# End User Manual

Welcome to ICN's eLearning Portal. This manual is an end user guide, explaining how you as a user can navigate the features and functions of the eLearning platform. We'll take a step-by-step look at all the features to make sure you are comfortable. Let's get started!

Logging in to the eLearning Portal

If you have already received your login credentials via email, you can start using the eLearning Portal at **www.theicn.org/elearning**. To gain access, insert your **username** and **password** in the login page.

If you've forgotten your password, you can recover it by clicking **Forgot your password?** on the login page.
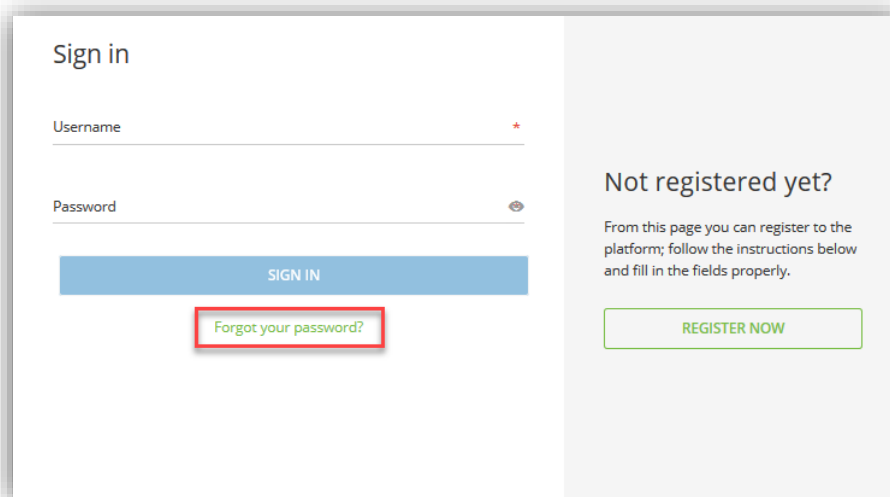
In the **Password or Username lost?** window you'll need to insert either your e-mail address or your username. The system will then send you an e-mail with instructions on how to create a new password. Click **SEND** to confirm the operation.

Self-Registration into the eLearning Portal

ICN's eLearning Portal requires self-registration to create a profile within the system. Click **REGISTER** to create a profile. Profiles are meant for individual use.

Fill in all of the required details, and we recommend that you fill in the optional details as well. Click **REGISTER**.

Profile creations require that you verfiy your email address.
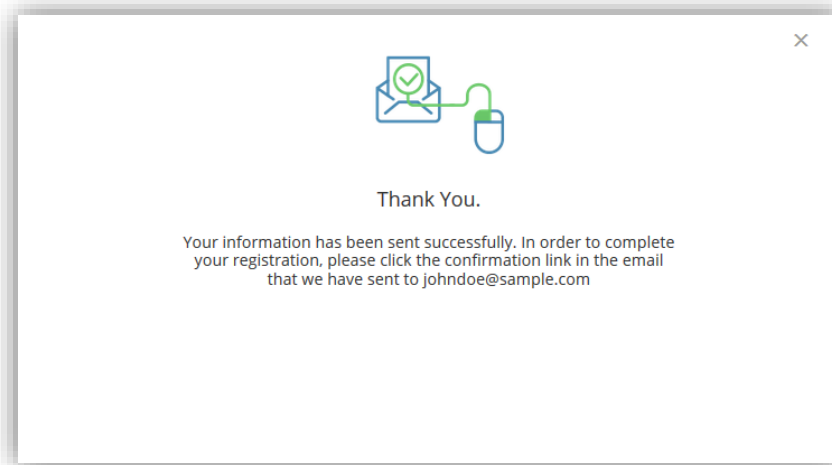
Login to your email account, click on the email from helpdesk@theicn.org.

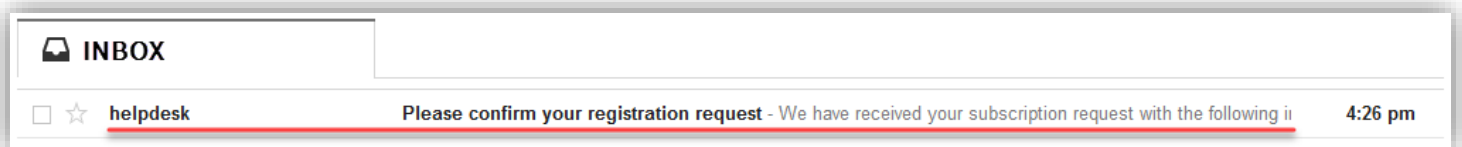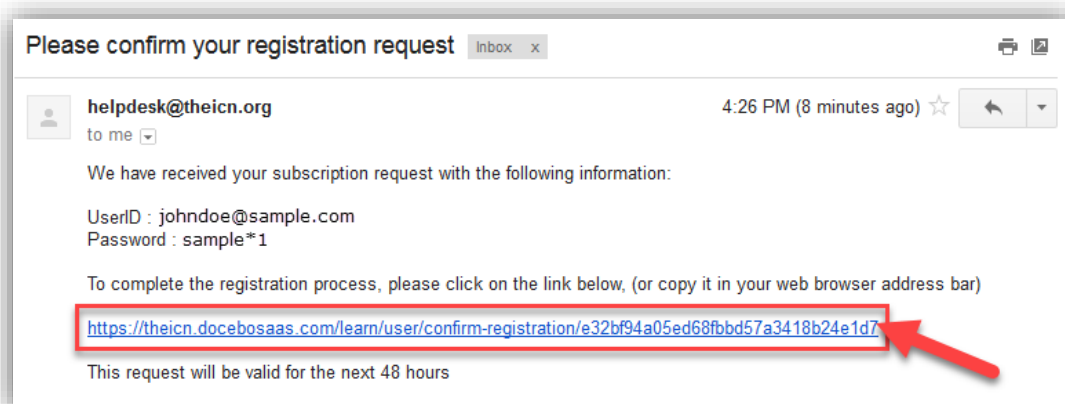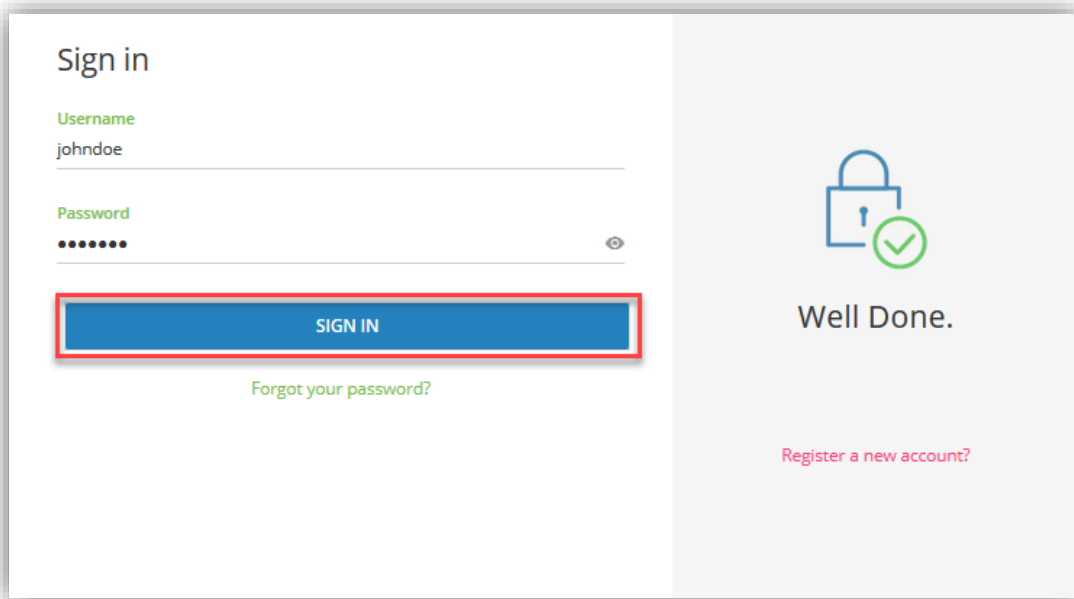Click the link provided within 48 hours of profile creation to verify your account and begin taking online courses.

Once your email address is verified, you will be able to log in with the credentials you created and click **SIGN IN**.

Enrolling in an Online Course

Enrolling in an online course is easy. Once you are logged in, either use the **search bar** at the top of the screen to search for the course you want to take or click **View Full Catalog** in the **Course Catalog** to browse through the available courses.
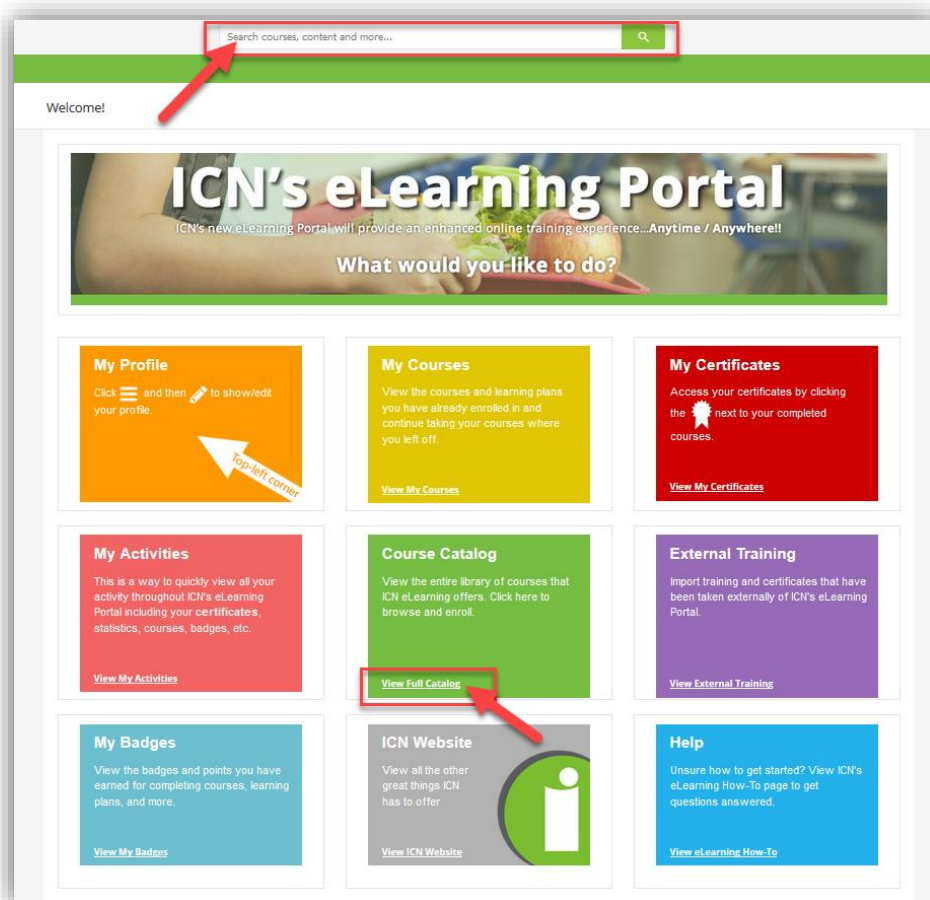
Once you find the course of interest, click **ENROLL**.

You can read through ABOUT THIS COURSE, CONTENT, and ADDITIONAL INFORMATION. If it is the course you want to take, click **ENROLL** again.

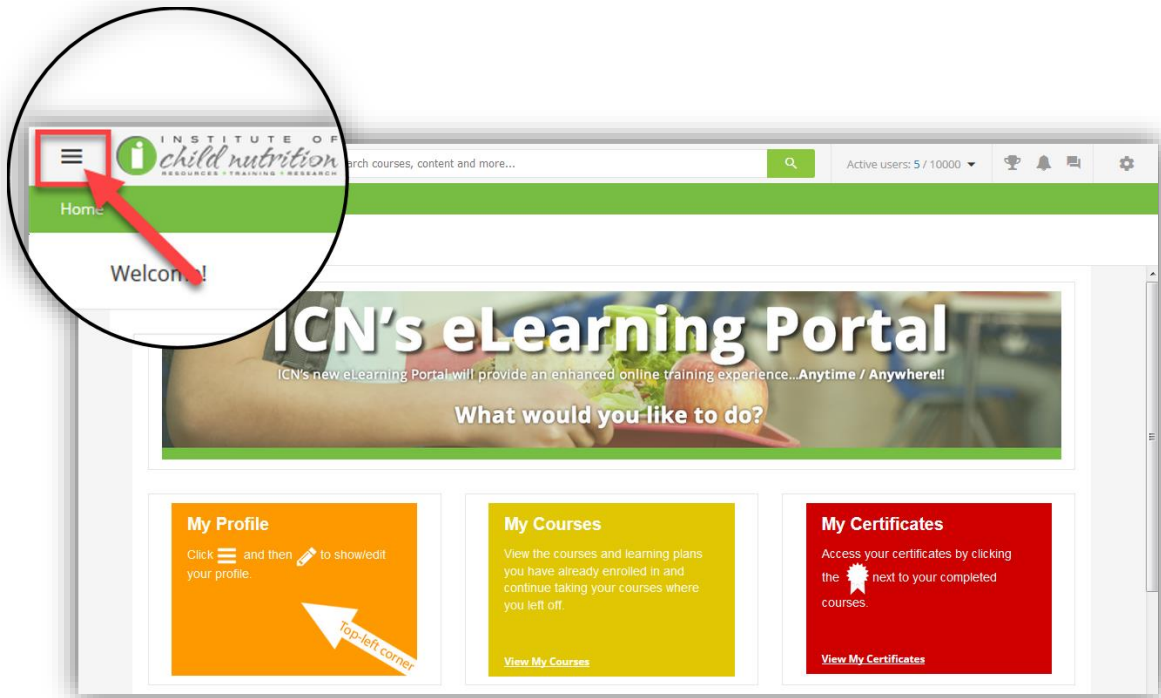Click **START LEARNING NOW** to be taken to the course material to begin.

