

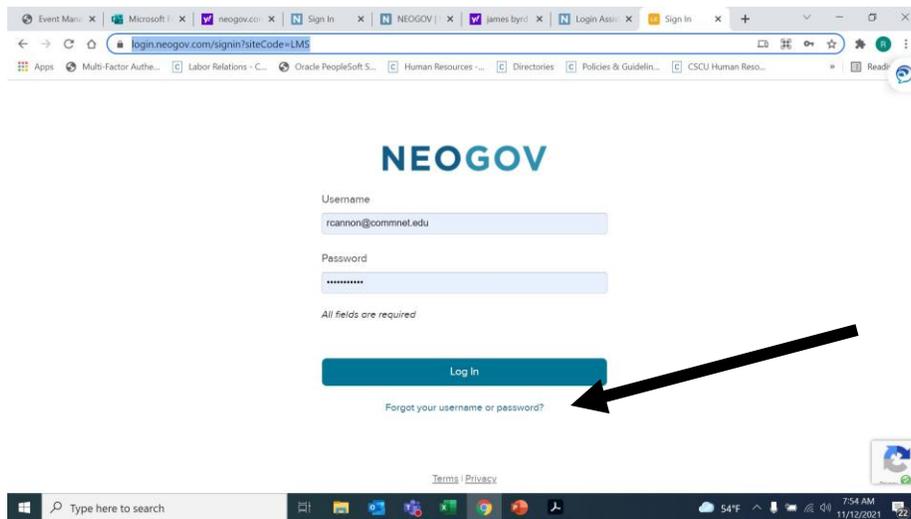
NEOGOV Tutorial: Troubleshooting, Logging In, and Course Enrollment Instructions

Common Troubleshooting Scenarios:

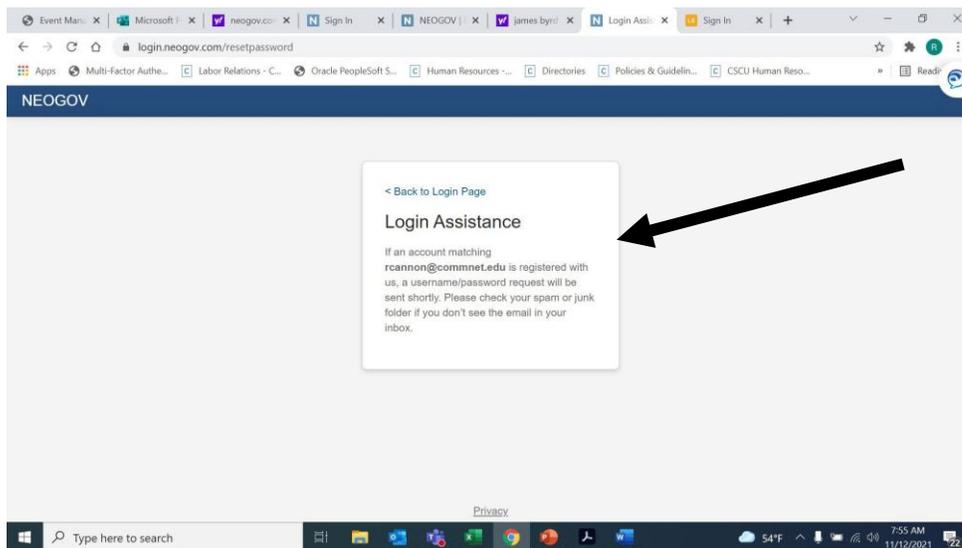
- If you have **never previously used NEOGOV**, please reach out to Luke Mastrangeli at luciano.mastrangeli@ctstate.edu to register you for NEOGOV and/or send you an activation email.
- If **you have previously used NEOGOV** and remember your log in information, please go to Step 5 to enroll yourself into your desired course.
- If **you have previously used NEOGOV and have forgotten your password**, please go to Step 1 and follow the instructions below to reset your password. ***USER TIP: Your username is typically your state-issued CSCC/CSCU email address.**

Note: If you had a legacy email (e.g., mxcc.commnet.edu, etc.), you may need to login using this email.

1. Go to: <https://login.neogov.com/signout?logoutType=1&siteCode=LMS>. Please log in if you know your username and password. If you do not know it, please select “forgot your username or password.”

