



# EPA eLearning

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## *Quick Start Guide*

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## What is EPA eLearning?

[EPA eLearning](http://epa.skillport.com) is an online training service available at no cost to all EPA employees. The site is hosted on the Internet (<http://epa.skillport.com>) and is available 24 hours a day, 7 days a week, from work or home. This service enables employees to advance their professional development and find answers to on-the-job questions.

Employees can:

- Access 2500+ courses and books on business and IT technical skills (new resources are added monthly)
- Chat or email questions on course content with a teacher or “mentor”
- Prepare for industry standard certifications (PMI, CISSP, ISC<sup>2</sup>, ITIL, Six Sigma, etc.)
- Engage in interactive, video-based courses in the Business Explorations “Knowledge Center”
- Earn Continuous Learning Points (CLPs) and achieve Individual Development Plan (IDP) goals
- Access the site 24 hours a day and 7 days a week
- **FREE FOR EPA EMPLOYEES!**

## Log In / Reset Password

### To Log In

1. Go to <http://epa.skillport.com>.
2. In the **User ID** box, enter your “epa.gov” email address.
3. In the **Password** Box, enter your password.
4. Click **Log In**.

### About your password

- After logging in, you may change your password by clicking on **My Profile**.
- **Forgot your password?** Go to <http://epa.skillport.com> and select **Forgot your password**. A new password will be emailed to you.

### New Employees

You will receive your password via email within **2 weeks** of your start date. If you do not receive a password, please contact the eLearning Customer Support Center.

**Note:** All of the resources on the EPA eLearning site are available to EPA employees. Contractors and SEE employees may only access EPA custom resources in the “EPA Training” folder in the Catalog.

## Reset Your Password

### To request a new password

1. On the SkillPort login page, enter your **User ID**.
2. Click **Forgot your password?**
3. Under **Send Password**, click **Send me a new password**.
4. The system emails a new password to the email address associated with your profile. The next time that you log in, you will be required to change your password again so it is reset to something more meaningful.

**Note:** *Even if you have not set up a security question, you may still receive your new password via email. Under "Send Password," you should see a message stating "Your password has been sent to your email address."*

## Get Technical Support

### EPA eLearning Customer Support Center

**Phone:** 1-855-489-4372

**Email:** [EPA\\_elearningsupport@skillsoft.com](mailto:EPA_elearningsupport@skillsoft.com)

To make sure your browser is compatible with the EPA eLearning site, you can run the test at:  
<http://browser.skillport.com>.

### Java Upgrade

**Note:** If the browser test indicates that you need to upgrade Java, please contact the EZ Tech help desk or your local help desk to perform this task.

**Email:** [EZTech@epa.gov](mailto:EZTech@epa.gov)

**Phone:** 1-866-411-4EPA (4372)

## Navigate the Site

### Video Tutorials

For tutorials on how to navigate the EPA eLearning site, visit the links below, or click on **Take a Virtual Tour** on the left side of the home page.

#### My Plan

[http://www.skillsoft.com/demo/documents/SP70\\_My\\_Plan/controller.html](http://www.skillsoft.com/demo/documents/SP70_My_Plan/controller.html)

#### Catalog

[http://www.skillsoft.com/demo/documents/SP70\\_Catalog/controller.html](http://www.skillsoft.com/demo/documents/SP70_Catalog/controller.html)

## Search

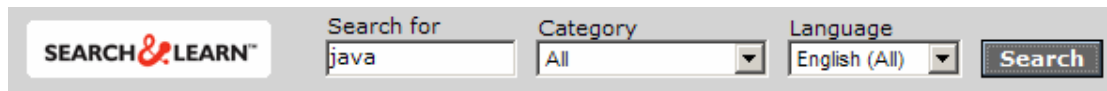
[http://www.skillsoft.com/demo/documents/SP70\\_Search/controller.html](http://www.skillsoft.com/demo/documents/SP70_Search/controller.html)

## My Progress

[http://www.skillsoft.com/demo/documents/SP70\\_My\\_Progress/controller.html](http://www.skillsoft.com/demo/documents/SP70_My_Progress/controller.html)


