



## **Learner User Guide**

*This guide assists learners taking Academy for Community Behavioral Health courses to navigate the registration and learning management system, LearnUpon.*



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For assistance, please email [academy4cbh@sps.cuny.edu](mailto:academy4cbh@sps.cuny.edu).

## TO LOG IN TO AN EXISTING ACCOUNT:

*\*Note: If you registered for and/or attended an Academy course prior to August 2022, your registration data and course history have been transferred to LearnUpon. An email with your login information was sent to you. Please follow those instructions, which include a temporary password. If you did not receive that email, please contact us at [academy4cbh@sps.cuny.edu](mailto:academy4cbh@sps.cuny.edu).*

- Access the Portal Sign In here:  
[https://academy4cbh.learnupon.com/users/auth/sign\\_in](https://academy4cbh.learnupon.com/users/auth/sign_in)

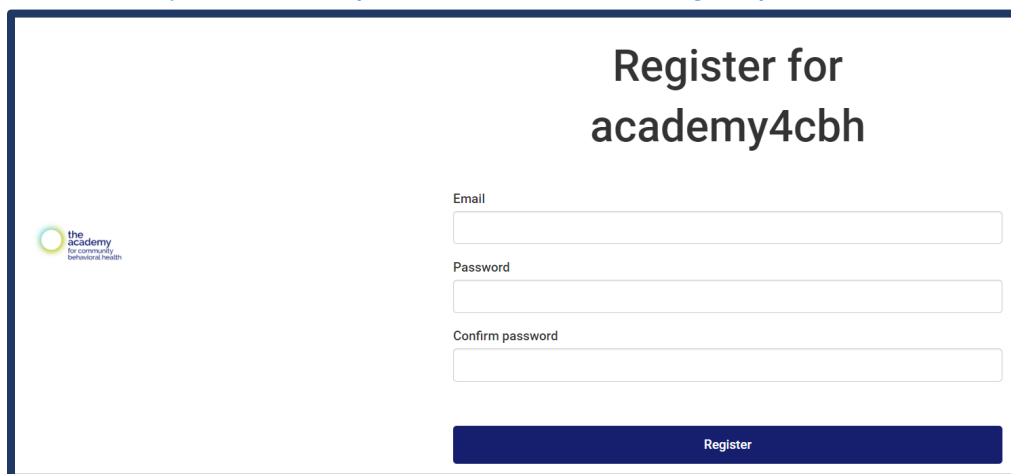


The screenshot shows the 'Academy Portal Sign In' page. On the left, there is a welcome message and the Academy logo. On the right, there are input fields for 'Email' and 'Password', a 'Sign In' button, and links for 'Don't have an account? Sign up now »' and 'Forgot password?'. The Academy logo is 'the academy for community behavioral health'.

- Sign in with your e-mail address and password.
- Forgot your password? Please follow the prompt at the bottom-right of the sign-in page so that you can access your existing account. **Do not create a new account under a different email address. If your email address has changed, please reach out to the Academy by email: [academy4cbh@sps.cuny.edu](mailto:academy4cbh@sps.cuny.edu).**

## TO CREATE AN ACCOUNT (FOR FIRST-TIME USERS):

- Access the registration page here:  
[https://academy4cbh.learnupon.com/users/auth/sign\\_up](https://academy4cbh.learnupon.com/users/auth/sign_up)



The screenshot shows the 'Register for academy4cbh' page. On the left, there is the Academy logo. On the right, there are input fields for 'Email', 'Password', and 'Confirm password', and a 'Register' button. The Academy logo is 'the academy for community behavioral health'.

For assistance, please email [academy4cbh@sps.cuny.edu](mailto:academy4cbh@sps.cuny.edu).

- Enter your e-mail address
- Choose a password and confirm
- Click Register
- Click on the confirmation link sent to your e-mail address

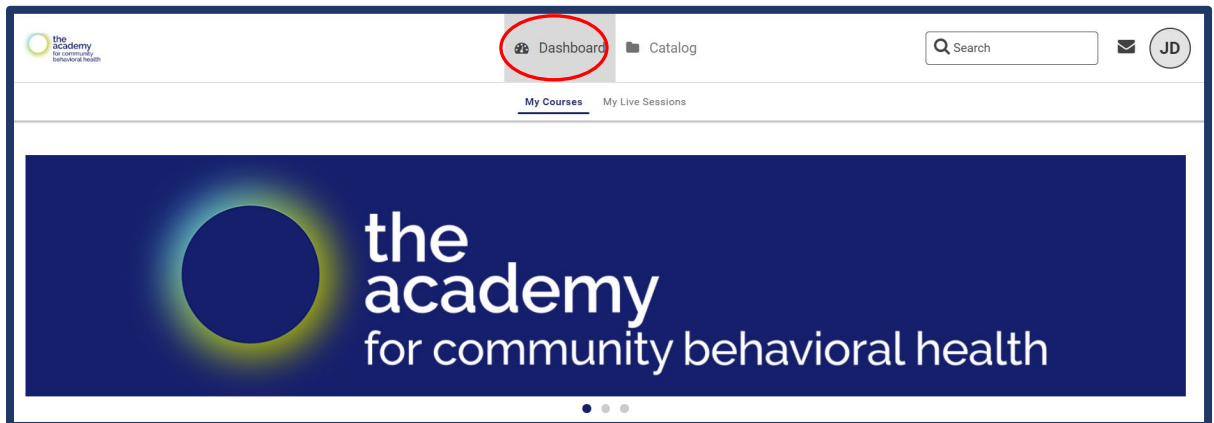
## SETTING UP YOUR USER PROFILE:

- Enter your first and last name.

