CENTER FOR LEARNING AND DEVELOPMENT (CLD) PERCIPIO FAQ:

Q: What is Percipio?

A: Percipio, powered by Skillsoft, is an intuitive learning platform that enables users to select their desired learning path from start to finish. Percipio offers access to a continually growing library of award-winning learning content mapped to the skills that matter most to leading global companies. To learn more about Percipio, click here.

Q: I am a first time Percipio user. How can I access the learning portal?

A: All new users of Percipio will receive a formal Welcome Email to their District government email address. The welcome email may arrive to your Focused or Other Email Inbox (located in MS Outlook) that will include the "Start Learning" link at the bottom of the email to access the site. District government employees can also visit dchr.percipio@dc.gov.

Q: What is my login name to log into Percipio?

A: All District government employees must use their eight-digit employee ID number to access Percipio.

Q: How can I locate my employee ID number to log into Percipio?

A: District government employees who have access to PeopleSoft can view their employee ID number by logging into ess.dc.gov. Employees can also view their EMPLID at the bottom of Percipio's Welcome and Pending Assignment emails.

If you are still unsure how to locate your EMPLID, contact your agency Training Coordinator first for assistance. If you are unsure of your agency TC, click here.

Q: How can I reset my password?

A: For password resets, go to https://dchr.percipio.com, enter your eight-digit employee ID number in the "Email or Login Name" field box, click "Next," select "Forgot Password," enter your District government email address and click "Send."

Q: How do I change my password in Percipio?

A: Log into your Percipio account, click on your name in the top right corner of the screen and select "Account Information" from the drop-down menu list. Click "Change password," enter your current password and create a new password. Click "Change Password."

Q: I never received a password rest link to my email. What do I do?

A: There may be various reasons why you may not have received your password reset email to your District government email address.

   a.   Check to make sure you entered a valid employee ID number.
   b.   Check to make sure you entered the correct email address.
   c.   Check your Focused, Other, and sometimes Junk mail inbox.

If you have done all of the above and still have not received your password reset email, contact DCHR Customer Care at 202.442.9700 for assistance.

Q: How can I create a rule for Percipio emails to go directly to my focused inbox?

A: To learn more on how to create a rule to allow Percipio emails to go directly to your Focused inbox, [click here](#).

Q: I receive too many emails about percipio. How can I adjust the notifications?

A: Log into your Percipio account, click on your name in the top right corner of the screen and select "Account Information" from the drop-down menu list. Under "Notifications," you can turn off all recommendation notifications or select only a few to turn off. At any time, you can enable the recommended notifications.

Q: Can contractors access the Percipio learning portal?

A: Contractors with an eight-digit employee ID number may access the learning portal by logging into Percipio using their eight-digit EMPLID. If you are a contractor and have not been assigned an eight-digit employee ID number, you cannot access the Percipio learning portal.

Q: Can my agency request contractor access to Percipio?

A: DCHR will evaluate an agency's request for contractors' access to Percipio. Please submit your interest to dchr.percipio@dc.gov and include the following information:

   a.   Name of agency, and
   b.   Number of contractors requesting access

Q: I've never used percipio before. How will I learn how to use the system?

    A: There are two ways District government employees can access the Percipio Desktop and Mobile App navigational resources to support their user experience.

- To go directly to the Percipio Desktop and Mobile app navigation videos, [click here](#).

- Log into your Percipio account, click Library > Welcome to Pecipio > Getting Started with Percipio > Percipio Desktop and Mobile App Navigation.

Q: How can I access the Percipio site from my computer?

    A: District government employees can access the Percipio desktop learning portal by [clicking here](#) or by visiting https://dchr.percipio.com.

Q: How can I access the Percipio website from my electronic devices?

    A: District government employees can access the Percipio mobile app by downloading and installing the Percipio app from the Apple App store and Google Play store. For more information on how to install the mobile app, [click here](#) or visit https://documentation.skillsoft.com.

Q: I downloaded the Percipio app. What is the site name?

    A: The site name is DCHR. Do not enter any additional characters in the field box.

Q: How can I view what courses are in Percipio?

    A: District government employees can [click here](#) or visit https://www.skillsoft.com/explore for a list of courses and professional certifications.

Q: How do I play a course in Percipio?

    A: To begin an online course in Percipio, find the title of the course that you want to play and click on the course title box to begin viewing the video.

Q: Does Percipio have capabilities to enable audio description, rewind videos, turn closed captions on and off, modify video speed and adjust closed caption size?

    A: Yes, and yes. Percipio allows users to adjust video settings that are comfortable for them. Users can observe the different viewing functionalities after launching a video.

Q: I completed a compliance course in Percipio. How can I view and print my certificate?

A: There are two ways District government employees can view their compliance training certificates.

- Log into your Percipio account, click on your name in the top right corner of the screen and select "Compliance" from the drop-down menu list. After you click on Compliance, you will exit Percipio Core and enter Percipio Compliance. Towards the bottom of the page, you will see your compliance training history and certificates. To view and print your certificates, click "Certificates."

