myLearning: CBRE’s Global Learning Management System

Frequently Asked Questions (FAQs)

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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**

<table>
<thead>
<tr>
<th>Region</th>
<th>Countries/Regions</th>
</tr>
</thead>
<tbody>
<tr>
<td>APAC</td>
<td>Australia, New Zealand, &amp; Hong Kong</td>
</tr>
<tr>
<td>EMEA</td>
<td>UK, Ireland, Sweden, &amp; Poland</td>
</tr>
<tr>
<td>NAM</td>
<td>Asset Services</td>
</tr>
</tbody>
</table>

**August 25th 2015**

<table>
<thead>
<tr>
<th>Region</th>
<th>Countries/Regions</th>
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</thead>
<tbody>
<tr>
<td>APAC</td>
<td>Singapore</td>
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<tr>
<td>EMEA</td>
<td>Bahrain, Denmark, Finland, United Arab Emirates, Turkey</td>
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**October 21st 2015**

<table>
<thead>
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<th>Region</th>
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<td>APAC</td>
<td>Japan, China, &amp; Taiwan</td>
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<tr>
<td>EMEA</td>
<td>Russian Federation, Latvia, Lithuania, Romania, Slovakia, Czech Republic, Hungary, Italy, Austria, Germany</td>
</tr>
<tr>
<td>NAM</td>
<td>US &amp; Canada All Lines of Business (outside of Asset Services as this group is already live in the system) &amp; Shared Services</td>
</tr>
</tbody>
</table>

**November 2015**

<table>
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<tbody>
<tr>
<td>APAC</td>
<td>India &amp; Korea</td>
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<tr>
<td>EMEA</td>
<td>Spain, Portugal, Gibraltar, France, Belgium, Switzerland, Luxembourg, Morocco</td>
</tr>
<tr>
<td>Global Investors</td>
<td>All Global Investors employees across all regions</td>
</tr>
</tbody>
</table>

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:  
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 myLearning, 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 myLearning 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 myLearning via a mobile device?

You can access myLearning 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 myLearning 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.
6. I thought myLearning already existed, so why is this considered new?

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

The new myLearning 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
- Browse and register for courses relevant to learning needs and development plan objectives
- Easy to use system (view registered classes, required curricula, training history, learning course options)
- Various learning formats that suits different learning types (e.g. Instructor-led, eLearning and web-based) will be available
- Enables learning anytime and anywhere; ensure business continuity
- Automatic maintenance of training records and reports – eliminate manual tracking
- Managers approve, create and assign courses to employees directly via myLearning
- 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.
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.
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.