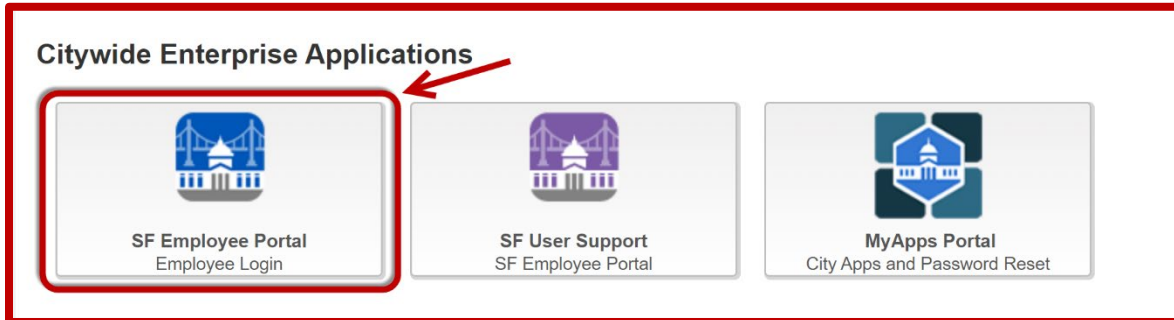# How to access the MEA Flex Credits training on SF Learning

1. Open a new browser window in Chrome.Go to https://sfgov.org/sfc/employee-gateway and click on the "SF Employee Portal" tile.


2. Log into the SF Employee Portal with your DSW number and password. Click on "My Learning". You may be asked to authenticate your account by using a code sent to your cell phone.
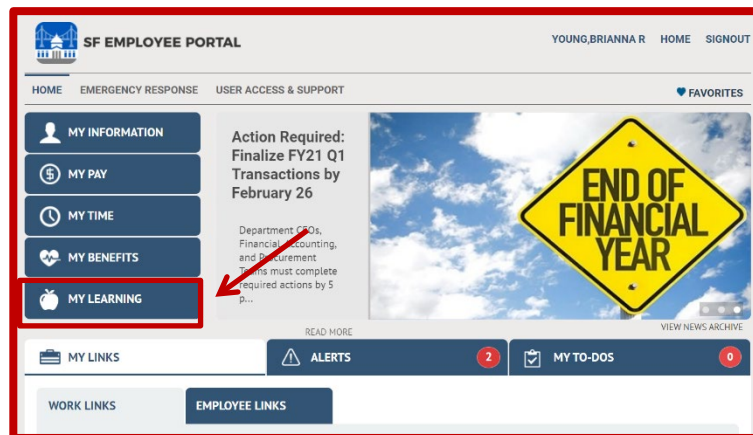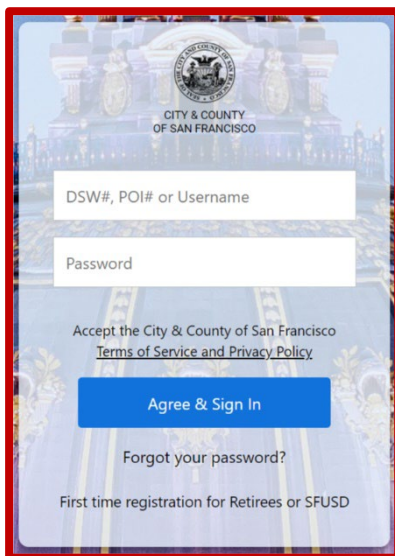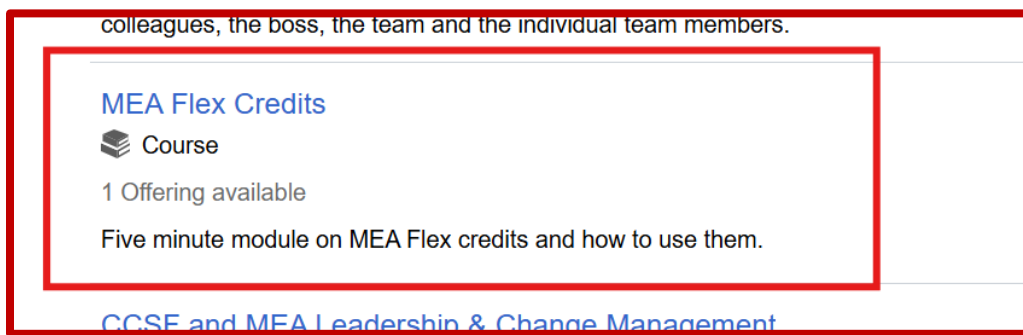

