

e-Learning



**SkillPort Quick Start
Guide 7.0**



www.slcc.edu/staffdevelopment/skillsoft.asp

Copyright © 2009 SkillSoft Corporation.
All rights reserved

SkillSoft Corporation

107 Northeastern Blvd.

Nashua, NH 03062

603-324-3000

87-SkillSoft (877-545-5763)

Information@SkillSoft.com (mailto:Information@SkillSoft.com)

www.skillsoft.com <http://www.skillsoft.com>

Printed in the United States of America

The software contains proprietary information of SkillSoft Corporation; it is provided under a license agreement containing restrictions on use and disclosure and is also protected by copyright law. Reverse engineering of the software is prohibited.

Due to continued product development, this information may change without notice. The information and intellectual property contained herein is confidential between SkillSoft Corporation and the client and remains the exclusive property of SkillSoft Corporation. If you find any problems in the documentation, please report them to us in writing. SkillSoft Corporation does not warrant that this document is error-free.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without the prior written permission of SkillSoft Corporation.

Microsoft Word, Microsoft Office, Windows®, Window 95™, Window 98™, Windows NT® and MS-DOS™ are trademarks of the Microsoft Corporation.

SkillSoft®, the SkillSoft logo, Ahead of the Learning Curve, SkillPort®, Search-and-Learn®, SkillChoice, SkillSoft® Dialogue™, Express Guide™, Books24x7, Referenceware®, ITPro, BusinessPro, OfficeEssentials, GovEssentials, EngineeringPro, FinancePro, ExecSummaries, ExecBlueprints, Express Guide and Bridging the Knowledge Gap™ are trademarks or registered trademarks of SkillSoft PLC in the United States and certain other countries. All other trademarks are the property of their respective owners.

Microsoft Word, Microsoft Office, Windows®, Vista™, Windows 2000™, Windows XP™, and Windows NT® are trademarks of the Microsoft Corporation.

Dreamweaver® is a registered trademark of Adobe Systems Incorporated. in the United States and/or other countries. Adobe and PhotoShop® are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries.

Sound Forge® Audio Studio™ and Sound Forge® 7.0 are trademarks or registered trademarks of Sony Pictures Digital Inc. or its affiliates in the United States and other countries."

Mozilla Firefox™ and the Firefox logo are trademarks of The Mozilla Foundation. All trademarks appearing on the Netscape Network are the property of their respective owners, including, in some instances, the Netscape Network and its affiliates, including, without limitation, Netscape Communications Corporation and America Online, Inc.

The term "Linux" is a registered trademark of Linus Torvalds, the original author of the Linux kernel.

"Sun, Sun Microsystems, Sun JVM/JRE, logos, are trademarks or registered trademarks of Sun Microsystems, Inc. in the United States and other countries."

All other names and trademarks are the property of their respective owners.

Information in this document is subject to change without notice. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including Photocopying or recording, for any purpose without the express written permission of SkillSoft Corporation.

This document is provided for information only. SkillSoft makes no warranties of any kind regarding the SkillSoft software, except as set forth in the license agreement. The SkillSoft software is the exclusive property of SkillSoft and is protected by United States and International copyright laws. Use of the software is subject to the terms and conditions set out in the accompanying license agreement. Installing the software signifies your agreement to the terms of the license agreement.

Table of Contents

SkillPort 7.0 Quick Start Guide	4
Log In and Log Out	4
Use SEARCH&LEARN.....	4
Browse the CATALOG	6
Add a Learning Asset to MY PLAN.....	7
Enroll in a Learning Program or Live Learning Course.....	9
Play a Course Online.....	10
Print a Certificate of Completion.....	10
Reset Your Password	11
Contact Customer Support	11

SkillPort 7.0 Quick Start Guide

LOG IN AND LOG OUT

➤ *To log into SkillPort*

1. In a browser, navigate to the SkillPort login page.
2. In the **User ID** box, enter your user name.
3. In the **Password** box, enter your password.
Passwords are case-sensitive.
4. Click **Log In**.
5. If you are logging into SkillPort for the first time, you might be required to do the following:
 - a. In the **Security Question** box, select a security question that you want to answer to authenticate you in the event that you forget your user ID or password.
 - b. In the **Answer to Security Question** box, enter the answer to the security question.
 - c. In the **Email** box, enter your email address.
 - d. Click **Submit**.

This information allows you to retrieve your user ID or reset your password if you later forget it.

➤ *To log out of SkillPort*

- Click **Log Out** in the upper-right corner of the SkillPort page.

