

Expand your career. **Grow** your skills.

Learning Center User Guide

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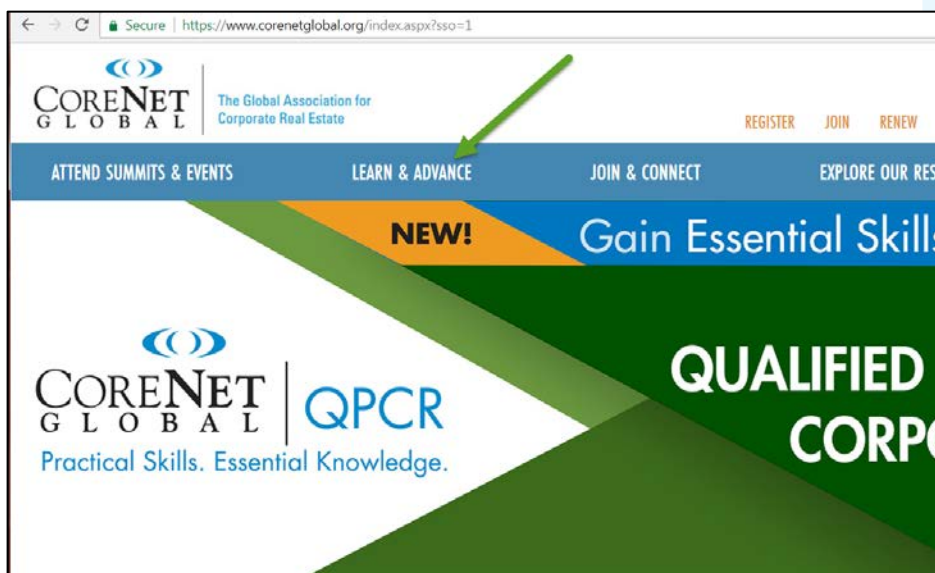
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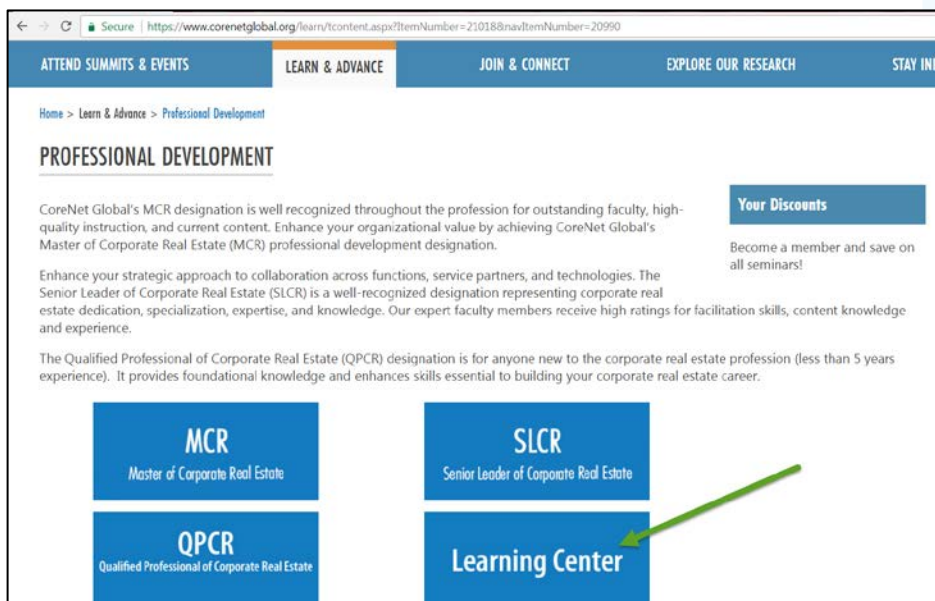
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ACCESSING THE LEARNING CENTER

1. Access the **CoreNet Global Learning Center**, through our website:
www.corenetglobal.org
2. Navigate to the **Professional Development** page, one of the dropdown options under the Learn & Advance tab

