

# *KnowledgeCity User Guide*



## Log In:

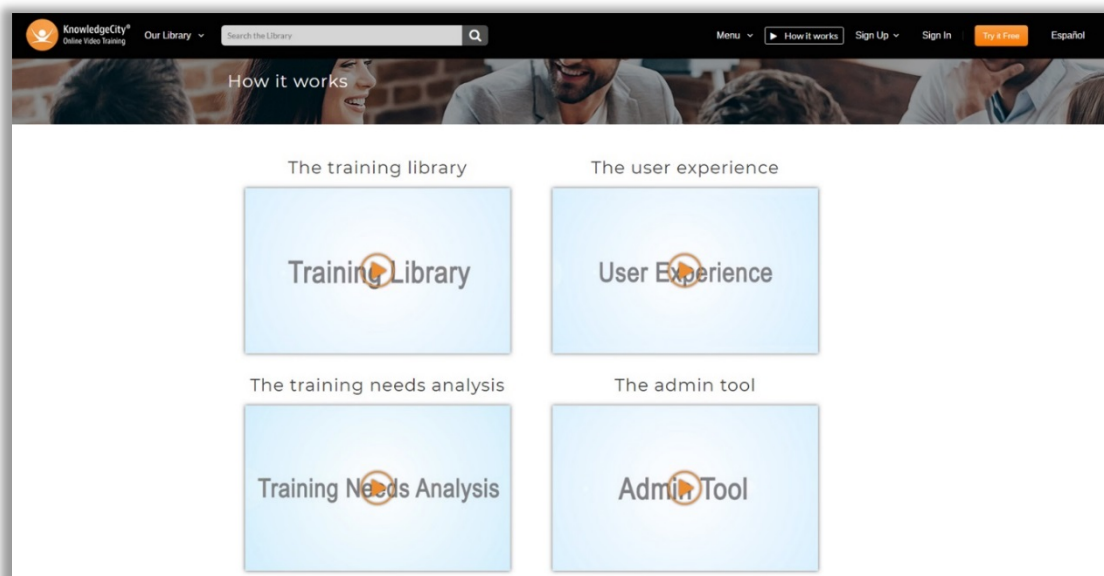
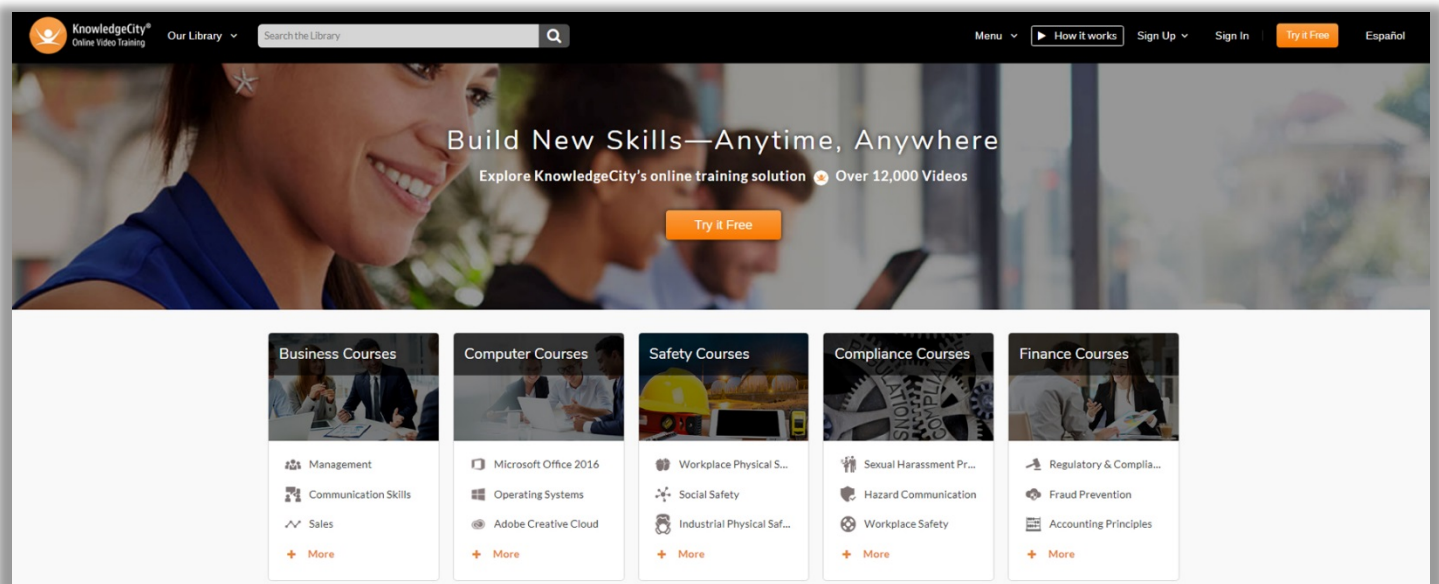
Go to the following web address: [www.knowledgecity.com](http://www.knowledgecity.com) (or click the link in the notification email)

**Sign In** at the link on the upper right area of the screen next to the Try it Free button.

*Enter User Name and Password*

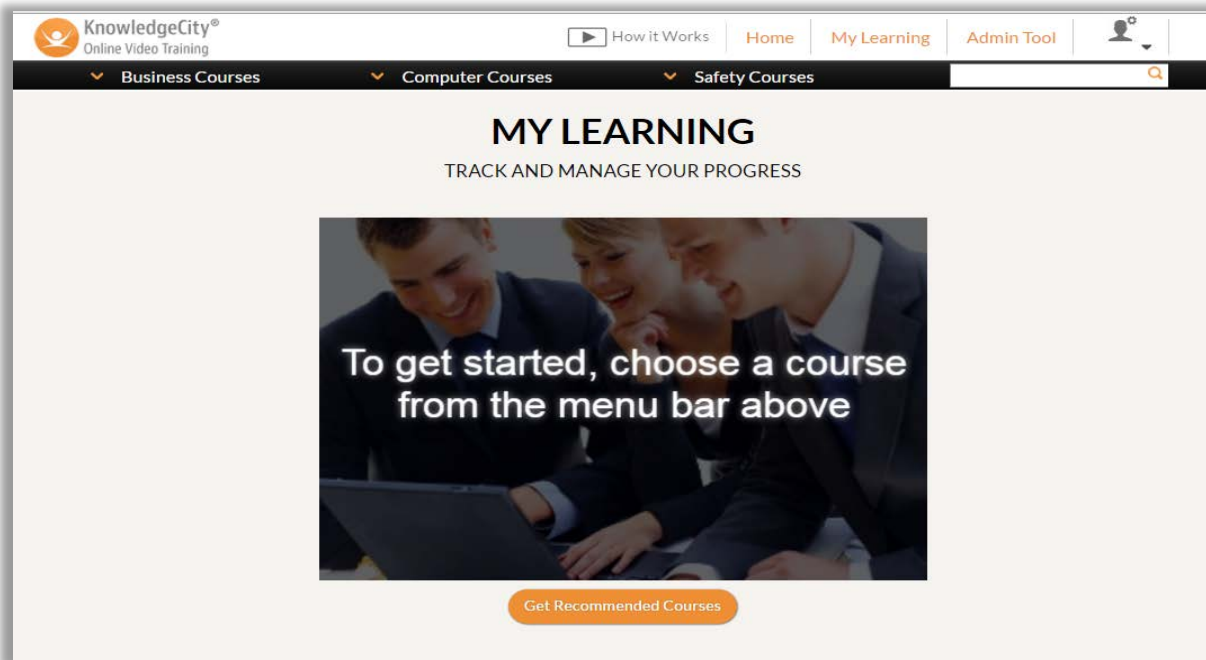
## KnowledgeCity Website at a Glance:

