

welcome! new learner fags

start here:

https://nithyanandahinduuniversity.exphosted.com





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हांव्राध्य / हांव्रा in



- 1. how to sign up for a new learner ui?
 - 1. click the 'sign in' option
 - 2. select the 'sign up' option
 - 3. enter all the mandatory fields marked with '*'
 - 4. answer the security question
 - 5. click on 'create account'
- 2. how to sign in to the new learner ui?
 - 1. go to the new learner ui site
 - 2. click on the 'sign in' option
 - 3. enter the username and password
 - 4. ट्रांट्रेह 'इांठ्रुक ांक'
- 3. what if i forgot the password?
 - 1. select the 'forgot password?' link on the 'sign in' screen
 - 2. enter your e-mail address
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- 3. answer the security question and click 'submit'
- 4. the reset password link will be sent to your email
- 5. using the link to reset the password
- 6. sign in with the new password
- 4. what happens after successful sign-up or when signing in for the first time into the application?
 - 1. you will be redirected to the my account-preferences page to enter your preferences
 - 2. enter all the mandatory fields
 - 3. click 'save' and you will be redirected to the home page

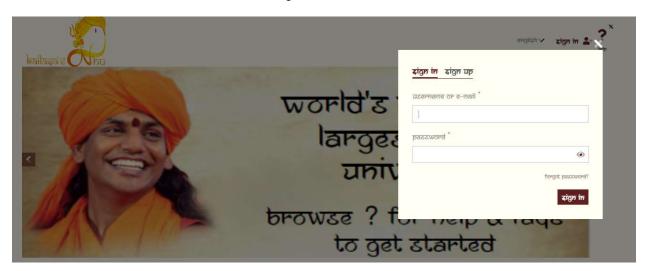




account settings

manage personal information

- 5. how to add or edit my profile information?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. under the 'details' tab, click on the edit icon available next to the 'name and details' label
 - 3. you may change your first name, last name, email address, and password at any time
 - 4. once done, click on 'save' to save the changes done









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nama dr. mahavidya ananda			

- 6. how to add my profile picture?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. under the 'details' tab, click on the edit icon available next to the 'name and details' label
 - 3. to add a picture, mouse over on the avalar image and you will see an option 'upload new image'
 - 4. click on it will open the browser window. select an image and use the zoom in(+) or zoom out (-) options to fit the image into the grid
 - 5. click on 'upload' to finish uploading the image
 - 6. read instructions carefully if you are not able to upload your image
 - 7. after the image has been updated, click the 'save' option to save the details
- 7. how to change/remove my profile picture?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. under the 'details' tab. click on the edit icon available next to the 'name and details' label
 - mouse hover on the image and you will see an edit icon on the faded image
 - 4. click on that edit icon will display two options:
 - a. change image click to upload a new image
 - b. remove image click to remove the existing image and default it to the avatar image
 - 5. after the image has been updated, click the 'save' option to save the details





- 8. how to add/update my profile summary?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. under the 'details' tab, click on the edit icon available next to the 'profile summary' label
 - 3. enter the details and click 'save' to save the details
 - 4. select the 'show all' option if you would like your profile summary to be displayed to other users when they search for your profile
- 9. how to add a skill to my profile?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. under the details tab, click on the edit icon available next to the 'skills' label
 - 3. click on 'add'
 - 4. enter the skills you have acquired and also the proficiency level
 - 5. select the 'show all' option if you would like your added skill to be displayed to other users when they search for your profile
 - 6. click 'save' to save the entered details
- 10. how to update/remove a skill from my profile?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. under the details tab, click on the edit icon available next to the 'skills' label
 - 3. to make changes to any of the skills entered already, click on the skill name
 - 4. make the necessary changes and click 'save' to update the details
 - 5. to remove the entered skill, click on the remove (x) option
- 11. how to add work experience to my profile?
 - 1. go to my account page by clicking on the profile picture on the homepage
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- 2. under the details tab, click on the edit icon available next to the 'work experience' label
- 3. click 'add'
- 4. enter the working period, designation, company name, and location of your current or previous job
- 5. select the 'show all' option if you would like your added work experience to be displayed to other users when they search for your profile
- 6. click 'save' to save the entered details
- 12. how to update/remove the entered work experience from my profile?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. under the details tab, click on the edit icon available next to the 'work experience' label
 - 3. click 'modify' to make changes to the already entered work experience details
 - 4. make changes and click 'save'
 - 5. click 'remove' to remove the already entered work experience details
- 13. how to add my education details to my profile?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. under the details tab, click on the edit icon available next to the 'education' label
 - 3. click 'add'
 - 4. enter the details of your school/ college, your qualification, specialization, and the period you studied
 - 5. select the 'show all' option if you would like your added qualification to be displayed to other users, when they search for your profile
 - 6. click 'save' to save the entered details
- 14. how to update/remove the entered education details from my profile?
 - 1. go to my account page by clicking on the profile picture on the homepage
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- 2. under the details tab, click on the edit icon available next to the 'education' label
- 3. click 'modify' to make changes to the already entered education details.
- 4. make changes and click 'save'
- 5. click 'remove' to remove the already entered education details
- 15. how to add external training to my profile?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. under the details tab, click on the edit icon available next to the 'external training' label
 - 3. **ਟ**liਟk 'aਰਰ'
 - 4. select the training type from the options given, and give all the other necessary details needed for validation
 - 5. attach soft copies of the certificates for the training you acquired
 - 6. select the 'show all' option if you would like your added training to be displayed to other users when they search for your profile
 - 7. click 'save' to save the entered details
- 16. how to update/remove the entered external training from my profile?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - under the details tab, click on the edit icon available next to the 'external training' label.
 - 3. click 'modify' to make changes to the already entered external training details
 - 4. make changes and click 'save'
 - 5. click 'remove' to remove the already entered training details