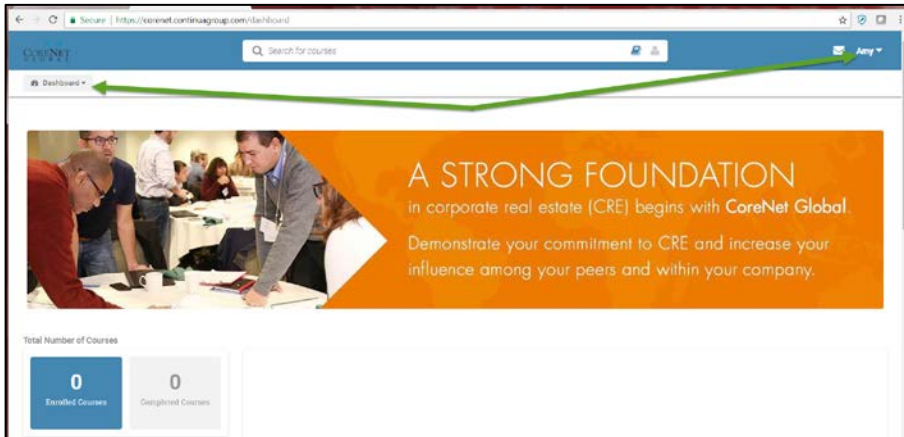


3. Select the **Learning Center** button



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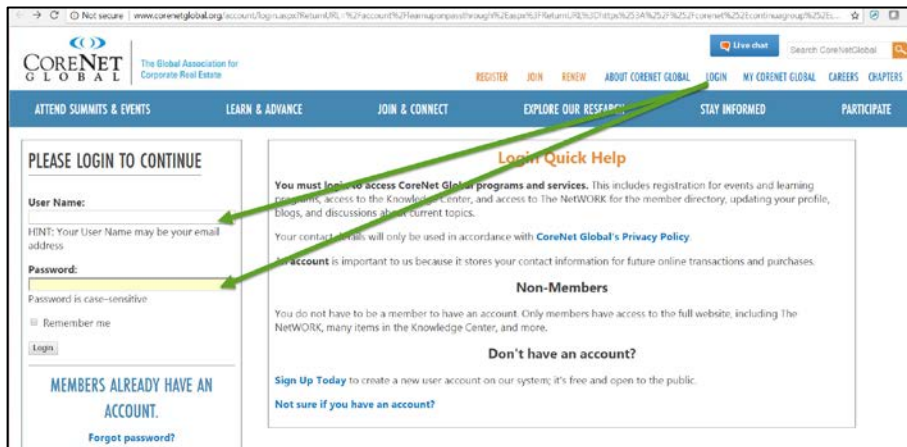
4. The Learning Center opens to your personal Dashboard



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FIRST LOGIN

1. The first time you access the Learning Center, you **may** be asked to provide log in credentials



The screenshot shows the CoreNet Global login page. On the left, there is a login form titled "PLEASE LOGIN TO CONTINUE" with fields for "User Name:" and "Password:". A "Login" button is at the bottom of the form. Below the form, it says "MEMBERS ALREADY HAVE AN ACCOUNT." and "Forgot password?". On the right, there is a "Login Quick Help" section with text explaining that users must log in to access programs and services, and that an account is important for storing contact information. It also includes a "Non-Members" section stating that users do not have to be members to have an account and a "Don't have an account?" section with a "Sign Up Today" link. A green arrow points from the "User Name:" field to the "Sign Up Today" link.

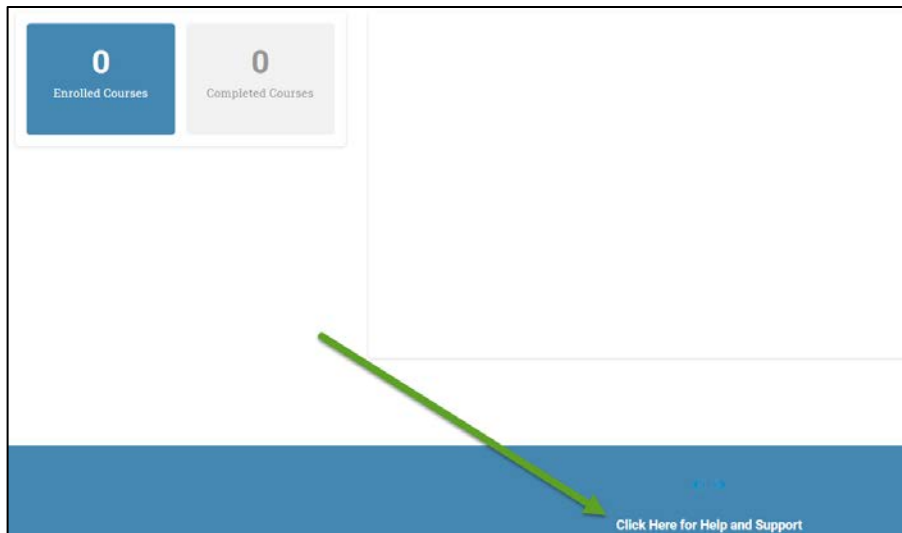
2. Enter the same log in credentials that you use to access your My CoreNet Global account.

NOTE: Future requests for access to the Learning Center, will pass your credentials through without the need for a separate log in.

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TECHNICAL SUPPORT

1. If you need support **to access the Learning Center** from the www.corenetglobal.org, please contact Learning & Professional Development - learning@corenetglobal.org
2. For technical support **within the Learning Center and/or the courses** in the catalog, please contact the Learning Center dedicated technical support team. Support is available 24/7/365 to ensure a timely response for Learning Center issues.
3. To contact technical support, select the statement **Click Here for Help and Support** at the bottom of the Learning Center pages



4. You can contact Learning Center Technical Support by phone using the following US phone number: 1-800-531-6489
5. You can also contact Learning Center Technical Support using the contact form available on the Learning Center when you click the link shown in the screen shot above.

