Streamery - Frequently Asked Questions

What is new and different about Streamery?
- Fresh New Look and Branding
- Enhanced Search Filter Features
- New Menu Navigation including a Library and My Course page
- Co-branding with Prioritized Client Logo

How do I find videos on the website?
There are two methods to find videos. First, click on the ☰ link in the header to bring up a list of topics. Click on the topic in which you are interested to bring up a list of subtopics, from which you can select videos. Second, click on the 📖COURSES tab to view your library and viewing history. Third, our enhanced search feature allows you to search for videos by SKU, title, keyword, acronym or topic.

Are there videos available that play on mobile devices?
All of our videos are completely compatible with desktops, laptops, tablets, and smartphones. You can access your online training anywhere there is an internet connection.

Are there videos in Spanish?
We have over 450 videos available in Spanish and are adding more every day! Many of the quizzes are also available in Spanish. Click on a topic from the Catalog or Library and use the search filter to filter by Spanish Language to find videos available in Spanish.

Are the videos available in closed caption?
All of our videos are available in closed caption and are 508C compliant. Simply use the [CC] icon to turn them on or off as needed. You can even adjust the font, size, and positioning to fit your individual needs.

Who do I contact if something does not work?
If you need technical assistance, we are here to help! Contact Terrica Nelson at (800) 397-5215 x1134 from 8AM – 5PM EST Monday – Friday. Or you can email support@trainingnetwork.com and we will respond within 24hrs.

How can I access usage reporting information?
As an administrator, you will have an "Employees" link under the Administration navigation menu after logging into your online training portal. This will allow you to see both a video and quiz report for all of your company's users. To access your company usage reports, click on the Reports/Client Reports from the navigation menu. Reporting is only available to users with administrative access.

How do I add or remove users?
As an administrator, you will have an "Employees" link under the Administration navigation menu after logging into your online training portal. This will allow you to add and remove users as needed. This feature is only available to users with administrative access.