3. Under "Current Learning" is a list of the courses you are currently enrolled in. To search for a course, scroll down until you see the SF Learning button.
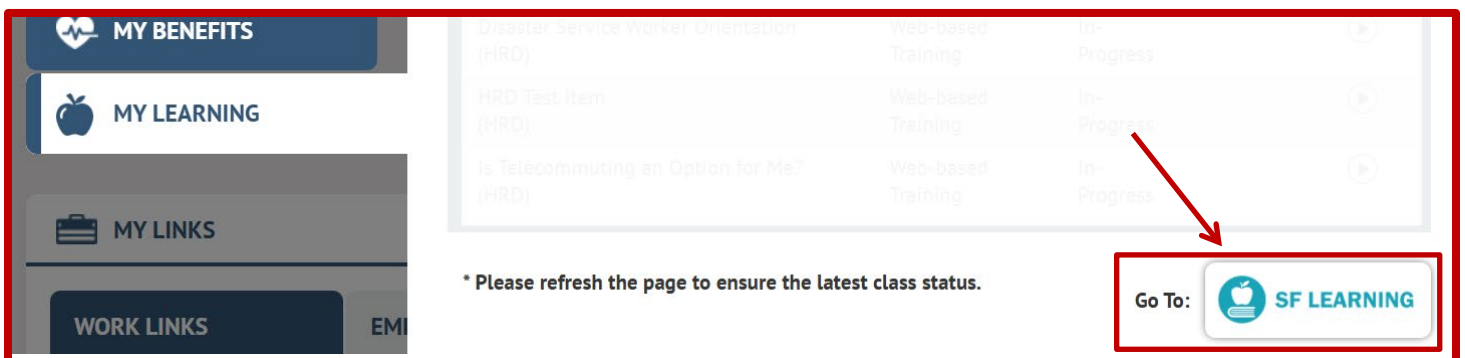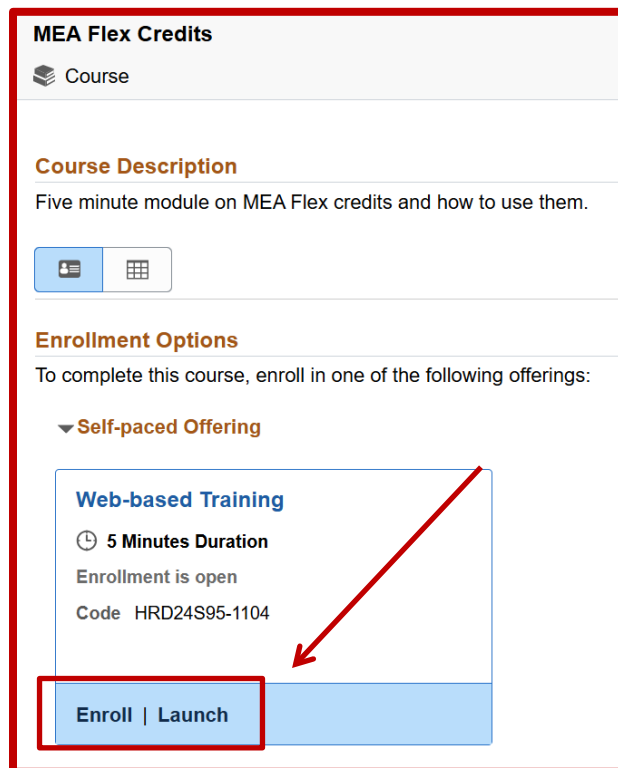
4. Click on the magnifying glass to search. In the serach box, type "MEA", and then click on the arrow.
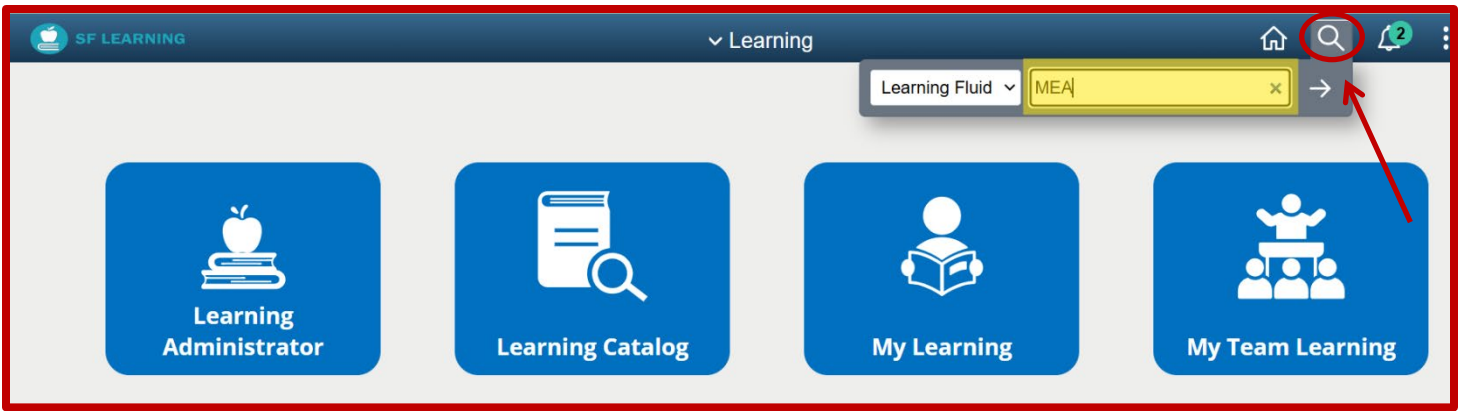
5. Scroll through the available courses, and find **MEA Flex Credits**. Click on the course title.

6. To enroll in the course, and take it late, click **ENROLL.** To take the course now click **LAUNCH.**

Troubleshooting Tips

- ✓ This system works best with up-to-date Chrome, Firefox, or Edge browsers. Do not use Internet Explorer or Safari.

- ✓ If you get a blank page, or the training doesn't load, try refreshing the page, or signing out of the system and signing back in. For technical issues, please email sfemployeeportalsupport@sfgov.org.

- ✓ If you have completed a course, but it is not showing as "Completed", please give the SF Learning system 24 hours to update and refresh. You can also reload your browser tab.

- ✓ For other completion issues, please email – dhr.ids@sfgov.org. In the body of your email, include a **screen shot of the final page of the completed training**, and your **full name** and **DSW number**. Please wait 5 business days for confirmation of completion updates.