*Online***Expert**

Student Getting Started Guide

LearnKey®

Contents

Welcome to OnlineExpert®!

To ensure you have a successful training experience, please carefully read through this Getting Started Guide. The Getting Started Guide will walk you through the first steps required to properly register as a user, set up your workstation, and begin your OnlineExpert training.

What is an OnlineExpert® Enterprise?

An OnlineExpert Enterprise is the access point for all OnlineExpert training and administration. This Enterprise can be accessed 24 hours a day and 7 days a week from any Internet connection.

If you do not know the OnlineExpert web address for your OnlineExpert Enterprise, please contact your Enterprise Administrator or the

LearnKey Programs and Services Team
800.984.9476
programs@learnkey.com
Available Monday through Friday, 8 AM - 5 PM (MST).

My OnlineExpert Enterprise Web Address:

http://

My OnlineExpert Enterprise or Group Administrator is:

Administrator:

Technical Requirements & Setup

Review the system requirements for OnlineExpert®

Home or Office: Visit your OnlineExpert web address and access the Getting Started tab, or place a MediaPoint Cd* in the workstation CD-ROM drive. Each workstation that will be used for training purposes must meet or exceed the requirements stated on the Getting Started tab.

Lab Environment: Your Enterprise Technician and/or Network Administrator will need to set up all workstations where the OnlineExpert training will be utilized.

Note: This set up process is required only once.

For questions or technical assistance, please contact:

LearnKey Technical Support
800.482.8244
techsupport@learnkey.com
Available Monday thru Friday, 7AM – 5PM (MST)

*A MediaPoint CD is a course content CD that assists with some OnlineExpert Internet delivery of training video. If your Enterprise requires the use of MediaPoint CDs, each user will need one MediaPoint CD per course.

Start Training

Logging In

Go to your OnlineExpert web address, and at the home page:

- **Click on Login**
- **Enter email address**
- **Enter password (emailed to you)**

Remember:
When logging in, your password is case sensitive. Your email address ties you to your training records in the OnlineExpert database; be sure to login with the same email address you registered with.

The first time you login, you might be prompted to change your password. You also have the option to change your user information at anytime by clicking on Update User Profile.

Click on the Course for training and insert the MediaPoint CD* (if required). Make sure the online course you select matches the course title of your MediaPoint CD.

Stream Speed/Optional

Before launching the training, you'll need to select your Stream Speed. On the left side of the screen, under Stream Speed, click on Windows Media Player. If you are using a MediaPoint CD, click on the MediaPoint CD option. Then select the correct CD-ROM drive letter from the drop down menu (in most cases, this is the Drive D). If your organization is using a MediaServer, click on High Band (200 kbps) and you will NOT need a MediaPoint CD. If your organization is using the Streaming feature, you do not need MediaPoint CDs.

On the right side of the screen under My Assignments, click on Launch (Course Title) training. You are ready to begin training!

Troubleshooting

For your convenience, included below are some of the most common issues we see and the resolutions to those issues.

Problem: I have forgotten my OnlineExpert password.

Resolution: Go to your OnlineExpert home page. Click Login, and click the Forgot Password button. Your password will be emailed to you. Verify that your email address is accurate and active.

Problem: When I launch the training, a "File not found" error is displayed.

Resolution: Make sure that the drive letter selected under Stream Speed on the Assignments page is the correct drive letter for the drive that your MediaPoint CD is in. You can double-check this by opening My Computer and checking for the drive letter next to the CD icon.

Problem: When I insert my CD, I am told that I need to upgrade to Windows Media Player 9, even though I am already running Windows Media Player 10.

Resolution: You might have a MediaPoint CD that was produced before the release of Windows Media Player 10 and the detection utility on those CDs do not recognize Windows Media Player 10. Just click NO when you are prompted to upgrade and continue to your OnlineExpert home page.

Problem: When I click to launch a training component (course, labs, etc), either nothing happens, or the window starts to open and then closes.

Resolution: You will need to disable your pop-up blocker, or set an exception in the pop-up blocker to allow pop-ups on the OnlineExpert page.

Problem: When I open my labs and on some test questions, I get a grey screen that says "loading" and never goes anywhere.

Resolution: Your issue may be caused by conflicting Java Virtual Machines. Go to Control Panel and doubleclick Java Plug-in. Next, go to the Browser tab. Deselect Microsoft Internet Explorer and click Apply. Click OK, then close ALL open Internet Explorer Windows. Last, reopen Internet Explorer and return to the training. If that does not resolve the issue, or you do not see the options listed in the steps above, we recommend that you contact Technical Support for assistance.

Questions

We hope you have a wonderful training experience!

If you have questions or concerns, please contact your Enterprise Administrator

Contact Us

For technical assistance, please contact:

LearnKey Programs & Services Team
800.984.9476
programs@learnkey.com

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support.learnkey.com

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