## Use SEARCH & LEARN to search for content

1. In the SEARCH & LEARN panel at the top of the page, enter a keyword or phrase in the **Search** box as shown.



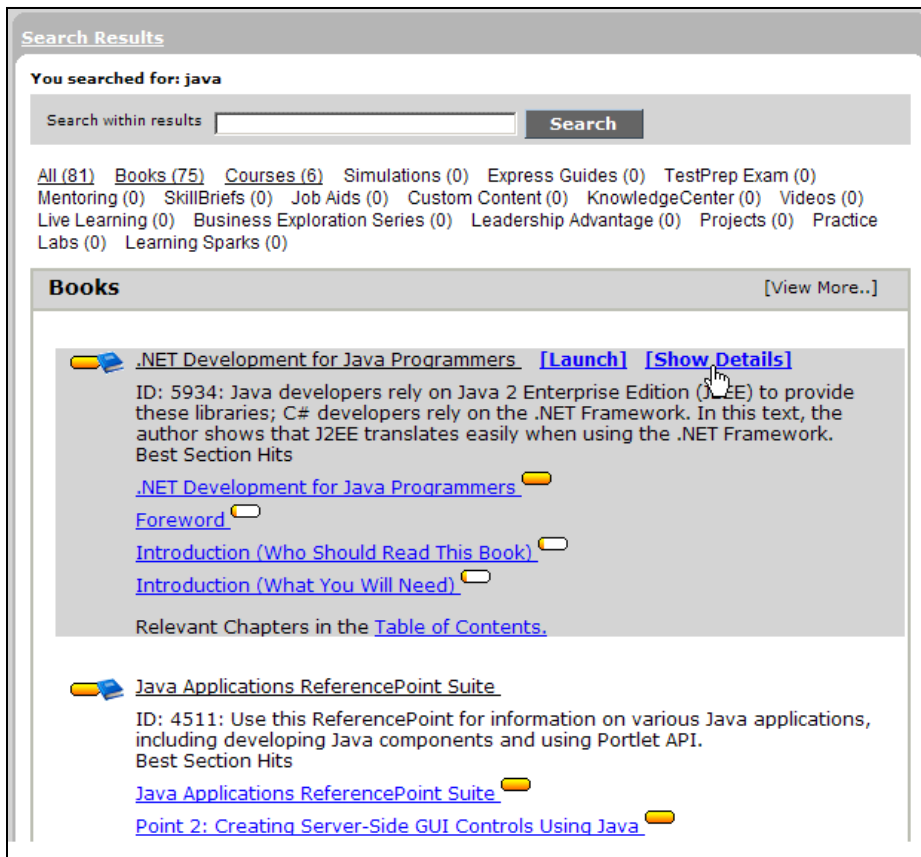
**Note:** A search expression can be a single word, a single phrase, or groups of words or phrases connected by "and", "or", or "not" (Boolean operators). Phrases are groups of words enclosed in quotation marks.



2. In the **Category** list, select a learning asset category, or select **All** to search all content categories.
3. If content in more than one language is available to you, in the **Language** list, select the language for which available content should be retrieved.
4. Click **Search**.

The search results appear below the SEARCH & LEARN panel. If you searched all categories for content, the results are grouped by category. The results are ordered according to relevance, as indicated by a thermometer icon (  ).

5. Examine the search results by doing the following:

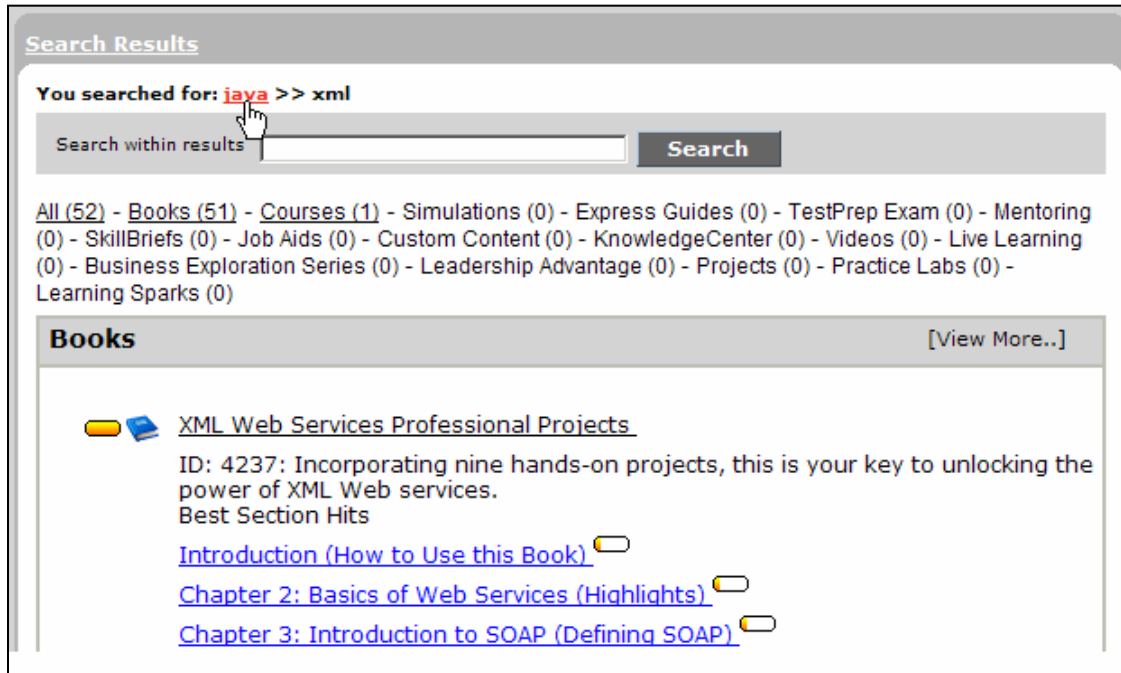
- To view more information about an asset, move your mouse over the title, and click the **Show Details** link that appears.