- 18. how to add my interests to my profile?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. under the details tab, click on the edit icon available next to the 'interests' label
 - click on 'add'
 - 4. enter your interest
 - 5. select the 'show all' option if you would like your added interest to be displayed to other users when they search for your profile
 - 6. click 'save' to save the entered details
- 19. how to update/remove interest from my profile?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. under the details tab, click on the edit icon available next to the 'interests' label
 - 3. to make changes to any of the interests you entered already, click on it and make the necessary changes and click 'save' to update the details
 - 4. to remove the entered interest, click on the remove (x) option

my account - preferences

- 20. how to change ou default profile time zone?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. under the preferences tab, you can select the time zone of your choice from the options given
 - 3. save the details
- 21. how to change my profile language?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. under the preferences tab, you can select the language of your choice from the language drop-down menu
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- 3. save the details
- 4. you can now view the application in your preferred language
- 22. how to change my default profile currency?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. If your admin has given you the rights to change your preferred currency, under the preferences tab, you can select the currency of your choice from the options given
 - 3. save the details
 - 4. you can now purchase training in your preferred currency
- 23. how to change my location settings?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. under the preferences tab, you can select a city, state, and country of your choice from the options given
 - 3. save the details
 - 4. you can now view the training that is available in your preferred location in the details page
- 24. how to change my account date format?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. under the preferences tab, you can select the date format from the given options
 - 3. save the details
 - 4. the dates displayed in the application will be in the date format that you have selected
- 25. how to set or update my learning target hours?
 - 1. go to my account page by clicking on the profile picture on the homepage
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- 2. under the preferences tab, set the target hours for the current year (jan dec). you can change this at any time
- 3. save the details





my account - saved addresses

5.











26. how to add and manage addresses?

- 1. go to my account page by clicking on the profile picture on the homepage
- 2. under the saved addresses tab, select 'add new address' and add details of your address
- enter a name for your address in the text field labeled as 'address name' and click 'save'
- 4. you can add any number of addresses to your account
- select anyone to set it as your default address, this will be your default billing address
- 6. you can make changes to the addresses at any time, and save the details

manage privacy (for customers who had enabled gdpr module)

- 27. how to get a copy of my account information?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. select the 'privacy' tab and then click on the link to 'download account information'
- 28. how to delete my expertusone account?
 - 1. go to my account page by clicking on the profile picture on the homepage
 - 2. select the 'privacy' tab and then click on the link to 'delete account'
 - 3. enter the 'reason for account deletion' in the text box and click 'submit'
 - 4. the deletion request will be sent to your admin and you will receive a confirmation email once done

वाज्त

- 29. how do i use the help icon available in the application to learn more about each section?
 - 1. help icon will be available next to the profile picture
 - 2. you may drag this icon to any of the sections on the home page
 - 3. as you drag the help icon to any section, the help hotspots will start to appear
 - 4. drop the help icon on to any hotspot to view the help message for that section
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- 5. read the message and click on close (x) option to close the message box
- 6. you can close the help icon by clicking on the close (x) option available and press ctrl+q to get the help icon back

header status icons

30. what are alert messages?

- alert messages are displayed in the 'alert' section and it lists the classes/learning path/ certification, which requires your attention and specifies the action you need to take to complete that training
- 2. alert messages will be displayed for mandatory/compliance training, which needs to be completed within a specific date
- 3. the alert icon will be highlighted with a colored dot on the top right corner, whenever there is a new entry to this section
- 4. the action icon corresponding to each training will be displayed, which lets you take appropriate action to complete that training
- 5. when there are more than 5 items to be displayed in this alert box, you will be provided a 'show all' option
- 6. clicking 'show all' will display more items in the 'items need attention' page

31. what is sticky header?

sticky header is the rolling text which you see on the homepage header. compliance or mandatory training that requires immediate learner's attention will be listed in this. example: completion due in 2 days or today / expiry due in 1 day or today. items will be listed in this section until the learner takes an action on that, clicking anywhere on the sticky header will let the learner perform appropriate action from there itself.

32. what are approuncements?

- 1. any announcement from the organization will be listed here
- 2. the announcement icon will be highlighted with a colored dot on the top right corner, whenever there is a new entry to this section
- 3. click on the announcement title to view more details about the announcement
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- 4. when there are more than 5 items to be displayed in this announcement box, you will be provided a 'show all' option
- 5. clicking 'show all' will display more announcements on the announcement page
- 33. can i delete the announcements that i had viewed?

yes. you can delete by clicking on the trash icon displayed next to each announcement. also, clicking on 'show all' displays all the announcements and clicking on the 'delete all' option available on the top right corner of the announcement screen deletes all the announcements.

- 34. what does the 'wishlist' icon on the menu bar show?
 - 1. the course that you have added to your wishlist from the catalog, will be displayed in this section
 - 2. wishlist icon will be highlighted with a colored dot on the top right corner, whenever there is a new entry to this section
 - 3. the recent five items will be displayed in this box
 - 4. click on 'show all' to view more items you have added to the wishlist
 - 5. you can click on the title of the training to view more details
 - 6. click on enroll/add to cart option to get enrolled to the training
- 35. how do i remove an item from my wishlist?

you may remove any item from your wishlist by clicking on the fully colored wishlist icon from the header wishlist box or from the catalog section.

- 36. what does the 'bookmark' icon on the menu bar show?
 - 1. the course that you have bookmarked from 'my learning', will be displayed in this section
 - 2. bookmark icon will be highlighted with a colored dot on the top right corner, whenever there is a new entry to this section
 - 3. the recent five items will be displayed in this box
 - 4. click on 'show all' to view more bookmarked items
 - 5. you can click on the title of the course to view more details
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37. how do i remove bookmarks?

you may remove a bookmark by clicking on the fully colored bookmark icon from the header bookmark box or on the 'my dashboard>bookmarks for reference' tab





catalog

38. what are all the available training types?

course, certification, and learning path are the three types of training.

39. what is certification?

certification is a learning program made of one or more courses and is taken for acquiring a skill, meeting regulatory/compliance requirements in your job role. It can be obtained by completing all mandatory courses included in the program. certifications may carry a validity period, after which they expire. In such cases, recertification is required to remain certified.

40. what is a learning path?

learning path is typically created with a collection of courses that comprises an area of specialization. all mandatory courses need to be completed in order to fulfill the requirements of the learning path, once completed, the course does not expire and is valid for a lifetime.

