

e-Learning



SkillPort Quick Start Guide 7.0



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www.skillsoft.com

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Log In and Log Out

To log into SkillPort

1. In a browser, navigate to the SkillPort login page.
2. In the **User ID** box, enter your user name.
3. In the **Password** box, enter your password.
Passwords are case-sensitive.
4. Click **Log In**.
5. If you are logging into SkillPort for the first time, you might be required to do the following:
 - a. In the **Security Question** box, select a security question that you want to answer to authenticate you in the event that you forget your user ID or password.
 - b. In the **Answer to Security Question** box, enter the answer to the security question.
 - c. In the **Email** box, enter your email address.
 - d. Click **Submit**.

This information allows you to retrieve your user ID or reset your password if you later forget it.

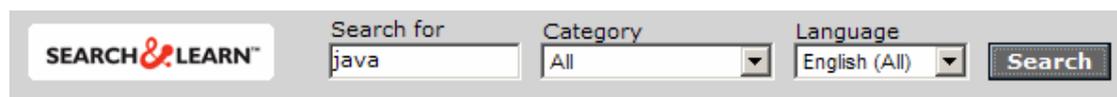
To log out of SkillPort

- Click **Log Out** in the upper-right corner of the SkillPort page.

Use SEARCH&LEARN

To use SEARCH&LEARN to search for content

1. In the SEARCH&LEARN panel at the top of the page, enter a keyword or phrase in the **Search** box as shown.

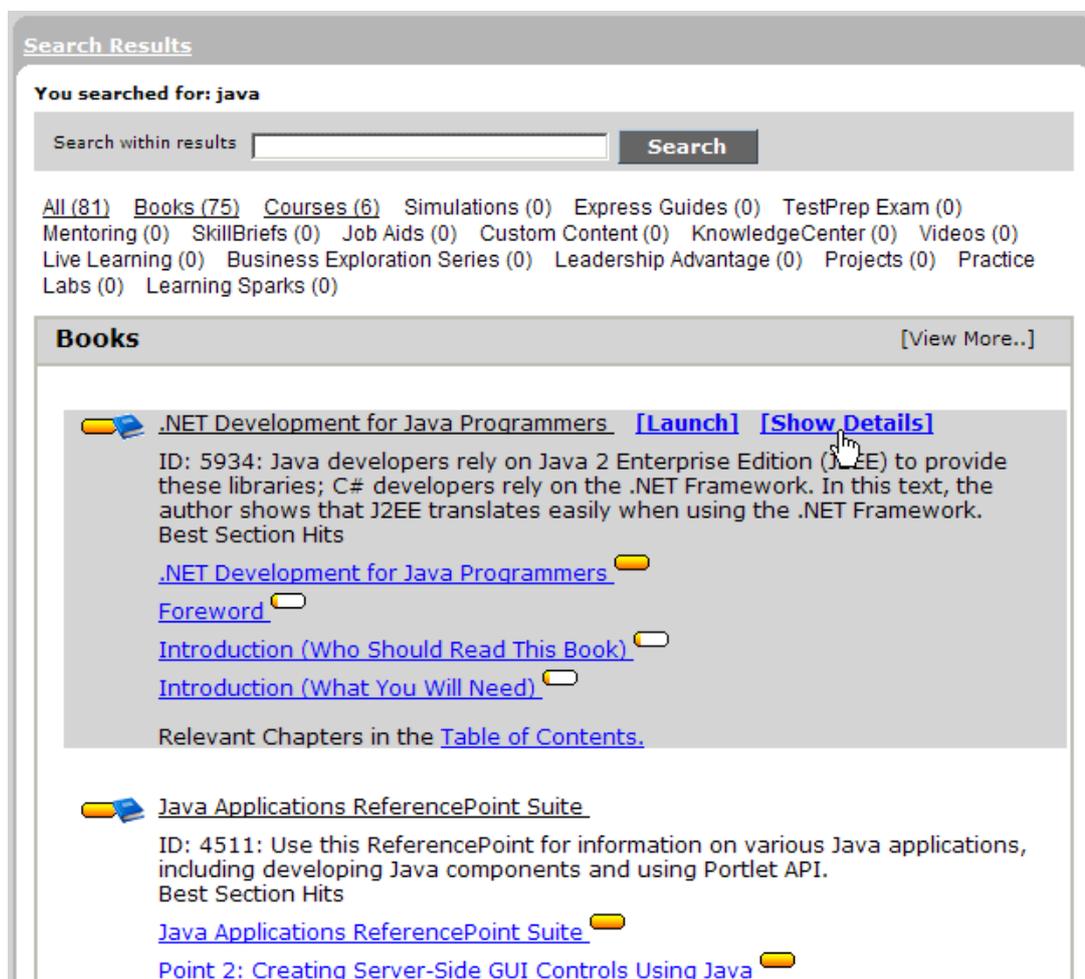


Note: A search expression can be a single word, a single phrase, or groups of words or phrases connected by "and", "or", or "not" (Boolean operators). Phrases are groups of words enclosed in quotation marks.

2. In the **Category** list, select a learning asset category, or select **All** to search all content categories.
3. If content in more than one language is available to you, in the **Language** list, select the language for which available content should be retrieved.
4. Click **Search**.

The search results appear below the SEARCH&LEARN panel. If you searched all categories for content, the results are grouped by category. The results are ordered according to relevance, as indicated by a thermometer icon ().

5. Examine the search results by doing the following:
 - To view more information about an asset, move your mouse over the title, and click the **Show Details** link that appears.



