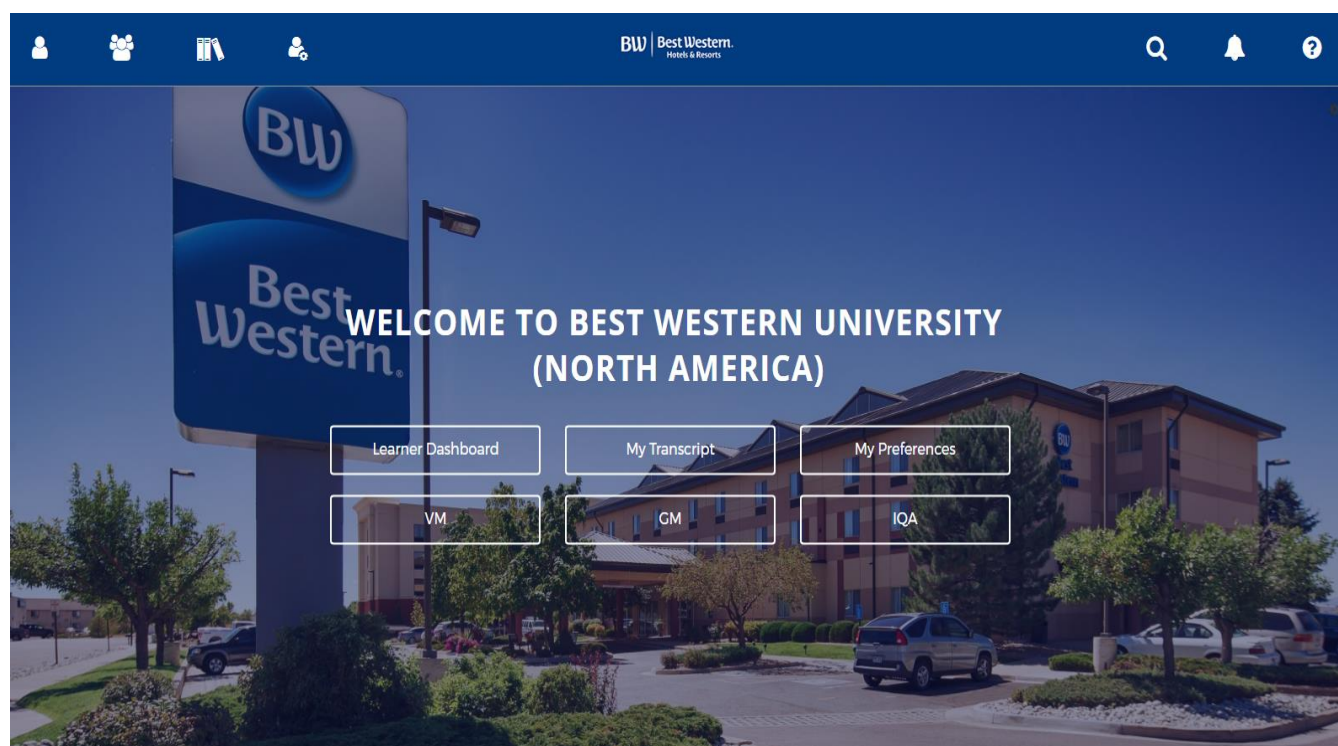# BWI University Getting Started Guide
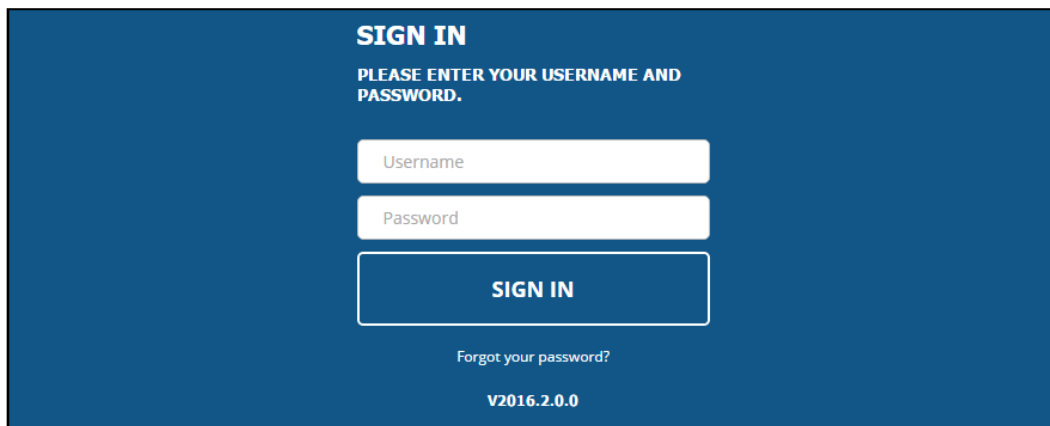

Kisha Klein | Online Learning Manager | Education & Training
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Logging on to BWIU

(For Members with Member Portal access: no username or password is needed, sign into Member Portal and click on the BWI University link to be logged in automatically.)

The first time you access the **Sign In** page, you will be prompted to enter the username and password that have been assigned to you. If you do not know your username and password, contact your property administrator.

