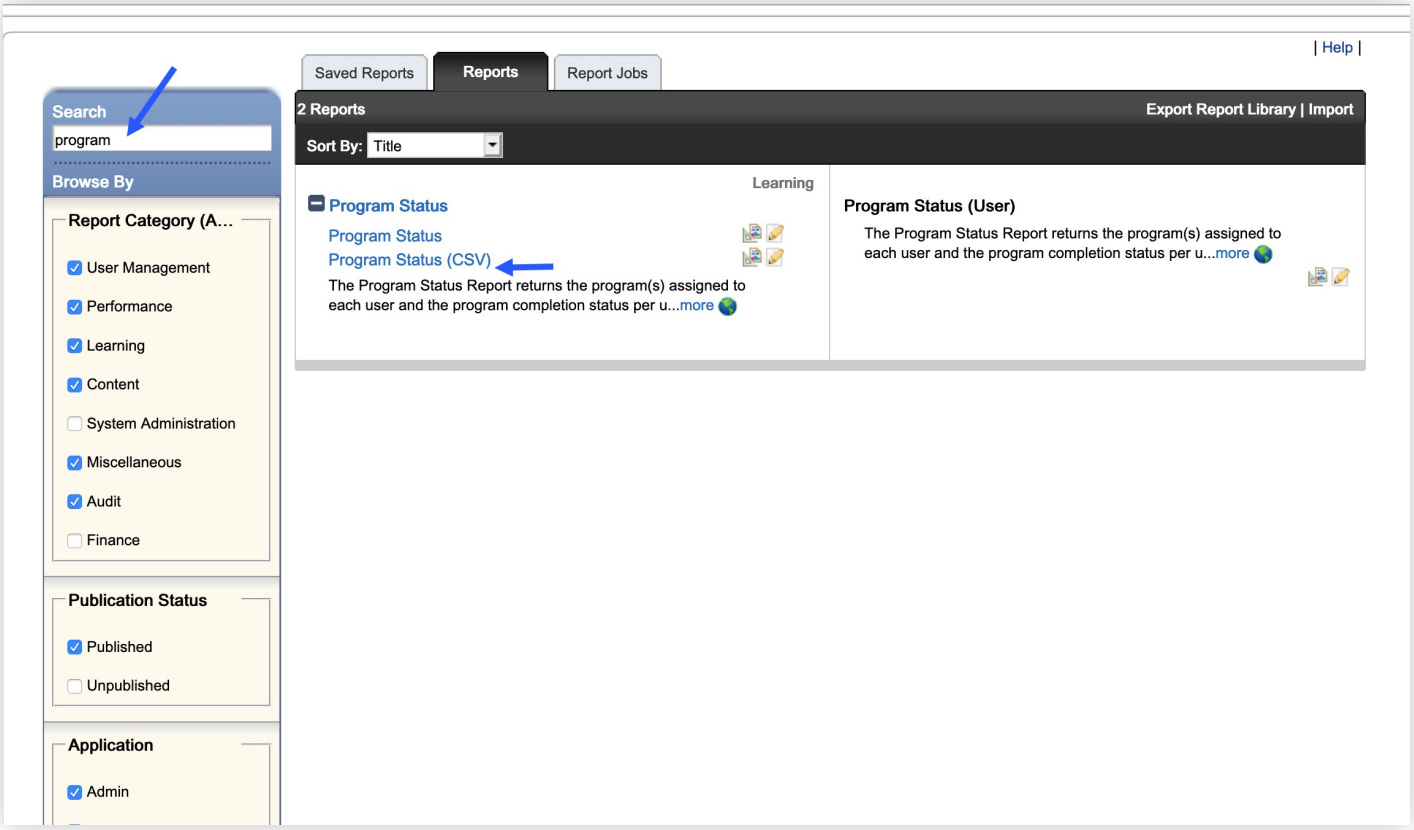
University of Toronto, LLC
SuccessFactors LMS
Certificate for Programs

5.0 - Job Aid
This job aid allows learning administrators to validate program completions for staff to make sure they are receiving completion certificates

You have to be in a **Local Administrator/ Instructor role** to be able to perform the steps outlined below.

