

Skillsoft Support ^[1]

Having trouble using Skillsoft?

Refer to this page for any known issues, workarounds and FAQs for Skillsoft courses. If you are experiencing an issue not listed below, email system.training@cu.edu ^[2] for additional support.

Known Issues

CU: Information Security Awareness Course

If you have completed the **CU: Information Security Awareness course**, but are still getting reminder/overdue notice emails, refer to the following steps below:

- If you can see your completion in the portal ^[3], you are compliant with the course, and no further action is required on your part. There may be several reasons why Skillsoft is still sending reminders, and we'll investigate them and send you an update. Please, disregard the reminder/overdue notice emails until we reply to your email.
- If you do not see your completion in the portal, we will investigate the reason why and send you an update. No further action is required on your part until we reply to your email.

Issues Accessing the Course

If you have issues accessing the course from the link in the reminder/overdue notice email:

1. Log into your employee portal ^[4] at my.cu.edu.
2. In the CU Resources area, select **Training** from the dropdown menu and select the **Skillsoft** tile.
3. Search for the course using the search box at the top right side of the screen.

If you cannot access the employee portal, contact your IT department, and tell them that your employee portal is not set up correctly. Make sure to tell them that it's a portal issue, not a Skillsoft issue, which will route your ticket to the correct resource.

Issues Completing the Course

If you have issues completing the course:

1. Clear your cache ^[5]

- , open a new browser page, and launch Skillsoft
 - We recommend Google Chrome when using Skillsoft.
2. Search for the course and launch it from the **Library**, not the transcripts.
3. Click **Restart** at the bottom of the course window. (Do not click Resume.)
4. Click **Next** until you reach the slide where you experienced an issue

If these steps do not work, use an incognito page. If you need additional support, ELD can complete these steps with you.

Who Needs to Complete the Course

Any active employee currently paid by the university must complete the course. Retirees with active CU emails or past employees not currently working for CU might still receive reminders/overdue notices from Skillsoft, but they do not need to complete the course. We will remove you from the list and send you an update.

[Learn more about the course](#) ^[6].

Frequently Asked Questions

- [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> ^[4]).
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/> ^[7]).
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> ^[4]).
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 ^[8] 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 [2].

How do I turn off my pop-up blocker?

The job aid *Disabling Pop-Up Blockers and Clearing Cache* [9] 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 [2].

Groups audience:
Employee Services

Source URL:<https://www.cu.edu/employee-services/professional-growth-training/training-services/skillsoft/skillsoft-support>

Links

[1] <https://www.cu.edu/employee-services/professional-growth-training/training-services/skillsoft/skillsoft-support> [2] <mailto:system.training@cu.edu> [3] <https://www.cu.edu/docs/sbs-training-summary>
[4] <https://my.cu.edu> [5] <https://www.cu.edu/blog/tech-tips/how-clear-cache-your-web-browser>
[6] <https://www.cu.edu/security/information-security-course-compliance-faqs>
[7] <https://buffportal.colorado.edu/> [8] <https://www.skillsoft.com/catalog/certification/>
[9] <https://www.cu.edu/docs/jaid-pop-up-blockers-cache>