

# SkillPort Frequently Asked Questions

- [Can I turn the audio off?](#)
- [Can I play two courses simultaneously?](#)
- [How do I search for information on a certain topic?](#)
- [How do I shorten my learning time or How do I use the Accelerated Path?](#)
- [How do I bookmark my place?](#)
- [What are Job Aids?](#)
- [What are SkillBriefs?](#)
- [When do I know when I have completed a course?](#)
- [I have been in and out of a course multiple times, how do I know what lessons I've completed?](#)
- [How do I get a SkillSim marked as complete?](#)
- [Do I get credit for multiple part test questions if I don't answer all the questions correctly?](#)

**Q.** Can I turn the audio off?

**A.** Yes. You can turn the audio off at any time by clicking the turn off audio button located in the bottom navigation bar. You can turn it back on by clicking the same button.

[Top of List](#)

**Q.** Can I play two courses simultaneously?

**A.** No. You can only play one course at a time.

[Top of List](#)

**Q.** How do I search for information on a certain topic?

**A.** Use SkillPort Search and Learn located at the top of the SkillPort page

1. Type a keyword into the **SEARCH-and-LEARN™** text box at the top of the page.
2. Select a **Category** and **Language** as necessary.
3. Click **Search**.

[Top of List](#)

**Q.** How do I bookmark my place?

**A.** Using the **Exit button** to close the SkillSoft course player "bookmarks" your place in the course.

When you leave a course using the **Exit button**, you place a bookmark. Then when you return to that course, you are given the option to return to where you left off.

You'll also notice that if you leave a course to visit the Course Menu, that you'll find a [Return to Bookmark](#) button in the lower right corner. Click on the [Return to Bookmark](#) button to return to your last place in the course.

[Top of List](#)

**Q.** What are Job Aids?

**A.** Each SkillSoft course typically has several job aids associated with it. Job Aids can be used whenever you need support on a new skill - while taking a course...or many months later when you need a quick refresher. They are handy highlights of a course, you can print out and refer back to in the workplace.

[Top of List](#)

**Q.** What are SkillBriefs?

**A.** Most SkillSoft courses have numerous SkillBriefs associated with the course. They provide a summary of the key points covered in the related course. SkillBriefs a great resource of "just in time" learning, either on their own, or as a refresher of the course objectives.

**Q.** When do I know when I have completed a course?




**A.** The completion requirements for your courses are determined by your Training Administrator. In SkillPort, you can view the completion requirements set for your organization on the **My Report** page. A typical completion requirement might look like:

*Courses are counted as completed if the overall high score is 80% or greater and if all assessments have been attempted.*

**Note**...the overall high score is found under the column titled 'Mastery Results' 'High' on the 'Learner Records Progress Report'.

[Top of List](#)

**Q.** I have been in and out of a course multiple times, how do I know what lessons I've completed?

**A.** The Course Menu lists all your lessons. The Status icons to the right of the lesson indicate their status. The  icon is next to any lesson you have paged through. Lessons that are not yet started are indicated by the  icon. Lessons that have been started, but not completely paged through are indicated by the  icon. The test scores for each lesson are available to the right of the Status icon.

[Top of List](#)

**Q.** How do I get a SkillSim marked as complete?

**A.** You must enter the SkillSim through "SCORE" mode in order to have the Sim marked as complete. Once in this mode, you must move through the entire SkillSim without a catastrophic failure. Entering through "EXPLORE" mode will result in no score. Your score is determined using the examples below:

- You complete the simulation making all "Appropriate" choices. Your score is 100
- You complete the simulation and some of the choices are rated "Fair" or "Inappropriate." Your score is less than 100 but greater than 0.
- You fail the simulation. Even though you may have made "Appropriate" choices, you selected an "Inappropriate" choice that terminated the simulation early. A Final Summary feedback page is displayed and you are not presented with the remaining material in the simulation. Your score is 0.

The SkillSim counts the number of objectives in Score mode that the user answers correctly vs. the

number of objectives that the user was presented with and assigns a percentage. (For example: If you answer 'Appropriate' rather than 'Inappropriate' or 'Fair' 67% of the time, then your score for the SkillSim is 67%).

If you are accessing the SkillSim through SkillPort, your scores will be compared with the Completion Criteria set by your organization to determine if the SkillSim can be marked as "complete".

[Top of List](#)

- Q.** Do I get credit for multiple part test questions if I don't answer all the questions correctly?
- A.** In multiple part test questions, you will receive partial credit for those questions you answered correctly. The score is calculated by the number of correct answers divided by the total number of choices.

[Top of Page](#)