



## My MTA Portal: My Learning

*Note: Screenshots in this document include employee data for illustrative purposes only. All sensitive data has been altered to protect employee privacy.*

### Navigation: Using the Links in the My Learning Ribbon

1. Click on **My Learning**

**My Benefit Providers**

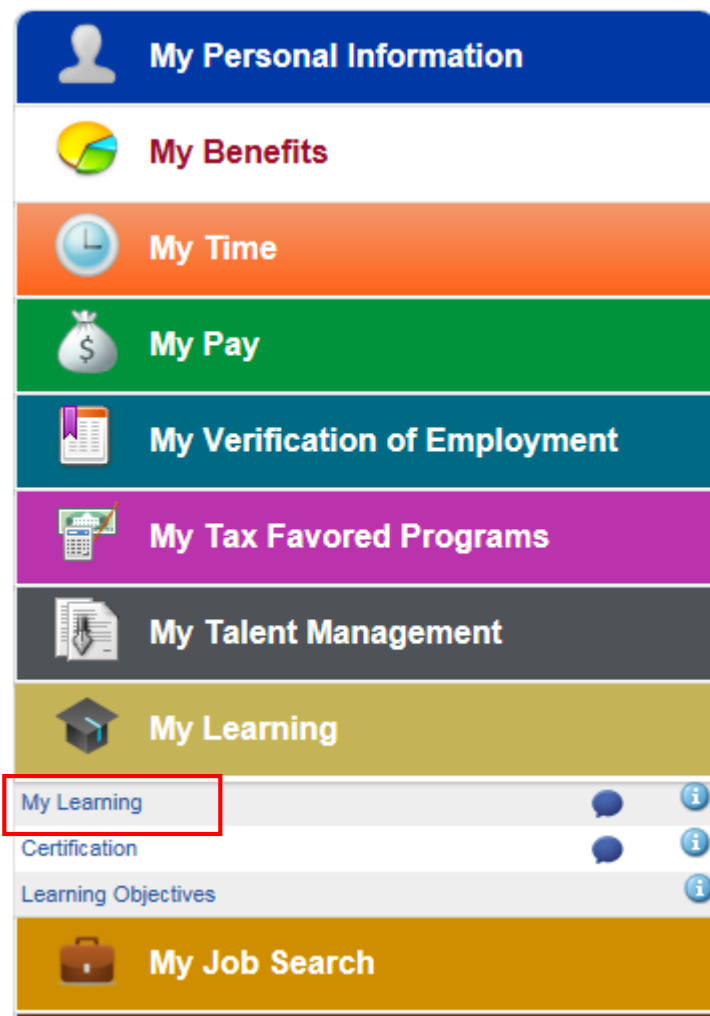
Benefit Plan Name	Type	Form	Contact
NYS Empire Plan - 001	Medical		
METLIFE Dental	Dental		
EyeMed Vision	Vision		
NYSLRS	Pension		

**My MTA Portal Navigation Ribbon:**

- My Personal Information
- My Benefits
- My Time
- My Pay
- My Verification of Employment
- My Tax Favored Programs
- My Talent Management
- My Learning**
- My Job Search

