

Purpose of this document:

To provide instructions both written and visual to support external learners in their usage of the Learning module in the People First Hub system. If you need additional assistance please contact: learning@regionofwaterloo.ca

Through this training guide, you will be able to:

- Sign into External Learning Site and Change the Password
- Reset Password
- Browse and Complete Learning Courses
- View Learning History
- View Curricula and Curricula Status

Date: September 4, 2025

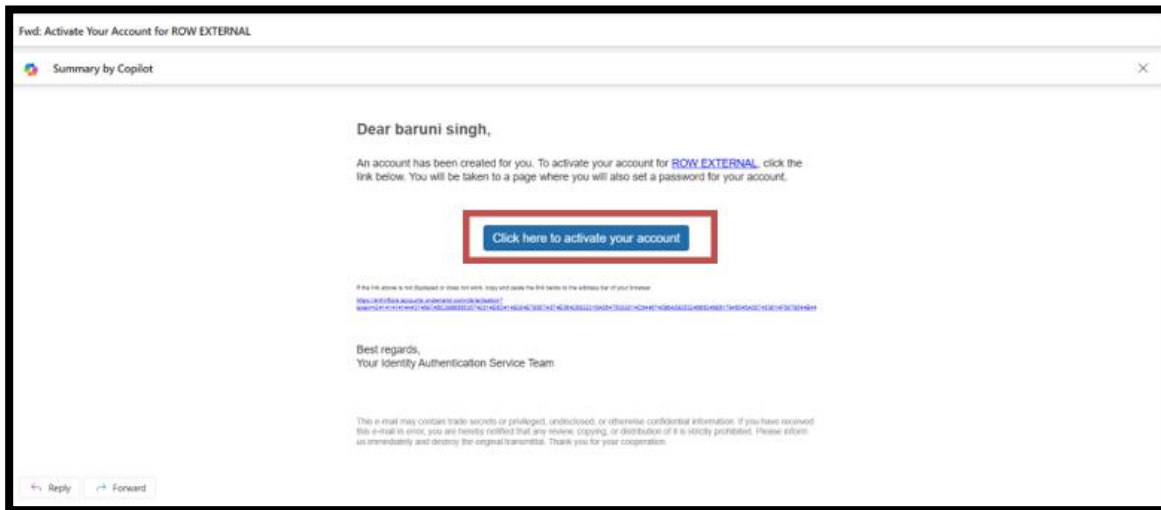


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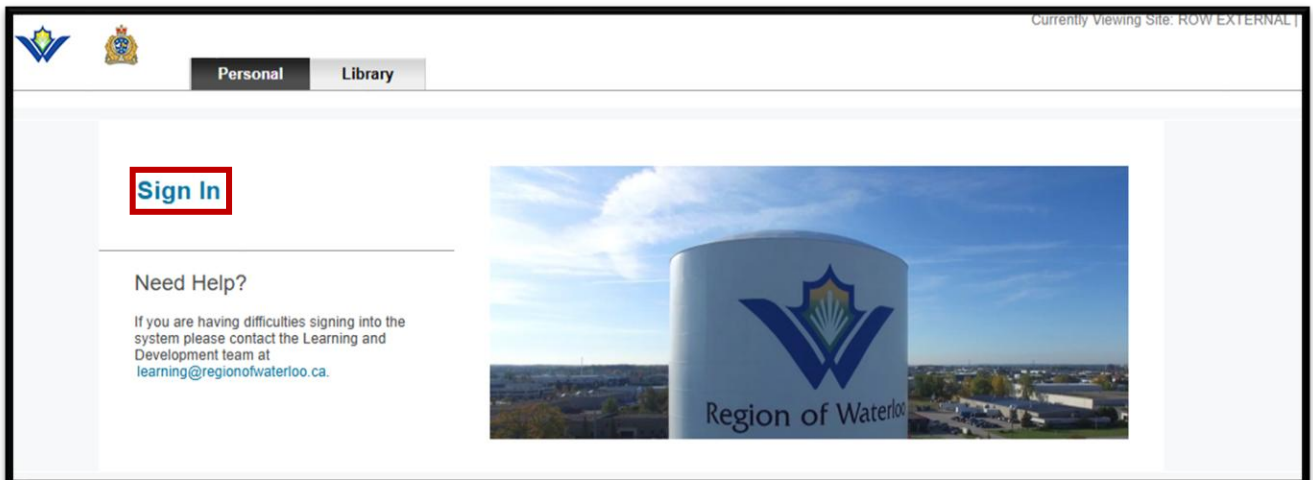
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Activate account and change default password

1. Once your account is created, you will receive an email from IAS (Identity Authentication Service) to the email address provided. Open the email and click the button that says **Click here to activate your account**.