- From this point, you can perform many actions on the asset. For example, you can click **View in Catalog** to identify where the asset is located in the CATALOG, and you can click  to add the asset to MY PLAN.
  - You can click  to launch the asset.
  - You can click **Share** to obtain the asset's URL and share it with another learner.
6. To see more search results for a particular content category if you searched all categories, click **View More** for that category.
- You can also launch an asset (for example, open a book or start a course) by moving your mouse over the title, and clicking the **Launch** link that appears.

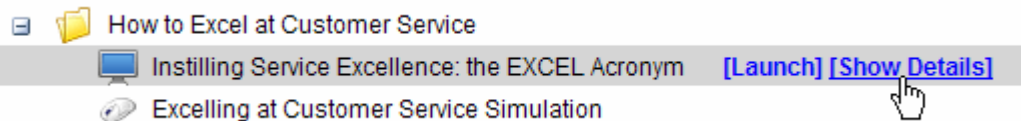
## Search within results

To further refine your search results, enter a keyword in the **Search within results** box (shown in the preceding image), and click **Search**. You can return to your parent search by clicking the appropriate link at the top of the search results, as shown in the following image.





## Browse the CATALOG

1. Click **CATALOG** on the left side of the page.
2. Navigate the Catalog folder structure to a curriculum folder of interest, and expand the folder.
3. To view more information about an asset within your selected folder, move your mouse over the title, and click the **Show Details** link that appears.




**Note:** You can also view more information about an asset by clicking its title. In this case, a **Back to Catalog** link is provided at the top of the page so you can easily return to your location in the catalog.)

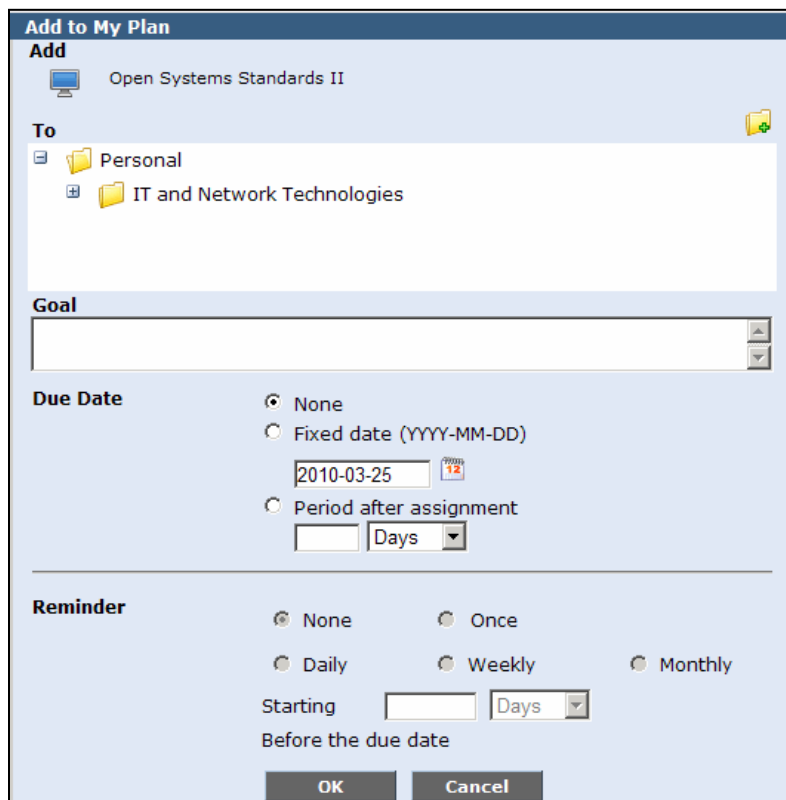
4. From this point, you can perform many actions on the asset:

- To add the asset to MY PLAN, click .
- You can click  to launch the asset.
- You can click **Share** to obtain the asset's URL and share it with another learner.
- To open related content, such as a Job Aid or SkillBrief that is listed in the asset's details, click that item.

## Add a Learning Asset to MY PLAN

1. Find a learning asset by browsing the CATALOG or by searching for a word or phrase using SEARCH & LEARN.
2. Do one of the following:
  - Click the title of the learning asset, drag it to **MY PLAN** on the navigation panel on the left, and drop it.
  - Move your mouse over the title of the learning asset, click the **Show Details** link that appears, and then click .