Change Password, Edit or View Profile
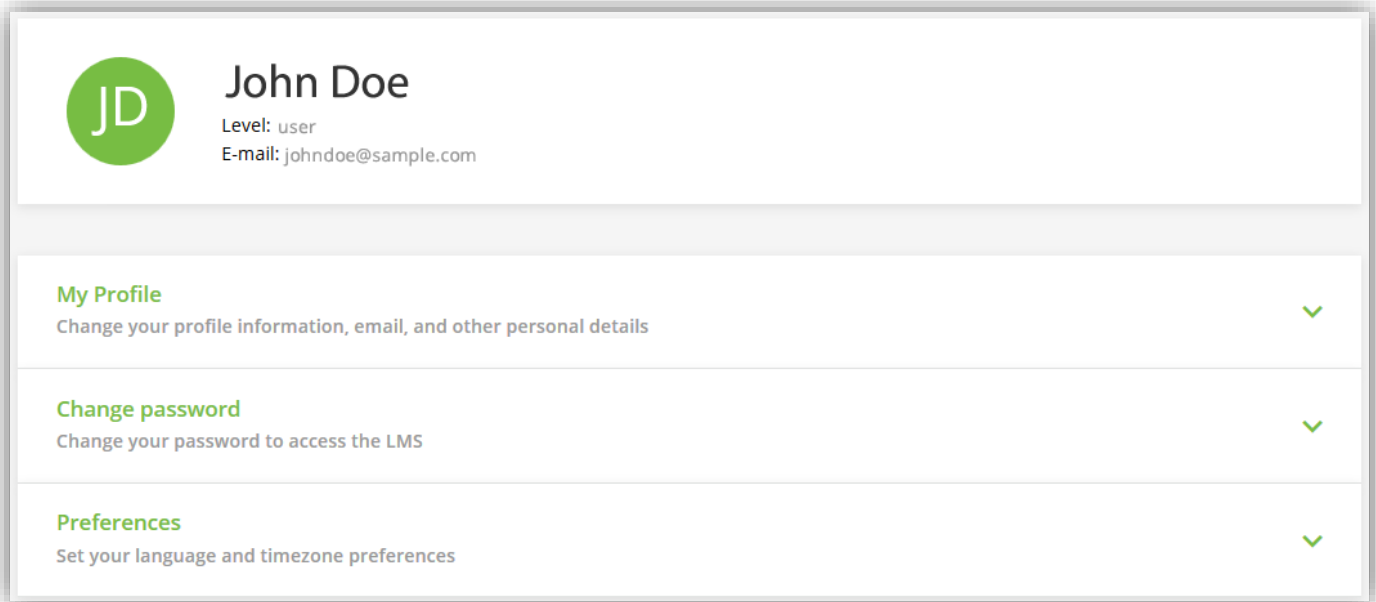
Once you have logged in, click on ☰ in the top right-hand corner of the screen.

Then click ✏ to edit your profile.
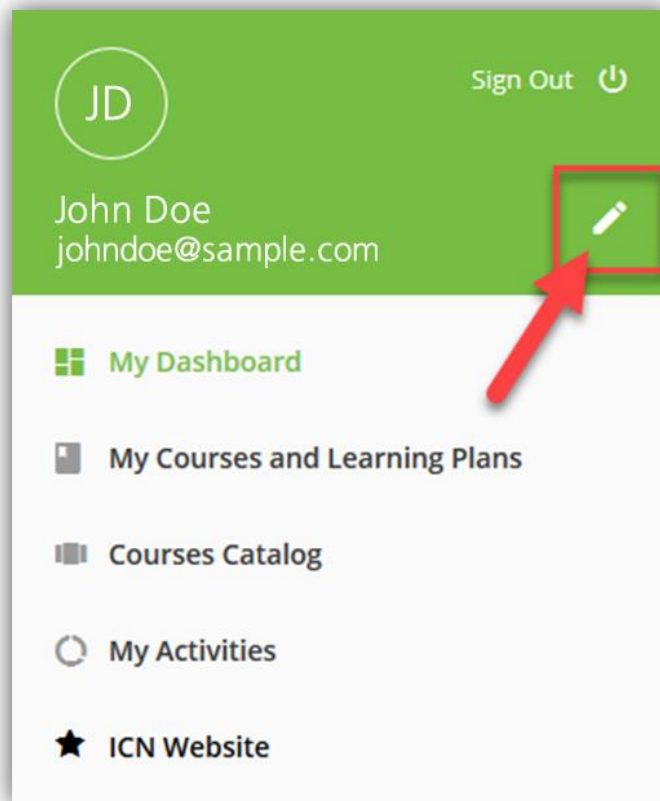
Under **My Profile** you have access to change your first and last name and email address. Under **Change Password**, you can change your password. **Preferences** allows you to change your time zone and language settings.

Using the Catalog Search and Filter Features

Use the catalog search and filter features to help you find the course(s) you are looking to enroll in.

The **global search feature** at the top of the eLearning Portal searches titles of courses, any words within the description of a course, and course materials within a course.

The **Course Catalog Filters** helps user filter down what they are looking for and use the search feature to search the filtered options.
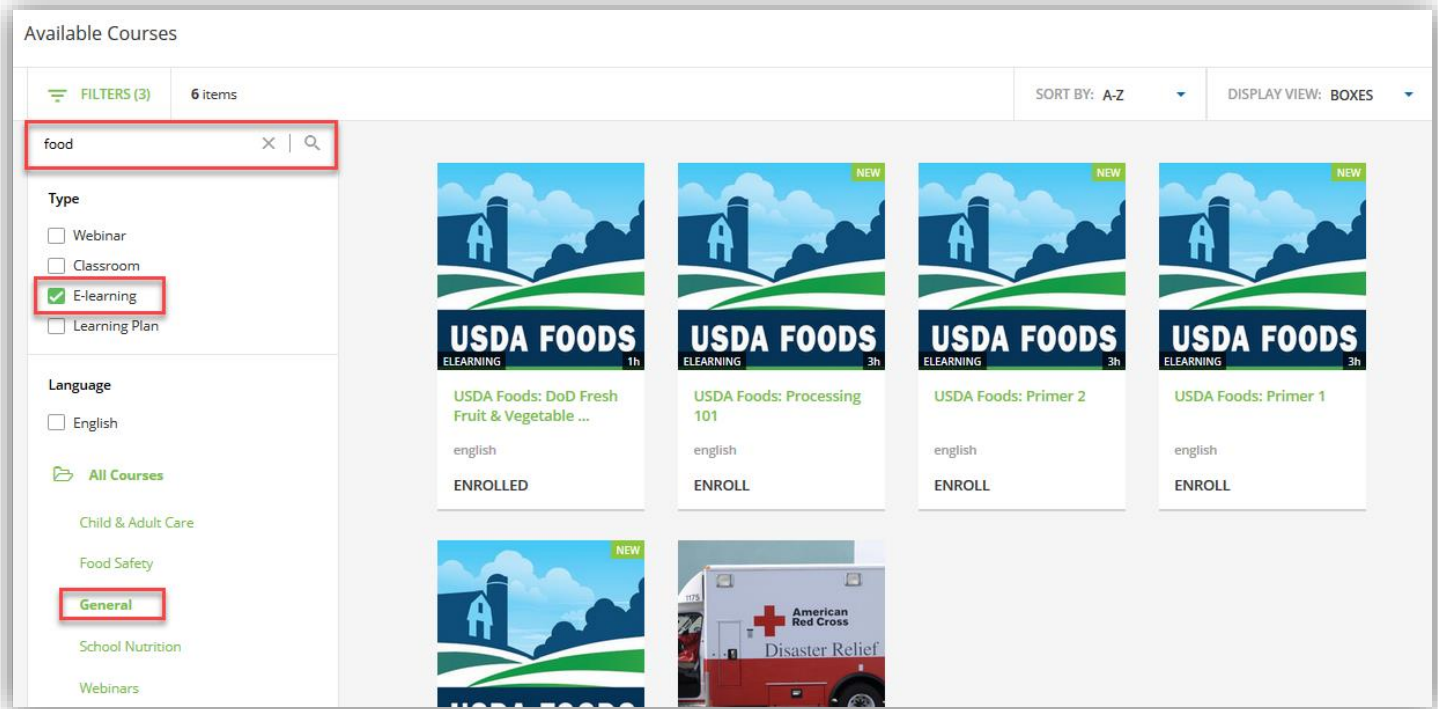
How to Resume a Course Where You Left Off

Users do not have to finish online course all at one time. The eLearning Portal allows you to resume course where you last left off. Go to **www.theicn.org/elearning** and **SIGN IN**.
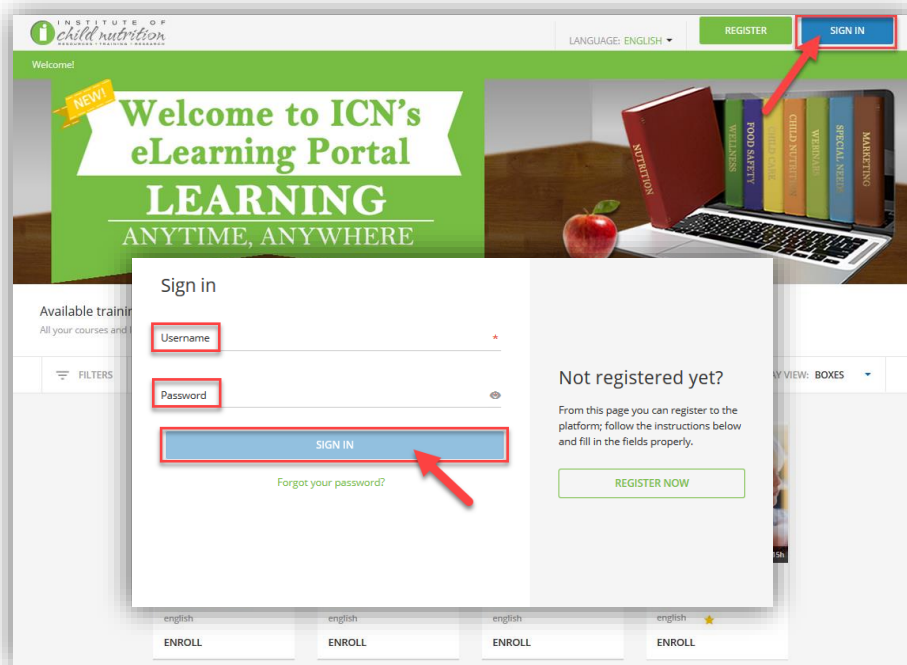
You can access your enrolled course in two ways: the **Dashboard** or the **main menu**. We'll cover the Dashboard option first. When you log in, you are brought straight to your Dashboard which is full of quick links.

