Interskill Learning's MyInterskill
Learning Management System (LMS) Guide

Company Administrator's User Guide

Global Workforce Training

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MyInterskill LMS Overview

MyInterskill is Interskill Learning's Learning Management System (LMS). It is designed with speed, security, and simplicity in mind. Learners can access the training courses, track and print their progress reports, and view other training resources. Company Administrators can manage all aspects of a Learner's training program, such as adding Learners, controlling access to courses and learning plans, plus viewing and printing a Learner's progress and training history reports. Company Administrators can also take courses as a Learner. This guide will focus on the Company Administration features. For detailed information on Learner features, refer to the *Interskill Learning LMS Learner's User Guide*.

System Requirements

System Requirements	Usage Tips
- Operating Systems: All. - Browsers: Latest or previous version of Microsoft Edge, Mozilla Firefox, Google Chrome, and Apple Safari. Browsing in private or incognito mode is not supported. - Screen Resolution: 1024 x 768 minimum. 1920 x 1080 is recommended. - Smart Phones: Only supported if the device's browser meets above requirements. Not recommended due to the small screen size of these devices. - Tablets: Only supported if the device's browser meets above requirements. - Audio/Speakers	- Learners cannot idle more than 2 hours in the system. Log out of the system when you have finished using it. - When launching a module in a pop-up window, do not close the main session window, or your progress will not be recorded. - Turn off your browser's pop-up blocker. - Do not share login credentials with others. Sharing accounts is not permitted and will lock your account. - Do not attempt to launch more than one module at a time.

The Login Page

The login page is where you begin your access to the training site. You should have received an introduction email from Interskill Learning that contains your unique login ID and a link to create your password. If you forget your password, use the "Forgot Your Password" feature. If you forgot your login ID, submit a support case to Interskill Learning to request it. The image shows an overview of the login page.
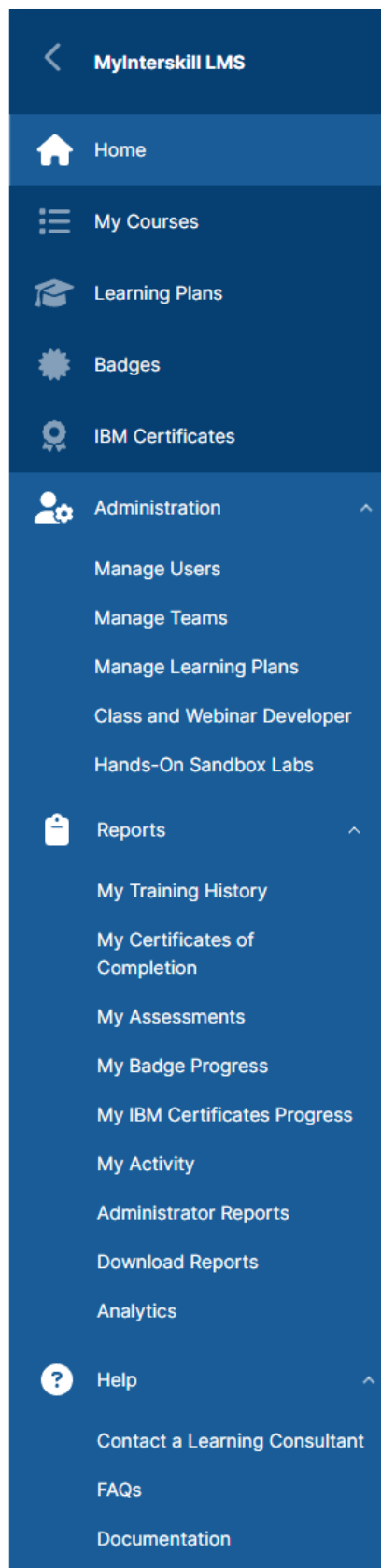
Navigation Menu

The left navigation menu, as seen in the image below, is the best method for getting around in the LMS. The following is a description of all menu and submenu items:

- ➢ Home: Links you to the Home page of the LMS. Contains many useful tips, a usage dashboard, news, and other resources.
- ➢ My Courses: This is where you can launch your training courses and enroll for and/or drop courses. Note that this menu item is present only if you are also a Learner.
- ➢ Learning Plans: This page will allow you to select a learning plan. Learning plans are lists of courses ordered by job role and recommended by Interskill Learning or custom learning plans created by or for your company. Note that this menu item is present only if you are also a Learner.
- ➢ Badges: This page will allow you to select a digital badge. This page will list courses grouped by digital badge. This is the best area to take your training if you are focusing on earning badges. Note that this menu item is present only if you are also a Learner.
- ➢ IBM Certificates: This page will allow you to select a digital certificate, which is similar to a badge but a more extensive training path. Note that this menu item is present only if you are also a Learner.
- ➢ Administration: Various administration features:
  - o MANAGE USERS: Links to the User Management page where you can add users, control access to their courses and/or learning plans.
  - o MANAGE TEAMS: Links to the Teams Management page where you can create teams and assign them to team administrators.
  - o MANAGE LEARNING PLANS: Links to the Learning Plans Management area where you can create custom Company Learning Plans for your Learners. Note this is only displayed if you have permissions).
  - o CLASS AND WEBINAR DEVELOPER: Links to the Class and Webinar Developer template files. These are Power Point templates that can be used to customize a learning experience for your Learners.
  - o SANDBOX EXERCISE LABS: Use this to download the installation scripts to load on your mainframe test/sandbox environment. Includes instructions and they are to be used in conjunction with courses on this LMS.
- ➢ Reports: Access to Learner and/or Company Administration reports. The first five reports are Learner reports and will display only if you are a Learner. See reporting section for details.
  - o My Activity: This report shows all course and assessment activity.
  - o My Training History: This report contains your training history.
  - o My Certificates: This report contains options to print certificates of courses you have successfully completed.
  - o My Assessments: This report shows only assessment results.
  - o My Badge Progress: This report displays your training history of courses related to badges.
  - o My IBM Certificates Progress: This report displays your training history of courses related to certificates.
  - o Administrator Reports: Shows several administration reports.
  - o Download Reports: This page contains a listing of reports you have run. The system will store up to 30 days of reports. This option is available only to

certain clients.

  o Analytics: This page shows your company's Training Summary in a graphical overview dashboard.

- Help
  o Contact a Learning Consultant: Contains contact information to the Interskill Learning Consultant assigned to your account.
  o FAQs: Frequently asked questions and answers regarding technical and customer support issues.
  o User Guides: A link to this guide.
- Account Settings: Contains your account information such as your name, login ID, email, password reset, and privacy consent settings.
- Log Out: Used to log out of the system.

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 clicking on the Home item in the left navigation menu. The Home page contains useful information with links to other areas of the LMS and other training resources. Depending on if your Company Administrator account is also a Learner account, the views on the Home page can vary.