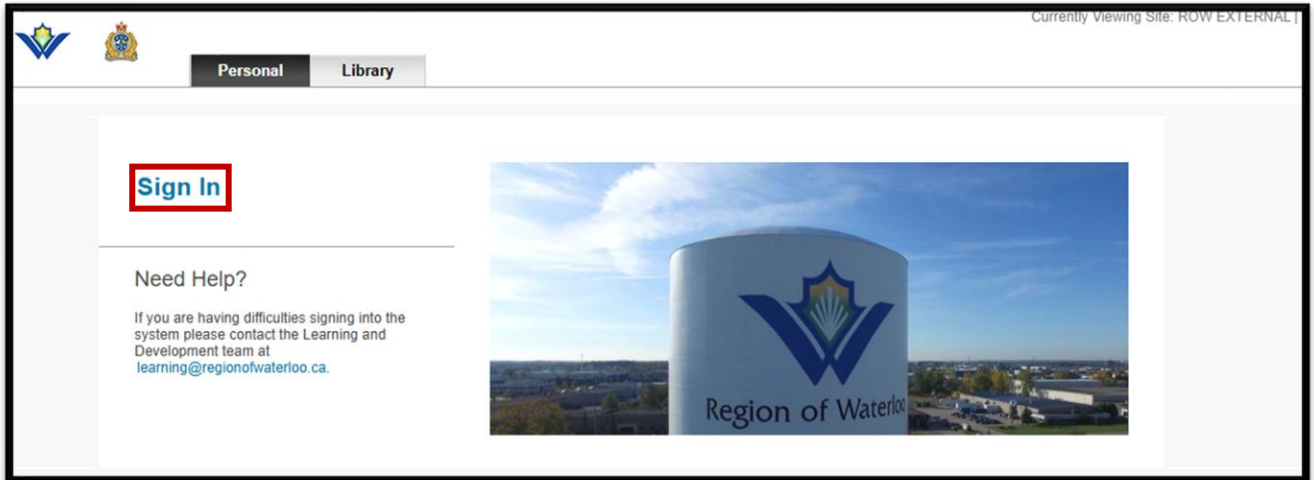
2. This link will take you to **Change your password** screen. Enter the existing password **Welcome@123** and then enter your new password twice to reset it.
3. Sign into the External Learning site by accessing the below URL:
<https://theregio.lms.hr.cloud.sap/learning/user/portal.do?siteID=ROW%20EXTERNAL&landingPage=login>
4. The URL will take you to the **Sign In page**. Click **Sign In** and enter the email address and password associated with the account.



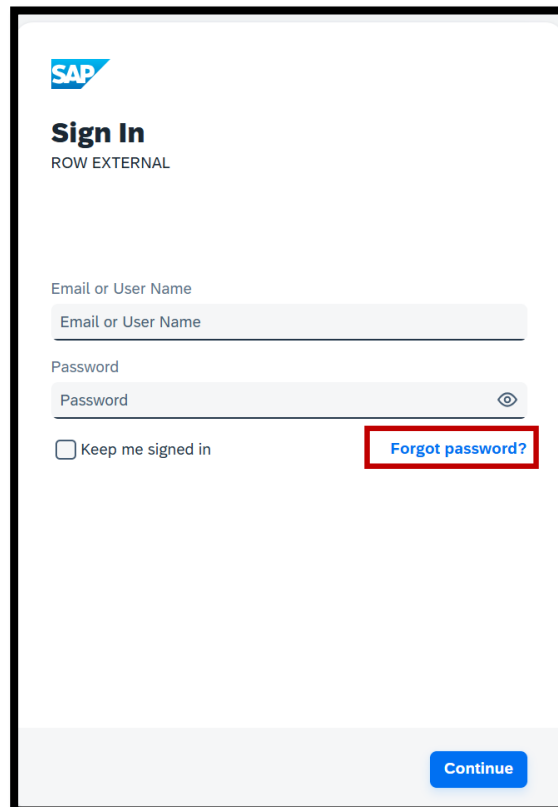
If you require additional assistance please contact: learning@regionofwaterloo.ca.