Click the **View My Courses** quick link in the **My Courses** box.
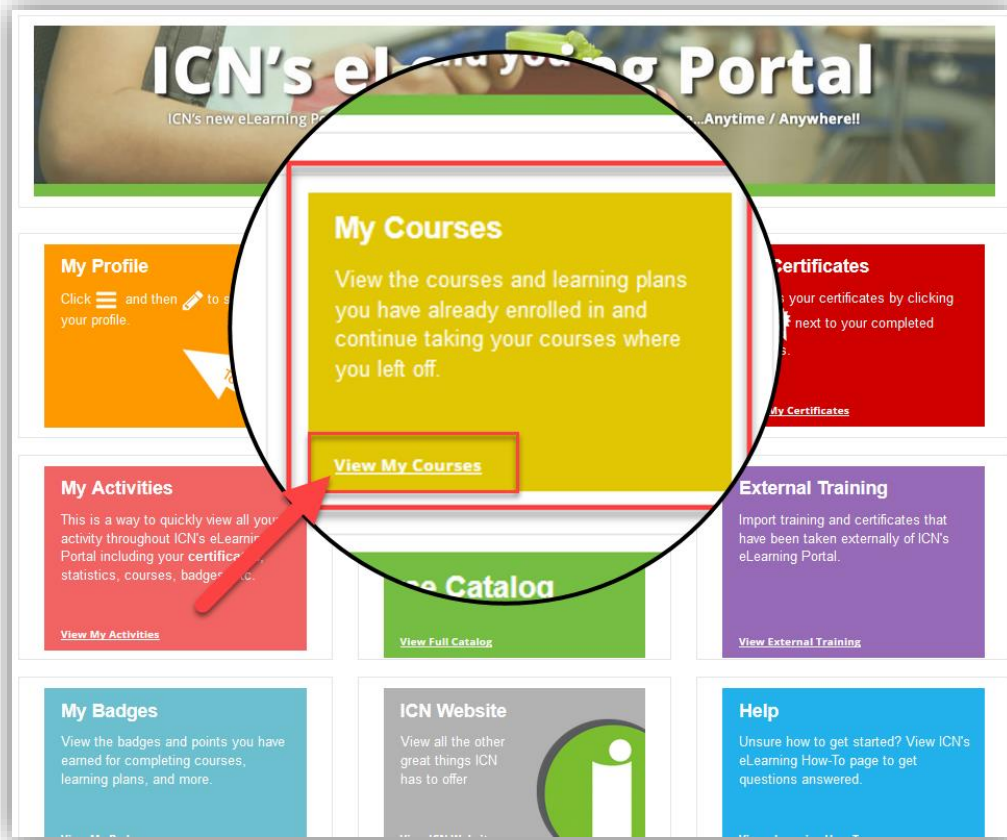
The second way is to use the **main menu**. Click on ☰ in the top left-hand corner of the screen and click **My Courses and Learning Plans**.
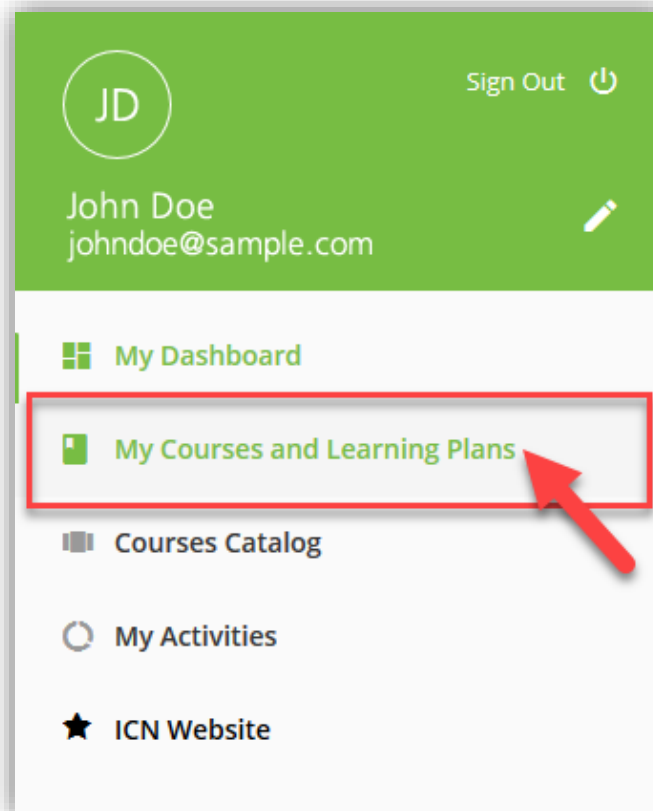
Both of those will take you to the **My Courses and Learning Plans** page. Click the course you would like to resume.
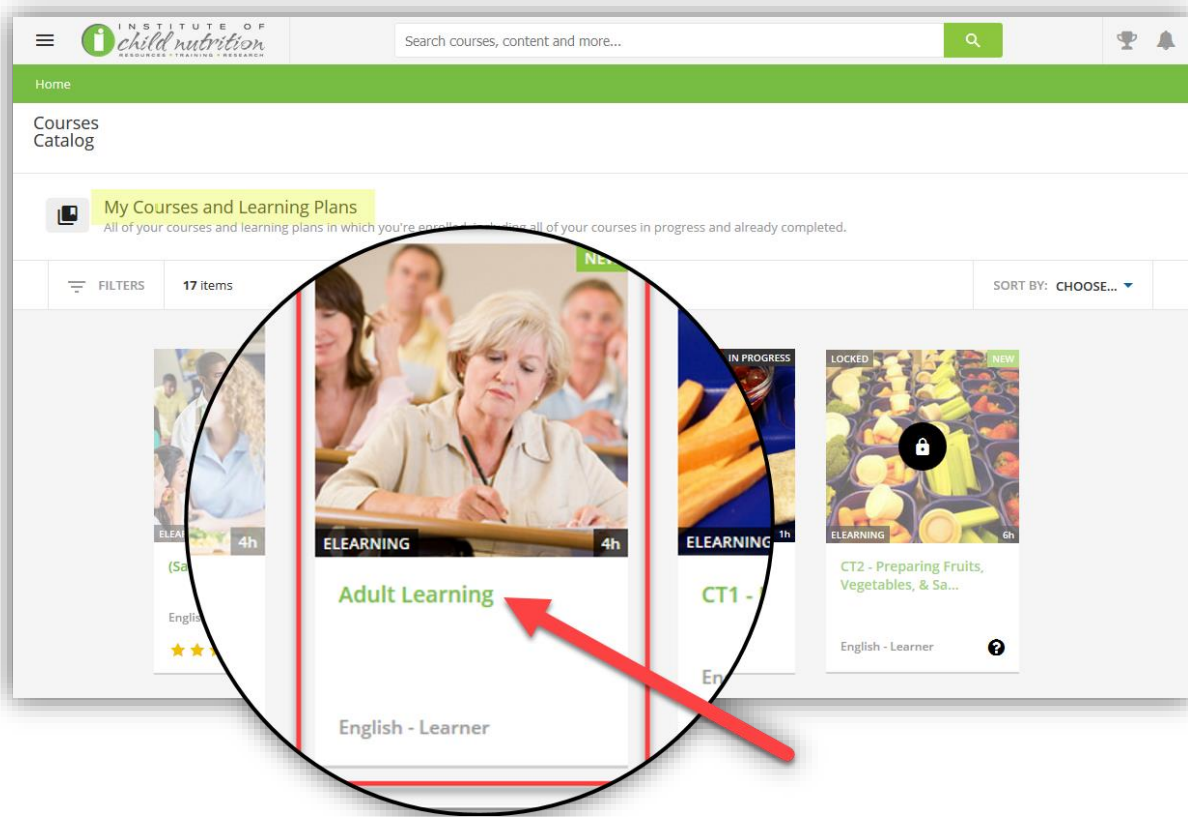
Click **RESUME WHERE YOU LEFT OFF** in one of the two places shown below.
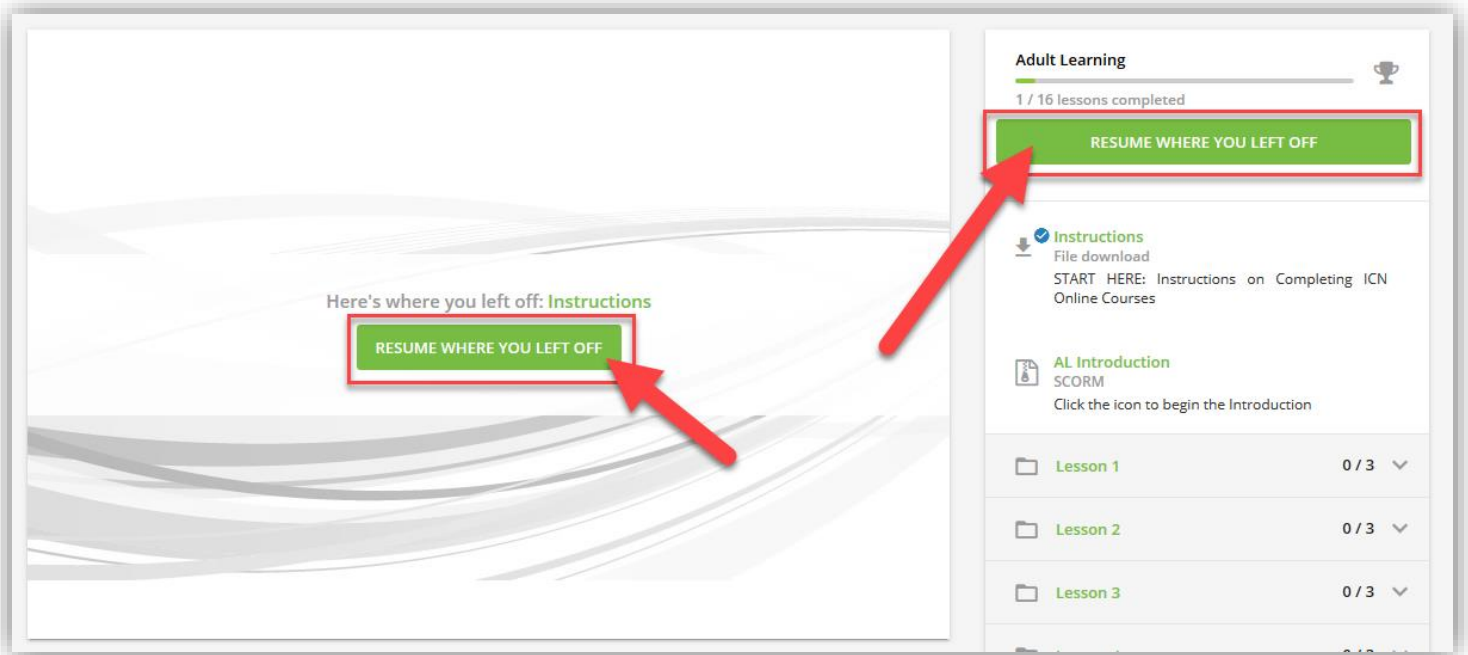
How to Obtain a Certificate of Completion

Certificates of completion are generated after all course content, quizzes, and the course evaluation is completed. You can access certificates of completion in two ways: the **Dashboard**, the **main menu** or from the completed course. We'll cover the Dashboard option first. When you log in, you are brought straight to your Dashboard which is full of quick links.

Click the **View My Certificates** quick link in the **My Certificates** box.
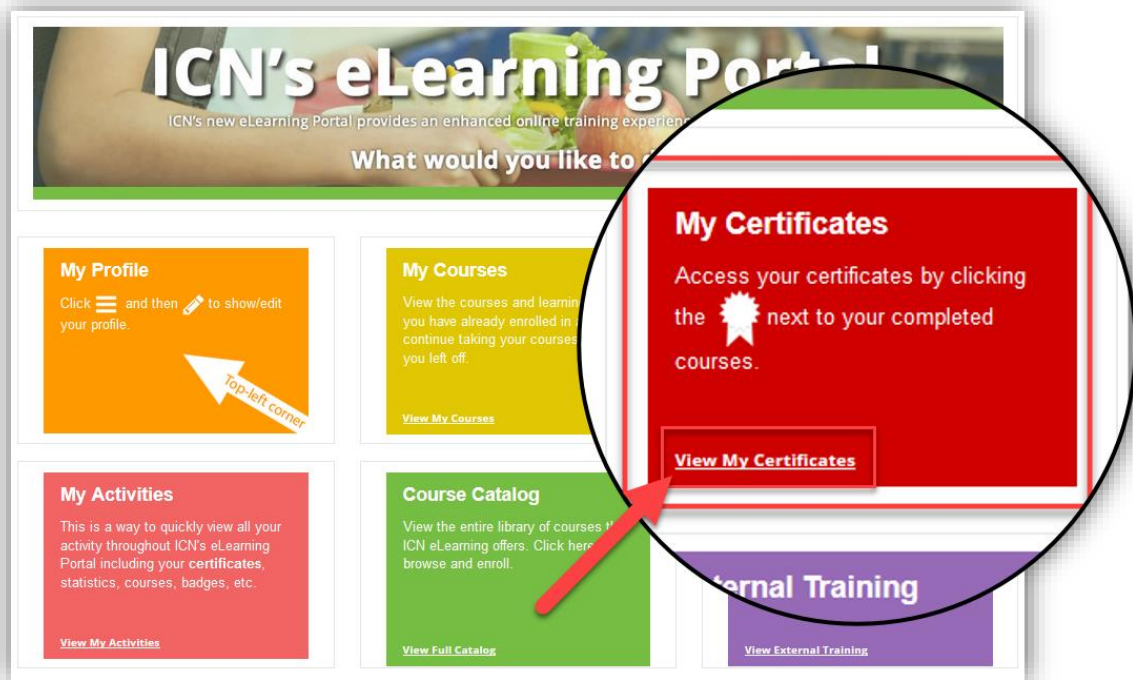
This link takes you directly to **My Activities** and **Course**.

