SuccessFactors Learning – Completing and Online Course (Web-Based Training – WBT)

Purpose:

- Use this process guide as a learner to complete an Online Course (Web-Based Training – WBT).

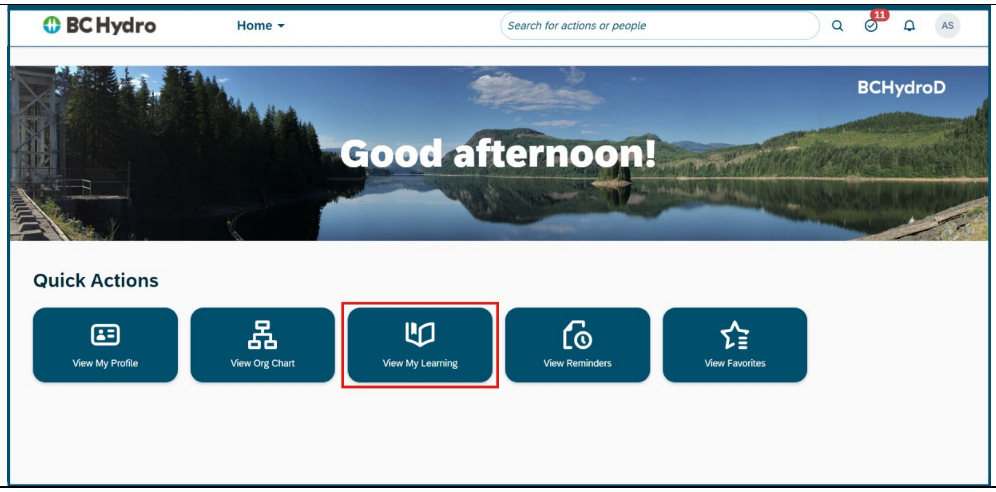
Tips

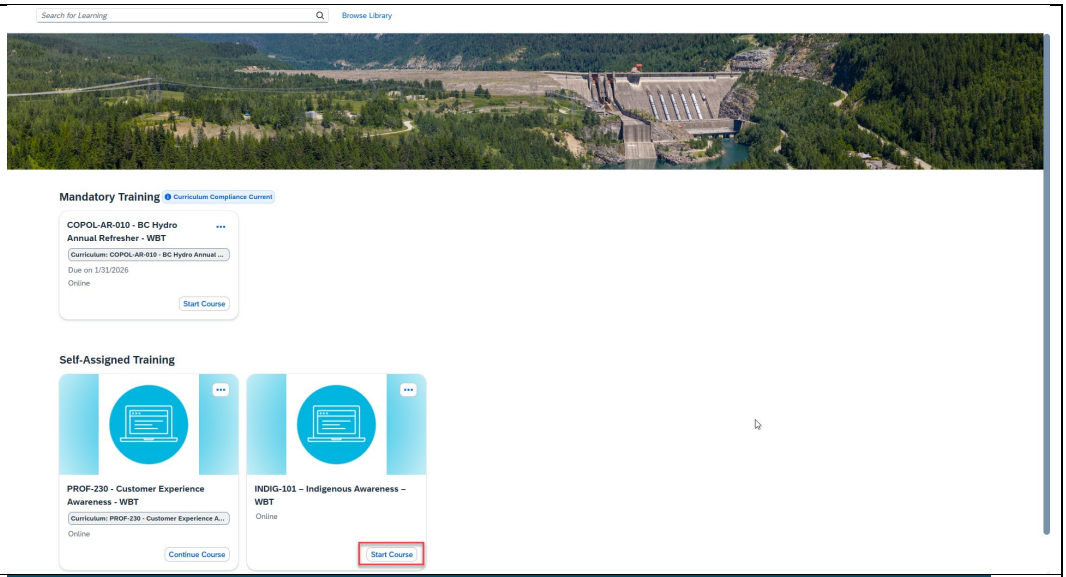
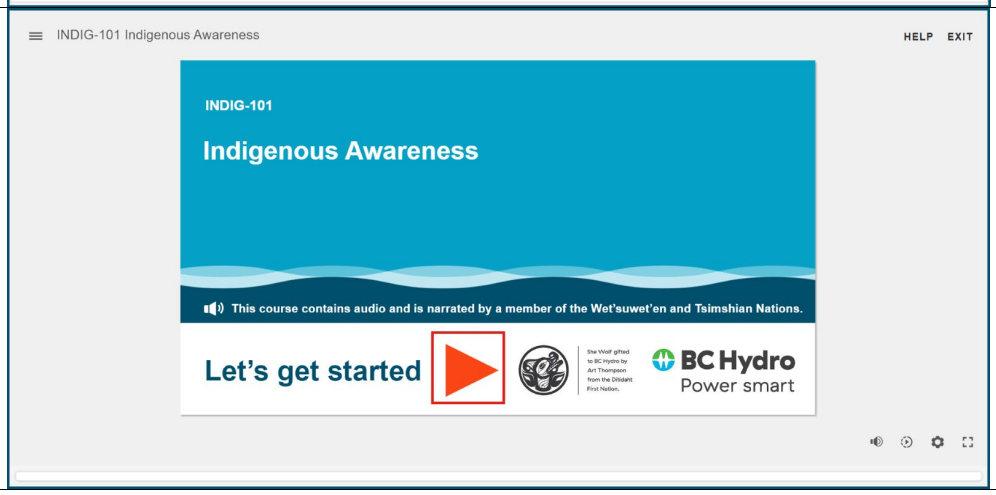
- Use this process guide as a Contractor to access SuccessFactors Learning via a browser. Suggested browser for desktop is Microsoft Edge. If you are using your mobile to access SuccessFactors Learning, we recommend using Safari browser instead of the SuccessFactors Mobile Application to access all the functionalities.
- When your computer enters sleep mode, it will lose internet connection. If you lose internet connection, your progress in a WBT will not be saved. If you're leaving your computer inactive for more than 30 minutes, **close the training to save your progress** and you can relaunch the course when you have time to complete it.