- Top Page Header: This area shows you the number of badges you have earned Badges earned ⊖ 1 , a link to system notifications 🔔 5 , a link to your profile Hi, Jane 👤 and a link to the help area ❓ .
- Company Logo: This displays your company's logo or if you selected not to use your logo or not with a company, this will not be displayed.
- Quick Links: These large graphical buttons provide links to your last accessed course, badge, learning plan and certificate. If you have not accessed any of those yet, you can use this to begin training via one of these methods. Note that the enroll for courses link will only be displayed if the Learner has been given access to this feature.
- Training Stats: This gives you a quick look at your training statistics if you are a Learner.
- Training Stats for Your Company: This gives you a summary of usage of all Learners within your company. This is optional and can be turned off.
- Featured Content: This will display Interskill's featured content and can vary and will change often. As a company administrator you have the ability to manage your own featured content. You can feature courses, badges, certificates and learning plans. Interkill's featured content will be displayed in addition to your content. Your featured content precede Interskill's.
- Welcome to Your Company: This section is used to post a message to all users within your company. Contact an Interskill Learning Consultant to enable this area.
- Latest News: This section highlights recent course updates and news.
- Ask My Mentor: Sends an email message to your designated company or individual mentor. This will only be displayed if you have been assigned a mentor by your training administrator.

Badges earned 0   🔔 3   ❓   Hi, John 👤

Welcome, John!

My Courses	Badges	IBM Certificates	Learning Plans
Start a new course!	Get started with an IBM Digital Badge certification!	Get started with an IBM Professional Certificate!	Get started with a Learning Plan!
My Courses	See Badges	See Certificates	See Learning Plans

ABC GENERIC COMPANY A B C

Training Stats for John Smith

Total hours trained	0:02	Badges earned	0
IBM Certificates earned	0	Courses completed	0
Last visit	May 01, 2024		

Training Stats for My Company

Hours trained by all learners	3:19	Badges earned by all learners	0
IBM Certificates earned by all learners	0	Courses completed by all learners	36
Modules completed by all learners	36	Users that have not logged in within 30 days	0
Licenses used	5 / 10	Company Expiry Date	Jul 19, 2026

Featured Content

Badge	Badge	Badge	IBM Certificate
IBM i 7.4 System Operator – Interskill Advanced Certificate	**IBM i V7.4 - Operator - Experienced**	**Db2 V13 Programming - Experienced**	**IBM Mainframe Application Programmer Level I Certificate**
This certificate validates that the learner can access an IBM i system and is familiar with the IBM Navigator for i and 5250 interfaces. They can desc... ⓘ	This badge earner can identify the major software and hardware components associated with an IBM i system and can access and communicate with this sys... ⓘ	This badge earner has a solid understanding of the Db2 environment and the use of SQL to extract data. The individual is experienced in creating Db2 d... ⓘ	This certificate validates that the learner has attained a solid foundation in the fundamental concepts, tools, and techniques required for z/OS appli... ⓘ
Enroll now	Enroll now	Enroll now	Enroll now

Latest News

Welcome to MyInterskill!

The LMS is your all-access pass to self-paced courseware covering the spectrum of IBM Systems and other distributed products. Updated regularly with the newest web-based training releases, the LMS gives you 24×7 access to hours of courseware.

Welcome to your Company's Home Page

This area can be used by your company to post a message or otehr information to all of your learners. You can add an image or other HTML styles to this area.

IBM Professional Certificates

AVAILABLE NOW!

Level I and II study tracks and certificate exams available to commence now.

IBM

IBM Mainframe RACF Security Administrator Level I Certificate 2.5

IBM Professional Certificate

Demonstrate your knowledge of fundamental concepts of data processing in a z/OS environment and the types of resources that need to be secured in a mainframe environment. **IBM Mainframe RACF Security Administrator Professional Certificates Level I** and **Level II** are available now. Navigate to IBM Certificates from the main menu and select your certificate study track to commence training.

How to Use MyInterskill LMS.

Learn how to use the MyInterskill LMS to the fullest! Take a few minutes to view these quick videos. The videos will demonstrate how to get started on your training journey with the various features of the training system. Learn how to enroll for courses, earn badges and much more. These videos will also be available via the HELP(?) section on the LMS.

interskill learning

Learner Video Tutorials for MyInterskill LMS

Video 1: Quick Start – Enrolling to Begin Training

Access the How-To-Videos ⧉

Ask My Assigned Mentor

Do you have a specific question on a course you have completed? You have an assigned mentor at your fingertips to assist and guide you. Send them an email with your query for assistance.

Email your Mentor ⧉

Manage Users

The Manage Users page is used to view or add Learners to your company, assign courses or learning plans to Learners, view and assign users to teams, and send registration emails to learners. You can also see how many Learner licenses are in use and search for Learners.

User ACTIONS Menu

You can easily access many features by using the ACTIONS menu located by each user. Below is a description of these features.

- ➢ Edit: Links to the User's Profile page.
- ➢ Enrollments: Links to the user's current course enrollments which allows you to select their course enrollments.
- ➢ Send Registration Email: This is normally used when first creating a user, but can be sent at anytime. It will send out an email with instructions on how to setup their password to access the system. The links within the registration emails will expire after 14 days.
- ➢ Send Password Reset: If the user needs to reset their password, you can use this to have the system send them an email with the password reset instructions. It is recommended to educate the user to do this themselves by using the FORGOT PASSWORD link on the login page, which triggers the same feature. Note that expiry time of the links within these emails is 2 hours.
- ➢ Reports: These are the same training reports that the learner has access to on their session. You can use these reports to view a user's training progress.

Adding Users to Your Company Account

New Company User

Add Multiple Users

To add new Learners, simply select one of the two options. If you need to deactivate or delete a Learner, please submit a support request. Company Administrators can only create Learners. To create additional Company Administrators, please submit a support request. The minimum information needed to create a Learner is login id, first name, last name, and email address. The other fields on the new user form are optional.

New User for Company 655

Company Users / New User

EMAIL (Required)	LOGIN ID (Required)	
		Change

FIRST NAME (Required)	LAST NAME (Required)

TITLE	DEPARTMENT

STREET ADDRESS	ADDRESS 2

CITY	COUNTRY

STATE/PROVINCE	POSTAL CODE

PHONE	

MANAGER'S NAME	MANAGER'S EMAIL

MANAGER'S EMAIL 2	MENTOR EMAIL

INFO 1	INFO 2

INFO 3	INFO 4

TEAM	
None	☑ ALLOW LEARNER TO SELF ENROLL IN COURSES

Learning Plans

LEARNING PLAN ACCESS TYPE

Both Standard and Company Learning Plans

CURRENT LEARNING PLAN

Assign Learning Plans

Create   **Cancel**

New User Form Details

➢ Using the Learner's email address as their login ID is recommended.

➢ Only Learner accounts count toward your number of licenses.

➢ You cannot use generic Learner account names nor share Learner accounts, per your license agreement. A Learner account can only be assigned to a single person.

➢ Use a unique email address for each Learner, as this is the only method for the user to receive the introductory registration email message.

➢ If you wish to assign a mentor to a Learner, fill in the MENTOR EMAIL address field. When the Learner requests mentor assistance, this is who they will contact via email. Entering the mentor email will supersede the mentor setting, if one exists, at the company level. This allows you to give Learners in your company different mentors.

➢ If you wish to prevent the Learner from enrolling or dropping courses, uncheck the ALLOW LEARNER TO SELF ENROLL IN COURSES radio box. This setting is used to control the Learner's access to specific courses or learning plan(s). Be aware, if you do this, that you will be responsible for assigning the courses to the Learner.