The screenshot shows a search results page for 'java'. At the top, it says 'You searched for: java' and has a search bar. Below that, there are links for various categories: All (81), Books (75), Courses (6), Simulations (0), Express Guides (0), TestPrep Exam (0), Mentoring (0), SkillBriefs (0), Job Aids (0), Custom Content (0), KnowledgeCenter (0), Videos (0), Live Learning (0), Business Exploration Series (0), Leadership Advantage (0), Projects (0), Practice Labs (0), and Learning Sparks (0). The 'Books' category is selected, and a '[View More..]' link is visible. The first book listed is '.NET Development for Java Programmers' with a thermometer icon indicating relevance. A mouse cursor is hovering over the '[Show Details]' link. Below the title, there is a description: 'ID: 5934: Java developers rely on Java 2 Enterprise Edition (J2EE) to provide these libraries; C# developers rely on the .NET Framework. In this text, the author shows that J2EE translates easily when using the .NET Framework. Best Section Hits'. There are several links below the description: '.NET Development for Java Programmers', 'Foreword', 'Introduction (Who Should Read This Book)', and 'Introduction (What You Will Need)'. A link to 'Relevant Chapters in the Table of Contents' is also present. The second book listed is 'Java Applications ReferencePoint Suite' with a thermometer icon. Its description is 'ID: 4511: Use this ReferencePoint for information on various Java applications, including developing Java components and using Portlet API. Best Section Hits'. There are two links below it: 'Java Applications ReferencePoint Suite' and 'Point 2: Creating Server-Side GUI Controls Using Java'.

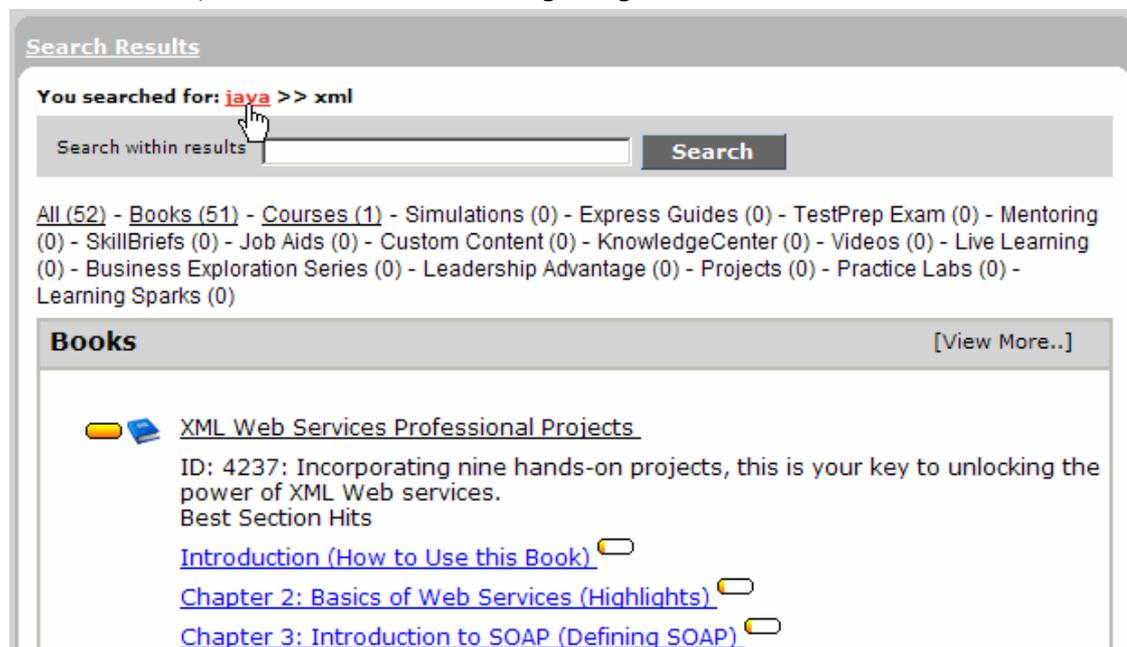
From this point, you can perform many actions on the asset. For example, you can click **View in Catalog** to identify where the asset is located in the CATALOG, and you can click  to add the asset to MY PLAN. The specific actions available to you can depend on the type of learning asset and the configuration of your site. For example, you might be able to download courses and SkillSims.

