

ExpertusONE Learner User Guide & FAQs



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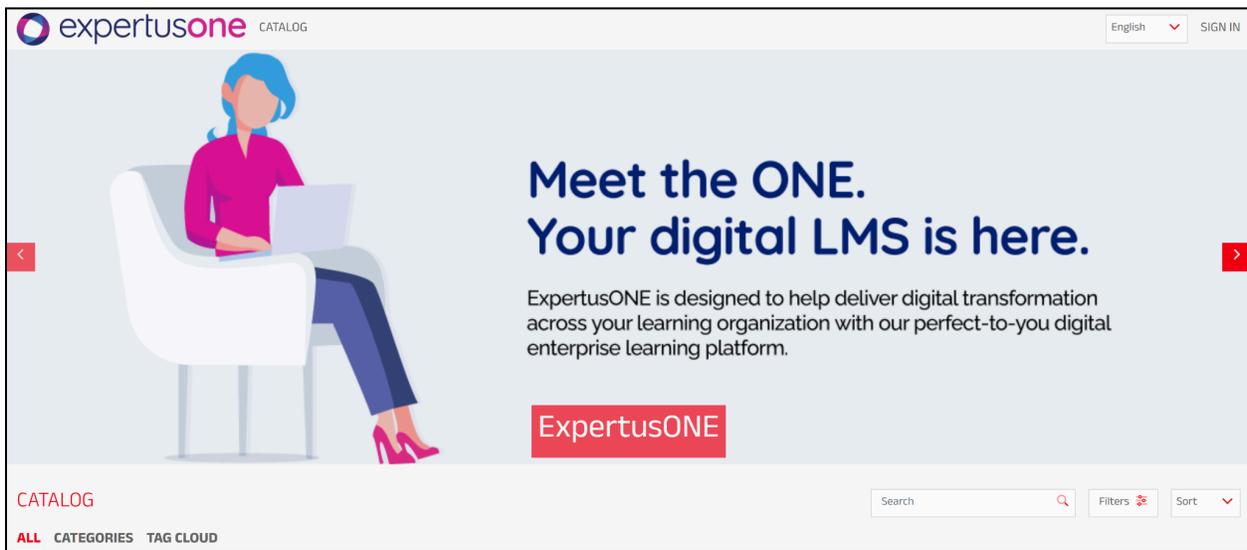
About this Document

The Learner User Guide document explains how ExpertusONE's Learning Experience Platform provides a strong user experience and enables businesses to centralize their knowledge and learning materials.

Sign In Page

To access their learner side, learners must enter their assigned "URL" (site address) into any web browser. This will lead them to the Anonymous Learner Page. Here, they can view the available trainings listed in the 'Catalog' section. However, they can only see the training details and cannot enroll in them. The 'Catalog' section categorizes the trainings into tabs as follows:

- **All**
- **Categories**
- **Tag Cloud**



The "All" tab displays all the latest and relevant courses, certifications, and learning paths available for enrollment in the following buckets:

- **Most Recent**
- **Most Popular**
- **Most Shared**

Results for the search are shown if the keyword you provide matches with the title, code, description, tag or category associated with the training.

By clicking the 'Filter' option, the training will be displayed in an accordion type. Listed below are the filter options provided

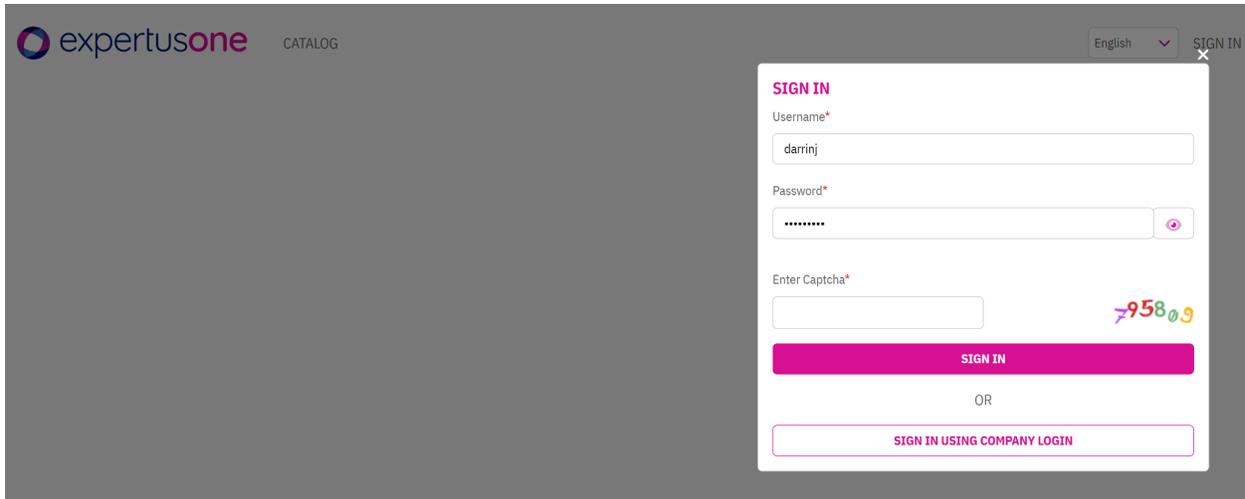
- Training Type
 - Course
 - Certification
 - Learning Path
- Delivery Type
 - Attend - In Person
 - Attend - Remote
 - E- Learning
- Duration
 - Short (Less than 30 mins)
 - Medium (30 mins to 1 hour)
 - Long (more than 1 hour)
- Category
- Tags
- Provider
- Language
- Location
- CEU Provider
- Skills
- Date
- Price
 - Paid
 - Free

Note: In the 'Filters' sections, Learners will be allowed to select the multiple filters.

The sorting options include

- Alphabetical ascending (A to Z)
- Alphabetical descending (Z to A)
- Newly Listed.

When the learner visits the URL, they will be directed to the 'Anonymous Learner Page'. By clicking on the 'Sign In' option at the top, the learner will be redirected to the Sign In Page.



At this point, the learner needs to input their login credentials, including username, password, and complete the captcha. Afterward, they can utilize the 'Sign In' option to proceed to the Learner Homepage. Alternatively, learners may opt to use their 'Company Login' details.

Following are the sections available in the Learner Homepage:

- Header Section
- Banner
- My Learning
- My Dashboard
- Catalog
- My Profile
- Footer Section

Based on the Learner Page Builder and Learner Configuration the different sections on the learner side homepage will be visible to the learner.

If any of the sections mentioned above are not visible on the learner side homepage, it could be because the admin has disabled these sections in the learner page builder and learner configuration settings.

The functionality of the 'Learner Page Builder' and the 'Learner Configuration' by administrators allow for customization of the appearance of the learner-side homepage.

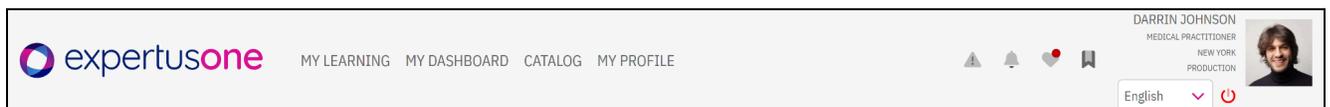
The sections available for customization include:

- Banner
- My Learning
- My Dashboard
- Catalog
- My Profile

Header Section

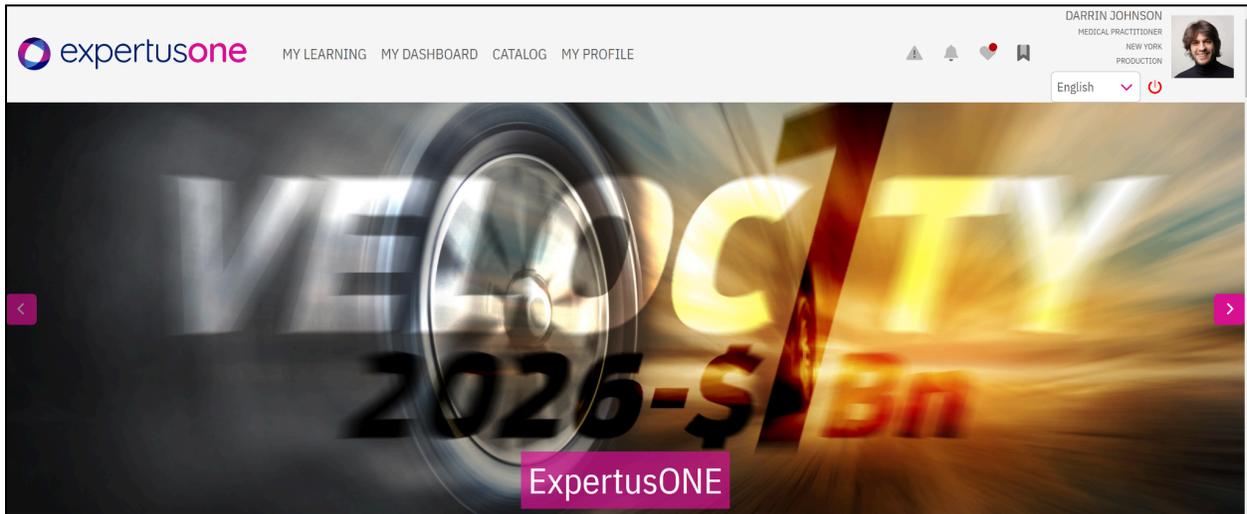
This portion provides information about the header section of the learner side homepage. The subsequent sections will be visible within this header.

- Site Logo
- Tabs
 - My Learning
 - My Dashboard
 - Catalog
 - My Profile
- Alerts
- Announcements
- Wishlist
- Bookmarks
- Language
- Profile
- Signout



Banner Section

The "Banner Section on the learner side home page. is a specific area displayed on the learner interface of a Learning Management System (LMS). This section appears at the top of the learner's dashboard or homepage and may contain important announcements, notifications or other relevant information provided by the institution or organization administering the LMS.



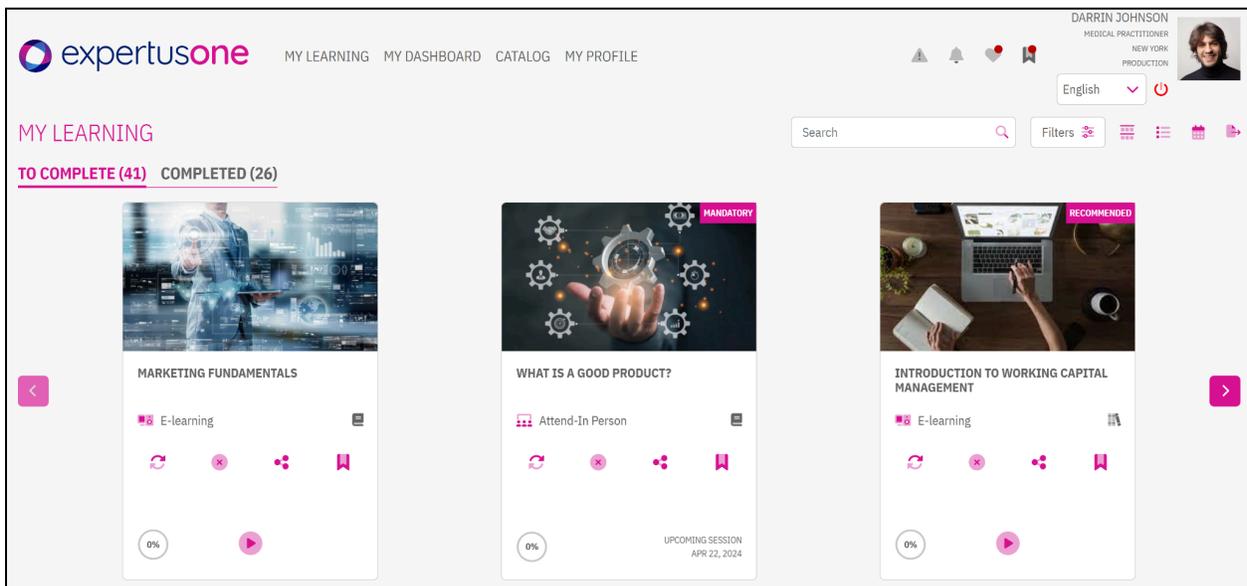
My Learning

The "My Learning" section on the learner side of ExpertusONE provides a personalized area where individual learners can access and manage their learning activities. Here, they can view a summary of their enrolled courses, track their progress, access course materials, and monitor their achievements. The 'My Learning' lists out the training to which the learner has enrolled and consumed from LMS under the following tabs.

- To Complete
- Completed
- All

After enrolling in a course, navigate to the "My Learning" section on the learner interface. In the "To-Complete" tab, locate the enrolled class. This tab displays all enrolled and in-progress classes, with upcoming classes listed first. Click the "Launch" option next to the class to start the course content in the content player. For virtual (Attend Remote) classes, you can click the "Join" option to open the meeting screen in a new window, such as a Zoom or Microsoft Teams link.

The learner can view all the completed courses and classes under the "Completed" tab. The "All" tab contains both the completed and the to-complete course/class details in it.



To Complete

In the "To Complete" section within the "My Learning" the learners can find a consolidated list of training that they need to finish. It typically includes courses, learning paths or certifications that

require their attention and completion. This section serves as a convenient reminder for learners, helping them stay organized and focused on fulfilling their learning objectives. It enables learners to easily identify what needs to be done next in their learning journey within the LMS platform.