Reset password

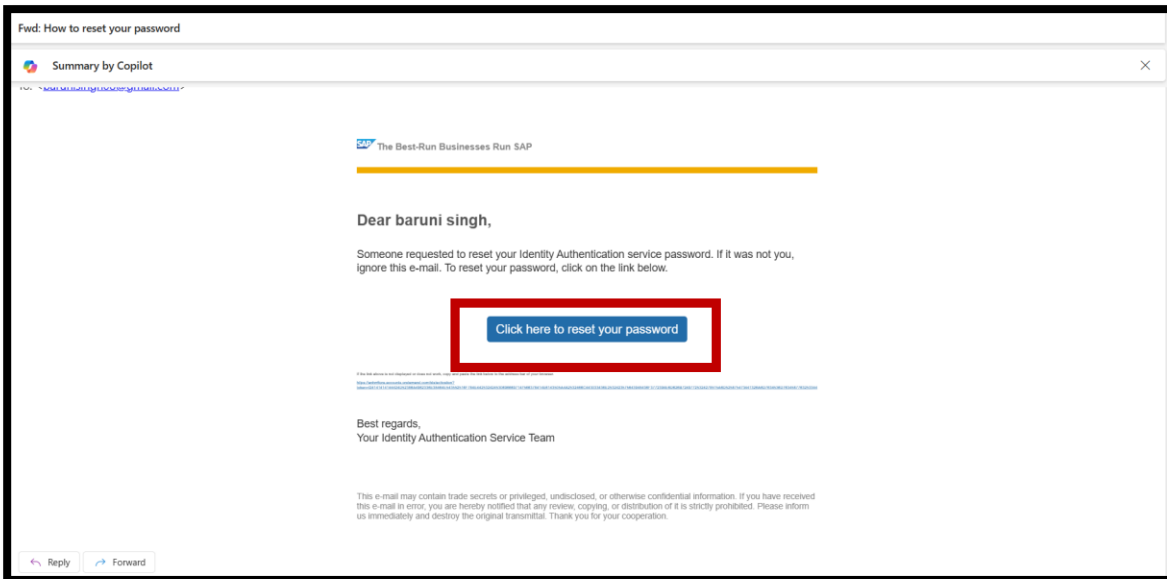
1. To reset your password, select **Sign In**.



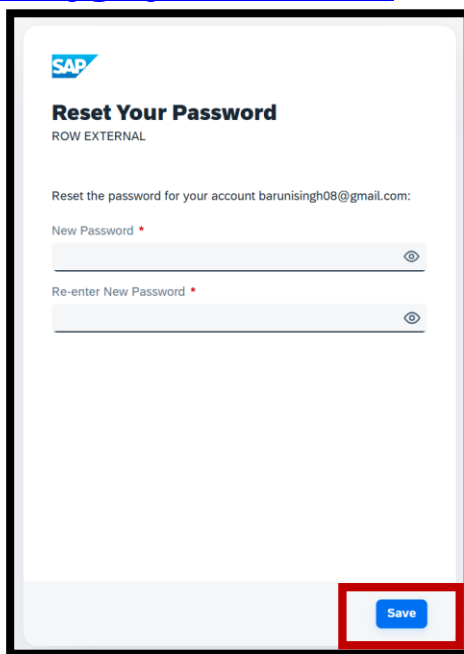
2. Then click on **Forgot Password**.



3. You will receive a password reset email in your registered email account from IAS (Identity Authentication Service), click on **Click here to reset your password**.

