

Interskill Learning

Learning Management System Guide

Administrator's Manual

Global Workforce Training



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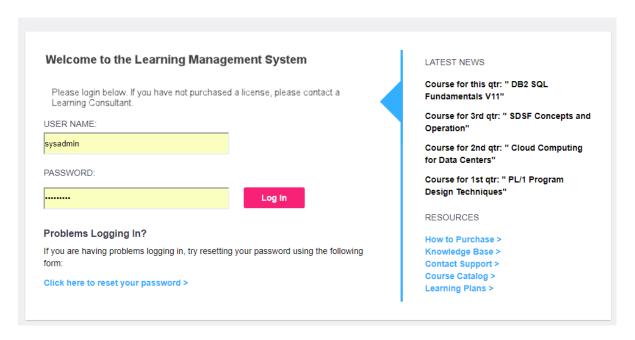
Interskill LMS Overview

The Interskill Learning Management System is designed with speed and simplicity in mind. Students can access the training courses, track and print their progress training reports, and view other training resources. Administrators can manage all aspects of an employee's mainframe training program, such as adding students, assigning courses and learning plans, plus viewing and printing student progress and training history reports. If an administrator wants to take courses, you can create a student account for yourself. Please see the *Interskill Learning LMS Student Guide* for detailed information on using the Interskill LMS as a student.

System Requirements	Quick Usage Tips
Operating Systems Supports: All Browsers: IE 10 and above, Edge, Firefox 50 and above, Chrome 50 and above, Safari 10 and above.	Turn off your browser's POP-UP blocker. Some reports are displayed in a new browser window.
above, Salah 10 ana above.	Contact Interskill Learning Support if you need to add or delete students on your account.
Flash Player MUST be installed and ENABLED on your browser.	The course default pass/fail rate is set to 70%. Contact an Interskill Learning Consultant to adjust this rate higher.
iPads/Tablets: Only supported if browser meets above requirements. Most do not, since Adobe Flash is not supported on tablet browser versions.	Do not share your login credentials with others. Sharing student accounts is not permitted and will lock the student account and violate privacy and licensing policies.

The Login Page

The login page is where you begin your access to the training site. You will be in receipt of an email from support@interskill.com that contains your Administrator User Name and Password. If you forgot your password, use the "Reset Your Password" feature. If you are not in receipt of the email or forgot your user name, submit a support case to https://www.interskill.com/contact-support.html. The image below shows the login page.



Navigation Menu

The top navigation menu (see image below) is your fastest method of getting around in the LMS.

HOME	ADMINISTRATION	REPORTS	MY ACCOUNT	HELP	LOGOUT	
	Student Management	Course History Report	Profile	FAQs		
	Mainframe Presenter Series	Student Enrollment	Change Password	System Requir	rements	
		Student Profile Report		Chat With Sup	port	
		Usage Report		Email Learning	g Consultant	
		Complete Report				
		Custom Report				
		Assessment Certificate	es			
		Digital Badges Progres Report	s			

Detail of Navigation Menu Items:

- HOME: Links you to the main home page of the LMS which contains many useful tips, news and other resources.
- ADMINISTRATION:
 - STUDENT MANAGEMENT Add new students, view/edit student profiles and enroll/drop courses for students.
 - MAINFRAME PRESENTER SERIES View slide decks and develop your own in-house training program.
- REPORTS: Links you to the available reports with descriptions. Be aware that your students have the ability to print similar reports.
 - o COURSE HISTORY Shows the list of courses and how many students are enrolled in each. Individual student certificates can be printed from this page.
 - STUDENT ENROLLMENT Shows the courses your students are enrolled in. Grouped alphabetically by student name.
 - STUDENT PROFILE REPORT This report provides a complete listing of student profile information and the current status of their registration, so it can be verified for accuracy.
 - USAGE REPORT Shows all student information with all attempts of COURSES and MODULES including scores, statuses, dates attempted and how many times a course was accessed. Grouped by Student and can be run by date range.
 - COMPLETE REPORT Shows all student profile information with the best COURSE and MODULE scores and statuses. Grouped by Student.
 - CUSTOM REPORT Allows options to run reports with sorting features selecting from student profile page. For example, the custom report will be utilized when sorting your students by department, manager, team lead, location etc. This report can also be run by selecting a date range for specific course history information.
 - ASSESSMENT CERTIFICATES This report will display only assessments (not courses) and allow you to print certificates.
 - DIGITAL BADGES PROGRESS This report will display progress of digital badges. You have several parameter options such as displaying course details or only completed badges.