Click the button of “How it Works” at the top menu bar and start watching the four videos about our Training Library, User Experience, Training Needs Analysis, and Admin Tool.

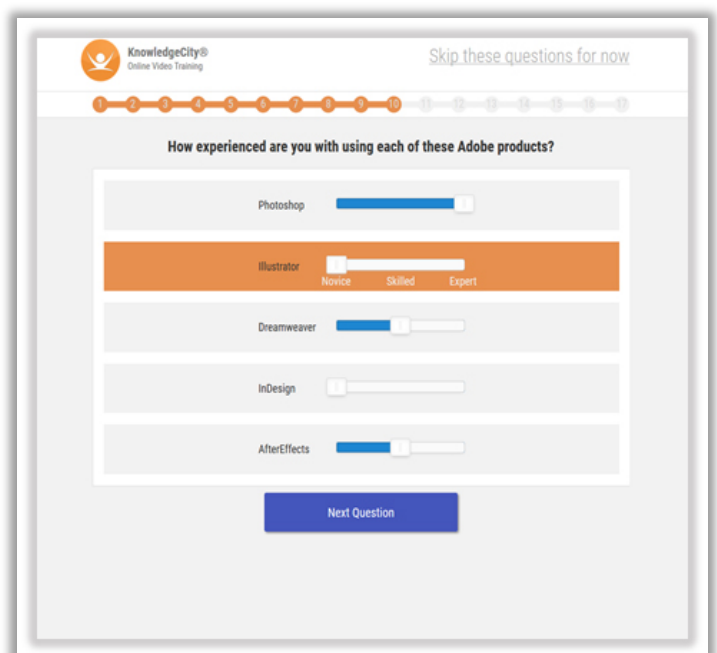


## How the System Works:

On first Sign In, the Training Needs Analysis Tool will display with a button “Get Recommended Courses” which takes you to a brief quiz.



*The Training Needs Analysis Tool is a program that uses a proprietary algorithm to determine courses that are appropriate for each user's needs and skill level. The tool will prompt the user to answer questions specific to their job and/or career goals. Once completed, the system will process the answers, and suggest courses that can be seen in each user's My Learning Page.*



## My Learning: Checking Progress

The My Learning Page is the area in which users can track the progress of all courses that were assigned or that they are currently taking.

On the left side of the screen under **My Courses**:

**Learning Path**—these are courses in a predetermined learning path course list

**Recommended Courses**—these are courses assigned by the TNA or Management

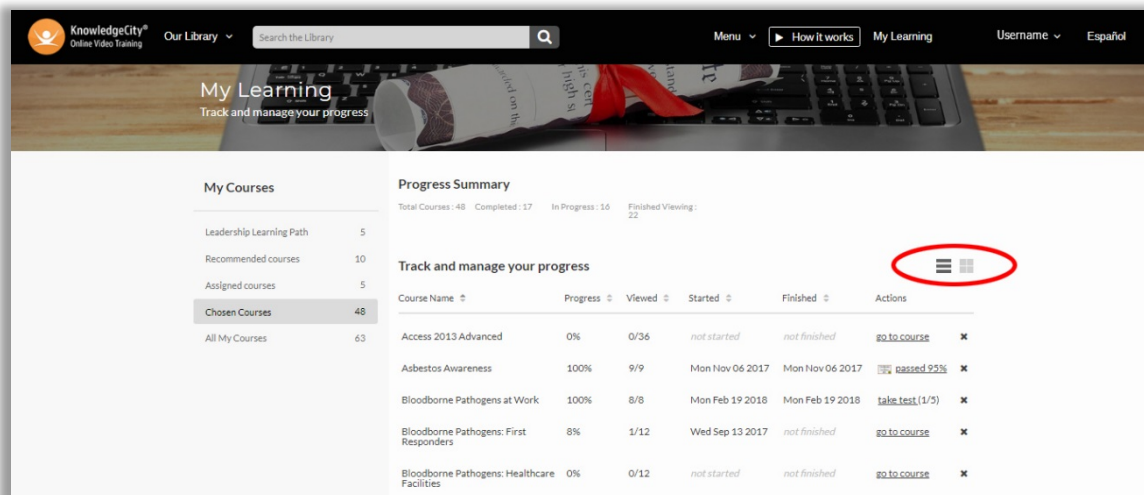
**Chosen Courses**—these are courses the user has chosen

**All My Courses**—will show all courses

In the center of the screen under **Progress Summary** users can see:

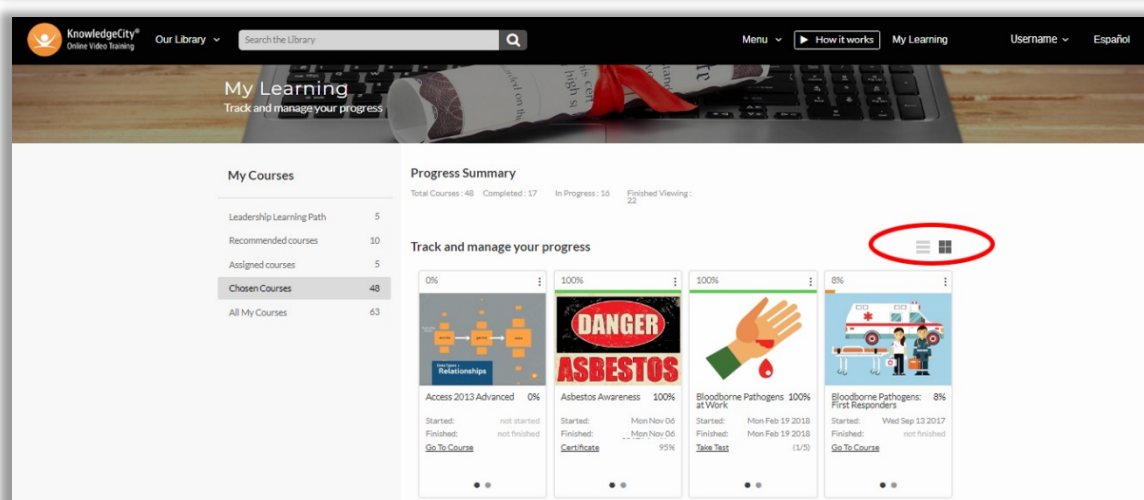
- ✓ Total courses attempted
- ✓ Total courses completed
- ✓ Total courses in progress
- ✓ Total courses finished viewing