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sup.com/contact-and-support/

Continua MANAGED LEARNING SERVICES CONTINUA LEARNING COURSE DEVELOPMENT ABOUT SUPPORT & CONTACT

Complete the form below and a support or sales consultant will get back to you shortly.

Your Name *

First Last

Your Email Address *

Your Phone Number

Your Agency *

What can we help you with? *

I need technical support for my eLearning ▾

Your Message *

Call us directly for tech or sales support

Continua Support Number: 800-531-6489

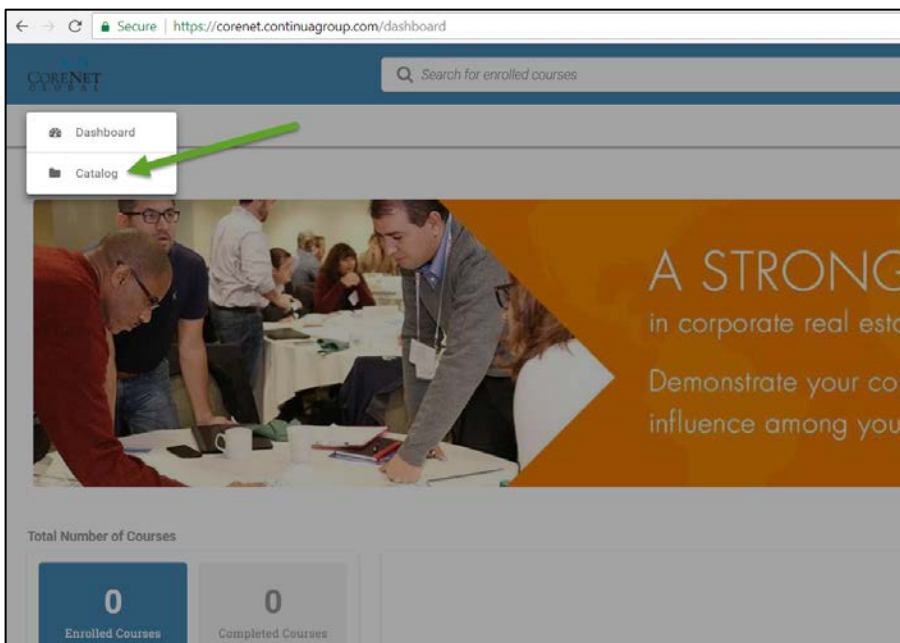
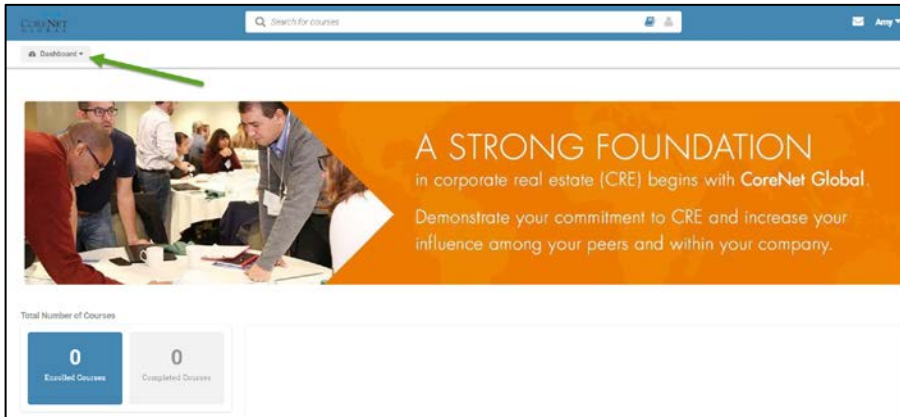
Office

9808 Coronado Lake Drive
Boynton Beach, FL 33437

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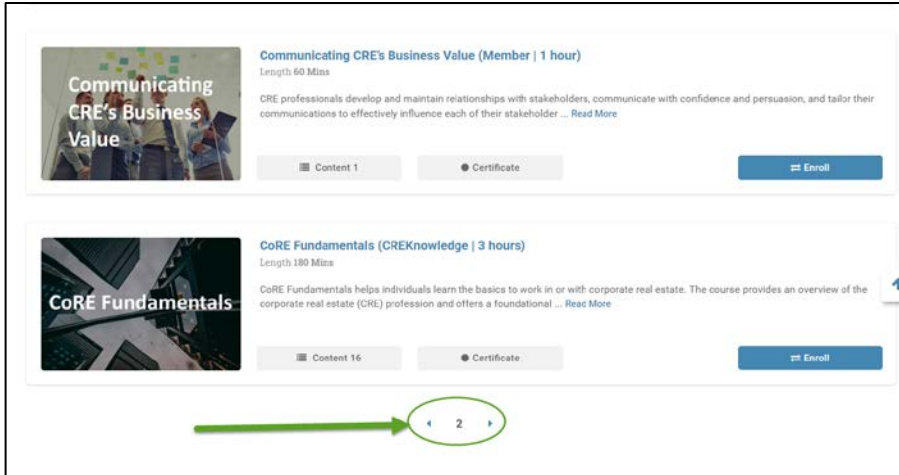
REVIEWING THE COURSE CATALOG