1. Click on the **My Learning** link.





2. This will bring you to a **summary page of all your completed learning** by date.

My Learning

My Learning

George Donner

\*View

All completed learning, regardless of date

Go

My Learning

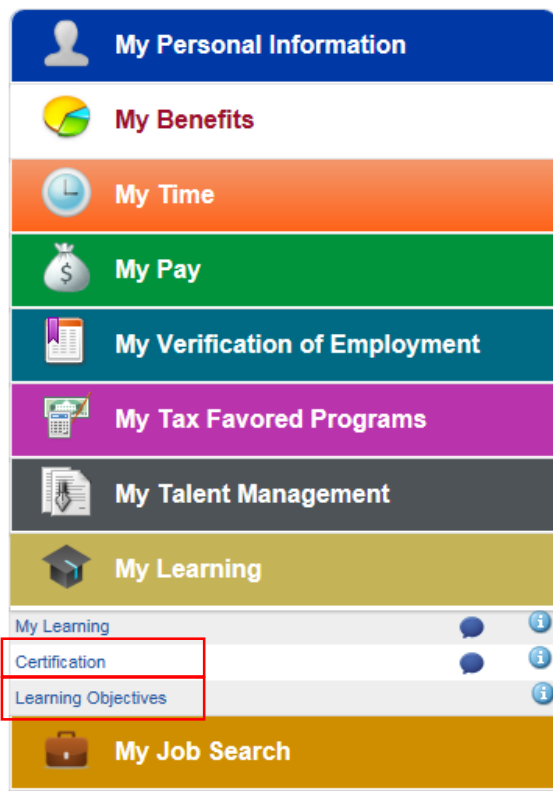
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Title	Type	Status	Date	Launch	Print
<a href="#">Supervisor's Guide To Reasonable Accommodation of Religious Observance or Practices</a>	Web Based	Completed	03/02/2015		
<a href="#">Supervisor's Guide to Reasonable Accommodation of Disability</a>	Web Based	Completed	03/02/2015		
<a href="#">Reasonable Accommodation in Programs and Services for Individuals with Disabilities (RA for the Publ</a>	Web Based	Completed	03/02/2015		
<a href="#">Internal Controls and You-A Managerial Perspective</a>	Web Based	Completed	02/28/2015		
<a href="#">Talent Orientation</a>	Instructor Led	Completed	08/08/2014		
<a href="#">SANS Securing The Human</a>	Web Based	Completed	07/17/2014		
<a href="#">Sexual Harassment in the Workplace</a>	Web Based	Completed	12/30/2013		
<a href="#">Equal Employment Opportunity: Rights and Responsibilities</a>	Web Based	Completed	12/16/2013		
<a href="#">Siebel Queue Manager</a>	Instructor Led	Completed	08/16/2013		
<a href="#">JCOPE Ethics Training</a>	Web Based	Completed	07/23/2013		
<a href="#">JCOPE Ethics Training</a>	Certification	Completed	07/11/2013		
<a href="#">NYS Compliance: Security Awareness</a>	Web Based	Completed	09/28/2012		
<a href="#">Siebel-Customer Service Training Divisions</a>	Instructor Led	Completed	02/22/2011		



3. To view your certifications, click **Certification** in the **My Learning** ribbon and the list of certifications will display.

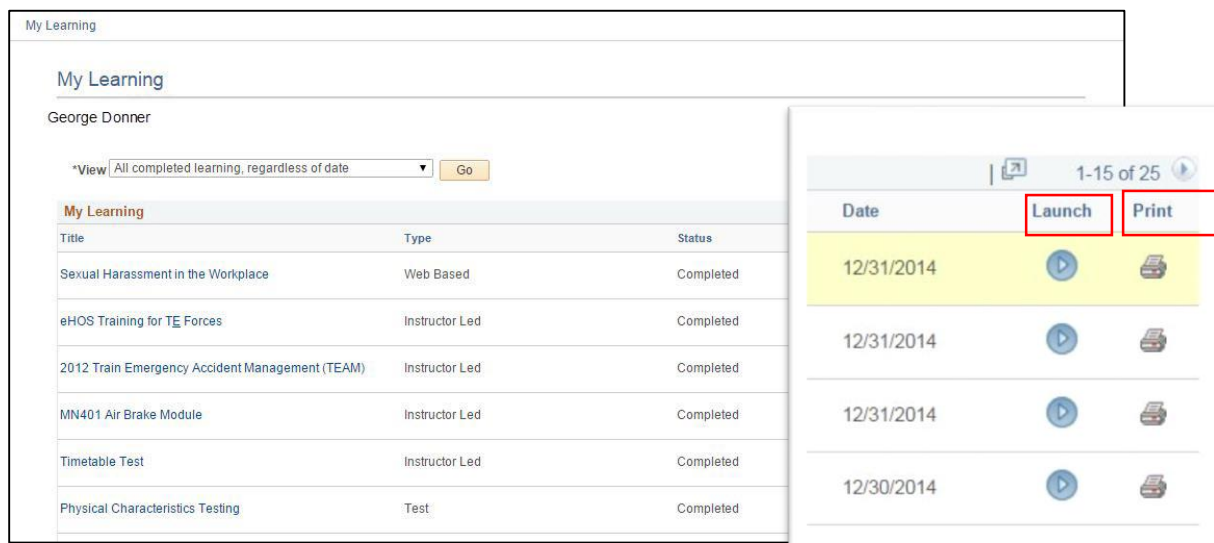
4. The **My Learning Objectives** link lists courses indicated by a manager. Currently My Learning Objectives will only be available to employees who are in the pilot Talent Management program.