- Complete all mandatory questions **marked with an \*** in the user profile.
  - Questions with asterisks must be answered before you can access the course portal.
  - Optional questions (without asterisks) may appear when you log in to the portal in the future. Feel free to answer them or select the “Save” button.

(\*Note: If you select the “skip for now” button the questions will be displayed again when you next log back in to the system. Make sure to select “Save” if you do not want to answer the optional questions.)

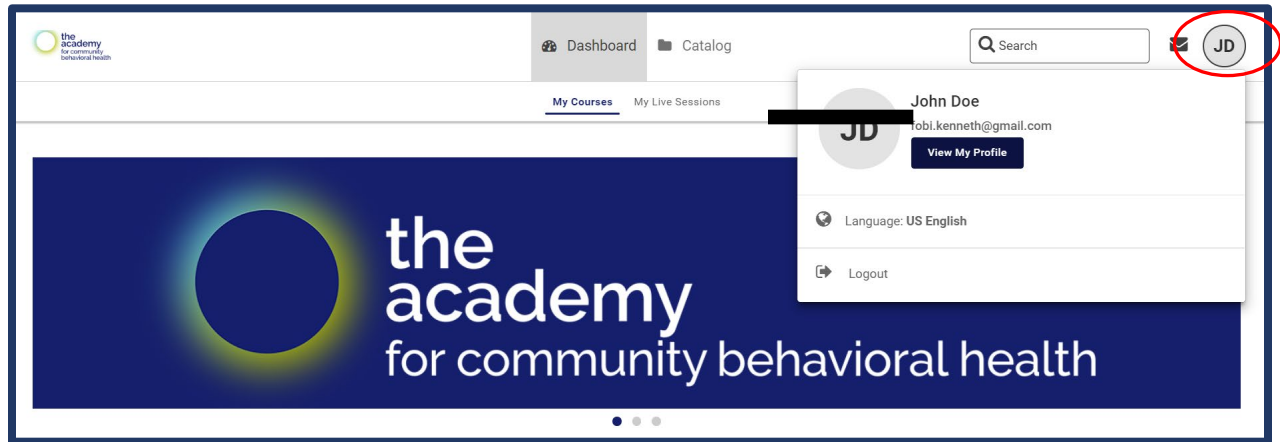
- After completing your profile, you will be brought to the Dashboard where you can explore course offerings.



For assistance, please email [academy4cbh@sps.cuny.edu](mailto:academy4cbh@sps.cuny.edu).

## ACCESSING YOUR USER PROFILE:

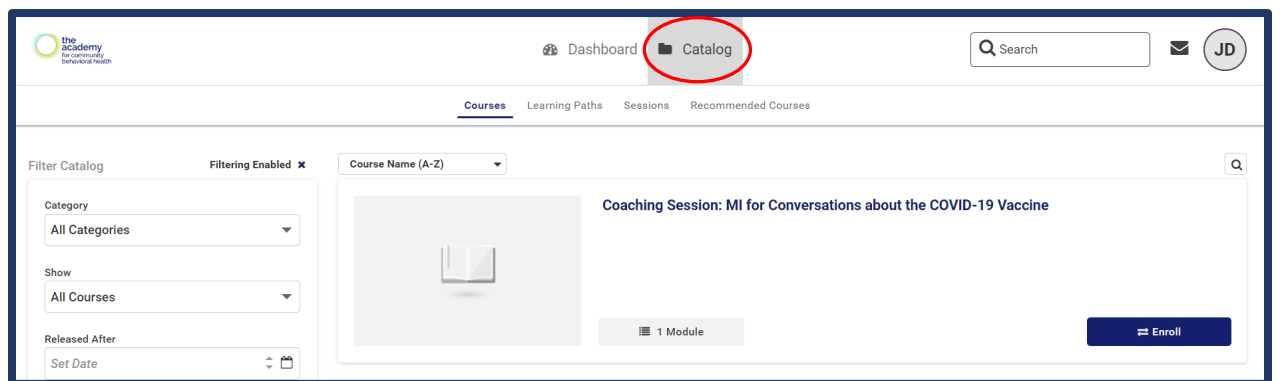
- Click on the icon with your initials, at the top right of the screen.
- Click on “View My Profile.”



- Here, you will be able to:
  - Edit your first name and last name
  - Change your password
  - Edit responses on your user profile
- Looking to change the email address associated with your account?
  - Please email the Academy at [academy4cbh@sps.cuny.edu](mailto:academy4cbh@sps.cuny.edu) so that we can update your email. This ensures your records, including courses you have previously completed, are in one account.

## ACCESSING THE COURSE CATALOG:

- Click on the “Catalog” icon on the top of the screen.