- To see more search results for a particular content category if you searched all categories, click **View More** for that category.

You can also launch an asset (for example, open a book or start a course) by moving your mouse over the title, and clicking the **Launch** link that appears.

- (Optional) To refine your search results further, enter a keyword in the **Search within results** box (shown in the preceding image), and click **Search**.

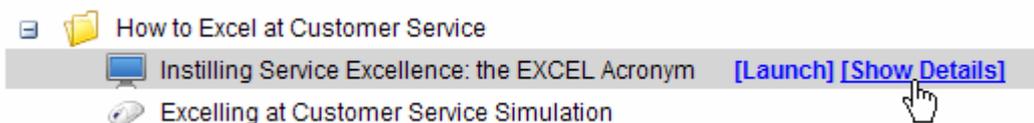
You can return to a parent search by clicking the appropriate link at the top of the search results, as shown in the following image.



Browse the CATALOG

To browse the CATALOG

- Click **CATALOG** on the shortcuts menu on the left side of the page.
- Navigate down into the catalog structure to a curricula folder that contains learning assets of interest to you, and expand the folder.
- To view more information about an asset, move your mouse over the title, and click the **Show Details** link that appears.



(You can also view more information about an asset by clicking its title. In this case, a **Back to Catalog** link is provided at the top of the page so you can easily return to your location in the catalog.)

4. From this point, you can perform many actions on the asset:

- To add the asset to MY PLAN, click .
- To open or start the asset, click the **Launch** link or .
- To download the asset, click .
- To open related content, such as a Job Aid or SkillBrief that is listed in the asset's details, click that item.

