

Interskill Learning's MyInterskill

Learning Management System (LMS) Guide

Learner's User Guide

Global Workforce Training



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MyInterskill LMS Overview

The MyInterskill Learning Management System (LMS) was designed with security, speed, and simplicity in mind. This system is used to access training courses, track and print progress, and view other training resources.

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.

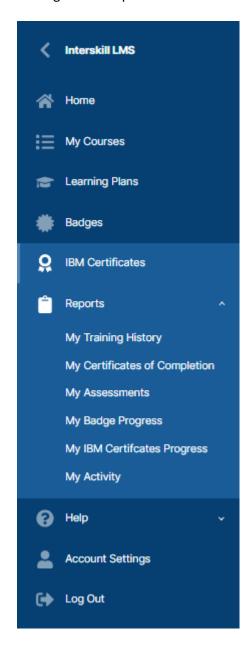
The Login Page

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, 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.



Learner Navigation Menu

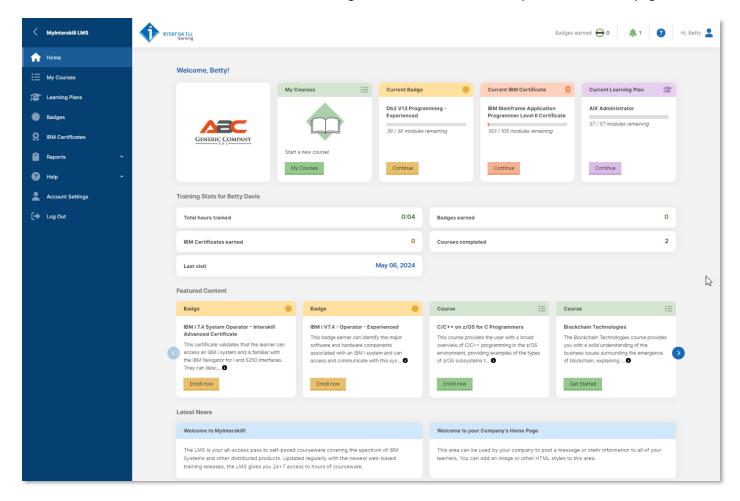
The left navigation menu, as seen in the image below, is the best method for getting around in the LMS. The following is a description of all menu and submenu items:



- ➤ 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.
- ➤ 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.
- ➤ 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.
- ➤ IBM Certificates: This page will allow you to select a digital IBM Professional Certificate track.
- Reports
 - My Activity: This report shows all course and assessment activity.
 - My Training History: This report contains your training history.
 - My Certificates: This report contains options to print certificates of courses you have successfully completed.
 - My Assessments: This report shows only assessment results.
 - My Badge Progress: This report displays your training history of courses related to badges.
- ➤ Help
 - Contact a Learning Consultant: Contains contact information to the Interskill Learning Consultant assigned to your account.
 - FAQs: Frequently asked questions and answers regarding technical and customer support issues.
 - Learner's User Guide: 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 simply clicking on the Home item in the left navigation menu. The Home page contains useful information and links to other areas of the LMS and also external training resources. Below is a description of the Home page areas.

