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How to Find and Enroll into Learning

**Note: Some Classes are not open for enrollment.

- 1. Log into PeopleSoft ELM by navigating to elm.nychhc.org
- 2. In the **Find Learning** Tile:
 - Search for a Learning Class by inputting the Title, Keywords or Class Code, then click on the **Arrow** icon.

Announcements You are currently encolled in the HIPAA Privacy and Security Training.	Custo	s Schedule mer Service Etiquette 2024 9:00AM EDT	Add Supplemental Learning	
Security Training. Plea. Posted Today 1 Posted Today		e session		
Find Learning Customer Service Eliquette	Manage Plans	Period C	My Learning D1/01/24 to 12/31/24 4 Not Started	
		6 Com	3 In-Progress	
		View All	6 Required Learning	

3. Select the training.

Find Learning		
	Customer Service Etiquette	→ Advanced Search
✓ Learning Type	1 search results for Customer Service Etiquette	
Scheduled Internal Classroom	Customer Service Etiquette	
Class Location No Country	Course ****** 1 Offering matching criteria Course introduces concepts of customer service etiquette including phone & email correspondence.	



How to Find and Enroll into Learning (Cont'd)

4. Click on the **Enroll**** button.

- You will receive an enrollment confirmation
- From this page, you can either go to the Course, or continue searching the Learning Catalog.

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Course		
Customer Service Etiquette		
S Course ****		
Add to Learning Plan		
Course Description		
Course introduces concepts of customer service etiquette including phone & email correspondence.		
Enrollment Options		
To complete this course, enroll in one of the following offerings:		
✓ Scheduled Offering	Enrollment Confirmation ×	
Scheduled Internal Classroom	You have successfully enrolled into the course.	
🛗 15 Mar 2024, 9:00 AM EST	Continue Search Go to Course	
Brooklyn, N.Y.		
Enrollment is open		
Code HHCPFD055 03-15-24		
Enroll		



How to Drop from a Learning

******<u>Note</u>: You will only be able to Drop trainings that were self-assigned.

- 1. Log into PeopleSoft ELM by navigating to **elm.nychhc.org**
- 2. Click on the View All link within the My Learning tile to access your learning

You are currently emrolled in the HIPAA Privacy and Security Training. Plea Posted Today	Customer 03/15/2024	nedule Service Etiquette 9:00AM EDT	Add Supplemental Learning	
1 Posted Today Find Learning	1 more ses		Ay Learning	
Find Learning Enter Search Keyword →		Period 01,		
Advanced Search		6 Complet	4 Not Started 3 In-Progress	

A list of your current training enrollments will display in the *Current* tab. Click on **Drop**** next to the learning class you would like to drop.

