SkillPort
Quick Start Guide 7.3

DC Department of Human Resources

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Log In and Log Out

To log in to 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.

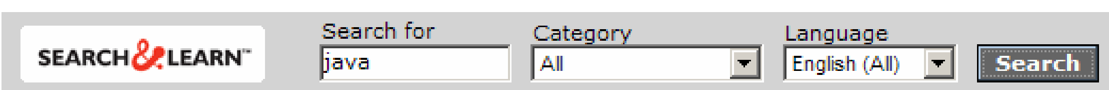
To log out of SkillPort

- 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.

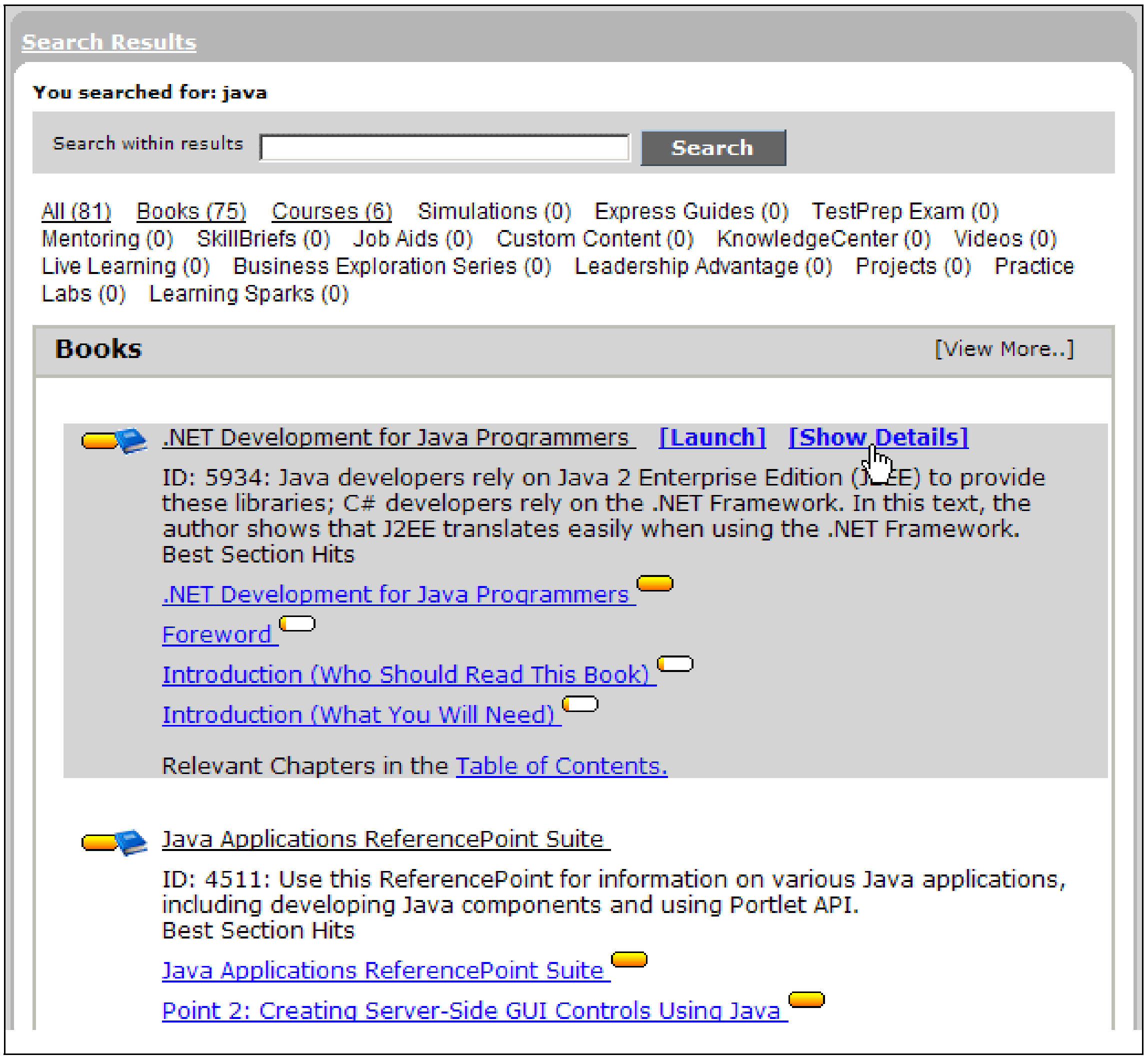
3. If content in more than one language is available to you, in the **Language** list, select the language for which available content should be retrieved.