In the center of the screen under **Progress Summary** is the course tracking. This can be displayed as a list or in a grid.



The screenshot shows the KnowledgeCity interface. On the left, under 'My Courses', 'Chosen Courses' is selected with 48 items. The main area is titled 'Progress Summary' and shows statistics: Total Courses: 48, Completed: 17, In Progress: 16, Finished Viewing: 22. Below this is a table titled 'Track and manage your progress'. A red circle highlights the toggle icons (list and grid) in the top right of the table header.

Course Name	Progress	Viewed	Started	Finished	Actions
Access 2013 Advanced	0%	0/36	not started	not finished	<a href="#">go to course</a> ✕
Asbestos Awareness	100%	9/9	Mon Nov 06 2017	Mon Nov 06 2017	<a href="#">passed 93%</a> ✕
Bloodborne Pathogens at Work	100%	8/8	Mon Feb 19 2018	Mon Feb 19 2018	<a href="#">take test (1/5)</a> ✕
Bloodborne Pathogens: First Responders	8%	1/12	Wed Sep 13 2017	not finished	<a href="#">go to course</a> ✕
Bloodborne Pathogens: Healthcare Facilities	0%	0/12	not started	not finished	<a href="#">go to course</a> ✕

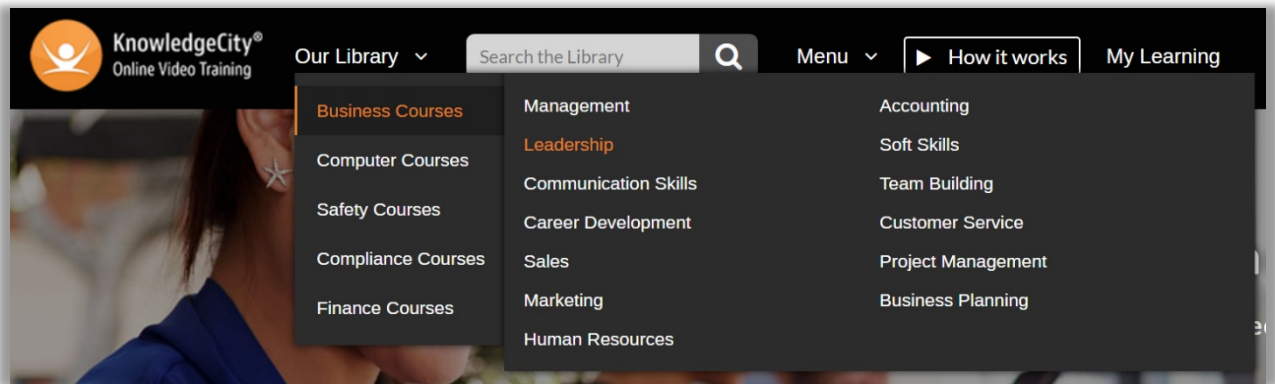


The screenshot shows the same KnowledgeCity interface, but the course tracking is displayed in a grid view. A red circle highlights the toggle icons (list and grid) in the top right of the table header.

Course Name	Progress	Viewed	Started	Finished	Actions
Access 2013 Advanced	0%	0/36	not started	not finished	<a href="#">Go To Course</a>
Asbestos Awareness	100%	9/9	Mon Nov 06 2017	Mon Nov 06 2017	<a href="#">Certificate</a> 93%
Bloodborne Pathogens at Work	100%	8/8	Mon Feb 19 2018	Mon Feb 19 2018	<a href="#">Take Test</a> (1/5)
Bloodborne Pathogens: First Responders	8%	1/12	Wed Sep 13 2017	not finished	<a href="#">Go To Course</a>



## Course Menu Bar:



### The Business Courses sub-categories:

- ✓ Management
- ✓ Leadership
- ✓ Communication Skills
- ✓ Career Development
- ✓ Sales
- ✓ Marketing
- ✓ Human Resources
- ✓ Accounting
- ✓ Soft Skills
- ✓ Team Building
- ✓ Customer Service
- ✓ Project Management
- ✓ Business Planning

### The Computer Courses sub-categories:

- ✓ Microsoft Office Suite (current & older versions)
- ✓ Adobe Creative Suite (current & older versions)
- ✓ Operating Systems
- ✓ Social Media
- ✓ Apple software
- ✓ Computer Basics
- ✓ Engineering Software
- ✓ Computer Programming

### The Safety Courses sub-categories:

- ✓ Workplace Safety
- ✓ Social Safety
- ✓ General Safety
- ✓ Sexual Harassment Prevention
- ✓ Industrial Safety
- ✓ Safety Administration
- ✓ Laboratory Safety