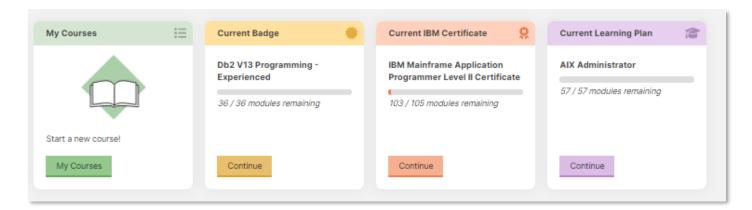


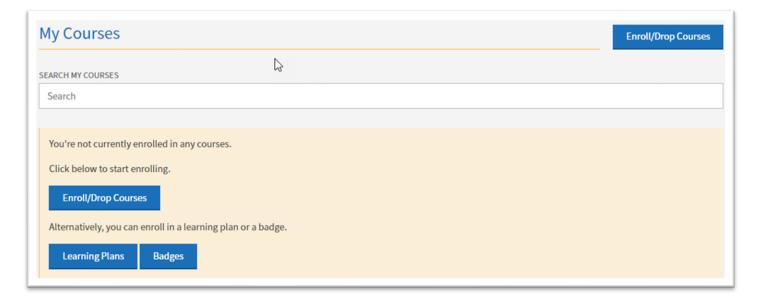
- Top Page Header: This area shows you the number of badges you have earned $\stackrel{\text{Badges earned}}{\bigoplus} 1$, a link to system notifications $\stackrel{\clubsuit}{=} 5$, and a link to your profile $\stackrel{\text{Hi, Jane}}{=} 2$.
- Welcome to Learning Management System (LMS): This area welcomes you to the LMS. It will also display your company's logo if your account is associated with a company.
- Quick Links: These large graphical buttons provide links to My Courses, Badges, IBM Certificates and Learning Plans.
- > Training Stats: This gives you a quick look at your training statistics.
- Featured Content: This area display's content set by your company administrator and/or default content from Interskill Learning.
- Welcome to the Training Portal: This section is used by your company's learning administrator and may contain specific messages to the company's users.
- Latest News: This section highlights recent course updates and news.
- Ask My Assigned Mentor: Sends an email message to your designated company mentor. This will only be displayed if you have been assigned a mentor by your training administrator.

Taking Courses and Assessments

There are several ways to begin your training. The quickest way is to use the quick links on the home page. These links will show your last activity as well so the next time you login simply use these links to continue your training. You can also take courses or assessments via the My Courses, Learning Plans, IBM Certificates and Badges pages. The first time you access the system, those pages will direct you to select one of the following areas:

- Manage Enrollments
- Learning Plans
- Badges
- > IBM Certificates





Four Areas to Do Your Training



The My Courses area is where you will find all of the courses/assessments listed in alphabetical order.



The Learning Plans area allows you to select a learning plan, and it will automatically enroll and group the courses and/or assessments for you by learning plan. A learning plan is a group of courses and/or assessments focused on a job role. These include Standard learning plans that have been designed by Interskill Learning for users seeking guidance in a particular job role. Companies can also create custom Company learning plans tailored to their needs.



The Badges area allows you to select a particular badge, and it will automatically enroll and group the required courses and/or assessments for you. This is the best area to use if you are focusing on earning badges.

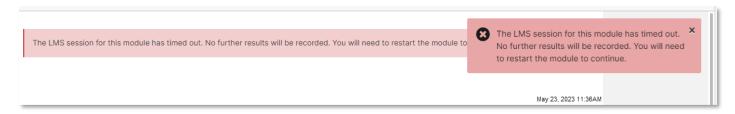


The IBM Certificates area allows you to select a particular IBM Professional Certificate learning path, and it will automatically enroll and group the required courses, assessments and exams for you all on one screen.

Bookmarking Feature and Session Timeout Policy

When you are in a module, the system will not allow you to idle for more than 2 hours. If you plan to idle over this amount, it is recommended you use the bookmark feature. This feature is automatically turned on. You simply exit the module, and the system will remember the last page you were on. The bookmark feature will not return you to a page if it is in Module Tests, Mastery Tests, and Assessments. In those three instances, the bookmark feature will return you to the beginning of those test areas.

If you idle over the 2-hour limit, you will receive an error message like the one below and the system will automatically log you off.



Prerequisites Feature

The prerequisite feature was added to accommodate the Exams within IBM Certificates. As a learner, you will see a small lock icon with the course title greyed out. Once the prerequisites are met, the lock icon will be removed. The prerequisite courses are located above the exams.



Course Enrollment Page

Before you can begin taking courses or assessments in the My Courses area, you must enroll for the courses. The Manage Enrollments page can be accessed via the Home page or from the My Courses page. The Manage Enrollments page contains all the courses that you have been given access to and/or purchased. This page is where you can enroll and/or drop courses. Once you are done enrolling for courses, you must go to the My Courses page to launch your courses.

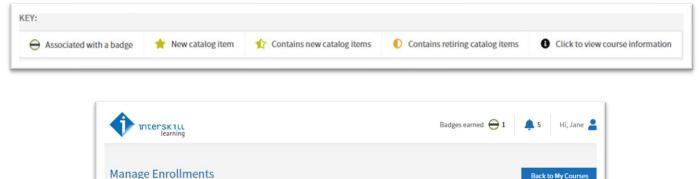
Note: If you do not see links to the Manage Enrollments page, this means your company training administrator has prevented access to this page and they are responsible for your course enrollments.

