

# DPH Compliance and Privacy

## Trouble Shooting Tips

### Finding ELM:

The ELM is located on the [SF Employee Gateway](#). Once you're on the Employee Gateway, look for the SF Employee Portal (Icon pictured on right).



### Logging In:

The login screen has a light blue background with a faint image of the Golden Gate Bridge. At the top left is the City & County of San Francisco seal. The text "City & County of San Francisco" is centered. Below it are two white input fields: "DSW#, POI# or Username" and "Password". Under the fields, it says "Accept the City & County of San Francisco Terms of Service and Privacy Policy" with a link. A blue button labeled "Agree & Sign In" is centered. At the bottom, there is a link for "Forgot your password?" and a note: "First time registration for Retirees or SFUSD".

After clicking the Employee Portal, you'll see a login screen. Your username is your DSW/POI number. If you don't know your DSW/POI number, and/or your password, you can call the [IT Help Desk](#) at **(628) 206-7378** (24/7). Tell them you need your password for the Employee Portal reset.

### Launching Your Courses:

There are several ways to launch courses in ELM. Not all will ensure the courses launch properly. On the next page we've highlighted the steps you need to take to ensure you have access to all course components.

**Please Note:** Some of these step are counter intuitive! You will also be presented with opportunities to launch your courses immediately. If you bypass these steps you might not see all components contained with a course. You may also experience difficulty completing the courses.

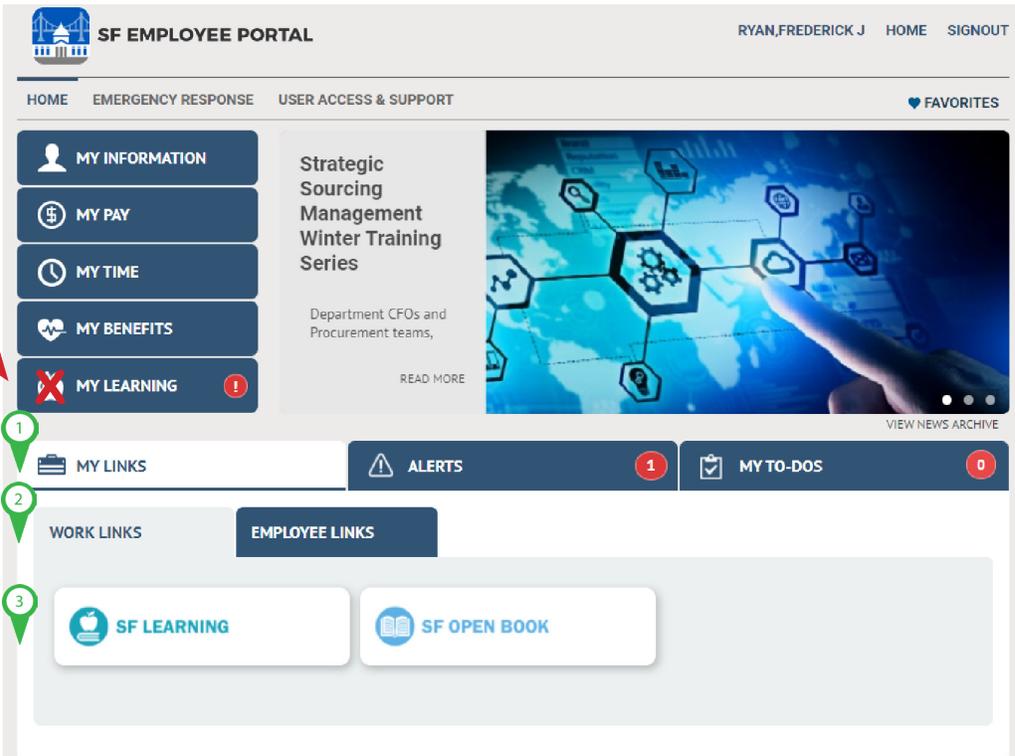
# ELM Trouble Shooting Tips

## Step One: The SF Employee Portal

Once you're in the Employee Portal, follow the below directions to get to your "My Learning" tab. Please follow the below order. Note: there may be some delay in the "My Task" tab loading.

Do Not Click "My Learning"

Click (In Order):  
1. My Links  
2. Work Links  
3. SF Learning



The SF Employee Portal

## Step Two: My Learning



Once your in SF Learning, click "My Learning" (icon pictured above).

# ELM Trouble Shooting Tips

## Step Three: Launching Courses

You should now see a group of tiles containing your assignments. To launch a course, hover over the course tile until the tile turns yellow. You can now launch the course.

**Note: do not click "launch" to launch the course.**

On the next screen you'll see a list of all components contained within the course. Click the launch button(s) in order to begin the course.



Note: There is a second component involving electronically signing 2 documents:  
**2023 - Part 2 - Annual Compliance & Privacy Electronic Signature**

**Both Parts 1 and 2 need to be completed to receive credit for completing the annual Compliance & Privacy Training.**

For questions, send an email with your DWS/POI# and full name to:  
[compliance.privacy@sfdph.org](mailto:compliance.privacy@sfdph.org)  
or call (855) 729-6040.