Interskill Learning

Learning Management System Guide

Student's Manual

Global Workforce Training

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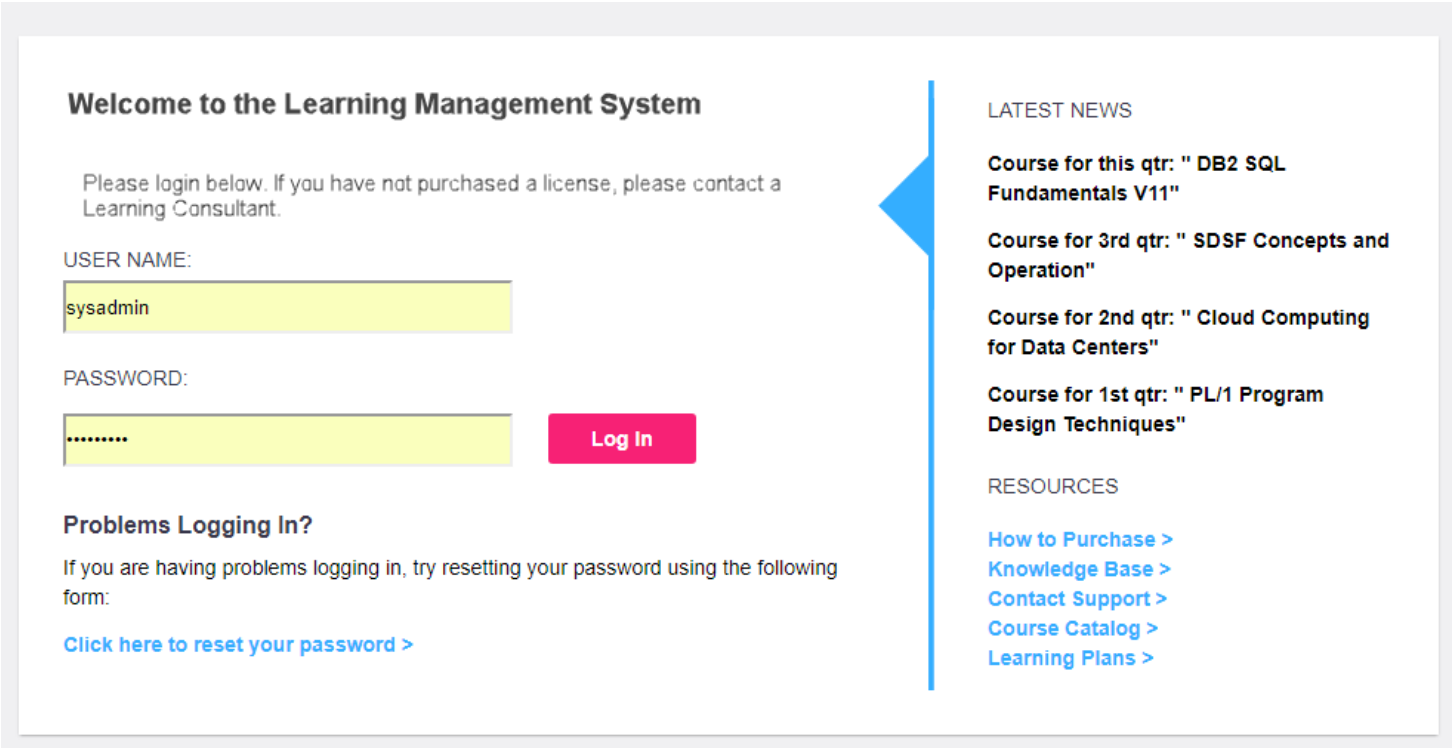
Interskill LMS Overview

The Interskill Learning Management System was designed with speed and simplicity in mind. This system is used to access training courses, track and print progress, and view other training resources. This overview will describe the basic system requirements and guides of the Interskill LMS.

System Requirements	Usage Tips
Operating Systems: All Browsers: IE 10 and above, Edge, Firefox 50 and above, Chrome 50 and above, Safari 10 and above. Flash Player MUST be installed and ENABLED on your browser. iPads/Tablets: Only supported if browser meets above requirements. Most do not, since Adobe Flash is not supported on tablet browser versions.	Students can stay in a module up to 2 hours. When launching a module, do not close out the main session window. Turn off browser's POP-UP blocker Do not share login credentials with others. Sharing accounts is not permitted and will lock your account. LOGOUT of the system when completed

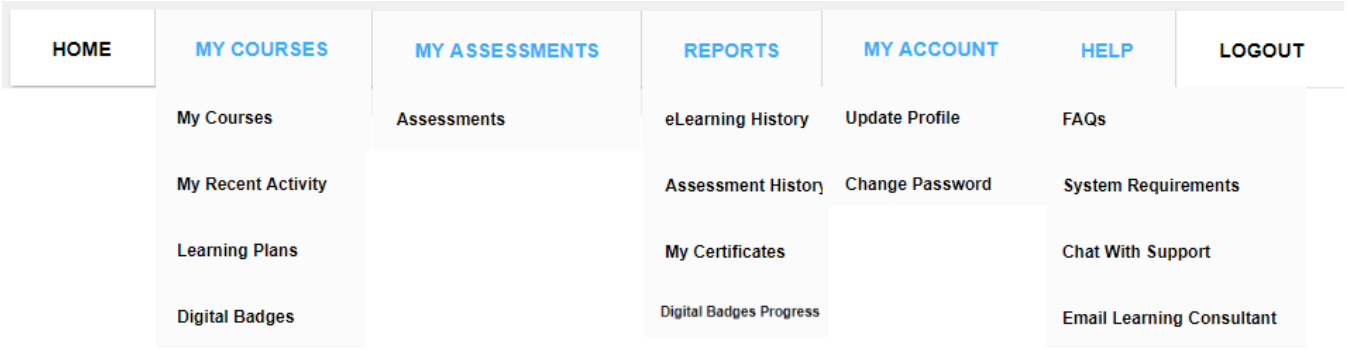
The Login Page

The login page is where you begin your access to the training site. You should have received an email from support@interskill.com that contains your unique user name and password. If you forgot your password, use the "Reset Your Password" feature. If you forgot your user name, contact your company training administrator or submit a support case to Interskill Learning to request it. The image below shows an overview of the login page.



Student Navigation Menu

The top navigation menu (see image below) is the fastest method of getting around in the LMS. Below is a description of all menu and sub menu items.



A. HOME: Links you to the main home page of the LMS which contains many useful tips, news and other resources.
B. MY COURSES
    a. MY COURSES - This is where you can launch your training courses and enroll/drop courses.
    b. MY RECENT ACTIVITY - This page will show your recently accessed courses. It will show the past 30 days.
    c. LEARNING PLANS - You will only see this option if you have been given the "Allow Learning Plan Access" at the student profile level. The page will display courses in order by a particular learning plan. Learning plans are standard lists of courses in order by job role recommended by Interskill learning. You can view all learning plans at http://lp.interskill.com/
    d. Digital Badges – This page will list courses in group by digital badge. More info on badges at https://www.interskill.com/ibm-badges.html
C. REPORTS: Links you to the available reports.
    a. ELEARNING HISTORY – This report contains your training history.
    b. ASSESSMENT HISTORY – A report showing only assessment results.
    c. MY CERTIFICATES – Runs the certificates report, which contains options to print certificates of courses you have successfully completed.
    d. DIGITAL BADGE PROGRESS – This report displays your training history of courses related to badges.
D. MY ACCOUNT
    a. UPDATE PROFILE – View or edit your account profile.
    b. CHANGE PASSWORD – Change your password.
E. HELP
    a. FAQ – Frequently asked questions and answers regarding technical and customer support issues.
    b. SYSTEM REQUIREMENTS – Links you to the system requirements page.
    c. CHAT WITH SUPPORT – Click to start a web chat with a support technician for assistance in resolving LMS issues.
    d. EMAIL LEARNING CONSULTANT – Click to email support/customer service.
F. LOGOUT: Used to logoff system.

Student Home Page

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

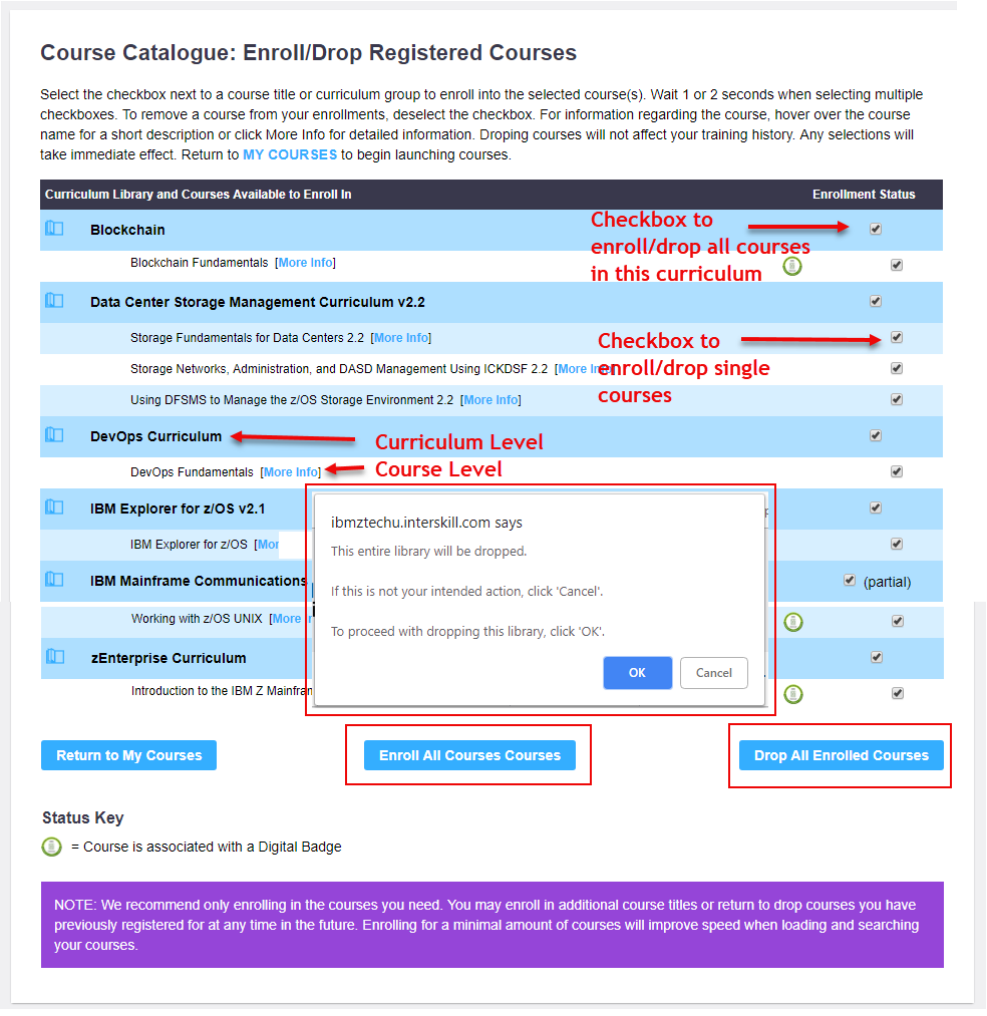
A. QUICK LINKS: These large graphical buttons provide links to My Courses, enroll for courses, Learning Plans and your certificates. Note that the enroll for courses link will only be displayed if the student has been given access to this feature.
B. EARN OFFICIAL DIGITAL BADGES – This section will link to your badge course list or if you have not enrolled for the badge program, it will link to the Interskill website for more information.
C. LEARNING PLANS – This section links to our graphical learning plans website or if you have access to the LMS learning Plans feature, it will direct you to the feature.
D. WELCOME FROM YOUR TRAINING ADMINISTRATOR – This section will have a message from your training administrator if they choose to provide one. This is located just under your company's logo or the default logo of the lady with glasses.
E. LATEST NEWS: Highlights recent course updates and news.
F. STUDENT TIPS: This area will change periodically with training and system tips.
G. ADDITIONAL RESOURCES: Contains customer support and external training resource links.
H. MAKE SUGGESTIONS: We want to hear from you, send a message to Interskill customer support with recommendations for new courses or LMS suggestions.
I. ASK AN EXPERT(MENTOR): Sends a message to your designated company mentor. (This will only be displayed if you have been assigned a mentor by your training administrator.)