- 41. how do i enroll or register for a course/certification/learning path from catalog?
 - 1. you can search for training by title, code, description, tag or category
 - 2. training will be listed in the default, masonry view
 - 3. click on title or the 'more' option to see the details of the training
 - 4. select the class and click on the 'enroll' (for unpriced training) or 'add to cart' (for priced training) option to get enrolled
 - 5. if priced training, once you have added the training to the cart, finish the checkout process and pay the amount to get enrolled
- 42. how are the courses delivered?

the courses are delivered through five different ways:

- attend- in-person instructor-led training (ilt)
- attend remote virtual class
- read web-based
- watch video/audio





43. where can i see the enrolled class details?

once you have enrolled, the classes will be listed in the 'my learning' section - to complete tab.

44. where can i get a full view of the certification/learning path i have enrolled?

you can view the list of certification/learning path you have enrolled in my dashboard>certification/learning path

45. how can i refine results displayed in the catalog section?

apply the filter options provided to narrow down your catalog results. use the filter option to narrow down by category, training type, delivery type, location, language, rating, price and date.

46. can i search for the training that will be available on a particular date?

yes. use the filter option and specify the date range in the date filter option and click 'apply'. this will bring the list of training scheduled for the date range you have specified.

47. can i switch the view of my catalog display?

the default view will be the masonry view and you may switch to list view at any point in time by clicking the list view icon available on the right corner of the catalog section.

48. can i directly enroll from the catalog section?

no. in order for the learner to view the entire details of the class and make a decision, we are not allowing direct enrollment from the catalog section, even if there is only one class attached.

- 49. how can i differentiate between a course, certification and a learning path
 - 1. look for the icon before the title, each training type can be identified with its distinct icon
 - 2. certification/learning path will be displayed with a projected image indicating there are underlying courses
- 50. how to search courses by category?
 - 1. go to the catalog section
 - 2. select the 'categories' tab under the catalog section





- 3. a list of categories will be listed under this tab. clicking on any category name will bring the associated courses in the 'all' tab
- 4. you can also type in category name in the search text box, which brings the courses associated with that category
- 51. how to search courses by tag names?
 - 1. go to the catalog section
 - 2. select the 'tag cloud' tab under the catalog section
 - 3. a list of tags will be listed under this tab. clicking on any tag name will bring the associated courses in the 'all' tab
 - 4. you can also type in tag name in the search text box, which brings the courses associated with that tag
- 52. what courses are displayed in the 'recommendation' tab?

recommendation tab displayed in the catalog section, shows courses and learning paths recommended by our intelligence engine as well as the courses recommended to you based on the learner group to which you are part of recommendations are based on your profile, interests and others like you. the highly recommended training will be listed at the top for the learners to enroll

- 53. how to access the course/certification/learning path details page?
 - 1. go to the catalog section
 - 2. select the course/certification/learning path from the list of training displayed in the catalog
 - 3. click on the 'title' or 'more' icon of the course/certification/learning path that you would like to learn
 - 4. you will be directed to the corresponding course/certification/learning path details page
 - 5. the details page displays the complete information of available classes for that course





54. where can i see admin recommended courses?

- 1. go to the catalog section
- 2. under the 'all' tab, you will see an option 'recommended' with options 'based on your profile' and 'based on similar profiles' highlighted with 2 different colors
- 3. on the course image to the top left corner, you will see one of the 2 colors to indicate if the course is recommended based on your profile (admin recommended courses) and based on similar profiles (intelligence engine recommendation)
- 4. 'based on your profile' indicates that the course is recommended by admin
- 5. you can also find these courses under 'recommendation' tab

55. what is a wishlist?

learners add the course they may want to enroll in future to their wishlist. The wishlist icon is found under every course in the catalog section. by clicking the wishlist icon of a particular course, that course will be added to their wishlist

56. where can i see the wish listed courses?

- 1. to view the last five recently added courses to the wishlist, click on the wishlist icon on the header menu
- 2. from the drop-down menu, clicking on any course will take you to that respective course details page
- 3. clicking the 'show all' button on the top of the drop-down menu will take you to the 'wishlist' tab on the catalog section, where you can see the total list of courses you have added to wishlist
- 4. you can also directly go to the catalog section on the homepage, and click on the wishlist tab to view the total list of courses you have added to your wishlist

57. where can i find the most enrolled course?

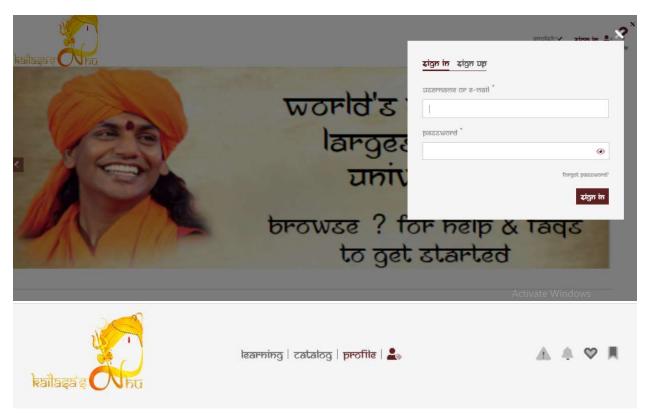
- 1. go to the catalog section on the home page
- 2. click on the 'sort' option on the top right of the section





- 3. select 'most enrolled' from the drop down
- 4. most enrolled courses will be displayed
- 58. how can i share the details of the class with others?
 - 1. you can share the course that you have not enrolled from 'catalog' section using the 'share' option
 - 2. you can share the course that you have enrolled from 'my learning' using the 'share' option

my learning



- 59. where to find the courses that i have enrolled in?
 - all the courses you are enrolled in will be in the 'my learning' section.
- 60. here can i find all the courses that i have enrolled till date?





you can find the courses that you have enrolled till date in my dashboard > learning history section. anything specific you are looking for write to support@nithyanandauniversity.org

61. how do i search for a specific course that i enrolled in?

you can use the search option. enter the search text in the search text box and click on the search icon. you can search for a course by title, description, tag or category.

62. can i switch the view of 'ou learning' display?

default view will be the grid view and the learner might switch to list/calendar view by clicking on the respective icons available on the top right of the section.