In this tab the trainings are listed by

- Compliance
- Mandatory
- Recommended
- Auto Enrollments

Below are some of the details and icons presented in the training listed in this section.

- Title
- Course Delivery Type
- Change Class/Instance
- Cancel Enrollments
- Share
- Bookmarks
- Percentage Completed
- Click To Play

Users can track their progress in the course through the percentage completed that is displayed for enrolled training in the 'To Complete' section of 'My Learning'.

Details Page - Post Enrollment

Proceed to the course details page after enrolling. You can access this page by clicking the "More" option or clicking the course title for the class in the "My Learning" section. On the course details page, find the enrolled class under the "All Classes" section and click the "Launch" option to start the content in the content player. For virtual classes, use the "Join" option on the details page to access the session.

Clicking on the 'Title' of any training, this will take you to the Training Detail Page, the details page consists of below sections

- Course Details Section
- Instance Details Section
- Content Details Section

In the Course Details Section the Course Code, Language, Status, About This Course and Share options are displayed.



MARKETING FUNDAMENTALS

1 Code: CRS-EL-00056 English Internal Contact Support: stageadmin@expertusone.com


IN PROGRESS



ABOUT THIS COURSE

"Marketing Fundamentals" is an introductory course that provides a comprehensive overview of the core principles and practices in marketing. Covering essential concepts and techniques, this course serves as a solid foundation for individuals aiming to understand the fundamental aspects of marketing strategies and tactics.

Throughout the course, participants will delve into various key topics such as market research, consumer behavior, segmentation, targeting, positioning, product development, pricing strategies, promotion, and distribution channels. By exploring these areas, learners gain insights into how businesses effectively identify customer needs, create value propositions, and develop strategies to reach and engage target audiences.

Additionally, "Marketing Fundamentals" incorporates real-world case studies, practical examples, and industry best practices to illustrate how marketing principles are applied in diverse contexts. Whether you're a marketing novice seeking to kickstart your career or a business owner aiming to enhance your marketing knowledge, this course equips you with essential skills and knowledge to navigate the dynamic landscape of marketing successfully.

In the Class/Instance details section information like Instance Title, Language, Enrolled On, Enrolled By, Share, Bookmark, Percentage Completed, Cancel Enrollment and Content Player will be displayed.

INSTANCE / CLASS



0%



MARKETING FUNDAMENTALS

English Internal stageadmin@expertusone.com Enrolled On: Mar 8, 2024 Enrolled By: Self

ABOUT THIS COURSE

"Marketing Fundamentals" is an introductory course that provides a comprehensive overview of the core principles and practices in marketing. Covering essential concepts and techniques, this course serves as a solid foundation for individuals aiming to understand the fundamental aspects of marketing strategies and tactics.

Throughout the course, participants will delve into various key topics such as market research, consumer behavior, segmentation, targeting, positioning, product development,...

[See More](#)

 CANCEL ENROLLMENT

In the Content Details Section, the learner can view no.of. lessons, if they wish they can add the content to their playlist by clicking on 'Add to Playlist' or Bookmark. Also the learner can view the progress of the course through Percentage Completed. When there is change in the content or materials in the course the learner gets notified through mail. Though the change in the content does not affect the learning progress of the user, if the course is completed the learner can still access the course and view the updated content.

If there are any assessments attached to the course, the user needs to complete and pass the assessment in order to complete the course successfully. When there are no assessments attached to the course, completing the course content is sufficient to complete the selected course. The user can also retake the assessments when the user has failed the assessment or wish to retake the assessment to improve the score. The user can retake the assessments until the configured retake limits of the course.

ExpertusONE Confidential

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When you pause a course, click the “save learning status” Icon in the content player to save your progress. The next time you launch the same content, you can resume from where you left off. This indicates that the system tracks your position within the course content, ensuring continuity.

Course materials like PDF & videos with MP4 format can be downloaded for viewing later by the user. If the user is using mobile app to access the course, the user can also download course materials or videos to view offline through the mobile app

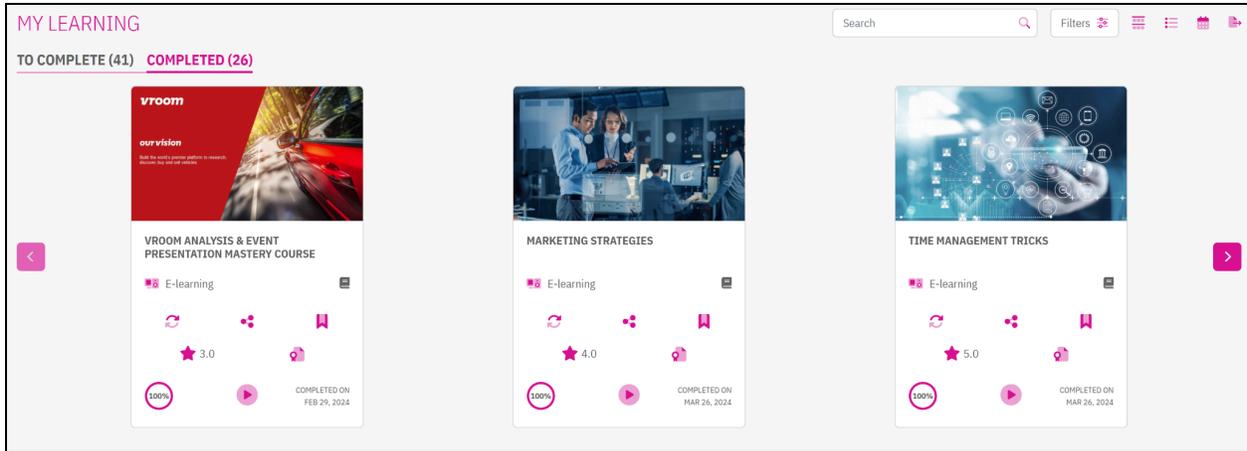
Completed

In the "Completed" section within the "My Learning" the learners can find a record of all the training that they have successfully finished. It serves as a repository of their completed achievements and progress within the platform. In this section, learners can rate the training, and access certificates earned upon completion. The "Completed" section provides learners with a sense of accomplishment and allows them to reflect on their learning journey within the LMS.

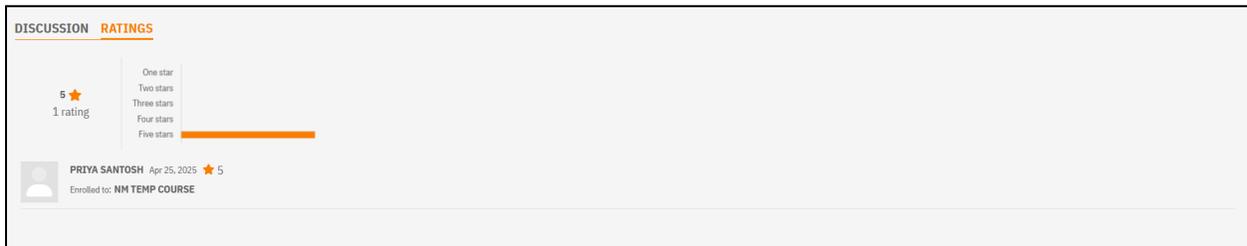
Following are the list of icons displayed in addition to the icons used in the trainings in 'To Complete' section:

- Rate the Learning
- View Certificate
- Completed on Date

When the user completes all the required sections of the course, the learning percentage will be completed by 100% and if it is a certification the user can view the completion certificate using the view certificate option in the course details page.



Once the course is completed the user can add the rating for the course. All the users can find the ratings for the selected course at the bottom of the course section.



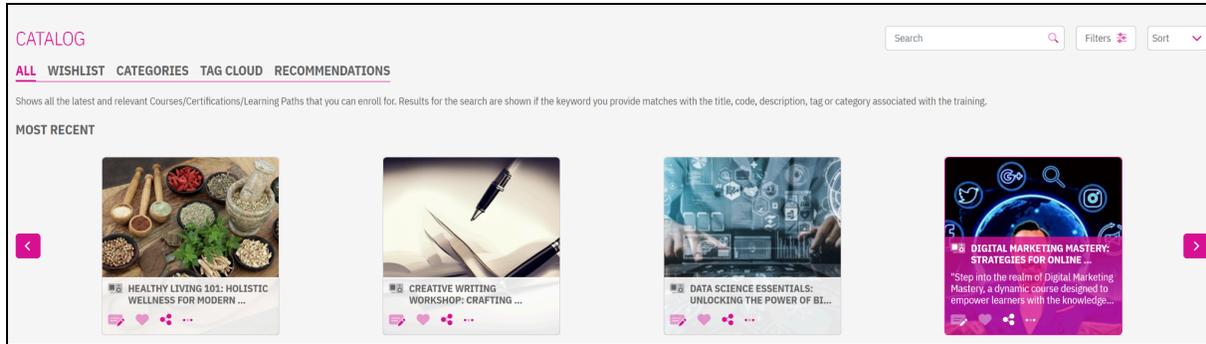
Catalog

The "Catalog" section on the learner side of ExpertusONE is a centralized area where learners can explore and discover available Courses, Learning Paths & Certifications within the platform.

In the "Catalog," learners can browse through different categories, search for specific topics, and read descriptions of courses. This section empowers learners to self-direct their learning by selecting the courses or resources that align with their interests, goals, and professional development needs.

The Catalog section lists out the Courses/Learning Paths/Certifications from LMS, for the user to enroll, under the following tabs:

- All
- Wishlist
- Categories
- Tag Cloud
- Recommendations



All

The "All" section within the "Catalog" provides learners with a comprehensive view of all available courses, learning paths & certifications offered within the platform. It serves as a centralized repository where learners can explore the entire range of learning opportunities available to them.

In the "All" section, learners can browse through various categories as listed below, search for specific topics, and access detailed information about each course or resource

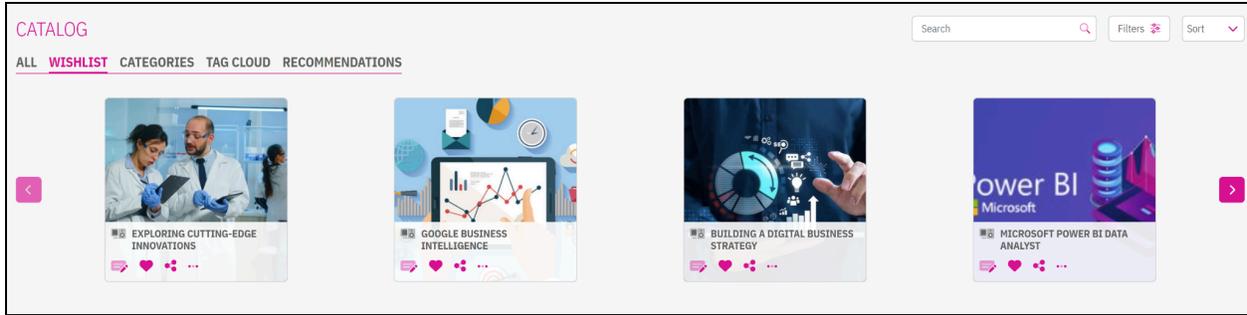
- Most Recent
- Most Popular
- Most Shared
- Learn within 30 Mins
- Watch it Again
- Continue Learning

Note: The training is not marked as "Mandatory" or "Compliance" when displayed on the Catalog page.

Wishlist

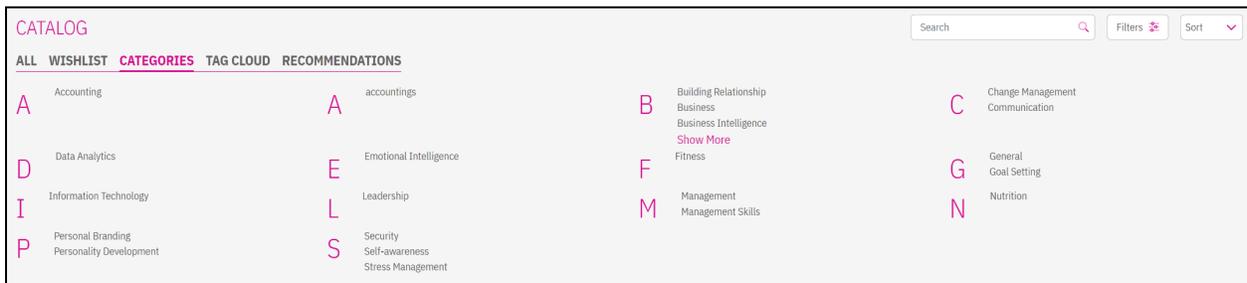
The "Wishlist" category within the "Catalog" is a personalized section where learners can save courses, learning paths and certifications that they are interested in but may not be ready to enroll in immediately. It serves as a convenient way for learners to keep track of courses they wish to explore further in the future.

Learners can browse through the available catalog, select courses that catch their interest, and add them to their wishlist for later consideration. The user can save their favorite courses using wishlist and create a learning playlist for easy access.