Course Enrollment Page

Before you can begin taking online courses, you must enroll for the courses you wish to take. The COURSE ENROLLMENT page can be accessed via the HOME page or from the MY COURSES page. The COURSE ENROLLMENT page contains all the courses that you have purchased. This page is where you can enroll or drop courses.

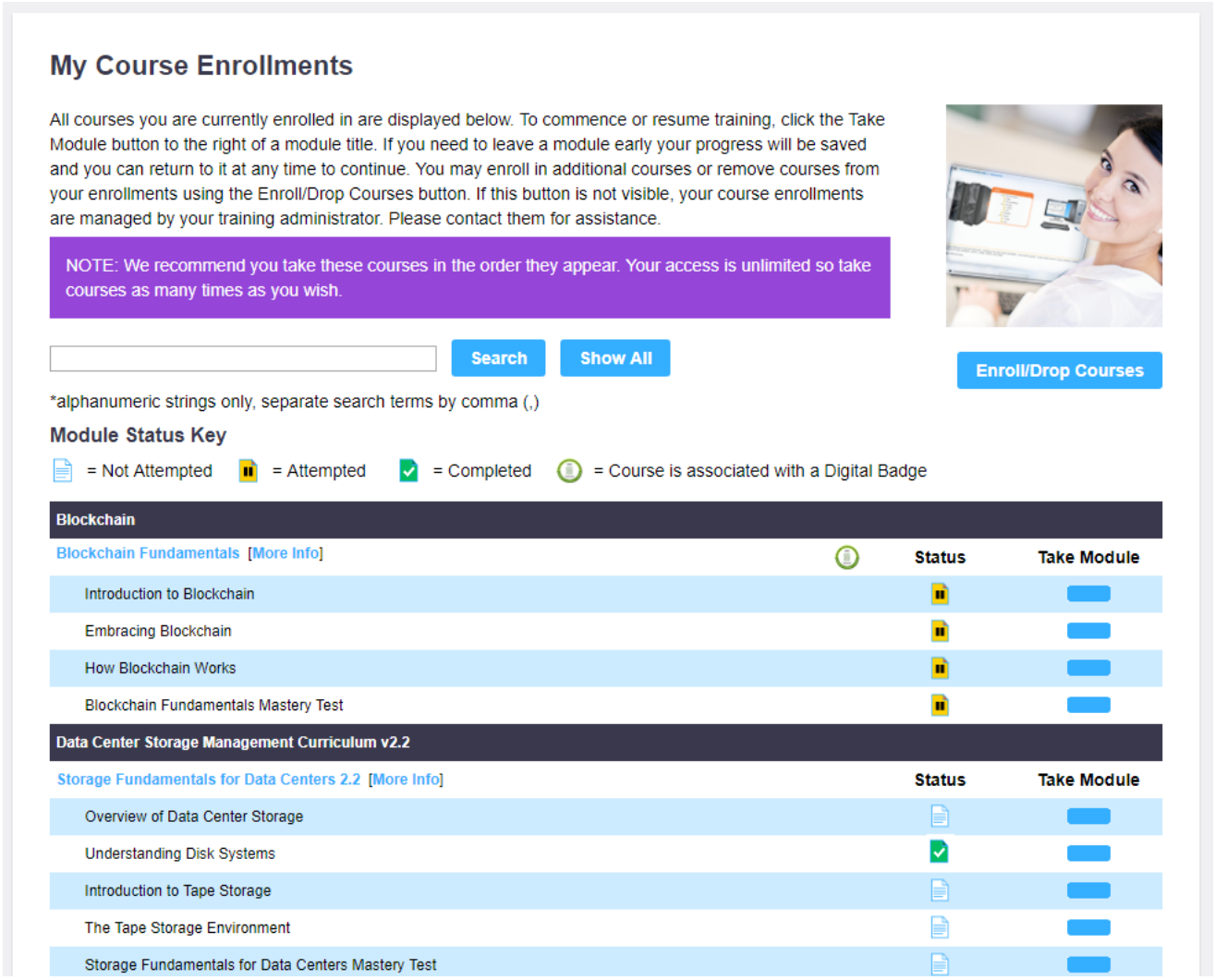
Note: If you do not see links to the Course Enrollment page, this means your company training administrator has prevented access to this page and he/she is responsible for your course enrollments.

A. Simply check or uncheck a single course or an entire curriculum. Wait 1 or 2 seconds for the page to refresh in between selections.
B. You may also enroll or drop ALL courses by using the buttons at the bottom of the page.
C. Dropping courses does NOT affect your training history records.
D. Dropping courses is useful when you want to see a minimal number of courses listed on the MY COURSES page.
E. If you have a default learning plan set on your student account, dropping courses will drop you from the learning plan. You can simply go to the learning plan page to reenroll without losing any history.
F. You will receive a warning message when dropping courses.
G. The MORE INFO links you to detailed course content information.
H. Moving your mouse cursor over the course titles will display a pop-up short description of the course.



My Courses Page

The MY COURSES page is where you will see a list of your enrolled courses and where you launch the modules within a course. To launch a module, click on the TAKE MODULE icons next to each module. The listing is in alphabetical order by curriculum group (Black Heading Sections). Each curriculum contains one or more courses. The courses within a curriculum are sorted by the recommended training order. Most courses contain multiple modules and a final Mastery Test module. Most modules contain a review quiz at the end to prepare you for the final Mastery Test module. Students can take courses/modules in any order they prefer.



Features of the My Courses Page

A. SEARCH FEATURE: The search feature can be used to search for course or module titles within this page. You can also use your browser's FIND feature for searching the page.

B. The MORE INFO links you to detailed course content information. Moving your mouse cursor over the course titles will display a pop-up window with a short description of the course.

C. The STATUS column shows if you have ATTEMPTED or COMPLETED a module. A light blue icon will be displayed if you have NOT ATTEMPTED a module. For more detailed status, scores and training history, we recommend you use the REPORTS page.

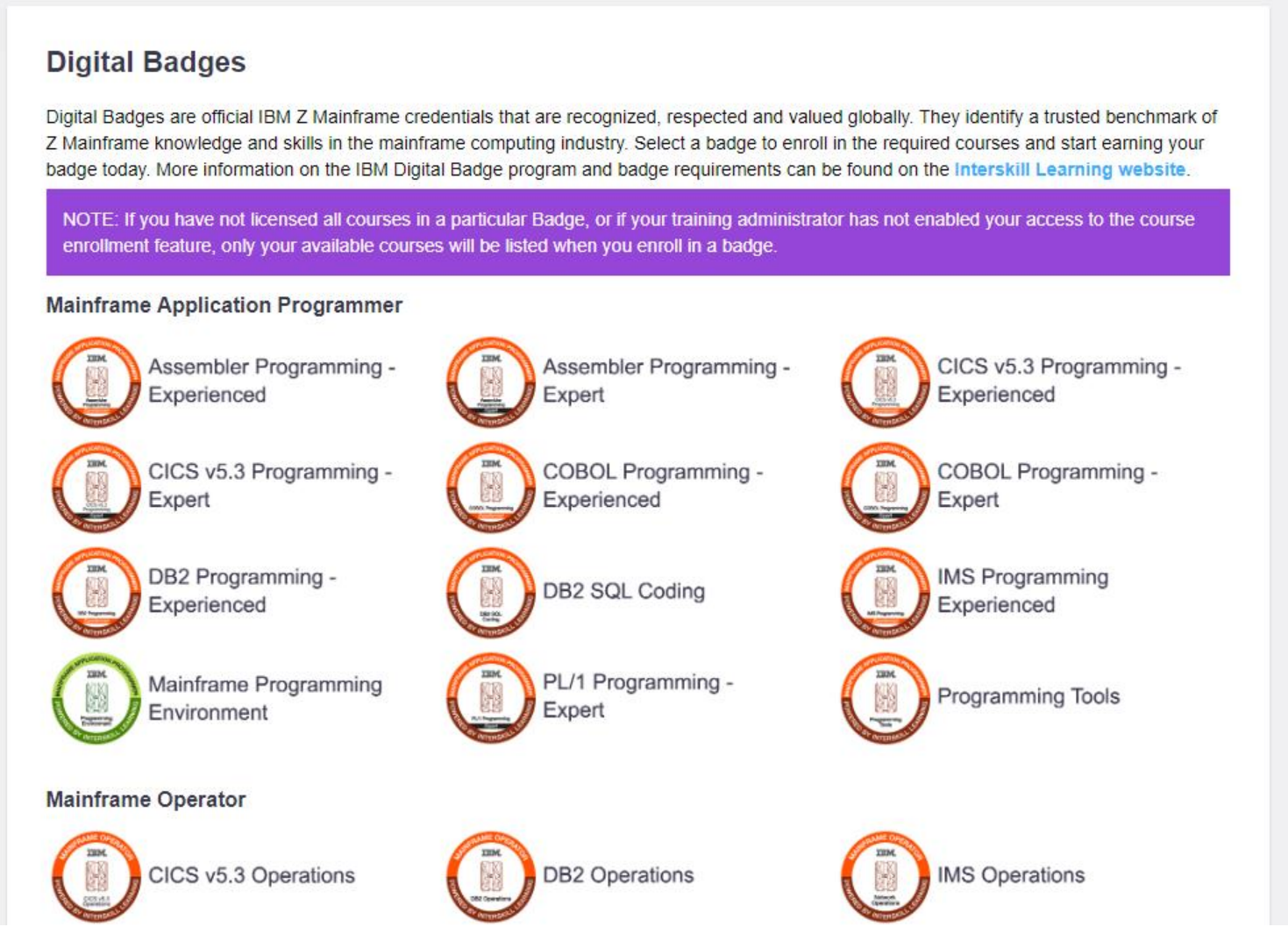
D. The ENROLL/Drop Courses button links you to the course enrollment page, which is used to enroll or drop courses. This button will be displayed only if you have been given access to enroll for courses.

E. When launching modules, some will appear in a separate pop-up window. While you are taking the module, do not close or move away from the main session window or your module progress/scores will not be recorded.

