Learning Management System

User Guide

version 03242015

LearnSmart™

Contents

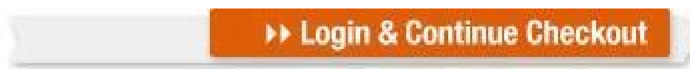
1. Getting Started

Creating an Account

If you don't already have a LearnSmart account, creating one is easy! There are two ways to create your account:

Option 1

1. While checking out, you can create your account by clicking on the **Login & Create an Account** button.



2. The page will refresh and display a section called **Create a New Account**.
3. Fill in all the blanks with the appropriate information.
4. When finished, click **Create Account**.

Option 2

1. Visit the [LearnSmart] login page to set up your account.
2. Under the **Create a New Account** option, enter information in all of the entry fields.
3. Click **Create Account**.

Tip – Once you create an account, you will be able to view all of the LearnSmart purchases that you make, as long as you are logged in at the time of purchase.

View Your Recent Order History

Order Number	Order Details	Order Amount	Order Date
3673297	Order Details	$1.00	6/13/2012
3663192	Order Details	$1,115.00	4/4/2012
3643157	Order Details	$1.00	1/16/2012

Activating Your Course or Library

Note to Corporate Members – If you're receiving an activation message, contact your administrator. The following instructions apply to single users who do not have an administrator.

Before you can view any of your training, you must create an account. Once your account is created and you've completed your purchase, you have access to your training product. To activate your training:

1. Sign in with your email and password on the LearnSmart login page.
2. The page will refresh, asking you to set up your account.
3. When you have finished *Setting Up Your Profile*, you will be taken to the LearnSmart Cloud home page.
4. On the navigation pane, click **Settings**, then click licenses.
5. Locate and click on the Blue **+ Activate New Training** button.
6. The new page will display all courses and libraries that require activating. To activate a course or a library, click on the **Activate** button to the far right.
7. Activating your course or library adds that product to your catalog and returns you to the **Courses** page.
8. You can now access your training and begin *Watching Your Course Training* or *Working with Your Personal Trainer*.

Logging In and Out of Your Training Account

Note to Corporate Members – To log into your account, follow these instructions and provide the login and password information supplied to you by your administrator.

1. If you haven't created your training account, follow the instructions under the *Creating an Account* entry in the *User Guide*.
2. In your browser, navigate to the LearnSmart login page and click on **My Account**.

3. In the email address and password fields, enter your information.
4. Click **Login Now!**
   Note – Your password is located in the email that you received with the subject line “Your LearnSmart Training Password.”

5. Click **Logout** in the upper right-hand corner following your name to sign out.

Setting Up Your Profile

When getting started with *Activating Your Course or Library*, you can decide to set up your account now or bypass setup until later. To bypass setting up your profile, click Enter Now. You will be allowed to continue to the LearnSmart Cloud home page where you can access your training. To set your profile up later on, follow the instructions under the *Adjusting Settings* section.

If you decide to continue with setting up your profile, follow these directions:

Setting Up Your Profile

1. Choose your display name.
2. Upload your photo or choose an avatar.

Selecting Your Privacy Settings

1. Choose to Enable or Disable chat features.
2. Select the privacy settings for your profile and wall.

3. Click **Enter Now**.

Changing Your Password

If at any point you need to change your password, navigate to your account by clicking on **My Account**. Look for the **Edit Password & Security** tab, and click on it. The page will refresh to display entry fields for your **Old Password**, **New Password**, and to **Confirm Password**. When done updating your password, click the **Submit** button.

Starting Your Training

Note – As you train, you have the option to view your training in **Lite/ADA** mode, which is a sleeked down version of our LMS. You can toggle from the full version of the LMS to **Lite/ADA** mode by selecting **Lite/ADA** in the top right-hand corner of your screen.

Before starting your training, ensure you have completed these processes:

- *Creating an Account*
- *Activating Your Course or Library*
- *Logging Into Your Training Account*

Once you've completed that checklist, you can start training by accessing the LearnSmart Cloud home page, and clicking **start training**, which is located below the course title. Or from the Courses page, click **Play** below the course title. The page will refresh to display the **Course Theater**, which includes your video player, **Course Syllabus**, **Whiteboard**, and additional training features.

Navigating through the LMS

LearnSmart's Learning Management System (LMS) provides you with ways to communicate with other learners, and locations to store notes. You can navigate through these training features using the left-hand navigation located on the home page. Some of the popular ones are:

- **Company Portal** button – Explore the latest updates and resources provided by your company
- **Notes I Tasks** button – Access notes taken and tasks created for courses
- **Settings** button – Adjust user settings such as

Creating a Service Ticket

If you're encountering any issues or errors while training, please contact us by submitting a service ticket.

To create a service ticket, go to http://www.learnsmartsystems.com/tkt/ and fill in all the entries with appropriate information. Once you are finished, click the **Submit Ticket** button to send your request. This ticket system functions during business hours 8:30AM EST-5:30PM EST.

Using the Search Bar

In the very top right-hand corner of every LearnSmart **Cloud** page, you'll find the search bar. Use the search bar to search for courses by keyword, or to look up technical terms in our glossary. Click inside the search bar and begin typing a word or phrase. Results for your entry will display as a drop-down list. Click on the search result that best matches your search.

2. Personal Trainer

Opening Your Personal Trainer

1. From the LearnSmart Cloud home page, click on **See More Details** to open the personal trainer.
   Note – Look for the personal trainer below the pie chart.

2. The page will refresh, opening a new page displaying:
   a. An overview of the course you are currently training in, divided into sections. **Course Progress**, **Time Spent Training**, **Quiz Performance**, and **Awards**
   b. A navigation pane, along the left-hand side, taking you to different pages. Your **Account Details** page, **Reports Dashboard** page, and **Awards** page
3. This page will assist you in formulating a plan of action for your training and in tracking your progress in your current training course.

Tip – ***Resetting an Entire Course***
As you're training, your quiz scores, video watched, and labs completed are stored as data. At any point, if your administrator allows, you can permanently erase all of that data with the click of a button. Click the **Reset** button, located above the **Personal Trainer** entrance button.