My Certification Status					1-5 of 15
Program Name	Status	Status Date	Recertify	Print	
JCOPE Ethics Training	<input checked="" type="checkbox"/> Complete	07/02/2013	Recertify		
NYS Right to Know	<input checked="" type="checkbox"/> Complete	04/30/2015	Recertify		
NYS Right to Know	<input checked="" type="checkbox"/> Complete	04/30/2015	Recertify		
Whistleblower	<input checked="" type="checkbox"/> Complete	05/01/2015	Recertify		
Whistleblower	<input checked="" type="checkbox"/> Complete	05/01/2015	Recertify		
All My Certification Status					
My Learning Objectives					1 of 1
Title	Proficiency	Status	Target Completion	Assigned By	Learning
Managing Change		Needed		Gail Rendo	Find Learning
View All Objectives					

## NAVIGATION: Using the My Learning Link

- To print a certificate for a completed course, select **All Completed Learning Regardless of Date** from the drop-down menu and click the **Print** button for the certificate you want. **Note:** You can also re-launch a course by clicking on the blue **Launch** button.



The screenshot shows the 'My Learning' portal for George Donner. A dropdown menu is set to 'All completed learning, regardless of date'. A table lists completed courses. A modal window is open, showing a list of dates with 'Launch' and 'Print' buttons highlighted in red.

Date	Launch	Print
12/31/2014		
12/31/2014		
12/31/2014		
12/30/2014		

- After you click print, a certificate will appear. Use your normal print commands to print the certificate. Please note: Not all courses will have a certificate.





7. Another option on the **My Learning Page** is to select **All completed learning regardless of date** on the **drop down menu**, then click the **Go button**. This will give you a list all the courses available to you, including courses you have not taken.

My Learning

My Learning [Request New Learning](#) [Learning Home](#)

**George Donner**

\*View: All learning, regardless of status or date

**My Learning** | 1-15 of 85

Title	Type	Status	Date	Launch	Action	Print
R142 DOOR COURSE	Instructor Led	Enrolled	07/21/2015			
E-mail Records Management Retention and Disposition Certification		Registered	04/24/2015			
INFORMATION SECURITY AWARENESS	Instructor Led	Enrolled	11/16/2009			
BENEFITS ADMIN REL 8.8	Instructor Led	Enrolled	03/06/2006			
DEALING WITH DIFFICULT PEOPLE	Instructor Led	Enrolled	11/10/2004			
Reasonable Accommodation in Programs and Services for Individuals with Disabilities (RA for the Publ	Web Based	Enrolled	08/19/2015			
Effective Dates in PeopleSoft	Instructor Led	Enrolled	07/21/2015			
Equal Employment Opportunity: Rights and Responsibilities	Web Based	Enrolled	05/02/2015			
ELM Managers Worksho	Seminar	Planned	07/22/2015		<input type="button" value="Modify"/>	
Introduction to PeopleSoft 9.0 Purchasing	Instructor Led	Completed	08/13/2015			
Equal Employment Opportunity: Rights and Responsibilities	Web Based	Completed	08/13/2015			
Equal Employment Opportunity: Rights and Responsibilities	Instructor Led	Completed	08/12/2015			







8. For the courses you have not taken, the status of **enrolled** or **registered** will appear. If **enrolled** in a Web-based course, you can click on the blue **launch button** to launch the course at any time. Note: Courses that do not have a launch button are not available online.

