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Prince George's County Government NEOGOV Learn Instruction Guide

How to Login to NEOGOV Learn

OHRM Office of Human Resources Management

Instruction Guide Topics

This instruction guide will show you how to:

1. Navigate to the LMS website

2. Login to the LMS

3. Troubleshoot login errors

Internet Browsers Used to Access NEOGOV Learn

NEOGOV Learn can be accessed using two internet browsers:
- Google Chrome
- Microsoft Edge

These systems should be used to ensure that all functionality in NEOGOV Learn is accessible.

Microsoft Edge

Google Chrome

STEP 1 | Navigate to the LMS Login Page

a. From your browser window **navigate to the OHRM County Learning and Development webpage online here**

b. Click **NEOGOV Learn LMS** image

Please Note: You must use either the Google Chrome or Microsoft Edge with Chromium internet browsers to access the LMS

New LMS Access - NEOGOV Learn

Available starting June 1, 2021

Please click the image below to access the **new** Prince George's County Learning Management System.

Prince George's County Learning Management System (LMS)
(Employee-Only Access)

STEP 2 | Login to the LMS

Employees are able to use Single Sign On to login to NEOGOV Learn.

a. Once you reach the login page, **enter your county email address and password**, and click "Sign In"

Please Note: You should use the same email and password used to login your computer

How to Address Login Errors

If you continue experiencing challenges logging into the Learning Management System, it may be due to the following errors in your browser settings:

1. Cached login session
2. Pop-up blocker is not turned off
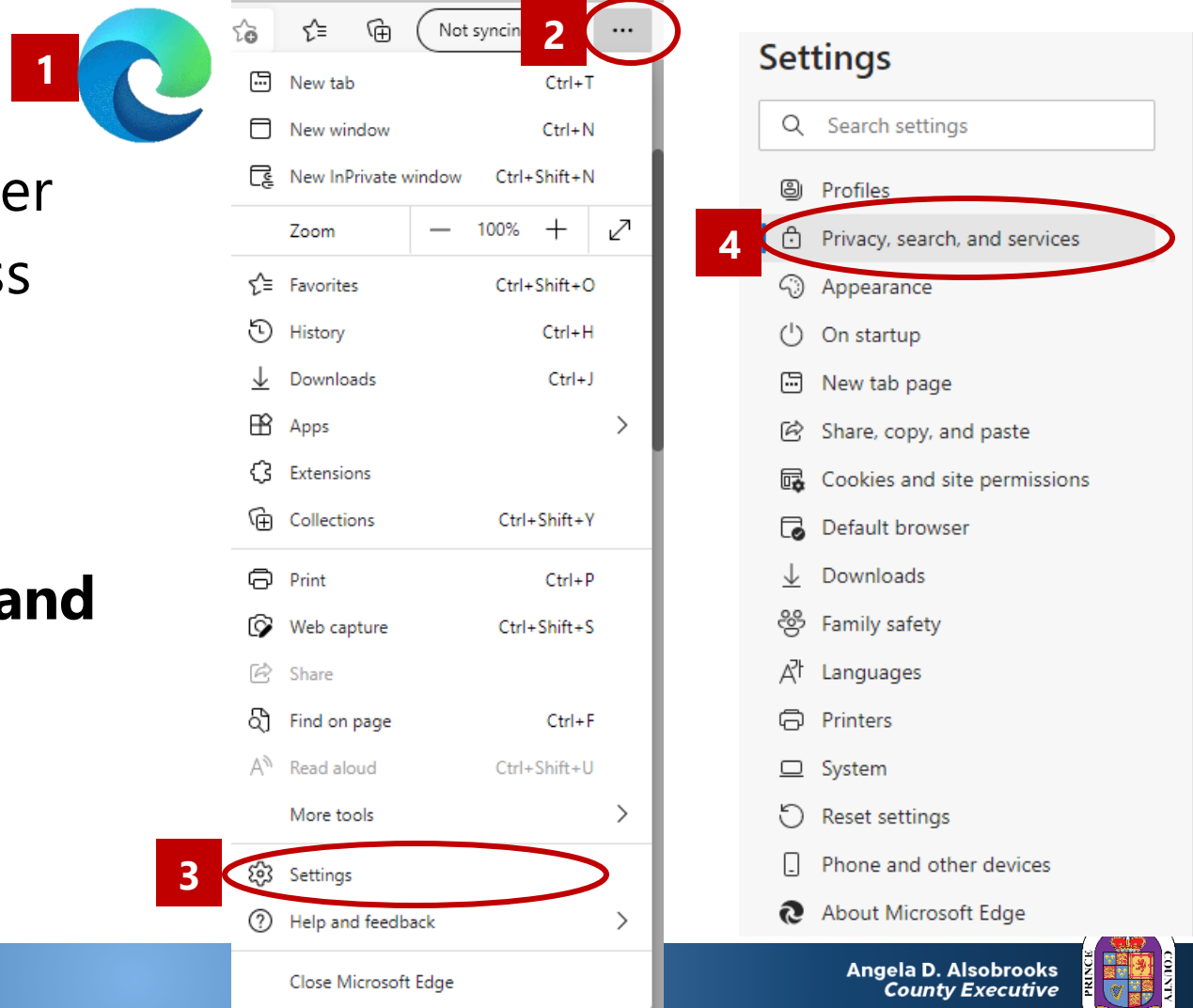3. Computer isn't enabled for third party browsing