The second way is to use the **main menu**. Click on ☰ in the top left-hand corner of the screen and click **My Activities**.
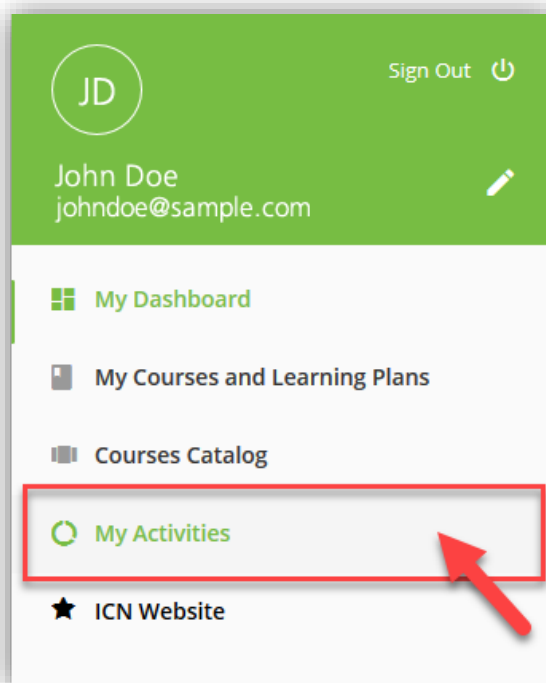
On your **My Activities** page, click **Courses**.
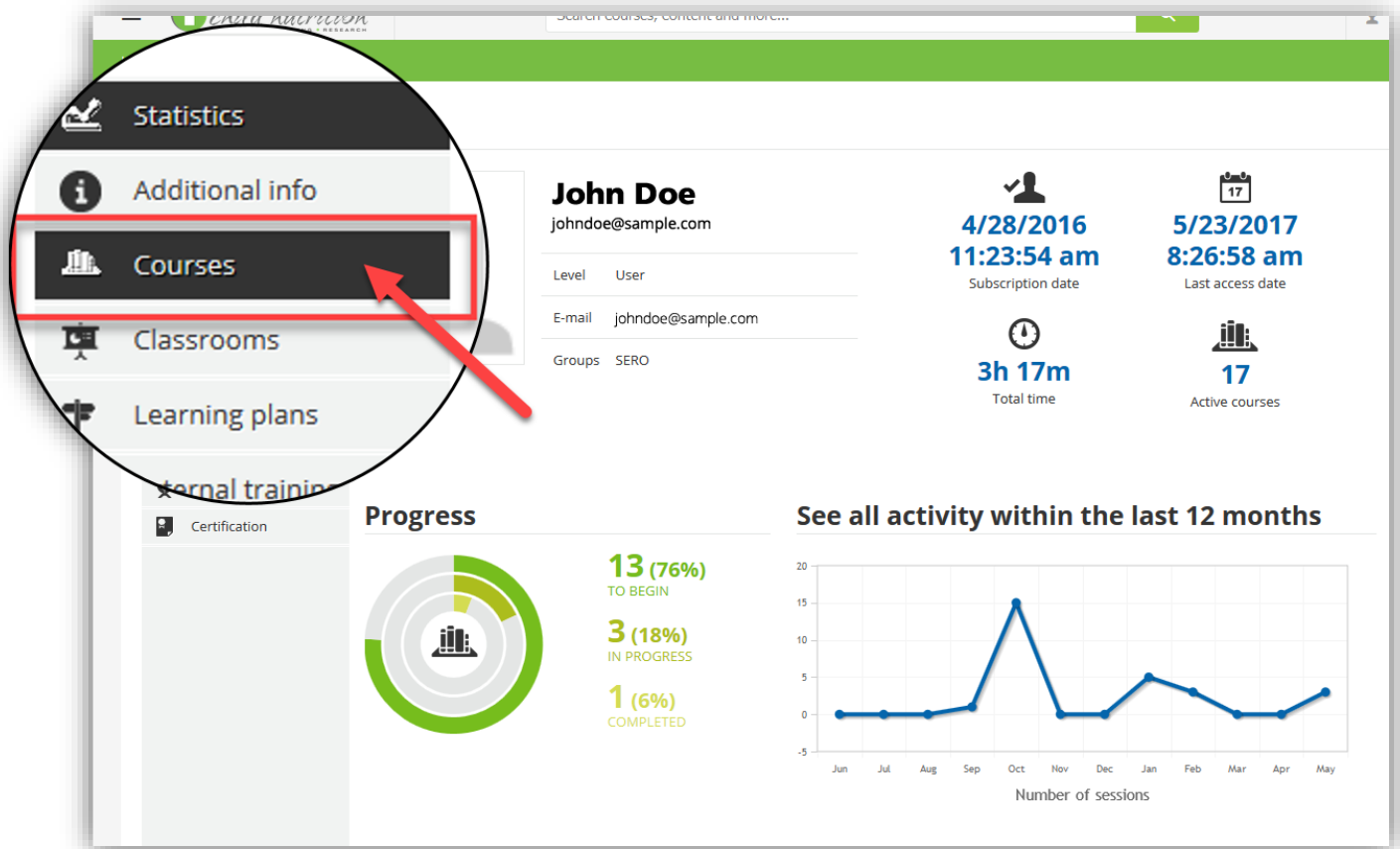
Courses shows all the course you have subscribed to, in progress, and completed. The completed courses will have a certificate icon (🏅) next to them. Click on 🏅 next to your completed course.

Select **Open with Adobe Acrobat** and click **OK**.
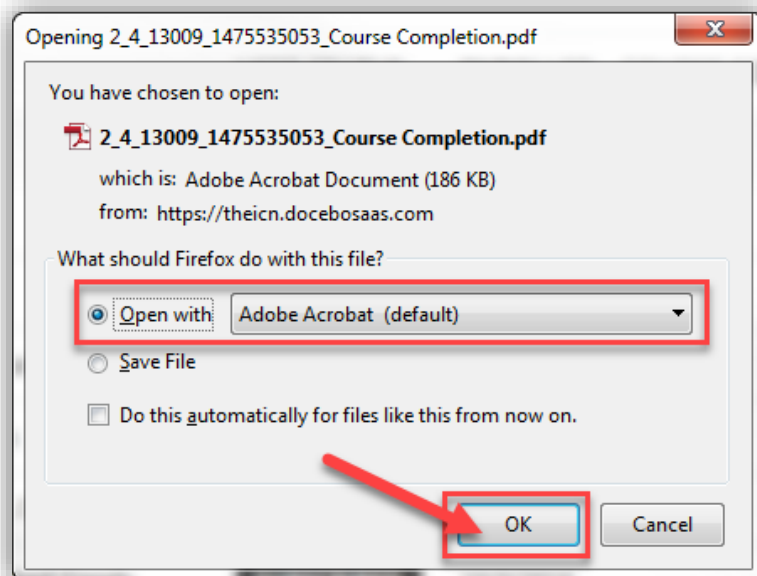
This will open your certificate as a PDF where you can print and/or save it.

The last way is to access the completed course. From the **Dashboard**, click the **View My Courses** quick link in the **My Courses** box.
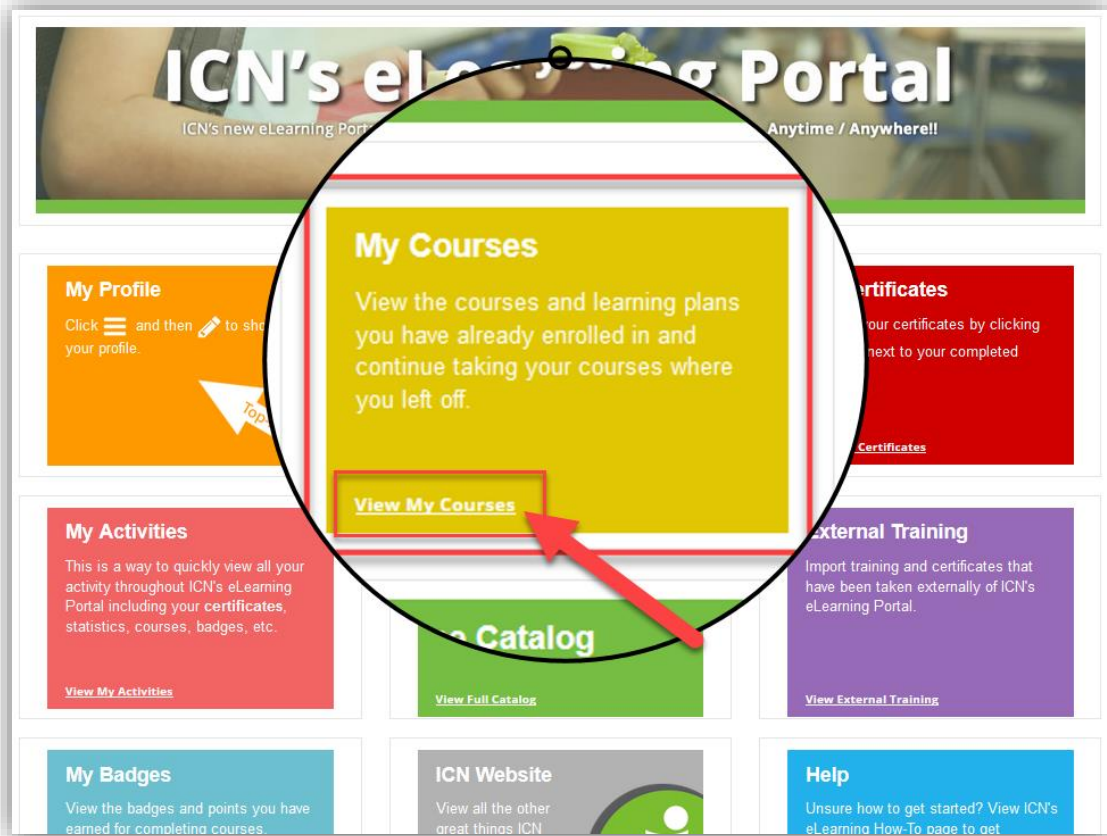
From there click any course marked **DONE**.
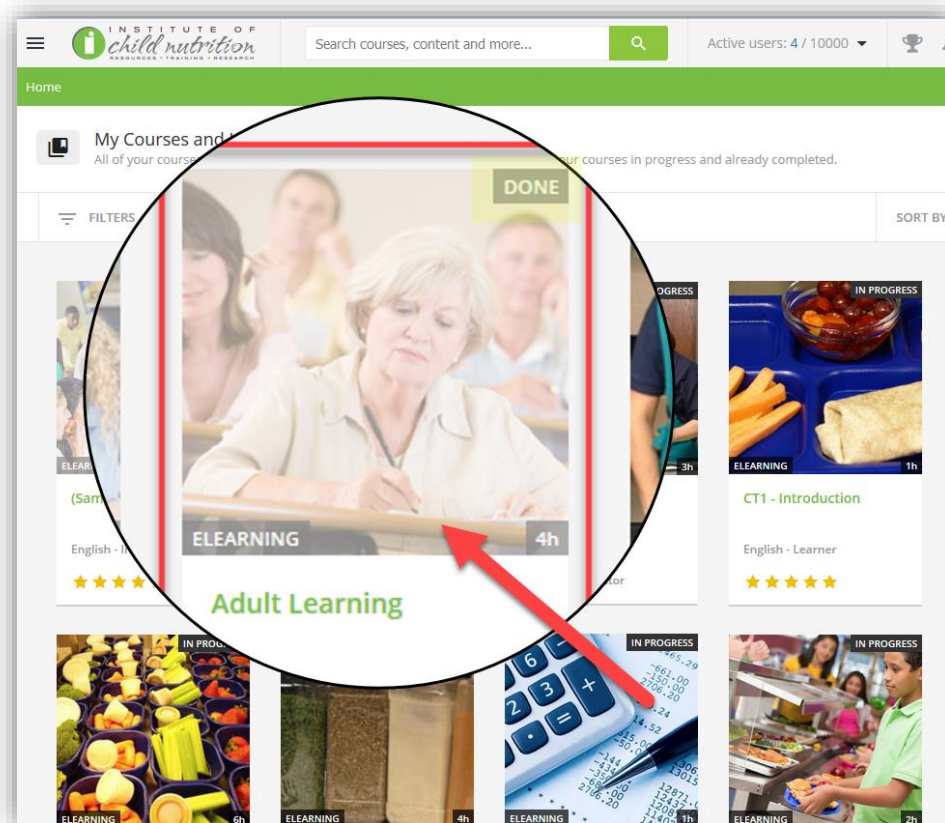
Click **DOWNLOAD YOUR CERTIFICATE** from inside the course to open and save a PDF as mentioned before.
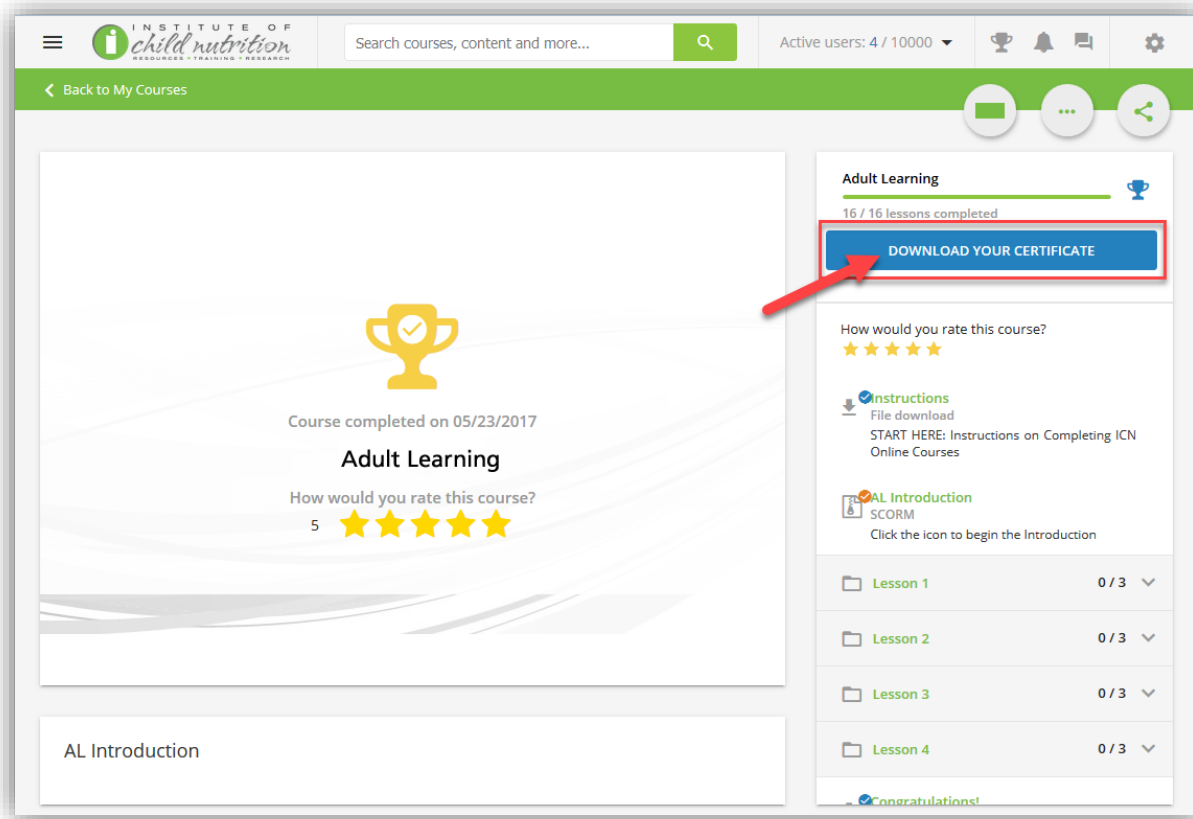
How to Earn/View Badges and Points

Badges and points can be earned for completing various tasks within the eLearning Portal. Those tasks and points are listed below.