1. To see all courses in the catalog, from the **Dashboard** dropdown, select the **Catalog**

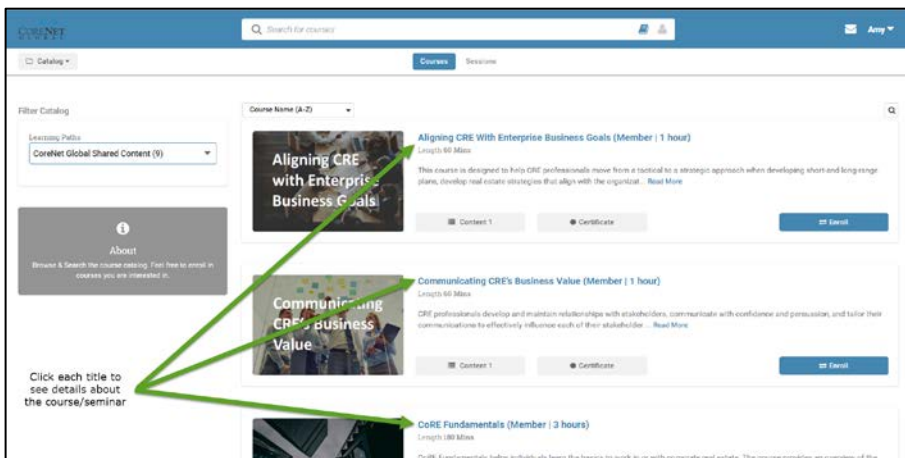


2. Scroll up and down the catalog pages to view the titles of the courses in your catalog. Use the previous and next arrows at the bottom of the page to navigate throughout the entire catalog

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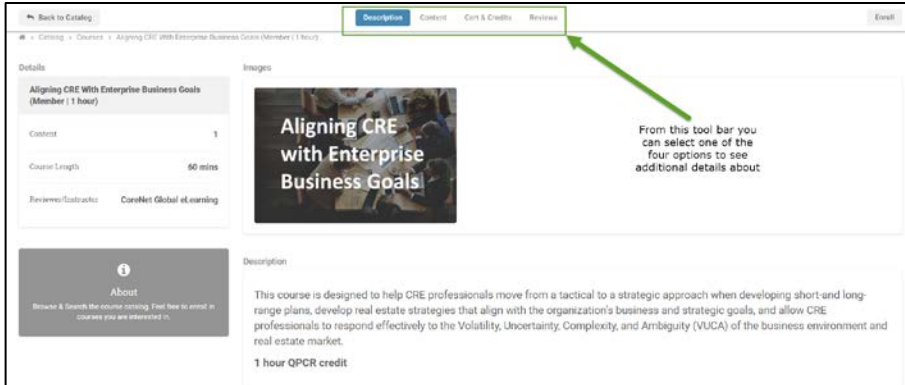


3. To see details regarding a course/seminar, click the title.

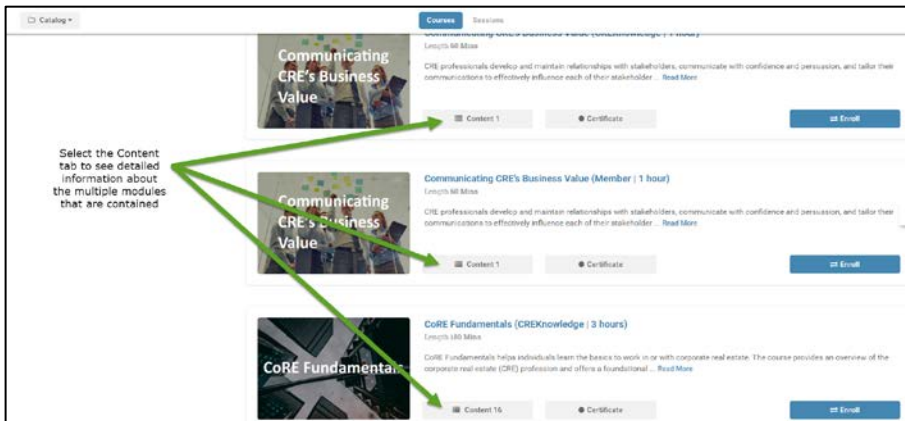


4. Within the course page you can use the upper tool bar to see the course description, an outline of the content, what certificate you will receive upon successful completion and any reviews that have been added by others who have taken the course/seminar.

