

DTU General Quick Reference Guide

Description

This document explains how to:

Employee Functions:

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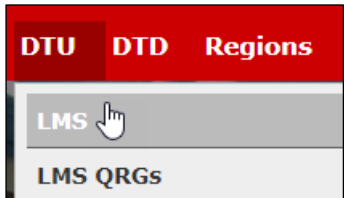
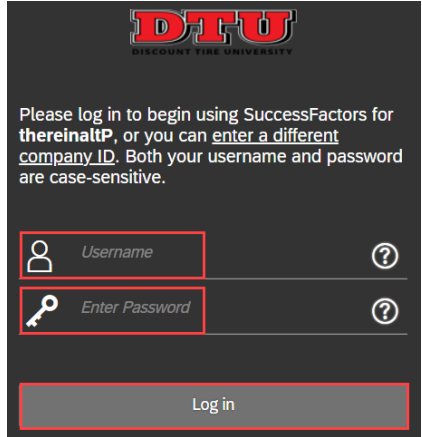
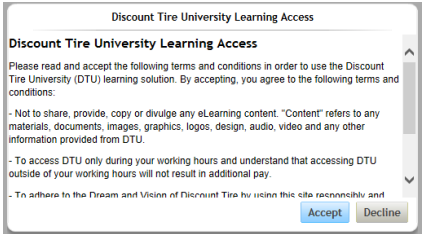
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Guidelines

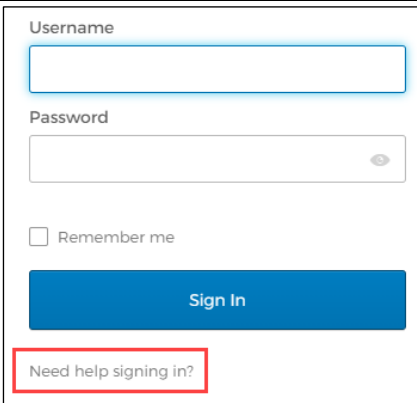
Use your employee ID as your username and your Okta password to log in to the DTU learning system. Your Okta password is the same password used to access Kronos and Workday. If you need to reset your password, use the Self-Service Password Reset (SSPR) application available on the Okta login screen.

First Time Logging into DTU

Step	Action	
1	On the KC, click DTU . In the drop-down menu click LMS .	
2	<p>The DTU learning system log in page will display.</p> <p>Enter your username (<i>employee ID</i>) and password (<i>Okta password</i>) in the appropriate fields.</p> <p>Click Log in or the Enter key on your keyboard.</p>	
3	<p>At first log in only, you will be presented with a terms and conditions for use screen.</p> <p>After reading the content, click Accept to be taken to the DTU learning system home page.</p> <p>Note: If you decline you will not be able to access the system.</p>	

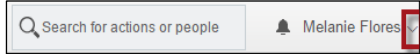
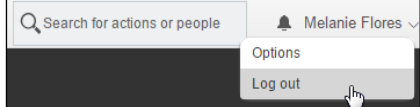
Resetting Password

Follow the steps below to reset your password.

Step	Action	
1	Use the Self-Service Password Reset (SSPR) application to reset your password.	
2	<p>On the Okta login page, click the Need Help Signing In link.</p> <p>To reset your password, be prepared to answer questions associated with your Workday account.</p> <p>These questions include:</p> <ul style="list-style-type: none"> What are the last four digits of your Social Security Number? What is your home zip code? What is your primary personal email address? 	

Logging out of DTU

Follow the steps below to log out of the DTU learning system.

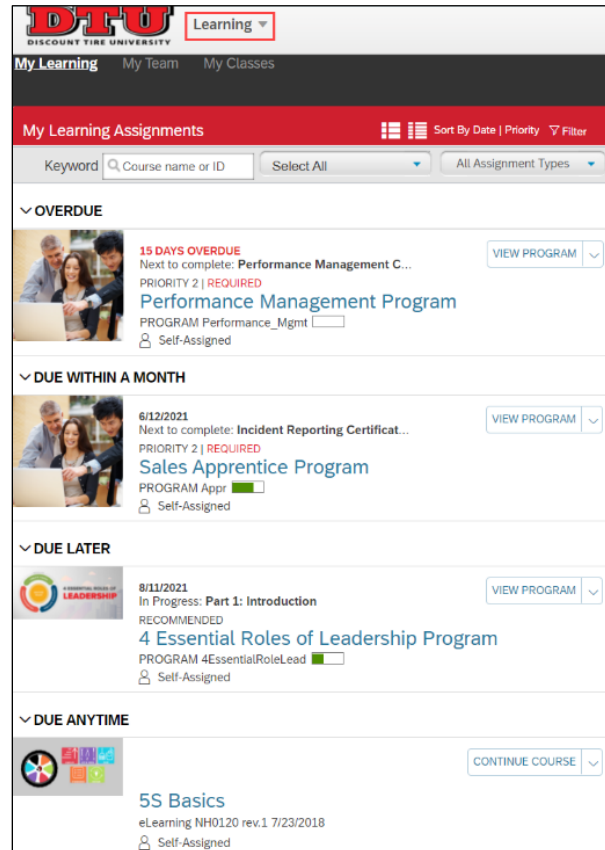
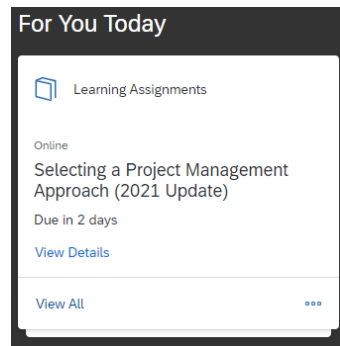
Step	Action
1	Click down arrow to open drop-down menu in upper right corner of screen, next to your name. 
2	Select Log out or close your browser window. 