Categories

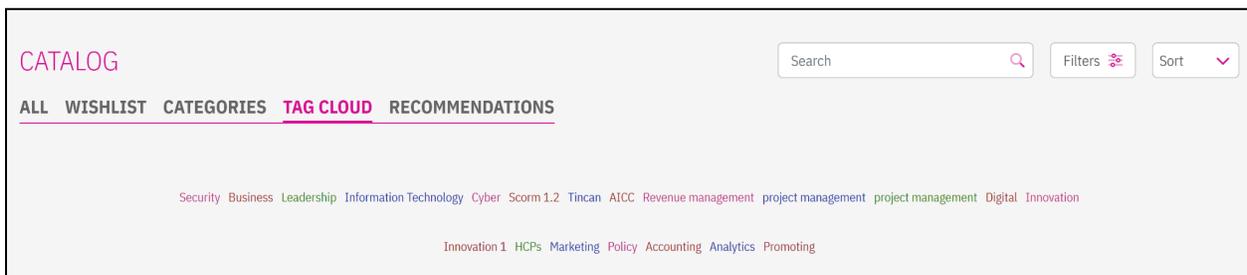
The "Categories" section within the "Catalog" of an LMS is a navigational feature that organizes courses, learning paths or certifications into distinct and structured groupings based on specific topics.



Tag Cloud

The "Tag Cloud" section within the "Catalog" is a visual representation of tags or keywords associated with the available courses, learning paths, or certifications. It typically displays these tags in a clustered format, with frequently used or popular tags appearing larger and more prominently, while less common tags appear smaller.

In the "Tag Cloud," learners can quickly identify topics or concepts that are relevant to their interests or learning objectives. By clicking on a specific tag within the cloud, learners can filter the catalog to display only the courses or resources tagged with that particular keyword or topic.

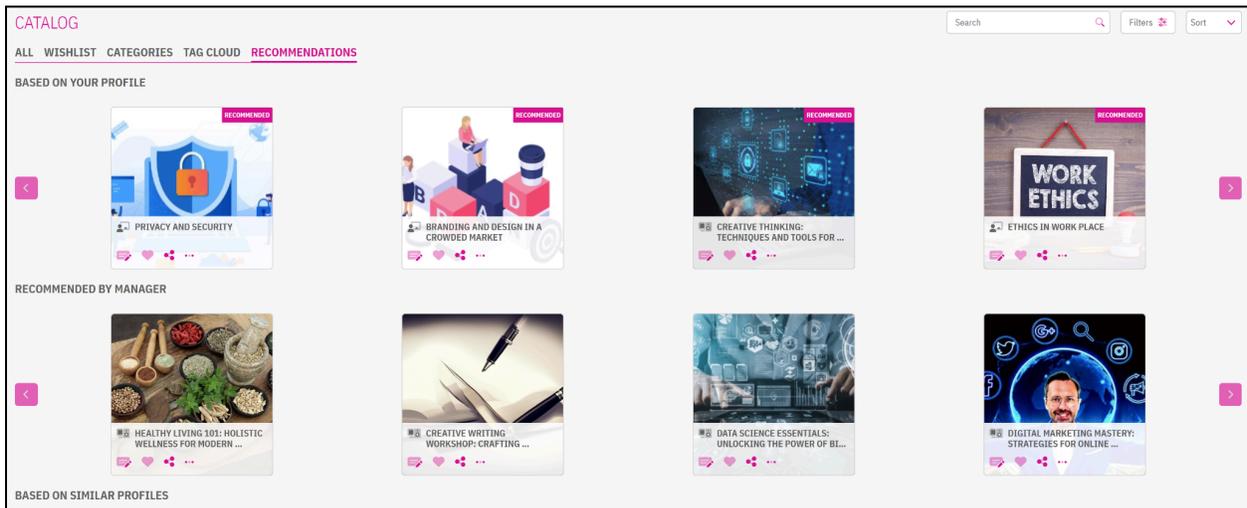


Recommendations

The "Recommendations" section within the "Catalog" is a personalized feature that suggests courses, learning paths or certifications based on the learner's interests, past learning activity and preferences

In the "Recommendations" section, learners may see a list of suggested courses or resources that are likely to be of interest to them. These recommendations is be based on various factors, such as:

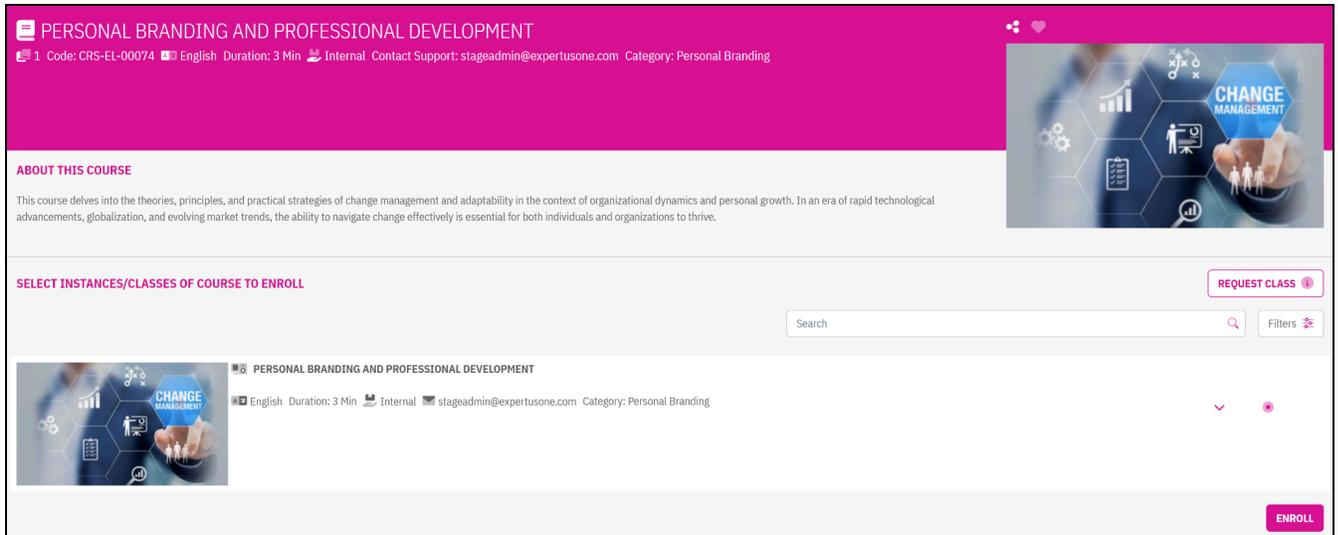
- Based on your profile
- Recommended by manager
- Based on the similar profiles



Details Page - Pre Enrollment

Clicking on the 'Title' of any training, this will take you to the Training Detail Page, the details page consists of below sections

- Course Title
- Course Code
- Language
- Duration
- About this Course



The screenshot shows a course details page with a pink header. The course title is "PERSONAL BRANDING AND PROFESSIONAL DEVELOPMENT". Below the title, there is a list of attributes: "1 Code: CRS-EL-00074", "English", "Duration: 3 Min", "Internal", "Contact Support: stageadmin@expertusone.com", and "Category: Personal Branding". A "REQUEST CLASS" button is visible in the top right. The main content area is titled "SELECT INSTANCES/CLASSES OF COURSE TO ENROLL" and contains a search bar, a "Filters" button, and a list of course instances. The first instance is the same course, with a thumbnail image and a list of attributes. An "ENROLL" button is located at the bottom right of the page.

Select Instance/Class of Course to Enroll

The courses listed in the catalog section are those in which learners are not currently enrolled. By clicking on the title, learners are directed to the details page. If learners wish to enroll in a specific course, they must select the instance and click the 'Enroll' button."

Search/Sort/Filter

Search

- When the learner searches for a keyword, the results will pertain only to that tab and the results will be painted in the same tab.
- Search text will be retained in the search text box and shown with a (x) button on top of the keyword.
- Clearing the search text will bring all the objects back.
- Clicking the (x) button on top or Clearing the search text will bring all the objects back.
- When the learner enters a search text, search will be done on Title, Code, Description, Tag & Category and the matching results should be displayed.

Sort

By default, the sort order of the training will be by the date of update of the training. the training with the latest update date will show on top.

Below are the Sort options provided

- Alphabetical ascending (A to Z)
- Alphabetical descending (Z to A)
- Newly Listed.

Filter

By clicking the filter option, the options will be displayed in an accordion type. Listed below are the various Filter options.

By clicking the 'Filter' option, the training will be displayed in an accordion type. Listed below are the filter options provided

- **Training Type**
 - **Course**
 - **Learning Path**
 - **Certification**
- **Delivery Type**
 - **E- Learning**
 - **Attend - In Person**
 - **Attend - Remote**
- **Duration**
 - **Short (Less than 30 mins)**
 - **Medium (30 mins to 1 hour)**
 - **Long (more than 1 hour)**
- **Recommended By Manager**
 - **Required**
 - **Not Required**
- **Category**
- **Tags**
- **Provider**
- **Language**
- **Location**
- **CEU Provider**
- **Skills**
- **Date**
- **Price**
 - **Paid**
 - **Free**

CATALOG

Search: Business Analytics Specialization Clear all

ALL WISHLIST CATEGORIES TAG CLOUD RECOMMENDATIONS

Shows all the latest and relevant Courses/Certifications/Learning Paths that you can enroll for. Results for the search are shown if the keyword you

MOST RECENT

BUSINESS ANALYTICS SPECIALIZATION

"CUSTOMER ANALYTIC"

MOST POPULAR

No results

Business Analytics Specialization Filters Sort

TRAINING TYPE <input type="checkbox"/> Course <input type="checkbox"/> Certification <input type="checkbox"/> Learning Path	DELIVERY TYPE <input type="checkbox"/> Attend-In Person <input type="checkbox"/> Attend-Remote <input type="checkbox"/> E-learning	DURATION <input type="checkbox"/> Short (Less than 30 mins) <input type="checkbox"/> Medium (30 mins to 1 hour) <input type="checkbox"/> Long (more than 1 hour)	
MANAGER APPROVAL <input type="checkbox"/> Required <input type="checkbox"/> Not Required	CATEGORY Select	TAGS Select	
PROVIDER Select	LANGUAGE Select	LOCATION Select	
CEU PROVIDER Select	SKILLS Select	DATE From: MM/DD/YYYY <input type="text"/> To: MM/DD/YYYY <input type="text"/>	
PRICE <input type="checkbox"/> Paid <input type="checkbox"/> Free			Multiple filters can be selected CLEAR APPLY

My Dashboard

Following are the items that are displayed in the 'My Dashboard' section and here we display the count of records for each dashboard item. To track your achievements, primarily through the "My Dashboard" section, which includes subsections like "Learning Statistics," "Points," "Badges," and "My Certificates."

- Items Need Attention
- Learning Paths/Certifications
- Bookmarks For Reference
- Learning Statistics
- Learning Playlists
- Learning History
- My Certificates
- Points
- Badges

MY DASHBOARD

4

ITEMS NEED ATTENTION

10

LEARNINGPATH / CERTIFICATION

7

BOOKMARKS

4

LEARNING STATISTICS

2

LEARNING PLAYLISTS

88

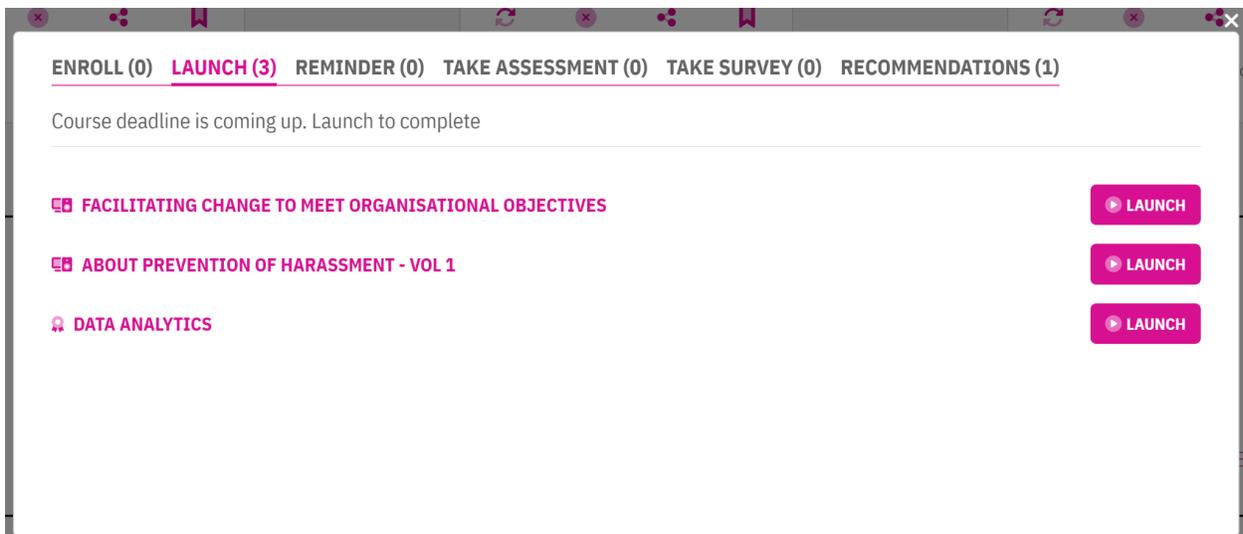
LEARNING HISTORY

Items Need Attention

This section lists the Courses/Certifications/Learning Paths enrolled/completed by the learner which requires immediate action by the learner.

Clicking on this will display the 'Items Need Attention' in below listed tabs with the count of objects next to each tab.

- Enroll
- Launch
- Reminder
- Take Assessment
- Take Survey
- Recommendations



Learning Paths/Certifications

Select the "Learning Path / Certification" subsection, then choose the "Certification" tab to view all certifications you've enrolled in. Clicking on this icon will list learning paths and certifications as two different tabs, for each tab, the list of trainings are categorized based on the below listed completion status.