The next few slides will provide guidance on how to fix these issues in the primary internet browsers used to access NEOGOV Learn, **Google Chrome** and **Microsoft Edge**

If you continue to experience problems after troubleshooting all errors listed, please contact the [Learning Performance and Organizational Development (LPOD)](#) division.

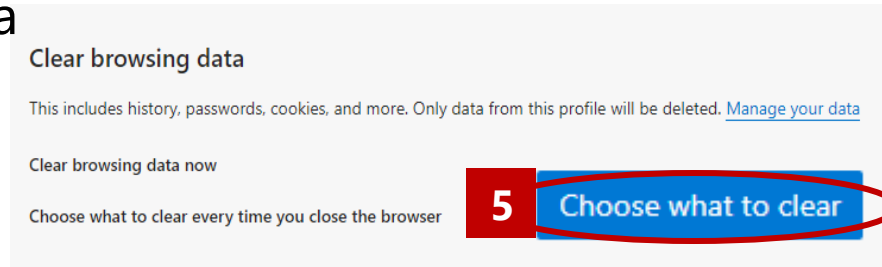# Login Error 1 | Clear Cache in Microsoft Edge

1. Open Microsoft Edge.

2. Click the 3 dots in the upper right-hand corner to access settings.

3. Click **Settings.**

4. Click the **Privacy, search, and services** to access Clear browsing data.

1

2

New tab — Ctrl+T
New window — Ctrl+N
New InPrivate window — Ctrl+Shift+N

Zoom — 100% — ⤢

Favorites — Ctrl+Shift+O
History — Ctrl+H
Downloads — Ctrl+J
Apps
Extensions
Collections — Ctrl+Shift+Y

Print — Ctrl+P
Web capture — Ctrl+Shift+S
Share
Find on page — Ctrl+F
Read aloud — Ctrl+Shift+U
More tools

3 Settings
Help and feedback

Close Microsoft Edge

Settings

Search settings

Profiles
4 Privacy, search, and services
Appearance
On startup
New tab page
Share, copy, and paste
Cookies and site permissions
Default browser
Downloads
Family safety
Languages
Printers
System
Reset settings
Phone and other devices
About Microsoft Edge

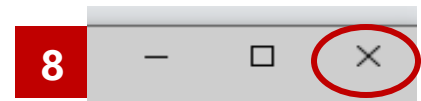5. Scroll to Clear browsing data and click "**Choose what to Clear.**"

