the academy for community behavioral health

LEARNER USER GUIDE

This guide provides learners with step-by-step instructions for registering for Academy for Community Behavioral Health courses and navigating the LearnUpon learning management system.

LearnUpon

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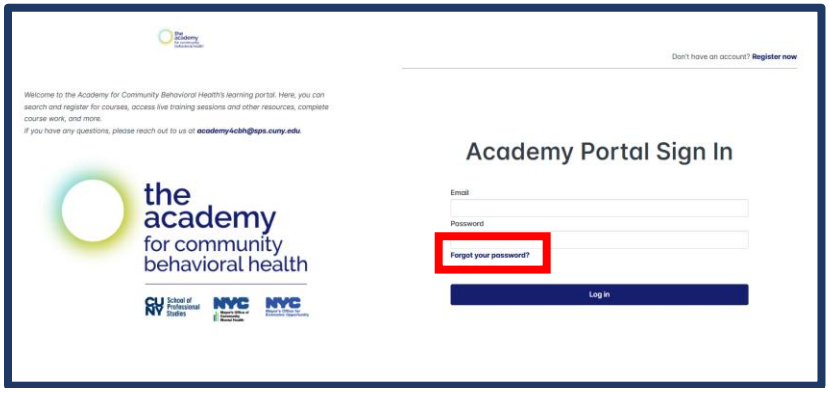
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LOG IN TO AN EXISTING ACCOUNT

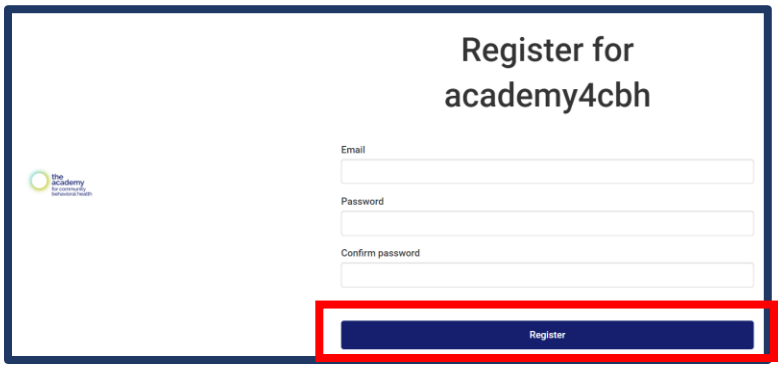
Note: If you registered for and/or attended an Academy course prior to August 2022, your registration data and course history have been transferred to LearnUpon. An email with your login information was sent to you. Please follow those instructions, which include a temporary password. If you did not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

- Log in here using your email and password.
    - Forgot your password? Click **Forgot your password? Do not create a new account under a different email.** If your email has changed, please email academy4cbh@sps.cuny.edu.



CREATE AN ACCOUNT (FOR FIRST-TIME USERS)

1. Register here using your email and by creating and confirming your password.
2. Click **Register**.



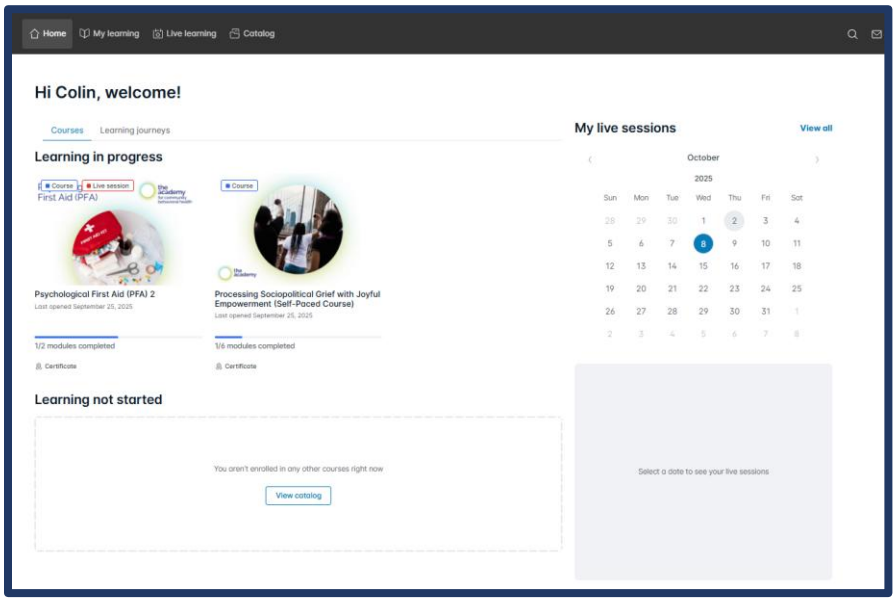
3. Click the confirmation link sent to your email.

