



UNIVERSITY OF CAPE TOWN
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SuccessFactors Learning guide for managers

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Logging in to SuccessFactors via a browser

Background and benefits

SuccessFactors Learning offers a centralised booking and administration system for courses offered by UCT training providers. The online platform provides a one-stop shop to find, book and manage development activities.

Staff members can access the platform on any internet-connected device (including smart phones and tablets) using their existing UCT login details. Time-consuming manual booking processes are replaced by automated processes with easy workflow for manager approval. Records of completed courses are consolidated and centrally stored, adding to a staff member’s training history.

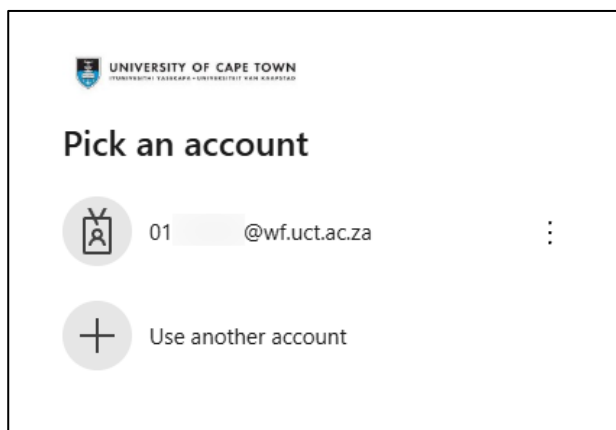
Support

If you are unable to access SuccessFactors or are experiencing other technical difficulties, please contact the [IT Service Desk](#).

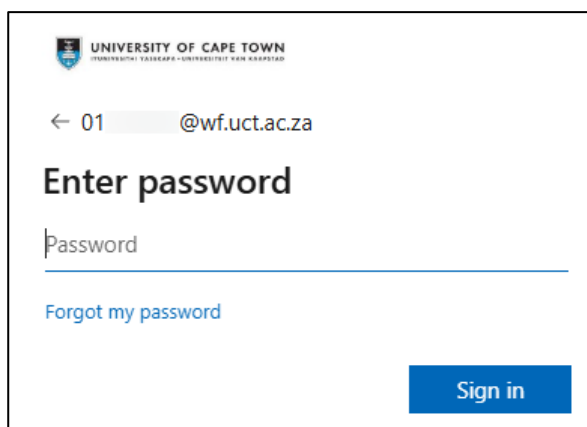
Procedure

1. Open a web browser (e.g. Google Chrome, Mozilla Firefox, Microsoft Edge).
2. Log in to SuccessFactors via www.successfactors.uct.ac.za.
3. If not already logged in to single sign-on, the *Sign in to your account* page appears. If already logged in to single sign-on, SuccessFactors will open (see [step 4](#)).

Existing users (new users will see a different page and should follow the instructions on page 4 below)



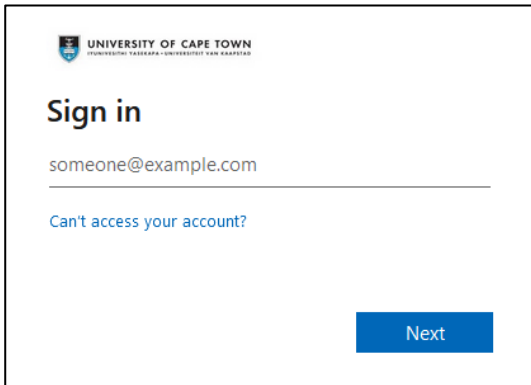
- Select the appropriate account.



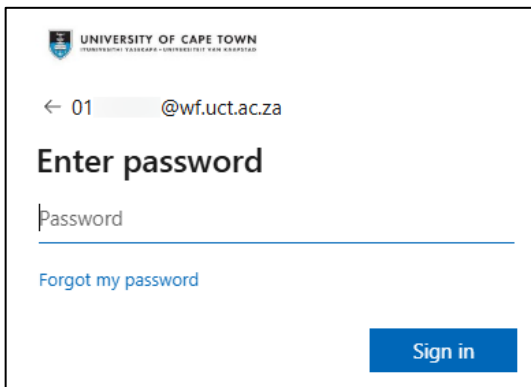
- Enter your *Password* and click *Sign in*.
- You will be prompted to verify your login either via Microsoft Authenticator or a code sent to your phone as an SMS. SuccessFactors will open (see [step 4](#)).

Logging in to SuccessFactors via a browser (continued)

New users

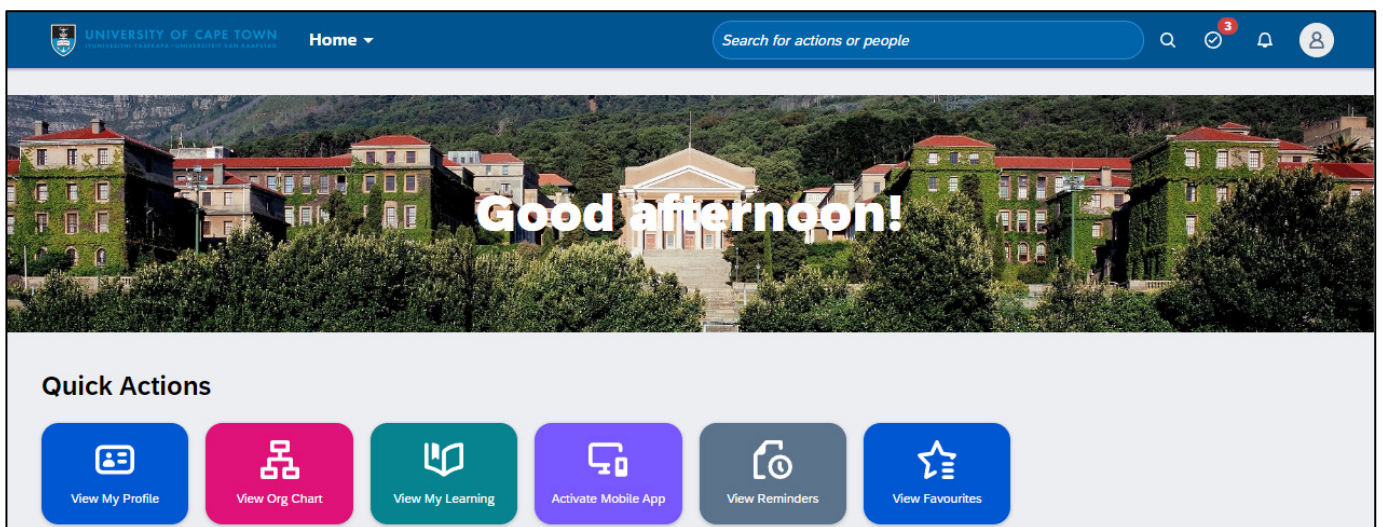


- In the field below *Sign in*, enter your UCT staff number followed by @wf.uct.ac.za. E.g. 01234567@wf.uct.ac.za. **Note:** UCT staff number only, third party "T" accounts will not work.
- Click *Next*.



- Enter your *Password* and click *Sign in*.
- You will be prompted to verify your login either via Microsoft Authenticator or a code sent to your phone as an SMS.

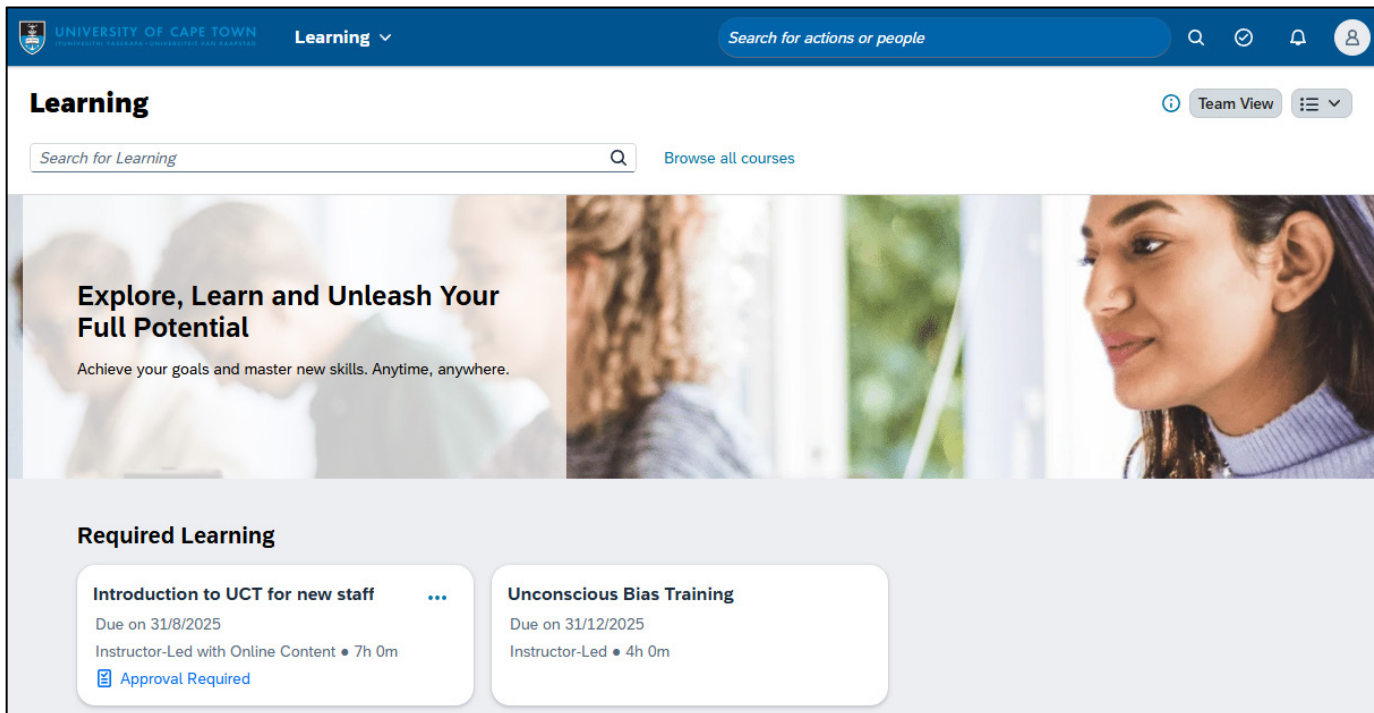
4. The Home page appears.



- Click the *View My Learning* tile.

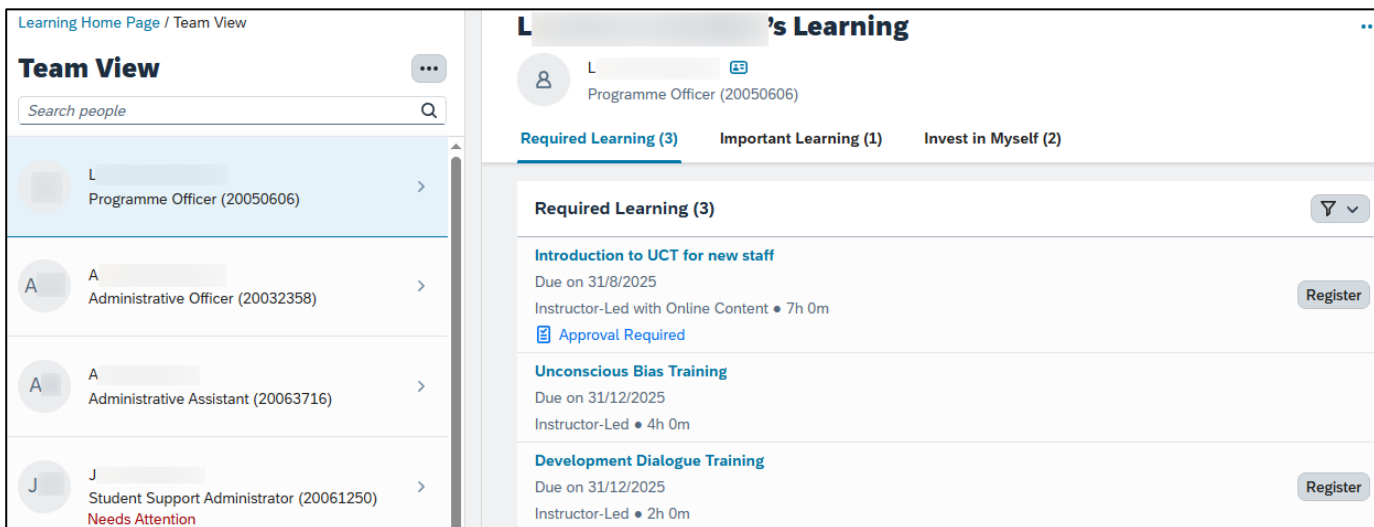
Logging in to SuccessFactors via a browser (continued)

5. The *Learning* page appears.



- Click **Team View**.

6. The *Team View* page appears.



See:

- [Viewing team learning plans and learning history](#)
- [Processing approval request from the *Home* page or from the *Learning* page](#)
- [Assigning learning to team members from the course library or in *Team View*](#)
- [Registering team members on a course from the course library or in *Team View*](#)
- [Removing assigned learning from one team member or multiple team members in *Team View*](#)
- [Withdrawing one team member from a class or multiple team members from a class in *Team View*](#)
- [Recording external learning for team members](#)

Viewing team learning plans and learning history

Procedure

1. [Log in to SuccessFactors and access the *Team View* page.](#)

- All team members that report to you are displayed in the column on the left. The first team member's learning plan is automatically displayed.
- **To view other learning plans**, click the appropriate name in the column on the left or use the *Search people* field at the top of the column to search for the person.
- **To view a team member's learning history**: Select the team member, click **...** *Additional Options* (top right) and choose *View History*.

Processing approval requests from the *Home* page

Before you begin

Approval requests can be processed from the *Home* page or from the *Learning* page.

See also: [Processing approval requests from the *Learning* page](#).

Procedure

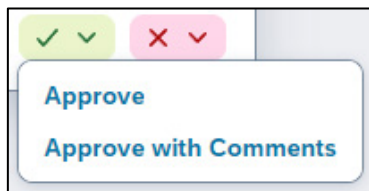
1. Log in to SuccessFactors and access the *Home* page.

The screenshot displays the SuccessFactors Home page interface. At the top, there is a 'Quick Actions' section with six buttons: 'View My Profile' (blue), 'View Org Chart' (pink), 'View My Learning' (teal), 'Activate Mobile App' (purple), 'View Reminders' (grey), and 'View Favourites' (blue). Below this is the 'Approvals' section, which features a card for an 'Internal Class'. The card shows a course title 'Finance Essentials' and a type 'Registration'. At the bottom of the card, there are two buttons: a green checkmark button and a red 'X' button, both with dropdown arrows. A three-dot menu icon is visible in the top right corner of the card.

- Any pending approval requests (registration for a class or withdrawal from a class) will appear in the *Approvals* section of the *Home* page.
- To view basic class details, click the appropriate *Internal Class* title.
 - The *Internal Class* dialogue box appears.
 - To view full class details, click *View Details*.
 - The *Pending Approvals* page appears in a new browser tab.
 - Click the name of the class in the *Title* column.
 - The full class details page appears, displaying class dates, times, venue (if applicable) and instructor information.
 - Close the browser tab to return to the *Internal Class* dialogue box.
 - Click *Close* to close the *Internal Class* dialogue box.

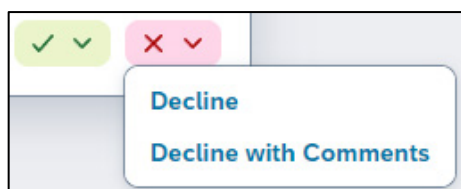
Processing approval requests from the *Home* page (continued)

- To **approve a request**, click the green tick:



- **Either** choose *Approve*.
A message briefly appears near the bottom of the page, indicating that the request was approved.
- **Or** choose *Approve with Comments*, complete the *Approve with Comments* dialogue box and click **Approve**.
A message briefly appears near the bottom of the page, indicating that the request was approved.

