete, your report will download and open as an Excel document.





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