Digital Badges

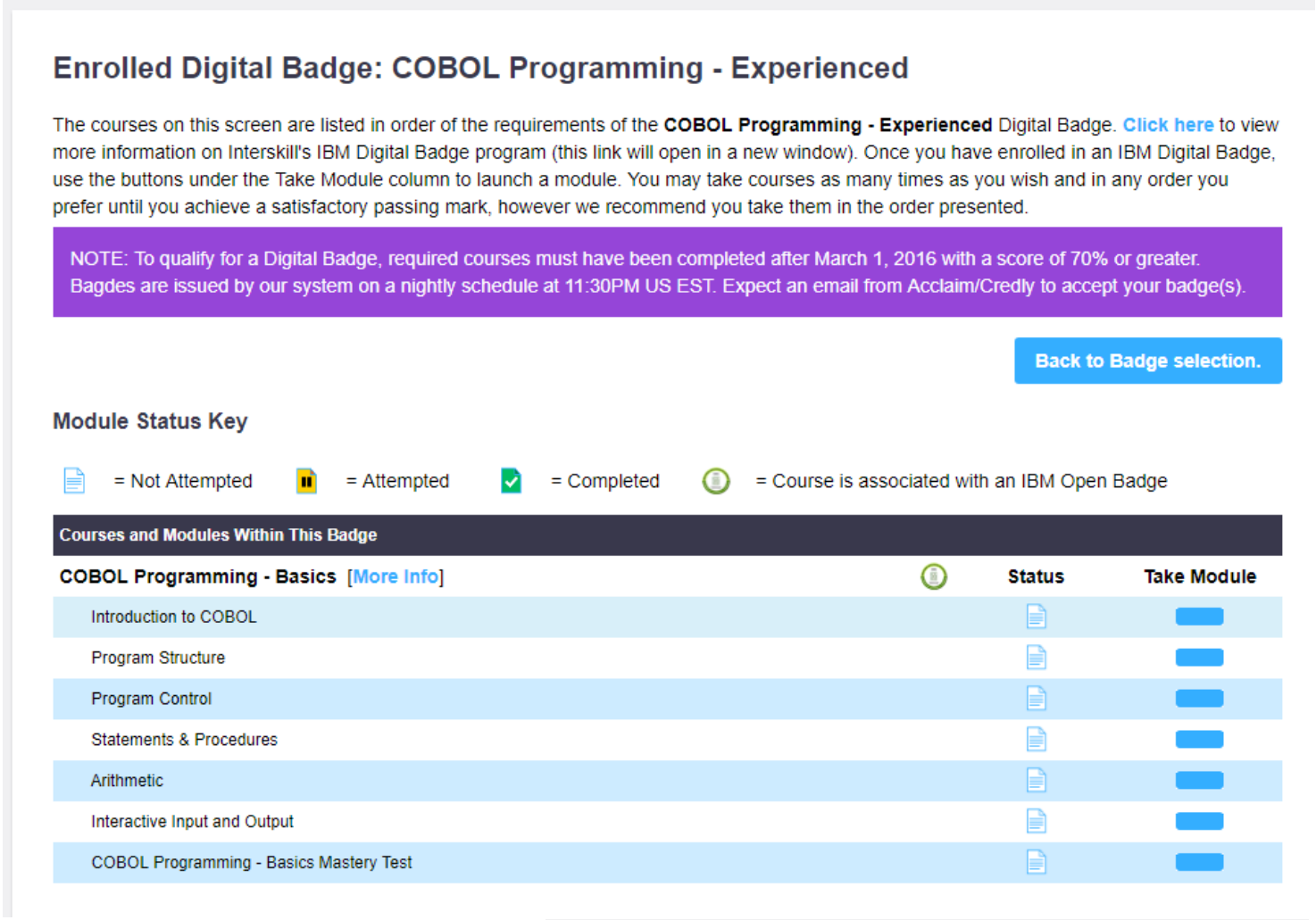
On the Digital Badges page, you can select a badge to work toward. This page will group the required courses for a particular digital badge. Simply select a badge you wish to train towards.

- Use Digital Badges to validate and show off your skillsets!
- To earn the Digital Badges, courses must have been completed after March 1, 2016 with a score of 70% or greater.
- Once you have completed earned a badge, they are yours to keep forever!
- Earned Badge(s) will emailed each evening at 11:30 US EST from Acclaim/Pearson with instructions on how to “pick them up” and how to display them via social media.



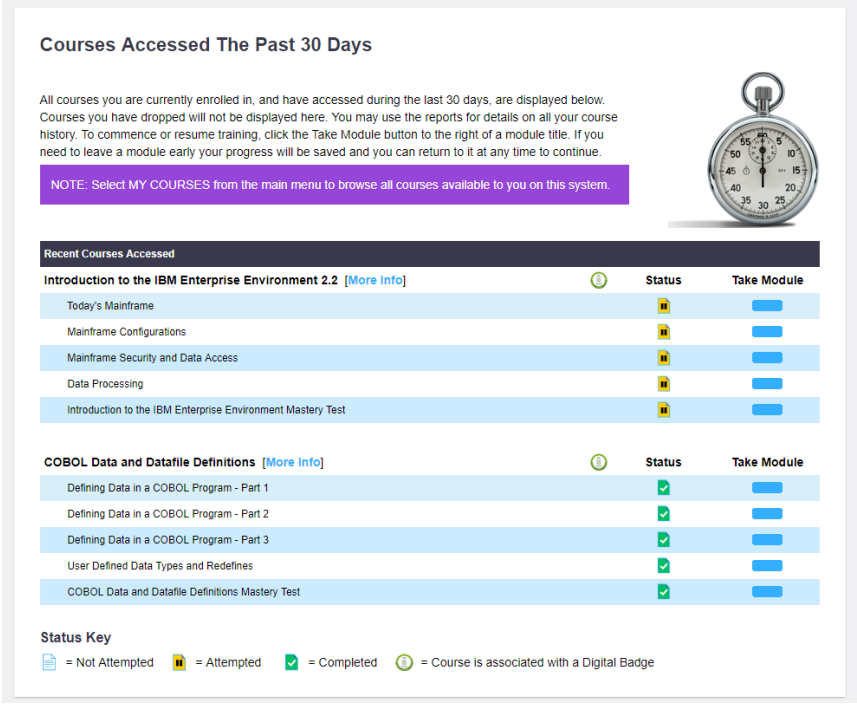
Selecting a Digital Badge

Once you've selected a badge, the screen will display the required courses for the particular badge. Use the blue buttons under the TAKE MODULE column to begin your training. You can work toward multiple badges at once if you wish. Use the BACK TO BADGE SELECTION button to return to the selection screen to select a different badge.



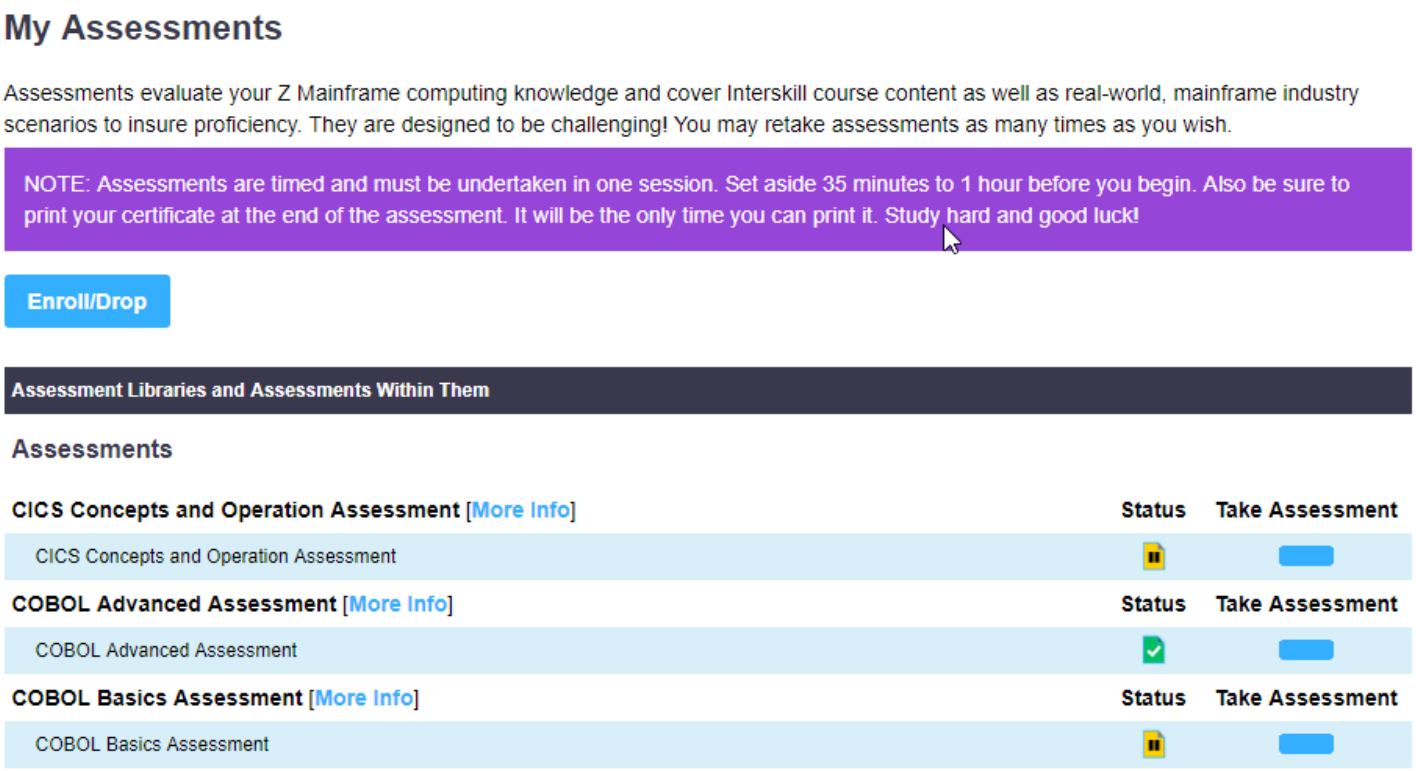
My Recent Activity

The recent courses page will display all courses that you have accessed in the past 30 days. This screen will only display courses that you are currently enrolled for. It will not display dropped courses. You may launch courses from this screen, just like the MY COURSES screen. Note that the courses on this page are sorted in most recently accessed and not grouped by curriculum.



My Assessments

Assessments evaluate your computing knowledge and cover Interskill course content as well as real-world, mainframe industry scenarios to insure proficiency. They are designed to be challenging! You may retake assessments as many times as you wish. Assessments are timed and must be undertaken in one session. Set aside 35 minutes to 1 hour before you begin.



Learning Plans

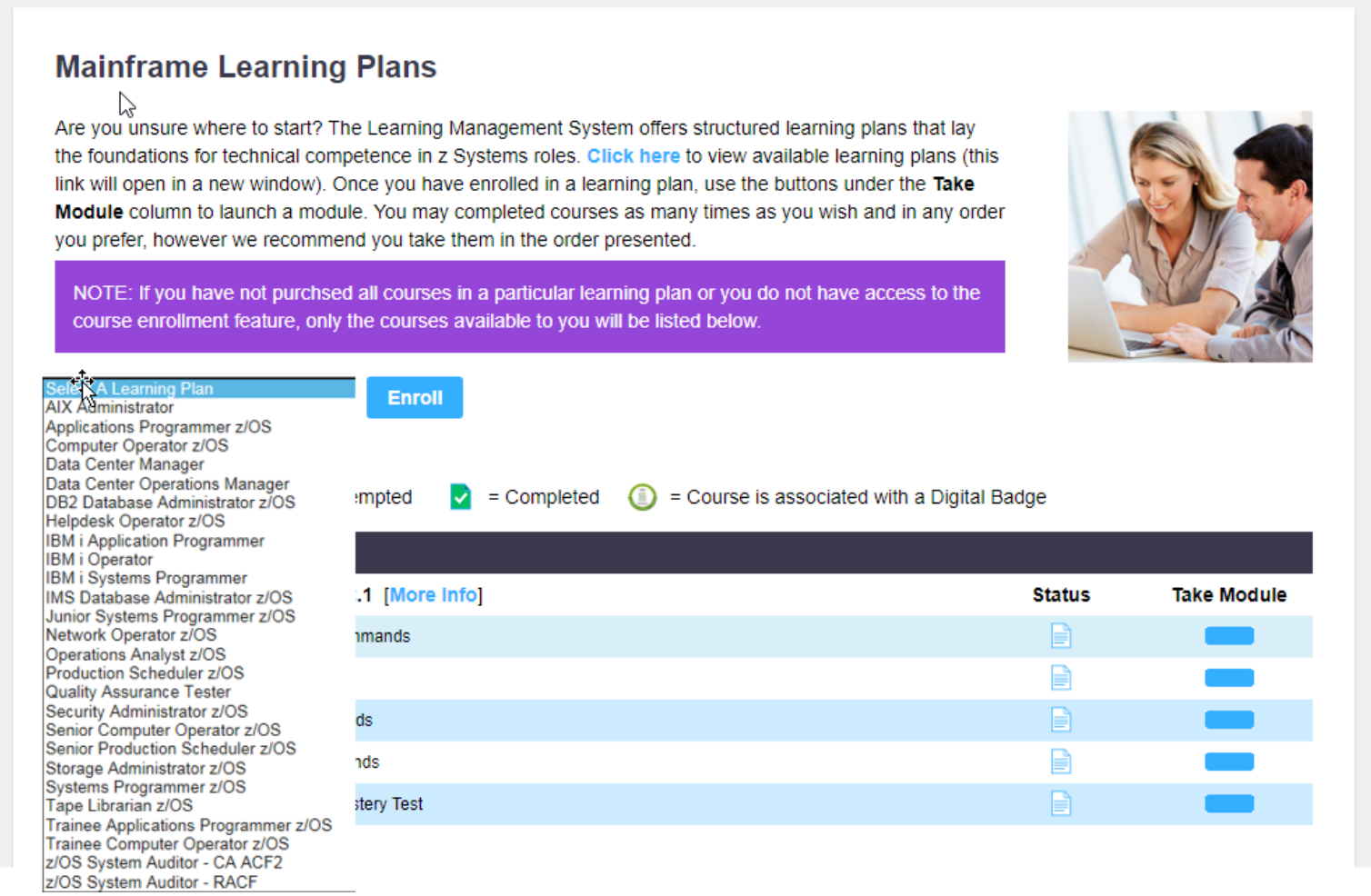
Learning plans provide students with a structured training program by job role. This page is accessible if you have been given access to it by your training administrator. The LEARNING PLAN screen is another way of listing your ENROLLED courses in order by a learning plan. The courses will be listed in order by the standard learning plan created by Interskill Learning. A graphical view of all the learning plans can be viewed at http://lpt.interskill.com/.