- Log into your Percipio account, click on your name in the top right corner of the screen and select "Activity" from the drop-down menu list. Under activity, use the scroll bar towards the right corner of your screen to view all of your certificates. To view and print your certificates, click "Download Certificate."

Q: How can I earn a Percipio digital badge?

A: Digital Badges are visual, shareable, and verifiable records representing your accomplishments of select Percipio courses you have successfully completed. When learning in a Skillsoft Aspire Journey, you can also earn Digital Badges for completing tracks and the journey itself.

Q: How can I view my digital badges?

A: Log into your Percipio account, click on your name in the top right corner of the screen and select "Digital Badges" from the drop-down menu list.

Q: How can I share digital badges?

A: Log into your Percipio account, click on your name in the top right corner of the screen and select "Digital Badges" from the drop-down menu list. Click on the badge you want to share and choose how you want to share your digital badge, e.g., LinkedIn, Email or Embed.

Q: How can I reset my skills learning path?

A: Log into your Percipio account, click on your name in the top right corner of the screen and select "Skills" from the drop-down menu list. You can change your selections by unselecting a current skill or by choosing a new one.

Q: How can I view my compliance trainings I need to complete?

    A: There are three ways District government employees can access their required compliance trainings.

- Log into your Percipio account and click "Launch Compliance Training." After clicking on Launch Compliance Training, you will exit Percipio Core and enter Percipio Compliance.

- Log into your Percipio account and click "Go to Compliance Now." After clicking on Go to Compliance Now, you will exit Percipio Core and enter Percipio Compliance.

Q: I completed my compliance assignment on my electronic device. How do I return to Percipio core?

    A: After completing your compliance assignment, exit out of the training by navigating back to the Percipio app.

Q: I completed my compliance assignment. How do I get back to Percipio core on my desktop?

    A: There are two ways District government employees can navigate back to Percipio Core from Percipio Compliance.

- Under the "Percipio Compliance" logo, select "Return to Learning."

- Click on your name in the top right corner of the screen and select "Back to Learning" from the drop-down menu list.

Q: How will I know if I have any compliance assignments that are due or overdue?

    A: On the landing page of Percipio, you will see two options to view your compliance assignments. Click on "Go to Compliance Now" or "Launch Compliance Training."

Q: Can I retake a compliance training I previously completed?

    A: Yes. To access and retake a previously completed compliance training, navigate to Profile > Compliance and select the compliance training you wish to retake. Please keep in mind that your previous test score will be voided out to accommodate the new test score if you retake a compliance training.

Q: What is the process on Percipio Access for New Hires?

    A: New hires will receive their Percipio login credentials to their active government email address 72 hours (approximately three days) after completing the PeopleSoft Self Service Signup. Trainer Coordinators' (TC) with Learning Admin access in Percipio can verify employees' Percipio accounts and guide employees on how to request a password reset link (see Percipio FAQ).

Q: How can I view my completed and in-progress courses?

A: Log into your Percipio account, click on your name in the top right corner of the screen and select "Activity" from the drop-down menu list. Under the "All Activity" tab, you can view all of your completed and in-progress courses.

Q: Will my PeopleSoft transcript include all the courses I completed in Percipio?

A: Yes. PeopleSoft updates nightly with any course's employees complete in Percipio. Please note if you complete a course once and decide to retake the course, it will not appear on your PeopleSoft transcript until it is completed again.

Q: What do I do if I am interested in a Professional Certification?

A: Professionals are always encouraged to visit the official website that outline the requirements for any Certification that they're interested in to find information about certification requirements, exams dates/fees, and so on. Percipio content (Bootcamps and TestPreps where applicable, courses and books) are often available to help them meet certification requirements.

Q: How does Percipio support the pursuit and maintenance of Professional Certifications?

A: A lot of Percipio's content supports the pursuit and maintenance of popular Professional Certifications in some of the following ways:

- Helps people acquire the *knowledge* they need to pass Certification exams (some of Percipio's content, is even created specifically in alignment to material in certification exams, like Project Management 'Bootcamps'),

- Some certifications require the learner to spend time on learning, and Percipio's content can be a cost-effective way to count towards those time requisites,

- Professionals are often required to take a certain amount of training on an ongoing basis to get 'recertified' (maintain a professional certification), and Percipio's content is a cost-effective way to support many such requirements.

Q: Will I receive my professional certification from Percipio or Skillsoft?

A: No. Percipio nor Skillsoft does not manage the Official Requirements or Official Exams for Professional Certifications nor grant Professional Certifications itself.

Q: How do I know which courses are eligible for PMI professional development units (PDU)?

A: Project Management Institute approves Skillsoft to offer Professional Development Unit (PDU) credits for its courses related to project management. To learn more on PDU eligible courses, [click here](#) and select "Skillsoft PMI PDU courses" to download the course PMI catalog.

Q: I completed courses in SkillPort. will my courses appear on my Percipio transcript?
A: No. Any courses completed in SkillPort will only appear on your PeopleSoft transcript.