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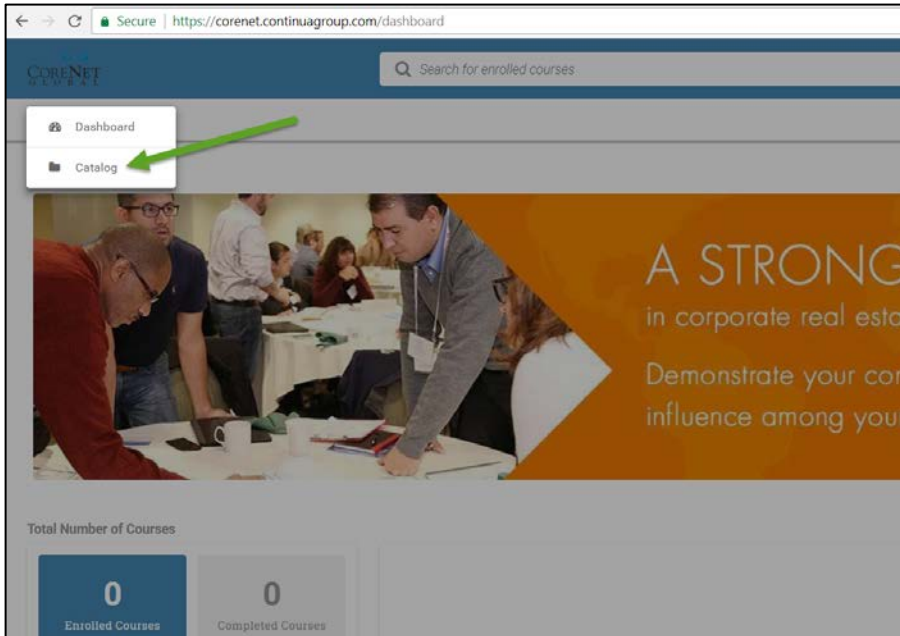
- Alternately, to quickly navigate to the course content, you can click on the **Content** button to the right of the title box.



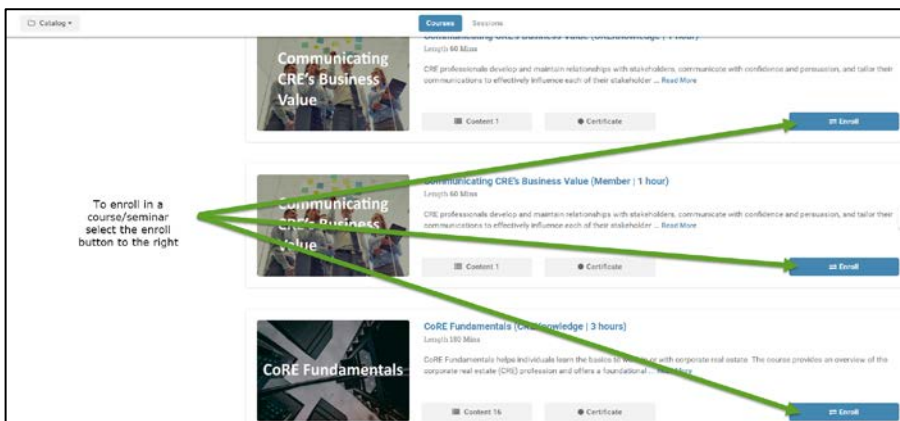
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ENROLLING IN COURSES