SET UP YOUR USER PROFILE

1. Enter your first and last name.

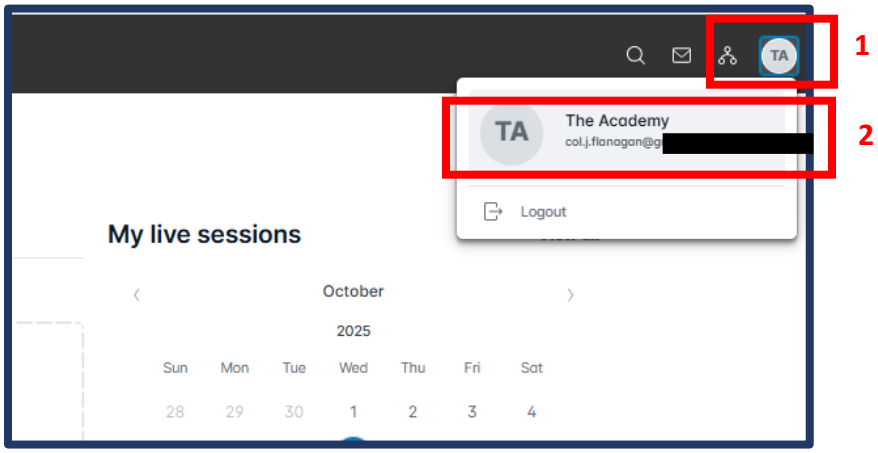


2. Complete all mandatory questions **marked with an *** in the user profile.
    - These questions must be answered before you can access courses.
    - Optional questions (without asterisks) may appear when you log in to the portal in the future. Feel free to answer them or click **Save**.
3. After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



ACCESS YOUR USER PROFILE

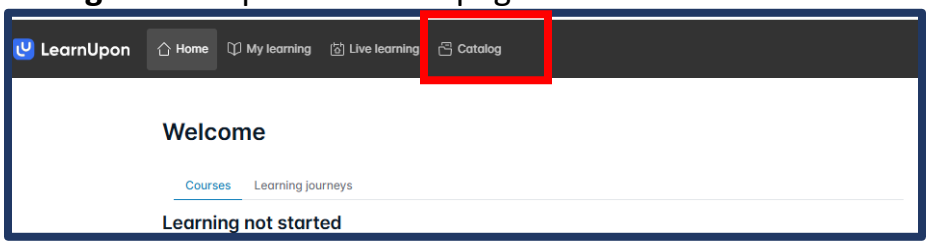
1. Click the icon with your initials in the top-right of the homepage.
2. A pop-up window will appear, click your name.



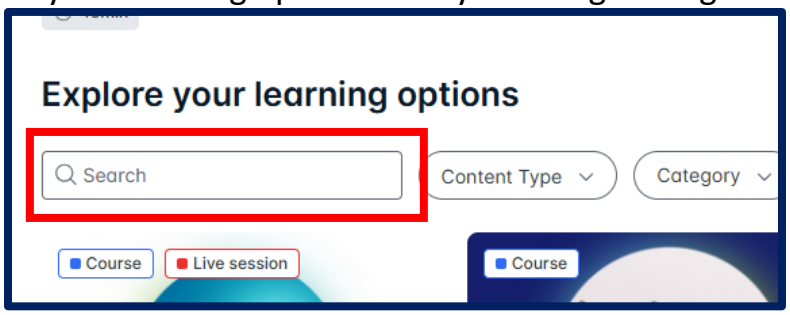
   - Here, you will be able to:
     - Edit your first name and last name.
     - Change your password.
     - Edit responses on your user profile.
   - Looking to change the email associated with your account?
     - Please email the Academy at academy4cbh@sps.cuny.edu so that we can update your email.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

