NAVIGATING THE SERVICE STRATEGIES TRAINING CENTER

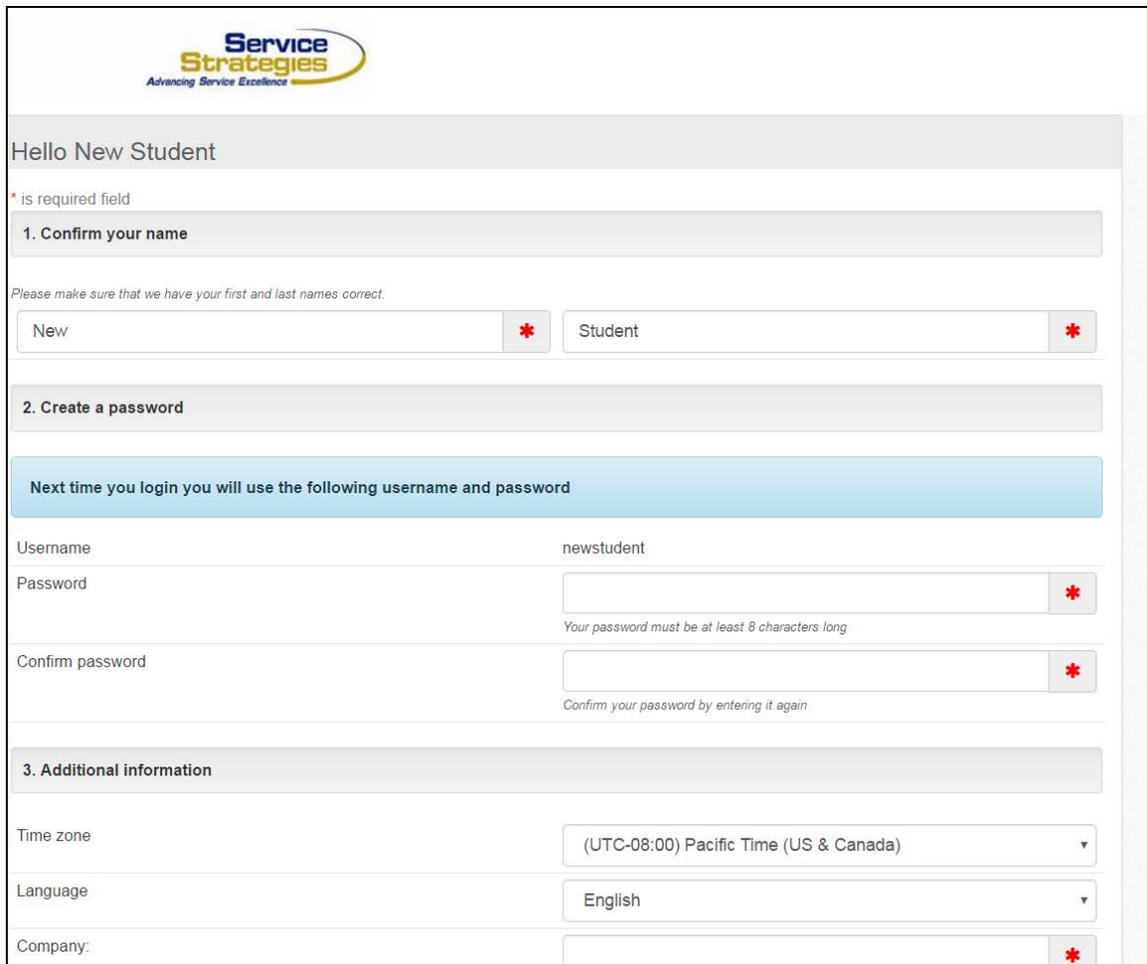This document is designed to provide a step by step guide to accessing all of your activities. Each page of the training center is described in detail with screen prints to get you where you need to go.