Adjusting Your Goal

1. While on the LearnSmart Cloud home page, click on **See More Details** to open the personal trainer.
   Note – Find the personal trainer below the pie chart.

2. The page will refresh, opening a new page. Under the **Course Progress** section, click on the **Adjust** button.
3. In the mini pop-up window, you have the option to address your completion date and how many days a week you plan on training. Specify those details.
4. Once you've made your changes, click **Save New Goal**. This action updates the plan displayed under the **Course Progress** section.

Tip – The **Course Progress** section tells you how many hours a week you need to train to reach your completion goal. If you find that you are working ahead or getting behind in your training, the **Course Progress** display will automatically recalculate your pace to keep you on track.

Opening Account Details

In the Personal Trainer, there's the option to open account details. Opening this menu item allows you to change your personal and business details.

The Training Reports Dashboard

The **Training Reports Dashboard** allows you to look at training by showing all course, all training in which you're actively training, and all training which was assigned to you. You can alternate between these views using the drop-down menu located above the data. Another feature of the **Training Reports Dashboard** is that it enables you to download data concerning your training.

Downloading Your Course Reports

1. From the LearnSmart Cloud home page, click on **See More Details** to open the personal trainer.
   Note – The personal trainer is located below the pie chart.

2. The page will refresh opening a new page. Under the **Time Spent Training** and **Quiz Performance** sections, if you click on **Detailed Report**, those charts will open on a new page and provide a more in-depth look at those areas.
3. When looking at either section, you also have the option of downloading the report by clicking **Download Report**.

Tip – You can adjust the time frame your chart displays by entering different dates, and clicking **Get Dates**.

Viewing Your Awards

Once you have completed a course, you will receive a **Certificate of Completion** (you finished the course's quizzes and videos) or a **Certificate of Mastery** (you succeeded in passing the final exam). Go to the **Awards** section on your personal trainer, and the award(s) will show for that course. You can click on it to print or download for records.

3. Wall

Writing a Message on Your Wall

1. Navigate to the LearnSmart Cloud home page.
2. Scroll down and under **My Wall**, a bar displays the message: "Post a new discussion on this wall..." Click inside that bar.
3. The bar will expand and a cursor will flash, indicating that you can begin typing.
4. When you have finished, click P**ost** towards the bar's bottom right-hand corner.
5. Your new status will appear below the **Post** bar. Now, all of your contacts can see what is on your mind.

Tip – If you'd like to share a document or picture on your wall, use the **Attach a file** button to add content with your status updates. All attachments appear as downloadable links. For further instruction, see the *Attaching a File with Your Wall Post* entry in the *Wall* section of the *User Guide*.

Attaching a File with Your Wall Post

Note – Before making a post, you can add other content (i.e. pictures or documents).

1. From **My Wall**, at the **Post** bar's bottom right-hand corner, click on **Attach a file**.
2. A new pop-up window will appear asking you to enter the **Filename**.
3. Enter the file name, and click **Open**.
4. The pop-up window will disappear and return you to **My Wall**. You'll notice a quick message telling you the file is loading, and then the attachment will appear as a link.
5. When you've finished writing your status, click on the **Post** button towards the bar's bottom right-hand corner.
6. Once completed, the new post will appear below the **Post** bar. The attachment will appear as a link.

Tip – If the file is unsupported by the LearnSmart system, an error message will show. When it appears, select a different file type.

Deleting a Wall Post Attachment

Once you have posted a status with an attachment, you must delete your entire wall post to remove the attachment. To delete a wall post, follow the steps given under the *Wall* section in the entry titled *Eliminating a Wall Post*.

Eliminating a Wall Post

1 After posting your wall post, you can eliminate the post by hovering your mouse over the wall post's top right-hand corner.
2 An **X** will appear. Click on it to remove the post.
3 A message will ask you how to proceed. Click **Yes** to continue removing the post.

   Note – Clicking **No** will stop the process and return you back to your wall.
4 Wait a few seconds and then the post will no longer display on your wall.

Writing a Message on a Contact’s Wall

1. Select a contact from the **My Contacts** list.
2. A mini popup will appear displaying the contact's information, click on **view profile**.
3. The page will refresh displaying his or her wall, click in the box on the contact's wall reading, "Post a new discussion on this wall."
4. When you have finished your wall post, click **Post**.

4. Messages

Sending a Message

Note – You can only send messages to those users who are listed under **My Contacts**. Not sure how to add someone to that list? Read how under the *Adding Users to My Contacts* entry of the *User Guide*.

1. Navigate to the LearnSmart Cloud home page.
2. Locate the navigation pane on the left-hand side of the page and click **Messages**.
3. A new page will load with a button in the top left-hand corner reading **New Message**. Click on the **New Message** button.
4. A new page will open where you can fill in the **To** field with your contact's name.
5. After finishing your message, locate and select **send message**.
6. A pop-up message will appear confirming your message was successfully sent.

Tip – Contacts will receive your message the next time they sign into their LearnSmart Training Account.

Attaching a File

Note – LearnSmart's system supports .pdf, .png, .jpeg, .jpg, .gif, .doc, .docx, .xls, .xlsx, .txt, .csv, .mpeg, .mpeg2, .mp3, .mp4, .m4v files.

1. After composing your message, locate the **Attach a file** button and click on it.
2. A new pop-up window will appear asking you to enter the **File name**.
3. Once the correct **File name** is entered, click **Open**.
4. The pop-up window will close and be replaced by the **New Message** page.
5. Your file will load, and then the attachment will appear as a link below the **Attach a file** button with a checkmark next to the file name.

Tip – If the file is unsupported by LearnSmart system, an error message will appear. When that displays, select a different file type.

Removing an Attached File

Having completed the steps under *Attaching a File*, you realize that it is the wrong file. No worries. To remove the file from your message before sending it, simply click on the check mark located to the left-hand of the file name. This action will detach the file from your message and allow you to add other files.

Reading Unread Messages

1. Navigate to the [LearnSmart Cloud] home page.
2. When you have a new message, you either receive a notification at the top of your screen, or a number will appear on your **Messages** tab.
3. Click on the **Messages** tab to open your newest message.
4. To open the message, double click on the message's subject line.
5. This will prompt a new page to open displaying the contents of the message.

