

# SuccessFactors LMS

## Navigation Tips



1. SuccessFactors LMS works best in **Google Chrome**. *Safari and Firefox do not communicate well with the learning system.*
2. **Pop-Up Blockers should be turned off** for courses to launch properly
3. Third party cookies should be **enabled**
4. If you continue to have issues, **clear your browser's cache**
5. Try to complete the training **in one sitting**. *If you leave the course open for an extended period of time, the connection to the LMS may time-out and progress may be lost*
6. **Use a PC whenever possible**. *Macs/Macbooks do not communicate well with the learning system*

### Did you recently have a status change and can't access SuccessFactors?

*Find your employee type below and follow the corresponding instructions.*

#### PAID EMPLOYEES

Access SuccessFactors via [www.bcm.edu/hr-solutions](http://www.bcm.edu/hr-solutions)

You will not be required to enter an additional username and password.

#### NON-PAID, STUDENTS AND AFFILIATES

Access SuccessFactors Learning Management System (LMS) via  
[bcm.edu/external-learning](http://bcm.edu/external-learning)

**Username:** Your 6 digit BCM ID

**Password upon first login:** BCMLMS01

If this is not your first time logging in and you cannot remember your password, please email [learning@bcm.edu](mailto:learning@bcm.edu) or submit a ticket for a password reset at [it.bcm.edu](http://it.bcm.edu) or call the IT HelpDesk at **713-798-8737**.

#### CME CREDITS

**A separate link will be emailed to you** which will direct you to our BCM Division of Continuing Professional Development (DCPD) site to complete your evaluation and obtain credit certificate for this course. This credit opportunity is intended for physician learners seeking AMA PRA Category 1 Credit™; however, all healthcare professionals may claim a participation credit, if desired.

Please expect to set up a DCPD profile before you begin, if you do not already have one.

Please direct any credit questions to [cpd@bcm.edu](mailto:cpd@bcm.edu)

#### NEED HELP?

For general technical assistance, submit a request via the Online Portal at [it.bcm.edu](http://it.bcm.edu).

If you need additional assistance with the SuccessFactors Learning Management System, contact [learning@bcm.edu](mailto:learning@bcm.edu). If you feel you should not have received this assignment, contact [complianceeducation@bcm.edu](mailto:complianceeducation@bcm.edu)

*Please include "ACE" (Annual Compliance Education) in your message subject line.*