6. Use the Time range dropdown menu to select *All Time.*
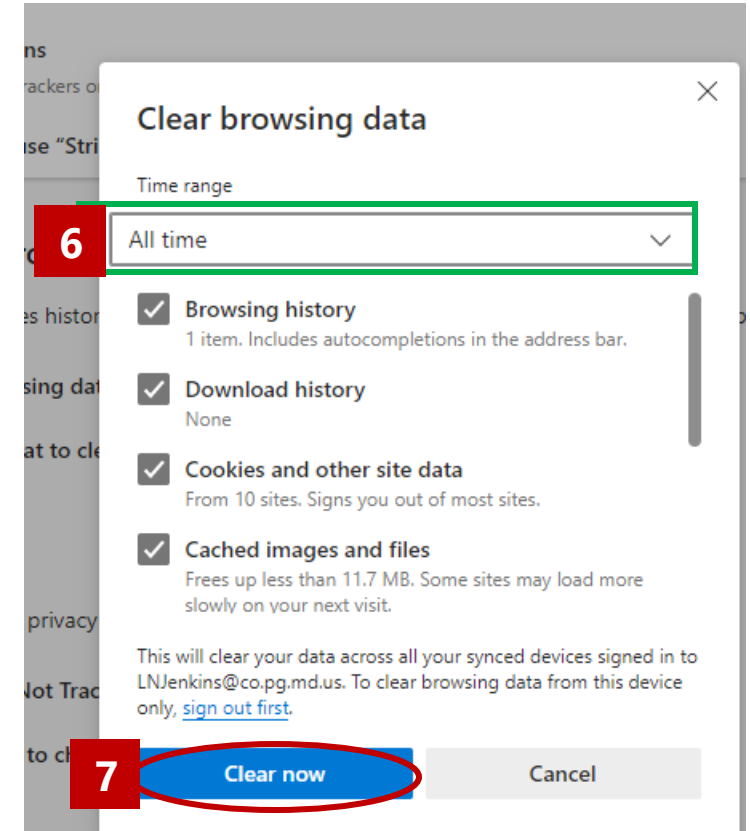
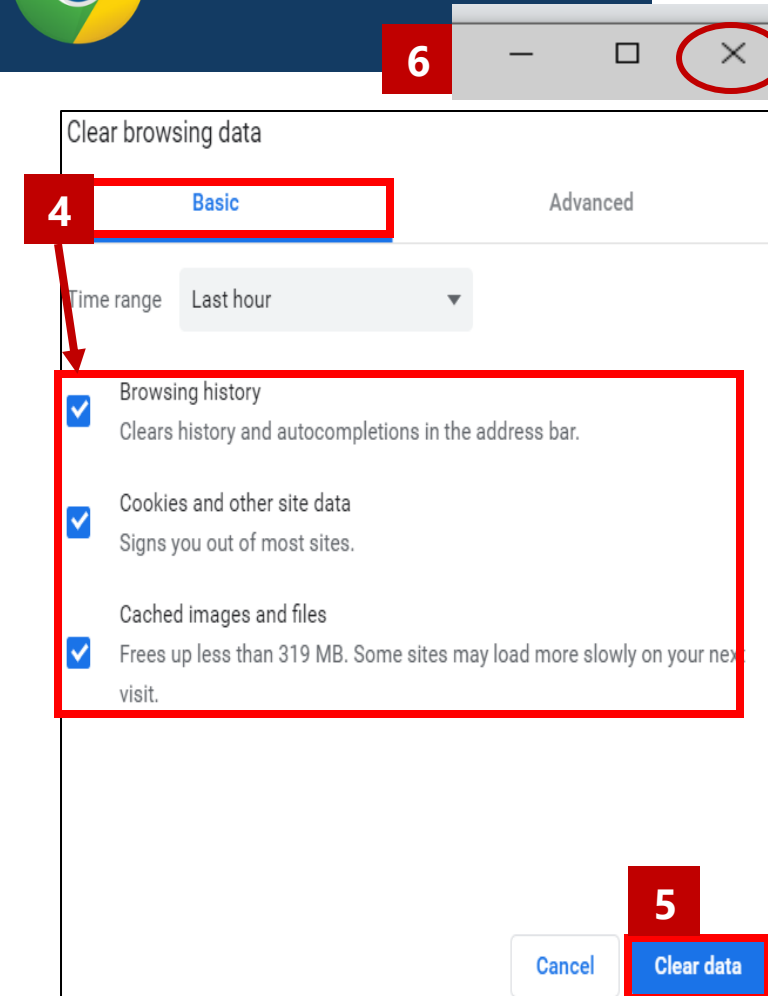