1. To enroll in learning, use the Catalog view to navigate to the course within the catalog. Select the Enroll option

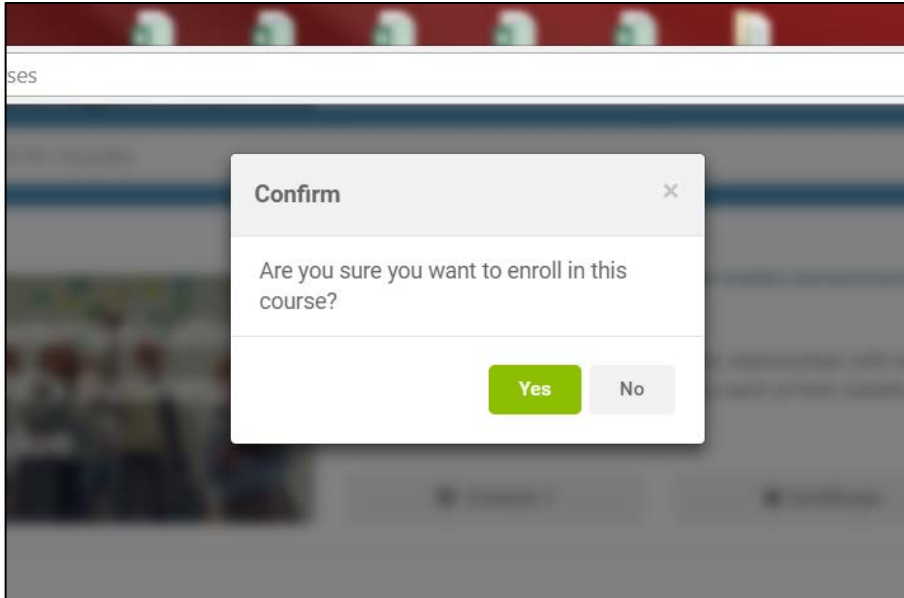


2. Select the Enroll option

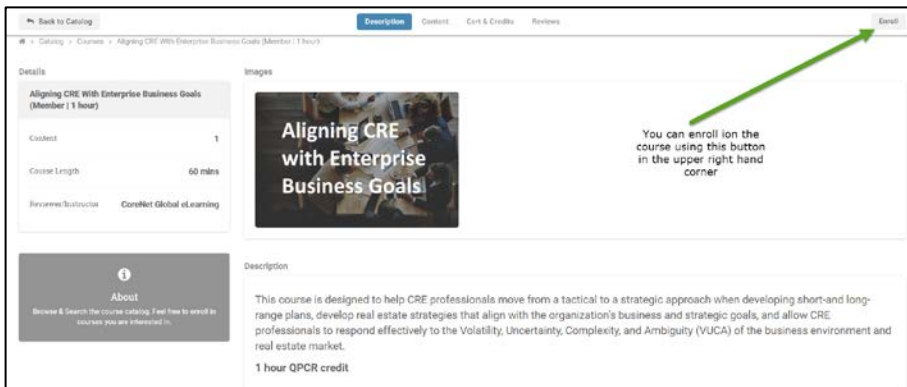


3. You will receive a request to confirm you wish to enroll in the course. Select yes to confirm or no to cancel the enrollment

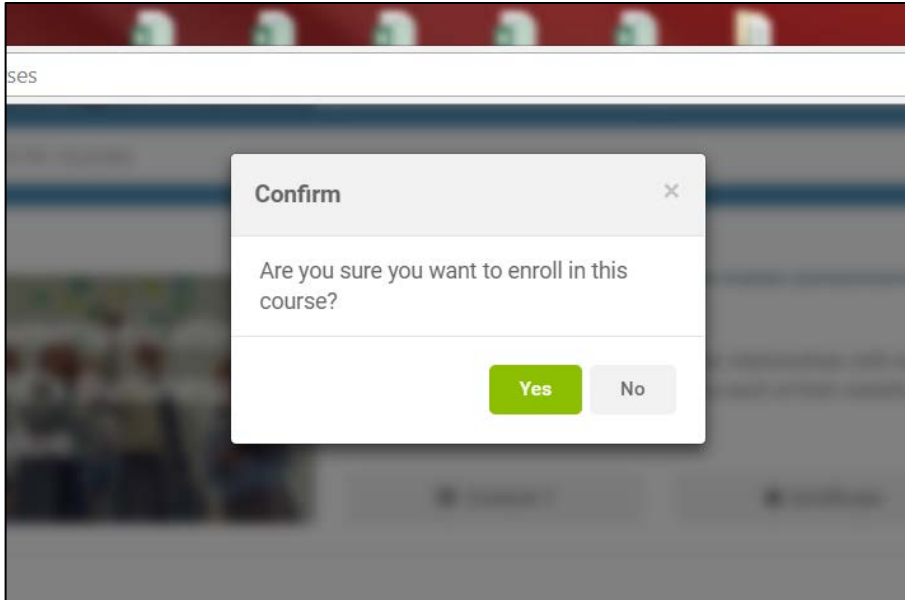
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4. Alternately, if you prefer to select the course title, using the upper tool bar, you can also enroll in the course/seminar. You will receive the confirm of enrollment using either method.



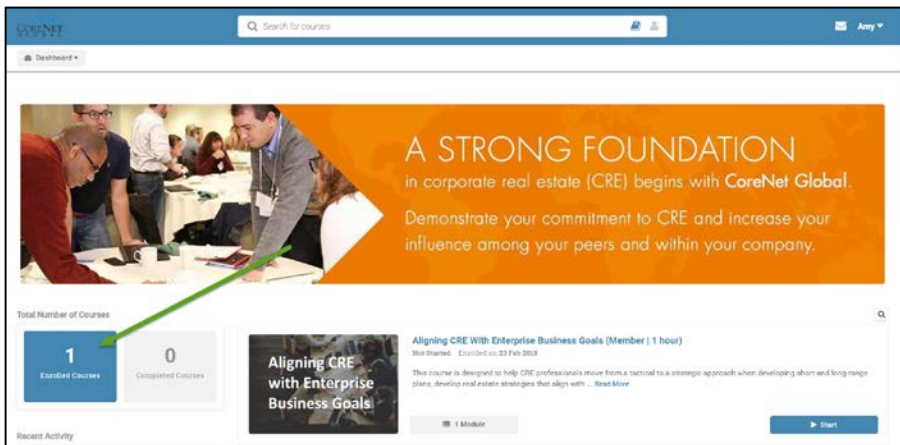
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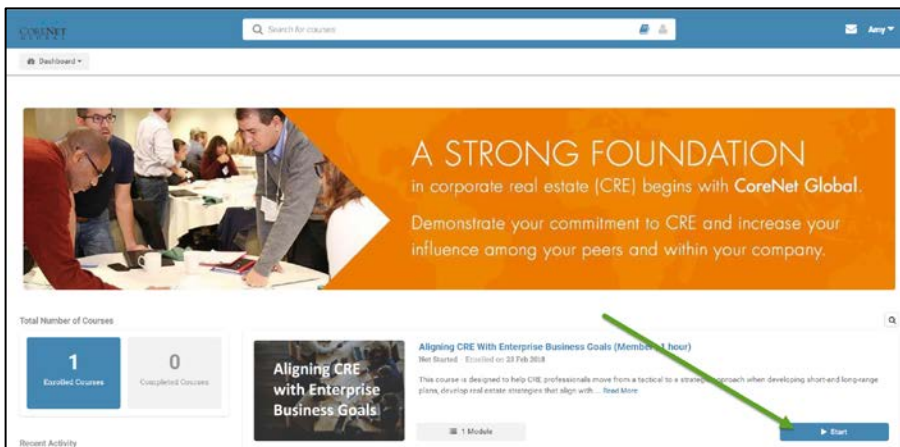
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COMPLETING EARNING COURSES