My Learning

George Donner

\*View: All learning, regardless of status or date

My Learning  1-15 of 85

Title	Type	Status	Date	Launch	Action	Print
R142 DOOR COURSE	Instructor Led	Enrolled	07/21/2015			
E-mail Records Management Retention and Disposition Certification		Registered	04/24/2015			
INFORMATION SECURITY AWARENESS	Instructor Led	Enrolled	11/16/2009			
BENEFITS ADMIN REL 8.8	Instructor Led	Enrolled	03/06/2006			
DEALING WITH DIFFICULT PEOPLE	Instructor Led	Enrolled	11/10/2004			
Reasonable Accommodation in Programs and Services for Individuals with Disabilities (RA for the Publ	Web Based	Enrolled	08/19/2015			
Effective Dates in PeopleSoft	Instructor Led	Enrolled	07/21/2015			
Equal Employment Opportunity: Rights and Responsibilities	Web Based	Enrolled	05/02/2015			
ELM Managers Worksho;	Seminar	Planned	07/22/2015		<input type="button" value="Modify"/>	
Introduction to PeopleSoft 9.0 Purchasing	Instructor Led	Completed	08/13/2015			
Equal Employment Opportunity: Rights and Responsibilities	Web Based	Completed	08/13/2015			
Equal Employment Opportunity: Rights and Responsibilities	Instructor Led	Completed	08/12/2015			



9. A new **View Progress Page** will appear: From this page you can launch your outstanding web-based course. When you are finished viewing you can click on **Return to Class Progress** to get back to the main course page.

View Progress Page

Table Of Contents

George Donner, Asst. Mgr Administration

Component Name: Equal Employment Opportunity: Rights and Responsibilities Type: Web-based  
Class: Equal Employment Opportunity: Rights and Responsibilities Duration: --

Title	Status	Score	
A001	Not Attempted		<a href="#">Launch</a>

[Return To Class Progress](#)

10. Return to the page view that contains **All Learning Regardless of Date**. Since the first page only displays the first 15 courses (both enrolled and completed), move your cursor to the **upper right hand of the page**, and click on the **arrow** leading you to subsequent pages (if any.) For the example below, the view displays the next **16 to 30 of 85** courses.

My Learning

George Donner

\*View All learning, regardless of status or date Go

Title	Type	Status	Date	Launch	Action	Print
Policy Certification-Code of Ethics	Web Based	Completed	05/01/2015			
Workplace Violence Prevention	Certification	Completed	05/01/2015			
Computer and Social Media Usage	Certification	Completed	05/01/2015			
Policy Certification-Anti-Nepotism	Web Based	Completed	05/01/2015			
Anti-Nepotism	Certification	Completed	05/01/2015			
Policy Certification-Travel and Business	Web Based	Completed	05/01/2015			
Policy Certification-Whistleblower	Web Based	Completed	05/01/2015			

16-30 of 85





11. In order to view less data, select the **drop down option** from the top of the **My Learning Page**, which details only the last 90 days of learning, called **All Learning Regardless of Status in the Last 90 Days**. This view displays the most recent courses.

My Learning

George Donner

\*View: All learning, regardless of status, for last 90 days

**My Learning** | 1-8 of 8

Title	Type	Status	Date	Launch	Action	Print
R142 DOOR COURSE	Instructor Led	Enrolled	07/21/2015			
Reasonable Accommodation in Programs and Services for Individuals with Disabilities (RA for the Publ	Web Based	Enrolled	08/19/2015			
Effective Dates in PeopleSoft	Instructor Led	Enrolled	07/21/2015			
ELM Managers Worksho	Seminar	Planned	07/22/2015		<input type="button" value="Modify"/>	
Introduction to PeopleSoft 9.0 Purchasing	Instructor Led	Completed	08/13/2015			
Equal Employment Opportunity: Rights and Responsibilities	Web Based	Completed	08/13/2015			
Equal Employment Opportunity: Rights and Responsibilities	Instructor Led	Completed	08/12/2015			
ELM Crash Course	Seminar	Completed	07/20/2015			

**My Certification Status** | 1-5 of 15

Program Name	Status	Status Date	Recertify	Print
JCOPE Ethics Training	<input checked="" type="checkbox"/> Complete	07/02/2013	<input type="button" value="Recertify"/>	

12. From, **My Learning Objectives**, you can view courses that are recommended by your manager. In this case the course, **Managing Change** is indicated as a Learning Objective.

