NeoGov Learn Admin User Instructions

Things to Remember:

- Admin users that already have logins to NeoGov will have to have a different login for NeoGov Learn- We cannot merge the two accounts

To add a user (learner):

- Click on “Learners” on the top row in the dashboard
- Click on the green button that says “Add a learner”
- Fill in all the information that is required which will be noted by an asterisk **
- An email address IS REQUIRED
- Then send an activation email (if you are adding an employee individually, would not recommend if you need to send out a bulk activation email)
- Then press “Save”

To send out an “activation email”

- Click on “administrative”
- Click on “users”
- Click on the “bulk select” box which selects all of the employees that you need to send the email to
- Then select “bulk action”
- Then select your action/send out activation email

To put in a user’s separation date

- Go under the “learners” tab
- Go to the right of the employee’s name and select the “edit button” it looks like a pencil (what you see on Insight)
- Edit the user and enter in their separation date and press “Save”

To deactivate a user (can only be done if the user has activated their account)

- Then click on the “administrative” tab
- Click on “users”

- Click on “edit password/learner” or you can click on the very last button that looks like a “power button”
- This is where you change their status from “activated to deactivated”
- **ONLY DO THIS ONCE YOU PUT IN THEIR SEPARATION DATE**

If an employee has returned to work for the county

- Go to “Learners”
- Search for the employee’s name
- Click on the pencil at the end of the line to edit their profile
- Scroll down to “separation date”
- Remove the separation date
- Change the hire date
- Change the department and their position number

To enroll in courses:

- Click on course management
- Admin catalog
- Search the course you want to add
- Click on ”Enroll Learners”
    - You can add the learners individually or click on the department

To pull completion reports:

- Click on “training activity tab”
- Use filters on the right-hand side to build your report
    - To export report: check the “bulk select” box on the blue line next to “first name” to select all the users
    - Click bulk action
    - Then export to whatever you want to send it to

How to see if employees have activated their account

- Click on the “administrative” tab
- Click on “users”
- Click on “show all users”

- Then you can filter it by showing activated users, deactivated users, and pending users
- Click on the green “Close” button in the top right to show the users you searched for