

ZSFG e-learning!

FAQ's

(Frequently Asked Questions)

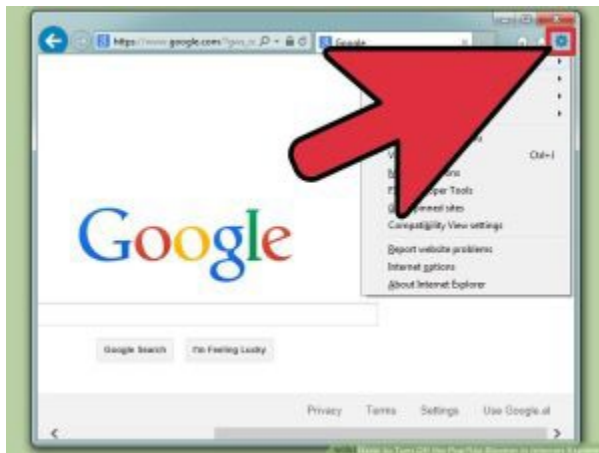
How can I log into the SF Employee Portal?

Follow the steps below to navigate to the SF Employee Portal.

- **Step One:** Visit www.sfgov.org/sfemployee. This web address takes you to the SF Employee Gateway. Select the SF Employee Portal icon.
- **Step Two:** Enter your DSW# as your Username and click the Continue button.
- **Step Three:** Enter your password and click the continue button to access your online learning. Your password is the same one you use to access your DPH email account.
- **Step Four:** After you've successfully logged into the system you'll need to click "Work Links" located at the bottom of the screen. Next, click the SF Learning icon to access your courses.

How do I turn off my pop-up blockers?

STEP 1: Click or tap the Gear button or Tools menu located on the top, right-hand side of your browser window.

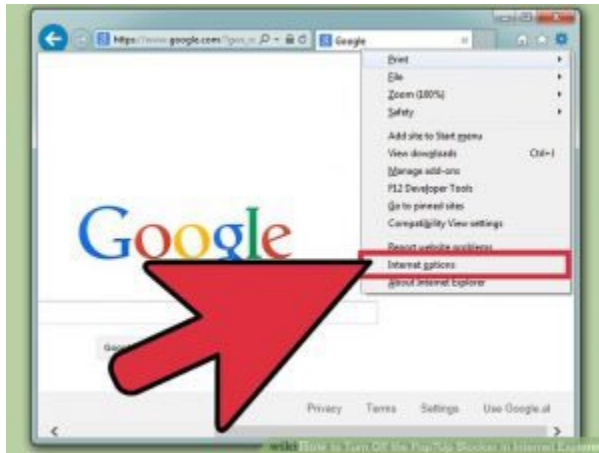


Step 2: Select "Internet options". This will open the Internet Options window.

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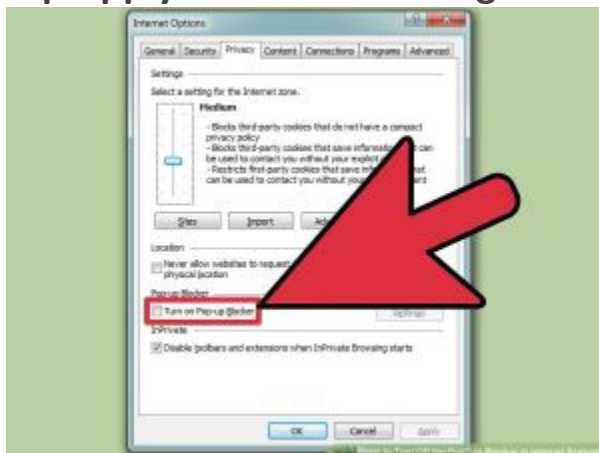
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Step 3: Click or tap the Privacy tab.

Step 4: Uncheck the "Turn on Pop-up Blocker" box. Click or tap Apply to save the changes.



How can I contact User Support?

To reset your password, please contact ZSFG's IT Help Desk at (628) 206-7378 (24/7).

For all other issues with ELM, send an email to ZSFG.ELM@sfdph.org. We will respond to you within 24 hours, Monday through Friday, 8:00 am to 3:00 pm.

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What are the 2023 Assignments?

[Click here](#) to view the 2023 assignments.

What is the Annual Update?

The Annual update helps to maintain and support staff competencies. These modules support ZSFG's goal to continuously improve patient care outcomes, promote patient and employee safety, encourage employee self-development, and serve the public. The topics covered are required by federal and state law, regulatory agencies, and ZSFG policy and procedures.

How do I complete the Annual Update?

The annual update is assigned to all staff in ZSFG's new learning management system, ZSFG Learning.

Who Needs to Complete the Annual Update?

The Annual update is assigned to all CCSF and UCSF staff working on the ZSFG campus. There are five staff categories for assignments:

Clinical Nursing: Staff who perform nursing functions and provide direct patient care, including advanced practice nurses.

Clinical Provider: Physicians, dentists, clinical psychologists, and podiatrists qualified for Medical Staff membership who regularly treat patients under the direction of a Clinical Service of the Medical Staff at SFGH.

Clinical Other: Staff who practice under a license or certification and provide direct patient care, but are not nurses or providers (i.e. rehabilitation therapists).

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Clinical Other (With Restraints): Staff considered Clinical Other' who order or interact with patients in restraints.

Non-Clinical: Staff who do not provide direct patient care such as, but not limited to: Patient Accounting/Billing, Information Systems, Analysts, Engineers, Medical Records Technicians, Food Service, Eligibility, Environmental Services/Porters, Sheriff's Office and other Security Personnel, Facilities, Administrative Support, etc.

If you feel that you have received the wrong assignments or do not see any assignments, please contact [ZSFG ELM Support](#).

When are the 2023 assignments due?

Learning modules will be assigned by June 5th, 2023, and must be completed by December 5th, 2023.

Can assignments be added after June 5th?

Yes, new assignments can be added after June 5th due to: Regulatory plans of action; Unit specific training; or required assignments added by Human Resources, Controller's Office, Information Technology, as well as other city departments.