MY ACCOUNT

- PROFILE View or edit your account profile.
- CHANGE PASSWORD Change your password.
- HELP
 - FAQ Frequently asked questions and answers regarding technical and customer support issues.
 - SYSTEM REQUIREMENTS Links you to the system requirements page.
 - CHAT WITH SUPPORT Click to start a web chat with a support technician for assistance in resolving LMS issues.
 - o EMAIL LEARNING CONSULTANT Click to email support/customer service.
- LOGOUT: Use to logoff system.

Administrator Home Page

The first page you will see after you log into the system is the **HOME** page. You can return to **HOME** page anytime by simply clicking on the "**HOME**" icon in the top navigation menu. The **HOME** page contains useful information and links to other areas of the LMS and includes links to external training resources. Below is a description of the **HOME** page areas.

QUICK LINKS -

These large graphical buttons provide links to the most used tasks, such as student management and reports.

YOUR COMPANY LOGO -

You can display your company's logo in place of the default logo. Please request this from your Interskill Learning Consultant.

WELCOME FROM YOUR TRAINING ADMINISTRATOR -

This section will have a custom message that all your students can view on their home page. You can request this from your Interskill Learning Consultant. The message is located just under the company logo.

EARN OFFICIAL DIGITAL BADGES -

This section will link to the badge information page on the Interskill Learning Website.

> LATEST NEWS -

Highlights recent course updates and other system news.

> ADDITIONAL RESOURCES -

Contains customer support and external training resource links.

ADMIN TIPS -

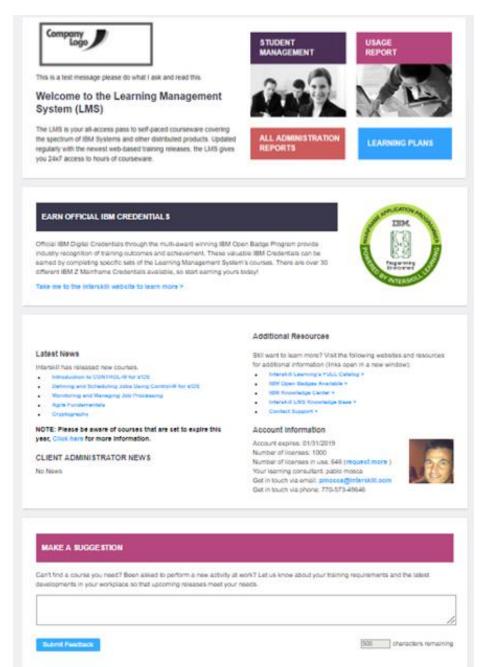
This area will change periodically with training and system tips specifically for administrators.

ACCOUNT INFORMATION -

This area contains the date your account will expire. It also shows how many student licenses you have purchased and how many are in use. Note if a student has not accessed a course, then it will count as NOT IN USE. Be sure to contact an Interskill Learning Consultant if you need to renew your account. This area also shows the contact information of the learning consultant assigned to your account.

MAKE A SUGGESTION -

Use this to send a message to our customer support if you have recommendations for new courses or other LMS suggestions.



Administrator Profile

To view or edit your account profile click PROFILE under the MY ACCOUNT menu item. Below is a description of the profile fields. We recommend that your profile information be accurate and up to date since students are directed to this information when in need of contacting the company training administrator.

- CLIENT NAME: Your account/company name
- YOUR ACCOUNT EXPIRES ON: The date of your subscription expiration. Be sure to renew or you and your students will not have access to the training site after this date.
- NUMBER OF LICENSES: This is the number of student licenses the account is limited to.
- LOGIN NAME: The user name of this admin profile.
- FIRST NAME: First name of the main contact for this account.
- LAST NAME: Last name.
- > PHONE: Contact phone number.
- COMMUNICATION PREFERENCES: Consent to subscribe to receive emails from Interskill Learning regarding the mainframe newsletter and other industry news.
- ➤ MENTOR PREFERENCE: This option enables you to assign a mentor at the COMPANY or STUDENT level. When enabled at the COMPANY level, all students will be directed to the email address provided in the COMPANY MENTOR EMAIL field. When assigning this at the STUDENT level. You would assign an individual email address at each student profile.
- > COMPANY MENTOR EMAIL: The email address that students will use to contact the mentor.

