



Learner User Guide

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



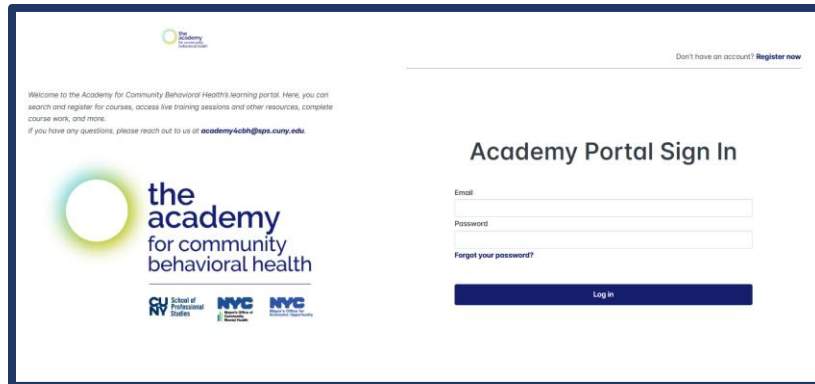
Table of Contents

TO LOG IN TO AN EXISTING ACCOUNT:.....	3
TO CREATE AN ACCOUNT (FOR FIRST-TIME USERS):.....	3
SETTING UP YOUR USER PROFILE:	4
ACCESSING YOUR USER PROFILE:.....	5
ACCESSING THE COURSE CATALOG:.....	5
REGISTERING FOR AN OPEN ENROLLMENT COURSE:	6
ACCESSING COURSE MATERIALS	7
HOW TO ACCESS COURSE MODULES.....	7
HOW TO ACCESS COURSE RESOURCES.....	8
HOW TO VIEW COURSE HISTORY	9
HOW TO ACCESS CERTIFICATE AND REVISIT MATERIAL	9

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.*

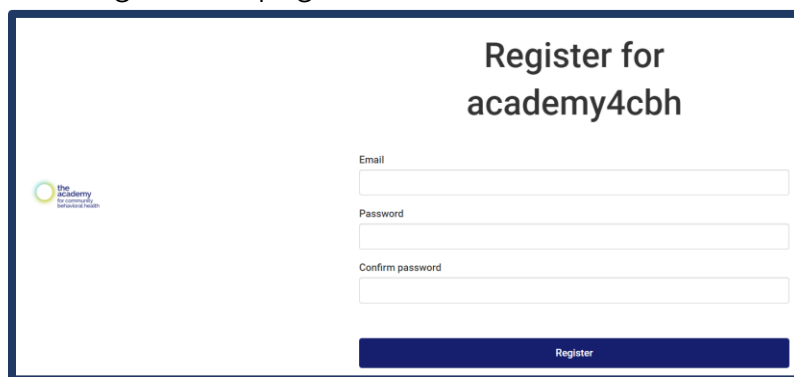
- Access the Portal Sign In here:
https://academy4cbh.learnupon.com/users/auth/sign_in

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 'Forgot your password?' link, and a 'Log In' button. The page also includes logos for CUNY School of Professional Studies and NYC.

- 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.

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

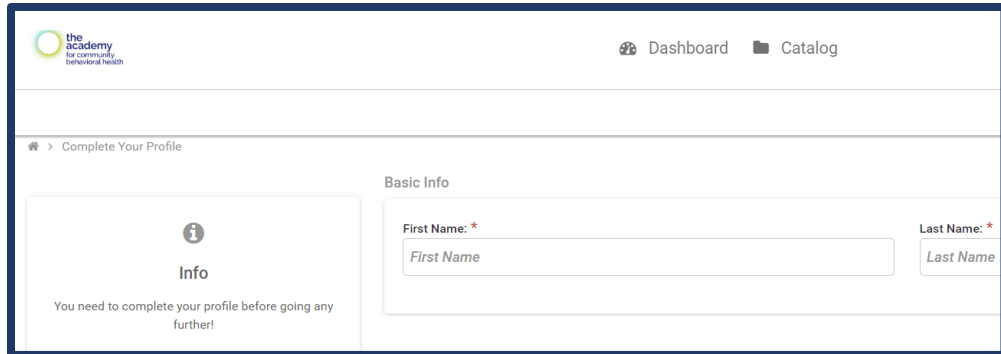
- Access the registration page [here](#):

The screenshot shows the 'Register for academy4cbh' page. It features input fields for 'Email', 'Password', and 'Confirm password', followed by a 'Register' button. The Academy logo is visible on the left side of the page.