1. When ready to begin an elearning course, navigate to the **Dashboard**. Select the Enrolled Courses box to see the full list of your course/seminar enrollments.



2. Select the **Start** button for the desired eLearning and follow directions.

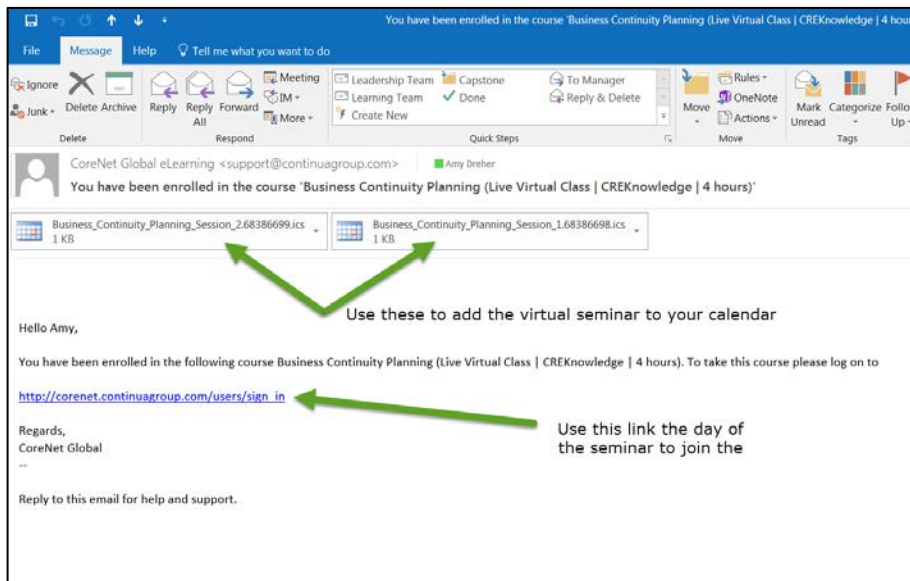


NOTE: You may access elearning courses from any device: laptop, tablet, or smart phone (either iOS or Android operating system)

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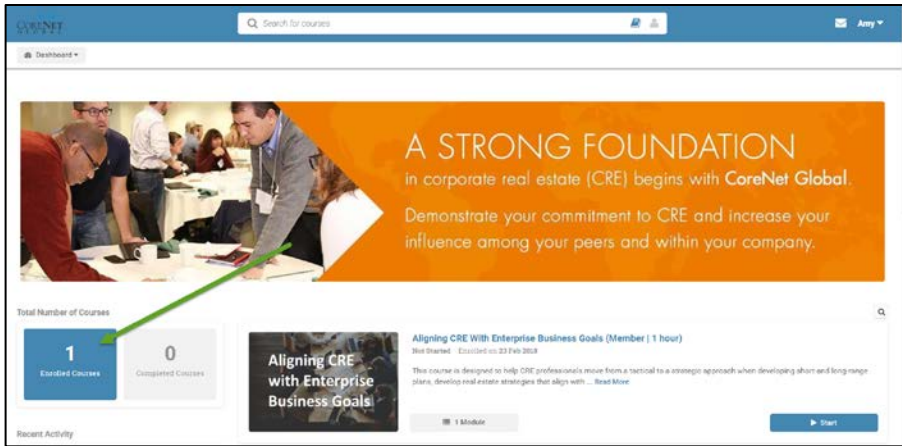
JOINING A VIRTUAL CLASSROOM SEMINAR

1. At the time of enrollment, you receive an email from the CoreNet Global WebEx Training Center/LMS Support with information about participation on the designated date(s) of the seminar.
2. The email provides details for adding the seminar to your calendar, how to prepare your computer to participate in the upcoming seminar, links to download materials, pre-work assignments and a link to join the seminar.