IMPORTANT

- The LEARNING PLANS screen is only available to students who have been given access to it by their training administrator.
- If a student does not have access to the course enrollment feature, then the student will only see courses he/she are enrolled for in order by the learning plan.
- If you have not purchased ALL the courses within a learning plan, the screen will still display in the learning plan order, minus the courses you have not purchased.
- Viewing a learning plan will enroll the student in the courses needed for the particular learning plan automatically.
- You may switch learning plans at any time.
- Switching learning plans will not drop courses or affect historical reports.
- The system will keep your last enrolled learning plan as your default, so the next time you access the learning plans page, the learning plan you last enrolled for will be displayed.

How to Use the Learning Plans Screen

1. When you first access the LEARNING PLAN screen you must select a LEARNING PLAN from the dropdown menu and click the VIEW button. (see images below)
2. You will be prompted with a warning that you will automatically be enrolled for all the courses for the particular learning plan. Click OK to continue or CANCEL to select a different learning plan or perform other tasks.
3. The screen will list all your ENROLLED courses in the order by the learning plan you selected.
4. The currently selected learning plan title will be displayed at the top of the screen.
5. If you wish to view the graphical representation of the learning plan, a link at the top of the screen is available or you can access it at https://lp.interskill.com/
6. You can begin launching modules in any order you wish and as many times as you prefer. You are not forced to take the courses in the learning plan order, but we recommend you do.



Launching Modules

To begin your course training simply click on the TAKE MODULE icon next to the designated module on the MY COURSES page. Launching a module will require that your browser's pop-up blocker be turned OFF. The module will launch in a new window.

A few tips while in the module:

- Turn OFF your browser's POP-UP blocker
- Do not close out of the MAIN session window or session will be disconnected and your progress will not be

recorded.

- You have up to two hours before the system's time-out setting will disconnect your session. Most modules last 30 to 45 minutes.
- If you do not finish a module within the two hour limit, you can close out of the module and the system will bookmark your progress. The next time you launch the module, the system will prompt you if you would like to resume where you left off the last time.
- If you are in a module's post quiz area and exit the module, the next time you resume the module, the bookmark feature will take you to the beginning of the quiz area.
- You cannot use the bookmark feature in a Mastery Test module.
- You cannot launch multiple modules at the same time.
- To exit a module, use the EXIT icon link at the top right of the module. You should receive a pop-up prompt that your progress has been recorded.
- Once you have exited the module, you will be prompted to return to the My Courses page or provide a feedback survey.

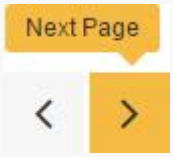
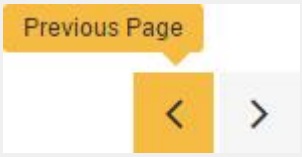
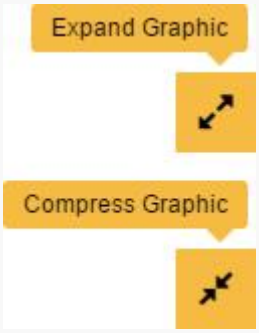
Navigating Inside Modules

Modules have been designed for easy navigation and access to helpful tools, such as a glossary, print, index and help options. Mouse and/or keyboard actions enable you to easily navigate through the courseware. The table below explains the various navigation tools that are available on the main interface.

Navigating

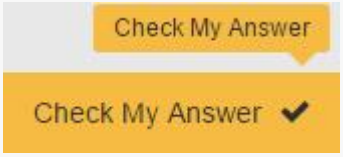
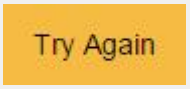
Mouse and/or keyboard actions enable you to easily navigate through the courseware. The table below explains the various navigation tools that are available on the main interface.

Button / Tab	Name	Function
	Menu	Opens the menu

	Menu (expanded)	Displays options available in the Menu
	Next	Moves to the following page.
	Previous	Moves to the previous page. (Disabled in question & post test pages.)
	Expand Graphic / Compress Graphic	Toggles the textbox between visible text areas. (To show or hide a full page graphic.)

Help	Opens this Help file.

Table of Contents	Displays the Table of Contents.

	Glossary	Displays the Glossary and Glossary keyword search window.
	Print	Prints the current page.
	Exit	Leaves the module. (If your site has scoring enabled, the Exit tab ensures your results are saved.)
	Check My Answer	Submits answer. (Not available on interactive questions that require a number of steps, or where keyboard actions are required.)
	Try Again	Allows you to attempt the quiz again.

The table below explains the various navigation tools that are available on the **Prompt Windows** interface. Prompt windows will sometimes be displayed as a response to the user actions.

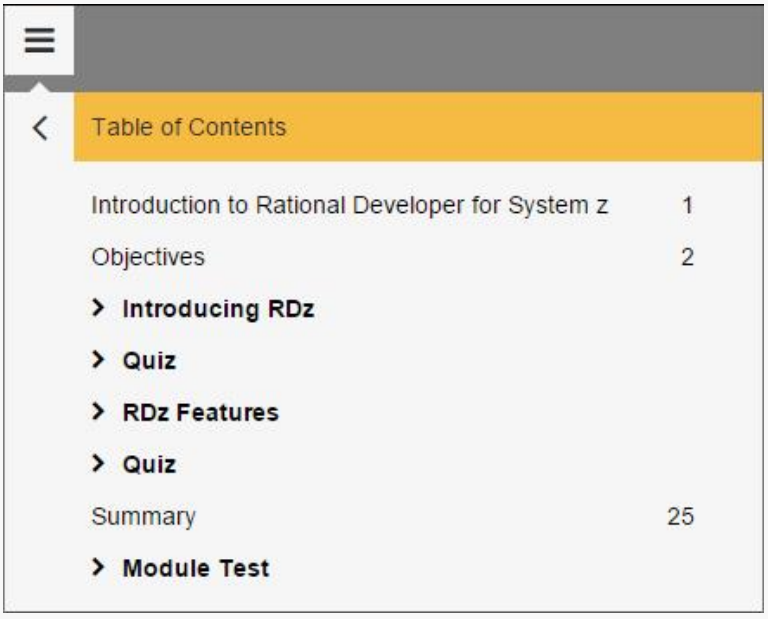
Button / Tab	Name	Function
✖	Close	Closes the dialog box.
Yes	Yes	Confirms message. (Accepts the question/dialog posed.)
No	No	Backtracks message. (Escapes the question/dialog posed.)

Courseware Features

The extended navigation options allow for quicker information gathering and easier navigation of the learning content.

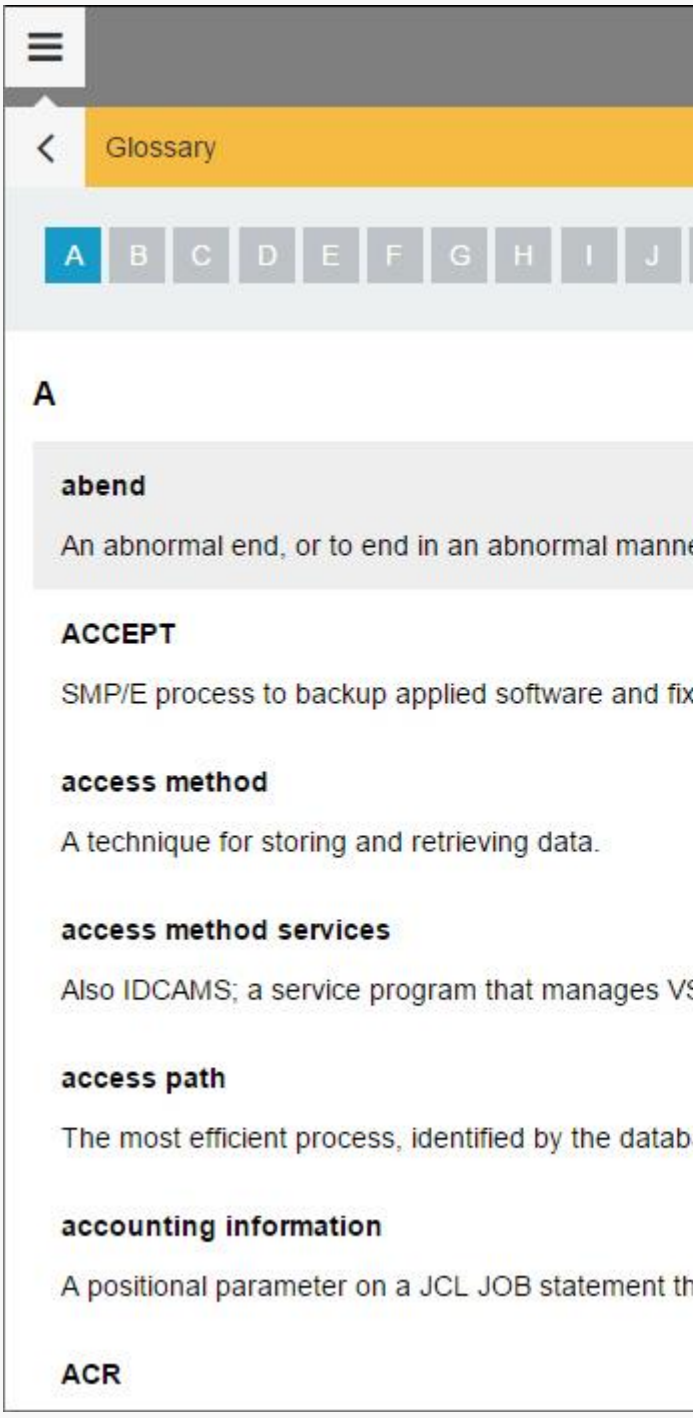
Table of Contents

Topics can be expanded by clicking on them or by clicking on the (>) icon to the left of the topic. Clicking on the page title will allow the learner to quickly navigate to the required section.

Tab / Link	Action	Result
	Click	

Glossary

The Glossary provides more detailed definitions and descriptions. You can access the Glossary through the Glossary button on the menu, or by using the links provided in the learning content of the module. By clicking on an alphabet letter above the listed terms, you can scroll through the list to find the term you are seeking.

Tab / Link	Action	Result
	Click	

Virtual Keyboard

The virtual keyboard appears when an interactive exercise requires you to press a function key. The virtual keyboard is used in place of the standard keyboard to ensure consistent operation of the function keys.

Tab / Link	Action	Result
	Click	

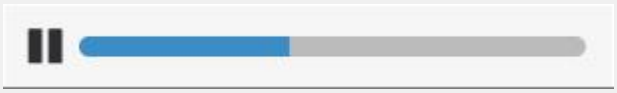
Module Pages

Each module includes instructional and/or interactive pages which describe, demonstrate, and illustrate the functions that you need to understand about the objective that you are studying. Where appropriate, the module may also simulate the operation of a system to give you some hands-on experience in using or running the various processes that you are learning about.

Page Interactions and Indicators

The modules include animations and interactive elements that control the flow of learning and give the user the maximum opportunity to interact with the learning content.

The following navigation tools and icons appear in the courseware.