- **To-Complete:** Certifications you've enrolled in but haven't finished
- **Completed:** Certifications you've successfully completed
- **Incomplete:** Certifications you started but didn't complete
- **Revoked:** Certifications that are revoked by the admin

Each tab lists certifications with details like the certification title and status, allowing you to quickly assess your progress. Click on a certification title in any tab to access its details page.

The details page shows expiration information on the right side of the certification details box, helping you confirm if a certification is nearing expiry or already expired

If a certification has expired and offers a recertification option, you can renew it through several methods,

Check "Items Need Attention" for Expired Certifications:

- Go to "My Dashboard > Items Need Attention" and select the "Enroll" tab.
- This section lists certifications that require action, including those that have expired or are nearing expiration and need recertification
- Click the "Enroll" option next to the expired certification to re-enroll in the required courses for recertification.

Recertify from the "Certification/Learning Path" Section:

- In "My Dashboard > Certification/Learning Path," go to the "Expired" section to find certifications that have expired
- Click on the 'expired' certificate so that it redirects you to the certification details page, where you can select the mandatory course(s) listed for recertification and click "Recertify" to begin the process

Recertify from the Certification Details Page:

- Access the certification details page by clicking on the certification title in the "Completed" or "Expired" section of "My Dashboard > Certification/Learning Path."
- If the certification is within its recertification period, a "Recertify" option will be available. Click "Recertify," select the mandatory courses required for recertification, and enroll in them

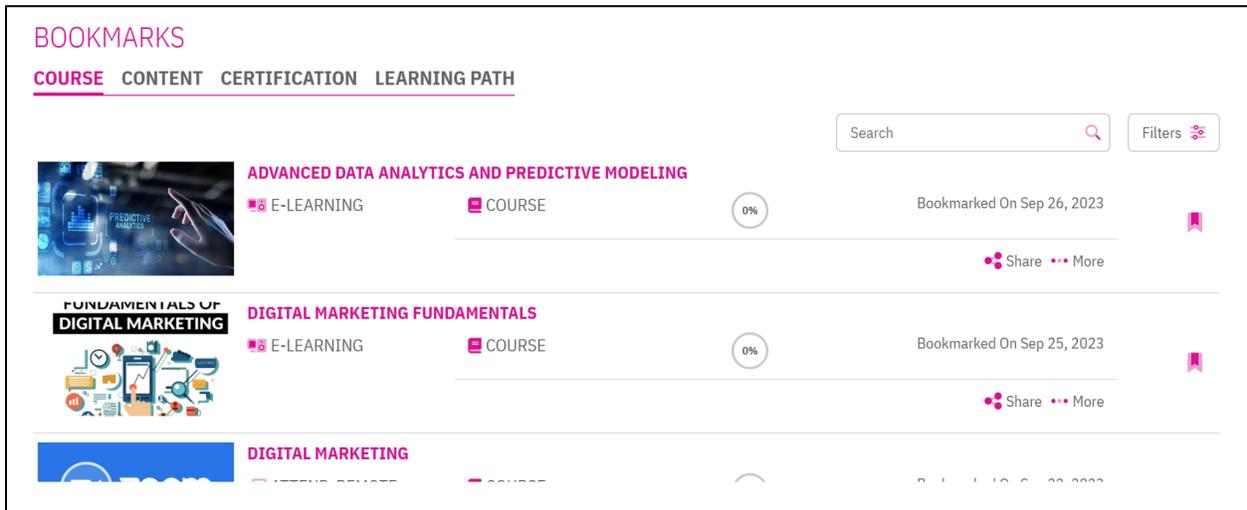
Bookmarks

This section lists all the Courses, Contents, Certifications and Learning Paths bookmarked by the learner

The object which is bookmarked at the latest will be displayed on top. This section will have below listed tabs , with count displayed next to the tab.

- Course
- Content
- Certification
- Learning Path

Selecting any of the tabs will display the objects above, providing information such as course title, course type, progress percentage, bookmarked date, share, and more. Clicking on "more" or the course title will navigate to the course details page.



Learning Statistics

The **Learning Statistics** feature provides valuable insights into your learning progress and performance, including data on the number of learning hours completed during the current year.

This comprehensive view of your learning journey helps you track accomplishments, monitor certification status, and plan future professional development activities. Go to "My Dashboard > Learning Statistics" to view your overall learning progress and performance.

The "Learning Statistics" feature provides learners with insights and data regarding their learning progress and performance. This feature typically includes two sections:

- **Current Year** - In this section a learner can see their learning progress in terms of 'No. Of Learning Hours' where the learner can set their goal in 'My Account'
Below are the types of graphs that can be generated for Enrolled and Completed Trainings.
 - Assignment Type Chart displays the enrolled and completed training based on the assignment type selected year-to-date

- Training Type Chart displays the enrolled and completed training based on the training type selected year-to-date
- Delivery Type Chart displays the enrolled and completed training based on the delivery type selected year-to-date
- **Overall** - In this section the learner can view 'My Learning Statistic'
 - Assignment Type Chart displays all enrolled and completed training based on the assignment type selected
 - Training Type Chart displays all enrolled and completed training based on the training type selected
 - Delivery Type Chart displays all enrolled and completed training based on the delivery type selected

Learning Playlist

A "learning playlist" in the "My Dashboard" section refers to a feature that allows users to create curated lists of learning contents.

Learners can easily populate their "learning playlist" by selecting the "Add To Playlist" option for any content they wish to include.

Within the "Learning Playlist," users have the flexibility to "Edit" or "Remove" content as needed, providing control over their selections. Additionally, each playlist displays the following details:

- Playlist title - Clicking anywhere on the title will launch that playlist in the Content player.
- Number of Content - This displays the total number of content added to that playlist.
- Created On - Date on which the playlist is created.
- Last modified - Date on which the last modification is done to the playlist.
- Edit Icon - Click on this will let the learner edit the playlist title and also remove any content
- Remove Icon - Clicking on this Icon will remove a particular playlist.
- Expand/Collapse Icon - To expand & view the list of contents added to that playlist.
- Progress% circle - Progress % for that particular content
- Launch button - To launch that particular content in the content player.



PLAYLISTS

1. MY PLAYLIST ✎ EDIT ✕ REMOVE ▾

Number of contents: 3 Created on: Sep 22, 2023 Last Modified On: Oct 3, 2023

 www.youtube.com/watch?v=X7A9idByPA4	Added On : Sep 22, 2023	<div style="border: 1px solid gray; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;"> 1% </div>	<div style="background-color: #e91e63; color: white; padding: 5px; border-radius: 5px; display: flex; align-items: center; justify-content: center;"> ▶ LAUNCH </div>
 www.youtube.com/watch?v=QyXFirOUeUk	Added On : Sep 26, 2023	<div style="border: 1px solid gray; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;"> 0% </div>	<div style="background-color: #e91e63; color: white; padding: 5px; border-radius: 5px; display: flex; align-items: center; justify-content: center;"> ▶ LAUNCH </div>
 www.youtube.com/watch?v=GBeMELnxdIg	Added On : Oct 3, 2023	<div style="border: 1px solid gray; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;"> 0% </div>	<div style="background-color: #e91e63; color: white; padding: 5px; border-radius: 5px; display: flex; align-items: center; justify-content: center;"> ▶ LAUNCH </div>

2. NEW PLAYLIST ✎ EDIT ✕ REMOVE ▾

Number of contents: 4 Created on: Sep 22, 2023 Last Modified On: Feb 23, 2024

Learning History

The "learning history" section in the "My Dashboard" provides users with a comprehensive overview of their learning activities and progress. This section is categorized by:

- Course
- Certification
- Learning Path

Under each tab the details like Training Title, Type, Bookmark, Share, Status are displayed. The display order by default is the descending order of the last update date of that class.

LEARNING HISTORY

COURSE CERTIFICATION LEARNING PATH

	<p>MARKETING FUNDAMENTALS</p> <p>"Marketing Fundamentals" is an introductory course that provides a comprehensive overview of the core principles and ...</p> <p>Course E-learning Mar 8, 2024</p> <p>IN PROGRESS</p>
	<p>STEPS IN EXECUTION OF A PROJECT</p> <p>Overview of steps in execution of a project</p> <p>Course E-learning Jan 8, 2024</p> <p>IN PROGRESS</p>
	<p>VROOM ANALYSIS & EVENT PRESENTATION MASTERY COURSE</p> <p>"Join the 'Vroom Analysis & Event Presentation Mastery Course' to delve into a comprehensive curriculum covering crucial aspects such as historical facts, forward-looking statements, financial goals, and industry/market insights. Learn the ...</p> <p>Course E-learning Feb 29, 2024</p> <p>COMPLETED</p>

My Certificates

This section displays the list of certificates achieved by the learner on completion of Course and Learning Path, which lists all certificates received, including completion date,.

Following are the attributes/action icons:

- Title
- Completed On
- View Certificate

MY CERTIFICATES

[Filters](#)

COURSE	LEARNING PATH
<p>MARKETING STRATEGIES</p> <p>Completed On : Mar 26, 2024</p>	
<p>TIME MANAGEMENT TRICKS</p> <p>Completed On : Mar 26, 2024</p>	
<p>VROOM ANALYSIS & EVENT PRESENTATION MAST</p> <p>Completed On : Feb 29, 2024</p>	
<p>FINANCIAL LITERACY FOR MILLENNIALS: NAVIGATING YOUR FINANCES</p> <p>Completed On : Jan 24, 2024</p>	View Certificate
<p>HOW CAR T-CELL THERAPY WORKS - HCP'S IN USA - REVISED</p> <p>Completed On : Jan 24, 2024</p>	View Certificate
<p>THE COMPLETE TIME MANAGEMENT PRODUCTIVITY SYSTEM</p> <p>Completed On : Jan 8, 2024 Score : 70</p>	View Certificate

DATE

From

To

Multiple filters can be selected

CLEAR
APPLY

Points & Badges

The "points & badges" section within the "My Dashboard" of an LMS is a gamification element crafted to acknowledge learner involvement and accomplishments. Selecting 'Points' reveals the total points accrued by the learner, while choosing 'Badges' showcases the collection of badges obtained through the completion of training modules

Earn points by enrolling into training, completing the training, sharing the courses and rating the classes. Click "Points" to see a table of points earned per activity. Optionally, check the leaderboard to view your ranking.

The LMS offers a gamification feature through badges, which incentivize learners to engage in various activities. Below is a detailed overview of the badges available, how to earn them, and where to view them.

The system awards the following badges to learners for completing specific activities:

- **Registration Master:** Awarded for enrolling in training.
- **Perfect Finisher:** Given for completing classes or training plans.
- **Super Judge:** Earned by rating training courses or classes.
- **Share Expert:** Awarded for sharing training with other learners.

- **Super Blogger:** Given for adding comments or replying in discussions.

Each badge is earned by accumulating a minimum number of points (set by the admin) through specific activities. The points system ties directly to the "Points" feature, where points are earned for actions like registration, completion, sharing, and rating. To see the badges you've earned, go to the "My Dashboard > Badges" section.

My Profile

The "My Profile" section is a dedicated area where learners can view and manage their personal information, preferences, and settings within the platform. Here's an overview of what this section typically includes:

- One Profile
- About
- Interests
- Skills
- External Training
- Work Experience
- Education
- Leaderboard
- Awards

If the learner wishes to edit any of the sections listed above, clicking on edit in any section will direct the learner to 'My Account' Details Tab.

The 'My Account' section consists of three tabs

- Details
- Preferences
- One Profile

Details

In the Details tab, below are the sections listed where the learners are allowed to Add, Edit, Update and Save the details.

- External Training
- About
- Interests
- Education

- Skills
- Work Experience
- Name & Details

External Training

The "External Training" section in the 'My Profile' allows users to update and track any training or learning experiences they've undertaken outside of the LMS platform. Also learners will be able to add/edit/delete external training. While editing you will be able to edit Training type

- Title Organization
- Certificate number
- Completed on
- Validity.

Upon submission, the uploaded external training certificate is sent for an approval request to the manager, with options to approve or reject. Notifications are sent to both parties upon approval or rejection, and learners can opt to make their external training visible to peers via a "Show to All" toggle, allowing access to those with profile visibility. The status of the approval will be available next to the added Training.

About

This section will display a profile summary of the learner. Clicking upon the edit will direct you to 'My Account' Details tab. Here the learners can update the details and click on 'Update' to save the changes.

Interests

In this section the admin can add their interests, clicking on Edit in the "Interests" in profile page, it will open the Details section of the MY ACCOUNT page with the editable mode.

Learners can add multiple interests with the delete option. Double clicking on the Interest field, gets directed to the edit screen, where the selected interest will get filled in and it can be edited.

Education

In this section, the learner can add/edit/update their education details. Also by clicking 'Delete' learners will be able to delete the educational details which were updated.

Skills

Users can add/edit/delete the skills from this section. Clicking on 'Edit' option the learners will be allowed to add the following details under skills:

- Skill
- Proficiency

Work Experience

In this section the learner can add his work experiences, and the learner can edit or delete already added experience. clicking on edit the learner can edit the details like From Date, To Date, Designation, Company and Location.

To add experience they can click on the 'Add' button, which will open the details section to fill in information.

Awards

In this section the learner can add the awards they have received, they are allowed to edit or delete the awards which has been already uploaded,

clicking on edit, the learner can edit the details like Year, Awards Name, Company and Location with the 'Upload' option to upload the certificate.

To add new awards they can click on 'Add' button, which will open the details section to fill in information to add awards.