Logging In

You will receive an email which will provide you with a Username.
Once you have received your Login details by email, go to the Service Strategies Training Center at: www.training.servicestrategies.com

If this is your first time logging in, you will see the following page. Please fill out the fields with a red asterisk:
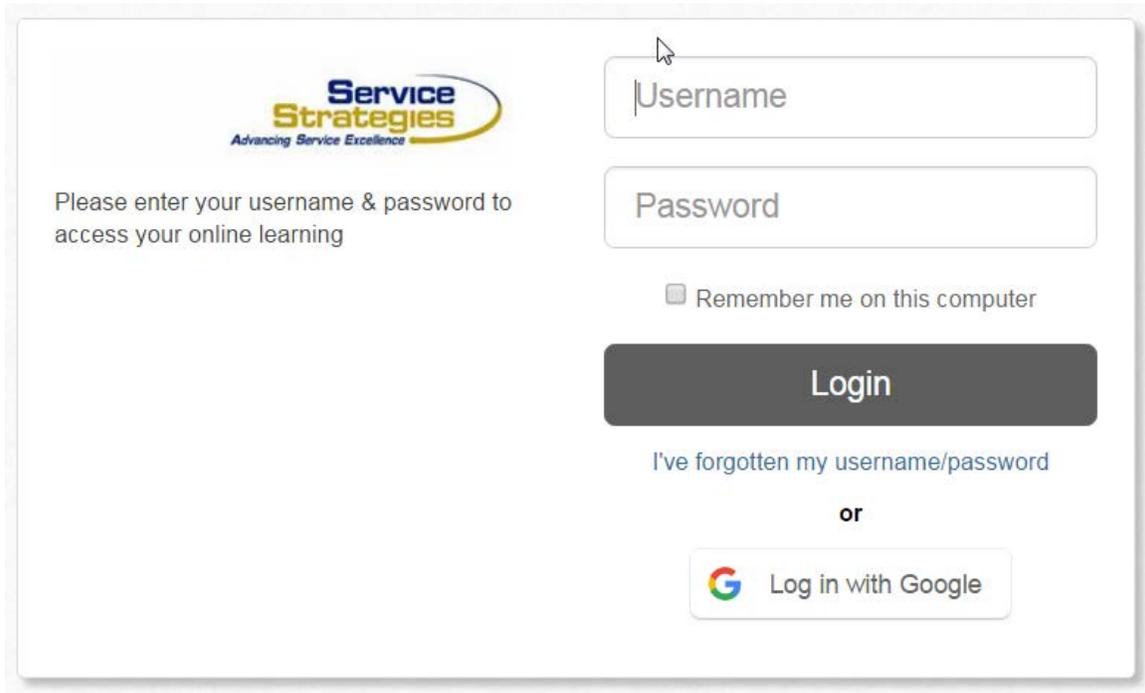
If you've already setup your password, you will need to login. Please note: The password field is case sensitive.

Resetting Your Password

If you have forgotten your password, click on "I've forgotten my username/password" located under the LOGIN button. Enter your email address as the Username and click Continue. Your new password will be sent to your email address.

Home Page

After you login, you will be taken directly to the Home page where you will see the:

Welcome Message: This message is shown by default. A learner can turn this off by unchecking the "Always show this message when I log in" box and can turn it back on from the "My Profile & Settings" page.
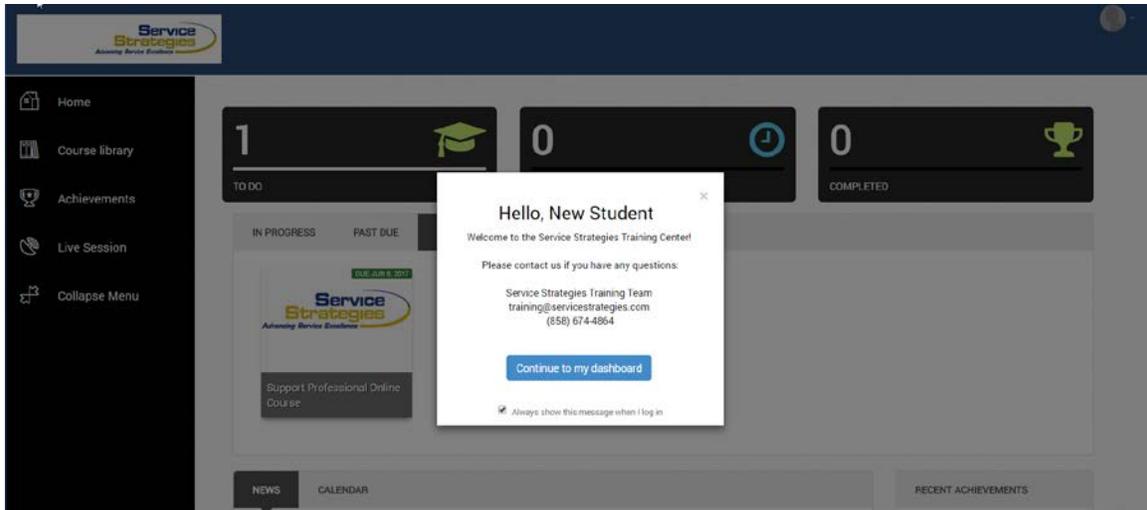
Click "Continue to my dashboard".

