


E-learn Employee Enrichment **FAQs for HR Webpage**

* A complete Skillport 8i Learner Help Library is available on the E-Learn system website. The  icon is located on the top right side of the homepage.

Access and Navigation

Can I access E-Learn from home?

Yes by using the standard login steps and credentials for my.utrgv.edu.

Where can I get more information about Skillsoft mobile app and functionality?

Information on Skillport mobile application for smart phones can be found in [Skillport Mobile](#).

How can I access the library?

You can access the library either through quick access by clicking on one of the icons that represents your area of interest, through the Library or by using the search feature located in the header. For more information, visit [Browse and Search for Content](#).

How do I begin a course?

Select the title of the course that you want to play and click the “Launch” link located next to the title of the course.

How do I know if I have successfully completed a course?

A typical completion requirement is followed by a passing score.

Can I print a certificate?

Yes by accessing *Learning Transcript*, you can print a certificate of completion for any asset you completed.


Is it possible to launch two courses simultaneously?

No. You can only launch one course at a time. If you click to play another course, the previous course will be replaced by the latest one accessed.

I have been accessing a course at various times, how do I remember what lessons I've accessed or completed?

Select *Learning Transcript* located in the **Quick Links** menu.

What if my question/issue is not contained within this list of FAQs?

For more information, visit  located under quick links to access [Skillport 8i Learner Help](#).

Assigned Courses

How would I know if my supervisor has assigned me a learning resource?

Supervisors are encouraged to inform their direct reports. Users will see assigned courses in the *My Tasks* section when logged in.

How can I access the learning resources assigned by my supervisor?

Your assigned learning resources will appear on your E-Learn home page on the left hand side under *My Tasks* and in your *Learning Plan* under [Assigned Learning](#).

Does my supervisor need to approve the courses I want to take?

Employees are encouraged to have discussions with their immediate supervisors regarding their personal development plans, skills and competencies to perform their job effectively.

I supervise some part-time student employees. Can I assign them learning resources?

Yes. The feature is available to all employees of the university.

I am a supervisor but I don't have access to the Manager Role. How can I get that role?

You must be listed officially as a supervisor in Employee Self Service. Please contact Training Coordinators at 956 665 7210 or 956 882 6550 or email at employee.training@utrgv.edu for further assistance.