Home Page Overview

The For You Today section will display any training or tasks that you have due within the next 30 days with the most urgent item at the top. Navigating to your Learning home page will allow you to easily view training or tasks that are:



- Overdue
- Due Later
- Due Anytime

All required training will automatically display with a due date.



Access My Learning Page

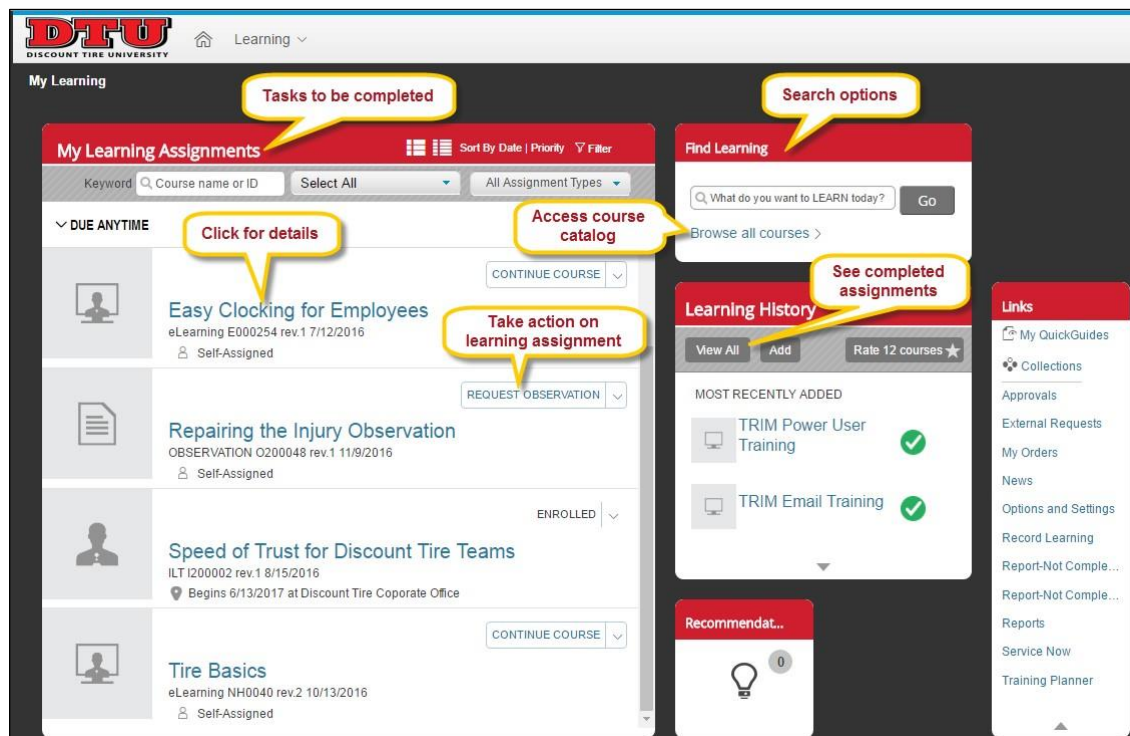
The Learning page will allow you to view more information about your assigned courses, view your completed learning, and browse the learning catalog.

Step	Action
1	Click down arrow to open the drop-down menu from the Home tab. 
2	Select Learning . 

My Learning Page Overview

The My Learning page provides useful tiles and links to easily navigate within DTU.

- View / action assigned tasks/courses under the My Learning Assignments tile which is an alternate view of your To Do list from the Home page.
- Display Learning History of completed courses on your employee transcript.
- Access the Search functions to locate courses.



The screenshot shows the DTU My Learning page interface. Key features are highlighted with callouts:

- Tasks to be completed:** Points to the 'My Learning Assignments' tile.
- Search options:** Points to the 'Find Learning' search bar.
- Click for details:** Points to the 'Easy Clocking for Employees' course entry.
- Access course catalog:** Points to the 'Browse all courses' link.
- Take action on learning assignment:** Points to the 'REQUEST OBSERVATION' button for the 'Repairing the Injury Observation' course.
- See completed assignments:** Points to the 'Learning History' section showing completed courses like 'TRIM Power User Training' and 'TRIM Email Training'.