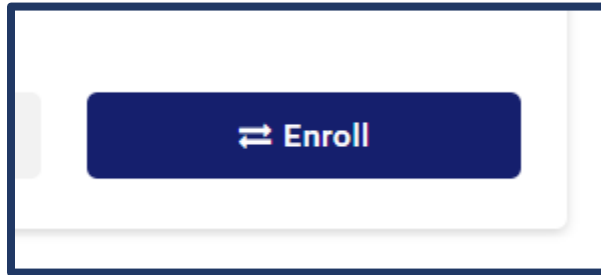


- You may search by typing the name of the course in the search bar at the top right of the page or scrolling through the course catalog.

- In the course catalog, you will see all of the Academy's course offerings, including the name of the course, course description, and course length.
- To view additional course information, click on the course name.

## REGISTERING FOR AN OPEN ENROLLMENT COURSE:

- In the course catalog, scroll down to locate the course you would like to register for.
- Click the “Enroll” icon at the end of the course title.



- A pop-up window will ask “Are you sure you want to enroll in the course?” Select “Yes.”
- After clicking “Yes,” you will be brought back to the Dashboard page where you will be able to see all of the courses that you are enrolled in.
- You will receive an enrollment confirmation e-mail from the Academy/LearnUpon verifying that you have been enrolled in the course, along with access information.

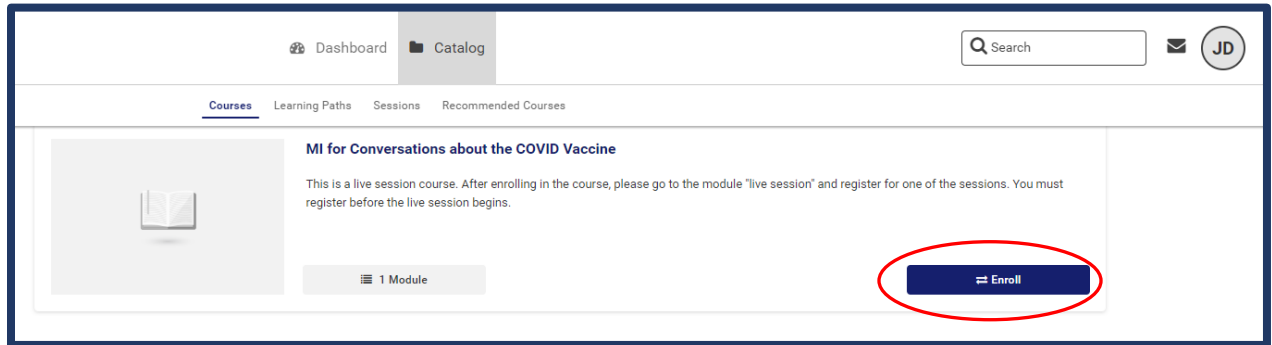
## REGISTERING FOR A LIVE SESSION:

- There are two steps to registering for a live, instructor-led course:
  - **Step 1: Enroll in the course**
  - **Step 2: Register for the live session that you wish to attend.** *If the course is being offered on only one date, you will automatically be registered for the live session. Please refer to the course description to see if self-registration is needed.*

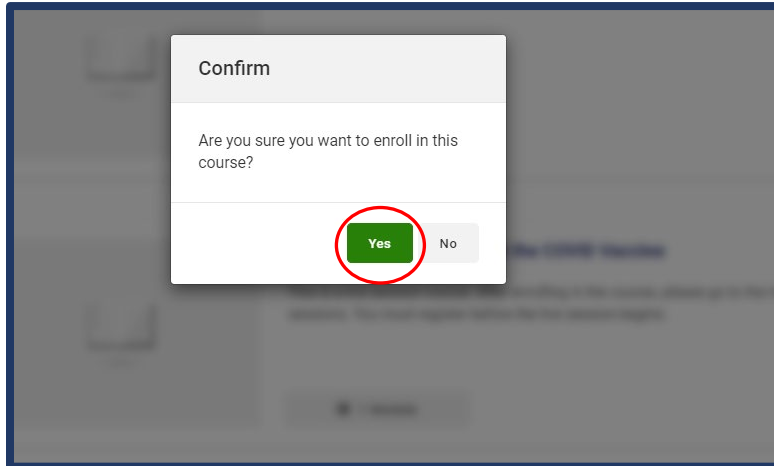
For assistance, please email [academy4cbh@sps.cuny.edu](mailto:academy4cbh@sps.cuny.edu).

- **STEP 1: ENROLL IN THE COURSE**

- Search for courses in the Catalog. Once you see the course click “Enroll.”