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.



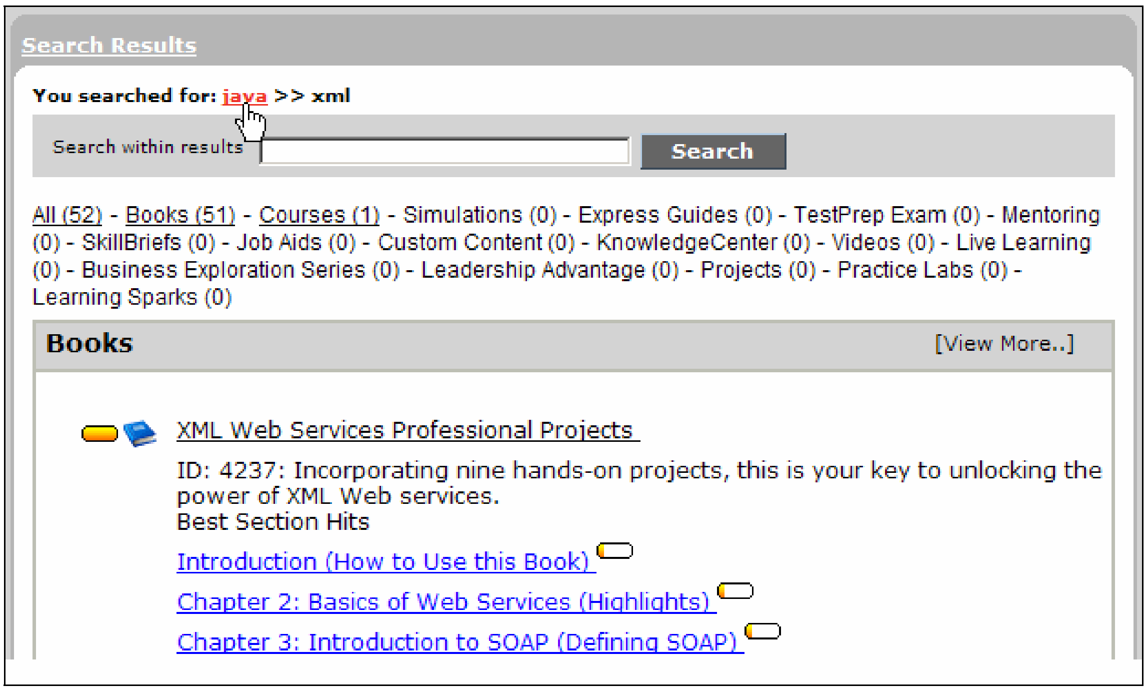
From this point, you can perform many actions on the asset. For example, you can click **View in Catalog** to identify where the asset is located in the CATALOG, and you can click to add the asset to MY PLAN. The specific actions available to you can depend on the type of learning asset and the configuration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

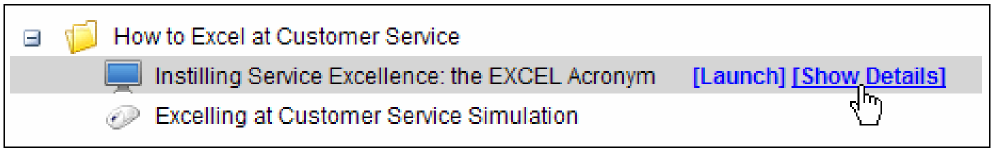


Browse the CATALOG

To browse the CATALOG

1. Click **CATALOG** on the shortcuts menu on the left side of the page.
2. Navigate down into the catalog structure to a curricula folder that contains learning assets of interest to you, and expand the folder.

3. 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

Note: You can add the following to MY PLAN: a complete learning asset (such as a full course or Book), a topic within a CCA course, and an entire curricula folder from the Catalog.

