myLearning: CBRE's Global Learning Management System

<u>Frequently Asked Questions (FAQs)</u>

Table of Contents

Note: For easy access to your answer, hold down the 'Ctrl' key on your keyboard and click the desired question in the Table of Contents. Then you will move quickly to the answer in this document.

ACCESS INFORMATION

1. Who can access myLearning?

The new myLearning platform will be released in a phased rollout approach during 2015 to:
- All myHR users in Americas, APAC, and EMEA
- Contracted employees
- Third-party users we have a contractual obligation to train

2. When will myLearning be available?

The first release will be to a select group of myHR employees on May 12, 2015. All remaining CBRE employees will have access to the system in October 2015.

The new myLearning platform is being rolled out to all employees in a phased approach throughout 2015. Below is the release schedule:

May 12th 2015

APAC	Australia, New Zealand, & Hong Kong
EMEA	UK, Ireland, Sweden, & Poland
NAM	Asset Services

August 25th 2015

APAC	Singapore
EMEA	Bahrain, Denmark, Finland, United Arab Emirates, Turkey

October 21st 2015

APAC	Japan, China, & Taiwan
EMEA	Russian Federation, Latvia, Lithuania, Romania, Slovakia, Czech Republic, Hungary, Italy, Austria, Germany
NAM	US & Canada All Lines of Business (outside of Asset Services as this group is already live in the system) & Shared Services

November 2015

APAC	India & Korea
EMEA	Spain, Portugal, Gibraltar, France, Belgium, Switzerland, Luxembourg, Morocco
Global Investors	All Global Investors employees across all regions

3. How do I log into myLearning?

There are several ways to access myLearning:
1. After logging into the network, you can access a direct link from your regional Intranet page.

You can access myLearning through the Global Intranet Site and by clicking on the following link:
https://performancemanager4.successfactors.com/sf/learning?bplte_company=CBRELearn

With our single sign-on feature, you will not be prompted to log in a second time

2. You can use a direct link to the site, and if you are in the network, you will not be prompted with a second login

If you cannot access **my**Learning, please contact the Regional or Local IT Service Desk. Alternatively, you may contact one of the support points of contact listed in this document.

4. How do I access **my**Learning if I am not using the CBRE portal or I am on a client site?

If you are outside the network, you can log-in with the company ID, your network login, and password through the following site:
https://performancemanager4.successfactors.com/sf/learning

Company ID is **CBRELearn**

5. How do I access **my**Learning via a mobile device?

You can access **my**Learning using your mobile device by using your device browser and logging in as you would on a personal computer. Enter the following company ID, along with your network login and password.

Link: https://performancemanager4.successfactors.com/sf/learning

Company ID is **CBRELearn**

In addition if you can download the mobile app. This requires some setup, so please follow the steps below to activate the mobile app.
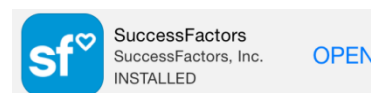
1. Download the 'SuccessFactors' app from your App store.
2. Next use the same link provided above to access **my**Learning from the device browser.
3. After accessing the page, click on the option to '**Open**' the app.
4. On the next browser window you will see an activation code.
5. You must enter this code still from the standard browser screens. Use the dropdown menu under your name and go to **Options>Mobile**.
6. Enter the activation code and save your changes.
7. Back on your device click the '**Activate**' button

Your mobile app is now ready for use.