POINTS	TASK
250	5 Courses Completed
500	10 Courses Completed
1000	20 Courses Completed
750	Completed a Learning Plan
100	Completed 1 hour Course
200	Completed 2 hour Course
300	Completed 3 hour Course
400	Completed 4 hour Course
600	Completed 6 hour Course
700	Completed 7 hour Course
800	Completed 8 hour Course
1000	Completed Procurement Topic 1-3

You can check your badges and points by click **View My Badges** on the **Dashboard**.
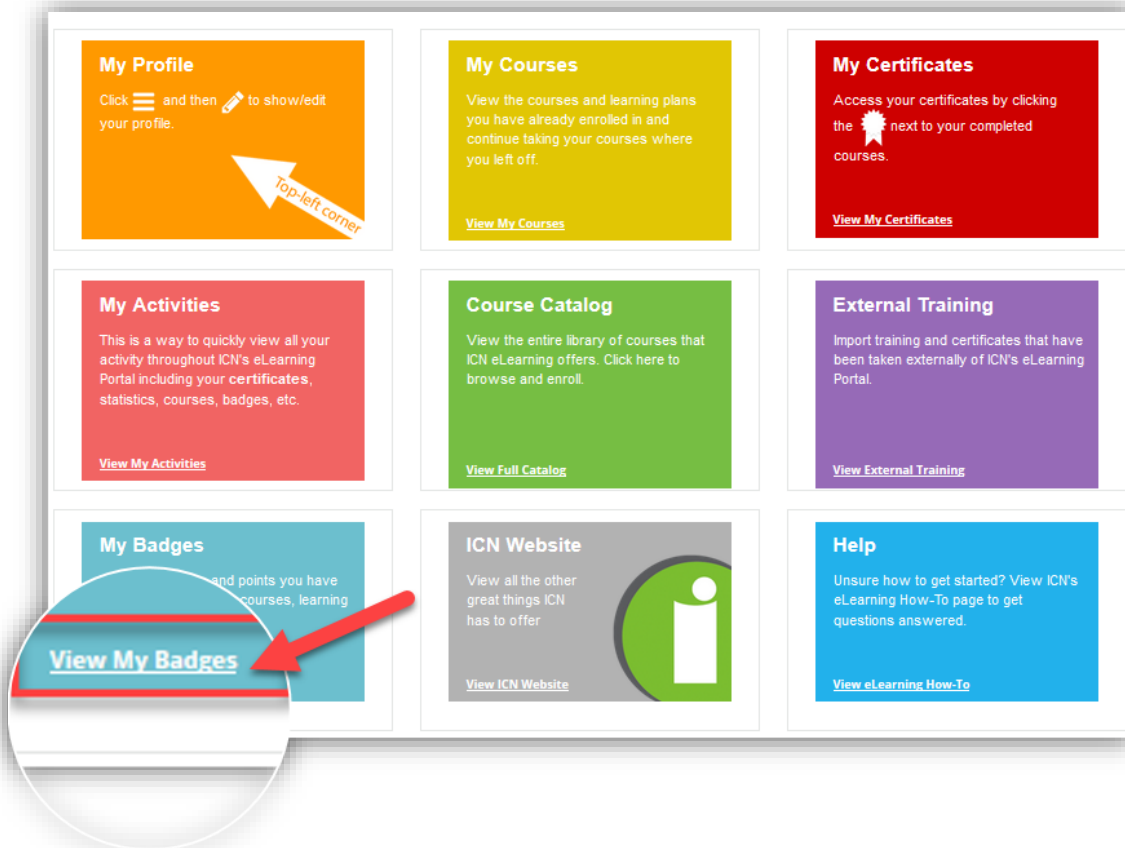
My Badges and Points will show you how many total points you have, the badges you have been awarded and the badges you have not yet been awarded. From the **My Badges and Point** you can also click on the Leaderboard link to show where you land on the leaderboard of all of ICN's users.
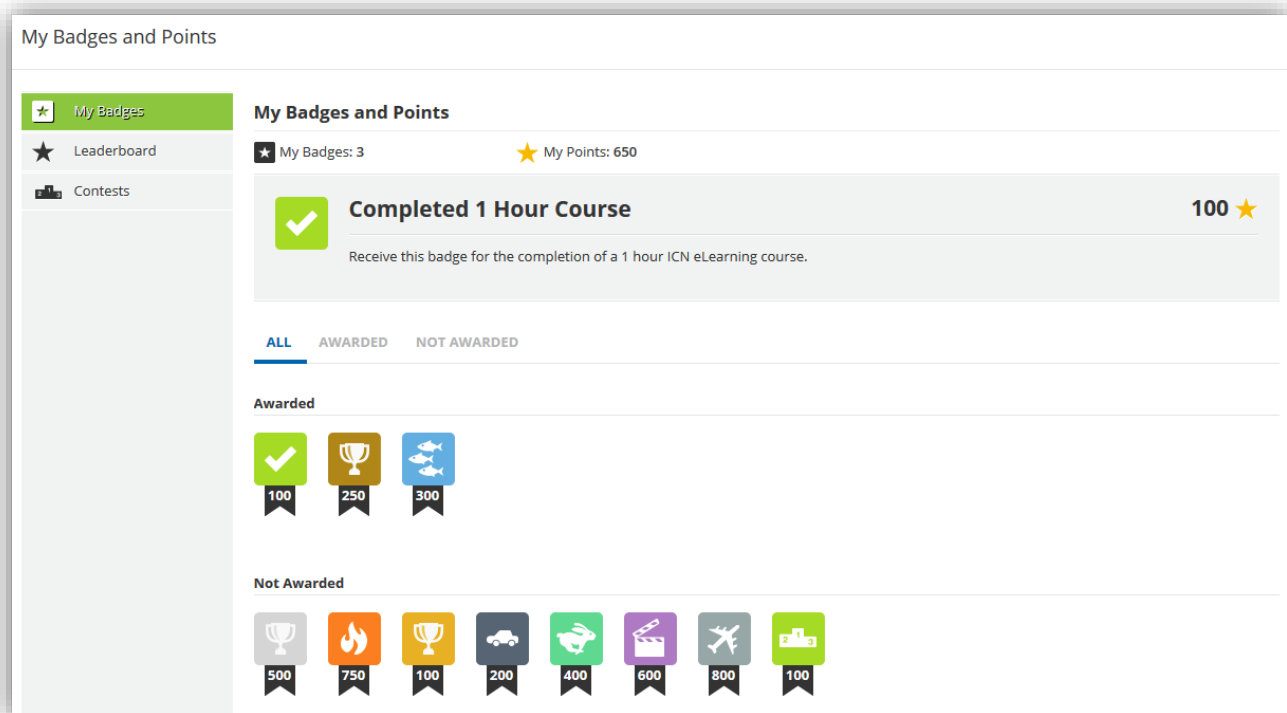
How to Import External Training and Certificates

The External Training section allows you to import trainings and certificates taken from outside sources into ICN's eLearning Portal. It is a way for users to keep a transcript of all of your trainings in one location. You can do this by clicking **View My External Training** on the **Dashboard**.
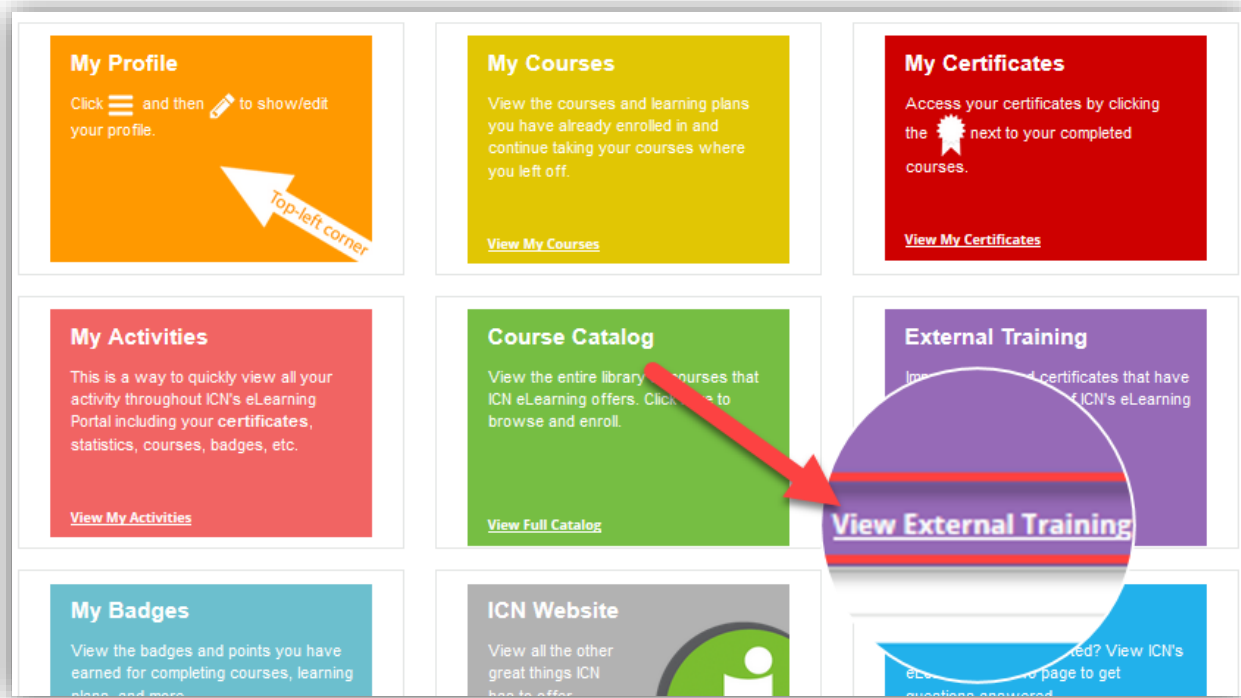
Click **New activity** to add an external training.

Add in the necessary information. Click **UPLOAD** to import a certificate and then click **COMFIRM**.

Clicking **COMFIRM** will add the external training and certificate to your **External Training** list.

How to Access/Use the eLearning Portal on Mobile Device

The Mobile App allow users to access their ICN eLearning profile directly from their mobile devices. Through the Mobile App, users can easily attend courses and engage with learning objects via channels.

The Mobile App is available for both iOS (including iPads) and Android devices. Additionally, users can access their profiles via web browser on your mobile devices, and will see a fully functional mobile version of your platform instead of the desktop version. Users can download the app by searching for "Docebo LMS Mobile" in the Apple Store or in Google Play.

❖ Logging In

1. There are two ways to access ICN's eLearning Mobile Portal.
   1) The first way is going to theicn.org/elearning on a mobile device. You will automatically be directed to the mobile version of the **ICN elearning Portal**.
   2) The second way is to download the app "**Docebo LMS Mobile**" in the Apple Store or Google Play. To access the app, tab on the app's icon to launch it.
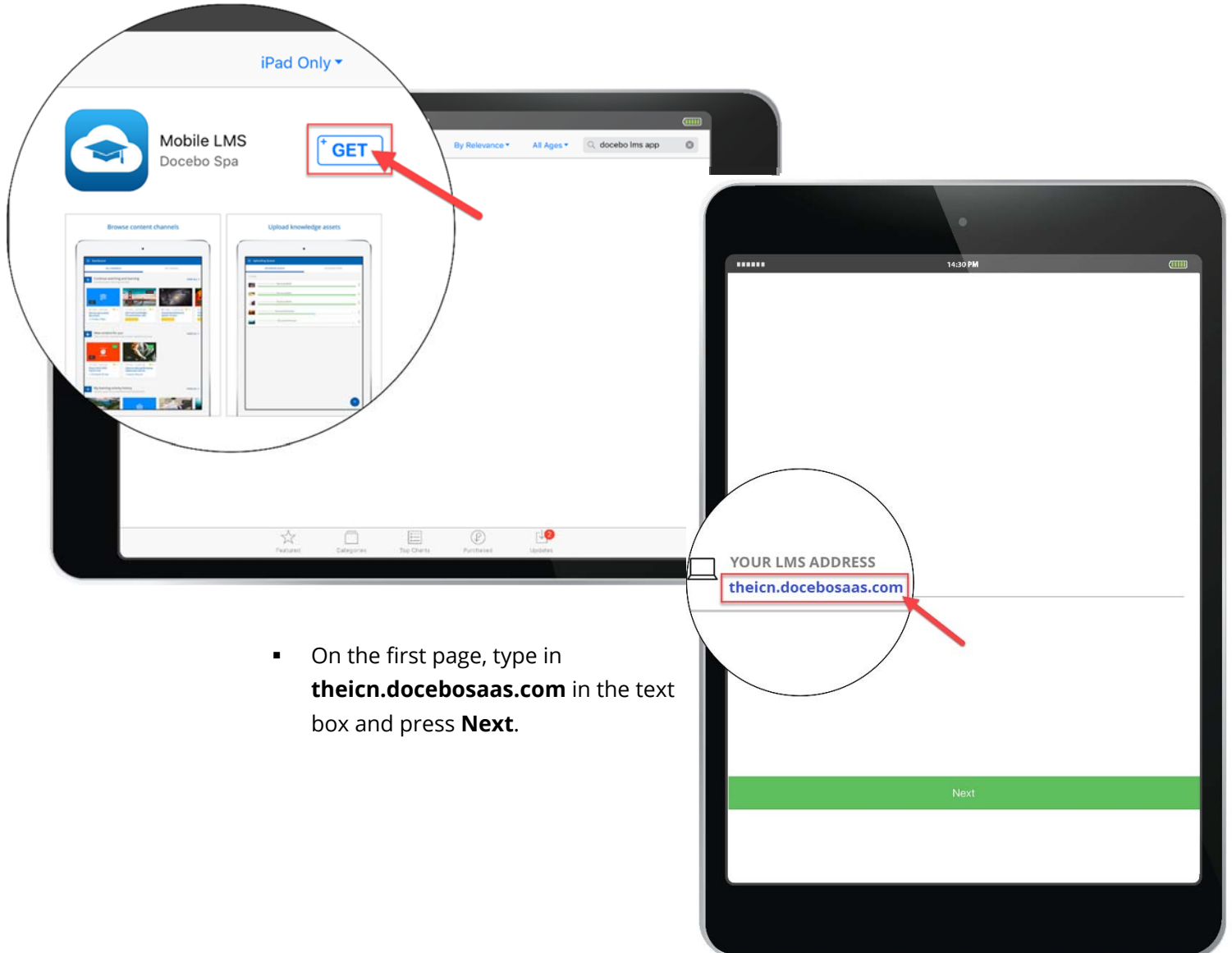
- On the first page, type in **theicn.docebosaas.com** in the text box and press **Next**.

