

## TriNet Learn, powered by 360Learning Frequently Asked Questions

### Background

TriNet Learn, powered by 360Learning, will replace Cornerstone as TriNet's PEO learning management vendor effective January 1, 2024.

The 360Learning platform offers a modern learning experience including [HR compliance training courses](#), the ability for clients to upload their own training content, and access to purchase premium learning content in the 360Learning Content Marketplace.

### Frequently Asked Questions

#### Cornerstone

##### Q1. When does my access to Cornerstone end?

A1. Access to Cornerstone will end after December 31, 2023.

##### Q2. Is there an overlap period between Cornerstone and 360Learning?

A2. No. TriNet's learning management relationship with Cornerstone will end December 31, 2023. Access to Cornerstone will end after December 31, 2023. On January 1, 2024, all clients will transition to TriNet Learn, powered by 360Learning, and have immediate access to 360Learning's [HR compliance training courses](#).

##### Q3. What happens to Cornerstone courses that are in progress on December 31, 2023?

A3. We recommend completing in-progress Cornerstone courses by 5:00pm PT on December 26, 2023, to allow time to pull completion reports and certificates. All Cornerstone courses must be completed prior to 5:00pm PT on December 31, 2023, or progress in those courses will be lost after that date.

##### Q4. Will I have access to completed Cornerstone course certificates or reports after December 31, 2023?

A4. No, you will lose access to Cornerstone course certificates and reporting after December 31, 2023. Print or download Cornerstone course completion certificates and/or reporting for your records before 5:00pm PT on December 31, 2023. Reference the knowledge articles below for more information:

- **Pull your Completion Reports.** [Learning Management: Creating Standard Reports](#) and [Anti-Harassment Completion Report – Reporting 2.0](#).
- **Print copies of Certificates of Completion, if needed.** [How to Access: TriNet Learning Management – Anti-Harassment Course Completion Certificates](#).

#### 360Learning – General

##### Q1. What is 360Learning?

A1. 360Learning is TriNet's new learning management vendor. TriNet Learn, powered by 360Learning, will replace Cornerstone effective January 1, 2024.

##### Q2. Is there a fee associated with using TriNet Learn, powered by 360Learning?

A2. No. All TriNet clients have access to TriNet Learn, powered by 360Learning and access to [HR compliance training courses](#) at no additional cost.

**Q3. How do I access TriNet Learn, powered by 360Learning?**

A3. Log in to the [TriNet platform](#) > Employee view > Performance and Learning > Training Resources.

**Q4. Is training available on how to navigate the 360Learning platform?**

A4. Yes. To access the training, log in to the [TriNet platform](#) > Employee view > Performance and Learning > Training Resources. You will be redirected to the 360Learning platform where you can set up your profile. Take the Learner Training or Coach & Author Training course depending on your assigned role in 360Learning.

**Q5. What roles are available in 360Learning and who can assign them?**

A5. Your worksite employees will be automatically assigned the Learner role. Client administrators and Trusted Advisors that are HR Security, HR Administrator or HR Authorizer role holders will be automatically assigned the Coach & Author role. Those individuals assigned to the Coach & Author role can manage users, assign courses, set course completion deadlines, create content, and upload their own training content in 360Learning.

**Q6. I want to assign the Coach & Author role to another client administrator at my company, but they don't have HR Security, HR Administrator or HR Authorize permissions. How can I do this?**

A6. You may assign them the new Learning Management Administrator-Coach/Author permission in the [TriNet platform](#) for them to manage users, reporting and upload content in 360Learning.

**Q7. Is there a 360Learning mobile app?**

A7. Yes, the 360Learning mobile app will be available in late Q1 2024.

**Q8. I'm having issues in 360Learning, who can I contact?**

A8. If you or your worksite employees experience issues, log in to TriNet ([login.TriNet.com](http://login.TriNet.com)) > Contact TriNet > Create Case.

**360Learning – Training Courses**

**Q1. What HR compliance courses are available?**

A1. This list of currently available [HR compliance training courses](#), includes Anti-Discrimination and Harassment Prevention training for managers and individual contributors and Bystander training compliant with the Chicago, IL, requirement, all at no additional cost.

**Q2. Do the Anti-Discrimination, Harassment Prevention and Chicago, IL, Bystander training courses meet federal, state and local compliance requirements?**

A2. Yes, the training courses are compliant with federal, state and local requirements. The Anti-Discrimination and Harassment Prevention training courses are compliant with all 50 U.S. states. This means you will no longer need to complete state selection questions at the start of the course.

**Q3. Are the Anti-Discrimination and Harassment Prevention training courses automatically assigned to new hires?**

A3. The Anti-Discrimination and Harassment Prevention training courses are made available to new hires within 24 hours of their hire date. When a new hire logs in to 360Learning, they will see those training courses right on their home screen.

**Q4. What is the difference between assigned and available training courses?**

A4. Assigned training courses are those that have been assigned by the Coach & Author role holders to Learner role holders. Available training courses, such as the Anti-Discrimination and Harassment Prevention courses, must be taken by all roles and appear on the 360Learning home screen.

**Q5. Are 360Learning training courses on demand?**

A5. Yes, all training courses are self-paced and can be taken at your convenience.

**Q6. If a training course is in progress and I exit 360Learning, will my progress be saved?**

A6. Yes. Progress will not be lost for training courses in progress if you exit the 360Learning platform.

**Q7. Can I upload or create my own training content in 360Learning?**

A7. Yes, you can upload or create your own training content. Review the Coach & Author Training course to learn how to use these features.

**Q8. Is there a fee to upload or create my own training content in 360Learning?**

A8. No, there is no cost to you to upload or create your own training content.

**Q9. Are additional courses available for purchase in 360Learning?**

A9. Yes, premium learning content can be purchased in the 360Learning Content Marketplace. The marketplace is tentatively scheduled to be available in Q1 2024. Be sure to keep an eye out for communications announcing when the marketplace is available.

**Q10. Can I download or print training course completion reports in 360Learning?**

A10. Yes. Individuals assigned the Coach & Author role can download and print completion reports. Review the Coach & Author Training course for instructions.

**Q11. How do I create training course completion certificates for my worksite employees?**

A11. Read this [360Learning article](#) to learn how.

**Worksite Employee Questions – 360Learning**

**Q1. I was told to complete a training course but do not see it assigned to me in 360Learning. What do I do?**

A1. Please alert your manager so they can request the individual assigned to the Coach & Author role (360Learning admin) to assign the course to you.

**Q2. I'm getting an error when accessing a training course, what do I do?**

A2. Contact your 360Learning admin to submit a support ticket to 360Learning.

**Q3. My training course froze, will I need to start over?**

A3. No. Your training course progress should save so you can resume where you left off. If you're experiencing issues, contact your 360Learning admin to submit a support ticket to 360Learning.

**Q4. I started a training course, but it's not showing as "in-progress."**

A4. Your training course progress is saved and will be visible when you click "Start."

**Q5. Where can I see my completed training courses in 360Learning?**

A5. Your completed training courses can be viewed in the "Completed" tab of the "My Work" section on your 360Learning home page.

**Q6. Will I receive a completion certificate when I complete a training course?**

A6. If your 360Learning admin created a certificate for the course, you can access it once you've completed the training.

**Q7. Is there a 360Learning mobile app that I can take my training courses from?**

A7. Yes. The 360Learning mobile app will be available late Q1 2024. At that time, training courses will be accessible in the mobile app.

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C-23NOV-49 (Revised December 2023)