**My Certification Status** | 1-5 of 15

Program Name	Status	Status Date	Recertify	Print
JCOPE Ethics Training	<input checked="" type="checkbox"/> Complete	07/02/2013	<input type="button" value="Recertify"/>	
NYS Right to Know	<input checked="" type="checkbox"/> Complete	04/30/2015	<input type="button" value="Recertify"/>	
NYS Right to Know	<input checked="" type="checkbox"/> Complete	04/30/2015	<input type="button" value="Recertify"/>	
Whistleblower	<input checked="" type="checkbox"/> Complete	05/01/2015	<input type="button" value="Recertify"/>	
Whistleblower	<input checked="" type="checkbox"/> Complete	05/01/2015	<input type="button" value="Recertify"/>	

All My Certification Status

**My Learning Objectives** | 1 of 1


Title	Proficiency	Status	Target Completion	Assigned By	Learning
Managing Change	<input checked="" type="checkbox"/>	Needed		Gail Rendo	<input type="button" value="Find Learning"/>

View All Objectives



By selecting **View all Objectives** on the lower left hand of the page, a list of all of our objectives will appear on a new page called **Learning Objectives**. If you are a manager, you can **Add a New Objective**, or **Find Learning**.

Favorites ▾Main Menu ▾

My MTA Portal

All ▾SearchAdvanced Search

Learning Objectives

George DonnerCurrent Objectives | Objectives History

My Learning Objectives ?

Title	Proficiency	Status	Required	Target Completion	Assigned By	Learning
Managing Change		Needed	<input type="checkbox"/>		Gail Rendo	Find Learning