2. Type in your **username** and **password** to log in. You can also flag the option to _**Remember Me**_ on this device so you don't have to login again every time you launch the app. Then click **Sign in**.
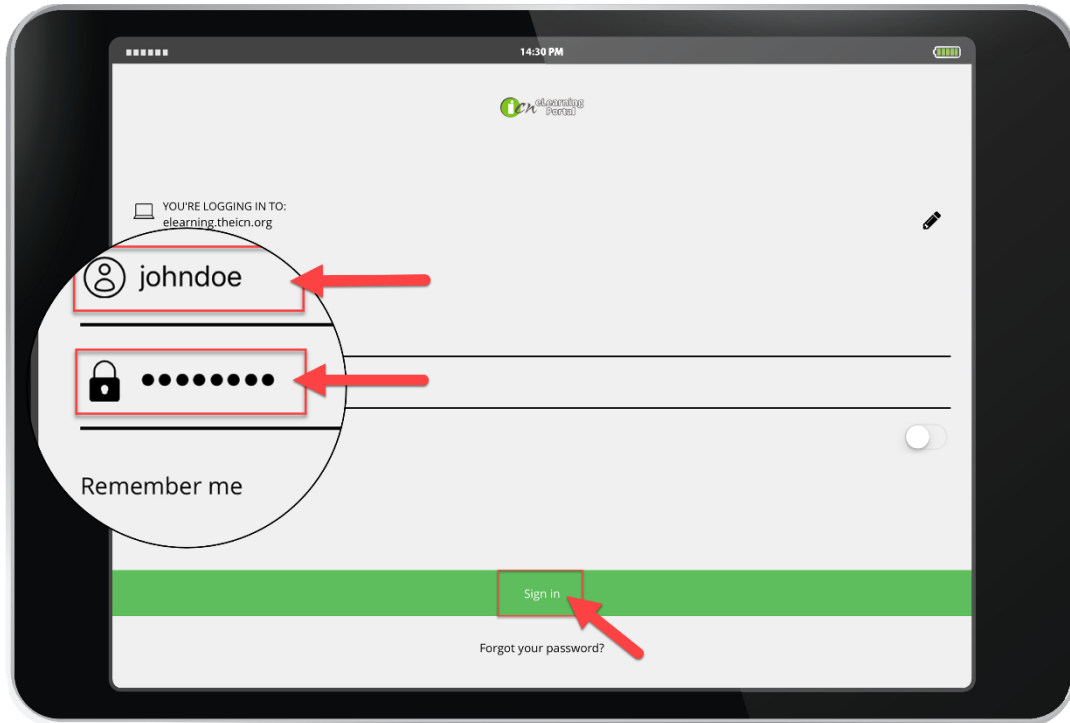
❖ Taking a Course

1. Once logged in, a user will see three sections called "**Channels**" organizing courses into:
    1. **Continue to watch and learn** - courses in progress
    2. **New invitations and subscriptions** – course users have registered for but not started
    3. **My learning activity history** – courses completed

2. Click on a course to begin.
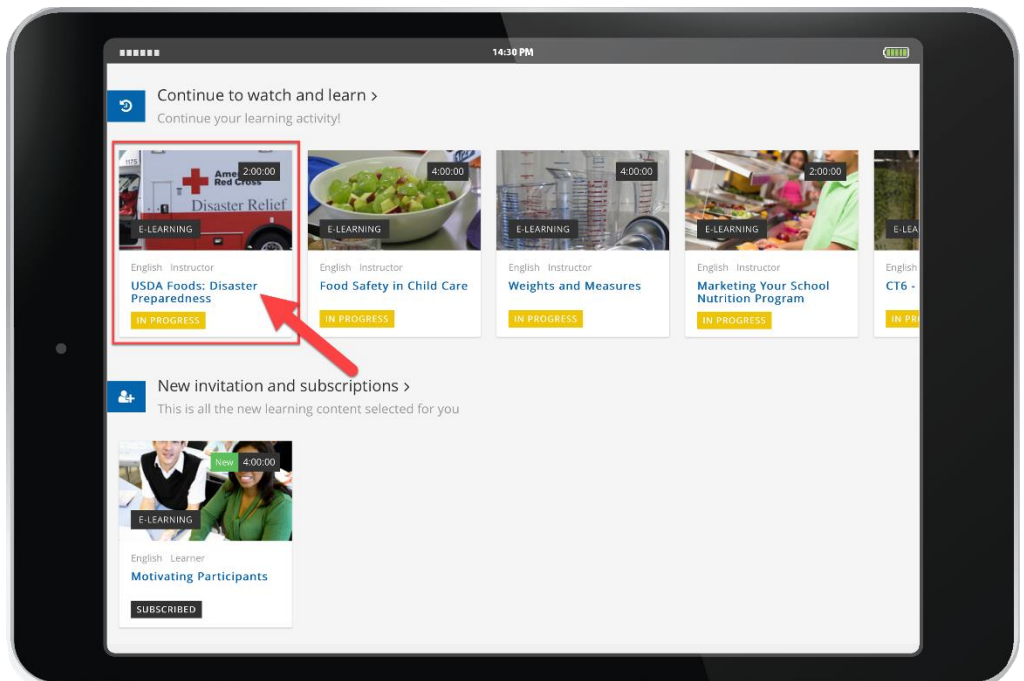
3. Click the course material necessary to begin.
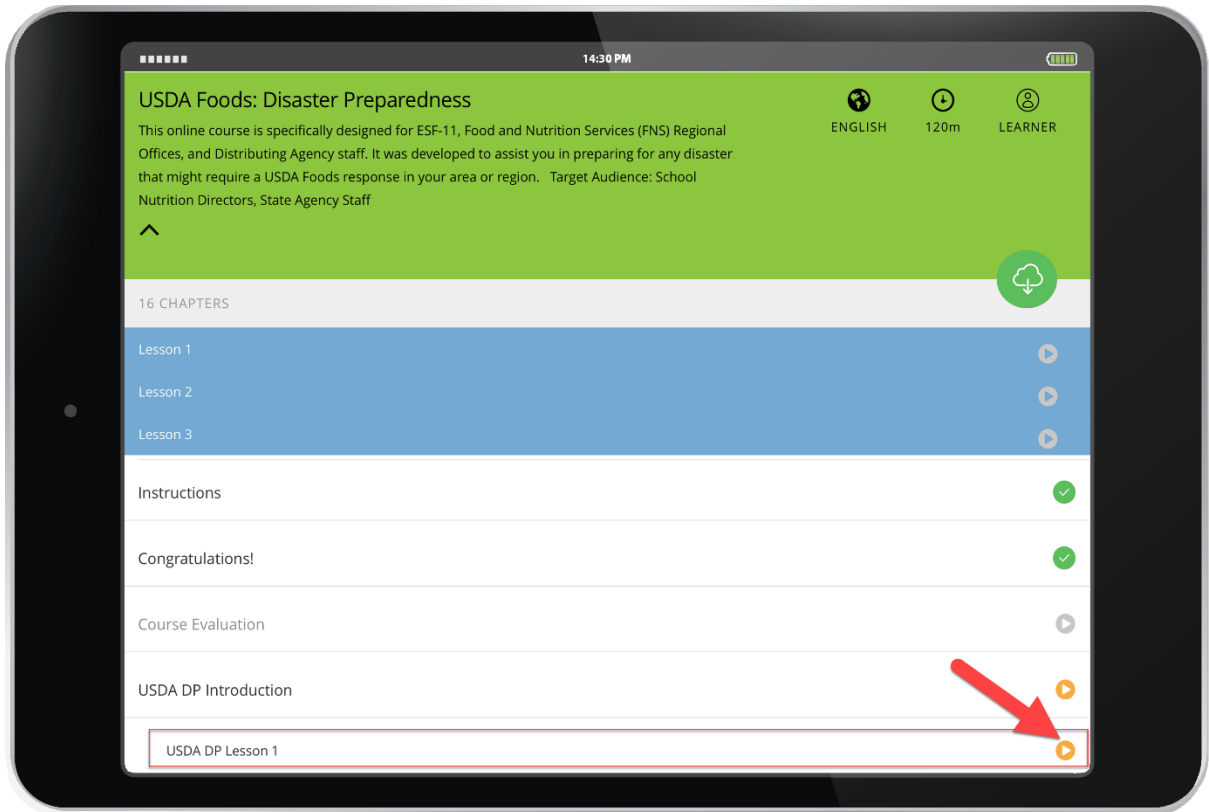
4. Inside the course material, user can use the arrows in the bottom-right corner to move throughout the course. Click the ☰ to access the course menu including the course outline, resources, and help buttons.
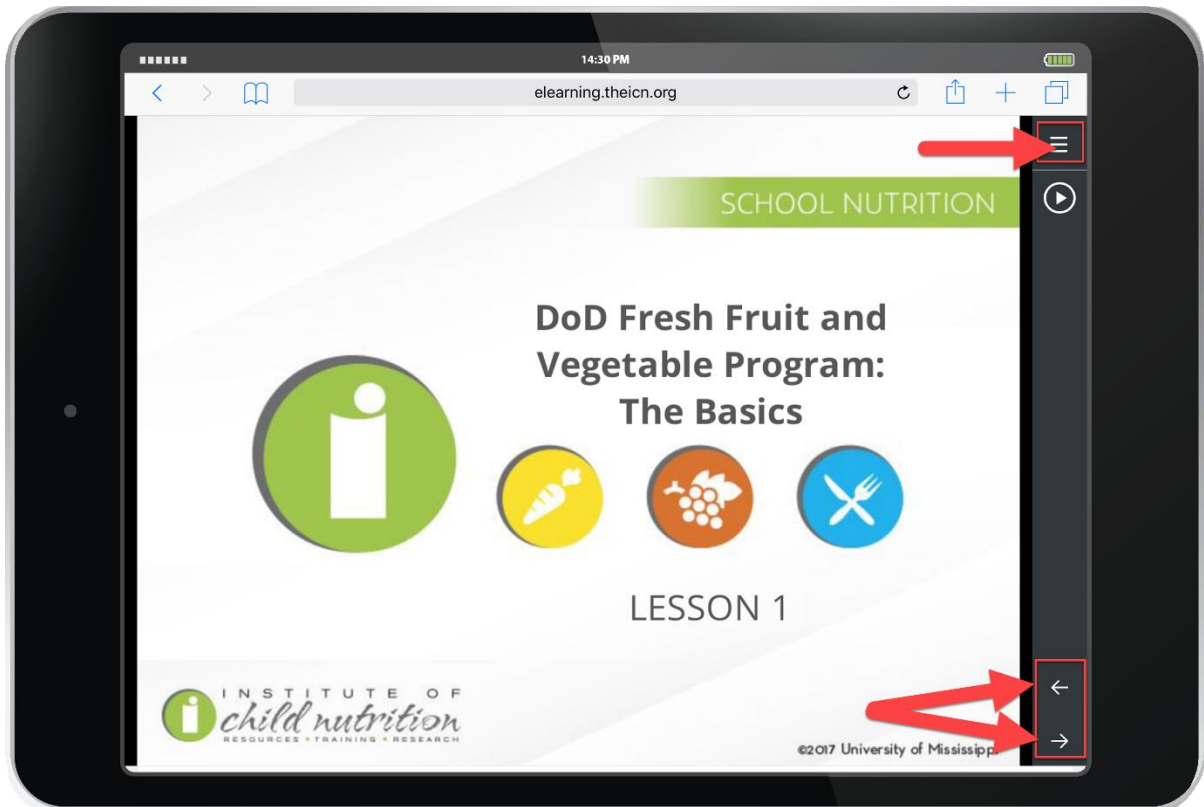
❖ Mobile App Limitations

1. **User self-registration is not possible in the mobile app.** You must create profile on a desktop or laptop to gain access on a mobile device.
2. **Course catalogs are not available.** You must enroll in courses on a desktop or laptop. Courses will then be available to take on a mobile device.
3. **Certificates of Completion must be accessed on a desktop or laptop platform.**
4. **You cannot access survey learning objects** in courses at this time, but the support for surveys will be added soon. ICN's course evaluation is required for completion of a course. This will have to be completed on desktop or laptop.
5. **Course material play smoothly in offline mode only if they are completely encapsulated, meaning that they do not reference any external websites.** If you run into an external website link in course material, you won't be able to view it when viewing the course offline.
6. **The offline player is only applicable for the mobile app**, not the mobile browser version of the platform.
7. **You cannot access webinars from the Mobile App.**

Browser and System Requirements

Supported Desktop Browsers	Internet Explorer (IE10 and IE11) Microsoft Edge * Mozilla Firefox * Google Chrome * Safari *
Supported Operating Systems	Microsoft Windows 7 (or higher)** OSX (Last two major releases) Most Linux Distributions
Supported Mobile Operating Systems	iOS 9 Android 4.2
Supported Mobile Browsers	iOS: Default browsers in version 9 and above Android: Default browser in version 4.2 and above
Browser settings	JavaScript must be enabled Cookies must be enabled localStorage must be enabled

* Brower notes

Microsoft Edge, Firefox, Chrome, and Safari follow a continuous release policy that makes it difficult to fix a minimum version. For this reason, following the market recommendation ICN will support the last 2 major version of each of these browsers.