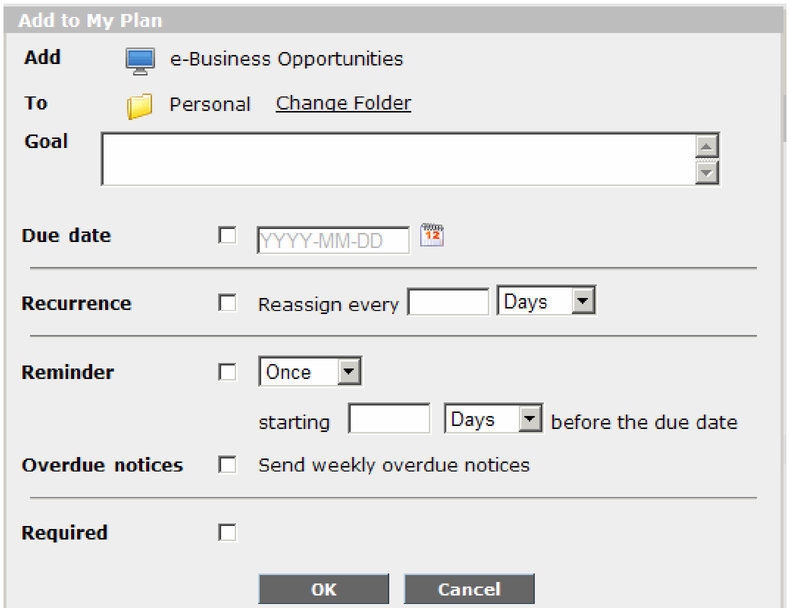
To add a complete learning asset to MY PLAN

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 the cursor over the title of the learning asset, click the **Show Details** link that appears (to display the asset's summary page), and then click . The Add to My Plan dialog box displays.



3. Do the following:

   a. Beside **To**, specify the folder in which to add the asset. To do so, click **Change Folder**. Then, in the Change Folder dialog box, navigate to the folder, and select it. Alternatively, you can create a new folder in which to add the asset by clicking and specifying the folder's information. Click **OK**.

   b. If desired, for **Goal**, enter a phrase that describes the goal for completing the asset.

   c. If a due date is required or desired, select the **Due date** check box, and then use the Calendar picker to select a date. Depending on the configuration of your site, a due date might be required, optional, or not possible to specify.

   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.

   d. If desired, select the **Recurrence** check box to indicate that the learning asset must be repeated at a specific interval (that is, it should be treated like a recurring asset). Then enter a number, and select the type of time interval to use (Days, Weeks, Months, or Years).

   e. If you specified a due date for the asset, you can specify whether and how often a reminder should be emailed to you. To set up a reminder, select the **Reminder** check box. Then select the time interval (Once, Daily, Weekly, or Monthly), and enter when the first reminder should be emailed (N days, weeks, or months before the due date, where N is a number you specify).

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

f. If you want to be emailed when the asset's due date has passed, select the **Overdue notices** check box.

   The system will email an overdue notice the day after the due date and every 7 days thereafter until you complete the asset or remove it from MY PLAN.

   Note: The **Overdue notices** setting is only available if you are adding an *individual course, learning program, or Live Learning course* to MY PLAN, as these are the only assets for which the system can determine completion.

g. 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. Required assets are simply designated as such in MY PLAN using a red asterisk (*).

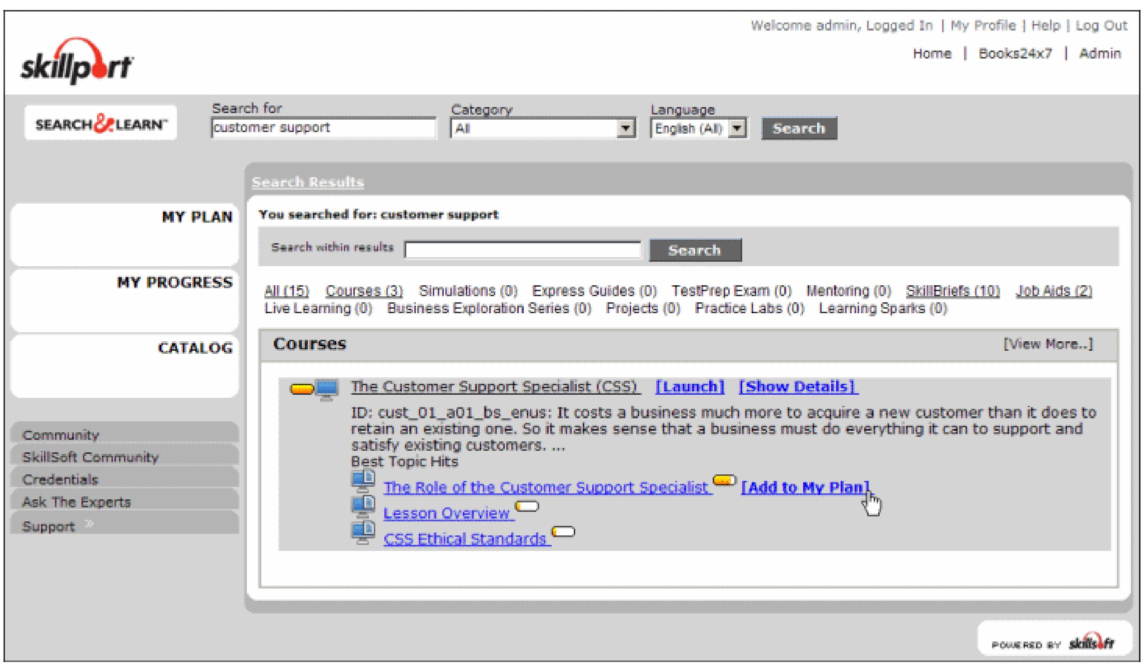
4. Click **OK**.