The page layout includes a top navigation bar with the DTU logo and 'Learning' dropdown. The main content area is divided into three columns: 'My Learning Assignments' (with filters and course list), 'Find Learning' (with search bar and 'Browse all courses' link), and 'Learning History' (with 'View All', 'Add', and 'Rate 12 courses' buttons). A 'Recommendations' section is at the bottom left, and a 'Links' sidebar is on the right.

Search for Courses

Use the options below to locate courses. There are two ways to find course offerings:

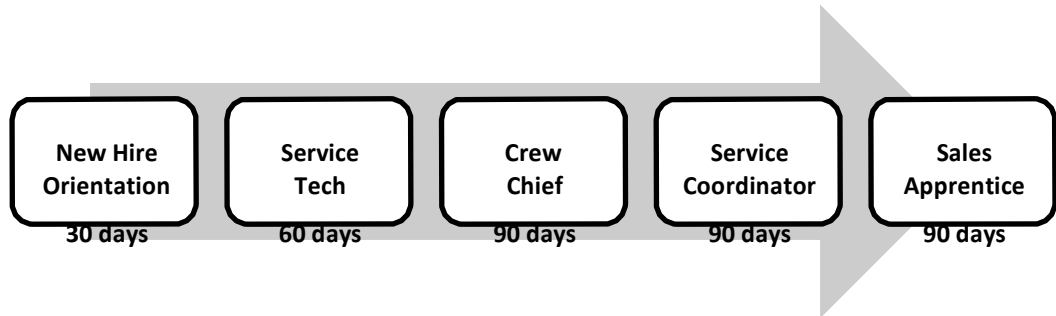
- 1) Type course name / keyword(s) in search area and click **Go**. Or 2) Click the **Browse all courses >** link.

After you have selected the method of searching for a course, you will be directed to the course library where you can find additional navigation features.

Learning Path Programs

Learning Path programs are **automatically assigned** to employees by DTU upon hire or completion of a program (i.e. employee completes Service Tech program and then the Crew Chief program is automatically assigned).

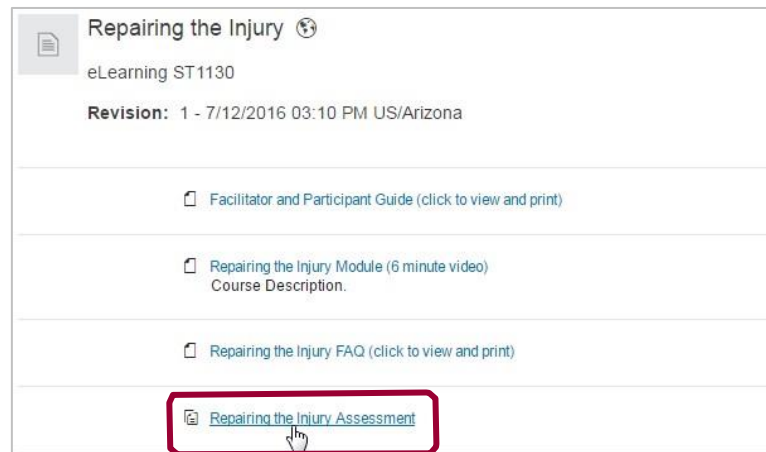
Completion timeframes for programs:



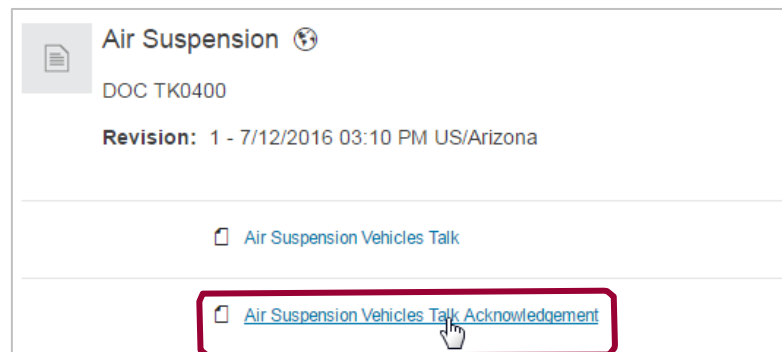
Assessments and Acknowledgements

Courses in a Learning Path will generally include the requirement for an assessment or acknowledgement to be completed.

To access the assessment, click the link and follow the onscreen instructions.