➢ Company Administrators cannot edit a Learner's FIRST NAME, LAST NAME, LOGIN ID, and EMAIL address once created. You must submit a support request to change these.

➢ Team: This field will allow you to assign a user to existing teams. This will be blank if no teams exist. To create teams refer to the Manage Teams section of this guide.

➢ Select a Learning Plan Access Type. By default, Learners can access both Interskill Learning's Standard Learning Plans as well as customized Company Learning Plans, if any exist.

  o Standard Learning Plans: These have been designed by Interskill Learning subject matter experts for Learners seeking guidance in a particular job role.

  o Company Learning Plans: These can be created by Company Administrators with Learning Plan Administration permissions.

  o Both Standard and Company Learning Plans: Selecting this will mean Learners can access both types of learning plans.

  o Assigned Learning Plan: Selecting this will limit the Learner to only one learning plan: Standard or Company. In the next field, be sure to select the learning plan. This option is normally used in conjunction with the ALLOW LEARNER TO SELF ENROLL IN COURSES option.

  o None: Select this if you do not want to allow access of any type of learning plan to the Learner.

➢ After a Learner is created, you should send them the introductory registration email. You can do this individually or all at once. If you forget to do this, the system will notify you the next time you access this page with the yellow warning bar at the top. Learners that have not been sent a registration email are marked with a red envelope next to their name.

Adding Multiple Users

A quick way to add multiple users for you organization is to use the Add Multiple Users feature. You can add only the Learner role type when using this feature. Be sure not to add more than the number of licenses for the organization.

Enter the user's login id, First name, Last Name and email address. We recommend that the LOGINID and email address be the same. Click the new company user button to keep adding more users. Once complete, use the Create Company Users button to create all of the users above.

Be sure to send registration emails to these users after creation.

Assigning Learning Plans, Badges and Professional Certificates to Users

You can assign users specific learning plans, badges and professional certificates in bulk or individually. Please note that users can change Badge and Certificate assignments at any time. Learning Plan assignments can be restricted to a user by selecting the Assigned Learning Plan option in the user's profile page. If this option is not set, the user can change their learning plan assignment.

Assigning Learning Plans, Badges and Professional Certificates to Users in Bulk

For bulk assigning, simply use the checkbox next to the users you wish to assign, and use the Assign Buttons at the top of the Company Users page. See sample image below.

Assigning Learning Plans, Badges and Professional Certificates to Users Individually

To assign a Learning Plan, Badge or Professional Certificate to an individual user, access the user's profile page and set the section Learning Plans, Digital Badges and Professional Certificates area and select one. Please note that users can change Badge and Certificate assignments at any time. Learning Plan assignments can be restricted to a user by selecting the Assigned Learning Plan option in the user's profile page. If this option is not set, the user can change their learning plan assignment.

Learning Plans

LEARNING PLAN ACCESS TYPE

Assigned Learning Plan ▾

ASSIGNED LEARNING PLAN

| Applications Programmer | ✕ | Select Learning Plan |

For an assigned learning plan, you may wish to disable the **Allow Learner to Self Enroll in Courses** setting.

Digital Badges

CURRENT BADGE

| AIX Systems Administrator - Experienced | ✕ | Select Badge |

Professional Certificates

CURRENT IBM CERTIFICATE

| IBM Mainframe Systems Operator Level II Certificate 2.4 | ✕ | Select Certificate |

How to Assign Courses and Assessments to Your Learners

As the administrator, you have the option to allow your Learners to enroll/drop courses on their own, or you can do it for them. This option is useful if you wish to control what courses your Learners are able to access. To access the enrollment page for a Learner, you must select the Enrollments option under the ACTIONS column, as shown here.

LEARNING PLAN	LEARNING PLAN VIEW	ACTIONS
None	Standard and Company	⋮
None	Sta... Co...	Edit Enrollments Send Registration Email

Enrollments for Sam Alter

Company Users / Manage Enrollments

SEARCH CATALOG

Search

Enroll All   Drop All

∨ ASSESSMENTS ❶	▯
∨ ASSEMBLER	▮
∨ BLOCKCHAIN	▯
∨ BMC	▮
∨ C PROGRAMMING	▯
∨ CA TECHNOLOGIES (BROADCOM)	▯
∧ CICS V5.3	◪
∨ CICS TS - Introduction ❶ ⊖	▯
∨ CICS Explorer Fundamentals ❶ ⊖	▮
∨ CICS TS - Controlling CICS Operations ❶ ⊖	▯
∨ CICS Programming Basics ❶ ⊖	▮
∨ Program Control and Communication ❶ ⊖	▯
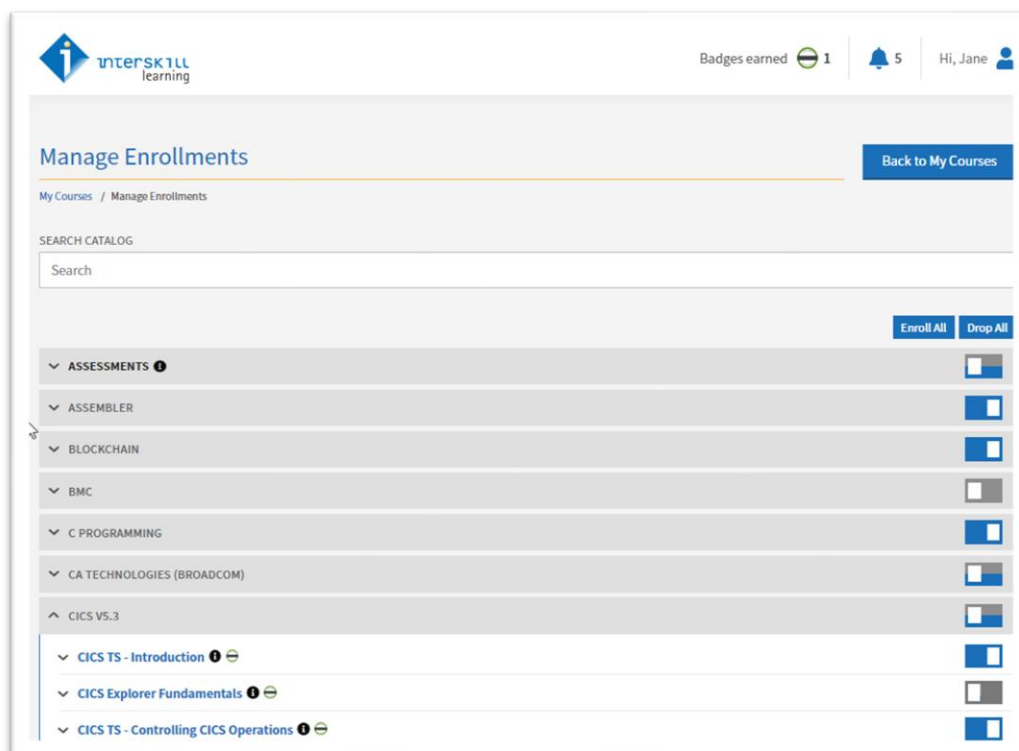
How to Enroll or Drop Courses and Assessments for Learners

Before a Learner can begin taking courses, they must be given access to enroll or drop courses themselves at the Learner level, or you must enroll or drop courses for them. The Enrollments page contains all the courses and/or assessments that you have licensed.