**Note for Windows XP users:

Windows XP is no longer supported by its original vendor, Microsoft, but if your organization has internal policies that have extended the use of Windows XP, ICN recommends that your PCs be migrated to MS Windows 7 or above at your earliest convenience. Although we are not in a position to guarantee the service on a no longer operational operating system, ICN still has customers running Windows XP who adopt the eLearning Portal. If you are unable to upgrade your PCs at this time, we recommend installing the latest version of Google Chrome, as a temporary solution.

ICN strongly recommends that users maintain updated operating systems (both desktop and mobile) aligned to the latest release made available by the respective vendors.

Still have questions? Contact our helpdesk at 1.800.321.3054 or at helpdesk@theicn.org.

How to Clear Cache in All Browsers

Some issues in the eLearning Portal can be resolved by clearing your browser's cache. Please see the instructions below for the browser you are using. After clearing your cache go back to the eLearning Portal and your issue should be resolved.
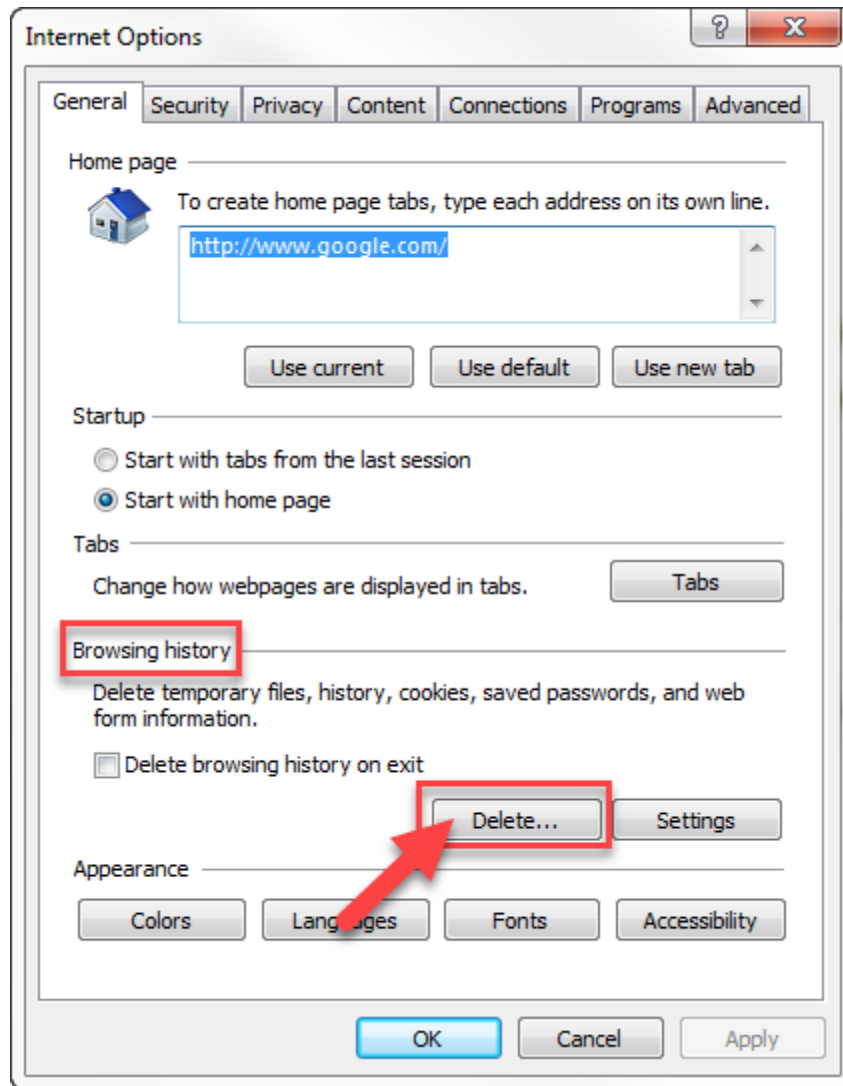
❖ Internet Explorer

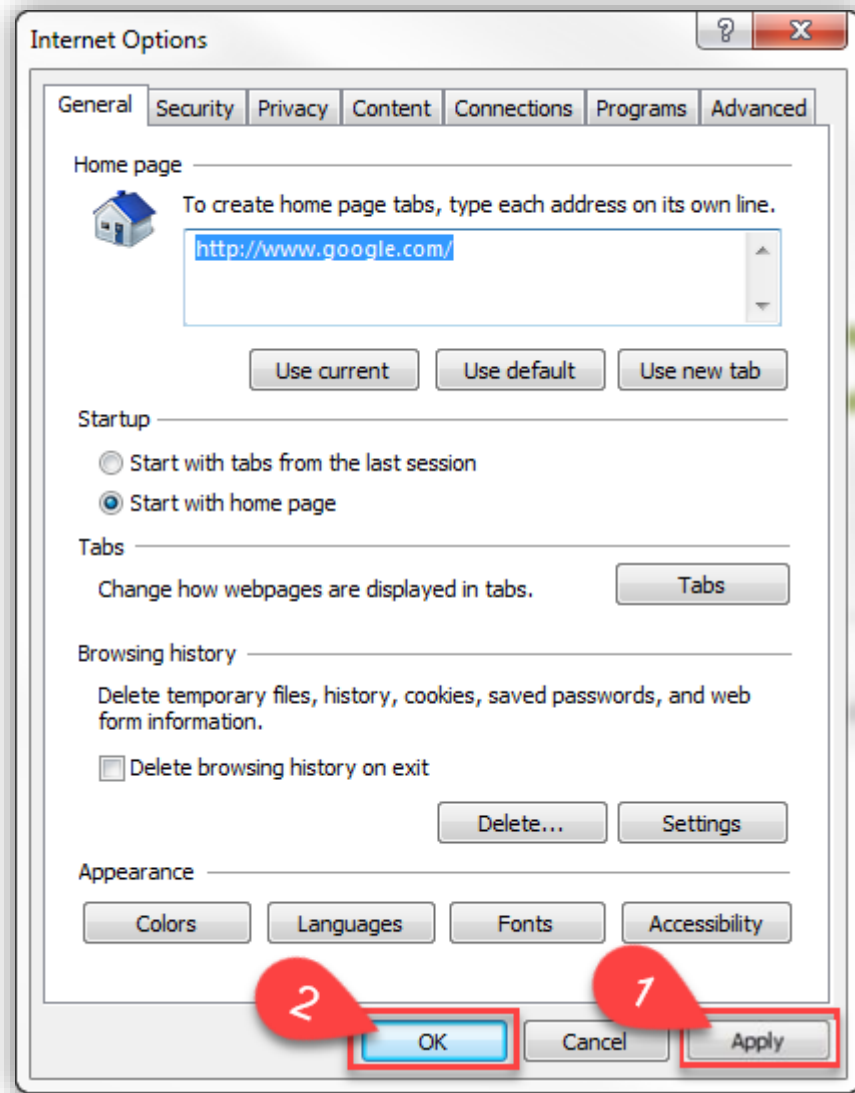1. Click the Gear in the top-right hand corner of your browser.
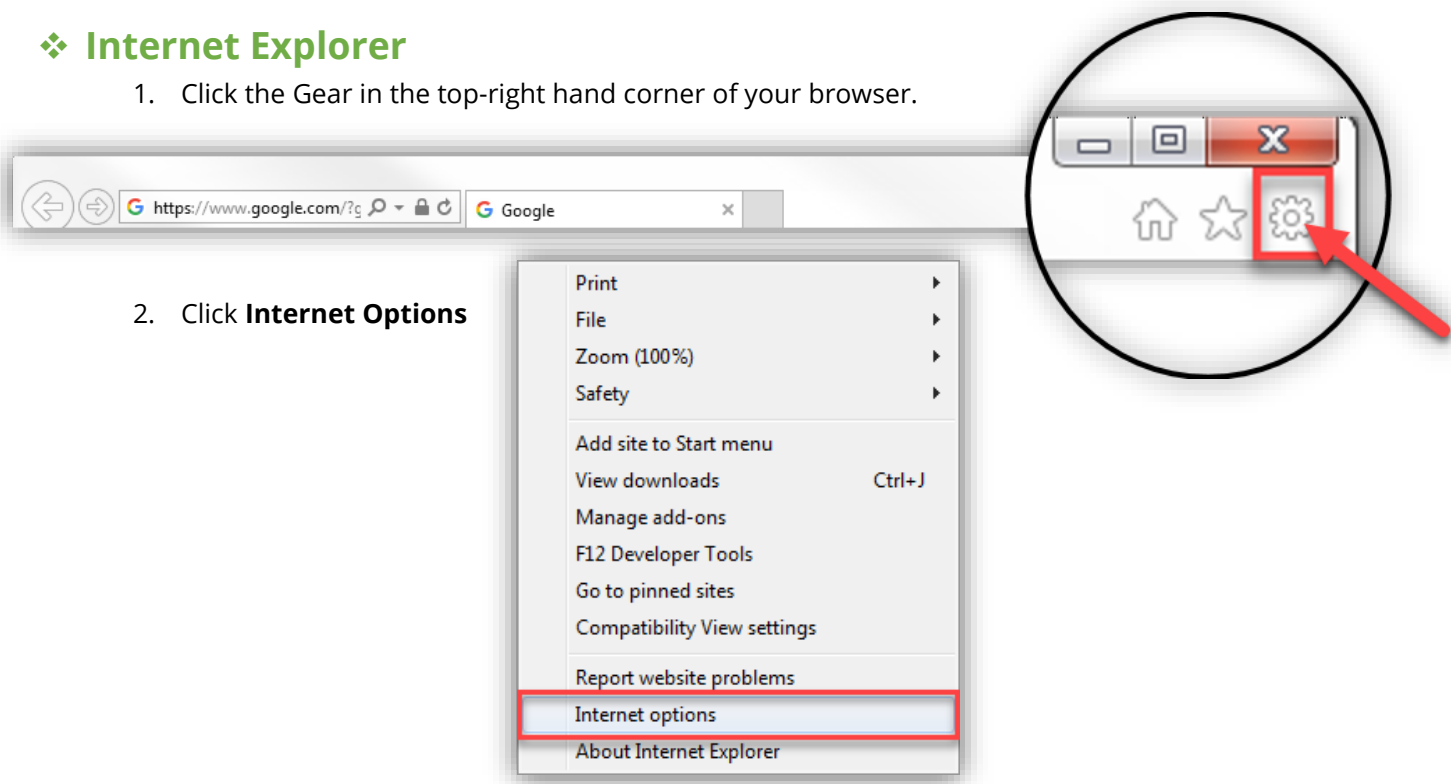
2. Click **Internet Options**

