

KP Learn & Ping ID Instructions for All Students and Faculty

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If you already set up your Ping ID or have access to the Kaiser network skip to page 9 for KP Learn Instructions & required courses

Computer/Software Requirements: To successfully complete courses on KP Learn, you must have the following computer and software requirements. If you don't have these, you may not be able to successfully start courses and any you complete may not be accurately recorded in KP Learn.

- PC computer (no Macintosh, tablets, or mobile devices)
- Approved KP web browsers include Microsoft Internet Explorer v.11 and Google Chrome
- Disable/Turn-Off All Pop-Up Blockers

ID Proofing -Getting Started: ID Proofing is a way to securely connect to the Multifactor Authentication (MFA) Self-Service Portal on the KP network to ensure that you are a legitimate KP system user. You will need to have a few things to help prove your identity.

- You can use either your **valid US driver's license** or your **valid passport**, so have them handy before you try to use ID Proofing to login.
- During the process, you will need to provide an **on-the-spot photo of yourself** for identity verification through facial similarity recognition. Another popular name for this form of identity verification is a selfie.
- In addition to the computer you are using to login, you will also need your mobile phone or other mobile device.

Initial login

1. If you are logging in to the internal KP network from a remote location or anywhere outside the KP network, go to the MFA Portal <https://fam.kp.org/idp/startSSO.ping?PartnerSId=https%3A%2F%2Ffam.kp.org> where you will see this screen.

Enter your desktop credentials (NUID and Password provided by the Academic Liaison/designee), and "Sign On" by clicking the green box at the bottom of the screen.

When prompted to change your password: minimum of 12 characters, use at least one upper case, one lower case, and one number or special character

Note: Please retain your password for future use with other KP computer applications

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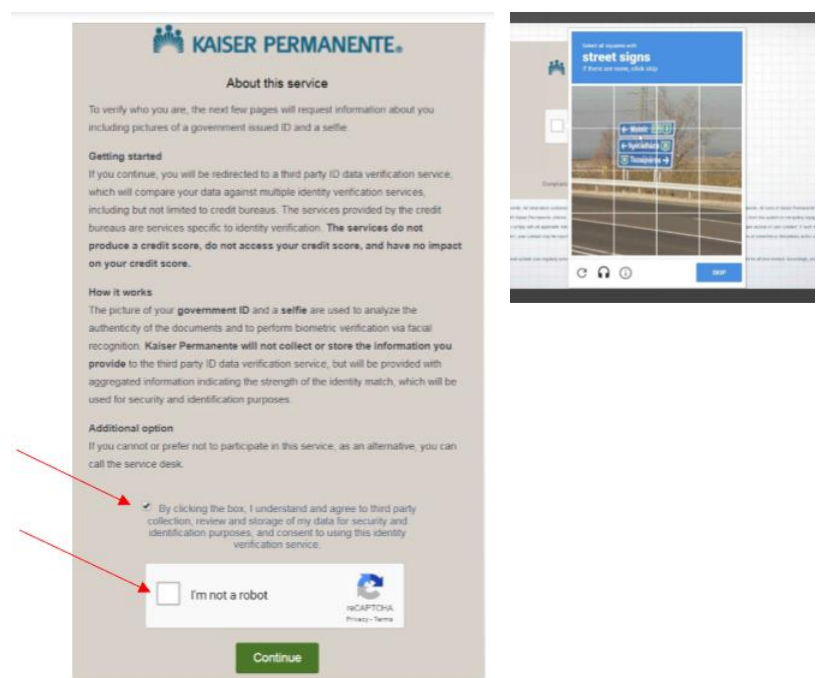
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2. Once you enter the correct information and have successful validation of your Username and password, you will see the following screen.

3. Click on the box by the user consent statement as well as the “I’m not a robot” box to proceed. You must check both boxes to move to the next step.

4. You will see an image with several boxes and a question such as the sample below. Follow the instructions on the screen to continue the login process. In the example below, you would click on all the sections of the photo that contain street signs.

If none of the images meet the criteria, “Skip” to the next step using the blue box at the bottom right of your screen.