- To **decline a request**, click the red X:

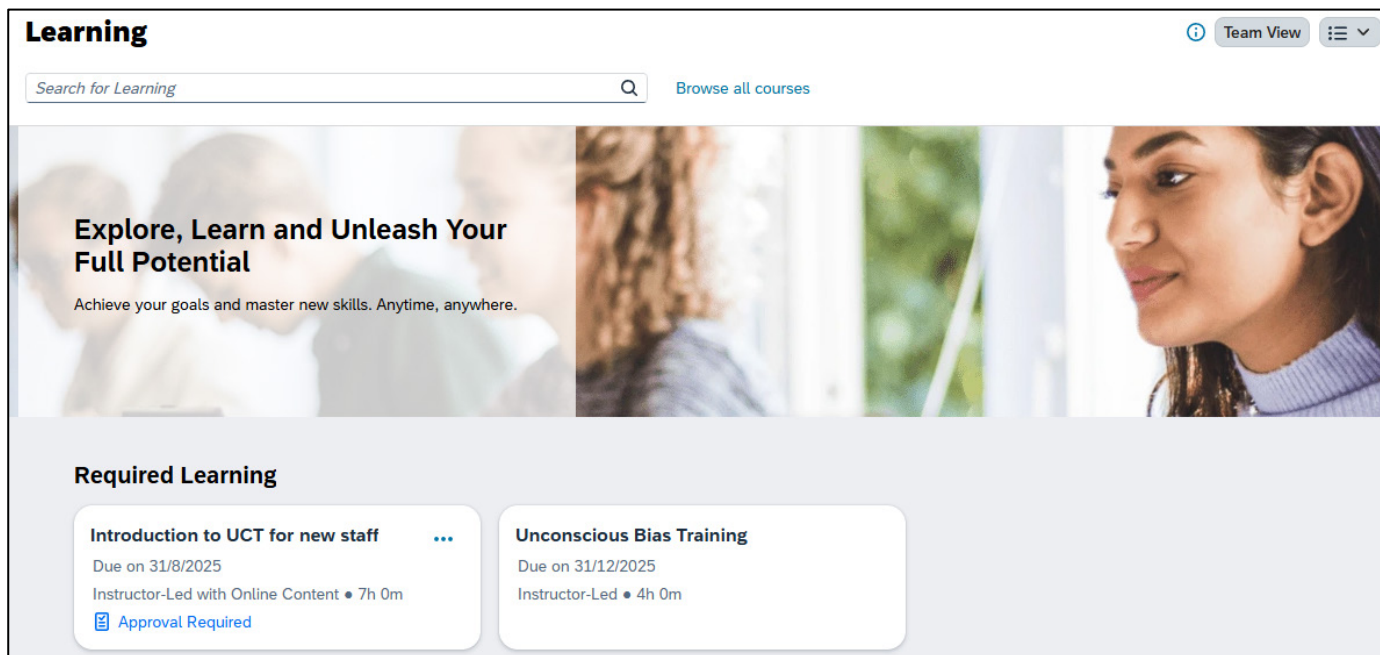


- **Either** choose *Decline*. The *Confirmation* dialogue box appears, click **Decline**.
A message briefly appears near the bottom of the page, indicating that the request was declined.
- **Or** choose *Decline with Comments*, complete the *Decline with Comments* dialogue box and click **Decline**. The *Confirmation* dialogue box appears, click **Decline**.
A message briefly appears near the bottom of the page, indicating that the request was declined.

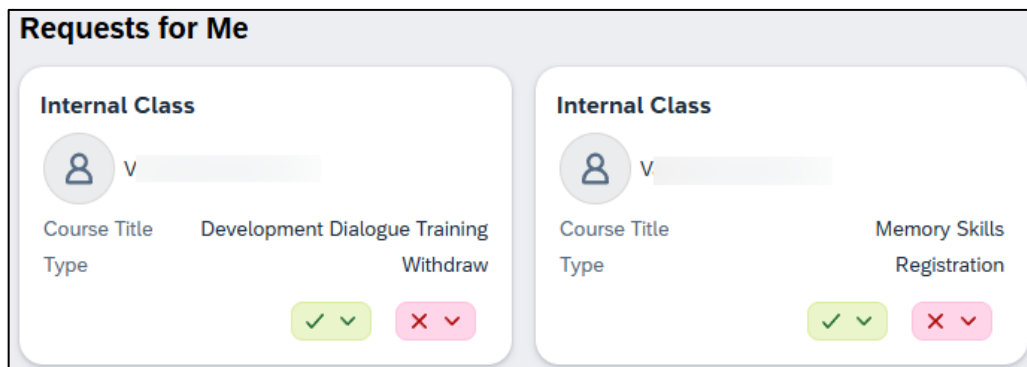
Processing approval requests from the *Learning* page

Procedure

1. [Log in to SuccessFactors and access the *Learning* page.](#)



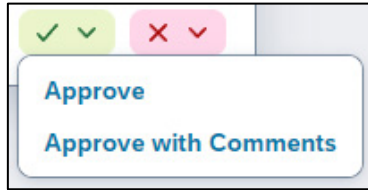
- Scroll down to the *Requests for Me* section to see any pending approval requests, either a registration for a class or withdrawal from a class.



- To view basic class details, click the appropriate *Internal Class* title.
 - The *Internal Class* dialogue box appears.
 - To view full class details, click *View Details*.
 - The *Pending Approvals* page appears in a new browser tab.
 - Click the name of the class in the *Title* column.
 - The full class details page appears, displaying class dates, times, venue (if applicable) and instructor information.
 - Click *My Learning* to return to the *Learning* page and scroll down to the *Requests for Me* section.

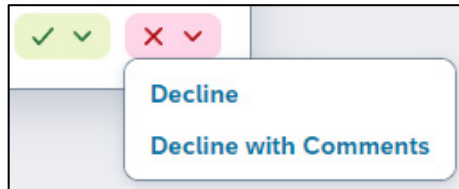
Processing approval requests from the *Learning* page (continued)

- To **approve a request**, click the green tick:



- **Either** choose *Approve*.
A message briefly appears near the bottom of the page, indicating that the request was approved.
- **Or** choose *Approve with Comments*, complete the *Approve with Comments* dialogue box and click **Approve**.
A message briefly appears near the bottom of the page, indicating that the request was approved.

- To **decline a request**, click the red X:

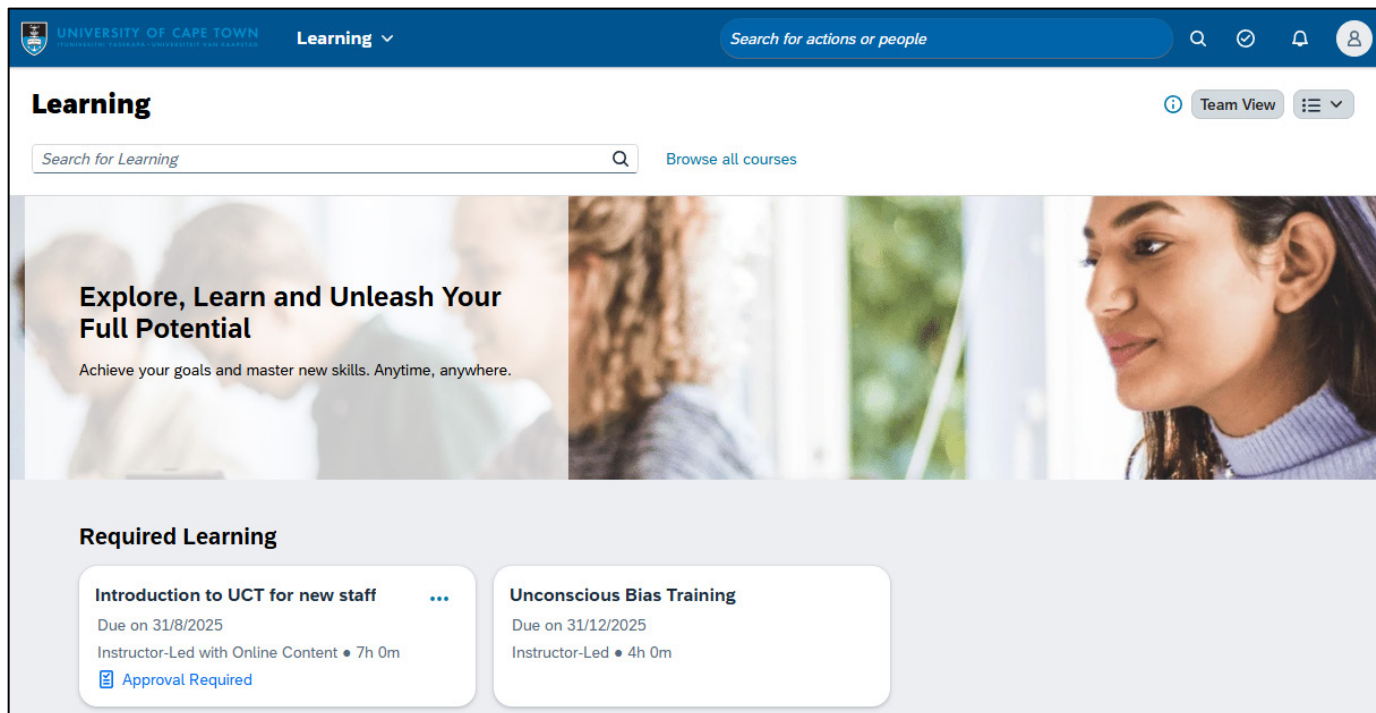


- **Either** choose *Decline*. The *Confirmation* dialogue box appears, click *Decline*.
A message briefly appears near the bottom of the page, indicating that the request was declined.
- **Or** choose *Decline with Comments*, complete the *Decline with Comments* dialogue box and click **Decline**. The *Confirmation* dialogue box appears, click **Decline**.
A message briefly appears near the bottom of the page, indicating that the request was declined.

Assigning learning to team members from the course library

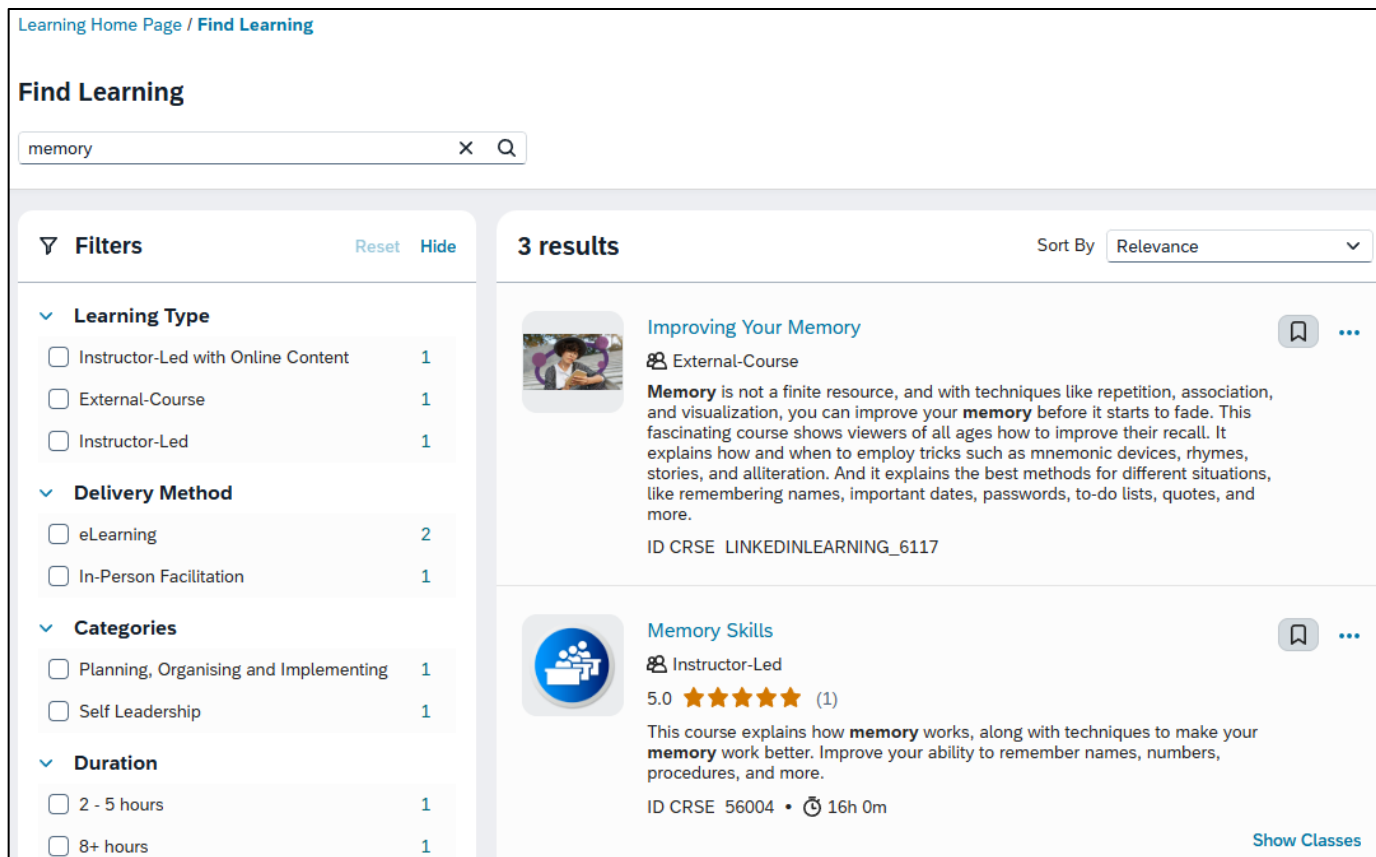
Procedure

1. [Log in to SuccessFactors and access the Learning page.](#)



- Search for a course in the course library by entering a search term/keyword in the *Search for Learning* field or click *Browse all courses*.

2. The *Find Learning* page appears.



- Click the course title e.g. Memory Skills.

Assigning learning to team members from the course library (continued)

- A new browser window/tab opens, showing detailed course information such as the course description, duration and contact details.

Memory Skills

Course Information
 Type: Instructor-Led
 Duration: 16.00 hours

Average Rating
 ★★★★★ (5.00 out of 5 stars from 1 ratings)

Description
 This course explains how memory works, along with techniques to make your memory work better. Improve your ability to remember names, numbers, procedures, and more.

Upcoming Classes

Monday 1/12/2025 08:30 AM	Tuesday 2/12/2025 04:30 PM	Africa/Johannesburg
------------------------------	-------------------------------	---------------------

Cambria House
16 seats available

Related Topics

- Planning, Organising and Implementing
- Self Leadership

Questions?

hr-stafflearningcentre@uct.ac.za

- Click *Assign to Others*.

- The *Enter Learning Activity Details* page appears, displaying the selected course in the *Items, Programmes and Curricula* section.

Assign Learning

Enter Learning Activity Details

* Required

Items, Programmes and Curricula Add

Title	Type	Assignment Type	Priority	*Assigned	Required Date
Memory Skills		Recommended	---	12/11/2025	12/11/2025

Employees Add

There are no employees selected.

Next Cancel

- To assign more than one course, click Add on the right (in line with *Items, Programmes and Curricula*) to search the library for additional courses. In the *Select Desired Courses from Library* dialogue box, click *Select* for each course to add. Close the dialogue box when finished selecting courses.

Assigning learning to team members from the course library (continued)

- If appropriate, change the *Assignment Type* (e.g. required, recommended, optional).
 - The *Required Date* field defaults to today's date, either clear the field or adjust the date to a future date by which the course must be completed.
 - Click **Add** on the right (in line with the *Employees* heading) to choose one or more team members.
5. The *Select Employees* dialogue box appears, listing all current team members.

Select Employees

Employees	Region	Job Classification	Manager	Organisation
<input type="checkbox"/>	<input type="text" value="Enter Region"/>	<input type="text" value="Enter Job Classification"/>	<input type="text" value="Enter Manager"/>	<input type="text" value="Enter Organisation"/>
			<input checked="" type="checkbox"/> Indirect Employees	<input checked="" type="checkbox"/> Sub Organisation
<input type="checkbox"/>	C	41000973	N	
<input type="checkbox"/>	D	41000526	N	
<input type="checkbox"/>	E	41000070	N	
<input type="checkbox"/>	I	41000526	N	
<input type="checkbox"/>	L	41000526	N	
<input type="checkbox"/>	M	41000526	N	

Cancel

- Select individual employees using the checkboxes or click in the top left to select all employees.
 - As employees are selected, a message in the bottom left of the dialogue box confirms the number of employees selected.
 - When all required employees are selected, click **Add**.
- Note:** The *Add* button only appears after at least one employee is selected.
6. The *Enter Learning Activity Details* page reappears.

Enter Learning Activity Details

* Required

Items, Programmes and Curricula
Add

Title	Type	Assignment Type	Priority	*Assigned	Required Date
Memory Skills	Required	---	12/11/2025	31/12/2026	

Employees
Add

Name	Remove
J	
L	

Next
Cancel

- Click **Next**.

Assigning learning to team members from the course library (continued)

7. If applicable, the *Warning Details* page appears displaying courses that are already assigned to or previously completed by the selected employees. If the warning doesn't appear, skip to step 8.

Warning Details:

- The "Development Dialogue Training" is already assigned to L [redacted].
- The "Introduction to UCT for new staff" is already assigned to L [redacted].

Do you wish to proceed?

Yes No

- Click **Yes** to proceed or click **No** to return to the *Enter Learning Activity Details* page to make changes to the selected courses and employees.

8. The *Confirm Details* page appears.

Confirm Details

Items, Programmes and Curricula

Title	Type	Assignment Type	Priority	Assign Date	Required Date
Memory Skills		REQ	---	12/11/2025	31/12/2026

Employees

Name
J [redacted]
L [redacted]

Assign Learning Cancel

- Click **Assign Learning**.

9. The *Successfully Assigned* page appears.

Successfully Assigned

The items/programmes/curricula have been successfully added to the specified employees. If the curricula/programme were already assigned, they will not be re-assigned

Close

- Click **Close**.

10. The *Course Details* page reappears.

- Close the browser tab to return to the Learning search and click *Learning Home Page*.

Assigning learning to team members from the course library (continued)

- Click **Team View** to review team member learning plans. The assignment type chosen for each course determines the section it appears in for the team member. Required courses appear in the *Required Learning* section and recommended or optional courses appear in the *Important Learning* section.

