

Navigating SkillPort 6.0

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Log In

To access SkillSoft's courses, log in to the SkillPort site.

To log in:

1. Open your web browser
2. Type the appropriate URL for your SkillPort site in the address line.
3. Press **Enter** The Login Page displays.
4. Enter your User ID and Password.
User ID: _____
5. Password: _____
6. Click on **Login**
The SkillPort site is displayed.



SkillPort features










Home page

The Home page appears when you login to SkillPort. It presents summary information to help you develop your individualized learning plan and track your progress. You can access all of SkillPort's various features and learning resources from this page. Along the left side is a **Short Cuts** menu that provides access to SkillPort features and informational pages related to your e-learning program. The **SEARCH-and-LEARN™** feature is located at the top of the screen. The **My Plan** section contains links to the learning events that have been added to your formal learning plan, either by you or by your training administrator. The **My Favorites** area is where you can store links to certain types of learning event, such as SkillBriefs, Job Aids, and books, for quick access. The **My Report** section contains information regarding the number of courses you have started and completed. The **Company News** scrolling list displays links to various topics relating to news and learning events relevant to your company. Below is an example of a *typical* SkillPort Home page.








Catalog

SkillPort presents learning events in an expandable catalog. Depending upon the size of your course library, the SkillPort catalog may contain thousands of learning events, including:







-  Courses
-  Job Aids
-  Mentoring objects
-  SkillBriefs
-  Test Prep exams
-  Express Guides
-  Simulations
-  Custom content
-  Course evaluations

Note: SkillBriefs and Job Aids are available from the Course summary page. Mentoring objects, if available for your organization, appear in the Certification View.

Learning events are organized into curricula that keep related subjects together. The curricula are organized by subject-matter, represented by a folder icons that contain additional sub-categories or the actual learning events. As you select a category, the contents of the selected item are displayed in the catalog.

Course Information		View Expanded Catalog
Course Curricula >>		
	Business Skills Curricula	Add to My Plan
	Third Party Curriculum	Add to My Plan
	IT Skills Curricula	Add to My Plan
	Legacy Business Skills Curricula	Add to My Plan
	Test Prep Exams	Add to My Plan

To view the contents of the catalog, click through the catalog hierarchy. A breadcrumb trail at the top of the course information panel will show you where you are. You can also click the **View Expanded Catalog** link to see the entire catalog, however, this may take some time to display, depending on the amount of content you have access to.

Course Information		View Expanded Catalog
Course Curricula >> Business Skills Curricula >> Consulting Skills Curriculum >> Consulting with the External Client >>		
	Essentials of External Consulting	Add to My Plan
	The Client-Consultant Relationship	Add to My Plan
	Diagnosing and Planning	Add to My Plan
	Managing Delivery	Add to My Plan
	Evaluation and Review	Add to My Plan
	Consulting with the External Client Simulation	Add to My Plan

To access a learning event, click the hyperlink title text next to the icon.

To quickly search for a specific learning event, you can also use SEARCH-and-LEARN.

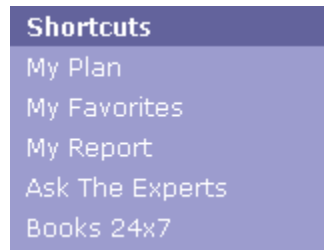
Certification View

SkillSoft's IT skills and business skills library offer content mappings to the professional certification programs of a number of vendors, including Microsoft, Cisco, and CompTIA.

The Certification View, available in the Catalog, allows you to see SkillSoft's content organized by vendor certification and by vendor exam. The Certification View also offers brief overviews of the required and elective portions of each certification within the Catalog, enabling you to determine where to most appropriately direct your efforts.

Shortcuts


Use Shortcuts to link the areas of SkillPort that you use most often. Shortcuts can be one-click links to other areas within SkillPort or to completely different web sites. Shortcuts appear in the left-hand column of the SkillPort interface









SEARCH-and-LEARN

Use SEARCH-and-LEARN™ to quickly find information on a specific subject using keyword searches. You can search for all the different learning event types available on SkillPort, including courses, simulations, books, SkillBriefs, and Job Aids.