63. what do i see in the 'to-complete' tab of 'my learning' section?

the classes you have enrolled and the in progress classes will be displayed in the 'to-complete' tab. upcoming classes will be listed first.

64. can i directly launch a content from the 'my learning' section?

yes. click on the 'launch' option to directly launch the content in the content player.

65. where can i see more details about the class in the 'my learning' section?

when you are in the grid view, the moment you mouse over on the class image it flips and you will see session details of the class and more action icons to perform the respective action.

- 66. what actions can i perform from the 'my learning' section?
 - 1. launch option to launch the content
 - 2. join option to join the 'attend remote' class
 - 3. share option to share the class with other learners
 - 4. bookmark option that lets you bookmark the class for future reference
 - 5. more option, clicking on which will take you to the details page of that class and you can see even more information about this class
 - pre test option, clicking on which will launch the pre test content in the content player
 - 7. change class option, clicking on which will take you to the class details page, wherein you can choose another class instead of the already enrolled one
 - 8. cancel enrollment option, lets you to cancel your enrollment for that class





- 9. take assessment option, clicking on which will launch the assessment in the content player and you may take up the assessment and complete the course
- 10. take survey option clicking on which will launch the survey page in the content player and lets you to provide your feedback on the class
- clicking on the title will also redirect you to the details page of the class and you can view the entire details about the class
- 67, where can i see the session details of the class?

mouse over the class image and it flips. on the flip side, you will find the session location, date and time. if there are multiple sessions for a class, the calendar icon will be highlighted with a dot. click the 'more' option to view all the session details in the details page.

68. where can i see the enrolled class scheduled for the month?

in the 'my learning' section, click on the calendar icon available on the top right of the section. clicking on the calendar icon will take you to the 'to-complete' tab of calendar view and redirects you to the month on which your first class is scheduled. you may also use the options provided in the calendar view to view the next or previous available classes.

69. how do i view the class details in calendar view?

in the 'to-complete' tab of calendar view, click on a particular date and the classes scheduled for that date will be listed on the right in grid view. the moment you mouse over on the image it flips and you can view the details of the class. click on 'more' option available on the flip side, to go to the details page of that class where you will see more details of the class.

70. where can i view the list of classes that i had completed in a month?

in the 'my learning' section, click on the calendar icon available on the top right of the section. click on the 'completed' tab and you can view the last completion class details. you may select any month and view the list of classes completed in that month.

71. how can i rate the class i have completed?

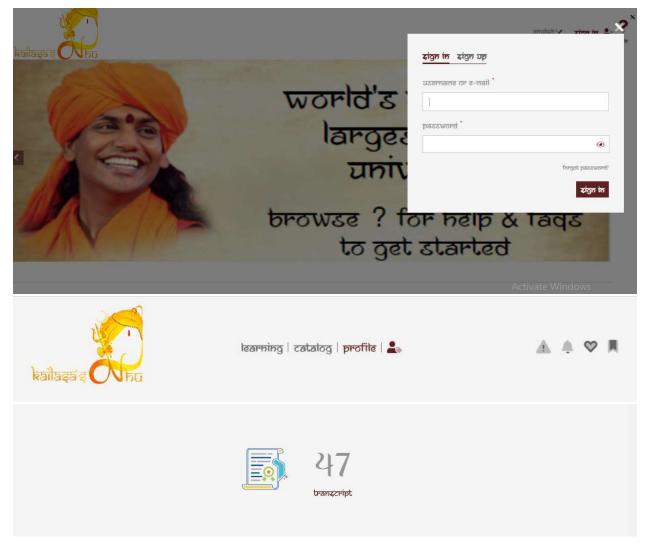
click on the rating icon available in the completed tab of 'my learning' section or in the details page of the class. provide your ratings and click 'submit'.

72. where can i view my completion certificate for a class?

click on the 'completion certificate' icon available in the completed tab of 'my learning' section or in the details page of the class. your completion certificate will be opened.

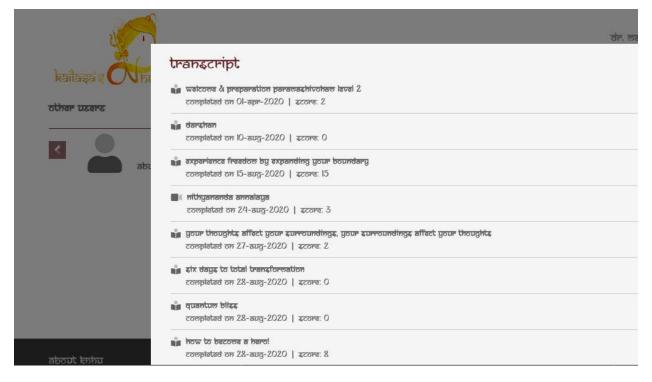












- 73. where can i view the classes that are in incomplete status?
 - 1. go to 'my learning' section
 - 2. click on the 'all' tab
 - 3. as you scroll down the screen, you will see a 'incomplete' section
 - 4. the classes in incomplete status will be listed under this section
- 74. can i enroll again in a class that is in incomplete status?

yes. go to the details page of that class and click on the 're-enroll' icon. this will list all the active classes available under the course. select a class and click enroll.

75. can i export the list of classes that i have enrolled in?

yes. you can export as pdf or cav format.

- 1. go to 'my learning' section
- 2. click on the 'all' tab
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- 3. on to the top right corner, you will see an export icon
- 4. click on it and choose the format you need
- 5. records will be downloaded in the format that you had chosen

76. where can i see all the enrolled records in 'my learning'?

- 1. go to 'my learning' section
- 2. click on the 'all' tab
- 3. you will have the records listed under the following sections
 - a. to-complete: all the enrolled and in progress classes will be listed in this section
 - b. completed: all the completed classes will be listed in this section
 - c. pending: all the waitlisted and payment pending classes will be listed in this
 - d. no show: all the classes in which you are marked as 'no show' will be listed in this section
 - e. incomplete: all the classes that are in incomplete status will be listed in this

77. where can i view the cancelled classes?

