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Q. What browser versions are required for playing courses?

A. SkillPort version 2.4 requires one of these browsers:

- Microsoft Internet Explorer version 4.x or higher, or
- Netscape version 4.06 through 4.7x.

With Internet Explorer, you must have Microsoft Java Virtual Machine (JVM) 5.00.3165 or greater installed.

Q. When I try to play a course, nothing happens or I just get a gray screen. I am using Internet Explorer.

A. The most common cause of this symptom is an outdated Java Virtual Machine (JVM). The JVM that ships with Internet Explorer has problems that sometimes impact the execution of our

Java Applet. The solution is to update the JVM. This update is available from the Microsoft web site at <http://www.microsoft.com/java>.

Q. But I am using Internet Explorer 4.0. Why do I have to update?

A. It is a common misconception that Internet Explorer 4.0 is up-to-date, because it is a 4.0 browser. IE was originally released in 1997. This is ancient in the computer industry. Since IE was originally released, there have been frequent updates to the Java component. These updates fix bugs and add more functionality to Java for Internet Explorer, as well as Y2K compliance.

Q. What does the Download option do?

A. The download option gives you the ability to download content to your local machine so courses may be taken when disconnected from the network. This is accomplished by installing the SkillSoft Course Manager and Player. This option may be enabled or disabled on your e-Learning site.

Q. Do I need to install the Download option to play a SkillSoft courses?

A. No. SkillSoft courseware is designed to be played online through your web browser, and does not require that any software be installed to actually play a course. Your office high speed internet connection will provide good performance. In addition, your organization may discourage installation on your office computer

Q. If I do use the Download option, how do I upload my results to the Learning Management System (LMS)?

A. Use your browser to connect and login to the Learning Management System (LMS). You should see a dialog box indicating that synchronization is taking place. Your results should be automatically synchronized within a few seconds.

Q. Does the SkillSoft courseware support proxies and firewalls?

A. Yes. In general, if you can view the SkillSoft web site <http://www.skillsoft.com/>, then you can play a course from the Extranet server. The only exception to this is if the firewall or proxy server at your site is filtering Java Applets or compiled code. In this case the SkillSoft course Player will not be able to load properly. Check with your Network Administrator to see if this applies to you. If using the Download options, the SkillSoft Course Manager will need to be configured to properly identify the proxy server.

Q. When attempting to Play a course, it is taking an unusually long time for the course to start.

A. Do you use McAfee VirusScan version 4.x or higher, and do you use VShield with Download Scan set to Scan All Files? This has been found to slow the download of the Java Applet when starting the course. You can set VShield Download Scan to Scan Program Files only instead of All Files.

Q. Should I have other applications open when running the courses?

A. Occasionally, having other applications open on the desktop can affect course performance. We recommend closing all non-essential applications when playing courses.

Q. Who do I contact for Technical Support?

A. SkillSoft Technical Support can be reached at (866) 276-8310, or by clicking here: [Contact Technical Support](#).

Q. Can I turn the audio off?

A. Yes. You can turn the audio off at any time by clicking the turn off audio button located just above the page back and page forward buttons at the lower right-hand side of the screen. You can turn it back on by clicking the same button.

Q. Can I play two courses simultaneously?

A. No. You can only play one course at a time.

Q. How do I search for information on a certain topic?

A. Use SkillPort Search and Learn located at the top of the SkillPort page

1. Type a keyword into the **SEARCH-and-LEARN™** text box at the top of the page.
2. Verify **Catalog** is selected.
3. Click on **Search**.

Q. How do I shorten my learning time or How do I use the Accelerated path?

A. Once in a course, click on the **Assessments Button**. The *Assessment* Button enables you to take Preassessments for the course and allows you to view your results.

- To start a Preassessment, click the corresponding colored button under Preassess Results.
- Based on your Preassessment results, an *Accelerated Path* through the course is identified for you.
- To access your Accelerated Path click on **Accelerated Path Button**. The lessons and topics for which you have demonstrated mastery are marked as Mastered, indicating that you do not need to complete them.
- When you start a topic (or lesson overview) **from the Accelerated Path**, you'll see a transition screen that indicates whether you have mastered a topic. You have the option to start the topic, or skip to the next topic. To play content on the **Accelerated Path Menu**, click the Topic or Assessment title.

Q. How do I bookmark my place?

A. Using the **Exit button** to close the SkillSoft course player "bookmarks" your place in the course.

When you leave a course using the **Exit button**, you place a bookmark. Then when you return to that course, you are given the option to return to where you left off.

You'll also notice that if you leave a course to visit the Course Menu, Accelerated Path, or Assessments page, that you'll find a [Return to Bookmark](#) button in the lower right corner. Click on the [Return to Bookmark](#) button to return to your last place in the course.

Q. What are Job Aids?

A. Each SkillSoft course typically has several job aids associated with it. Job Aids can be used whenever you need support on a new skill - while taking a course...or many months later when

you need a quick refresher. They are handy highlights of a course, you can print out and refer back to in the workplace.

Q. What are SkillBriefs?

A. Most SkillSoft courses have numerous SkillBriefs associated with the course. They provide a summary of the key points covered in the related course. SkillBriefs a great resource of "just in time" learning, either on their own, or as a refresher of the course objectives. SkillBriefs are only available if you are accessing your courses through SkillPort.

Q. When do I know when I have completed a course?

A. The completion requirements for your courses are determined by your Training Administrator. In SkillPort, you can view the completion requirements set for your organization on the **My Report** page. A typical completion requirement might look like:

Courses are counted as completed if the overall high score is 80% or greater and if all assessments have been attempted.

Note...the overall high score is found under the column titled 'Mastery Results' 'High' on the 'Learner Records Progress Report'.

Q. I have been in and out of a course multiple times, how do I know what lessons I've completed?

A. Click on the **Course Menu** button. The Course Menu lists all your lessons. The icons to the left of the lesson indicate their status. The Completed icon is next to any lesson you have paged through. There are also icons that indicate the lessons you've started, and the Bookmark icon indicates where you last left off in the course. If you click on the blue arrow next to the lessons, they will expand and, you'll be able to view similar information for the topics and assessments within each lesson. To view the assessment scores for each lesson, click on the **Assessments** button.

Q. How do I get a SkillSim marked as complete?

A. You must enter the SkillSim through "SCORE" mode in order to have the Sim marked as complete. Once in this mode, you must move through the entire SkillSim without a catastrophic failure (for example, getting fired). Entering through "EXPLORE" mode will result in no score. Your score is determined using the examples below:

- You complete the simulation making all "Appropriate" choices. Your score is 100
- You complete the simulation and some of the choices are rated "Fair" or "Inappropriate." Your score is less than 100 but greater than 0.
- You fail the simulation. Even though you may have made "Appropriate" choices, you selected an "Inappropriate" choice that terminated the simulation early. A Final Summary feedback page is displayed and you are not presented with the remaining material in the simulation. Your score is 0.

The SkillSim counts the number of objectives in Score mode that the user answers correctly vs. the number of objectives that the user was presented with and assigns a percentage. (For example: If you answer 'Appropriate' rather than 'Inappropriate' or 'Fair' 67% of the time, then your score for the SkillSim is 67%).

If you are accessing the SkillSim through SkillPort, your scores will be compared with the Completion Criteria set by your organization to determine if the SkillSim can be marked as "complete".

Q. Do I get credit for multiple part assessment questions if I don't answer all the questions correctly?

A. In multiple part assessment questions, you will receive partial credit for those questions you answered correctly. The score is calculated by the number of correct answers divided by the total number of choices. You can view your assessment score for each lesson on the Assessments page.