

Citywide Training & Staff Development

Human Resources Management

NEOGOV LEARN LMS Login Instructions / Troubleshooting

1. Click on the NEOGOV Learn LMS Link: <https://login.neogov.com/>
2. If you have never signed in to NEOGOV with an employee account (not a personal account you may have used for your job application) you will need to reset your password.
3. Click on [Forgot your username or password](#)



NEOGOV

Username

Password

All fields are required

Log In

[Forgot your username or password?](#)

ON-DEMAND
WEBINAR
AMERICA
RESCUE
PLAN
FUNDING

Panelists outline even
HR leaders need to
about ARPA: what n
available, how to ac
how to prioritize spe

4. Using your work email (@oaklandca.gov, @oaklandcityattorney.org, @oaklandlibrary.org)
Enter it in to get a password reset email (it should take between 1-5 minutes to receive)

< Back to Login Page

Login Assistance

Enter your email address and we'll send you your username and a link to reset your password.

Email

Send Email

Citywide Training & Staff Development

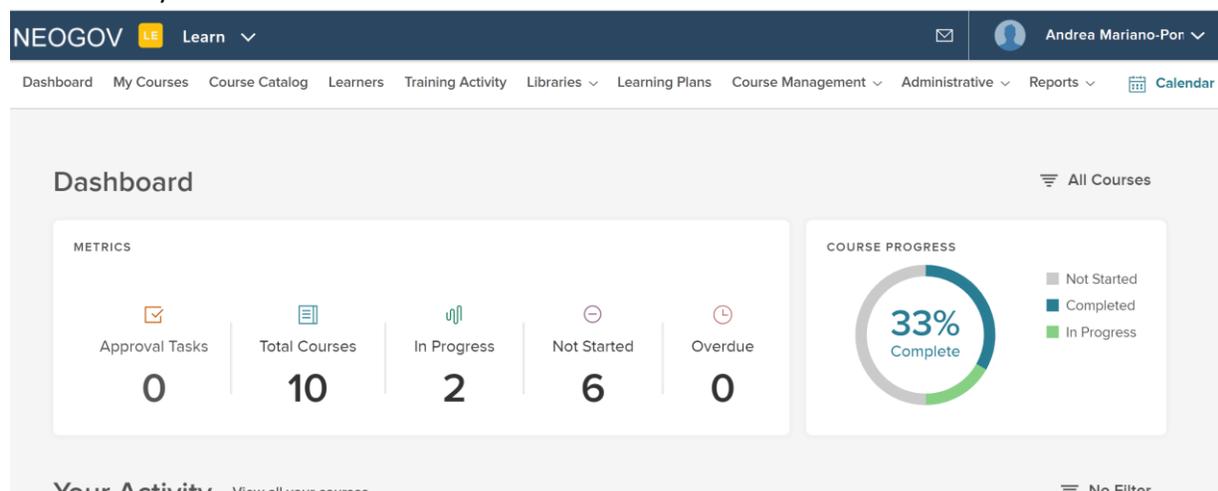
Human Resources Management

- Once you receive the email, reset your password to something you will remember. This is NOT linked to your computer login or email account, so it will not update every 60 days.
- Once logged in, you should be on the LEARN page as indicated below:

NEOGOV  Learn 

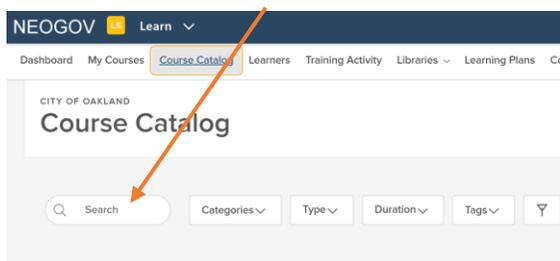
Dashboard My Courses Course Catalog

You will likely be on the DASHBOARD PAGE



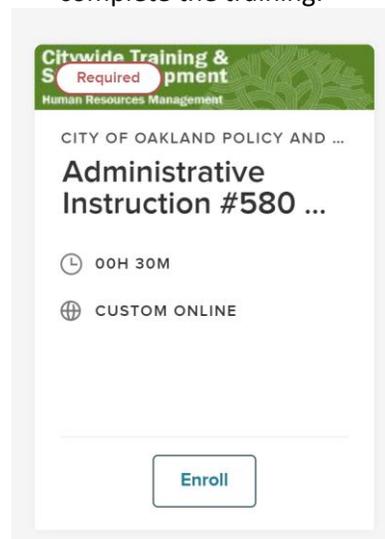
The screenshot shows the NEOGOV LEARN DASHBOARD PAGE. At the top, there is a navigation bar with the NEOGOV logo, the 'LE' logo, and a 'Learn' dropdown menu. Below this is a secondary navigation bar with links for Dashboard, My Courses, Course Catalog, Learners, Training Activity, Libraries, Learning Plans, Course Management, Administrative, Reports, and a Calendar icon. The main content area is titled 'Dashboard' and features a 'Metrics' section with five cards: Approval Tasks (0), Total Courses (10), In Progress (2), Not Started (6), and Overdue (0). To the right is a 'Course Progress' section with a circular gauge showing 33% complete, with a legend for Not Started (grey), Completed (blue), and In Progress (green). Below the metrics is a 'Your Activity' section with a 'View all your courses' link and a 'No Filter' button.

- Go over to the Course Catalog page and you can search for all NEOGOV trainings on your checklist
You can search by word, AI #, or do a topical search.



The screenshot shows the NEOGOV LEARN COURSE CATALOG PAGE. At the top, there is a navigation bar with the NEOGOV logo, the 'LE' logo, and a 'Learn' dropdown menu. Below this is a secondary navigation bar with links for Dashboard, My Courses, Course Catalog, Learners, Training Activity, Libraries, Learning Plans, and Course Management. The main content area is titled 'CITY OF OAKLAND Course Catalog' and features a search bar with a magnifying glass icon and a search button. To the right of the search bar are several filter buttons: Categories, Type, Duration, and Tags, each with a dropdown arrow. A red arrow points to the search bar.

- Enroll in the courses you need to take and complete the training.



The screenshot shows a course enrollment page. At the top, there is a header with the text 'Citywide Training & Staff Development Required Human Resources Management'. Below this is a sub-header with the text 'CITY OF OAKLAND POLICY AND ...'. The main content area is titled 'Administrative Instruction #580 ...'. Below the title are two icons: a clock icon with the text '00H 30M' and a globe icon with the text 'CUSTOM ONLINE'. At the bottom of the page is a blue 'Enroll' button.

- Questions about NEOGOV LEARN LMS can be submitted through this link: [NEOGOV LMS HELP AND FEEDBACK](#)
Or contact citywidetraining@oaklandca.gov