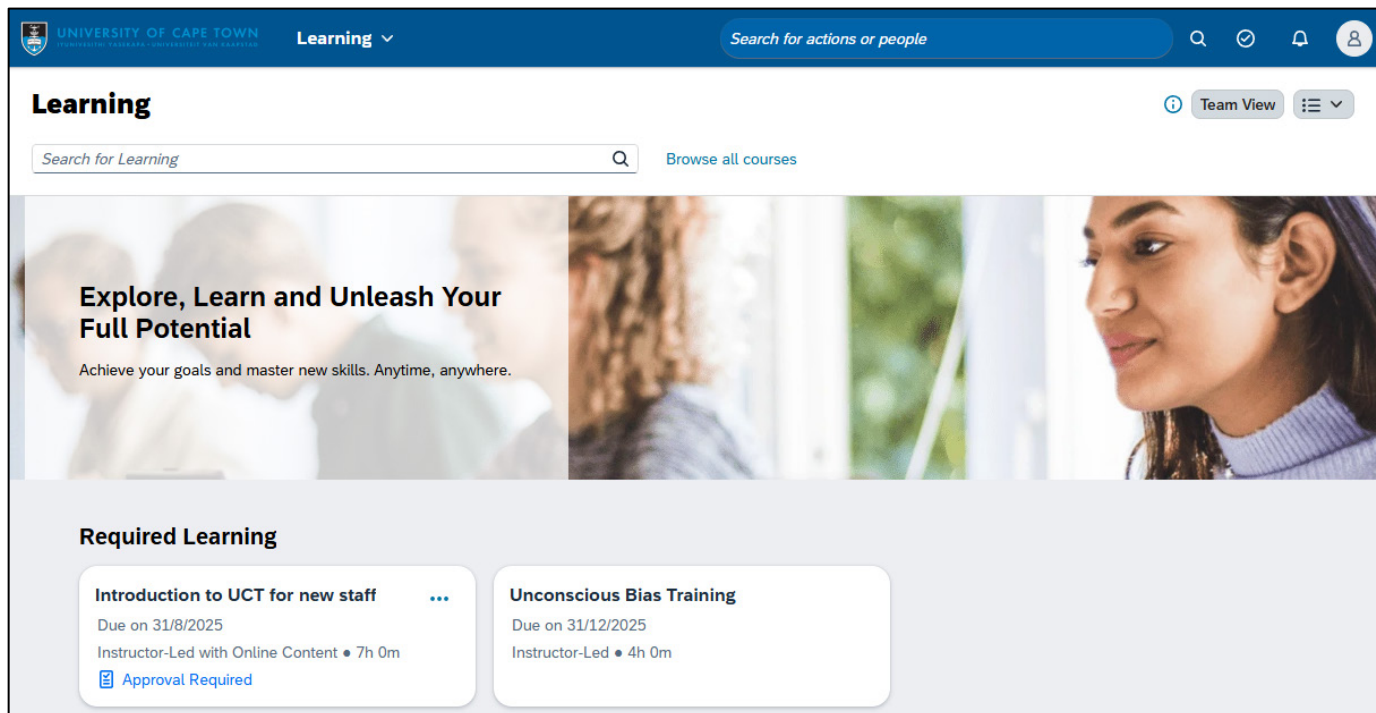
Required Learning (2)	Important Learning (2)	Invest in Myself (0)
Required Learning (2)		
Development Dialogue Training		
Due on 31/7/2025		
Instructor-Led • 2h 0m		
Introduction to UCT for new staff		
Due on 31/8/2025		
Instructor-Led with Online Content • 7h 0m		

Required Learning (2)	Important Learning (2)
Important Learning (2)	
Adobe Acrobat Essential skills	
Instructor-Led • 7h 0m	
Developing Your Emotional Intelligence (2017)	
External-Course	

Registering team members on a course from the course library

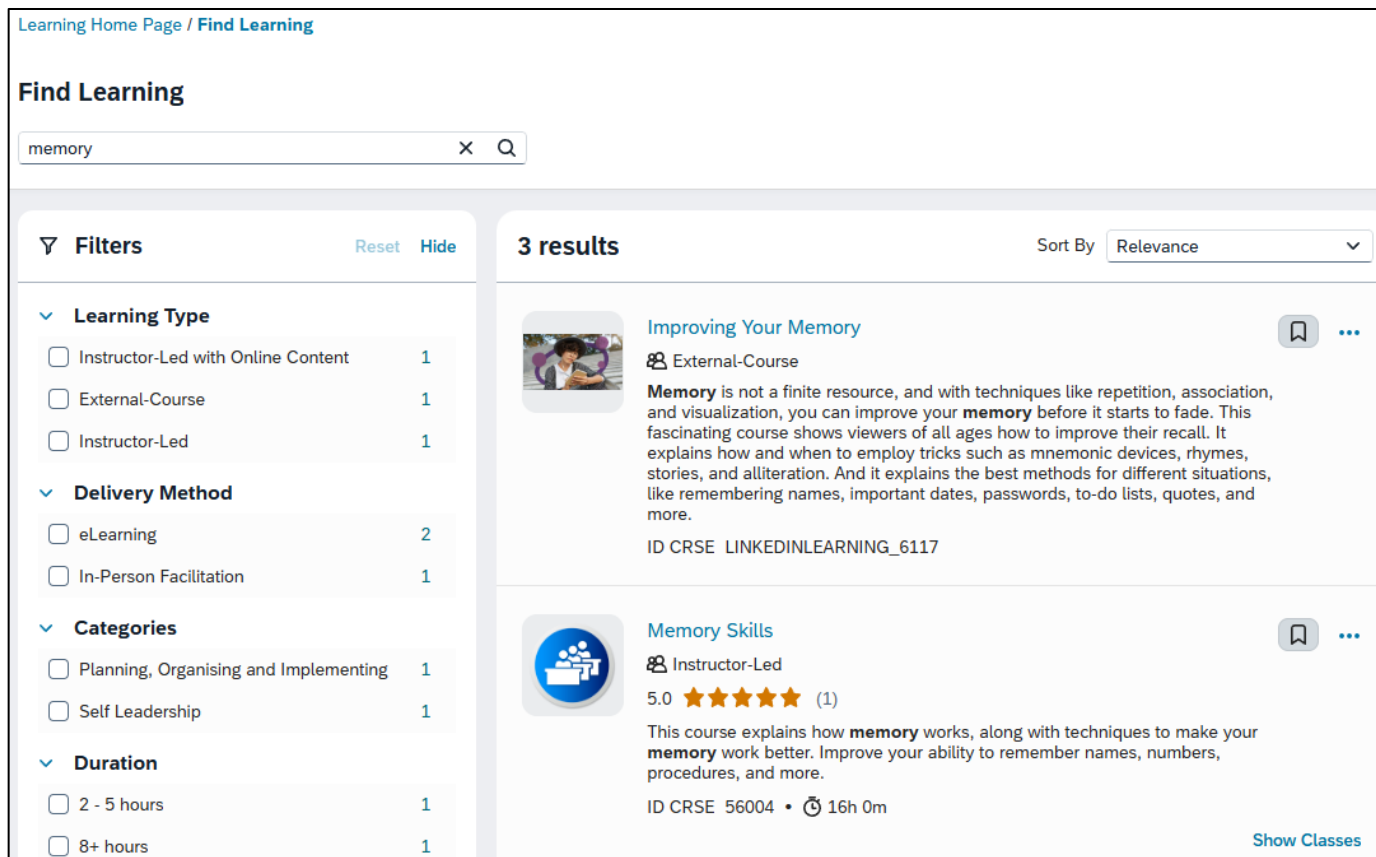
Procedure

1. [Log in to SuccessFactors and access the Learning page.](#)



- Search for a course in the course library by entering a search term/keyword in the *Search for Learning* field or click *Browse all courses*.

2. The *Find Learning* page appears.



- Click the course title e.g. Memory Skills.

Registering team members on a course from the course library (continued)

- A new browser window/tab opens, showing detailed course information such as the course description, duration and contact details.

Memory Skills [See All Classes](#) [Create Class Request](#) [Recommend](#) [Assign to Me](#) [Assign to Others](#) [Bookmark](#)

Course Information
 Type: Instructor-Led
 Duration: 16.00 hours

Average Rating
 ★★★★★ (5.00 out of 5 stars from 1 ratings)

Course Details

Description
 This course explains how memory works, along with techniques to make your memory work better. Improve your ability to remember names, numbers, procedures, and more.

Upcoming Classes

Monday 1/12/2025 08:30 AM	Tuesday 2/12/2025 04:30 PM	Africa/Johannesburg	Cambria House	16 seats available
Monday 9/2/2026 08:30 AM	Tuesday 10/2/2026 04:30 PM	Africa/Johannesburg	Virtual Class	20 seats available

[View Available Classes \(3\)](#)

Related Topics
 Planning, Organising and Implementing
 Self Leadership

Questions?
 hr-stafflearningcentre@uct.ac.za

- Available classes are listed in the *Upcoming Classes* section including start and end dates, location or virtual class indicator and number of available seats. If there are more than 2 classes, click *View Available Classes* to see the full list.
- Click a class to complete the registration.

- The *Class Details* page appears. This page shows the class time slots, instructor, registration close time/date (if applicable) and whether registration requires manager approval.

Memory Skills [Register](#) [Register Other Members](#)

82001

Monday 1/12/2025 – Tuesday 2/12/2025
 08:30 AM 04:30 PM Cambria House

Registration closes 24/11/2025 at 05:00 PM
 Approval Required

Agenda **Additional Information**

All times are shown in this class's time zone (Africa/Johannesburg)

Day 1 : Monday 1/12/2025
 08:30 AM - 04:30 PM Cambria House - Cambria Training Room

Day 2 : Tuesday 2/12/2025
 08:30 AM - 04:30 PM Cambria House - Cambria Training Room

Instructors
 Primary:
 Ms Instructor

- Click [Register Other Members](#).

Registering team members on a course from the course library (continued)

5. The *Enter Registration Details* page appears.

Register Employees for Class

Enter Registration Details

* Required

▼
Class: Memory Skills
🌐

Change Class

Start Date/Time: 1/12/2025 08:30 AM Africa/Johannesburg	Description : December 2025
Facility & Location: Cambria House - Cambria Training Room	Associated Item: CRSE 56004
Available Seats: 2 of 20 enrolled, 0 waitlisted, 5 pending	

▼
Employees

Add

No employees selected

Next

Cancel

- Click Add on the right (in line with the *Employees* heading) to choose one or more team members.

6. The *Select Employees* dialogue box appears, listing all current team members.

Select Employees

☐	Employees	Region	Job Classification	Manager	Organisation
	<input type="text" value="Enter Employees"/>	<input type="text" value="Enter Region"/>	<input type="text" value="Enter Job Classification"/>	<input type="text" value="Enter Manager"/>	<input type="text" value="Enter Organisation"/>
				<input checked="" type="checkbox"/> Indirect Employees	<input checked="" type="checkbox"/> Sub Organisation
<input type="checkbox"/>	C		41000973	N	
<input type="checkbox"/>	D		41000526	N	
<input type="checkbox"/>	E		41000070	N	
<input type="checkbox"/>	I		41000526	N	
<input type="checkbox"/>	L		41000526	N	
<input type="checkbox"/>	M		41000526	N	

Cancel

- Select individual employees using the checkboxes or click in the top left to select all employees. If a team member is already registered for this course, you will not be able to select them.

- As employees are selected, a message in the bottom left of the dialogue box confirms the number of employees selected.

- When all required employees are selected, click Add.

Note: The *Add* button only appears after at least one employee is selected.

Registering team members on a course from the course library (continued)

7. The *Enter Registration Details* page reappears.

Enter Registration Details

* Required

▼ **Class: Memory Skills** Change Class

Start Date/Time: 1/12/2025 08:30 AM Africa/Johannesburg Description : December 2025
 Facility & Location: Cambria House - Cambria Training Room Associated Item: CRSE 56004
 Available Seats: 2 of 20 enrolled, 0 waitlisted, 5 pending

▼ **Employees** Add

Name	* Registration Status	Payment Method	Account	Comments	Remove
J	Active Enrolment (Enrolled) ▼			⊕	✕
L	Active Enrolment (Enrolled) ▼			⊕	✕

Next Cancel

- If any of the selected team members have a clash, it will be indicated at the top of the page.

Validation Error

Please correct the following errors before proceeding:

- A conflict was detected against User J for class Development Dialogue Training (Start: 2/12/2025, End: 2/12/2025).

- Click Next.

- If the team member recently completed the course, you will receive a warning message. Click *No* to cancel the registration.

Warning Details:

- The "Memory Skills" was completed by J in the last 15 days.

Do you wish to proceed?

Yes No

Registering team members on a course from the course library (continued)

8. The *Confirm Registration Details* page appears.

Confirm Registration Details

Class: Memory Skills

Start Date/Time: 1/12/2025 08:30 AM Africa/Johannesburg Description : December 2025
 Facility & Location: Cambria House - Cambria Training Room Associated Item: CRSE 56004

Dietary Requirements:

Food Allergies:

Disability Accommodations Requirements:

Employees

Name	Registration Status	Payment Method	Comments
D <input type="text"/>	Active Enrolment(Enrolled)		
V <input type="text"/>	Active Enrolment(Enrolled)		

Notify:
 Users Instructors Managers Others

Finish Registration [Cancel](#)

- If the registration requires additional information (i.e. fund number, cost centre, email address of fund holder, dietary requirements, food allergies and disability requirements), complete the fields for the selected employee/s. **Note:** All additional information entered applies to all selected employees. If the information differs per employee (e.g. food allergies), then register each employee individually for the class.

- Click Finish Registration.

9. The *Successfully Registered* page appears.

Successfully Registered

All registrations in this class were successful.

[Register or withdraw more employees](#)

Close

- Click Close.

Registering team members on a course from the course library (continued)

10. The *Class Details* page reappears.

- Close the browser tab to return to the Learning search and click *Learning Home Page*.
- Click **Team View** to review team member learning plans. The assignment type chosen for each course determines the section the registration appears in for the team member. Required courses appear in the *Required Learning* section and recommended or optional courses appear in the *Important Learning* section.

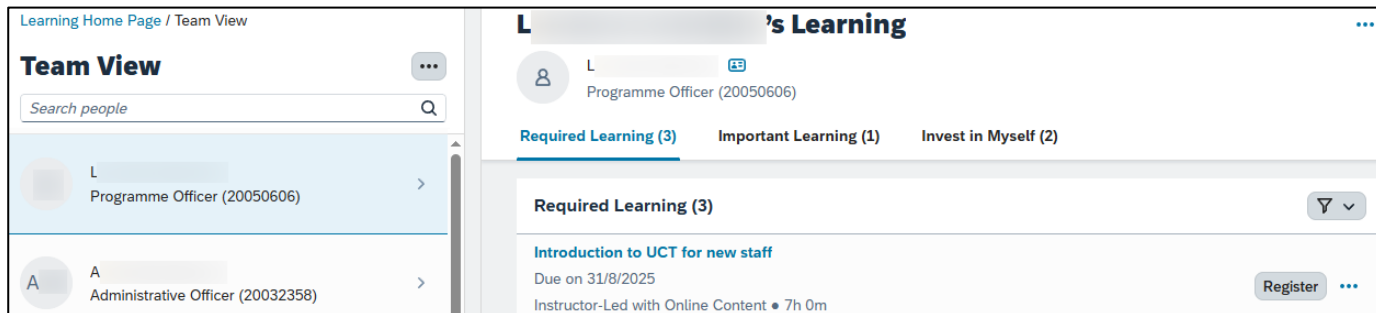
Required Learning (1)	Important Learning (3)	Invest in Myself (0)
<p>Required Learning (1) ⌵</p> <hr/> <p>Memory Skills 1/12/2025 • 08:30 am Cambria Training Room Registered by Manager</p>		

Required Learning (1)	Important Learning (1)
	<p>Important Learning (1)</p> <hr/> <p>Memory Skills 1/12/2025 • 08:30 am Cambria Training Room Registered by Manager</p>

Assigning learning to team members in Team View

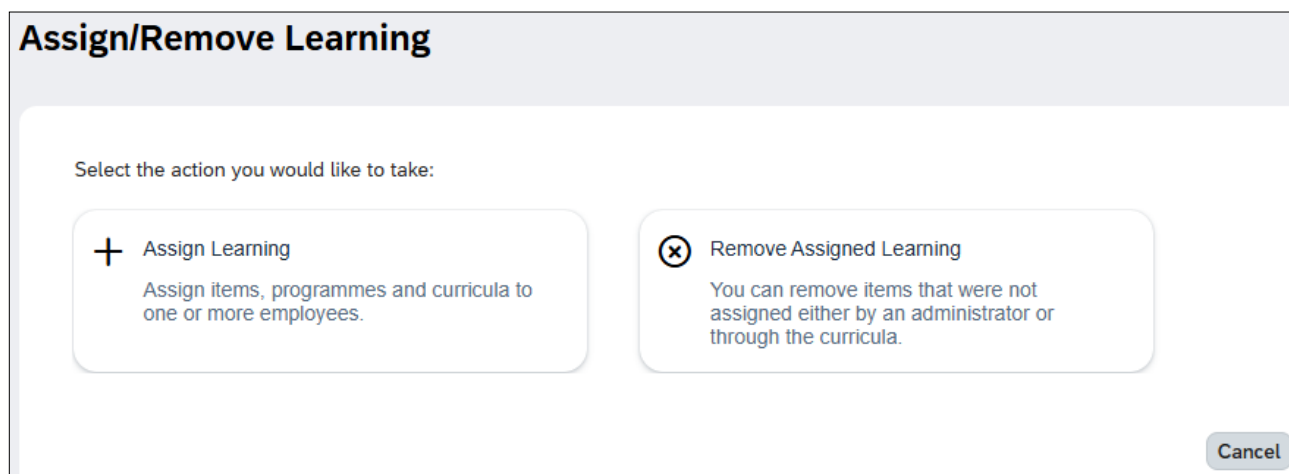
Procedure

1. [Log in to SuccessFactors and access the Team View page.](#)