NOTE: You May have more than one Administrator assigned to monitor and manage your training program. To add additional Administrators please contact your dedicated learning consultant.

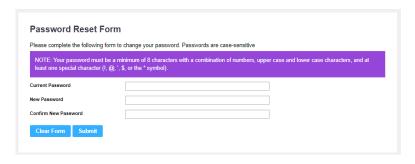
Password Reset

You can change your password in the MY ACCOUNT menu link. We recommend you change your original system assigned password to make it easier for you to remember. Passwords require a minimum of 8 characters containing a number, upper and lower-case letters, and a special character. It is also recommended you change your password every 90 days.

To change your password, you must enter your current password and the new password in the PASSWORD RESET FORM and the password will be changed instantly. The next time you access the system, make sure to use your new password.

NOTE: It is in violation of Interskill licensing policy to give out your login credentials to anyone.

Account Details	
information is inaccurate, please	below. Please ensure your administrator contact details are up-to-date. If any of your organizational or account contact Interskill Learning as soon as possible to amend it if you do not have permission to do so yourself. pur administration details, enter or amend the necessary fields below and click Submit.
NOTE: Fields marked with an a	sterisk are mandatory.
Client Name	My Company Name
Your Account Expires on:	01/16/2019 (MM/DD/YYYY)
Number of Licenses (Students)	100 Click here to purchase additional licenses.
Login Name*	ibmadminhollywood
First Name*	Pablo
Last Name*	Mosca
Phone	
My Communication Prefere	ences
•	ntacted with details of new courseware releases and receive the Interskill Mainframe Training newsletter, eaking mainframe industry news.
Mainframe Training Newsletter	Yes pleasel No thanks.
My Student's Mentor Prefe	rences
Mentor Preference	One individual mentors all students in my organization (their contact details are listed below) Each student has their own mentor (their contact details can be found on each student's profile)
Company Mentor Email	
Clear Form Submit	



Student Management

To access the Student Management area, first click on the STUDENT MANAGEMENT link under the ADMINISTRATION menu header. You will see the following screen listing your current active students. From this page you can add a student, edit a student profile by clicking on selected name and enroll or drop courses and assessments by clicking on the links in the last column under enrollment. This screen also shows when the student account was created, manager's name, username, first and last name, department, status, and last time the student logged into the system.

Use the ADD NEW STUDENT button to create a new student. If you have a large group of students, you can use the SEARCH feature or you can use your browser's FIND feature to locate a student by name.

Also note the TOTAL number of current and maximum student count. The current count includes ACTIVE student accounts. If you reach your limit, the system will not allow additional students to be created.

NOTE: If you need to delete or deactivate a student, contact your Interskill Learning Consultant or Interskill Learning Customer Support.

	s you to manage s ssments for each			_					
	unt, click the Add	-	_	evant iiins iii	the emoninent	Coldinii to the	, rai rigiti or ci	acii staac	ni. To create a
NOTE: Please to	e aware that lice	nsina reauireme	ents for deletin	g and/or dea	activating stude	nts apply. If vo	ou need to del	ete or dea	activate a
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			Search	(*alphanu	umeric string on	ıly)		Add	new Student
	-	ch criteria: 56							
lumber of studen	ts matching sear		: 100						
lumber of studen	ts matching sear		: 100			Managoric	Account		
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umber of studen laximum number Name	ts matching sear of registered stu	dents permitted	: 100		Last Login	_	Created		Enrollment
umber of studen laximum number Name	ts matching sear of registered stu	dents permitted	: 100		Last Login	_		Status active	
SEARCH RESULT Number of studen Maximum number	ts matching sear		: 100						
umber of studen	ts matching sear of registered stu	dents permitted	: 100		Last Login	_	Created		courses

Adding New Students

When selecting the ADD NEW STUDENT link on the STUDENT MANAGEMENT screen, it will direct you to a blank STUDENT PROFILE form where you can input various data. A sample screen shot is shown below. If you reach your limit, the system will not allow additional students to be created. If you need to delete or deactivate a student, you must contact Interskill Learning customer support.