Providing documentation of your identity

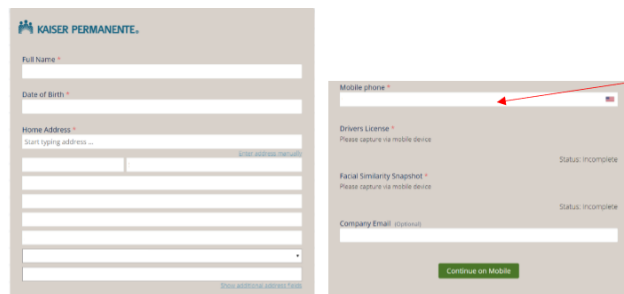
5. You will be prompted to **provide your identification card**. Select one of the two options – either your valid US driver’s license or passport – shown in the drop-down menu to proceed. This example shows the process with a driver’s license, and the process is the same with a passport.

After selecting either your **driver’s license** or **passport** for identification, select “Confirm information” in the green box at the bottom of your screen.



6. In the next screen, your **full name, email address, and date of birth** from KP data stores will populate the appropriate fields. You cannot change them.

Your **mobile phone number** is not shown for privacy purposes. You will need to enter your mobile phone number to proceed.



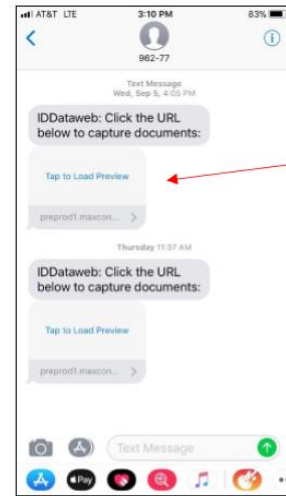
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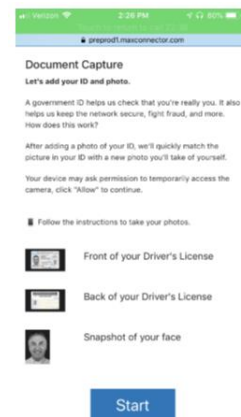
7. Click on "Continue on Mobile" in the green box to continue validation using your selected form of identification (driver's license or passport). You will see the following information on your computer screen instructing you that **the next several steps of the process will be using your mobile phone.**



8. A message will be sent to the mobile number you provided to initiate the next part of the validation process, providing images to validate your identity. Follow the instructions on your mobile device screen and click on the URL provided to continue.



9. Now it's time to **capture the documents** you will need to prove your identity and get access to the MFA Self-Service portal. You will see the following screen on your mobile phone:



10. Follow the prompts in the message on your phone to capture the front and back sides of your identification card (driver's license or passport).



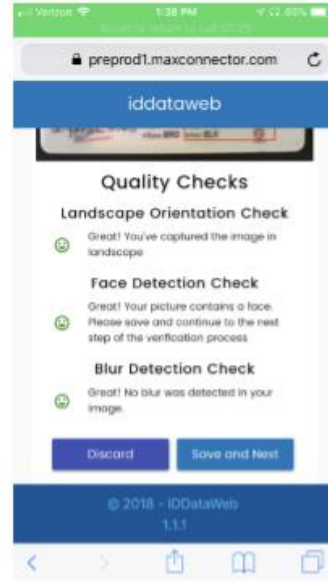
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Confirming the quality of your images

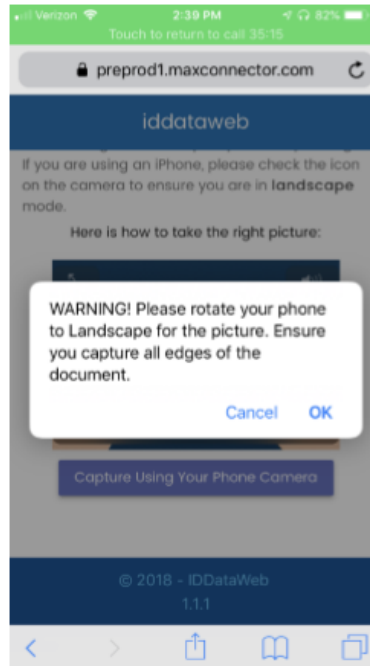
12. For ID Proofing to work, you will need to **make sure your images are clear**. By following the “Quality Check” instructions that appear on your phone screen, you will be able to provide the image quality needed.