Button / Tab	Mode	Function
	Play	Begins an animation sequence on entering a page. (It is also used to resume a paused animation.)
	Pause	Pauses an animation sequence. (It appears when an animation is playing.)
	Replay	Replays a finished animation sequence. (It appears at the end of an animation sequence.)

Question Pages

The question pages are designed to test your level of understanding of the information that has been covered.

There are two distinct types of question pages - **quizzes** and **assessed tests**.

Quizzes are featured throughout the modules as learning aids. They provide various forms of interaction that test your knowledge on the content of the module. Since they are not scored, you can try the quizzes as many times as you like, or return to them at a later stage.

Assessed test questions are contained in the scored question section at the end of each module. In this section, you cannot progress to the next question screen without answering the current one first, and you will be required to answer all

questions. The results of these questions are recorded and displayed on the last page of the module.

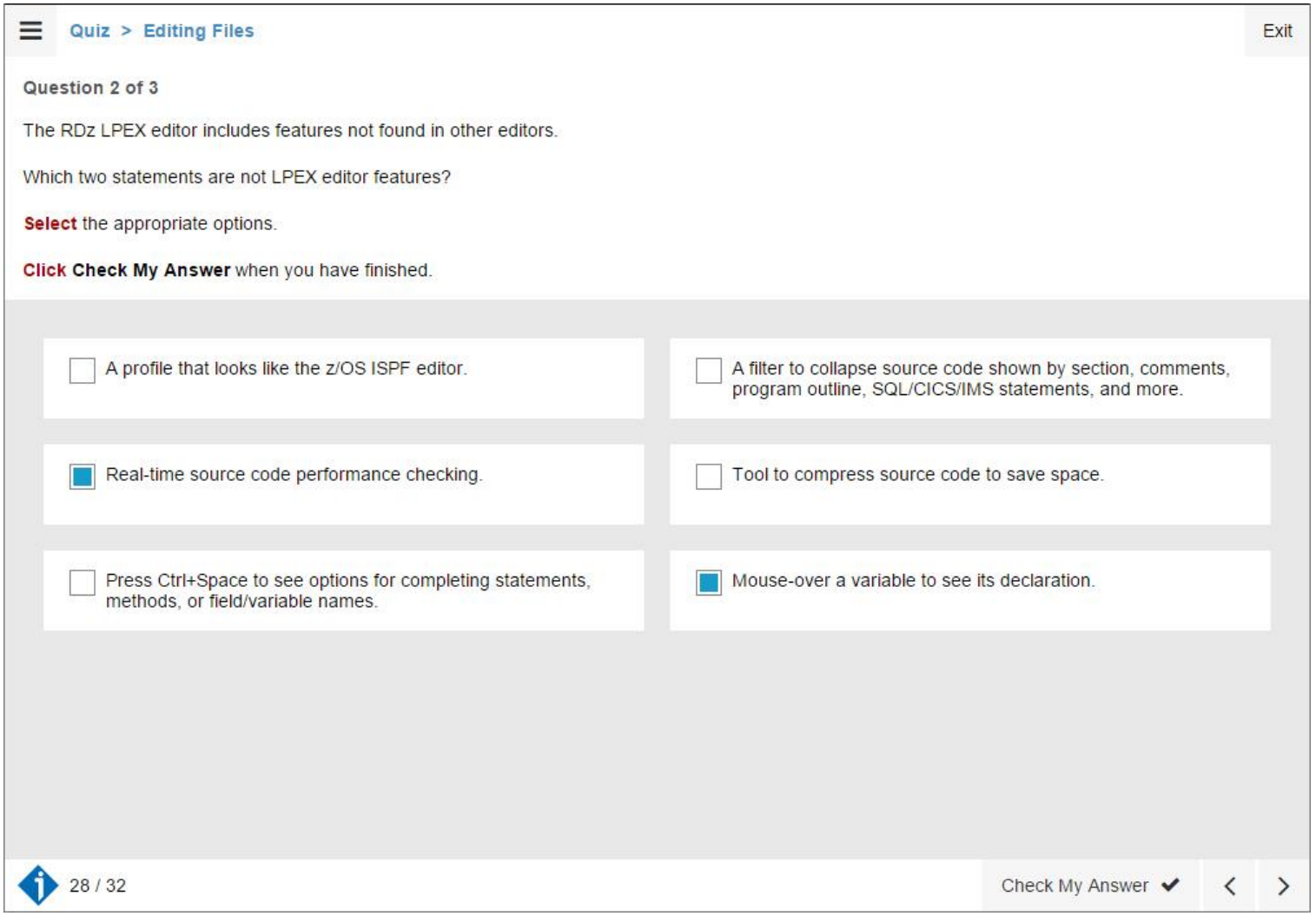
Assessed tests and quizzes contain a variety of question types.

Multiple choice

The question is located in the text box at the top of the screen and the answer options are in the space below.

Click on the option(s) to select or deselect your answer(s). Press the Check My Answer button when you have completed your selection. (Note: you may be required to select more than one option in order to answer the question correctly.)

Unless you are in a Mastery Test where no feedback is provided, you will then be presented with a response, as well as an explanation of the correct answer.

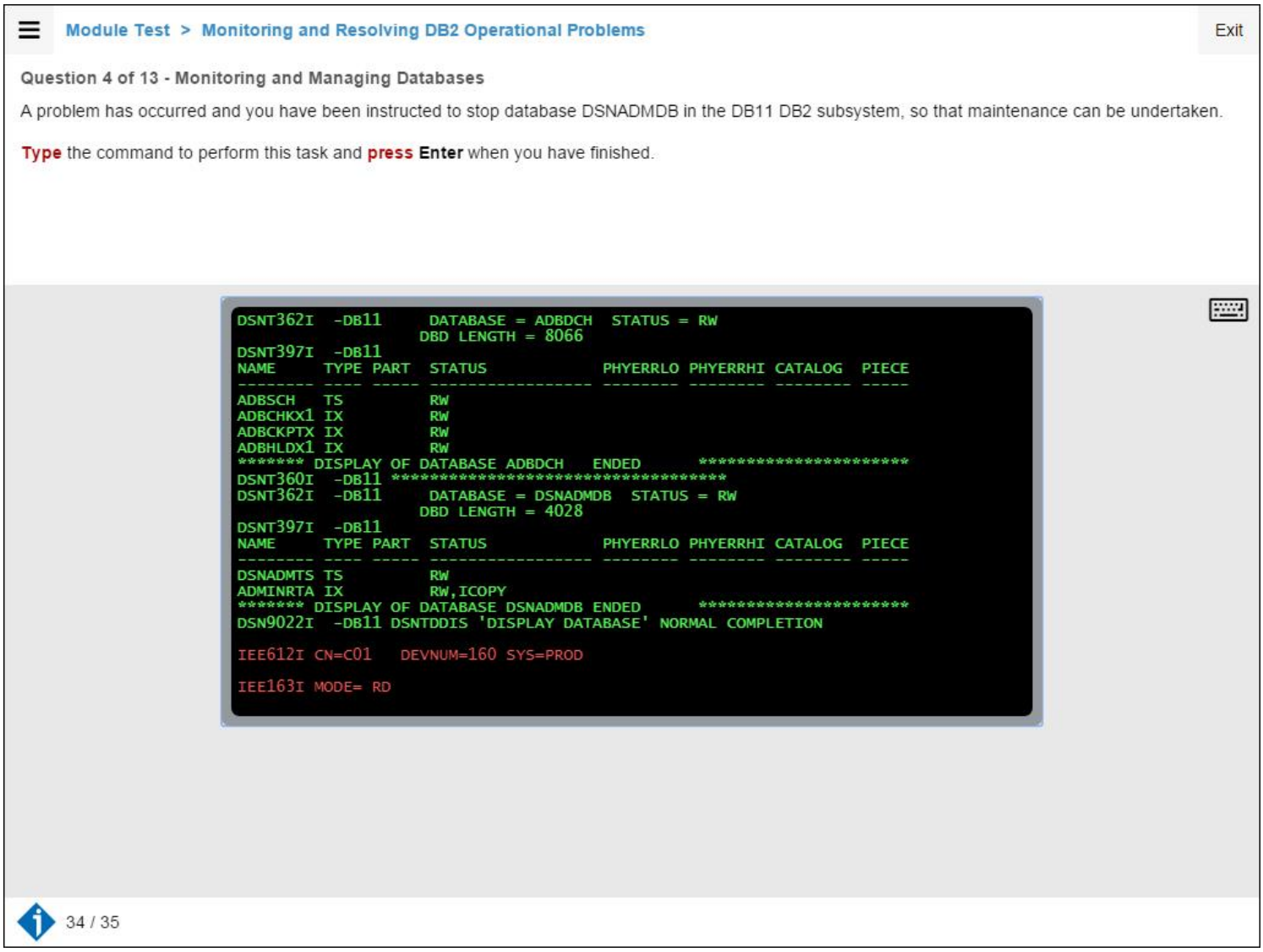


Interactive

There are several different types of interactive questions. Some require you to type in the correct command, some require you to click on a section of the screen, some require you to drag items, and some require you to perform several different actions.

Interactive pages will include instructions on how to submit your answer. You may be asked to click the Check My Answer button, or press a key on your own keyboard, for example, the Enter key.

All interactive pages will state the actions that you are required to perform in red text. You will be presented with a response and, when appropriate, an explanation of the correct answer.

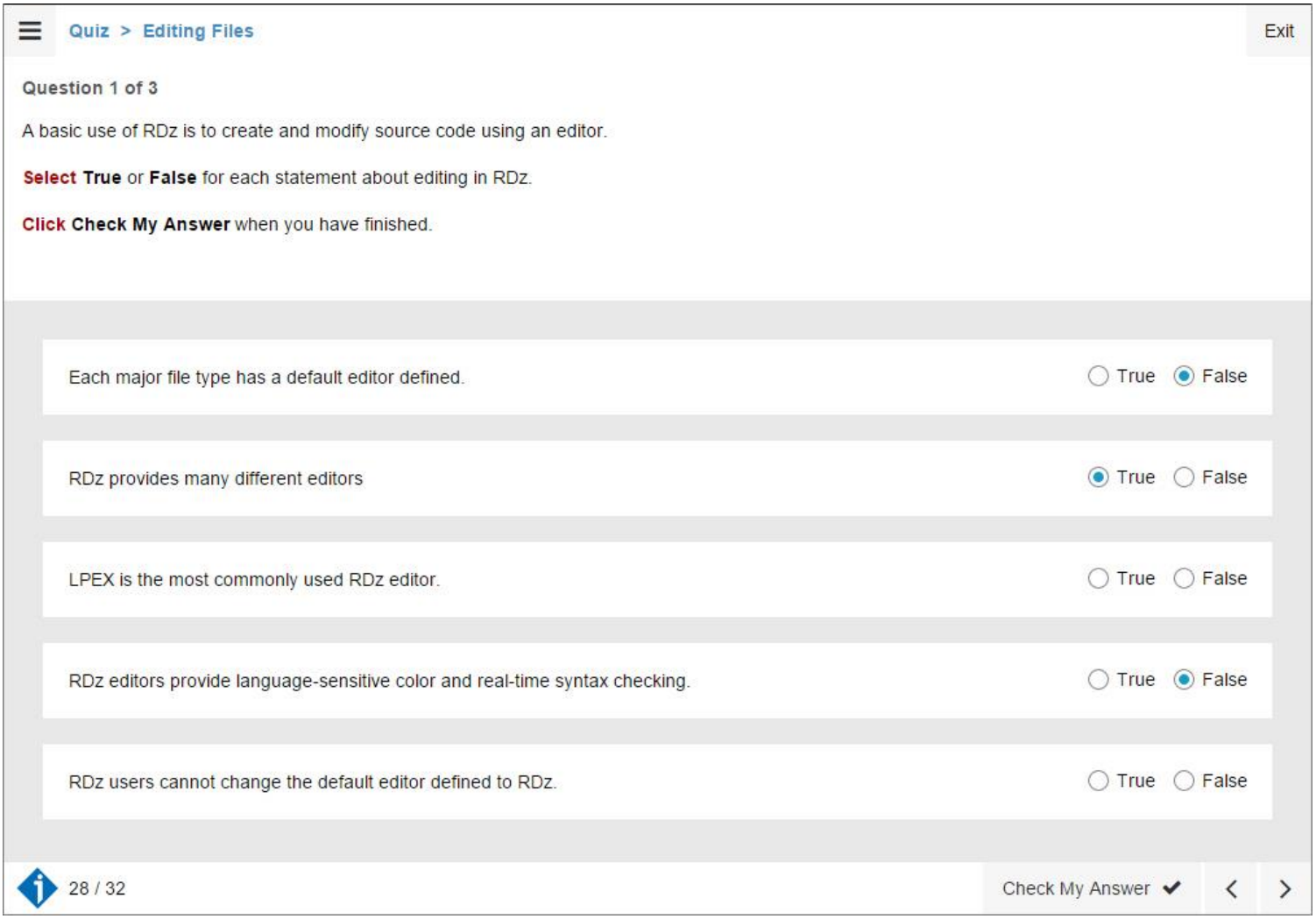


True or False

The True or False question is located in the text box at the top of the screen and the answer options are in the space below.