> 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.
- 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 your training history records.
- > Dropping courses is useful when you want to see a minimal number of courses listed on the My Courses page.
- Dropping courses does not affect the courses listed on your Badges or Learning Plans page.
- > Several icons are used on the My Courses page. See the key below for a description of each.
 - Catalog items are considered new if they were added by Interskill Learning to the system in the last
 30 days.
 - 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.



My Courses / Manage Enrollments SEARCH CATALOG ✓ ASSEMBLER ✓ BLOCKCHAIN ✓ BMC ✓ C PROGRAMMING ✓ CA TECHNOLOGIES (BROADCOM) △ CICS V5.3

My Courses Page

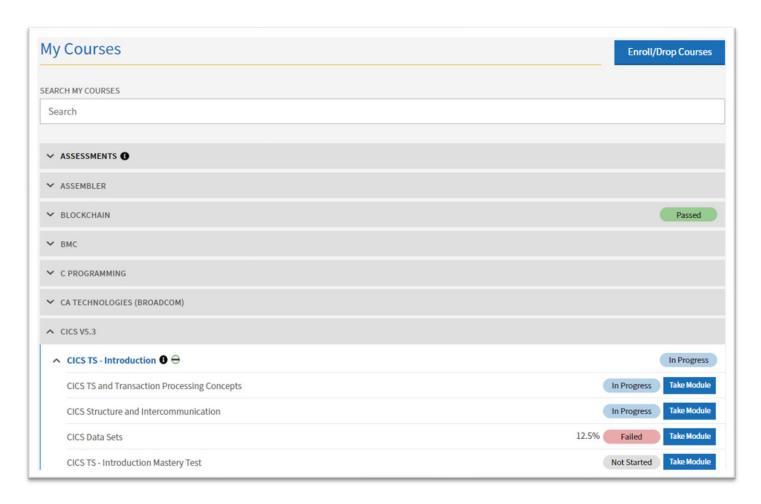
The My Courses page is where you will see a list of your enrolled courses and where you launch the modules within a course. To launch a module, click on the listing is in alphabetical order by curriculum group (grey headings). Each curriculum can be expanded and contains one or more courses. The courses within a curriculum are sorted by the recommended training order set by Interskill Learning subject matter experts.

Courses consist of one or more modules. Most modules contain non-graded quizzes as well as a graded module test at the end. During the module test, you can see and review each question and answer as you progress. This is a key part of the learning experience and is where you can review the answer and the explanation provided in most instances.

The last module of a course is the Mastery Test, which is a culmination of all the previous module tests. If you require further review, you can retake the modules and tests multiple times before taking the Mastery Test. If you have learned the material and reviewed the previous module tests, then you are prepared to take the Mastery Test.

Assessments

Assessments are another type of test. They are located in their own grouping on the My Courses page. These are timed tests. They are a bit tougher, with randomized questions each time you enter them. They consist of a combination of questions taken from the Mastery Tests as well as real-world scenarios. They can be used to assess your knowledge before and/or after taking corresponding courses. Answers to assessments are not provided to protect the integrity of the tests. It is key that you review your knowledge in the courses before taking an assessment.



How to Use the My Courses Page

- > Search Feature: The search feature can be used to search for course or module titles within this page.
- To begin training, use the window. Make sure your browser's pop-up blocker is disabled.
- While you are taking a module, do not close or navigate away from the main session window, or your module's progress/scores will not be recorded.
- When you exit a module, the system will return you to the My Courses page and to the course you were working on.
- The Enroll/Drop Courses button links you to the Manage Enrollments page, which is used to enroll or drop courses. This option will only be displayed if you have been given access to this feature.

Icons on the My Courses Page

You have successfully passed the course and/or module.

You have started the module but have not completed it or attempted the module test.

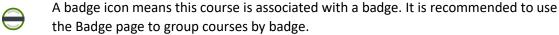
Failed

You have attempted the module and failed the module test.

Not Started

You have not started the module.

You will see your best attempted score next to a Passed or Failed icon.