Deleting Old Messages

Deleting messages is one way of doing things, but the LearnSmart way is archiving them. By archiving your messages, you free up space in your Inbox, while saving them for future reference. To archive your messages, follow the instructions listed under *Archiving Messages*.

Archiving Messages

Note – Once archived, the message will no longer appear on the main **Messages** page.

1. From the LearnSmart Cloud home page, locate the navigation pane and click the **Messages** tab.
2. A new page will load with all sent, read, and unread messages listed, starting with the most recent unread messages.
3. Identify which message you want to archive and find in the bottom right-hand corner of the message the **Archive** button. Click on that button to move the message to your archived messages.

Locating Archived Messages

1. Navigate to the LearnSmart Cloud home page.
2. On the navigation pane, click **Messages**.
3. A new page will load with all read and unread messages listed, starting with the most recent unread message.
4. In the box titled **All Messages**, look to the right for the **Archived** button.
5. Clicking on this button will open a new window displaying all the messages previously saved as archives.

Tip – If you would like to move a message from **Archived** back to **All Messages**, simply click the **Restore** button for that message.

Viewing Sent Messages

When on your **Messages** page, all your sent, read, and unread messages are listed, starting with the most recent unread messages. Your **Messages** page is set up using a conversational format. When looking at a message, the most recent response to the message will display. You can see what you said by clicking on the message, and view the message's conversation history.

Responding to Messages

1. While on the LearnSmart Cloud home page, locate the navigation pane and click the **Messages** tab.
2. A new page will load displaying all sent, read, and unread messages listed, starting with the most recent unread messages.
3. On that list, select a message to send a reply message.
4. The page will refresh and display the last response in a conversational format. Click inside the box at the bottom and type.
5. Once you have finished your message, click **Reply**.
6. When sent, your message will appear as the most recent contribution to the conversation thread.

5. Notes I Tasks

Creating & Saving Notes

1. Navigate to the LearnSmart Cloud home page.
2. Locate the navigation pane and click **Notes I Tasks**.
3. Click on + **New** located in the upper right-hand corner of the middle box.
4. A sheet of lined paper will appear with the message *new note!* When the cursor flashes, you are ready to write a note.
5. As you're writing notes, the text is automatically saved every ten seconds. However, if you want, you can save in between those ten-second intervals by clicking on the **Save** button in the upper right-hand corner.

Tip – You can write notes while you're watching a lesson. Locate the **My Notes** box below the video player. Click on + **New** located in the upper right-hand corner of the **My Notes** box. When the cursor appears you can begin typing.

Finding Old Notes

1. From the LearnSmart Cloud home page, locate and click **Notes I Tasks** on the navigation pane.
2. Click on the course title that contains the notes you want to see.
3. A new page will load, displaying the notes you wrote for that course, along with a hyperlink to the portion of training that note is linked to.

Tip – You can also view notes by clicking on **All Notes**. This will open a page displaying all notes you've written, in order by date.

Exporting Notes

1. Navigate to the LearnSmart Cloud home page.
2. Locate the navigation pane and click **Notes I Tasks.**
3. Find the **My Notes** button and click on it.
4. Click on the course title that contains the tasks you want to see.
5. A new page will load displaying the notes you wrote for that course.
6. Locate and click the **To Go** button located in the upper right-hand corner of the box.
7. A pop-up box will appear asking you to select the email address where you would like for the task to be sent.

Tip – While you're watching a lesson, you can also send notes. Locate the **My Notes** box below the video player, and click on **My Notes**. Click on the **To Go** button located in the upper right-hand corner of the **My Notes** box. Enter your email address into the pop-up and the task will be sent to that address.

Deleting Notes

1. From the [LearnSmart Cloud] home page, find and click **Notes I Tasks** from the navigation pane.
2. Click on the **My Notes** button.
3. Click on the course title that contains the notes you want to see.
4. A new page will load displaying the notes you wrote for that course.
5. In the lower right-hand corner of the note are little icons. One of those icons is an image of a trash can.
6. Click on the trash can to delete the note.
7. A message will pop up inquiring if you'd like to delete that note. Click **Yes, Delete**.
8. The note will be removed from your list of notes.

Creating & Saving Tasks

1. On the LearnSmart Cloud home page, find the navigation pane and click on the **Notes I Tasks** tab.
2. Find the **My Tasks** button and click on it.
3. Click on + **New** located in the upper right-hand corner of the box.
4. A sheet of lined paper will appear with the message *new Task!* When the cursor flashes, you are ready to write a task.
5. Click the **Save** button to save that task. Text is automatically saved every ten seconds. However, if you want to save before the next interval, click **Save**.

Tip – You can also write tasks while you're watching a lesson. Locate the **My Notes** box below the video player, and click on **My Tasks**. Click on + **New** located in the upper right-hand corner of the **My Tasks**. When the cursor appears you can begin writing.

Finding Old Tasks

1. Navigate to the LearnSmart Cloud home page.
2. From the navigation pane, click **Notes I Tasks**.
3. Find the **My Tasks** button and click on it.
4. Click on the course title that contains tasks you want to see.
5. A new page will load displaying tasks you created for that course, along with a hyperlink to the portion of training that task is linked to.

Tip – If you can't remember which course contains the set of tasks you're looking for, click on **All Tasks**. This will open a page displaying previous tasks written by date.

Exporting Tasks

1. Navigate to the LearnSmart Cloud home page.
2. Locate the navigation pane and click **Notes I Tasks.**
3. Find the **My Tasks** button and click on it.
4. Click on the course title that contains the tasks you want to see.
5. A new page will load displaying the tasks you wrote for that course.
6. Locate and click the **To Go** button located in the upper right-hand corner of the box.
7. A pop-up box will appear asking you to select the email address where you would like for the task to be sent.

Tip – While you're watching a lesson, you can also send tasks. Locate the **My Notes** box below the video player, and click on **My Tasks**. Click on the **To Go** button located in the upper right-hand corner of the **My Notes** box. Enter your email address into the pop-up and the task will be sent to that address.