STEP 1

Login to the LMS and then to your Admin panel from the drop down. Click on Learning Administration. Once in the Admin UI, Click on the **Reports** at the top right.
Search for Programs. Select *Program Status* report and then *Program Status (CSV).*



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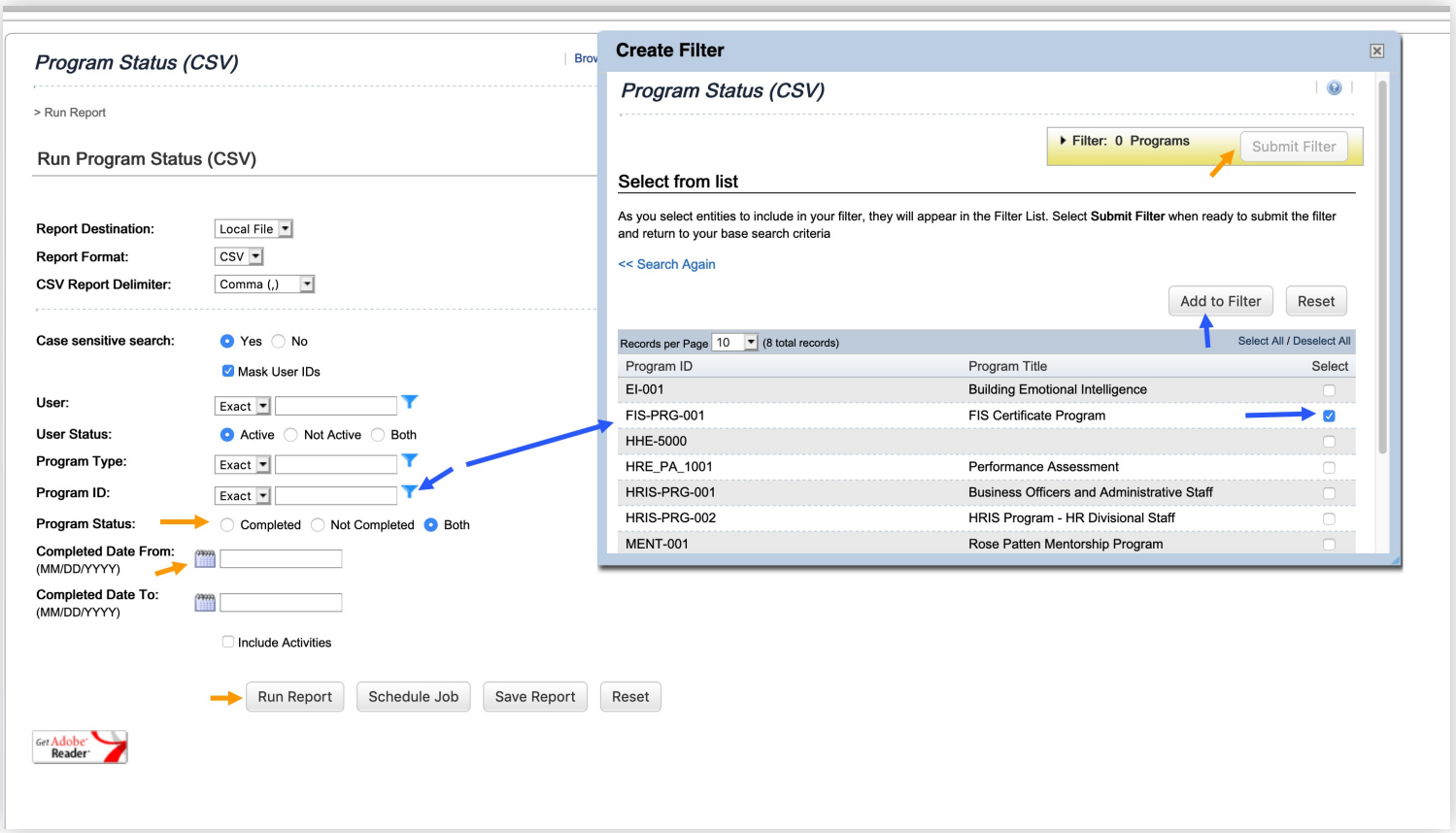
STEP 2