This identifies new courses that have been released within the last 30 days by Interskill Learning.

This icon links you to the course's catalog content details. These details include a course description, course duration, prerequisites, course contents, and objectives.

Retiring on July 02, 2021

This identifies courses, badges or certificates that are set to retire. Hover over this icon to see recommended alternatives to the course. Retiring courses are usually replaced with newer content, but not always. Your training history is not affected by retiring courses. If retiring courses are associated with a badge, be sure to finish the required courses before the date of retirement. Badges and associated courses usually retire on the same date. Retired courses are automatically removed from learning plans. Note that when a badge/certificate retires it means you cannot earn it, but if you have already earned it, it will not be removed from your historical records nor Credly's badge management site.

Badges & IBM Certificates

On the Badges and IBM Certificates pages, you can select a digital badge/certificate to work towards. This page will group the required courses for a particular badge/certificate badge. Simply select a badge/certificate you wish to train towards.

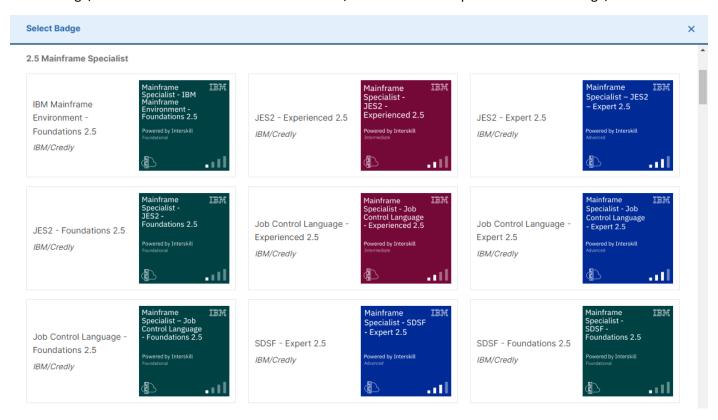
- Use badge/certificates to validate and show off your skillsets, share via LinkedIn, Facebook, email, or other media.
- The required courses must be completed and passed to earn badge/certificate pages.
- Once you have earned a badge/certificate, you will receive an email from the third-party badge issuing system, Credly, with instructions on how to "pick them up" and how to display them via social media. These emails are sent automatically within one hour of badge completion.
- You must agree to the Credly consent policy located in your Account Settings before you can access and earn badges.
- Credly is the system where you can manage badges from Interskill Learning as well as other vendors.
- Badges are sometimes set to retire on the system and are marked by a yellow marker with the expiration date. This means you have a limited time to earn the badge, but once earned, a retired badge is yours forever and does not retire from your records.

What is the difference between a badge and a certificate?

Certificates are much more comprehensive and require the completion of exams and skills badges. Badges are a bit less comprehensive.

Select Badge/Certificate Pages

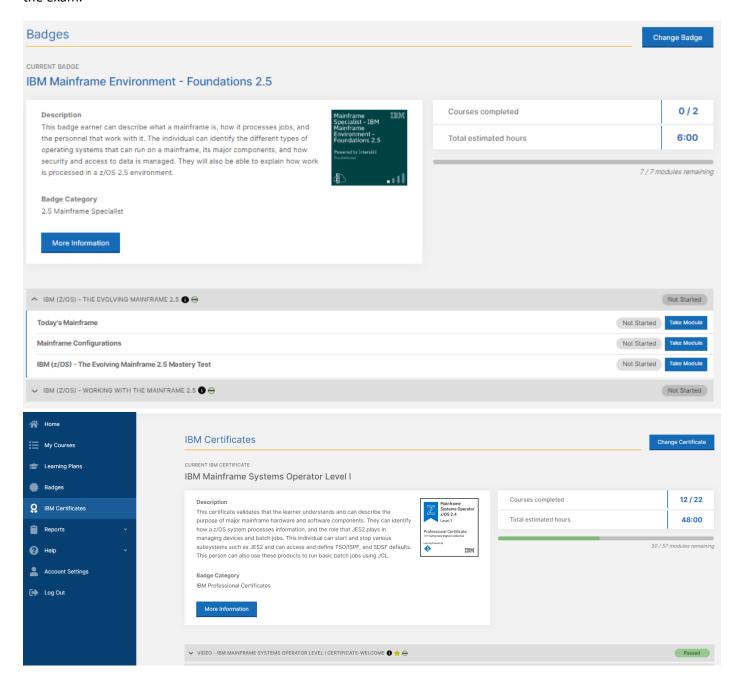
The Select badge/certificate pages allows you to select a badge/certificate you wish to work towards. On this page, you will see badges/certificates you have completed marked with a green checkmark . New badges/certificates introduced in the last 30 days will be marked with a yellow star icon . If new badges/certificate exist, you will see a "New Only" checkbox to filter out only the new items. Select a badge/certificate to view a page with information on the badge/certificate and the associated courses and/or assessments required to earn the badge/certificate.