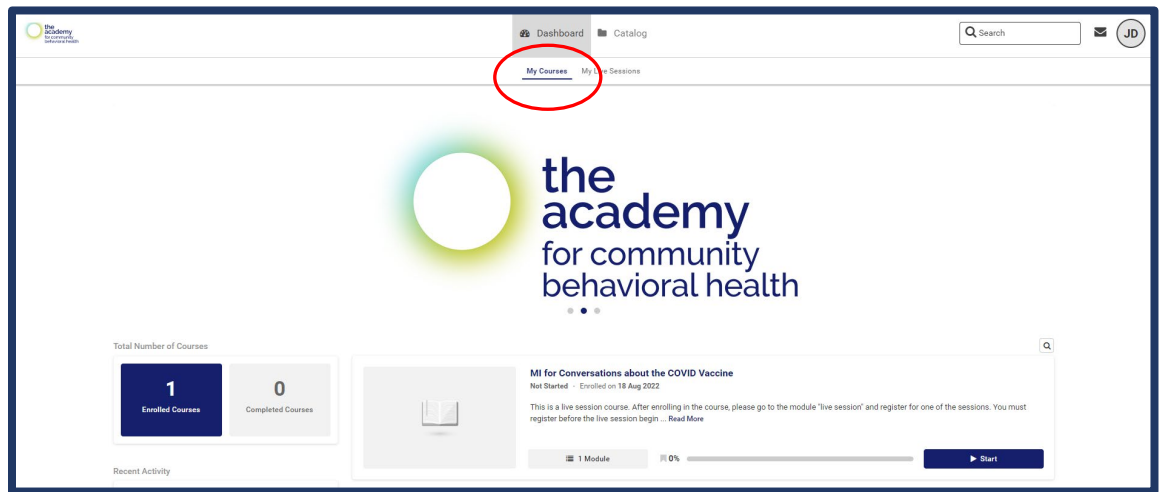


- A pop-up window will appear, asking “Are you sure you want to enroll in this course?” Click “Yes.”

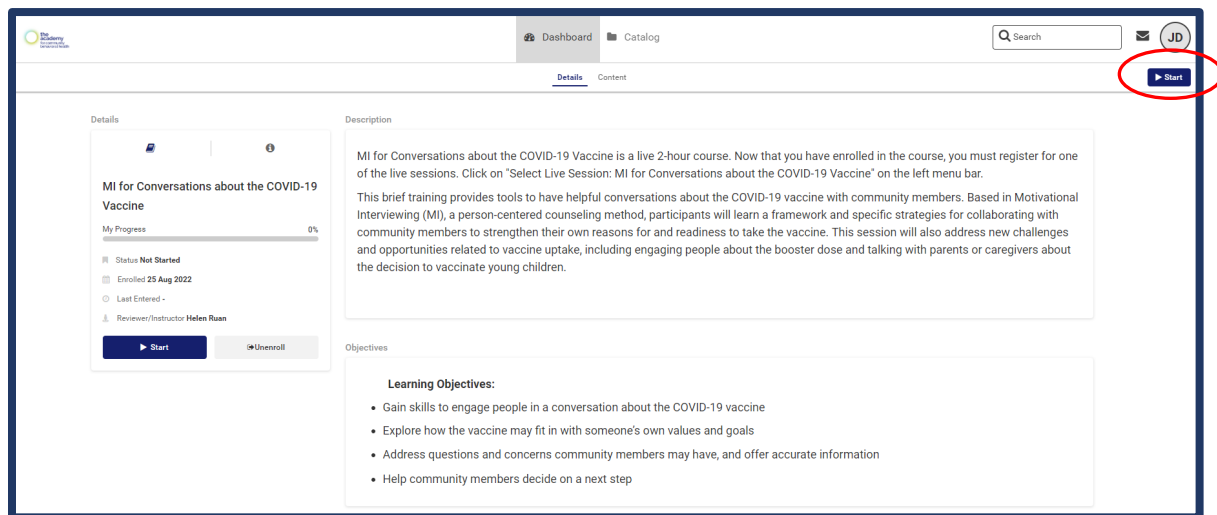


For assistance, please email [academy4cbh@sps.cuny.edu](mailto:academy4cbh@sps.cuny.edu).

- You will then see the course, along with any other courses you are enrolled in, in your “My Courses” list.



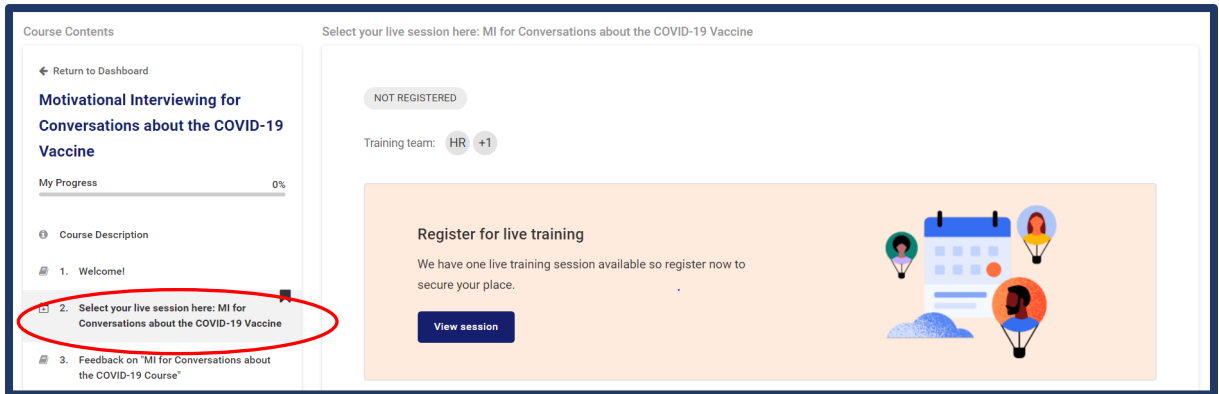
- **STEP 2: REGISTER FOR THE LIVE SESSION**
  - Click on the “Start” button.



