

FAQs - E-Learn Employee Enrichment

1.Can I access E-Learn from home?

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

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

Information on Percipio mobile application for smart phones can be found in [Install the Mobile app](#) and [Sign in to the Mobile App](#)

3.How can I access the library?

You can access the library through the library on the right-hand side by your name or by using the search feature located in the header. For more information, visit [Discover Content](#).

4.How do I begin a course?

Select the title of the course that you want to play and click the “Play” button or just click “Start Course” located next to the title of the course.

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

A typical completion requirement is followed by a passing score. You can also “Earn a Badge” on eligible courses.

6.How can I view my completed and in-progress courses?

Log into your Percipio account, click on your name in the top right corner of the screen and select "Activity" from the drop-down menu list. Under the "All Activity" tab, you can view all your completed and in-progress courses. Incomplete courses will also appear in the "Resume Learning" section on the home webpage for convenient user navigation.

7.Can I print a certificate?

Yes, you can access the feature named “Activity” located under the drop-down menu next to you profile name. Click “View Certificate” and print a certificate of completion for any asset you completed.

8.How do I switch from playing one course to another?

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.

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

For more information, visit [Need Help? We’re here](#).

*Note: A complete Percipio Help Library is available on the E-Learn system website. The help icon is in the drop-down menu under your profile name.

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

Supervisors are encouraged to inform their direct reports. An email from Percipio will be sent to the user once their supervisor assigns an assignment. Users will see assigned courses in the *My Assignments* section on the home page when logged in.

11.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 Assignments*. Assignments can also be accessed under the drop-down menu below your name under *Assignments*.

12.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.

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

Yes. The feature is available to all employees of the university. If you are an official supervisor on record, you will be given the role of a Manager which allows you assign learning assignments to your direct reports. For more information, explore [Add a Learner to an Assignment](#).

14. I am a supervisor, but I do not have access to the Learning Admin Role. How can I get that role?

You must be listed officially as a supervisor in Employee Self Service. Please contact Training Coordinators at EmployeeTraining@utrgv.edu for further assistance.

15.How can I earn a Percipio digital badge?

Digital Badges are visual, shareable, and verifiable records representing your accomplishments of select Percipio courses you have successfully completed. When learning in a Skillsoft Aspire Journey, you can also earn Digital Badges for completing tracks and the journey itself.

16.How can I view my digital badges? Log into your Percipio account, click on your name in the top right corner of the screen and select "Digital Badges" from the drop-down menu list.

17.How can I create a list of things that I would like to learn?

Select "Playlists" located under the drop-down menu below your name. Click the + button and enter a playlist name and/or description. Click Save Playlist. Navigate and click the playlist you added. You can now browse the library to add resources. The playlist can also be edited, shared, and deleted.

18.How can I update my skills selections to customize my homepage?

Select “Skills” located under the drop-down menu below your name. Select or deselect the skills you would like. After selecting and saving, the skills will be updated, and your homepage will be customized tailored to those selections.

19.How can I change my notifications from Percipio?

Select “Account Information” located under the drop-down menu below your name. Under notifications, turn on and off notifications as desired.

20.How can I search by Resource Type (video, book, audiobook etc.?)

Select the title of the resource(s) that you are interested in and click on it. Such as for an audiobook, select the title of the book that you want to read and click “Play” or just click “Listen” located next to the book title.

21.How can I know which certification resources are available?

Navigate to the Library in the area titled “Certifications.”