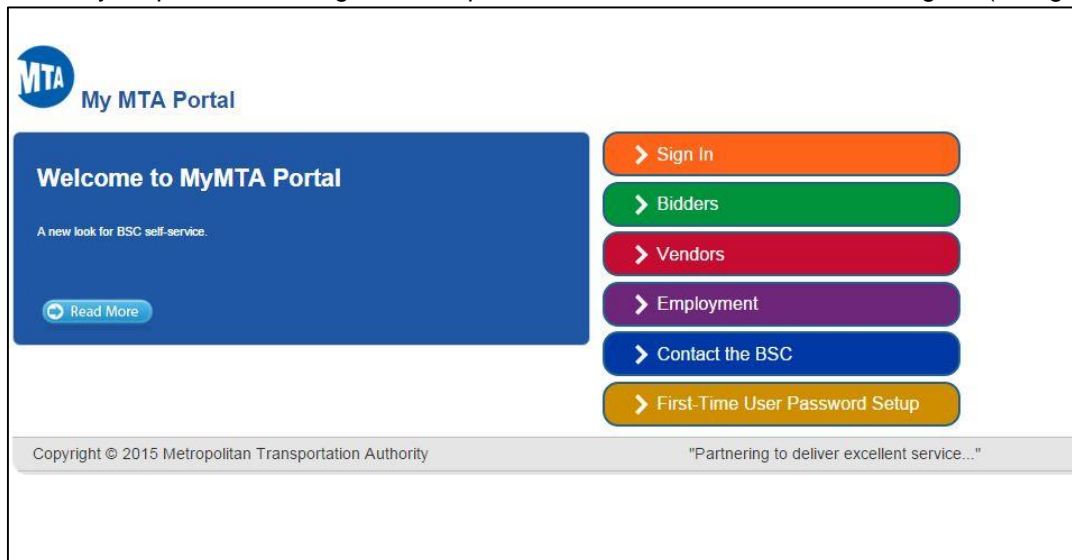
Add New Objective

Save

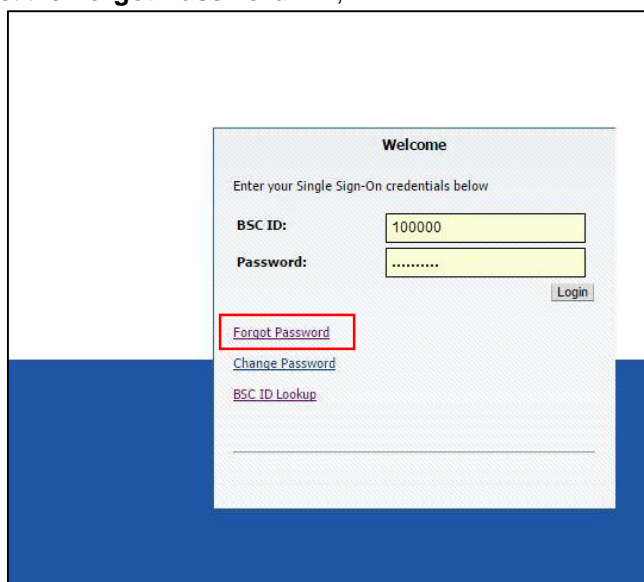
## My MTA Portal: My Learning: Web-based Training FAQ's

Q1: I forgot my password, how can I change it?

A1: To reset your password, navigate to the portal at [www.mtabsc.info](http://www.mtabsc.info). Click on Sign in (orange bar.)



Select the **Forgot Password** link;





You will be required to enter your BSC ID number and answer your challenge questions to create a new password.

**Q3: I don't have my BSC ID number; how do I get it?**

A3: Your BSC ID number is located at the top of your pay stub. You can also get it online on the My MTA Portal sign-in page ([www.mymta.info](http://www.mymta.info)) if you have your agency ID. If you have neither, contact the BSC at 646-376-0123 for assistance.

**Q4: I'm locked out of the portal?**

A4: Contact the BSC at 646-376-0123 (Monday-Friday, 8:30 a.m. to 5 p.m.)

**Q5: I received a system error message (e.g., Java script not installed)?**

A5: Contact your Agency IT Help Desk.

**Q6: I'm trying to view the video and I reach this prompt; which one should I pick?**

A6: Select "Full version for all other users."

**Q7: I don't see my course on the list of courses.**

A7: Click the second drop down at the top of the **My Learning page, All Learning Regardless of Date** to see all of the courses, (**see step 10** in the instructions in this learning aid.). If within the full view, the course doesn't appear, please contact your Agency ELM Liaison, since there is criteria defined for courses.

**Q8: Can I stop the course at any time?**

A8: Yes. After launching the course, you can stop or exit at any time. When you resume the training, it may be bookmarked. Click Re-Launch. Then click **OK** to continue your session.



Q9: **How do I know I received a completion status?**

A9: On the **My Learning** page, the status will be indicated as **Completed**. If the status remains **In-Progress**, please ensure you have completed the course in its entirety.

My Learning			
Title	Type	Status	Date
Equal Employment Opportunity: Rights and Responsibilities	Web Based	In-Progress	10/01/2015
R142 DOOR COURSE	Instructor Led	Enrolled	07/21/2015
E-mail Records Management Retention and Disposition Certification		Registered	04/24/2015
INFORMATION SECURITY AWARENESS	Instructor Led	Enrolled	11/16/2009
BENEFITS ADMIN REL 8.8	Instructor Led	Enrolled	03/06/2006
DEALING WITH DIFFICULT PEOPLE	Instructor Led	Enrolled	11/10/2004
Reasonable Accommodation in Programs and Services for Individuals with Disabilities (RA for the Publ	Web Based	Enrolled	08/19/2015
Effective Dates in PeopleSoft	Instructor Led	Enrolled	07/21/2015
ELM Managers Worksho;	Seminar	Planned	07/22/2015