Dashboard

Main page from top to bottom (left navigation bar described below):

- **Profile Drop Down (top right corner):**
    - Username - Your username
    - My Profile & Settings - Change your information here including Profile picture, Password, Time Zone, Language, Address, Email and more.
    - Sign-Out - To insure the highest security possible, sign out of the system.

- **Dashboard Statistics: To Do, Overdue and Completed (dark gray boxes)** – these are non-clickable boxes. They simply tell you how many courses are in each category.

- **In Progress** – This lists the course/exam you have started but not completed. When you hover over the name of the course/exam it will show you the percentage of completion and date assigned.
- **Past Due** – This shows any courses/exams in which the deadline has expired. Please contact Service Strategies to reinstate these courses/exams.
- **Not Started** – These are courses/exams you have been enrolled in and need to complete. Click on "Go to Course" to proceed to the activity.

- **News** – current messages from Service Strategies will be shown here.
- **Calendar (coming soon)** - This is where any instructor led sessions a learner is registered for will displayed.

- **Recent Achievements** - All Achievements will be listed here. If the course has a certificate to download, you can select "download my certificate" next to the Achievement.
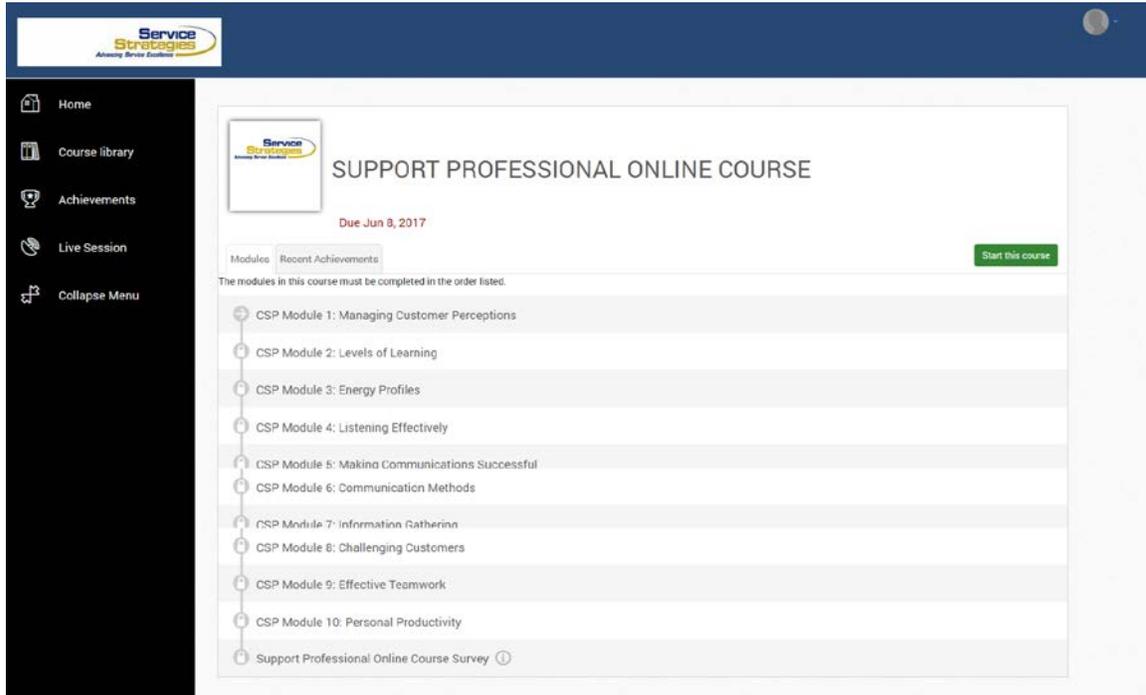
Dashboard continued: (left navigation bar)