ACCESS THE COURSE CATALOG

1. Click **Catalog** at the top of the homepage.



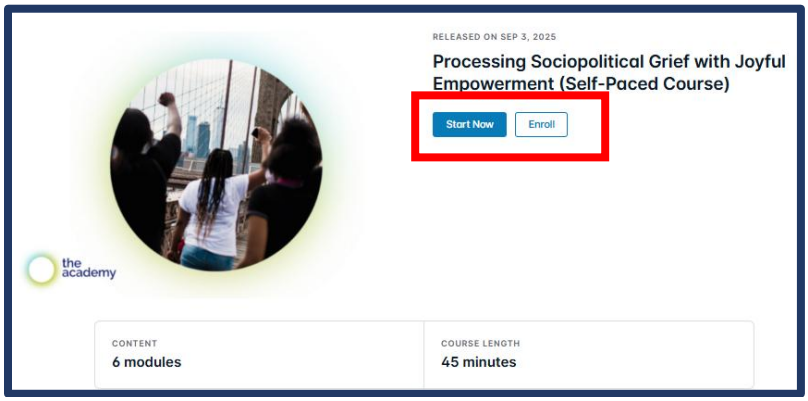
2. You may search for a course by typing its name into the search bar under "Explore your learning options" or by scrolling through the course catalog.



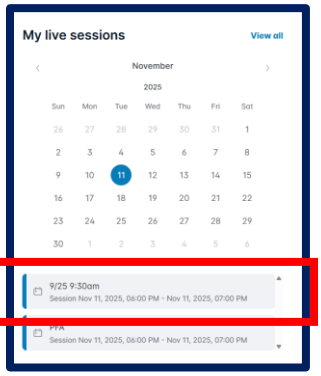
3. In the course catalog, you will see all of the Academy's course offerings, including the name of the course, course description, and course length.
4. To view additional course information, click the course name.

REGISTER FOR AN OPEN ENROLLMENT COURSE

1. In the course catalog, scroll down to locate the course you would like to register for.
2. Click the desired course to access the course page, then click **Enroll** or **Start Now**.

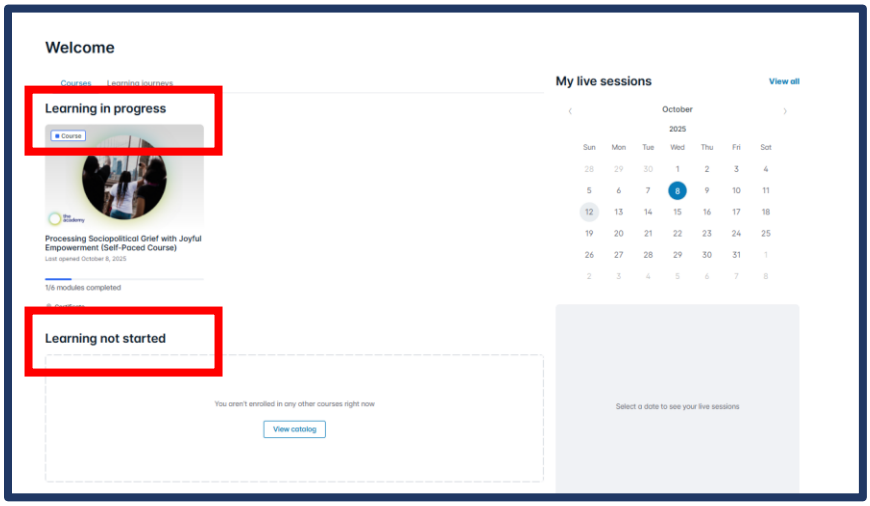


   - Clicking **Start Now** will enroll you and launch the course.
   - Clicking **Enroll** will only enroll you in the course without launching it. You can then access the course through the Dashboard page where you will be able to see all of the courses that you are enrolled in.
3. You are now registered for the course! You will receive **an enrollment confirmation email from the Academy/LearnUpon** and **you will receive an email 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 the homepage:
     - On the homepage, you can view "My Live Sessions" to see a list of all your live sessions. You can click the desired session and then click **Join session** in the pop-up window.