### The Compliance Courses sub-categories:

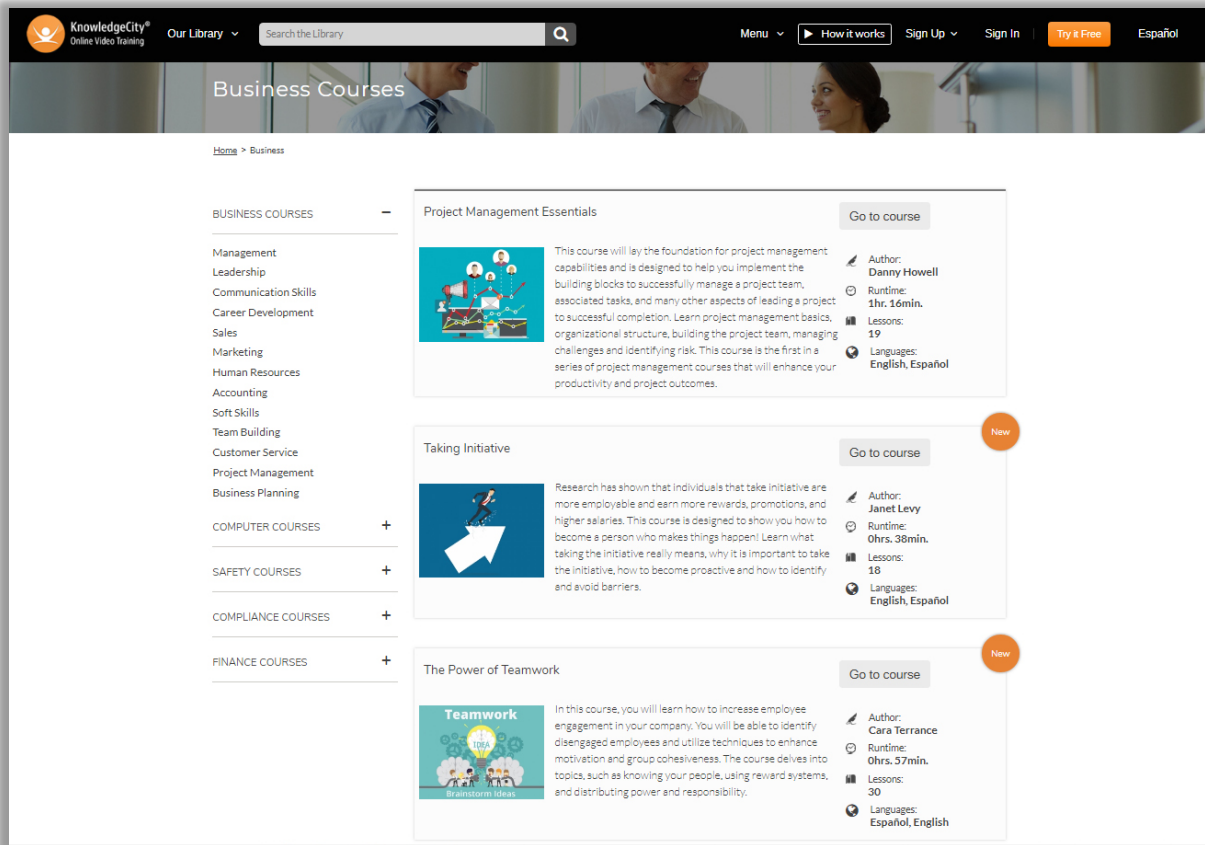
- ✓ Sexual Harassment Prevention
- ✓ Bloodborne Pathogens
- ✓ Workplace Safety
- ✓ HIPAA Rules and Compliance
- ✓ Hazard Communication
- ✓ Federal Laws and Regulations

### The Finance Courses sub-categories:

- ✓ Treasury Management
- ✓ Regulatory and Compliance
- ✓ Fraud Prevention
- ✓ Teller Courses
- ✓ Risk Management
- ✓ Trade Finance
- ✓ Retail Banking
- ✓ Accounting Principles
- ✓ Finance and Investing

## Course Navigation:

Choosing any link in the course menu bar will lead you to the available courses. You will notice on the left a menu that you can switch categories between Business, Computer, and Safety, as well as switch between sub-categories.

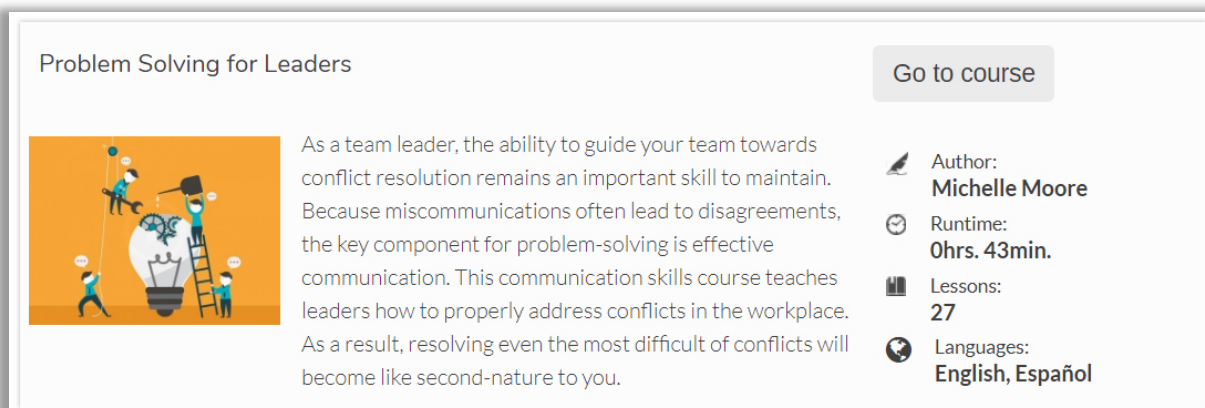


The screenshot shows the KnowledgeCity website interface. At the top, there's a navigation bar with the logo, 'Our Library', a search bar, and links for 'Menu', 'How it works', 'Sign Up', 'Sign In', 'Try it Free', and 'Español'. Below this is a banner for 'Business Courses'. On the left, a sidebar menu lists categories: BUSINESS COURSES (expanded), COMPUTER COURSES, SAFETY COURSES, COMPLIANCE COURSES, and FINANCE COURSES. The main content area displays three course cards:

- Project Management Essentials**: This course will lay the foundation for project management capabilities and is designed to help you implement the building blocks to successfully manage a project team, associated tasks, and many other aspects of leading a project to successful completion. Learn project management basics, organizational structure, building the project team, managing challenges and identifying risk. This course is the first in a series of project management courses that will enhance your productivity and project outcomes.
  - Author: Danny Howell
  - Runtime: 1hr. 16min.
  - Lessons: 19
  - Languages: English, Español
- Taking Initiative**: Research has shown that individuals that take initiative are more employable and earn more rewards, promotions, and higher salaries. This course is designed to show you how to become a person who makes things happen! Learn what taking the initiative really means, why it is important to take the initiative, how to become proactive and how to identify and avoid barriers.
  - Author: Janet Levy
  - Runtime: 0hrs. 38min.
  - Lessons: 18
  - Languages: English, Español
- The Power of Teamwork**: In this course, you will learn how to increase employee engagement in your company. You will be able to identify disengaged employees and utilize techniques to enhance motivation and group cohesiveness. The course delves into topics, such as knowing your people, using reward systems, and distributing power and responsibility.
  - Author: Cara Terrance
  - Runtime: 0hrs. 57min.
  - Lessons: 30
  - Languages: Español, English

Each course is displayed with:

- ✓ Course title
- ✓ Course author
- ✓ Number of lessons
- ✓ Course description
- ✓ Runtime
- ✓ Available Languages



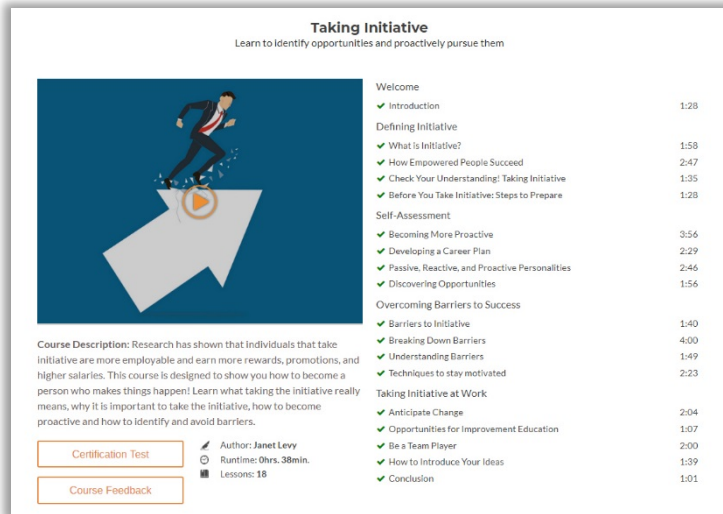
This block shows a detailed view of a course card for 'Problem Solving for Leaders'. The card includes:

- Course Title:** Problem Solving for Leaders
- Image:** An illustration of three people working together to solve a problem, with one person pointing at a large lightbulb.
- Description:** As a team leader, the ability to guide your team towards conflict resolution remains an important skill to maintain. Because miscommunications often lead to disagreements, the key component for problem-solving is effective communication. This communication skills course teaches leaders how to properly address conflicts in the workplace. As a result, resolving even the most difficult of conflicts will become like second-nature to you.
- Action Button:** Go to course
- Metadata:**
  - Author: Michelle Moore
  - Runtime: 0hrs. 43min.
  - Lessons: 27
  - Languages: English, Español

## Course Page:

Click on any course title link, it will take you to the course page. The top of the course page displays the course title and tagline. The course video player and table of contents are listed below.

## The learning platform:



**Taking Initiative**  
Learn to identify opportunities and proactively pursue them

**Course Description:** Research has shown that individuals that take initiative are more employable and earn more rewards, promotions, and higher salaries. This course is designed to show you how to become a person who makes things happen! Learn what taking the initiative really means, why it is important to take the initiative, how to become proactive and how to identify and avoid barriers.

Author: Janet Levy  
Runtime: 0hrs. 38min.  
Lessons: 18

Lesson	Runtime
Welcome	
Introduction	1:28
Defining Initiative	
What is Initiative?	1:58
How Empowered People Succeed	2:47
Check Your Understanding! Taking Initiative	1:35
Before You Take Initiative: Steps to Prepare	1:28
Self-Assessment	
Becoming More Proactive	3:56
Developing a Career Plan	2:29
Passive, Reactive, and Proactive Personalities	2:46
Discovering Opportunities	1:56
Overcoming Barriers to Success	
Barriers to Initiative	1:40
Breaking Down Barriers	4:00
Understanding Barriers	1:49
Techniques to stay motivated	2:23
Taking Initiative at Work	
Anticipate Change	2:04
Opportunities for Improvement Education	1:07
Be a Team Player	2:00
How to Introduce Your Ideas	1:39
Conclusion	1:01

[Certification Test](#) [Course Feedback](#)

The training videos allow continuous streaming, so there are no delays. The video player allows the user to play, pause, and stop throughout each course. You can also jump to any point in time in the video.

Lessons are listed individually showing each run time so that users can quickly find specific information that they need.

## Other information listed on the course page includes:

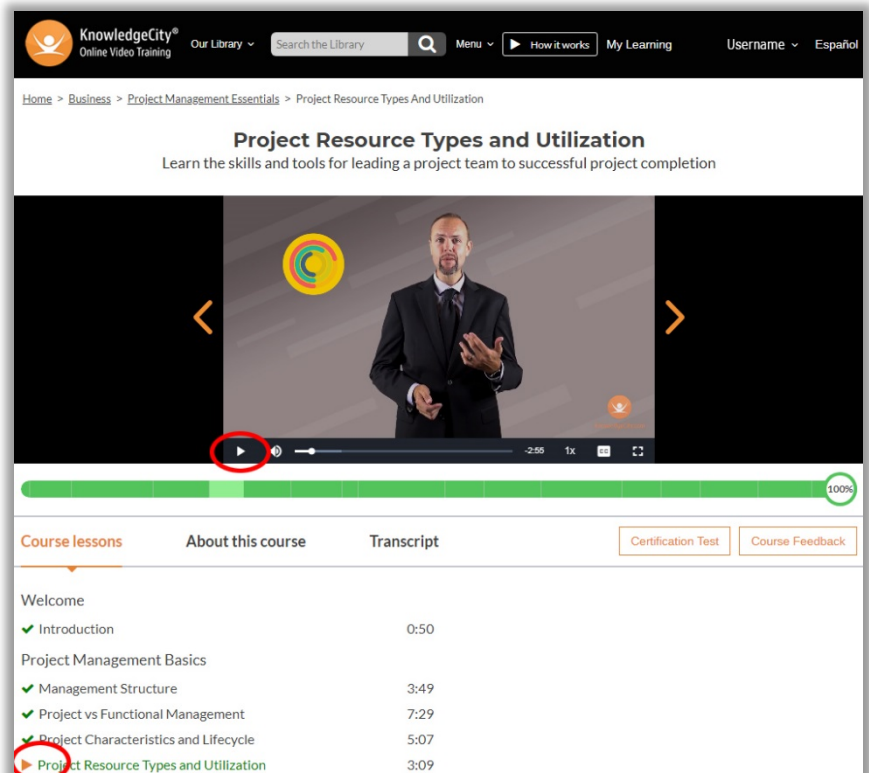
- ✓ The course title
- ✓ Runtime
- ✓ Course Description
- ✓ Course Feedback button
- ✓ Author
- ✓ Number of Lessons
- ✓ Certificate Test button
- ✓ Manual (if applicable)

## Watch the Course Lessons:

To begin watching the course, you can click the play button on the video player or select any of the lessons below in the course contents.

Once the lesson has completed, a checkmark will appear next to the lesson title in the Table of Contents. This helps users know what lessons have been watched.

You can also toggle about this course to see the course author, runtime and number of lessons. Or toggle to transcript to read the transcript of the lesson.