Deleting Tasks

1. From the LearnSmart Cloud home page, locate the navigation pane and click on the **Notes I Tasks** tab.
2. Click on the **My Tasks** button.
3. Click on the course title that contains the tasks you want to see.
4. A new page will load displaying the tasks you wrote for that course.
5. In the lower right-hand corner of the note are little icons. One icon is a picture of a trash can.
6. Click on the trash can to delete the task.
7. A message will pop up inquiring if you'd like to delete that task. Click **Yes, Delete**.
8. The task will be removed from your list of tasks.

6. File Directory

Viewing Files from My Wall, Contacts, and Courses

1. From the LearnSmart Cloud home page, click **File Directory**, located on the navigation pane.
2. A new page will open with buttons for **My Wall**, **Contacts**, and **Courses** files. Click on the buttons respectively to find items.
3. A new page will load listing all the files associated with that button.

Tip – By clicking on the file name, you can download the file.

7. Contacts

Adding Users to My Contacts

Note – Before beginning, it will benefit you to have the first or last name of the person or persons you would like to add.

1. Navigate to the LearnSmart Cloud home page.
2. Locate the navigation pane and click **Manage Contacts**.
3. A new page will load. In the **Search for Contacts** bar, enter the first and or last name of the person, and click **Search**.
4. Underneath the **Build Your Contacts** section, a list of first and last names will appear with the **Send Invitation** button.
5. Scroll up and down the list of names to find the individual's name; click the **Send Invitation** button.
6. A box will appear saying an invitation was sent.

Viewing Sent Requests & Canceling Contact Requests

1. While on the LearnSmart Cloud home page, click **Manage Contacts**, located on the navigation pane.
2. To the right of **Pending Requests**, click on **by me**.
3. Locate the **Pending Requests** box; you will find a list of all the requests that still need a response.
4. Click **Rescind** to cancel the request for adding that person to your contact list.

Responding to Contact Requests

1. Navigate to the LearnSmart Cloud home page.
2. Locate the navigation pane and click **Manage Contacts**.
3. Locate the **Pending Requests** box, which shows invitations from other people hoping to add you to their contact list.
4. To accept a request, click the **Accept** button. To deny the request, click **Ignore**.

Removing Contacts from My Contacts

1. From the LearnSmart Cloud home page, find the navigation pane and click on the **Manage Contacts** tab.
2. A new page will load with a list of your current contacts under **My Contacts**.
3. Find the contact's name you are removing and click the **remove** button.
4. A message will appear confirming the contact was removed.

Blocking Contacts

Note – Once a person is blocked, you can always remove him or her from the blocked list by clicking **Remove**.

1. Navigate to the LearnSmart Cloud home page.
2. Locate the navigation pane and click **Manage Contacts**.
3. Find the contact's name and click the **block** button.
4. A message will appear confirming the contact was blocked. That person is now added to the blocked list located under **My Contacts**. Click on **blocked** in the upper right-hand corner to view list.

8. Courses

Viewing Your Courses

Note – Your license grants you access to a library containing all the courses within it. If there's a specific course of study, such as PMP© or Word 2013, that you are unable to find, check with your sales representative about adding it to your available courses. To view your courses,

1. Navigate to the LearnSmart Cloud home page.
2. Locate the navigation pane and click **Courses**.
3. A new page will load, and on your screen you'll see various options for viewing your course in the left-hand corner, which include:

   Newest – A listing that places the newest courses added to your library. This listing also displays all library courses.
   Required – A detailed listing of all the courses that are assigned to you
   Favorites – A view of all the courses that you mark as a favorite

4. Select either of these viewing options to see the courses in your library.

Tip – You can also search for courses in the upper right-hand corner search bar by typing in the course title or course exam number.

Searching for Courses

When you look at the courses available to you, you may want to narrow down which courses appear through search criteria. You can search for courses:

1. **Using the Search Bar**
   In the search bar located on the left-hand side, you can type in any course title, exam number, or product name (i.e. – Microsoft, Adobe, Windows Server). The page will then display all courses in your library that match the search criteria entered. There are also **Advanced Options** associated with this feature.

2. **By Keyword**
   You can begin using this option by clicking on a letter listed under **Keywords**, and then select a topic or exam title. All the courses in your library associated with that keyword will show.
   Note – All letters may not be clickable because there are no courses in your library that start with that letter.

Exploring Advanced Options

Under the search bar, there are additional options for filtering search results. You can choose to filter your search results to display only those courses that have **Closed Captions**, **Standard Definition** capabilities, or **High Definition** capabilities. To view courses that fall within either of those parameters:

1. Conduct a search using the search bar on the left-hand side or by keyword.
2. Click on **Advanced Options** under the search bar.
3. Check the box next to the option you want to filter courses by.
4. Click on **Filter** to update your search results.

Adding a Course to Your List of Favorites

After searching for a course, you must add that course to your **Favorites** list to begin training. You can also mark courses for future reference by adding it to your **Favorites**. Click on the star below the course image. Golden stars indicate that the course is now listed under **Favorites** making it easier to find.

Tip – You can remove courses from this list by clicking the golden star. It will turn to grey, and be removed from the list the next time you look at your **Favorites**.

Watching Your Course Training

Once you have the courses you want to train in, you can begin your training by clicking on the **Play** button under the course title. The page will refresh to display the Course Theater, which includes your video player, **Course Syllabus**, **Whiteboard**, and additional training features.

Using Item Review

While taking your quiz, you can skip over questions and come back to them later on by clicking the **Next Question** button. And then to keep track of which ones you've completed and which questions are incomplete, you can click on the **Item Review** button.

Marking Questions for Review

You can mark questions to come back to them, or to look at them after you've completed a section quiz. To mark a quiz, check the box in the upper right-hand corner of the quiz that reads, "Mark for Review." You can then go back and review those questions by clicking **View Marked** in the **Quiz Review Options** section, which is on your quiz summary page.

Reviewing a Quiz

Once you've taken a section quiz, you have the ability to go back in and review your quiz answers. At the end, you have **Quiz Review Options** of viewing all, viewing those questions that you marked, or viewing only the incorrect questions.

Resetting a Quiz

Inside of your video training, there are quizzes to reinforce the knowledge learned. After taking a quiz, if you still need another attempt:

1. On the course **Syllabus**, click the **MORE** button located to the right of the quiz title.
2. That section of the **Syllabus** will expand to show the quiz title with a **Reset** button.
3. Click the **Reset** button.