To add a specific Course Topic to MY PLAN

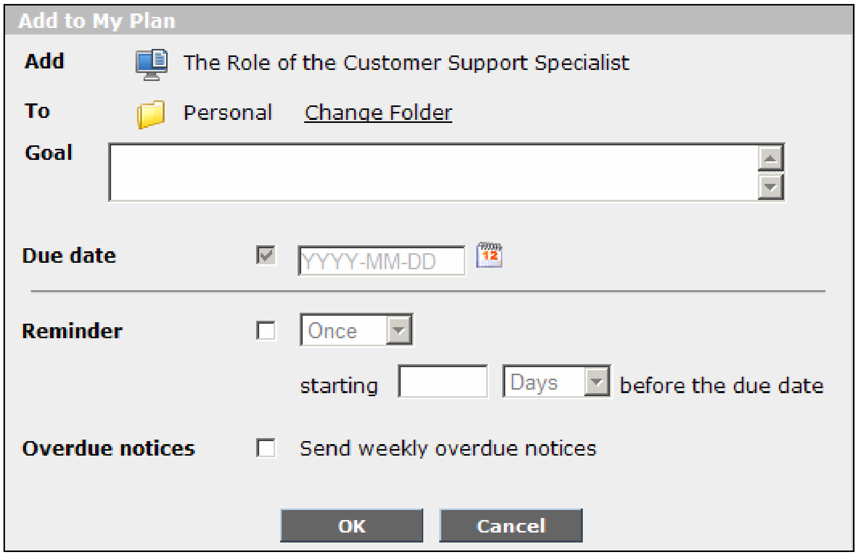
You can add individual course topics to MY PLAN if the course allows. When available, there is a list of linked topics under the course title. Follow this procedure to add the topic to MY PLAN:

1. Find a course by browsing the CATALOG or by searching for a word or phrase using SEARCH&LEARN™.

2. In the list of available topics, hover your mouse over a specific topic. The **Add to My Plan** link displays:



3. Click **Add to My Plan**. The Add to My Plan dialog box displays:



4. Do the following:

   a. Beside **To**, specify the folder in which to add the asset. To do so, click **Change Folder**. Then, in the Change Folder dialog box, navigate to the folder, and select it. Alternatively, you can create a new folder in which to add the asset by clicking and specifying the folder's information. Click **OK**.

   b. If desired, for **Goal**, enter a phrase that describes the goal for completing the asset.

   c. If a due date is required or desired, select the **Due date** check box, and then use the Calendar picker to select a date. Depending on the configuration of your site, a due date might be required, optional, or not possible to specify.

   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.

   d. If desired, select the **Recurrence** check box to indicate that the learning asset must be repeated at a specific interval (that is, it should be treated like a recurring asset). Then enter a number, and select the type of time interval to use (Days, Weeks, Months, or Years).

   e. If you specified a due date for the asset, you can specify whether and how often a reminder should be emailed to you. To set up a reminder, select the **Reminder** check box. Then select the time interval (Once, Daily, Weekly, or Monthly), and enter when the first reminder should be emailed (N days, weeks, or months before the due date, where N is a number you specify).

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

f. If you want to be emailed when the asset's due date has passed, select the **Overdue notices** check box.

The system will email an overdue notice the day after the due date and every 7 days thereafter until you complete the asset or remove it from MY PLAN.

Note: The **Overdue notices** setting is only available if you are adding an *individual course, learning program, or Live Learning course* to MY PLAN, as these are the only assets for which the system can determine completion.

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g. 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. Required assets are simply designated as such in MY PLAN using a red asterisk (*).