Badge/Certificates Page

Once you have selected a badge/certificate, the screen will display the required courses for the particular badge/certificate. Use the buttons to begin your training and launch a module. You can work towards multiple badges/certificates at once if you wish, but it is recommended to only attempt one badge/certificate at a time. Use the button to return to the selection screen and select a different badge/certificate. You will not lose any training history or progress when selecting another badge/certificate.

This page also displays a description of the badge/certificate, category, number of required courses, total estimated hours to complete the badge, and a progress bar. Certificates will contain exams that require you to complete prerequisite courses/assessments. These will appear greyed out with a lock icon. The prerequisite courses are the ones above the exams. Once the prerequisites are met, the lock icon will be removed and you may proceed to take the exam.



Learning Plans

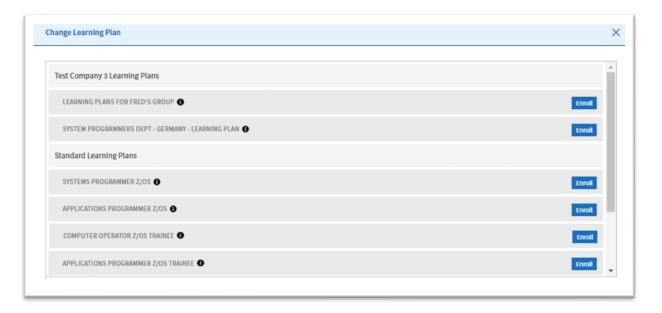
Learning plans provide you with a structured training program by job role. This page is only accessible if you have been given access to it by your training administrator. The Learning Plans page is another way of listing your enrolled courses, ordered by learning plan. The courses will be listed in order by a Standard learning plan created by Interskill Learning or a custom Company learning plan created specifically for your account. A graphical view of all Interskill Learning's Standard learning plans can be viewed at https://lpt.interskill.com/.

Important Learning Plan Information

- > The Learning Plans page is only available to learners who have been given access to it by their training administrator.
- If a learner does not have access to the course enrollment feature, then the learner will only see courses they are enrolled for in order by the learning plan.
- If you have not purchased all of the courses within a learning plan, the page will still display courses in the learning plan order, minus the courses you have not purchased.
- > Viewing a learning plan will automatically enroll the learner in the courses needed for the particular learning plan.
- > You may change learning plans at any time.
- > Changing to a different learning plan 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 used will be displayed.

Learning Plan Selection Page

- 1. When you first access the Learning Plan page, you must select a learning plan from the learning plan selection screen, as seen in the image below.
- 2. By default, you will see Interskill Learning's Standard learning plans, and if your company has created custom Company learning plans, you will see those as well. Your company administrator has the ability to limit your access to learning plans, so you might only see a single Company learning plan or only the Standard learning plans.
- 3. Click on the Enroll button to select the learning plan of your choice.
- 4. The screen that follows will display your currently selected learning plan with several other items. This is where you will begin your training by selecting the take Module button.