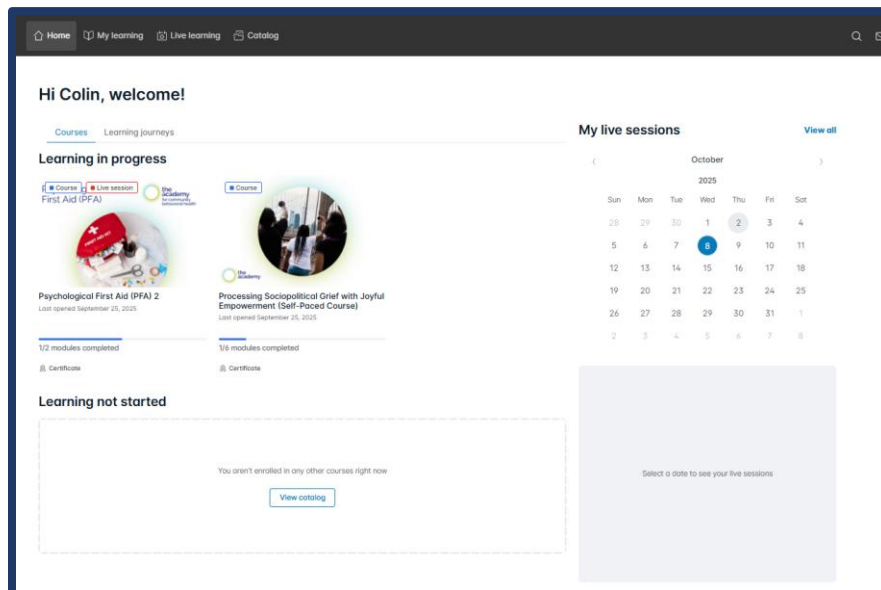
- Enter your e-mail address
- Choose a password and confirm
- Click Register
- Click on the confirmation link sent to your e-mail address

SETTING UP YOUR USER PROFILE:

- Enter your first and last name.

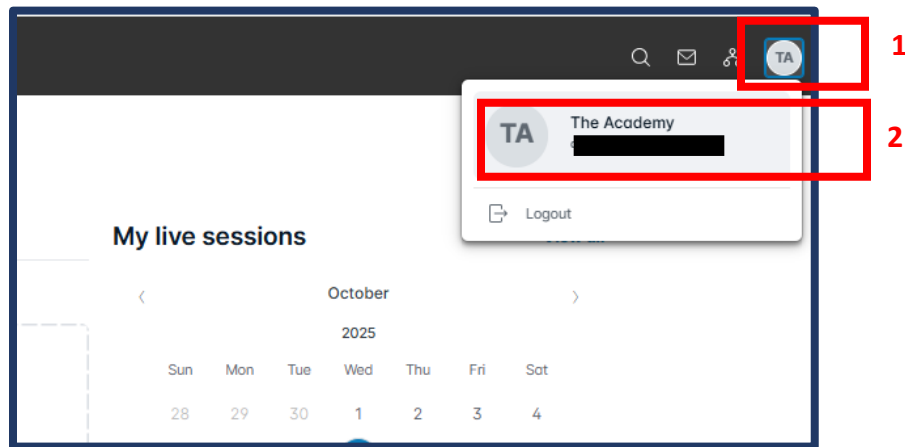


- Complete all mandatory questions **marked with an *** in the user profile.
 - Questions with asterisks must be answered before you can access the course portal.
 - Optional questions (without asterisks) may appear when you log in to the portal in the future. Feel free to answer them or select the **"Save"** button.
- After completing your profile, you will be brought to the homepage where you can explore course offerings and see current enrollments.



ACCESSING YOUR USER PROFILE:

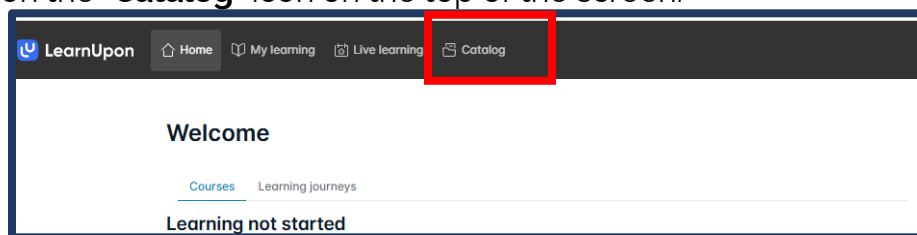
- Click on the icon with your initials, at the top right of the screen (1).
- Click on your name (2).