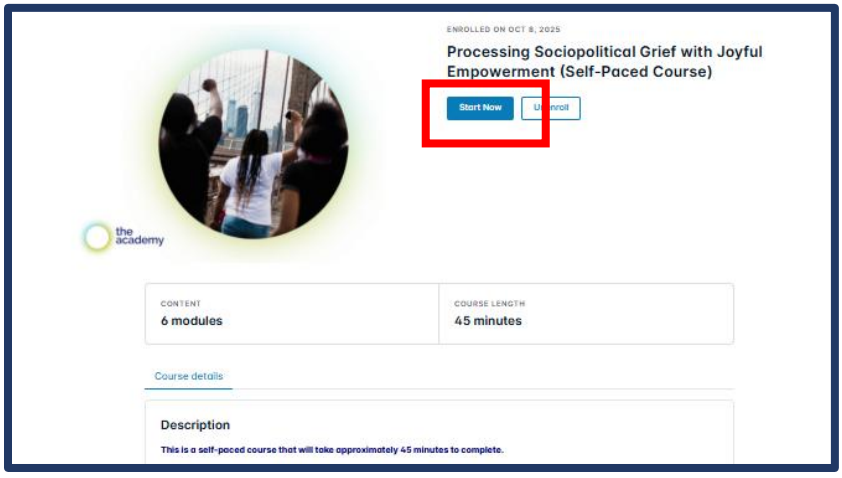


ACCESS COURSE MODULES

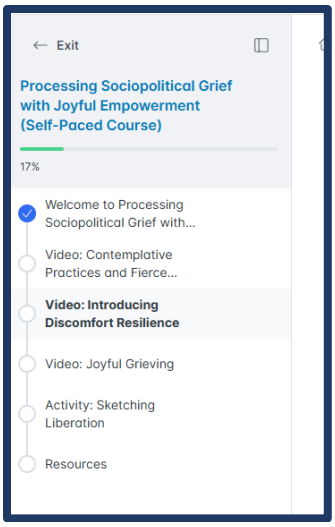
1. On your homepage, you will see courses divided into “Learning in progress” and “Learning not started” sections.



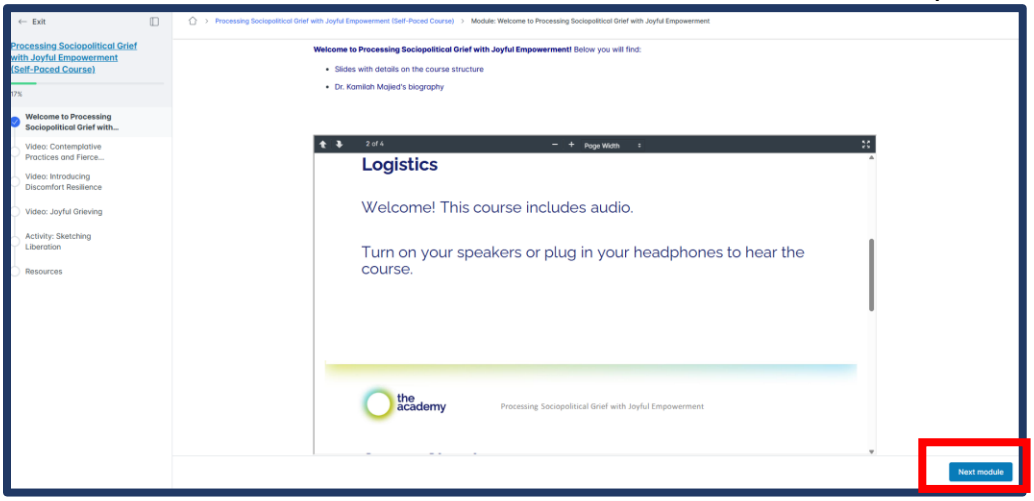
   - Clicking on a course under “Learning in progress” will take you where you last left off.
   - Clicking on a course under “Learning not started” will take you to the course page, showing you the course’s description, course length, and content (modules).
2. To start a course, click **Start Now**.



