



TuitionMgr

Employee User Guide

(Updated 02-July-2012)

Contents

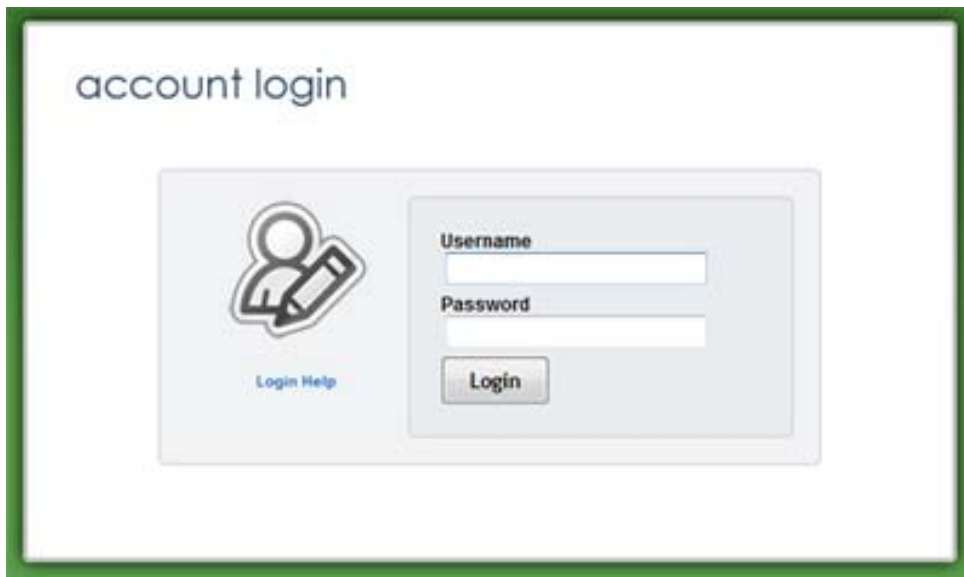
Getting Started.....	3
Logging In.....	3
My Account.....	4
Overview	4
Changing your Password	6
Resetting your Password	6
Updating Personal Information.....	7
ADD/EDIT PERSONAL EMAIL ADDRESS.....	7
ADD/EDIT PERSONAL PHONE NUMBER	8
Submitting Requests.....	8
Your Approval Chain.....	8
Submitting a Pre-Approval Request	8
Canceling an Pre-Approval Request.....	9
Submitting a Reimbursement Request.....	9
Checking the status of submitted requests	11
PRE-APPROVAL REQUESTS	11
REIMBURSEMENT REQUESTS	11
Help	12

Getting Started

Welcome to TuitionMgr - a secure, web-based application that allows you to quickly and easily submit tuition reimbursement requests.

Logging In

1. Open your Internet browser and go to <https://www.tuitionmgr.com/sfgov>
You may want to save this page as a bookmark in your browser.



2. Enter the username and initial password provided to you by your employer and click 'login'

Username: Generally, this will be your DSW number.

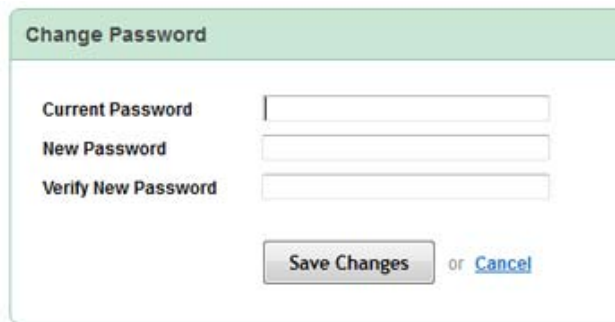
Password: Your employer will create your account with a temporary 4-character password.

IMPORTANT: ALL passwords are case-sensitive.

If at any time you forget your password, your organization's TuitionMgr administrator can reset it for you, or you can do so by following the *Login Help* instructions from the login screen.

3. Click **Login**
4. The first time you login you will be asked to change your password.

Passwords must be 4-15 characters in length and contain any combination of letters, numbers, and specific special characters (_, -, @, #, \$, %, ^, &, !).



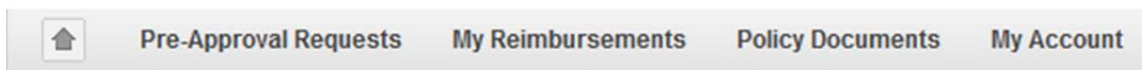
The image shows a 'Change Password' form with a light green header. It contains three input fields: 'Current Password', 'New Password', and 'Verify New Password'. Below the fields are two buttons: 'Save Changes' and 'Cancel'.

My Account

The *My Account* page allows you to view your account information, change your password, and update your email preferences. All information is secure and is used by your organization only.