The system requires that each student account have a FIRST NAME, LAST NAME, LOGIN ID and WORK EMAIL.

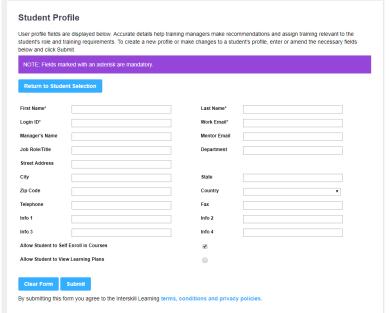
NOTE: You cannot use generic student account names nor share student accounts per your license agreement. A student account can only be assigned to a single person.

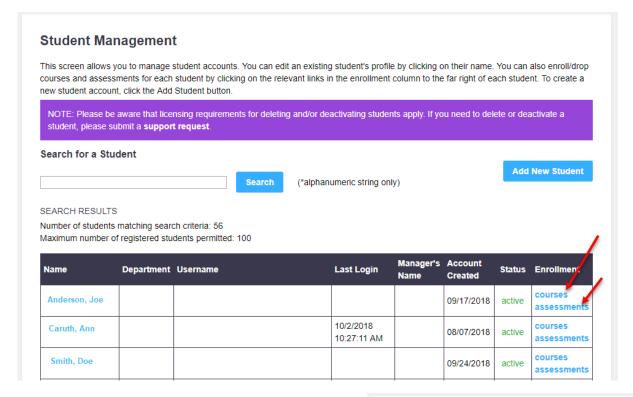
- FIRST NAME, LAST NAME and LOGIN ID: Once
 entered, these fields will be read only and cannot be changed. You can contact Interskill Learning support to
 request a change.
- 2. WORK EMAIL: This should be the student's main email address. Password resets and other email reminders are sent to this address. Once entered, this field will be read only and cannot be changed. You can contact Interskill Learning support to request a change.
- 3. MENTOR EMAIL: When a student uses the MENTOR feature, the system will send email messages to the email address in this field. This will only function if the STUDENT MENTOR feature is turned on at the CLIENT profile level. The COMPANY MENTOR setting at the CLIENT profile will override this setting.
- 4. ALLOW STUDENT TO SELF ENROLL FOR COURSES: Checking this box will give the student access to enroll or drop courses. If you do not give a student access to this feature, then it would be the responsibility of the training administrator to handle this task.
- 5. ALLOW STUDENT TO VIEW LEARNING PLANS: Checking this feature will give the student access to the learning plan screen. This will allow them to view their courses in order by the standard learning plans created by Interskill Learning. See LEARNING PLAN section for more information.
- 6. RESET PASSWORD AND SEND EMAIL TO STUDENT: Check this box and click SUBMIT and an email will be sent to the student on this form with the student's user name and new password.

The only required fields when adding a new student are marked by an '*'. The more information you enter can benefit you in the future when running reports. So take advantage of the additional fields for report sorting purposes.

How to Assign Courses and Assessments to Your Students.

As the administrator, you have the option to either allow your students to enroll/drop courses on their own, or you can do it for them. This option can be useful if you wish to control what courses your students are able access. To access the course and assessment enrollment screen for a student, you must select the links under the ENROLLMENT column on the STUDENT MANAGEMENT screen. (See image below)

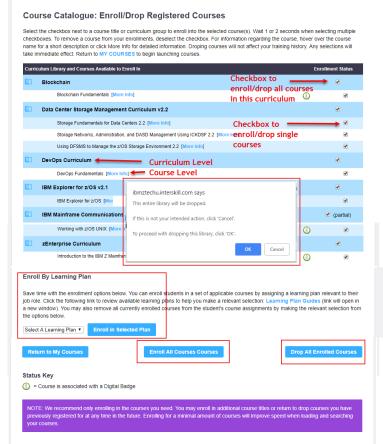




How to Enroll or Drop Courses and Assessments for Students

Before a student can begin taking online courses, they must either be given access to enroll or drop courses themselves at the student level, or you must enroll/drop courses for them. The COURSE and/or ASSESSMENTS ENROLLMENT screens contain all the courses and/or assessments that you have licensed.