   - 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.”
3. After starting the course, you will see a column on the left showing you the different modules.



4. To go to the next module, click **Next Module** in the lower-right corner of your screen or the name of the next module in the course contents panel.



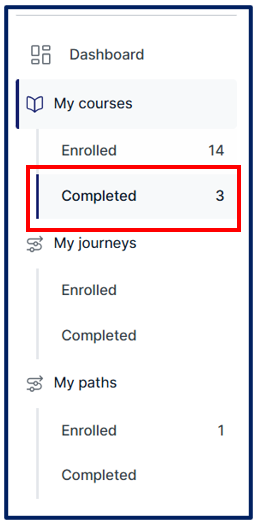
   - **If you are unable to access the next module**, a pop-up window will explain why you cannot proceed. This may be due to the following:
     - ***The course is sequenced*:** Modules must be completed in order. You cannot skip ahead.
     - ***The previous module has not yet been completed*:** If a module includes a document or video, you must fully read or watch it before continuing.
     - ***The module is not yet released*:** A pop-up window will show the date and time when the module will be released.

ACCESS COURSE RESOURCES

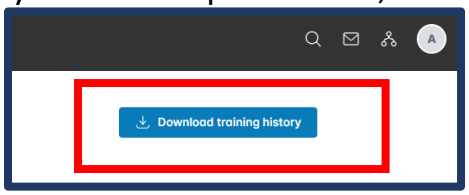
- At the end of the course, a Resource Module will become available, containing handouts, a copy of the slides, and any additional materials provided by the instructor. You'll be able to access it like the other modules, but resources **won't be released until after the live session has ended.**

VIEW COURSE HISTORY

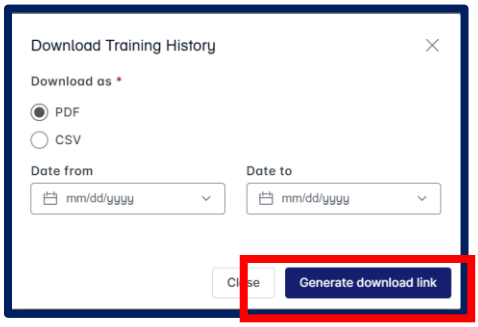
1. Click **Completed** on the homepage under "Courses" (or "My paths" for multi-session courses).



2. Under your learner profile icon, click **Download training history.**



3. A pop-up window will appear, select PDF or CSV format and date range. Click **Generate download link** once finished.

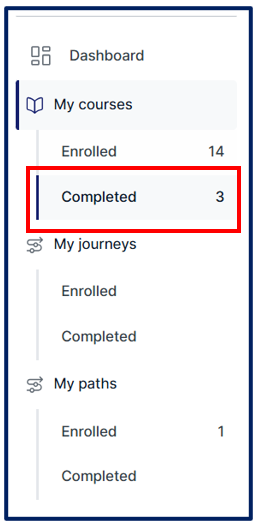


4. A copy of your training history will be downloaded to your device.

ACCESS CERTIFICATE AND REVISIT MATERIAL

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

1. Click **Completed** on the homepage under "Courses" (or "My paths" for multi-session courses).

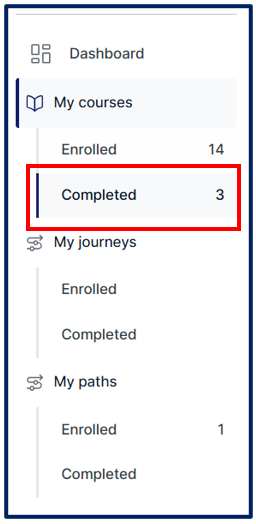


2. Find and click the desired course.
3. Scroll down and click **Download** under "Certificates and credits."



To revisit **course resources and other materials after course completion:**

1. Click **Completed** on the homepage under “Courses” (or “My paths” for multi-session courses).



2. Find and click the desired course.
3. Scroll down and click on desired content (e.g. Resources).



Note: If the course has not been completed, some modules, including resources, will remain locked and cannot be accessed.