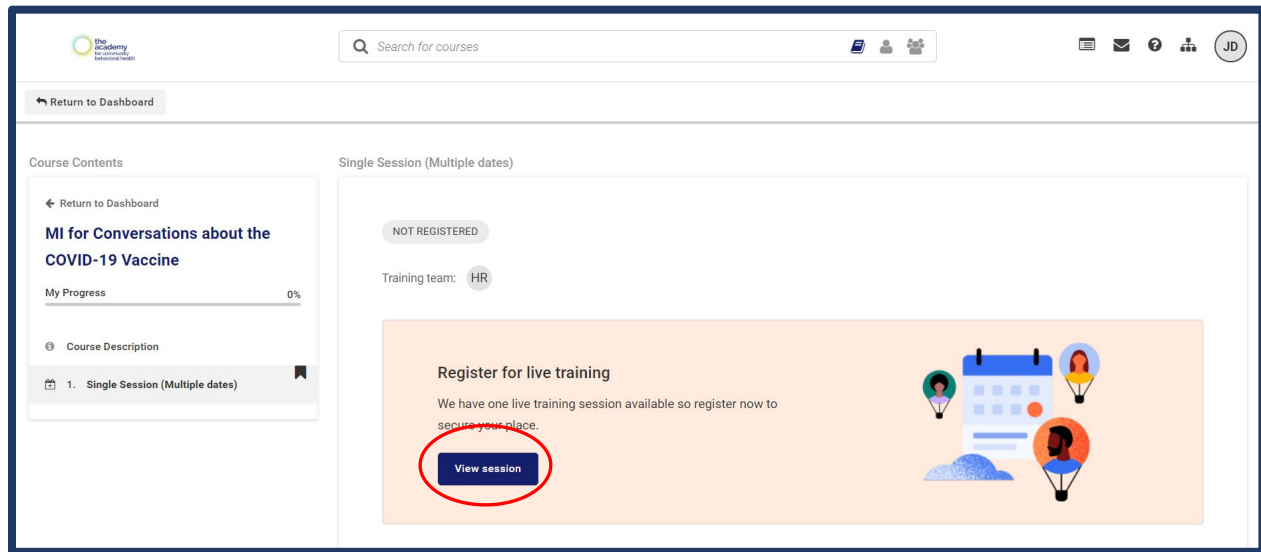


For assistance, please email [academy4cbh@sps.cuny.edu](mailto:academy4cbh@sps.cuny.edu).

- In Step 1, you enrolled in the course and now you must register for the specific live date you would like to attend. Please click on “**Select your live session here**” on the left menu bar.

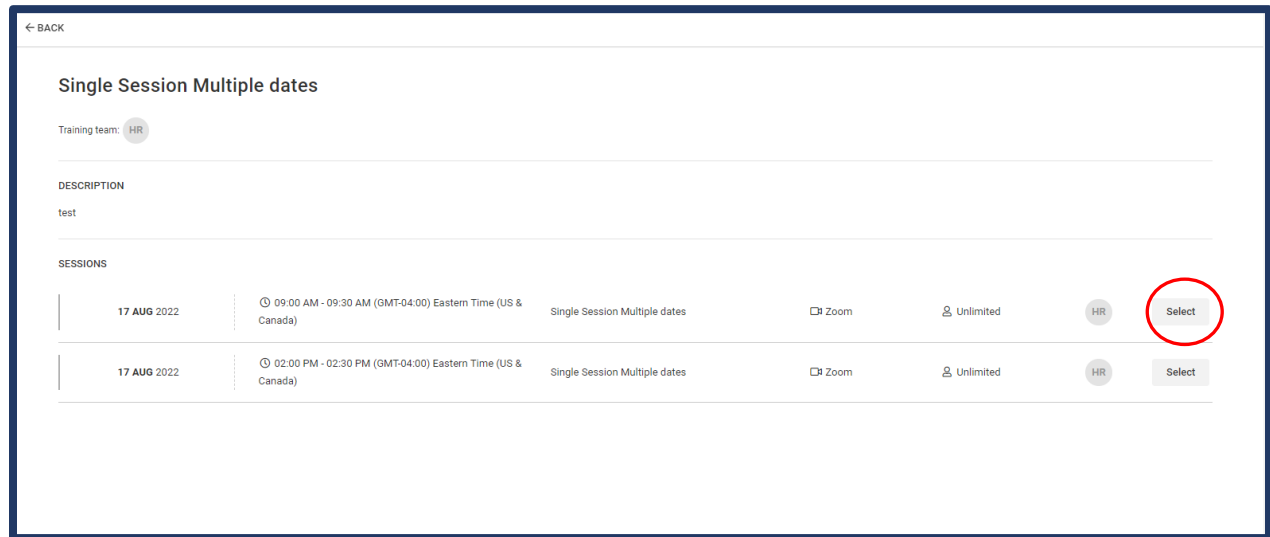


- You will then see the screen to register for a live session. Click the blue “**View sessions**” button to see all of the dates the course will be offered.