- 1. go to 'my learning' section
- 2. click on the 'all' tab
- 3. on to the top right corner, you will see a link 'view canceled classes'
- 4. clicking on the link will redirect you to the page where you can view your cancelled classes

78. can i change class after enrollment?

you can change class only if there is an alternative class available in the course you have selected.

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79. how to change class?

- 1. go to the 'ey learning' section
- 2. click on the 'change class' icon
- 3. you will be redirected to the details page of that class where you can see the list of active/future classes
- 4. select a class and click 'enroll'
- 80. is 'assessment' mandatory to complete the course?

yes, it is mandatory for the learner to complete the assessment in order to complete the course.

81. is 'survey' mandatory to complete the course?

no, surveys are not mandatory.

- 82. how to cancel my enrollment in a class?
 - 1. go to the 'ey learning' section
 - 2. click on the 'to-complete' tab to see the list of classes enrolled
 - 3. use the 'cancel class' option to cancel the class
 - 4. you may also go to the respective details page and click on the 'cancel class' option
- 83. how do i join a remote class?
 - 1. go to the 'my learning' section
 - 2. click on the 'to-complete' and search for the class that you may have to join
 - 3. click on the 'join' option in the grid, front view or the list view will open the meeting screen in a new window
 - 4. you can also join the class using the 'join' option available for that class in the details page





course details page

- 84. how do i view the course details page from the catalog section?
 - 1. go to the 'catalog' section
 - 2. click on the title of the course or the 'more' option will redirect you to the details page of that course
 - 3. If it is a non priced course, you may also click on the 'enroll' option to view the details page
 - 4. If it is a priced course, you may also click on the 'add to cart' option to view the details page
- 85. where can i view any attachments that are available at the course level?
 - go to the details page of that course and in the course details box, below the description you will find the attachments. you can click on the attachment title and download it.
- 86. where can i see the languages in which the course is offered?
 - go to the details page of that course and on the right side of the course details box, you will find specific details about the course. you can find the languages in which the course is offered. clicking on a particular language will display the course title/description in that language.
- 87. what is a prerequisite course?
 - a course the learner must have taken before enrolling into a specific course.
- 88. how to check whether there is any prerequisite course needed to be completed prior to taking up a course?
 - 1. go to the 'catalog' section
 - 2. select the course you want to learn and open the course details page
 - on the right, check whether any prerequisite course count is specified
 - 4. If yes, then click on the link to take to the prerequisite section in that details page
 - 5. check if the prerequisite course has been completed. if not, click on the 'more' option to view the details of the prerequisite course and enroll to complete the course





- 89. how do i enroll for a free course in the course details page?
 - 1. look for the classes under 'all classes' section in the details page
 - 2. all the active/future classes will be listed in this section
 - 3. review the class details and select a class that is suitable for you, by clicking on the radio button
 - 4. click on 'enroll' and you will be enrolled to the selected class
- 90. where can i view the enrolled class details?

after getting enrolled in a class successfully, you will be able to view the class details in the 'to-complete' tab of the 'my learning' section.

- 91. how do i enroll for a paid course in the course details page?
 - 1. look for the classes under 'all classes' section in the details page
 - 2. all the active/future classes will be listed in this section
 - 3. review the class details and select a class that is suitable for you, by clicking on the radio button
 - 4. click on 'add to cart'
 - 5. the selected class will be added to cart. you may further click on the cart icon available in the header section and proceed to checkout
- 92. can i view the classes available on a particular location by date and by language?

yes. use the filter option available in the details page to view the classes by a particular location, by date and by selecting your preferred language. by default, your preferred location and preferred language will be pre selected and the classes will be listed accordingly. you may change the filter options any time and view the details.

- 93. can i get to know about the classes that are scheduled in a month in the course details
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page?

yes. go to the course details page. under the 'all classes' section, if there are more than 5 attend-in person/attend-remote classes, the classes will be listed in the calendar view. else it will be displayed in the list view. below steps to be followed to view the classes in the calendar view.

- 1. when there are more than 5 attend-in person/attend-remote classes, 'calendar of events' table will be displayed
- 2. this lists the number of classes by month and by location chosen in the filter
- 3. in the filter, by default preferred location and language will be selected. you may enter the date range and it should be within the 6 months time period.
- 4. if no date range is selected in the filter window, by default from current month up to 6 months period will be considered and the classes scheduled in this 6 months will be displayed
- 5. attend-remote classes will also be displayed in this table, by month
- 6. clicking on the number of classes for a location and month in the 'calendar of events' table will open up the calendar and the date on which the classes scheduled for the selected location will be highlighted
- 7. clicking on a particular date will list all the classes scheduled on that date for the selected location
- 8. to view all the classes scheduled in a month, click on the number corresponding to location 'all' for a month, in the 'calendar of events' table
- 94. can i enroll in more than one class in a course?

yes. after you enroll in the first class, from the course details page, click on the 're-enroll' option. this will list all the active classes available and you can select one and enroll.

95. where can i see if the class has been waitlisted?

in the course details page, corresponding to each class the wait list position will be displayed.

96. where can i see the total number of seats available for a class?





in the course details page, corresponding to each class the number of seats available will be displayed.

97, where can i see all the session details of a class?

in the course details page, under each of the listed classes click on the expand icon and you can find all the session details of that class.

98. where can i see the rating of a course?

in the course details page, you can see the average rating of the course next to the course title and the individual rating for a class can be seen next to the class title under the 'all classes' section.

- 99. where can i view the details of the class once enrolled?
 - 1. go to the 'to-complete' tab of the 'my learning' section
 - 2. search for that class
 - 3. click on the 'more' option available for that class
 - 4. you will be redirected to the details page of that class
- 100. where can i see the duration of a class?

go to the course details page. under the 'all classes' section corresponding to each class, you can find the duration specified.

101. can i launch the content from the details page?

yes. once you have enrolled in the class, you can directly launch the content in the content player, using the 'launch' option of that class.

