

## **System Guidelines for accessing courses**

- 1) Please ensure that you have latest version of Internet browser.
- 2) It is recommended to use **[Internet Explorer](#)** or **[Microsoft Edge](#)** to access learning in iSuccess for Windows OS users
- 3) It is recommended to use **[Safari](#)** to access learning in iSuccess for Mac OS users
- 4) Do a “Check System” & review “Recommended Browser Settings” from iSuccess (Learning) Home page before launching the content. This will make sure we have all the required pre-requisites installed in the system. If not installed, please get in touch with your local IT to install the required software / update.



- 5) Please make sure the session is not left idle once the course is launched. Doing so will lead to a “session timed-out error” and the tracking of status will not get captured in iSuccess Learning. In case there is need to move away from the course for some time, please click on EXIT and close the course. This will book mark the page automatically and when the course is revisited, it will commence from the bookmarked page.

**We would recommend to complete the learnings in a single session since multiple session may lead to status not been captured in iSuccess Learning.**

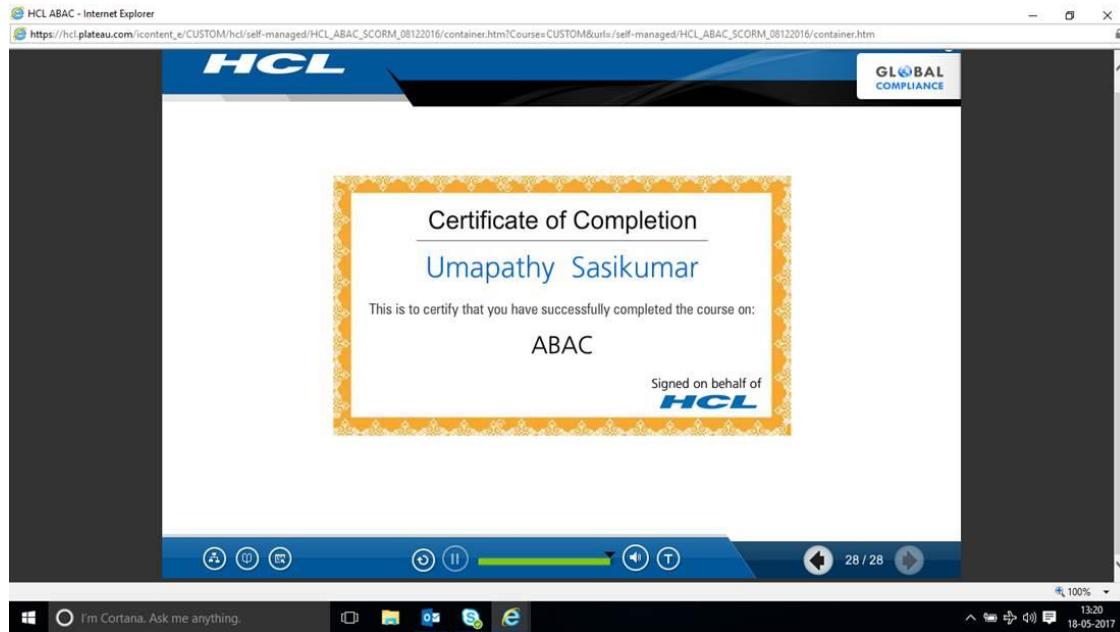
- 6) Please ensure that the iSuccess Learning page at the back (shown below as an image) is not be closed or navigated to a different page. Closing the iSuccess Learning page or navigating elsewhere from this page will result in the status not getting updated on iSuccess Learning.



- 7) Once you reach the last page of the course, please make sure to click on “EXIT” or “I Agree” whichever button is provided in the page. Not doing so will result in course completion not getting updated iSuccess Learning.

8) It is advisable to screen capture the certificate page of the course. This can be shown as proof of completion in case local system failure/browser crash/ network failure which results in the completion status not getting updated on iSuccess Learning.

9) In-case you receive multiple reminders / escalation mailer for the completed course request to raise an SSD along with the **certificate of completion** screenshot for technical team to assist.



#### **SSD path:**

***Smart Service Desk(SSD) Home page=>Service Request => LSS-iLearn Central Support (Business Group) => iSuccess Learning (iLearn)- Application related queries (Business process) => Compliance course related queries (Business Sub process).***

10) Depending on the connection speed that you are using, the individual pages in the course will take anywhere between 25-40 seconds to download. For an optimum learning experience, you are recommended to view the course using a LAN connection

11) Please do not use Back Button of your browser as It may hamper your learning however you can use back button provided in the course to move back to the completed slide

12) Before starting the course delete temporary files and clear cache from the browser, please get in touch with your local IT for assistance if required

## Optimal browser setting for accessing courses

### ➔ For Internet Explorer

1. In the **Internet Explorer** menu, select **Tools > Internet Options**. If you are unable to locate the tools menu, press **Alt > T** on the keyboard to display the menu.
2. On the General tab, click **Delete** under the Browsing History heading to clear the browser's temporary internet files.
3. In the Delete Browsing History window, ensure Temporary Internet Files is checked (no other options should be checked) and click **Delete**.
  - a. This process may take a few minutes to complete.
4. Click the **Security** tab.
5. Click the **Trusted Sites** icon.
6. Click **Sites**.
7. In the **Add this website to the zone:** field, enter [https://\\*.Plateau.com](https://*.Plateau.com) and click **Add**.
8. Repeat the same steps to **add**

[https://\\*.successfactors.com](https://*.successfactors.com) [https://\\*.performancemanager4.successfactors.com](https://*.performancemanager4.successfactors.com)

9. Click **Close** to exit the window and return to the Security tab.
10. On the Security tab, with Trusted Sites highlighted, click **Default Level** if available and click **Apply**.
11. Click the **Privacy** tab.
12. If **Turn On Pop-up Blocker** is checked, **Uncheck** the same and click on **OK**
13. In the Internet Options window, click the **Programs** tab.
14. Click **Manage add-ons**.
15. Click the **Show** drop-down and select **All add-ons**.
16. Ensure that all Java Plug-in versions and the Sun Java Console (if available) are set to **Enabled**, then click **Close**.
17. Click **OK** to return to the main web browser window.
18. Restart the Browser (Close all the browser windows)
19. Open the Browser and access the Portal via [www.myhcl.com](http://www.myhcl.com)
20. By Clicking on launch option, if authentication window appears kindly provide your user id (Ex:ganesh.soundarajan) without prefixing Domain Name\ or Suffix @hcl.com

### ➔ For Google Chrome

1. Select the Wrench (spanner) icon at the top right
2. Select "Options"
3. Select the "Under the Hood" tab
4. Select "Allow all cookies" under "Cookie Settings" and click "Close"

**➔ For Safari**

1. Click the "Safari" menu
2. Click "Preferences..."
3. Click the "Security" menu
4. For "Accept cookies" select "Always"

**➔ For Mozilla Firefox**

1. Click the "Tools" menu
2. Click "Options..."
3. Select the "Privacy" menu
4. Make sure "Keep until" is set to "they expire"
5. To enable third party cookies for ALL sites: Make sure "Accept third-party cookies" is checked