Resetting the quizzes erases the previous data stored on your quiz attempts, and allows you to take the quiz as though it was the first attempt.

Tip – *Resetting Your Final Exam*

Along with *Resetting a Quiz*, there are also options for *Resetting an Entire Course* and your Final Exam. Final Exams are reset the same way as quizzes, by clicking the **Reset** button next to the Final Exam title, on your course **Syllabus**. To learn more about resetting a course, read the *Resetting Your Course* entry listed in the *Personal Trainer* section of the *User Guide*.

Switching Courses

While on the LearnSmart Cloud home page, notice that a course title appears that is the current course you're training in. Just below that, locate the **Switch Course** drop-down menu. Click on the menu's arrow to select a different course and begin training. To add other courses to this drop-down list, follow the instructions listed under *Adding a Course to Your List of Favorites*.

Rating a Course

Once you’ve watched a course, you can share your thoughts with others by writing on the course wall or by rating the course. To rate the course, locate the **Syllabus** found below the video player. Then select the **Rate Course** button in the upper right hand corner. A new window will open up allowing you to fill out a survey and make comments.

9. Make Courses

Starting a New Course

1. Navigate to the LearnSmart login page and click on **Make Courses** from the left-hand navigation pane.
2. The page will refresh to display the start page for **Make Courses**.
3. Use the **Start New Course** button to begin creating your course.
4. You will automatically be taken to the **Course Storage Packages** page.
   Note – Each time you start a new course, you will be prompted to select a storage size. The cloud storage size you select for one course might not be appropriate for the next course.

5. Once you've selected one of the cloud storage packages, scroll down and fill in the cart information.
6. Once you have confirmed that all the **Payment Information** provided is accurate, click the **Start New Course** button.
7. A congratulatory message should appear along with a button to click. Click the **Begin** button.
8. With the preliminary setup complete, you can now begin working on your course by *Uploading Videos*, *Adding Interactive Activities*, and more.

Editing Your Course

Note – If you're beginning a new course, read the *Starting a New Course* entry within the *Make Courses* section of the *User Guide* to find instructions on getting started.

1. From **Make Courses** page, click on the course title that you would like to edit.
2. You'll be taken to the first step—**Edit Your Course**.
3. When you're done filling out each required field, click the **Save and Continue** button.

Tip – If your cover image isn't sized to the specified dimensions, then when the image is uploaded, it will be automatically resized.

Starting a Lesson

Note – Your lesson image cannot be any larger than 160 x 160. If it is, the image will be resized to fit.

1. Locate and click on the course title that you would like to edit from the **Make Courses** page.

2. Once inside along the course step by step (1, 2, 3...), click on the **Lessons** section.
3. Enter a **Lesson Number** and **Title** for the lesson.
4. Upload your lesson image and click **Upload**.
5. If you'd like, you have space to add an internal lesson **Description**.
6. When you have added all the appropriate details, click **Save and Continue**.

Tip – If desired, while building the course, remember to uncheck the **Publish** box to ensure that the lesson is NOT visible to the public.

Adding a New Lesson

When in the **Lessons** section of the course, you can add a new lesson by clicking **Add Another Lesson** towards the bottom of the screen. The page refreshes and you can begin the process again of *Starting a Lesson*.

Adding Media Files to a Lesson

The **Lessons** section of the course allows you to add lessons and then images, videos, interactive activities as labs, and course materials to that lesson. By default, when objects are added, they are added to the most recently created lesson. Before adding media, make sure you're in the correct lesson first. If you're uncertain as to how to get to the correct lesson, follow the instructions given in the *Make Courses* section of the *User Guide* titled *Switching Lessons* entry.

Once you're in the correct lesson, click on the **Build** section button from the numbered sequence across the top. The page will refresh and provide you with options for adding videos, labs, quizzes, and the bookshelf. To learn more about those options, read the *Uploading Videos, Adding Interactive Activities, Creating a New Quiz*, or *Adding to Your Course Bookshelf* instructional entries within the *Make Courses* section of the *User Guide*.

Switching Lessons

In the right column, your **Course Timeline**, under the **Progress** tab, you'll see a listing of all the created lessons along with any labs, quizzes, and videos added. To switch to a specific lesson, find the triangle to the left-hand of the lesson title. Click on it and the lesson box will drop down to display that lesson's contents. Now you can begin adding media to a lesson by clicking the **Add Assets** button.

Removing an Uploaded File

While working on your course, you have the option to upload an image, video, lab, and more to your course. However, you may want to delete an image or object that you've uploaded. This set of instructions is specific to removing an image, but the steps are similar for removing any uploaded object. To remove an uploaded image from the **Lessons** section, follow these instructions:

1. Select the course title that you would like to edit on the **Make Courses** page.
2. Progress to the **Lessons** section.
3. Under **Upload a Cover Image**, find the image you'd like to remove.
4. Look to the right of the file name and find the **remove** button.
5. When you click on it, a confirmatory message will appear, asking if you'd like to delete the image. Select **Yes, Delete** to proceed with the removal.
6. The page will refresh and the image will no longer appear under **Pending Upload**.
7. To store the changes, click **Save and Continue**.

Tip – You can also completely delete an object by scrolling down the page and looking for the **delete** button. Click that button to delete the entire video including title, file, and description.

Converting Files to MP4s

Note – For the video player to play video files, they must be .mp4 or .m4v files. This entry is a very brief example of how to take a .pptx file and turn it into a .mp4 file. HandBrake is an excellent free utility that can convert files of various formats into MP4s.

1. While scrolling through the slides, make a screen recording of the .pptx. Different screen capture tools will save this video as different video file formats. Searching for **video screen capture** will offer a wide selection of tools that will work well.
2. Convert the file to .mp4 format using HandBrake or some other open-source video transcoder program.
   Note – Be careful to optimize the file format to a smaller file size and screen resolution as to not end up with a file that is unnecessarily too large and thus TOO large to upload. All files should be **20MB and smaller**.