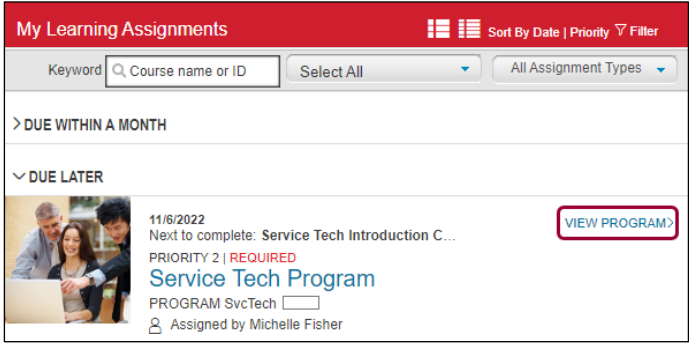
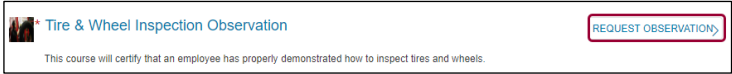

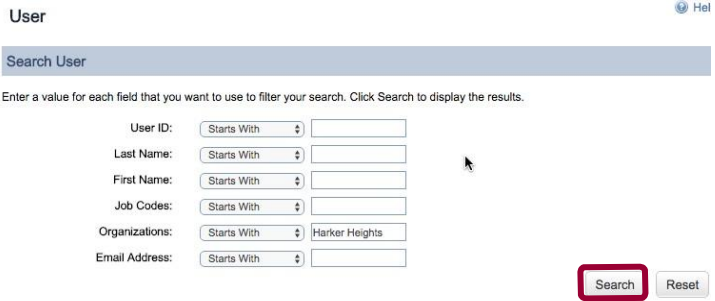
If there is not an assessment available for the course, employees may be asked to complete an acknowledgement that can be accessed by the link.



Employee Request Observation

An observation is the electronic version of the certification checklist that is part of Learning Path programs. Work with your manager to complete the observation process.

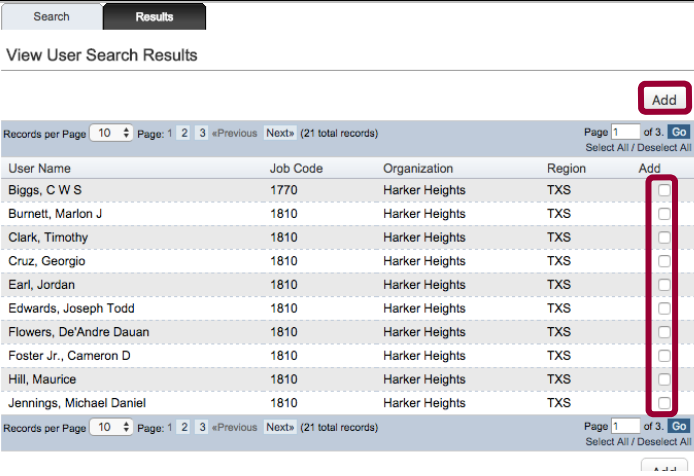
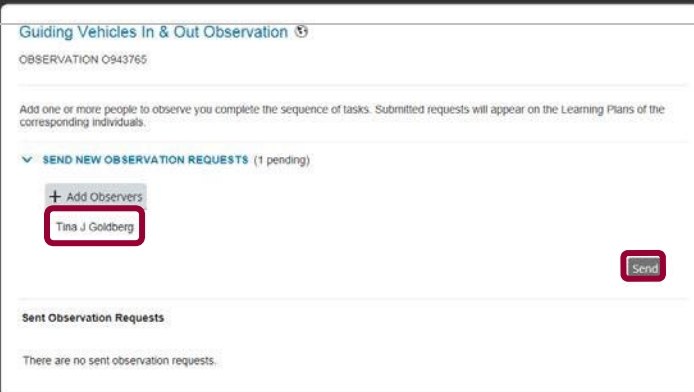
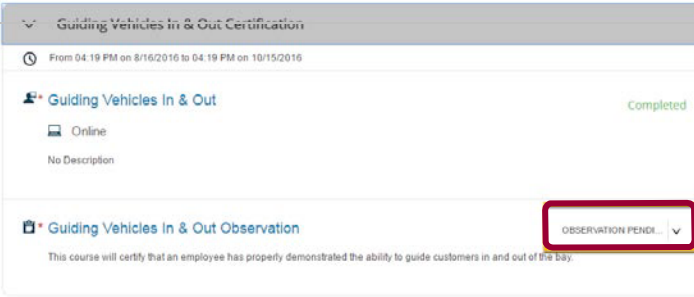
To request an observation, follow the directions below.