➢ Toggle the switch icon to enroll for and/or drop courses at the group level or individual course level. Blue indicates it is enrolled, grey indicates it is not enrolled.

➢ Each time you enroll or drop an item, you will see a notification. ✓ 1 Course(s) enrolled ✕

➢ You can use the search field if you are searching for a specific title.

➢ You may also enroll or drop all courses by using the **Enroll All** **Drop All** buttons at the top of the page.

➢ Dropping courses does not affect training history records.

➢ Dropping courses does not affect the courses listed on the Badges or Learning Plans pages.

➢ Several icons are used on this page. See the key below for a description of each.

  o Catalog items are considered new if they were added by Interskill Learning to the system in the last 30 days.

  o Retiring items will show the retirement date. Hovering over the retirement date will display a description, such as if there is a newer version of the course available.

KEY:

| ⊖ Associated with a badge | ⭐ New catalog item | ⭐ Contains new catalog items | ◑ Contains retiring catalog items | ⓘ Click to view course information |

Manage Teams

MyInterskill allows you to group learners into teams that can be managed by one or more Team Administrators. The Team Administrators can view their team(s) and their progress. As a company administrator you can create teams and assign the team administrators to those teams as well as assign the learners to a team. You can also view the number of learners in each team, their status and the team administrator(s) assigned to them via the Manage Team and Manage Users pages.
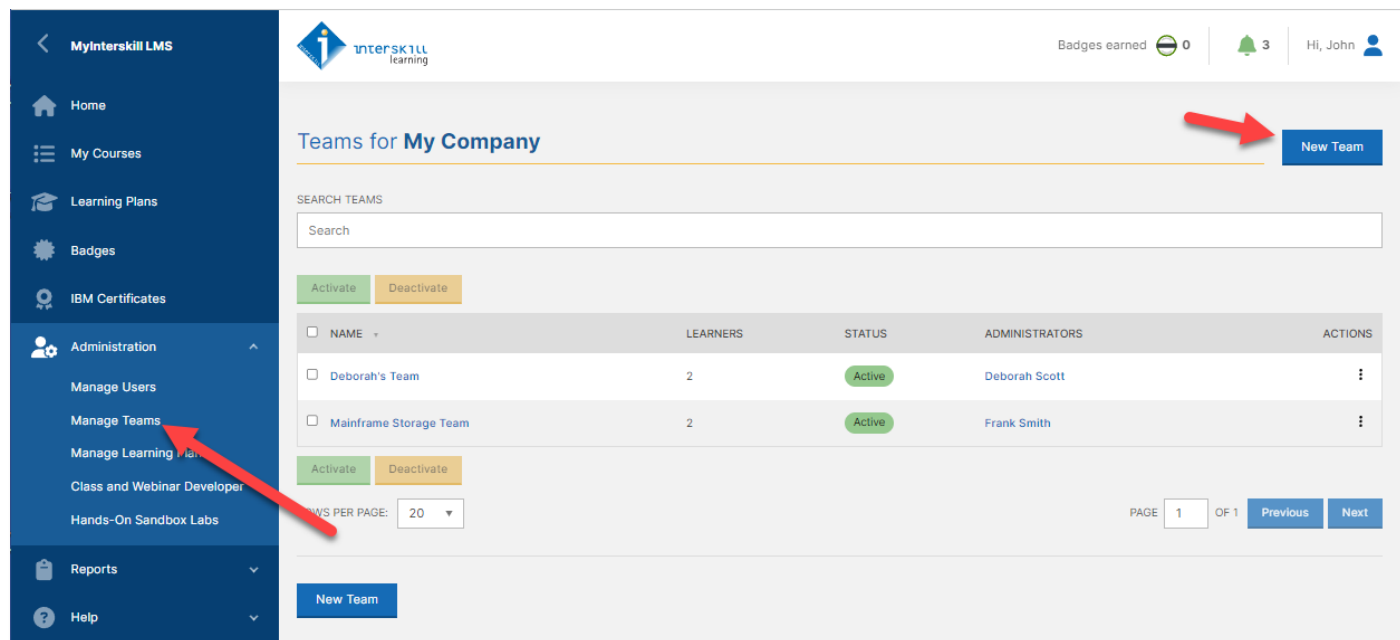
How to Create Teams – Assigning Users as Team Administrators

Before you create a team, you must first assign a user the Team Administrator role. Simply edit a user and assign them the Team Administrator role by checking the "Allow User To Be A Team Administrator". See image below.
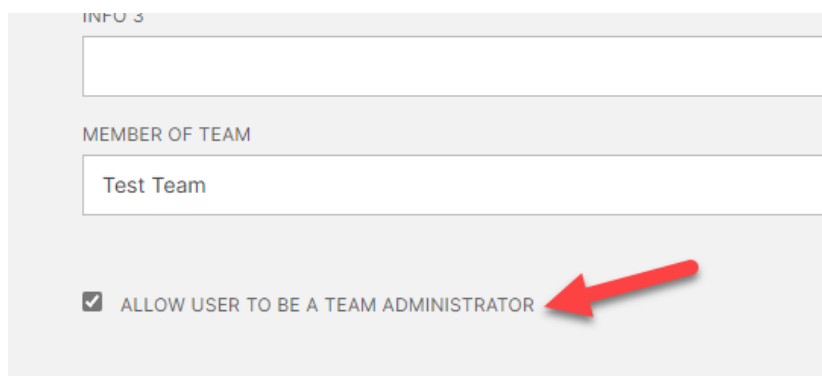
Once you have assigned a user to be a Team Administrator, you will receive a notification on the screen showing that the Team Administrator has not been assigned to a team. See image below. Follow the links to assign the team administrator to a team, but if a Team has not been created yet follow the instructions in the next section below.
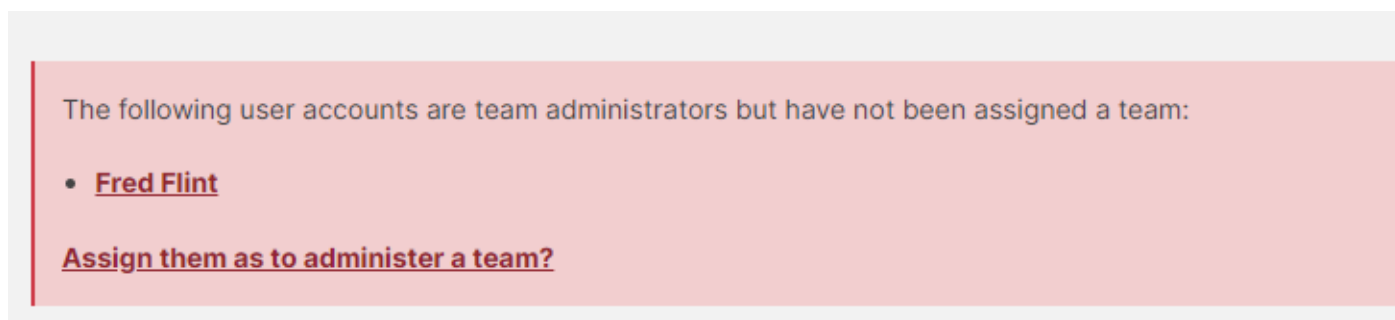
Creating a Team

To create a team, select the Manage Teams page and select the New Team button and the New Team form will be displayed. Provide a team name and description. Select a team administrator(s) from the drop-down selector to assign the team an administrator. Note that only the user that you gave the Team Administrator will appear on this list. See sample images below. Be sure to save your team by clicking on the Create button.