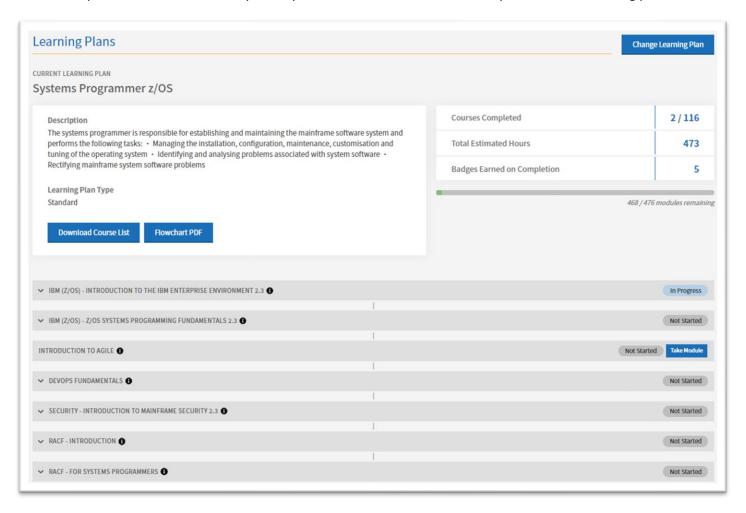


Learning Plans Page

The Learning Plans screen, shown in the image below, is where you will take the modules and view your progress. This screen provides a description of the learning plan and the type of learning plan. Standard learning plans are designed by Interskill Learning subject matter experts and have been constructed to guide learners in specific job roles. Custom Company learning plans are designed by your company administrator.

This page also shows your progress and gives you a summary of the badges you could earn if completed, as well as the estimated hours to complete them. This page also gives you an option to download a listing of the courses in the learning plan and a graphical flowchart of the learning plan in PDF format.

To begin, start taking courses in the order they appear on the screen from the top and work your way down. You have the option to take courses in any order you desire, but it is recommended you follow the learning plan.



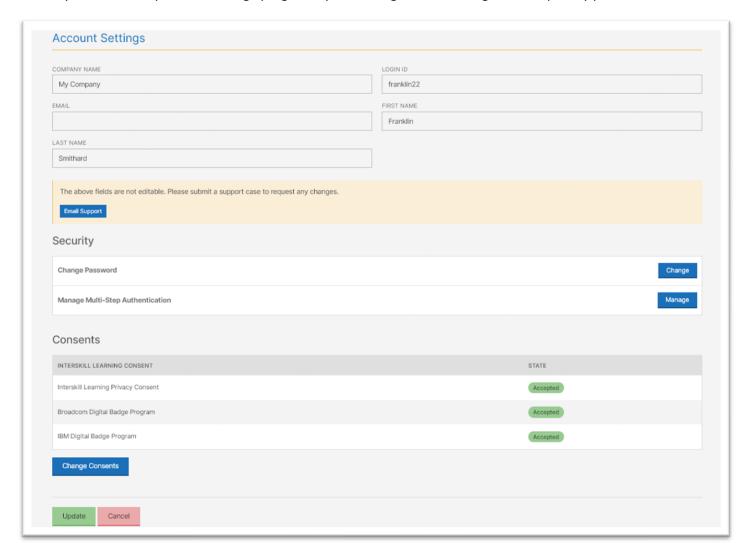
Notifications Feature

The Notifications feature can be found at the top of your screen using the bell icon — ⁵. This feature will notify you of many built-in system notifications as well as notifications created specifically for you or your company. Notifications will also automatically be displayed on the Home page once per day when you log in. The following is a list of the built-in notifications:

- New courses added to the system in the last 30 days.
- New badges added to the system in the last 30 days.
- Congratulations for when you have completed a badge.
- Congratulations for when you completed a course.
- A warning for when your account will expire within 30 days.
- When you have been assigned a learning plan by an administrator.
- ➤ When courses in your current learning plan are set to retire.
- When badges are retiring within 30 days.

Account Settings Page

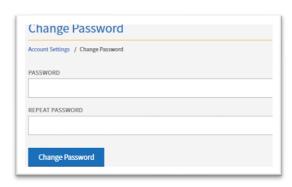
You can update your account profile information in the Account Settings menu link. Depending on your company's permissions settings, you may be able to access and edit certain contact fields, except for your LOGIN ID, FIRST NAME, LAST NAME, and EMAIL. On this page, you can also view and change your consent to privacy policies, such as the badge programs and newsletters. If you do not agree to Interskill Learning's privacy policy, you will not be able to use the system. To take part in the badge programs, you must agree to the badge issuer's privacy policies.