1. In the next screen, enter details for the program you want to search.



2. For **Program ID**, click on the Filter icon. Click on search all – select your program – Add to filter – Submit filter.
3. For **Program Status**, you can select either completed or not completed or both and then filter in excel.
4. For **Completion Date,** select when you want to start searching for completions and in this case, September 2019 onwards.
5. Click **Run Report** or you can **Save report** so that you can run it without entering the details next time.
6. You will receive an email with the report on next screen by selecting **email results.**

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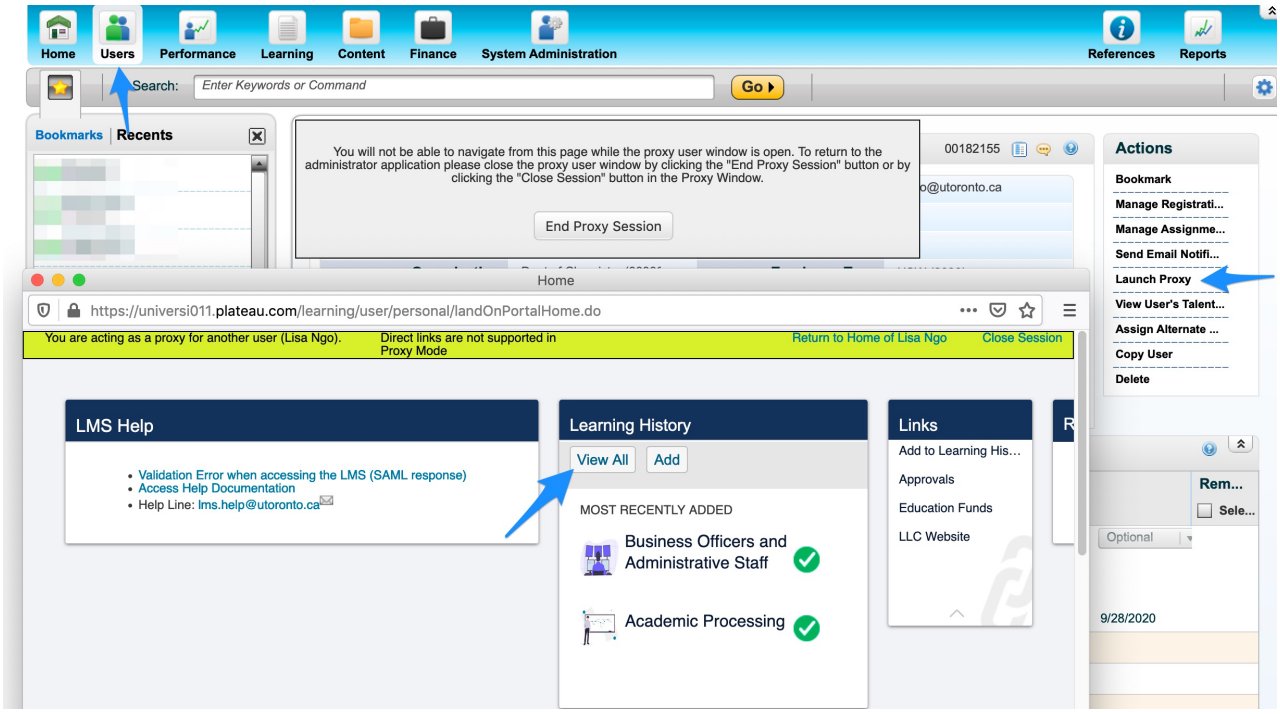
STEP 3

1. Open the Excel CSV file and you are able to **validate** in Column J & L for completions. In this example, the report ran for completions and it shows 100%. You can proxy to any of the users and under their learning history check to see if the certificate shows up.