Be sure to turn your browser into landscape mode and hold your phone horizontally before you click the “Take Photo” option.



Landscape Orientation of Phone for Image of ID

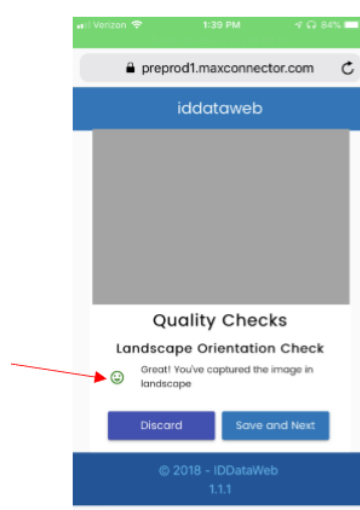
If you are not taking your pictures of your ID using a landscape screen -- **turn your phone on its side to take a wider picture and turn on landscape mode in your browser** -- you will receive the following error message on your phone and need to capture your documents again with your phone and browser in the landscape or horizontal mode.



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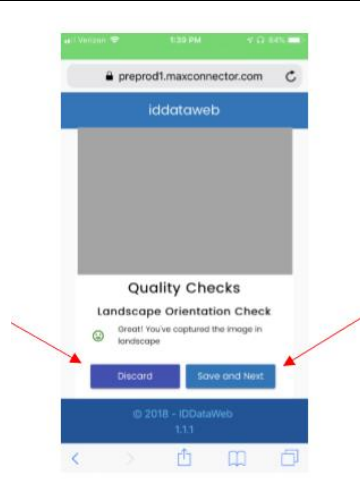
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13. When you see the following screen with the green emoji and success message, you will know you've successfully captured your image in landscape mode.

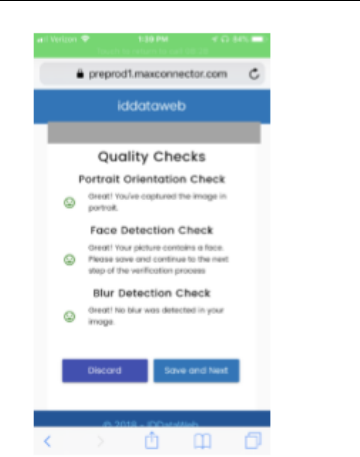


14. If you aren't satisfied with your image, you can select the "Discard" in the blue box at the bottom left of your screen and repeat the image capture process steps above until you have the image you want to use.

If you are satisfied with your image and want to proceed, select "Save and Next" in the blue box at the lower right of your screen.



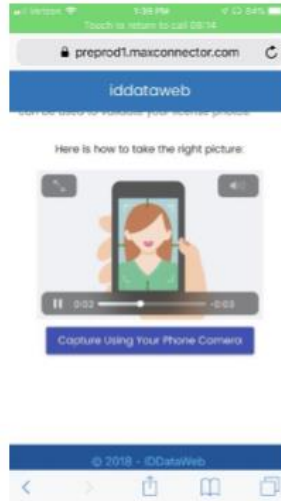
You will need to pass all three image quality checks (Portrait Orientation, Face Detection and Blur Detection) to proceed. When you see the following screen on your phone, you will know that your images are the necessary quality to proceed.



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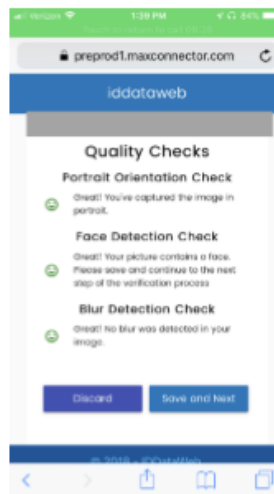
15. Now that you have an image of your identification, it's time to take a **picture of yourself** (a "selfie"). For this image, please use your phone in the **standard, portrait orientation** -- hold it upright and return your browser to the standard, portrait mode. The screens on your phone will step you through this process.



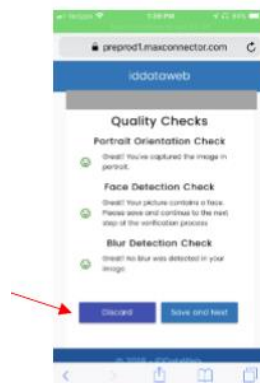
As with your ID image, your selfie must meet the "Quality Check" instructions that appear on your phone (Portrait Orientation, Face Detection and Blur Detection) to proceed.