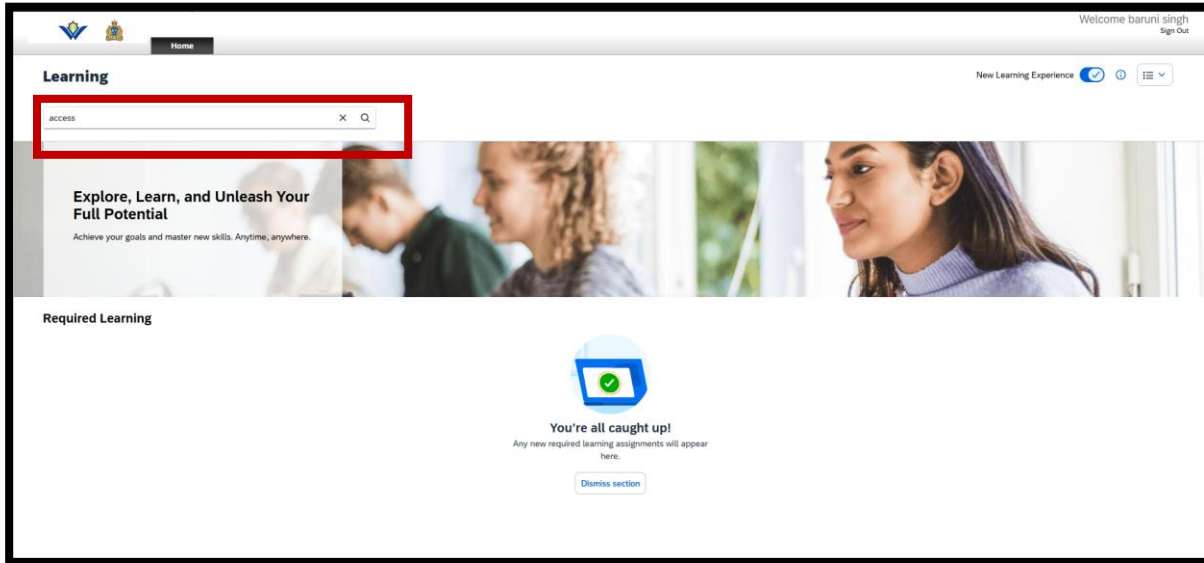


1. This will open the password reset screen where you can enter your new password and click **save**. You can now use your email and new password to login. If you require additional assistance please contact: learning@regionofwaterloo.ca.

