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SkillPort Quick Start Guide 7.0



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SkillSoft Corporation

107 Northeastern Blvd.

Nashua, NH 03062

603-324-3000

87-SkillSoft (877-545-5763)

Information@SkillSoft.com (mailto:Information@SkillSoft.com)

www.skillsoft.com <http://www.skillsoft.com>

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SkillPort 7.0 Quick Start Guide

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.

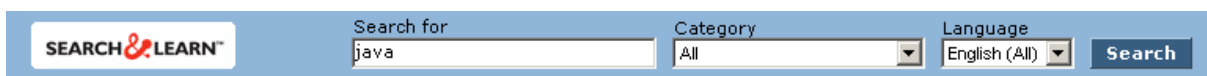
➤ *To log out of SkillPort*

- 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.




The screenshot shows a search interface with three main input areas: a text box labeled 'Search for' containing the word 'java', a dropdown menu labeled 'Category' with 'All' selected, and another dropdown menu labeled 'Language' with 'English (All)' selected. To the right of these fields is a blue button labeled 'Search'. The 'SEARCH & LEARN' logo is visible on the left side of the panel.

Note: Search expressions can be words or phrases alone or grouped in Boolean combinations. Phrases are groups of words enclosed in quotation marks.

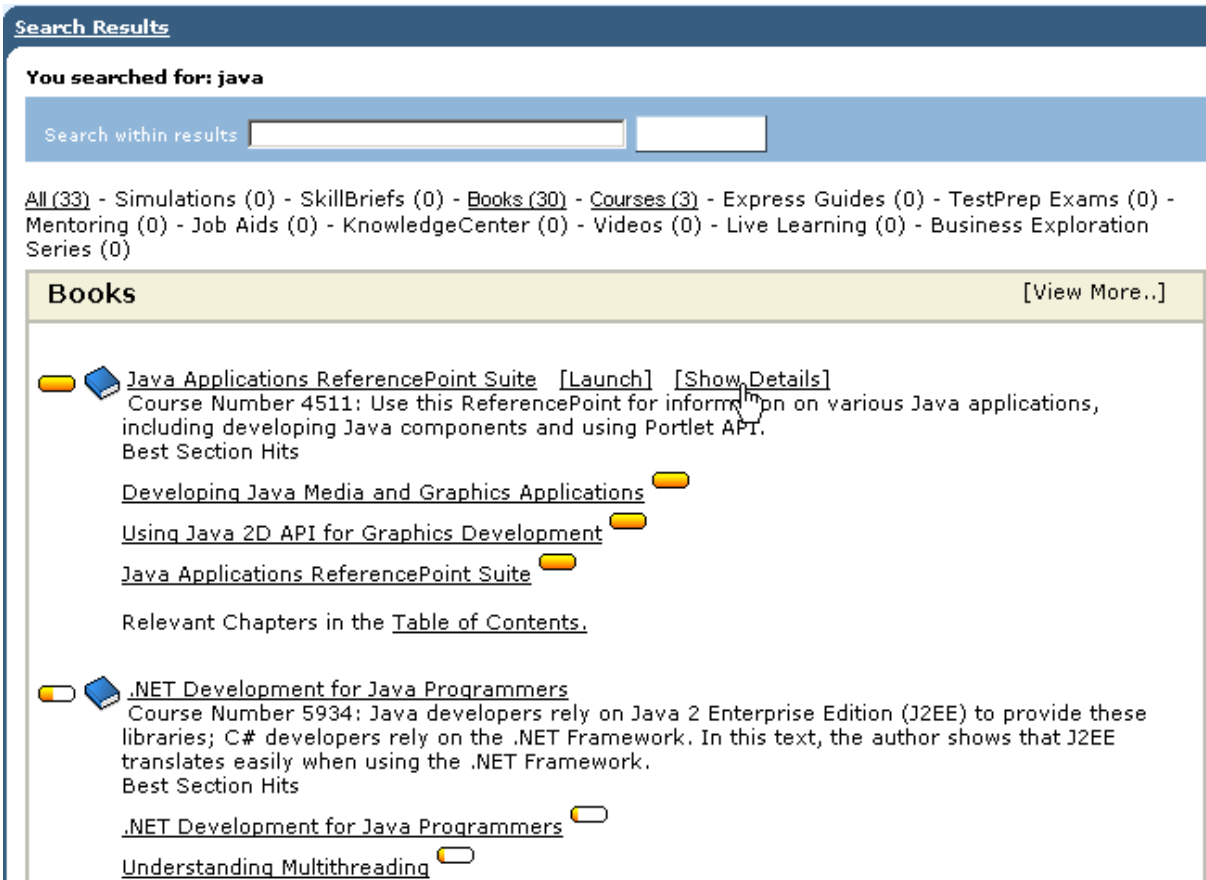
2. In the **Category** list, select a learning asset category, or select **All** to search all content categories.
3. If content in more than one language is available to you, in the **Language** list, select the language for which available content should be retrieved.