USE SEARCH&LEARN

➤ *To use SEARCH&LEARN to search for content*

1. In the SEARCH&LEARN panel at the top of the page, enter a keyword or phrase in the **Search** box as shown.




SEARCH & LEARN™ Search for: java Category: All Language: English (All) Search

Note: Search expressions can be words or phrases alone or grouped in Boolean combinations. Phrases are groups of words enclosed in quotation marks.

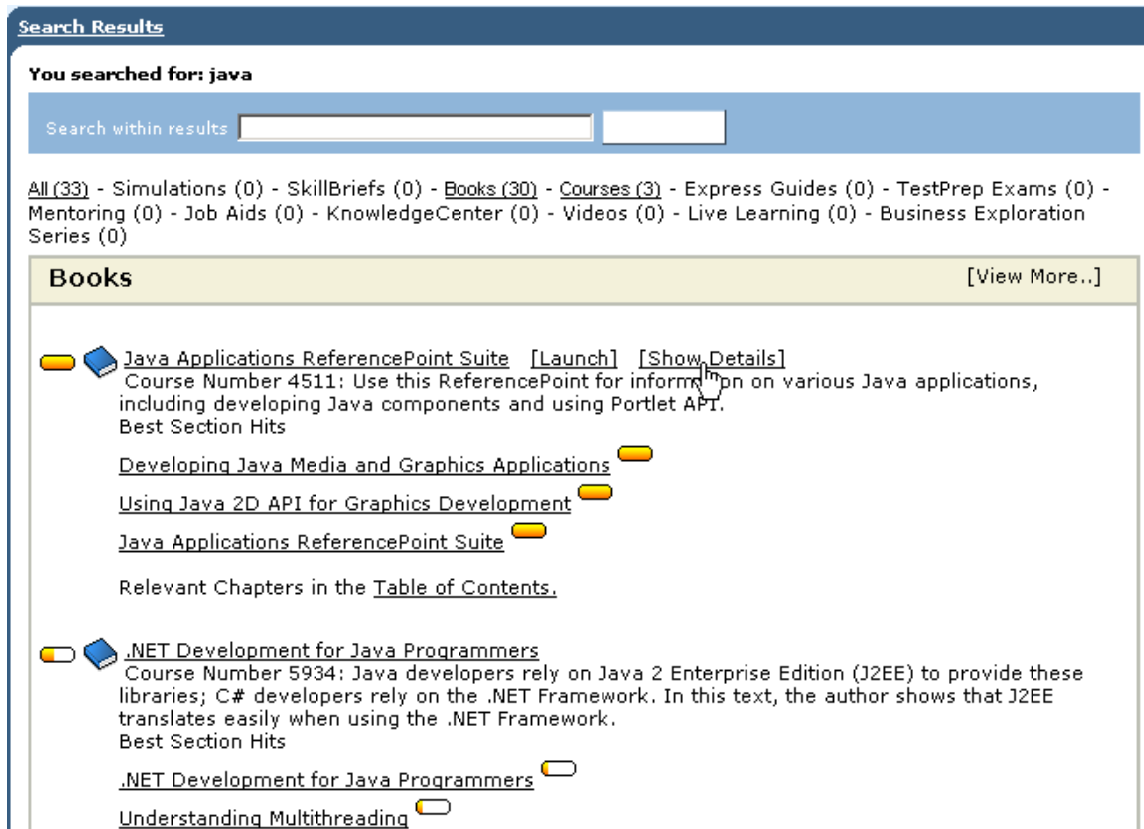
2. In the **Category** list, select a learning asset category, or select **All** to search all content categories.
3. If content in more than one language is available to you, in the **Language** list, select the language for which available content should be retrieved.

4. Click **Search**.

The search results appear below the SEARCH&LEARN panel. If you searched all categories for content, the results are grouped by category. The results are ordered according to relevance, as indicated by a thermometer icon ().

5. Examine the search results by doing the following:

- To view more information about an asset, move your mouse over the title, and click the **Show Details** link that appears.








Search Results





You searched for: java


Search within results

All (33) - Simulations (0) - SkillBriefs (0) - Books (30) - Courses (3) - Express Guides (0) - TestPrep Exams (0) - Mentoring (0) - Job Aids (0) - KnowledgeCenter (0) - Videos (0) - Live Learning (0) - Business Exploration Series (0)

Books [View More..]

  [Java Applications ReferencePoint Suite](#) [Launch] [Show Details]
Course Number 4511: Use this ReferencePoint for information on various Java applications, including developing Java components and using Portlet API.
Best Section Hits
[Developing Java Media and Graphics Applications](#) 
[Using Java 2D API for Graphics Development](#) 
[Java Applications ReferencePoint Suite](#) 
Relevant Chapters in the [Table of Contents](#).