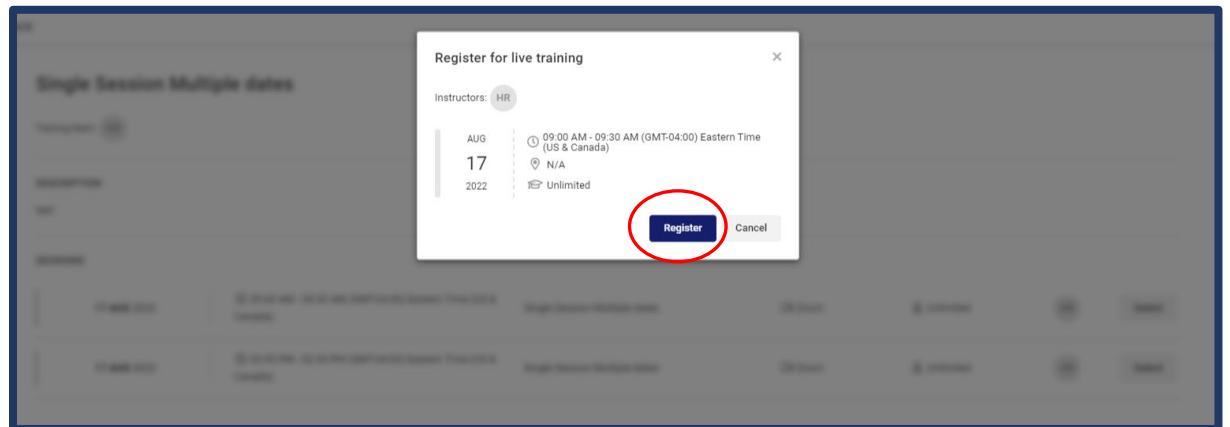


For assistance, please email [academy4cbh@sps.cuny.edu](mailto:academy4cbh@sps.cuny.edu).

- Click the “Select” button next to the date you wish to attend.



- A window will pop up asking you to register for live training. Click the blue “Register” button to register for the live session on the date you selected.



- You are now registered for the live session. **You will receive an e-mail from Zoom with a calendar invitation and the session link.**
- On the day of the live session, you can join the session through the link in your email or by following the steps below:
  - On your dashboard, click on “My Live Sessions” to see a list of your live sessions.

For assistance, please email [academy4cbh@sps.cuny.edu](mailto:academy4cbh@sps.cuny.edu).

Dashboard Catalog Search

My Courses **My Live Sessions**

My Live Sessions

August, 2022 >

Wed	Thu	Fri	Sat
3	4	5	6
10	11	12	13
17	18	19	20
24	25	26	27
31			

**Single Session (One Date)**

Starting  
22 August 2022 @ 11:00 am  
Eastern Time (US & Canada)

Ending  
22 August 2022 @ 12:00 pm  
Eastern Time (US & Canada)

Type  
Single-day Session

- Click on the name on the session and then click the “Join session” button.

**Single Session (One Date)** x

Status  
Registered

Starting  
22 August 2022, @ 11:00 am

Ending  
22 August 2022, @ 12:00 pm

Instructors  
Helen Ruan

Type  
Single-day Session

Timezone  
(GMT-04:00) Eastern Ti...

Notes

ILT Session Description

This course is only offered on this date.

Related courses:





Coaching Session: MI for Conversations about the COVID-19 Vaccine

**Join session** Close

*For assistance, please email [academy4cbh@sps.cuny.edu](mailto:academy4cbh@sps.cuny.edu).*

- A new tab to register for the Zoom session will pop up.
- Enter your first and last name and e-mail address and click **“Register.”**

### Meeting Registration



---

Topic	Live Session: MI for Conversations about the COVID-19 Vaccine
Time	Aug 30, 2022 11:00 AM in <a href="#">Eastern Time (US and Canada)</a>

---

First Name*	Last Name*
<input type="text"/>	<input type="text"/>
Email Address*	Confirm Email Address*
<input type="text"/>	<input type="text"/>

\* Required information

Information you provide when registering will be shared with the [account owner](#) and host and can be used and shared by them in accordance with their Terms and Privacy Policy.

Register

- When you see the “**Meeting Registration Approved**” notice you can log in to the Zoom by clicking the link.

Meeting Registration Approved

Topic

Live Session: MI for Conversations about the COVID-19 Vaccine

Time

Aug 30, 2022 11:00 AM in Eastern Time (US and Canada)

Add to calendar▼

Meeting ID:

818 3009 8811

To Join the Meeting

Join from a PC, Mac, iPad, iPhone or Android device:

Please click this URL to join. <https://us06web.zoom.us/j/81830098811?tk=ZATCsFADjNCWs1ps7dfqpN9pG6p2BQgKQbhFgCgyrTU.DQMAAAATDXQ3exZ5QUpKb0fKz1FyMk44cERiYWyY2dHvnAAAAAAAAAAAAA>

To Cancel This Registration

You can cancel your registration at any time.