**Project Resource Types and Utilization**  
Learn the skills and tools for leading a project team to successful project completion

**Course lessons** About this course Transcript

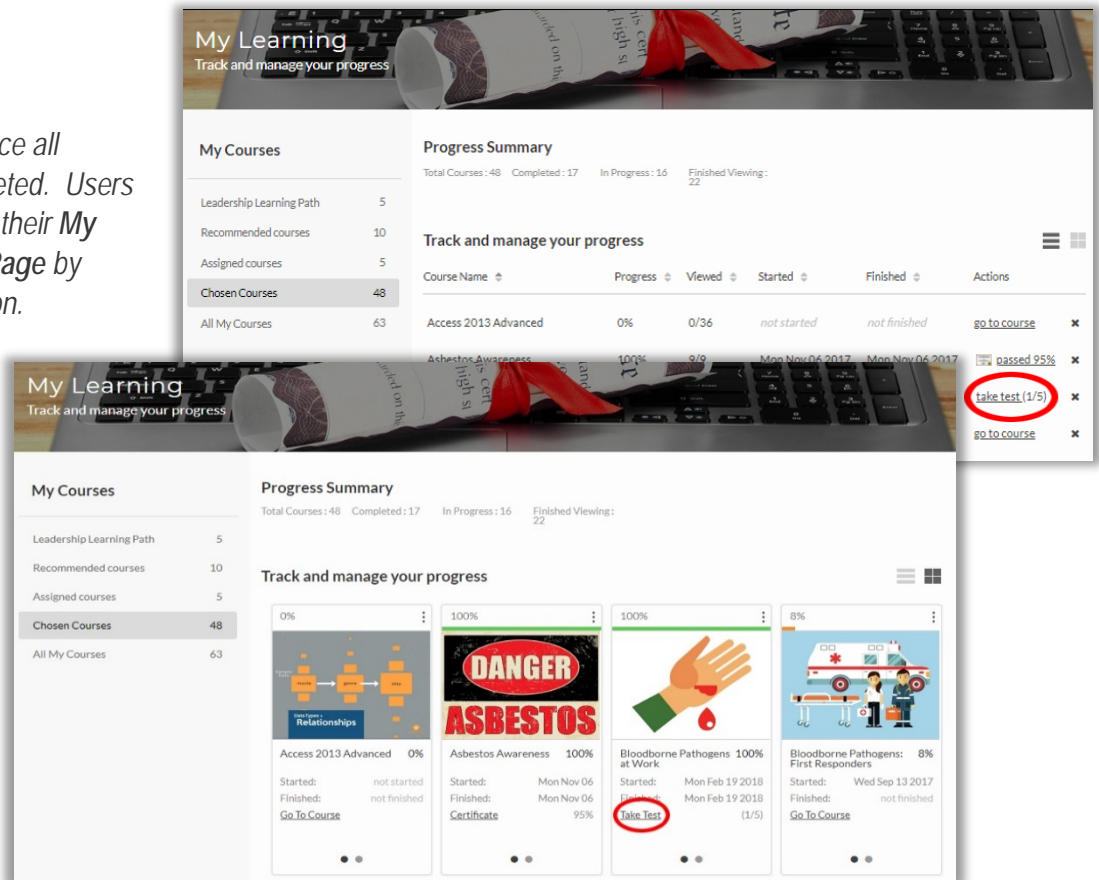
Lesson	Runtime
Welcome	
Introduction	0:50
Project Management Basics	
Management Structure	3:49
Project vs Functional Management	7:29
Project Characteristics and Lifecycle	5:07
Project Resource Types and Utilization	3:09

[Certification Test](#) [Course Feedback](#)

## Take the Test:

The course test can be taken once all lessons in the course are completed. Users can access the course test from their **My Learning Page** or the **Course Page** by clicking the **Certificate Test** button.

There are various True/False and multiple-choice questions chosen randomly from a pool of course specific questions.



**My Learning**  
Track and manage your progress

**My Courses**

Leadership Learning Path	5
Recommended courses	10
Assigned courses	5
<b>Chosen Courses</b>	<b>48</b>
All My Courses	63

**Progress Summary**  
Total Courses: 48 Completed: 17 In Progress: 16 Finished Viewing: 22

**Track and manage your progress**

Course Name	Progress	Viewed	Started	Finished	Actions
Access 2013 Advanced	0%	0/36	not started	not finished	<a href="#">go to course</a> ✕
Asbestos Awareness	95%	9/9	Mon Nov 06 2017	Mon Nov 06 2017	<a href="#">passed 95%</a> ✕ <a href="#">take test (1/5)</a> ✕ <a href="#">go to course</a> ✕

**My Courses**

Leadership Learning Path	5
Recommended courses	10
Assigned courses	5
<b>Chosen Courses</b>	<b>48</b>
All My Courses	63

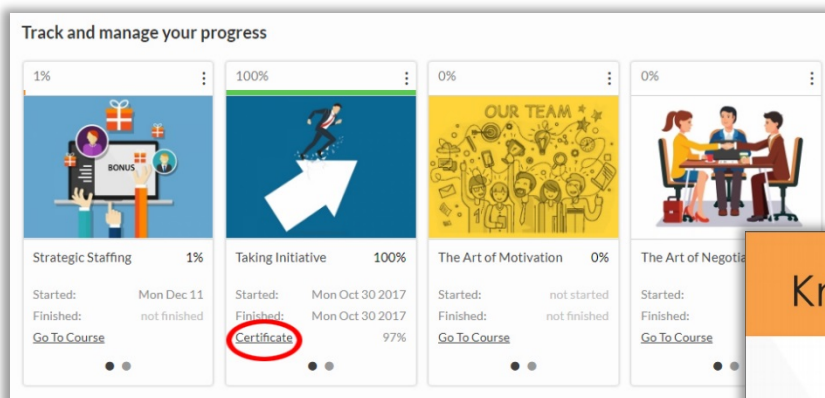
**Progress Summary**  
Total Courses: 48 Completed: 17 In Progress: 16 Finished Viewing: 22

**Track and manage your progress**

Course Name	Progress	Viewed	Started	Finished	Actions
Access 2013 Advanced	0%	0/36	not started	not finished	<a href="#">Go To Course</a>
Asbestos Awareness	100%	9/9	Mon Nov 06 2017	Mon Nov 06 2017	<a href="#">Certificate</a> 95% <a href="#">Take Test</a> (1/5)
Bloodborne Pathogens at Work	100%	1/1	Mon Feb 19 2018	Mon Feb 19 2018	<a href="#">Go To Course</a>
Bloodborne Pathogens: First Responders	8%	1/13	Wed Sep 13 2017	not finished	<a href="#">Go To Course</a>

## Receive a Certificate:

Once the user has successfully passed the course test, the user will be able to view and print the course Certificate by clicking the "Certificate" button in their My Learning.