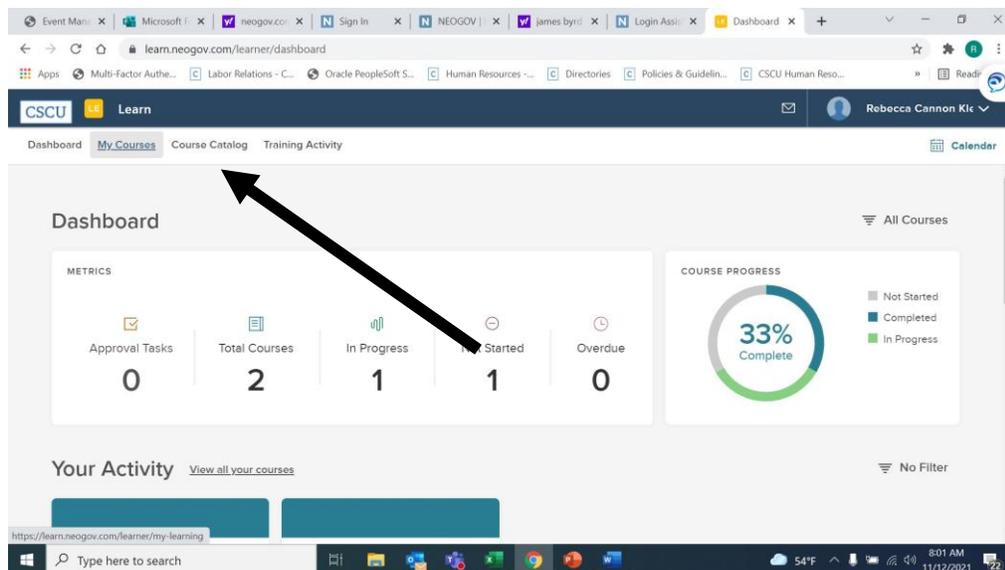


2. Please follow the instructions for resetting your username and password.

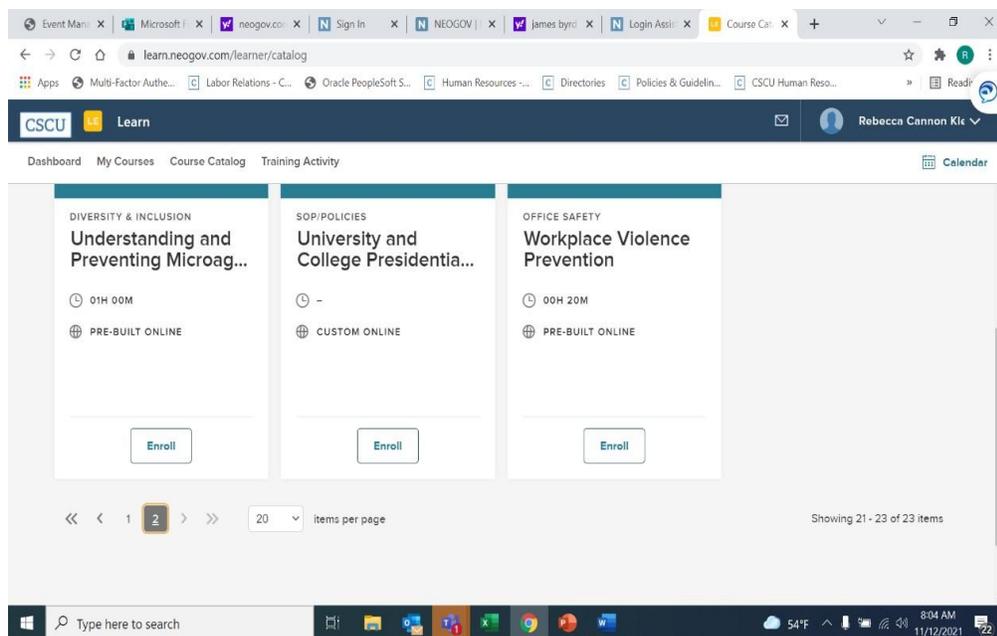


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3. Please go to your CSCC/CSCU email account and follow the instructions to reset your password.
4. Once your password is reset, go back to NEOGOV and log in.
<https://login.neogov.com/signout?logoutType=1&siteCode=LMS>.
5. Once logged in please go to course catalog.