  [.NET Development for Java Programmers](#)
Course Number 5934: Java developers rely on Java 2 Enterprise Edition (J2EE) to provide these libraries; C# developers rely on the .NET Framework. In this text, the author shows that J2EE translates easily when using the .NET Framework.
Best Section Hits
[.NET Development for Java Programmers](#) 
[Understanding Multithreading](#) 

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

- To see more search results for a particular content category if you searched all categories, click **View More** for that category.

You can also launch an asset (for example, open a book or start a course) by moving your mouse over the title, and clicking the **Launch** link that appears.

6. (Optional) To refine your search results further, enter a keyword in the **Search within results** box (shown in the preceding image), and click **Search**.

You can return to a parent search by clicking the appropriate link at the top of the search results, as shown in the following image.

Search Results

You searched for: [java](#) >> xml

Search within results

All (23) - Simulations (0) - SkillBriefs (0) - [Books \(22\)](#) - [Courses \(1\)](#) - Express Guides (0) - TestPrep Exams (0) - Mentoring (0) - Job Aids (0) - KnowledgeCenter (0) - Videos (0) - Live Learning (0) - Business Exploration Series (0)

Books [View More..]

[Microsoft .NET XML Web Services Step by Step](#)
 Course Number 5844: Step-by-step tutorial lessons and an ongoing real-world XML Web service example explain how to write and deploy XML Web services for Microsoft .NET in this book for programmers familiar with the Internet, principles of software development, and more.
 Best Section Hits
[Microsoft .NET XML Web Services Step by Step](#)
[Understanding XML Web Services](#)
[Introduction to XML Web Services](#)
 Relevant Chapters in the [Table of Contents](#).

[Pro ASP.NET 1.1 in VB .NET: From Professional to Expert](#)
 Course Number 9814: An ideal resource for seasoned ASP.NET developers, this definitive text puts hard-won, real-world VB .NET experience to use, and demonstrates it clearly through numerous diagrams, screenshots, and working code samples.
 Best Section Hits
[Data Access](#)
[XML](#)
[Data Access](#)

BROWSE THE CATALOG

➤ *To browse the CATALOG*

1. Click **CATALOG** on the shortcuts menu on the left side of the page.
2. Expand the **Course Curricula** folder.
3. Expand the language-specific folder for the language you want.
4. Navigate down into the catalog structure to a curricula folder that contains learning assets of interest to you, and expand the folder.
5. To view more information about an asset, move your mouse over the title, and click the **Show Details** link that appears.




Certified Associate in Project Management (CAPM) exam

[An Introduction to Project Management](#) [Launch] [Show Details]

[Project Life Cycles and Stakeholders](#)

(You can also view more information about an asset by clicking its title. In this case, a **Back to Catalog** link is provided at the top of the page so you can easily return to your location in the catalog.)


6. From this point, you can perform many actions on the asset:

- To add the asset to MY PLAN, click .
- To open or start the asset, click the **Launch** link or .
- To download the asset, click .
- To open related content, such as a Job Aid or SkillBrief that is listed in the asset's details, click that item.

The specific actions available to you can depend on the type of learning asset and the configuration of your site. For example, you might be able to download courses and SkillSims.

ADD A LEARNING ASSET TO MY PLAN

➤ *To add a learning asset to MY PLAN*

1. Find a learning asset by browsing the CATALOG or by searching for a word or phrase using SEARCH&LEARN.
2. Do one of the following:
 - Click the title of the learning asset, drag it to **MY PLAN** on the navigation panel on the left, and drop it.
 - Move your mouse over the title of the learning asset, click the **Show Details** link that appears, and then click .

You can also add an entire curricula folder to MY PLAN by clicking the folder, dragging it to MY PLAN, and dropping it. If you do this, the information you specify in the next step is applied to the folder as a whole.

Add to My Plan

Add

The Customer Support Specialist (CSS)

To

- My Plan
 - IT Business
 - Internet & Network Technologies

Goal

Required

Due Date

Fixed date (YYYY-MM-DD)

2009-02-25

Period after assignment

Days

Recurrence

None

Every Days

Reminder

None Once

Daily Weekly Monthly

Starting Days

Before the due date

OK **Cancel**

3. In the **Add to My Plan** dialog, do the following:
 - a. Under **To**, navigate to the folder in which to add the asset, and select it. (You can add the asset to any folder that you have created.) Alternatively, click to create a new folder in which to add the asset.
 - b. In the **Goal** box, enter a phrase to describe the goal of the asset.
 - c. Use the **Due Date** controls to specify a fixed (absolute) date on which the asset is due, or to specify a due date relative to the date on which you added the asset to MY PLAN.