Changing Your Password

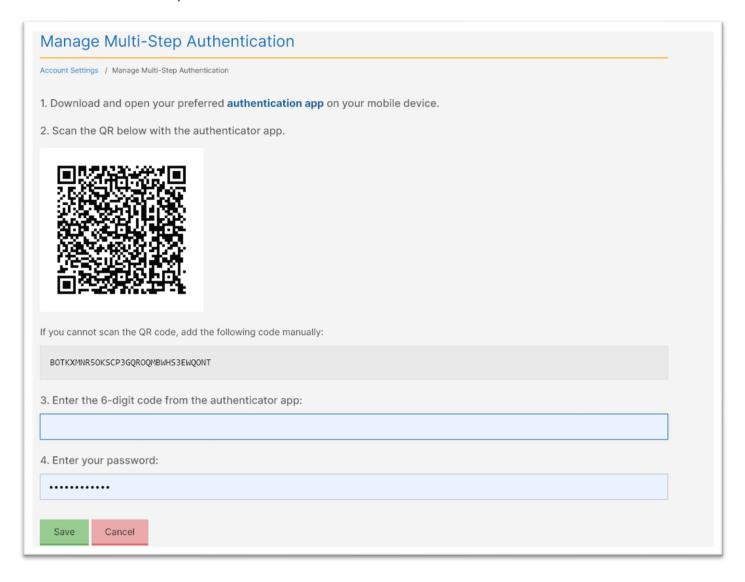
You can change your password on the Account Settings page. It is recommended that you create a password with a minimum of eight characters that include numbers, upper- and lower-case letters, and special characters. Sharing your login credentials with other users violates Interskill's licensing terms.

The next time you access the system after changing your password, make sure to use your new password.



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. Learners have the option to turn this feature on or off.



If you wish to turn this feature on, click on the Multi-Step Authentication - Manage button under the Security section. You will be prompted to setup Multi-Step Authentication. You can also use this page to reset these settings in case you change your mobile device.

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.



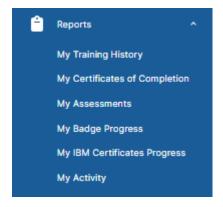




The next time you login to the LMS, it will require that you provide the code from your authenticator application. The LMS will prompt you for this code each time you login or you can select the option to remember the browser/device you are using for 30 days. During the 30 days, you would not need to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

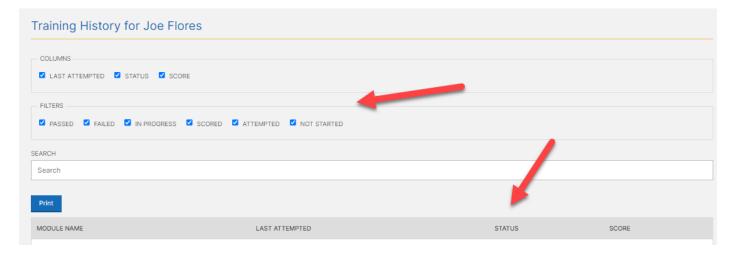
Reports

You have access to five different reports that you can run to view your training history and print certificates of completion. Expand the Reports menu item in the left navigation menu and select the report you wish to run.



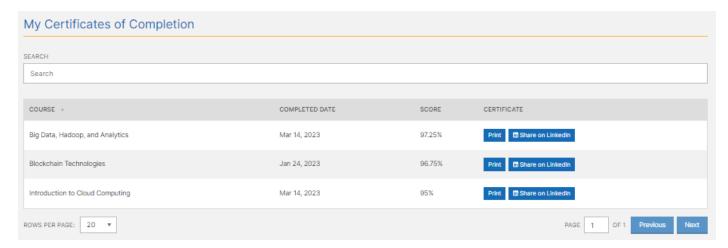
My Training History Report

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. You can use the various filters and column selections and also sort by the various columns.



My Certificates Report

This report lists only completed courses and offers the ability to print certificates for each course. You can also share your certificates on your LinkedIn profile using the buttons on the right.