- Simply check or uncheck a single course or an entire curriculum; wait 1 or 2 seconds for the selection to take effect before selecting your next checkbox.
- Dropping courses does NOT affect a student's training history records.
- Dropping courses is useful when you want to limit what the student will see on their MY COURSES page.
- You may also enroll or drop ALL courses by using the buttons at the bottom of the page. (see image above)
- You will receive a warning message when dropping courses.
- The MORE INFO links you to detailed course content information.

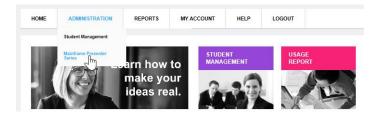


- Moving your mouse cursor over the course titles will display a pop-up with a short description of the course.
- This same process can be used for assessment enrollment.
- Enroll in Selected Learning Plan: You have the option to enroll a student into one Interskill Learning's recommended learning plans. We recommend you drop all the student's courses, then select the learning plan from the dropdown menu. Be aware, that if you have given a student access to "SELF ENROLL", they can change this and any other courses you have selected.

Mainframe Presenter Series

The Mainframe Presenter Series integrates your organization's skills, knowledge, standards and practices with Interskill's comprehensive mainframe eLearning curriculum to deliver an unparalleled mainframe training resource. It's simply populated, curriculum mapped, presentation and webinar templates teamed with simple, step-by-step procedures for creating, scheduling and presenting the information make generating your mainframe training resource a quick and simple process!

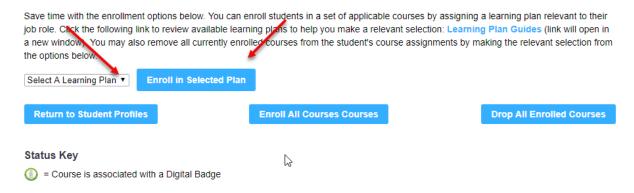
To access the Mainframe Presenter Series and begin developing your own in-house training program select the Administration Menu Tab and then Select the Mainframe Presenter Series in the dropdown menu.



Learning Plans

Interskill's learning plans are a valuable tool for students. This graphical design format will lay the foundation for training success by displaying training courses in a logical order that is recommended by Interskill Learning experts. On the Course Enrollment Page, administrators may enroll their students in a learning plans by clicking the dropdown "Enroll by Learning Plan" and then select the desired plan and then click the button.

Enroll By Learning Plan



- If a student does not have access to the "ALLOW STUDENT TO ENROLL FOR COURSES" feature, then the student will only see courses he/she is enrolled for, in order by the learning plan.
- If you have not purchased ALL the courses within a learning plan, the learning plan screen will still display in the learning plan order, minus the courses you have not purchased.
- Selecting a learning plan will enroll the student in the courses automatically, which is why it is important for the student to have access to enroll/drop courses.
- Students can view ALL learning plans. You cannot prevent a student from viewing certain learning plans, but you can remove their ability to enroll into courses.
- Students can enroll in one learning plan at a time.
- The student may switch learning plans at any time.
- When a student switches learning plans, the system will not drop courses, nor will it affect his/her historical reports.

IBM Digital Badges

People are incredibly motivated by recognition. A digital 'badge' is an online industry-wide recognizable form of achievement. As learning in the corporate sector has evolved, the employee's motivation to drive their own development has become pivotal to their performance and your organization.



Interskill's IBM Digital badges are mini learning plans. To earn an IBM Badge a participant is required to successfully complete 2 or more courses with a 70% or greater passing rate. The official IBM Credential Badges may be shared via social media.

NOTE: You must consent to the Interskill Learning privacy policies prior to enrolling your company in the digital badge program. Once you have consented, all your students will have the opportunity to participate.

Reporting

The reports page contains many reports that you can run to view student training history, print certificates, and obtain other detailed training information. A list of reports and the descriptions are shown below.

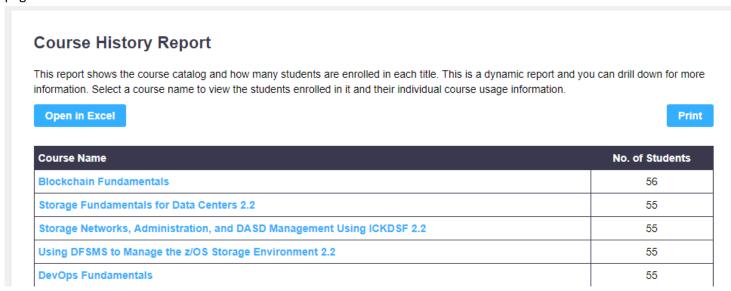
NOTE: Some reports will execute in a new browser window.

