FAQ’s on E-Learning and Assessment’s

1. Learner should not use the progress bar for navigation
   a. While taking e-learning course, learner must use the "Next" button to progress to the each page.
   b. She/he must ensure that all the pages in the e-learning has been visited and before she/he reaches the “Thank You” page.
   c. In case, she/he uses progress bar instead of the "Next" button to skip pages and reaches the "Thank You” page, the LMS will not record the status as successful completion.

2. Learner needs to visit all pages in order to make the e-learning complete
   a. If some pages are skipped and the learner the reaches the last page of course, still the e-learning will be incomplete.

3. Learner should wait for 2- 3 seconds after reaching the last page or thank you page so that the status is updated by LMS.

4. Learners should not leave the course window unattended for long time. The LMS will get timed out, after this even if the learner complete the course, details will not get updated.
   a. If the learner, taking an e-learning course, decides to take a break, she/he must use the "Exit" button and close the course so that the LMS can bookmark the current page (that she/he is on).
   b. If she/he does not do this, then the LMS session will time-out. However, it will seem to the learner that the course is still active. But, in reality, the LMS would not be tracking it.
   c. If the "Exit" button is used, when the learner returns to the course, she/he will be provided an option to either re-commence from the bookmarked page or from the beginning.

5. While taking in –house assessment, after reaching the last page (Score Page) Learner need to wait for 2/3 sec (for the data to get updated in LMS) and the then CLOSE the assessment window.

6. If Learning Explores is facing issue in Internet Explorer (IE), he/she can be instructed to use Firefox /Google Chrome.

7. In case Skillsoft courses where assessment is last module , taking the assessment alone will NOT mark the course as complete
   a. The Learner needs to complete all chapters ( modules ) plus the assessment for course completion