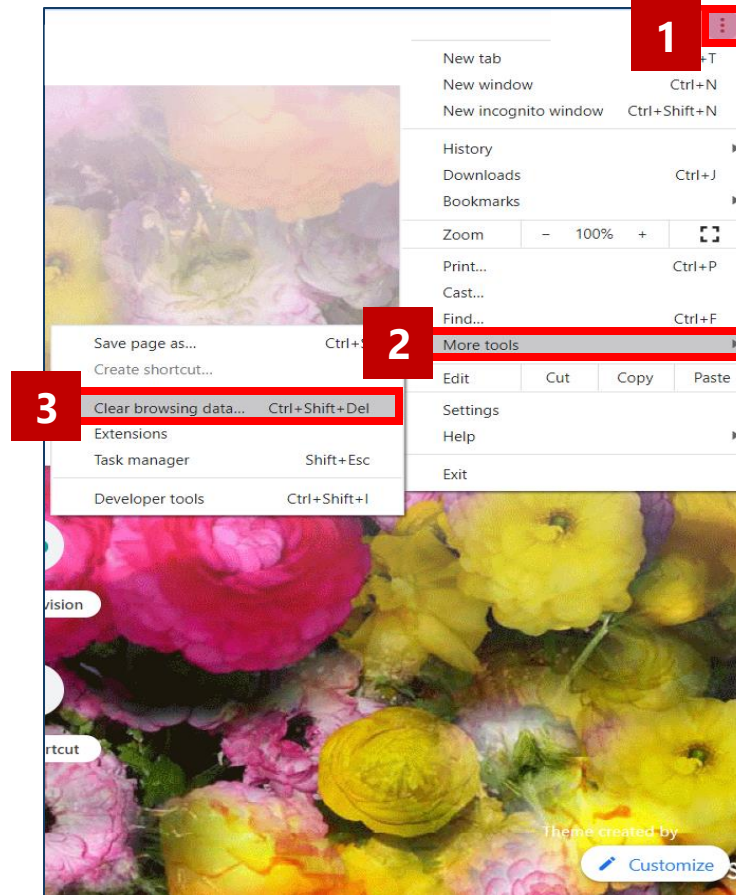7. Make sure the all boxes are checked and click **Clear Now.**

