



Skillsoft FAQs



Login Questions

If you have forgotten your password.....

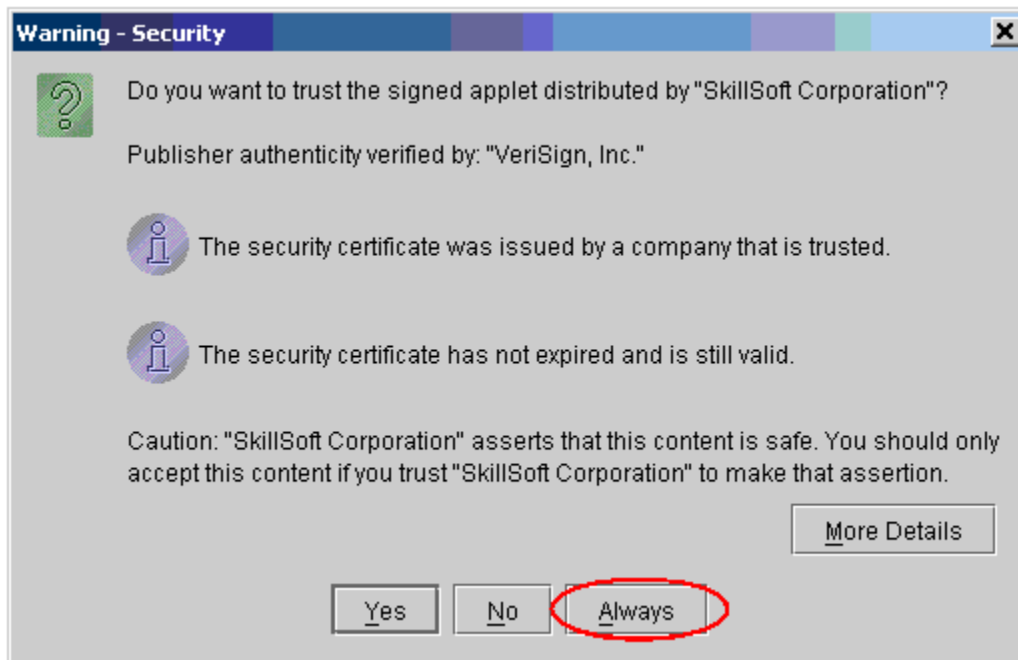
Your login ID and password were forwarded to you via e-mail when you registered for your course. If you cannot locate this original e-mail, please email: studenthelpdesk@ntc.edu. Your login information will be resent to you.

I'm attempting to login but am receiving a page error or a message that my login or password is invalid.

1. You must be registered for a Skillsoft (CBTS) course through Northcentral Technical College. After you register, you should receive a welcome letter and instructions via e-mail from the Student Help Desk at Northcentral Technical College that contains your Login ID and password on or a couple days before the start of class.
2. Remember that the My SkillSoft login e-mail address and password are case sensitive, so be sure to be aware of whether your Caps Lock key is on or off.
3. Like many other web sites, My SkillSoft uses a cookie in order to provide you with customized, personalized content. Therefore, in order to login, your browser must be set to accept cookies. If you are still unable to login, please send an e-mail to the NTC student help desk at: studenthelp@ntc.edu

IT Course Problems

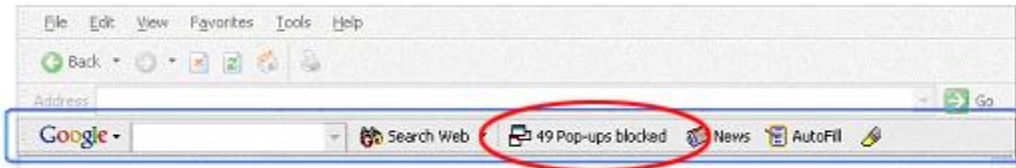
If, when opening a Skillsoft course for the first time, you have a **security warning window** pop up (see *graphic below*):



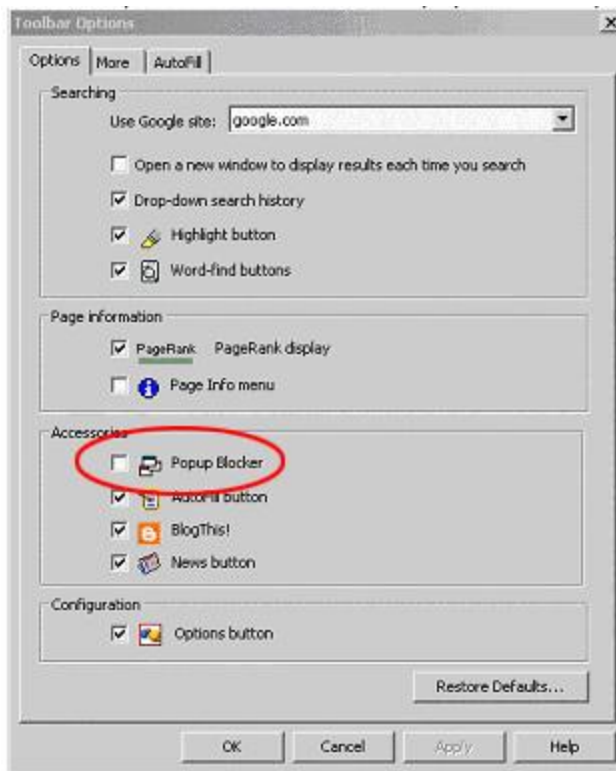
1. We recommend you select "Always trust content from SkillSoft Corporation." The program will then automatically open your courses.
2. Otherwise, select "Yes" each time to open your courses.

