

KP Learn Web Based Trainings Frequently Asked Questions

What is [KP Learn](#)?

[KP Learn](#) is Kaiser Permanente's Enterprise-wide Learning Management System. It's a web-based application that allows staff and students access to online trainings and print a Certificate of Completion for any completed course.

How do I access [KP Learn](#)?

The Web address through your Internet Explorer browser is <http://learn.kp.org>.

Can I access [KP Learn](#) from home via the Internet, without being logged into the KP network?

Yes, you can access [KP Learn](#) from home using a PC and Internet Explorer. However, there may be some courses and links that are only available on the Kaiser Permanente intranet for privacy and copyright reasons. For example you can only access the Principles of Responsibility (POR) link in the Compliance training from a KP computer.

Why can't I use my MAC to do the training?

Apple Macintosh computers (MAC's) are not compatible with KP Learn.

Why do I have to use Internet Explorer?

[KP Learn](#) recommends that you use Internet Explorer (IE) version 6 or 7 to complete Web-based Training courses. There are some known issues with IE 8, particularly with web-based training.

Why can't I use a different internet browser?

Other Web-browsers may work to log into [KP Learn](#) and view the catalog but there is no guarantee Web-based training will open and record correctly.

What is the NUID? How do I get one?

Your NUID is your National User Identification number. As part of the Student Placement process you were asked to complete a Student Information Sheet or your school turned in a roster which was used to create your NUID or if you already had one to reactivate it. You can't use KP Learn until the day after the KP Student Placement Coordinator assigns or reactivates your NUID. You will receive your NUID either via an email from the KP Student Placement Coordinator or from your Instructor.

What is my initial password??

When you first log into the Web Single Sign On (WSSO) you will active your WSSO by clicking on the *Active your account* link. You will be asked 6 security questions to enable the *Forgot your password* feature.

I previously had a [KP Learn](#) account, but forgot my password. How do I get it reset?

You must call the Help Desk to have your password reset. 1-888-457-4872

I did a previous rotation why can't I log onto [KP Learn](#)?

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Your access to [KP Learn](#) automatically ends when your externship ends, which erases your records. The KP Student Placement Coordinator has to reactivate your access before you can use KP Learn.

I got locked out while trying to log in to [KP Learn](#). How do I get my account unlocked?

You can attempt to log into [KP Learn](#) only 6 consecutive times before your [KP Learn](#) account is locked. If you receive an error message saying, "Too many incorrect login attempts (Bad login attempts cannot exceed 6 times)", you need to call your local help desk to get your password temporarily reset and your account reactivated. If you have problems logging in or you need a password reset to reactivate your account, please call the National Help Desk at 1 (888) 457-4872.

My Web-based training course will not launch, appears to be frozen, or will not register to my Transcript as complete. Why?

When using [KP Learn](#), all pop-up blockers must be turned off (Yahoo, Google, XP, etc.) in order to allow the communication between [KP Learn](#) and the course content. Pop-up blockers block the transfer of critical information and cause many registration and completion problems within [KP Learn](#). Our web-based training courses were tested to work on KP Standard Desktops using IE 6 and 7.

The Compliance web-based training course it doesn't launch or appears correctly. What do I do?

When using [KP Learn](#), all pop-up blockers must be turned off (Yahoo, Google, XP, etc.). If your blockers are turned off you will need to try to complete on another computer or make an appointment to complete in the KP Student Placement office.

Why can't I find a course I have completed on my transcript?

Check your enrollment page to make sure the course is still not in-progress. Sometimes you may need to re-launch the course to update the KP Learn system. If you didn't use Internet Explorer you will need to retake the training using that internet browser.

I'm getting an error message that says I cannot register for the course. What should I do?

You may be getting this message because you are already enrolled in an offering of that course. In [KP Learn](#), you can have only one registration for the same course, so check your enrollments page.