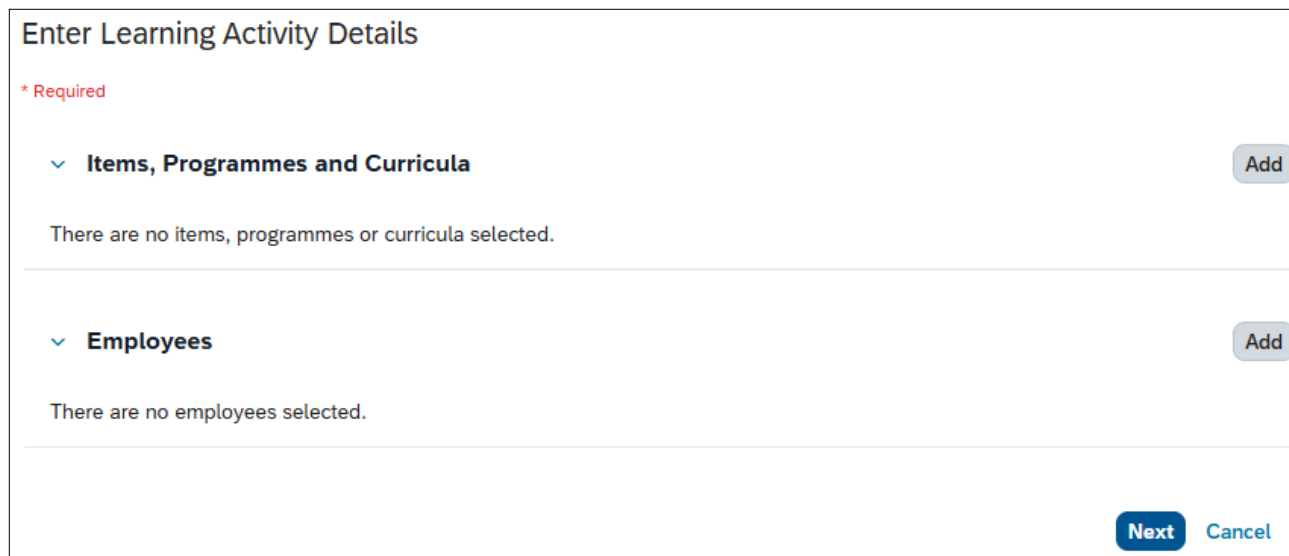
- Click *More manager actions* (top left) and choose *Manage Assignments*.

2. The *Assign/Remove Learning* page appears.



- Click *Assign Learning*.

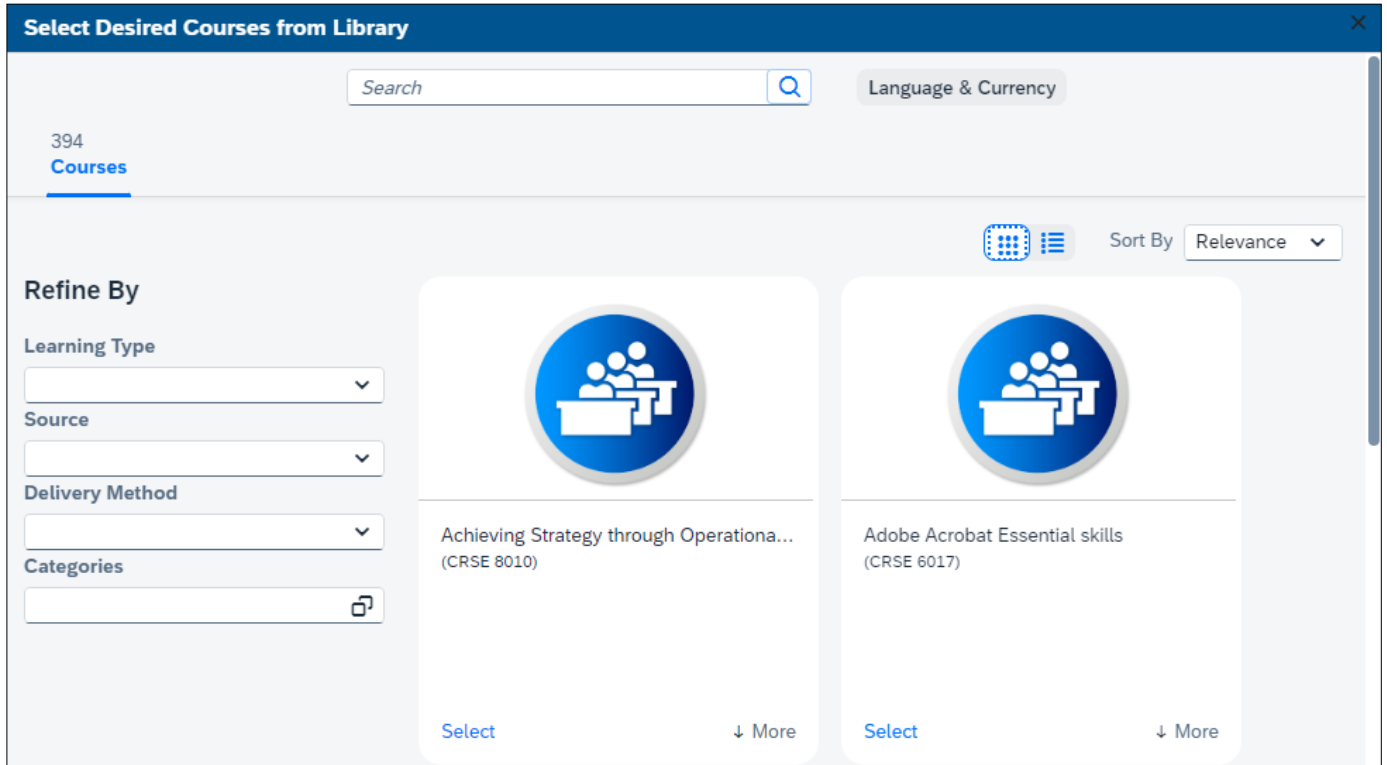
3. The *Enter Learning Activity Details* page appears.



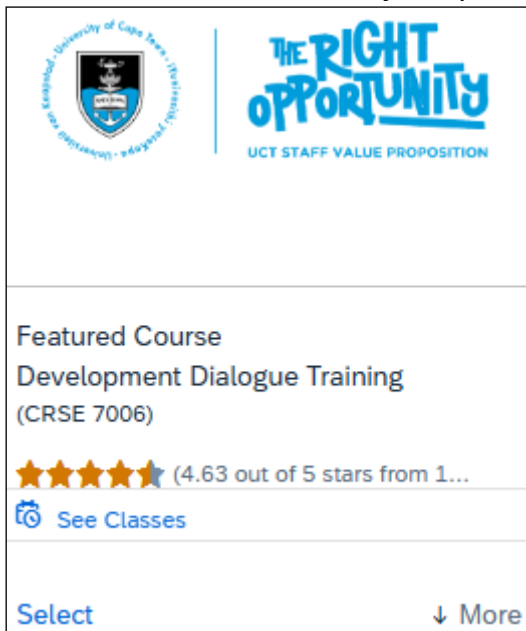
- To choose courses (learning items) or programmes to assign to team members, click on the right (in line with the *Items, Programmes and Curricula* heading).

Assigning learning to team members in Team View (cont)

4. The *Select Desired Courses from Library* dialogue box appears.



- Use the *Search* field or the *Refine By* section to find the course to assign.



- Click **Select**.
- The text at the bottom of the course tile changes to *Selected*.
- Repeat the search steps above and select any other courses to assign.
- Click **X** *Close* in the top right of the dialogue box.

Assigning learning to team members in Team View (cont)

5. The *Enter Learning Activity Details* page reappears, displaying the selected course(s) in the *Items, Programmes and Curricula* section.

Enter Learning Activity Details

* Required

▼ **Items, Programmes and Curricula** Add

Title	Type	Assignment Type	Priority	*Assigned	Required Date
Introduction to UCT for new staff		Optional	---	16/5/2025	d/M/yyyy
Development Dialogue Training		Required	---	16/5/2025	d/M/yyyy

▼ **Employees** Add

There are no employees selected.

Next Cancel

- If appropriate, change the *Assignment Type* (e.g. required, recommended, optional) for each course.
- If the course must be completed by a specific date, use the *Required Date* field.
- To choose one or more employees, click Add on the right (in line with the *Employees* heading).

6. The *Select Employees* dialogue box appears, listing all current team members.

Select Employees

<input type="checkbox"/>	Employees	Region	Job Classification	Manager	Organisation
<input type="checkbox"/>	<input type="text" value="Enter Employees"/>	<input type="text" value="Enter Region"/>	<input type="text" value="Enter Job Classification"/>	<input type="text" value="Enter Manager"/>	<input type="text" value="Enter Organisation"/>
				<input checked="" type="checkbox"/> Indirect Employees	<input checked="" type="checkbox"/> Sub Organisation
<input type="checkbox"/>	C		41000973	N	
<input type="checkbox"/>	D		41000526	N	
<input type="checkbox"/>	E		41000070	N	
<input type="checkbox"/>	I		41000526	N	
<input type="checkbox"/>	L		41000526	N	
<input type="checkbox"/>	M		41000526	N	

Cancel

- Select individual employees using the checkboxes or click in the top left to select all employees.
 - As employees are selected, a message in the bottom left of the dialogue box confirms the number of employees selected.
 - When all required employees are selected, click Add.
- Note:** The *Add* button only appears after at least one employee is selected.

Assigning learning to team members in Team View (cont)

7. The *Enter Learning Activity Details* page reappears, displaying the selected courses and employees.

Enter Learning Activity Details

* Required

▼ **Items, Programmes and Curricula** Add

Title	Type	Assignment Type	Priority	*Assigned	Required Date
Introduction to UCT for new staff		Required ▾	---	16/5/2025	31/8/2025
Development Dialogue Training		Required ▾	---	16/5/2025	31/7/2025

▼ **Employees** Add

Name	Remove
O <input type="text"/>	
N <input type="text"/>	
J <input type="text"/>	

Next Cancel

- Click Next.

8. If applicable, the *Warning Details* page appears displaying courses that are already assigned to or previously completed by the selected employees. If the warning doesn't appear, skip to step 9.

Warning Details:

- The "Development Dialogue Training" is already assigned to L .
- The "Introduction to UCT for new staff" is already assigned to L .

Do you wish to proceed?

Yes No





- Click Yes to proceed or click No to return to the *Enter Learning Activity Details* page to make changes to the selected courses and employees.

Assigning learning to team members in Team View (cont)

9. The *Confirm Details* page appears.

Confirm Details

Items, Programmes and Curricula

Title	Type	Assignment Type	Priority	Assign Date	Required Date
Introduction to UCT for new staff	 	REQ	---	16/5/2025	31/8/2025
Development Dialogue Training	 	REQ	---	16/5/2025	31/7/2025

Employees

Name
O <input type="text"/>
N <input type="text"/>
J <input type="text"/>

Assign Learning
Cancel

- Click Assign Learning.

10. The *Successfully Assigned* page appears.

Successfully Assigned

The items/programmes/curricula have been successfully added to the specified employees. If the curricula/programme were already assigned, they will not be re-assigned

Close

- Click Close to return to the *Team View* page.
- The assignment type chosen for each course, determines the section it appears in for the team member. Required courses appear in the *Required Learning* section and recommended or optional courses appear in the *Important Learning* section.

Required Learning (2)	Important Learning (2)	Invest in Myself (0)
Required Learning (2)		
Development Dialogue Training		
Due on 31/7/2025		
Instructor-Led • 2h 0m		
Introduction to UCT for new staff		
Due on 31/8/2025		
Instructor-Led with Online Content • 7h 0m		

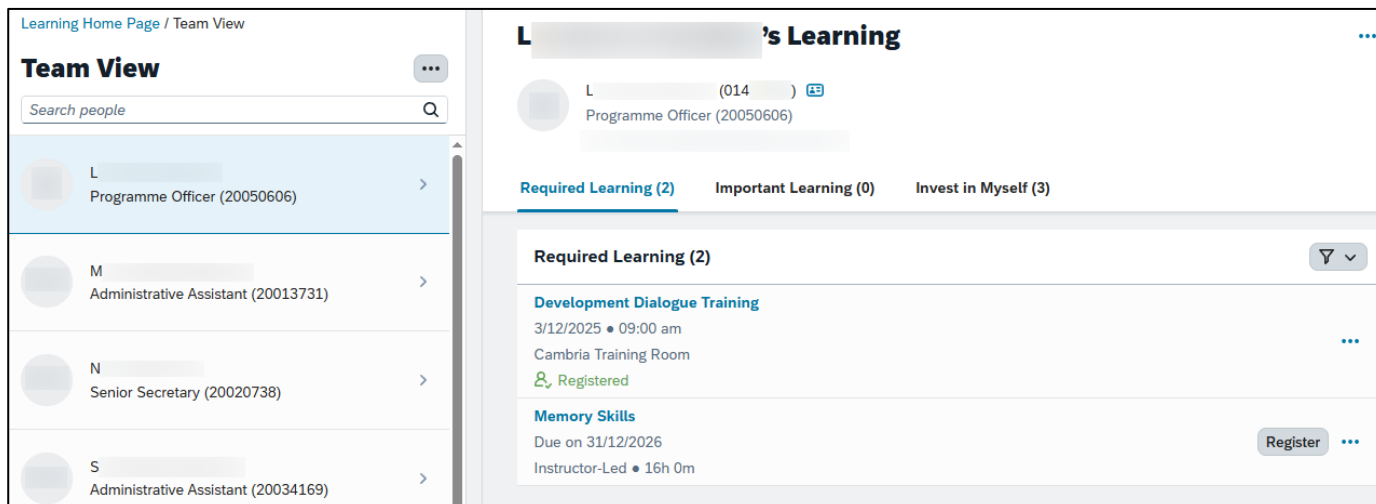
Registering a team member on a course in Team View

Before you begin

This procedure covers registering a team member on a course that is already on their learning plan (assigned to them). If the course is not on their learning plan, see: [Registering team members on a course from the course library](#).

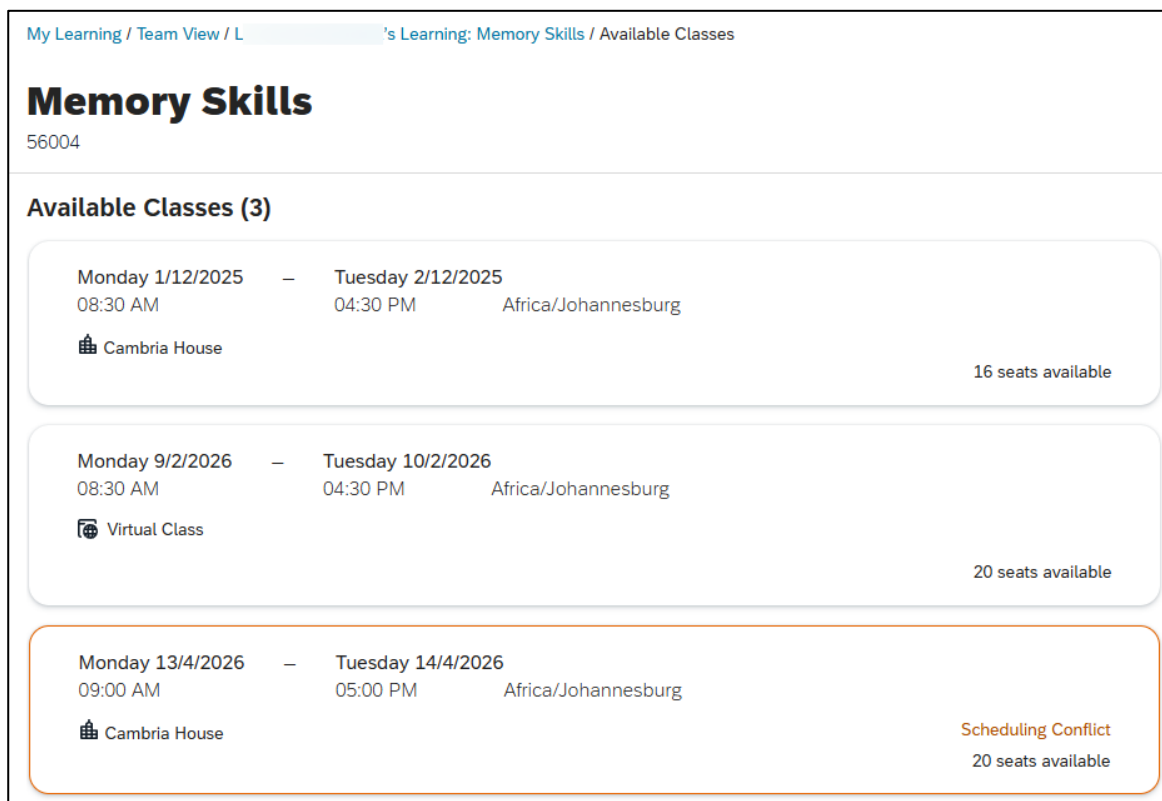
Procedure

1. [Log in to SuccessFactors and access the Team View page](#).