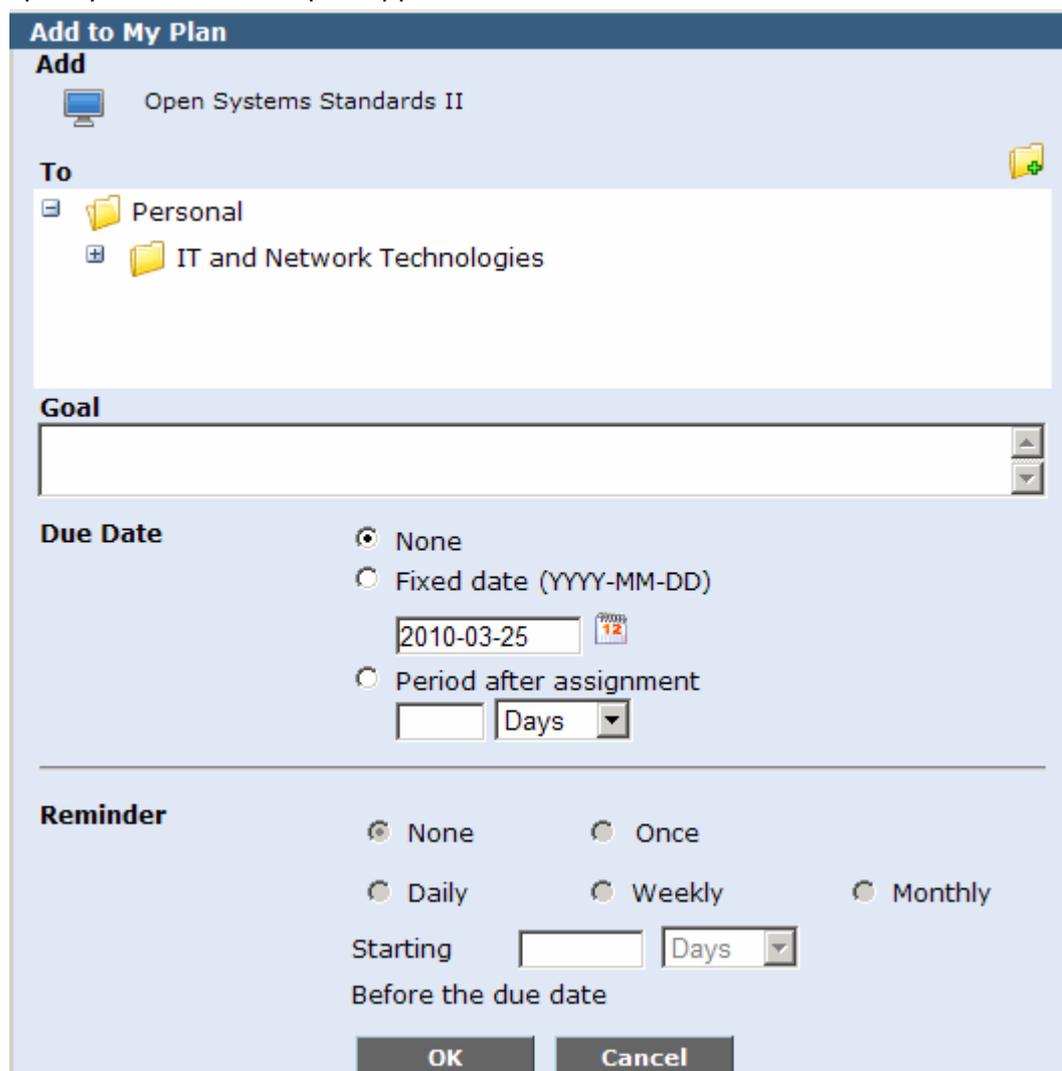
The specific actions available to you can depend on the type of learning asset and the configuration of your site. For example, you might be able to download courses and SkillSims.

Add a Learning Asset to MY PLAN

To add a learning asset to MY PLAN

1. Find a learning asset by browsing the CATALOG or by searching for a word or phrase using SEARCH&LEARN.
2. Do one of the following:
 - Click the title of the learning asset, drag it to **MY PLAN** on the navigation panel on the left, and drop it.
 - Move your mouse over the title of the learning asset, click the **Show Details** link that appears, and then click .

You can also add an entire curricula folder to MY PLAN by clicking the folder, dragging it to MY PLAN, and dropping it. If you do this, the information you specify in the next step is applied to the folder as a whole.



3. In the **Add to My Plan** dialog, do the following:
 - a. Under **To**, navigate to the folder in which to add the asset, and select it. Alternatively, you can create a new folder in which to add the asset by clicking , specifying the folder's information, and clicking **OK**.
 - b. For **Goal**, enter a phrase to describe the goal of the asset. (This is optional.)
 - c. For **Due Date**, specify the asset's due date if one is required or desired. You can specify a fixed (absolute) date or one that is relative to the date on which you added the asset to MY PLAN. Depending on the configuration of your site, a due date might be required or optional.
 - d. If you specified a due date for the asset, for **Reminder**, you can specify whether and how often a reminder should be emailed to you. You can set a recurring reminder or a one-time reminder. If you set a reminder, you must also enter the number of days before the asset's due date that the first (or one-time) reminder should be sent.

The reminder e-mail contains direct links to the asset itself and to its summary page.

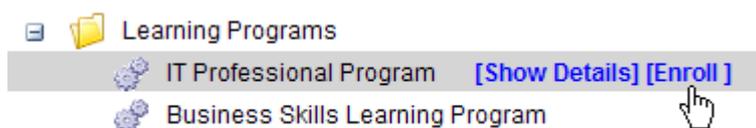
Note: The next setting is only available if your site has been configured to support training compliance requirements, and, therefore, recurring assets. This is typically the case when your organization requires you to **repeat** training at specified intervals in order to maintain certifications.

