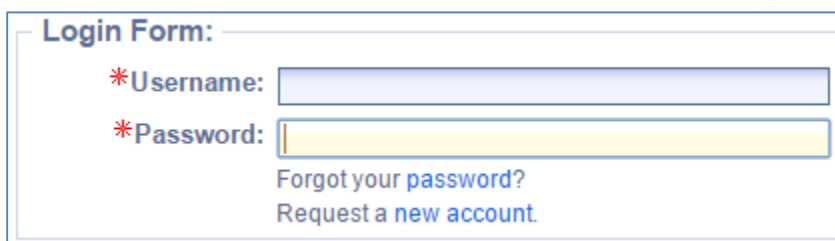


Credible Education Basics

Credible's Learning Management System, Credible Education, provides you with a single source for on-demand web-based training, instructor-led courses, and online resources relating to Credible software. Here are a few basics to get you started.

Getting an Account

If you don't already have an account in the Credible Education LMS, visit <http://credible-education.com>. Under the Login Form, click the **Request a new account link**.



Login Form:

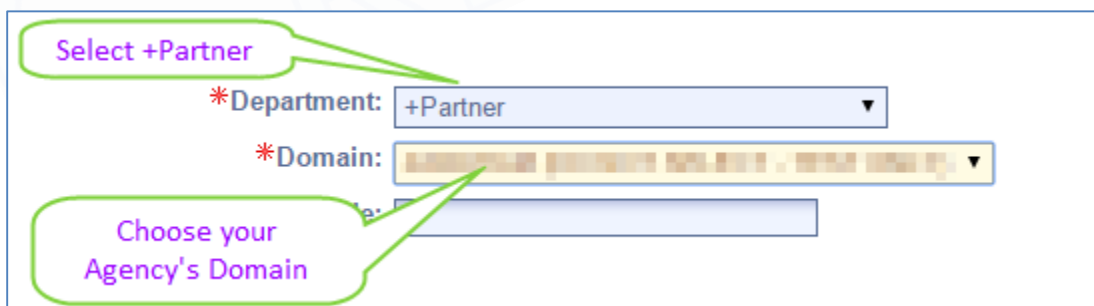
*Username:

*Password:

[Forgot your password?](#)

[Request a new account](#)

Complete the Account Request form. Make sure to use an email address from your Agency, and not a free service (yahoo.com, aol.com, etc.). Also, for **Department** select *Partner* and for **Domain** select your Agency's Domain. When complete, click **Create Account**.



Select +Partner

*Department:

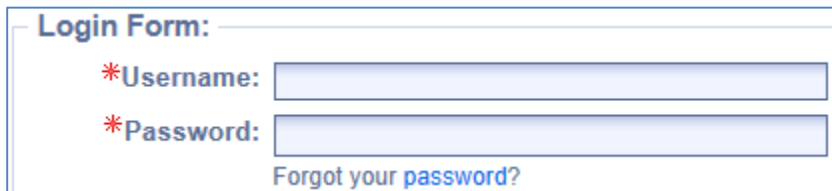
*Domain:

Choose your Agency's Domain

You will be notified when your account has been approved and created, usually within three business days. The message will come from **sumtotalsystems.com**, and will include your username and first-time password.

Logging In

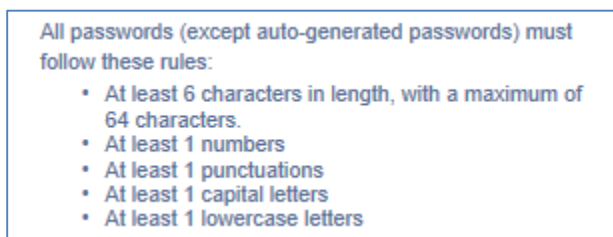
To log in, visit <http://credible-education.com>. If needed, a **Forgot your password** link is provided.



The screenshot shows a login form with the following elements:

- Login Form:** A header for the form.
- *Username:** A text input field with a red asterisk indicating it is required.
- *Password:** A text input field with a red asterisk indicating it is required.
- Forgot your password?** A blue hyperlink located below the password field.

The first time you log in you will be required to change your password. Take note of the password requirements, as they will apply to any changes you make in the future.



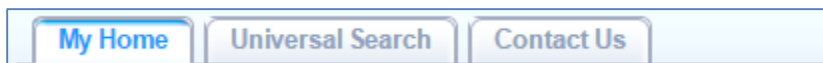
The screenshot displays the following password requirements:

All passwords (except auto-generated passwords) must follow these rules:

- At least 6 characters in length, with a maximum of 64 characters.
- At least 1 numbers
- At least 1 punctuations
- At least 1 capital letters
- At least 1 lowercase letters

Home Screen and Navigation

On logging in, you'll be taken to the **My Home** tab, **Organizer** page. The **Organizer Home** page displays important **System Announcements**, followed by information about your upcoming classes. We'll go into the *Organizer Home* in more detail later.



Universal Search allows you to search Credible Education for keywords appearing in the **Title** or **Description** of **Courses** and **Online Resources**.

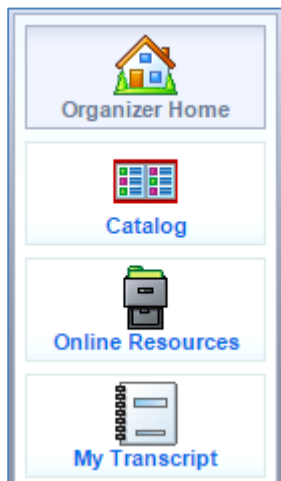
Contact Us provides a simple way to reach out to the Credible Education team with your questions, suggestions, and other feedback.