Click on the option(s) to select or deselect your answer(s). Press the Check My Answer button when you have completed your selection. (Note: you are required to select all options in order to answer the question correctly.)

Unless you are in a Mastery Test where no feedback is provided, you may then be presented with a response, as well as an explanation of the correct answer.

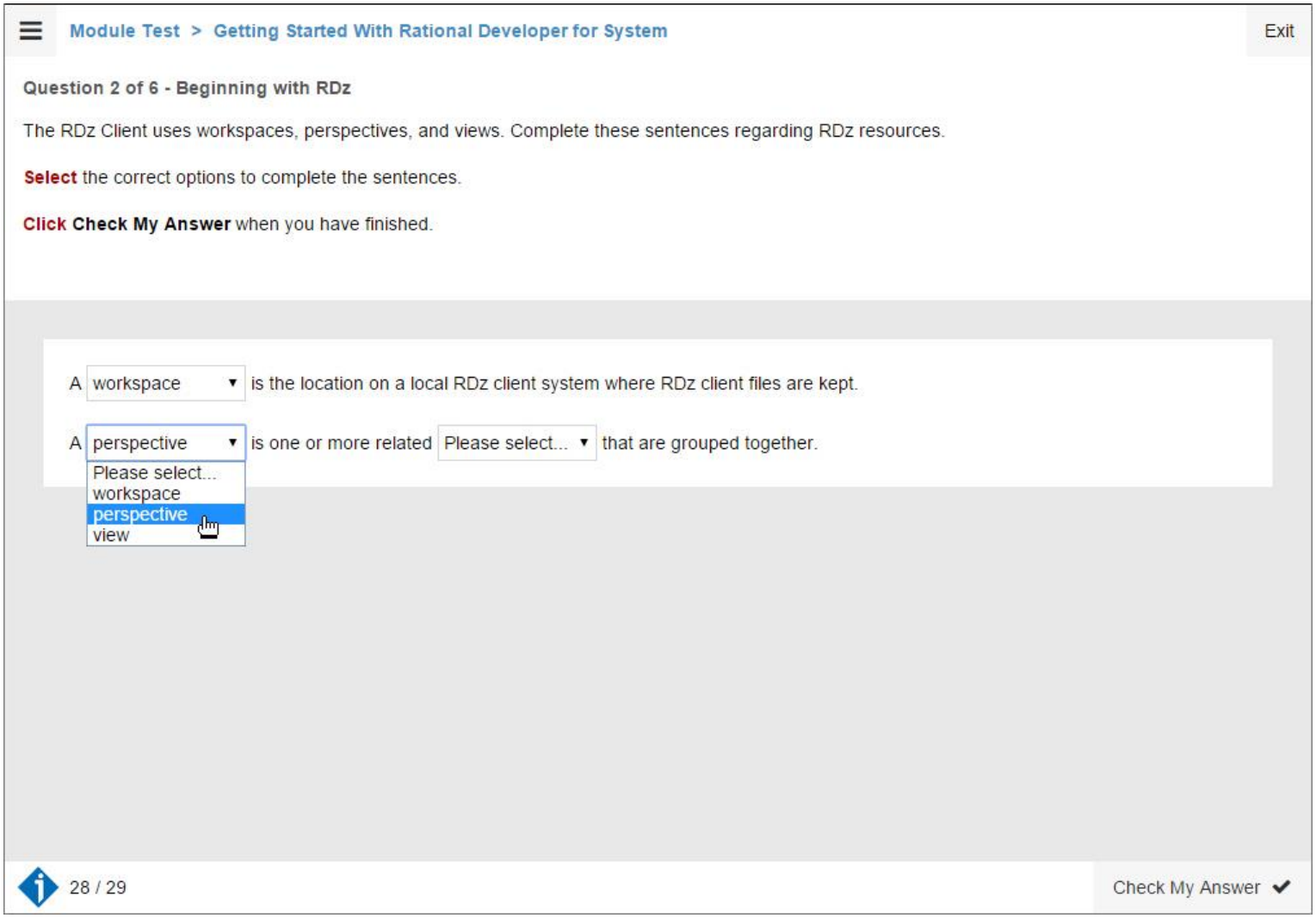


Fill in the Blanks

The Fill in the Blanks question is located in the text box at the top of the screen and the answer options are in the space below.

Click on the option(s) to select or deselect your answer(s). Press the Check My Answer button when you have completed your selection. (Note: you are required to select all options in order to answer the question correctly.)

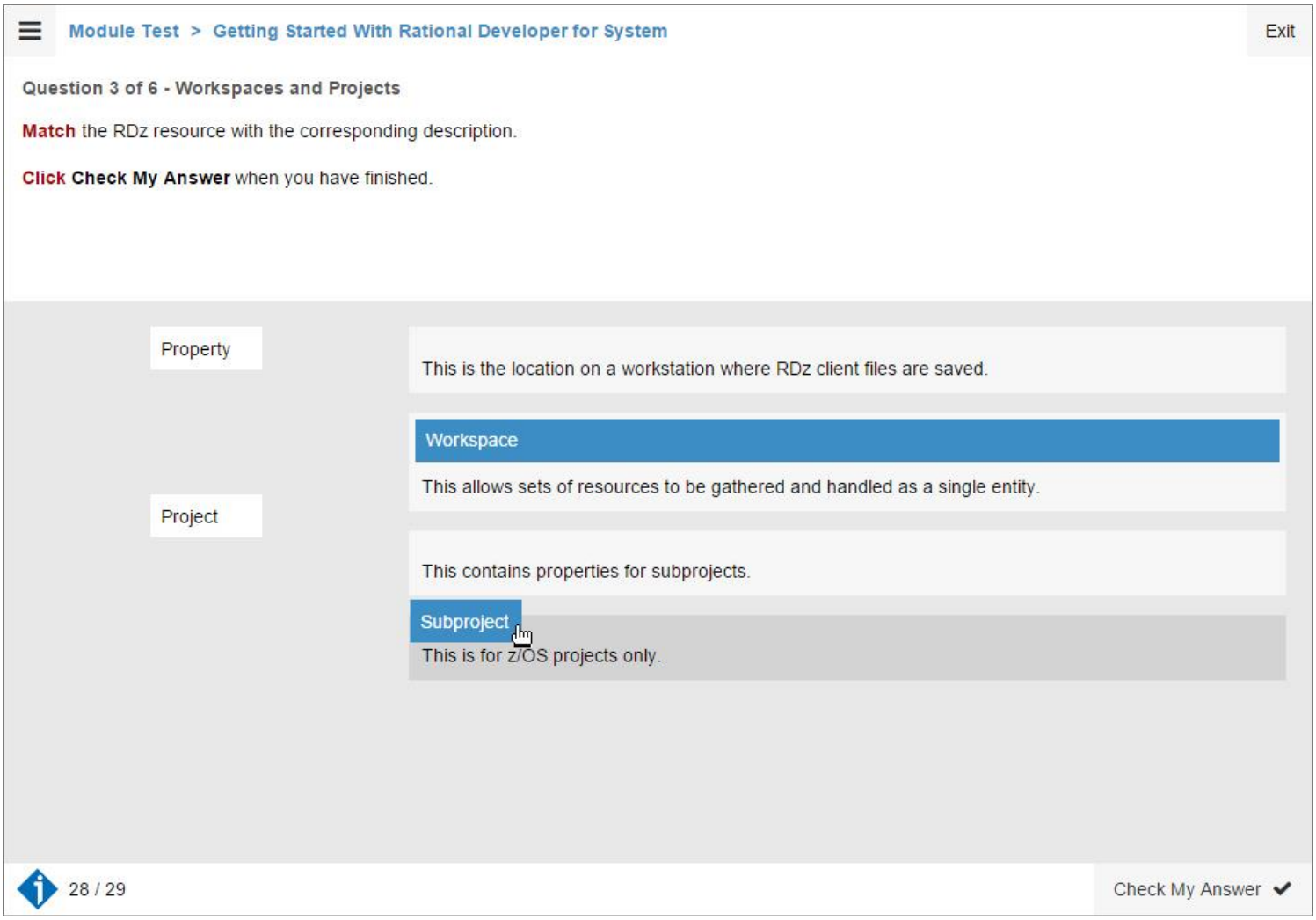
Unless you are in a Mastery Test where no feedback is provided, you may then be presented with a response, as well as an explanation of the correct answer.



Drag and Drop

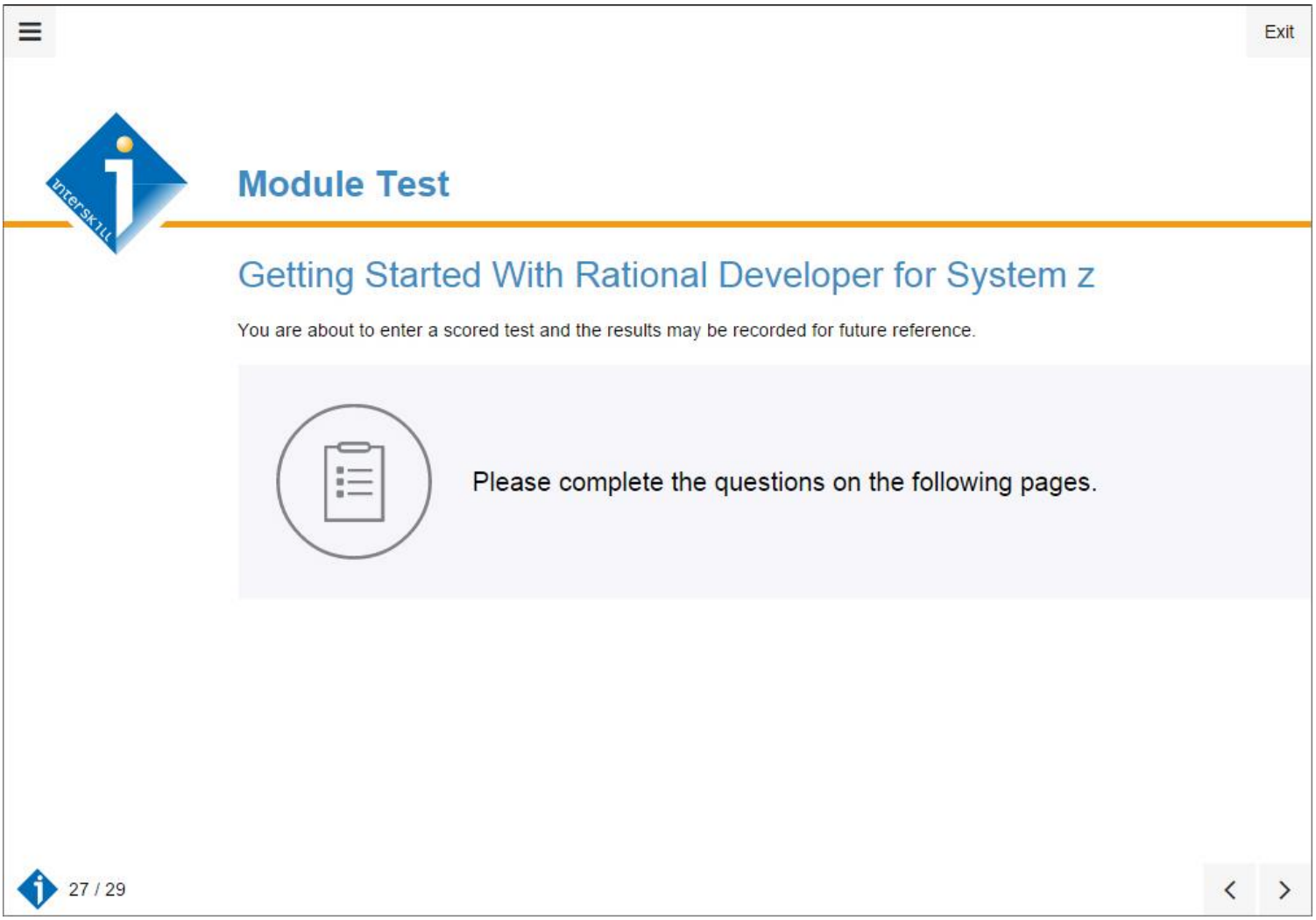
These exercises require you to match the items listed on the left with the targets listed on the right. This is achieved by clicking and holding the mouse over the item and dragging it across to the target. The items will lock into place when you release the mouse. Click the Check My Answer button to submit your response.