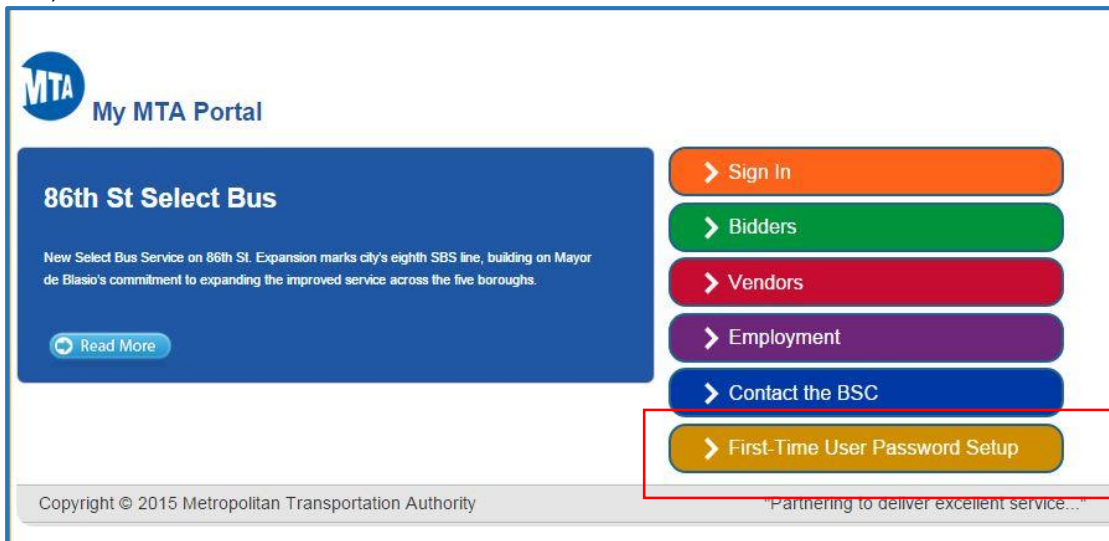
Q10: **Why did my PeopleSoft session expire?**

A10: The BSC Portal and your PeopleSoft applications will remain connected as long as you have activity. Your BSC Portal connections will time out after approximately 45 minutes of inactivity.

You will be prompted with a warning that your application or connection to the BSC Portal is about to be timed out. Click the **OK** button to prevent your session from being timed out. Do not click the "x" unless you want to end your connection.

## Signing in to My MTA Portal for the First Time

- 1) From the first landing page of My MTA Portal, click on **First Time User Password Setup** (gold bar.)



- 2) You will need to create a temporary password before you can sign in. Create the password by using a combination of your initials and the last four digits of your social security number as follows:

First name initial + last name initial + last 4 digits of your Social Security Number + @MTA

Example: John Doe, SSN 123-45-6789

Password: jd6789@MTA

- 3) When the password change is completed, you will be directed back to the page shown above where you will use your new password to sign in.

### When creating and entering passwords, please remember:

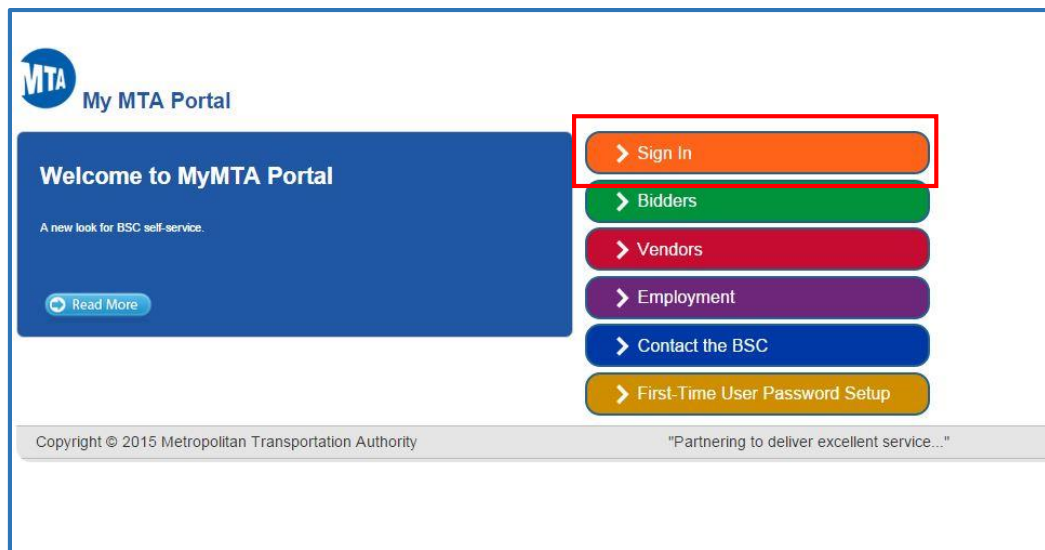
Passwords are case sensitive, which means you must always use the same capital and/or lowercase letters you used when you created your password in Step 3 above. You will be locked out after three unsuccessful sign-on attempts. If you become locked out or have other problems with your ID/password, contact the BSC Customer Management Center at 646-376-0123, Monday-Friday, 8:30 a.m. to 5 p.m.