8. Click **the X** in the window to close browser.

Clear browsing data

This includes history, passwords, cookies, and more. Only data from this profile will be deleted. Manage your data

Clear browsing data now

Choose what to clear every time you close the browser

5 Choose what to clear

Clear browsing data

Time range

6 All time

☑ Browsing history
1 item. Includes autocompletions in the address bar.

☑ Download history
None

☑ Cookies and other site data
From 10 sites. Signs you out of most sites.

☑ Cached images and files
Frees up less than 11.7 MB. Some sites may load more slowly on your next visit.

This will clear your data across all your synced devices signed in to LNJenkins@co.pg.md.us. To clear browsing data from this device only, sign out first.

7 Clear now   Cancel

8

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County Executive
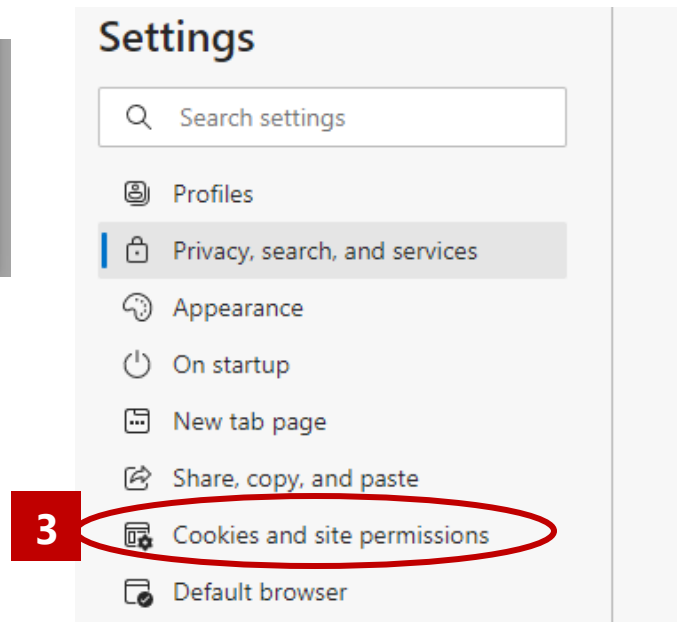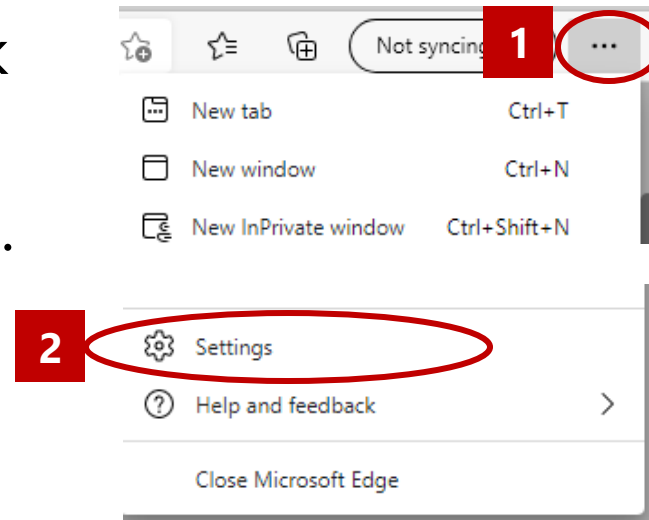
Login Error 1 | Clear Cache in Google Chrome

1. Open Chrome and click **Three dots** at top right of screen

2. Click **More Tools**

3. Click **Clear Browsing Data**

4. In the **Basic Tab** check the boxes next to:

   • **Browsing History**

   • **Cookies and other Data**

   • **Caches images and files**

5. Click **Clear Data**

6. Close browser

1

2 More tools

3 Clear browsing data... Ctrl+Shift+Del

New tab
New window   Ctrl+N
New incognito window   Ctrl+Shift+N
History
Downloads   Ctrl+J
Bookmarks
Zoom   —   100%   +
Print...   Ctrl+P
Cast...
Find...   Ctrl+F
Save page as...   Ctrl+S
Create shortcut...
Edit   Cut   Copy   Paste
Settings
Help
Exit
Extensions
Task manager   Shift+Esc
Developer tools   Ctrl+Shift+I

Customize

6

Clear browsing data

4 Basic   Advanced

Time range   Last hour

☑ Browsing history
   Clears history and autocompletions in the address bar.

☑ Cookies and other site data
   Signs you out of most sites.

Cached images and files
☑ Frees up less than 319 MB. Some sites may load more slowly on your next visit.

5

Cancel   Clear data

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County Executive

Login Error 2 | Turn off pop-up blocker in Microsoft Edge

1. Open Microsoft Edge and click the 3 dots in the upper right-hand corner to access settings.

2. Click on Settings

3. Click the **Cookies and site permissions** to access Site permissions.

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4. Scroll down and Select **Pop-ups and redirects**

5. Move **Block** toggle to "**Off**" Position

6. Click the **X** in the upper right hand corner to close the web browser

Site permissions

4 Pop-ups and redirects
Blocked

Ads
Blocked

Background sync
Allow recently closed sites to finish sending and receiving da

← Site permissions / Pop-ups and redirects

5 "**Off**" Position

Block (recommended)