Preferences

In this section, the learner will be allowed to add his preferences for the below listed fields.

- Time Zone
- Language
- Currency
- Country
- State/Province
- City
- Date Format
- My Learning Target
- Details Page View
 - Tree

- Tab
- CEU Targets
 - CEU Type
 - Credit Period
 - Target Credit
- Other Details
 - Address 1
 - Address 1
 - Zip code
 - Mobile
 - Phone
 - Department
 - Employee ID
 - Employee Type
 - Job Role
 - Job Title
 - Organization
 - User Type

ONE Profile

One Profile Card is a digital card which will have the details of the learners and a unique QR code for every learner. Scanning this code will take the user to a report page, which lists the training that learners have completed.

Below mentioned details of the learner will be displayed inside the card.

- Profile Picture
- Full Name
- Job Title
- Location - City, State, Country
- Employee Id (RN ID Number)
- Department (Division)
- Organization
- Email ID
- Contact No (Phone Number)
- Unique QR Code

The 'Share' option on top allows learners to share his profile on linkedin and 'Download' option allows them to download as PDF.

MY ACCOUNT
 DETAILS PREFERENCES **ONE-PROFILE**

ONE-PROFILE

expertusone

Scan QR to view ONE-Profile

DARRIN
 Medical Practitioner
 New York
 US
 Employee Id: SB0002
 Division: Web Development
 Email: darrinj@peopleone.co
 Phone: 344758596

or
 CLICK HERE

ONE-Profile by expertusone

Other Users

In the 'Other Users' section learners can search for users by using the 'Search' option.

OTHER USERS Search

Darrin Johnson
Medical Coordinator

Rose Henderson

Caitlin Bigsby

John Kennedy

Sarah Johnson
Project Manager

Kevin John

Footer Section

Following are the informations displayed In the footer section

- Logo
- Copyright
- Version

Roles Switch Icon

In ExpertusONE the "Roles Switch" icon allows learners to switch between different roles or profiles within the system. This feature is particularly useful in scenarios where a user may have multiple roles, such as being a learner, admin and an instructor.

expertusone MY LEARNING MY DASHBOARD CATALOG MY PROFILE

CATALOG

COOPER FLEMING
INFORMATION TECHNOLOGY

English

Search Filters Sort

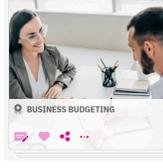
ADMIN

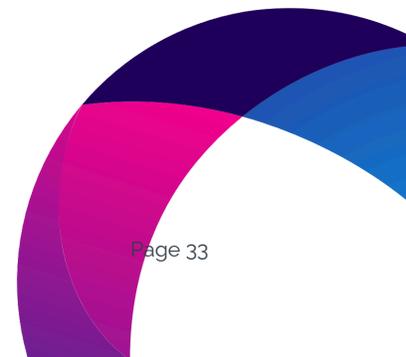
INSTRUCTOR

REPORTS

Glossary of Icons

	Attend - Remote
	Attend - In Person
	E- Learning
	Watch
	Alert
	Announcement
	Wishlist
	Bookmark
	Shopping cart
	Course
	Certification
	Learning Path
	Enroll
	Click to Play
	Rate
	Single Instance Course

	<p>Learning Path with Multiple Modules and Course</p>
	<p>Certification with Multiple Modules and Course</p>
	<p>Change Class</p>
	<p>Cancel Enrollment</p>
	<p>View Certificate</p>
	<p>Add To Playlist</p>
	<p>Share</p>
	<p>More</p>
	<p>Add To Wishlist</p>
	<p>Filter</p>
	<p>List View</p>
	<p>Grid View</p>
	<p>Calendar View</p>
	<p>Export</p>
	<p>Search</p>
	<p>Edit</p>



	PPT File (Content Type)
	PDF File (Content Type)
	Word Doc (Content Type)
	Audio (Content Type)
	Remove / Delete
	Items Need Attention
	Learning path / Certification
	Bookmarks For Reference
	Learning Statistics
	Learning History
	Learning Playlists
	Points
	Badges

Learner UI FAQs

- How to sign up for a new learner UI?
 - Click the 'SIGN IN' option
 - Select the 'SIGN UP' option
 - Enter all the mandatory fields marked with **
 - Answer the security question
 - Click on 'CREATE ACCOUNT'

2. How to sign in to the new learner UI?
 - Go to the new learner UI site
 - Click on the 'SIGN IN' option
 - Enter the Username and Password
 - Click 'SIGN IN'
3. What if I forgot the password?
 - Select the 'Forgot Password?' link on the 'Sign In' screen
 - Enter your e-mail address
 - Answer the security question and click 'SUBMIT'
 - The reset password link will be sent to your email
 - Using the link to reset the password
 - Sign in with the new password
4. How to 'Sign In' using my company login?
 - Go to the new learner UI site
 - Click on the 'SIGN IN' option
 - Click on 'SIGN IN USING COMPANY LOGIN' option and this will redirect you to your company login page
5. What happens after successful sign-up or when signing in for the first time into the application?
 - You will be redirected to the My Account>Preferences page to enter your preferences
 - Enter all the mandatory fields
 - Click 'Save' and you will be redirected to the home page

Manage Personal Information

6. How to add or edit my profile information?
 - Go to MY ACCOUNT page by clicking on the profile picture on the homepage
 - Under the 'Details' tab, click on the edit icon available next to the 'Name and Details' label
 - You may change your first name, last name, email address, and password at any time
 - Once done, click on 'Save' to save the changes done

7. How to add my profile picture?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the 'Details' tab, click on the edit icon available next to the 'Name and Details' label
- To add a picture, mouse over on the avatar image and you will see an option 'Upload New Image'
- Click on it will open the browser window. Select an image and use the zoom in(+) or zoom out (-) options to fit the image into the grid
- Click on 'Upload' to finish uploading the image
- Read instructions carefully if you are not able to upload your image
- After the image has been updated, click the 'Save' option to save the details

8. How to change/remove my profile picture?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the 'Details' tab, click on the edit icon available next to the 'Name and Details' label
- Mouse hover on the image and you will see an edit icon on the faded image
- Click on that edit icon will display two options:
 - a. Change Image - Click to upload a new image
 - b. Remove Image - Click to remove the existing image and default it to the avatar image
- After the image has been updated, click the 'Save' option to save the details

9. How to add/update my profile summary?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the 'Details' tab, click on the edit icon available next to the 'Profile Summary' label
- Enter the details and click 'Save' to save the details
- Select the 'Show All' option if you would like your profile summary to be displayed to other users when they search for your profile

10. How to add a Skill to my profile?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the DETAILS tab, click on the edit icon available next to the 'Skills' label
- Click on 'ADD'
- Enter the skills you have acquired and also the proficiency level
- Select the 'Show All' option if you would like your added skill to be displayed to other users when they search for your profile
- Click 'Save' to save the entered details

11. How to update/remove a Skill from my profile?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the DETAILS tab, click on the edit icon available next to the 'Skills' label
- To make changes to any of the skills entered already, click on the skill name
- Make the necessary changes and click 'Save' to update the details
- To remove the entered skill, click on the remove (X) option

12. How to add work experience to my profile?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the DETAILS tab, click on the edit icon available next to the 'Work Experience' label
- Click 'ADD'
- Enter the Working period, Designation, Company Name, and Location of your current or previous job
- Select the 'Show All' option if you would like your added work experience to be displayed to other users when they search for your profile
- Click 'Save' to save the entered details

13. How to update/remove the entered work experience from my profile?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the DETAILS tab, click on the edit icon available next to the 'Work Experience' label
- Click 'MODIFY' to make changes to the already entered work experience details
- Make changes and click 'SAVE'
- Click 'REMOVE' to remove the already entered work experience details

14. How to add my education details to my profile?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the DETAILS tab, click on the edit icon available next to the 'Education' label
- Click 'ADD'
- Enter the details of your School/ College, your Qualification, Specialization, and the period you studied
- Select the 'Show All' option if you would like your added qualification to be displayed to other users, when they search for your profile

- Click 'Save' to save the entered details

15. How to update/remove the entered education details from my profile?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the DETAILS tab, click on the edit icon available next to the 'Education' label
- Click 'MODIFY' to make changes to the already entered education details.
- Make changes and click 'SAVE'
- Click 'REMOVE' to remove the already entered education details

16. How to add external training to my profile?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the DETAILS tab, click on the edit icon available next to the 'External Training' label
- Click 'ADD'
- Select the training type from the options given, and give all the other necessary details needed for validation
- Attach soft copies of the certificates for the training you acquired
- Select the 'Show All' option if you would like your added training to be displayed to other users when they search for your profile
- Click 'Save' to save the entered details

17. How to update/remove the entered external training from my profile?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the DETAILS tab, click on the edit icon available next to the 'External Training' label.
- Click 'MODIFY' to make changes to the already entered external training details
- Make changes and click 'SAVE'
- Click 'REMOVE' to remove the already entered training details

18. How to add my interests to my profile?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the DETAILS tab, click on the edit icon available next to the 'Interests' label
- Click on 'ADD'
- Enter your interest

- Select the 'Show All' option if you would like your added interest to be displayed to other users when they search for your profile
- Click 'Save' to save the entered details

19. How to update/remove interest from my profile?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the DETAILS tab, click on the edit icon available next to the 'Interests' label
- To make changes to any of the interests you entered already, click on it and make the necessary changes and click 'Save' to update the details
- To remove the entered interest, click on the remove (X) option

My Account - Preferences

20. How to change my default profile time zone?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the PREFERENCES tab, you can select the time zone of your choice from the options given
- Save the details

21. How to change my profile language?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the PREFERENCES tab, you can select the language of your choice from the language drop-down menu
- Save the details
- You can now view the application in your preferred language

22. How to change my default profile currency?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- If your admin has given you the rights to change your preferred currency, under the PREFERENCES tab, you can select the Currency of your choice from the options given
- Save the details
- You can now purchase training in your preferred currency

23. How to change my location settings?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the PREFERENCES tab, you can select a City, State, and Country of your choice from the options given
- Save the details
- You can now view the training that is available in your preferred location in the details page

24. How to change my account date format?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the PREFERENCES tab, you can select the date format from the given options
- Save the details
- The dates displayed in the application will be in the date format that you have selected

25. How to set or update my learning target hours?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the PREFERENCES tab, set the target hours for the current year (Jan - Dec). You can change this at any time
- Save the details

My Account – Saved Addresses

26. How to add and manage addresses?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the SAVED ADDRESSES tab, select 'ADD NEW ADDRESS' and add details of your address
- Enter a name for your address in the text field labeled as 'Address Name' and click 'SAVE'
- You can add any number of addresses to your account
- Select anyone to set it as your default address. This will be your default billing address
- You can make changes to the addresses at any time, and save the details

Manage Privacy (For Customers who had enabled GDPR Module)

27. How to get a copy of my account information?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Select the 'PRIVACY' tab and then click on the link to 'Download Account Information'

28. How to delete my ExpertusONE account?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Select the 'PRIVACY' tab and then click on the link to 'Delete Account'
- Enter the 'Reason for Account Deletion' in the text box and click 'SUBMIT'
- The deletion request will be sent to your admin and you will receive a confirmation email once done

Manage Orders

29. Where can I see my order history?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Click on the ORDERS tab, under which you will be able to view your Order History

30. Where can I see the invoice for the order I purchased?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Click on the ORDERS tab, under which you will be able to view your order history
- Click on the 'Eye' icon to view the invoice of a particular order

31. How can I export or print my order invoice?

- Go to MY ACCOUNT page by clicking on the profile picture on the homepage
- Under the ORDERS tab, select the invoice you want to print or download by clicking the eye icon. On the top right of your invoice screen, you will find the 'Print' and 'Download' icons, through which you can either print or download the invoice

Help

32. How do I use the help icon available in the application to learn more about each section?

- Help Icon will be available next to the profile picture
- You may drag this icon to any of the sections on the home page
- As you drag the help icon to any section, the help hotspots will start to appear
- Drop the help icon on to any hotspot to view the help message for that section
- Read the message and click on close (x) option to close the message box
- You can close the help icon by clicking on the close (x) option available and press ctrl+q to get the help icon back

Header Status Icons

33. What are Alert messages?

- Alert messages are displayed in the 'Alert' section and it lists the Classes/Learning Path/Certification, which requires your attention and specifies the action you need to take to complete that training
- Alert messages will be displayed for mandatory/compliance training, which needs to be completed within a specific date
- The alert icon will be highlighted with a colored dot on the top right corner, whenever there is a new entry to this section
- The action icon corresponding to each training will be displayed, which lets you take appropriate action to complete that training
- When there are more than 5 items to be displayed in this alert box, you will be provided a 'Show All' option
- Clicking 'Show All' will display more items in the 'Items Need Attention' page

34. What is a Sticky Header?

Sticky Header is the rolling text which you see on the homepage header. Compliance or Mandatory training that requires immediate learner's attention will be listed in this.

Example: Completion due in 2 days or today / Expiry due in 1 day or today. Items will be listed in this section until the learner takes an action on that. Clicking anywhere on the Sticky header will let the learner perform appropriate action from there itself.

35. What are Announcements?

- Any announcement from the organization will be listed here
- The announcement icon will be highlighted with a colored dot on the top right corner, whenever there is a new entry to this section
- Click on the announcement title to view more details about the announcement
- When there are more than 5 items to be displayed in this announcement box, you will be provided a 'Show All' option
- Clicking 'Show All' will display more announcements on the announcement page

36. Can I delete the announcements that I had viewed?

Yes. You can delete by clicking on the trash icon displayed next to each announcement. Also, clicking on 'Show All' displays all the announcements and clicking on the 'Delete All' option available on the top right corner of the announcement screen deletes all the announcements.