102. What if there are no classes available under a course?

use the 'request class' option in the details page. using this option you can request a class to your admin. specify the course name, message and click on 'submit' to send out a request to admin.

certification/learning path details page

- 103. how do i view the certification/learning path details page from the catalog section?
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- 1. go to the 'catalog' section
- 2. click on the title of the certification/learning path or the 'more' option will redirect you to the respective details page
- 3. If it is a non priced certification/learning path, you may also click on the 'enroll' option to view the details page
- 4. if it is a priced certification/learning path, you may also click on the 'add to cart' option to view the details page
- 104. what is a module view in certification/learning path?

module view, shows the courses on the left side and the corresponding classes on the right side. clicking on any course lists the associated classes

105. what is a tree view in certification/learning path?

tree view shows the modules, courses, and classes in a hierarchical view

106. can i set ou preferred view to view the certification/learning path details?

yes. go to my account> preferences tab and select your preferred view from the 'details page view' drop down to tree/module view.

107. where can i view the count of mandatory courses that i need to enroll and complete in in order to complete the certification?

in the certification details page, below the description of the certification, you can view the count of modules and the count of mandatory courses.

108. where can i view the certification expiry details?

go to the details page of that certification and on the right side of the certification details box, you will find specific details about the certification. you can find the expiration details of the certification in that box.

- 109. bow do i eproll for a certification?
 - 1. go to the certification details page
 - 2. in the module view, select the course you may want to enroll
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- on to the right, you will see the list of classes for that course being displayed
- 4. select a class by clicking on the radio button
- 5. the moment you click on the radio button, the class gets added to the floater box
- 6. review the selected classes added to the floater box
- 7. click on the 'enroll selected classes' button to enroll
- 110. what is a floater box in the certification/learning path details page?

a certification/learning path might have more than one course to which you may want to enroll. as and when you select the class for a course, it gets added into this floater box. as a final step, you may verify the classes you have added in the floater box and enroll to the added courses.

111. can i delete the added class from the floater box in the certification/learning path details page?

yes. use the trash icon available corresponding to each class to remove it from the floater box.

112. where can i view the courses for a module in the certification/learning path details page?

in the module view, click on the expand (+) icon to view the list of courses in that module. clicking on the course will list the classes available for that course on the right side. you can view the course details in the tree view by clicking on the 'switch to tree view' option.

113. where can i view the details of the certification/learning path once enrolled?

once enrolled in the certification/learning path, you can see the enrolled certification/learning path in the 'to-complete' section of my dashboard> certification/learning path. you can view the enrolled classes under the certification in the 'to-complete' tab of the 'my learning' section.

114. how do i cancel the enrolled certification/learning path?

go to the certification/learning path details page. in the description section of the certification/learning path, you will have a 'cancel certification/cancel learning path' option. click on it to cancel your enrollment to the certification/learning path.





115. can i recertify from the certification detail page?

yes. you can recertify by clicking on the 'recertify' option available in the description section of the certification/learning path and this option will be available during the recertify period.

116. can i change class within a course in the certification/learning path details page?

yes. if there are active classes available within the course, you may change the class. if you do not find any active class, you may use the 'request class' option to contact admin and request for a new class.

117. can i enroll in another class within a course in the certification/learning path details page?

yes. use the 're-enroll' option available in the details page for that class.

118. how do i come to the certification/learning path details page, once i have enrolled?

you can come to the certification/learning path details page from

- go to the my dashboard>certification/learning path section. click on the certification/learning path title or the 'more' option will redirect you to the respective details page
- 2. go to the 'my learning' section and search for the class you have enrolled as part of the certification/learning path. click on the class title or the 'more' option will redirect you to the certification/learning path details page to which the class is associated with

my dashboard

items need attention

119. what is 'items need attention' about?

items need attention list the classes/certifications/learning paths that need your attention grouped by the following actions

- | loans
- launch
- reoinder
- take assessment





take survey

- 120. What items will be listed under the 'enroll' tab of items need attention?
 - 1. course/certification that has expired and to be enrolled again
 - 2. course/certification which will expire soon
 - 3. new compliance/mandatory training that has been assigned to you
 - 4. if you have missed to attend a class
 - 5. if you failed the assessment for a class
 - 6. content attached to a class under compliance/mandatory course has expired
 - 7. access to the training has expired
- 121. What action to be taken for the classes listed in 'enroll' tab of items needs attention?
 - there will be a 'enroll' option for each of the items listed in the 'enroll' tab. click on the 'enroll' option or the title will redirect you to the details page. select a class and click on 'enroll' to re-enroll to the listed item and complete it.
- 122. what items will be listed under the 'launch' tab of items need attention?
 - 1. classes for which completion deadline is approaching
 - 2. classes for which new content version is available
- 123. what action to be taken for the classes listed in 'launch' tab of items needs attention?
 - there will be a 'launch' option for each of the items listed in the 'launch' tab. click on the 'launch' option or the title will launch the content associated with that class in the content player. launch the content and complete it.
- 124. what items will be listed under the 'reminder' tab of items need attention?
 - 1. classes that are cancelled by instructor/admin/manager
 - 2. classes for which your enrollment is cancelled
 - 3. reminder message to attend a training
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- 4. reminder for you to go and attend the practical evaluation session with the instructor
- 125. What action can be done in 'reminder' tab of items needs

attention?

clicking on the 'more' option corresponding to each item displayed or clicking on the title will redirect you to the respective details page. you may see more details about the class in the details page and take appropriate action.

126. What items will be listed under the 'take assessment' tab of items need attention?

this tab will list all the classes for which you have to take up the assessment and complete the course. clicking on the 'take assessment' option or the title will launch the assessment content in the content player and you can complete it from there.