Make sure you have good contrast between you and the background of your photo. Items like hats and headphones can obscure part of your face, so be sure to remove them before taking your photo.

The following screen on your phone will indicate that your images are the necessary quality to proceed



16. If you aren't satisfied with your image, you can select the "Discard" in the blue box at the bottom left of your screen and repeat the image capture process steps above until you have the image you want to use.

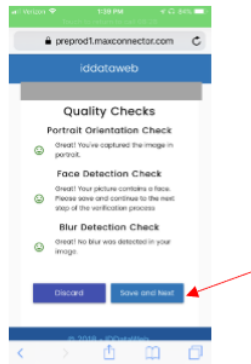


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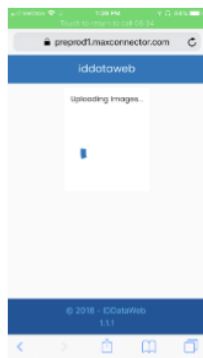
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Uploading your images for validation

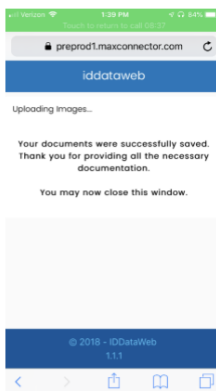
If you are satisfied with your image and want to proceed, select “Save and Next” in the blue box at the lower right of your screen. This will initiate the process of uploading your images for validation.



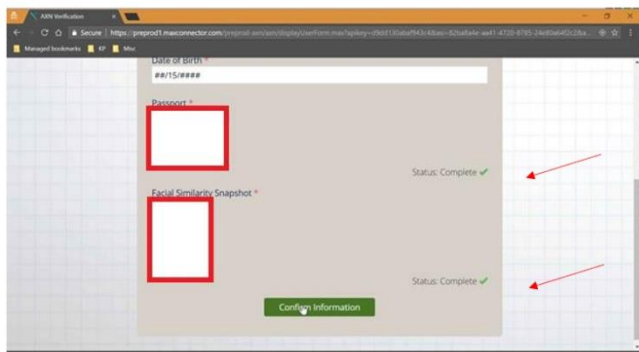
17. The following screen on your phone indicates that your images are being uploaded.



18. The following message on your phone screen lets you know that you have successfully uploaded the necessary documents. You can close the window on your phone screen and move back to your computer. **The rest of the process will take place on your computer screen.**



19. You will see the message, “Validation in progress” **on your computer screen** to let you know what is happening. Once you see the green check marks by the statuses of your documents, your ID Proofing process is complete.

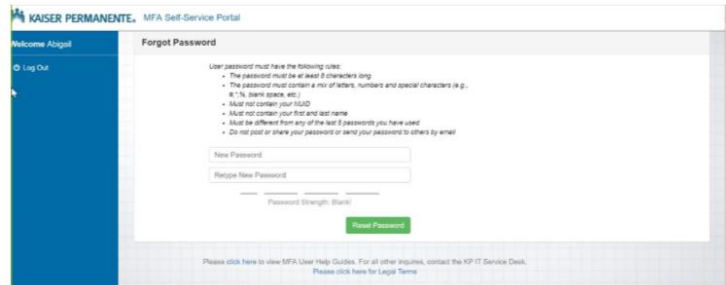


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Reaching the MFA Self-Service Portal

20. Success! The following screen shows that you have reached the MFA Self-Service Portal where you can continue as you normally would.