- 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 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:

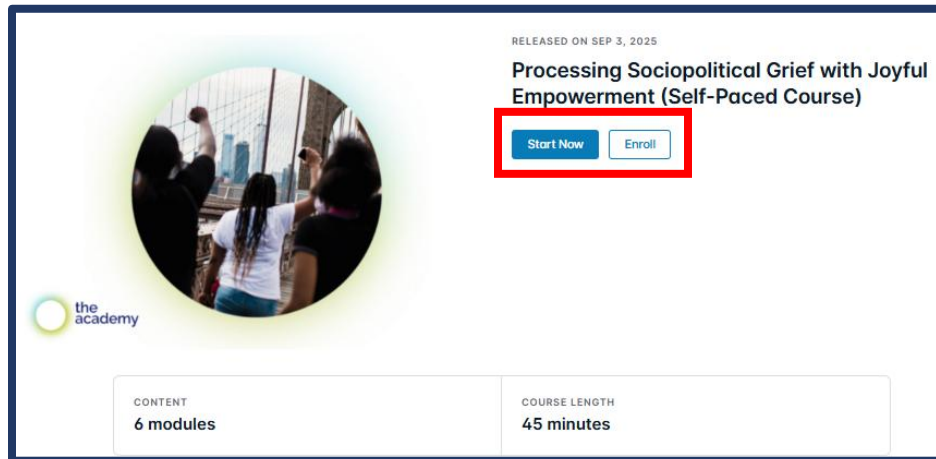
- Click on the “**Catalog**” icon on the top of the screen.



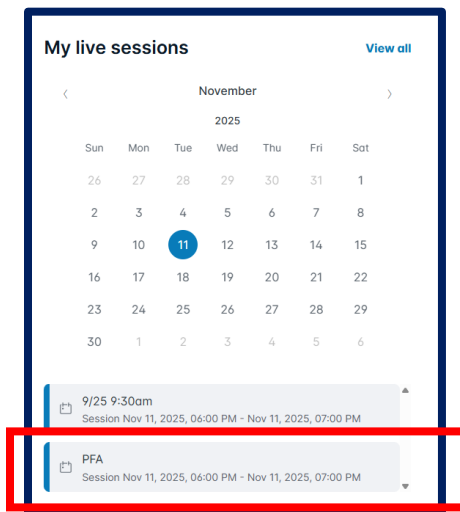
- You may search by typing the name of the course in the search bar at the top right of the page or scrolling through the course catalog.
- In the course catalog, you will see all of the Academy's course offerings, including the name of the course, course description, and course length.
- To view additional 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 on desired course to take you to the course page and click the “**Enroll**” or “**Start Now**” icon.



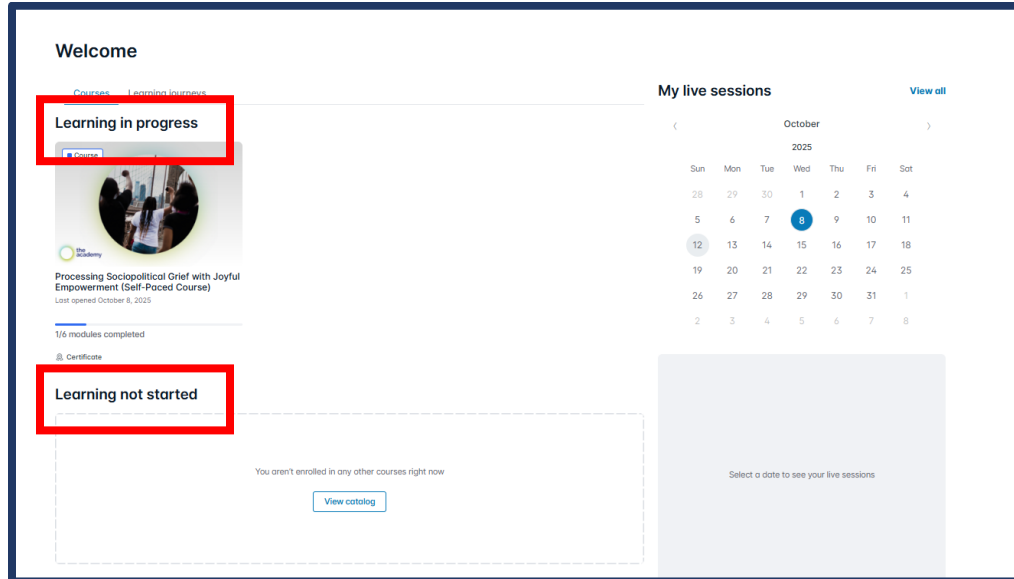
- Clicking “**Start Now**” will enroll you in the course and launch the course
- Clicking “**Enroll**” will only enroll you in the course. You can then access the course through the Dashboard page where you will be able to see all of the courses that you are enrolled in.
- You are now registered for the live session! You will receive **an enrollment confirmation e-mail from the Academy/LearnUpon** and **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 visiting your homepage:
 - On your homepage, you can view “My Live Sessions” to see a list of all your live sessions. You can click on the desired session and then click “**Join session**” in the pop-up window.