127. what items will be listed under the 'take survey' tab of items need attention?

this tab will list all the classes for which you have to take up the survey and provide your feedback about the class. clicking on the 'take survey' option or the title will launch the survey content in the content player and you can complete it from there.

certification/learning path

- 128. where can i view the certification/learning path i have enrolled?
 - 1. go to my dashboard>certification/learning path
 - 2. click on the certification tab to view the certifications you have enrolled
 - 3. click on the learning path tab to view the learning paths you have enrolled
 - 4. 'to-complete' section will list all the enrolled certification/learning path in the respective tab
- 129. where can i view the completed certification/learning path?
 - 1. go to my dashboard>certification/learning path
 - 2. click on the certification tab to view the certifications you have enrolled
 - click on the learning path tab to view the learning paths you have enrolled





- 4. 'completed' section will list all the completed certification/learning path in the respective
- 130. where can i view the pending/incomplete certification/learning path?
 - 1. go to my dashboard>certification/learning path
 - 2. click on the certification tab to view the certifications you have enrolled
 - 3. click on the learning path tab to view the learning paths you have enrolled
 - 4. 'pending' section will list all the waitlisted/payment pending certification/learning path in the respective tab
 - 5. 'incomplete' section will list all the incomplete certification/learning path in the respective tab
- 131. where can i view the cancelled certification/learning path?
 - 1. go to my dashboard>certification/learning path
 - 2. on to the top right corner, you will see a link 'view canceled certification' in the
 - 3. you will see a link 'view canceled learning path' in the learning path tab
 - 4. clicking on the link will redirect you to the page where you can view your cancelled training
- 132. where can i view the expired certification?
 - 1. go to my dashboard>certification
 - 2. click on the certification tab to view the certifications you have enrolled
 - 3. 'expired' section will list all the expired certifications
- 133. how can i recertify for the expired certification?
 - 1. go to my dashboard>certification
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- 2. click on the certification tab to view the certifications you have enrolled
- 3. 'expired' section will list all the expired certifications
- 4. click on the 'recertify' option available for that certification
- 5. clicking will redirect you to the respective details page
- 6. list of courses attached to the recertification program will be listed in the certification details page
- 7. select the mandatory course and click 'enroll' to enroll to the certification

bookmarks for reference

134. what do i see in 'bookmarks for reference'?

there will be 4 tabs courses, content, certification and learning path. you can view the bookmarked classes/content/certification/learning path in the respective tab.

- 135. can i remove an item from 'bookmarks for reference'?
 - yes. click on the fully coloured bookmark icon to remove the item from bookmarks.
- 136. can i launch a content that i have bookmarked, from 'bookmarks for reference'?
 - yes. click on the launch option available for that content in the 'content' tab. content will be launched in the content player.
- 137. how do i go to the details page, from 'bookmarks for reference'?
 - you may click on the title of the item you have bookmarked or click on the 'more' option of that item.

learning statistics

- 138. how can i keep track of my performance?
 - 1. go to the 'ey dashboard' section
 - 2. select the 'learning statistics' option, under which you can find the 'overall' and 'current year' performances, both in theory as well in graphical representation





139. what does the graph 'my learning hours' indicate?

based on the target hours that you had set in 'my account' preferences tab, you can track your learning progress versus your goal in this graph.

140. is there a graph that displays the training that i have enrolled and completed by assignment type (mandatory/compliance)?

current year tab

- 1. yes. go to 'my dashboard>learning statistics' section
- 2. in that, go to the 'enrolled and completed training' section
- 3. select the assignment type from the drop down and the graph will be displayed accordingly

overall tab

- 1. yes. go to 'my dashboard>learning statistics' section
- 2. in that, go to the 'ou learning statistics' section
- 3. you will see the pie chart for the assignment type displayed.
- 4. clicking on any pie will display a sub pie chart below with the details by status of the
- 141. is there a graph that displays the training that i have enrolled and completed by training type (courses/certification/learning path)?

current year tab

- 1. yes. go to 'my dashboard>learning statistics' section
- 2. in that, go to the 'enrolled and completed training' section
- 3. select the training type from the drop down and the graph will be displayed accordingly

overall tab

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- 1. yes. go to 'my dashboard>learning statistics' section
- 2. in that, go to the 'oy learning statistics' section
- 3. you will see the pie chart for the training type displayed
- 4. clicking on any pie will display a sub pie chart below with the details by status of the class
- 142. is there a graph that displays the training that i have enrolled and completed by delivery type?

current year tab

- 1. yes. go to 'my dashboard>learning statistics' section
- 2. in that, go to the 'enrolled and completed training' section
- 3. select the delivery type from the drop down and the graph will be displayed accordingly

overall tab

- 1. ues. go to 'mu dashboard>learning statistics' section
- 2. in that, go to the 'my learning statistics' section
- 3. you will see the pie chart for the delivery type displayed
- 4. clicking on any pie will display a sub pie chart below with the details by status of the class
- 143. is there a graph that displays the training that i have added to my wishlist?
 - yes. you can view an activity gauge chart of the courses that you have added to the wishlist (items in your wishlist) in the 'learner engagement console' displayed in the banner section and also in 'my dashboard>learning statistics>over all tab'.
- 144. is there a graph that displays the count of items that needs action from my side?
 - yes. you can view a pie chart of all the items that need your attention by category in the 'learner engagement console' displayed in the banner section and also in 'my dashboard>learning statistics>over all tab'. click on the pie chart to view the details.





145. is there a graph that displays the count of paid and free courses that i have enrolled and completed?

yes. you can view a in 'my dashboard>learning statistics>over all tab' under the 'action center' section.

learning history

- 146. where to see the overall list of courses i have enrolled till date?
 - 1. go to the 'my dashboard' section
 - 2. select the 'learning history' option, to find the list of all the courses that you have enrolled till date
- 147. where can i view all the certifications/learning paths i have enrolled till date?

 you can view in
 - 1. my dashboard>certifications/learning paths
 - 2. learning history>certifications/learning paths
- 148. how do i narrow down the results i see in 'learning history'?
 - click on the 'filter' option available on the top right corner of the section. you may select multiple filter options and click on 'apply' to view the results.
- 149. how can i view more details about the class i see in 'learning history'?
 - click on the 'more' option of the class or on the title will redirect you to the details page and you can see more details about the class in the details page.
- 150. can i export the list of classes that i have enrolled in from 'learning history'?

 yes. you can export as pdf or cav format.
 - 1. on to the top right corner, you will see an export icon
 - 2. click on it and choose the format you need
 - 3. records will be downloaded in the format that you had specified





learning playlists

- 151. where can i view the playlists i have created?
 - 1. go to the 'my dashboard>learning playlists' section
 - 2. you can see the list of playlists that you have created
- 152. can i edit the playlist name?

yes. click on the edit icon and enter the playlist name in the text box provided for the playlist title and click 'save'.