Unless you are in a Mastery Test where no feedback is provided, you will then be presented with a response and, when appropriate, an explanation of the correct answer.



Pre-Question

You will be presented with this screen before entering an Assessed Test. Once you go past this page, you must answer every question in the next section to receive a result. You will be unable to navigate backwards or forwards once you pass this page.

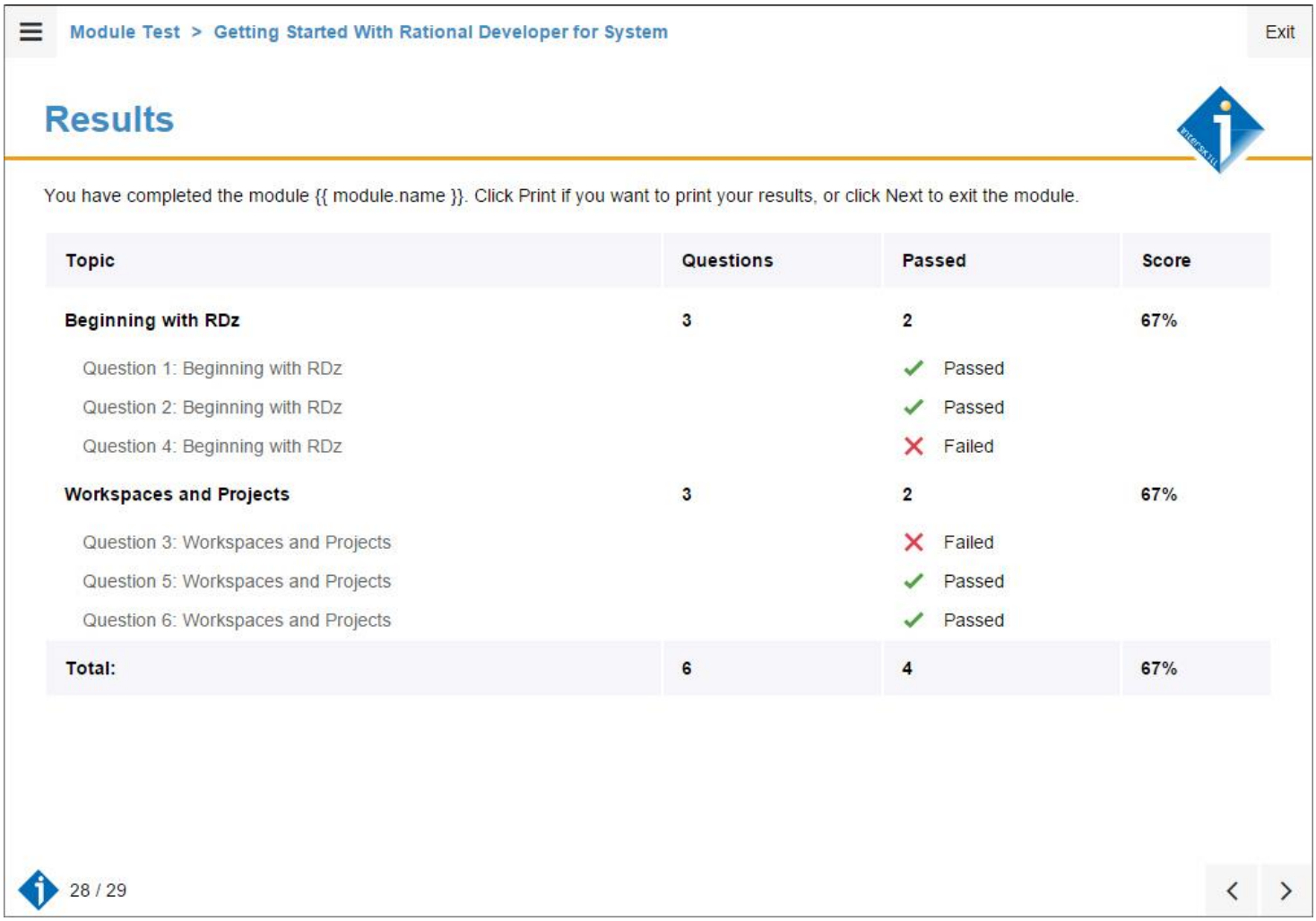


Scoring

All questions contained in an Assessed Test will be included in your score. An Assessed Test includes all pages between the Pre-Question explanation page and the Post-Question summary page.

All other questions are Quizzes which are not scored and will not contribute to your results.

The final page of a module will provide you with the results of the scored section(s) that you have completed. From this page, you can see the objectives that you have passed, and the areas that you need to revise.



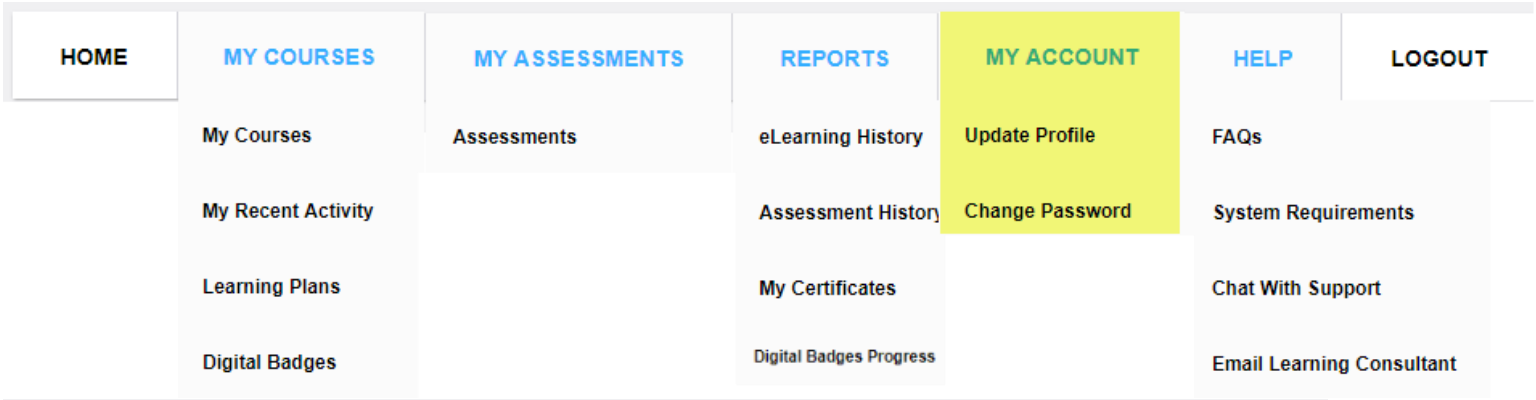
Accessibility

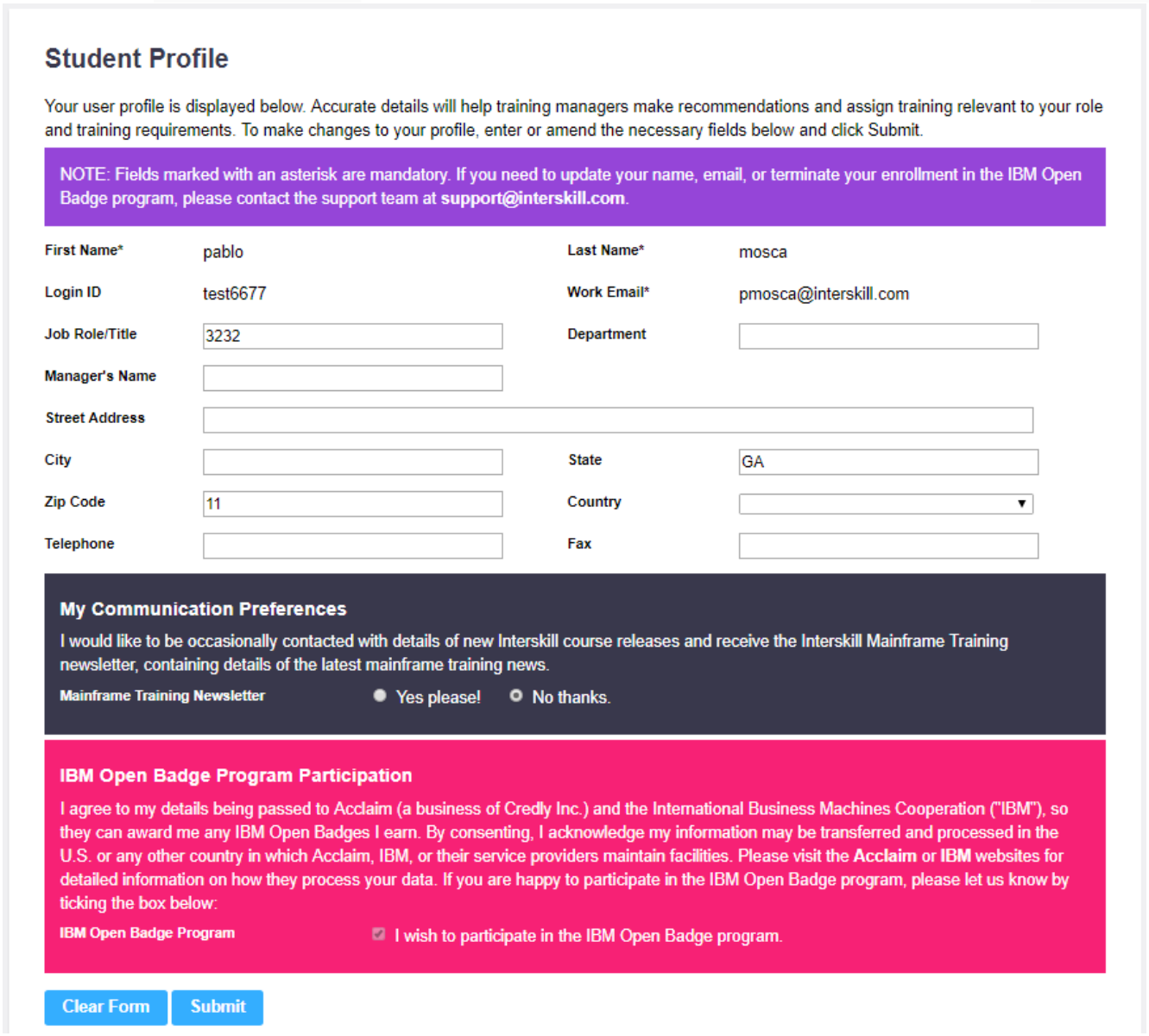
Interskill courseware provides accessibility through the use of screen readers. Default web accessibility is supported.

Use the TAB key to navigate to different areas on the screen. A screen element is in focus when a gray dotted outline surrounds it. The screen reader will read the name of that section.