Using SEARCH-and-LEARN

1. In the SEARCH-and-LEARN panel, type a keyword or phrase in the Search for field.
2. Select a learning event category from the Category drop-down list. Alternatively, you can search all content categories.
3. If content in more than one language is available to you, choose a language from the Language drop-down list.
4. Click **Search**.
5. The search results appear below the SEARCH-and-LEARN panel. If you searched for all categories, the results will be grouped by category. The results will be ordered according to relevance, as indicated by a thermometer icon .

You searched for: **communication** in All Categories.

Courses		View more Courses
	Communication Skills for the Workplace	
Poor communication is often blamed for discord, errors, and misunderstandings in the workplace. In fact, and more correctly, poor communication of intent causes these problems. ...		
	Communicating with Power and Confidence	
Do you want to be an effective and powerful communicator? Do you want to take charge, welcome responsibility and view challenge as an opportunity? ...		
Simulations		
No items found.		
SkillBriefs		View more SkillBriefs
	Three Interpersonal Communication Styles	
Discover the most useful interpersonal communication style.		
JobAids		
No items found.		

Refining your search

You can refine your search by

- clicking a learning event title to display a summary page for that event.
- clicking the **View more** ... link to display more search results for a particular category

Do a related search



























1. After doing an initial search in SEARCH-and-LEARN, click a learning event title in the search results.
2. The learning event summary page appears in the main pane on the right and the other search results are shown as a list on the left.
3. Click the **Related Search** button to display a list of learning events that relate to the event you have selected.

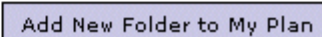
For example, if you do a search on the word "programming", SEARCH-and-LEARN will likely return a list of events relating to a number of different programming languages. If you select one of those learning events, say a course on Java, and then do a related search, only learning events about Java will be returned.






Note: Once you have performed a related search, the **Related Search** button will not reappear until you have opened the summary page of another learning event.

My Plan

My Plan contains items that are part of your formal learning program. You, your training administrator, or your manager can add learning events to your My Plan and assign them a goal and a completion date.

My Plan				
	Learning Event	Due	Assigned Controls	
	 New and Enhanced Features for End-Users in Office XP	12/31/2003		
	 Configuring the IS-IS Protocol in a Cisco Network	12/31/2003		
Learning Event				
	Learning Event	Due	Assigned Controls	
	 A Rich Tapestry of Cultural Contrasts	12/31/2003		
	 Dynamics of Interpersonal Communication	12/31/2003		
Learning Event				
	Learning Event	Due	Assigned Controls	
	 Java technologies for web services	12/31/2003		 
	 Java 2: Language Features	12/31/2003		 
	 Database tests	12/31/2003		 



- The My Plan Display can appear empty - with a user prompt to click and get help assigning courses to your plan.
- My Plan contains only items that have scores tracked by SkillPort, such as  courses,  simulations,  Test Prep exams, and  custom courses.
- The My Plan Display lists items by: "Learning Event" title, "Due" date, "Assigned" check (appears when an administrator or manager assigned the course to you)
- You can click the  button beside the learning event name to launch it directly.
- You can click the title to access a summary page where you can view details about the learning event.
- Learning events that your administrator assigned to a user group to which you belong are displayed separately from events that were assigned to you directly and from events that you assigned to yourself.

Adding learning events to My Plan

1. Find a learning event by browsing the Catalog or by specifying a word or phrase using SEARCH-and-LEARN.
2. Click the name of the learning event that you want to add to your plan.
3. In the learning event summary page, click **Add this Course to My Plan**. You will be presented with a Details dialog that permits you to enter Due Date, Goal, and Reminder information.
4. Click the **Submit** button.

The learning event is now listed under My Plan.

Adding folders to My Plan

You can add folders to My Plan in which you can store related learning events.