My Home/Organizer Home



On the **Organizer Home** page you'll find information about the classes for which you have already enrolled, or which have been assigned to you by a supervisor or other staff.

Alongside the *Organizer* button are links to **Learning and Metrics** and **Settings and Preferences**. The *Learning and Metrics* page allows you to check your personal training calendar, including courses for which you have enrolled. *Settings and Preferences* displays your profile in read-only format, with the exception of the **Login** tab, which allows you to change your password. (Note: If you need to make any other change to your profile, such as time zone, please notify Credible Education via the **Contact Us** tab.)



On the left is a navigation sidebar with links to the most frequently used parts of Credible Education: the **Catalog**, **Online Resources**, and **My Transcript**.

The **Catalog** holds all the courses currently available in Credible Education. You will search the *Catalog* to find courses of interest, enroll in those courses, and launch them. We'll cover that in more detail below.

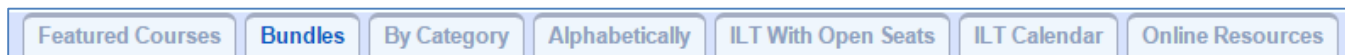
Online Resources includes documentation, handouts, videos, charts, best practices, and other supplementary material for our courses. Much information once held in the Library Domain will be moving to *Online Resources*.

To see a list of all courses you have taken or enrolled in through Credible Education, click the **My Transcript** icon. You will see when you registered for a class, its Completion Status and Completion Date, and Grade (if any).

Using the Catalog

Navigation

After clicking the *Catalog* icon, the **Bundles** tab will be displayed. This displays groups of courses frequently taken together, allowing for one-click enrollment in the group. (More information on this feature is provided in the next section.)



Featured Courses shows the courses singled out by Credible Education for particular emphasis, often new offerings, or items of timely interest.

The **By Category** and **Alphabetically** tabs provide different ways of seeing and searching the available courses. All available courses are listed in each tab.

ILT refers to live instructor-led training, usually webinars. **ILT With Open Seats** refers to classes which have not yet filled up, while **ILT Calendar** lists all upcoming live training classes. Note: The *ILT Calendar* is instantly updated with new classes as they are announced, and provides live links to register for the courses. The *Upcoming Training Calendar* on the Partner Domain is a general reference, only.

Finding Courses

By default, the **Search** field only searches the currently selected tab. If you are looking at *Featured Courses*, for example, your search will only include that small set of courses. We recommend selecting *By Category* or *Alphabetically* before performing a search, unless you need that limiting factor.

Advanced Search opens up a new set of options. You can search additional fields through use of the checkboxes, as well as filter your results via the dropdowns. Remember to go back up to click **Go** to perform the search.

After you have finished your search, click **Close Advanced Search** to hide those options.

Course Bundles

Some groups of courses are most frequently taken together. For example, if you are new to Credible software, you will want to take the **Core Credible** courses: *Overview and Navigation*, *Client Concepts Parts 1 & 2*, and *Employee Concepts*. To simplify this process we have created **Course Bundles**, enabling you to enroll in several courses at one time.

1. Find the **Credible Core** bundle and click the title or the **Details** button.

2. On the right side of your screen, click the **Enroll** button. All four courses will automatically be added to your Transcript.

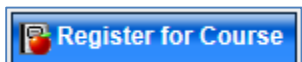


Enrollment

After you have found the course in which you are interested, click its **Title**. This will display the details about the course, including its full description, scheduled classes (for ILTs), and student ratings of the course (if any).



For web-based training (WBT), you may then click the **Enroll** button. The window changes, and a **Launch** button appears. Depending on your browser settings, you may or may not be warned about a pop-up window; allow the pop-up and begin the course.



If the class is instructor-led (ILT), any **Scheduled Classes** will appear below the details. Find an appropriate day and time for you to attend, then click the checkbox to the left of the preferred class, enabling the **Enroll in this Class** button. Click that button to enroll.

Select ▲	Class Name	Class Schedule
<input checked="" type="checkbox"/>	Billing Overview - 3/4/15	3/4/2015 - 3/4/2015, 1:00 PM - 3:00 PM (America
<input type="checkbox"/>		
All		

Bucket
 View Details
 View My Class Schedule
 Enroll in this Class

To register for the webinar, click either the class title or the **Launch** button. Either will bring you to the sign-up page for GoToWebinar, where you can register for the class.

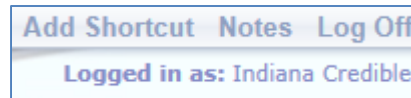
After registering through GoToWebinar, you will use the link automatically emailed to you to join the class. The instructor will take attendance and mark the course as completed after the end of the session, so be sure to sign in.



If you wish to take an instructor-led course that isn't on the schedule, you may request an offering via the **Credible Education Request Class** form in the Partner Domain.

Closing Out

When you have finished a session in Credible Education, use the **Log Off** link in the upper right corner of the window to safely and securely end your connection.



Feedback

As always, Credible's Training team wants to provide the most effective, efficient, and engaging education possible. The Credible Education learning management system is brand new, so please, take a moment to tell us what works for you, what doesn't work, and how we can make it the best experience possible for you. Email us at education@credibleinc.com, or reach out to any member of the Training team.