

## **Skillsoft Help** <sup>[1]</sup>

- [Taking Courses](#)
- [Instructor-Led Training](#)
- [Troubleshooting & Contacts](#)

### **How do I take required training on Skillsoft?**

#### **Students**

1. Log on to your student portal (<https://my.cu.edu> <sup>[2]</sup>).
2. Click **Training**, in the upper-right navigation.
3. Click **Skillsoft**.

#### **CU Boulder Students**

1. Log on to your Buff portal (<https://buffportal.colorado.edu/> <sup>[3]</sup>).
2. Click the navigation bar on the top left.
3. Enter **Skillsoft** in the search box.
4. Select **Skillsoft Training**.
5. Click Start **Skillsoft**.

#### **Faculty, Staff & POIs**

1. Log on to your campus portal (<https://my.cu.edu> <sup>[2]</sup>).
2. Open the **CU Resources** dropdown menu.
3. Select **Training**.
4. Click the **Skillsoft** tile.

### **Is Skillsoft more than just compliance training?**

Yes, Skillsoft is a learning management system that offers various eLearning and online

training. These solutions include Business Skills, Training, Digital Skills Training, and IT Skills, to mention a few. The platform's professional certification catalog <sup>[4]</sup> also provides content for your training certification program needs.

## Where can I find my record of training completions?

Skillsoft keeps a real-time record. View your record in Skillsoft:

1. Go to **Learning Transcript**.
2. If you'd like to filter your transcripts, select **Add Filters**.
3. Choose a **Status** (All, Started, Completed).
4. Apply additional filters, if wanted (Type or data range).
5. Click **Apply**.

**NOTE:** Employees may access training records from their portal by using the **Training Summary**.

## How do I view or print a certificate of completion for a course I completed in Skillsoft?

To view and print a completion certificate:

1. Log onto Skillsoft.
2. Click **Learning Transcript**.
3. Click the **Actions** menu button for the completed course, and select **View Certificate**.
4. Click the **Print** icon to print the certificate to a printer or to a PDF file.

## Where can I find instructor-led training (ILT) courses?

1. Log on to Skillsoft.
2. Click **Library**.
3. Select your campus.
4. Select **Instructor-Led Training (ILT)** from the left-hand Categories menu.
5. Select the course.
6. Click **Enroll** or **Waitlist**.

Or

1. Log on to Skillsoft.
2. Select **Instructor-Led Training (ILT)** from Quick Links.
3. Click **Session Schedule**.
4. Click **Actions**.
5. Select **Enroll in this Session**.

## Why am I unable to enroll in an ILT session?

You may be already enrolled in another session of the same course. You must withdraw from a session you're enrolled in before you can enroll in a different one.

## Who do I contact if I have a problem with Skillsoft?

Email Employee Learning and Development at [system.training@cu.edu](mailto:system.training@cu.edu) [5].

## How do I turn off my pop-up blocker?

The job aid *Disabling Pop-Up Blockers and Clearing Cache* [6] will help you ensure your browser can display up-to-date information.

## Why is the course I completed not showing up in the portal under Learning Transcript?

There is a one to two business day delay from the time you complete a course and quiz in Skillsoft to when it appears in your portal. If more than two business days have passed and you do not see the course, email Employee Learning and Development at [system.training@cu.edu](mailto:system.training@cu.edu) [5].

### Groups audience:

Employee Services

### Right Sidebar:

ES: ELD Skillsoft Admin Resources

ES: ELD - Contact

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**Source URL:**<https://www.cu.edu/employee-services/career-advancement-learning/learning/skillsoft/skillsoft-help>

### Links

[1] <https://www.cu.edu/employee-services/career-advancement-learning/learning/skillsoft/skillsoft-help>

[2] <https://my.cu.edu> [3] <https://buffportal.colorado.edu/> [4] <https://www.skillsoft.com/catalog/certification/>

[5] <mailto:system.training@cu.edu> [6] <https://www.cu.edu/docs/jaid-pop-up-blockers-cache>