

MySuccess/Learning – Logon Process via Single Sign On (SSO)

To access MyLearning to complete HMH required education modules, connect to the HMH Network via Citrix.

- 1) The HMH Citrix website may be accessed by launching Google Chrome browser and navigating to <https://connect.hmhn.org> or (<https://connect.hmhn.org/vpn/index.html> if not already on HMH network).
- 2) You will also need the **DUO** application to access remotely. Duo is necessary for HMH dual authentication security processes.

Important Note: For help with Citrix, Duo or to confirm the above web address to access Citrix, please contact the Digital Technology Services (DTS / Information Technology) Help Desk; [see below for contact information](#).

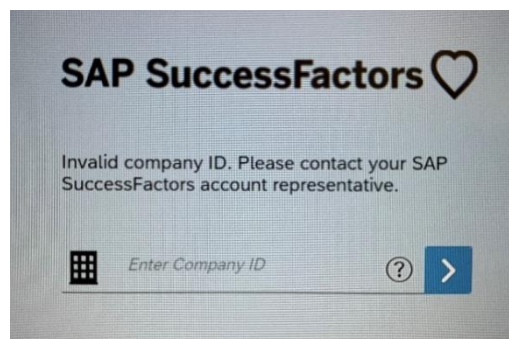
- 3) Login to Citrix with your HMH-provided network credentials supplied to you by DTS (IT).

***Tip:** If your email address auto-populates for the Username, please make sure you remove it to correctly enter your **Network ID** that was provided to you by DTS (IT).

- 4) Once logged into Citrix, access **MySuccess** via the following icon (**MySuccess Learning**):



MySuccess Learning



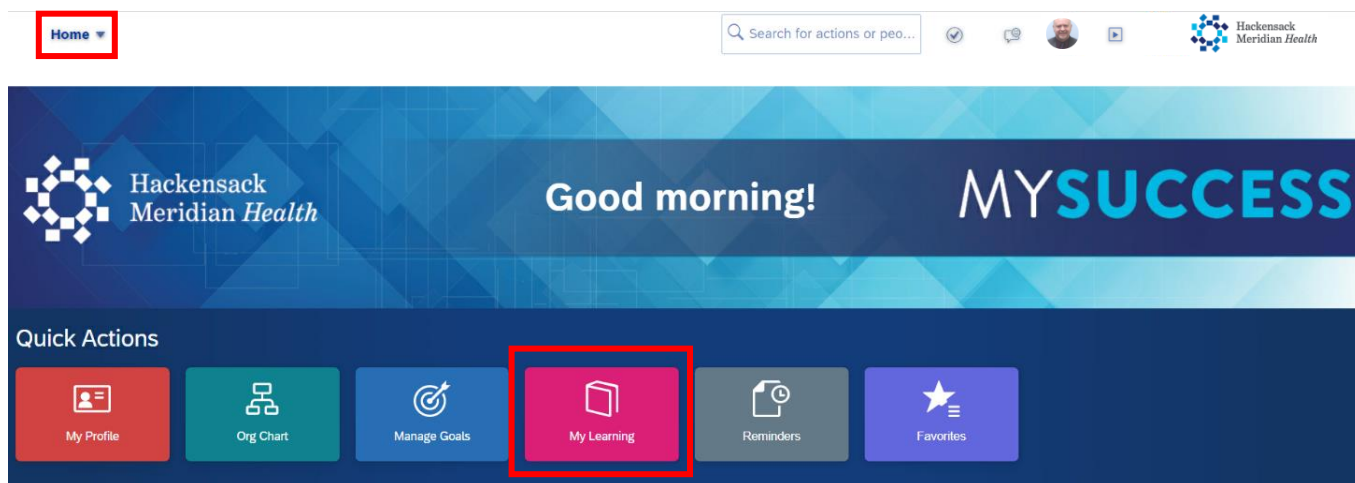
Note: Learners may be presented with the screen to the right prior to navigating to the MySuccess system. If so, the learner should enter the Company ID as = **HUMC** (all caps).

- 5) The above icon/link will then automatically navigate you to MySuccess as well as log you in to the system due to using your Single Sign On (SSO) type access – by logging into Citrix first. If your access is denied, the SSO access process is managed by the HMH DTS (IT) Help Desk; please view their contact information below.