- Find the course in the appropriate section (*Required Learning, Important Learning or Invest in Myself*) and click **Register** alongside the course.

2. The *Available Classes* page appears. Scheduling conflicts for any of the classes will be indicated.



- The available classes are listed including start and end dates, location or virtual class indicator and number of available seats.
- Click a class to complete the registration.

Registering a team member on a course in Team View (cont)

- 3. The *Class Details* page appears. This page shows the class time slots, instructor and registration close time/date (if applicable).

My Learning / Team View / L ... 's Learning: Memory Skills / Available Classes / Class Details

Memory Skills

82001

Monday 1/12/2025 – 08:30 AM Cambria House

Tuesday 2/12/2025 04:30 PM

Registration closes 24/11/2025 at 05:00 PM

Register L **Register Other Members**

Agenda Additional Information

All times are shown in this class's time zone (Africa/Johannesburg)

Day 1 : Monday 1/12/2025

08:30 AM - 04:30 PM Cambria House - Cambria Training Room

Day 2 : Tuesday 2/12/2025

08:30 AM - 04:30 PM Cambria House - Cambria Training Room

Instructors

Primary: Ms Instructor

- Click **Register L**.

- 4. The *Registration* page appears, displaying the selected class details.

My Learning / Team View / L ... 's Learning: Memory Skills / Available Classes / Class Details / Registration

Registration

Special Requests

Dietary Requirements

Select

Food Allergies

Disability Accommodations Requirements

Memory Skills
Class ID: 82001

Monday 1/12/2025
08:30 AM

Tuesday 2/12/2025
04:30 PM

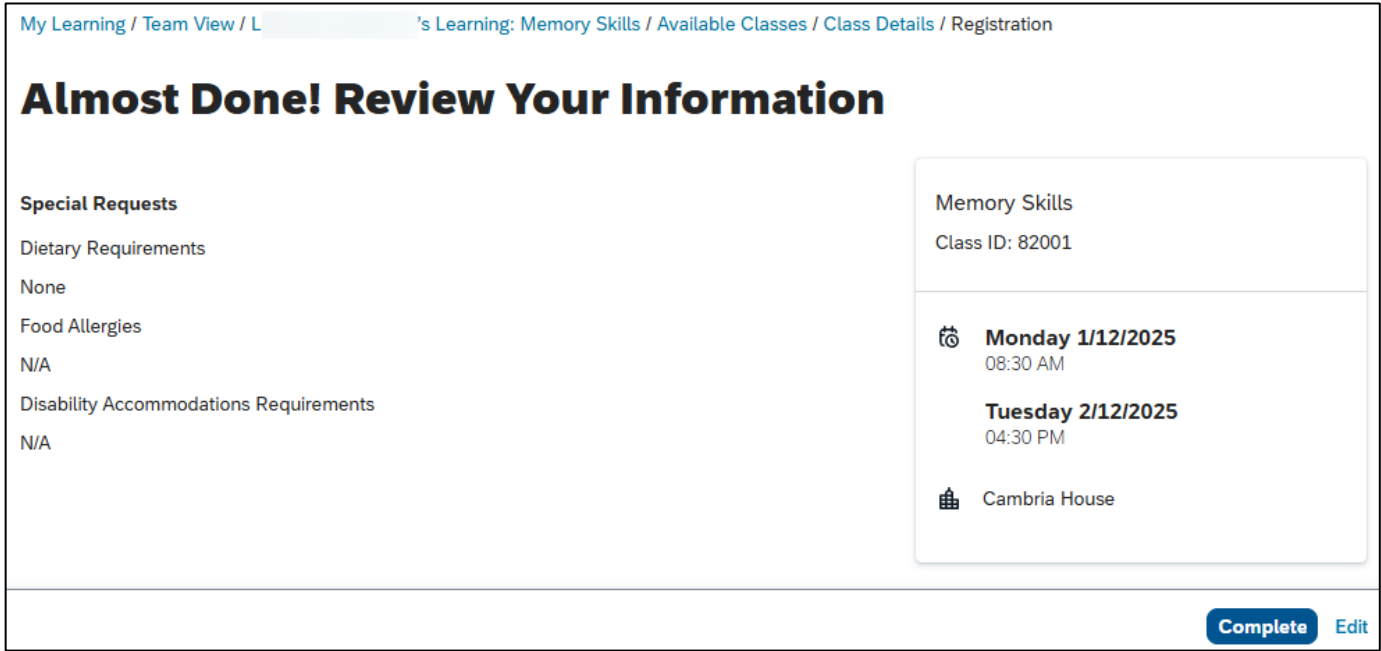
Cambria House

Review Cancel

- Complete any fields appearing in the *Special Requests* section e.g. Fund Number, Cost Centre, Dietary Requirements, Food Allergies, Disability Accommodations Requirements.
- Click **Review**.

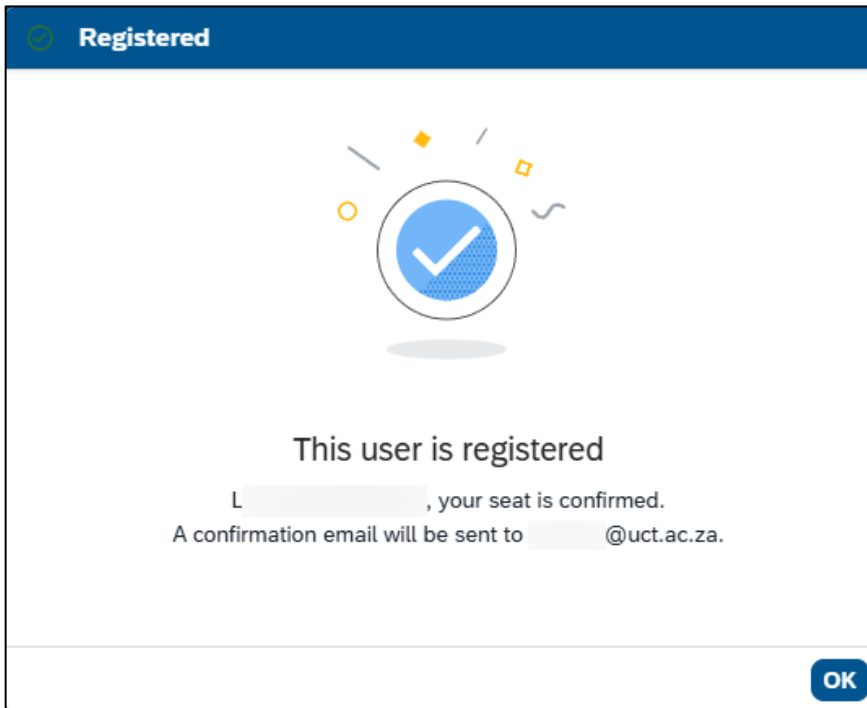
Registering a team member on a course in Team View (cont)

5. The *Almost Done! Review Your Information* page appears.



- Review your registration information, click *Edit* to make changes.
- Click **Complete**.

6. The *Registered* dialogue box appears, indicating the team member is registered for the class.



- Click **Ok**.

Registering a team member on a course in Team View (cont)

7. The *Class Details* page reappears.

If the course has a withdrawal closing date, the information is shown in the top right.

My Learning / Team View / L 's Learning: Memory Skills / Available Classes / Class Details

Memory Skills

82001

Monday 1/12/2025 - 08:30 AM Cambria House Last day to withdraw from this class is 24/11/2025 at 05:00 PM

Tuesday 2/12/2025 04:30 PM

Agenda Additional Information

All times are shown in this class's time zone (Africa/Johannesburg)

Day 1 : Monday 1/12/2025

08:30 AM - 04:30 PM Cambria House - Cambria Training Room

Day 2 : Tuesday 2/12/2025

08:30 AM - 04:30 PM Cambria House - Cambria Training Room

Instructors

Primary: Ms Instructor

- Click *Team View* to return to the *Team View* page. The registration indicates that it was completed by the manager.

L 's Learning

L (014) Programme Officer (20050606)

Required Learning (2) Important Learning (1) Invest in Myself (2)

Required Learning (2)

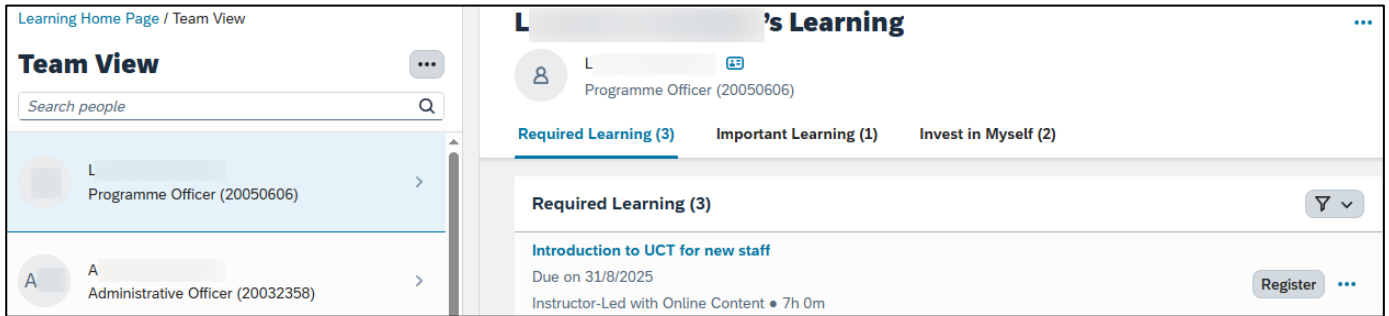
Memory Skills
1/12/2025 • 08:30 am
Cambria Training Room
Registered by Manager

Development Dialogue Training
3/12/2025 • 09:00 am
Cambria Training Room
Registered

Registering multiple team members on a course in Team View

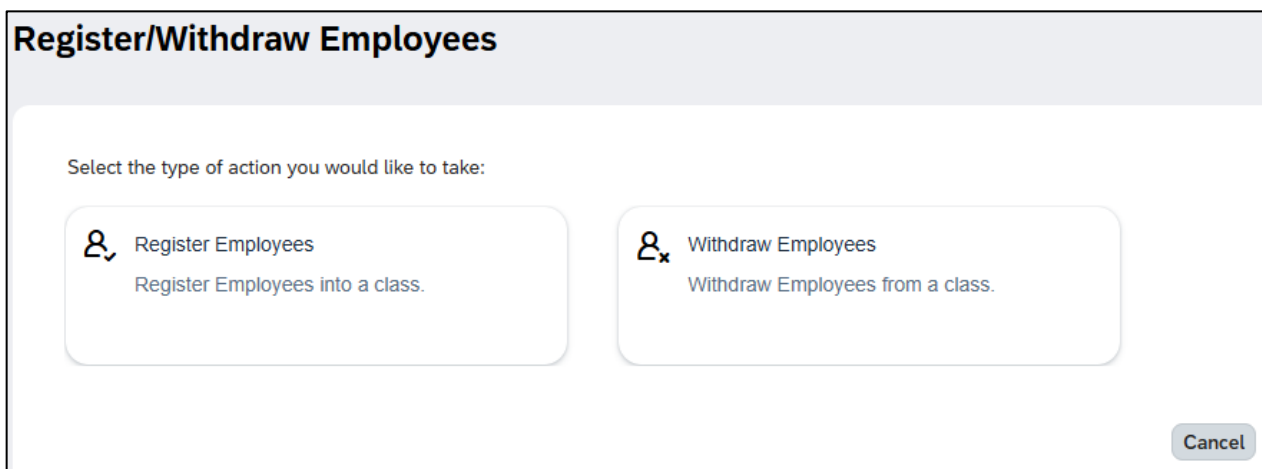
Procedure

1. [Log in to SuccessFactors and access the Team View page.](#)



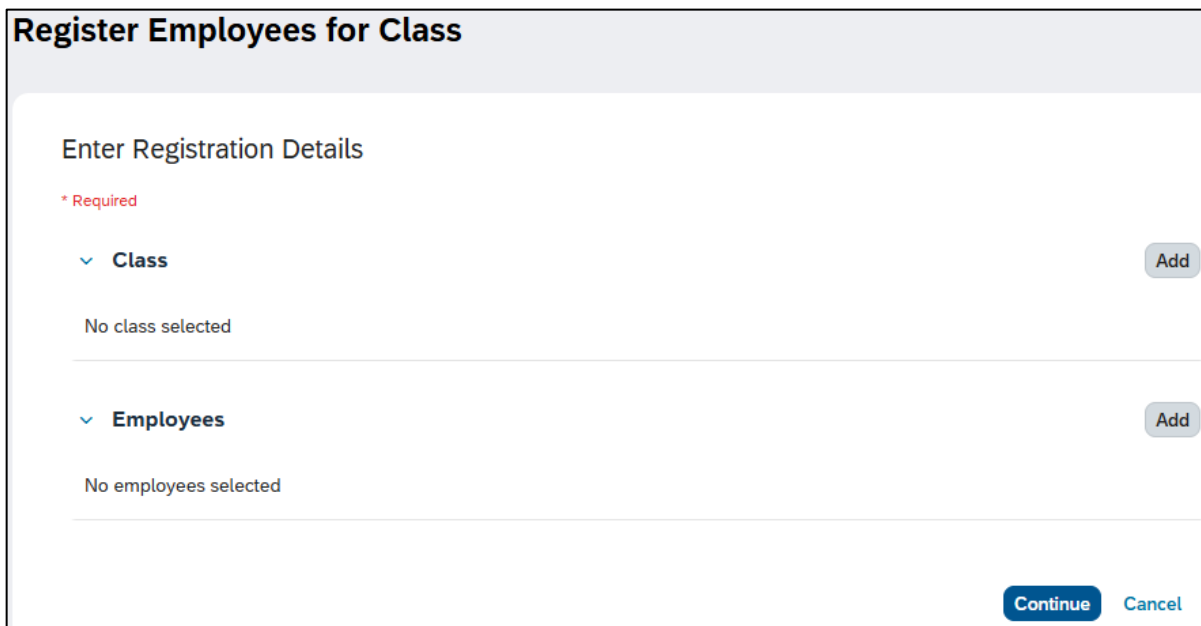
- Click *More manager actions* (top left) and choose *Manage Enrolment*.

2. The *Register/Withdraw Employees* page appears.



- Click *Register Employees*.

3. The *Register Employees for Class* page appears.



- To choose a scheduled class to register an employee on, click on the right (in line with the *Class* heading).

Registering multiple team members on a course in Team View (continued)

4. The *Select Desired Courses from Library* dialogue box appears, displaying all available classes.

The screenshot shows the 'Select Desired Courses from Library' dialog box. At the top, there is a search bar and a 'Language & Currency' button. Below this, it indicates '8 Courses'. A filter bar shows 'Instructor Lec' and a 'Sort By' dropdown set to 'Relevance'. The 'Refine By' sidebar on the left includes a calendar for May 2025, a 'Learning Type' dropdown (set to 'Instructor Led'), a 'Location' dropdown, and a 'Source' dropdown. The main content area displays three course tiles:

- MAY 22:** Development Dialogue Trai... (22/5/2025 09:00 AM - 22/5/2025 11:00 AM...), Cambria House - Cambria Computer Lab, 23 seats available. Includes a 'Select' button and a 'More' button.
- MAY 26:** Computer Literacy - Comp... (26/5/2025 09:00 AM - 6/6/2025 04:00 PM...), Computer Lab, 10 seats available. Includes a 'Select' button and a 'More' button.
- MAY 27:** Introduction to UCT for ne... (27/5/2025 09:00 AM - 27/5/2025 05:00 PM...), 23 seats available. Includes a 'Select' button and a 'More' button.

- Scroll down to view the list of scheduled classes, the arrow buttons at the bottom can be used to view additional pages. Use the *Search* field at the top of the page to find a specific class.
- Click **↓ More** to view additional information. Click **↑ Less** to close.
- Click **Select** in the class tile.

Registering multiple team members on a course in Team View (continued)

5. The *Register Employees for Class* page reappears, displaying the details of the selected class.

Register Employees for Class

Enter Registration Details

* Required

▼ Class: Memory Skills 🌐 Change Class

Start Date/Time: 7/7/2025 08:30 AM Africa/Johannesburg Description : July 2025
 Facility & Location: Cambria House - Cambria Training Room Associated Item: CRSE 56004
 Available Seats: 1 of 20 enrolled, 0 waitlisted

▼ Employees Add

No employees selected

Continue Cancel

- To register one or more employees, click Add on the right (in line with *Employees*).