Step	Action
1	<p>From the My Learning Assignments tile, Click View Program</p> 
2	<p>Click Request Observation for the appropriate course.</p> 
3	<p>Click + Add Observers.</p> 
4	<p>Click Search to display list of employees at store or results for the criteria entered.</p>  <p>Note: Defaults to the street name of the store, <u>not</u> store number.</p>

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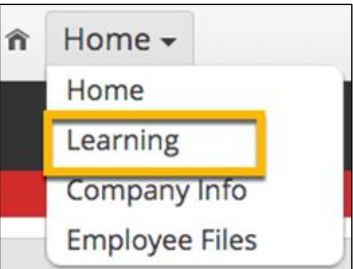
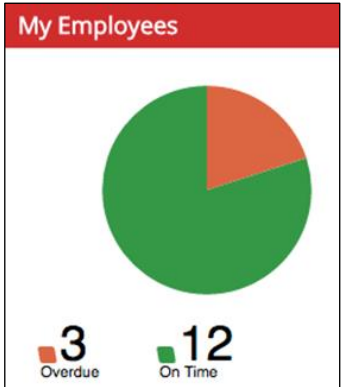
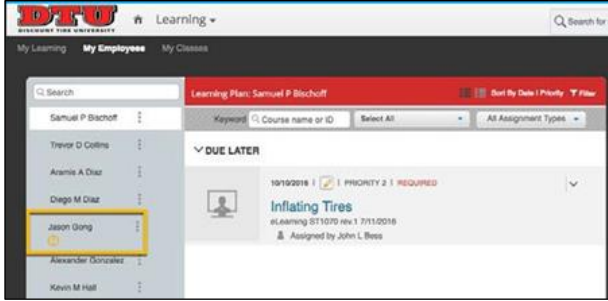
Employee Request Observation

Step	Action
5	<p>Click the Add checkbox next to the Manager and / or Sr. Assistant Manager who will be performing the observation.</p> <p>Click Add.</p>  <p>Note: You may select <u>more</u> than one person when requesting an observation.</p>
6	<p>The observer(s) you selected will now be displayed.</p> <p>Click Send to complete the request.</p> 
7	<p>The pending observation will display in your Learning Assignments.</p> <p>The Manager and/or Sr. Assistant Manager will see a pending request from you on their To Do list to complete the observation process.</p> 

Manager DTU Functions

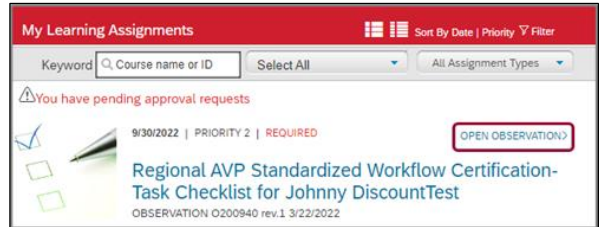
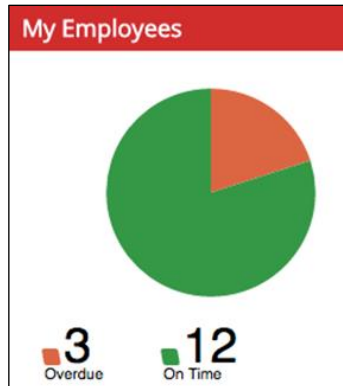
Reviewing Employee Tasks

Follow the steps below to view your employee's assigned and overdue training from the **Learning** page.

Step	Action	
1	From the Home drop-down menu, select Learning .	
2	Click the pie chart in the My Employees tile.	
3	Click on an employee to view the training they need to complete. Note: The exclamation icon is a quick visual to inform you that an employee is overdue on training.	

Complete Observation for Employees


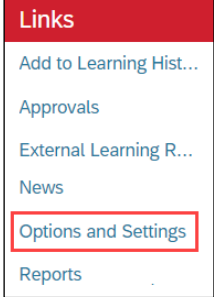
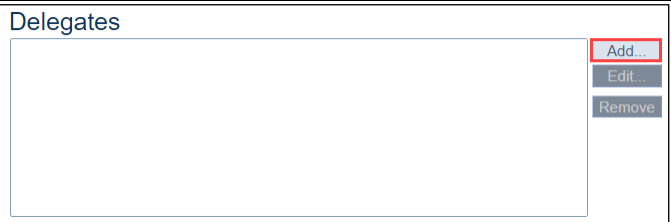
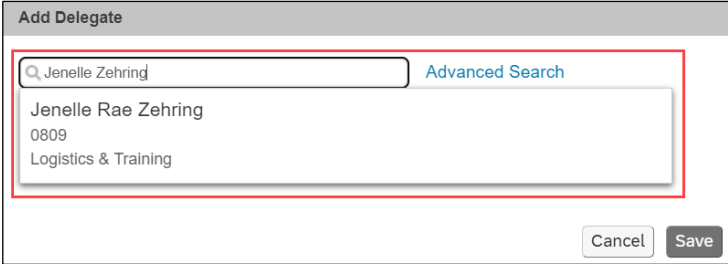
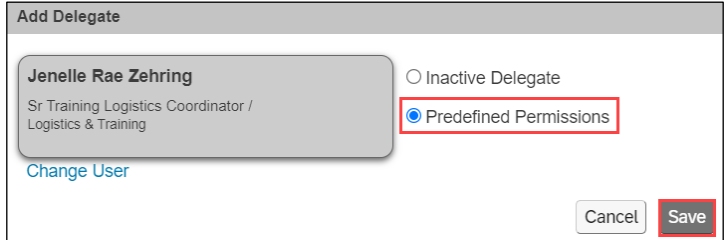
Observations are the electronic versions of the certification checklists included in the Learning Path programs. The observation checklist is to be completed once you feel the employee has attained the required knowledge and skills on the topic. This is the last piece in certifying an employee for a course.