3. Click **Delete** under **Browsing History** and then wait for your browsing history to be deleted.
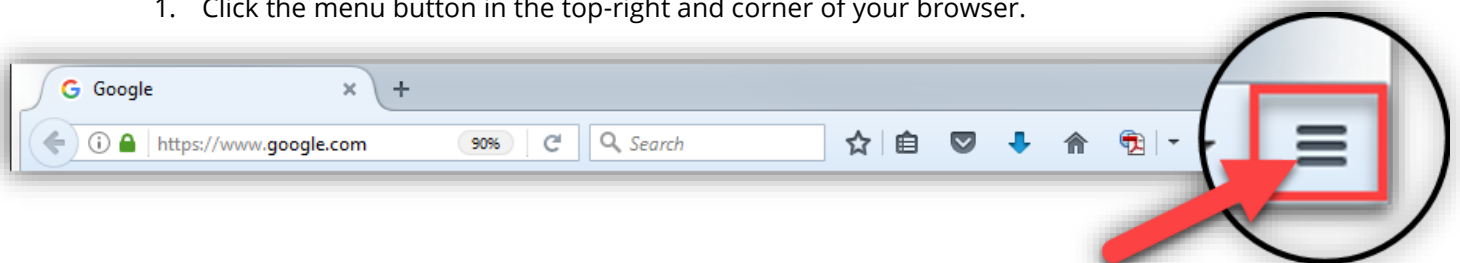
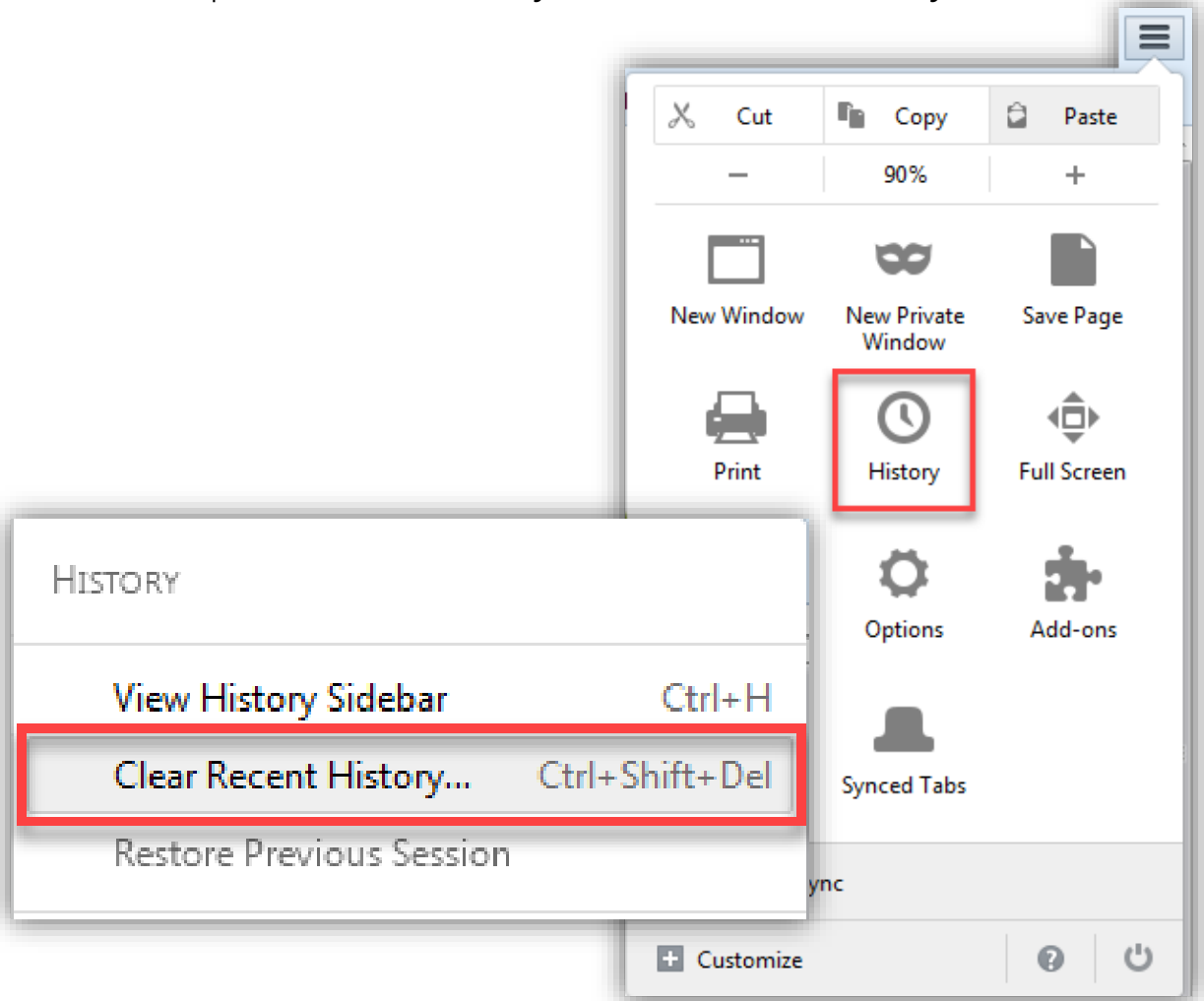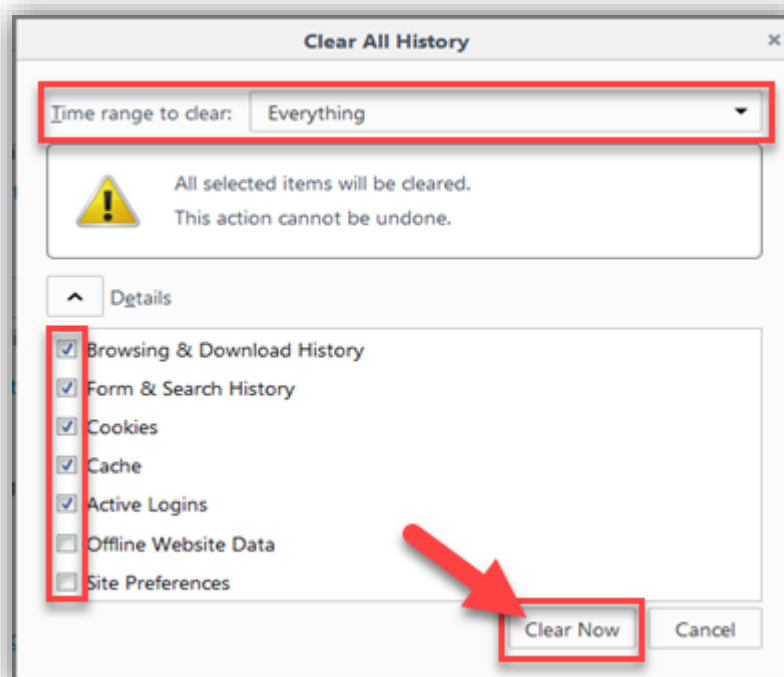4. Once complete, click **Apply** and then **OK**.

❖ Firefox

1. Click the menu button in the top-right and corner of your browser.

2. From the drop down menu, click **History** then click **Clear Recent History...**

3. The Clear All History menu will appear. Select "**Everything**" in the dropdown for **Time Range To Clear**. Select the checkboxes and click **Clear Now**.
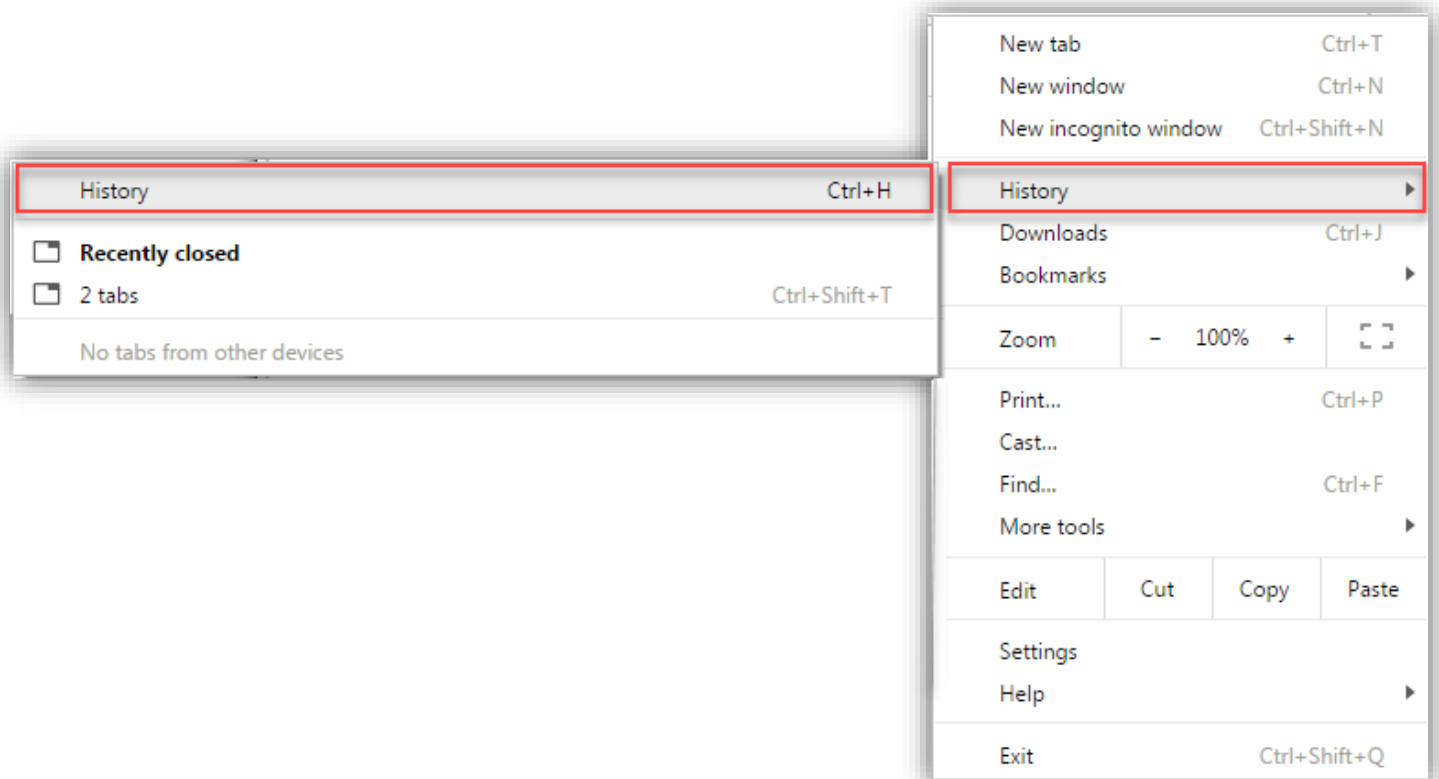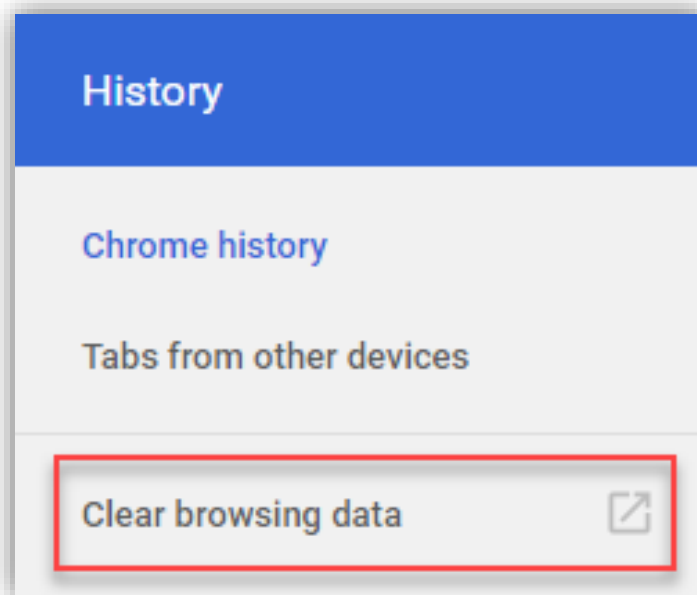
❖ Chrome

1. Click the menu button in the top-right and corner of your browser.

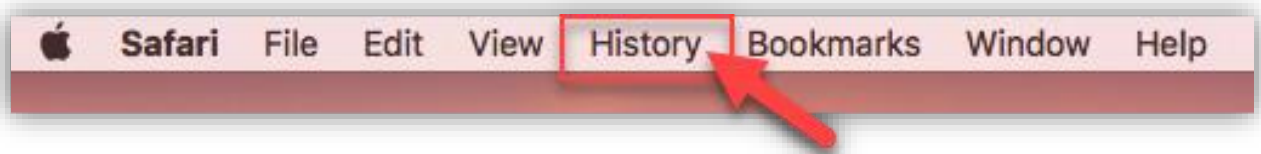2. In the dropdown menu, click **History**. Click **History** again in the sub menu.

History	Ctrl+H
▢ **Recently closed**	
▢ 2 tabs	Ctrl+Shift+T
No tabs from other devices	

New tab	Ctrl+T
New window	Ctrl+N
New incognito window	Ctrl+Shift+N
History	▶
Downloads	Ctrl+J
Bookmarks	▶
Zoom	− 100% + ⛶
Print...	Ctrl+P
Cast...	
Find...	Ctrl+F
More tools	▶
Edit	Cut	Copy	Paste
Settings	
Help	▶
Exit	Ctrl+Shift+Q

3. Click **Clear Browsing Data** from the History menu.

History

Chrome history

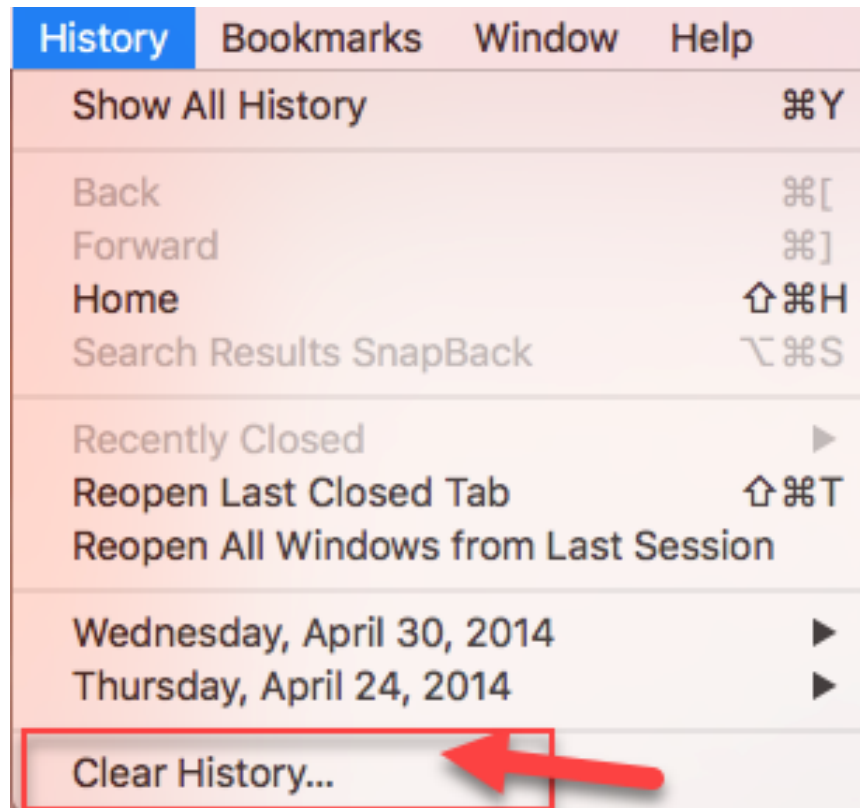Tabs from other devices

Clear browsing data ⬈

❖ Safari

1. Click the **History** in the top-left and corner of your browser.

2. From the dropdown menu, click **Clear History**.

3. Select "**all history**" from the dropdown menu and click **Clear History**.