Job-Aid: Best Practices for Completing WSU Custom On-Demand Trainings
in Skillsoft Percipio Core & Compliance Platforms

Getting Started:

1. Plan to complete required Learning Program training modules/courses in one sitting. This is due to potential issues with the LMS not recording progress and completion data correctly.
2. Open Google Chrome or Firefox browser (Edge is not a supported browser and training will not be recorded as completed if using Edge)
3. Ensure your web browser is updated and meets "Percipio for Web Requirements"
   a. If using Chrome, you may need to adjust your settings to Allow Pop-Ups.
   b. If using Firefox, access the URL to Enable Autoplay.
4. Clear your browser cache
   a. Clear Your Cache in Google Chrome
   b. Clear Your Cache in Firefox
   c. Clear Your Cache in Safari
5. If you previously accessed the Learning Program or Course and the training was disrupted for any reason, and you did not complete the training, before beginning training again, access the URLs to clear your browser cache, and then restart the training from the beginning:
   a. Clear Your Cache in Google Chrome
   b. Clear Your Cache in Firefox
   c. Clear Your Cache in Safari
6. Go through each slide of the training, allowing all voiceovers play to the end, including on any quiz question slides and on the final slide.
   a. Even if navigation of the slides is not restricted, do not drag the course player seekbar ahead or skip to the next slide until the voiceover for that slide is complete.
      i. If the training includes playback speed functionality, you may adjust the speed for that particular training's voiceovers.
   b. When you reach the final slide, do not exit the training until the entire voiceover for that training slide is complete. If there is an "Exit Course" button, ensure you exit the training using that button as instructed.

Additional Course/Learning Administrative Information

- Learning Programs and Journeys include "required" and "optional" training modules. To receive credit for completing the program, you must complete each required course/content item in the required module or track.
- When accessing Learning Programs, click training modules in the topic menu to begin the training.
- Percipio will track your progress in each training module, including the time spent in each module, the start date, the completion date, and any scores if the training includes a quiz.
- The date you complete the last required course/content item in the Learning Program's "required" module will be the completion date for the Learning Program.
- You must achieve the minimum passing score in each course to complete the training. For courses housed in Learning Programs, you must achieve the minimum passing score for each course within the required modules to complete the Learning Program.
- Upon successful completion of a Course or Learning Program, you can access a certificate of completion for the Learning Program/course from the Training History menu item.