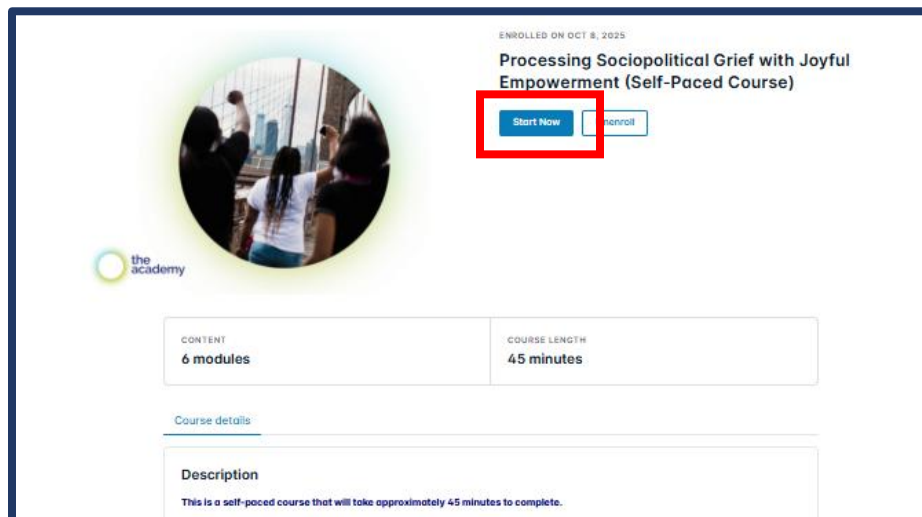
ACCESSING COURSE MATERIALS

HOW TO ACCESS COURSE MODULES

- On your homepage, you will see courses divided into “Learning in progress” and “Learning not started”



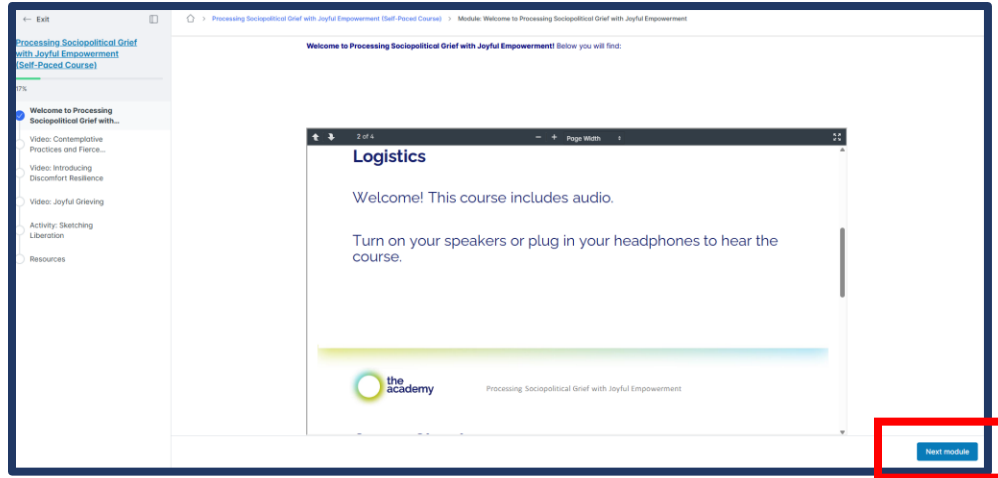
- Clicking on a course under “**Learning in progress**” will take you where you last left off.
- Clicking on a course under “**Learning not started**” will take you to the course page, showing you the course’s description, course length, and content (modules).