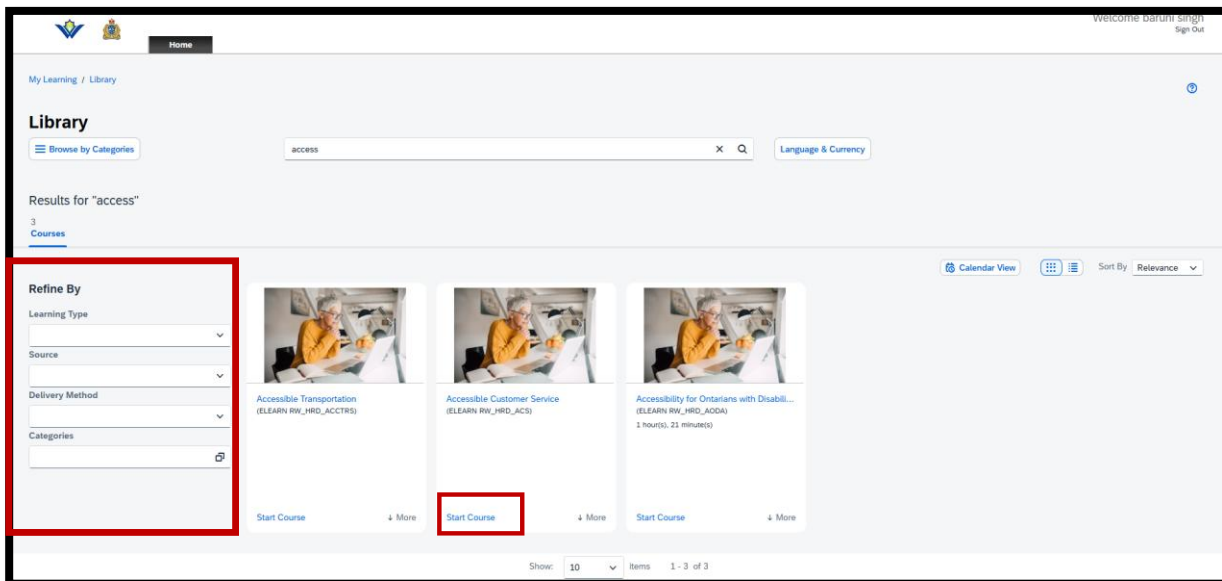


Browse and Complete Learning Courses

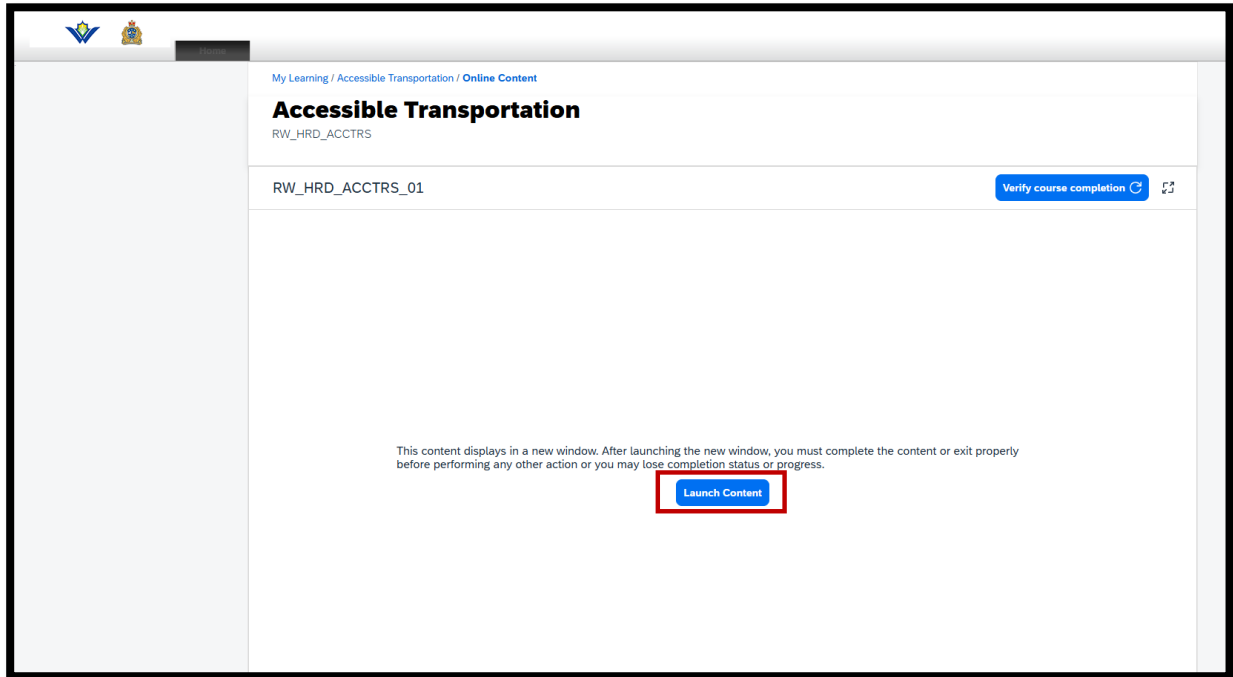
1. To browser for learning course, enter at least 3 characters in the keyword search. Required and Important learning will also appear on this home page once it has been assigned.



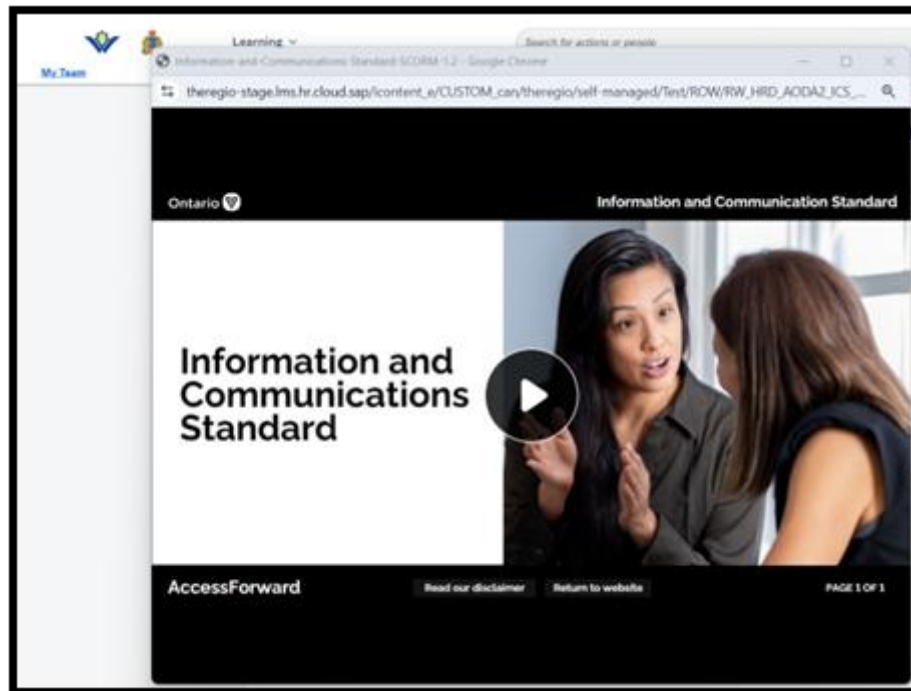
2. The course library will appear. Here you can search for additional courses using the filter options under **Refine By** on the left side of the screen. Once you find a course to take, select **Start Course**.



