These instructions will help you:

- Make sure your inbox is ready to receive training notices.
- Make sure your computer and browser are ready to use Training Academy.
- Understand how to complete the required courses.
- Know how to get help.

Make sure your inbox is ready to receive training notices.

Employees are notified of required training via email notices from the Training Academy system. These email notices include a link to and instructions for accessing Training Academy, along with information about course requirements and due dates. Overdue notices are also sent each night to users who had assignments become overdue on the previous day.

Training notices are sent to official UA email addresses ending in @bama.ua.edu (faculty and staff) or @crimson.ua.edu (students). While it’s not possible to change the address to which training notices are sent, faculty and staff employees may request that email sent to their official UA email address be forwarded to another UA email address (such as a department, college, or division account). Contact the IT Service Desk for more information about email forwarding.

Check your spam folder, and, to ensure delivery of notices, add these addresses to your email contacts or “safe senders” list:

- noreply@skillsoftcompliance.com
- compliancesupport@skillsoft.com

See this Online Learning FAQ entry for detailed instructions: How do I add an address to my “safe senders” list?
Make sure your computer and browser are ready.

Be sure to check with your department's IT support staff or the IT Service Desk before making any changes to your University computer, especially before installing or updating Java (this is particularly important for Banner and Blackboard users). In some cases, an administrator account may be required to make or save changes. If you can't or don't wish to make changes to your computer, you are welcome to complete training assignments in the HR Learning & Development computer lab. Please call 205-348-9700 so we can ensure it is available to you.

Computers and browsers used for this training must meet the minimum system requirements of the Training Academy online learning system. Before accessing the training system, or to address any technical problems you might experience, you should ensure your computer and browser are ready to use Training Academy by doing the following:

1. Run the [Skillsoft Browser Capabilities Check](#).

   If you receive a result of Not Fully Qualified for any item, follow the instructions in the Requirements column.

   If you receive a result of Not Fully Qualified for Pop-up Blocker, you may find these additional instructions helpful: [How do I disable my browser's pop-up blocker or change its settings to allow pop-ups for Skillsoft sites?](#)

2. Follow these instructions to optimize your browser for Skillsoft products. Along with [skillport.com](#) and [skillwsa.com](#), be sure to also add gotrain.net to the list of trusted sites, allowed sites, or exceptions.
   - [Internet Explorer](#)
   - [Chrome](#)
   - [Firefox](#)
   - [Safari](#) (Mac users: Safari is the only supported browser for Mac OS)
Make sure your computer and browser are ready, cont.

**Mac users only**

Mac users may also need to adjust their Security & Privacy options to install or update Flash or Java and to allow Skillsoft and Java applications to open. Lion (10.7), Mountain Lion (10.8), and Mavericks (10.9) users go to Apple menu > System Preferences > Security & Privacy > General, then select “Allow applications downloaded from Anywhere.” It is recommended you change this setting before you attempt to make the other changes to your computer and restore it to “Mac App Store” or “Mac App Store and identified developers” after completing training.

Skillsoft supports **most versions of Mac OS X** and **Safari 3.0.4 and later**. However, due to the additional steps required to configure Macs to use Training Academy, some users find it easier to complete the training on a PC, a virtual machine, or a Windows partition.

**Messages and security warnings**

While preparing for and completing online training, you may see messages or security warnings asking if you want to run, accept, or allow applications from Skillsoft, Skillport, Oracle, or Java. These messages will differ depending on the computer and browser you use, but you will need to allow the applications in order to successfully use the training system and can choose to allow them just once or always.
Complete the required courses.

1. **You will not be able to access the training until it is assigned to you.** After you receive your training notice, access Training Academy via the link in the notice or the [Training Academy page](https://www.hrlearninganddevelopment.ua.edu) of the HR Learning & Development website.

2. Log in with your myBama ID and Campus Wide Identification Number (CWID).

   Your myBama ID is the username you enter to log on to myBama. It is the part of your myBama or Crimson email address that comes before the @ sign.

   If you are unable to log in, please contact HR Learning & Development at 205-348-9700 or [HRLearningandDevelopment@ua.edu](mailto:HRLearningandDevelopment@ua.edu).

3. To access your courses, select Learning Plan at the top of the left column.

   Your Learning Plan is organized by:
   - Overdue Training
   - Required Courses
   - Optional Courses

4. Select a course by selecting the Run Course arrow.

   Next steps vary by course. Detailed walkthroughs of each course in the annual mandated compliance training curriculum are available in the [Online Learning FAQs](https://www.hrlearninganddevelopment.ua.edu), but, in general:

   For PDF courses, read the material, close the browser tab that contains the PDF, then select Confirm in the box that appears after the document is closed.
Complete the required courses, cont.

For other courses, use the Skillsoft Course Player navigation buttons to move through the course.

1. Table of Contents – Access to all instructional content.
2. Progress & Tests – Information about your progress in the course, including test status and scores and your progress for individual lessons or topics.
3. Begin Course / Return to Bookmark / Next Page – Main navigation button. Used to begin the course, resume where you left off, or move to the next page.
4. Pause – Used to halt the course. Pressing it again will resume the course.
5. Previous Page – Displays the previous page.
6. Audio – Turns the audio off or on.
7. Auto Advance – Turns the auto advance off or on. Once a course is started, it plays automatically, stopping on pages that require user interaction. If auto advance is disabled, you have to click the Next Page button to progress.
9. Home – Returns you to Table of Contents or Progress & Tests, depending on where you entered the course.
10. Resources Dialog – Contents vary by course but may include references, course index, Job Aids, transcripts, settings, and more.
11. Exit – Use this button to exit the course; otherwise, your progress may be lost.

After completing a course, you may need to select Refresh in order to update your completion status on the Training Modules or Learning Plan page.
Complete the required courses, cont.

You may select Transcript in the left column to view and print a report of your training history, including courses completed, courses in progress, and overdue courses.

You may select the Print Certificate icon next to a completed course to print a completion certificate. You do not need to submit a certificate to HR.

Select Exit to log out of Training Academy.
Know how to get help.

Within Training Academy
1. Links to support resources can be found on the Home screen.
2. Selecting Help will display information based on your current location in the training system.
3. Selecting Contact will provide contact information for Skillsoft Customer Support.

Our Online Learning FAQs provide quick answers to frequently asked questions.

Known issues such as outages and errors are posted in HR Learning & Development News.

For questions concerning login access or assignments in Skillport or Training Academy, or to arrange a time to use these online learning systems in our computer lab, please contact HR Learning & Development at 205-348-9700 or HRLearningandDevelopment@ua.edu.

For technical questions and support, please contact your department’s IT staff, the IT Service Desk, or Skillsoft Customer Support.