37. What does the 'Wishlist' icon on the Menu bar show?

- The course that you have added to your wishlist from the catalog, will be displayed in this section
- Wishlist icon will be highlighted with a colored dot on the top right corner, whenever there is a new entry to this section
- The recent five items will be displayed in this box
- Click on 'Show All' to view more items you have added to the wishlist
- You can click on the title of the training to view more details
- Click on Enroll/Add to cart option to get enrolled to the training

38. How do I remove an item from my wishlist?

You may remove any item from your wishlist by clicking on the fully colored wishlist icon from the header wishlist box or from the catalog section.

39. What does the 'Bookmark' icon on the Menu bar show?

- The course that you have bookmarked from 'My Learning', will be displayed in this section
- Bookmark icon will be highlighted with a colored dot on the top right corner, whenever there is a new entry to this section
- The recent five items will be displayed in this box
- Click on 'Show All' to view more bookmarked items
- You can click on the title of the course to view more details

40. How do I remove bookmarks?

You may remove a bookmark by clicking on the fully colored bookmark icon from the header bookmark box or on the 'My Dashboard>Bookmarks For Reference' tab

Shopping Cart

41. How do I proceed to checkout?

- Whenever you add a training to cart, the cart icon on the header will be highlighted with a colored dot on top right corner
- Clicking on the cart icon will redirect you to the shopping cart page
- You may review the items you have added and delete any or add any to your wishlist

- Enter the billing details
- Enter the payment details
- Enter discount coupons (if any)
- Agree to the 'Terms and Conditions' and proceed to checkout by clicking on 'Click to Pay'

42. How can I avail the discount?

- Enter the discount/coupon code in the discount text area and click 'Apply'
- Multiple coupons can be used. Enter each coupon code and click 'Apply'

43. Can I remove the applied discount code in the Shopping Cart page?

Each code entered will be displayed in the discount column. To remove any discount code, click on the remove icon (x) available next to each entered discount code. The moment you remove a code, the total amount payable will be recalculated and will be displayed in the summary section

44. What are all the scenarios in which the tax will be recalculated?

- If an item is added to the cart or removed from the cart, the tax will be recalculated
- Changes applied to discounts - Adding discount/coupon code or removal of the entered code
- Change in the billing details

45. How do I go back to Catalog from the cart page?

- Clicking on the link 'Continue Shopping' will take you to the catalog section
- You may also click on the 'Catalog' link on the fixed header to go to the catalog section

46. Can I remove the already added items from the cart?

- In the 'Items in Cart', corresponding to each item, we have a trash icon. Click on it to remove from the cart
- You may also click on the wishlist icon, which will remove the item from the cart and add it to your wishlist

47. Can I add a new billing address in the cart page?

Yes. Click on the 'Add new address' tab in the billing details section. Enter the details and provide a name for your address in the text field labeled as 'Address Name' and click 'SAVE'.

Catalog

48. What are all the available training types?

Course, Certification, and Learning Path are the three types of training.

49. What is Certification?

Certification is a learning program made of one or more courses and is taken for acquiring a skill, meeting regulatory/compliance requirements in your job role. It can be obtained by completing all mandatory courses included in the program. Certifications may carry a validity period, after which they expire. In such cases, recertification is required to remain certified.

50. What is a Learning Path?

Learning Path is typically created with a collection of courses that comprises an area of specialization. All mandatory courses need to be completed in order to fulfill the requirements of the Learning Path. Once completed, the course does not expire and is valid for a lifetime.

51. How do I enroll or register for a course/certification/learning path from Catalog?

- You can search for training by title, code, description, tag or category
- Training will be listed in the default, masonry view
- Click on title or the 'More' option to see the details of the training
- Select the class and click on the 'Enroll' (for non-priced training) or 'Add to Cart' (for priced training) option to get enrolled
- If priced training, once you have added the training to the cart, finish the checkout process and pay the amount to get enrolled

52. How are the courses delivered?

The courses are delivered through five different ways:

- Attend- In-Person - Instructor-Led Training (ILT)
- Attend Remote - Virtual Class
- Read - Web-based
- Watch - Video/Audio

53. Where can I see the enrolled class details?

Once you have enrolled, the classes will be listed in the 'My Learning' section - To Complete tab.

54. Where can I get a full view of the certification/learning path I have enrolled?

You can view the list of certification/learning path you have enrolled in My Dashboard>Certification/Learning Path

55. How can I refine results displayed in the Catalog section?

Apply the filter options provided to narrow down your catalog results. Use the filter option to narrow down by category, training type, delivery type, location, language, rating, price and date.

56. Can I search for the training that will be available on a particular date?

Yes. Use the filter option and specify the date range in the date filter option and click 'Apply'. This will bring the list of training scheduled for the date range you have specified.

57. Can I switch the view of my catalog display?

The default view will be the masonry view and you may switch to list view at any point in time by clicking the list view icon available on the right corner of the catalog section.

58. Can I directly enroll from the Catalog section?

No. In order for the learner to view the entire details of the class and make a decision, we are not allowing direct enrollment from the catalog section, even if there is only one class attached.

59. How can I differentiate between a course, certification and a learning path

- Look for the icon before the title. Each training type can be identified with its distinct icon
- Certification/Learning Path will be displayed with a projected image indicating there are underlying courses

60. How to search courses by category?

- Go to the Catalog section
- Select the 'Categories' tab under the Catalog section

- A list of Categories will be listed under this tab. Clicking on any category name will bring the associated courses in the 'ALL' tab
- You can also type in category name in the SEARCH text box, which brings the courses associated with that category

61. How to search courses by tag names?

- Go to the Catalog section
- Select the 'Tag Cloud' tab under the Catalog section
- A list of tags will be listed under this tab. Clicking on any tag name will bring the associated courses in the 'ALL' tab
- You can also type in tag name in the SEARCH text box, which brings the courses associated with that tag

62. What courses are displayed in the 'Recommendation' Tab?

Recommendation tab displayed in the catalog section, shows courses and learning paths recommended by our Intelligence Engine as well as the courses recommended to you based on the learner group to which you are part of. Recommendations are based on your profile, interests and others like you. The highly recommended training will be listed at the top for the learners to enroll.

63. How to access the Course/Certification/Learning Path details Page?

- Go to the Catalog section
- Select the course/certification/learning path from the list of training displayed in the catalog
- Click on the 'Title' or 'More' icon of the course/certification/learning path that you would like to learn
- You will be directed to the corresponding course/certification/learning path details page
- The details page displays the complete information of available classes for that course

64. Where can I see admin recommended courses?

- Go to the Catalog section
- Under the 'All' tab, you will see an option 'Recommended' with options 'Based on your Profile' and 'Based on Similar Profiles' highlighted with 2 different colors. On the course image to the top left corner, you will see one of the 2 colors to indicate if the course is recommended.

based on your profile (Admin recommended courses) and based on similar profiles (Intelligence Engine recommendation)

- 'Based on your profile' indicates that the course is recommended by admin
- You can also find these courses under 'Recommendation' tab

65. What is a Wishlist?

Learners add the course they may want to enroll in future to their wishlist. The Wishlist icon is found under every course in the Catalog section. By clicking the wishlist icon of a particular course, that course will be added to their Wishlist

66. Where can I see the wish listed courses?

- To view the last five recently added courses to the Wishlist, click on the Wishlist icon on the header menu
- From the drop-down menu, clicking on any course will take you to that respective course details page
- Clicking the 'SHOW ALL' button on the top of the drop-down menu will take you to the 'Wishlist' tab on the Catalog section, where you can see the total list of courses you have added to Wishlist
- You can also directly go to the Catalog section on the homepage, and click on the Wishlist tab to view the total list of courses you have added to your wishlist

67. Where can I find the most enrolled course?

- Go to the Catalog section on the home page
- Click on the 'Sort' option on the top right of the section
- Select 'Most Enrolled' from the drop down
- Most enrolled courses will be displayed

68. How can I view only the 'Free' courses?

- Go to the Catalog section on the home page
- Click on the 'Filter' option on the top right of the section
- From the 'PRICE' option, select the 'FREE' option to filter only the free courses

69. How can I share the details of the class with others?

- You can share the course that you have not enrolled from 'Catalog' section using the 'Share' option
- You can share the course that you have enrolled from 'My Learning' using the 'Share' option

70. How to add a course to the Shopping Cart?

You can add a course to the shopping cart from the details page. Select a class and click on the 'Add to Cart' option.

71. How do I view the courses offered in multi languages?

By default, the courses offered in your preferred language will be displayed. You may select additional languages provided in the filter options to view the courses in other languages.

72. How do I know if the courses are available in multiple languages?

If a course is offered in more than one language, there will be a multilingual icon displayed on the course image in the catalog section and on mouse hover, the list of languages in which the course is offered will be displayed.

My Learning

73. Where to find the courses that I have enrolled in?

All the courses you are enrolled in will be in the 'My Learning' section.

74. Will I be able to view all my enrolled courses in the 'My Learning' section?

No. Based on the configuration done by your admin, you may see 6 months or 12 months of records. (i.e.) You will be able to view the courses you have enrolled in the last 6 months or 12 months period.

75. Where can I find all the courses that I have enrolled till date?

You can find the courses that you have enrolled till date in My Dashboard > Learning History section.

76. How do I search for a specific course that I enrolled in?

You can use the search option. Enter the search text in the search text box and click on the search icon. You can search for a course by title, description, tag or category.

77. How do I see only the mandatory or compliance courses in the 'My Learning' section?

Use the filter option available on the top right of the section. You may select one or more than one option and click 'Apply'. On the image, 'Mandatory or Compliance' will be marked on the top left corner of the image.

78. How do I know if training has been assigned by my manager?

Use the filter option available on the top right of the section. You may select the 'Assigned by' filter as 'Manager' and click 'Apply'. On the image, 'Manager' will be marked on the top right corner of the image, which indicates the training has been assigned by your manager.

79. Can I switch the view of the 'My Learning' display?

The default view will be the grid view and the learner might switch to a list/calendar view by clicking on the respective icons available on the top right of the section.

80. What do I see in the 'To-Complete' tab of 'My Learning' section?

The classes you have enrolled and the in progress classes will be displayed in the 'To-Complete' tab. Upcoming classes will be listed first.

81. Can I directly launch content from the 'My Learning' section?

Yes. Click on the 'Launch' option to directly launch the content in the content player.

82. Where can I see more details about the class in the 'My Learning' section?

When you are in the grid view, the moment you mouse over the class image it flips and you will see session details of the class and more action icons to perform the respective action.

83. What actions can I perform from the 'My Learning' section?

- Launch option to launch the content
- Join option to join the 'Attend - Remote' class
- Share option to share the class with other learners
- Bookmark option that lets you bookmark the class for future reference
- More option, clicking on which will take you to the details page of that class and you can see even more information about this class
- Pretest option, clicking on which will launch the pretest content in the content player

- Change class option, clicking on which will take you to the class details page, wherein you can choose another class instead of the already enrolled one
- Cancel enrollment option, lets you to cancel your enrollment for that class
- Take assessment option, clicking on which will launch the assessment in the content player and you may take up the assessment and complete the course
- Take Survey option clicking on which will launch the survey page in the content player and lets you to provide your feedback on the class
- Clicking on the title will also redirect you to the details page of the class and you can view the entire details about the class

84. Where can I see the session details of the class?

Mouse over the class image and it flips. On the flip side, you will find the session location, date and time. If there are multiple sessions for a class, the calendar icon will be highlighted with a dot. Click the 'More' option to view all the session details in the details page.

85. Where can I see the enrolled class scheduled for the month?

In the 'My Learning' section, click on the calendar icon available on the top right of the section. Clicking on the calendar icon will take you to the 'To-Complete' tab of the calendar view and redirects you to the month on which your first class is scheduled. You may also use the options provided in the calendar view to view the next or previous available classes.

86. How do I view the class details in the calendar view?

In the 'To-Complete' tab of calendar view, click on a particular date and the classes scheduled for that date will be listed on the right in grid view. The moment you mouse over on the image it flips and you can view the details of the class. Click on the 'More' option available on the flip side, to go to the details page of that class where you will see more details of the class.

87. Where can I view the list of classes that I had completed in a month?

In the 'My Learning' section, click on the calendar icon available on the top right of the section. Click on the 'Completed' and you can view the last completion class details. You may select any month and view the list of classes completed in that month.

88. How can I rate the class I have completed?

Click on the rating icon available in the completed tab of 'My Learning' section or in the details page of the class. Provide your ratings and click 'Submit'.

89. Where can I view my Completion Certificate for a class?

Click on the 'Completion Certificate' icon available in the completed tab of 'My Learning' section or in the details page of the class. Your completion certificate will be opened.

90. Where can I view my waitlisted/payment pending classes?

- Go to 'My Learning' section
- Click on the 'All' tab
- As you scroll down the screen, you will see a 'Pending' section
- All the waitlisted and payment pending classes will be listed under this section

91. Where can I view the classes that I have enrolled and missed to attend?

- Go to 'My Learning' section
- Click on the 'All' tab
- As you scroll down the screen, you will see a 'No Show' section
- The classes you missed to attend will be listed under this section

92. Where can I view the classes that are in incomplete status?

- Go to 'My Learning' section
- Click on the 'All' tab
- As you scroll down the screen, you will see a 'Incomplete' classes
- The classes in incomplete status will be listed under this section

93. Can I enroll again in a class that is in incomplete status?

Yes. Go to the details page of that class and click on the 'Re-enroll' icon. This will list all the active classes available under the course. Select a class and click enroll.