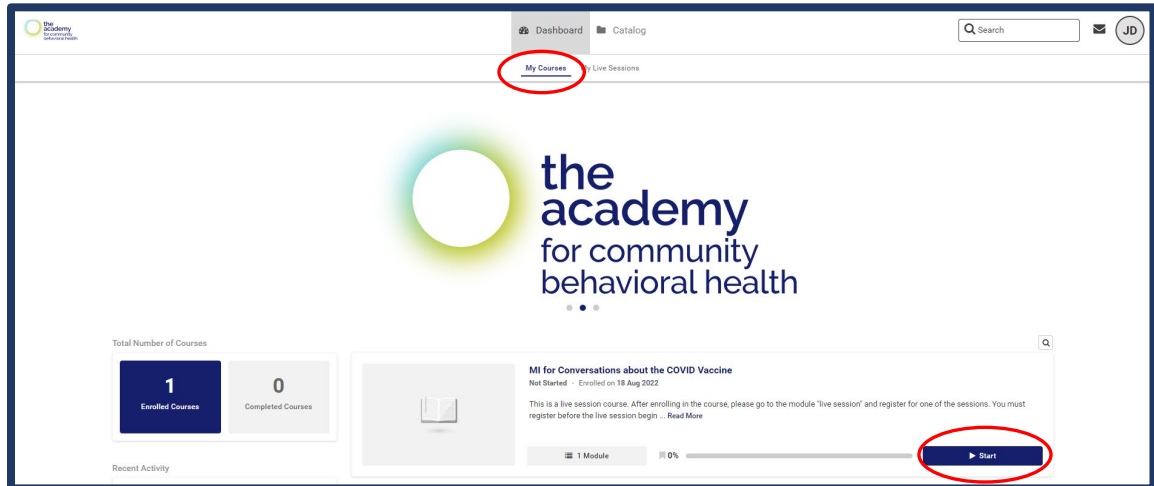
## ATTENDING COURSES AND COMPLETING COURSEWORK:

- To access a course that you are enrolled in, click on “My Courses” on your Dashboard.

### How to Access Course Modules

On your Dashboard, you will see a “My Courses” and “My Live Sessions” tab.

- In your “My Courses” tab, you will see all the courses that you enrolled in.

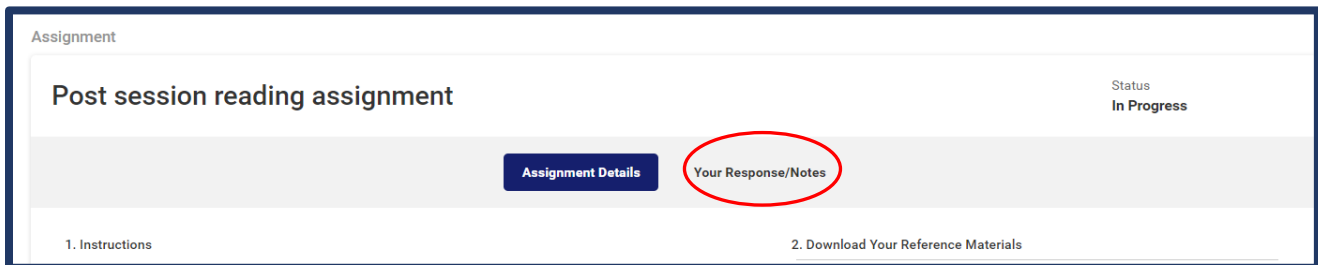


- To start a course, click “Start” next to the name of the course
  - If you are unable to complete the modules in one sitting, you can return to this page and resume the course.
  - In this tab, you are also able to see your progress for each course.
- After starting the course, you will see the full course description and course objectives. The left-hand “Course Contents” panel will show the name of all the modules in the course.
- Click on “Start” in the upper right-hand corner of the screen to begin the first module.
- To go to the next module, click on “Next Module” in the upper-right hand corner of your screen or the name of the next module in the course contents panel.
- If you are unable to access the next module, a pop-up window will appear detailing why you cannot proceed to the next module. This may be due to the following:
  - The course is sequenced:** Modules need to be completed in the order they appear. You will not be able to skip around the modules.
  - The previous module has not yet been completed:** If the module contains a document, you need to read through the entire document. If the module contains a video, you will need to watch the full video.

- **The module is not yet released:** The pop-up window will indicate the date and time the module can be accessed.

### How to Submit Assignments

- If the course contains an assignment module, you will see the name of the assignment, instructions, and materials (if applicable).
- To enter your response, click on the “**Your Responses/Notes**” tab. After completing your response, click the green “**submit assignment**” button on the bottom right-hand corner of your screen.



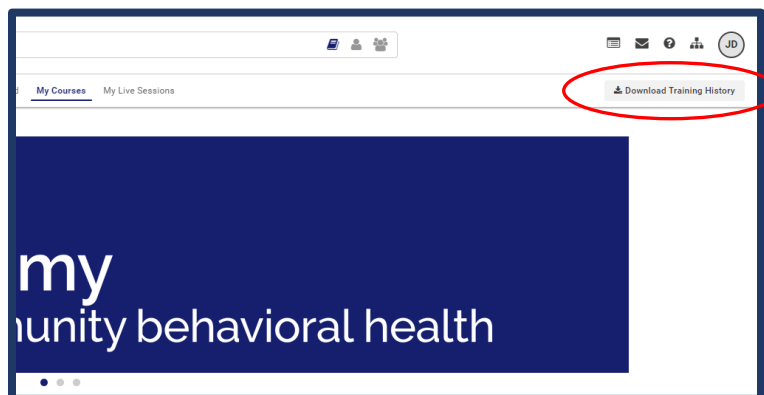
### Accessing Course Resources

- At the end of the course, there will be a resource module which includes handouts, copy of the slides, and other resources provided by the instructor.