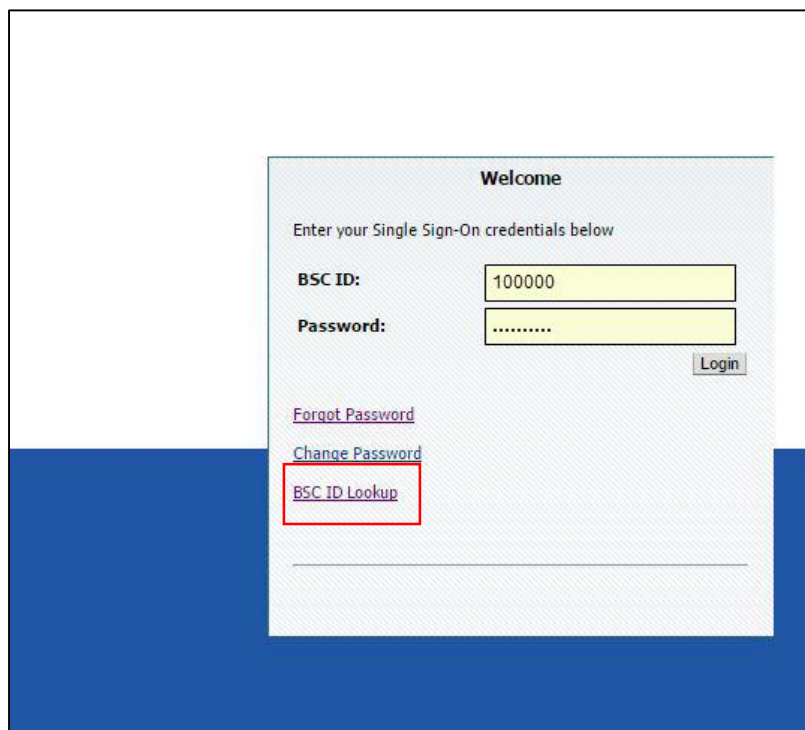
## Getting Your BSC ID Number on My MTA Portal

To get your BSC ID, take the following steps:

1. Navigate to the BSC main page. Click on the orange bar, **Sign In**.



2. Click on the line, **BSC ID Lookup**.





3. (a) Select your **Agency** by using the lookup icon next to the Agency field. (b) Enter your **Agency Employee ID** number. (c) Enter your **Last Name**. (d) Enter your **5-digit Home Address Zip Code**. (e) Click the **Submit** button. Note: For security purposes, all four of these fields are required. By entering your own information into these fields, you ensure that the search results display only your unique BSC ID.

A screenshot of a web form titled "BSC ID Lookup". The form has a light blue header bar with the title. Below the header, there is a section titled "Please provide the following information" in orange text. The form contains four input fields: "\*Agency" with a magnifying glass icon, "\*Agency Employee ID", "Last Name", and "Home Address Zip Code". Below the fields, there is a note: "Fields marked with an asterisk (\*) are required." At the bottom of the form, there are two buttons: "Submit" and "Clear".

BSC ID Lookup

Please provide the following information

\*Agency  🔍

\*Agency Employee ID

Last Name

Home Address Zip Code

Fields marked with an asterisk (\*) are required.

4. Your BSC ID number appears.

**For assistance, contact the BSC Customer Management Center at 646-376-0123**

**Monday-Friday, 8:30 A.M. – 5:00 P.M.**