Depending on the configuration of your site, a due date might be required or optional.

- d. Use the **Reminder** controls to specify whether a reminder should be sent to you by email about the asset. You can set a recurring reminder (for example, a daily reminder), or you can specify a single reminder that will be sent on a date relative to the due date (for example, 10 days before the due date).

Note: The following two settings are only available if your site has been configured to support training compliance requirements, and, therefore, recurring assets. This is typically the case when your organization requires you to **repeat** training at specified intervals in order to maintain certifications.

- e. If available, optionally select the **Required** check box to indicate that completion of the learning asset is required.

The Required setting has no effect on the behavior of application; it is merely used to differentiate the learning asset from those that are optional in reports that are created by your manager or training administrator.

- f. If available, optionally specify whether the learning asset must be repeated at a specific interval. If it does not, select **None** for **Recurrence**. If it does, select **Every**, specify a number, and select the type of time interval to use (Days, Weeks, Months, or Years).
- g. Click **Submit**.

ENROLL IN A LEARNING PROGRAM OR LIVE LEARNING COURSE


➤ *To enroll in a learning program or Live Learning course*

1. Access the program or course by doing one of the following:
 - Browse or search for the asset.
 - If you have added the asset to MY PLAN, click **MY PLAN** on the navigation panel on the left, and navigate to the asset.
2. Move your mouse over the title of the asset, and click the **Enroll** link or **Request approval to enroll** link that appears.

The program or course is added to MY PLAN. In addition, if approval by a manager is not required, its status changes to Enrolled; otherwise, it changes to Pending Approval until it is approved by your manager or training administrator.

PLAY A COURSE ONLINE

➤ *To play a course online*

1. Display the title of the course that you want to play.
2. Move your mouse over the course title, and click the **Launch** link appears. (Alternatively, you can click the **Show Details** link that appears, and then click )


Note: For help with using the course player, click **Help** in the upper-right corner of the player.

PRINT A CERTIFICATE OF COMPLETION

➤ *To print a certificate of completion*

1. Do one of the following:
 - If the course is not for a credential, click **MY PROGRESS** on the navigation panel on the left.
 - If the course is for a credential, click **Credentialing** on the navigation panel on the left, and then click **{Credential Name} Report** beside the appropriate credential.

Note: If you want to print a certificate for a course that you have taken as part of a credential, it is important to print it from the Credentialing area of SkillPort. A certificate printed from this area has important information related to the credential, such as the type of credit (for example, PDU or CPE), the number of credits, and appropriate logos and contact information. A standard certificate printed from MY PROGRESS does not have this information.

2. Generate a report that includes the learning asset for which you want to print a certificate of completion.
3. In the **Controls** column, click  beside the learning asset.
4. In the browser window that displays the certificate, click **Print Certificate**.
5. In the **Print** dialog, click **Print**.

RESET YOUR PASSWORD

➤ *To reset your password yourself*

1. On the SkillPort login page, click **Forgot your password?**
2. Under **Reset Password**, enter the answer to your security question.
3. Click **Reset my password**.
4. Enter the new password, and then reenter it to confirm it.

Note: The new password cannot be the same as one of your last five passwords.

5. (Optional) Select a different security question, and enter a corresponding answer.
6. (Optional) Change the email address associated with your profile.
7. Click **Submit**.

You can now log in using your new password.

➤ *To request a new, system-generated password*

1. On the SkillPort login page, click **Forgot your password?**

Note: Depending on the security requirements of your SkillPort site, you might not need to complete the next step. If you do need to complete the next step, but you have not specified a security question and answer, contact your SkillPort administrator.

2. Under **Secure Send Password**, enter the answer to your security question.
3. Click **Send me a new password**.

The system emails a new password to the email address associated with your profile. The next time that you log in, you will be required to change your password again so it is reset to something more meaningful.

CONTACT CUSTOMER SUPPORT

➤ *To contact SkillSoft Customer Support*

- Access the **SkillSoft Online Customer Support site** <http://onlinesupport.skillssoft.com>.

On this site, you can:

- Search our solution libraries and FAQs
- Perform a check of your browser's capabilities
- Create a support case
- Send emails for assistance
- Access real-time assistance using live chats
- Obtain a list of our international phone numbers