**eESS Quick-Start Guide – OLM (Oracle Learning Management)**

This guide has been designed to give you a quick-start to using the OLM module on eESS as an employee.



**Accessing eESS**

You have an eESS Live shortcut on your desktop.

By 23rd November 2018, you will have received an e-mail with your Username and Password.

There is also an option for login assistance on the logon page.

**You can use “Learner Self-Service” in eESS OLM to:**

**– Browse classroom-based & online classes**

**– Request approval to enrol on a class**

**– View future & previous courses, including eLearning such as LearnPro**

**– Maintain your learning history**

**– Record details of external learning**

**Training and Support**

We would encourage staff to read the step-by-step user guides and/or view the short e-learning videos on how to make changes on eESS. These are available at [**https://www.eess.nhs.scot/**](https://nhsggc.us12.list-manage.com/track/click?u=0f385b5aea37eaf0213bd19fb&id=89b3999271&e=5af5e1832c)**.**

Look for **Employee Learner Self-Service** at the bottom of the employee section.

This is where you will find the step-by-step guides and short e-learning videos that show how to use OLM to find learning and development opportunities and enrol on classes.

There is a short step-by-step guide on “How to search for learning and development” on eESS.

**Learning and development opportunities**

Our NHSGGC website, HRConnect and staffnet intranet site will continue to list details of training courses, management development programmes, clinical training, health and safety training, resuscitation training and practice development opportunities.

**Troubleshooting**

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| I haven’t received my password | If you have not received this, please contact the eESS Support Team via the HR Connect Portal - <https://nhsnss.service-now.com/ggc_hr> Your details will be resent to you so please ensure you have sufficient space in your mailbox to receive new emails. Please keep these details safe for future use. |
| I don’t have the eESS Live icon on my Desktop | First of all check that it is not waiting to be installed. You do this by clicking on the following in turn:***Windows icon (bottom left-hand corner of the screen)******Microsoft App-V 5.0 Client UI (from the menu on the left or the icon on the right of the screen)******Update***If the application is waiting to be installed, it will appear here and you simply click on the update button to complete this. You may be asked to restart your device following this. If it is already installed, it will appear under the ***Virtual Applications*** tabIf you don’t have the icon and it is not showing in the area above, you can raise a call to the **IT Service Desk** requesting that this is installed.**You will need to provide the following information:****Request that the Eess Package eESS\_1.0 is deployed****Provide your network user ID, asset tag and contact details** |
| I want to find out more about the training available in NHSGGC | Our training and learning providers are available to offer advice and information on the range of opportunities offered within NHSGGC. eESS OLM is primarily a booking system to record and administer training, learning and development. Our NHSGGC website, HRConnect and staffnet intranet site will continue to list details of training courses, management development programmes, clinical training, health and safety training, resuscitation training and practice development opportunities. |