Assigning Learners to Teams

You can assign learners to a team by using the Manage Users page or the user profile page for a specific user. For assigning learners in bulk, simply use the checkboxes next to the user and select the Assign Team button at the top of the user listing. See image below. You can also assign a user to a team by going into their profile settings and selecting the team.

Note: When learners are assigned to a team, they are not notified nor are they aware they are part of a team.

You can do a quick view of the users and the teams they are assigned to on the Manage Users page. There are various filters you can use to view groups of users by one or more teams. You can also view the users that are team administrators.

Manage Learning Plans

This page is only accessible if your account has Learning Plan Administration permissions. If you wish to have this access, please submit a support request. The LMS allows you to use Interskill's Standard Learning Plans that are designed by subject matter experts. These Standard Learning Plans are created with job roles in mind.

In addition to Interskill's Standard Learning Plans, administrators can create their own customized Company Learning Plans. This is a useful tool if you want certain users to access only certain courses and in a certain order.

The Manage Learning Plans page displays both the Company and Standard learning plans. Your Company Learning Plans are listed at the top of the page, and the Standard Learning Plans are grouped below. You can add, copy, or

edit existing Company Learning Plans. Note that you can make a copy of a Standard or Company learning plan as a starting point for your Company Learning Plans. Doing this will save you time.

Manage Learning Plans

New Company Learning Plan

Company Learning Plans

SEARCH

Search

Enable   Disable

NAME ▾	STATUS	CREATED BY	TOTAL EST. HOURS	COURSES / ASSESSMENTS	BADGES	ACTIONS
☐ Learning Plans for Fred's Group ❶	Enabled	Pablo Mosca on Feb 24, 2021	52.00	12	0	⋮
☐ System Programmers Dept - Germany - Learning Plan ❶	Enabled	Pablo Mosca on Feb 24, 2021	35.00	8	0	⋮

Enable   Disable

Rows per page   20 ▾

Prev   page   1   of 1   Next

New Company Learning Plan

Standard Learning Plans

SEARCH

Search

NAME ▾	STATUS	CREATED BY	TOTAL EST. HOURS	COURSES / ASSESSMENTS	BADGES	ACTIONS
AIX Administrator ❶	Enabled	Pablo Mosca on Feb 19, 2021	57.00	13	4	⋮
Applications Programmer z/OS ❶	Enabled	Pablo Mosca on Feb 19, 2021	339.00	83	8	⋮

Adding or Editing a Company Learning Plan

➢ To add a new Company Learning Plan, use the

New Company Learning Plan

button or you can use the Copy option under the ACTIONS menu if you wish to use an existing learning plan as a foundation to save you time. Using the Copy option will copy all of the courses within that learning plan over to the new one that you are creating.

COURSES / ASSESSMENTS	BADGES	ACTIONS
13	4	⋮
83		View
		Copy
83		Export Learning Plan
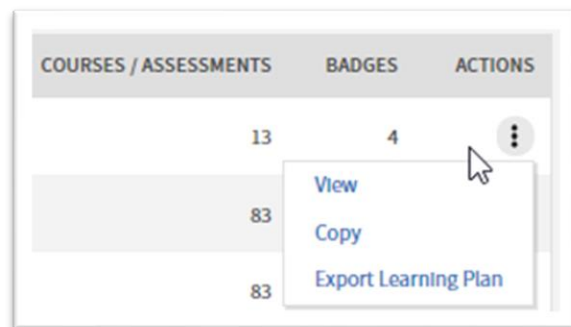
➢ When creating a new learning plan, be sure to give it a name and description.

➢ In the Learning Plans Courses section (below), you can **Add Courses** to the learning plan. A good tip to know is that the system will add the courses in the order of your selection.

➢ Once you are done adding courses, you can change the order of the courses list using the options to the right of each course. ⇄ ↑ ↓ ✕ ✛ Replace, ove up, move down, delete, or grab and drag.

➢ Once you are satisfied with the course list, click on the **Create** button.

New Learning Plan

Learning Plans / New Learning Plan

NAME

Learning Plans for Fred's Group - Copy 20210618 09:15:52

DESCRIPTION

This Learning Plan was made for Fred's group. It focuses on BMC courses.

Learning Plan Courses

COURSE	
INTRODUCTION TO CONTROL-M	↓ ✕ ✛
DB2 - MANAGE DATA DEFINITIONS WITH DB2 V12	↑ ↓ ✕ ✛
JCL (Z/OS) - JCL CODING BASICS - JOB AND EXEC STATEMENTS 2.3	↑ ↓ ✕ ✛
JCL (Z/OS) - CONTROLLING JOB AND STEP PROCESSING 2.3	↑ ↓ ✕ ✛
CICS PROGRAMMING BASICS	↑ ↓ ✕ ✛
Z PERFORMANCE - Z/OS PERFORMANCE TOOLS AND SOFTWARE PRICING	↑ ↓ ✕ ✛
PROGRAM CONTROL AND COMMUNICATION	↑ ↓ ✕ ✛
USING SDF II TO MAINTAIN CICS TS MAPS	↑ ↓ ✕ ✛
Z PERFORMANCE - Z/OS I/O PERFORMANCE AND CAPACITY PLANNING	↑ ↓ ✕ ✛
LABS - COBOL (Z/OS) COBOL AND VSAM DATA SET FILE PROCESSING	↑ ↓ ✕ ✛
LABS - COBOL (Z/OS) WORKING WITH COBOL DATA	↑ ↓ ✕ ✛
CA ACF2 - PROTECTING DATA INTEGRITY	↑ ✕ ✛

Add Courses

Create   **Cancel**

Other Features on the Manage Learning Plans Page

➢ You can export the list of courses in a learning plan to Excel via the ACTIONS column.
➢ The total estimated hours, total number of courses, and total number of badges are automatically calculated after a learning plan is created.
➢ You can view who created the learning plan and the date it was created.
➢ You can disable and delete Company Learning Plans. When you do this, it will automatically be removed from Learners the next time they access the LMS.

Homepage Content: Featured Content

The MyInterskill home page contains a section of featured content set by Interskill which can vary and change often. Featured content consists of new courses, badges, certificates and learning plans. In addition to Interskill's featured content, you as a company administrator can manage content that you wish to display to your learners. You can also request your learning consultant to manage this content for you.

Managing Featured Content

To create your own featured content for your learners, simply access the Homepage Content link under the administration menu item. Use the buttons to add as many courses, badges, certificates and learning plans as you wish. Be sure to click the update button to save your changes. The featured content that you selected here, will precede Interskill's default featured content.

User Session Timeout Policy

Users will be automatically logged off the LMS after 2 hours of inactivity. If a user is inactive for 2 hours while a module is open, the user will receive a message explaining that the module will not be recorded, and the user will be logged off.

SSO Authentication Features

The MyInterskill LMS offers optional SSO authentication feature with Okta. For more information on this feature refer to the Okta Configuration Guide at https://interskill.com/support/knowledge-base/okta-configuration-guide/ and contact your learning consultant to request this feature.