You can change your password after you have successfully logged on to the system. If you forget your password, click the **Forgot your password** link on the logon page (you cannot use the forgot password feature until you've logged on once and set up your security questions). To access the menu below, click the **Self** icon

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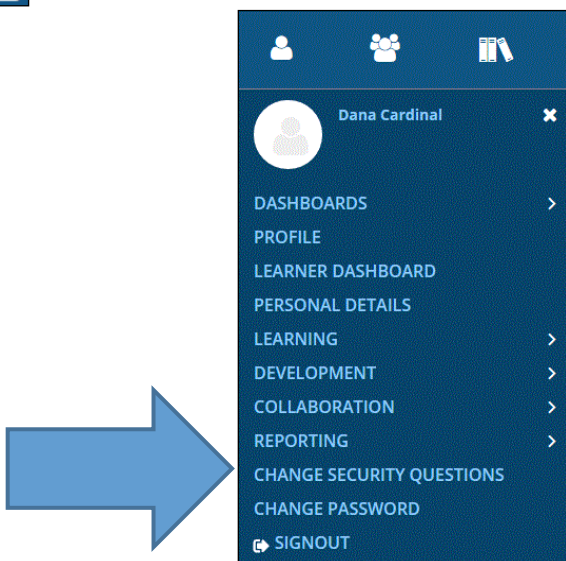
Change the Interface Language

Click on **My Preferences** from the home screen and choose the language from the **Locale** drop-down menu:

Learner Dashboard

From the homepage, learners can directly access the **Learner Dashboard** where there is 1-click access to their **Calendar**, **My Learning** (displays a summary of their assigned training), **Quick Links** to their transcript and schedule, and their **Timeline** (displays tasks and updates):

Launch or Register for a Learning Activity

After you locate a learning activity that interests you, click **Register** to sign up it.
When you locate a course, document, or online activity that displays the **Start** icon, you can access it immediately.

Ending your Session

Always be sure to log out of your session when you are done. Closing the browser does not log you out. To log out of the system, click on the **Self** icon and choose **Log Off** from the menu:

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Resources

Searching
Clicking on the magnifying glass 🔍 will take you to the search page. You can type key words or click to find an activity:

ALL RESULTS ▾ | Search
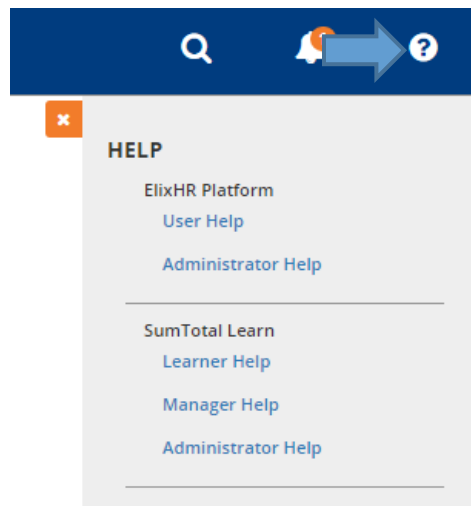
WHAT ARE YOU LOOKING FOR?

Select a specific item to navigate to your area of interest. You can search for Activities, Reports, Employees and Transactions. Search supports the use of the asterisk (*) wild card to represent one or more unspecified characters. If no results match your search, Search will return any results that closely match what you entered.

FIND AN ACTIVITY	FIND AN ADMIN PAGE	FIND A REPORT
Browse your activity library that contains **2684** activities.	Search for administration items.	Search for reports.

Note: Search tailors its results to your role and permissions. Only managers and administrators will have access to information on the Admin and Report buttons. Learners will either not see content or they will get an "access denied" error.

Help
Clicking on the question mark will display the help catalog menu:

HELP

ElixHR Platform
User Help

Administrator Help

SumTotal Learn
Learner Help

Manager Help

Administrator Help

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Common Troubleshooting and FAQs

The following is a list of Frequently Asked Questions (FAQs) and concerns that may arise, along with suggested solutions. We will add to this list as additional questions and answers become available. If you are still having problems, please contact the **Property Helpdesk** 24/7 at: helpdesk@bestwestern.com or 800-528-1902.

- **I completed a course but it's not marking as "complete"**
  OR

- **I clicked the Start button but the activity isn't launching**

  These both commonly occur due to browser issues.
  - ► Check with your administrator to make sure you are using a compatible browser.
  - ► Make sure you have enabled pop-ups for the SumTotal/BWIU website.
  - ► Clear your browser cache.

  It may also be an issue with the activity itself. Contact the **Property Helpdesk** and let them know about the problem.

- **I have to exit a course before completing it. How do I pick up where I left off?**

  This depends on the course type.
  - ► Some training has a Bookmarking feature in the menu bar that you can use to mark your place. When you reopen the training it automatically picks up where you left off.
  - ► Some training has a navigation panel that you can use to jump forward or back as needed. Note the name of the last section you completed and, when you reopen the training, click on the section directly following that.
  - ► For some training, your only option is to quickly click forward through the pages or videos. Again, note the name of the last section you completed to make this process easier.

  If the course contains quizzes, most training saves your responses, but some do not. You may need to re-take them. If this is a persistent problem (such as if the course is too long to reasonably complete in a single sitting), you should contact the **Education and Training Department** (edtrain@bestwestern.com) to suggest including bookmarking or save features.

- **Who should I contact when I need assistance?**

  This depends on your role in the system.
  - ► If you are a learner, your property administrator is your point of contact.
  - ► If you are the property administrator, you can contact the **Property Helpdesk** for assistance. They are available 24/7 by email and phone: helpdesk@bestwestern.com or 800-528-1902.

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