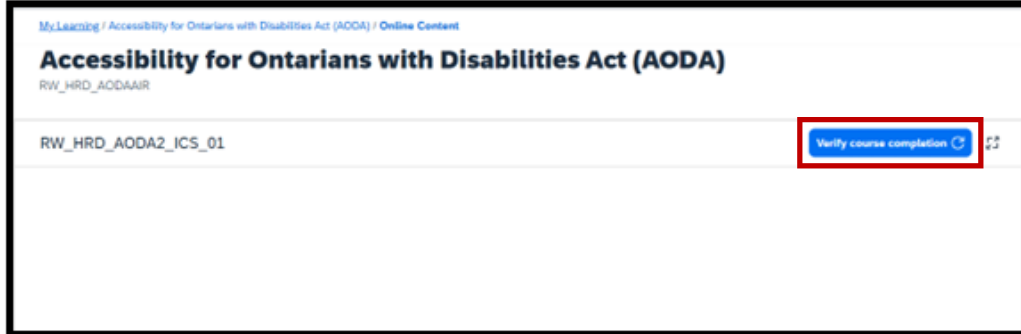
3. The course home page will appear, select **Launch Content** to see the online content within the course.



4. This will launch the online course in another window. Expand the course and complete all slides as needed.

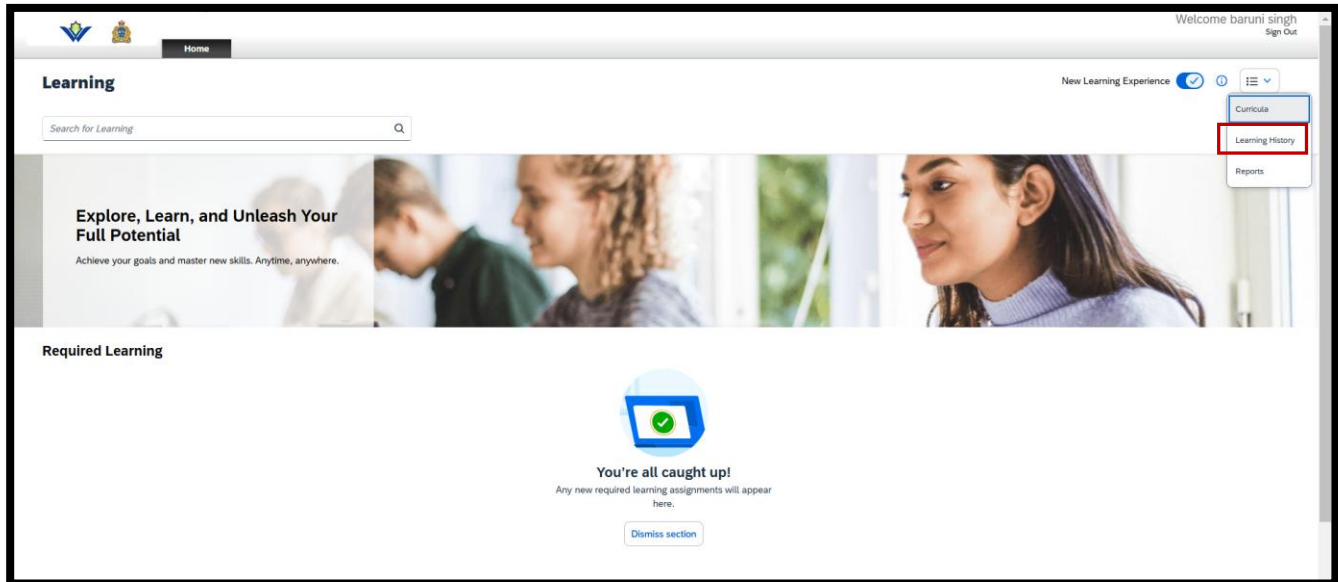


5. When the course is completed, select **Verify course completion** to ensure the completion is recorded to your profile. This is not a required step but recommended to ensure completion is recorded.