6. The *Select Employees* dialogue box appears.

Select Employees

	Employees	Region	Job Classification	Manager	Organisation
<input type="checkbox"/>	<input type="text" value="Enter Employees"/>	<input type="text" value="Enter Region"/>	<input type="text" value="Enter Job Classification"/>	<input type="text" value="Enter Manager"/>	<input type="text" value="Enter Organisation"/>
				<input checked="" type="checkbox"/> Indirect Employees	<input checked="" type="checkbox"/> Sub Organisation
<input type="checkbox"/>	C		41000973	N	
<input type="checkbox"/>	D		41000526	N	
<input type="checkbox"/>	E		41000070	N	
<input type="checkbox"/>	I		41000526	N	
<input type="checkbox"/>	L		41000526	N	
<input type="checkbox"/>	M		41000526	N	

Cancel

- Select individual employees using the checkboxes or click in the top left to select all employees.
Note: You will not be able to select a team member that is already registered for the class. The checkboxes for these team members will appear with a lighter coloured tick indicator .

- As employees are selected, a message in the bottom left of the dialogue box confirms the number of employees selected.

- When all required employees are selected, click Add.

Note: The *Add* button only appears after at least one employee is selected.

Registering multiple team members on a course in Team View (continued)

7. If no validation error appears, skip to step 8.

If an employee has a conflict because of an existing registration or does not meet the prerequisites, a validation error at the top of the section will provide more information.

Validation Error

Please correct the following errors before proceeding:

- A conflict was detected against User J for class English for Everyone (Start: 8/7/2025, End: 8/7/2025).
- A conflict was detected against User J for class English for Everyone (Start: 7/7/2025, End: 7/7/2025).

Validation Error

Please correct the following errors before proceeding:

- The User C does not satisfy the prerequisites for this class.
- The User E does not satisfy the prerequisites for this class.
- The User V does not satisfy the prerequisites for this class.

- Either choose a different class by clicking **Change Class** and selecting the appropriate class.
- Or remove affected employees using the **X** button in the *Remove* column.

8. The *Register Employees for Class* page reappears, displaying the selected employees.

Register Employees for Class

Enter Registration Details

* Required

Class: Memory Skills

Change Class

Start Date/Time: 7/7/2025 08:30 AM Africa/Johannesburg

Description : July 2025

Facility & Location: Cambria House - Cambria Training Room

Associated Item: CRSE 56004

Available Seats: 2 of 20 enrolled, 0 waitlisted

Employees

Add

Name	* Registration Status	Payment Method	Account	Comments	Remove
N	Active Enrolment (Enrolled)			+	X
O	Active Enrolment (Enrolled)			+	X

Next

Cancel

- To proceed with registering the selected employees, click **Next**.

Registering multiple team members on a course in Team View (continued)

9. If no warning appears, skip to step 10.
 If an employee is already registered on a different class for the same course, the *Warning Details* page appears.

Warning Details:

- L [redacted] is already registered in to a different class "77010" with the "Active Enrolment" status for the "Memory Skills".

Do you wish to proceed?

Yes No

- Click Yes to proceed or click No to return to the previous page to make changes.
10. The *Register Employees for Class* page reappears, displaying the *Confirm Registration Details* section.

Register Employees for Class

Confirm Registration Details

Class: Memory Skills

Start Date/Time: 7/7/2025 08:30 AM Africa/Johannesburg Description : July 2025
 Facility & Location: Cambria House - Cambria Training Room Associated Item: CRSE 56004

Dietary Requirements:

Food Allergies:

Disability Accommodations Requirements:

Employees

Name	Registration Status	Payment Method	Comments
C [redacted]	Active Enrolment(Enrolled)		
E [redacted]	Active Enrolment(Enrolled)		

Notify:
 Users Instructors Managers Others


Finish Registration Cancel

- If the registration requires additional information (i.e. fund number, cost centre, email address of fund holder, dietary requirements, food allergies and disability requirements), complete the fields for the selected employee/s. **Note:** All additional information entered applies to all selected employees. If the information differs per employee (e.g. food allergies), then register each employee individually for the class.
- Click Finish Registration.

Registering multiple team members on a course in Team View (continued)

11. The *Successfully Registered* page appears.

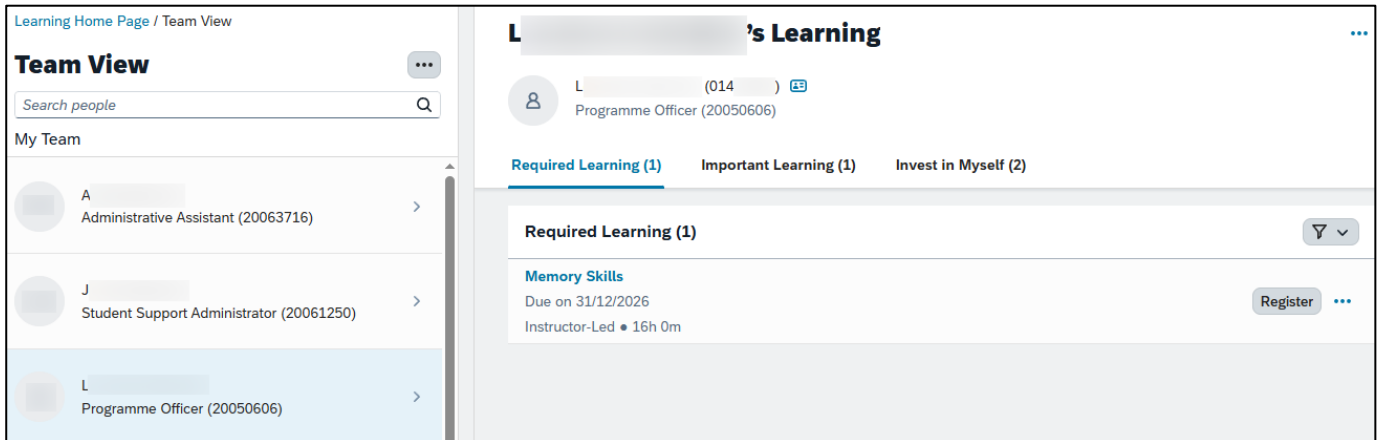


- Click  to return to the *Team View* page.

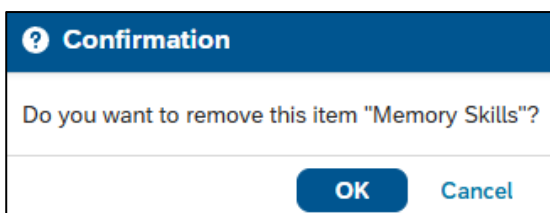
Removing assigned learning from one team member in Team View

Procedure

1. [Log in to SuccessFactors and access the Team View page.](#)



- Find the course in the appropriate section (*Required Learning, Important Learning or Invest in Myself*).
 - Click **...** *More Actions* on the right, in the same line and choose *Remove*.
2. The *Confirmation* dialogue box appears, confirming if the selected course (item) should be removed.

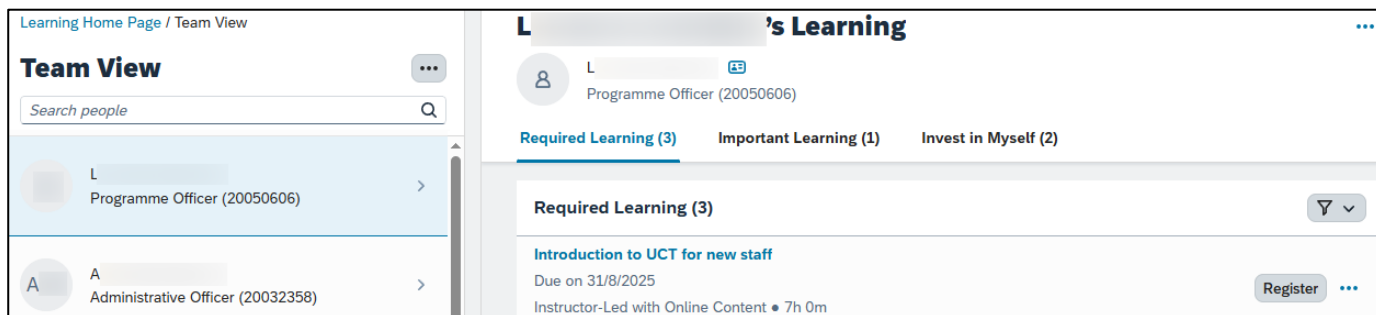


- Click **OK**.
- A message briefly appears near the bottom of the page, confirming the course was removed.

Removing assigned learning from multiple team members in Team View

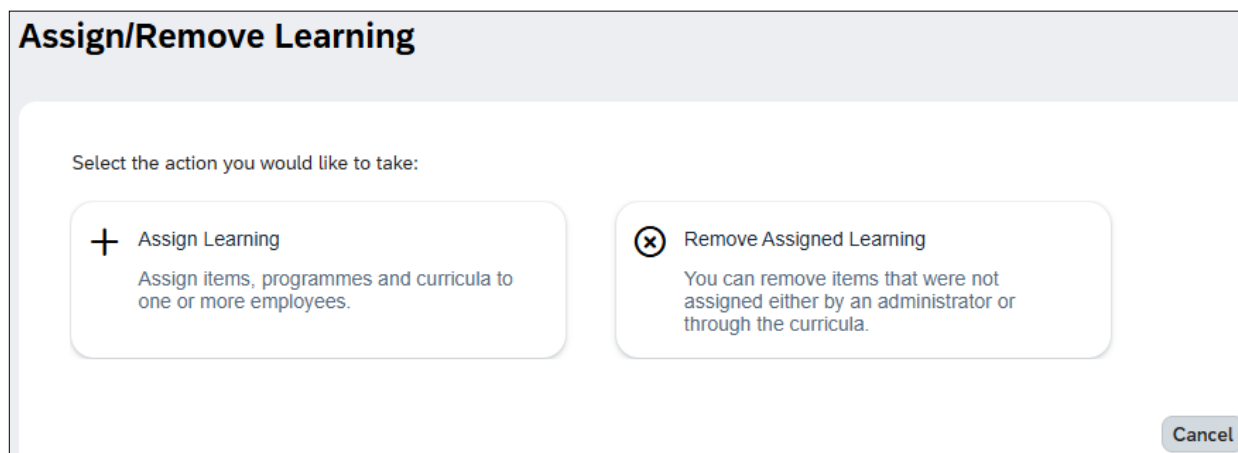
Procedure

1. [Log in to SuccessFactors and access the Team View page.](#)



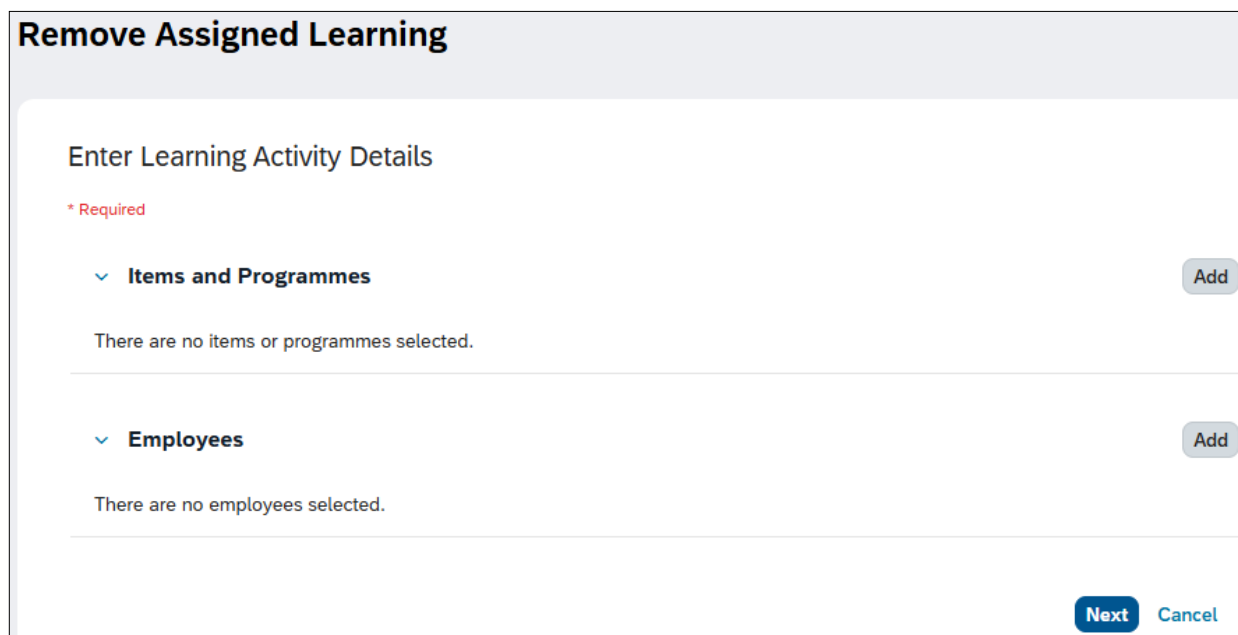
- Click *More manager actions* (top left) and choose *Manage Assignments*.

2. The *Assign/Remove Learning* page appears.



- Click *Remove Assigned Learning*.

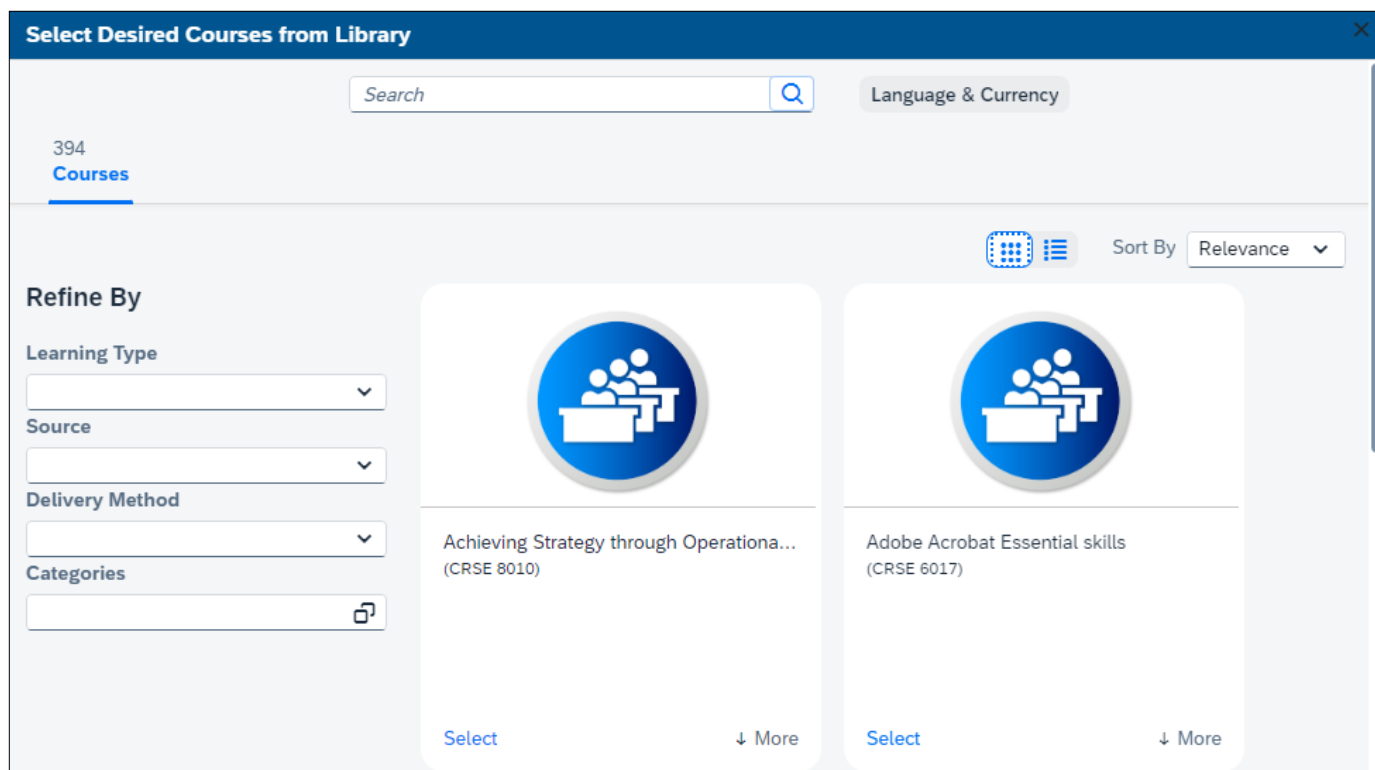
3. The *Remove Assigned Learning* page appears.