Tip – There is a little science to this and a whole lot of art. There is a reason we charge for this service as it is easy to get started, but also easy to end up with something that doesn't feel as professional as what LearnSmart could produce for a client.

Uploading Videos

Note – When uploading videos, the LearnSmart Online Learning Management System accepts .mp4 and .m4v files. If you need to convert your files to play in the LearnSmart video player, please follow the directions in the *Converting Files to MP4s* entry in the *Course* section.

1. Locate and click on the course title that you would like to edit from **Make Courses** page.
2. Within the third section—**Build Video, Quizzes, and Labs**—locate the **Choose Media to Upload** section.
3. To begin uploading videos, start by providing your video with a specific name.
4. Next, add a video to SD or HD by clicking the **Browse** button.
   Hint – SD and HD players differ in quality. Upload HD videos to the HD player, and the SD video accordingly.

5. If you'd like, you can add a video **Description**.
6. When you've adjusted everything to your liking, click the **Save and Continue** button.

Tip – If the **Publish** box is checked, then your course is visible to the public. To make the course invisible, uncheck the box.

Adding Interactive Activities

Note – The LearnSmart Learning Management System allows you to create interactive activities as labs in the form of .swf files. So be certain that when adding labs, they are Swift files.

1. From **Make Courses** page, click on the course title that you would like to edit.
2. Navigate to the third section—**Build Video, Quizzes, and Labs**. This section allows you to **Upload Media**.
3. From the drop-down menu, change the display to **Lab Files** by clicking on the drop-down arrow.
4. The page will refresh to provide you with options to upload interactive activities.
5. Name your lab, and then **Browse** your files to add your activity.
6. Once you've selected your activity file, click the **Upload Lab** button.
7. Add the answer to your lab through the **Help** section. **Browse** for the file and click **Upload Lab Answer**.
8. Wrap up the lab with a **Description,** and then click **Save and Continue**.

Tip – If you'd like to remove a lab, simply look for the **remove** button to the right of the file name. For further instructions, read the *Course* entry titled *Removing an Uploaded Object*.

Changing the Order of Objects in Your Course

Note – All the pieces of a course—lessons, quizzes, videos, and labs are moveable within the course preview pane on the right hand of your screen. To move a lab within a lesson:

1. From the third section—**Build Video, Quizzes, and Labs**, move over to the right side of your screen. There should be a column, your **Course Timeline,** displaying all of your lesson, lab, quiz, and video titles.
2. Select an object to move, either a lesson, lab, video, or quiz.
3. In the bottom right-hand corner of that object's rectangle, you'll notice three lines on top of each other.
4. Clicking on those lines enables you to relocate that object. Simply click and drag the object to its new position.
5. Let go of the object to lock and save the reorder.

Opening the Quiz Editor

We want to make building quizzes easy for you and an appropriate fit for your needs. So we've provided you with three quiz options through our **Quiz Editor**. You can create three different types of quizzes:

1. **Section Quiz** – Quizzes that appear at the end of every chapter, or every other chapter, or every three; you decide.

2. **Assessments** – Tests that typically appear at the beginning of course as an evaluation of the user's knowledge in the subject before taking the course.

3. **Final Exams** – Longer tests that appear at the end of the course covering all information taught within the course.

To build these quizzes, access the **Quiz Editor** from the **Build** section and click on the **Build Quizzes** tab. Next, locate the **Open Quiz Editor** button. The page will refresh, taking you to the welcome page for the **Quiz Editor**. Click the **Start New Quiz** button to begin *Creating a New Quiz*.

Creating a New Quiz

Note – When you create a quiz, it appears after a lesson and becomes attached to the lesson it follows. So be sure that when you open the **Quiz Editor**, you've opened it under the correct lesson. To read more concerning this, go to the *Adding Media Files to a Lesson* entry within the *Course* section.

Part I – *Selecting a Quiz Type*

1. From the **Quiz Editor Welcome** page, click on the **Start New Quiz** button.
2. The screen will refresh taking you to the **Create/Edit Quiz** section.
3. Start your quiz creation process by selecting a type of quiz from the drop-down menu. Your options are:

   Section Quiz – Quizzes that appear at the end of every chapter, or every other chapter, or every three; you decide.
   Assessments – Tests that typically appear at the beginning of course as an evaluation of the user's knowledge in the subject before taking the course.
   Final Exams – Longer tests that appear at the end of the course covering all information taught within the course.

4. Next provide a name and **Description** for the quiz.
5. Determine how the quiz will be scored and choose your quiz features.
6. Once everything is set up as you wish, click on the **Save and Continue** button.

Part II – *Completing the Quiz*

7. The new page that you are taken to is where you will **Add Questions**. In this section there are different question types—**Multiple Choice, True/False**, etc.
   Note – For a description of each question type, change the drop-down menu to a different question type and the page will refresh displaying that question type.

8. After selecting a question type, begin typing in your **Question**, **Answer**, and **Explanation** as appropriate.
   Note – Short Answer questions can be specified as case-sensitive.

9. Once you've created one question, you can add an additional question by clicking the **Add Another Question** button.
10. Once you have added all the questions to the quiz, click **Save and Continue**.
11. After you've reviewed your quiz and completed the necessary changes, click the **Finalize** button to continue.
12. Check the agreement box and click the **Finalize Quiz** button to finish.
13. Back inside the course, the quiz you created should appear on the left-hand side after the corresponding lesson.

Tip – Use the drop-down menu to switch the chapter a quiz follows, by selecting the correct chapter title.

Adding Another Question to a Quiz

Adding questions to a quiz is literally a click away. You still have to add all the information, but the initial start-up takes clicking on the **Add Another Question** button (located towards the bottom of the page). The page will refresh to a blank question template allowing you to begin create a new question.

Adding to Your Course Bookshelf

Note – Add files to your course bookshelf. Many file formats may be uploaded to the course bookshelf including; .pdf, .doc, .docx, .png, .jpg, .jpeg, .mov, .exe, .mp4, & .mp3. The bookshelf is intended for internal supplemental materials such as a course syllabus or audio files. Files uploaded to the course bookshelf will not appear in the course timeline.