	A	B	C	D	E	F	G	H	I	J	K	L
	Program ID	Program Type	Program Per	User ID	Last Name	First Name	Middle Nam	Assignment	Assignment Ty	% of Completion	Completion Date	Completion Status
	FIS-PRG-001	Open-ended	Open-ended	*********				6/5/2020	OPT	100	6/5/2020 07:01 PM Can	Completed
	FIS-PRG-001	Open-ended	Open-ended	*********				10/4/2019	OPT	100	6/8/2020 01:42 PM Can	Completed
	FIS-PRG-001	Open-ended	Open-ended	*********				10/1/2019	OPT	100	11/18/2019 11:43 AM C	Completed
	FIS-PRG-001	Open-ended	Open-ended	*********				5/26/2020	OPT	100	7/9/2020 04:20 PM Can	Completed
	FIS-PRG-001	Open-ended	Open-ended	*********				10/2/2019	OPT	100	8/19/2020 12:01 PM Ca	Completed
	FIS-PRG-001	Open-ended	Open-ended	*********				5/8/2020	OPT	100	6/8/2020 01:44 PM Can	Completed
	FIS-PRG-001	Open-ended	Open-ended	*********				1/24/2020	OPT	100	7/10/2020 09:51 AM Ca	Completed

2. To check if users are seeing their certificates, In the Admin UI, click on users, search for a user who has completed the program and open their profile. Click **launch proxy**. Click their **learning history** on their learning dashboard and click on **print icon** under action to have certificate displayed.



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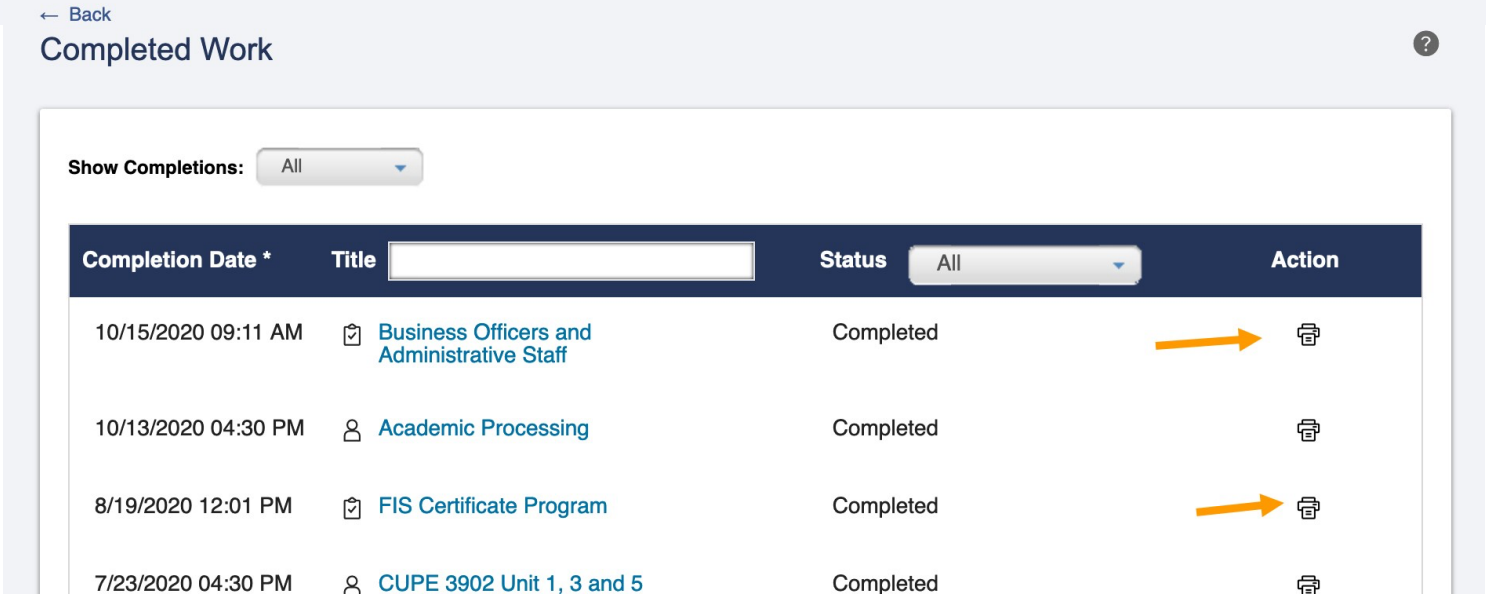

Any questions on certificates please email lms.help@utoronto.ca or the LMS Admin directly.