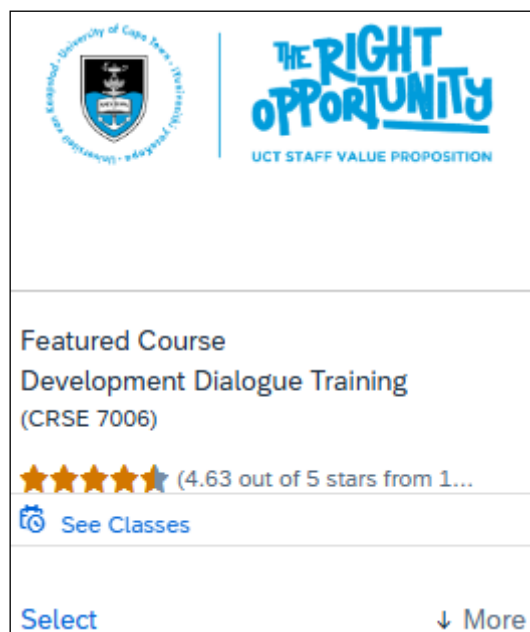
- To choose courses (learning items) or programmes to remove from team members, click *Add* on the right (in line with the *Items and Programmes* heading).

Removing assigned learning from multiple team members in Team View (continued)

4. The *Select Desired Courses from Library* dialogue box appears.



- Use the *Search* field or the *Refine By* section to find the course to remove.



- Click **Select**.
- The text at the bottom of the course tile changes to *Selected*.
- Repeat the search steps above and select any other courses to remove.
- Click **X** *Close* in the top right of the dialogue box.

Removing assigned learning from multiple team members in Team View (continued)

- The *Remove Assigned Learning* page reappears, displaying the selected course(s) in the *Items and Programmes* section.

Remove Assigned Learning

Enter Learning Activity Details

* Required

▼
Items and Programmes

Add

Title	Type	Priority	
🌐 Development Dialogue Training	👤	---	✕

▼
Employees

Add

There are no employees selected.

Next

Cancel

- To choose one or more employees, click Add on the right (in line with the *Employees* heading).

- The *Select Employees* dialogue box appears, listing all current team members.

Select Employees

	Employees	Region	Job Classification	Manager	Organisation
<input type="checkbox"/>	<input type="text" value="Enter Employees"/>	<input type="text" value="Enter Region"/>	<input type="text" value="Enter Job Classification"/>	<input type="text" value="Enter Manager"/>	<input type="text" value="Enter Organisation"/>
				<input checked="" type="checkbox"/> Indirect Employees	<input checked="" type="checkbox"/> Sub Organisation

<input type="checkbox"/>	C		41000973	N	
<input type="checkbox"/>	D		41000526	N	
<input type="checkbox"/>	E		41000070	N	
<input type="checkbox"/>	I		41000526	N	
<input type="checkbox"/>	L		41000526	N	
<input type="checkbox"/>	M		41000526	N	

Cancel

- Select individual employees using the checkboxes or click in the top left to select all employees.
- As employees are selected, a message in the bottom left of the dialogue box confirms the number of employees selected.
- When all required employees are selected, click Add.

Note: The *Add* button only appears after at least one employee is selected.

Removing assigned learning from multiple team members in Team View (continued)

7. The *Remove Assigned Learning* page reappears, displaying the selected courses and employees.

Remove Assigned Learning

Enter Learning Activity Details

* Required

▼ **Items and Programmes** Add

Title	Type	Priority	
Development Dialogue Training		---	✕

▼ **Employees** Add

Name	Remove
O <input style="width: 80%;" type="text"/>	✕
N <input style="width: 80%;" type="text"/>	✕
J <input style="width: 80%;" type="text"/>	✕

Next
Cancel

- Click Next.

8. The *Confirm Details* page appears.

Confirm Details

Items and Programmes

Title	Type
Development Dialogue Training	

Employees

Name
O <input style="width: 80%;" type="text"/>
N <input style="width: 80%;" type="text"/>
J <input style="width: 80%;" type="text"/>

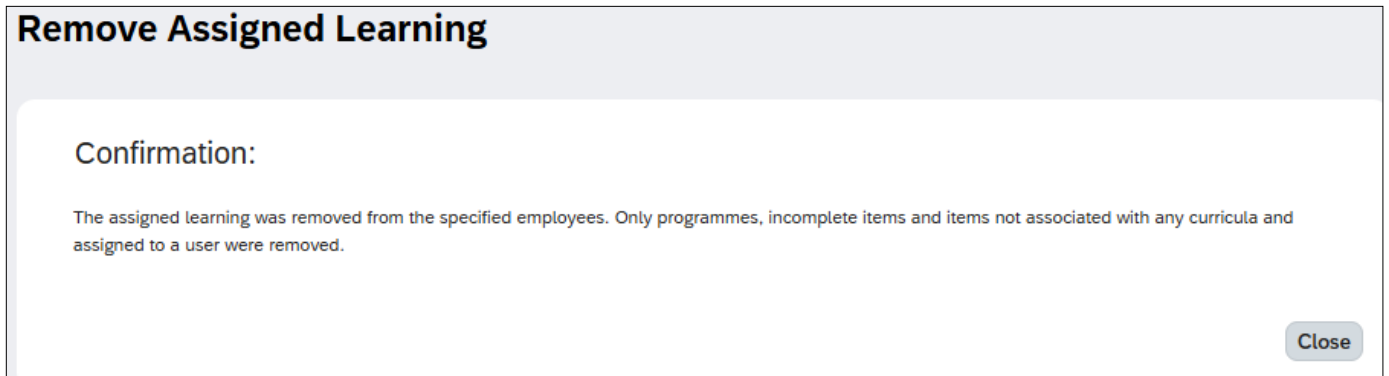
Remove Learning
Cancel


- Click Remove Learning.

Note: If an employee has already registered to attend a class, this will also be removed.

Removing assigned learning from multiple team members in Team View (continued)

- The *Remove Assigned Learning* page reappears, indicating that the assigned learning was successfully removed from the selected employees.

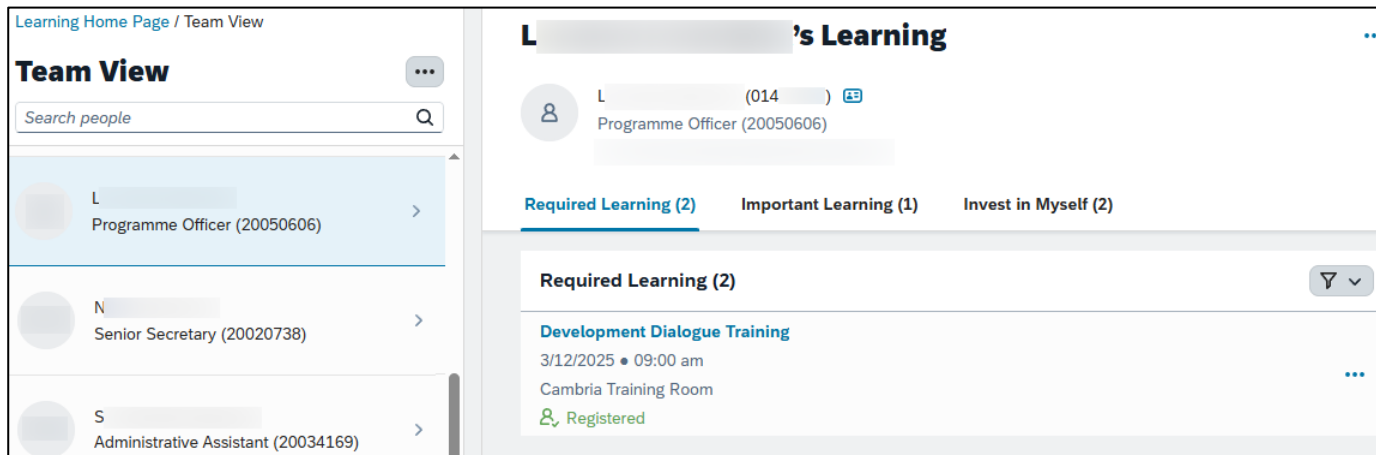


- Click  to return to the *Team View* page.

Withdrawing one team member from a class in Team View

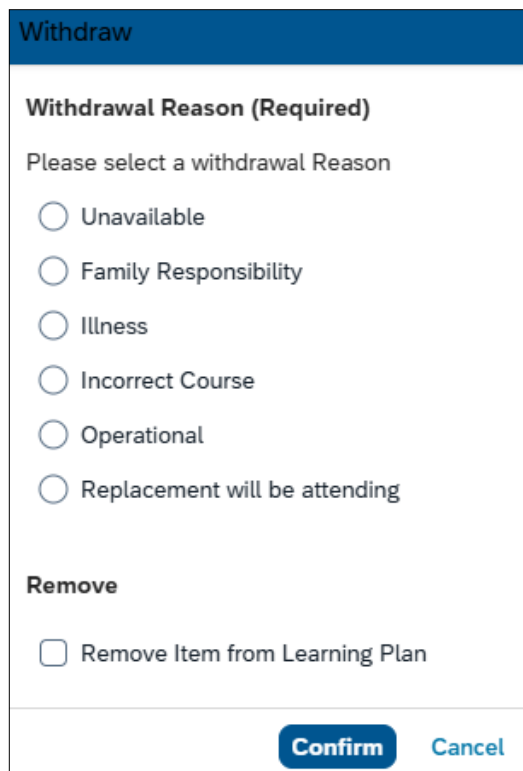
Procedure

1. [Log in to SuccessFactors and access the Team View page.](#)



- Find the class/registered course in the appropriate section (*Required Learning, Important Learning or Invest in Myself*).
- Click **...** *More Actions* on the right, in the same line and choose *Withdraw*.

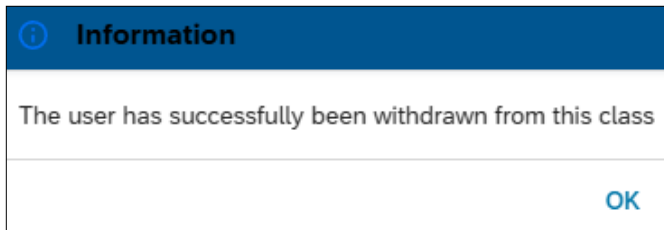
2. The *Withdraw* dialogue box appears.



- Select the appropriate *Withdrawal Reason*.
- If the course is no longer needed for the employee's role and the option appears, select the *Remove Item from Learning Plan* checkbox.
- Click **Confirm**.

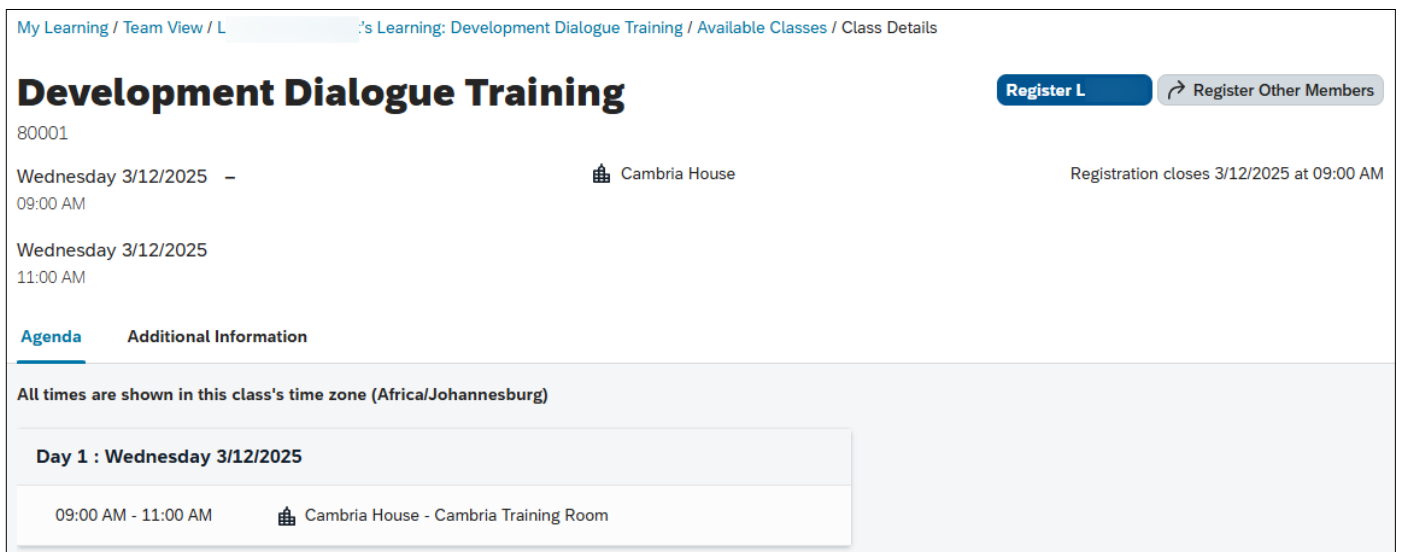
Withdrawing one team member from a class in Team View (continued)

3. The *Information* dialogue box appears, indicating the user has been withdrawn from the class.



- Click *OK*.

4. The class details page reappears.

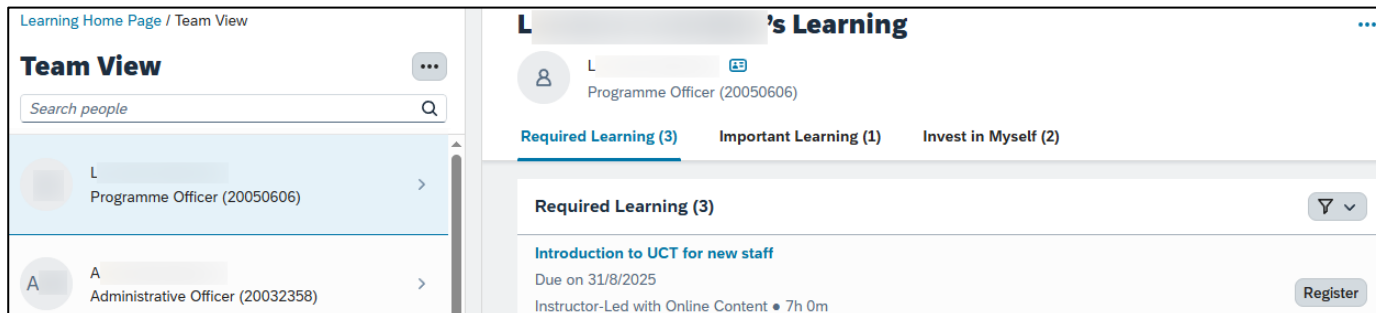


- Click *Team View* to return to the *Team View* page.

Withdrawing multiple team members from a class in Team View

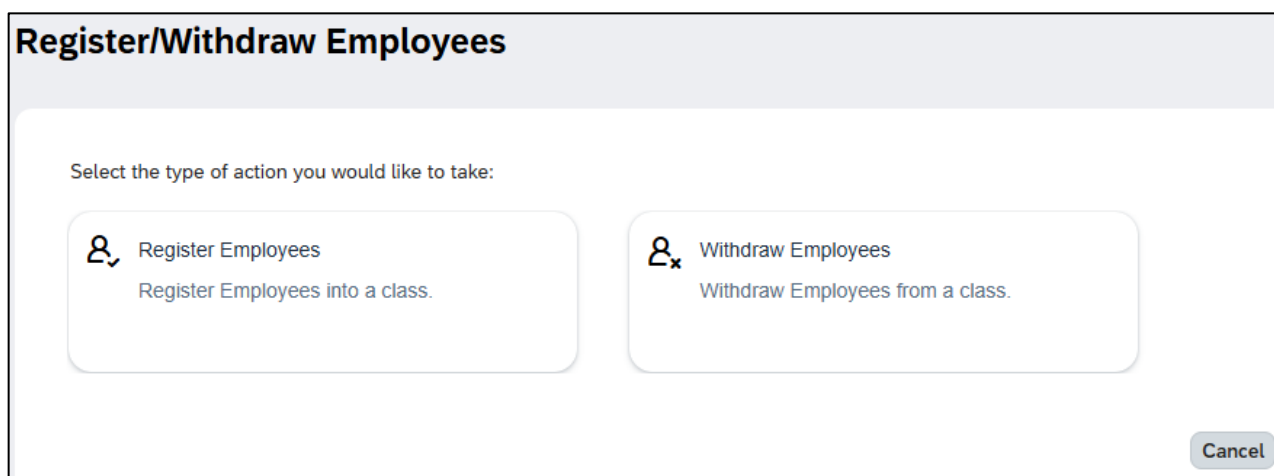
Procedure

1. [Log in to SuccessFactors and access the Team View page.](#)



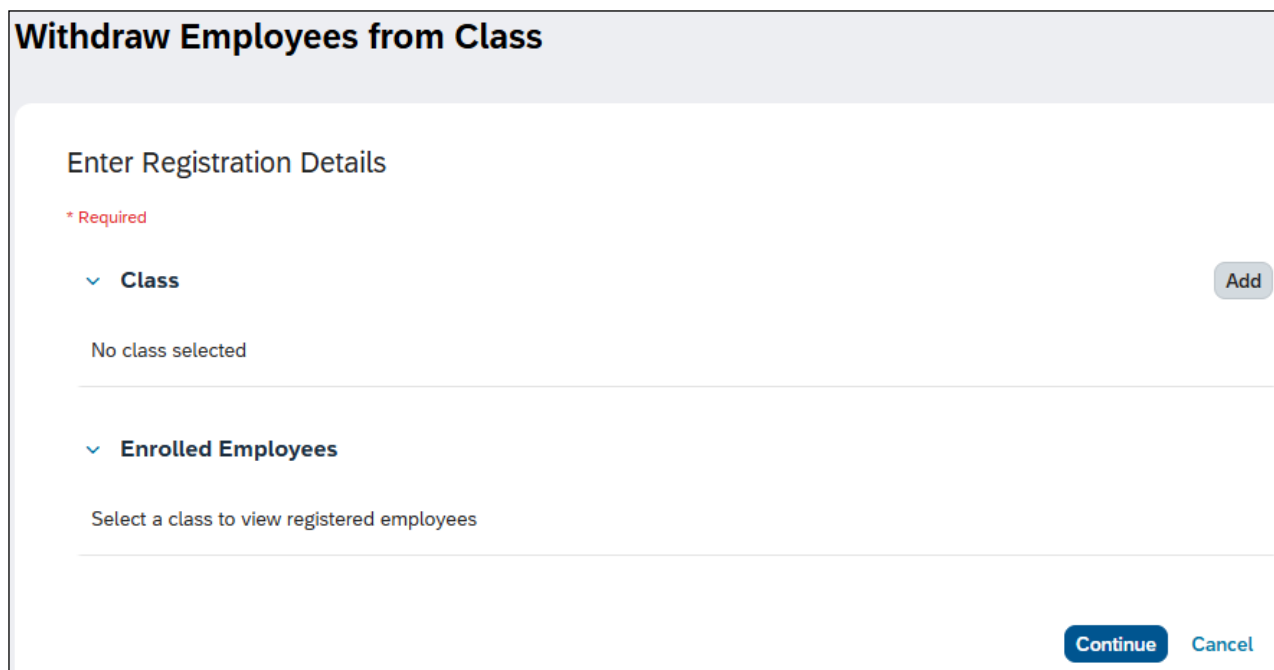
- Click *More manager actions* (top left) and choose *Manage Enrolment*.