Client Administration Reports

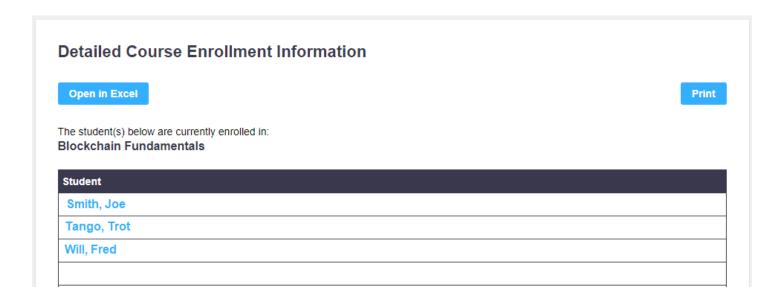
Report	Description
Course History Report	This report shows the list of courses and how many students are enrolled for them. This is a dynamic report and you can drill down for more information. You can print individual student certificates here.
Student Enrollment Report	Shows the courses your students are enrolled for. Grouped by student.
Student Profile Report	Provides a complete listing of student profile information and the current status of their registration so it can be verified for accuracy .
Usage Report Client Admins	Shows a detailed report of every course launch attempt for all modules students are enrolled in or have accessed in the past, grouped by student. You can narrow your report to a specific date range to review the training usage for a particular period.
Complete Report	Shows all student profile information with the best COURSE and MODULE scores and statuses. Grouped by Student.
Custom Report	This form generates a report to your requirements, showing optional details of your students and their activities. This can be run by a date range or other criteria.
Assessment Certificates Report	This report shows assessments completed by your students and allows you to access and print individual certifications. NOTE: Only recently released assessment titles will appear in this report. For previous releases, please refer to the usage reports.
Badge Progress Report	This report shows students' progress of the badge program.

Course History Report

The COURSE HISTORY REPORT shows the courses and number of students enrolled for those courses. (image below). This report is dynamic and you can drill down to the student details by selecting the course names and student names at each page.



Select a course to show a list of students that are enrolled for that particular course. (see image below): Then the next page will show the **Student eLearning Training History Report** for that student.



Student eLearning Training History

This report shows a learners eLearning training history. This is the same report available to a learner when logged in as a student. **NOTE**: You may print Certificates of Completion for your trainees here.

Student eLearning Training History Open in Excel Print Completed Module Module Course Name Course Name Course Status **Module Name** Status On Score Score completed Introduction to Joe Blockchain Fundamentals 12/14/2018 90.00% passed 87.00% Certificate Blockchain Embracing Blockchain passed 96.00% How Blockchain Works 99.00% passed Blockchain Fundamentals Mastery passed 78.00% Test Storage Networks, Administration, Overview of and DASD Management Using N/A 0 incomplete incomplete Networked Storage ICKDSF 2.2

Student Certificate Sample

You may print or save the certificate as a file(PDF) on your computer. You can also share the student's accomplishment using the social media links provided.



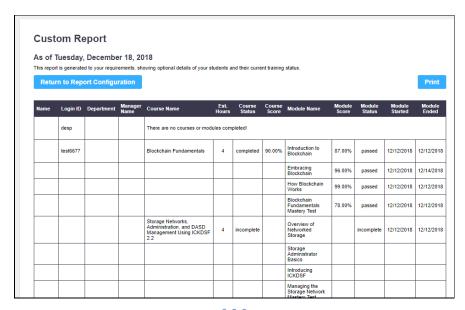
Custom Report

The CUSTOM REPORT feature allows you to execute a report with various parameters, providing you with dated student module and course scores. This report also includes many other informational fields from the student profile, such as username, email, department, title, Info fields, and more.