1. In My Plan, click the **Add New Folder to My Plan** button.
2. In the Add to My Plan page, type a name in the Folder field.
3. Enter a goal and select a due date for the folder.
4. Select the appropriate email reminder option.
5. Click the **Submit** button.


The new folder should now be listed under My Plan.

Adding learning events to a folder

1. Find the summary page for the learning event, either by browsing the Catalog or by using SEARCH-and-LEARN.
2. Click **Add to My Plan**.
3. In the Select Folder page, click the **Select this Folder** link next to the name of the folder.
4. Enter the goal, due date, and email reminder.
5. Click **Submit**.

My Favorites

My Favorites is an area where you can store links to certain types of learning event for quick access. It supports  SkillBriefs,  Job Aids, and  books - learning events that are considered part of your informal learning and do not have scores tracked by SkillPort.

You can click the  button to launch the learning event directly, or click the title of the event to view its summary page.



Adding an item to My Favorites

1. Select a learning event by going to the Catalog tab or by specifying a word or phrase using SEARCH-and-LEARN.
2. Select the learning event you wish to add to your favorites by clicking on the underlined name of the event.
3. Click **Add to My Favorites**.
4. Click the **Close this Window** button.
5. Click the **Home page** tab.

The learning event now appears under My Favorites.

My Report

My Report displays a record of all your learning event activity. Your Learner Records Progress Report indicates your status with items currently in your learning plan, as well as those completed in the past and no longer part of your plan.

A summary of your report is shown in the My Report panel on the Home page. Click the **Take me to detailed reports ...** button or the **My Report** shortcut to view the full report.

Completion certificates

When you complete a learning event that is trackable by SkillPort, such as a course or simulation, you can print a certificate of completion for that event.

To print a completion certificate:

Go to the My Report page and click the **Create Certificate** link next to the name of the completed learning event.

Follow the onscreen instructions for printing the certificate.

Note: SEARCH-and-LEARN will only return results for learning events that are available to you. For example, if your organization has not subscribed to SkillSoft's mentoring service, no mentoring objects will be returned in the search.

Customizing SkillPort

You can customize the following aspects of SkillPort:

Update your User Profile

This option lets you update your User Profile which includes your name, email, and password information.

Configure Language Settings

This allows you to choose the language in which the SkillPort site appears. You can also choose a language preference for search results that will override your company's default language for the site.

Personalize your Shortcuts

This option lets you personalize which Shortcuts appear in the Shortcuts list as well as the order they appear.

Select Business Skills Player Skin

This option lets you customize the appearance of the Business Skills Player by selecting a skin. A skin changes the appearance of the Business Skills Player by presenting different colors, fonts, and graphics. Skins downloaded via the SkillSoft Course Manager are not altered by selection, these courses will need to be downloaded again.

Note: Skins may not be an available option on your SkillPort.

Taking Courses

Once you have located a course, click on the underlined course or topic title to view the course summary page. In the upper left hand corner of the information page, are buttons that enable the following actions:

Play this Course

Click this button to take a course live over the web. This will immediately launch the course in a separate browser window.

Add this Course to My Plan

Click this button to add a course to your My Plan page to take at a later time.

Download this Course (optional)


Click this button to download a course to your PC, so you can take it offline. The first time you choose this link, you will be prompted to install the SkillSoft Course Manager (SCM) to manage your offline course content. Once the SCM is installed clicking this link will launch the SCM and enable you to download content.

Job Aids/Skillbriefs

Click this button to display a list of related Job Aids and SkillBriefs.

Evaluate this Course

Click this button to access the online evaluation form associated with this course. (An Evaluation has to be created and assigned to the course(s) in order for the link to appear)

A SkillSoft Course  is web-based instructional content delivered to you on your computer. During the course you practice and are assessed on your mastery of skills and knowledge learned in the course. Instructional content includes business skills and information technology courses. The following course types are available on SkillPort: Business Skills courses, e3 courses, and Classic courses

Optional features

Books24x7

Referenceware™ from SkillSoft subsidiary Books24x7 is available from within SkillPort. Books24x7 provides full access to the unabridged contents of thousands of business and technology books in a searchable, collaborative environment.