### **VIEWING COURSE HISTORY:**

To view/download a list of your course history:

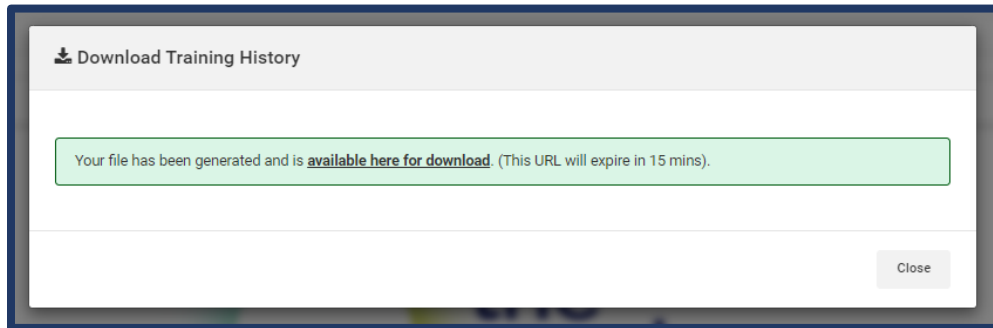
- Click on the “**My Courses**” button on your Dashboard.
- On the top right under your learner profile icon, click on the “**Download Training History**” button.



- A pop up will appear with a link for you to download a copy of your training history.

For assistance, please email [academy4cbh@sps.cuny.edu](mailto:academy4cbh@sps.cuny.edu).

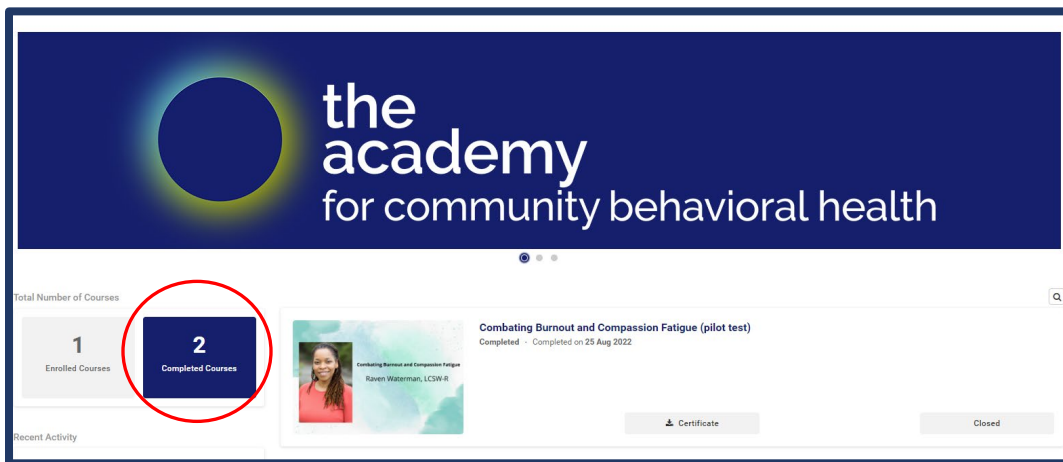
- Click on the “available here for download” link in the pop-up screen.
- A copy of your training history will be downloaded to your device.



## ACCESSING CONTENT AFTER COURSE COMPLETION:

To access course content after course completion:

- Click on the “My Courses” button on your Dashboard.
- Click on the “Completed Courses” section on the left side of the screen.



For assistance, please email [academy4cbh@sps.cuny.edu](mailto:academy4cbh@sps.cuny.edu).

- Search for the course that you would like to review.
- **DO NOT** click on the “Relaunch” button as this will re-enroll you into the course. Instead, click on the course name.
- Click on the “**Content**” tab at the top of the screen.

The screenshot shows the 'Details' tab selected at the top. The course title is 'Combating Burnout and Compassion Fatigue (pilot test)'. The progress bar is at 100%. The status is 'Completed'. The enrollment date is '25 Aug 2022'. The last entered date is '25 Aug 2022'. The completion date is '25 Aug 2022'. The due date is '24 Sep 2022'. The reviewer/instructor is 'Helen Ruan'. A 'Relaunch' button is visible. The description section features a photo of Raven Waterman, LCSW-R, and text explaining that burnout and compassion fatigue can diminish the way people feel about their work and contribute to things like turn helping professionals. However, it is possible to combat these issues by building and promoting self-care and building a 2-hour course will teach participants how to define burnout and compassion fatigue, recognize the signs and symptoms, and respond effectively. This is a self-paced course that you can complete on your own schedule. It consists of three (3) recorded videos and video or activity is expected to take approximately 25 minutes to complete. Learners may begin the course at any time from enrollment to complete it. By completing this course, you will attain a Certificate of Completion.

- Here you will be able to access all the completed content from the course.

The screenshot shows the 'Content' tab selected at the top. The course title is 'Combating Burnout and Compassion Fatigue (pilot test)'. The progress bar is at 100%. The status is 'Completed'. The enrollment date is '25 Aug 2022'. The last entered date is '25 Aug 2022'. The completion date is '25 Aug 2022'. The due date is '24 Sep 2022'. The reviewer/instructor is 'Helen Ruan'. The content list shows five items, all marked as 'Completed':  
1. Welcome to Combating Burnout and Compassion Fatigue  
2. Video: What is Burnout?  
3. Video: What is Compassion Fatigue?  
4. Activity: Self Care Planner  
5. Video: How to Combat Burnout and Compassion Fatigue