



SCA University FAQ

As of July 10, 2023

Table of Contents

For Learners:	3
What is SCA University?	3
How can I get access to SCA University?	3
How do I log in to SCA University?	3
How do I navigate the Learner Home Page?	3
How do I search for a class?	4
How do I register for a class?	4
How can I select my interest in attending a class?	5
How do I launch an online training?	5
How can I view my transcript?	5
How do I re-launch an in progress Online course?	5
How can I upload my certificate?	5
For Managers:	7
As a MGR, how do I assign a training to my employees?	7
As a MGR, how do I see my employee’s transcript?	7
As a MGR, how do I Approve my employee’s training request?	7
As a MGR, how do I see Past Due for assigned training for my employees?.....	8
For HelpDesk:	9
As a Helpdesk, how do I proxy as another user?	9
As a Helpdesk, how do I approve external users’ account requests?	9
As a Helpdesk, how do I deactivate or reactivate an users?	9
Resources	9

For Learners:

What is SCA University?

SCA University is a Learning Management System (LMS) that will serve as a centralized training platform, providing an engaging and enhanced learning experience.

SCA-U offers a streamlined way for you to take SCA courses, all in one place. This user-friendly interface will allow you to access a variety of interactive courses and training materials, as well as track your progress and customize your learning path. The system automatically generates course acceptance, reminder, and completion emails, so you're always up to date on your learning status.

SCA-U is for all learners, whether you are an SCA Employee, Interns, Contingent, or Contractor.

How can I get access to SCA University?

SCA Staff:

All SCA staff has access via Single Sign on.

Non-SCA Users:

1. Access to SCA-University by visiting <https://nycsca.csod.com/login>.
2. Click **Self Reg (New / Non-SCA Users)**. Fill out the form and set a Password. The SCA will receive your request and send an approval email.
3. After you receive the email you can log in by entering your **Email and Password**, then click **Log In**.

How do I log in to SCA University?

1. Go to <https://nycsca.csod.com/login>.

- For SCA Staff:

- Click **SSO Login (SCA Users)**. This will activate Single Sign On and take you right to the SCA-University Learner Home Page.

- For non-SCA Staff (External):

1. Enter your primary email address that is registered with the SCA, and your password if you have already self-registered.
2. Click **Log In (Non-SCA Users)**.

How do I navigate the Learner Home Page?

When you log in to SCA University, you are taken to your Learner Home Page.

The Learner Home includes several features which enables you to easily select subjects of interest, discover training based your previous interests, and access existing trainings in progress.

SCA UNIVERSITY FAQs

1. In the center of the page, you will find the introduction banner that includes a welcome message and prompts you to add subjects to your profile.
 - a. Click Add Subjects to find your favorites. Once you click this button, or the X in the upper right corner of the banner, this section will become an interactive carousel.
2. The User Profile section in the Training Side Bar displays information about you, including your profile photo, badges, number of completions and hours, subjects you are interested in, and your transcript.
3. The Transcript section gives you an overview of your transcript stats. Click View to access more specific information about the data displayed in the panel.
4. The Past Due section alerts you to which trainings you need to complete. Click Launch to start the training.
5. The Due Soon section shows you upcoming mandatory trainings that you can launch or mark Complete.
6. The Assigned/No Due Date courses will appear for any training you are assigned to complete at your own pace.
7. The Continue Learning section in the center displays your trainings In Progress. Click Open Curriculum or Launch to go back to learning.
8. The Saved for Later section lists existing trainings you're interested in taking at your own pace.
9. Click the Hamburger Menu in the upper right corner to view your Playlists, Transcript, Events Calendar, and Interest and Waitlist. You can also get help and log out from this menu.
10. Click the Hamburger Menu> My Settings to change your password, update your photo, and set an out of office notification.

How do I search for a class?

1. Log in to SCA-U
2. On your Learner Home Page, click in the **Search for Learning** field at the top center and start typing a keyword for that training. You can select a training from the predictive list that appears below, or press **Enter** on your keyboard.
 - a. You will be redirected to the Learning Search results page, where you can select the correct training from the results list.
 - b. You can also perform an advanced search using the filters on the left by Duration, Type, Modality, Subject and Provider
 - c. Lastly, you can Click the Events Calendar link to browse all available classes.

How do I register for a class?

1. Log in to SCA-U
2. On your Learner Home Page, Search and locate the training of interest
3. Click the training name
4. Click View Detail next to the session of interest
5. Click Request to register for the session
6. SCAU will load your transcript and show the just registered training

How can I select my interest in attending a class?