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 interface. At the top, it says "Search Results" and "You searched for: java". Below this is a search box labeled "Search within results". A navigation bar lists various categories with counts: All (33) - Simulations (0) - SkillBriefs (0) - Books (30) - Courses (3) - Express Guides (0) - TestPrep Exams (0) - Mentoring (0) - Job Aids (0) - KnowledgeCenter (0) - Videos (0) - Live Learning (0) - Business Exploration Series (0). The "Books" category is selected and highlighted in yellow, with a "[View More..]" link. Under "Books", there are two main entries. The first is "Java Applications ReferencePoint Suite" with a thermometer icon showing high relevance. It includes a "Launch" link and a "Show Details" link. Below the title is a description: "Course Number 4511: Use this ReferencePoint for information on various Java applications, including developing Java components and using Portlet API." and "Best Section Hits" with three sub-links: "Developing Java Media and Graphics Applications", "Using Java 2D API for Graphics Development", and "Java Applications ReferencePoint Suite". There is also a link to "Relevant Chapters in the Table of Contents.". The second entry is ".NET Development for Java Programmers" with a thermometer icon showing lower relevance. It includes a description: "Course Number 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." and "Best Section Hits" with two sub-links: ".NET Development for Java Programmers" and "Understanding Multithreading".

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.

6. (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.

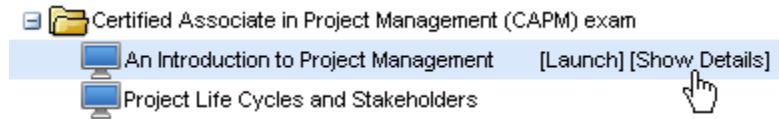
The screenshot shows a search results page with a blue header. Below the header, it says "You searched for: [java](#) >> xml". There is a search bar with the text "Search within results" and a cursor pointing to the "java" link. Below the search bar, there is a list of categories: "All (23) - Simulations (0) - SkillBriefs (0) - Books (22) - Courses (1) - Express Guides (0) - TestPrep Exams (0) - Mentoring (0) - Job Aids (0) - KnowledgeCenter (0) - Videos (0) - Live Learning (0) - Business Exploration Series (0)". Below this list, there is a section titled "Books" with a "[View More..]" link. The "Books" section contains two book entries. The first entry is "Microsoft .NET XML Web Services Step by Step" with a course number of 5844. It includes a description, "Best Section Hits" (Microsoft .NET XML Web Services Step by Step, Understanding XML Web Services, Introduction to XML Web Services), and a link to "Relevant Chapters in the Table of Contents". The second entry is "Pro ASP.NET 1.1 in VB .NET: From Professional to Expert" with a course number of 9814. It includes a description, "Best Section Hits" (Data Access, XML, Data Access), and a link to "Relevant Chapters in the Table of Contents".

BROWSE THE CATALOG

➤ *To browse the CATALOG*




1. Click **CATALOG** on the shortcuts menu on the left side of the page.
2. Expand the **Course Curricula** folder.
3. Expand the language-specific folder for the language you want.
4. Navigate down into the catalog structure to a curricula folder that contains learning assets of interest to you, and expand the folder.

5. 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.)


6. 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.

Add to My Plan

Add

The Customer Support Specialist (CSS)

To

- My Plan
 - IT Business
 - Internet & Network Technologies

Goal

Required

Due Date

Fixed date (YYYY-MM-DD)

Period after assignment

Days

Recurrence

None

Every Days

Reminder

None Once

Daily Weekly Monthly

Starting Days

Before the due date

OK **Cancel**

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. (You can add the asset to any folder that you have created.) Alternatively, click to create a new folder in which to add the asset.
 - b. In the **Goal** box, enter a phrase to describe the goal of the asset.

- c. Use the **Due Date** controls to specify a fixed (absolute) date on which the asset is due, or to specify a due date 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. Use the **Reminder** controls to specify whether a reminder should be sent to you by email about the asset. You can set a recurring reminder (for example, a daily reminder), or you can specify a single reminder that will be sent on a date relative to the due date (for example, 10 days before the due date).

Note: The following two settings are 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, optionally select the **Required** check box to indicate that completion of the learning asset is required.

The Required setting has no effect on the behavior of application; it is merely used to differentiate the learning asset from those that are optional in reports that are created by your manager or training administrator.

- f. If available, optionally 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).
- g. Click **Submit**.

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 or **Request approval to enroll** link that appears.

The program or course is added to MY PLAN. In addition, if approval by a manager is not required, its status changes to Enrolled; otherwise, it changes to Pending Approval until it is approved by your manager or training administrator.

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 **Credentialing** on the navigation panel on the left, and then click **{Credential Name} Report** 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 Credentialing 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, click  beside the learning asset.
4. In the browser window that displays the certificate, click **Print Certificate**.
5. In the **Print** dialog, click **Print**.

CONTACT CUSTOMER SUPPORT

➤ *To contact SkillSoft Customer Support*

- Access the **SkillSoft Online Customer Support site** <http://onlinesupport.skillsoft.com>.

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