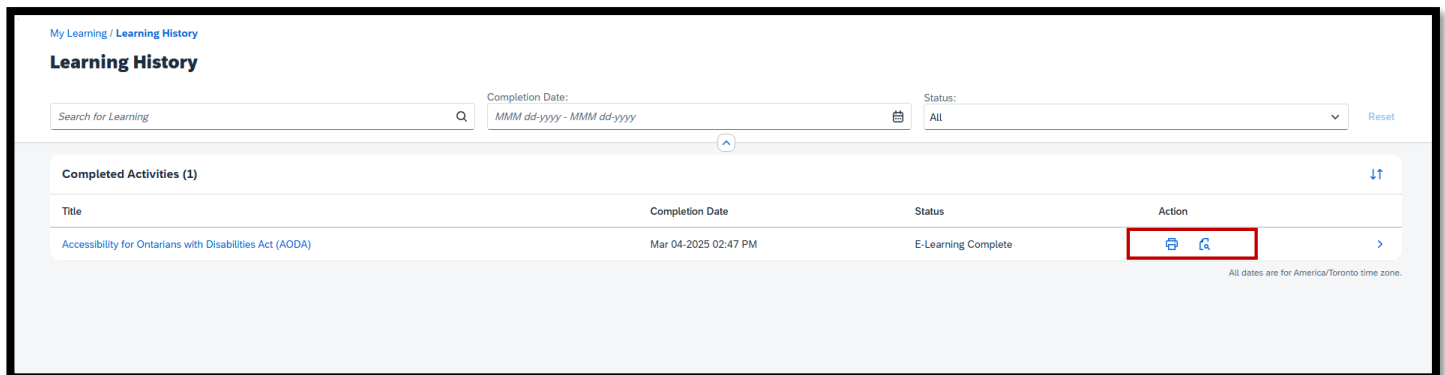


View Learning History

1. Click on the 3 dots on the top right corner and select **Learning History**.

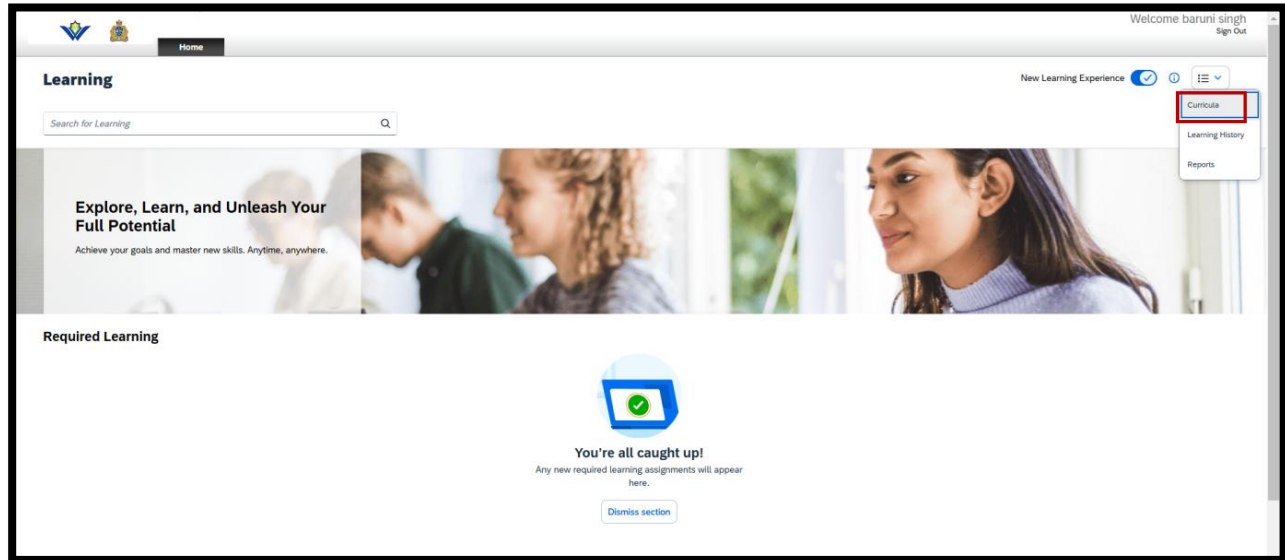


2. This will open up the Learning History page where you can see all your Learning course completions. Here you can also download the completion certificate by clicking on the **Printer icon** and review the online content again by clicking on the **Magnifying glass**.