6

Login Error 2 | Turn off pop-up blocker in Chrome

1. Open Chrome and click on **three dots** at top right of screen

2. Click **Settings**

3. Click **Privacy and Security** tab

4. Click **Site Settings**

5. Scroll down and click **Pop-ups and Redirects**

6. Slide bar to left to turn pop-up blocker

7. Close browser
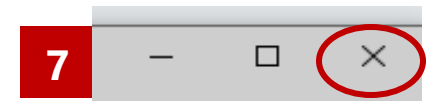
Login Error 3 | Enable Third Party Browsing in Microsoft Edge

1. In the top right corner, select the ellipses **"..."**

2. Click **Settings.**

3. A pop out menu will appear from the right, select **Privacy & Security.**

4. In the **Cookies** dropdown, make sure that **Don't block cookies** is selected.

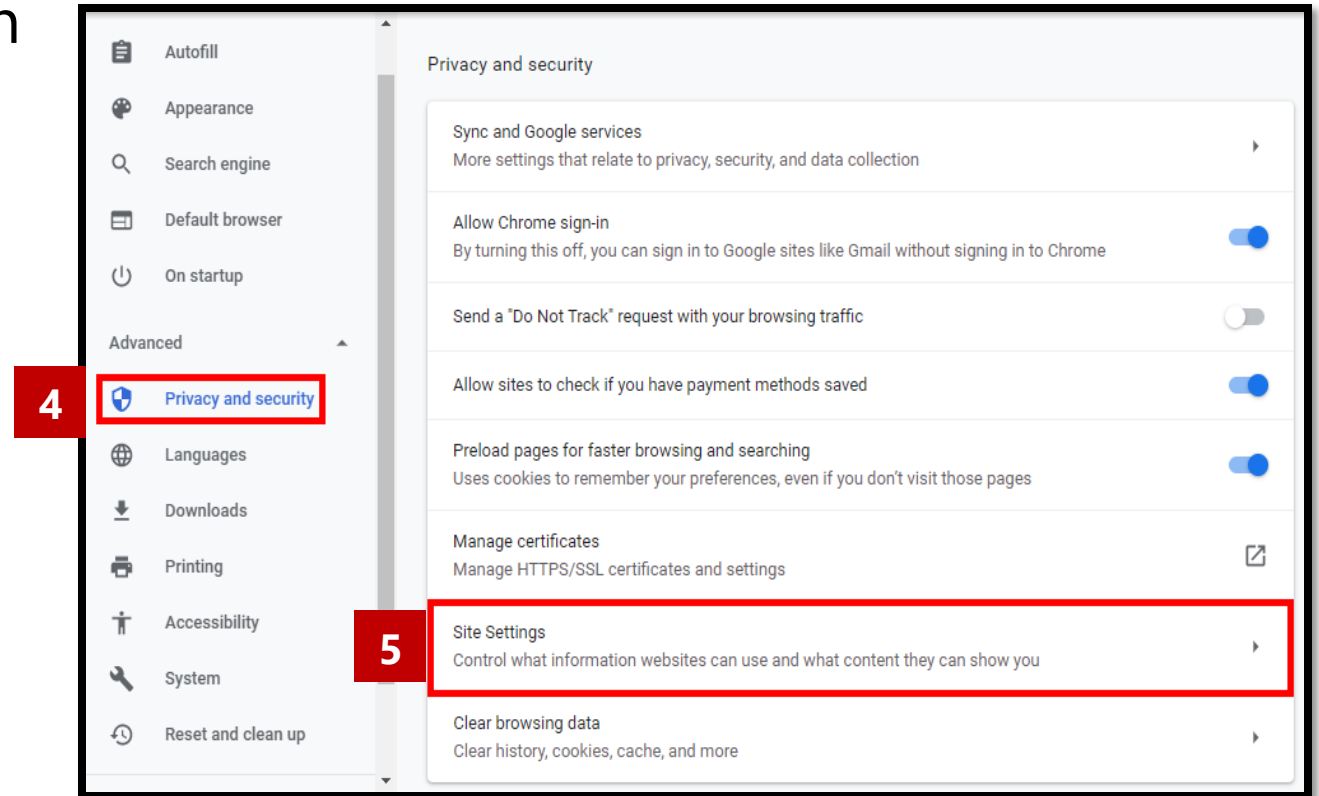# Login Error 3 | Enable Third Party Browsing in Chrome