View of **my**Learning from mobile device browser	View of **my**Learning from Mobile app:
View of **my**Learning from active mobile app	
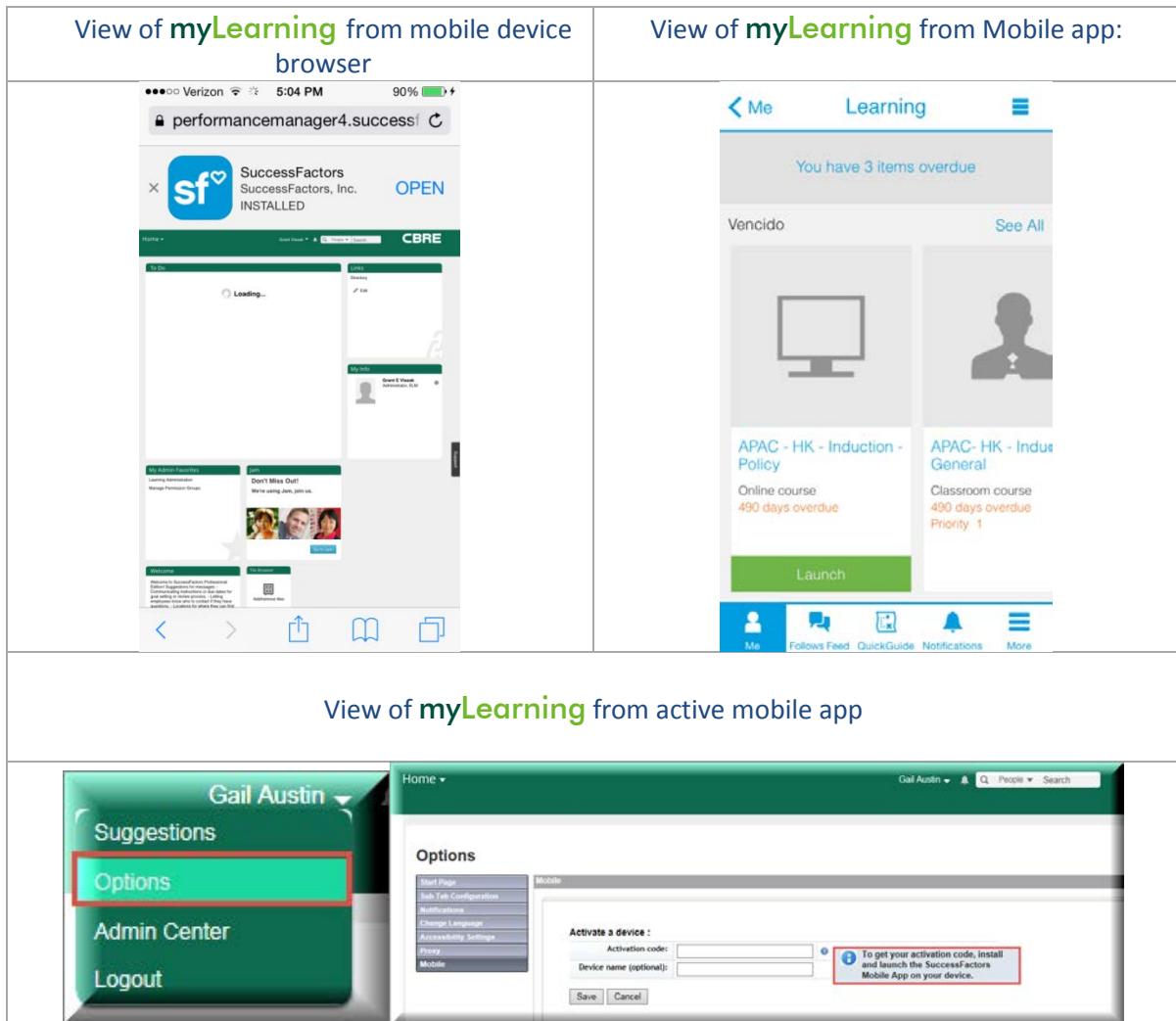
CONTENT AND FEATURES

6. I thought **my**Learning already existed, so why is this considered new?

CBRE is retaining the name **my**Learning, but is implementing an innovative, cloud-based learning platform with enhanced capabilities, powered by SuccessFactors - the industry leader in learning management systems.

The new **my**Learning system empowers employees to take more ownership of their professional development through a single, global learning management system that aligns employees learning plan and professional development.