- **Home** – takes you back to the Dashboard
- **Course Library** - All available courses/exams will be listed here, including complete and incomplete courses. To go to a course/exam, click on the title.
- **Achievements** - All Achievements will be listed here. If the course has a certificate to download, you can select "download my certificate" next to the Achievement.
- **Live Session** – Coming soon!
- **Collapse Menu** – minimize the left navigation pane

Completing an Online Module Within a Course:

From the Home page, you will see a list of courses or programs you need to complete. They will be listed under the In Progress or Not Started tabs. Simply click on the title.

The following page will appear. Note, if you are enrolled in a program, you will also see the certification exam listed.

The modules associated with the online course will be listed in order. Each module contains course content and a quiz at the end. Completion of the module requires that you read through the module and take the quiz. You must complete the modules in order.

To start the course, you may either click on "Start this course" on the right hand side, or click a module with the arrow. Note: the modules with a lock icon cannot be accessed without completing the module before it. You need to score an 80% or better in the module quiz in order for the next module to unlock.

Going through the modules of a course:

You are now ready to begin! The system will automatically play an audio clip of the first paragraph. You will then need to read the rest of the page's content yourself.

Exiting the course: You may exit and return to the module as often as you wish. You do not need to complete the material in one sitting. Simply close your browser window or click on the Save and Exit tab at the bottom. If you exit, when you return to the course, you will be asked if you would like to return where you left off.

Notes: The Notes tab is available at the bottom of the page. Click on this tab to open a page where you can type, cut and or paste any material you would like to save. Simply enter the information and click Save and Return to go back to the material or click Print to print a hard copy of your notes.
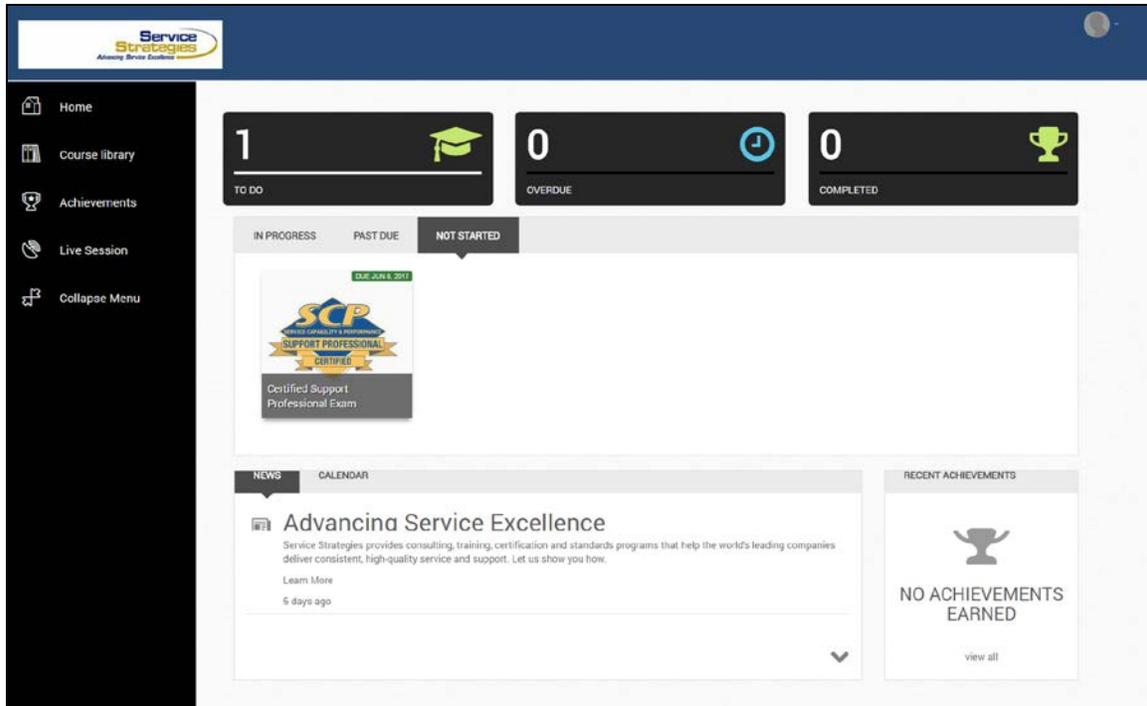
Learning Module Quizzes:

At the end of each module is a Module Summary page. Use this to review the module objectives before taking the quiz. You may go back and review the content via the navigation buttons at the bottom of the page or via the Table of Contents at the top of the page. When you are ready to take the quiz, click the Next button.

Once you complete the quiz you will be given your score (Pass or Fail). You will need to score 80% in order to pass the quiz. If you did not score 80%, you can review the course material and retake the quiz.

When you score 80% you will receive a congratulatory message and you can click on Save and Exit button to return to the main menu and continue to the next module.
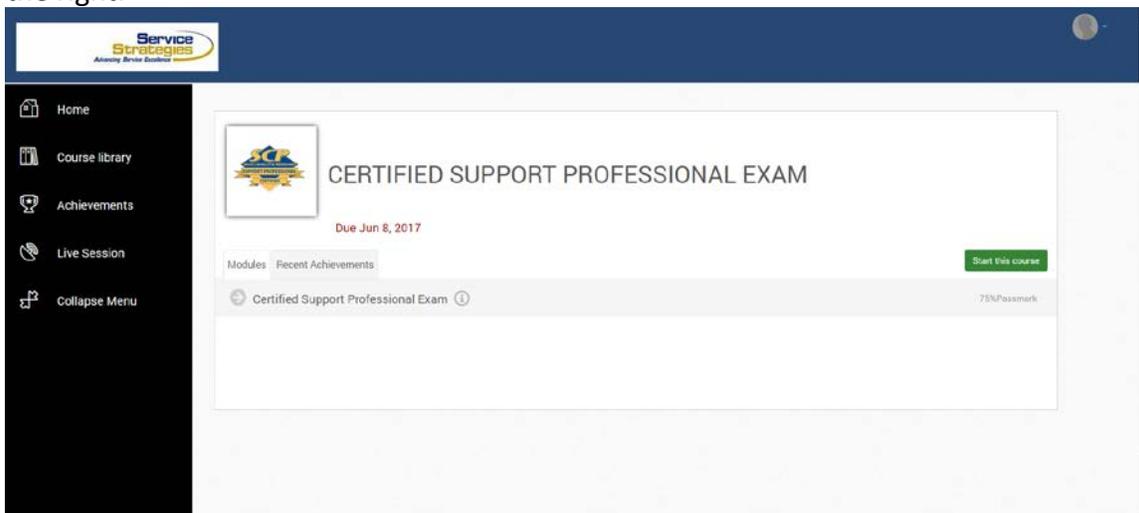
Completing a Certification Exam:

From the Home Page click on the name of the exam. If you are enrolled in a Program, the exam will be listed with the modules of the Program.
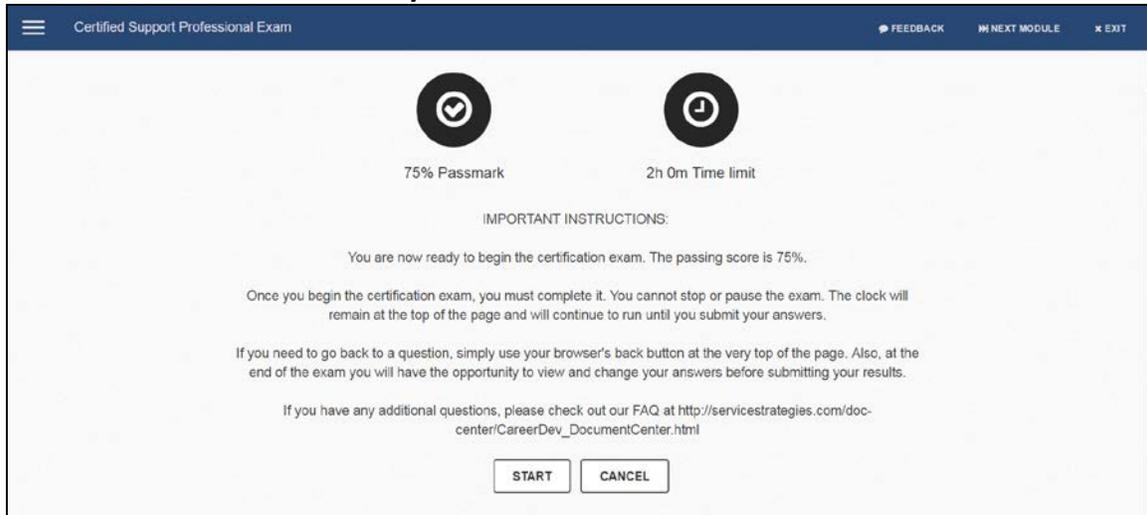

The following screen will appear. Click on the name of the exam or "Start this course" on the right.

Read through the instructions. When you are ready to begin the exam, click "Start". **The timer will start as soon as you click "Start".**

Obtaining your certificate:

If you successfully complete the online course and/or exam, you can download a certificate to show your accomplishment.

From the Home page, click on Achievements from the left navigation pane. The following page will appear. Any achievements will be listed on this page. Simply click on "Download my certificate" next to the course or exam title. A pdf of your certificate will be downloaded.
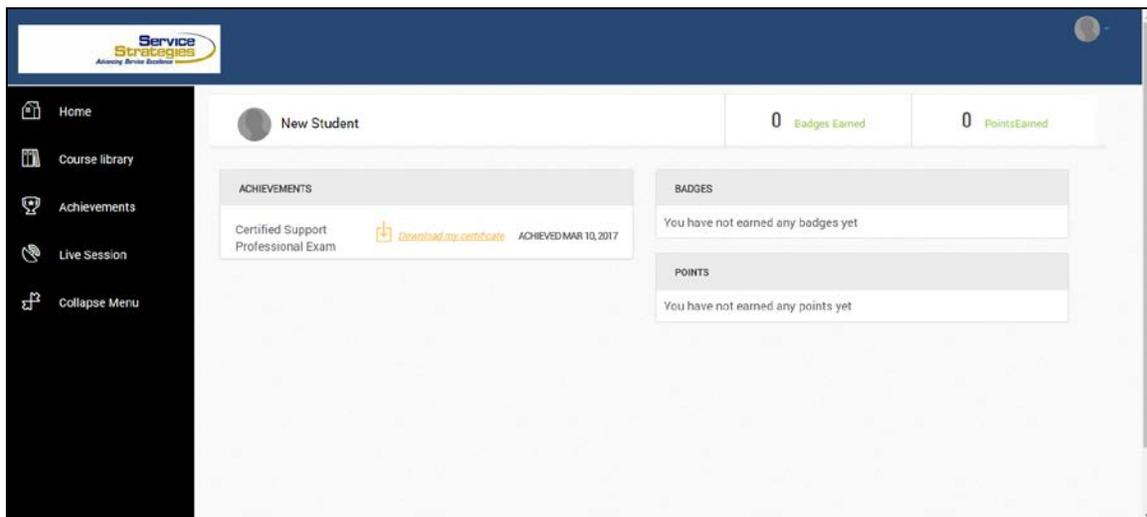
If you have any further questions, please contact us at:

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