**Track and manage your progress**

Course Name	Progress	Viewed	Started	Finished	Actions
Strategic Staffing	1%	1/100	Mon Dec 11	not finished	<a href="#">Go To Course</a>
<b>Taking Initiative</b>	<b>100%</b>	100/100	Mon Oct 30 2017	Mon Oct 30 2017	<a href="#">Certificate</a> 97%
The Art of Motivation	0%	0/100	not started	not finished	<a href="#">Go To Course</a>
The Art of Negotiation	0%	0/100	not started	not finished	<a href="#">Go To Course</a>



**KnowledgeCity® Academy**

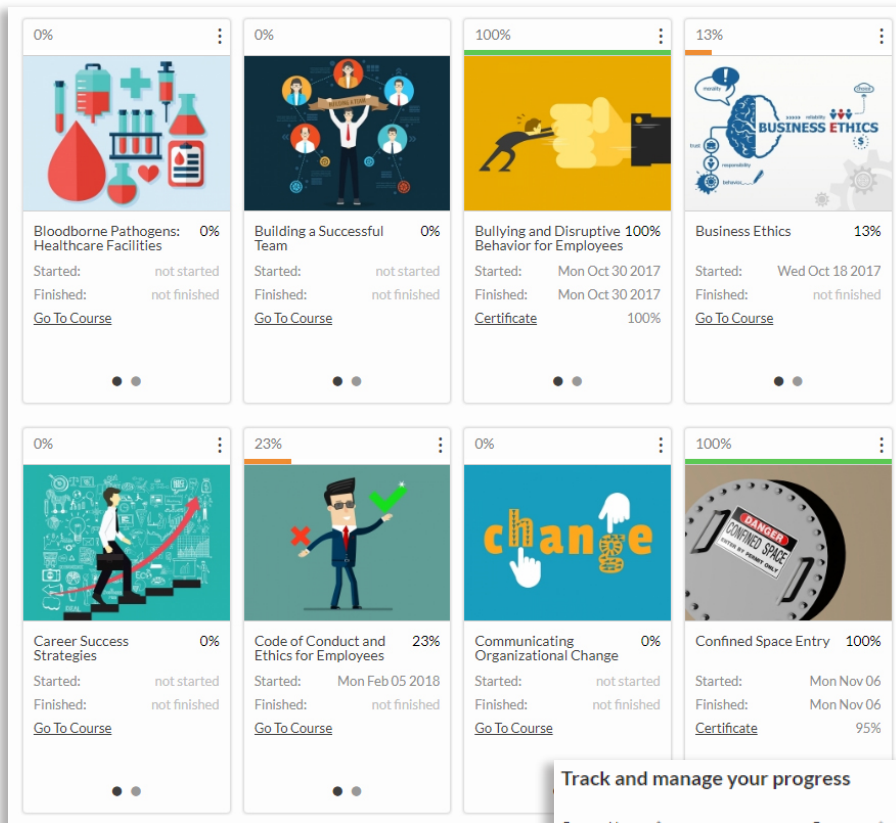
Certifies that  
**YOUR NAME HERE**  
Has successfully completed the course  
**Taking Initiative**  
Date  
October 30, 2017

Verified KnowledgeCity® Certificate #  
WB01194-EDMAGLE



## My Learning: Checking Progress

The My Learning tab can be found on the top right of the website's menu bar. This is the area in which users can track the progress of all courses that were assigned or that they are currently taking. After the user takes the Training Needs Analysis, the platform will assign courses to the user based on their answers. Courses assigned to the user will also show up here.



The dashboard displays eight course cards arranged in a 2x4 grid. Each card shows a progress bar at the top, a course title, and details about the start and finish dates, as well as a 'Go To Course' link.

Course Title	Progress	Started	Finished	Action
Bloodborne Pathogens: Healthcare Facilities	0%	not started	not finished	<a href="#">Go To Course</a>
Building a Successful Team	0%	not started	not finished	<a href="#">Go To Course</a>
Bullying and Disruptive Behavior for Employees	100%	Mon Oct 30 2017	Mon Oct 30 2017	<a href="#">Certificate</a>
Business Ethics	13%	Wed Oct 18 2017	not finished	<a href="#">Go To Course</a>
Career Success Strategies	0%	not started	not finished	<a href="#">Go To Course</a>
Code of Conduct and Ethics for Employees	23%	Mon Feb 05 2018	not finished	<a href="#">Go To Course</a>
Communicating Organizational Change	0%	not started	not finished	<a href="#">Go To Course</a>
Confined Space Entry	100%	Mon Nov 06	Mon Nov 06	<a href="#">Certificate</a>

**Under Track and manage your progress:**

- ✓ Course titles
- ✓ Courses in progress
- ✓ Total videos viewed
- ✓ Date the course was started
- ✓ Date the course was finished
- ✓ Action needed
- ✓ Score on the test
- ✓ Link to certificate