Step	Action	
1	Locate observation requests from your My Learning Assignments list. Click Open Observation Or Click Resume Observation (If previously started).	
2	The Observation-Task Checklist is displayed. Indicate the Completion Status for <u>each</u> required task by selecting the appropriate box: <div> <input checked="" type="checkbox"/> = Pass </div> <div> <input checked="" type="checkbox"/> = Needs more practice </div>	
3	Click appropriate action.	<p>Record Completion – Select to indicate employee is now certified by successfully performing <u>all</u> required tasks. Completion will display on employee's transcript in their Learning History.</p> <p>Save and Close – Use this option to save progress when more time is needed to complete observation or employee needs more practice on one or more tasks. You can resume the observation at a later time to complete.</p> <p>Save – Saves observation without closing.</p> <p>Record Failure – Records a “no pass” for employee and he/she will need to resubmit a new observation request for another attempt. <i>This action is not recommended.</i></p>

Add a Delegate

Follow the steps below to add a delegate (e.g. Sr. Assistant) to be able to manage the learning for your store.


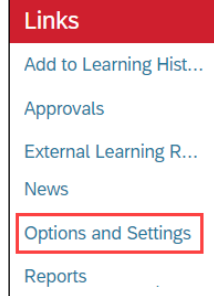
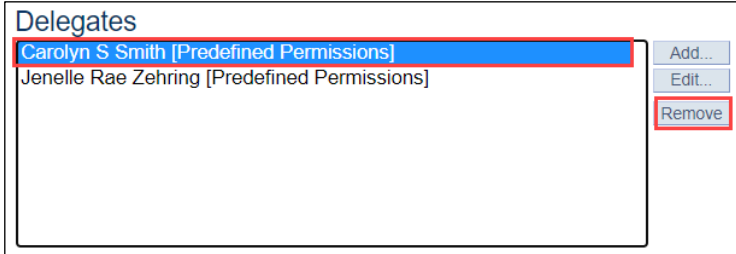
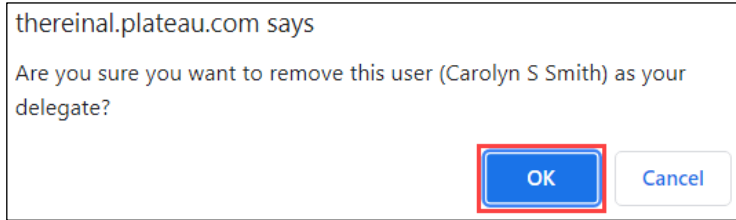
Note: The delegate must be manually updated by the Store Manager each time the Sr. Assistant Manager changes at the store.

Step	Action
1	Click Home > Learning . 
2	In the Links section on the Learning page, click Options and Settings . 
3	Click Add . 
4	<ol style="list-style-type: none"> In the Search field, type the name of the employee that you would like to grant delegate access. The name will display in a drop-down menu as it is recognized by the learning system. Select the name. 
5	<ol style="list-style-type: none"> Click the radio button next to Predefined Permissions. Click Save. 