Custom Report This form generates a report to your requirements of each student's progress through training they have commenced. Additional profile and module details can be specified. This can be run by a date range or other criteria. Select the report critera and information options you wish to apply and click Build Report. Report Criteria Student profile information to include: Student sort order: exclude students with no records by last name, first name exclude inactive students include student profile information (select from the following): Alternative sort options: login ID by user name department by department manager name by manager name email address by email address telephone by telephone info 1 by info 1 info 2 by info 2 info 3 by info 3 info 4 by info 4 Course completion information to include: Course sort order: include course score ascending show completed courses only and (if selected): descending include course completion date Only show course completion results from between: (leave blank to include all access dates) (MM/DD/YYYY) to (MM/DD/YYYY) Module access information to include: include module name/information include module score include module start date include module end date include access status (select from the following): all statuses completed modules only incomplete modules only **Report Output Format** HTMI Excel

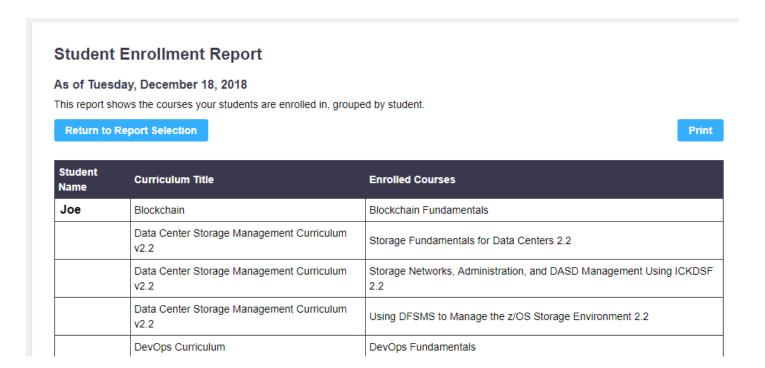
NOTE: The report results are grouped by student last name, and when selected sorted by identified field (for example Department). The custom report also gives you the option to export to Excel. The report data will provide the student's BEST score. For more detailed usage and attempts, you should use the USAGE REPORT.

Build Report



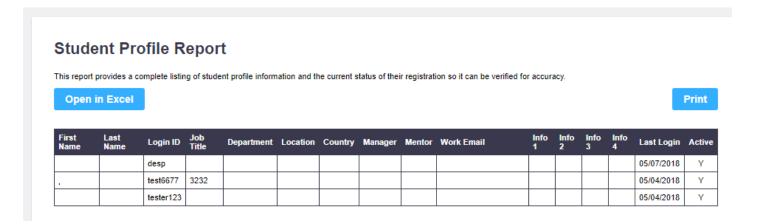
Student Enrollment Report

The STUDENT ENROLLMENT REPORT shows a list of all your students and their enrolled courses. This report is grouped by student and sorted by student last name. It also shows the curriculum that the course is grouped under.



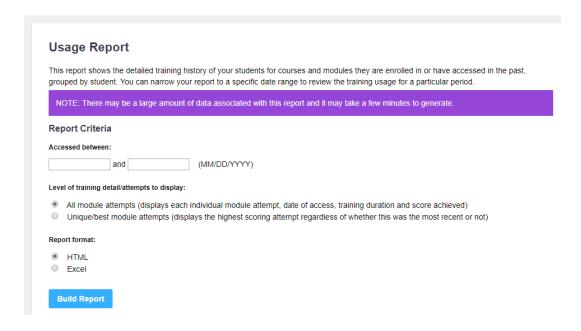
Student Profile Report

This report provides a complete listing of student profile information and the current status of their registration, so it can be verified for accuracy.



Usage Report

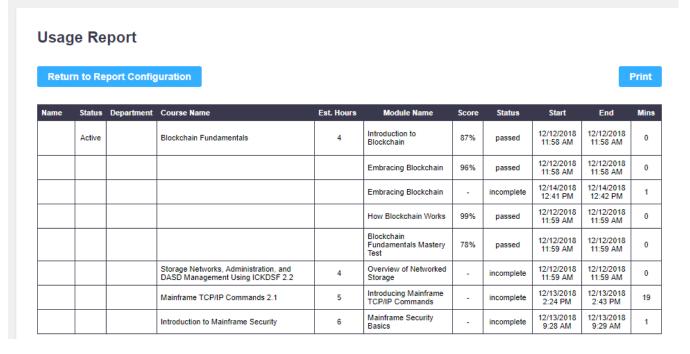
The USAGE REPORT shows all student profile information and all attempts by the student. The parameter screen allows you to run the report by usage date and provides the option to select ALL attempts or the BEST scores.



A sample report showing all attempts is below.