**Note:** You can also add an entire curricula folder to MY PLAN by clicking the folder, dragging it to MY PLAN, and dropping it. If you do this, the information you specify in the next step is applied to the folder as a whole.



**Add to My Plan**

**Add**

Open Systems Standards II

**To**

Personal

IT and Network Technologies

**Goal**

**Due Date**

None

Fixed date (YYYY-MM-DD)

2010-03-25

Period after assignment

Days

**Reminder**

None  Once


Daily  Weekly  Monthly

Starting [ ] Days

Before the due date

OK Cancel

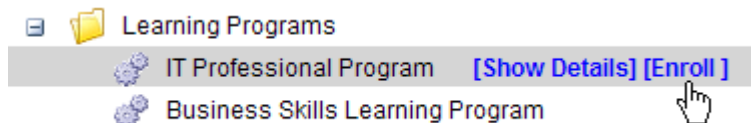


3. In the **Add to My Plan** dialog, do the following:
  - a. Under **To**, navigate to the folder in which to add the asset, and select it. Alternatively, you can click **Change Folder** and create a new folder by clicking , specifying the folder's information, and clicking **OK**.
  - b. For **Goal**, enter a phrase to describe the goal of the asset. (This is optional.)
  - c. For **Due Date**, specify the asset's due date if one is required or desired. You can specify a fixed (absolute) date or one that is relative to the date on which you added the asset to MY PLAN. This is optional.
  - d. If you specified a due date for the asset, for **Reminder**, you can specify whether and how often a reminder should be emailed to you. You can set a recurring reminder or a one-time reminder. If you set a reminder, you must also enter the number of days before the asset's due date that the first (or one-time) reminder should be sent.

The reminder e-mail contains direct links to the asset itself and to its summary page.
  - e. If you want to receive weekly overdue notices, check the box.
  - f. Click **OK**.

## Enroll in a Learning Program

1. Access the program or course by doing one of the following:
  - Browse or search for the asset.
  - If you have added the asset to MY PLAN, click **MY PLAN** on the navigation panel on the left, and navigate to the asset.
2. Move your mouse over the title of the asset, and click the **Enroll** link that appears, as shown in the following example.




If the learning program does not already exist in your MY PLAN, or if it exists in MY PLAN but only as an administrator-assigned asset, do one of the following in the **Confirm** dialog box:

- If you want to add the asset to MY PLAN, click **Yes**. In the **Add to My Plan** dialog box, enter the information as appropriate (see Add a Learning Asset to MY PLAN), and click **OK**. Adding the learning program as a personally assigned asset in MY PLAN allows you to specify and track your own personal goals and due dates for the asset.
- If you do not want to add the asset to MY PLAN, click **No**.

If approval by a manager is not required, the status of the learning program changes to **Enrolled**; otherwise, it changes to **Pending Approval** until it is approved by your manager or training administrator.

**Note:** Enrolling in a learning program or Live Learning course—or requesting approval to enroll in the course—is considered the first step of "starting" the course; as a result, these assets are shown in MY PROGRESS once you have enrolled or requested approval to enroll. If your request to enroll is denied or you withdraw from the course, the entry within MY PROGRESS is automatically removed. However, you must manually remove the asset from your MY PLAN.

## Take a Course Online


1. Display the title of the course that you want to play.
2. Move your mouse over the course title, and click the **Launch** link appears. (Alternatively, you can click the **Show Details** link that appears, and then click .)

**Note:** For help with using the course player, click **Help** in the upper-right corner of the player.

## Print a Certificate of Completion

1. Do one of the following:
  - If the course is not for a credential, click **MY PROGRESS** on the navigation panel on the left.
  - If the course is for a credential, click **Credentials** on the navigation panel on the left, and then click **Show Progress** beside the appropriate credential.

**Note:** If you want to print a certificate for a course that you have taken as part of a credential, it is important to print it from the Credentials area of SkillPort. A certificate printed from this area has important information related to the credential, such as the type of credit (for example, PDU or CPE), the number of credits, and appropriate logos and contact information. A standard certificate printed from MY PROGRESS does not have this information.

2. Generate a report that includes the learning asset for which you want to print a certificate of completion.
3. In the **Actions** column, click  beside the learning asset.
4. In the browser window that displays the certificate, select **File...Print**.

## Hosting Courses on EPA eLearning

If your office is interested in hosting courses on the EPA eLearning site for Agency-specific training requirements, please visit the [eLearning hosting information site](#) to learn more about the hosting process and technical specifications required.

## Assistive Technology Users

If you use assistive technology, please refer to the documents below.

- [EPA eLearning: Guidance for Assistive Technology Users](#) (pdf)
- [Keyboard Shortcuts](#) (pdf)
- [Navigating Courses](#) (pdf)

## Contact Us

If you have questions about the EPA eLearning site, please contact us.

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