MySCLearning is the statewide learning management system. This system is used for required statewide and agency-specific training.

Users are required to use Google Chrome (current version) to access MySCLearning via SCEIS Central.

For your employees to have an unimpeded, positive experience with the system, you must make the following adjustments to your agency's trusted sites settings. Add the following sites to your listing of trusted sites and turn off pop-up blockers.

1. successfactors.com
2. stateofsc.plateau.com
3. icontent-entitlement.plateau.com
4. plateau.com
5. sc.gov
6. state.sc.us

Adding these sites to your trusted sites ensures that your employees do not encounter system errors such as sign-on issues or page display errors. Once this adjustment is made, the SCEIS LMS team will assist you in testing, if necessary.

To help troubleshoot local errors, see *MySCLearning Tools*. Under "For All Users," look for *FAQs for MySCLearning*, and *Troubleshooting for MySCLearning*.

Bandwidth

Bandwidth issues can cause delays and errors within MySCLearning when users are viewing video-based content. Bandwidth issues are affected both by statewide content and by your agency's bandwidth capacity and usage.

We have put some content creation limitations in place to help minimize the impact of video-based training to your bandwidth. It is your agency's responsibility to monitor your bandwidth usage and determine whether your agency needs to increase your available bandwidth. Any associated bandwidth costs are the responsibility of the agency.

Flash-based content

Flash has been discontinued. Any legacy content using Flash should be retired. Agency content developers were notified that they should not use Flash in content for delivery via MySCLearning.

Please contact SCEIS Training (training.sceis@admin.sc.gov) if you have questions. Thank you for your effort in making this a smooth process for your agency employees.