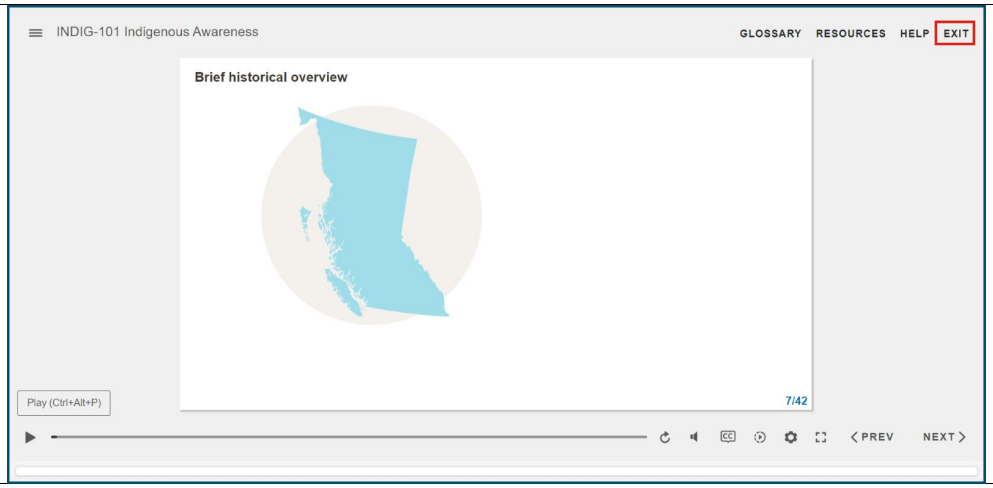
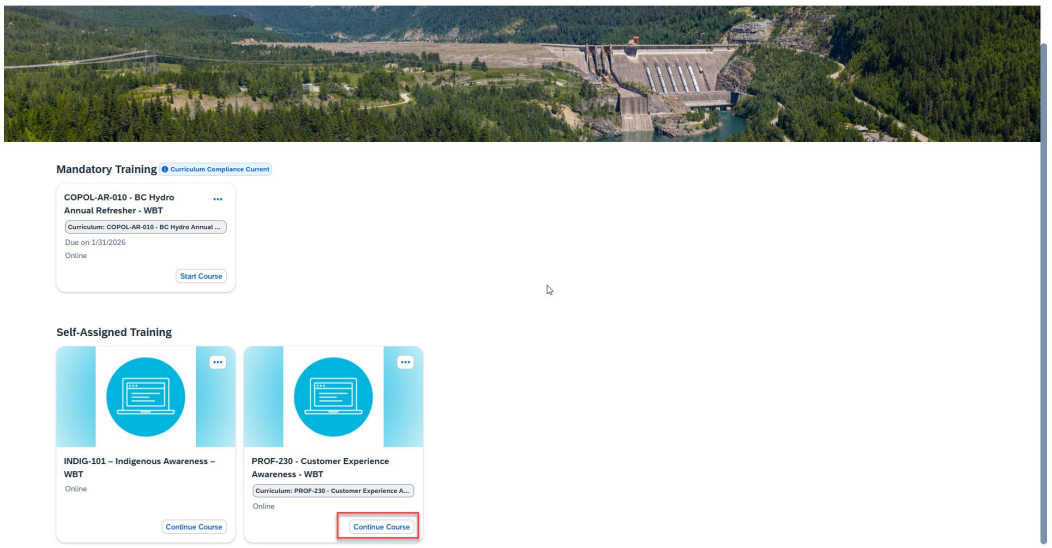
Completing an Online Course