7. What are the employee benefits of the myLearning platform?

Single company wide global LMS solution – provides more training options, globally

Enables learning anytime and anywhere; ensure business continuity

Browse and register for courses relevant to learning needs and development plan objectives

Automatic maintenance of training records and reports – eliminate manual tracking

Easy to use system (view registered classes, required curricula, training history, learning course options)

Managers approve, create and assign courses to employees directly via myLearning

Various learning formats that suits different learning types (e.g. Instructor-led, eLearning and web-based) will be available

Employee data approved by Data Privacy group is sent from myHR records increases data integrity

Systematic calendaring of registered training courses

8. Who may I contact about developing a course to be accessed via myLearning?

Contact your Regional LMS support team and they will connect you with a LMS Administrator who will review your request and provide support. Click here to find the email address of your regional LMS point of contact.

9. I have a suggestion regarding a training course. How do I provide feedback?

For suggestions or feedback on a specific training course, contact your Country Learning and Development lead or Human Resources business partner.

NAVIGATION AND USE

10. How can I check if I have training assigned to me for completion or if a training due date is approaching?

On your main learning page, you can review the 'My learning assignments' tile to view your current and upcoming classes and their respective due dates (if applicable).

11. Course Evaluation has just appeared in my learning plan – what is this?

When courses (eLearning and Classroom) are marked as completed in myLearning, it may then prompt a course evaluation from the learner. Remember to check your assignment/learning plan

after any training, as you may have received a course evaluation once the training is shown as completed. The course evaluation will appear as a separate item in the learning plan, once the course is completed. To complete the course evaluation, click on 'Start Survey' to launch the survey (if the survey is required for the Item's completion, the link will read 'Pending Survey Completion').

12. Why is there compliance training in my assignment plan?

When we went live with **myLearning**, we worked closely with the Compliance Team to bring into the system any learning history or completed records from Compliance and/or HSE. If you joined CBRE a number of years ago, you may find compliance courses in your plan, this is because additional compliance training has been added that has not been completed or the training has been revised and there is a need to update your records.

13. What do the green icons next to course names mean?

The icons will help you identify the different types of courses quickly, i.e. Classroom, eLearning, WebEx or Documents

## 14. How do I identify if a course is running in my location?

To identify the location of the course, click to 'view all course dates'. This will then show the dates, locations and times of courses. Then, select the course that matches your needs. If you do not see the course near your location to request a new scheduled event, please select 'request a schedule', this will indicate to the Learning Administrator that they need to review the courses schedules and locations. When the Course has sufficient interest to be scheduled near your location, the Administrator will set this up and invite you to the event.

15. How do I keep track of new training in the **myLearning** system?

The 'Featured' tile will show all new development that is available, this tile will change periodically, as the L&D team adds new courses or development opportunities.

16. How do I change the language settings in **myLearning**?

Step 1: To change your language preferences on the 'Home' page, use the dropdown menu under your name and go to **Options>Change Language.**
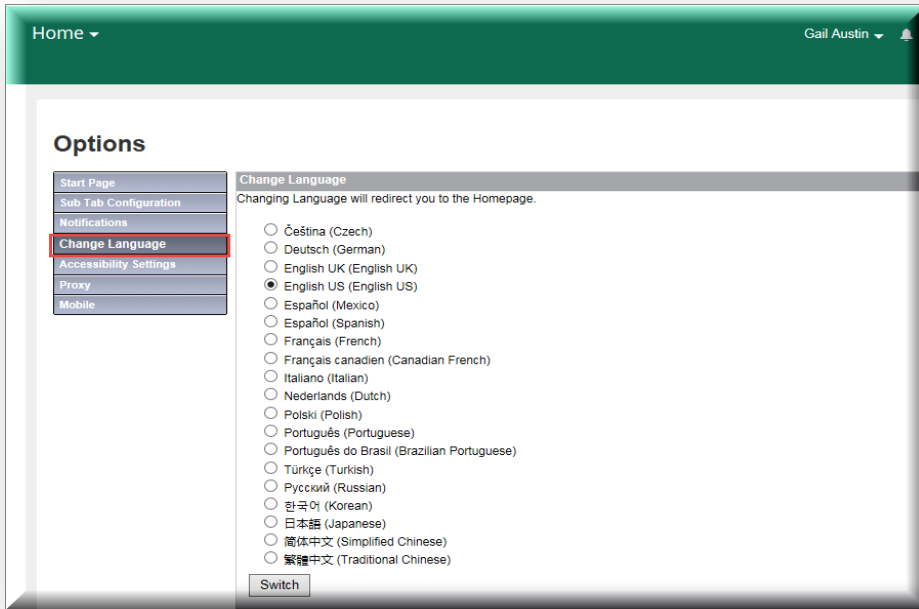
Home Page – After Changing Language