1. While working in the third section—**Build Video, Quizzes, and Labs**—you can add bookshelf materials.
2. In the left-hand **Course** pane, you will find three tabs: **Upload Media**, **Build Quizzes**, and **Add to Bookshelf**. Click on **Add to Bookshelf**.
3. Provide a name for the **Bookshelf Item**, add it to a **Bookshelf Category**, and then select an **Icon**.
4. Now to actually add the item, you have two options:

   Option 1 – You can choose to upload a saved file by using the **Browse** button and clicking **Upload**.
   Option 2 – You can insert a Web URL.

5. Once you've added a course **Description**, select **Save and Continue**.

Tip – Remember to uncheck the **Publish** box to ensure that the lesson is NOT visible to the public.

Creating a New Category

When you first begin building a course, the only category you have is **General**. Everything you add to the **Bookshelf** will be added to the **General** category. You have the capability to create a new category by clicking the **New** button to the right of **Choose Bookshelf Category**. A small pop-up window will appear inquiring as to what you would like to title this new category. Enter a name and click **Save**. The page will refresh and t new category will be added to the drop-down menu under the **Choose Bookshelf Category** section.

Viewing Your Course Bookshelf

While creating your course, at any time, you have the option of viewing your course bookshelf. On the right side of your screen, find your course title. Just below that, you will notice three tabs—**Progress**, **Notes**, and **Bookshelf**. Click on the **Bookshelf** tab to view what you have added to your course bookshelf.

Creating Internal Course Notes

Note – Don't confuse the internal course notes with course notes. If you'd like to add course notes that trainees can access, add them as a .pdf or .doc file under the **Course Bookshelf**. For more instructions on adding course notes, please read the *Adding to Your Course Bookshelf* entry under the *Course* section of the *User Guide*.

1. Add notes at any point by selecting the **Notes** tab from the left-hand column.
   Note – It's located below your course title.
2. A notepad will replace your course outline. In the top right-hand corner of the pad, locate and click the + **new note** button.
3. The page will refresh and the notepad will allow you to begin entering information on it. In the upper right-hand corner of the note, click the **save** button to store that note.

Tip – After creating a note you can edit it under the **Notes** tab.

Publishing Your Course

After all the work you put into compiling your course, you finally get the gratification of pressing the **Publish** button. You can publish your course while inside the course by working through adding all the features, and then at the end, clicking on the **Publish** button. Or from the very beginning, you can publish by sliding the tab in the upper right-hand corner of the course box to the right.

Assigning a License

1. Click the **Assign License** button.
2. The page will refresh and in the empty field blank, you'll be asked to enter a user's email address.
3. Once you've entered his or her address, please click **Submit**.
4. A pop-up window will open asking you if you'd like to continue. Click **Yes**.
5. A confirmatory message should appear.

10. Settings

Updating Your Display Name

While on the LearnSmart Cloud home page, click **Settings** on the navigation pane. Next, type in the name you would like to display, and click **Save Display Name**.

Changing Your Profile Picture

1. On the LearnSmart Cloud page, locate the navigation pane and click **Settings**.
2. Select a picture. You can upload your own photo by using the **Browse** button, or select from the offered list of photos.
3. Your profile picture will automatically update.

Allowing Chat

1. From the LearnSmart Cloud home page, click on **Settings**.
2. Click on **Privacy Permissions**.
3. Under **Community Participation**, from the drop-down list, select **Enable Chat**.
4. Changes are automatically saved.

Disabling the Save Chat Conversation Function

1. On the LearnSmart Cloud home page, click **Settings** located the navigation pane.
2. Click on **Privacy Permissions**.
3. Under **Saving Chat Sessions**, from the drop-down list, select the **Do Not Keep Chat State** option.
4. Changes are automatically saved.

Updating Your Profile & Wall Privacy

1. Navigate to the LearnSmart Cloud home page.
2. Locate the navigation pane and click **Settings**.
3. Click on **Privacy Permissions**.
4. Under **My Profile & Wall Access**, from the drop-down list, select your preferred level of privacy.
5. Changes are automatically saved.

Changing Your Time

1. From the [LearnSmart Cloud] home page, locate the navigation pane and click the **Settings** tab.
2. Click on **Time Settings**.
3. Find your region and select the correct time zone.

Updating Exported Documents' Destination Email

Note – Email addresses assigned to a device must be accessible on that device.

1. On the LearnSmart Cloud home page, find and click **Settings**.
2. Click on **Guide Export Settings**.
3. Select the device you're using and type in your preferred email address. Email addresses can be changed at any time, and you can add as many email addresses to each device as desired.
4. When finished, click **Save Export Settings**.

Tracking the Amount of Time Spent Training

1. Navigate to the LearnSmart Cloud home page.
2. Locate the navigation pane and click **Settings**.
3. Click on **Usage**.
4. All the courses you have taken will display along with the amount of time spent training that week.
5. To extend the time frame, change the dates and click **Get Report**.

Managing Your Account

Clicking on the **Manage Account** button opens the **Your Account** home page. This page allows you to edit and view various details of your account such as changing your password, username, or contact information. Buttons on this page will also return you to your **Cloud** home page.

11. Course Theater

Accessing Your Course Theater

From the LearnSmart Cloud home page, click on the play button or **start training** located center top of your screen. The page will refresh displaying your Course Theater.

Starting a Chat Session

1. From the LearnSmart Cloud home page or Course Theater, select a contact from the **My Contacts** list.
2. A popup will display the contact's…

To read the entire entry about *Starting a Chat Session*, please go to the *Shared Training* section of the *User Guide*.

Course Syllabus Features

There are three features we want to highlight about the Course Theater's **Syllabus**:

- The **More** button (located to the right of every video chapter title, below the status bar)
  It allows you to expand that chapter and view its subheadings. With this feature, you can even skip around between chapters.

- **My Starred Training** (located in the top right-hand corner of the **Syllabus**)
  This button allows you to view all of the subheadings you have starred. Starring subheadings is advantageous to make specific topics easier to access.

- **My History** (located in top right-hand corner of the **Syllabus**)
  This button generates a list of subheadings you have watched.

- The **Reset** button (located to the right of each quiz title)
  You can read more about this feature by going to the *Resetting a Quiz* entry in the *Courses* section of the *User Guide*.