5. Click **OK**. The topic displays in MY PLAN.

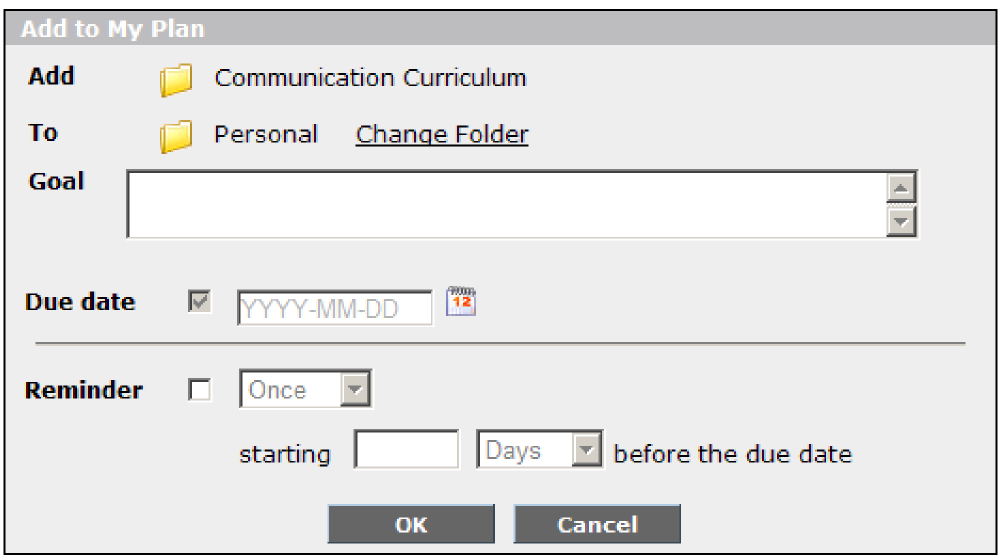
To add an entire curricula folder to MY PLAN

1. Find a curricula folder by browsing the CATALOG.

2. Do one of the following:

   - Click the title of the folder, drag it to **MY PLAN** on the navigation panel on the left, and drop it.

   - Move the cursor over the folder title, click the **Show Details** link that appears (to display the asset's summary page), and then click . The Add to My Plan dialog box displays.



3. Do the following:

   a. Beside **To**, specify the folder in which to add the asset. To do so, click **Change Folder**. Then, in the Change Folder dialog box, navigate to the folder, and select it. Alternatively, you can create a new folder in which to add the asset by clicking and specifying the folder's information. Click **OK**.

   b. If desired, for **Goal**, enter a phrase that describes the goal for completing the asset.

   c. If a due date is required or desired, select the **Due date** check box, and then use the Calendar picker to select a date. Depending on the configuration of your site, a due date might be required, optional, or not possible to specify.

   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.

   d. If desired, select the **Recurrence** check box to indicate that the learning asset must be repeated at a specific interval (that is, it should be treated like a recurring asset). Then enter a number, and select the type of time interval to use (Days, Weeks, Months, or Years).

   e. If you specified a due date for the asset, you can specify whether and how often a reminder should be emailed to you. To set up a reminder, select the **Reminder** check box. Then select the time interval (Once, Daily, Weekly, or Monthly), and enter when the first reminder should be emailed (N days, weeks, or months before the due date, where N is a number you specify).

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   The system will email an overdue notice the day after the due date and every 7 days thereafter until you complete the asset or remove it from MY PLAN.

   Note: The **Overdue notices** setting is only available if you are adding an *individual course, learning program, or Live Learning course* to MY PLAN, as these are the only assets for which the system can determine completion.

   g. 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. Required assets are simply designated as such in MY PLAN using a red asterisk (*).

4. Click **OK**.

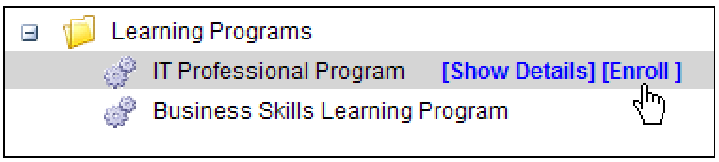
Enroll in a Learning Program or Live Learning Course

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. Click the **Completed** tab.
3. In the **Controls** column (or the **Actions** column if you are within the Credentials area), click beside the learning asset for which you want to print a certificate.
4. In the menu in the browser window that displays the certificate, click **File | Print**.
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 at the following URL:

  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