For more information or help

If you have questions or need more information, please contact the KP Service Desk, at 888-457-4872


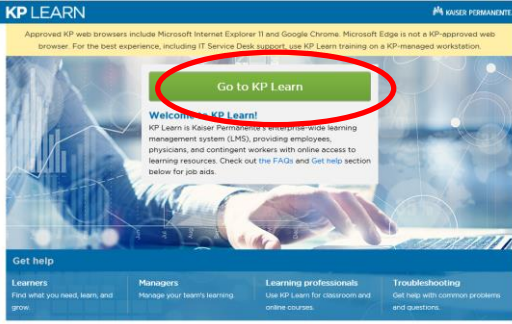
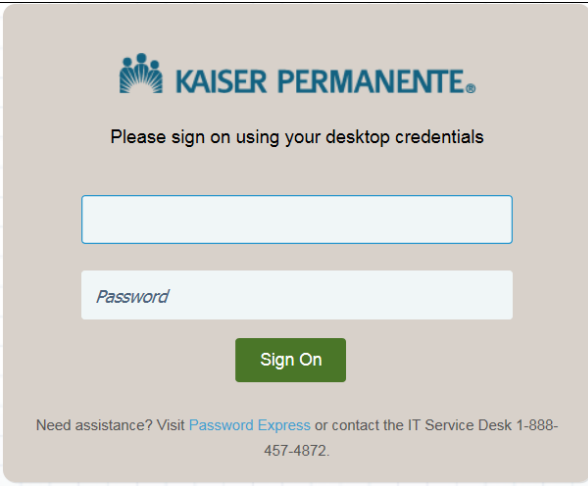
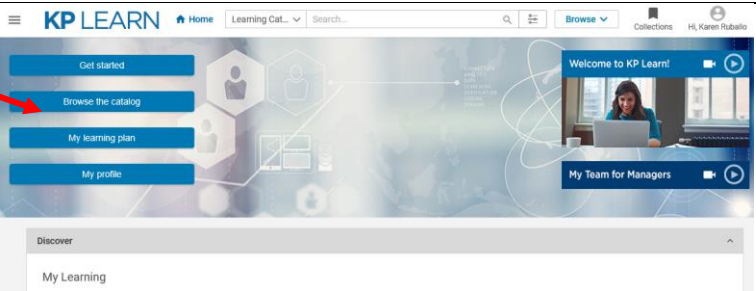
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Instructions to access KP Learn.

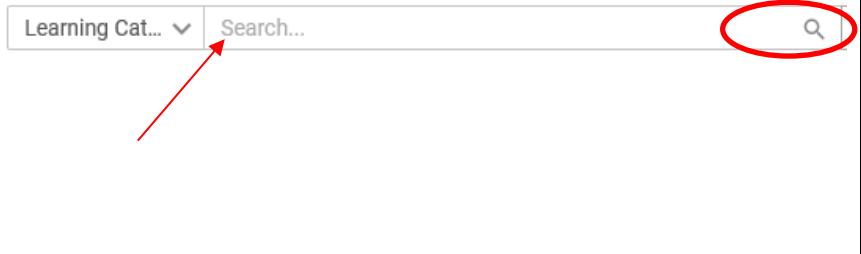


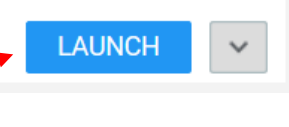
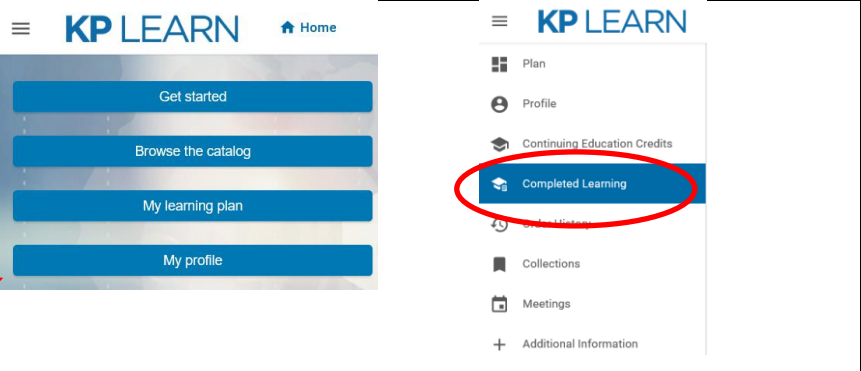