Tip – When using these features, you can always return to the **Syllabus** by clicking on the **Syllabus** tab.

Using the Course Bookshelf

Note – Your pop-up blocker must be disengaged to download files.

1. While looking at your training, scroll down to the bottom right for the **Course Bookshelf** pane on the Course Theater; there is a list of the additional resources (i.e. – Exam Manuals, Printables, 15-Minute Guides, and so on) that can be accessed. When looking at these resources, they are grouped by category, and can be viewed as such by clicking on the **Category** tab on the **Bookshelf**.
2. Click on the document's title.
3. A new tab or window will open with a copy of the document.

Adding a Wall Post to the Course Wall

1. While watching your training, you can write a post to other users training in that course. Start by scrolling down to the **Course Wall**.
2. Enter your text inside the bar reading, "Post a new discussion on this wall..."
3. When finished, click **Post**.

Tip – Whenever you write a post, you can add an attachment to it. To read more instructions continue on to *Attaching a File with Your Wall Post*.

Viewing Your Course Progress

While training, you can instantly track your training by looking at your **Progress Tracking** pane towards the bottom left of your screen. It displays your:

- Overall Course Progress
- Time Spent Training
- Quiz Performance

So at any point you can see how you are progressing in that course.

Utilizing the Read More Tab

Scroll down to where you see **Course Wall**, and click on the tab labeled **Read More**. The **Read More** tab on the Course Theatre displays additional information about the subheading you are watching on the player. Additional information will display.

Using the Whiteboard

1. Within the **Course Theatre**, locate the **Whiteboard**.
   Note – Under the video player

2. Activate the **Whiteboard** by clicking on the marker.
3. The **Whiteboard** will expand. Now it is ready for use.

Tip – The default medium is a pencil for drawing. If you would like to switch to keyboard typing, click the text symbol to switch to typing. Read more about the text symbol's function under *Writing on the Whiteboard*.

Writing on the Whiteboard

1. Click anywhere inside the **Whiteboard** and a text box will display there.
2. Type your text and hit the enter button to insert the text on the **Whiteboard.**
3. If you need to elaborate on that text or start anew, with the text symbol active, click again inside the **Whiteboard**.
4. This will create a new text box.

Tip – The **Whiteboard** also allows you to set the font, its size, and color. Click on each icon respectively located along the top of the **Whiteboard** to adjust these features.

Saving Whiteboard Images

Once you have created an image using the **Whiteboard**'s typing and drawing tools, save the image by clicking **Save**. Your image will appear as a .png image in a pop-up. Download the image to your computer by right-clicking and selecting **Save Image As...**

Tip – If you're using Firefox or Chrome and your image isn't appearing in a new window or tab, check to make sure that pop-ups are not being blocked.

Clearing Your Whiteboard

Note – Click the **Clear All** button to eliminate everything on the **Whiteboard**. To clear select items from the board, follow these instructions:

1. Click on the eraser.
2. Click and drag your mouse over the text or drawings you are removing.
3. To cover more area or erase smaller details, adjust the eraser size accordingly.

12. Shared Training

Starting a Chat Session

3. From the LearnSmart Cloud home page or Course Theater, select a contact from the **Now Training** list of your **My Contacts** pane.
4. A popup will display the contact's information. If the contact is online click **chat now**.
5. A chat window will open displaying your last conversation with that person, and now you can begin a new one.

Tip – If the contact is offline, you can still begin a chat with the person. The chat window will open allowing you to chat. The contact will receive the message the next time he or she logs in to the LearnSmart system.

Starting & Ending a Shared Training Session

1. Before beginning your course training, you can set up shared screen training session with other individuals viewing the course. While in Course Theater, click on the button for any contact and invite them to the session.
   Note – You can add as many people as desired; repeat the above step as needed.

2. A message will appear asking you if you'd like to continue, click **Yes**.
3. The page will refresh to upload the **Shared Training Session** features. One of those features is a box in the bottom right-hand corner called **Shared Participants**. This box shows which users are participating and observing.
4. In a shared session, your Whiteboard and chat messages are shared with others. However, only Participants can request permission to use those interactive tools; Observers can only look at the training with you. To change an individual's status from Observer to Participant, right-click on the user's name, and select the **Change to Participant** option.
5. Once you are finished sharing a session, click **Quit** to end the session. a confirmation message will appear asking if you would like to end the shared session; click **Yes**.

Writing on a Contact's Wall

1. Select a contact from the **My Contacts** list.
2. A mini popup will appear displaying the contact's information...

To read the entire entry about *Writing on a Contact's Wall*, please go to the *Wall* section of the User Guide.

Using Your Whiteboard

1. Within the Course Theatre, locate the **Whiteboard**.
   Note – Under the video player...

To finish this entry about *Using Your Whiteboard* and other **Whiteboard** features, please go to the *Course Theater* section of the User Guide.

13. iPad Video App

Downloading the Video App

Note – The LearnSmart Plus app was made for iPad 1.0, and functions on iPad versions 2.0-4.0 and mini.

Once you have activated your account, navigate to the App Store. Find the LearnSmart Plus app, click on it, and download it for free. Then log in to begin watching training. For additional information, go to iTunes Preview.

Watching Your Video Training

Note – When courses are checked in and out of your main account, those changes will translate to your iPad.

1. Start out by setting your iPad to online mode.
2. Once you log in through the iPad app, all the courses you have currently in your **Favorites** will display.
3. Click **Download** and wait for the download to complete. Once the download is complete, click **Play** to begin watching.

Tip – To add courses to your **Favorites**, read the *Adding a Course to Your List of Favorites* entry under the *Courses* section.

Watching Your Training Offline

Note – Once a course is checked in, it will be erased off of your iPad. Before switching to offline there are two things you need to do:

- Make sure the video you want to watch offline is checked out from your main account; and
- Be sure that the video is downloaded while online.

Now you can switch your iPad to offline, open up the app, and click **Play**. Enjoy your portable training!

Transferring Your Data from Your iPad to Your Online Account

Make sure your iPad is in online mode. Open up your LearnSmart Plus app. Next time you're online in your training account, refresh the page, and the account will be updated with the new data from your iPad. The Cloud makes training anywhere easy.