Remove a Delegate

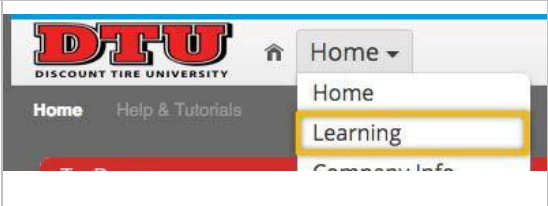
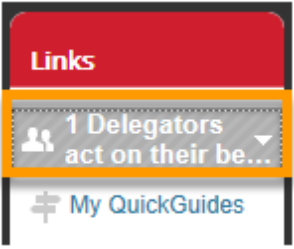
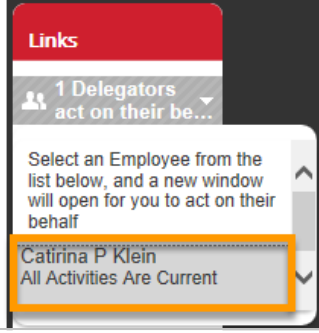
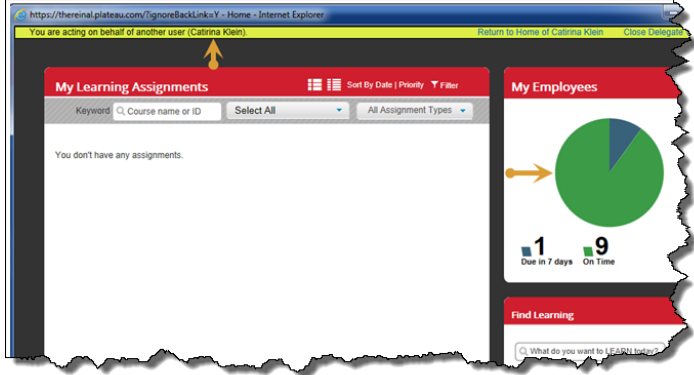
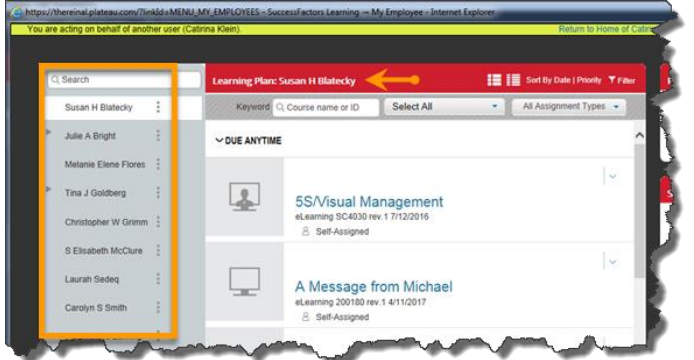
Follow the steps below to remove a delegate.

Note: The delegate must be manually updated by the Store Manager each time the Sr. Assistant Manager changes at the store.

Step	Action
1	Click Home > Learning . 
2	In the Links section on the Learning page, click Options and Settings . 
3	<ol style="list-style-type: none"> Click the name of the employee to remove. Click Remove. 
4	Click OK . 

Delegator Functionality

If you have been assigned as a “delegate” for your manager, follow the steps below to perform manager tasks for your manager.

Step	Action
1	<p>From the Home tab, click the drop-down arrow located in the main.</p> <p>Select Learning.</p> 
2	<p>Click Delegators under Links.</p> 
3	<p>Click on the person you are a delegate for.</p> 
4	<p>A new browser window will display showing you the Learning page view of your manager.</p> <p>Click the pie chart to view the manager's employees.</p> 
5	<p>You will now be able to see all assigned or completed learning for employees reporting to your manager by selecting an employee from the list.</p> 

Reporting

Reporting in the DTU learning system provides comprehensive training summaries to identify where employees are in their learning journey.

Two reports are available to assist in developing our people:

- **Programs & Required Training Dashboard** – A real-time report that runs in under a minute providing the most up-to-date information on the progress of employees in their Learning Path program and required training.
- **Mentorship Planning Report** – A real-time report that provides information on the specific courses that have and have not been completed in an employee's Learning Path program.

Note: Only managers will have access to view data in these reports. For employees set up as a delegate for their Store Manager, see the section below on Accessing Reports as a Delegate.

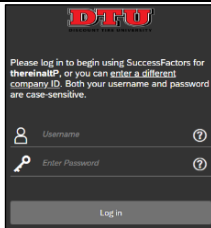

Dashboard Report Best Practice

Using the Programs & Required Training Dashboard will help to develop our people and assist stores in scheduling to demand for all roles.

- SVPs/VPs/AVPs should share the importance of using the dashboard report with existing and new Store Managers.
- AVPs should run the dashboard report prior to or during store visits to monitor the progress of employee development.
- Store Managers should run the dashboard report weekly to assist with allocating training hours to employees and mentors.
- Store Managers may use the dashboard report as part of the monthly business review (CTA) in support of DTMS.
- If a Store Manager is not using the dashboard report, the AVP will remind the manager of the importance and provide guidance on how to use the report to develop our people.
- Store Managers may use the Mentorship Planning report as a compliment to the dashboard report to view specific courses that have not been completed in each employee's learning path program.

