We are excited to bring four NEW professional development libraries for all CSU employees!

The **SkillChoice™ Business** library helps employees rapidly develop skills across a wide range of “soft skill” subjects. Over 600 eLearning courses provide the building blocks for blended learning programs designed to support strategic business initiatives. It ensures that employees at every level of the organization have access to training and certifications such as leadership, management, communication, and customer service.

**IT Professionals can now enhance their skills with a full catalog of IT courses and IT certification prep exams with the **SkillChoice™ IT** library. The IT Courseware Collection contains award-winning courseware with breadth and depth across six critical technology subject areas, continually developed to keep up with the constantly changing requirements for various professional certifications.**

Forgot how to create a Pivot table in Excel? Want to brush up on your Adobe Photoshop™ skills? Now you can! **SkillChoice™ Desktop** provides learners with comprehensive courses related to Microsoft Office (Mac and PC), Microsoft Windows, Apple OS X, e-mail, internet skills and browsers (including Internet Explorer and Apple Safari), computing fundamentals, and various Adobe products.

Now at your fingertips are thousands of engaging online eLearning courses, books, and videos that you can take from the comfort of your computer. They are only one click away, and all of them are FREE of charge!

To access all this content, click the link to log into Skillport, our learning management system: [ds.calstate.edu/?svc=skillsoft](http://ds.calstate.edu/?svc=skillsoft)

This link will direct you to your campus portal where you will login with your campus credentials. From there you will be connected to the Skillport homepage. On your homepage, click the **CATALOG** tab on the left-hand side of your profile. This will take you to a group of folders where you can navigate and search for the courses. There is also a search bar at the top of the page to look for a specific course or course topic. To launch a course, place your mouse cursor over the course, and click the blue **LAUNCH** button. Or click on the course and see the “details view” of the course. In the details view, you will also find a blue triangular button which launches the course.

The **Books 24x7** link is on the top right corner of any page. Just click on it and search for the book you want to read.

For support, please contact your campus training administrator or IT help desk.
Q: How do I log into Skillport?

A: Clicking the link https://ds.calstate.edu/?svc=skillsoft it will direct you to a login portal through the CSU. You will need to identify which campus you are from by selecting from the drop down menu. You will be directed to your campus training portal (Shibboleth site) where you input your campus username and password. This will log you into the Skillport homepage.

Q: I tried to log in and received an error. What do I do?

A: The error could be due to organization of your credentials in the system not matching up in the Skillport system. Click this link: https://portal.calstate.edu/myinformation.aspx. If any credentials have a red X next to them, contact your campus ITS Help Desk. They can look into verifying your credentials are correct. If after you contact your campus Help Desk and the problem continues, send an e-mail to trainingnotifications@calstate.edu for further assistance.

Q: I logged into my profile, but can't find the training. Where is it?

A: All assigned courses by your administrator can be found in the MY PLAN section of your profile. All other courses can be found in the catalog tab in your profile. You also have the ability to search for any courses with the search bar at the top of your Skillport homepage.

Q: I tried to launch the course, but when I click launch, nothing happens. What do I do?

When courses don’t launch it usually is related to your internet browser’s pop-up blocker settings being enabled. Usually the browser will prompt you on the top or bottom of the page letting you know the pop-up blocker is enabled. You will need to allow pop-ups from the Skillport site. Your IT Help Desk can assist you with this or you can manually do this within your browser.

Q: I completed the course, but I am still receiving reminders. How do I make the reminders stop?

A: Log into your profile and check the “MY PROGRESS” tab. If the course resides in the MY PROGRESS section, the course has not recorded completion in your profile. Double check by launching the course again. If the course authored by LawRoom, open the course in “Review Mode” and click EXIT and let the course shut down completely. If the course does not move to the completed section in your profile, contact trainingnotifications@calstate.edu. If the course is authored by Skillsoft and the course is not registering completion, contact Skillsoft directly via “Live Help” under the Support tab on your profile.
Q: I am launching a course and the course just keeps loading and nothing happens. What do I do?

A: Click the following link to check your browser settings. http://support.skillsoft.com/browser-test.asp. Some courses have requirements on your browser or add-ins that must be installed for the course to function properly. Skillsoft provides a FREE browser test to check your internet browser settings. If you need to update any settings on your browser, contact your campus ITS Help Desk for further assistance. You can also contact Skillsoft directly via “Live Help” under the Support tab on your profile.

Q: I completed the course but forgot to print my certificate. Can I print my certificate after I have completed the course?

A: Yes. For LawRoom authored courses you can launch the course and there will be a screen that indicated that you have completed the course. At the top of the course, it will ask if you want to print a certificate. Choose the certificate type you would like and it will open in another window for you to print. All other courses you can click on the MY PROGRESS tab in your profile and click the completed tab. There will be a red ribbon you can click to get a certificate for any courses you have completed.

Q: I was assigned this training and received this notification. Do I have to take this training?

A: All assigned training was pre-determined by your campus training administrator. If you feel you have received the training in error or need more information regarding the training, contact your training administrator directly. If you do not know who your training administrator is, please send an e-mail to trainingnotifications@calstate.edu.