You can navigate to your *My Account* page by either of these methods:

Click the **My Account** link from the main menu:



Click your name in the upper right hand corner of your screen next to the **Logout** button:



Overview

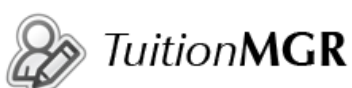
This section provides a description of each field found on the *My Account* screen. All fields, unless otherwise specified, contain information loaded and periodically updated by your employer:

Name – Your first & last name

Company – SFGOV

Employee ID – Your employee ID (*this field is also your TuitionMgr login ID*)

Job Class – Your job class



Department – Your department (*ex: Finance, Human Resources*)

Location – Your office location (*ex: Corporate, downtown*)

Department Email – Your work email address. If you do not have a work email address, this field will be blank.

Department Phone – Your work phone number. If you do not have a work phone number, this field will be blank.

Address – Your address if entered.

Username – Your TuitionMgr login ID. This cannot be changed.

Password – For security purposes, your password is not displayed; however, you will see a link that allows you to update your password at any time.

Personal Email – Any personal email address you wish to add. This email address can be changed at any time.

Personal Phone – Your personal phone number. This field is not added or updated by your employer. If you wish to provide this information, you may add it from this screen.

Default Email – The email address (SFGOV or personal) where you will receive notification emails about your requests.

Union – The union to which you belong.

Your Limit – The dollar limit you can be reimbursed for the specified time period for your tuition plan. This amount is often reset every fiscal or calendar year (*ex: plan limit = \$5,000 for requests submitted during fiscal or calendar year 2011*).

Available Balance – Amount remaining for which you can be reimbursed from the initial plan limit (*ex: if you request \$500 and your plan limit is \$5,000, your available balance will be \$4,500*).

Pre-Approval Approval Chain – The approver(s) that must approve your pre-approval request before you can submit a reimbursement request. Approver 1 receives your request as soon as it is submitted. Approvers 2 & 3 (if applicable) will receive your request after the previous approver has approved.

Reimbursement Approval Chain – The approver(s) that must approve your reimbursement request before your reimbursement is paid.

Changing your Password

1. From the *My Account* screen, click the **change** link next to 'Password':

Username	12345
Password	***** change
Personal Email	

Passwords must be 4-15 characters in length and contain any combination of letters, numbers, and specific special characters (_ , - , @ , # , \$, % , ^ , & , !).

IMPORTANT: ALL passwords are case-sensitive.

Change Password

Current Password	<input type="password"/>
New Password	<input type="password"/>
Verify New Password	<input type="password"/>

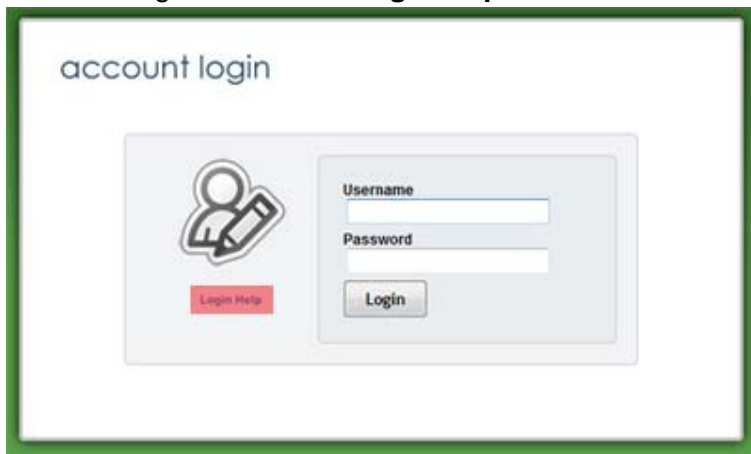
or [Cancel](#)

2. Click **Save Changes**


Resetting your Password

If you forget your password you can easily reset it and create a new one.

1. From the login screen click **login help**



account login

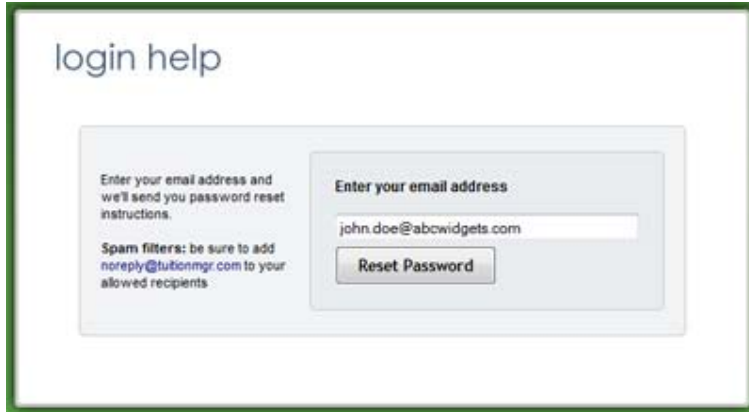
 [Login Help](#)

Username

Password

2. Enter the email address associated with your account and password reset instructions will be sent to you.

If you have both a SFGOV and personal email address associated with your account, enter the email address at which you wish to receive the password reset instructions.