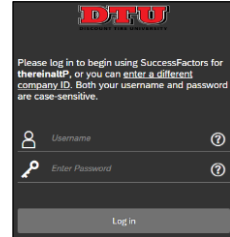

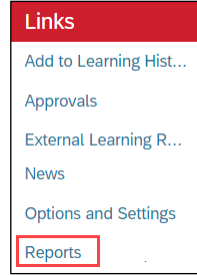
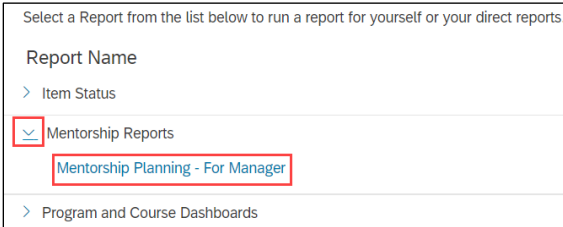
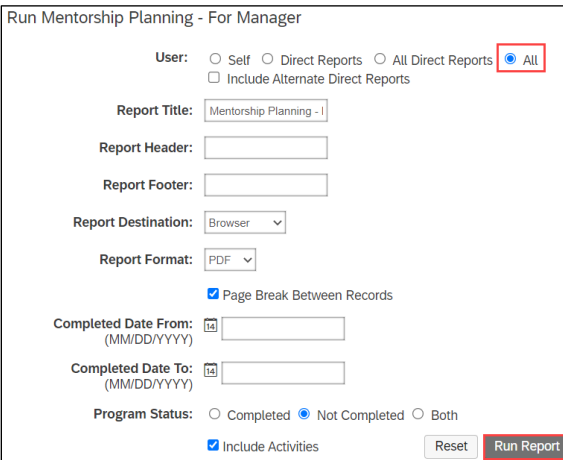
Accessing the Dashboard Report

Follow the steps below to access the Programs & Required Training Dashboard report.

Step	Action
1	Log in to the DTU learning system using your Okta/Windows username and password. 
2	Under the Reports section, click the Programs & Required Training Dashboard tile. 

Accessing the Mentorship Planning Report

Follow the steps below to access the Mentorship Planning report.

Step	Action
1	Log in to the DTU learning system using your Okta/Windows username and password. 
2	Click Home > Learning . 
3	In the Links section on the Learning page, click Reports . 
4	<ol style="list-style-type: none"> Click the > located next to Mentorship Reports Click Mentorship Planning report. 
5	<ol style="list-style-type: none"> Click the All radio button next to User. Click Run Report. 

Employees on Leave

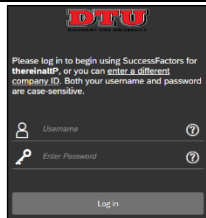

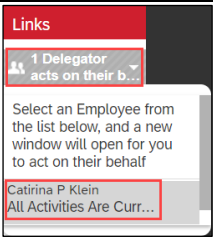
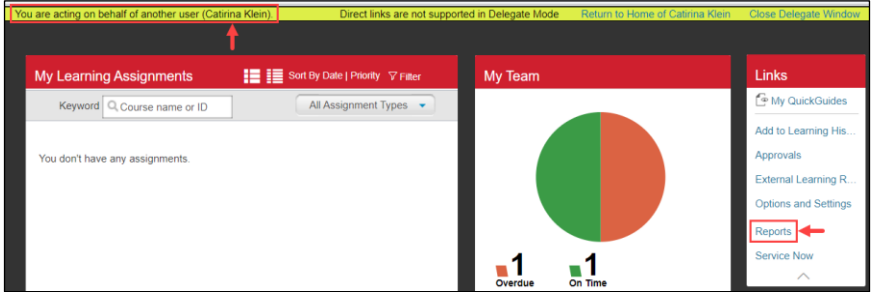
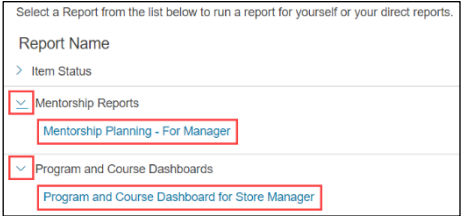
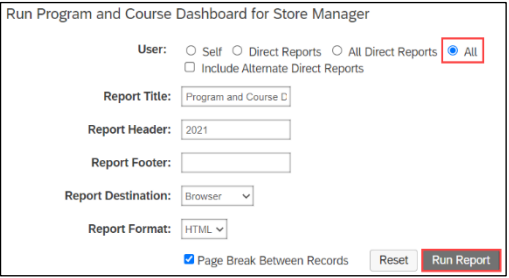
Employees on leave in Workday will still display in your My Team/My Employees lists and may show overdue for training assigned during their leave. The employee(s) is expected to complete their assigned training when return to work.

Employees on leave will be removed from completion reports provide by DTU Learning & Development, so they do not impact the regions completion percentages.

Accessing Reports as a Delegate

Follow the steps below to access reports on behalf of the Store Manager.

Important: The Senior Assistant Manager must be set as a delegate for the Store Manager (page 11).

Step	Action
1	Log in to the DTU learning system using your Okta/Windows username and password. 
2	Click Home > Learning . 
3	<ol style="list-style-type: none"> In the Links section on the Learning page, click Delegator. Click the name of the person you are a delegate for. 
4	<ol style="list-style-type: none"> A new browser window will open displaying the Learning page for your manager. In the Links section, click Reports. 
5	Click the > located next to the report you would like to run. 
6	<ol style="list-style-type: none"> Click the All radio button next to User. Click Run Report. 

Contact

For further assistance, contact DTU_Learning@discounttire.com.