LOGGING IN TO LEARNING CENTER

1. After logging into UCONNECT, select the School Services tab.
2. Select Launch the Learning Center from the Learning Center channel on the right side of the screen.

DIFFICULTIES ACCESSING THE SITE

If you are not immediately directed to the home page of the Learning Center, follow the steps below to perform a system compatibility test. The results will identify any related computer problems preventing you from using the system.

1. Select Click Here from the Login In Progress box. This will open up the Skillsoft Self-Help Customer Support Window.
NEW WINDOW: SKILLOFT SELF – HELP CUSTOMER SUPPORT

2. Select the **Click Here**. Enter your UCO email address and click submit. If you have questions about any error messages you receive from this report, please contact the Service Desk at 405-974-2255 or support@uco.edu

3. If you still have difficulty logging in or launching courses after correcting errors from the system compatibility check, you may need to optimize your internet browser. Select your internet browser from the list and follow the recommended suggestions.

* See **Appendix** for more detailed information regarding Java installation and optimizing your internet browser including configuring plug-ins, and adding trusted sites.
ENROLLING IN UCO REQUIRED ANNUAL TRAINING

UCO requires all employees to complete three courses each year. The courses are:

- UCO Faculty & Staff Sexual Misconduct & Gender Based Discrimination Training (Online only)
- Cyber Security Training (Available online or in a classroom)
- Safety Training (Available online or in a classroom)

To locate the courses in the Learning Center after logging in, complete the following steps:

1. From the home page, select Catalog on the left side.
2. Click on the + icon to the left of the UCO Annual Training folder to view course folders.
3. Click on the + icon next to the course folder to see a list of available courses.
4. Hover your mouse over a course and either:
   a. Select Launch to begin the online course
   OR
   b. Select Show Details to enroll in a classroom session.
APPENDIX – INSTRUCTIONS FOR JAVA INSTALLATION & OPTIMIZING INTERNET BROWSER

Self-help
Skillsoft Customer Support

Important!: If you are working from a computer within your office environment, it may be advisable to have your local IT/Helpdesk personnel validate that this software meets acceptable standards prior to installation.

While the Oracle Java Runtime Environment (JRE) is required in order for Skillsoft content to function normally within your browser, it was created by a third party vendor. As such, Skillsoft can assume no responsibility for any complications that may arise from the installation of this software.

Attention Firefox Users!: On April 02, 2012 Mozilla Firefox implemented an active block on versions of the Java Runtime Environment (JRE) older than 1.6.0_31 or between 1.7.0 and 1.7.0_2 in the Firefox web browser. As a result, this block disables the Java plugin from being used in the Firefox browser. A statement provided by Mozilla Firefox can be reviewed here.

To continue to utilize Java which is a necessary component of the courseware, please upgrade your Java environment to at least 1.6.0_31 by visiting the Java website here. Alternatively, you may choose to continue utilizing your existing version of Java by following the steps outlined in the guide found here.

To view the latest Skillsoft desktop system requirements, please click here.

At this time there are no known compatibility issues with the latest version of the Oracle Java Runtime Environment (JRE) available on their website http://www.java.com and Skillsoft software. Provided below are detailed instructions to install a particular version of Oracle JRE if you do not wish to access the Oracle Java page. These instructions include steps to disable the 'Auto-Update' functionality of the Oracle JRE. While not a necessity, this will ensure the Oracle JRE application does not update unless you specifically take such actions.

This walk-through was created using Windows XP as a guide, however alternate versions of the Windows OS will be very similar in procedure as well.

Detailed Installation Instructions for JRE

1. Go to the following location on Oracle's website: Get Java

2. Once the new webpage has loaded, you will be able to select and download the appropriate version of JRE for your operating system. In this instance, we have chosen to download Windows 7, XP Offline for a Windows based computer. Click the link to start the download process.
3. Next, you should now have received the following download prompt.

Please click on Run to start the download and installation of the JRE application.

4. Once the file downloaded has completed, the installation will start automatically.

Please click on the install button to accept the license agreement, which will then proceed with the installation.
5. The installation may take a few minutes to completely load on your system. Once the installation has been completed, you will be prompted with the below message.

Please click on Close button to exit the installer.

6. Next you will need to configure the Java Plug-in.

Go to your Windows Start button, then to Settings and then select Control Panel.
7. Once in the Control Panel, locate the **Java** icon, and then open it.

8. In the new Java Control Panel window click on the **Advanced** tab, and then expand the **JRE Auto-Download** heading.

Please ensure that **Never Auto-Download** is selected and then click OK to close the window.
At this point the installation and configuration of Java is now complete. You should now be able to access your courseware.

Should you require any assistance with the above steps, please feel free to contact us through one of the options listed below.

Access a Skillsoft Support Representative in a one-to-one chat environment using our [Live Help](#).

The [Skillsoft Online Customer Support Portal](#) is a gateway to the latest technical support and how-to information. Users can search technical support articles, view a list of FAQ's or submit requests to Skillsoft Customer Service Representatives through an intuitive, easy to use Web form.

Back to the top of this page.

**Configuring Java Permissions**

1. Within Internet Explorer, select **Tools** from the menu at the top of the screen, and then select **Internet Options** from the resulting drop-down menu.
2. In the new window that opens, please click on the **Security** tab.

Select the **Trusted Sites** icon and then click on the **Sites** button.

In the new **Trusted Sites** window, remove the checkmark for **Require server verification (https:) for all sites in this zone**.

In the top input box type `skillport.com` and then click the **Add** button. Please repeat the same steps to also add `skillwsa.com`. 
After both sites have been successfully added, you may exit the window by clicking on the Close button.

3. While still on the Security tab window with Trusted Sites highlighted, click the Default Level button and click Apply.
4. Next, please click on the Programs tab.

Click on the Manage add-ons button.
Ensure that all Java Plug-in versions are set to Enable, then click OK.

5. This concludes the configuration of Java’s permissions within the Internet Explorer web browser.

Please click on the OK button to return to the main web browser window.
CONTACT INFORMATION

Service Desk

• **Phone**: 405.974.2
• **Email**: support@uco.edu
• **Location**: Library, 1st Floor

Technology Resource Center

• **Phone**: 405.974.5595
• **Email**: trc@uco.edu
• **Location**: ADM, 101