If you need assistance / HELP:

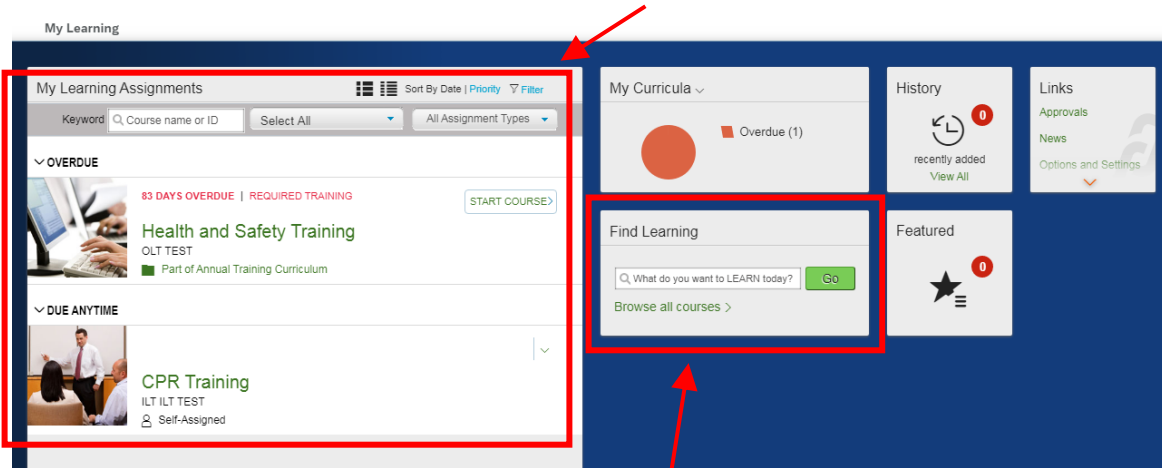
- For help with your Citrix, Duo or SSO login and access issues = please contact the HMH DTS (IT) Help Desk at (848) 237-3333
- If you have successfully logged into Citrix and now need assistance with MySuccess = please email the L&D department at learninganddevelopment@hmhn.org

- 1) Once you have successfully logged into MySuccess, you are navigated to the **MySuccess Home** page.
- 2) To access your education modules, click the **My Learning** tile or click “Learning” from the **Home** menu in the upper left corner.



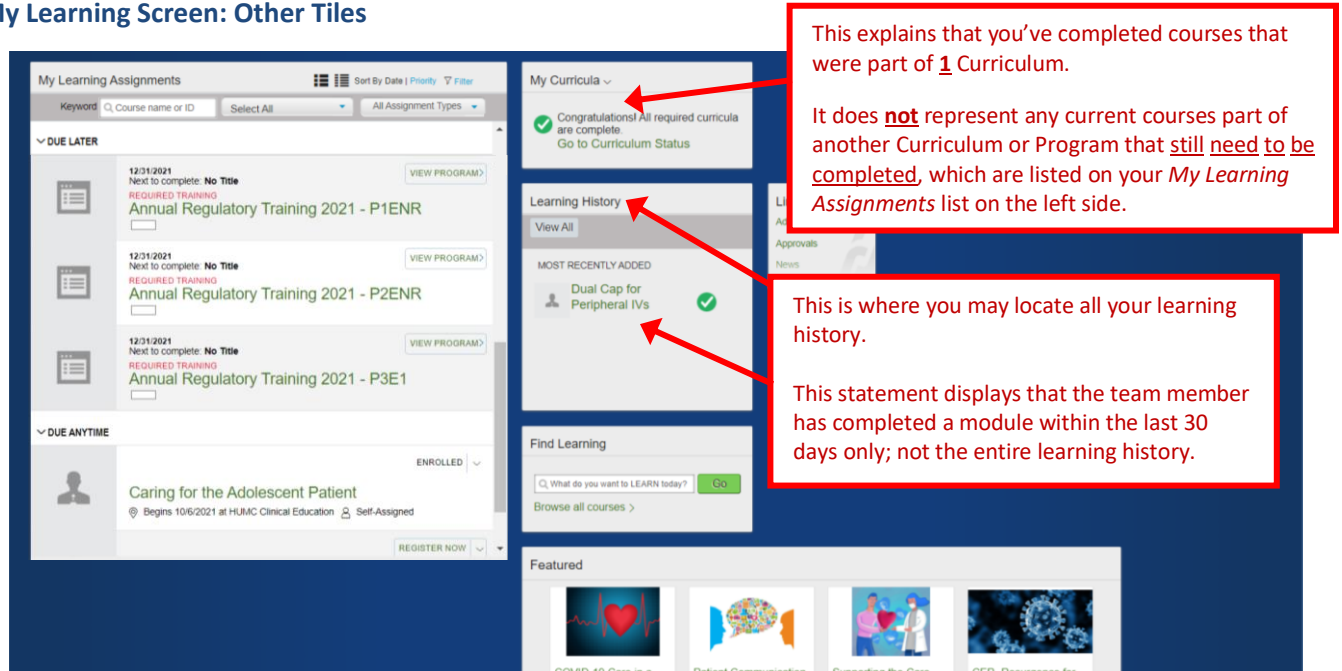
Search, Register for, and Complete Courses:

- 1) On the **My Learning** screen, courses that have been assigned to you as well as programs that you have elected to register for will be listed on the left windowpane, under **My Learning Assignments**.



- 2) To search for and register for new/future courses, use the **Find Learning** window. You may also click the "Browse all courses" link.

The My Learning Screen: Other Tiles



Log Out/Exit MySuccess, click the menu next to your name in the upper-right corner and click the **Log out** option.