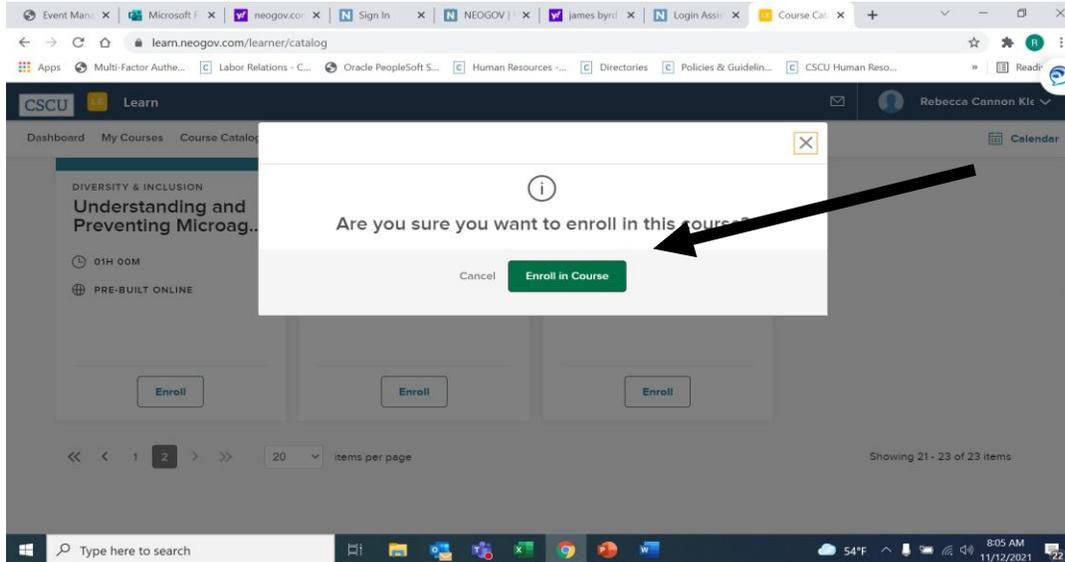


6. Scroll down through page 1 or 2 and find the course you have been instructed to complete.

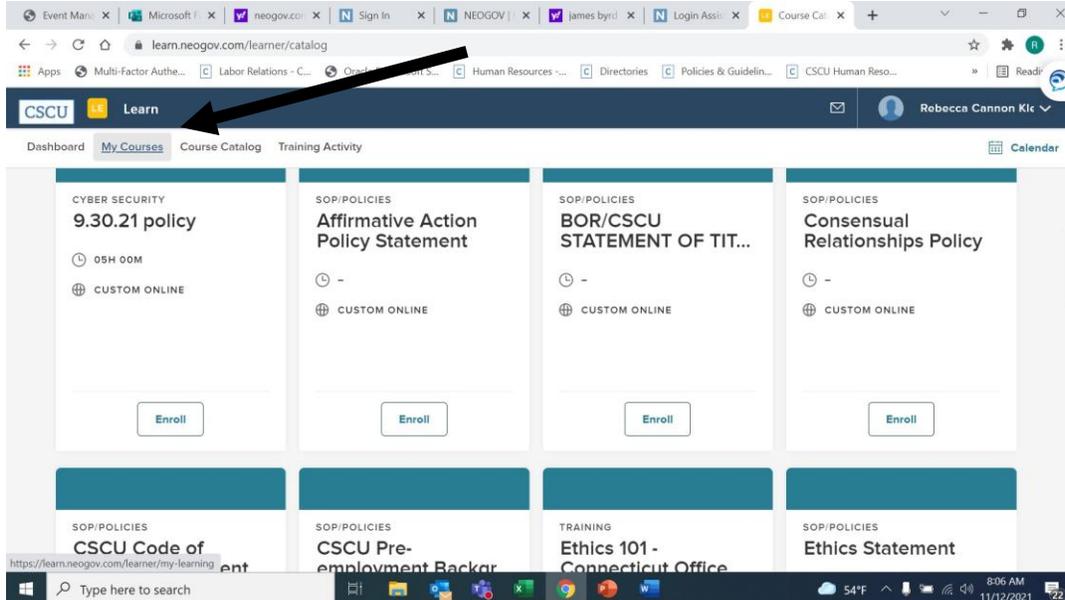


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7. Select the “Enroll” button to enroll yourself in course. (You may get an alert that states you must request approval for this course, please select “yes, select approval”, and it will still enroll you in the course). **In some instances, courses may already be enrolled on your behalf. These will show up in My Course.**



8. Then go back to “My Courses”



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9. Select “start” and complete at your convenience.

The screenshot displays the NEOGOV learner interface. At the top, the browser address bar shows the URL learn.neogov.com/learner/my-learning. The user is logged in as Rebecca Cannon Klic. The main navigation includes 'Dashboard', 'My Courses', 'Course Catalog', and 'Training Activity'. A search bar for 'All Courses' is present. Three course cards are visible:

- CYBER SECURITY: Gram-Leach-Bliley Act** (00H 15M, PRE-BUILT ONLINE) with 'Start' and 'Drop' buttons.
- HARASSMENT: Harassment Prevention for Con...** (02H 00M, PRE-BUILT ONLINE) with a 'Review' button and a 'Passed' status.
- DIVERSITY & INCLUSION: Understanding and Preventing Microag...** (01H 00M, PRE-BUILT ONLINE, DUE DATE 01/11/22) with 'Start' and 'Drop' buttons.

A large black arrow points to the 'Start' button of the 'Understanding and Preventing Microag...' course. The Windows taskbar at the bottom shows the time as 8:07 AM on 11/12/2021.