Once you have been assigned or self-assigned a Curriculum, the course item will appear in the My Learning Assignments tile. If it's a WBT, you will be able to start the course whenever you want. You will follow the SuccessFactors Learning Menu path below to begin this procedure:

- SuccessFactors → View My Learning → Learning → My Learning Assignments → Start Course

1. Access SuccessFactors Learning through the following link:	https://hcm17.sapsf.com/login?company=bchydro
2. Select the View My Learning tile from the Homepage to access the learning activities.	

3. In SuccessFactors Learning, from the My Learning page, look for the Online Course you would like to begin. Select **Start Course** If the course has not been assigned to you, refer to the How to Find and Self-Assign job aid for more details on searching the library and find courses.	
4. You will be brought to the Online Content page to begin the course. If you are unable to complete the course, you can exit the course and the system will track where you stopped.	
5. A new window will open with the course content. Press the play button to begin the course.	
TIP!	**Important reminders about WBT and timing out:** If you lose internet connection, your progress in a WBT will not be saved. When your computer enters sleep mode, it will lose internet connection. The default time before a session gets timed out is 30 minutes and SuccessFactors Learning has a timeclock countdown telling you it can't see you or you appear inactive. **What to do:**

	If you're leaving your computer while WBT is in progress, close the window as your progress will be saved and you can relaunch the course when you have time to complete it. **Pay attention to the timeclock countdown, please don't ignore it.** If you see the timeclock that says you have been inactive for over 30 minutes, you must sign out and log in again to continue working. If you keep progressing in the WBT, your completion will not be recorded because internet connection was broken. Note that you could always increase the playback speed by up to 2 times if needed.
6. If you are unable to complete the course, click "Exit" and close the window. The system will track where you stopped.	
7. To complete the course later, from My Learning Assignments, select **Continue Course** to open the course where you left off.	
Important Note: The Confirm Participation button is gone! The system automatically records an Online Course completion in the learner's Learning History and managers can see it the following day (daily overnight system data refreshes).	

Questions?

- If you have questions about training topics, email training@bchydro.com
- If you have technical issues with SuccessFactors Learning, please contact **SuccessFactors Learning Help Desk**: SAPSuccessFactorsSupport@bchydro.com or 604-528-1444 (71444), then press 2, then press 5 to speak with an agent.