Changing Your Account Profile

You can update your account profile information in the MY ACCOUNT menu links. You can change all fields on the STUDENT PROFILE page except your LOGIN ID, FIRST NAME, LAST NAME and WORK EMAIL. On this page, you can also enroll for the badge program or select if you wish to receive the mainframe newsletter and other important news.

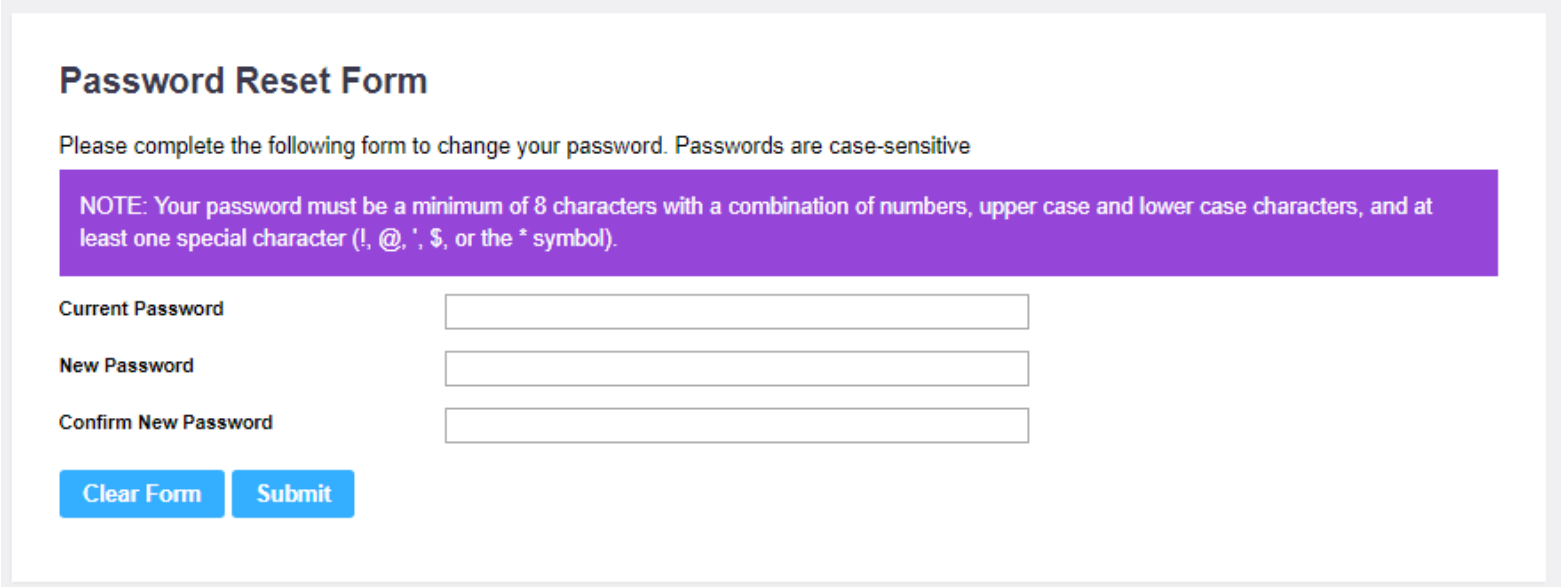




Changing Your Password

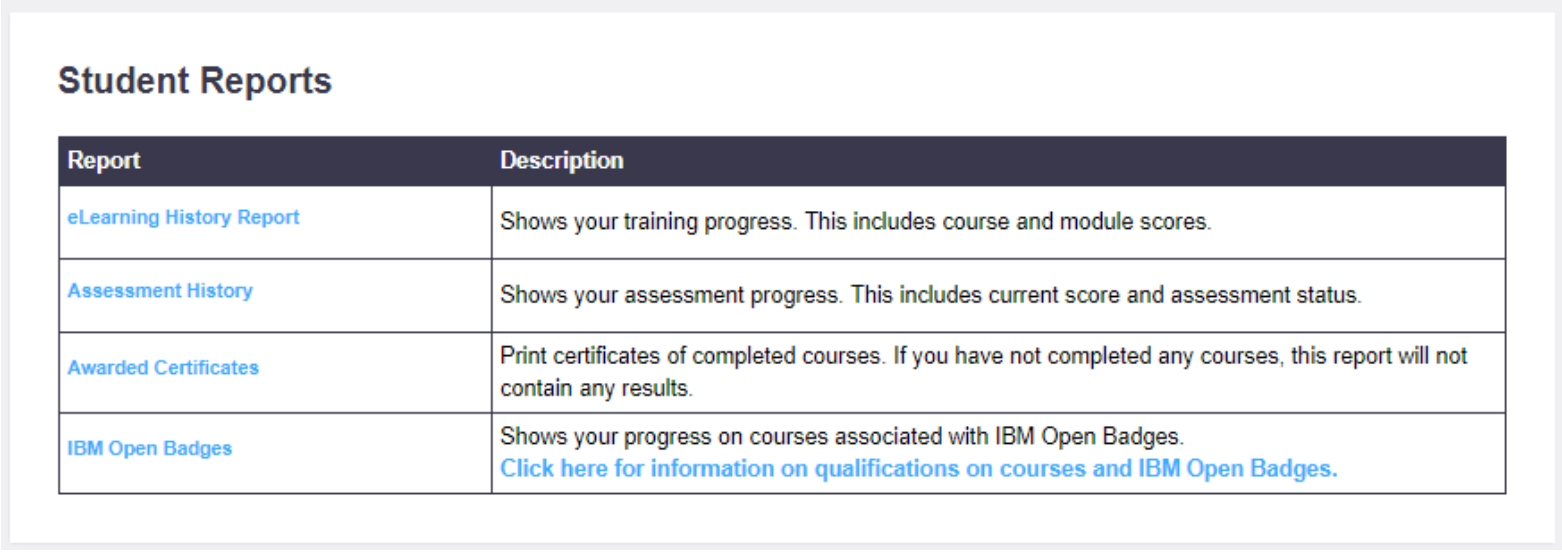
You can change your password in the MY ACCOUNT menu link. We recommend you change your original system assigned password to make it easier for you to remember. We also recommend that you create a password with a minimum of 8 characters containing a number, upper and lower case letters and a special character. It is in violation of Interskill licensing term to give out your login credentials to anyone.

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.



Reports

The reports page contains different reports that you can run to view your training history and print certificates.



e-Learning History Report

You will see a detailed real-time report generated by the LMS that lists all the courses and modules you have attempted and/or completed, along with their respective scores, dates and status. Note that this report will show your BEST attempted scores. Records marked without a module status means you have not attempted it. You can also print certificates from this report.

My eLearning Training History

Print

Course Name	Course Status	Completed On	Course Score	Module Name	Module Status	Module Score
Blockchain Fundamentals	completed Certificate	12/12/2018	90.00%	Introduction to Blockchain	passed	87.00%
				Embracing Blockchain	passed	96.00%
				How Blockchain Works	passed	99.00%
				Blockchain Fundamentals Mastery Test	passed	78.00%
Storage Networks, Administration, and DASD Management Using ICKDSF 2.2	incomplete		N/A	Overview of Networked Storage	incomplete	0
				Storage Administrator Basics		0
				Introducing ICKDSF		0
				Managing the Storage Network Mastery Test		0
Mainframe TCP/IP Commands 2.1	incomplete		N/A	Introducing Mainframe TCP/IP Commands	incomplete	0

My Certificates Report

This report lists only completed courses and the ability to print certificates of each course.

My Awarded Certificates

Course Name	Completed On	Course Score	Certificate
Blockchain Fundamentals	12/12/2018	90.00%	Print Certificate

Sample Certificate

You may print or save the certificate as a file on your computer. You can also share your accomplishment using the social media links provided.

Show it off to your family, friends, and colleagues on your social and professional networks. Use your browser print options to print the certificate.

NOTE: Your page layout must be set to landscape for the certificate to fit on one page.

Assessment History Report

The ASSESSMENT HISTORY REPORT displays the assessments you have attempted. It will display your BEST scores.

- FAILED = You have attempted the assessment and failed.
- INCOMPLETE = You attempted but did not finish or exited the assessment before reaching the end.
- PASSED = You have completed and passed the assessment.

My Assessment History

Print

Assessment Name	Completed On	Score	Status
CICS Concepts and Operation Assessment		28.57%	failed
JCL Coding Assessment	4/19/2017	75.00%	passed
JCL Concepts Assessment		N/A	
JCL Problem Resolution Assessment		N/A	
JES2 Concepts and Operation Assessment		N/A	
JES2 Problem Resolution Assessment		N/A	
Mainframe Network Communications (SNA/VTAM) Assessment		N/A	

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.

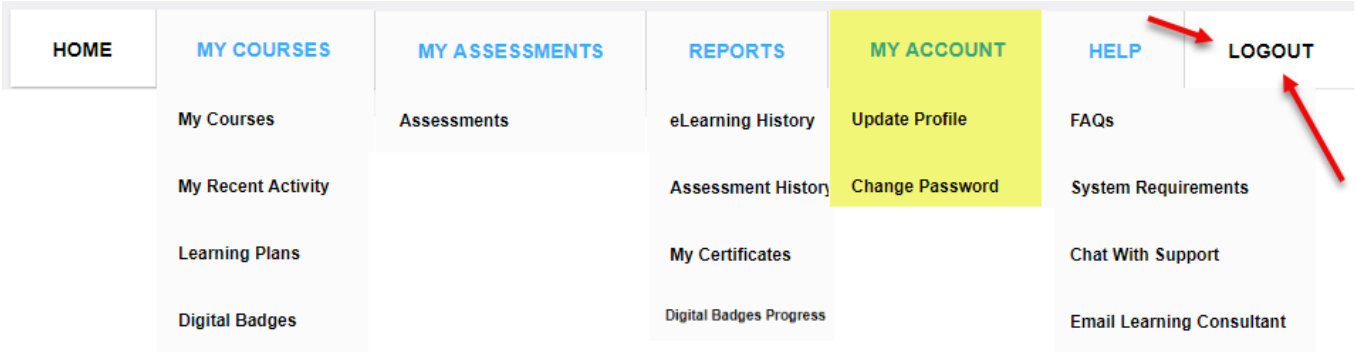
Digital Badge Progress

Digital Badges provide digital recognition of outcomes and achievement. They are secure, web-enabled credentials which contain verified information and metadata describing the qualification they relate to and the rigorous process necessary to obtain it. Employers can use badges to benchmark knowledge within their workforce and promote the expertise of staff whilst employees can use badges to share verified proof of their achievement. Digital Badges you have obtained, as well as your progress to achieving badges, are shown below.

Badge Name	Badge Status	Required Courses	Course Status	Completed On
Assembler Programming - Experienced	Incomplete	Assembler Instructions	incomplete	
		Assembler Introduction	incomplete	
		Assembler Macros	incomplete	
Assembler Programming - Expert	Incomplete	Assembler Cross Memory Services	incomplete	
		Assembler Programming	incomplete	
		Assembler z/OS Advanced	incomplete	
CICS v5.3 Programming - Experienced	Incomplete	CICS Programming Basics	incomplete	

Logout

To log out of the LMS, click the LOGOUT link on the top navigation menu. This step is particularly important when using a public computer to access the LMS. After you clicked on "Logout", you will be brought back to the login page.



FAQ

Who sees my training results and history? – If your company has been assigned an internal training administrator to our system, they are able to view your training history, profile data and other system access information.

How long will I have access to my training account? – This can vary by your contract, but most subscriptions are yearly.

How and when will I receive my IBM Digital Badge? – First be sure you have consented to the Digital Badge program on your profile settings. Once you have completed the required courses for a badge, the system will process them nightly at 11:30PM US EST. You should receive an email from the third party system that issues the badges(Acclaim/Credly).

Troubleshooting

Do you have an issue? We recommend you check our support page for up to date information on the Knowledge Base page at https://interskill.com/knowledge-base.html. If you still cannot find a solution, then feel free to contact support by submitting a case.

Disclaimer and Warranty Information Limits of Liability / Disclaimer of Warranty

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