153. can i launch content from my playlist?

yes. click on the expand action available at the right side of the playlist title. on click, all the content added to the playlist will be listed with a 'launch' option for each. clicking the 'launch' option will play that content in the content player.

154. can i remove the added content from my playlist?

yes. click on the expand action available at the right side of the playlist title. on click, all the content added to the playlist will be listed with a remove (x) option for each. clicking the remove option will remove that content from the playlist.

points

- 155. where should i look for the points i gained through the training?
 - 1. go to the 'my dashboard>points' section
 - 2. click on the 'points' to view the total points you have gained so far through training
- 156. What does the split up of points indicate?
 - total earned points: the total points you have earned through training
 - all registration: points you have earned by enrolling into the training.
 - completion: points you have earned by completing the training





- shares: points you have earned by the number of courses you have shared with other learners
- votes: points you have earned by the number of classes you have rated

<u>oy</u> certificates

- 157. where can i find the entire list of certificates i have received through my training?
 - 1. go to the 'my dashboard>my certificates' section
 - 2. click on it to view the to view the list of certificates you have received so far from the training you have completed
- 158. what are all the details i will find under the 'ou certificates' tab?
 - you will find the list of certificates, along with the delivery type, the date, month and year of completion, and also the score you gained in that particular training.
- 159. can i search for a particular training based on the completion period?
 - yes. select the period from the 'from' and 'to' dropdown and click on 'apply'. you will see the training listed for the selected period.
- 160. where can i view the completion certificates?
 - 1. go to the 'my dashboard>my certificates' section
 - 2. click on it to view the to view the list of certificates you have received so far from the training you have completed
 - 3. click on the 'view certificate' option to view the certificate
- 161. bow cap i download the certificates?
 - 1. go to the 'my dashboard>my certificates' section
 - 2. click on it to view the to view the list of certificates you have received so far from the training you have completed
 - 3. click on the 'view certificate' option to view the certificate
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4. click on the download icon on the top right corner of the certificate and you are done

badges

162. what are all the badges available?

the following are the list of badges given to you for completing the necessary training:

- registration master
- perfect finisher
- super judge
- share expert
- super blogger
- 163. how to win the badges?
 - registration master badge: when a learner reaches the minimum points required by registering for training, then the learner receives the registration master badge
 - perfect finisher badge: when a learner reaches the minimum points required by class or training plan completion then he/she gets the perfect finisher badge
 - super judge badge: when a learner reaches minimum points required by rating training, then he/ she will get the super judge badge
 - share expert badge: when a learner reaches minimum points required by sharing training with other learners, then he/ she will receive the share expert badge
 - super blogger badge: when a learner reaches minimum points required by adding comments or replying in discussions, then he/ she gets the super blogger badge
- 164. how can a learner receive the registration master badge?

when a learner reaches the minimum points required (set by admin) by registering for training, then the learner receives the registration master badge

165. how can a learner receive the perfect finisher badge?

when a learner reaches the minimum points required (set by admin) by class or training plan completion then he/she gets the perfect finisher badge





166. how can a learner receive the super judge badge?

when a learner reaches minimum points required (set by admin) by rating training, then he/ she will get the super judge badge

167. how can a learner receive the share expert badge?

when a learner reaches minimum points required (set by admin) by sharing training with other learners, then he/ she will receive the share expert badge

168. how can a learner receive the super blogger badge?

when a learner reaches minimum points required (set by admin) by adding comments or replying in discussions, then he/ she gets the super blogger badge

- 169. where can i find the badges won by me?
 - 1. go to the 'my dashboard>badges' section
 - 2. click on it to view the list of badges you have won so far

cancellation policy

170. can i cancel the certification/learning path?

yes. you can cancel it in the respective details page. click on the 'cancel' option available in the description section to cancel the certification/learning path.

171. can i cancel a mandatory course?

no, the learner cannot cancel a mandatory course. please write to support@nithyanandahinduuniversity.org for further assistance

172. can i cancel a compliance course?

no, the learner cannot cancel a compliance course please write to support@nithyanandahinduuniversity.org for further assistance

लयु क्रांगेड

173. how do i edit my profile?





click on the edit icon corresponding to any of the listed sections in 'my profile' and this will display a screen in edit mode for you to fill in the details.

174. how do i search users?

- 1. you can search for users within your organization in the 'my profile other users' section
- 2. you can search by username, job role or by manager name. select the option from the dropdown values and enter the search text in the search text box and click on the search icon
- 3. user list will be listed based on your search criteria
- 4. click on the user name will open up the user profile in a new screen





glossary of icons

<u></u>	attend - remote
	allend - in person
ů	read
	watch
(a)	l isten
1	alert.
٠	announcement
8	wishlist
	bookmark
H	shopping cart
? •	व्यञ्ज
	course





O _C	zertification
11/1	learning path
	ਹਿਨਸਰਤ
•	launch / join
☆	votes
.	completion certificate
4,	take assessment
*	take survey
43	take pretest
Q	change class
*	cancel enrollment
Q	recertify
	add to playlist
*	collapse header





Z	लक्षेर full इटान्डन
×	टोठडर
~	इयिनारे
===	calendar
•	location
0	tiलe
#	show in my timezone
*	share
	bookeark
	more
	recommendations
•	calegories
<u>~</u>	tag ਟlouਰੇ
8	wishlist





#	filter
:=	list view
==	ਰੂਸਾਂ ਹ ੀ view
=	calendar view
C	export
Q	search
/	ट वेंारे
P	ppt file (content type)
×	pdf file (content type)
w	word doc (content type)
<u> </u>	audio (content type)
î	remove / delete
)))	items need attention
	learning path / certification





	bookmarks for reference
	learning इtats
	learning history
	learning playlists
(1) 50 S	points
	transcripts
	badges
	awards
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about kailasa's nhu

kailaça's nhu is a california religious institution founded as the nityananda yoga & meditation university dba nityananda meditation university in 2007 to propound and propagate the teachings of the supreme pontiff of hinduism jagatguru mahasannidhanam hdh bhagavan nithyananda paramashivam.

the kailaga's nhu is awarded exemption under sec (california education code) 94874(e)(1), by the bureau of private & postsecondary education for the state of california, to award religious degrees autonomously.

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