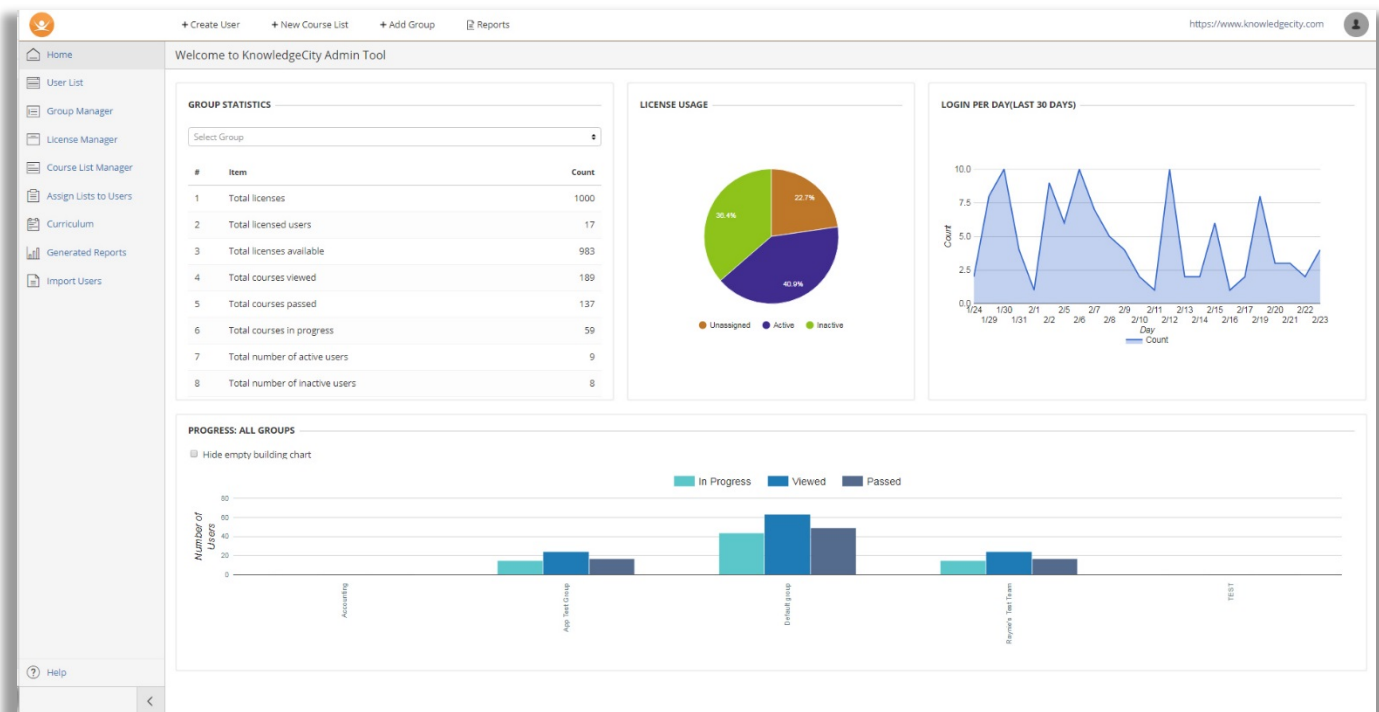
### Track and manage your progress

Course Name	Progress	Viewed	Started	Finished	Actions
Access 2013 Advanced	0%	0/36	not started	not finished	<a href="#">go to course</a> ✕
Asbestos Awareness	100%	9/9	Mon Nov 06 2017	Mon Nov 06 2017	passed 95% ✕
Bloodborne Pathogens at Work	100%	8/8	Mon Feb 19 2018	Mon Feb 19 2018	<a href="#">take test (1/5)</a> ✕
Bloodborne Pathogens: First Responders	8%	1/12	Wed Sep 13 2017	not finished	<a href="#">go to course</a> ✕
Bloodborne Pathogens: Healthcare Facilities	0%	0/12	not started	not finished	<a href="#">go to course</a> ✕
Building a Successful Team	0%	0/15	not started	not finished	<a href="#">go to course</a>
Bullying and Disruptive Behavior for Employees	100%	7/7	Mon Oct 30 2017	Mon Oct 30 2017	passed 100% ✕
Business Ethics	13%	5/38	Wed Oct 18 2017	not finished	<a href="#">go to course</a> ✕
Career Success Strategies	0%	0/136	not started	not finished	<a href="#">go to course</a> ✕
Code of Conduct and Ethics for Employees	23%	4/17	Mon Feb 05 2018	not finished	<a href="#">go to course</a> ✕
Communicating Organizational Change	0%	0/18	not started	not finished	<a href="#">go to course</a> ✕

## Managing Training: Admin Tool

The Admin Tool is the area in which managers can track their team's training progress. All users assigned as an Admin to the company account will have access to the Admin Tool. To access the Admin Tool, click on the Admin Tool link in the drop-down menu beneath your name on the top of the website's menu bar (NOTE: regular users will not be shown this tab in their online account).

### User Progress: Admin Tool



When there is training progress from any user, the default page in the Admin Tool will be User Progress. From this screen you can see:

- ✓ Navigation bar on the left
- ✓ Training statistics to the right

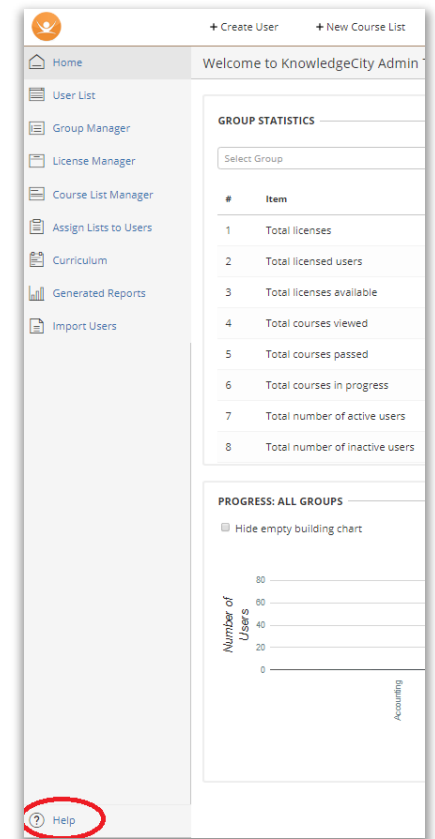
## Navigating the LMS

The navigation tabs at the top of the screen enable you to:

- ✓ Create new users
- ✓ Create new course lists
- ✓ Add new user groups
- ✓ And run reports

The menu on the left-hand side of the screen is the navigation menu. From this menu you can see:

- ✓ User List—this is a list of all the licensed users in your training program
- ✓ Group Manager—from this screen you can manage the users in groups as well as assign learning paths and add users
- ✓ License Manager—this screen allows you to manage licenses for the users in your training program
- ✓ Course List Manager—this screen allows you to add course lists, add courses to lists, and assign lists to groups
- ✓ Assign Lists to Users—this screen allows you to manage the course lists assigned to users in your training program
- ✓ Curriculum—this screen allows you to view the progress in all courses as well as search for specific courses
- ✓ Generated Reports—this screen shows all the reports generated using specific criteria. You can also select a report to generate or select criteria to create a custom report.
- ✓ Import Users—this screen allows you to upload user lists to the LMS
- ✓ **? Help**—this menu contains the step-by-step instructions for each page of the LMS. If you need specific instructions on how to use the tools in the LMS please use this help guide. The PDFs are downloadable and printable.



## Help Guides:

- ✓ How to Login to the LMS
- ✓ How to Navigate the LMS
- ✓ Explore the LMS Home Screen
- ✓ How to Add a Group
- ✓ How to Add a New Course List
- ✓ How to Import Users
- ✓ How to Complete the User Template List
- ✓ How to Navigate the User List Page
- ✓ How to Navigate the Group Manager
- ✓ How to Assign a License
- ✓ Subscriptions for Enterprise Accounts
- ✓ How to Navigate Course List Manager
- ✓ How to Assign Lists to Users
- ✓ How to Run a Report
- ✓ How to Navigate LMS Admins Page