2. The *Register/Withdraw Employees* page appears.



- Click *Withdraw Employees*.

3. The *Withdraw Employees from Class* page appears.



- To choose a scheduled class to withdraw an employee from, click on the right (in line with the *Class* heading).

Withdrawing multiple team members from a class in Team View (cont)

4. The *Select Desired Courses from Library* dialogue box appears, displaying all available scheduled classes.

The screenshot shows the 'Select Desired Courses from Library' dialog box. At the top, there is a search bar and a 'Language & Currency' button. Below this, it indicates '8 Courses'. A filter bar shows 'Instructor Lec' and a 'Sort By' dropdown set to 'Relevance'. The 'Refine By' section contains a calendar for May 2025, a 'Learning Type' dropdown (set to 'Instructor Led'), a 'Location' dropdown, and a 'Source' dropdown. The main content area displays three class tiles:

- MAY 22**: Development Dialogue Trai... (22/5/2025 09:00 AM - 22/5/2025 11:00 AM...), Cambria House - Cambria Computer Lab, 23 seats available. [Select](#) [More](#)
- MAY 26**: Computer Literacy - Comp... (26/5/2025 09:00 AM - 6/6/2025 04:00 PM...), Computer Lab, 10 seats available. [Select](#) [More](#)
- MAY 27**: Introduction to UCT for ne... (27/5/2025 09:00 AM - 27/5/2025 05:00 PM...), 23 seats available. [Select](#) [More](#)

- Scroll down to view the list of classes, the arrow buttons at the bottom can be used to view additional pages. Use the *Search* field at the top of the page to find a specific class.
- Click [↓ More](#) to view additional information. Click [↑ Less](#) to close.
- Click [Select](#) in the class tile.

Withdrawing multiple team members from a class in Team View (continued)

5. The *Withdraw Employee from Class* page reappears, displaying the selected class details. The *Enrolled Employees* section automatically lists any of your team members currently registered for the class.

Withdraw Employees from Class

Enter Registration Details

* Required

▼ **Class: Memory Skills** 🌐 Change Class

Start Date/Time: 7/7/2025 08:30 AM Africa/Johannesburg Description : July 2025
 Facility & Location: Cambria House - Cambria Training Room Associated Item: CRSE 56004

▼ **Enrolled Employees**

Name	Registration Status	* Withdrawal Reason	Select All	Withdraw
N 	Active Enrolment(Enrolled)	<input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
O 	Active Enrolment(Enrolled)	<input style="width: 100%;" type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next
Cancel

- In the *Enrolled Employees* section:
 - Select a *Withdrawal Reason* for each person.
 - Select the employee/s to withdraw using the checkboxes in the *Withdraw* column on the right.
- Click Next.

Withdrawing multiple team members from a class in Team View (continued)

6. The *Withdraw Employees from Class* page reappears, displaying the confirmation of withdrawal details.

Withdraw Employees from Class

Confirm Withdrawal Details

Class: Memory Skills

Start Date/Time: 7/7/2025 08:30 AM Africa/Johannesburg Description: July 2025
 Primary Location: Cambria House - Cambria Training Room Associated Item: CRSE 56004

Employees to be Withdrawn

User	Organisation	Item	Title	Class ID	User can Self-Register
C [redacted]	[redacted]	CRSE 56004 (Rev 3/4/2024 02:08 PM Africa/Johannesburg)	Memory Skills	77009	No
E [redacted]	[redacted]	CRSE 56004 (Rev 3/4/2024 02:08 PM Africa/Johannesburg)	Memory Skills	77009	No

Notify:

Users Instructors Managers Others

Remove associated item from the Learning Plan

Withdraw Employees Cancel

- If the course is no longer needed for the employee’s role, select the *Remove associated item from the Learning Plan* checkbox.

- Click Withdraw Employees.

7. The *Successfully Withdrawn* section appears, indicating all withdrawals were successful.

Successfully Withdrawn

All withdrawals in this class were successful. Where applicable a refund has been issued to the withdrawn users.

[Register or withdraw more employees](#)

Close

- Click Close to return to the *Team View* page.

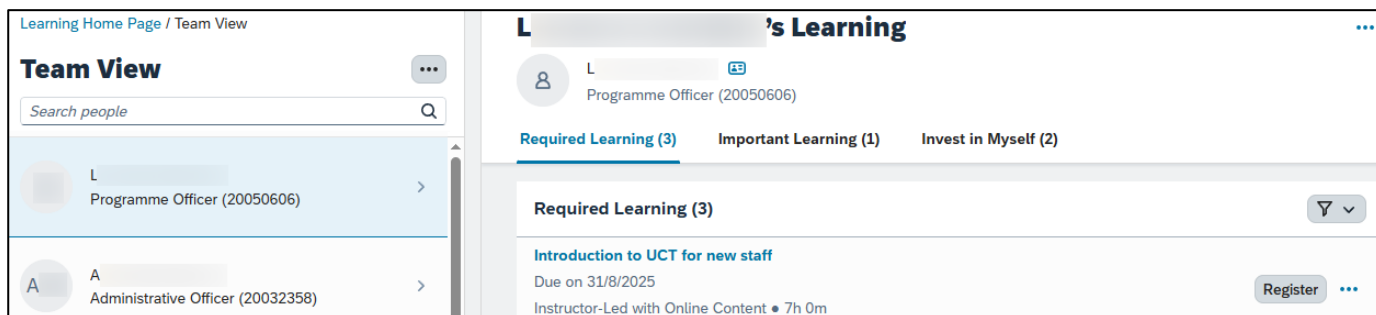
Recording external learning for team members

Before you begin

Attendance at external training/learning events outside of UCT can be added to SuccessFactors Learning and will appear in the team member's *Learning History* tile.

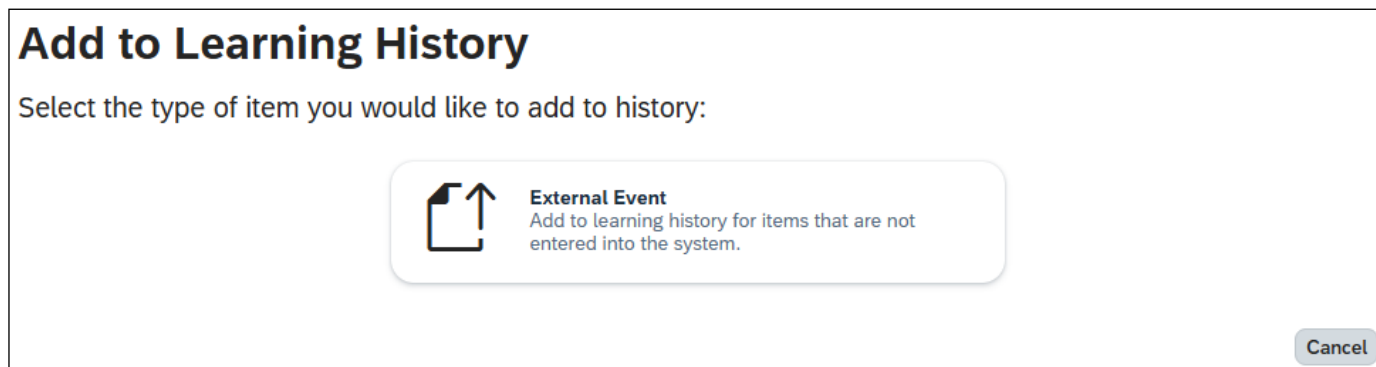
Procedure

1. [Log in to SuccessFactors and access the *Team View* page.](#)



- Click *More manager actions* (top left) and choose *Add to Learning History*.

2. The *Add to Learning History* page appears.



- Click *External Event* to create a record of the external event that the team member(s) completed.

Recording external learning for team members (continued)

3. The *Add to Learning History* page reappears, providing space to enter the event details.

Add to Learning History

Enter Event Details

Required*

External Event

Description*

Completion Date:(d/M/yyyy)* 14/5/2026

Completion Time:(hh:mm AM/PM)* 12:01 PM

Time Zone:* South Africa Standard Time (Africa/Johannesbu...

Instructor ID:

Name of Training Provider / Learning Institution:

Source:

Delivery Method:

Category:

Total Hours:(1000)

Contact Hours:(1000)

Credit Hours:(1000)

CPD:(1000)

Employees

There are no Users selected.

Back Continue Cancel

- Enter the event *Description*, *Completion Date*, *Completion Time* and any other useful fields such as *Total Hours*, *Name of Training Provider / Learning Institution*.

- Click *Employees* Add to add the employees that attended the external event.

4. The *Select Employees* dialogue box appears.

Select Employees

Employees	Region	Job Classification	Manager	Organisation
<input type="checkbox"/> Enter Employees	<input type="text" value="Enter Region"/>	<input type="text" value="Enter Job Classification"/>	<input type="text" value="Enter Manager"/>	<input type="text" value="Enter Organisation"/>
			<input checked="" type="checkbox"/> Indirect Employees	<input checked="" type="checkbox"/> Sub Organisation
<input type="checkbox"/> C		41000973	N	
<input type="checkbox"/> D		41000526	N	
<input type="checkbox"/> E		41000070	N	
<input type="checkbox"/> I		41000526	N	
<input type="checkbox"/> L		41000526	N	
<input type="checkbox"/> M		41000526	N	

Cancel

- Select individual employees using the checkboxes or click in the top left to select all employees.

- As employees are selected, a message in the bottom left of the dialogue box confirms the number of employees selected.

- When all required employees are selected, click .

Note: The *Add* button becomes active when at least one employee is selected.

Recording external learning for team members (continued)

5. The *Add to Learning History* page reappears, displaying the selected employees in the *Employees* section.

Add to Learning History

Enter Event Details

Required*

External Event

Description*

Completion Date:(d/M/yyyy)*

Completion Time:(hh:mm AM/PM)*

Time Zone:*

Instructor ID:

Name of Training Provider / Learning Institution:

Source:

Delivery Method:

Category:

Total Hours:(1000)

Contact Hours:(1000)

Credit Hours:(1000)

CPD:(1000)

Employees
Assign Defaults

Name	Grade	Comments	File Attachments	Remove
N <input type="text"/>	<input type="text"/>		File Attachments (0)	
O <input type="text"/>	<input type="text"/>		File Attachments (0)	
L <input type="text"/>	<input type="text"/>		File Attachments (0)	

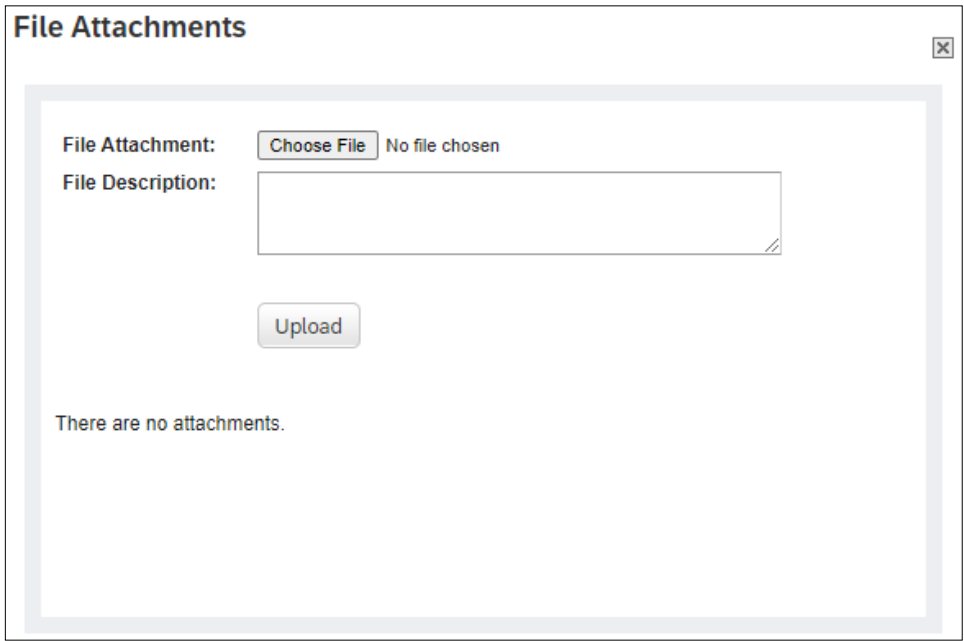
Back
Continue Cancel

- If applicable, enter a *Grade* or *Comments* for the external learning.

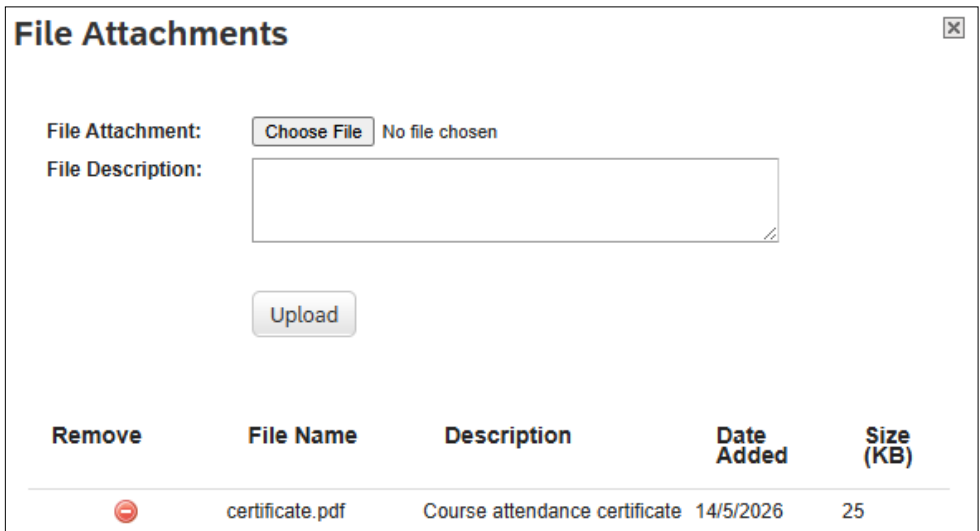
- If there are related documents to attach, click .

Recording external learning for team members (continued)

- The *File Attachments* dialogue box appears.



- Click **Choose File** or **Browse...** (button name may vary depending on the web browser you're using) to select the file on your computer. **Note:** There is a file upload size limit of 800kb.
- Enter a *File Description*.
- Click **Upload**.
- The *File Attachments* dialogue box refreshes and displays the attachment details.



- Click to close the *File Attachments* dialogue box.
 - Repeat from step 5 to add documents for other employees.
- Click **Continue**.

Recording external learning for team members (continued)

6. The *Add to Learning History* page reappears, to confirm the learning details.

Add to Learning History

Confirm Learning Details

Item: Rev

Description: Customer Service Essentials

Completion Date: 6/5/2026 Total Hours: 8.00

Completion Time: 04:30 PM Africa/Johannesburg Contact Hours:

Instructor: CS Skills Credit Hours:

CPD: Source:

Delivery Method: Category:

Employees

Name	Grade	Comments	Costs	Amount
N				
O				
L				

Back
Add to Learning History
Cancel

- Click Add to Learning History.

7. The *Add to Learning History* page reappears, indicating the learning was recorded successfully.

Add to Learning History

Recording Status

Learning Recorded Successfully

Item: Customer Service Essentials Rev:

Close

- Click Close to return to the *Team View* page. The recorded external learning will appear in each team member's [Learning History](#).