1. On your computer, open **Google Chrome and** from the top right, select the three vertical dots and then **Settings.**

2. This will open a webpage, **Settings**.

3. On the left-hand navigation bar, select the **Advanced** drop-down menu.

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4. In the **Advanced** drop-down menu, select **Privacy and Security.**

5. Click **Site Settings.**

6. On the **Site Settings** page, select **Cookies and Site Data.**

7. On the **Cookies and Site Data** page, make sure that the **Block third-party cookies setting** is toggled off.
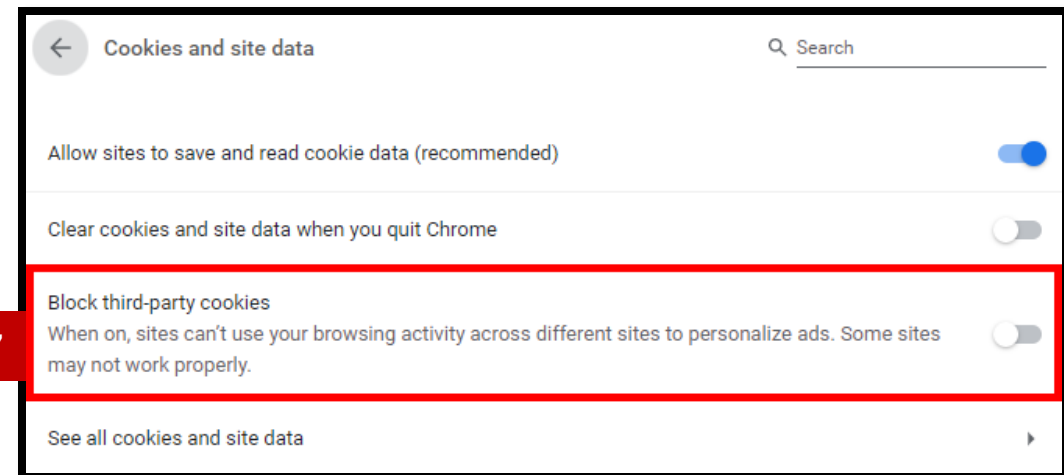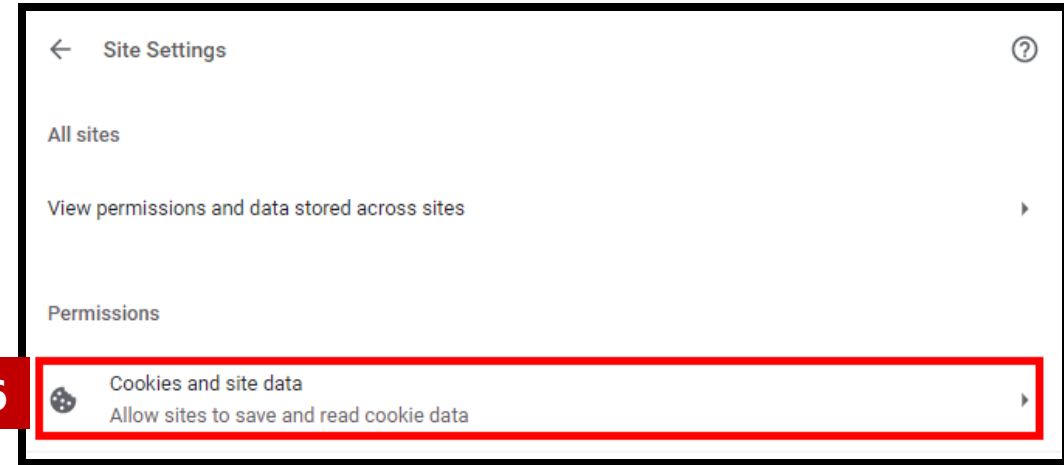
Questions?

Please contact the OHRM Learning, Performance, and Organizational Development (LPOD) division for questions or support accessing NEOGOV Learn.

The LPOD division will respond within three (3) working days.

Email

LPOD@co.pg.md.us