94. Can I export the list of classes that I have enrolled in?

Yes. You can export as PDF or CSV format.

- Go to 'My Learning' section

- Click on the 'All' tab
- On to the top right corner, you will see an export icon
- Click on it and choose the format you need
- Records will be downloaded in the format that you had chosen

95. Where can I see all the enrolled records in 'My Learning'?

- Go to 'My Learning' section
- You will have the records listed under the following tabs
 - All: All the complete and to-complete classes will be listed.
 - To-Complete : All the enrolled and in progress classes will be listed
 - Completed: All the completed classes will be listed
 - Pending : All the waitlisted and payment pending classes will be listed
 - No Show: All the classes in which you are marked as 'No Show' will be listed
 - Incomplete: All the classes that are in incomplete status will be listed

96. Where can I view the cancelled classes?

- Go to 'My Learning' section
- Click on the 'All' tab
- On to the top right corner, you will see a link 'View Canceled Classes'
- Clicking on the link will redirect you to the page where you can view your cancelled classes

97. Where can I view the expired compliance class?

- Go to 'My Learning' section
- Click on the 'Completed' tab
- You can find the expired class in this tab
- You will also get a notification in 'My Dashboard>Items Need Attention' section under the 'Enroll' tab

98. Where can I re-enroll to the expired compliance class?

- Go to 'My Learning' section
- Click on the 'Completed' tab
- You can find the expired class in this tab
- Click on the 'More' option of this class and you will be redirected to the details page
- Click on the 'Re-enroll' option to re-enroll to the course

- You may also go to My Dashboard>Items Need Attention' section under the 'Enroll' tab and find the class
- Click on the 'Enroll' option to proceed further

99. Can I change class after enrollment?

You can change class only if there is an alternative class available in the course you have selected.

100. How to CHANGE class?

- Go to the 'My Learning' section
- Click on the 'Change Class' icon
- You will be redirected to the details page of that class where you can see the list of active/future classes
- Select a class and click 'Enroll'

101. Is 'Assessment' mandatory to complete the course?

Yes, it is mandatory for the learner to complete the assessment in order to complete the course.

102. Is 'Survey' mandatory to complete the course?

No, surveys are not mandatory.

103. How to CANCEL my enrollment in a class?

- Go to the 'My Learning' section
- Click on the 'To-Complete' tab to see the list of classes enrolled
- Use the 'Cancel Class' option to cancel the class
- You may also go to the respective details page and click on the 'Cancel Class' option

104. How do I join a remote class?

- Go to the 'My Learning' section
- Click on the 'To-Complete' and search for the class that you may have to join
- Click on the 'Join' option in the grid, front view or the list view will open the meeting screen in a new window

- You can also join the class using the 'Join' option available for that class in the details page

Course Details Page

105. How do I view the course details page from the catalog section?

- Go to the 'Catalog' section
- Click on the title of the course or the 'More' option will redirect you to the details page of that course
- If it is a non-priced course, you may also click on the 'Enroll' option to view the details page
- If it is a priced course, you may also click on the 'Add to Cart' option to view the details page

106. Where can I view any attachments that are available at the course level?

Go to the details page of that course and in the course details box, below the description you will find the attachments. You can click on the attachment title and download it.

107. Where can I see the languages in which the course is offered?

Go to the details page of that course and on the right side of the course details box, you will find specific details about the course. You can find the languages in which the course is offered. Clicking on a particular language will display the course title/description in that language.

108. What is a prerequisite course?

A course the learner must have taken before enrolling into a specific course.

109. How to check whether there is any prerequisite course needed to be completed prior to taking up a course?

- Go to the 'Catalog' section
- Select the course you want to learn and open the course details page
- On the right, check whether any prerequisite course count is specified
- If yes, then click on the link to take to the prerequisite section in that details page
- Check if the prerequisite course has been completed. If not, click on the 'More' option to view the details of the prerequisite course and enroll to complete the course

110. How do I enroll for a free course in the course details page?

- Look for the classes under 'All Classes' section in the details page
- All the active/future classes will be listed in this section
- Review the class details and select a class that is suitable for you, by clicking on the radio button
- Click on 'Enroll' and you will be enrolled to the selected class

111. Where can I view the enrolled class details?

After getting enrolled in a class successfully, you will be able to view the class details in the 'To-Complete' tab of the 'My Learning' section.

112. How do I enroll for a paid course in the course details page?

- Look for the classes under 'All Classes' section in the details page
- All the active/future classes will be listed in this section
- Review the class details and select a class that is suitable for you, by clicking on the radio button
- Click on 'Add to Cart'
- The selected class will be added to cart. You may further click on the cart icon available in the header section and proceed to checkout

113. Can I view the classes available in a particular location by date and by language?

Yes. Use the filter option available in the details page to view the classes by a particular location, by date and by selecting your preferred language. By default, your preferred location and preferred language will be pre-selected and the classes will be listed accordingly. You may change the filter options any time and view the details.

114. Can I get to know about the classes that are scheduled in a month in the course details page?

Yes. Go to the course details page. Under the 'All Classes' section, if there are more than 5 Attend-In Person/Attend-Remote classes, the classes will be listed in the calendar view. Else it will be displayed in the list view. Below are the steps to be followed to view the classes in the calendar view.

- When there are more than 5 Attend-In Person/Attend-Remote classes, 'Calendar of Events' table will be displayed
- This lists the number of classes by month and by location chosen in the filter
- In the filter, by default preferred location and language will be selected. You may enter the date range and it should be within the 6 months' time period.
- If no date range is selected in the filter window, by default from current month up to 6 months period will be considered and the classes scheduled in this 6 months will be displayed
- Attend-Remote classes will also be displayed in this table, by month
- Clicking on the number of classes for a location and month in the 'Calendar of Events' table will open up the calendar and the date on which the classes scheduled for the selected location will be highlighted
- Clicking on a particular date will list all the classes scheduled on that date for the selected location
- To view all the classes scheduled in a month, click on the number corresponding to location 'All' for a month, in the 'Calendar of Events' table

115. Can I enroll in more than one class in a course?

Yes. After you enroll in the first class, from the course details page, click on the 'Re-enroll' option. This will list all the active classes available and you can select one and enroll.

116. Where can I see if the class has been waitlisted?

In the course details page, corresponding to each class the wait list position will be displayed.

117. Where can I see the total number of seats available for a class?

In the course details page, corresponding to each class the number of seats available will be displayed.

118. Where can I see all the session details of a class?

In the course details page, under each of the listed classes click on the expand icon and you can find all the session details of that class.

119. Where can I see the rating of a course?

In the course details page, you can see the average rating of the course next to the course title and the individual rating for a class can be seen next to the class title under the 'All Classes' section.

120. Where can I view the details of the class once enrolled?

- Go to the 'To-Complete' tab of the 'My Learning' section
- Search for that class
- Click on the 'More' option available for that class
- You will be redirected to the details page of that class

121. Where can I see the duration of a class?

Go to the course details page. Under the 'All Classes' section corresponding to each class, you can find the duration specified.

122. Can I launch the content from the details page?

Yes. Once you have enrolled in the class, you can directly launch the content in the content player, using the 'Launch' option of that class.

123. What if there are no classes available under a course?

Use the 'Request Class' option in the details page. Using this option you can request a class to your admin. Specify the course name, message and click on 'Submit' to send out a request to admin.

Certification/Learning Path Details Page

124. How do I view the Certification/Learning Path details page from the catalog section?

- Go to the 'Catalog' section
- Click on the title of the certification/learning path or the 'More' option will redirect you to the respective details page
- If it is a non-priced certification/learning path, you may also click on the 'Enroll' option to view the details page
- If it is a priced certification/learning path, you may also click on the 'Add to Cart' option to view the details page

125. What is a Module view in Certification/Learning Path?

Module View shows the courses on the left side and the corresponding classes on the right side. Clicking on any course lists the associated classes

126. What is a Tree view in Certification/Learning Path?

Tree View shows the modules, courses, and classes in a hierarchical view

127. Can I set my preferred view to view the Certification/Learning Path details?

Yes. Go to My Account> Preferences tab and select your preferred view from the 'Details Page View' drop down to Tree/Module view.

128. Where can I view the count of mandatory courses that I need to enroll and complete in order to complete the certification?

In the certification details page, below the description of the certification, you can view the count of modules and the count of mandatory courses.

129. Where can I view the certification expiry details?

Go to the details page of that certification and on the right side of the certification details box, you will find specific details about the certification. You can find the expiration details of the certification in that box.

130. How do I enroll for a certification?

- Go to the certification details page
- In the module view, select the course you may want to enroll
- On to the right, you will see the list of classes for that course being displayed
- Select a class by clicking on the radio button
- The moment you click on the radio button, the class gets added to the floater box
- Review the selected classes added to the floater box
- Click on the 'Enroll Selected Classes' button to enroll

131. What is a floater box in the Certification/Learning Path details page?

A Certification/Learning path might have more than one course to which you may want to enroll. As and when you select the class for a course, it gets added into this floater box. As a final step, you may verify the classes you have added in the floater box and enroll to the added courses.

132. Can I delete the added class from the floater box in the Certification/Learning path details page?

Yes. Use the trash icon available corresponding to each class to remove it from the floater box.

133. Where can I view the courses for a module in the certification/learning path details

page?

In the module view, click on the expand (+) icon to view the list of courses in that module. Clicking on the course will list the classes available for that course on the right side. You can view the course details in the tree view by clicking on the 'Switch to Tree View' option.

134. Is there a calendar view in the Certification/Learning Path details page?

Yes. If there are more than 5 Attend-In Person/Attend-Remote classes, the classes will be listed in the calendar view. Else it will be displayed in the list view. Below are the steps to be followed to view the classes in the calendar view.

- When there are more than 5 Attend-In Person/Attend-Remote classes, 'Calendar of Events' table will be displayed
- This lists the number of classes by month and by location chosen in the filter
- In the filter, by default preferred location and language will be selected. You may enter the date range and it should be within the 6 months' time period.
- If no date range is selected in the filter window, by default from current month up to 6 months period will be considered and the classes scheduled in this 6 months will be displayed
- Attend-Remote classes will also be displayed in this table by month
- Clicking on the number of classes for a location and month in the 'Calendar of Events' table will open up the calendar and the date on which the classes scheduled for the selected location will be highlighted
- Clicking on a particular date will list all the classes scheduled on that date for the selected location
- To view all the classes scheduled in a month, click on the number corresponding to location 'All' for a month in the 'Calendar of Events' table

135. Where can I view the details of the certification/learning path once enrolled?

Once enrolled in the certification/learning path, you can see the enrolled certification/learning path in the 'To-Complete' section of My Dashboard > Certification/Learning Path. You can view the enrolled classes under the certification in the 'To-Complete' tab of the 'My Learning' section.

136. How do I cancel the enrolled Certification/Learning Path?

Go to the certification/learning path details page. In the description section of the certification/learning path, you will have a 'Cancel Certification/Cancel Learning Path' option. Click on it to cancel your enrollment to the certification/learning path.

137. Can I recertify from the Certification detail page?

Yes. You can recertify by clicking on the 'Recertify' option available in the description section of the certification/learning path and this option will be available during the recertify period.

138. Can I change class within a course in the Certification/Learning Path details page?

Yes. If there are active classes available within the course, you may change the class. If you do not find any active class, you may use the 'Request Class' option to contact admin and request for a new class.

139. Can I enroll in another class within a course in the Certification/Learning Path details page?

Yes. Use the 'Re-enroll' option available in the details page for that class.

140. How do I come to the Certification/Learning path details page, once I have enrolled?

You can come to the certification/learning path details page from

- Go to the My Dashboard>Certification/Learning path section. Click on the certification/learning path title or the 'More' option will redirect you to the respective details page
- Go to the 'My Learning' section and search for the class you have enrolled as part of the certification/learning path. Click on the class title or the 'More' option will redirect you to the certification/learning path details page to which the class is associated with

Items Need Attention

141. What is 'Items Need Attention' about?

Items Need Attention list the classes/certifications/learning paths that need your attention grouped by the following actions

- Enroll
- Launch
- Reminder
- Take Assessment
- Take Survey

142. What items will be listed under the 'Enroll' tab of Items Need Attention?

- Course/Certification that has expired and to be enrolled again
- Course/Certification which will expire soon
- New Compliance/Mandatory training that has been assigned to you
- If you have missed to attend a class
- If you failed the assessment for a class

- Content attached to a class under compliance/mandatory course has expired
- Access to the training has expired

143. What action to be taken for the classes listed in 'Enroll' tab of Items Needs Attention?

There will be an 'Enroll' option for each of the items listed in the 'Enroll' tab. Click on the 'Enroll' option or the title will redirect you to the details page. Select a class and click on 'Enroll' to re-enroll to the listed item and complete it.

144. What items will be listed under the 'Launch' tab of Items Need Attention?

- Classes for which completion deadline is approaching
- Classes for which new content version is available

145. What action to be taken for the classes listed in 'Launch' tab of Items Needs Attention?

There will be a 'Launch' option for each of the items listed in the 'Launch' tab. Click on the 'Launch' option or the title will launch the content associated with that class in the content player. Launch the content and complete it.