- e. If available, specify whether the learning asset must be repeated at a specific interval. If it does not, select **None** for **Recurrence**. If it does, select **Every**, specify a number, and select the type of time interval to use (Days, Weeks, Months, or Years).
- f. If available, and if completion of the asset is required, select the **Required** check box. This setting has no impact on the system's behavior. It is merely an attribute that can appear in generated reports.
- g. Click **OK**.

Enroll in a Learning Program or Live Learning Course

To enroll in a learning program or Live Learning course

1. Access the program or course by doing one of the following:
 - Browse or search for the asset.
 - If you have added the asset to MY PLAN, click **MY PLAN** on the navigation panel on the left, and navigate to the asset.
2. Move your mouse over the title of the asset, and click the **Enroll** link that appears, as shown in the following example.



3. If the learning program or LLC does not already exist in your MY PLAN, or if it exists in MY PLAN but only as an administrator-assigned asset, do one of the following in the **Confirm** dialog box:
 - If you want to add the asset to MY PLAN, click **Yes**. In the **Add to My Plan** dialog box, enter the information as appropriate (see Add a Learning Asset to MY PLAN), and click **OK**. Adding the learning program or LLC as a personally assigned asset in MY PLAN allows you to specify and track your own personal goals and due dates for the asset.
 - If you do not want to add the asset to MY PLAN, click **No**.

If approval by a manager is not required, the status of the learning program or LLC changes to Enrolled; otherwise, it changes to Pending Approval until it is approved by your manager or training administrator.

Note: Enrolling in a learning program or Live Learning course—or requesting approval to enroll in the course—is considered the first step of "starting" the course; as a result, these assets are shown in MY PROGRESS once you have enrolled or requested approval to enroll. If your request to enroll is denied or you withdraw from the course, the entry within MY PROGRESS is automatically removed. However, you must manually remove the asset from your MY PLAN.

Play a Course Online

To play a course online

1. Display the title of the course that you want to play.
2. Move your mouse over the course title, and click the **Launch** link appears. (Alternatively, you can click the **Show Details** link that appears, and then click .)

Note: For help with using the course player, click **Help** in the upper-right corner of the player.

Print a Certificate of Completion

To print a certificate of completion

1. Do one of the following:
 - If the course is not for a credential, click **MY PROGRESS** on the navigation panel on the left.
 - If the course is for a credential, click **Credentials** on the navigation panel on the left, and then click **Show Progress** beside the appropriate credential.

Note: If you want to print a certificate for a course that you have taken as part of a credential, it is important to print it from the Credentials area of SkillPort. A certificate printed from this area has important information related to the credential, such as the type of credit (for example, PDU or CPE), the number of credits, and appropriate logos and contact information. A standard certificate printed from MY PROGRESS does not have this information.

2. Generate a report that includes the learning asset for which you want to print a certificate of completion.
3. In the **Controls** column (or the **Actions** column if you are within the Credentials area), click  beside the learning asset.
4. In the browser window that displays the certificate, click **Print Certificate**.
5. In the **Print** dialog, click **Print**.

Reset Your Password

To reset your password yourself

1. On the SkillPort login page, click **Forgot your password?**
2. Under **Reset Password**, enter the answer to your security question.
3. Click **Reset my password**.
4. Enter the new password, and then reenter it to confirm it.

Note: The new password cannot be the same as one of your last five passwords.

5. (Optional) Select a different security question, and enter a corresponding answer.
6. (Optional) Change the email address associated with your profile.
7. Click **Submit**.

You can now log in using your new password.

To request a new, system-generated password

1. On the SkillPort login page, click **Forgot your password?**

Note: Depending on the security requirements of your SkillPort site, you might not need to complete the next step. If you do need to complete the next step, but you have not specified a security question and answer, contact your SkillPort administrator.

2. Under **Secure Send Password**, enter the answer to your security question.
3. Click **Send me a new password**.

The system emails a new password to the email address associated with your profile. The next time that you log in, you will be required to change your password again so it is reset to something more meaningful.

Contact Customer Support

To contact SkillSoft Customer Support

- Access the ***SkillSoft Online Customer Support site***.

On this site, you can:

- Search our solution libraries and FAQs
- Perform a check of your browser's capabilities
- Create a support case
- Send emails for assistance
- Access real-time assistance using live chats
- Obtain a list of our international phone numbers