

## Skillsoft Frequently Asked Questions (FAQ)

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**Q: Is it Skillsoft or Skillport? I've seen the terms used interchangeably. Are they the same program or different programs?**

A: The name Skillsoft refers to the name of the company that owns Skillport. Skillport is the name of the online learning program.

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

A: Your agency's Training Coordinator and Human Resources Advisor can provide you with a Skillport Learner Guide.

**Q: How do I access the Skillport website from my computer or from my mobile device?**

A: Employees can access the Skillport online learning program by visiting <http://dchr.skillport.com>

**Q: How do I view what courses are available in Skillport?**

A: Employees can see what courses are available in Skillport by clicking on the "Catalog" tab or the "My Plan" tab in Skillport.

**Q: How do I begin a course in Skillport?**

A: To begin an online course in Skillport, find the title of the course that you want to play by clicking on the "Catalog" tab or the "My Plan" tab. Move your mouse over the course title, and click the "Launch" link that appears.

**Q: Do I need to complete an assessment to get credit for my course in Skillport?**

A: Yes. In order to receive credit for an online course in Skillport, employees must pass the Skillport assessment with a score of 80% or greater.

**Q: Are certificates available once I complete a course?**

A: Yes.

**Q: How do I access my training record in Skillport?**

A: All courses completed in Skillport will be displayed under the "My Progress" tab, with the exception of Books 24/7 content and videos. Courses completed in Skillport with a score of 80% or greater will also be displayed on the employee's training transcript in PeopleSoft.

**Q: I took a Skillport class but it has not been reflected on my transcript in PeopleSoft. What happened?**

A: Courses completed in Skillport can take up to three (3) day to show up on your PeopleSoft transcript.

**Q: How do I search for information on a specific topic?**

A: To locate content, use keyword search to search the entire content library, or use advanced search to apply search filters and refine your search results.

**Q: How do I know that I have successfully completed a course?**

A: The completion requirements for your courses are determined by your training administrator. You can view both completed and started courses in your Learner Transcript. In addition, if enabled, you can see the completion requirements for a course in the Skillsoft Course Player.

**Q: Does my supervisor need to approve the classes I want to take in Skillport?**

A: Although supervisors do not have to approve courses in Skillport, employees are encouraged to notify their immediate supervisor in advance if they are going to participate in an online learning and development activity. This will help limit interruptions and ensure that employees are fully engaged in learning.

**Q: If I don't have time to finish a course that I've already started, will I be able to pick up where I left off next time?**

A: Yes. Courses that have been started in Skillport but not completed can be accessed in the "My Progress" tab.

**Q: Who do I call if I'm having technical problems with the Skillport site?**

A: If you experience technical problems with the Skillport site, make sure your computer has the latest version of Java software, and that your browser's pop-up blocker has been disabled.

If you're still having technical problems, SkillSoft Customer Support provides 24/7 support to users. To contact SkillSoft Customer Support, call 1-866-754-5435. You may also access the SkillSoft Online Customer Support site, by visiting <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

**Q: What if my question/issue is not contained within this list of FAQs?**

A: For additional information on issues not contained within this list of FAQs, visit [http://documentation.skillsoft.com/en\\_us/support/index.htm#47686.htm](http://documentation.skillsoft.com/en_us/support/index.htm#47686.htm) for additional content related answers, or contact the DCHR Center for Learning and Development at [wda@dc.gov](mailto:wda@dc.gov) or 202-442-9700.