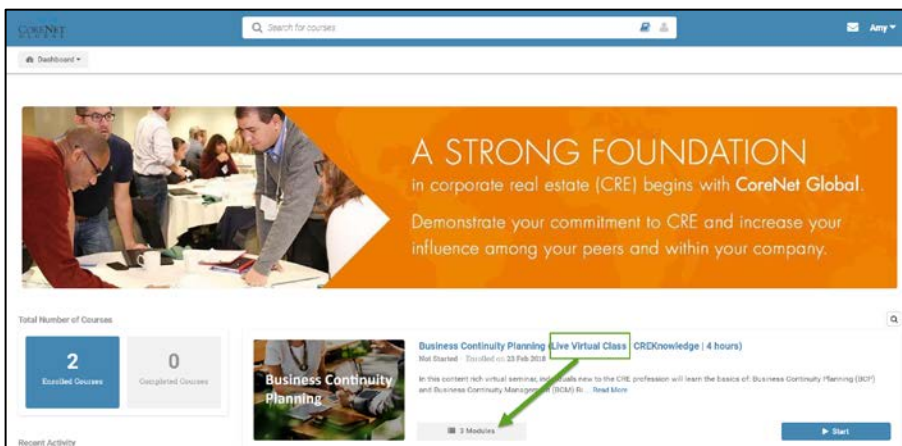


3. Please add support@continuagroup.com to your safe senders list to avoid critical information being caught in SPAM filters.
4. When ready to participate in the virtual classroom seminar, join using the details contained in the enrollment email and/or calendar notice previously accepted to your calendar.
5. Alternately, you can get information about the date/time of the seminar, to easily locate it in your calendar by navigating to the Learning Center to your **Enrolled Courses**

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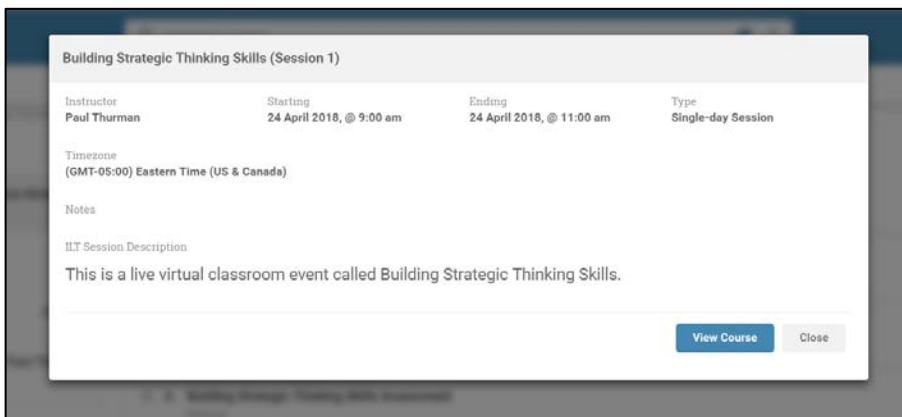
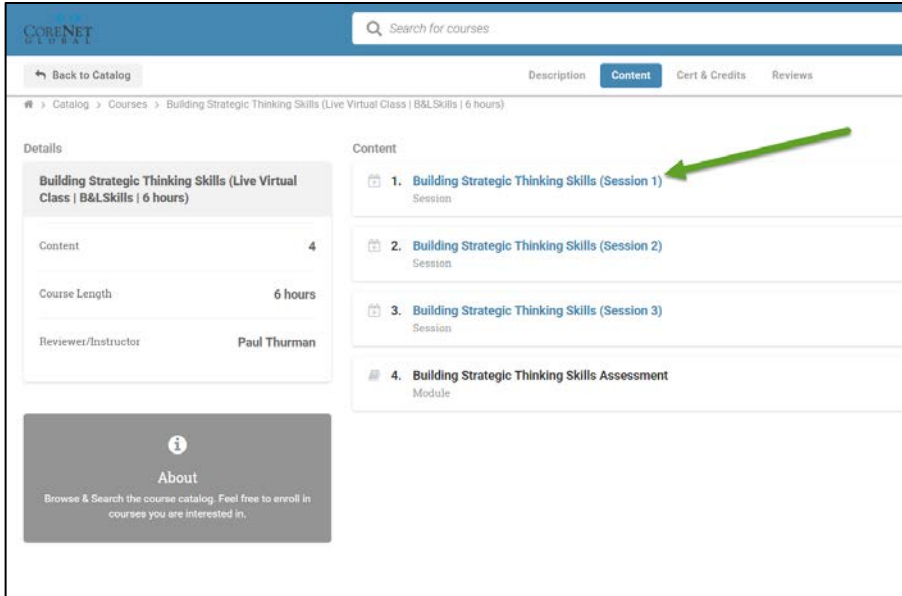


6. Click on the Content button for desired seminar.



7. Click on the title of the session for a summary of the date/time of the event

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NOTE: You may access virtual classroom seminars from any device (laptop, tablet, or smart phone -either iOS or Android operating systems). However, cell phones generally do not provide the best quality experience because of the likelihood of reverberation and background noise. We highly recommend that you participate in virtual seminars using a device other than a smart phone. Good quality headsets with built in microphones are highly encouraged for every device.