Part 2:

Step 2: To change your language preferences on the 'Learning' page - When user goes to this Learning page, go to 'Links' tile and select 'Options and Settings' and on the following page, change the your language to your preference.
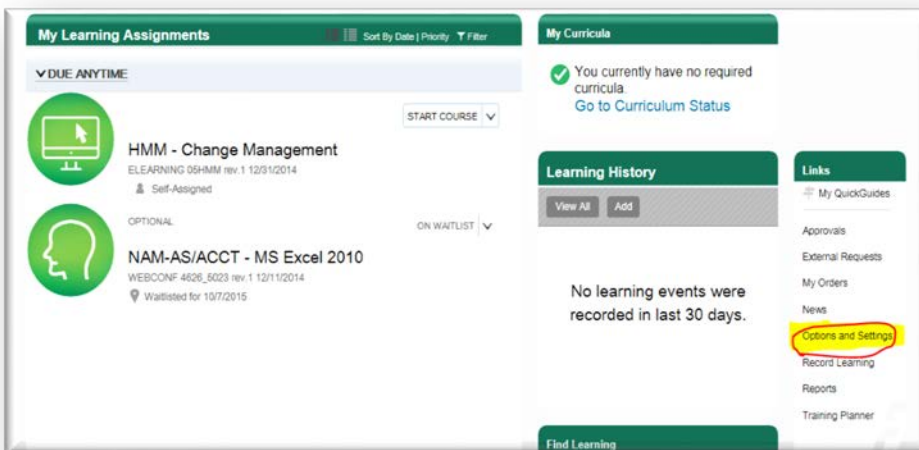
MANAGER SUPPORT

17. As a manager, how do I see all my direct reports and their training status?

As a manager, you can view your employees' training status by using the 'my employees' link or the 'my employees' tile on your manager view. This will better enable managers to track employee training and support the development and career advancement of individual employees and the overall team.

18. I am a manager and have just received a myLearning notification that I need to authorize training for a member of my team – what do I do?

Click the link within the email or access myLearning through the intranet, click on 'My Employees' and then 'Approvals'. From this screen, you can approve or deny the request, if you chose to deny the request we advise that you speak to your team member before selecting this option so that you can explain your reasons for not approving the request

19. I cannot see my team in the my employees section – what do I need to do?

The myLearning system is connected to myHR, therefore you will need to update the myHR system or speak to your HR representative to help you. When this is complete in myHR it will update myLearning 24 hours later. It is important that myHR correctly reflects your team members as this will be the source of information for myLearning and ePerformance moving forward.

20. I have a new hire joining my team – when will they have access to myLearning?

New hires will have access to myLearning as soon as their employee ID is processed in myHR, and myLearning receives this information via the nightly feed from myHR. This will generally happen on the first day of employment. If the manager has completed this process in advance of the employee's hire date, the new hire will have access on their first day at CBRE.

TECHNICAL SUPPORT

21. I can't remember my username and/or password. How can I retrieve it?

Your username is the same as your CBRE login credentials. If you have forgotten your CBRE login credentials, please contact the Regional or Local IT Service Desk.

22. I'm locked out of my account. Can you help me?

To reset a locked account, please contact the Regional or Local IT Service Desk.

23. I have a technical issue with the system, what do I need to do?

Please log your issue with the IT Service Desk, any queries or problems will be escalated to the appropriate person to help you resolve the problem.

24. Whom should I contact with specific questions or suggestions about myLearning?

Contact your Regional LMS support team for questions or suggestions about myLearning. Click here to find the email address of your regional LMS point of contact.