Pop-Up Blockers Need To Be Disabled

Do you have a Google toolbar enabled that blocks pop-up's? (If so, it would look something like the graphic below). If you do, it will need to be disabled.



1. Click on Options or Google on the left of the screen then select options from the drop down list.
2. On the Options tab, deselect "Popup Blocker" (see graphic below).

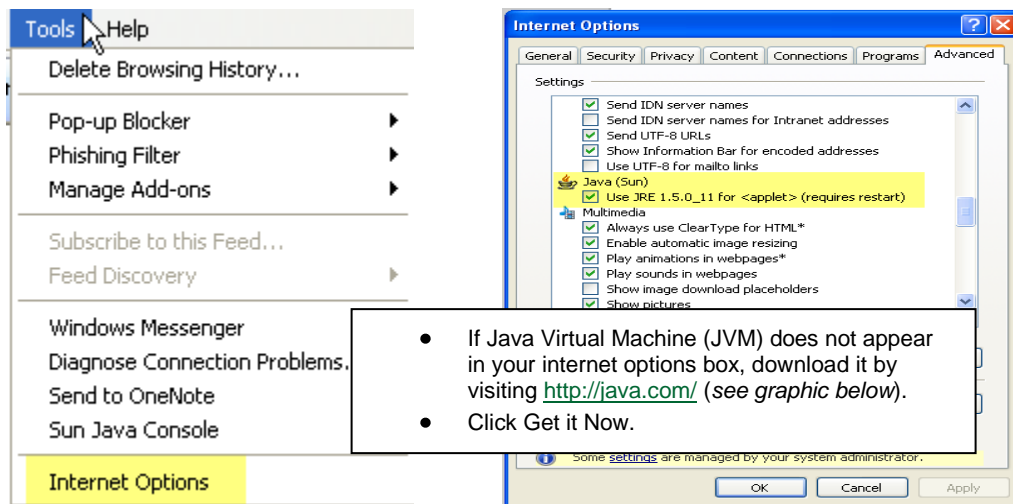


1. Click "Apply" and "OK".
2. When you're done with the course, recheck the box to enable the popup blocker again.

If, when trying to play an IT course, the course gets stuck when loading (see graphic below):



Check to see if Java Virtual Machine (JVM) or Microsoft VM are installed on your computer.



As there may be various technical issues which might prevent proper launch of Skillsoft courseware on your system. You can access instructions on how to resolve the majority of these problems at: <http://support.skillsoft.com/customer/SPJava.htm> or by contacting the NTC Student Help Desk: phone: 1-888.682.7144, extension 1160 or 1-715-803-1160
Email: studenthelp@ntc.edu

General Course Problems

Pages are intermittently skipped while playing a Business Skills course.

When clicking an arrow to go to the next page of a course, the user is taken several pages further on in the course instead of to the next page. This happens intermittently.

Known Causes: Unsupported or corrupted Java version installed on the PC.

Known Solutions or Workarounds: Ensure that a supported Java version is installed on the PC.

Two Skillsoft (CBTS) courses cannot be played simultaneously.

You may only play one course at a time.

How Do I Access My Skillsoft Course:

1. Log in to SkillSoft site <http://wtcs.skillport.com>
2. Type in your Student ID for the User ID and ntc for the Password
3. Click on "my Courses"
4. Click on your course name
5. Hover over your course module with your cursor and then click on "Launch"

How will I know when I have completed a course:

The My Report page will have two sections: Started and Completed. Courses that have met the criteria at the bottom of this page will be listed as Completed. All others will be listed in the Started section. In SkillPort, you can view the completion requirements set for your organization on the My Report page.

Miscellaneous Issues

It is always beneficial to **clear the cache**.

To clear cache (see *graphic below*):

1. Open Internet Explorer.
2. Go to the Tools menu.
3. Choose Internet Options.
4. Click on the General tab.
5. Click the Delete Cookies button.
6. Click the Delete Files button.
7. Click the Clear History button.
8. Click the OK button.