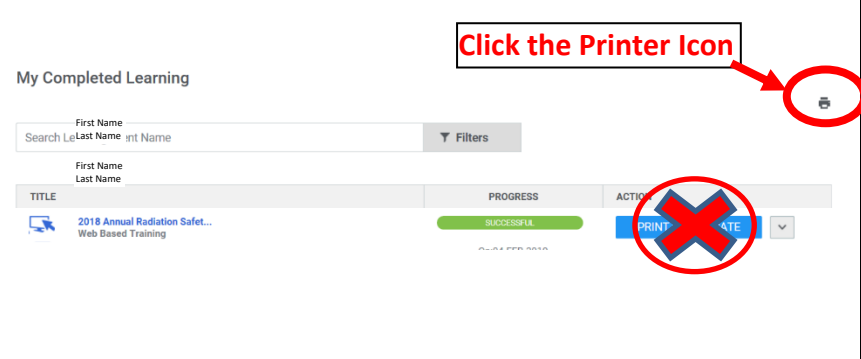
Required courses are listed at the end.

If needed: access the KP Learn Support Center <https://learn.kp.org/Learner.html#Access-KP-Learn>

| | |
|--|--|
| <p>To Access KP Learn:</p> <ol style="list-style-type: none">1. Launch the browser.2. Type kplearn.kp.org in the address bar and click enter. |  |
| <ol style="list-style-type: none">3. Click Log into KP Learn. |  |
| <ol style="list-style-type: none">4. Sign in using your NUID & Password (desktop credentials) provided by your Academic Liaison/Designee <p>If prompted to change your password: minimum of 12 characters, use at least one upper case, one lower case, and one number or special character</p> <p>Note: Please retain your password for future use with other KP computer applications</p> <p>For log in assistance contact the IT Service Desk 1-888-457-4872</p> |  |
| <ol style="list-style-type: none">5. Click Browse the Catalog <p>Note: Some KP Learn courses may be pre-added. Look for those under the “Discover” section “My Learning”.</p> <p>Always complete the required courses listed for your Medical Center as not all may be pre-added.</p> |  |

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| | |
|---|--|
| <p>6. Enter the Keyword, Class ID or Description in the Search field</p> <p>Required courses are listed at the end of this document.</p> |  |
| <p>7. Click the Search icon </p> <p>8. Verify course name provided by the Academic Liaison/Designee and click on the title</p> <p>Type the entire title as listed as there may be similar courses available then cross reference with the class ID provided.</p> <p>Note: Class ID numbers subject to change.</p> <p>Note: If you don't finish the course in one sitting, go back to My Enrollments to re-launch the course.</p> |  |
| <p>9. Verify correct course then click LAUNCH</p> |  |
| <p>10. Once you're finished with the required courses, click My profile</p> <p>Click Completed Learning</p> |  |
| <p>11. Click on the Printer icon  (in the upper right corner) and print <i>My Completed Learning</i> summary page of your completed learning courses</p> <p>DO NOT click Print Certificate for each course</p> |  |

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| 12. Submit the <i>My Completed Learning</i> summary page with your Single PDF Prerequisite Packet to your Academic Liaison/Designee (individual course certificates are not required) | <p>Title: My Completed Learning</p> <p>Learner Name: First Name Last Name</p> <p>Date Range: From 25-Mar-2018 To 25-Mar-2019</p> <table border="1"><thead><tr><th>TITLE</th><th>TYPE</th><th>STATUS</th><th>SCORE</th><th>COMPLETION DATE</th><th>DELIVERY</th></tr></thead><tbody><tr><td>2018 Annual Radiation Safety Training</td><td>Course</td><td>Successful</td><td>100</td><td>04-FEB-2019</td><td>Web Based Training</td></tr></tbody></table> | TITLE | TYPE | STATUS | SCORE | COMPLETION DATE | DELIVERY | 2018 Annual Radiation Safety Training | Course | Successful | 100 | 04-FEB-2019 | Web Based Training |
|--|--|------------|-------|-----------------|--------------------|-----------------|----------|---------------------------------------|--------|------------|-----|-------------|--------------------|
| TITLE | TYPE | STATUS | SCORE | COMPLETION DATE | DELIVERY | | | | | | | | |
| 2018 Annual Radiation Safety Training | Course | Successful | 100 | 04-FEB-2019 | Web Based Training | | | | | | | | |
| 13. Sign out | | | | | | | | | | | | | |

Type the entire title as listed as there may be similar courses available then cross reference with the class ID provided.

Note: Class ID numbers subject to change.