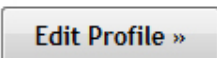
3. Click **Reset Password**
4. Follow the instructions you receive in the email address provided on the *Login Help* screen

Updating Personal Information

When a request is approved or rejected, you will receive an email sent to the account you specify. By default, notifications will be sent to your SFGOV email address (if provided). If you do not have a SFGOV email address, you will need to add a personal email address in order to receive notification emails.

ADD/EDIT PERSONAL EMAIL ADDRESS

1. From the *My Account* screen, click the **Edit Profile** button at the bottom of the screen:



2. Enter your **personal email address** and update **default email** to **personal**:

Personal Email	<input type="text" value="john.doe@tuitionmgr.com"/>
Personal Phone	<input type="text"/>
Default Email	<input type="radio"/> Company <input checked="" type="radio"/> Personal

3. Click **Save Changes**

ADD/EDIT PERSONAL PHONE NUMBER

1. From the *My Account* screen, click the **Edit Profile** button at the bottom of the screen:



2. Enter your **personal phone number**:

Personal Email	<input type="text"/>
Personal Phone	<input type="text" value="480-555-6789"/>
Default Email	<input checked="" type="radio"/> Company <input type="radio"/> Personal

3. Click **Save Changes**

Submitting Requests

OBTAINING REIMBURSEMENT IS A TWO-STEP PROCESS:

1. A pre-approval request (class, conference, or training) has to be submitted by you and then approved by designated people in your organization.

IMPORTANT: employers typically require pre-approval requests be submitted prior to the class, conference, or training.

2. After the education request is approved AND you have completed your class or training, a **reimbursement request** must be submitted by you and then approved by the designated people in your organization.

Your Approval Chain

Each request you submit is electronically submitted to your approval chain. Your approval chain is a designated person or persons that review your requests and either approve or reject them based on your organization's tuition reimbursement policy. Your approval chain can be viewed from the *My Account* screen.

Submitting a Pre-Approval Request

1. From the main menu, click **Pre-Approval Requests**:

2. Click the **Submit Request** button in the upper right hand corner of the content screen:
3. Read the relevant information on the following page, then choose your education request type:
4. Fill out the form detailing your request:

IMPORTANT: Dates and fees/costs on the education request form are estimates. If you know exact amounts, enter those; however, you will be prompted to enter the exact amount on the **request reimbursement** form.

5. Click **Submit Request**
6. You will see a confirmation screen summarizing your request information
7. If the information appears correct, click the **Submit** button to submit your request. If you would like to edit your request further before submission, click the **Edit** button.

Canceling an Pre-Approval Request

1. From the main menu, click **My Education**:
2. Click the red 'X' to cancel the request. You will be prompted to confirm cancellation:
3. Click **OK** to confirmation cancellation

Submitting a Reimbursement Request

1. From the main menu, click **My Reimbursements**
2. From the My Reimbursements screen, find the class/conference/training that you have completed and for which you would like to request reimbursement. Click the **request reimbursement** button next to that item.

Reimbursement Requests				
Reimbursement ID	Description	Amount	Submission Date	Status
request reimbursement	MA101 - Intro to Calculus	\$400.00	04/06/2011	Not Submitted

IMPORTANT: You will only see a record on this page with the 'request reimbursement' button if your education request has been approved.

3. Read any relevant information entered on the following page, then click **Proceed:**

How to Request Reimbursement

Please follow your company's policies on submitting reimbursement requests.

Proceed »

4. Fill out the request reimbursement form with the exact dollar amount you are requesting.
5. If this is a class request, select your grade.
6. Upload any supporting documentation required by your employer's tuition policy (*ex: grades, transcripts, receipts*)

IMPORTANT: You may attach up to 5 supporting documents, each up to 5MB in size. Valid file types are .pdf, .doc, .docx, .xls, .xlsx, .csv, .txt, .jpg, .jpeg, .bmp, .gif, .zip.

7. Click **Request Reimbursement**
8. A confirmation screen will appear:
9. If the information appears correct, click the **Submit** button to submit your request. If you would like to edit your request further before submission, click the **Edit** button.

Checking the status of submitted requests

PRE-APPROVAL REQUESTS

1. From the main menu, click **Pre-Approval Requests**:
2. This screen will show the status of all your submitted requests
3. To view further details of each individual pre-approval request, click the document ID link:
4. **Status** in the summary section of the view education request screen will show the overall document status:
5. Approval History will show all actions taken by your approver(s):

REIMBURSEMENT REQUESTS

1. From the main menu, click **My Reimbursements**:
2. This screen will show the status of all your submitted reimbursement requests:
3. To view further details of each individual education request, click the document ID link:
4. **Status** in the summary section of the view education request screen will show the overall document status:
5. Approval History will show all actions taken by your approver(s):

Approval History				
Date	Approver	Amount	Action	Comments
-	Smith, Jane	-	Pending	-

Help

Support articles, frequently asked questions, and more are available through the online help section of TuitionMgr. From any page, click the orange **HELP** button to access detailed this information:

ABC Widgets, Inc.

John Doe | Logout [HELP](#)