You can search for Referenceware titles using SEARCH-and-LEARN and you can add them to your My Favorites view.

To access Referenceware, click the Books24x7 tab in either the top navigation bar or the shortcuts menu.

Note: Books24x7 is an optional SkillPort feature and may not be available on your system.

Communities

Your community is a starting point where you view and post messages to online discussions or hold real-time meetings with your coworkers. Select the **Click here to go directly to the community** link to view the message boards and chat rooms available in your community.

Note: Communities is an optional SkillPort feature and may not be available on your system.

Chat Rooms

Use Chat Rooms to host and participate in virtual conferences or meetings with one or more people. Select the Click here to view your community Chat Rooms link to go directly to view your community chat rooms. Select a chat room from the list of chats that are available.



To verify you are logged in to a chat room, a message stating "[Your name] has just entered the chat" should appear in the in the right-panel.

For assistance with participating in a chat, select the Help button located within the Chat room window.

Message Boards

Use Message Boards to post messages that can be read immediately or viewed at another time. Select the [Click here to view your community message boards](#) link to go directly to your community message boards. Select a message board from those listed to participate in a discussion.



A discussion is a collection of messages on the same topic.

You can post messages to an existing discussion, or click "Add Discussion" to begin a new discussion (the conference manager must set up the site to allow you to add discussions).

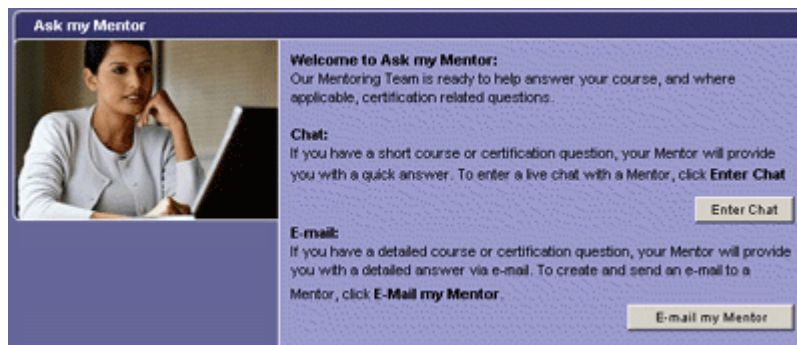
For assistance with posting a message, select the quick-edit help link located within the message board window.

Ask My Mentor

Ask My Mentor provides you with access to a mentor who can answer course and certification related questions. Ask My Mentor is available for specific IT courses listed in the Catalog.

You can access mentor support by selecting a link from the course summary page or from the Ask My Mentor button in the e3 Player screen. You are then taken to the Ask My Mentor page, where you have a choice of entering into a Chat or sending a question to your mentor via email.

You can also access mentoring through special mentoring objects which appear in the Certification View of the Catalog and in SEARCH-and-LEARN in the same way as other trackable learning events.



Enter Chat

If you have a short course or certification question, your Mentor can provide you with a quick answer. To enter a live chat with a Mentor, select Enter Chat.

Email my Mentor

If you have a detailed course or certification question, your Mentor can provide you with a detailed answer via email. To create and send an email to a Mentor, select Email my Mentor.

Note: Ask My Mentor is an optional SkillPort feature and may not be available on your system.

Support

Technical support

From the United States and Canada:

Dial toll free 1-866-SKIL-HELP (1-866-754-5435)

From elsewhere in the Americas:

Dial direct +1-506-462-6612

From Europe and Middle East :

- From France dial toll free 00-800-76-27-84-35
- From the United Kingdom, dial toll free 0-800-973-184
- From Ireland, dial direct 01-283-0380
- Elsewhere, to call Ireland, dial direct + 353-1-283-0380.

From Asia Pacific:

- From Australia, dial toll free 1-300-728-377
- From New Zealand, dial toll free 0-800-738-324
- Elsewhere, to call Australia dial direct +61-2-9941-6371