View Curricula and Curricula Status

1. Click on the 3 dots on the top right corner and selection **Curricula**. Curricula is composed of one or more courses that are mandatory to complete and may require review on an annual or pre determined frequency.



2. This will take you to the curriculum status page where you can see the Curricula titles, Status (Complete/Incomplete) and more. The **Next Action** date which is the required completion date for the next learning requirement within the Curricula.

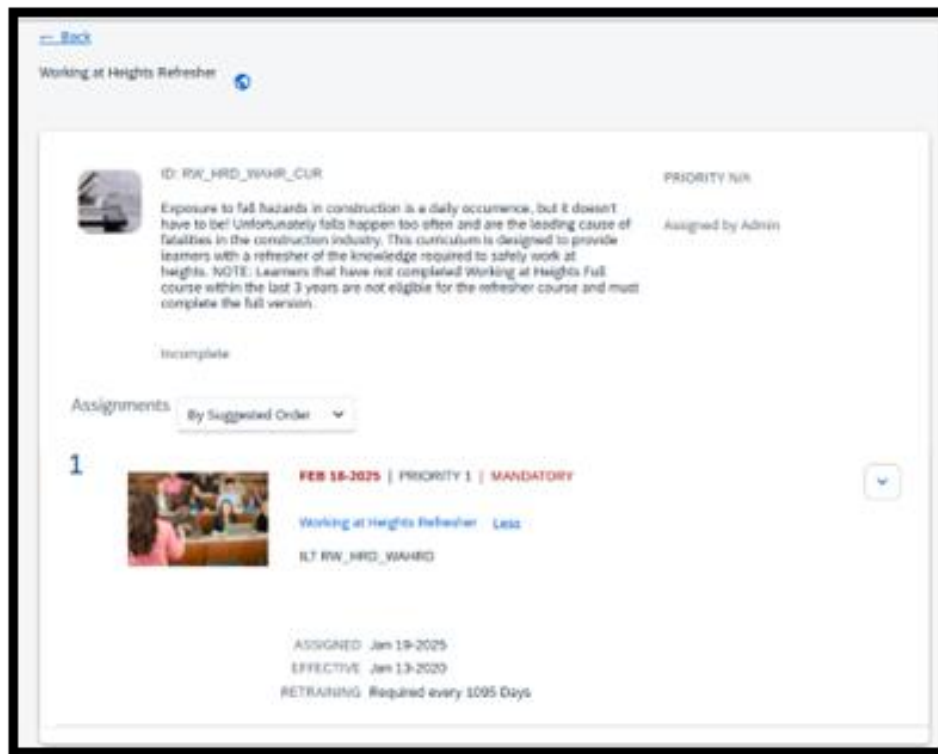
This page will also display the Curriculum **Expiration Date** which is the date that an already completed curriculum will no longer be complete if the user takes no action along with Assigned by. Please note, curricula assigned by administrator or managers cannot be removed and must be completed in a timely manner.

Curriculum Status

This page includes a list of curricula that have been assigned to you. Each curriculum title links to the Curriculum Details page which includes a list of the curriculum's items and Action drop-down menus where you can register for or request items. On this page you can also view the sub-curricula associated with each curriculum and access information on items as well.

Curriculum Title	Status	Prio...	Next Acti... ⌵	Expiration Date	Assigned By	Remove
Working at Heights Refresher		N/A	Feb 18-2025	N/A	Admin (Singh, Burani)	
Test curriculum for Qualification	✓	N/A	Dec 30-2026	Dec 30-2026	Admin (Baruni Singh)	
S/Sgt, Sgt and Constable CEW Requalification (Non SRU Officers)		1	N/A	N/A	Admin (Singh, Burani)	

3. You can click on the curriculum title hyperlink which will open the Curriculum page where you can view the following:
 - Curriculum ID
 - Curriculum description
 - Priority (1,2 or 3)
 - Assigned by
 - Curriculum Status (Complete/ Incomplete)
 - Arrange the courses within the curriculum by using the “Assignments” dropdown menu that will arrange the courses “By Suggested Order” or “By Due Date”.
 - Next to the course you will see the Course due date, priority and Assignment type (Mandatory/Optional)
 - Assigned date, effective date and frequency of retraining required



4. You can then click on the course hyperlink and open the course home page to complete the course.