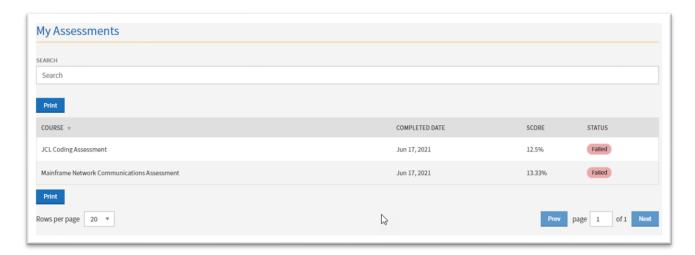
Sample Certificate



Assessment History Report

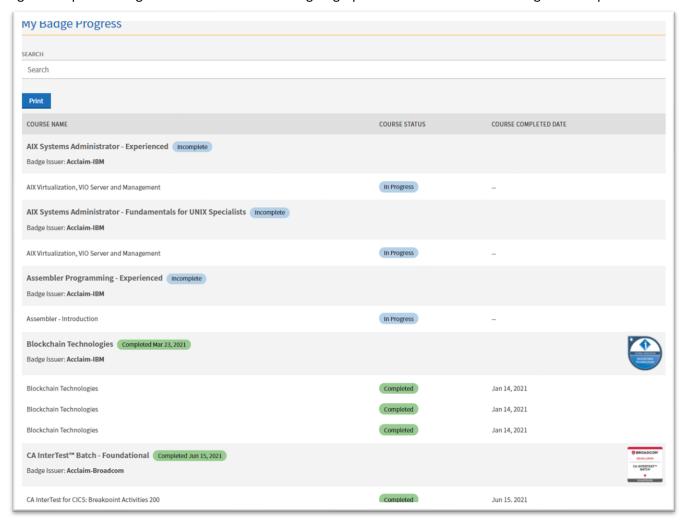
The Assessment History Report displays the assessments you have attempted. It will display your best scores.

- 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.



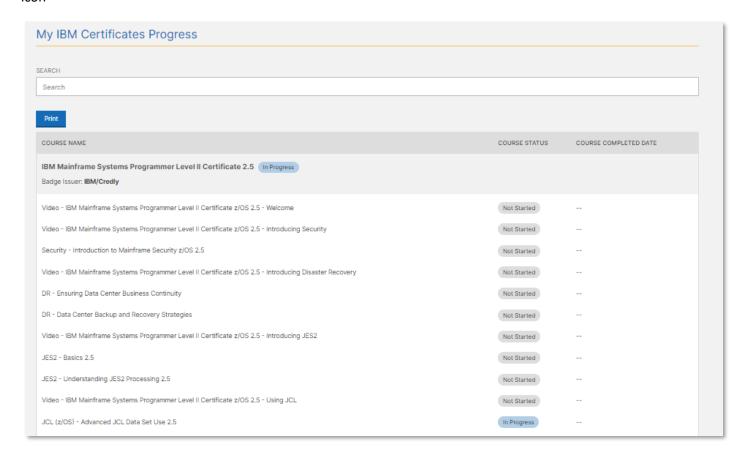
My Badge Progress Report

The Badge Progress Report displays your progress in the digital badge program. It will display your progress of digital badges. Completed badges are marked with the badge's graphical icon and marked with a green completed icon.



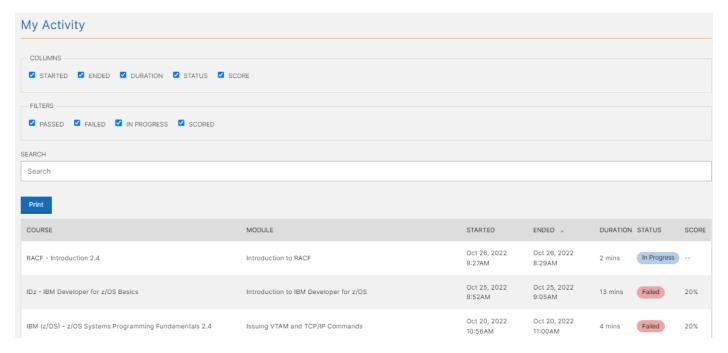
My IBM Certificate Progress Report

The IBM Certificate Progress Report displays your progress in all of the IBM Certificates you have participated in. Completed IBM Certificates are marked with the IBM Certificate's graphical icon and marked with a green completed icon



My Activity Page

This page will display all of your training activities, line by line. You can use the various filters and column selections and also sort by the various columns.



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/knowledge-base.html. 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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