Class and Webinar Developer (Coaching and Mentoring)

This page is available to Enterprise Clients only. The Mainframe Coaching & Mentoring - Class and Webinar Developer provides your mainframe Coaches and Mentors with an extensive resource of in-house mainframe classroom courses or webinars created by your team. This page contains topic specific packages you can download. Each package contains ready-to-use PowerPoint templates with step-by-step tips and procedures for customizing, scheduling, and presenting the information in your in-house class or webinar.

Sandbox Exercise Labs

This page is only available to customers with ten or more licenses. These are ready-to-use, guided, hands-on mainframe exercises in a training sandbox that you install on your own mainframe system. Simply copy the prepared Labs into a training sandbox on your mainframe system.

➢ Each Lab has an accompanying elearning module that leads Learners through their Lab exercises.
➢ Learners access these accompanying elearning modules via this LMS.
➢ Your senior mainframers can use the Coach's Notes to add further training value and priceless 'knowledge transfer' by delivering supplemental Coaching/Mentoring sessions.

Download the Sandbox Exercise Labs

On the Sandbox Exercise Labs page, you will find a link to download the Exercises (Labs) by topic. Each zip file contains the following items:

➢ Training Sandbox Exercises (Labs) Scripts
➢ System Programmer Notes (instructions for the Sys Prog to install the scripts in your training sandbox)
➢ Coach's Notes (this is optional and utilized if supplemental coaching/mentoring is included)

Reports

The reports section allows you to access Administrator Reports and, if your account is also a Learner account, your Learner training records. For details on the Learner reports, please view the *Interskill Learning's Learner Guide*. The Company Administrator reports page contains reports that you can run to view Learner training history, print certificates, and obtain other detailed training information. A list of reports and their descriptions are shown below.
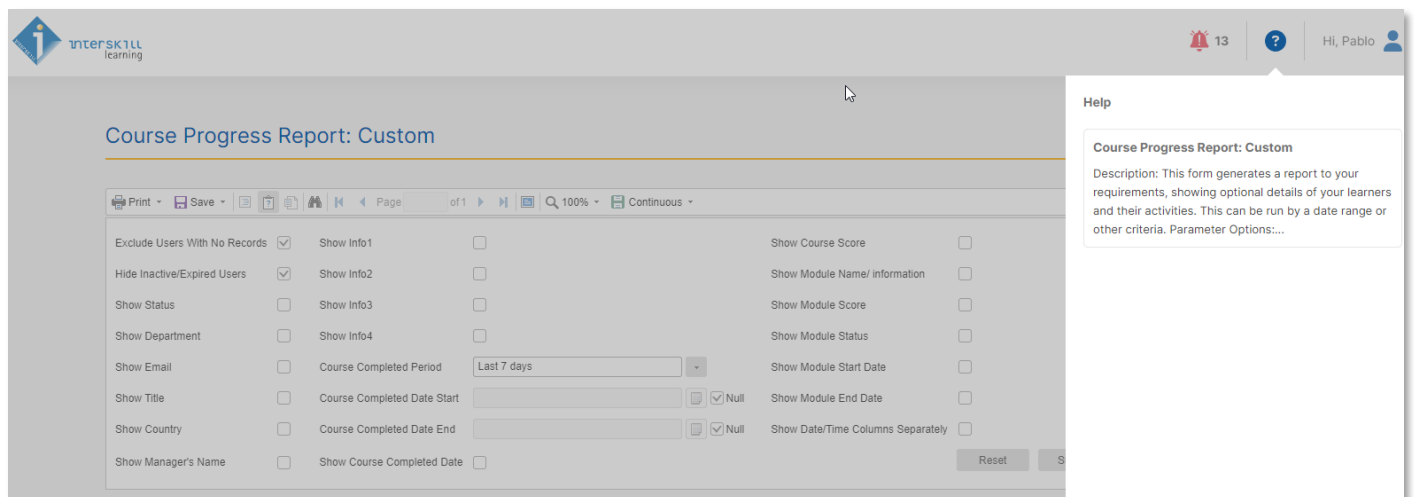
Report Results Options

Once you execute your report, you have many options to export, print, and view your results. You can also search the contents of the results.
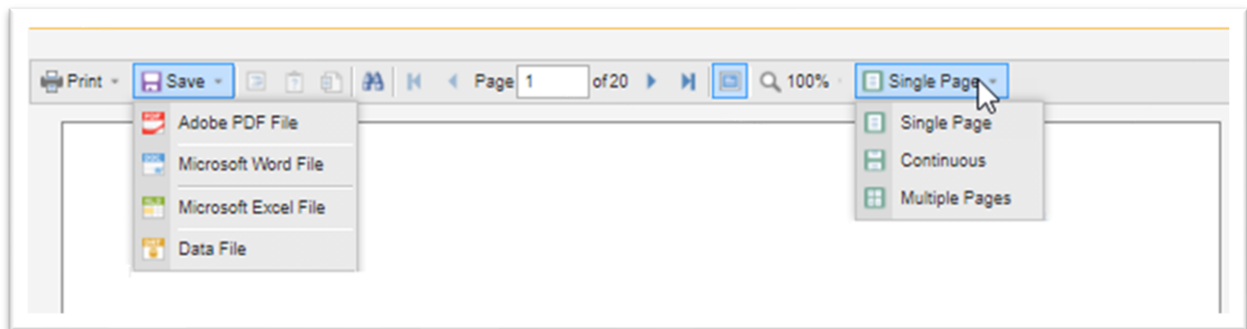
Report Parameters

Some reports will require that you enter optional parameters, such as date ranges or specific columns you wish to include in your results. A sample parameters option page is below. If you hover over the report parameter labels it will give you a short description of that parameter. Each report also has a detailed HELP article attached that can be accessed via the ? icon at the top of the screen. See image below.

List of Company Administrator Reports

Company Administrator Reports

REPORT	DESCRIPTION
Learner Profile	Provides a complete listing of learner profile information and the current status of their registration. Administrative user types are not included in output.
Learner Enrollment Report	Shows the courses your learners are enrolled in. Grouped by learner and curriculum.
Training Activity Report	Shows a detailed report of every course launch attempt for all courses and modules learners are enrolled in or have accessed in the past, grouped by learner. You can narrow your report to a specific date range to review the training usage for a particular period.
Training Activity Report: Consolidated	This report shows a learner's usage consolidating their duration in a module. Run by module start/end dates.
Course Progress Report	Shows all learner profile information with the best COURSE and MODULE scores and statuses. Grouped by learner.
Course Progress Report: Custom	This form generates a report to your requirements, showing optional details of your learners and their activities. This can be run by a date range or other criteria.
Course Popularity Report	This report shows the course catalog and how many learners are enrolled in each title. This is a dynamic report and you can drill down for more information. Select a course name to view the learners enrolled in it and their individual course usage information.
Badge/Certificate Progress	This report shows a list of all learners and their progress of digital badges and/or IBM Professional Certificates. This will display learners regardless if they have accepted badge issuer terms and conditions or not.
Badge/Certificate Summary	An overview of progress for all learners with regards to a single digital badge or IBM Professional Certificate.
Assessment Certificates of Completion	This report shows assessments completed by your learners and allows you to access and print individual certifications.
Learning Plan Summary	An overview of progress for all learners with regards to a single learning plan.
Email Audit	Shows system sent email information for the company.