- To start a course, click “**Start Now**”
 - If you are unable to complete the modules in one sitting, you can save your progress and come back. You will then see the course displayed on the homepage under “Learning in progress”

For assistance, please email academy4cbh@sps.cuny.edu.

- After starting the course, you will see a column on the left-hand side showing you the different modules.
- To go to the next module, click on “**Next Module**” in the lower-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.

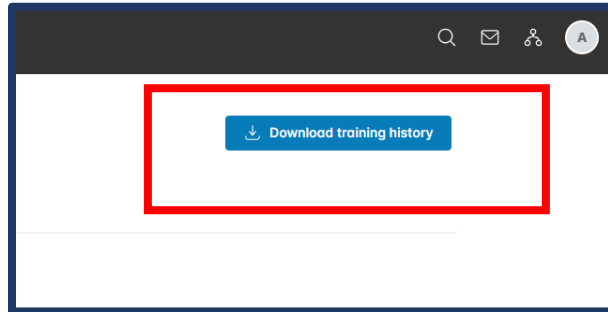
HOW TO ACCESS COURSE RESOURCES

- At the end of the course, a Resource Module will become available, containing handouts, a copy of the slides, and any additional materials provided by the instructor. You'll be able to access it like the other modules, but **resources won't be released until after the live session has ended.**

HOW TO VIEW COURSE HISTORY

To view/download a list of your course history:

- Click on the “**My learning**” button on your homepage.
- On the top right under your learner profile icon, click on the “**Download Training History**” in the upper-right hand corner of your screen

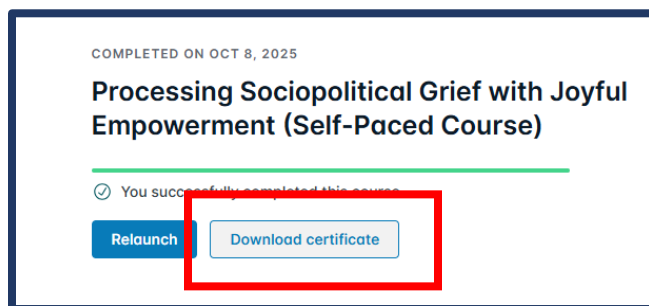


- A pop up will appear with a link for you to download a copy of your training history as a PDF or CSV
- Click on the “**Download**” link in the pop-up screen.
- A copy of your training history will be downloaded to your device.

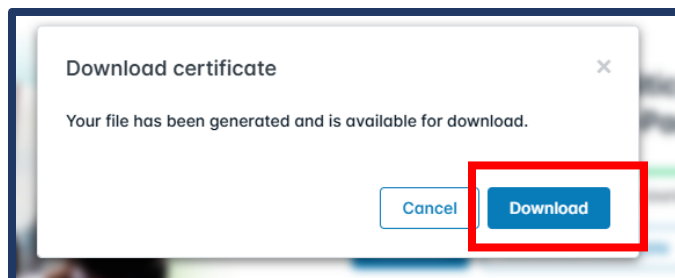
HOW TO ACCESS CERTIFICATE AND REVISIT MATERIAL

To access **course certificates** after course completion:

- Click on the “**My learning**” button on your homepage.
- Click on the desired course.
- Click on the “**Download Certificate**” button.

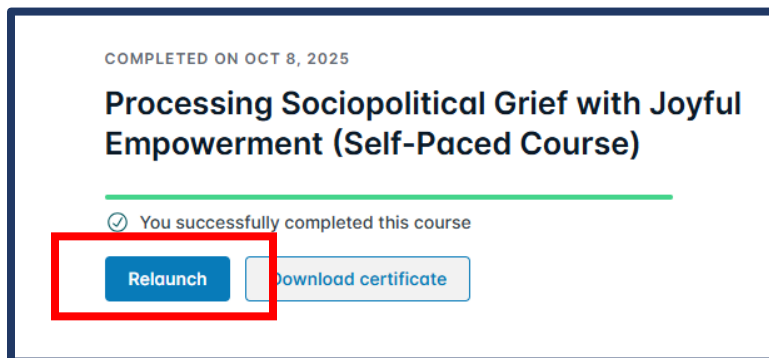


- Click the “**Download**” button in the pop-up window.



To revisit course resources and other materials after course completion:

- Click on the **"My learning"** button on your homepage.
- Click on the desired course.
- Click on the **"Relaunch"** button.



- You can access individual course modules by clicking on the components listed on the left-hand side of the screen.