NOTE: Attempts without a status or a score are most often caused by a series of instances on the student's environment which are not controlled by Interskill, for troubleshooting purposes the most common are listed below.

- > If the student only opens and does not progress in the module
- A student did not have their pop-up blocker off and the module fails to load completely
- A student opens the module and disconnects improperly
- A student opens a module and exits without progressing past the introduction page.
- No score means the student might have never reached the post module test portion of the module.



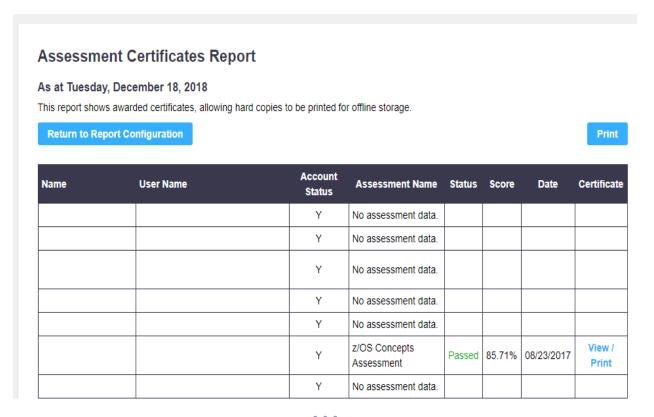
Complete Report

The COMPLETE REPORT is very similar to the CUSTOM REPORT, except you do not have the optional parameters before executing the report. This report shows all student profile information with the BEST course and module scores and status. This is grouped by student and sorted by last name. A sample report is shown below.

Return to R	eport Con	figuration												Print
Name	User Name	Department	Email	Telephone		Info 2	Info 3	Info 4	Course Name	Course Status	Course Score	Module Name	Module Score	Module Status
	desp		,							There a	are no cou	ırses complet	ed!	
	test6677								Blockchain Fundamentals	completed	90.00%	Introduction to Blockchain	87.00%	passed
												Embracing Blockchain	96.00%	passed
												How Blockchain Works	99.00%	passed
												Blockchain Fundamentals Mastery Test	78.00%	passed
									Storage Networks, Administration, and DASD Management Using ICKDSF 2.2	incomplete	N/A	Overview of Networked Storage	0.00%	incomplete
												Storage Administrator Basics	0.00%	
												Introducing	0.00%	

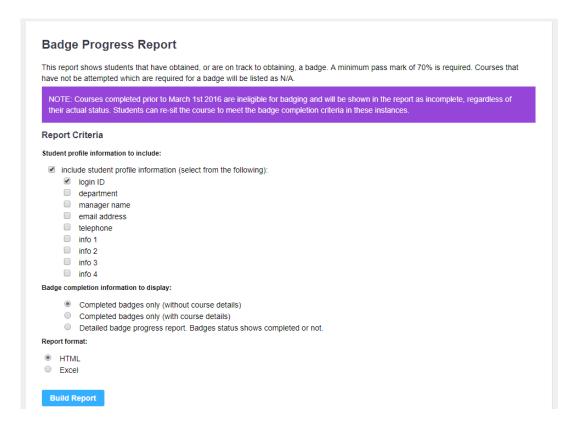
Assessment Report

The ASSESSMENT REPORT displays the assessments your students have attempted. You can also print certificates here if students that have completed them.

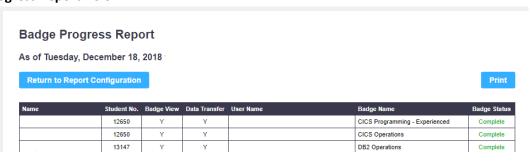


Digital Badge Progress Report

The Digital Badge Progress report displays your student's progress in the digital badge program. You have several parameter options such as displaying course details or only completed badges.



Sample Badge Progress Report Below.



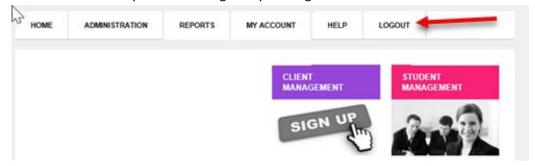
Custom Reports Created by Your Learning Consultant

Your dedicated learning consultant team provides custom reports. Contact your LC today to discuss getting your reports today.



Logout

When finished with your session logout by clicking the LOGOUT button on the menu bar.



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