Learner Profile Report

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

Learner Enrollment Report

The Learner Enrollment Report shows the courses your learners are enrolled for, grouped by learner and curriculum. An example of this is shown below.

Training Activity Report

The Training Activity Report is a detailed report of every course launch attempt for all modules learners are enrolled in or have accessed in the past, grouped by learner. You can narrow your report results to a specific date range to review the training usage for a particular period.

Note: Attempts without a status or a score are most often caused by a series of scenarios in the Learner's environment that are not controlled by Interskill. For troubleshooting purposes, the most common scenarios are listed below:
- ➢ A Learner does not have their pop-up blocker off, and the module fails to load completely.
- ➢ A Learner opens the module and does not exit it properly.
- ➢ A Learner opens a module and exits without progressing past the introduction page.
- ➢ A score was not recorded because the Learner did not reach the post module test portion of the module.

Training Activity Report Consolidated Report

This report shows a learner's usage, consolidating their duration in a module. Run by module start/end dates.

Course Progress Report: Custom

The Course Progress Report: Custom feature allows you to execute a report with various parameters, providing you with dated Learner module and course scores. This report also includes many other informational fields from the Learner profile, such as email, department, title, info fields, and more. When selecting a date range, you should use either the COURSE COMPLETION or MODULE COMPLETION areas but never both.

Course Progress Report

The Course Progress Report is very similar to the Custom Report, except you do not have minimal parameters. This report shows all Learner profile information with the best course and module scores and status. This is grouped by Learner and sorted by last name. A sample report is shown below.

Course Popularity Report

This report shows the course catalog and how many learners are enrolled in each title. This is a dynamic report, and you can drill down for more information. Select a course name to view the learner's enrolled in it and their individual course usage information.

Badge/Certificate Progress Report

This report shows a list of all learners and their progress of digital badges and/or IBM Professional Certificates. This will display learners regardless if they have accepted badge issuer terms and conditions or not.

Badge/Certificate Summary Report

This report allows you to view the learners and the progress of a particular badge/certificate. Simply select the badge/certificate and the results will display summary information for the users in your organization/team.

Learning Summary Report

This report allows you to view the learners and the progress of a particular learning plan. Simply select the learning plan and the results will display summary information for the users in your organization/team.

Assessment Certificates Report

The Assessment Report displays the assessments your Learners have attempted. You can also print certificates here if Learners have completed them.

Email Audit Report

The Email Audit report allows you to view the email activity sent to all users within your organization from the MyInterskill LMS. Emails such as email reminders, password resets and new registrations.

Download Reports (Background Reports Setting Only)

The Download Reports screen is where reports that you have run are stored. Background reports were developed for clients with large data sets. This interface can be turned on in the company profile by Interskill support. Once this is turned on, the company administrators will be able to run reports in the background. Reports are executed in a similar way to normal reports but are run in the background and saved in the Download Reports area. Users are notified when reports are ready to be downloaded via the LMS notification and via email. Download Reports will store reports for 30 days.

Analytics

The Analytics screen gives you access to a dynamic graphical dashboard for your account.
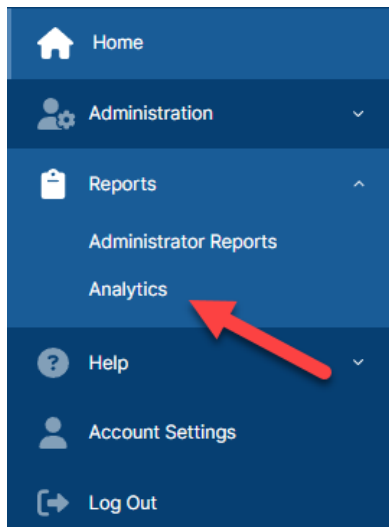
Analytics: Training Summary Overview Features

The dashboard has many features for sorting, saving, printing or exporting within each section or the entire dashboard. The date range section controls the individual section. As you adjust the date range, the data within those sections will update. The Current Year's Activity line graph is fixed and will always display the current year's data.
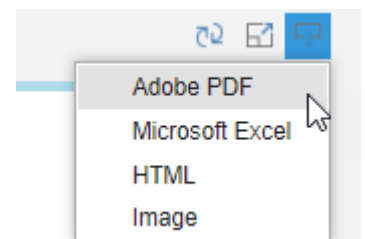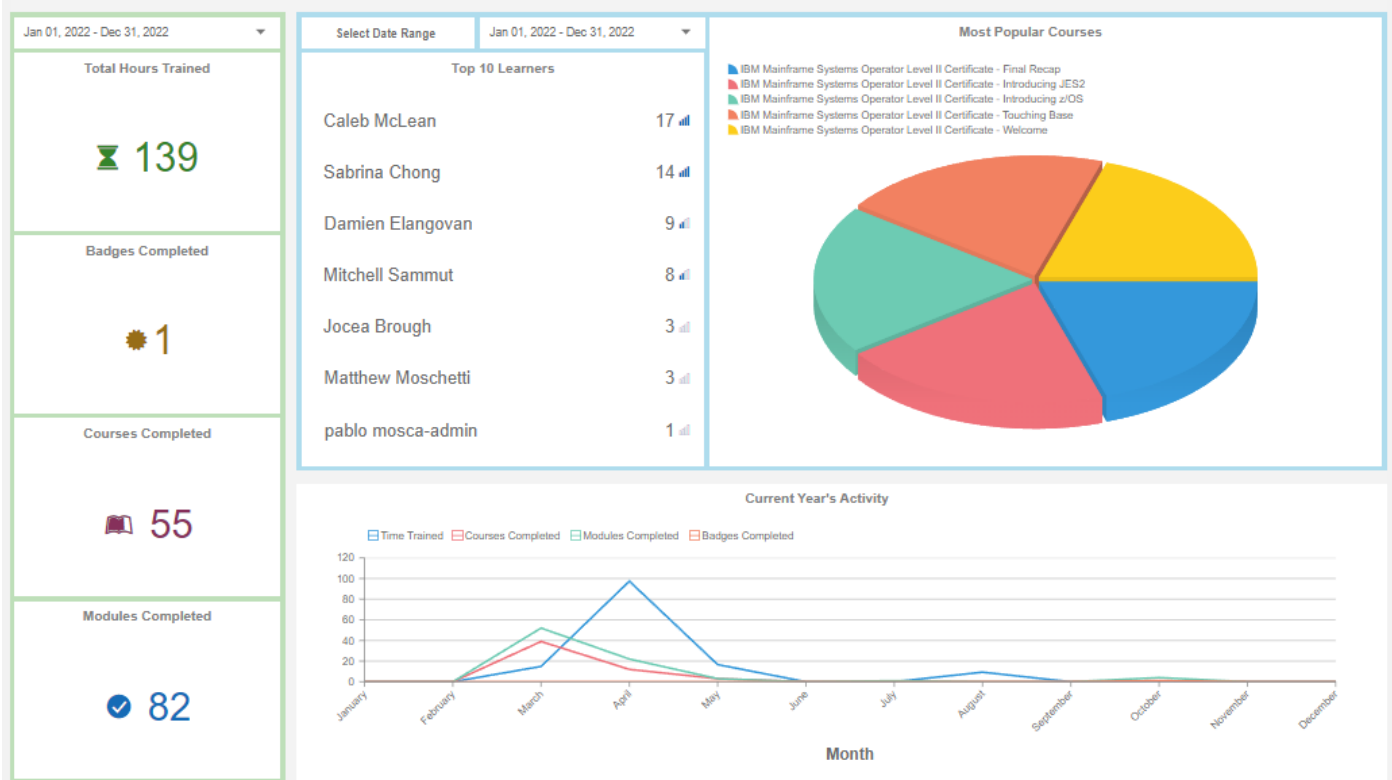
Training Summary dashboard calculations:

1. Total Hours Trained - Total server session time rounded up to the nearest hour. It included all of the users that are not deleted.
2. Badges Completed - Number of completed badges and certificates completed and issued for users that are not deleted.
3. Courses Completed - Number of completed courses for all active users.
4. Modules Completed - Number of modules completed for the active users.
5. Yearly Stats - include active users only.
6. Top 10 Learners and Most Popular Courses - use the same data set as "Courses Completed"

Custom Reports Created by Your Learning Consultant

Your dedicated Learning Consultant team provides custom reports. Contact your Learning Consultant to discuss getting your custom reports.
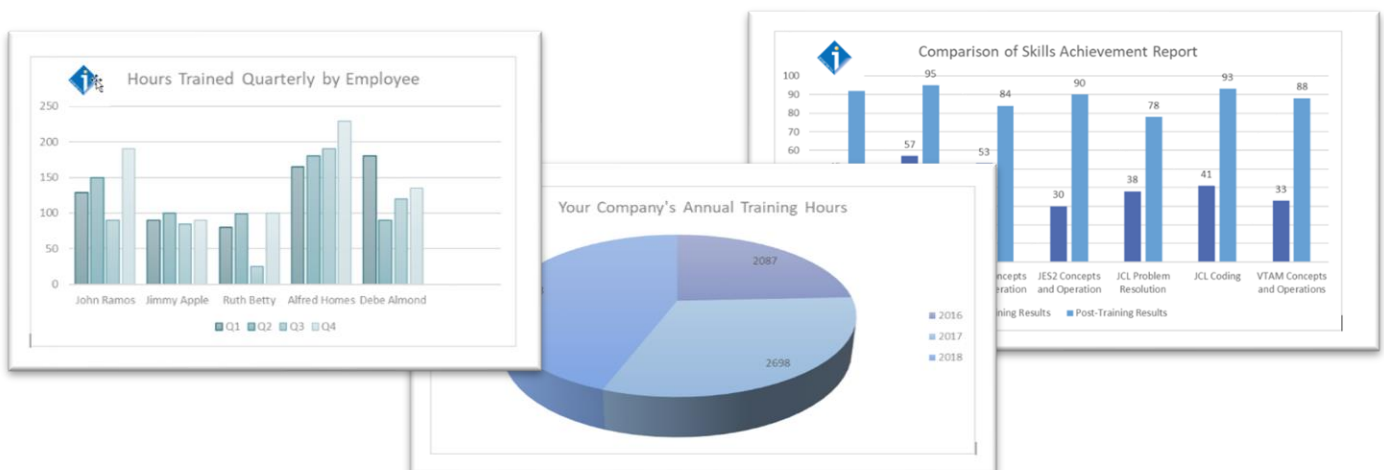
Account Settings

Use the Account Settings page to edit and view your account profile items, such as contact information, number of licenses, consent agreements, your assigned Learning Consultant contact information, and much more.

Account Settings

Company Details

No. of Learners	Enabled Learners
17 / 22	16 / 22
Disabled Learners	Expiry Date
1	Dec 10, 2021

Thank you for being a loyal customer since Dec 14, 2020.

Manage Multi-Step Authentication

Multi-Step authentication is an authentication method that requires you to provide two verification factors to gain access to the LMS, your password and a code generated by an authentication app of your choice on your mobile device. Since Staff and Company administrator accounts have access to many learner records, Interskill Learning requires you to use the Multi-Step Authentication and cannot be turned off. Learners on the other hand, have the option to turn this feature on or off.

Multi-Step Authentication Q&A

Why do we require Multi-Step Authentication?

Interskill Learning's new LMS requires the use of Multi-Step Authentication on administrative level accounts only. Learner accounts have this feature as well, but it is optional. Due to administrative users having access to other users' personal information, this is an important step in keeping your organization's data safe and secure.

Why do we need to use a phone app and not SMS(Text)

It has been noted by security experts that using an authentication app is much more secure than using the SMS(Text) method. Interskill Learning does not offer this option since SMS authentication is too much of a risk for organizations looking to effectively secure access to their network and systems.

Can I use the authentication app I already use on my phone?

Yes, you can. We use standard Multi-step Authentication in our environment, and you may use any authentication app.

What if I can't use a smart phone at my organization?

If you cannot use a smart phone at your office, remember that our system is accessible from any Internet connection. Some authentication apps, such as Twilio Authy, has a desktop version that can be installed on a PC.

What if I can't use Multi-Step Authentication?

Interskill highly recommends using Multi-Step Authentication using an authenticator app for all administrative level accounts, but if you are not able to use this feature, you can make a special request with your Learning Consultant that will allow you to use Multi-Step Authentication via email instead of an authenticator app. To use Email Authentication, select the "Use Email Verification" link at the bottom of the setup page instead of the QR code. (see image below). Another option is to request monthly or quarterly reports from your Interskill Learning Consultant.

Setting up Multi-Step Authentication on MyInterskill LMS

Simply download and install your preferred authenticator app on your mobile device and create an account using the QR Code(or manual code) provided on the setup screen. Samples of authenticator apps are listed below. Note that some of these apps(Twilio Authy) can also be installed on a PC if you do not have access to a smart phone.

Google Authenticator
Android | iPhone

Twilio Authy
Android | iPhone

Microsoft Authenticator
Android | iPhone

Once you have installed and setup your smart phone authentication app, you can proceed to the login screen of the MyInterskill LMS and you will be prompted with the Multi-Step Authentication setup screen. A sample is shown below.

Setup Multi-Step Authentication

Multi-step authentication is required for your account. Please follow the steps below.

1. Download and open your preferred **authentication app** on your mobile device.

2. Scan the QR below with the authenticator app.

If you cannot scan the QR code, add the following code manually:

77CJPJQU64ITQI3Y37RPVIJGWNW526KG

3. Enter the 6-digit code from the authenticator app:

Save

Cancel log in

Use email verification

The next time you login to the LMS, it will require that you provide the code from your authenticator application. The LMS will prompt you for this code each time you login or you can select the option to remember the browser/device you are using for 30 days. During the 30 days, you would not need to use the extra code to login to the LMS.

You can also reset these settings on the Manage Multi-Step Authentication page on the Account Settings page. You may need to reset these settings in case you change your mobile device.

Troubleshooting

Do you have an issue? It is recommended you check the Interskill support page for up-to-date information on the Knowledge Base page at https://interskill.com/support/knowledge-base/. If you still cannot find a solution, please contact support by submitting a case.

Disclaimer and Warranty Information Limits of Liability / Disclaimer of Warranty

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