146. What items will be listed under the 'Reminder' tab of Items Need Attention?

- Classes that are cancelled by instructor/admin/manager
- Classes for which your enrollment is cancelled
- Reminder message to attend a training
- Reminder for you to go and attend the practical evaluation session with the instructor

147. What action can be done in 'Reminder' tab of Items Needs Attention?

Clicking on the 'More' option corresponding to each item displayed or clicking on the title will redirect you to the respective details page. You may see more details about the class in the details page and take appropriate action.

148. What items will be listed under the 'Take Assessment' tab of Items Need Attention?

This tab will list all the classes for which you have to take up the assessment and complete the course. Clicking on the 'Take Assessment' option or the title will launch the assessment content in the content player and you can complete it from there.

149. What items will be listed under the 'Take Survey' tab of Items Need Attention?

This tab will list all the classes for which you have to take up the survey and provide your feedback about the class. Clicking on the 'Take Survey' option or the title will launch the survey content in the content player and you can complete it from there.

Certification/Learning Path

150. Where can I view the certification/learning path I have enrolled?

- Go to My Dashboard > Certification/Learning Path
- Click on the certification tab to view the certifications you have enrolled
- Click on the learning path tab to view the learning paths you have enrolled
- 'To-Complete' section will list all the enrolled certification/learning path in the respective tab

151. Where can I view the completed certification/learning path?

- Go to My Dashboard > Certification/Learning Path
- Click on the certification tab to view the certifications you have enrolled
- Click on the learning path tab to view the learning paths you have enrolled
- 'Completed' section will list all the completed certification/learning path in the respective tab

152. Where can I view the pending/incomplete certification/learning path?

- Go to My Dashboard > Certification/Learning Path
- Click on the certification tab to view the certifications you have enrolled
- Click on the learning path tab to view the learning paths you have enrolled
- 'Pending' section will list all the waitlisted/payment pending certification/learning path in the respective tab
- 'Incomplete' section will list all the incomplete certification/learning path in the respective tab

153. Where can I view the cancelled certification/learning path?

- Go to My Dashboard > Certification/Learning Path
- On to the top right corner, you will see a link 'View Canceled Certification' in the Certification tab
- You will see a link 'View Canceled Learning Path' in the Learning Path tab
- Clicking on the link will redirect you to the page where you can view your cancelled training

154. Where can I view the expired certification?

- Go to My Dashboard > Certification
- Click on the certification tab to view the certifications you have enrolled

- 'Expired' section will list all the expired certifications

155. How can I recertify for the expired certification?

- Go to My Dashboard > Certification
- Click on the certification tab to view the certifications you have enrolled
- 'Expired' section will list all the expired certifications
- Click on the 'Recertify' option available for that certification
- Clicking will redirect you to the respective details page
- List of courses attached to the recertification program will be listed in the certification details page
- Select the mandatory course and click 'Enroll' to enroll to the certification

Bookmarks For Reference

156. What do I see in 'Bookmarks For Reference'?

There will be 4 tabs Courses, Content, Certification and Learning Path. You can view the bookmarked Classes/Content/Certification/Learning Path in the respective tab.

157. Can I remove an item from 'Bookmarks For Reference'?

Yes. Click on the fully colored bookmark icon to remove the item from bookmarks.

158. Can I launch a content that I have bookmarked, from 'Bookmarks For Reference'?

Yes. Click on the launch option available for that content in the 'Content' tab. Content will be launched in the content player.

159. How do I go to the details page, from 'Bookmarks For Reference'?

You may click on the title of the item you have bookmarked or click on the 'More' option of that item.

Learning Statistics

160. How can I keep track of my performance?

- Go to the 'My Dashboard' section
- Select the 'Learning Statistics' option, under which you can find the 'Overall' and 'Current Year' performances, both in theory as well in graphical representation

161. What does the graph 'My Learning Hours' indicate?

Based on the target hours that you had set in 'My Account'>Preferences tab, you can track your learning progress versus your goal in this graph.

162. Is there a graph that displays the training that I have enrolled and completed by assignment type (Mandatory/Compliance)?

Current Year tab

- Yes. Go to 'My Dashboard>Learning Statistics' section
- In that, go to the 'Enrolled and Completed training' section
- Select the assignment type from the drop down and the graph will be displayed accordingly

Overall tab

- Yes. Go to 'My Dashboard>Learning Statistics' section
- In that, go to the 'My Learning Statistics' section
- You will see the pie chart for the assignment type displayed.
- Clicking on any pie will display a sub pie chart below with the details by status of the class

163. Is there a graph that displays the training that I have enrolled and completed by training type (Courses/Certification/Learning Path)?

Current Year tab

- Yes. Go to 'My Dashboard>Learning Statistics' section
- In that, go to the 'Enrolled and Completed training' section
- Select the training type from the drop down and the graph will be displayed accordingly

Overall tab

- Yes. Go to 'My Dashboard>Learning Statistics' section
- In that, go to the 'My Learning Statistics' section
- You will see the pie chart for the training type displayed
- Clicking on any pie will display a sub pie chart below with the details by status of the class

164. Is there a graph that displays the training that I have enrolled and completed by delivery type?

Current Year tab

- Yes. Go to 'My Dashboard>Learning Statistics' section
- In that, go to the 'Enrolled and Completed training' section
- Select the delivery type from the drop down and the graph will be displayed accordingly

Overall tab

- Yes. Go to 'My Dashboard>Learning Statistics' section
- In that, go to the 'My Learning Statistics' section
- You will see the pie chart for the delivery type displayed
- Clicking on any pie will display a sub pie chart below with the details by status of the class

165. Is there a graph that displays the training that I have added to my wishlist?

Yes. You can view an activity gauge chart of the courses that you have added to the wishlist (Items in your wishlist) in the 'Learner Engagement Console' displayed in the banner section and also in 'My Dashboard>Learning Statistics>Over all tab'.

166. Is there a graph that displays the count of items that needs action from my side?

Yes. You can view a pie chart of all the items that need your attention by category in the 'Learner Engagement Console' displayed in the banner section and also in 'My Dashboard>Learning Statistics>Over all tab'. Click on the pie chart to view the details.

167. Is there a graph that displays the count of paid and free courses that I have enrolled and completed?

Yes. You can view in 'My Dashboard > Learning Statistics > Over all tab' under the 'Action Center' section.

Learning History

168. Where to see the overall list of courses I have enrolled till date?

- Go to the 'My Dashboard' section
- Select the 'Learning History' option, to find the list of all the courses that you have enrolled till date

169. Where can I view all the certifications/learning paths I have enrolled till date?

You can view in

- My Dashboard>Certifications/Learning Paths
- Learning History>Certifications/Learning Paths
- The learners can view the status of the enrolled courses through the percentage of completion status

170. How do I narrow down the results I see in 'Learning History'?

Click on the 'Filter' option available on the top right corner of the section. You may select multiple filter options and click on 'Apply' to view the results.

171. How can I view more details about the class I see in 'Learning history'?

Click on the 'More' option of the class or on the title will redirect you to the details page and you can see more details about the class in the details page.

172. Can I export the list of classes that I have enrolled in from 'Learning history'?

Yes. You can export as PDF or CSV format.

- On to the top right corner, you will see an export icon
- Click on it and choose the format you need
- Records will be downloaded in the format that you had specified

Learning Playlists

173. Where can I view the playlists I have created?

- Go to the 'My Dashboard>Learning Playlists' section
- You can see the list of playlists that you have created

174. Can I edit the playlist name?

Yes. Click on the edit icon and enter the playlist name in the text box provided for the playlist title and click 'Save'.

175. Can I launch content from my playlist?

Yes. Click on the expand action available at the right side of the playlist title. On click, all the content added to the playlist will be listed with a 'Launch' option for each. Clicking the 'Launch' option will play that content in the content player.

176. Can I remove the added content from my playlist?

Yes. Click on the expand action available at the right side of the playlist title. On click, all the content added to the playlist will be listed with a remove (x) option for each. Clicking the remove option will remove that content from the playlist.

Points

177. Where should I look for the points I gained through the training?

- Go to the 'My Dashboard>Points' section
- Click on the 'Points' to view the total points you have gained so far through training

178. What does the split up of points indicate?

- Total Earned Points: The total points you have earned through training
- All Registration: Points you have earned by enrolling into the training
- Completion: Points you have earned by completing the training
- Shares: Points you have earned by the number of courses you have shared with other learners
- Votes: Points you have earned by the number of classes you have rated

My Certificates

179. Where can I find the entire list of Certificates I have received through my training?

- Go to the 'My Dashboard>My Certificates' section
- Click on it to view the to view the list of Certificates you have received so far from the training you have completed

180. What are all the details I will find under the 'My Certificates' tab?

You will find the list of certificates, along with the delivery type, the date, month and year of completion, and also the score you gained in that particular training.

181. Can I search for a particular training based on the completion period?

Yes. Select the period from the 'From' and 'To' dropdown and click on 'Apply'. You will see the training listed for the selected period.

182. Where can I view the completion certificates?

- Go to the 'My Dashboard>My Certificates' section
- Click on it to view the to view the list of Certificates you have received so far from the training you have completed
- Click on the 'View Certificate' option to view the certificate

183. How can I download the certificates?

- Go to the 'My Dashboard>My Certificates' section
- Click on it to view the to view the list of Certificates you have received so far from the training you have completed
- Click on the 'View Certificate' option to view the certificate
- Click on the download icon on the top right corner of the certificate and you are done

Badges

184. What are all the Badges available?

The following are the list of Badges given to you for completing the necessary training:

- Registration Master
- Perfect Finisher
- Super Judge
- Share Expert
- Super Blogger

185. How to win the Badges?

- Registration Master Badge: When a learner reaches the minimum points required (set by admin) by registering for training, then the learner receives the Registration Master Badge
- Perfect Finisher Badge: When a learner reaches the minimum points required (set by admin) by Class or Training Plan completion then he/she gets the Perfect Finisher Badge
- Super Judge Badge: When a learner reaches minimum points required (set by admin) by rating training, then he/ she will get the Super Judge Badge
- Share Expert Badge: When a learner reaches minimum points required (set by admin) by sharing training with other learners, then he/ she will receive the Share Expert Badge
- Super Blogger Badge: When a learner reaches minimum points required (set by admin) by adding Comments or Replying in Discussions, then he/ she gets the Super Blogger Badge

186. How can a learner receive the Registration Master Badge?

When a learner reaches the minimum points required (set by admin) by registering for training, then the learner receives the Registration Master Badge

187. How can a learner receive the Perfect Finisher Badge?
When a learner reaches the minimum points required (set by admin) by Class or Training Plan completion then he/she gets the Perfect Finisher Badge
188. How can a learner receive the Super Judge Badge?
When a learner reaches minimum points required (set by admin) by rating training, then he/ she will get the Super Judge Badge
189. How can a learner receive the Share Expert Badge?
When a learner reaches minimum points required (set by admin) by sharing training with other learners, then he/ she will receive the Share Expert Badge
190. How can a learner receive the Super Blogger Badge?
When a learner reaches minimum points required (set by admin) by adding Comments or Replying in Discussions, then he/ she gets the Super Blogger Badge
191. Where can I find the Badges won by me?
- Go to the 'My Dashboard>Badges' section
 - Click on it to view the list of badges you have won so far

Cancellation Policy

192. Can I cancel the Certification/Learning Path?
Yes. You can cancel it in the respective details page. Click on the 'Cancel' option available in the description section to cancel the certification/learning path.
193. Can I cancel a mandatory course?
No, the learner cannot cancel a mandatory course.
194. Can I cancel a compliance course?
No, the learner cannot cancel a compliance course.
195. Can I cancel a paid course?
A paid course can be cancelled based on the cancellation policy. A paid course with cancellation policy will get a refund based on the policy setting.
196. What if I could not attend an 'Attend - In Person' class?

You have to re-enroll for the course again if you could not attend a class. But if you already know that you will not be able to attend the class, then you can change the class before itself, for some other date/ period.

Content Player

197. What is a Content Player?

Content Player is the player space where you view the content. The content player opens up when you click on the launch button of a class.

198. Can I bookmark a class from Content Player?

Yes. Click on the bookmark icon available in the header section of the player.

199. Can I bookmark a particular content from Content Player?

Yes. Click on the bookmark icon available at the content level.

200. How do I add content to my playlist?

1. Click on the playlist icon available at the content level
2. There will be 2 options displayed. Either create a new playlist and add the content to it or add to an existing playlist

201. How to create a new playlist?

1. Click on the playlist icon available at the content level
2. Click on 'Create a new playlist' option, and type a name for the new playlist you want to create, and click 'Add'

202. How do I add content to an existing playlist?

1. Click on the playlist icon available at the content level
2. Click on 'Add to Existing playlist' option
3. Select the playlist to which you want add the content by clicking on the radio button
4. Click on 'Add to Selected Playlist' option

203. Will I resume from where I left off, the next time I launch the same content?

Yes. Click on the 'Done' button available at the bottom right corner of the content player. The progress will be captured and the next time you launch the same content, you can resume from where you left.

My Profile

204. How do I edit my profile?

Click on the edit icon corresponding to any of the listed sections in 'My Profile' and this will display a screen in edit mode for you to fill in the details.

205. How do I search users?

- You can search for users within your organization in the 'My Profile>Other Users' section
- You can search by username, job role or by manager name. Select the option from the dropdown values and enter the search text in the search text box and click on the search icon
- User list will be listed based on your search criteria
- Click on the user name will open up the user profile in a new screen