1. Log in to SCA-U
2. On your Learner Home Page, Search and locate the training of interest
3. Click the training name
4. Click Notify Me or Notify me of New Sessions
5. Enter comments and click Submit

How do I launch an online training?

1. Log in to SCA-U
2. On your Learner Home Page, select from the trainings listed. You will be redirected to the Training page.
3. On the training page, click the blue **Launch** button.
4. Take the class. You can always save your progress and continue later by clicking **Save for Later**.
5. eLearning will automatically mark you complete. Material training will require you to click **Mark Complete**

How can I view my transcript?

1. Log in to SCA-University
2. Navigate to the Trainings Side Bar > **Transcripts** section. View your numbers at a glance or click **View** to see the full details of your transcript.

How do I re-launch an in progress Online course?

1. Log in to SCA-U
2. Access your Transcript
3. Click the Launch button next to the training

How can I upload my certificate?

1. Log in to SCA-U
2. Navigate to the Training Side Bar > **Transcript** section and click **View**
3. Click the ellipsis "**More**" menu and select **Submit External Training**
4. An External Training pop-up appears. Enter the following information for the external training:
 - a. Training Title - This title is displayed on the certification report as the training title. This field is limited to 200 characters.
 - b. Language - The associated language for the training
 - c. Training Description - The description of the training, which is visible to the administrator upon submission. This field is limited to 1000 characters.
 - d. Institution - The institution associated with the training. This field is limited to 200 characters.
 - e. Training Dates - The dates on which the training occurred.
 - f. Apply Training to - Select the certification section to which the external training is applied. As an option, administrators may create an empty section titled External Training for the purpose of allowing users to complete and submit external training.

SCA UNIVERSITY FAQs

- g. Request Credits - Enter the number of credits you feel the external training is worth. The value must be an integer between 0 and 999. Administrators and certification owners can later modify this value upon review.
 - h. Upload Attachment - To upload a supporting document related to the external training, including diplomas, transcripts, and certifications, click the BROWSE button and locate the file on your computer. One attachment is allowed and the maximum file size is 1 MB.
- 5. Click **SUBMIT** to finalize the external training request. The request is submitted to the administrator or certification owner as a pending request. The Certification External Training Credit Submission Confirmation email is triggered, if enabled.

For Managers:

As a MGR, how do I assign a training to my employees?

1. Log in to SCA-U
2. On your Learner Home Page, Search and locate the training of interest
3. Click the training name
4. Click View Detail next to the session of interest
5. Click the dropdown and select assign
6. Select the staff and Click Submit. The staff will receive an email informing of the assignment.

As a MGR, how do I see my employee's transcript?

1. Log in to SCA-U
2. Click the Hamburger icon
3. Click Reports Click Standard Reports
4. Click Transcripts
5. Click "View" for the employee to the transcript

As a MGR, how do I Approve my employee's training request?

1. Log in to SCA-U
2. On the Learner Home Page, click For Managers On: Review Staff Training Requests in the Carousel (click the right arrow to advance to this screen)



3. Click the decision button next to each request: Approve, Defer, or Deny

Option 2:

- a) Click the Hamburger Menu
- b) Select Manage Employee Learning
- c) Click Manage Pending Requests at the top-left of the list
- d) Find the pending request and select Approve, Defer, or Deny

As a MGR, how do I see Past Due for assigned training for my employees?

1. Log in to SCA-U
2. Click the Hamburger icon
3. Click Reports Click Standard Reports
4. Click Past Due report
5. Select the Date Criteria. The report will automatically load.

For HelpDesk:

As a Helpdesk, how do I proxy as another user?

1. Log in to SCA-U
2. Click the Hamburger icon
3. Click Users
4. Search for the user
5. Click the dropdown for the user
6. Click Proxy as
7. Provide a reason for Proxying
8. Click Submit. A new Tab would open up as the user.

As a Helpdesk, how do I approve external users' account requests?

1. Log in to SCA-U
2. Click the Hamburger icon
3. Click Users
4. Search for and Proxy as the Helpdesk Admin
5. Click the Hamburger icon
6. Click Reports Click Standard Reports
7. Click View individual record
8. Scroll down Click a decision button. An email will be sent to the user.

As a Helpdesk, how do I deactivate or reactivate an users?

1. Log in to SCA-U
2. Click the Hamburger icon
3. Click Users
4. Search for the user
5. Click the user's name
6. Click Edit Record
7. Check or Uncheck the checkbox next to Active option

Resources

The SCA-University Webpage on the IT Training Calendar page includes:

- FAQs
- SCA-U Help Center links
- Videos created by IT Training